The Department of Library and Information Services operates the Rio Rancho Public Library, the community’s information center, with the goal of providing each citizen with the cultural, educational, recreational, and employment resources needed for the development of their individual lives and the betterment of the community.

**Service points.** The Rio Rancho Public Library currently offers services at two branches: the Loma Colorado Main Library, and the Esther Bone Memorial Library.

- The Loma Colorado Main Library, at 755 Loma Colorado Drive NE, has the larger collection of materials, the larger staff, and more open hours at 54 hours a week. Loma Colorado houses the library administration and offers the library system’s most extensive resources, services, and programming.

- The Esther Bone Memorial Library, at 950 Pinetree Road SE, is a full-service branch library. A smaller library within walking distance for many in its neighborhood, it is open 40 hours a week and focuses on popular materials and programming for all ages.

**Staffing.** The library has a complement of 34.62 FTE staff members. Management consists of Department Director William Cicola, the Assistant Manager, and four department/branch managers. There are thirteen librarians with master’s degrees in library science. Five positions are currently vacant.

**Usage.** In an average month this year

- 28,410 people came to the library.
- 54,893 items were checked out.
- Our fifty computers available for public use received 7,156 logins.
- There were 10,875 logins to the library’s databases and internet-based resources.
- Reference and information questions of all kinds numbered 3,677.
- 2,102 residents attended library informational, educational and entertainment programs.

During economic downturns the demand for library services typically remains strong and this continues to be the case in Rio Rancho, see Operational Performance Indicators data.
GENERAL FUND
FISCAL YEAR 2012
Library and Information Services
Total Budget $2,073,488

- Fire & Rescue 18%
- City Attorney 1%
- Police 33%
- Municipal Court 2%
- Public Works 13%
- Library 4%
- Development Services 4%
- City Clerk 1%
- Parks, Recreation, and Community Service 12%
- City Council 0.37%
- Information Technology 2%
- Financial Services 3%
- Human Resources 2%
- Administration 2%
- Fiduciary 3%
LIBRARY AND INFORMATION SERVICES
Cost Center 101-4505

Expenditures

<table>
<thead>
<tr>
<th></th>
<th>FY 2009 Actual</th>
<th>FY 2010 Actual</th>
<th>FY 2011 Actual</th>
<th>FY 2012 Adopted</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Services</td>
<td>$1,505,820</td>
<td>$1,736,902</td>
<td>$1,630,017</td>
<td>$1,773,197</td>
<td>9%</td>
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<tr>
<td>Materials &amp; Services</td>
<td>190,660</td>
<td>168,280</td>
<td>235,842</td>
<td>300,291</td>
<td>27%</td>
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<tr>
<td>Total</td>
<td>$1,696,480</td>
<td>$1,905,182</td>
<td>$1,865,859</td>
<td>$2,073,488</td>
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</table>

Positions Approved* 37.62 34.62 35.87 35.87 0%

*Full Time Equivalence

Operational Performance Indicators:

<table>
<thead>
<tr>
<th>Indicator</th>
<th>2009 Actual</th>
<th>2010 Actual</th>
<th>Target</th>
<th>2011 Actual</th>
<th>2012 Target</th>
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</thead>
<tbody>
<tr>
<td>Visitor Gate Count</td>
<td>354,985</td>
<td>354,411</td>
<td>362,000</td>
<td>340,070</td>
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<tr>
<td>Library cards Issued</td>
<td>16,912</td>
<td>9,991</td>
<td>9,000</td>
<td>8,906</td>
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<tr>
<td>Circulation Transactions</td>
<td>1,045,184</td>
<td>1,211,674</td>
<td>1,260,140</td>
<td>1,308,062</td>
<td>1,211,674</td>
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<tr>
<td>Reference/Information Services Transactions</td>
<td>53,381</td>
<td>45,871</td>
<td>42,500</td>
<td>44,874</td>
<td>45,875</td>
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<tr>
<td>Program Attendance</td>
<td>26,016</td>
<td>25,489</td>
<td>17,075</td>
<td>26,589</td>
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