

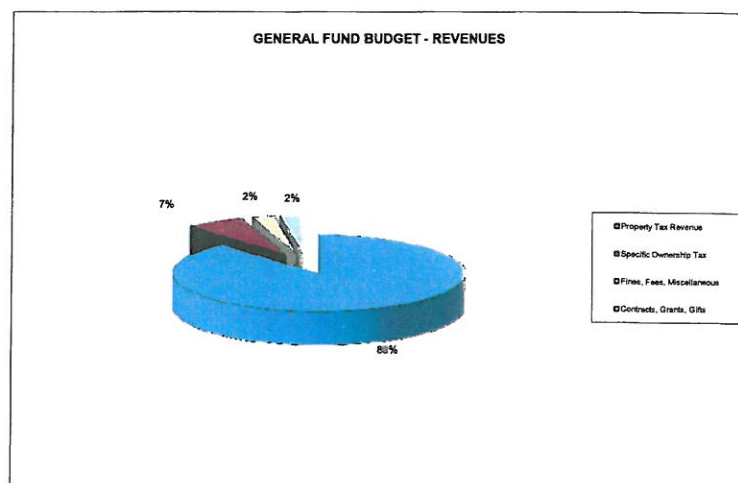
## **PUBLIC NOTICE OF BUDGET**

- Notice of the 2014 budget and budget hearing was published in the Pueblo Chieftain on October 18, 2013.

## FUNDS

- PCCLD prepares an annual budget for two funds:
  - General Fund
    - This fund reflects property tax and other general revenue, and all of the operating expenses for the District
  - Capital Project Fund
    - This fund reflects revenue and expense for capital asset acquisition (library replacement plan), InfoZone Museum updates and renovation, and special building and capital projects

## GENERAL FUND - REVENUES

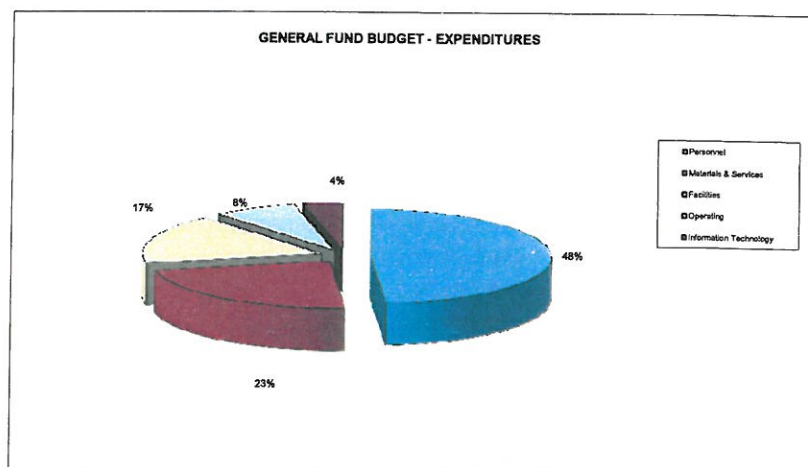


## GENERAL FUND - REVENUES

- Property tax increases by \$247, no % \* - mill levy 5.258
  - Includes \$13,406 for abatements/refunds
  - Includes new Rocla concrete tie plant
- Specific ownership tax – up .2%
- Contracts, grants, donations – up 17%, due to State Funding grants approved by legislature in 2013 – expected to continue in 2014.
- Interest earnings – down 2%, due to spend down of investable funds
- Remaining revenues – fines, photocopier, miscellaneous – down by less than 1% in aggregate, only \$286.
- TOTAL REVENUES - up by .35% - \$34,017.

\* Based on comparing 2013 estimated budget to 2014 budget. Anticipate total savings in 2013 Budget of approximately \$268,564 as of October 31, 2013. Most of the savings is in wages and benefits.

