TO: Sacramento Public Library Authority Board Members

FROM: Rivkah K. Sass, Library Director

RE: Director's Report

RECOMMENDED ACTION: None - Information only.

Charging for Unclaimed Holds

Providing library patrons with the option of requesting items and sending those items throughout the system for pick up is critical to patron satisfaction. However, sometimes patrons choose not to pick up their requested items, resulting in extra work for library staff, wasted fuel and longer waits for other patrons. In 2011, more than 125,000 holds were not picked up, about 16% of all holds placed.

Recently a new feature has become available in the integrated library system (ILS), which will allow the library to charge a fine when patrons fail to pick up their requested items. When this feature is enabled and unclaimed holds are cleared from the hold shelf, the system will automatically add a charge.

Staff will return to the Board at a future meeting with a request to implement a small fee to encourage patrons to change their habits.

The Library Helps Job Seekers

Sacramento Public Library staff have been working with a variety of community partners to plan and present classes for job seekers, including the Urban League, Golden 1 Credit Union, The American River College Career Center and other organizations

Additionally, five Job Coaches have now been trained and are in the process of being placed at the North Highlands-Antelope, Martin Luther King, Jr. and Del Paso Heights branches. An additional 10 people have expressed interest in being trained for this volunteer opportunity. These volunteers will be assigned weekly shifts to assist patrons with their job search needs, in particular, navigating the JobNow database.

Recently Jill Stockinger, Branch Supervisor at Rancho Cordova, reported hearing from a grateful job seeker who was helped by the library. She had helped him write a resume and encouraged him to go to the Employment Development Department and the OneStop Career Center.

She received a Christmas card saying that the patron had gotten a job as a carpenter near his home and it would not have happened without the JobHelp info from the library. He was also able to sign up for a healthcare plan he had learned about through the library.

I Street Press

When I Street opened to the public, the Library had a lofty goal; to become the community's publishing and writing center. With a generous grant from the California State Library and the Institute of Museum and Library Science, the Library was able to purchase an Espresso Book Machine, a marvel of machinery that takes a digital file and spits out a paperback book five minutes later. The grant included access to a database of three million titles that can be printed on demand. The project includes offering writing and publishing classes. After six weeks, staff believes I Street is a success! In this time period, nine people have successfully printed 200 books on the machine, 13 have signed up (and paid) for classes, 115 people have attended an Information Session and staff have spoken to 200 people at community groups. An impressive 100 people attended a reception on January 12th, and press coverage includes the Sacramento Bee, Sacramento News & Review, Sacramento Press and CBS Sacramento. I Street has struck a chord with the community. The tag line is, "Do you have a book inside?" and the answer has come back loud and clear. The answer is yes; Sacramento has a story to tell and I Street will help them tell it.

Gifts and Bequests

Frances J. Pendleton In June 2011, staff received notice that Sacramento Public Library's Sacramento Room would be the beneficiary of proceeds from the estate of Frances J. Pendleton. Ms. Pendleton was an avid baseball fan and a supporter of a number of local arts and history organizations who will benefit from her estate. The Sacramento Room will receive 10% of the estate, estimated to be \$20,000 to \$30,000, as well as a collection of photographs and other research material related to Sacramento history.

Once the estate is settled and the funds received, they will be used to organize and preserve Ms. Pendleton's collection and to continue the efforts to digitize Sacramento Room collections for future generations.

In December the Library received a number of checks with little or no accompanying information. Because of the amounts, it was determined that these were Friends of the Library renewals and were deposited accordingly.

In December, Shari Nichelini, branch supervisor at the McKinley Library was contacted by The Robert and Maria Kelly Stewardship, who asked her to come up with a plan for spending \$3,500. The funds will be used to support programs and collections at the library. This very generous donation is much appreciated.

Facilities Projects

Rio Linda-Eleverta Library Project with Twin Rivers Unified School District

The Library continues discussion and negotiation with Twin Rivers Unified School District regarding plans for the remodel of Rio Linda Elementary School, Building H, which will replace the existing Rio Linda library branch. Once a lease agreement is signed, the District will send construction documents out for bid and award. Construction completion is tentatively scheduled for January 2013, with an anticipated move-in date of Spring 2013.

Arcade Library

The branch will close from February 6 through February 13 to accommodate the installation of a new public service desk. The new desk is designed to provide enhanced customer service interactions and to increase operational efficiency. In addition, a portion of the existing worn carpet, located in high-traffic public areas, will be replaced.

Galt Closure - January 23 through 30

Starting Monday, January 23, Library Facilities staff will complete a project at the Galt-Marian O. Lawrence Library, requiring them to be closed until Tuesday, January 31, 2012.

Galt library needs to make the most efficient use of the small space it has. The main service desk will be removed and replaced with fresh new counters with a much longer use life. The new desk will provide better workspace for staff, make the Express Checkout station more visible to the public, and, looking ahead to the eventual implementation of RFID technology, make sure the new configuration will support that change. The magazine section in the public area will be updated to give that area a new, brighter look. At the same time, some shelving will be moved to make aisle space ADA compliant, and a library catalog computer will be installed at the end of a shelving unit. Facilities staff will also reconfigure some public service tables to increase access to outlets for people who bring in their own laptops to use the library's WiFi connection.

During the closure, staff and volunteers will RFID tag the entire collection and encode as much of the collection as possible as part of a system-wide effort to make all SPL libraries ready for the RFID technology that now exists in a few branches.

Sylvan Oaks Library

In order to improve customer service, and maximize use of available staff, the public service desk and the reference desk at the branch will be modified to create a single point of customer service. The modifications will take place when the branch is closed, and will not require an extended closure of the branch.

Library Café Costs and Options

At the Board meeting of September 29, 2011, the Board asked for information on food services at branches as a potential source of additional revenue.

The Valley Hi-North Laguna Library is the first SPL branch to incorporate food services into the daily operation. The vending court at that location has been moderately successful, well-used by patrons and generates about \$200 per month in revenue for the Library. In June of 2010, in between vending contracts, the Library sought proposals for a coffee cart operation that would be staffed by a local entrepreneur and would offer made to order coffee drinks, snacks, and other simple menu items. Despite aggressive outreach to local food service operators, only one proposal was received and it was from an individual who had never run a food service business. The Library staff decided to seek a new vending machine operator instead, and that has worked out well.

SPL's experience is typical of other library systems that have sought to incorporate food operations into the facility. The Folsom Library opened in 2007 but its café area sat empty for almost four years while staff sought a willing tenant. Many businesses find that the library's hours are not suited to their typical customer, and that the foot traffic is not sufficient to warrant the investment in equipment. Infrastructure for a full service operation, with full preparation of cold foods such as sandwiches and salads, would cost about \$100,000. A smaller "coffee cart" business would cost about \$75,000, and infrastructure for a vending area about \$15,000.

AmeriCorps Volunteers

A team 26 of Americorps Volunteers provided hard work and muscle at the Central and Rancho Cordova libraries on January 5 and 6, accomplishing a variety of projects and tasks that included shifting the Genealogy collection from the 4th Floor to the 2nd, bringing it in closer proximity to The Sacramento Room, cleaning and organizing areas at Central, sorting more than 130 bins, and other cleaning and work.

Sacramento Public Library in the News

The area's Kwanzaa events were covered in an article in the <u>Sacramento Bee</u> on December 30, 2011, featuring photographs of the program at the Valley Hi-North Laguna Library.

Authority Board member Darrell Fong was featured in a <u>Sacramento Bee</u> article on January 8, 2012, "Enigmatic Councilman a Political Wildcard."

Sacramento Public Library was featured in the January 2012 edition of Comstock's Magazine, Capital Region Cares section. This honor was generously provided by TIAA-CREF/Scholarshare, with whom the Library has partnered to present workshops for parents on saving for their children's education. The Library is grateful to both Comstock's and the Scholarshare organization for promoting the Library and its services to the readers of Comstock's Magazine.

Human Trafficking Display and Book Donation by Soroptomists

The Library has partnered with the South Sacramento chapter of Soroptomists International to bring attention to the issue of human trafficking, both on a global scale and here in the Sacramento region. The Soroptomists have donated a number of current titles on this issue in the hope that this information will provide awareness that can lead to solutions. The donation and a display was presented at the Central Library on January 11, International Human Trafficking Awareness Day. The books are available for check out and the display will be at Central until mid-February. The display will then travel to several library branches throughout the County for the remainder of the year.

ATTACHMENTS

Attachment A-1: Public Services Statistics – October 2011 Attachment A-2: Public Services Statistics – November 2011 Attachment B: Sacramento Bee – Kwanzaa Celebrations

Attachment C: Sacramento Bee – Darrell Fong, Enigmatic Councilman Attachment D: Comstock's Magazine – Capital Region Cares, January 2012

SACRAMENTO PUBLIC LIBRARY

MONTHLY PUBLIC SERVICES STATISTICS

November 2011

Key Points:

· Branches with the highest percentage of circulation that is from self-check include:

Elk Grove (88.7%) North Natomas (79.6%) North Highlands (77.5%) Colonial Heights (74.4%) Valley Hi-North Laguna (73.0%)

- · In November 2011, the Library offered 415 free programs to the public, an 7.8% increase over November 2010.
- FY 2011-12 year to date program attendance is 62,388, a 13.3% increase from FY 2010-11.
- FY 2011-12 year to date branch volunteer hours total 24,250 an 20.6% increase from FY 2010-11.

Sacramento Public Library Monthly Report Summary

NOVEMBER 2011	Nov	Nov	Char	nge	YTD	YTD	Chang	ge
	<u>2010</u>	<u>2011</u>	<u>N</u>	<u>%</u>	<u>2010-11</u>	<u>2011-12</u>	<u>N</u>	<u>%</u>
Customers & Circulation								
Items Circulated	655,342	613,057	-42,285	-6.5%	3,420,425	3,261,552	-158,873	-4.6%
Interlibrary Loan								
Loaned to Client Libraries	10,526	10,419	-107	-1.0%	52,996	57,905	4,909	9.3%
Borrowed from Client Libraries	10,146	14,799	4,653	45.9%	51,368	58,466	7,098	13.8%
Loaned to LINKPlus Libraries	na	3,257	na	na	na	18,640	na	na
Borrowed from LINKPlus Libraries	na	3,143	na	na	na	18,103	na	na
All Other Loans	12	121	109	908.3%	303	620	317	104.6%
New Customers Registered	5,518	5,059	-459 - - - - - - - - - -	-8.3%	35,549	29,432	-6,117	-17.2%
Total Customers	670,434	665,138	-5,296	-0.8%	na	na	na	na
Adult	458,713	443,087	-15,626	-3.4%	na	na	na	na
Juvenile	175,756	178,285	2,529	1.4%	na	na	na	na
E-card Only Other	34,976	42,764	na 11	22.3%	na	na	na	na
1	989	1,000	11	1.1%	na	na	na	na
Total Customers as % of Total Population	49.2%	48.4%	-0.8%	-1.6%	na	na	na	na
Library Visits	345,472	342,739	-2,733	-0.8%	1,840,248	1,812,893	-27,355	-1.5%
Programs_								
TOTAL PROGRAMS - #	385	415	30	7.8%	2,070	2,433	363	17.5%
TOTAL ATTENDANCE	8,759	10,376	1,617	18.5%	55,088	62,388	7,300	13.3%
TO THE THIRD WILL	0,733	10,570	1,017	10.570	33,000	02,300	7,500	13.370
Family Programs - #	31	32	1	3.2%	180	253	73	40.6%
Family Programs - Attendance	1,260	2,098	838	66.5%	10,699	10,928	229	2.1%
Toddler Programs - #	70	02	12	10 60/	210	406	07	27 20/
Toddler Programs - # Toddler Programs - Attendance	70 2,340	83 3,063	13 723	18.6% 30.9%	319 9,651	406 14,463	87 4,812	27.3% 49.9%
Toddler Frograms - Attendance	2,340	3,003	723	30.976	9,031	14,403	4,012	43.370
Preschool Programs - #	65	84	19	29.2%	371	445	74	19.9%
Preschool Programs - Attendance	1,773	1,971	198	11.2%	10,632	12,326	1,694	15.9%
Calcad Ana Buannana II	50	F4	4	2.00/	222	256	24	7.20/
School Age Programs - #	50	51	1	2.0%	332	356	24	7.2%
School Age Programs - Attendance	1,417	1,412	-5	-0.4%	12,644	12,413	-231	-1.8%
Teen Programs - #	61	54	-7	-11.5%	329	356	27	8.2%
Teen Programs - Attendance	791	696	-95	-12.0%	4,518	4,541	23	0.5%
Adult Programs - #	104	109	5	4.8%	532	604	72	13.5%
Adult Programs - Attendance	1,154	1,081	-73	-6.3%	6,903	7,474	571	8.3%
Senior Programs - #	4	2	-2	-50.0%	7	13	6	85.7%
Senior Programs - Attendance	24	55	31	129.2%	41	243	202	492.7%
Community								
Community Meeting/Meeting Room Use - #	342	264	-78	-22.8%	1,601	1,558	-43	-2.7%
Hours Used	1,113	1,066	-47	-4.2%	5,216	5,036	-180	-3.5%
Attendance	7,469	5,448	-2,021	-27.1%	35,738	32,213	-3,525	-9.9%
Community Mtgs - # presentations by staff	23	38	15	65.2%	182	288	106	58.2%
Total Attendance	493	2,847	2,354	477.5%	9,934	13,591	3,657	36.8%
Attendance - Adults	181	492	311	171.8%	4,161	4,745	584	14.0%
Attendance - Youth	312	2,355	2,043	654.8%	5,773	8,846	3,073	53.2%
Community Group Vicits to Library #	27	F4	1.4	27 00/	214	227	122	E7 F0/
Community Group Visits to Library - #	37 1 526	51 1 742	14 217	37.8%	214	337	123	57.5%
Total Attendance	1,526	1,743	217	14.2%	7,872	10,850	2,978	37.8%
Attendance - Adults Attendance - Youth	373 1 152	408 1 225	35 182	9.4%	1,456 6,416	2,802	1,346	92.4%
Attenuance - Touth	1,153	1,335	182	15.8%	6,416	8,048	1,632	25.4%
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Sacramento Public Library Monthly Report Summary

