



Memorandum

TO: Library Commission

FROM: Jane Light

**SUBJECT: LIBRARY 2007-2008 ANNUAL
USAGE REPORT**

DATE: September 22, 2008

Approved

Date

COUNCIL DISTRICT: Citywide

RECOMMENDATION

That the Library Commission accepts the Fiscal Year 2007-2008 Report on Library Usage, which is intended to update it on the level of activity at the San Jose Public Library.

OUTCOME

Approval of the report indicates the Library Commission is informed about the Fiscal Year 2007-2008 achievements of the San Jose Public Library.

EXECUTIVE SUMMARY

San Jose Public Library had another remarkable year in FY 2007-08. Use of materials remains high; two more new branch libraries funded by the 2000 Library bond measure successfully opened and several more are in the construction and design phases. The Library continues to initiate and implement new services, as well as pioneer advancements through improvements and the use of technology. The Library Parcel Tax, passed by voters in November 2004, completed its third year and brought in revenue and interest of almost \$6.85 million. These funds are directed to materials acquisition, automation purchases and improvements, staffing, and the development of educational programs to meet the needs of the community.

BACKGROUND

This report covers Fiscal Year 2007-2008 and reviews the activities of the Library Department. The report is prepared annually for presentation to the Library Commission and the City Council.

ANALYSIS

Statistics for the year, once again, include San Jose State University student, faculty and staff, circulation, gate count, and reference questions. San Jose Public Library materials are responsible for

over 96% of the total circulation at the King Library and branch libraries. (See Attachment A: Annual Service Levels and Usage and Attachment B: SJPL Workload Measures by Branch).

For the fifth consecutive year, overall circulation topped the 14 million mark at 14,399,685 items borrowed, an increase of 2.5% over the previous year. This high circulation makes San Jose Public Library one the busiest library systems in the country. Four library facilities loaned more than one million items during the year and four more loaned over 900,000 items. Edenvale Branch, which opened in November 2007, quickly joined Evergreen as the two branch libraries that consistently loan over 100,000 items each month.

Visitor gate count at the King Library and branches this year reached 7,688,870 a minor increase from last fiscal year. Once again, this is more than the combined total attendance at home games of the San Francisco Giants, Oakland A's, San Francisco 49ers, Oakland Raiders, and San Jose Sharks (6,876,011 visitors). (See Attachment C: Visitor Comparison).

The increased growth in library usage over the years is in part due to the improved collection of new books and media purchased in the past with Benefit Assessment District funds and currently with Library Parcel Tax funding, and to the way in which these materials are displayed in the libraries. Approximately forty-four percent of the Library's materials budget in Fiscal Year 2007-2008 came from the Library Parcel Tax funds. A total of 262,364 new items were ordered and received in Fiscal Year 2007-2008 but due to rising costs of materials and a fairly stagnant materials budget, the library has not been able to offer as many items as needed by the community. Since 1995, almost \$28 million has been spent acquiring new materials with special funding sources.

While the Library has seen continued growth in circulation, more than doubling items borrowed over the last ten years, staffing has increased just 8% during this time. Benefit Assessment District and Library Parcel Tax funding have been primary sources for additional staffing during this time. Recently, much needed General Fund support has increased in the past several years as new Library Bond funded branches open on schedule. Without support from these vital funding sources, San Jose Public Library would not be able to meet and maintain the current level of service. (See Attachment D: Circulation and Staffing Increases).

Technology

Technology continues to be a key component of the Library's strategy to improve customer service while at the same time improving staff efficiencies. This year, San Jose Public Library's took advantage of wi-fi installation in all branches and the King Library. Special arrangements were made with the SJSU vendor to allow all users full wi-fi access in the King Library. In just a very short time frame, wi-fi has proven to be a popular service; allowing customers to use their laptops inside the libraries while at the same time freeing up PC's that must be reserved, for other customers.

In January 2008 the Library doubled the available Internet bandwidth to 100 Mbps to meet bandwidth consumption which was averaging 96% utilization, often causing a slowdown in service. The library will continue to improve network services by monitoring bandwidth usage trends that identify when actions need to be addressed to maintain the current state of the network. In addition to the ISP link upgrade, all branches are in the process of being upgraded from T1 lines to the current 10 Mbps OPT-

E-MAN, Ethernet. Use of this fiber technology will provide the flexibility needed to meet the current and future needs of our internal and external user expectations. Full installation of Opt-E-MAN will be completed in the 2008-09 fiscal year.

The library was fortunate to hire Sarah Houghton-Jan, a recognized international expert in new technology for libraries, for the Senior Librarian for Digital Futures position. SJPL completed a reorganization to create this position from an existing position. Ms. Houghton-Jan will oversee a full website redesign and the creation of a three-year technology plan in cooperation with San Jose State University Library, which also added an Associate Dean for Digital Futures position.

