

**CITY OF APPLETON 2021 BUDGET**

**LIBRARY**

**Library Director: Colleen T. Rortvedt**

**Assistant Library Director: Tasha M. Saecker**

# CITY OF APPLETON 2021 BUDGET LIBRARY

## MISSION STATEMENT

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

## DISCUSSION OF SIGNIFICANT 2020 EVENTS

### Maintain high quality library services

2020 has been defined by the pandemic resulting in redesigning library service in methods that are safe.

- Developed contact-free curbside pick-up
- Created a materials quarantine process
- Transitioned many services online
- Provided telephone service, served as the City's info line, without interruption, throughout the pandemic
- Developed reopening plan focusing on services that could be scaled up or down based on local public health needs, including appointments for public computers, photocopiers/fax machines and notary services
- Multiple staff members served on committees that developed state guidelines for pandemic best practices
- Supported needs of other City departments including the Mayor's office and Clerk's office

### Summer Reading Program

Offered for all ages and modified in 2020 for the pandemic using an online system and offering scheduled pick up of prizes. Take-and-create packs provided for teens for pick up and provided at Boys and Girls Club. 1,099 children and 305 adults participated.

Completed migration to new Integrated Library System/online catalog

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

Grants obtained include: "Small Business – Big Impact," an initiative to support business startup, retention, and expansion for people of color and immigrants, is launched with grant funding from the American Library Association for 2020/2021; Libraries Lead with Digital Skills grant from Google; worked with OWLS and Friends of the APL to obtain grant for circulating laptops throughout the system from the WI Public Services Commission; Friends of the APL provided \$67,500 in grants

Completed a needs assessment on providing a social worker in the library and began implementing recommendations from the report

Librarians engaged in initiatives at the State level including Wisconsin Library Association Leadership Institute and Mentorship Program, Wisconsin Libraries Transforming Communities

### Continue to explore facility needs and options

Modified building to provide safe service to the public during the pandemic

Library Director serves on economic development team for library building project

### Continue cooperation with schools and other community organizations

Maintained and enhanced relationships with partners throughout the year finding new ways to collaborate during the pandemic

Fox Cities Reads, The Latehomecomer, was read and discussed throughout the community - author presentation was postponed and will occur virtually; Fox Cities Book Festival will occur virtually in fall

Collaborated with 233 local educational institutions, businesses, and non-profit and civic groups; Collaborations include English Language Learner programs, Building for Kids, YMCA, ADI, Fox Valley Symphony, Boys & Girls Club

Staff served on Imagine Fox Cities Leadership and Belonging Teams

Implemented several initiatives related to employment via the Friends grant -funded Community Partnerships Specialist; have applied for grants to scale up this program; developed community job needs assessment with LEAVEN, WI Dept of Workforce Development and Forward Services

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

Developed MOU with Gannett to house historic Post Crescent microfilm and photo archives

### Utilize volunteers more effectively

In 2019, expanded roles for volunteers including increased support for computer help, and programming; offered Spanish language computer assistance with volunteers; in 2020 created contact-free walking books program

### Continuously work to improve website and online service delivery

Expanded access to digital content, increasing titles and services offered; offered programming in person and online via synchronous and asynchronous videoconferencing when meeting in person was not feasible

2020 total e-circulation is up 20% from 2019: e-books, audiobooks, videos, comics, magazines, music and games

## CITY OF APPLETON 2021 BUDGET LIBRARY

### MAJOR 2021 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:**

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

Eliminate barriers by utilizing the State inclusive services assessment and other community and library initiatives to advance equity and inclusion for Library collections, programs and services.

Work on building process as a Library-wide team together with the City, Board of Trustees and City Council; provide the community space for civic engagement and public meetings as public health conditions allow.

Cultivate quality children's materials collections and develop and provide quality programs for more than 35,000 children and caregivers, including fieldtrips and group visits, age-appropriate programs for children birth to age 12 with inclusive programs; explore ways to develop and support outreach to the community in nontraditional locations.

Collaborate with schools and other community organizations utilizing the Community Partnerships framework to provide options for different levels of engagement; continue efforts to extend outreach and circulation services out into the community.

Market collections, programs and services, incorporating social media; continue to enhance the "digital branch" with increased access to e-courses for lifelong learning and mobile content.