NOVEMBER 2011	Nov	Nov	Chai	-	YTD	YTD	Chang	-
	<u>2010</u>	<u>2011</u>	<u>N</u>	<u>%</u>	<u>2010-11</u>	<u>2011-12</u>	<u>N</u>	<u>%</u>
Internet Access Totals	65.643	57.075		44.00/	250 625	226 722	24 002	C 440/
Total Time (Hours)	65,642	57,875	-7,767	-11.8%	358,625	336,723	-21,902	-6.11%
Total Time (Hours)	54,614	50,215	-4,399	-8.1%	297,655	289,271	-8,384	-2.82%
<u>Customer Self-Service</u>								
Self-Check Circulation	276,117	279,598	3,481	1.3%	1,484,920	1,491,398	6,478	0.4%
% of All Circulation for System	42.1%	45.6%	3.5%	8.2%	43.4%	45.7%	2.3%	5.3%
Total Customer-Completed Renewals	138,775	133,326	-5,449	-3.9%	681,000	681,864	864	0.1%
Computer Renewal - External	129,845	124,604	-5,241	-4.0%	634,722	638,412	3,690	0.6%
Computer Renewal - Internal	4,432	4,749	317	7.2%	26,609	24,210	-2,399	-9.0%
Telephone Renewal	4,498	3,973	-525	-11.7%	19,669	19,242	-427	-2.2%
% of All Circulation for System	0.7%	21.7%	21.1%	3068.6%	0.6%	0.6%	0.0%	2.6%
Total Holds Placed	161,136	154,641	-6,495	-4.0%	832,656	2,701,592	1,868,936	224.5%
Customer-Placed Holds	145,859	139,159	-6,700	-4.6%	745,898	1,156,895	410,997	55.1%
% of All Holds Placed	90.5%	90.0%	-0.5%	-0.6%	89.6%	42.8%	0	-52.2%
2								
Total Library Catalog Searches ²	1,267,704	1,147,993	-119,711	-9.4%	4,813,964	6,736,504	1,922,540	39.9%
Searches during open hours	na	697,300	na	na	na	4,214,042	na	na
Searches during closed hours	na	450,693	na	na	na	2,522,462	na	na
% of Total Searches	na	39.3%	na	na	na	37.4%	na	na
Subscription Database Searches ³	273,227	584,238	311,011	113.8%	226,576	3,016,970	2,790,394	1231.5%
Web Page Visits	346,192	340,495	-5,697	-1.6%	na	1,784,877	na	na
1100 1 480 11010	3.0,132	0.0,.55	3,037	2.070		2,701,077		
Download	7,126	13,626	6,500	91.2%	24,967	58,329	33,362	133.6%
Notices Sent for Holds and Overdues - Total	152,814	99,090	-53,724	-35.2%	806,588	541,816	-264,772	-32.8%
Delivered via E-mail	118,150	68,540	-49,610	-42.0%	623,867	376,545	-247,322	-39.6%
% of Total	77.3%	69.2%	-8%	-10.5%	77.3%	69.5%	-7.8%	-10.1%
Delivered via Automated Tele System	34,664	30,550	-4,114	-11.9%	182,721	165,271	-17,450	-9.6%
% of Total	22.7%	30.8%	8.1%	35.9%	22.7%	30.5%	7.8%	34.7%
Pacaureae								
Resources Open Hours	4,035	3,797	-238	-5.9%	21,933	21,163	-770	-3.5%
Closed Hours	4,035 604	· ·	-236 235		•	-	-770 59	-3.5% 5.9%
Closed Hours	604	839	233	38.9%	1,000	1,059	39	5.9%
Staff FTE	194	185.5	-8.5	-4.4%	na	na	na	na
Extra Help Staff Total Hours Used	8,685	6,324	-2,361	-27.2%	44,346	40,261	-4,085	-9.2%
Oncall Hours	2,349	0	-2,349	-100.0%	12,581	10,742	-1,839	-14.6%
Oncall Wages	na	\$302.40	na	na	na	\$302.40	na	na
Shelver Hours	6,336	6,022	-314	-5.0%	31,765	29,217	-2,548	-8.0%
Shelver Wages	na	\$51,051.07	na	na	na	\$99,127.07	na	na
Volunteers-#	507	674	167	32.9%	na	na	na	na
Volunteers - Hours	3,612	4,744	1,132	31.3%	20,112	24,250	4,138	20.6%
Itams Tatal	1 047 494	1 706 544	-160,940	0.20/			~~	
Items - Total Items Added	1,947,484	1,786,544	•	-8.3% 1.4%	na 49 292	na 57.260	na e ozz	na 19.6%
Titles - Total	9,150	9,277	127	1.4%	48,383	57,360	8,977	18.6%
Titles Added	492,178 1,324	495,177 1,127	2,999 -197	0.6% -14.9%	na 7,139	na 5,985	na -1,154	na -16.2%
nices Added	1,324	1,127	-137	-14.570	7,139	3,303	-1,134	-10.2/0

Notes:

Last year = 1,362,619 This year = 1,373,874

 $^{^{\}rm 1}\,$ The population estimates used are from the California Department of Finance.

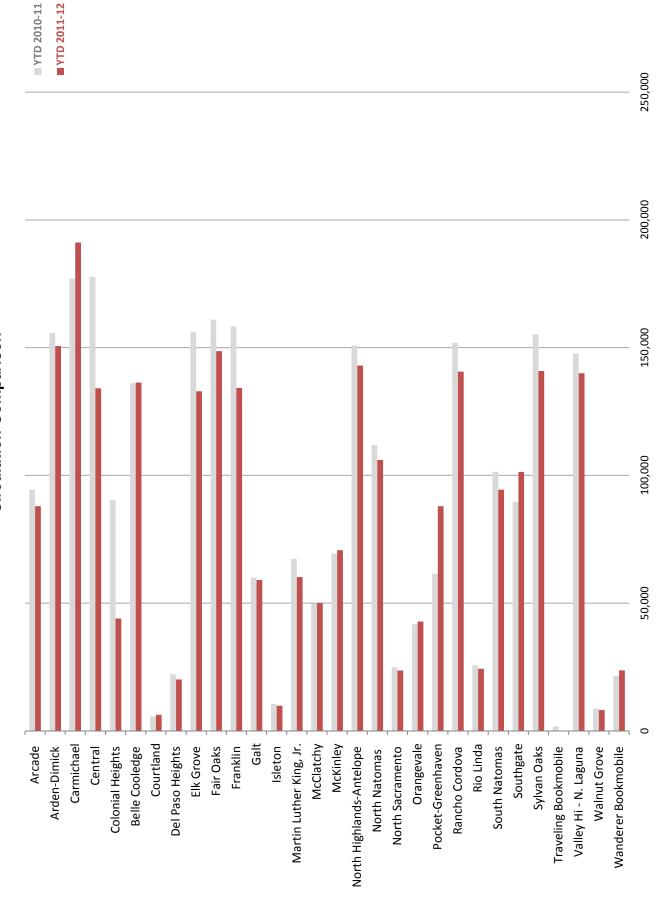
² The catalog search data was updated October 2011 to reflect searches performed during and outside of regular library hours

³ The subscription database searches refer to totals for the previous month.

Sacramento Public Library Monthly Report Customers

NOVEMBER 2011	Monthly	y New Customers	tomers	Sur J	Cumulative New Customers	v Custome	SI		Total Customers	omers	
	Nov	Nov		ΔTΛ	YTD	Change	ge			Change	ge
<u>Branches</u>	<u>2010</u>	2011	% Change	2010-11	<u>2011-12</u>	zI	%	2010-11	<u>2011-12</u>	zI	%
Totals	5,518	5,059	-8.3%	35,549	40,608	5,059	14.2%	670,434	665,138	-5,296	-0.8%
Arcade	203	157	-22.7%	952	1,109	157	16.5%	21,924	21,815	-109	-0.5%
Arden-Dimick	226	173	-23.5%	1,138	1,311	173	15.2%	28,016	27,274	-742	-2.6%
Carmichael	225	201	-10.7%	1,268	1,469	201	15.9%	33,296	32,661	-635	-1.9%
Central	350	353	0.9%	2,048	2,401	353	17.2%	58,971	55,384	-3,587	-6.1%
Colonial Heights	168	277	64.9%	1,236	1,513	277	22.4%	28,520	26,499	-2,021	-7.1%
Belle Cooledge	162	117	-27.8%	1,188	1,305	117	9.8%	30,921	28,306	-2,615	-8.5%
Courtland	6	6	%0.0	52	64	6	16.4%	906	874	-32	-3.5%
Del Paso Heights	79	29	-15.2%	442	206	29	15.2%	9,502	9,018	-484	-5.1%
Elk Grove	299	228	-23.7%	1,933	2,161	228	11.8%	45,810	43,895	-1,915	-4.2%
Fair Oaks	177	162	-8.5%	1,039	1,201	162	15.6%	29,773	28,442	-1,331	-4.5%
Franklin	136	126	-7.4%	1,959	2,085	126	6.4%	29,454	29,874	420	1.4%
Galt	112	81	-27.7%	552	633	81	14.7%	15,089	14,875	-214	-1.4%
Isleton	6	8	-11.1%	99	74	∞	12.1%	1,077	1,049	-28	-2.6%
Martin Luther King, Jr.	179	122	-31.8%	696	1,091	122	12.6%	23,991	22,457	-1,534	-6.4%
McClatchy	27	24	-11.1%	157	181	24	15.3%	3,535	3,708	173	4.9%
McKinley	83	99	-20.5%	298	634	99	11.6%	14,889	14,485	-404	-2.7%
North Highlands-Antelope	325	278	-14.5%	1,775	2,053	278	15.7%	48,670	46,523	-2,147	-4.4%
North Natomas	275	270	-1.8%	3,036	3,306	270	8.9%	15,953	19,418	3,465	21.7%
North Sacramento	94	41	-56.4%	349	390	41	11.7%	9,018	8,337	-681	-7.6%
Orangevale	22	175	218.2%	386	561	175	45.3%	9,004	9,601	297	%9.9
Pocket-Greenhaven	149	65	-56.4%	1,129	1,194	65	2.8%	1,821	4,790	2,969	163.0%
Rancho Cordova	566	264	-0.8%	1,591	1,855	264	16.6%	35,002	33,922	-1,080	-3.1%
Rio Linda	47	48	2.1%	241	289	48	19.9%	6,496	6,248	-248	-3.8%
South Natomas	223	162	-27.4%	1,364	1,526	162	11.9%	37,703	35,273	-2,430	-6.4%
Southgate	150	152	1.3%	911	1,063	152	16.7%	25,825	24,030	-1,795	-7.0%
Sylvan Oaks	276	263	-4.7%	1,656	1,919	263	15.9%	38,149	37,267	-882	-2.3%
Traveling Bookmobile	1	0	-100.0%	5	2	0	%0:0	1,076	838	-238	-22.1%
Valley Hi - N. Laguna	432	359	-16.9%	2,675	3,034	359	13.4%	25,904	30,490	4,586	17.7%
Walnut Grove	12	7	-41.7%	99	73	7	10.6%	1,496	1,486	-10	-0.7%
Wanderer Bookmobile	7	15	114.3%	47	62	15	31.9%	1,285	1,732	447	34.8%
Other Circulating Entities											
Books by Mail	0	0	%0:0	1	П	0	%0.0	101	1	-100	%0.66-
IL	0	4	na	4	∞	4	100.0%	657	293	-64	-9.7%
Misc Circ	762	785	3.0%	4,743	5,528	785	16.6%	36,600	43,973	7,373	20.1%