On-line library card registration and on-line credit card payment of fines continue to be popular services that have saved hours of staff time, allowing staff to focus on and provide a higher level of customer service. An estimated 98% of all new card registrations are done on-line and more than 30% of fines payments (\$434,255) are completed on-line. On-line customer registration is now available in Chinese, Vietnamese, and Spanish.

Renewing materials on-line has become a customer preferred method of extending the borrowing period. 3,561,650 were renewed on-line in Fiscal Year 2007-2008, a 6% increase over the previous fiscal year. In Fiscal Year 2000-2001 when this option was first introduced, 774,018 items were renewed remotely and since then, each successive year has produced a new record high.

The number of visits to the library website has also continued to climb significantly from year to year. In Fiscal Year 2007-2008 there were 6,268,113 visits to the site, a 9% increase from 2006-2007. As with on-line renewals, each year since FY 2000-01 has exceeded the previous year.

Public computer use in the library system also continues to grow as new branches open with technology rooms and more computers are available for the customer. This past year, 2,157,998 customers reserved a computer to use in the library, a slight increase of 2% from the prior year. Growth in this category is highly dependent on additional computer inventory, as most computers are already at optimum use throughout the day.

Almost 95% of materials at our branches continue to be checked out by the borrower themselves through self service checkout options. No other large public library system in the United States has adopted self service check-out as successfully. A new model of self-check machine has been installed at the new branches which allows for quicker and easier checkout. SJPL has begun a program of replacing the oldest and most used machines with the new model. (See Attachment E: Self-Checkout).

Bond Funded Library Building Program

Grand opening celebrations for two library projects were held in FY 2007-08: the Edenvale Branch on November 3, 2007 and the Joyce Ellington Branch on June 28, 2008. The Edenvale Branch is a new branch serving neighborhoods that typically used the Pearl Avenue, Santa Teresa, and Seven Trees branches. The Joyce Ellington Branch replaced a former branch on the same site. Edenvale was completed with significant budget savings and Joyce Ellington was completed on budget.

Groundbreakings for two branches and two joint use facilities were also held: East San Jose Carnegie Branch on December 15, 2007; Santa Teresa on January 12, 2008; and the Seven Trees and Bascom joint use facilities on May 31, 2008 and June 14, 2008 respectively. Bascom will serve a large population that has never had its own library or community center. Construction continued on the Pearl Avenue and Willow Glen branches and the grand openings are scheduled for August 2008.

Design continued on the Calabazas and Educational Park branches. Both are expected to go out to bid in spring 2009.

This year, discussions began with Evergreen Valley College to possibly utilize undeveloped land on the campus for the Southeast Branch library. The schedule for this project is currently pending the outcome of these meetings.

Operating and maintenance needs for projects anticipated to be operational in Fiscal Year 2008-2009 are included in the 2008-2009 Adopted Operating Budget. However, in Fiscal Year 2009-2010, staffing and operational costs for the East San Jose Carnegie, Santa Teresa, and Seven Trees libraries must be addressed. The Library has continued to find alternative sources for funding furniture, fixtures, and equipment as well as additional materials for new libraries, which are not eligible for bond funding. In 2007-08, the San Jose Public Library Foundation raised over \$200,000 for the Branch Libraries Capital Campaign for FF&E and materials at the Edenvale and Pearl Avenue libraries. The Foundation expects to contribute similar amounts to Joyce Ellington and Willow Glen libraries once final donations have been tallied.

Continued Implementation of Innovative Services:

“Libraries: the San José Way”

The Library Department’s focus on design, service innovations and implementation continues through the work of Libraries ~ San Jose Way. This highly successful service model is the fundamental driving force behind San Jose Public Library’s current improvements, success, and development for the future. A small, separate unit within the department coordinates these innovations. San José Way staff are integral members of task force groups that examine service layout and design, reinvent staff roles, implement cutting-edge retail practices, develop collection merchandising standards, provide staff training, and other models of service improvement.

Libraries ~ San Jose Way has continued to develop tools and services in the newly built libraries to achieve customer service goals such as creating a single point of customer service and standardized materials processing. These contributions have resulted in concrete and measurable service improvements. Research and development also continue in the areas of improving customer service training and signage; two LSTA grant provided funding for these projects. The Library Department plans to present workshops to highlight findings in these areas, as well as additional topics of innovation at this year’s California Library Association conference in San Jose. Presentations were also made at the Public Library Association Conference in March 2008 and the American Library Association national conference in Anaheim in June 2008.