### DEPARTMENT BUDGET SUMMARY

Programs		Actual		Budget			%
Unit	Title	2018	2019	Adopted 2020	Amended 2020	2021	Change *
<b>Program Revenues</b>		\$ 1,289,961	\$ 1,267,872	\$ 1,169,638	\$ 1,203,638	\$ 1,171,236	0.14%
<b>Program Expenses</b>							
16010	Administration	613,894	659,324	670,625	677,125	768,274	14.56%
16021	Children's Services	540,909	548,499	528,203	537,203	566,305	7.21%
16023	Public Services	768,101	730,368	719,896	720,396	697,751	-3.08%
16024	Community Partnerships	510,858	494,580	500,772	515,772	497,799	-0.59%
16031	Building Operations	445,171	467,278	495,059	495,059	438,898	-11.34%
16032	Materials Management	1,473,151	1,495,776	1,450,048	1,455,945	1,454,745	0.32%
16033	Network Services	281,116	267,245	303,950	303,950	311,763	2.57%
<b>TOTAL</b>		\$ 4,633,200	\$ 4,663,070	\$ 4,668,553	\$ 4,705,450	\$ 4,735,535	1.43%
<b>Expenses Comprised Of:</b>							
	Personnel	3,337,118	3,296,550	3,329,074	3,335,074	3,393,413	1.93%
	Training & Travel	37,724	43,267	48,014	48,414	46,334	-3.50%
	Supplies & Materials	742,491	787,295	728,124	745,621	728,124	0.00%
	Purchased Services	515,612	533,654	558,843	571,843	563,166	0.77%
	Capital Outlay	255	2,304	4,498	4,498	4,498	0.00%
<b>Full Time Equivalent Staff:</b>							
	Personnel allocated to programs	46.50	46.00	46.00	45.00	45.00	

# CITY OF APPLETON 2021 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; prioritize in-house services that most support our community's economic recovery
- Communicate the role of libraries in 21st century society in particular during times of economic and social upheaval
- Continue working on library facility plans allowing for citizen engagement and transparency in library planning
- Utilize the State of Wisconsin Inclusive Services Assessment, GARE and other community and library initiatives to advance equity and inclusion for library policies, collections, programs and services
- Work with Valley Transit and DPW on security guard collaboration, work with Safety Supervisor to ensure the library is a safe place focusing on staff training, de-escalation and trauma informed approaches; continue to implement recommendations from the needs assessment for a social worker in the library
- Work with Friends to develop strong public/private partnership; be good stewards of grant funds
- Develop process for safely increasing use of volunteers

**Major changes in Revenue, Expenditures, or Programs:**

The COVID-19 pandemic has created significant disruption and modifications to Library service that result in dramatic variances in current and projected outputs.

The 2020 budget included an internal budget adjustment during the year to hire a Safety Supervisor. The 2021 budget continues with that position in Administration.

### PERFORMANCE INDICATORS

	<u>Actual 2018</u>	<u>Actual 2019</u>	<u>Target 2020</u>	<u>Projected 2020</u>	<u>Target 2021</u>
<b>Client Benefits/Impacts</b>					
Library activities, programs and services are responsive to community needs					
% of surveyed patrons who rate the library as satisfactory	97%	97%	97%	97%	97%
<b>Strategic Outcomes</b>					
A better educated community					
Collaborations with educational institutions	196	233	190	200	200
<b>Work Process Outputs</b>					
Grant funds awarded	\$ 174,940	\$ 152,126	\$ 180,000	\$ 180,000	\$ 180,000
State-level meetings attended	35	38	35	75	40
Surveys conducted	1	1	1	2	1
Hours worked by library volunteers	7,761	7,437	7,500	1,500	3,000
Annual door count	440,696	408,532	425,000	125,000	250,000