Sacramento Public Library Monthly Report Circulation Comparison



Sacramento Public Library Monthly Report Circulation

NOVEMBER 2011	Mon	Monthly Circulation	ition	Monthly	Monthly Circ. per Open Hour	pen Hour	O _I	Cumulative Circulation	irculation	
	Nov	Nov		Nov	Nov		ΔΤΥ	ΔΤΥ	Change	ě
<u>Branch</u>	<u>2010</u>	<u>2011</u>	% Change	<u>2010</u>	2011	% Change	2010-11	<u>2011-12</u>	괴	%
Totals	655,342	613,057	-6.5%	3,367	3,374	0.2%	3,420,425	3,261,552	-158,873	-4.6%
Arcade	17,863	16,260	%0.6-	108	110	2.1%	94,345	87,936	-6,409	-6.8%
Arden-Dimick	29,900	26,892	-10.1%	180	189	5.1%	155,686	150,616	-5,070	-3.3%
Carmichael	33,438	38,598	15.4%	210	214	2.0%	176,993	191,144	14,151	8.0%
Central	33,184	32,766	-1.3%	177	213	20.5%	177,712	134,067	-43,645	-24.6%
Colonial Heights	17,082	13,622	-20.3%	124	108	-12.7%	90,397	43,943	-46,454	-51.4%
Belle Cooledge	24,686	25,313	2.5%	190	192	1.0%	136,005	136,317	312	0.2%
Courtland	1,246	1,191	-4.4%	13	10	-18.5%	5,645	6,262	617	10.9%
Del Paso Heights	4,809	3,291	-31.6%	34	25	-27.4%	22,093	20,074	-2,019	-9.1%
Elk Grove	28,265	23,401	-17.2%	168	158	-6.0%	156,260	132,891	-23,369	-15.0%
Fair Oaks	30,590	25,701	-16.0%	184	174	-5.8%	160,952	148,632	-12,320	-7.7%
Franklin	28,594	18,421	-35.6%	127	124	-2.3%	158,283	134,232	-24,051	-15.2%
Galt	10,328	10,637	3.0%	81	81	-0.1%	59,915	59,033	-882	-1.5%
Isleton	2,583	2,301	-10.9%	36	32	-10.9%	10,546	608'6	-737	-7.0%
Martin Luther King, Jr.	10,916	10,411	-4.6%	78	79	1.2%	67,317	60,194	-7,123	-10.6%
McClatchy	6,093	9,049	-0.5%	70	70	-0.5%	49,824	50,030	206	0.4%
McKinley	12,529	12,745	1.7%	95	97	1.7%	69,406	70,692	1,286	1.9%
North Highlands-Antelope	29,689	26,650	-10.2%	179	193	8.0%	150,832	143,003	-7,829	-5.2%
North Natomas	20,540	20,078	-2.2%	158	152	-3.7%	111,779	105,999	-5,780	-5.2%
North Sacramento	4,744	4,832	1.9%	36	42	14.1%	24,876	23,599	-1,277	-5.1%
Orangevale	2,666	8,233	7.4%	73	26	-22.8%	41,775	42,798	1,023	2.4%
Pocket-Greenhaven	16,870	14,447	-14.4%	130	111	-14.4%	61,517	87,902	26,385	42.9%
Rancho Cordova	28,542	25,416	-11.0%	170	196	15.1%	151,889	140,608	-11,281	-7.4%
Rio Linda	4,822	4,622	-4.1%	46	43	-5.9%	25,632	24,292	-1,340	-5.2%
South Natomas	18,091	16,708	-7.6%	139	129	-7.6%	101,394	94,393	-7,001	-6.9%
Southgate	17,111	16,087	-6.0%	103	110	%6.9	86,298	101,301	11,703	13.1%
Sylvan Oaks	29,250	25,213	-13.8%	159	162	1.7%	155,197	140,862	-14,335	-9.2%
Traveling Bookmobile	1,003	0	-100.0%	na	na	na	1,757	10	-1,747	-99.4%
Valley Hi - N. Laguna	27,342	26,619	-5.6%	207	176	-14.9%	147,682	139,976	-7,706	-5.2%
Walnut Grove	1,700	1,670	-1.8%	16	16	-2.7%	8,731	8,146	-585	-6.7%
Wanderer Bookmobile	2,849	4,221	48.2%	77	114	48.2%	21,505	23,663	2,158	10.0%

Sacramento Public Library Monthly Report

Program Totals

			-)	-				_		
NOVEMBER 2011	Month	Monthly Program Totals	n Totals	Cumulati	Cumulative Program Totals	n Totals	Moni	Monthly Attendance	<u>dance</u>	Cumula	Cumulative Attendance	<u>ance</u>
	Nov	Nov		ΔŦ	YTD	Change	Nov	Nov		YTD	ΛΤΟ	Change
Branch	<u>2010</u>	<u>2011</u>	% Change	2010-11	2011-12	%	<u>2010</u>	<u>2011</u>	% Change	<u>2010-11</u>	<u>2011-12</u>	%
Totals	382	415	7.8%	2,070	2,433	17.5%	8,759	10,376	18.5%	55,088	62,388	13.3%
Arcade	10	13	30.0%	75	79	5.3%	149	253	%8.69	1,242	1,789	44.0%
Arden-Dimick	15	18	20.0%	83	117	41.0%	357	1,097	207.3%	2,773	3,826	38.0%
Carmichael	21	32	52.4%	138	187	35.5%	440	1,016	130.9%	3,400	4,914	44.5%
Central	29	35	-40.7%	284	229	-19.4%	730	401	-45.1%	4,291	4,601	7.2%
Colonial Heights	∞	4	-50.0%	59	38	-35.6%	133	69	-48.1%	1,290	810	-37.2%
Belle Cooledge	31	35	12.9%	105	153	45.7%	971	1,120	15.3%	3,850	5,489	42.6%
Courtland	20	11	-45.0%	75	75	%0.0	318	140	-56.0%	1,514	1,223	-19.2%
Del Paso Heights	10	7	-30.0%	53	46	-13.2%	211	145	-31.3%	1,339	1,122	-16.2%
Elk Grove	19	13	-31.6%	98	95	10.5%	627	439	-30.0%	2,752	2,773	0.8%
Fair Oaks	16	16	0.0%	84	06	7.1%	1,115	704	-36.9%	3,460	3,622	4.7%
Franklin	7	15	114.3%	43	91	111.6%	236	297	153.0%	1,800	1,999	11.1%
Galt	15	11	-26.7%	101	72	-28.7%	223	179	-19.7%	1,796	1,472	-18.0%
Isleton	12	10	-16.7%	69	54	-21.7%	268	167	-37.7%	1,355	950	-29.9%
Martin Luther King, Jr.	10	10	%0:0	63	83	31.7%	222	150	-32.4%	1,795	1,627	-9.4%
McClatchy	∞	∞	%0.0	32	35	9.4%	164	303	84.8%	644	896	49.5%
McKinley	19	15	-21.1%	81	72	-11.1%	483	386	-20.1%	1,991	2,871	44.2%
North Highlands-Antelope	12	19	58.3%	71	97	36.6%	213	340	29.6%	1,396	2,142	53.4%
North Natomas	2	12	140.0%	63	99	4.8%	114	344	201.8%	1,274	1,752	37.5%
North Sacramento	12	7	-41.7%	41	34	-17.1%	84	54	-35.7%	661	380	-42.5%
Orangevale	9	3	-50.0%	26	31	19.2%	72	25	-65.3%	905	1,000	10.9%
Pocket-Greenhaven	∞	20	150.0%	30	139	363.3%	125	475	280.0%	4,962	3,984	-19.7%
Rancho Cordova	19	20	5.3%	115	121	5.2%	466	486	4.3%	3,163	3,817	20.7%
Rio Linda	5	12	140.0%	28	57	103.6%	32	105	228.1%	157	869	344.6%
South Natomas	13	19	46.2%	80	103	28.8%	306	236	-22.9%	2,175	2,325	6.9%
Southgate	3	16	433.3%	34	84	147.1%	105	311	196.2%	622	1,668	168.2%
Sylvan Oaks	10	16	%0.09	59	65	10.2%	196	294	20.0%	1,540	1,670	8.4%
Valley Hi - N. Laguna	9	11	83.3%	41	71	73.2%	317	436	37.5%	2,145	2,445	14.0%
Walnut Grove	9	7	16.7%	51	49	-3.9%	82	104	26.8%	799	456	-42.9%

Sacramento Public Library Monthly Report Visits In

NOVEMBER 2011		Vis	Visits In		Adu	ult Attendance	<u>ance</u>	You	Youth Attendance	nce	Mon	Monthly Attendance	<u>ndance</u>	즤	Cumulative Attendance	Attendanc	Φl
	Nov	YTD	YTD		Nov	YTD	YTD	Nov	YTD	YTD	YTD	YTD		YTD	TTD	Change	ge
<u>Branch</u>	2011	2010-11	2011-12	% Change	2011	2010-11	2011-12	2011	2010-11	<u>2011-12</u>	2010-11	2011-12	% Change	2010-11	<u>2011-12</u>	Z	%
Totals	51	. 214	337	27.5%	408	1,456	2,802	1,335	6,416	8,048	1,526	1,743	14.2%	7,872	10,850	2,978	37.8%
Arcade	1	1	3	200.0%	18	20	51	0	0	80	20	18	-10.0%	20	131	111	555.0%
Arden-Dimick	0	2	2	0.0%	0	59	47	0	161	186	145	0	-100.0%	220	233	13	5.9%
Carmichael	1	6	5	-44.4%	12	106	44	31	206	102	52	43	-17.3%	312	146	-166	-53.2%
Central	4	1 20	37	82.0%	32			210	870	1,312	196	242	23.5%	1,148	1,532	384	33.4%
Colonial Heights	2	ਜ	3	200.0%	6	2	16	64	10	88	0	73	na	12	105	93	775.0%
Belle Cooledge	2	9	4	-33.3%	21	47	30	7	224	37	42	28	-33.3%	271	29	-204	-75.3%
Courtland	8	0	99	na	10	0	75	155	0	1,249	0	165	na	0	1,324	1,324	na
Del Paso Heights	2	. 22	14	-36.4%	21	77	66	2	132	126	79	23	-70.9%	209	225	16	7.7%
Elk Grove	0	3	3	0.0%	0	26		0	165	171	0	0	0.0%	221	213	8	-3.6%
Fair Oaks	2		10	100.0%	26	49	130	09	171	287	0	98	na	220	417	197	89.5%
Franklin	1		2	-60.0%	14	29		37	144	49	0	51	na	173	71	-102	-59.0%
Galt	1	4	4	0.0%	9	75	36	13	33	44	52	19	-63.5%	108	80	-28	-25.9%
Isleton	0		12	140.0%	0	2	20	0	101	249	0	0	0.0%	106	269	163	153.8%
Martin Luther King, Jr.	4		15	114.3%	24	41	147	98	128	376	0	110	na	169	523	354	209.5%
McClatchy	Н	0	3	na	-	0	13	17	0	63	0	24	na	0	9/	9/	na
McKinley	1	. 2	2	%0:0	0	9	2	25	74	20	0	25	na	80	22	-25	-31.3%
North Highlands-Antelope	0	2	2	%0:0	0		11	0	83	91	0	0	0.0%	97	102	2	5.2%
North Natomas	9	95	38	-32.1%	93	146	1,092	173	1,765	449	0	566	na	1,911	1,541	-370	-19.4%
North Sacramento	0	5	9	20.0%	0		41	0	75	38	26	0	-100.0%	103	79	-24	-23.3%
Orangevale	4	0	∞	na	29	0	09	103	0	204	0	132	na	0	264	264	na
Pocket-Greenhaven	0	16	16	0.0%	0	152	144	0	649	720	380	0	-100.0%	801	864	63	7.9%
Rancho Cordova	1		15	%2'99	15		180	0	142	402	24	15	-37.5%	215	582	367	170.7%
Rio Linda	0	0	0	0.0%	0	0	0	0	0	0	0	0	%0:0	0	0	0	0.0%
South Natomas	4	18	16	-11.1%	12	64	41	148	909	333	157	160	1.9%	699	374	-295	-44.1%
Southgate	4	0	11	na	33		104	140	0	391	0	173	na	0	495	495	na
Sylvan Oaks	1		4	-20.0%	18			20	300	170	132	38	-71.2%	377	210	-167	-44.3%
Valley Hi - N. Laguna	1	∞	7	-12.5%	∞	52	57	44	378	263	191	52	-72.8%	430	320	-110	-25.6%
Walnut Grove	0	0	26	na	0			0	0	517	0	0	0.0%	0	552	552	na