## GENERAL FUND - EXPENDITURES



## GENERAL FUND EXPENDITURES

- Total expenditures up 11%
- All projected annual plan initiatives included
- Personnel – total increase of 3%:
  - 3% Salary increase includes:
    - Increase to allow for changes that may be necessitated by implementation of a Pay for Performance plan.
    - Additional 4.2FTE for staffing new buildings
    - New estimates at 10/31/13 anticipate savings of \$250K in salaries and benefits

## GENERAL FUND EXPENDITURES (continued)

- Employee benefits – health, dental, vision, flex plan
  - Workers compensation increases by 20%; unemployment by 82%. Decreased budget for unemployment, but kept rate close to 2013.
  - Health related benefits decrease 3% for elimination of Health Access Pueblo and fewer participants than anticipated at budget time 2013.
- Training decreases 17% to reflect focus on Leadership training in-house in 2014; reduce outside conferences and trainings.
- Miscellaneous personnel decreases 23% - reduction in annual plan initiatives and focus on pay for performance program.



## GENERAL FUND EXPENDITURES (continued)

- Materials, services – increase of 45%
  - This increase maintains our goal of keeping materials at 15% of the total operating budget, while providing opening day collections of over \$200K at each of the 3 new libraries.
  - Programs remain at 2013 estimated levels, decrease of 17% over prior year.
- Facilities – increase of 9% from 2013
  - Utilities up by 32% over estimated, calculated to include operating expenses at 3 new locations.
  - Vehicle maintenance kept below 2013 estimated levels due to historical experience in this area.
  - Building repair & maintenance increases by 5%.
  - Rent at 2% increase per contractual agreement.
  - Lease purchase reflects increase for debt service on 2012 COPS.
  - Insurance increases 18% over estimated; increase for new locations.
  - Friends expenditures budgeted at same budgetary level as 2013.

## GENERAL FUND EXPENDITURES (continued)

- Operating – increased 8%
  - Increase of 9% in Contract Services – includes Annual Plan initiatives
  - Community Relations decreases by 10% over estimated, which will be adjusted before year end.
  - Office supplies increases by 25%, addressing additional needs for new libraries.
  - Courier service – increases 61% for provision of service to new libraries.
- Information technology – increase 11%
  - Telecommunications & hardware repair/mntce. Increased to provide services to new facilities – other areas held to 2013 levels.

## GENERAL FUND – FUND BALANCE

- \$2,431,331 @ end of 2014 – a decrease of \$679,149 over prior year, due to operational funding for the three new libraries.
- \$ (479,149) excess of revenue over expenditure – which simply means that we'll be spending \$479,149 more than we're bringing in. We still maintain fund balance at 20% of operating expenditures, so nothing alarming here.

## CAPITAL PROJECT FUND

- Three purposes:
  - New building and capital projects
  - InfoZone Museum expenses & upgrades
  - Capital Asset acquisitions (Replacement Plan)

## CAPITAL PROJECT FUND - REVENUES

- New project revenue
  - \$255,000 budgeted for grants
    - \$200,500 transfer from Foundation Capital Campaign fundraising efforts.
    - \$54,500 from City of Pueblo upon occupancy of the East Side.
  - \$50,000 from Pueblo Library Foundation - new grants
  - \$40,000 from Friends of PCCLD contributions
- InfoZone – no income projected.
- Interest earnings – \$5,188
- TOTAL REVENUE - \$ 350,188

## CAPITAL PROJECT FUND - EXPENDITURES

- **New building projects:** Includes \$4,967,183 for completion of construction and landscaping, purchase of FFE & computer equipment for three new libraries: St. Charles Mesa, East Side and Greenhorn Valley.
- **InfoZone** – continue to enhance and upgrade museum - \$100,000 using restricted funds contributed by the Rawlings Foundation