# CITY OF APPLETON 2021 BUDGET

## LIBRARY

**Administration**

**Business Unit 16010**

**PROGRAM BUDGET SUMMARY**

Description	Actual		Budget		
	2018	2019	Adopted 2020	Amended 2020	2021
<b>Revenues</b>					
423200 Library Grants & Aids	\$ 1,062,448	\$ 1,045,947	\$ 1,070,138	\$ 1,070,138	\$ 1,091,736
480100 General Charges for Svc	49,213	44,646	50,000	50,000	30,000
501500 Rental of City Property	30,000	30,012	30,000	30,000	30,000
502000 Donations & Memorials	1,632	587	-	-	-
503500 Other Reimbursements	18,300	14,666	-	6,500	-
<b>Total Revenue</b>	<b>\$ 1,161,593</b>	<b>\$ 1,135,858</b>	<b>\$ 1,150,138</b>	<b>\$ 1,156,638</b>	<b>\$ 1,151,736</b>
<b>Expenses</b>					
610100 Regular Salaries	\$ 383,767	\$ 394,145	\$ 392,278	\$ 392,278	\$ 460,663
610400 Call Time Wages	14	45	-	-	-
610500 Overtime Wages	-	-	-	-	-
610800 Part-Time Wages	8,281	8,446	8,781	8,781	8,790
615000 Fringes	128,318	132,534	149,018	149,018	179,508
620100 Training/Conferences	5,856	9,327	4,920	5,320	4,920
620600 Parking Permits	20,309	20,729	24,780	24,780	23,100
630100 Office Supplies	3,101	4,273	4,635	4,635	4,635
630300 Memberships & Licenses	3,199	3,065	2,200	2,200	2,200
630500 Awards & Recognition	1,924	1,157	850	1,150	850
630700 Food & Provisions	5,203	4,076	1,135	2,335	1,135
632001 City Copy Charges	-	-	100	700	100
632002 Outside Printing	686	1,031	-	-	-
641200 Advertising	1,827	2,409	1,288	3,288	1,288
641307 Telephone	2,665	3,069	2,948	2,948	2,948
641308 Cellular Phones	1,405	1,517	1,155	1,155	1,600
659900 Other Contracts/Obligation	47,339	73,501	76,537	78,537	76,537
<b>Total Expense</b>	<b>\$ 613,894</b>	<b>\$ 659,324</b>	<b>\$ 670,625</b>	<b>\$ 677,125</b>	<b>\$ 768,274</b>

**DETAILED SUMMARY OF 2021 PROPOSED EXPENDITURES > \$15,000**

Other Contracts/Obligations

Security Guard	\$ 72,912
Piano Tuning	400
Valley Transit Guard Collaboration	3,225
	<u>\$ 76,537</u>

# CITY OF APPLETON 2021 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 10,000 children and caregivers, including fieldtrips and group visits, age-appropriate programs for children birth to age 12, inclusive programs for children with sensory challenges, 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 in-home visits to families and building towards their full use of the library and its services.

Provide specialized English Language Learner (ELL) programs directed at school age ELL students to include refugees, including coordination with other organizations to bring specialized programs like Lego Robotics to ELL students and taking our ELL classes to partnering organizations like the Building for Kids and the YMCA.

**Major changes in Revenue, Expenditures, or Programs:**

The Children's Department continues to develop ways to provide programming and services during the pandemic. Programs are offered using both synchronous and asynchronous videoconferencing combined with curbside pickups and contactless drop offs. The collection continues to be developed and shared with the public using new and updated electronic book lists.

We partnered with Appleton Downtown Inc. and the Appleton Parks and Recreation Department to create Story Walks in downtown Appleton and Memorial Park. Children's also partnered with the Building for Kids, Catalpa Health and the Fox Valley Symphony Orchestra to create a series of live streaming programs highlighting stories, music, mental health and movement.

### PERFORMANCE INDICATORS

	<u>Actual 2018</u>	<u>Actual 2019</u>	<u>Target 2020</u>	<u>Projected 2020</u>	<u>Target 2021</u>
<b>Client Benefits/Impacts</b>					
Children have access to a wide range of quality programs					
Attendance at children's programs	25,505	45,473	35,000	8,500	10,000
Drop-in activity participants	8,181	6,667	6,000	2,000	2,000
<b>Strategic Outcomes</b>					
Children discover joy of reading & develop love of learning					
Summer Library program participants	3,838	3,775	4,000	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)	95%	96%	96%	96%	80%
<b>Work Process Outputs</b>					
Reference transactions	18,468	15,984	16,000	3,500	1,200
Number of children's programs	732	968	800	500	500