Sacramento Public Library Monthly Report Self-Check

NOVEMBER 2011		Mont	Monthly Circulation	tion				Cumulative Circulation	Circulation	u Vot	of %
	Nov	Nov	Change		% of Branch	ΔŦ	YTD	Change	đ	on	Circulation
<u>Branch</u>	2010	2011	ZI	%	Circulation	2010-11	2011-12	zI	%	2010-11	<u>2011-12</u>
Totals	276,117	279,598	3,481	1.3%	45.6%	1,484,920	1,491,398	6,478	0.4%	43.4%	45.7%
Arcade	7,714	7,856	142	1.8%	48.3%	40,975	41,401	426	1.0%	43.4%	47.1%
Arden-Dimick	17,399	16,405	-994	-5.7%	61.0%	91,246	90,953	-293	-0.3%	28.6%	60.4%
Carmichael	21,118	25,346	4,228	20.0%	65.7%	110,278	121,692	11,414	10.4%	62.3%	63.7%
Central	13,641	14,884	1,243	9.1%	45.4%	73,206	71,724	-1,482	-5.0%	41.2%	53.5%
Colonial Heights	12,795	10,137	-2,658	-20.8%	74.4%	68,397	32,431	-32,966	-52.6%	75.7%	73.8%
Belle Cooledge	14,300	14,276	-24	-0.2%	56.4%	76,441	75,722	-719	-0.9%	56.2%	25.5%
Courtland	295	522	227	%6.92	43.8%	2,420	2,928	208	21.0%	42.9%	46.8%
Del Paso Heights	737	1,334	297	81.0%	40.5%	7,359	7,570	211	2.9%	33.3%	37.7%
Elk Grove	23,032	20,747	-2,285	%6:6-	88.7%	125,549	109,745	-15,804	-12.6%	80.3%	82.6%
Fair Oaks	16,194	14,135	-2,059	-12.7%	25.0%	86,003	80,330	-5,673	%9'9-	53.4%	54.0%
Franklin	16,368	11,684	-4,684	-28.6%	63.4%	91,082	92,502	1,420	1.6%	57.5%	%6'89
Galt	2,329	2,345	16	0.7%	22.0%	13,148	13,571	423	3.2%	21.9%	23.0%
Isleton	841	627	-214	-25.4%	27.2%	3,101	2,773	-328	-10.6%	29.4%	28.3%
Martin Luther King, Jr.	5,679	6,315	989	11.2%	%2.09	37,126	35,574	-1,552	-4.2%	55.2%	59.1%
$McClatchy^1$	na	na	na	na	na	na	na	na	na	na	na
McKinley	8,332	8,956	624	7.5%	70.3%	44,853	49,783	4,930	11.0%	64.6%	70.4%
North Highlands	20,070	20,660	290	2.9%	77.5%	100,671	110,440	69,769	9.7%	%2'99	77.2%
North Natomas	14,247	15,984	1,737	12.2%	%9.67	79,364	80,840	1,476	1.9%	71.0%	76.3%
North Sacramento	920	2,283	1,363	148.2%	47.2%	10,534	11,074	540	5.1%	42.3%	46.9%
Orangevale	898	3,604	2,736	315.2%	43.8%	14,731	16,419	1,688	11.5%	35.3%	38.4%
Pocket-Greenhaven	10,285	9,330	-955	-9.3%	64.6%	37,810	53,320	15,510	41.0%	61.5%	%2'09
Rancho Cordova	16,974	16,782	-192	-1.1%	%0.99	84,888	90,160	5,272	6.2%	55.9%	64.1%
Rio Linda	750	1,840	1,090	145.3%	39.8%	7,485	9,499	2,014	76.9%	29.2%	39.1%
South Natomas	8,831	11,661	2,830	32.0%	%8.69	50,264	60,640	10,376	20.6%	49.6%	64.2%
Southgate	8,323	8,793	470	2.6%	54.7%	42,061	58,077	16,016	38.1%	46.9%	57.3%
Sylvan Oaks	14,574	13,531	-1,043	-7.2%	53.7%	76,208	72,709	-3,499	-4.6%	49.1%	51.6%
Valley Hi-North Laguna	19,402	19,436	34	0.2%	73.0%	109,006	296'86	-10,039	-9.2%	73.8%	70.7%
Walnut Grove	66	125	26	26.3%	7.5%	714	554	-160	-22.4%	8.2%	%8.9

Note: ¹ McClatchy does not have a self-check machine.

Sacramento Public Library Monthly Report Virtual Self-Service

NOVEMBER 2011				-				
	Nov	Nov	Change	ge	YTD	YTD	Change	e Se
	<u>2010</u>	2011	ZI	%	2010-11	<u>2011-12</u>	ZI	∾ I
Total Renewals	138,775	133,326	-5,449	-3.9%	681,000	681,864	864	
External	129,845	124,604	-5,241	-4.0%	634,722	638,412	3,690	
Internal	4,432	4,749	317	7.2%	26,609	24,210	-2,399	•
Telephone	4,498	3,973	-525	-11.7%	19,669	19,242	-427	
% of All Circulation	21.2%	21.7%	%9.0	2.7%	19.9%	20.9%	1.0%	
All Holds	161,136	154,641	-6,495	-4.0%	832,656	839,207	6,551	
Self-Placed	145,859	139,159	-6,700	-4.6%	745,898	753,649	7,751	
% of All Holds	90.5%	%0.06	-0.5%	%9:0-	89.68	89.8%	0.2%	
Total Electronic Access	619,419	619,419 924,733	305,314	49.3%	5,289,664	5,289,664 11,596,680 6,307,016	6,307,016	11
Catalog Searches	583,689	583,689 1,147,993	564,304	%2'96	3,203,169	6,736,504 3,533,335	3,533,335	11
Subscription Database Use ¹	273,227	584,238	311,011	113.8%	416,068	3,016,970	2,600,902	62
Library Web Site Visits	346,192	340,495	na	na	1,637,271	1,784,877	na	
Download	7,126	13,626	6,500	91.2%	33,156	58,329	na	7

0.1% 0.6% -9.0% -2.2% 5.0%

%

119.2% 110.3%

0.8% 1.0% 0.3%

625.1%

75.9%

 $[\]frac{\mbox{Notes:}}{\mbox{1}} \label{eq:notes:}$ The subscription database searches refer to totals for the previous month.

Sacramento Public Library Monthly Report Materials & Hours

NOVEMBER 2011	Items	21	Titles	νı		Open Hours	<u>Iours</u>			Closed Hours		
	Nov	Nov	Nov	Nov				%		YTD	YTD	%
		<u>71107</u>	7070	707			71-117	<u>Cnange</u>	ZUII Keason	11-0107	71-117	Cnange
	1,947,484	1,786,544	492,178	495,177	3,797	21,933	21,203	-3.3%	839	1,000	1,616	61.7%
	75,209	61,100	57,803	53,905	148	806	840	-7.5%	32 Holidays	38	26	47.4%
	77,972	71,322	69,848	62,708	142	892	834	-6.5%	40 Holidays	38	99	73.7%
	120,375	105,378	102,074	780,06	180	848	939	10.7%	20 Holidays	39	28	-28.2%
	314,684	312,115	273,672	267,632	154	1,063	954	-10.3%	16 Holidays	43	24	-44.2%
	67,849	48,026	59,981	44,152	126	746	661	-11.4%	34 Holidays	38	342	800.08
	69,949	67,371	65,459	60,791	132	200	751	6.4%	32 Holidays	92	40	-47.4%
	17,153	12,302	14,826	12,046	115	557	571	2.5%	0 Holidays	22	5	-77.3%
Del Paso Heights	23,319	22,365	24,560	21,124	132	738	703	-4.7%	32 Holidays	40	26	40.0%
	63,403	61,199	57,014	52,755	148	894	848	-5.1%	32 Holidays	40	26	40.0%
	88,153	73,966	73,271	64,417	148	905	840	%6.9-	32 Holidays	36	26	25.6%
	90,746	866'28	72,304	73,376	149	1,009	708	-29.8%	33 Holidays	54	53	-0.9%
	40,833	36,003	39,607	33,595	132	742	742	%0:0	32 Holidays	27	40	48.1%
	16,279	14,314	15,458	13,726	72	554	519	-6.3%	25 Holidays	28	34	21.4%
Martin Luther King, Jr.	90,771	79,311	80,991	72,265	132	748	703	-6.0%	32 Holidays	36	26	25.6%
	22,696	23,598	22,260	22,097	130	734	749	2.0%	34 Holidays	30	42	40.0%
	46,183	45,550	44,157	41,935	132	755	751	-0.5%	32 Holidays	28	40	42.9%
North Highlands-Antelope	90,428	81,502	75,974	70,787	138	874	811	-7.2%	42 Holidays	36	99	83.3%
	82,589	81,846	81,494	74,204	132	754	770	2.1%	32 Holidays	32	40	25.0%
North Sacramento	30,006	23,032	24,432	21,717	116	746	715	-4.2%	30 Holidays	22	108	390.9%
	35,631	28,408	30,041	26,131	146	602	629	4.5%	18 Holidays	25	26	4.0%
Pocket-Greenhaven	46,860	49,290	45,414	43,641	130	438	717	63.7%	34 Holidays	28	42	20.0%
Rancho Cordova	81,096	77,537	71,042	68,189	130	905	808	-10.4%	50 Holidays	36	74	105.6%
	25,758	22,140	26,747	21,016	107	909	654	7.9%	29 Holidays	25	36	44.0%
South Natomas	69,910	900'89	63,357	59,303	130	754	717	-4.9%	34 Holidays	34	42	23.5%
	71,845	55,514	63,074	50,047	146	006	827	-8.1%	34 Holidays	38	28	52.6%
	91,020	81,886	83,057	72,414	156	997	916	-8.1%	34 Holidays	42	62	47.6%
Traveling Bookmobile	5,255	1,935	3,784	2,055	0	na	156	na	na Holidays	na	na	na
Valley Hi - N. Laguna	64,406	909'89	59,637	58,327	151	760	738	-2.9%	13 Holidays	28	21	-25.0%
	19,142	17,952	17,957	16,691	106	909	515	-15.0%	27 Holidays	25	36	44.0%
Wanderer Bookmobile	7,964	6,972	3,921	6,700	37	198	117	-40.9%	4 Holidays	16	11	-31.3%

SACRAMENTO PUBLIC LIBRARY

MONTHLY PUBLIC SERVICES STATISTICS

December 2011

Key Points:

· Branches with the highest percentage of circulation that is from self-check include:

Elk Grove (86.5%) North Natomas (79.3%) North Highlands (77.1%) Colonial Heights (76.5%) Valley Hi-North Laguna (74.2%)

- In December 2011, the Library offered 364 free programs to the public, an 6.7% increase over December 2010.
- FY 2011-12 year to date program attendance is 71,569, a 14.4% increase from FY 2010-11.
- FY 2011-12 year to date branch volunteer hours total 28,159 an 21.0% increase from FY 2010-11.

