

CITY OF APPLETON 2016 BUDGET

LIBRARY

Library Director: Colleen T. Rortvedt

Assistant Library Director: Tasha M. Saecker

CITY OF APPLETON 2016 BUDGET LIBRARY

MISSION STATEMENT

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

DISCUSSION OF SIGNIFICANT 2015 EVENTS

Maintain high quality library services

Implemented 2015 Public User Survey achieving over 700 responses, the highest response rate in history of survey due to marketing via e-blasts, on library and city websites and social media

Had 296,014 visits as of July, compared to 321,821 as of July, 2014

Meeting room uses on track to exceed the 4,270 uses in 2014 by 3%; 2014 uses were a 3% increase over previous year

2015 summer program for children had 4,260 participants and the teen summer reading program had 1,217 participants, a record number

On track to circulate approximately 1.2 million physical items in 2015; self-checkout averages 79%

Participating in joint planning process with the Outagamie Waupaca and Winnefox Library Systems

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

Published quarterly "Fine Print" newsletter, with information and articles about library services, both online and in print and created bi-monthly "Classes and Events" publication, consolidating all our programming into one publication

Marketing e-blasts sent to approximately 9,000 e-mail addresses

Friends of the Appleton Public Library hosted fundraiser dinner, completed two successful used book sales, two fundraising letter campaigns, provided \$66,000 in grants directly from Friends funds, and served as fiscal agent for grants awarded from outside funding agencies

Hosted staff retreat in February 2015 focusing on the building project including the Director of Public Works, Mayor and the Madison Public Library Director

Hosted monthly staff trainings on continuing education and safety topics

Participated in State-wide study utilizing lean practices for increased library system effectiveness

Continued working with Washington Square group and security guard to improve neighborhood environment

Implemented recommendations from CPTED (Crime Prevention Through Environmental Design) evaluation by APD

Developed Active Threat procedures in conjunction with the APD

Continue to explore facility needs and options

Worked with city departments on library site selection process

Participated in downtown parking analysis. Participation in mobility study and update of the downtown plan as appropriate

Continue cooperation with schools and other community organizations

Participated in 108 programs with local educational institutions, businesses, non-profits and civic groups (up from 21 in 2011)

Secured grant funding from the United Way Fox Cities to hire a Physician Liaison

Participated as a major sponsor, coordinator and event site for the Fox Cities Community Read and Book Festival

APL had 943 attendees at our 19 programs

Hosted Hmong American Day Celebration attended by 270 people honoring the anniversary of the Hmong migration to the United States

Collaborated with local organizations on a Celebration of Hispanic Heritage for fall 2015

Utilize volunteers more effectively

Had 4,606 volunteer hours as of July, compared to 7,408 in total for 2014.

Increased coverage of our volunteer greeter station, providing friendly welcome and simple assistance as patrons enter the building, from 217 hours in 2014 to projected 450 for 2015

Continuously work to improve website and online service delivery

Expanded remote digital content by offering e-courses through Gale Courses, expanded titles available through Overdrive in conjunction with OWLSnet (e-books and audiobooks), Zinio (popular magazine online service) and IndieFlix (online streaming video service)

All data from APL building process was made available via apl150.org website and in-house

E-book use is up 31% from previous year

APL's Facebook page has established over 3,700 followers

CITY OF APPLETON 2016 BUDGET LIBRARY

MAJOR 2016 OBJECTIVES

Apply APL 150 strategies focusing on 21st century library service, serving as a community partner and participating in solving community problems utilizing the following strategic priorities and activities:

Hub of Learning and Literacy - We connect members of our community with opportunities for growth, self-instruction and inquiry. We recognize reading as the heart of the library's mission and also expand beyond it to offer our community additional ways to improve and develop.

Collaborative Environment - We celebrate our diverse community, serving as a place where understanding can grow. We work with many partners, allowing our entire community to benefit from shared knowledge and information.

The Future: Children and Teens - We provide youth in our community with programs and services that are age-appropriate, dynamic and inspiring. We ensure that children from all backgrounds find a supportive place at the library for their futures.

Creation and Innovation - We honor imagination, invention and inspiration. We implement spaces, collections and programs to encourage discovery, development and originality.

Diversion and Leisure - We embrace the important role of entertainment in the lives of our community members and its ability to enrich our lives. We maintain a collection that covers the breadth of changing interests, technologies and formats.