**CITY OF APPLETON 2021 BUDGET**

**LIBRARY**

**Children's Services**

**Business Unit 16021**

**PROGRAM BUDGET SUMMARY**

Description	Actual		Budget		
	2018	2019	Adopted 2020	Amended 2020	2021
Revenues					
503500 Other Reimbursements	35,623	31,600	-	9,000	-
Total Revenue	<u>\$ 35,623</u>	<u>\$ 31,600</u>	<u>\$ -</u>	<u>\$ 9,000</u>	<u>\$ -</u>
Expenses					
610100 Regular Salaries	\$ 342,559	\$ 350,454	\$ 354,349	\$ 354,349	\$ 369,371
610800 Part-Time Wages	44,370	38,718	30,531	30,531	30,528
615000 Fringes	118,120	127,636	135,106	135,106	158,189
620100 Training/Conferences	3,355	3,996	4,405	4,405	4,405
630100 Office Supplies	18,097	21,003	2,812	8,812	2,812
630300 Memberships & Licenses	150	153	-	-	-
630700 Food & Provisions	1,313	1,444	-	-	-
659900 Other Contracts/Obligation	12,945	5,095	1,000	4,000	1,000
Total Expense	<u>\$ 540,909</u>	<u>\$ 548,499</u>	<u>\$ 528,203</u>	<u>\$ 537,203</u>	<u>\$ 566,305</u>

**DETAILED SUMMARY OF 2021 PROPOSED EXPENDITURES > \$15,000**

None

# CITY OF APPLETON 2021 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 in 2020; provide quality service to over 400,000 people.

Register new patrons and maintain a database of 81,800 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 fines.

Promote and educate the public on the use of the self-check machines by patrons at an average of 70% of library materials check out via self-check each month.

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:**

In response to the COVID-19 pandemic, we developed a contact-free curbside pick-up service that allows patrons to access library materials without entering the building. We also created an appointment-based service for public computers, copy and fax machines, and notary public services.

### PERFORMANCE INDICATORS

	<u>Actual 2018</u>	<u>Actual 2019</u>	<u>Target 2020</u>	<u>Projected 2020</u>	<u>Target 2021</u>
<b>Client Benefits/Impacts</b>					
Convenient and fast access to accurate information					
Reference questions answered	41,134	39,962	40,000	25,000	25,000
<b>Strategic Outcomes</b>					
Members of the Appleton community who will use the library and encourage others to do so					
Number of registered patrons	80,715	79,729	82,000	80,000	80,000
Members of the Appleton community find high quality service at the library					
% of respondents satisfied with library service (survey done on odd years)	92%	94%	94%	94%	75%
<b>Work Process Outputs</b>					
Adult materials circulation	581,358	545,136	550,000	155,000	300,000
Children's materials circulation	388,212	345,935	370,000	95,000	180,000
Reserves filled for APL patrons	146,076	146,567	150,000	50,000	90,000

# CITY OF APPLETON 2021 BUDGET

## LIBRARY

**Public Services**

**Business Unit 16023**

**PROGRAM BUDGET SUMMARY**

Description	Actual		Budget		
	2018	2019	Adopted 2020	Amended 2020	2021
<b>Revenues</b>					
503500 Other Reimbursements	\$ 3,789	\$ 12,494	\$ 400	\$ 900	\$ 400
<b>Total Revenue</b>	<b>\$ 3,789</b>	<b>\$ 12,494</b>	<b>\$ 400</b>	<b>\$ 900</b>	<b>\$ 400</b>
<b>Expenses</b>					
610100 Regular Salaries	\$ 490,671	\$ 475,860	\$ 474,782	\$ 474,782	\$ 455,427
610500 Overtime Wages	3	4	-	-	-
610800 Part-Time Wages	95,416	91,753	90,452	90,452	90,508
615000 Fringes	163,428	150,514	141,558	141,558	137,227
620100 Training/Conferences	1,348	2,443	2,565	2,565	2,565
630100 Office Supplies	4,421	2,960	3,500	4,000	3,500
659900 Other Contracts/Obligation	12,814	6,834	7,039	7,039	8,524
<b>Total Expense</b>	<b>\$ 768,101</b>	<b>\$ 730,368</b>	<b>\$ 719,896</b>	<b>\$ 720,396</b>	<b>\$ 697,751</b>

**DETAILED SUMMARY OF 2021 PROPOSED EXPENDITURES > \$15,000**

None

# CITY OF APPLETON 2021 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:**

"Small Business – Big Impact," an initiative to support business startup, retention, and expansion for people of color and immigrants, is launched with grant funding from the American Library Association for 2020/2021.

