

CITY OF APPLETON 2023 BUDGET

LIBRARY

Library Director: Colleen T. Rortvedt

Assistant Library Director: Tasha M. Saecker

CITY OF APPLETON 2023 BUDGET LIBRARY

MISSION STATEMENT

Learn, know, gather and grow - your center of community life.

DISCUSSION OF SIGNIFICANT 2022 EVENTS

Maintain high quality library services

Relocated and reestablished library service into temporary library ("Kensington") within less than six weeks. Extended due dates, offered exterior materials return, telephone service throughout the closure. Leveraged relationships with community partners for programming throughout community. Positive community feedback regarding temporary library.

Summer Reading Program

- Offered for all ages utilizing online and in person options; **1,251 children, 200 teens, and 495 adults participated**

Increase marketing and advocacy, fund development, technology for efficiency, staffing levels and training, library environment and neighborhood

- Grants include:

- The completion of Small Business – Big Impact grant, an initiative to support business startup, retention, and expansion for people of color and immigrants, was launched with grant funding from the American Library Association. APL staff were among five libraries in the country chosen to serve as coaches for American Library Association's (ALA) ongoing Libraries Build Business initiative.

- Friends of the APL provided \$42,500 in grants

- Librarians engaged in initiatives at the State level, including serving as a mentor for Wisconsin Libraries - Transforming Communities

- Recipient of Wisconsin Humanities Community Powered grant funding a project coordinator for one year to harness stories, histories and the strength of communities to build community resilience.

Continue to explore facility needs and options

In 2022 staff worked with architects on:

- completing design of the renovated library

- identifying and designing and budgeting for service at temporary location

- relocating to the temporary location and setting up alternative service models during construction

Continue cooperation with schools and other community organizations

- As part of the Fox Cities Reads program, "There There" by Tommy Orange and for school aged readers, "Apple in the Middle" by Dawn Quigly were read and discussed throughout the community - author presentation was virtual; Fox Cities Book Festival included in person and virtual events.

- Collaborated with numerous educational institutions, businesses, and non-profit and civic groups. Collaborations include English Language Learner programs, Building for Kids, ADI, Fox Valley Symphony, and Boys & Girls Club.

- Staff continued to serve on Imagine Fox Cities Leadership and Belonging Teams

- As a United Way Agency, the library coordinates the Reach Out and Read - Fox Cities program.

Utilize volunteers more effectively

In 2022 volunteer engagement continued through preparation for the move. At Kensington, volunteers will continue providing services in the areas of: Greeting, computer help, delivery materials to homebound patrons, shelving and straightening, assistance with Children's programs in the community and some clerical local history projects. Outreach support continues with Reach Out and Read, and recently, with JJ's Laundromat's Read Play Learn space where volunteers set up passive literacy activities and replenish the books.

Continuously work to improve website and online service delivery

- Expanded access to digital content, increasing titles and services offered. Added Kanopy streaming film service

- Offered programming in person and online via videoconferencing when meeting in person was not feasible.

- Implemented new app and created Book Matchmaker service.

- e-circulation increased 17% from previous year including e-books, audiobooks, videos, comics, magazines, music and games.

Note: **red text** shows data that is not available at this time and will be updated prior to publishing the budget for City Council.

CITY OF APPLETON 2023 BUDGET LIBRARY

MAJOR 2023 OBJECTIVES

Apply Library's mission, vision, values and strategic pillars to accomplish objectives that serve our community.

APL Vision: Where potential is transformed into reality.

VALUES:

WELCOMING - Everyone belongs here.

LITERACY - The City of Appleton is the City of literacy and learning.

ACCESS - The Library is accessible physically, culturally, and intellectually.

COMMUNITY - The Library is essential to every person and organization achieving their goals.

STRATEGIC PILLARS:

Hub of Learning and Literacy - We support and sustain education for all ages.

Collaborative Environment - We connect with many partners to share knowledge and information.

Educate and Inspire Youth - We ensure that children and teens find a supportive place for their futures.

Creation and Innovation - We are a platform that sparks discovery, development and originality.

Engaged and Connected - We focus on how to make a difference in people's lives.

Enriched Experiences - We provide experiences that are timely, inclusive and aligned with community interests.

Services and Programs for All - We give our community opportunities for growth, self-instruction and inquiry.

Other specific objectives include:

Complete the library building project. Provide library service that is responsive to community needs during construction and develop new processes and procedures, and systems for new library. Support the work of the capital campaign.

As a core component of public education for all, cultivate quality collections and develop and provide quality programs for all ages, including: outreach and group visits; age-appropriate programs for various developmental stages with inclusive programs; continue to explore ways to develop and support outreach to the community in nontraditional locations; collaborate with schools and community organizations to provide options for different levels of engagement; and continue efforts to extend outreach and circulation services out into the community.

Leverage resources to support economic recovery focusing on job loss, families struggling with educational needs, marginalized communities, individuals/ families suffering from social isolation and those who rely on the library to mitigate the impact of the digital divide.

Eliminate barriers to access and advance equity and inclusion for library policies, collections, programs and services.

Market collections, programs and services. Continue to develop the "digital branch" and virtual services.