Specialized Services and Programs - We support and sustain learning for all ages. We address the varied needs within our community by offering targeted assistance and programs for different populations.

Engaged and Sustainable Organization - We maintain a knowledgeable and creative staff that represents and aids our community. We work closely with many organizations and partners to benefit those we serve.

Other specific objectives include:

Continue to plan for library facility needs

Expand outreach to parents in the Hmong and Hispanic communities as well as finding ways to work with incoming refugees

Collaborate with schools and other community organizations

Serve as a location for civic engagement and public meetings

Continue to develop online "digital branch" offering increased access to digital content such as e-courses for lifelong learning

Improve website to make it easier to navigate

Continue to develop collection of e-book titles

Continue work begun with OWLS in 2015 to incorporate a discovery layer in the online catalog, allowing users to search physical library holdings and electronic content in a single search

DEPARTMENT BUDGET SUMMARY

Programs		Actual		Budget			%
Unit	Title	2013	2014	Adopted 2015	Amended 2015	2016	Change *
Program Revenues		\$ 1,235,721	\$ 1,167,399	\$ 1,243,702	\$ 1,328,282	\$ 1,238,559	-0.41%
Program Expenses							
16010	Administration	447,998	470,304	480,763	492,229	496,517	3.28%
16021	Children's Services	440,795	505,915	493,728	549,505	526,541	6.65%
16023	Public Services	763,168	738,235	731,334	736,784	748,341	2.33%
16024	Community Partnerships	465,218	446,211	456,186	462,447	464,442	1.81%
16031	Building Operations	410,750	467,998	475,743	476,845	512,984	7.83%
16032	Materials Management	1,442,468	1,438,134	1,380,870	1,431,159	1,430,626	3.60%
16033	Network Services	261,022	260,239	275,784	277,053	274,808	-0.35%
TOTAL		\$ 4,231,419	\$ 4,327,036	\$ 4,294,408	\$ 4,426,022	\$ 4,454,259	3.72%
Expenses Comprised Of:							
Personnel		3,040,851	3,116,308	3,097,965	3,181,274	3,221,801	4.00%
Administrative Expense		105,990	111,351	104,076	111,431	104,468	0.38%
Supplies & Materials		628,530	639,054	618,845	659,795	645,685	4.34%
Purchased Services		62,635	65,850	68,729	68,729	71,067	3.40%
Utilities		144,397	147,351	146,210	146,210	147,739	1.05%
Repair & Maintenance		200,784	234,371	250,333	250,333	255,249	1.96%
Capital Expenditures		48,232	12,751	8,250	8,250	8,250	0.00%
Full Time Equivalent Staff:							
Personnel allocated to programs		45.00	45.50	46.00	46.50	46.00	

CITY OF APPLETON 2016 BUDGET

LIBRARY

Administration

Business Unit 16010

PROGRAM MISSION

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

PROGRAM NARRATIVE

Link to City Goals:

Implements Key Strategies # 2: "Proactively pursue collaborative and cooperative agreements to meet the needs of the community" ; # 4: "Develop human resources to meet changing needs" and # 6: "Continuously improve the efficiency and effectiveness of City services".

Objectives:

- Oversee and guide the library's long range plan throughout the daily operations of the library so staff members understand their roles in fulfilling the library's mission, vision and services utilizing APL's strategic priorities
- Continue efforts to provide citizen engagement and transparency in our building and strategic planning through public meetings, facilitated discussions, the apl.org website, as well as through social media efforts
- Continue to communicate the role of libraries in 21st century society
- Work with Washington Square collaboration to increase coverage and communicate needs to neighbors and stakeholders with security guard collaboration
- Support the strategic plan of the Friends of Appleton Public Library; work with Friends to develop strong public/private partnerships to support the library in providing edge of excellence services
- Ensure library operations continue to be of high quality and do not suffer during facility planning and any transitions
- Continue working on library facility plans
- Participate, as appropriate, in application of parking and mobility study recommendations

Major changes in Revenue, Expenditures, or Programs:

Funding request includes an increase for the Washington Square security guard (Other Contracts/Obligations). In 2015, the presence of this unarmed security guard has prevented and identified criminal behavior within the neighborhood serving as a liaison between the Washington Square stakeholders and police.