### PERFORMANCE INDICATORS

	<u>Actual 2018</u>	<u>Actual 2019</u>	<u>Target 2020</u>	<u>Projected 2020</u>	<u>Target 2021</u>
<b>Client Benefits/Impacts</b>					
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	98%	97%	97%	97%	75%
Young adult programs	92%	93%	93%	93%	75%
<b>Strategic Outcomes</b>					
Members of the Appleton community engage with the library as a hub of learning and literacy					
Young adult program attendance	4,909	3,243	4,500	500	750
Adult program attendance	4,925	5,162	4,500	900	1,500
<b>Work Process Outputs</b>					
Web page "hits" (page accesses)	1,047,900	875,356	1,000,000	500,000	650,000
Number of locally produced databases or digital collections available via web	10	10	10	10	10

**CITY OF APPLETON 2021 BUDGET**

**LIBRARY**

**Community Partnerships**

**Business Unit 16024**

**PROGRAM BUDGET SUMMARY**

Description	Actual		Budget		
	2018	2019	Adopted 2020	Amended 2020	2021
<b>Revenues</b>					
503500 Other Reimbursements	\$ 20,349	\$ 17,500	\$ -	\$ 15,000	\$ -
Total Revenue	<u>\$ 20,349</u>	<u>\$ 17,500</u>	<u>\$ -</u>	<u>\$ 15,000</u>	<u>\$ -</u>
<b>Expenses</b>					
610100 Regular Salaries	\$ 325,219	\$ 318,218	\$ 336,378	\$ 336,378	\$ 344,212
610800 Part-Time Wages	19,779	17,714	-	5,750	-
615000 Fringes	145,098	138,006	157,132	157,382	146,325
620100 Training/Conferences	2,408	4,545	4,450	4,450	4,450
620600 Parking Permits	18	-	-	-	-
630100 Office Supplies	6,175	5,010	2,812	5,812	2,812
630300 Memberships & Licenses	105	-	-	-	-
659900 Other Contracts/Obligation	12,056	11,087	-	6,000	-
Total Expense	<u>\$ 510,858</u>	<u>\$ 494,580</u>	<u>\$ 500,772</u>	<u>\$ 515,772</u>	<u>\$ 497,799</u>

**DETAILED SUMMARY OF 2021 PROPOSED EXPENDITURES > \$15,000**

None

# CITY OF APPLETON 2021 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 increased cleanliness, sanitization and perform light maintenance of the library building while providing assistance to Library staff and the community.

Ensure library meeting room needs are met.

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

Facilitate the work done in the library in conjunction with the City Facilities Management Department and the contracted cleaning service by performing basic facility and equipment maintenance and informing the appropriate person of building needs or concerns.

**Major changes in Revenue, Expenditures, or Programs:**

The performance indicator concerning safety for 2018 and 2019 reflects a combined response to safety inside the library and in the neighborhood. In future years these questions will be asked separately.

### PERFORMANCE INDICATORS

	<u>Actual 2018</u>	<u>Actual 2019</u>	<u>Target 2020</u>	<u>Projected 2020</u>	<u>Target 2021</u>
<b>Client Benefits/Impacts</b>					
The public enjoys a safe and clean facility					
% of patrons satisfied with public meeting rooms (surveyed on odd years)	98%	93%	98%	N/A	90%
% of patrons satisfied with safety in the library (surveyed on odd years)	87%	85%	90%	N/A	90%
<b>Strategic Outcomes</b>					
The community increasingly uses opportunities for meetings, programs and discussions					
# of meetings and programs	4,332	4,489	4,100	500	500
<b>Work Process Outputs</b>					
# of satisfactory monthly inspections completed	12	12	12	12	12
# of staff training opportunities completed	22	22	20	15	20