To better ensure new standards are the same within the library system, San José Way continues to emphasize consistent training methods and has implemented several procedures to ensure this in

support staff, encouraging regular feedback and training support from supervisors. In addition, staff at new libraries have been trained and coached to operate this new service model as branches open and as existing branches are brought up to speed with innovative processes and techniques. Effectively trained staff have a much better understanding of the principles of providing excellent library service to customers and are better able to support the model independently as well as serve as coaches for other staff.

The success and popularity of service model improvements and the methods for achieving them through the San Jose Way training program, are evidenced by the fact that staff have also been asked to share information through client consultation with many library systems across the country and internationally. In Fiscal Year 2007-2008, Libraries ~ San Jose Way staff consulted for library systems, architects, and project managers in Saskatchewan, Montana, and Ontario. (See Attachment F: Libraries ~ San Jose Way Clients).

This past fiscal year placed an emphasis on programming and centralized planning to maximize resources and leverage expertise. Programming plans developed at each location focus on a particular community's needs and allow librarians to select targeted programs to address those needs. Programs are developed through partnerships and connections in the community, and "plan once and benefit often" is the principle behind the database construction that allows the planning to be shared by many branches and units. This model has led to an increase in programming of greater interest to a diverse community without more planning and staff time. Staff also build connections to a community of partners, providers and users that enhances the visibility and effectiveness of the library in new ways.

Dr. Martin Luther King Jr. Library

Collaborative efforts with San Jose State University Library continue to yield positive results. In 2007-2008, SJSU applied for and received federal grant funding in the amount of \$943,000 from the Institute of Museum and Library Services. This funding supports students from diverse ethnic, cultural and linguistic backgrounds to enroll in the School of Library and Information Studies (SLIS) program. Throughout the fiscal year, San Jose Public Library's division manager for the Dr. King Library worked with representatives from the SJSU Library, SLIS and the National Hispanic University to recruit and screen candidates eligible for financial assistance and other incentives provided by this grant. The program became branded as "Librarians for Tomorrow". By the end of the fiscal year, 15 students had been selected and matched with mentors and were poised to begin their Masters Degree course work in September 2008.

Another cooperative effort resulted in the remodeling of the Lower Level Periodicals area. Based on established cost-share formulas, this project was 90% funded by the university. The goal of the remodel placed an emphasis on digital resources by locating computers and scanners close to the entrance and de-emphasized older formats such as microfilm, by moving cabinets containing film and microfiche to the back of the room. Comfortable seating was added to enhance the experience of users reading newspapers and magazines in the area.

The Friends of the Dr. Martin Luther King, Jr. Library continue to be an active fundraising and support group for the library. Collaborative efforts with the SJSU Library during the past year resulted in financial contributions of \$49,000 and of that \$36,000 went directly to programs and events

coordinated by public library staff. The Dr. King Library has a role in offering public programs that have city-wide appeal as well as those that serve residents living in or near downtown and the SJSU campus community. Over 150 such programs were offered during the year the most popular of which were:

- The Reflections on War and Veterans series that attracted 195 participants over the course of four sessions offered between October and December 2007.
- The Dr. King Birthday Celebration in January which attracted over 200 attendees.
- Volunteer Income Tax Assistance sessions between February and April that attracted 260 attendees.
- San Jose Teen Idol Finals in May 2008, which attracted 300 people.

Planning for the 5th Anniversary of the Dr. King Library was completed by a team representing both the public and university libraries. The month-long observance will start with a kickoff celebration on Saturday, September 6th, 2008. It will include an opening ceremony and multicultural performances on the Caret Plaza, as well as activities throughout the building.

In Fiscal Year 2007-2008, 1,966,302 items were borrowed from King Library and 2,743,823 customers visited the building. Roughly 20% of the total circulation at King Library is from university materials and public customers borrow almost fifty percent of those materials. Interestingly, academic users check out more public library materials than members of the public check out materials owned by the University.

Early Care and Lifelong Literacy

Staff in this unit provide a wide range of programs and services that support children in preschool settings, youth, families learning together, adults who are improving their own English language literacy skills, and early childhood educators.

The Early Care and Education unit, with the help of the Early Care and Education Commission and the public, completed its third strategic plan for child care: *City of San Jose Early Care and Education Investment in the Future: Strategic Work Plan 2006-2008*. The vision of the plan is that all children will enter school ready to learn with the physical, social, emotional and cognitive foundation to ensure success in the classroom and to develop to their full potential as lifelong learners. Strategic goal areas include increasing the number of quality early care spaces, facilitating educational and professional development of early care providers, increasing public awareness for early care and education resources, and increasing political and community advocacy. From 1999 to date, 4,410 quality child care spaces have been created and/or upgraded, and 32 Smart Start Centers have been created.