PERFORMANCE INDICATORS

	<u>Actual 2013</u>	<u>Actual 2014</u>	<u>Target 2015</u>	<u>Projected 2015</u>	<u>Target 2016</u>
Client Benefits/Impacts					
Library activities, programs and services are responsive to community needs					
% of surveyed patrons who rate the library as responsive or very responsive	98%	98%	98%	97%	97%
Strategic Outcomes					
A better educated community					
Collaborations with educational institutions	106	108	110	110	110
Work Process Outputs					
Grant funds awarded	\$ 95,999	\$ 92,753	\$ 85,000	\$ 130,000	\$ 130,000
State-level meetings attended	27	36	30	30	30
Surveys conducted	1	1	1	1	1
Hours worked by library volunteers	6,205	7,408	7,000	7,000	8,000
Annual door count	556,874	524,918	550,000	506,900	510,000

CITY OF APPLETON 2016 BUDGET

LIBRARY

Administration

Business Unit 16010

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2013	2014	Adopted 2015	Amended 2015	2016
Revenues					
4224 Misc State Aids	\$ 30,999	\$ -	\$ -	\$ -	\$ -
4232 Library Grants & Aids	931,148	902,006	1,097,902	1,097,902	1,095,759
4801 Charges for Serv.- Nontax	77,900	68,788	82,000	82,000	79,000
5015 Rental of City Property	29,712	30,000	30,000	30,000	30,000
5020 Donations & Memorials	40,983	1,452	-	-	-
5035 Other Reimbursements	48,137	83,736	-	69,580	-
Total Revenue	\$ 1,158,879	\$ 1,085,982	\$ 1,209,902	\$ 1,279,482	\$ 1,204,759
Expenses					
6101 Regular Salaries	\$ 311,114	\$ 331,337	\$ 330,263	\$ 338,229	\$ 342,648
6105 Overtime	383	551	-	-	-
6108 Part-Time	10,450	6,495	10,373	10,373	10,422
6150 Fringes	105,739	109,684	116,671	116,671	119,068
6201 Training\Conferences	5,895	6,412	4,055	7,555	4,055
6206 Parking Permits	1,716	2,084	2,124	2,124	2,124
6301 Office Supplies	4,210	3,453	4,500	4,500	4,500
6303 Memberships & Licenses	1,474	2,218	1,900	1,900	1,995
6304 Postage & Freight	-	57	-	-	-
6305 Awards & Recognition	744	645	810	810	850
6307 Food & Provisions	1,073	808	1,082	1,082	1,135
6320 Printing & Reproduction	14	-	100	100	100
6324 Medical/Lab Supplies	90	53	100	100	100
6412 Advertising	553	1,146	1,250	1,250	1,250
6413 Utilities	4,112	2,697	4,535	4,535	3,770
6418 Equip Repairs & Maint	431	164	500	500	500
6599 Other Contracts/Obligations	-	2,500	2,500	2,500	4,000
Total Expense	\$ 447,998	\$ 470,304	\$ 480,763	\$ 492,229	\$ 496,517

DETAILED SUMMARY OF 2016 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2016 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 # 2: "Proactively pursue collaborative and cooperative agreements to meet the needs of the community"; # 6: "Continuously improve the efficiency and effectiveness of City services".

Objectives:

Cultivate quality children's materials collections through careful selection and maintenance practices to support both education and recreation

Provide responsive customer service, including reference, readers' advisory and directional assistance

Develop and provide quality programs for more than 30,000 children and caregivers, including fieldtrips and group visits, age-appropriate programs for children birth to age 12, specialized programs for children with sensory challenges, specialized programs and services to minority and low income families, and reading incentive programs

Through Appleton Ready to Read (ARTR) outreach specialists, 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 formal 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.

Through Reach Out and Read program (ROR, a physician initiative to encourage family reading and assess pre-literacy skill development at well child visits), work with local medical clinics and regional libraries to bridge communication between agencies and promote library programs

Major changes in Revenue, Expenditures, or Programs:

In 2015, we received a \$15,000 grant continuation for ARTR from the Community Foundation of the Fox Cities and over \$7,000 from Thrivent Financial to fund a half-time Hispanic Family Outreach Specialist. The library also partnered with Pfefferle Management and Lake Shore Cleaners to provide these families with free parking when they attend programs at the library.

In 2015, Friends of Appleton Public Library also received a \$50,000 grant from United Way Fox Cities for ROR. This grant funded the addition of a second half-time position, a Library Physician Liaison, and the purchase of age-appropriate books that are used by physicians at well-child visits to both diagnose developmental issues and to inspire parents to read to their children. We have been encouraged by the United Way to apply for a three-year grant to provide longer-term support for this program. Pending the outcome of that application, this budget does not include the Physician Liaison position.