**CITY OF APPLETON 2021 BUDGET**

**LIBRARY**

**Building Operations**

**Business Unit 16031**

**PROGRAM BUDGET SUMMARY**

Description	Actual		Budget		
	2018	2019	Adopted 2020	Amended 2020	2021
<b>Revenues</b>					
500100 Fees & Commissions	\$ 955	\$ 1,005	\$ 600	\$ 600	\$ 600
503500 Other Reimbursements	-	111	-	-	-
<b>Total Revenue</b>	<b>\$ 955</b>	<b>\$ 1,116</b>	<b>\$ 600</b>	<b>\$ 600</b>	<b>\$ 600</b>
<b>Expenses</b>					
610100 Regular Salaries	\$ 109,160	\$ 112,716	\$ 110,532	\$ 110,532	\$ 76,128
610400 Call Time Wages	60	-	-	-	-
610500 Overtime Wages	202	57	-	-	-
610800 Part-Time Wages	3,626	4,619	3,906	3,906	3,912
615000 Fringes	47,985	47,020	51,205	51,205	26,104
620100 Training/Conferences	1,233	-	830	830	830
630100 Office Supplies	303	29	-	-	-
630600 Building Maint./Janitorial	11,001	12,560	11,084	11,084	11,084
630902 Tools & Instruments	99	-	150	150	150
632101 Uniforms	230	-	-	-	-
632300 Safety Supplies	126	500	550	550	550
632700 Miscellaneous Equipment	368	279	650	650	650
640700 Solid Waste/Recycling	2,520	2,563	2,707	2,707	4,005
641300 Utilities	122,930	120,401	126,684	126,684	129,112
641600 Build Repairs & Maint	900	2,424	2,000	2,000	2,000
641800 Equip Repairs & Maint	225	160	400	400	400
642000 Facilities Charges	144,203	163,950	184,361	184,361	183,973
<b>Total Expense</b>	<b>\$ 445,171</b>	<b>\$ 467,278</b>	<b>\$ 495,059</b>	<b>\$ 495,059</b>	<b>\$ 438,898</b>

**DETAILED SUMMARY OF 2021 PROPOSED EXPENDITURES > \$15,000**

None

# CITY OF APPLETON 2021 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 30,000 new titles in the online catalog. We process 37,000 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 new integrated library system, as well as ways to reduce barriers to access in the Fox Cities.

**Major changes in Revenue, Expenditures, or Programs:**

In response to the COVID-19 pandemic, we developed and implemented 3-day quarantining procedure for returned materials.

### PERFORMANCE INDICATORS

	<u>Actual 2018</u>	<u>Actual 2019</u>	<u>Target 2020</u>	<u>Projected 2020</u>	<u>Target 2021</u>
<b>Client Benefits/Impacts</b>					
People can obtain the materials they need quickly					
% of holds filled within 1 week of being placed	58%	60%	58%	30%	50%
Improved efficiencies in delivering service					
Number of volunteer hours in Materials Management	4,169	3,259	4,000	800	1,000
<b>Strategic Outcomes</b>					
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	278,139	240,888	245,000	238,000	235,000
<b>Work Process Outputs</b>					
# of volumes processed	27,979	31,159	27,000	27,000	27,000
# of volumes weeded	35,018	75,687	30,000	30,000	30,000

**CITY OF APPLETON 2021 BUDGET**

**LIBRARY**

**Materials Management**

**Business Unit 16032**

**PROGRAM BUDGET SUMMARY**

Description	Actual		Budget		
	2018	2019	Adopted 2020	Amended 2020	2021
<b>Revenues</b>					
503500 Other Reimbursements	\$ 42,659	\$ 46,356	\$ -	\$ 3,000	\$ -
Total Revenue	<u>\$ 42,659</u>	<u>\$ 46,356</u>	<u>\$ -</u>	<u>\$ 3,000</u>	<u>\$ -</u>
<b>Expenses</b>					
610100 Regular Salaries	\$ 508,906	\$ 506,768	\$ 520,646	\$ 520,646	\$ 524,489
610500 Overtime Wages	-	2	-	-	-
610800 Part-Time Wages	97,779	98,336	70,243	70,243	70,268
615000 Fringes	163,609	149,405	159,476	159,476	161,250
620100 Training/Conferences	2,652	1,029	3,324	3,324	3,324
630100 Office Supplies	34,195	31,152	30,522	30,522	30,522
631500 Books & Library Materials	598,405	641,651	597,644	603,541	597,644
659900 Other Contracts/Obligation	67,605	67,433	68,193	68,193	67,248
Total Expense	<u>\$ 1,473,151</u>	<u>\$ 1,495,776</u>	<u>\$ 1,450,048</u>	<u>\$ 1,455,945</u>	<u>\$ 1,454,745</u>

**DETAILED SUMMARY OF 2021 PROPOSED EXPENDITURES > \$15,000**

Office Supplies

General office supplies	\$ 3,910
Material processing supplies (book jackets, barcodes, cassette cases, book labels, CD cases, etc.)	20,105
RFID supplies	6,507
	<u>\$ 30,522</u>

Books & Library Materials

Children's materials	\$ 144,504
Adult materials	423,717
Digital content consortia	29,423
	<u>\$ 597,644</u>

Other Contracts/Obligations

OWLSnet contract	\$ 62,748
Collection agency	4,500
	<u>\$ 67,248</u>

# CITY OF APPLETON 2021 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.

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:**

Expand our digital content by allowing the recording of programs to be posted online by exploring the implementation of expanded AV equipment for the meeting rooms to allow room audio to be captured directly on a digital camera.