NOTE: This budget reflects temporary anticipated reductions in some budget lines due to service limitations that will occur due to the library operating in a temporary library during the period of construction.

DEPARTMENT BUDGET SUMMARY

Programs		Actual		Budget			% Change *
Unit	Title	2020	2021	Adopted 2022	Amended 2022	2023	
Program Revenues		\$ 1,237,716	\$ 1,241,646	\$ 1,107,501	\$ 1,171,230	\$ 1,110,405	0.26%
Program Expenses							
16010	Administration	648,023	744,086	696,009	729,509	766,016	10.06%
16021	Children's Services	542,351	552,126	533,616	551,567	572,650	7.31%
16023	Public Services	680,116	680,716	704,889	735,189	759,213	7.71%
16024	Community Partnerships	501,360	526,658	500,775	518,775	529,106	5.66%
16031	Building Operations	406,380	380,755	525,935	821,007	492,464	-6.36%
16032	Materials Management	1,436,398	1,439,720	1,302,967	1,341,546	1,354,777	3.98%
16033	Network Services	279,001	236,393	268,130	308,928	257,798	-3.85%
TOTAL		\$ 4,493,629	\$ 4,560,454	\$ 4,532,321	\$ 5,006,521	\$ 4,732,024	4.41%
Expenses Comprised Of:						(4,732,024)	
	Personnel	3,211,801	3,288,863	3,334,116	3,340,116	-	-100.00%
	Training & Travel	39,904	33,568	35,234	38,234	-	-100.00%
	Supplies & Materials	756,462	707,838	580,291	680,469	-	-100.00%
	Purchased Services	480,886	518,651	578,182	943,204	-	-100.00%
	Capital Outlay	4,576	11,534	4,498	4,498	-	-100.00%
Full Time Equivalent Staff:							
	Personnel allocated to programs	45.00	45.00	45.00	45.00	45.00	

* % change from prior year adopted budget
Library.xls

CITY OF APPLETON 2023 BUDGET

LIBRARY

Administration

Business Unit 16010

PROGRAM MISSION

To ensure delivery of library programs and services to patrons for the benefit of the community, the Administration program plans, organizes and develops resources, and facilitates effective and responsible staff efforts.

PROGRAM NARRATIVE

Link to City Goals:

Implements Key Strategies #2: "Encourage active community participation and involvement"; #3: "Recognize and grow everyone's talents"; #4: "Continually assess trends affecting the community and proactively respond"; #5: "Promote an environment that is respectful and inclusive"; #6: "Create opportunities and learn from successes and failures"; and #7: "Communicate our success through stories and testimonials".

Objectives:

Oversee the Library's long-range plan and ensure Library is responsive to community needs. Market collections, programs and services. Ensure for the provision of high quality library service for the public at Kensington while developing long term strategies for service when the new library is completed.

Complete design of renovated/expanded library. Work with the Friends to develop strong public/private partnership and implement a successful capital campaign. Be good stewards of grant funds.

Eliminate barriers to access and advance equity and inclusion for library policies, collections, programs and services.

Continue identifying ways to leverage volunteers in the provision of library services as well as proactively plan for new operational models upon the completion of the new library.

Ensure staff have the resources, planning and training to be prepared to serve the community in the new library when it is completed.

Major changes in Revenue, Expenditures, or Programs:

In 2021, the library eliminated overdue fines (charges for services) and developed a four year transition plan to offset the loss of revenue through lost and paid funds. The 2023 offsetting revenue is recorded in the Materials Management budget (\$15,000).

Throughout 2023, software, technology and equipment will be selected for the new library building. Supervisors and staff in this Section will be involved in evaluating and selecting items related to their specific roles in providing library service to the community.

CITY OF APPLETON 2023 BUDGET

LIBRARY

Administration

Business Unit 16010

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2020	2021	Adopted 2022	Amended 2022	2023
Revenues					
423200 Library Grants & Aids	\$ 1,070,138	\$ 1,091,736	\$ 1,063,001	\$ 1,063,001	\$ 1,064,805
480100 Charges for Services	14,728	3,980	-	-	-
501500 Rental of City Property	30,000	30,000	-	-	-
502000 Donations & Memorials	553	1,279	-	-	-
503500 Other Reimbursements	22,082	68,946	-	42,500	15,000
Total Revenue	<u>\$ 1,137,501</u>	<u>\$ 1,195,941</u>	<u>\$ 1,063,001</u>	<u>\$ 1,105,501</u>	<u>\$ 1,079,805</u>
Expenses					
610100 Regular Salaries	\$ 430,382	\$ 458,195	\$ 466,769	\$ 466,769	\$ 503,731
610400 Call Time Wages	15	600	-	-	-
610500 Overtime Wages	48	-	-	-	-
610800 Part-Time Wages	4,599	6,724	7,500	7,500	8,708
615000 Fringes	142,050	164,126	177,689	177,689	186,086
620100 Training/Conferences	5,440	2,355	4,920	7,920	4,920
620600 Parking Permits	22,823	23,109	12,000	12,000	5,000
630100 Office Supplies	2,300	3,777	4,635	4,635	3,000
630300 Memberships & Licenses	3,393	2,202	2,200	2,200	2,200
630500 Awards & Recognition	879	1,073	850	1,850	850
630700 Food & Provisions	319	610	1,135	1,935	1,135
632001 City Copy Charges	302	-	100	100	100
632002 Outside Printing	1,033	2,463	-	1,200	-
641200 Advertising	2,477	6,330	1,288	19,288	1,288
641307 Telephone	3,358	3,407	2,948	2,948	5,298
641308 Cellular Phones	615	1,232	1,600	1,600	1,300
659900 Other Contracts/Obligation	27,990	67,883	12,375	21,875	42,400
Total Expense	<u>\$ 648,023</u>	<u>\$ 744,086</u>	<u>\$ 696,009</u>	<u>\$ 729,509</u>	<u>\$ 766,016</u>