In partnership with the Redevelopment Agency, an RFP for \$1.8 million was released in 2007-08 for child care facility construction. Five viable projects were identified for funding. In 2008-09 the following construction projects are expected to be completed and opened: San Antonio Elementary, Charities Housing at Paseo Senter Housing Project, San Jose Day Nursery (Phase 2), MACSA and SJBCDC. In addition the Library released a \$425,000 RFP for child care program improvement for both licensed child care centers and family child care homes. Funding was approved for 19 sites, all of which will become certified Smart Start sites.

The fourth annual Smart Start conference was held in conjunction with the Santa Clara County Office of Education on March 22nd. Over 420 educators and parents attended workshops on improving early care and education practices and new developments in early education. On April 26th the 20th annual Children's Faire was held in Discovery Meadow near the Children's Discovery Museum, with 6,000 parents and children attending, with the theme "Growing up Green." The library completed its fifth year of the 10-month tuition-free Family Care Training Program for people interested in opening up their own family child care home businesses. Through CDBG funding, 59 participants completed the program, an 11% increase over last year.

The Books for Little Hands program provides significant professional development services to early childhood educators by providing book bags with picture books and curriculum resource idea kits on over 25 topics supporting early literacy skill development. This year, 1,191 parents and their children attended 40 early literacy workshops offered by our program.

In Fiscal Year 2007-2008, the theme for the Summer Reading Celebration was Catch the Reading Bug and 26,169 adults, children, and teens participated. This is an increase of 8.6% from last year, which could be due to the economy and less people traveling for vacation.

The Partners in Reading Unit (PAR) is known for providing one-on-one tutoring to adults who are reading and/or writing below the ninth grade level in English, as well as offering a variety of literacy and life skills workshops, computer instruction and family literacy support.

PAR receives supplemental State funding to support adult literacy and this year received funding for two AmeriCorps volunteers to help with small group tutoring and learning through technology resources. The program continues to focus on small group instruction both at the main and branch libraries as well as at places of business with which partnerships have been formed. PAR staff has also been successful in their concerted efforts to increase participation through outreach. The number of learners has increased over 30% from 151 to 219, and the number of tutors increased 14% from 148 to 169. Volunteer hours increased to 70% from last year, to 7,692. Each year the learners produce a book of their writings. In 2008, *Memories of Home* included writings from 35 learners.

Family Learning Center (FLC) services are offered at three branch libraries, Tully, Dr. Cruz Alum Rock and Hillview. The vision of the FLCs is to build a stronger community through learning opportunities that enable families and individuals to attain self sufficiency. Dedicated staff collaborate with local agencies for targeted service to immigrant and low education customers. In a typical month, English as a Second Language classes are offered five days a week, with over 600 participants. Similarly, over 100 people attend free citizenship classes each month. The FLC collection consists of books, audio and visual materials and software.

Branch libraries without FLCs also participate in outreach. Many branches offer Internet classes in languages such as Chinese, Vietnamese and Spanish and have seen a rapid rise in attendance. Each of the 18 branches also offers English as a Second Language conversation clubs, where non-native speakers can practice speaking English in a conversational setting.

Library Parcel Tax

San Jose Public Library staff and the residents of San Jose enjoy the positive benefits and contributions from special funding each and every day. Improved facilities, enhanced library technology, additional computers for public use, and an ample supply of new materials for circulation are visible reminders of the Library’s effective and efficient use of these funds. Approximately forty-four percent of the book and other materials budget and one out of eleven FTE library positions are paid for from these supplemental funds. Over time, about 50% of the public and staff PC’s and supporting software and networks have been paid for by special funds.

The Parcel Tax commits funding through 2014-2015 to maintain and enhance Library service and facilities. In the first year, the initial tax rate remained unchanged from the Benefit Assessment District rate of \$25 per residential parcel with various adjustments for multifamily residential, commercial and other uses. Beginning in year two, the tax rate is adjusted for inflation, capped at a maximum of 3% annually. In Fiscal Year 2007-2008 the tax rate increased 3.0% and roughly \$6.85 million was collected in revenue and interest. With this funding, over 40 FTE library positions and approximately 115,000 of the 262,364 items purchased for the library were paid for by the Library Parcel Tax.

Comparison to Other Libraries

Compared to the other large California municipal libraries and to the Santa Clara County Library (serving most of the smaller cities surrounding San Jose), San Jose has high use but low per capita operating budget and low staffing levels. San Jose has an operating income per capita of \$38.99 and a circulation per capita of 14.44. With 18 total outlets and a total FTE (full time equivalent) staff of 365.99 the San Jose population has one FTE staff for every 2,660 residents. Therefore, as San Jose’s circulation continues to climb, operating budget and staffing remain below that of the other large California municipal libraries.