Sacramento Public Library Monthly Report Summary

DECEMBER 2011	Dec	Dec	Chan	_	YTD	YTD	Chan	
Customers & Circulation	<u>2010</u>	<u>2011</u>	<u>N</u>	<u>%</u>	<u>2010-11</u>	<u>2011-12</u>	<u>N</u>	<u>%</u>
Items Circulated	581,011	497,736	-83,275	-14.3%	4,001,436	3,759,288	-242,148	-6.1%
Interlibrary Loan								
Loaned to Client Libraries	10,526	9,654	-872	-8.3%	63,522	67,559	4,037	6.4%
Borrowed from Client Libraries	10,146	8,674	-1,472	-14.5%	61,514	67,140	5,626	9.1%
Loaned to LINKPlus Libraries	na	2,981	na	na	na	21,621	na	na
Borrowed from LINKPlus Libraries	na	2,494	na	na	na	20,597	na	na
All Other Loans	21	118	97	461.9%	324	738	414	127.8%
New Customers Registered	4,578	3,723	-855	-18.7%	40,127	33,155	-6,972	-17.4%
Total Customers	675,012	668,639	-6,373	-0.9%	na	na	na	na
Adult	461,845	445,430	-16,415	-3.6%	na	na	na	na
Juvenile	176,956	178,949	1,993	1.1%	na	na	na	na
E-card Only	35,215	43,255	na	22.8%	na	na	na	na
Other	996	1,003	7	0.7%	na	na	na	na
Total Customers as % of Total Population ¹	49.5%	48.7%	-0.9%	-1.8%	na	na	na	na
Library Visits	345,918	266,635	-79,283	-22.9%	2,186,166	2,079,528	-106,638	-4.9%
Programs_								
TOTAL PROGRAMS - #	341	364	23	6.7%	2,411	2,797	386	16.0%
TOTAL ATTENDANCE	7,498	9,181	1,683	22.4%	62,586	71,569	8,983	14.4%
Family Programs - #	51	49	-2	-3.9%	231	302	71	30.7%
Family Programs - Attendance	1,964	2,827	863	43.9%	12,663	13,755	1,092	8.6%
Toddler Programs - #	49	61	12	24.5%	368	467	99	26.9%
Toddler Programs - Attendance	1,278	1,855	577	45.1%	10,929	16,318	5,389	49.3%
Preschool Programs - #	57	60	3	5.3%	428	505	77	18.0%
Preschool Programs - Attendance	1,345	1,538	193	14.3%	11,977	13,864	1,887	15.8%
School Age Programs - #	56	48	-8	-14.3%	388	404	16	4.1%
School Age Programs - Attendance	1,418	1,092	-326	-23.0%	14,062	13,505	-557	-4.0%
	,							
Teen Programs - #	51	64	13	25.5%	380	420	40	10.5%
Teen Programs - Attendance	684	802	118	17.3%	5,202	5,343	141	2.7%
Adult Programs - #	75	81	6	8.0%	607	685	78	12.9%
Adult Programs - Attendance	801	1,032	231	28.8%	7,704	8,506	802	10.4%
Senior Programs - #	2	1	-1	-50.0%	9	14	5	55.6%
Senior Programs - Attendance	8	35	27	337.5%	49	278	229	467.3%
Community					,			
Community Meeting/Meeting Room Use - #	264	225	-39	-14.8%	1,865	1,783	-82	-4.4%
Hours Used	934	719	-215	-23.0%	6,150	5,755	-395	-6.4%
Attendance	6,321	5,441	-880	-13.9%	42,059	37,654	-4,405	-10.5%
Community Meetings - # presentations by staff	36	21	-15	-41.7%	218	309	91	41.7%
Total Attendance	469	780	311	66.3%	10,403	14,371	3,968	38.1%
Attendance - Adults	36	105	69	191.7%	4,197	4,850	653	15.6%
Attendance - Youth	433	675	242	55.9%	6,206	9,521	3,315	53.4%
	433	075	242	33.370	0,200		3,313	33.470
Community Group Visits to Library - #	19	56	37	194.7%	233	393	160	68.7%
Total Attendance	633	1,799	1,166	184.2%	8,505	12,649	4,144	48.7%
Attendance - Adults	134	512	378	282.1%	1,590	3,314	1,724	108.4%
Attendance - Youth	499	1,287	788	157.9%	6,915	9,335	2,420	35.0%
Internet Access Totals								
Total Reservations	68,683	54,881	na	na	427,308	391,604	na	na
Total Time (Hours)	59,399	48,367	na	na	357,054	337,638	na	na
	23,333	. 3,30.			23.,004	23.,030		

Sacramento Public Library Monthly Report Summary

DECEMBER 2011	Dec	Doc	Char		YTD	YTD	Chan	
DECEMBER 2011	2010	Dec <u>2011</u>	N Cliai	-	2010-11	2011-12	<u>N</u>	<u>%</u>
	2010	2011	<u></u>	<u>%</u>	2010-11	2011-12	<u></u>	<u> 70</u>
Customer Self-Service								
Self-Check Circulation	257,452	221,375	-36,077	-14.0%	1,742,372	1,712,773	-29,599	-1.7%
% of All Circulation for System	44.3%	44.5%	0.2%	0.4%	43.5%	45.6%	2.0%	4.6%
% of All Circulation for System	44.5%	44.3%	0.2%	0.4%	43.3%	45.0%	2.0%	4.0%
Total Customer-Completed Renewals	100,050	102,487	2,437	2.4%	781,050	784,351	3,301	0.4%
Computer Renewal - External	92,963	95,661	2,698	2.9%	727,685	734,073	6,388	0.9%
Computer Renewal - Internal	3,790	3,702	-88	-2.3%	30,399	27,912	-2,487	-8.2%
Telephone Renewal	3,297	3,124	-173	-5.2%	22,966	22,366	-600	-2.6%
% of All Circulation for System	0.6%	20.6%	20.0%	3528.6%	0.6%	0.6%	0.0%	3.7%
Total Holds Placed	155,076	132,856	-22,220	-14.3%	987,732	2 834 448	1,846,716	187.0%
Customer-Placed Holds	139,312	132,830	-139,312	-100.0%	885,210	1,156,895	271,685	30.7%
% of All Holds Placed	89.8%	0.0%	-89.8%	-100.0%	89.6%	40.8%	0	-54.5%
% Of All Holds Flaced	85.870	0.076	-83.676	-100.0%	83.076	40.676	U	-54.576
Total Library Catalog Searches ²	1,320,800	886,590	-434,210	-32.9%	5,632,801	7,623,094	1,990,293	35.3%
Searches during open hours	na	489,915	na	na	na	4,703,957	na	na
Searches during closed hours	na	396,675	na	na	na	2,919,137	na	na
% of Total Searches	na	44.7%	na	na	na	38.3%	na	na
Subscription Database Searches ³	273,227	555,886	282,659	103.5%	286,578	3,572,856	3,286,278	1146.7%
Web Page Visits	337,741	319,784	-17,957	-5.3%	200,576 na	2,104,661	na	na
The stage value	337,741	313,704	17,557	3.370	nu -	2,104,001	na na	iiu
Download	6,979	15,399	8,420	120.6%	30,453	73,728	43,275	142.1%
Notices Sent for Holds and Overdues - Total	136,739	100,979	-35,760	-26.2%	943,327	642,795	-300,532	-31.9%
Delivered via E-mail	112,148	70,656	-41,492	-37.0%	736,015	447,201	-288,814	-39.2%
% of Total	82.0%	70.0%	-12%	-14.7%	78.0%	69.6%	-8.5%	-10.8%
Delivered via Automated Telephone System	24,591	30,323	5,732	23.3%	207,312	195,594	-11,718	-5.7%
% of Total	18.0%	30.0%	12.0%	67.0%	22.0%	30.4%	8.5%	38.5%
Resources								
Open Hours	4,558	4,663	106	2.3%	26,491	25,826	-665	-2.5%
Closed Hours	390	1,042	652	167.2%	1,390	2,101	711	51.2%
Staff FTE	194	185.5	-8.5	-4.4%	na	na	na	na
Extra Help Staff Total Hours Used	9,483	6,379	-3,104	-32.7%	53,829	46,640	-7,189	-13.4%
Oncall Hours	2,910	31	-2,879	-98.9%	15,491	10,773	-4,718	-30.5%
Oncall Wages	na	\$703.00	na	na	na	\$1,005.40	na	na
Shelver Hours	6,573	5,645	-928	-14.1%	38,338	34,862	-3,476	-9.1%
Shelver Wages	na	\$70,172.00	na	na	na	\$121,223.07	na	na
Volunteers-#	465	601	136	29.2%	na	na	na	na
Volunteers - Hours	3,153	3,909	756	24.0%	23,265	28,159	4,894	21.0%
Items - Total	1,949,584	1,774,670	-174,914	-9.0%	na	na	na	na
Items Added	9,135	7,708	-1,427	-15.6%	57,518	65,068	7,550	13.1%
Titles - Total	493,140	494,434	1,294	0.3%	na	na	na	na
Titles Added	2,051	728	-1,323	-64.5%	9,190	6,713	-2,477	-27.0%
	2,331	, 20	1,525	3570	3,230	3,713	_, ., ,	_,,

Notes:

Last year = 1,362,619 This year = 1,373,874

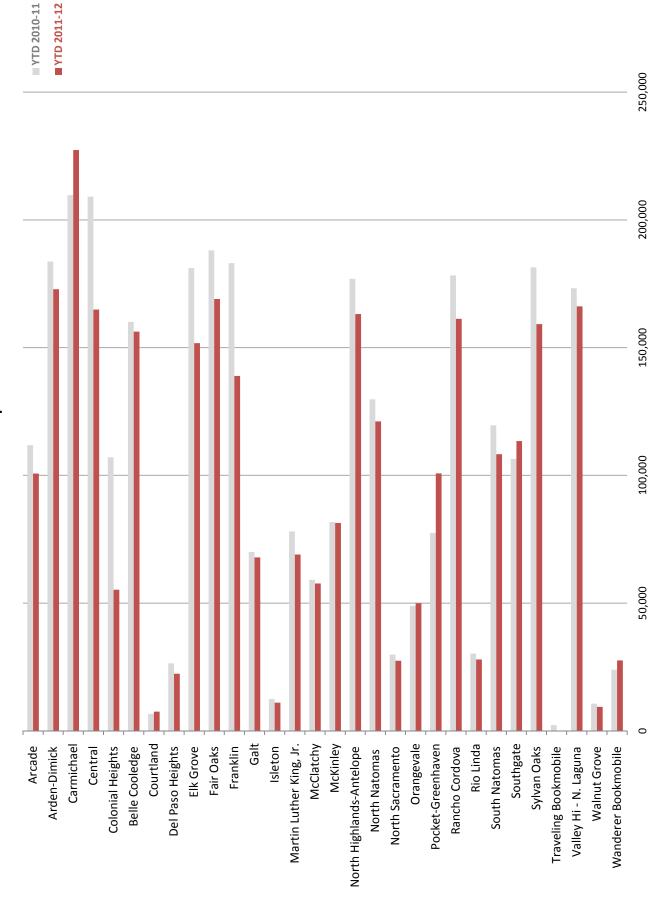
 $^{^{1}\,}$ The population estimates used are from the California Department of Finance.

 $^{^{2}}$ The catalog search data was updated July 2011 to reflect searches performed during and outside of regular library hours

³ The subscription database searches refer to totals for the previous month.