DETAILED SUMMARY OF 2023 PROPOSED EXPENDITURES > \$15,000

<u>Other Contracts/Obligations</u>	
Security Guard	\$ 42,000
Piano Tuning	\$400
	<u>\$42,400</u>

CITY OF APPLETON 2023 BUDGET

LIBRARY

Children's Services

Business Unit 16021

PROGRAM MISSION

In collaboration with the community, we educate, inspire, engage, motivate and provide access to resources for all children.

PROGRAM NARRATIVE

Link to City Goals:

Implements Key Strategies #1: "Responsibly deliver excellent services"; #2: "Encourage active community participation and involvement"; #4: "Continually assess trends affecting the community and proactively respond"; #5: "Promote an environment that is respectful and inclusive"; and #6: "Create opportunities and learn from successes and failures".

Objectives:

Cultivate quality children's materials collections to support both education and recreation. Provide responsive customer service, including reference, readers' advisory and directional assistance. Explore staff mobility and examine new ways to staff service desks to better serve patrons.

Develop and provide quality programs for more than 25,000 children and caregivers, including field trips and group visits, age-appropriate programs for children birth to age 12, specialized programs and services to minority and low income families, and reading incentive programs.

Explore ways to develop and support outreach to the community in nontraditional locations. Work directly with Hmong and Hispanic families and coordinate with AASD Birth to 5 Programs, Outagamie County Birth to 3 Early Intervention, Fox Valley Literacy Council and Head Start by using a referral system to link families with needed resources, providing one-on-one visits to families and building towards their full use of the library and its services.

Provide specialized programs directed at families and children to include refugees, newcomers and those from culturally diverse backgrounds, including coordination with community organizations to bring ELL book clubs, literacy classes, and other cultural celebrations.

Major changes in Revenue, Expenditures, or Programs:

Throughout 2023, software, technology and equipment will be selected for the new library building. Supervisors and staff in this Section will be involved in evaluating and selecting items related to their specific roles in providing library service to the community.

CITY OF APPLETON 2023 BUDGET

LIBRARY

Children's Services

Business Unit 16021

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2020	2021	Adopted 2022	Amended 2022	2023
Revenues					
503500 Other Reimbursements	18,800	2,732	-	19	-
Total Revenue	\$ 18,800	\$ 2,732	\$ -	\$ 19	\$ -
Expenses					
610100 Regular Salaries	\$ 361,433	\$ 388,268	\$ 362,814	\$ 362,814	\$ 385,447
610800 Part-Time Wages	27,648	3,307	28,085	28,085	31,881
615000 Fringes	128,929	134,961	134,500	134,500	147,917
620100 Training/Conferences	5,480	3,759	4,405	4,405	4,405
630100 Office Supplies	16,460	7,101	2,812	16,627	2,000
630300 Memberships & Licenses	-	-	-	-	-
630700 Food & Provisions	690	270	-	1,136	-
659900 Other Contracts/Obligation	1,711	14,460	1,000	4,000	1,000
Total Expense	\$ 542,351	\$ 552,126	\$ 533,616	\$ 551,567	\$ 572,650

DETAILED SUMMARY OF 2023 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2023 BUDGET

LIBRARY

Public Services

Business Unit 16023

PROGRAM MISSION

Public Services is at the front-line, providing excellent customer service by helping the community use library resources.

PROGRAM NARRATIVE

Link to City Goals:

Implements Key Strategies #1: "Responsibly deliver excellent services"; #4: "Continually assess trends affecting the community and proactively respond"; #5: "Promote an environment that is respectful and inclusive"; and #6: "Create opportunities and learn from successes and failures".

Objectives:

Work with patrons in support of the strategic pillars of Hub of Learning and Literacy, Engaged and Connected, Enriched Experiences, and Services and Programs for All; work with other system libraries and state libraries in a collaborative environment; embrace new technologies and best library practices; improve staff mobility and examine new ways to staff service desks to better serve patrons.

Respond to reference, readers' advisory, technological and directional questions in person, via phone, email, and online social media and work to create consistent customer service levels at all service desks in the library; use technology competencies for the adult service desk staff for increased consistency between desks and focused training; provide quality service to our patrons in person, via phone and remotely.

Register new patrons and maintain a database of over 69,000 users; process holds in conjunction with the Materials Management section (approx. 145,000 items); send out overdue, billing and reserve notices; utilize the Tax Refund Intercept Program (TRIP) and a collection agency for the collection of long overdue items and bills.