Library Comparison							
(California Library Statistics 2006-2007 data)							
	Population	Operating Income Per Cap	Library Holdings Per Capita	Circulation Per Capita	Population Served/ FTE Staff	Total FTE	Total Outlets
Oakland	435,710	\$56.66	3.48	5.21	1,739	250.55	18
San Diego	1,316,837	\$32.86	2.60	5.44	3,091	425.96	36
San Francisco	808,844	\$89.45	2.79	9.50	1,290	627.20	33
San Jose	973,672	\$38.99*	2.18	14.44	2,660	365.99	18
Santa Clara Co.	419,141	\$77.89	3.79	22.88	1,761	238	10

*San Jose per capital income include General Fund, C&C, and Library Parcel Tax.

Conclusion

Based on a review of the above information, San Jose Public Library services and facilities continue to deliver to our community. System-wide circulation has tripled since 1994-95 to an amazing 14,399,685 items borrowed in 2007-2008. The King Library remains a focal point in the community and is ready to put on its party hat and celebrate five successful years. New branches are opening or under construction, and customer satisfaction remains very positive; 84% of library customers surveyed in June 2008 rated library services excellent or very good.

The King Library, new branches, and Libraries~San Jose Way have led to San Jose Public Library's current high profile among large urban libraries. SJPL staff hold leadership roles in professional associations such as the Urban Library Council, the California Library Association, and the California Child Development Administrators Association. During 2007-08, many staff contributed to a myriad of presentations that were given at the biannual Public library Association Conference, the annual California Library Association conference, the Computers in Libraries Conference, and the Internet Librarian's Conference, among others.

The Library continues to offer a wide variety of educational and cultural programming. This past year, approximately 9,000 children's, teens' and adult programs were offered to over 275,000 attendees. Highlights included: a series of programs on World War I featuring scholars from San Jose State discussing the cultural and historical legacy of the war and *Silicon Valley Reads*, in its 6th year, showcased the book, "The Distant Land of My Father" by Bo Caldwell. Programs featuring the author were presented at the King Library and various San José branch libraries, as part of a month-long series of thirty events held throughout Santa Clara County. A second Teen Idol competition also brought many talented youth into our libraries to showcase their talent.

The department staff is proud of its innovations and creativity in becoming more efficient, but no additional levels of service to the community could be supported from General Fund resources in 2007-08. San Jose continues to lag behind other large municipal libraries in California in terms of staffing levels and operating expenditures per capita. It is the efforts of the library's dedicated staff that have maintained a high level of services and customer satisfaction during this long period of rapid growth in use of the library. Fiscal Year 2008-2009 will see Sunday service eliminated from six branches with services remaining only at King Library and the Tully Community Branch. Any further reductions in General Fund budget support will result in reduced open hours and/or days of service.

As the base number of branches increase when Bond funded projects are completed and the size of rebuilt existing libraries doubles or triples, additional staff resources will continue to be a necessary budget addition each year until build-out is completed. The City Council adopted a service goal of "Full funding for parks and library maintenance"; continued discussion of how to define and describe what this means moves forward in the coming year.

This last fiscal year has been an exciting time in San Jose Public Library history and 2008-09 will continue the excitement. Three new Bond funded branches will open, several more are under construction and updated technology will allow us to better respond to community demand. Prolonged budget concerns will continue to require difficult decision-making as Library management addresses growing community demands, opening new facilities with adequate staffing, adequate funding for

NEIGHBORHOOD SERVICES AND EDUCATION COMMITTEE

September 22, 2008

SUBJECT: Library 2007-2008 Annual Usage Report

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FF&E (furnishings, fixtures and equipment) and library materials, and maintaining services and hours that residents are accustomed to and expect. We look forward to providing excellent and responsive service to all.