Support staff who are working from home due to COVID, including providing access to Office 365 and VPN connectivity, and consulting with staff doing online programming and events.

### PERFORMANCE INDICATORS

	<u>Actual 2018</u>	<u>Actual 2019</u>	<u>Target 2020</u>	<u>Projected 2020</u>	<u>Target 2021</u>
<b>Client Benefits/Impacts</b>					
People will have reliable access to up-to-date technology					
% surveyed who are satisfied with the library website (survey done in odd years)	96%	88%	88%	88%	90%
<b>Strategic Outcomes</b>					
Hours of public internet computer use	45,260	39,440	43,000	15,000	20,000
Sessions on public computers	54,510	50,269	50,000	18,000	25,000
Community enjoys a high level of access to electronic information resources					
# of referrals to InfoSoup online catalog	132,093	140,366	150,000	85,000	100,000
Database sessions	964,324	1,288,401	1,200,000	1,350,000	1,350,000
<b>Work Process Outputs</b>					
PC workstations & other devices installed	40	40	40	40	40

# CITY OF APPLETON 2021 BUDGET

## LIBRARY

**Network Services**

**Business Unit 16033**

**PROGRAM BUDGET SUMMARY**

Description	Actual		Budget		
	2018	2019	Adopted 2020	Amended 2020	2021
<b>Revenues</b>					
503500 Other Reimbursements	\$ 24,993	\$ 22,948	\$ 18,500	\$ 18,500	\$ 18,500
Total Revenue	<u>\$ 24,993</u>	<u>\$ 22,948</u>	<u>\$ 18,500</u>	<u>\$ 18,500</u>	<u>\$ 18,500</u>
<b>Expenses</b>					
610100 Regular Salaries	\$ 100,525	\$ 95,343	\$ 100,527	\$ 100,527	\$ 107,321
610500 Overtime	-	225	-	-	-
615000 Fringes	40,221	38,011	42,174	42,174	43,193
620100 Training/Conferences	545	1,198	2,740	2,740	2,740
630100 Office Supplies	1,020	82	1,500	1,500	1,500
632700 Miscellaneous Equipment	52,371	56,870	67,980	67,980	67,980
641800 Equip Repairs & Maint	86,179	73,211	84,531	84,531	84,531
681500 Software Acquisition	255	2,305	4,498	4,498	4,498
Total Expense	<u>\$ 281,116</u>	<u>\$ 267,245</u>	<u>\$ 303,950</u>	<u>\$ 303,950</u>	<u>\$ 311,763</u>

**DETAILED SUMMARY OF 2021 PROPOSED EXPENDITURES > \$15,000**

Miscellaneous Equipment

Workstation replacements	\$ 36,000
Network hardware, wiring, etc.	15,000
Network Attached Storage	16,980
	<u>\$ 67,980</u>

Equipment Repairs and Maintenance

Photocopier lease & maintenance	\$ 11,840
Automated material handling equipment	20,000
Self checks and security gate contract	21,791
Security camera maintenance	2,500
Software license and maintenance fees	11,000
Other equipment repairs and maintenance	17,400
	<u>\$ 84,531</u>