Promote and educate the public on the use of the self-check machines.

Prepare and maintain displays of new and/or popular materials. Continue to work with Materials Management and OWLS to improve functionality of library catalog and discovery layer; oversee the inter-library loan process.

Explore ways to develop and support outreach to the community in non-traditional locations.

Major changes in Revenue, Expenditures, or Programs:

Throughout 2023, software, technology and equipment will be selected for the new library building. Supervisors and staff in this Section will be involved in evaluating and selecting items related to their specific roles in providing library service to the community.

CITY OF APPLETON 2023 BUDGET

LIBRARY

Public Services

Business Unit 16023

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2020	2021	Adopted 2022	Amended 2022	2023
Revenues					
503500 Other Reimbursements	\$ 1,814	\$ 28	\$ 400	\$ 400	\$ 100
Total Revenue	<u>\$ 1,814</u>	<u>\$ 28</u>	<u>\$ 400</u>	<u>\$ 400</u>	<u>\$ 100</u>
Expenses					
610100 Regular Salaries	\$ 458,777	\$ 439,164	\$ 449,189	\$ 449,189	\$ 469,258
610500 Overtime Wages	1	-	-	-	-
610800 Part-Time Wages	74,200	84,680	83,267	83,267	93,022
615000 Fringes	138,466	154,298	157,844	157,844	182,844
620100 Training/Conferences	2,167	391	2,565	2,565	2,565
630100 Office Supplies	2,243	2,183	3,500	3,500	3,000
659900 Other Contracts/Obligation	4,262	-	8,524	38,824	8,524
Total Expense	<u>\$ 680,116</u>	<u>\$ 680,716</u>	<u>\$ 704,889</u>	<u>\$ 735,189</u>	<u>\$ 759,213</u>

DETAILED SUMMARY OF 2023 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2023 BUDGET

LIBRARY

Community Partnerships

Business Unit 16024

PROGRAM MISSION

Community Partnerships: Engage, Educate, Entertain, Elevate.

PROGRAM NARRATIVE

Link to City Goals:

Implements Key Strategies #1: "Responsibly deliver excellent services"; #2: "Encourage active community participation and involvement"; #4: "Continually assess trends affecting the community and proactively respond"; #5: "Promote an environment that is respectful and inclusive"; and #6: "Create opportunities and learn from successes and failures".

Objectives:

Connect members of the Appleton community with opportunities for growth, self-instruction, and inquiry in the library, online, and throughout the Appleton area; provide enriched entertainment opportunities for teen and adult community members by maintaining a broad range of materials and programs.

Provide access to local history materials, services, and programs; preserve Appleton and APL history by increasing and improving access to digital materials.

Collaborate with partner agencies utilizing the Community Partnerships Framework to provide options for different levels of engagement; serve on local boards and participate in various organizations to increase collaboration, build shared capacity, and connect patrons with local resources.

Foster partnerships and celebrate our diverse community by providing lifelong learning opportunities through services and programs for all. Develop relationships and services focused on economic development.

Work with Public Services and Children's Services staff to bring circulation services to the community.

Major changes in Revenue, Expenditures, or Programs:

Throughout 2023, software, technology and equipment will be selected for the new library building. Supervisors and staff in this Section will be involved in evaluating and selecting items related to their specific roles in providing library service to the community.

CITY OF APPLETON 2023 BUDGET

LIBRARY

Community Partnerships

Business Unit 16024

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2020	2021	Adopted 2022	Amended 2022	2023
Revenues					
503500 Other Reimbursements	\$ 32,000	\$ 2,125	\$ -	\$ -	\$ -
Total Revenue	<u>\$ 32,000</u>	<u>\$ 2,125</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>
Expenses					
610100 Regular Salaries	\$ 346,580	\$ 350,702	\$ 349,375	\$ 349,375	\$ 372,436
610800 Part-Time Wages	13,321	18,621	-	6,000	-
615000 Fringes	126,676	141,221	144,138	144,138	149,720
620100 Training/Conferences	3,990	2,910	4,450	4,450	4,450
620600 Parking Permits	-	5	-	-	-
630100 Office Supplies	3,149	3,462	2,812	5,812	2,500
630300 Memberships & Licenses	74	-	-	-	-
659900 Other Contracts/Obligation	7,570	9,737	-	9,000	-
Total Expense	<u>\$ 501,360</u>	<u>\$ 526,658</u>	<u>\$ 500,775</u>	<u>\$ 518,775</u>	<u>\$ 529,106</u>

DETAILED SUMMARY OF 2023 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2023 BUDGET

LIBRARY

Building Operations

Business Unit 16031

PROGRAM MISSION

Support the community and the library's role as a hub of learning and literacy by maintaining a welcoming environment that promotes and contributes to lifelong learning.

PROGRAM NARRATIVE

Link to City Goals:

Implements Key Strategies #1: "Responsibly deliver excellent services"; #4: "Continually assess trends affecting the community and proactively respond"; #5: "Promote an environment that is respectful and inclusive"; and #6: "Create opportunities and learn from successes and failures".

Objectives:

Maintain cleanliness, sanitization and perform light maintenance of the library building.

Provide continued assistance to the Library staff and community.