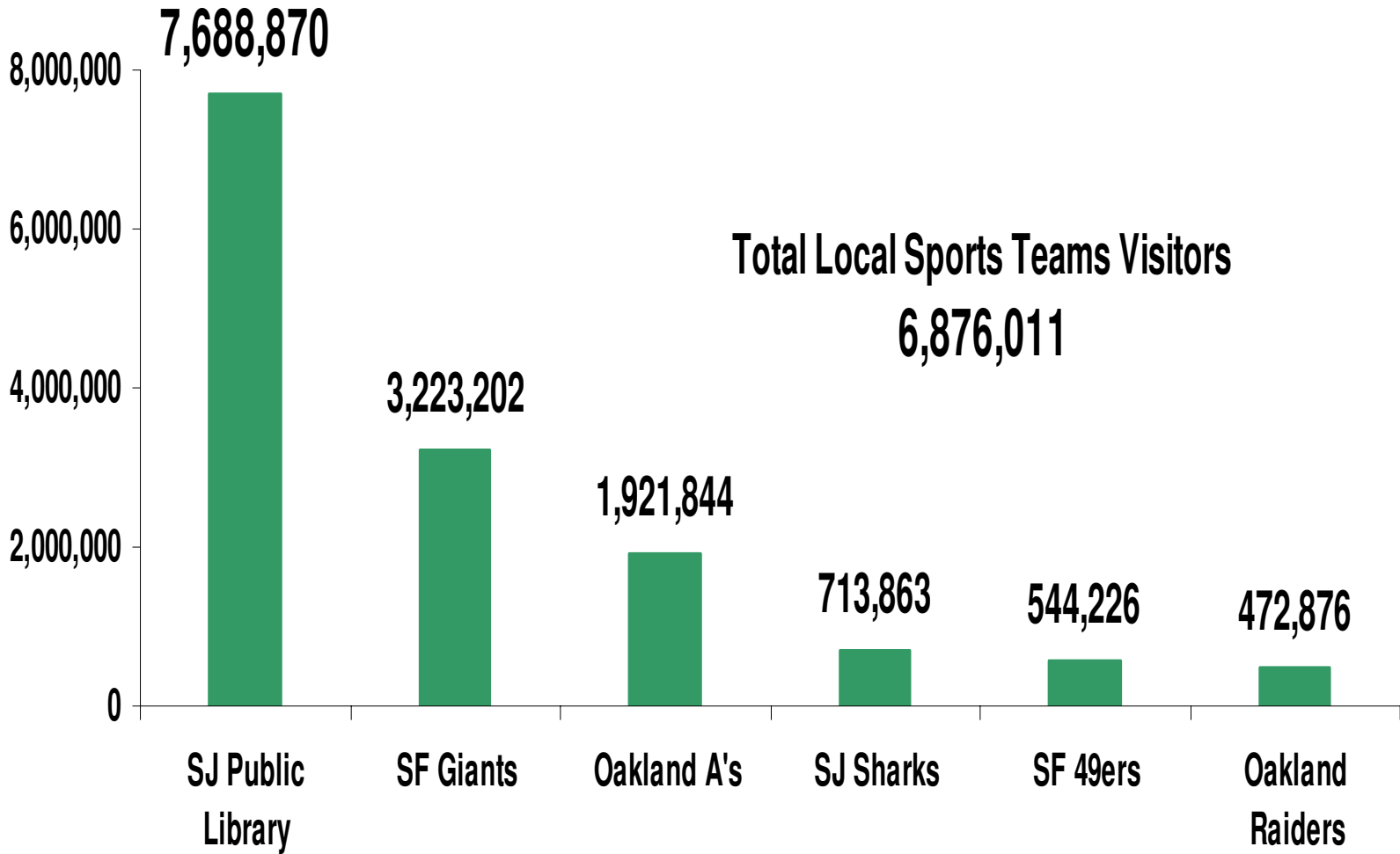
Attachment B

**WORKLOAD MEASURES BY BRANCH
 2007-2008**

	Circulation	Visitors	Public Computers	Reserve-a- Computer	Reference Questions	Programs	Attendance	Website Visits
AB	925,056	342,696	36	63,339	31,294	362	16,217	
AL	263,983	98,108	12	31,943	7,668	213	5,843	
AR	580,520	441,593	41	122,445	36,748	290	6,566	
BB	1,123,280	467,331	45	135,724	25,756	475	30,183	
BLA	187,050	157,650	26	83,930	17,449	351	7,557	
CB	1,120,367	352,587	40	85,587	52,072	532	27,953	
CZ	871,152	205,082	14	21,590	15,249	350	13,821	
EB (closed 11/07)	79,847	33,787	12	12,644	5,572	32	905	
EK	491,181	252,330	21	60,151	14,124	587	10,425	
EN (opened 11/07)	791,920	266,145	48	88,433	25,280	223	6,714	
EV	1,431,726	393,391	38	103,524	51,560	625	26,392	
HB	436,557	251,018	28	113,437	12,868	858	15,894	
JE (opened 6/28/08)								
PA								
RG	543,170	286,248	34	92,946	15,868	457	9,580	
SA (closed 10/07)	289,036	93,568		15,222	7,107	60	3,689	
ST (closed 6/08)	340,273	197,101	22	46,476	17,760	746	21,730	
TU	999,883	444,812	46	129,704	37,118	582	13,362	
VL	972,759	319,749	38	93,688	52,923	668	20,805	
WG								
WV	906,679	341,853	24	98,108	33,413	418	11,424	
TOTAL BRANCHES	12,354,439	4,945,049	525	1,398,891	459,829	7,829	249,060	
KING*	2,045,246	2,743,823	408	758,620	188,894	1,087	26,158	
TOTAL SYSTEM	14,399,685	7,688,872	933	2,157,511	648,723	8,916	275,218	6,268,113