The increase in fringe benefits expense in this program reflects a staff member's change in health insurance selection.

PERFORMANCE INDICATORS

	<u>Actual 2013</u>	<u>Actual 2014</u>	<u>Target 2015</u>	<u>Projected 2015</u>	<u>Target 2016</u>
Client Benefits/Impacts					
Children have access to a wide range of quality programs					
Attendance at children's programs	30,059	33,135	35,000	32,000	35,000
Computer workstation sessions	42,664	30,045	42,000	26,000	30,000
Strategic Outcomes					
Children discover joy of reading & develop love of learning					
Summer Library program participants	4,184	4,666	4,500	4,700	4,700
Work Process Outputs					
Reference transactions	20,538	23,450	24,000	23,900	24,000
Number of children's programs	894	997	900	1,000	1,000
Avg. number of attendance per program	34	33	38	30	35

CITY OF APPLETON 2016 BUDGET

LIBRARY

Children's Services

Business Unit 16021

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2013	2014	Adopted 2015	Amended 2015	2016
Revenues					
5035 Other Reimbursements	-	-	15,000	15,000	15,000
Total Revenue	\$ -	\$ -	\$ 15,000	\$ 15,000	\$ 15,000
Expenses					
6101 Regular Salaries	\$ 298,992	\$ 338,023	\$ 342,348	\$ 394,270	\$ 355,034
6108 Part-Time	47,619	38,132	30,605	30,605	30,605
6150 Fringes	83,906	111,102	110,969	110,969	130,748
6201 Training\Conferences	4,068	7,928	3,570	4,570	3,570
6206 Parking Permits	1,836	2,230	2,256	2,256	2,604
6301 Office Supplies	3,520	7,568	2,730	5,585	2,730
6320 Printing & Reproduction	26	127	-	-	-
6327 Miscellaneous Equipment	-	-	250	250	250
6599 Other Contracts/Obligations	828	805	1,000	1,000	1,000
Total Expense	\$ 440,795	\$ 505,915	\$ 493,728	\$ 549,505	\$ 526,541

DETAILED SUMMARY OF 2016 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2016 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 Strategy # 6: "Continuously improve the efficiency and effectiveness of City services".

Objectives:

Work with patrons in support of the strategies of Hub of Learning and Literacy and Diversion and Leisure. We work with other system libraries and State libraries in a collaborative environment. The section embraces new technologies and best library practices to continue to be an engaged and sustainable organization.

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. In 2015 service desk staff worked to become more responsive to customer needs by flexing which desk they assist patrons from. Each year we provide quality service to over 500,000 people.

Register new patrons and maintain a database of over 90,000 users. We process holds in conjunction with the Materials Management section: approx. 300,000 items each year. We send out overdue, billing and reserve notices and manage the collection process for long overdue items.

Promote and train the public on the use of the self-check machines by patrons at an average of 79% of library materials check out via self-check each month

Prepare and maintain displays of new and/or popular materials

Work with Materials Management and OWLS to incorporate a discovery layer in the online catalog. A discovery layer is the next generation library catalog which allows users to search both physical library holdings and electronic content in a single search

Oversee the inter-library loan (ILL) process

Major changes in Revenue, Expenditures, or Programs:

In 2015 we participated in a LEAN process to improve efficiencies in ILL. We will be implementing and refining the process in 2016 to continue improving services to our patrons.

PERFORMANCE INDICATORS

	<u>Actual 2013</u>	<u>Actual 2014</u>	<u>Target 2015</u>	<u>Projected 2015</u>	<u>Target 2016</u>
Client Benefits/Impacts					
Convenient and fast access to accurate information					
Reference questions answered	87,140	80,772	85,000	81,000	81,000
E-mail requests for information	2,298	2,296	3,000	2,550	2,600
Strategic Outcomes					
Members of the Appleton community who will use the library and encourage others to do so					
Number of registered patrons	95,039	95,392	96,000	94,000	94,000
Interloans obtained for patrons	180,671	145,601	175,000	125,000	130,000
Work Process Outputs					
Adult materials circulation	838,130	756,439	800,000	700,000	700,000
Children's materials circulation	537,007	517,697	540,000	460,000	460,000
Reserves filled for APL patrons	151,157	165,137	180,000	167,409	170,000