## CAPITAL PROJECT FUND - EXPENDITURES

- **Capital Asset Acquisitions**
  - Completion of new buildings - \$4,967,183
  - Info Technology - \$178,250
    - Replacement plan – computers for staff, servers, other plan items
    - Purchases per Annual Plan initiatives
  - Furniture, Fixtures, Equipment - \$5,000
    - Replacement trailer
  - Building improvements - \$327,532
    - Upgrades per Library Replacement Plan schedule
    - Completion of Rawlings Landscaping project
    - Completion of 2<sup>nd</sup> floor Library Enhancement project
- **TOTAL EXPENDITURES - \$5,577,965**
- **ENDING FUND BALANCE – \$647,530 – includes transfer in from General Fund of \$200,000.**

## ASSUMPTIONS

- Revenues budgeted conservatively, based on assessed valuation & current economic condition.
- Expenditures budgeted in anticipation of all known impact, and to include annual plan initiatives: continue excellent service, plan for growth, provide competitive employee compensation and benefits.
- Due to a later construction start in 2013 than anticipated, approximately \$1.2 million in New Building Projects moved to 2014 Budget.
- **COMBINED FUND BALANCE: \$3,078,861 – 20% of total combined annual expenditures - 20% is minimum per fund balance policy adopted in 2009.**



## Preliminary to Final

- Adjustments between now and December 12:
  - ☐ New information on estimates in 2013 budget
  - ☐ End-of-year issues
  - ☐ Assessed valuation changes
  - ☐ New information on costs
  - ☐ Adjustments between General & Capital Project Funds

- Comments from the public will continue to be received until 5:30 pm on Thursday, December 12, 2013, at which time the proposed 2014 budget will be presented to the Board of Trustees for adoption and appropriation.

QUESTIONS?      COMMENTS?

## The PCCLD Call Center

Presentation by Kayci Barnett  
Circulation Manager  
Library Board Meeting  
11-21-2013

### How can we best utilize the time savings afforded by AMH & Centralization?

- Customers disliked the Automated Attendant, and often choose first option out of impatience
- Librarians were answering account questions, Circulation was answering Reference questions, and both disliked having to choose between answering phone or helping customer in front of them



## What could be?

- What if callers were able to immediately talk to a human?
- What if Librarians had more time to help customers with reference questions instead of renewing books?
- What if Circulation Staff could utilize the time savings afforded by AMH to answer all the calls for the district?

## How do we get there?

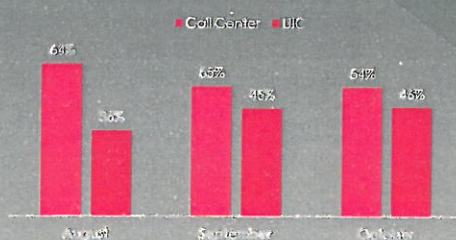
- How are we going to ensure all the phone calls are answered?
- Will our Circulation Staff be able/willing to answer ready reference questions?
- Will this actually make an impact on the branches?
- How much is this going to cost?

## How are we going to ensure all the phone calls are answered?

### • Blended Model –

- Rawlings - M-Th 9-7, F 9-6, Sa 9-6
  - FT work 2 hours per shift, PT work 1 hour per shift
- YMCA – M-F 9-1 & 4-8, Saturday 9-1
- UIC – M-Th 9-9, Fr 9-8, Sa 9-6, & Su 1-5

Who answers the calls?



## How are we going to ensure all the phone calls are answered?

### • Partner with Unique Integrated Communications (UIC)-

- Unique is a valued library partner, and one we have a current relationship with
- They can provide seamless support. They have access to our ILS and follow our policies
- We have full oversight capabilities and they are responsive to issues
- Their staffing ensures calls are answered