Explore new strategies to support workflows and services throughout APL; proactively meet the needs of the community through quality customer service and by incorporating sustainable and cost-effective practices in day-to-day operations.

Facilitate work done in library in conjunction with the City Facilities Management Department by performing cleaning, basic facility and equipment maintenance and reporting to supervision building needs or concerns.

Major changes in Revenue, Expenditures, or Programs:

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Operations will support facility and operational needs while at the temporary facility, including cleaning services usually done by contracted cleaning services.

Throughout 2023, software, technology and equipment will be selected for the new library building. Supervisors and staff in this Section will be involved in evaluating and selecting items related to their specific roles in providing library service to the community.

CITY OF APPLETON 2023 BUDGET

LIBRARY

Building Operations

Business Unit 16031

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2020	2021	Adopted 2022	Amended 2022	2023
Revenues					
500100 Fees & Commissions	\$ 337	\$ 143	\$ 600	\$ 600	\$ -
503500 Other Reimbursements	-	6	-	-	-
Total Revenue	<u>\$ 337</u>	<u>\$ 149</u>	<u>\$ 600</u>	<u>\$ 600</u>	<u>\$ -</u>
Expenses					
610100 Regular Salaries	\$ 77,876	\$ 77,563	\$ 77,270	\$ 77,270	\$ 82,370
610500 Overtime Wages	703	-	-	-	-
610800 Part-Time Wages	3,915	6,867	8,000	8,000	19,430
615000 Fringes	23,898	25,969	26,297	26,297	27,284
620100 Training/Conferences	4	-	830	830	830
630100 Office Supplies	-	-	-	-	-
630600 Building Maint./Janitorial	6,416	7,907	7,000	7,000	7,000
630902 Tools & Instruments	14	82	150	150	150
632101 Uniforms	180	-	-	-	-
632300 Safety Supplies	1,039	245	550	550	550
632700 Miscellaneous Equipment	238	1,325	650	650	650
640700 Solid Waste/Recycling	4,219	3,897	4,125	4,125	1,200
641300 Utilities	106,777	122,878	40,000	40,000	50,000
641600 Build Repairs & Maint	1,788	15	2,000	2,000	2,000
641800 Equip Repairs & Maint	-	-	400	400	1,000
642000 Facilities Charges	179,313	134,007	100,000	160,825	100,000
644000 Snowplowing	-	-	-	-	50,000
650200 Leases	-	-	258,663	492,910	150,000
Total Expense	<u>\$ 406,380</u>	<u>\$ 380,755</u>	<u>\$ 525,935</u>	<u>\$ 821,007</u>	<u>\$ 492,464</u>

DETAILED SUMMARY OF 2023 PROPOSED EXPENDITURES > \$15,000

Leases

Temporary library facility	\$ 150,000
	<u>\$ 150,000</u>

CITY OF APPLETON 2023 BUDGET

LIBRARY

Materials Management

Business Unit 16032

PROGRAM MISSION

To develop, organize, and maintain well-rounded collections. Collections are built in anticipation of and response to Appleton residents' informational, educational & recreational needs.

PROGRAM NARRATIVE

Link to City Goals:

Implements Key Strategies #1: "Responsibly deliver excellent services"; #4: "Continually assess trends affecting the community and proactively respond"; and #6: "Create opportunities and learn from successes and failures".

Objectives:

Materials Management creates entries and database records for approximately 25,000 new titles in the online catalog. We process 27,500 items annually, including labels, RFID tags and jacket protectors. We receive 1,800 newspapers, periodicals and standing order subscriptions and process over 5,000 magazine issues for circulation and storage.

Other specific objectives include:

Collect and route approximately 140,000 items to fill reserves at other OWLSnet libraries; accurately check-in, sort and re-shelve over a million returned materials using the automated materials handling system; expand staff participation in displays.

Continue to enhance and evaluate the "digital branch" with access to e-courses for lifelong learning and mobile content.

Implement collection development procedures focused on high-interest, popular materials, including utilizing collection management data tools.

Actively work with OWLSnet on implementation of the integrated library system, as well as ways to reduce barriers to access.

Major changes in Revenue, Expenditures, or Programs:

Throughout 2023, software, technology and equipment will be selected for the new library building. Supervisors and staff in this Section will be involved in evaluating and selecting items related to their specific roles in providing library service to the community.

In 2021, the library eliminated overdue fines (charges for services) and developed a four year transition plan to offset the loss of revenue through lost and paid funds. The 2023 offsetting revenue is recorded in the Materials Management budget (\$15,000).