**CITY OF APPLETON 2021 BUDGET  
LIBRARY**

	2018 <u>ACTUAL</u>	2019 <u>ACTUAL</u>	2020 <u>YTD ACTUAL</u>	2020 <u>ORIG BUD</u>	2020 <u>REVISED BUD</u>	2021 <u>BUDGET</u>
<b>Program Revenues</b>						
423200 Library Grants & Aids	1,062,448	1,045,947	598,559	1,070,138	1,070,138	1,091,736
480100 General Charges for Service	49,213	44,646	12,564	50,000	50,000	30,000
500100 Fees & Commissions	955	1,005	334	600	600	-
501500 Rental of City Property	30,000	30,013	30,000	30,000	30,000	30,000
502000 Donations & Memorials	1,632	587	551	-	-	-
503500 Other Reimbursements	145,713	145,674	109,133	18,900	52,900	19,500
<b>TOTAL PROGRAM REVENUES</b>	<b>1,289,961</b>	<b>1,267,872</b>	<b>751,141</b>	<b>1,169,638</b>	<b>1,203,638</b>	<b>1,171,236</b>
<b>Personnel</b>						
610100 Regular Salaries	2,016,516	2,026,765	1,294,243	2,289,492	2,289,492	2,337,611
610400 Call Time Wages	74	45	15	-	-	-
610500 Overtime Wages	204	284	749	-	-	-
610800 Part-Time Wages	269,251	259,586	107,783	203,913	209,663	204,006
611000 Other Compensation	710	-	-	-	-	-
611400 Sick Pay	2,256	5,064	2,045	-	-	-
611500 Vacation Pay	241,327	221,679	96,089	-	-	-
615000 Fringes	806,780	783,127	496,853	835,669	835,919	851,796
<b>TOTAL PERSONNEL</b>	<b>3,337,118</b>	<b>3,296,550</b>	<b>1,997,777</b>	<b>3,329,074</b>	<b>3,335,074</b>	<b>3,393,413</b>
<b>Training~Travel</b>						
620100 Training/Conferences	17,397	22,538	12,272	23,234	23,634	23,234
620600 Parking Permits	20,327	20,729	22,680	24,780	24,780	23,100
<b>TOTAL TRAINING / TRAVEL</b>	<b>37,724</b>	<b>43,267</b>	<b>34,952</b>	<b>48,014</b>	<b>48,414</b>	<b>46,334</b>
<b>Supplies</b>						
630100 Office Supplies	67,311	64,508	19,149	45,781	55,281	45,781
630300 Memberships & Licenses	3,454	3,218	2,688	2,200	2,200	2,200
630500 Awards & Recognition	1,924	1,157	324	850	1,150	850
630600 Building Maint./Janitorial	11,001	12,560	4,053	11,084	11,084	11,084
630700 Food & Provisions	6,516	5,520	638	1,135	2,335	1,135
630902 Tools & Instruments	99	-	13	150	150	150
631500 Books & Library Materials	598,405	641,651	386,635	597,644	603,541	597,644
632001 City Copy Charges	-	-	303	-	-	-
632002 Outside Printing	686	1,031	301	100	700	100
632101 Uniforms	230	-	180	-	-	-
632300 Safety Supplies	126	500	440	550	550	550
632700 Miscellaneous Equipment	52,739	57,150	18,038	68,630	68,630	68,630
<b>TOTAL SUPPLIES</b>	<b>742,491</b>	<b>787,295</b>	<b>432,762</b>	<b>728,124</b>	<b>745,621</b>	<b>728,124</b>
<b>Purchased Services</b>						
640700 Solid Waste/Recycling Pickup	2,520	2,563	2,275	2,707	2,707	4,005
641200 Advertising	1,827	2,409	1,276	1,288	3,288	1,288
641301 Electric	91,269	88,808	46,949	93,551	93,551	95,890
641302 Gas	22,283	22,352	10,498	22,283	22,283	22,283
641303 Water	4,701	4,363	2,429	5,125	5,125	5,125
641304 Sewer	1,955	1,803	973	2,114	2,114	2,114
641306 Stormwater	2,722	3,075	2,347	3,611	3,611	3,700
641307 Telephone	2,665	3,069	2,250	2,948	2,948	2,948
641308 Cellular Phones	1,405	1,517	314	1,155	1,155	1,600
641600 Build Repairs & Maint	900	2,424	402	2,000	2,000	2,000
641800 Equip Repairs & Maint	86,404	73,371	65,205	84,931	84,931	84,931
642000 Facilities Charges	144,203	163,950	74,280	184,361	184,361	183,973
659900 Other Contracts/Obligation	152,758	163,950	93,611	152,769	163,769	153,309
<b>TOTAL PURCHASED SVCS</b>	<b>515,612</b>	<b>533,654</b>	<b>302,809</b>	<b>558,843</b>	<b>571,843</b>	<b>563,166</b>
<b>Capital Outlay</b>						
681500 Software Acquisition	255	2,304	1,076	4,498	4,498	4,498
<b>TOTAL CAPITAL OUTLAY</b>	<b>255</b>	<b>2,304</b>	<b>1,076</b>	<b>4,498</b>	<b>4,498</b>	<b>4,498</b>
<b>TOTAL EXPENSE</b>	<b>4,633,200</b>	<b>4,663,070</b>	<b>2,769,376</b>	<b>4,668,553</b>	<b>4,705,450</b>	<b>4,735,535</b>