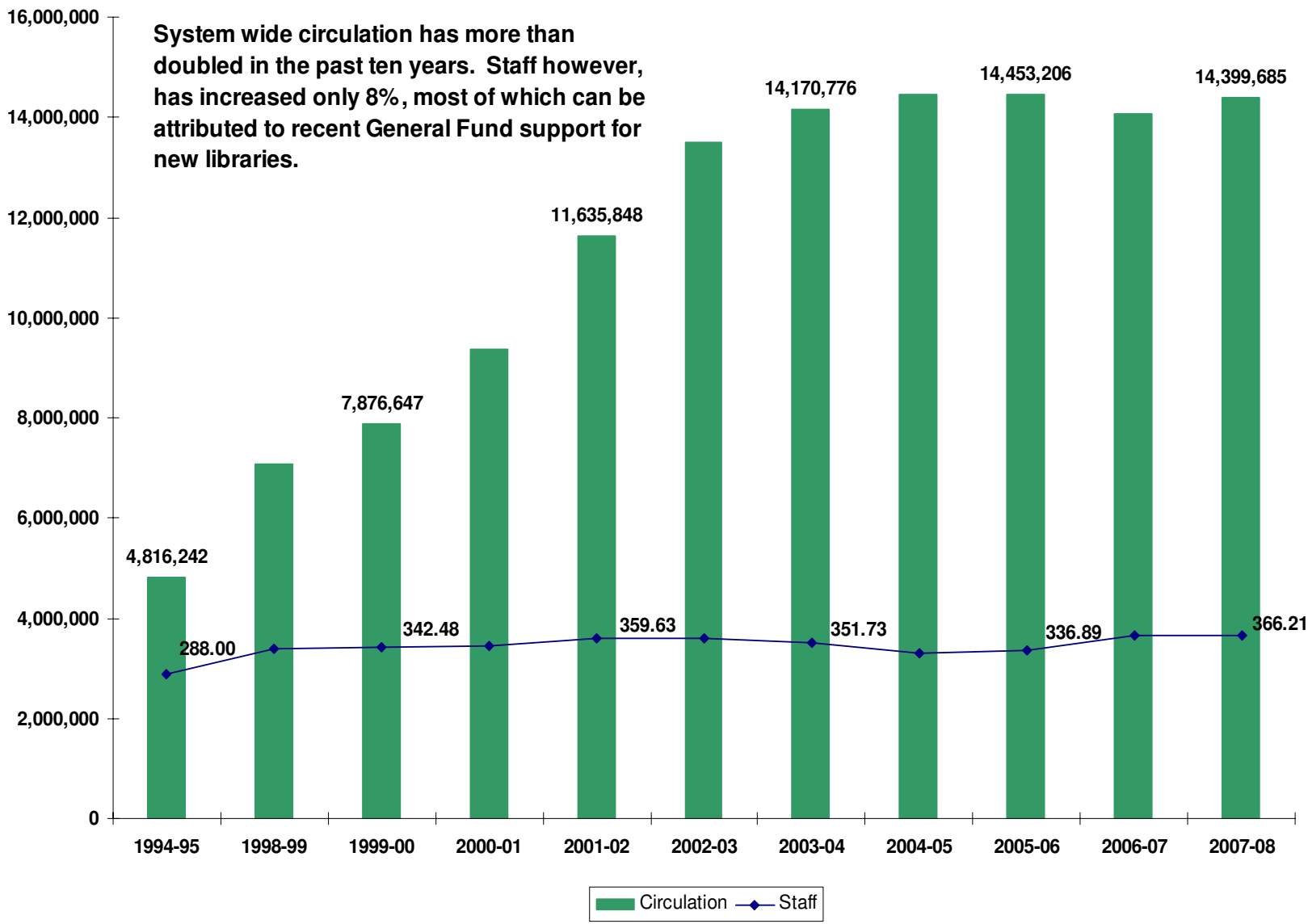
KING* - Includes SJPL and SJSU

San Jose Public Library Visitors Comparison to Bay Area Sports Attendance in 2007