CITY OF APPLETON 2023 BUDGET

LIBRARY

Materials Management

Business Unit 16032

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2020	2021	Adopted 2022	Amended 2022	2023
Revenues					
503500 Other Reimbursements	\$ 41,692	\$ 35,242	\$ 25,000	\$ 46,150	\$ 15,000
Total Revenue	\$ 41,692	\$ 35,242	\$ 25,000	\$ 46,150	\$ 15,000
Expenses					
610100 Regular Salaries	\$ 523,499	\$ 512,901	\$ 513,223	\$ 513,223	\$ 546,979
610500 Overtime Wages	-	-	-	-	-
610800 Part-Time Wages	63,614	70,389	64,647	64,647	73,046
615000 Fringes	139,627	149,888	156,650	156,650	165,118
620100 Training/Conferences	-	1,003	3,324	3,324	3,324
630100 Office Supplies	21,602	18,157	24,417	24,417	24,417
631500 Books & Library Materials	623,914	623,739	475,000	513,429	475,000
659900 Other Contracts/Obligation	64,142	63,643	65,706	65,856	66,893
Total Expense	\$ 1,436,398	\$ 1,439,720	\$ 1,302,967	\$ 1,341,546	\$ 1,354,777

DETAILED SUMMARY OF 2023 PROPOSED EXPENDITURES > \$15,000

Office Supplies

General office supplies	\$ 3,128
Material processing supplies (book jackets, barcodes, cassette cases, book labels, CD cases, etc.)	16,084
RFID supplies	5,205
	<u>\$ 24,417</u>

Books & Library Materials

Children's materials	\$ 115,000
Adult materials	330,000
Digital content consortia	30,000
	<u>\$ 475,000</u>

Other Contracts/Obligations

OWLSnet contract	\$ 62,393
Collection agency	4,500
	<u>\$ 66,893</u>

CITY OF APPLETON 2023 BUDGET

LIBRARY

Network Services

Business Unit 16033

PROGRAM MISSION

Providing high-quality technology, in the most cost-effective manner, to best serve our community.

PROGRAM NARRATIVE

Link to City Goals:

Implements Key Strategies #1: "Responsibly deliver excellent services"; #4: "Continually assess trends affecting the community and proactively respond"; and #6: "Create opportunities and learn from successes and failures".

Objectives:

Develop multi-year schedule of technology projects and replacements; replace 20% of staff and public computing devices annually to maintain usability and update the network hardware and software to ensure responsiveness to patron and staff need; replace aging network switches to increase uptime and reliability; maintain warranties on production servers and utilize the Federal government program e-rate to attain the best rates and reimbursements for eligible items.

Maintain online public access catalogs, public workstations, AV equipment, digital signage, RFID and automated materials handling equipment; filter and protect internet connections to keep library staff and public technology reasonably safe.

Support the video security system; maintain reliable data communication between the library's and OWLS' networks.

Work to improve staff mobile access to Library systems to enable them to move about the building assisting patrons and provide remote access for laptops as appropriate.

Assist staff in technical aspects of providing electronic services to the public and support staff computer users; seek out and evaluate technologies to provide increased efficiencies for staff and operations; partner with OWLS to reduce costs and increase efficiencies when providing services to both the public and staff.

Major changes in Revenue, Expenditures, or Programs:

Throughout 2023, software, technology and equipment will be selected for the new library building. Supervisors and staff in this Section will be involved in evaluating and selecting items related to their specific roles in providing library service to the community.

CITY OF APPLETON 2023 BUDGET

LIBRARY

Network Services

Business Unit 16033

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2020	2021	Adopted 2022	Amended 2022	2023
Revenues					
503500 Other Reimbursements	\$ 5,572	\$ 5,429	\$ 18,500	\$ 18,560	\$ 15,500
Total Revenue	<u>\$ 5,572</u>	<u>\$ 5,429</u>	<u>\$ 18,500</u>	<u>\$ 18,560</u>	<u>\$ 15,500</u>
Expenses					
610100 Regular Salaries	\$ 96,849	\$ 81,178	\$ 104,234	\$ 104,234	\$ 115,861
610500 Overtime	46	-	-	-	-
615000 Fringes	28,650	19,238	22,625	22,625	32,264
620100 Training/Conferences	-	36	2,740	2,740	2,740
630100 Office Supplies	15	676	1,500	1,560	1,200
632700 Miscellaneous Equipment	72,201	32,568	52,980	93,718	52,980
641800 Equip Repairs & Maint	76,664	77,859	79,553	79,553	48,255
659900 Other Contracts/Obligation	-	13,304	-	-	-
681500 Software Acquisition	4,576	11,534	4,498	4,498	4,498
Total Expense	<u>\$ 279,001</u>	<u>\$ 236,393</u>	<u>\$ 268,130</u>	<u>\$ 308,928</u>	<u>\$ 257,798</u>

Note: The costs above reflect the needs while located in the temporary space during renovations.

DETAILED SUMMARY OF 2023 PROPOSED EXPENDITURES > \$15,000

Miscellaneous Equipment

Computer replacements	\$ 20,000
Network hardware, wiring, etc.	18,000
Network attached storage	14,980
	<u>\$ 52,980</u>

Equipment Repairs and Maintenance

Photocopier lease & maintenance	\$ 11,600
Automated material handling equipment	4,000
Self checks and security gate contract	9,000
Software license and maintenance fees	22,278
Other equipment repairs and maintenance	1,377
	<u>\$ 48,255</u>