CITY OF APPLETON 2016 BUDGET

LIBRARY

Public Services

Business Unit 16023

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2013	2014	Adopted 2015	Amended 2015	2016
Expenses					
6101 Regular Salaries	\$ 435,587	\$ 455,525	\$ 460,927	\$ 466,377	\$ 471,847
6105 Overtime	-	99	-	-	-
6108 Part-Time	118,105	109,624	82,349	82,349	86,349
6150 Fringes	155,495	163,914	174,829	174,829	177,154
6201 Training\Conferences	1,807	1,290	1,835	1,835	1,835
6206 Parking Permits	3,588	3,168	3,744	3,744	3,456
6301 Office Supplies	3,371	3,021	3,950	3,950	3,950
6327 Miscellaneous Equipment	-	-	500	500	500
6418 Equip Repairs & Maint	5,721	1,594	3,200	3,200	3,250
6804 Machinery & Equipment	39,494	-	-	-	-
Total Expense	\$ 763,168	\$ 738,235	\$ 731,334	\$ 736,784	\$ 748,341

DETAILED SUMMARY OF 2016 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2016 BUDGET

LIBRARY

Community Partnerships

Business Unit 16024

PROGRAM MISSION

Community Partnerships: Engage, Educate, Entertain, Elevate.

PROGRAM NARRATIVE

Link to City Goals:

Implements Key Strategies # 2: "Proactively pursue collaborative and cooperative agreements to meet the needs of the community"; # 6: "Continuously improve the efficiency and effectiveness of City services".

Objectives:

Connect members of the Appleton community with opportunities for growth, self-instruction, and inquiry in the library and throughout the Appleton area; provide diversion and leisure opportunities for community members by maintaining a broad range of materials and programs

Provide access to local history materials, services, and programs via the library website for teens and adults

Collaborate with partner agencies and provide teen services and programs; serve on local boards and participate in various organizations to increase collaboration to build shared capacity and connect patrons with local resources

Foster partnerships and celebrate our diverse community by providing lifelong learning opportunities through specialized services and programs

Present collections and utilize our up-to-date hardware and software in our digital creation lab

Provide access to the library's traditional and digital collection through the library's websites and social media sites

Develop a plan to incorporate Fox Cities Online (FOCOL) more fully into Library services while observing the agreement made with the former FOCOL board upon dissolution of FOCOL, Inc.

Major changes in Revenue, Expenditures, or Programs:

During 2015, Fox Cities Online, Inc. (FOCOL) was dissolved and its activities turned over to Library staff to manage. During 2016, Library staff will work on integrating those services into the operation of the Library.

PERFORMANCE INDICATORS

	<u>Actual 2013</u>	<u>Actual 2014</u>	<u>Target 2015</u>	<u>Projected 2015</u>	<u>Target 2016</u>
Client Benefits/Impacts					
Members of the Appleton community find high quality programs at the library					
% of attendees evaluating programs "good" to "excellent" (survey done on even years)					
Adult programs	98%	99%	98%	98%	98%
Young adult programs	100%	100%	98%	98%	99%
Strategic Outcomes					
Members of the Appleton community engage with the library as a hub of learning and literacy					
Young adult program attendance	5,499	8,794	7,000	12,000	10,000
Adult program attendance	6,753	6,709	6,000	5,800	6,000
Work Process Outputs					
Web page "hits" (page accesses)	1,200,492	1,173,889	1,250,000	1,191,843	1,200,000
Number of locally produced databases or digital collections available via web	10	10	10	10	10

CITY OF APPLETON 2016 BUDGET

LIBRARY

Community Partnerships

Business Unit 16024

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2013	2014	Adopted 2015	Amended 2015	2016
Revenues					
5035 Other Reimbursements	\$ 5,096	\$ 4,878	\$ 300	\$ 300	\$ 300
Total Revenue	<u>\$ 5,096</u>	<u>\$ 4,878</u>	<u>\$ 300</u>	<u>\$ 300</u>	<u>\$ 300</u>
Expenses					
6101 Regular Salaries	\$ 336,188	\$ 329,276	\$ 334,724	\$ 340,985	\$ 341,224
6108 Part-Time	5,870	4,527	4,197	4,197	4,389
6150 Fringes	117,147	103,045	109,081	109,081	110,645
6201 Training\Conferences	2,290	2,709	3,570	3,570	3,570
6206 Parking Permits	1,400	2,076	2,364	2,364	2,364
6301 Office Supplies	2,323	4,561	2,250	2,250	2,250
6320 Printing & Reproduction	-	17	-	-	-
Total Expense	<u>\$ 465,218</u>	<u>\$ 446,211</u>	<u>\$ 456,186</u>	<u>\$ 462,447</u>	<u>\$ 464,442</u>