Sacramento Public Library Monthly Report Customers

DECEMBER 2011	Month	Monthly New Customers	tomers	Cur	Cumulative New Customers	v Custome	ଥ		Total Customers	tomers	
	Dec	Dec		YTD	YTD	Change	ge			Change	3e
<u>Branches</u>	<u>2010</u>	<u>2011</u>	% Change	2010-11	2011-12	Z	%	2010-11	<u>2011-12</u>	Z	%
Totals	4,578	3,723	-18.7%	40,127	44,331	4,204	10.5%	675,012	668,639	-6,373	-0.9%
Arcade	177	109	-38.4%	1,129	1,218	89	7.9%	22,101	21907	-194	-0.9%
Arden-Dimick	163	113	-30.7%	1,301	1,424	123	9.5%	28,179	27392	-787	-2.8%
Carmichael	189	206	80.6	1,457	1,675	218	15.0%	33,485	32903	-582	-1.7%
Central	360	300	-16.7%	2,408	2,701	293	12.2%	59,331	55629	-3,702	-6.2%
Colonial Heights	178	164	-7.9%	1,414	1,677	263	18.6%	28,698	26643	-2,055	-7.2%
Belle Cooledge	136	106	-22.1%	1,324	1,411	87	%9.9	31,057	28377	-2,680	-8.6%
Courtland	2	9	200.0%	57	70	13	22.8%	806	880	-28	-3.1%
Del Paso Heights	73	57	-21.9%	515	266	51	%6.6	9,575	9061	-514	-5.4%
Elk Grove	286	198	-30.8%	2,219	2,359	140	6.3%	46,096	44063	-2,033	-4.4%
Fair Oaks	147	117	-20.4%	1,186	1,318	132	11.1%	29,920	28554	-1,366	-4.6%
Franklin	06	87	-3.3%	2,049	2,172	123	%0.9	29,544	29926	382	1.3%
Galt	9/	62	-18.4%	628	695	29	10.7%	15,165	14930	-235	-1.5%
Isleton	11	11	%0.0	77	82	∞	10.4%	1,088	1059	-29	-2.7%
Martin Luther King, Jr.	133	92	-30.8%	1,102	1,183	81	7.4%	24,124	22523	-1,601	-6.6%
McClatchy	19	26	36.8%	176	207	31	17.6%	3,554	3735	181	5.1%
McKinley	70	51	-27.1%	638	685	47	7.4%	14,959	14542	-417	-2.8%
North Highlands-Antelope	235	122	-48.1%	2,010	2,175	165	8.2%	48,905	35362	-13,543	-27.7%
North Natomas	117	174	48.7%	3,153	3,480	327	10.4%	16,070	46692	30,622	190.6%
North Sacramento	26	129	130.4%	405	519	114	28.1%	9,074	19555	10,481	115.5%
Orangevale	29	24	-64.2%	453	282	132	29.1%	9,071	8370	-701	-7.7%
Pocket-Greenhaven	140	70	-50.0%	1,269	1,264	ι'n	-0.4%	1,961	9672	7,711	393.2%
Rancho Cordova	253	9	-74.3%	1,844	1,920	9/	4.1%	35,255	4919	-30,336	-86.0%
Rio Linda	31	169	445.2%	272	458	186	68.4%	6,527	34086	27,559	422.2%
South Natomas	144	27	-81.3%	1,508	1,553	45	3.0%	37,847	6275	-31,572	-83.4%
Southgate	140	123	-12.1%	1,051	1,186	135	12.8%	25,965	24139	-1,826	-7.0%
Sylvan Oaks	225	111	-50.7%	1,881	2,030	149	7.9%	38,374	37360	-1,014	-2.6%
Traveling Bookmobile	0	0	%0.0	5	Ŋ	0	0.0%	1,076	834	-242	-22.5%
Valley Hi - N. Laguna	316	341	7.9%	2,991	3,375	384	12.8%	26,220	30946	4,726	18.0%
Walnut Grove	13	9	-53.8%	79	79	0	%0.0	1,509	1496	-13	-0.9%
Wanderer Bookmobile	9	9	%0:0	53	89	15	28.3%	1,291	1738	447	34.6%



Sacramento Public Library Monthly Report Circulation

DECEMBER 2011	Mont	thly Circulation	ation	Monthly	Monthly Circ. per Open Hour	pen Hour	O _I	Cumulative Circulation	Circulation	
	Dec	Dec		Dec	Dec		YTD	YTD	Change	96
<u>Branch</u>	2010	2011	% Change	2010	2011	% Change	2010-11	2011-12	괴	%
Totals	581,011	497,736	-14.3%	2,798	2,232	-20.2%	4,001,436	3,759,288	-242,148	-6.1%
Arcade	17,449	12,796	-26.7%	96	71	-26.3%	111,794	100,732	-11,062	-9.9%
Arden-Dimick	27,993	22,239	-20.6%	155	122	-21.0%	183,679	172,855	-10,824	-5.9%
Carmichael	32,692	36,187	10.7%	180	181	0.7%	209,685	227,331	17,646	8.4%
Central	31,414	30,816	-1.9%	143	156	9.1%	209,126	164,883	-44,243	-21.2%
Colonial Heights	16,703	11,288	-32.4%	106	69	-34.9%	107,100	55,231	-51,869	-48.4%
Belle Cooledge	24,092	19,951	-17.2%	159	122	-23.2%	160,097	156,268	-3,829	-2.4%
Courtland	978	1,276	30.5%	∞	11	31.0%	6,623	7,538	915	13.8%
Del Paso Heights	4,313	2,288	-47.0%	27	14	-48.2%	26,406	22,362	-4,044	-15.3%
Elk Grove	24,876	18,827	-24.3%	137	105	-23.9%	181,136	151,718	-29,418	-16.2%
Fair Oaks	27,104	20,390	-24.8%	150	113	-24.4%	188,056	169,022	-19,034	-10.1%
Franklin	24,778	4,684	-81.1%	98	26	-73.8%	183,061	138,916	-44,145	-24.1%
Galt	10,099	8,849	-12.4%	69	54	-21.5%	70,014	67,882	-2,132	-3.0%
Isleton	1,893	1,236	-34.7%	23	13	-43.5%	12,439	11,045	-1,394	-11.2%
Martin Luther King, Jr.	10,744	8,839	-17.7%	89	54	-20.7%	78,061	69,033	-9,028	-11.6%
McClatchy	9,320	7,649	-17.9%	61	47	-23.9%	59,144	57,679	-1,465	-2.5%
McKinley	12,301	10,674	-13.2%	82	65	-20.6%	81,707	81,366	-341	-0.4%
North Highlands-Antelope	26,114	20,171	-22.8%	144	112	-22.3%	176,946	163,174	-13,772	-7.8%
North Natomas	17,981	15,109	-16.0%	120	92	-23.1%	129,760	121,108	-8,652	-6.7%
North Sacramento	5,020	3,843	-23.4%	33	26	-20.3%	29,896	27,442	-2,454	-8.2%
Orangevale	7,163	2,096	%6:0-	57	43	-23.9%	48,938	49,894	926	2.0%
Pocket-Greenhaven	15,953	12,893	-19.2%	88	72	-19.6%	77,470	100,795	23,325	30.1%
Rancho Cordova	26,353	20,684	-21.5%	147	115	-21.9%	178,242	161,292	-16,950	-9.5%
Rio Linda	4,583	3,666	-20.0%	36	27	-25.9%	30,215	27,958	-2,257	-7.5%
South Natomas	18,193	13,896	-23.6%	120	82	-29.2%	119,587	108,289	-11,298	-9.4%
Southgate	16,781	12,138	-27.7%	93	29	-27.3%	106,379	113,439	2,060	%9.9
Sylvan Oaks	26,240	18,318	-30.2%	130	96	-25.8%	181,437	159,180	-22,257	-12.3%
Traveling Bookmobile	202	0	-100.0%	na	na	na	2,264	10	-2,254	%9.66-
Valley Hi - N. Laguna	25,542	26,193	2.5%	170	160	-6.2%	173,224	166,169	-7,055	-4.1%
Walnut Grove	1,905	1,254	-34.2%	15	6	-37.6%	10,636	9,400	-1,236	-11.6%
Wanderer Bookmobile	2,384	3,896	63.4%	82	105	28.1%	23,889	27,559	3,670	15.4%

Sacramento Public Library Monthly Report

Program Totals

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DECEMBER 2011	Month	Monthly Program Totals	n Totals	Cumu	Cumulative Program Totals	gram To	<u>stals</u>	Mon	Monthly Attendance	<u>ndance</u>	٥I	Cumulative Attendance	<u>ttendance</u>	
	Dec	Dec		YTD	YTD	Cha	Change	Dec	Dec		YTD	YTD	Change	ge 3e
<u>Branch</u>	<u>2010</u>	2011	% Change	2010-11	2011-12	Z	%	2010	2011	% Change	2010-11	<u>2011-12</u>	Z	%
Totals	341	364	%2'9	2,411	2,797	386	16.0%	7,498	9,181	22.4%	62,586	71,569	8,983	14.4%
Arcade	13	13	%0.0	88	95	4	4.5%	201	218	8.5%	1,443	2,007	564	39.1%
Arden-Dimick	14	19	35.7%	97	136	39	40.2%	417	451	8.2%	3,190	4,277	1,087	34.1%
Carmichael	30	39	30.0%	168	226	28	34.5%	625	1,053	68.5%	4,025	2,967	1,942	48.2%
Central	55	24	-56.4%	339	253	98-	-25.4%	1,134	909	-46.6%	5,425	5,207	-218	-4.0%
Colonial Heights	10	9	-40.0%	69	44	-25	-36.2%	166	84	-49.4%	1,456	894	-562	-38.6%
Belle Cooledge	10	26	160.0%	115	179	64	22.7%	221	1,015	359.3%	4,071	6,504	2,433	59.8%
Courtland	14	8	-42.9%	88	83	9	-6.7%	247	78	-68.4%	1,761	1,301	-460	-26.1%
Del Paso Heights	6	7	-22.2%	62	53	6-	-14.5%	250	145	-42.0%	1,589	1,267	-322	-20.3%
Elk Grove	13	8	-38.5%	66	103	4	4.0%	415	238	-42.7%	3,167	3,011	-156	-4.9%
Fair Oaks	12	14	16.7%	96	104	∞	8.3%	480	1,047	118.1%	3,940	4,669	729	18.5%
Franklin	12	15	25.0%	55	106	51	92.7%	417	356	-14.6%	2,217	2,355	138	6.2%
Galt	18	14	-22.2%	119	98	-33	-27.7%	248	229	-7.7%	2,044	1,701	-343	-16.8%
Isleton	13	11	-15.4%	82	92	-17	-20.7%	282	250	-11.3%	1,637	1,200	-437	-26.7%
Martin Luther King, Jr.	4	∞	100.0%	29	91	24	35.8%	52	158	203.8%	1,847	1,785	-62	-3.4%
McClatchy	4	7	75.0%	36	42	9	16.7%	99	158	139.4%	710	1,121	411	57.9%
McKinley	10	15	20.0%	91	87	-4	-4.4%	248	389	26.9%	2,239	3,260	1,021	45.6%
North Highlands-Antelope	6	13	44.4%	80	110	30	37.5%	157	209	33.1%	1,553	2,351	798	51.4%
North Natomas	4	9	20.0%	29	72	2	7.5%	53	94	77.4%	1,327	1,846	519	39.1%
North Sacramento	6	9	-33.3%	20	40	-10	-20.0%	175	40	-77.1%	836	420	-416	-49.8%
Orangevale	5	2	-60.0%	31	33	7	6.5%	33	22	-33.3%	935	1,022	87	9.3%
Pocket-Greenhaven	7	12	71.4%	37		114	308.1%	127	173	36.2%	5,089	4,157	-932	-18.3%
Rancho Cordova	22	23	4.5%	137	144	7	5.1%	496	781	57.5%	3,659	4,598	939	25.7%
Rio Linda	7	10	42.9%	35		32	91.4%	57	208	264.9%	214	906	692	323.4%
South Natomas	13	19	46.2%	93	122	29	31.2%	361	295	-18.3%	2,536	2,620	84	3.3%
Southgate	4	14	250.0%	38	86	09	157.9%	246	277	12.6%	898	1,945	1,077	124.1%
Sylvan Oaks	10	11	10.0%	69	9/	7	10.1%	177	226	27.7%	1,717	1,896	179	10.4%
Valley Hi - N. Laguna	2	∞	300.0%	43	79	36	83.7%	42	316	652.4%	2,187	2,761	574	26.2%
Walnut Grove	∞	9	-25.0%	29	22	-4	%8.9-	105	65	-38.1%	904	521	-383	-42.4%