**CITY OF APPLETON 2023 BUDGET
LIBRARY**

	2020 <u>ACTUAL</u>	2021 <u>ACTUAL</u>	2022 <u>YTD ACTUAL</u>	2022 <u>ORIG BUD</u>	2022 <u>REVISED BUD</u>	2023 <u>BUDGET</u>
Program Revenues						
423200 Library Grants & Aids	1,070,138	1,091,736	576,313	1,063,001	1,063,001	-
480100 General Charges for Service	14,728	3,980	314	-	-	-
500100 Fees & Commissions	337	144	259	600	600	-
501500 Rental of City Property	30,000	30,000	6,440	-	-	-
502000 Donations & Memorials	553	1,279	83	-	-	-
503500 Other Reimbursements	121,960	114,511	76,311	43,900	107,629	-
TOTAL PROGRAM REVENUES	<u>1,237,716</u>	<u>1,241,650</u>	<u>659,720</u>	<u>1,107,501</u>	<u>1,171,230</u>	-
Personnel						
610100 Regular Salaries	2,104,094	2,038,393	761,331	2,322,874	2,322,874	-
610400 Call Time Wages	15	600	200	-	-	-
610500 Overtime Wages	798	-	258	-	-	-
610800 Part-Time Wages	187,297	220,589	73,140	191,499	197,499	-
611400 Sick Pay	4,338	11,953	5,668	-	-	-
611500 Vacation Pay	186,964	227,631	43,384	-	-	-
615000 Fringes	728,295	789,697	282,841	819,743	819,743	-
TOTAL PERSONNEL	<u>3,211,801</u>	<u>3,288,863</u>	<u>1,166,822</u>	<u>3,334,116</u>	<u>3,340,116</u>	-
Training~Travel						
620100 Training/Conferences	17,081	10,454	3,620	23,234	26,234	-
620600 Parking Permits	22,823	23,114	6,755	12,000	12,000	-
TOTAL TRAINING / TRAVEL	<u>39,904</u>	<u>33,568</u>	<u>10,375</u>	<u>35,234</u>	<u>38,234</u>	-
Supplies						
630100 Office Supplies	45,770	35,354	4,733	39,676	56,551	-
630300 Memberships & Licenses	3,467	2,202	1,175	2,200	2,200	-
630500 Awards & Recognition	879	1,073	248	850	1,850	-
630600 Building Maint./Janitorial	6,416	7,907	267	7,000	7,000	-
630700 Food & Provisions	1,009	880	1,102	1,135	3,071	-
630902 Tools & Instruments	14	82	-	150	150	-
631500 Books & Library Materials	623,914	623,739	133,242	475,000	513,429	-
632001 City Copy Charges	302	-	-	100	100	-
632002 Outside Printing	1,033	2,463	674	-	1,200	-
632101 Uniforms	180	-	-	-	-	-
632300 Safety Supplies	1,039	245	110	550	550	-
632700 Miscellaneous Equipment	72,439	33,893	6,456	53,630	94,368	-
TOTAL SUPPLIES	<u>756,462</u>	<u>707,838</u>	<u>148,007</u>	<u>580,291</u>	<u>680,469</u>	-
Purchased Services						
640700 Solid Waste/Recycling Pickup	4,219	3,897	2,539	4,125	4,125	-
641200 Advertising	2,477	6,330	3,201	1,288	19,288	-
641301 Electric	83,151	88,237	27,110	24,778	24,778	-
641302 Gas	16,437	28,479	15,627	4,283	4,283	-
641303 Water	2,895	2,053	704	5,125	5,125	-
641304 Sewer	1,144	942	357	2,114	2,114	-
641306 Stormwater	3,150	3,167	794	3,700	3,700	-
641307 Telephone	3,358	3,407	1,441	2,948	2,948	-
641308 Cellular Phones	615	1,232	290	1,600	1,600	-
641600 Build Repairs & Maint	1,788	15	-	2,000	2,000	-
641800 Equip Repairs & Maint	76,664	77,859	22,700	79,953	79,953	-
642000 Facilities Charges	179,313	134,007	60,594	100,000	160,825	-
650200 Leases	-	-	-	258,663	492,910	-
659900 Other Contracts/Obligation	105,675	169,026	116,621	87,605	139,555	-
TOTAL PURCHASED SVCS	<u>480,886</u>	<u>518,651</u>	<u>251,978</u>	<u>578,182</u>	<u>943,204</u>	-
Capital Outlay						
681500 Software Acquisition	4,576	11,534	7,820	4,498	4,498	-
TOTAL CAPITAL OUTLAY	<u>4,576</u>	<u>11,534</u>	<u>7,820</u>	<u>4,498</u>	<u>4,498</u>	-
TOTAL EXPENSE	<u><u>4,493,629</u></u>	<u><u>4,560,454</u></u>	<u><u>1,585,002</u></u>	<u><u>4,532,321</u></u>	<u><u>5,006,521</u></u>	-

**CITY OF APPLETON 2023 BUDGET
LIBRARY**

Administration Business Unit 16010

	PERFORMANCE INDICATORS				
	Actual 2020	Actual 2021	Target 2022	Projected 2022	Target 2023
Client Benefits/Impacts					
Library activities, programs and services are responsive to community needs					
% of surveyed patrons who rate the library as satisfactory	97%	97%	97%	97%	97%
Strategic Outcomes					
A better educated community					
Collaborations with educational institutions	233	37	200	200	200
Work Process Outputs					
Grant funds awarded	\$ 152,126	\$ 221,470	\$ 180,000	\$ 200,000	\$ 200,000
State-level meetings attended	38	55	40	40	40
Surveys conducted	1	1	1	3	1
Hours worked by library volunteers	7,437	2,002	3,000	2,500	2,500
Annual door count	408,532	105,816	250,000	200,000	200,000