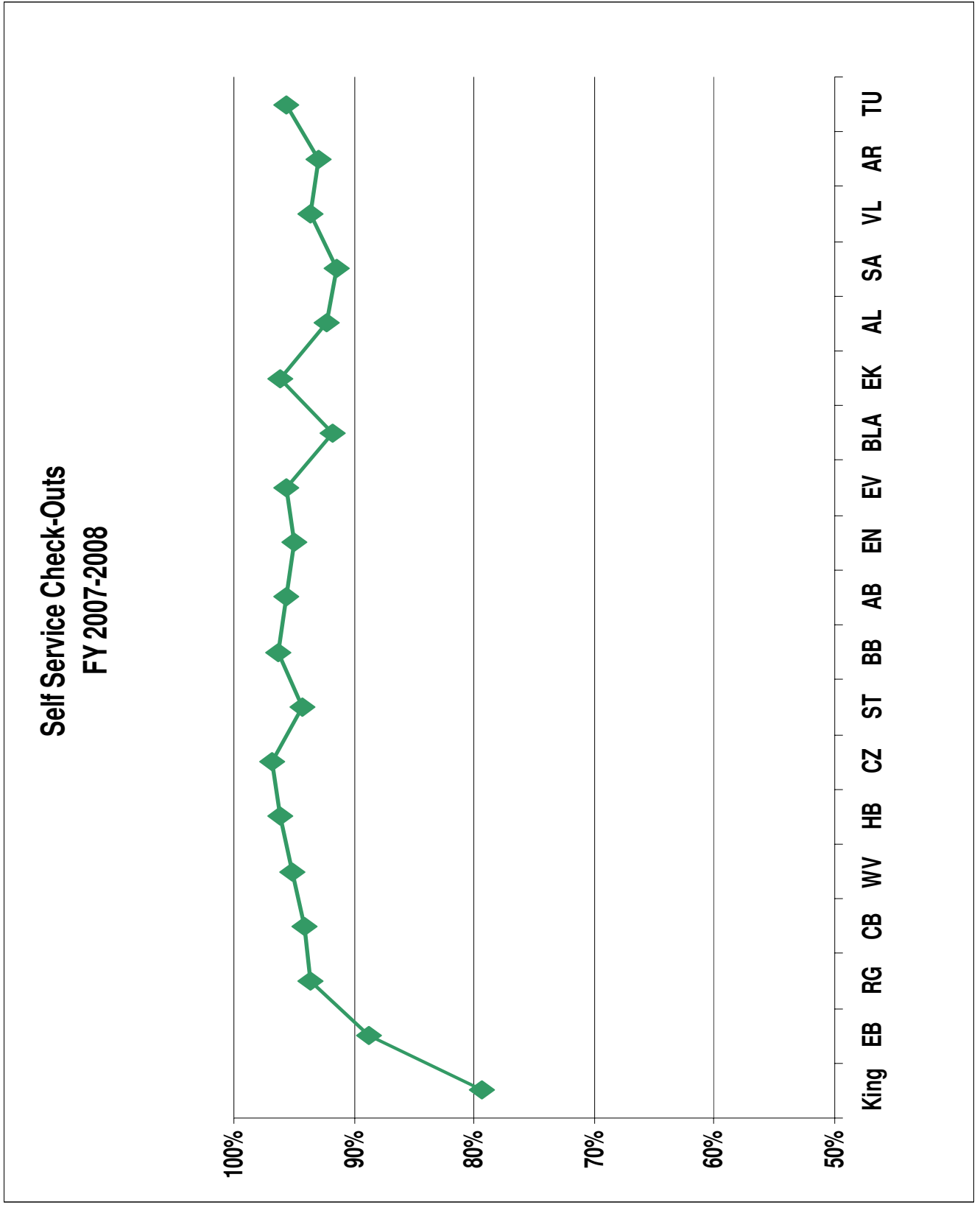


10 Year Circulation and Staffing Comparison to Base Year 1994-95

System wide circulation has more than doubled in the past ten years. Staff however, has increased only 8%, most of which can be attributed to recent General Fund support for new libraries.



Attachment E



Libraries ~ San Jose Way - clients -

NORTH/WEST

- ★ Seattle Public Library, WA
- ★ Spokane Public Library, WA
- King County Library System, WA
- Multnomah County Library, OR
- Teton County Library, WY
- Kalispell County Library, MT
- Las Vegas County Library, NV
- Flathead County Library, MT

CENTRAL/EAST

- ★ Milwaukee Public Library, WI
- ★ Minneapolis Public Library, MN
- ★ Indianapolis Marion County Public Library, IN
- Carnegie Library of Pittsburgh, PA
- Brooklyn Public Library, NY

SOUTH

- ★ Austin Public Library, TX
- ★ Harris County Public Library, TX
- Tulsa City-County Library, OK
- Broward County Library, FL

INTERNATIONAL

- Aarhus Public Libraries, Denmark
- Dr. Kaoru Nishikawa of Yamato Associated Architecture and Tokyo Gakugei University, Japan
- Regina Public Library, Saskatchewan
- Kingston Public Library, Ontario
- Hamilton Public Library, Ontario

LIBRARY CONSULTANTS

- ★ Group 4 Architecture, Research + Planning, Inc.
- ★ Limbacher & Godfrey Architects, TX
- Gail McGovern, Library Consultant
- Jeanne Goodrich, Library Consultant
- Joan Frye Williams, Library Consultant
- Katherine Page Associates, Library



Japan

Denmark