Sacramento Public Library Monthly Report

Self-Check

DECEMBER 2011		Month	thly Circulation	<u>tion</u>				Cumulative Circulation	Circulatio	⊓ %of	% of
	Dec	Dec	Change		% of Branch	YTD	ΔF	Change		Circulation	Circulation
<u>Branch</u>	<u>2010</u>	2011	ZI	%	Circulation	2010-11	2011-12	ZI	%	2010-11	2011-12
Totals	257,452	221,375	-36,077	-14.0%	44.5%	1,742,372	1,712,773	-29,599	-1.7%	43.5%	45.6%
Arcade	7,594	6,567	-1,027	-13.5%	51.3%	48,569	47,968	-601	-1.2%	43.4%	47.6%
Arden-Dimick	16,176	13,550	-2,626	-16.2%	%6.09	107,422	104,503	-2,919	-2.7%	58.5%	%5.09
Carmichael	20,490	23,086	2,596	12.7%	63.8%	130,768	144,778	14,010	10.7%	62.4%	63.7%
Central	12,960	13,630	929	5.2%	44.2%	86,166	85,354	-812	-0.9%	41.2%	51.8%
Colonial Heights	12,638	8,639	-3,999	-31.6%	76.5%	81,035	41,070	-39,965	-49.3%	75.7%	74.4%
Belle Cooledge	13,764	11,743	-2,021	-14.7%	58.9%	90,205	87,465	-2,740	-3.0%	26.3%	26.0%
Courtland	443	263	120	27.1%	44.1%	2,863	3,491	628	21.9%	43.2%	46.3%
Del Paso Heights	1,253	930	-323	-25.8%	40.6%	8,612	8,500	-112	-1.3%	32.6%	38.0%
Elk Grove	19,464	16,282	-3,182	-16.3%	86.5%	145,013	126,027	-18,986	-13.1%	80.1%	83.1%
Fair Oaks	14,257	10,748	-3,509	-24.6%	52.7%	100,260	91,078	-9,182	-9.2%	53.3%	53.9%
Franklin	13,888		-13,888	-100.0%	0.0%	104,970	92,502	-12,468	-11.9%	57.3%	%9.99
Galt	2,275	1,901	-374	-16.4%	21.5%	15,423	15,472	49	0.3%	22.0%	22.8%
Isleton	532	370	-162	-30.5%	29.9%	3,633	3,143	-490	-13.5%	29.2%	28.5%
Martin Luther King, Jr.	2,668	5,851	183	3.2%	92.99	42,794	41,425	-1,369	-3.2%	54.8%	%0.09
McClatchy ¹	na	na	na	na	na	na	na	na	na	na	na
McKinley	8,424	7,384	-1,040	-12.3%	69.2%	53,277	57,167	3,890	7.3%	65.2%	70.3%
North Highlands	18,460	15,550	-2,910	-15.8%	77.1%	119,131	125,990	6,859	2.8%	67.3%	77.2%
North Natomas	12,051	11,975	-76	%9 :0-	79.3%	91,415	92,815	1,400	1.5%	70.4%	%9'92
North Sacramento	2,566	2,028.0	-538	-21.0%	52.8%	13,100	13,102	2	%0.0	43.8%	47.7%
Orangevale	1,965	2,639	674	34.3%	37.2%	16,696	19,058	2,362	14.1%	34.1%	38.2%
Pocket-Greenhaven	9,511	8,245	-1,266	-13.3%	63.9%	47,321	61,565	14,244	30.1%	61.1%	61.1%
Rancho Cordova	15,237	12,679	-2,558	-16.8%	61.3%	100,125	102,839	2,714	2.7%	56.2%	63.8%
Rio Linda	1,400	1,375	-25	-1.8%	37.5%	8,885	10,874	1,989	22.4%	29.4%	38.9%
South Natomas	8,794	9,733.0	939	10.7%	70.0%	59,058	70,373	11,315	19.2%	49.4%	65.0%
Southgate	8,106	6,800.0	-1,306	-16.1%	26.0%	50,167	64,877	14,710	29.3%	47.2%	57.2%
Sylvan Oaks	12,220	9,583.0	-2,637	-21.6%	52.3%	88,428	82,292	-6,136	%6:9-	48.7%	51.7%
Valley Hi-North Laguna	17,211	19,446.0	2,235	13.0%	74.2%	126,217	118,413	-7,804	-6.2%	72.9%	71.3%
Walnut Grove	105	78.0	-27	-25.7%	6.2%	819	632	-187	-22.8%	7.7%	%2'9

 $[\]frac{\mbox{Note:}}{^{1}} \mbox{McClatchy does not have a self-check machine.}$

Sacramento Public Library Monthly Report Virtual Self-Service

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	Dec	Dec	Change	ge	YTD	ΔTΛ	Change	ē
	<u>2010</u>	<u>2011</u>	ZI	%	2010-11	2011-12	ZI	%
Total Renewals	100,050	102,487	2,437	2.4%	781,050	784,351	3,301	0.4%
External	92,963	95,661	2,698	2.9%	727,685	734,073	6,388	%6.0
Internal	3,790	3,702	-88	-2.3%	30,399	27,912	-2,487	-8.2%
Telephone	3,297	3,124	-173	-5.2%	22,966	22,366	009-	-5.6%
% of All Circulation	17.2%	20.6%	3.4%	19.6%	19.5%	20.9%	1.3%	%6.9
All Holds	155,076	132,856	-22,220	-14.3%	987,732	972,063	-15,669	-1.6%
Self-Placed	139,312	0	-139,312	-100.0%	885,210	753,649	-131,561	-14.9%
% of All Holds	89.8%	%0:0	627.0%	%6'.269	89.6%	77.5%	-12.1%	-13.5%
Total Electronic Access	610,968	875,670	264,702	43.3%	6,655,318	6,655,318 13,374,339	6,719,021	101.0%
Catalog Searches	747,707	886,590	138,883	18.6%	3,950,876	3,950,876 7,623,094	3,672,218	92.9%
Subscription Database Use $^{ m 1}$	273,227	555,886	282,659	103.5%	689,295	3,572,856	2,883,561	418.3%
Library Web Site Visits	337,741	319,784	na	na	1,975,012	2,104,661	na	na
Download	6,979	15,399	8,420	120.6%	40,135	73,728	33,593	83.7%

 $[\]frac{\text{Notes:}}{1} \label{eq:normalize}$ The subscription database searches refer to totals for the previous month.

Sacramento Public Library Monthly Report Materials & Hours

DECEMBER 2011	Items	হা	Titles	χI		Open Hours	Hours			Closed Hours		
	Dec	Dec	Dec	Dec	Dec	YTD	YTD	%	Dec	YTD	YTD	%
Branch	<u>2010</u>	2011	<u>2010</u>	2011	<u>2011</u>	2010-11	<u>2011-12</u>	Change	<u>2011</u> <u>Reason</u>	2010-11	2011-12	Change
Totals	1,949,584	1,774,670	493,140	494,434	4,663	26,491	25,866	-2.4%	1,042	1,390	2,658	91.3%
Arcade	75,699	60,765	58,458	53,384	180	1,089	1,020	-6.3%	47 Holidays	49	103	110.2%
Arden-Dimick	78,451	70,313	70,675	61,824	182	1,073	1,016	-5.3%	47 Holidays	49	113	130.6%
Carmichael	120,854	104,982	102,710	90,058	200	1,030	1,139	10.6%	12 Holidays	50	40	-20.0%
Central	314,970	311,764	275,566	267,566	197	1,282	1,151	-10.2%	13 Holidays	62	37	-40.3%
Colonial Heights	67,951	49,122	60,145	45,025	164	904	825	-8.7%	46 Holidays	44	388	781.8%
Belle Cooledge	70,109	65,448	65,743	59,664	164	828	915	%9.9	43 Holidays	88	83	-5.7%
Courtland	17,257	12,138	15,034	11,952	115	673	989	7.0%	30 Holidays	31	35	12.9%
Del Paso Heights	23,749	22,051	25,013	21,035	164	868	867	-3.5%	32 Holidays	48	88	83.3%
Elk Grove	61,876	60,264	56,240	51,972	180	1,075	1,028	-4.4%	47 Holidays	51	103	102.0%
Fair Oaks	87,907	74,156	73,412	64,280	180	1,083	1,020	-5.8%	47 Holidays	47	103	119.1%
Franklin	89,856	87,756	72,127	72,738	182	1,261	890	-29.4%	46 Holidays	122	66	-18.5%
Galt	40,569	35,279	39,730	32,943	164	889	906	1.9%	36 Holidays	40	26	%0.06
Isleton	16,196	14,083	15,521	13,515	97	638	616	-3.4%	31 Holidays	44	92	47.7%
Martin Luther King, Jr.	90,937	77,821	81,331	71,123	164	906	867	-4.3%	44 Holidays	42	100	138.1%
McClatchy	22,794	23,559	22,513	21,765	164	886	913	3.0%	43 Holidays	42	85	102.4%
McKinley	46,268	45,729	44,582	42,081	164	902	915	1.1%	43 Holidays	50	83	%0.99
North Highlands-Antelope	90,535	80,820	76,406	70,417	180	1,055	991	-6.1%	7 Holidays	52	73	40.4%
North Natomas	82,938	81,418	81,856	73,821	164	904	934	3.3%	43 Holidays	44	83	88.6%
North Sacramento	30,259	21,189	24,782	19,963	146	868	861	-4.1%	39 Holidays	34	147	332.4%
Orangevale	35,643	27,851	30,266	25,468	164	728	793	8.9%	43 Holidays	33	69	109.1%
Pocket-Greenhaven	47,559	20,000	46,352	43,909	164	288	881	49.8%	42 Holidays	40	84	110.0%
Rancho Cordova	80,737	77,398	71,450	68,222	180	1,081	886	-8.6%	47 Holidays	49	121	146.9%
Rio Linda	25,405	21,959	26,844	20,935	136	732	790	7.9%	30 Holidays	33	99	100.0%
South Natomas	70,302	68,046	63,895	59,191	164	906	881	-2.8%	43 Holidays	46	85	84.8%
Southgate	71,938	22,906	63,358	50,054	180	1,081	1,007	-6.8%	47 Holidays	49	105	114.3%
Sylvan Oaks	91,032	80,282	83,374	71,127	190	1,199	1,106	-7.8%	49 Holidays	99	111	98.2%
Traveling Bookmobile	5,503	1,813	4,015	1,934	0	na	156	na	na Holidays	na	na	na
Valley Hi - N. Laguna	65,054	67,740	60,114	57,951	164	910	905	-0.9%	8 Holidays	40	29	-27.5%
Walnut Grove	19,219	17,985	18,175	16,708	133	732	648	-11.5%	34 Holidays	29	70	141.4%
Wanderer Bookmobile	8,017	7,033	4,020	2929	37	227	154	-32.2%	3 Holidays	26	14	-46.2%



Kwanzaa's principles still resonate 45 years after its creation

smagagnini@sacbee.com

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The beat of West African drums pulsated through the Valley Hi Library on Wednesday – the third day of Kwanzaa.

Angela James lit three candles, performed with the Fenix Drum and Dance Company and made up a song using the seven principles of Kwanzaa, emphasizing each melodic syllable.

"I say U-mo-ja, means unity! Ku-ji-cha-gu-li-a, self-determination! U-ji-ma, collective work and responsibility! U-ja-ma-a, cooperative economics! Ni-a, purpose! Ku-um-ba, creativity! I-ma-ni, faith!"

James says the holiday, which runs through Sunday, and its principles are relevant today. It was invented 45 years ago by an African American professor in Southern California and once epitomized black pride, power, roots and community.

But Kwanzaa has changed as racial barriers have come down. While celebrated by several million worldwide, it has lost some of its political steam.

"Ten or 20 years ago, it was more of an activist tradition celebrating black pride and pan-Africanism," said Sam Starks, director of Sacramento's annual Martin Luther King Jr. celebration. "Only those who were culturally literate or hip practiced Kwanzaa. Now businesses say 'Happy Kwanzaa.' It's more mainstream as non-African Americans become more accepting of African American values."