Children's Services Business Unit 16021

	PERFORMANCE INDICATORS				
	Actual 2020	Actual 2021	Target 2022	Projected 2022	Target 2023
Client Benefits/Impacts					
Children have access to a wide range of quality programs					
Attendance at children's programs	45,473	13,000	10,000	10,000	15,000
Drop-in activity participants	6,667	1,732	2,000	2,000	2,000
Strategic Outcomes					
Children discover joy of reading & develop love of learning					
Summer Library program participants	3,775	1,099	1,500	1,500	1,500
Members of the Appleton community find high quality programs at the library					
% of attendees satisfied with programs (survey done in odd years)	96%	96%	80%	80%	80%
Work Process Outputs					
Reference transactions	15,984	3,218	1,200	7,000	7,000
Number of children's programs	968	500	500	500	500

Public Services Business Unit 16023

	PERFORMANCE INDICATORS				
	Actual 2020	Actual 2021	Target 2022	Projected 2022	Target 2023
Client Benefits/Impacts					
Convenient and fast access to accurate information					
Reference questions answered	39,962	25,994	25,000	25,000	25,000
Strategic Outcomes					
Members of the Appleton community who will use the library and encourage others to do so					
Number of registered patrons	79,729	74,131	80,000	70,000	70,000
Members of the Appleton community find high quality service at the library					
% of respondents satisfied with library service (survey done on odd years)	94%	94%	75%	75%	75%
Work Process Outputs					
Adult materials circulation	545,136	199,472	300,000	300,000	300,000
Children's materials circulation	345,935	132,982	180,000	200,000	200,000
Reserves filled for APL patrons	146,567	78,160	90,000	80,000	80,000

Community Partnerships Business Unit 16024

	PERFORMANCE INDICATORS				
	Actual 2020	Actual 2021	Target 2022	Projected 2022	Target 2023
Client Benefits/Impacts					
Members of the Appleton community find high quality programs at the library					
% of attendees satisfied with library programs (survey done on odd years)					
Adult programs	97%	97%	75%	75%	75%
Young adult programs	93%	93%	75%	75%	75%
Strategic Outcomes					
Members of the Appleton community engage with the library as a hub of learning and literacy					
Young adult program attendance	3,243	376	750	750	750
Adult program attendance	5,162	6,961	1,500	5,000	5,000
Work Process Outputs					
Web page "hits" (page accesses)	875,356	609,266	650,000	325,000	325,000
Number of locally produced databases or digital collections available via web	10	10	10	10	10

Building Operations Business Unit 16031

	PERFORMANCE INDICATORS				
	Actual 2020	Actual 2021	Target 2022	Projected 2022	Target 2023
Client Benefits/Impacts					
The public enjoys a safe and clean facility					
% of patrons satisfied with public meeting rooms (surveyed on odd years)					
	93%	93%	90%	90%	90%
% of patrons satisfied with safety in the library (surveyed on odd years)					
	85%	85%	90%	90%	90%
Strategic Outcomes					
The community increasingly uses opportunities for meetings, programs and discussions					
# of meetings and programs	4,489	1,104	500	500	0
Work Process Outputs					
# of satisfactory monthly inspections completed	12	12	12	12	12
# of staff training opportunities completed	22	14	20	20	20

Materials Management Business Unit 16032

	PERFORMANCE INDICATORS				
	Actual 2020	Actual 2021	Target 2022	Projected 2022	Target 2023
Client Benefits/Impacts					
People can obtain the materials they need quickly					
% of holds filled within 1 week of being placed					
	60%	22%	50%	50%	60%
Improved efficiencies in delivering service					
Number of volunteer hours in Materials Management	3,259	491	1,000	500	1,000
Strategic Outcomes					
People have reading, viewing and listening materials that stimulate their thinking, enhance their knowledge of the world, and improve the quality of their leisure time					
# of unique titles owned at end of year	240,888	248,531	235,000	230,000	200,000
Work Process Outputs					
# of volumes processed	31,159	28,219	27,000	27,000	25,000
# of volumes weeded	75,687	14,649	30,000	60,000	45,000

Network Services Business Unit 16033

	PERFORMANCE INDICATORS				
	Actual 2020	Actual 2021	Target 2022	Projected 2022	Target 2023
Client Benefits/Impacts					
People will have reliable access to up-to-date technology					
% surveyed who are satisfied with the library website (survey done in odd years)					
	88%	88%	90%	90%	90%
Strategic Outcomes					
Hours of public internet computer use					
Sessions on public computers	39,440	8,140	20,000	15,000	10,000
Community enjoys a high level of access to electronic information resources	50,269	10,233	25,000	20,000	20,000
# of referrals to InfoSoup online catalog	140,305	71,867	100,000	100,000	100,000
Database sessions	1,288,401	1,140,140	1,350,000	20,000	20,000
Work Process Outputs					
PC workstations & other devices installed	40	40	40	40	30