## Will our Circulation Staff be able/willing to answer ready reference questions?



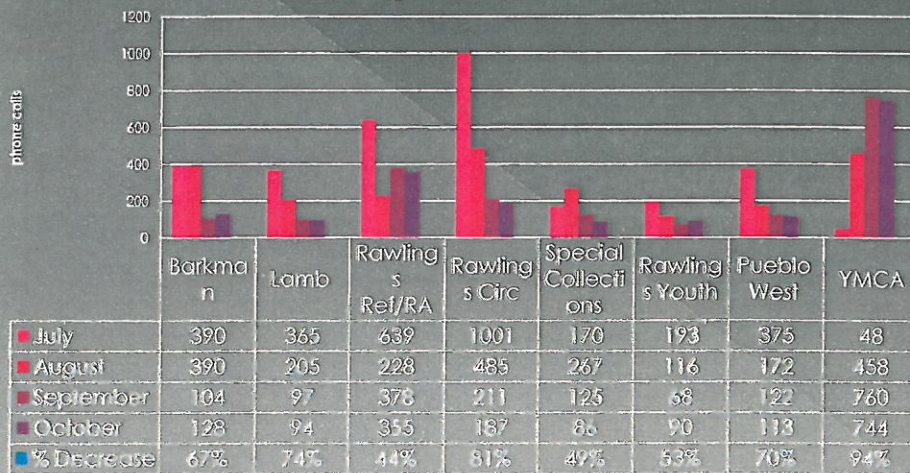
Listening to the Experts – UIC provided training, we can monitor their calls, and we can monitor call center.

## Will our Circulation Staff be able/willing to answer ready reference questions?

- ◉ Job Satisfaction = Less Turnover
  - > Employees enjoy working in the call center
    - Adds diversity to their job
    - Opportunity to learn reference skills
    - Prepares them for facilitated customer service model
  - > Employees at branches appreciate having fewer calls to answer, and more time for customer in front of them

## Will this actually make an impact on the branches?

Change in Call Volume



## How much is this going to cost?

### • Cost –

- › PCCLD \$0 - Utilized existing infrastructure
- › UIC
  - Minimum of \$1000/mo, \$1.25 per minute
  - UIC September – 1871 call minutes = \$2338.75
  - Provided training and set up assistance



## How much is this going to cost?

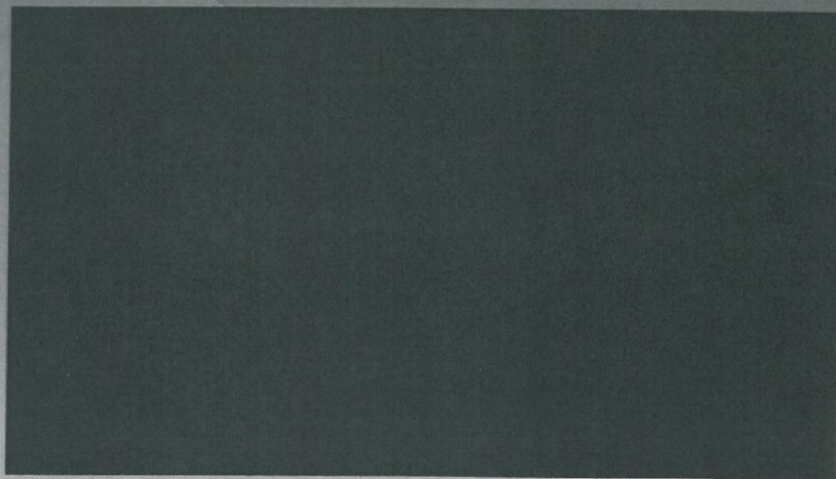
- Savings –
  - Facilities cancelled their phone service
    - \$120-180 / Month
  - We'd have to hire at least one full-time employee to keep up with the call volume, and would probably need another staff person at each new branch
  - Realizing benefits of investment in RFID and AMH
  - Ink – One phone number for the Library

562-5600

## The Call Center was a good call!

- Using the Blended Model we are able to ensure that there are enough operators available to answer all the calls without having to hire new employees
- Our Circulation Employees are able to answer account, ready reference, and book meeting rooms. Our ability to monitor calls ensures any training issues are caught.
- Branches have more time: Barkman has gone from spending 10 hours a month on the phone to 3 hours (a full day gained!)
- The call center is a wise investment in creating efficiencies, and better customer service.

## The Habanero Hotline - Infomercial



Thank You!

• Questions