Starks said his family values Kwanzaa's principles without celebrating the holiday. And some African Americans don't celebrate Kwanzaa because it seems too complicated, or because their kids aren't exposed to it in school.

Complicated or not, James and others say Kwanzaa's principles – which emphasize actions, not material things – resonate in tough economic times when many families can't afford to buy Christmas gifts.

"Kwanzaa's your little blueprint for living 24/7," said James.

She learned about Kwanzaa from an African American who brought the tradition to her native Trinidad in 1973. The principles, she said, "are like the seven commandments, but not what we can't do – what we shall do."

At Valley Hi, celebrants spanned race, faith and generations, and came to shake gourds, honor their ancestors and raise their hands to the skies as they chanted each of the seven principles.

Attachment B

The celebration was one of 20 Kwanzaa events playing out in the Sacramento region this week at libraries, churches, museums, galleries and community centers. Today the Kwanzaa principle of "purpose" will be observed at the Brickhouse Art Gallery in Sacramento.

Kwanzaa, which runs from Dec. 26 to Jan. 1, was born in 1966. James said it grew out of civil unrest and racial tension and was intended to inspire a sense of self-worth.

Kwanzaa's founder, Maulana Karenga, chair of Africana Studies at California State University, Long Beach, took the Swahili phrase "matunda ya kwanza" meaning "first fruits" and created a holiday devoted to family, community, culture and kinship with the environment.

Summer Thomas, 34, is one who finds the holiday too difficult and complicated. She is a Sacramento State sociology student and a mother of four. She works for the Department of Motor Vehicles and realizes that Kwanzaa takes time.

"As a black woman, Kwanzaa is something I should celebrate and embrace," she said. "But I don't."

Thomas was exposed to Kwanzaa as a child in West Oakland and the purpose was to instill a sense of self-worth, to teach children to to love who they are. "That it's not a burden to be black," she said. "That it's something beautiful."

Her dad used to celebrate it, but now Thomas doesn't know where to begin. "It seems confusing, and not everyone takes the time," she said.

Her kids, ages 4 to 12, never mention Kwanzaa, Thomas said. "It's not really something that's taught in the Elk Grove School District," she said.

She said as society becomes more integrated, Kwanzaa can be see as emphasizing cultural differences. "A lot of people associate it with being an African deal," she said, "and it becomes racial, seen as separating from the norm," she said.

To Sacramento community activist Robbin Ware, the holiday is fading. He said, along with its African flavors, Kwanzaa is an amalgamation of Judaism and Christianity.

"It's an attempt to give African Americans their own uniqueness and identify with something other than white European culture," he said. Kwanzaa serves its purpose, but "it's like a fad, it's slowly dying," Ware said.

Kakwasi Somadhi, a transplant from Los Angeles, will host tonight's event. She said Kwanzaa has "hung on for 45 years because it strikes a chord in most African Americans, even those who are not considered radical, revolutionary or left-leaning.

"They come around even if we don't see them all year because they want to connect," she said. "The human mind and spirit has a need to celebrate itself and Kwanzaa takes its place in that spectrum, along with Hanukkah, Christmas and Chinese New Year."

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Call The Bee's Stephen Magagnini, (916) 321-1072.

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THE SACRAMENTO BEE sachee.com

Enigmatic councilman a political wild card

frhee@sacbee.com

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Darrell Fong fancies himself an independent everyman on the Sacramento City Council, someone who isn't afraid to tell it like it is. For him, it's a badge of honor to declare, "I'm not a politician."

He certainly isn't a polished or predictable one. That was on full display in Janelle Lathrop's living room at a recent neighborhood watch meeting.

Fielding one question after another from a dozen Pocket residents, Fong didn't play it safe. He suggested that the local soccer league was too powerful and commiserated that the city's yard waste pickup "sucks." For someone who doesn't speak up often at council meetings, Fong was a chatterbox. More than once, he said he shouldn't say something, but then did anyway. "I don't shy away from anything," he boasted to the group.

Untethered from the usual political alliances in town, he is a wild card who could be the swing vote on big issues coming before the council, including whether to let voters decide in June on the latest plan to give more power to the mayor.

Fong sees a bigger role for himself in 2012. He hopes to earn enough respect among his colleagues to become a consensus builder on an often-divided council. "I'm still learning," he told me. "I think I'm getting into my groove."

Maybe so. Yet to some inside City Hall and out in the community – I count myself among them – he's an enigma.

Fellow first-term council members Angelique Ashby, who was chosen by her colleagues as vice mayor Thursday, and Jay Schenirer, a former city school board member, have pretty much performed as advertised. So far Fong, by contrast, has defied expectations and perplexed supporters.

A retired cop, he voted to slash the police budget. He has been the lone dissenter on some votes, confounding council-watchers with his explanations. He is low-key, even a bit awkward, in public, far less comfortable in the spotlight than Ashby or Schenirer. Yet, he has also faced down parks and garbage workers, telling them they had to perform better if they wanted to keep their jobs.

A year into his first elected office, he readily admits that he's not exactly having fun – and that people in City Hall call him "grumpy."

"The most common thing people have asked me is, 'Are you enjoying yourself?' No. To me, it's been public service," Fong says.

A surprise on police budget

The one thing that seemed certain about Fong was that he would be a strong voice for police, just like his predecessor Robbie Waters, whom he ousted in the June 2010 election. Fong's candidacy revolved around his three decades with the Police Department – the credibility it gave him with voters, the contacts it provided among movers and shakers, the knowledge it gave him of the community.

On May 17, when the council first discussed \$12 million in proposed budget cuts to police, Fong played to form. He praised the "finest police department" in California, noted that he had worked with many officers in the audience and declared, "Public safety is my priority."

Everyone applauded.

No one was cheering three weeks later when he voted to cut the police budget and lay off cops. During the 6-3 vote, he poured salt on the wound; he said he was disappointed that union leaders didn't offer more salary concessions, accused them of posturing about cooperation with the council and even noted that many officers don't live in the city.

During the final budget debate, he quietly donated his \$60,816 council salary to the department. But the damage was done.

Police union leaders haven't forgiven him. They say Fong knew that the cuts would put officers at risk, and that police had already given back more than other employees.

"It's not a dead issue for us," says Mark Tyndale, president of the Sacramento Police Officers Association.

Fong says while he hopes the relationship can be repaired, he has no regrets. He maintains that police officers have to help the city get through tough times and that some pension reform is inevitable.

Tyndale says that Fong could start making amends by voting to put Mayor Kevin Johnson's strong-mayor initiative on the ballot in June. Fong says he hasn't made up his mind, but did have a good talk with the mayor on Tuesday.

If the councilman continues to buck the union, Tyndale warns, it will find someone to run against him: "If we don't fix the relationship, we don't want him on the council."

Taking criticism in stride

Fong has heard the critiques of his job performance, but says he's used to scrutiny from his police career.

When observers notice that he doesn't engage often in council debates, he says he studies staff reports and doesn't ask questions if he knows the answer. "I'm not going to sit there and talk just to talk," he said during a 75-minute interview in his fifth-floor City Hall office.

When some notice he can be stand-offish at fundraisers, he confesses not only that he isn't very good at glad-handing for campaign cash, he finds it "distasteful."

When people criticize his votes, he says he's trying to put the city's best interests first, no matter the politics.

Fong was part of a majority – with Rob Fong (no relation), Kevin McCarty, Bonnie Pannell and Sandy Sheedy – that voted to do a national search for a new city manager instead of keeping interim manager Gus Vina. Over the loud objections of residents and ministers, that coalition also approved new council districts that split UC Davis Medical Center from Oak Park. Mayor Kevin Johnson, Ashby and Schenirer were on the losing side of both votes.

Fong says he's already decided to endorse McCarty, Pannell and Sheedy in the June election (Rob Fong isn't running), but hasn't decided whether to support the mayor.

While the two get along, Fong had backing in his campaign from the mayor's rivals on the council; former Mayor Heather Fargo, whom Johnson defeated in 2008; and groups that oppose the mayor, such as the teachers and plumbers unions.

Fong replaced Waters, a reliable ally for the mayor. Waters endorsed Fong in the runoff election, but now says he's "very disappointed."

Besides the police budget vote, Waters says Fong hasn't paid enough attention to community appearance concerns, such as signs cluttering utility poles and roadsides, and has voted too often with Rob Fong. Other than redistricting and hiring new City Manager John Shirey, Fong also agreed with Rob Fong on opposing a controversial "crash tax" on out-of-town motorists designed to boost the Fire Department.

He has split with Rob Fong, however, on the proposed downtown arena. He and Sheedy were the only ones to vote against spending \$555,000 on consultants to vet a potential financing plan, and again on Dec. 13 against asking private companies if they're interested in a long-term lease of city-owned parking that is central to the plan.

Fong told the Pocket neighborhood group that he has serious concerns about threats to the city's general fund, that he's sorely disappointed by the lack of regional funding, and that he believes residents should get to vote on investing in an arena.

Catering to constituents

Because he likes to be hands-on, Fong says he spends about 60 hours a week on what is supposedly a part-time job.

He holds monthly "community office hours" and returns most calls from constituents himself. As district representatives have to do, he has paid attention to bread-and-butter concerns. He's using some of his \$58,000 annual office budget to hire a part-time crew to respond to park cleanup complaints. He started an online missing pet alert system. When a stink blanketed the Pocket, he mobilized the bureaucracy to try to trace the source, which still isn't entirely clear.

Some neighborhood leaders give him credit for being responsive. "He's a straight shooter," says Linda Knecht, president of the Valley Hi Neighborhood Association who walked precincts for Fong. "If you ask him a question, he's going to give you an answer."

Others, however, are less impressed. "He's in a learning curve," says Greg Hatfield, co-president of the South Pocket Homeowners Association.

Fong is already planning to run again in 2014, in part because the economy and city finances might have turned around by then. Rather than the current struggles to preserve services with less money, he hopes a second term would be more about accomplishments – and more enjoyable. "It's always easy to make decisions when things are good," he says. "It's hard to make decisions when it's tough because nobody is going to be happy."

Attachment C

It's not quite that simple.

How you explain, or even dress up, decisions to interest groups and voters sometimes matters as much as the votes themselves.

Fong may pride himself on not playing the usual games. But if he truly wants to become a bigger player on the council, he may have to be less of an enigma – and more of a conventional politician.

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Sacramento Public Library

Our community's most valuable resource for more than 150 years

he Sacramento Public Library opens worlds of wonder and opportunity, education and advancement. As California's fourth largest library system, the Central Library in downtown Sacramento and 27 other branches throughout Sacramento County serve more than 1.3 million people.

Though the Library was established in 1857, don't let its age fool you. In fact, the Library is completely up to speed with modern technology, offering access to 870 public computers and laptops, providing nearly 600,000 hours of access to digital content annually, 300 e-readers, and wireless Internet access for those working from portable devices.

"The Library features something for every stage of life, including programs that prepare little ones for a lifelong love of reading, Summer Reading to prevent the 'summer slide,' and programs to engage and delight adults, too," states Rivkah Sass, Library Director.

The Library is essential in helping Sacramento grow and learn, and developing residents into productive, informed citizens and an educated, engaged workforce. With its vast two-million-volume collection, its comfortable, convenient public spaces

and meeting rooms, nearly 280 knowledgeable and dedicated staff members, and thousands of educational and social programs, it is a core community asset.

The Library operates on a \$35 million annual budget. Funding comes from the city's general fund and taxes from throughout the county, but that doesn't allow the Library to achieve some critical goals. "At only \$26 per capita, the public gets a great deal from the Library," notes Sass. "Due to current challenges our collections have suffered, we are open only five days a week in most library branches, and we can't keep pace with technology. This jeopardizes the level and quality of service we are able to provide that our community so richly deserves."

To keep the programs operating, the materials up-to-date, and the doors open every day, please donate to the Library today!



"The Library would like to thank ScholarShare for partnering with us to provide college savings workshops, and for being champions of our goal to make learning accessible."

Rivkah Sass, Library Director,
 Sacramento Public Library

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Contact Us:

Rivkah Sass | Director rsass@saclibrary.org saclibrary.org

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