DETAILED SUMMARY OF 2016 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2016 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 Strategy # 5: "Encourage sustainability" ; and Key Strategy # 6: "Continuously improve the efficiency and effectiveness of City services".

Objectives:

Maintain safety and security within the library through monitoring, conflict resolution and policy and procedure enforcement in collaboration with other city departments

Ensure the needs of library meeting room users are met by conducting meeting room set-ups and providing on-site assistance for staff programs and community

Proactively meet the needs of the community through quality customer service and by effectively incorporating sustainable and cost-effective practices in our day to day operations

Facilitate the work done in the library by PRFMD by performing basic facility and equipment maintenance and cleaning and informing them of building needs and concerns; work with the cleaning service to ensure the library facility is being cleaned according to the service contract

Continue the replacement of desks and workstations in various staff areas of the library to replace furniture that is original to the 1981 library facility with furnishings designed to work with modern technology; furniture selected will be able to move to any future facility

Major changes in Revenue, Expenditures, or Programs:

The increase in fringe benefits expense in this program reflects staff members' changes in health insurance

PERFORMANCE INDICATORS

	<u>Actual 2013</u>	<u>Actual 2014</u>	<u>Target 2015</u>	<u>Projected 2015</u>	<u>Target 2016</u>
Client Benefits/Impacts					
The public enjoys a safe and clean facility					
% of patrons satisfied with public meeting rooms (surveyed on even years)	97%	97%	95%	98%	95%
% of patrons satisfied with cleanliness of library (surveyed on even years)	95%	95%	95%	94%	95%
% of patrons satisfied with safety in the library (surveyed on even years)	94%	94%	95%	90%	95%
Strategic Outcomes					
The community increasingly uses opportunities for meetings, programs and discussions					
# of meetings and programs	4,183	4,270	4,400	4,400	4,400
Work Process Outputs					
# of satisfactory monthly inspections completed	12	12	12	12	12
# of staff training opportunities completed	9	21	20	20	20

CITY OF APPLETON 2016 BUDGET

LIBRARY

Building Operations

Business Unit 16031

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2013	2014	Adopted 2015	Amended 2015	2016
Revenues					
5001 Fees & Commissions	\$ 1,575	\$ 5,748	\$ 1,500	\$ 1,500	\$ 1,500
Total Revenue	\$ 1,575	\$ 5,748	\$ 1,500	\$ 1,500	\$ 1,500
Expenses					
6101 Regular Salaries	\$ 89,853	\$ 96,101	\$ 95,348	\$ 96,450	\$ 105,913
6105 Overtime	-	34	-	-	-
6108 Part-Time	1,362	2,029	5,773	5,773	5,952
6150 Fringes	31,877	31,815	33,300	33,300	54,173
6201 Training\Conferences	103	70	200	200	200
6206 Parking Permits	828	864	864	864	864
6301 Office Supplies	320	51	-	-	-
6306 Building Maint./Janitorial	6,979	7,910	7,200	7,200	7,344
6308 Landscape Supplies	88	13	50	50	50
6309 Shop Supplies & Tools	106	23	50	50	50
6311 Paint & Supplies	46	18	100	100	100
6323 Safety Supplies	86	92	100	100	100
6327 Miscellaneous Equipment	245	483	250	250	250
6407 Collection Services	2,721	2,281	2,200	2,200	2,420
6413 Utilities	140,285	144,654	141,675	141,675	143,969
6416 Build Repairs & Maint.	3,936	2,668	5,000	5,000	5,000
6418 Equip Repairs & Maint	433	182	400	400	400
6420 Facilities charges	131,482	178,710	183,233	183,233	186,199
Total Expense	\$ 410,750	\$ 467,998	\$ 475,743	\$ 476,845	\$ 512,984

DETAILED SUMMARY OF 2016 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2016 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 Strategy # 6: "Continuously improve the efficiency and effectiveness of City services".

Objectives:

Materials Management creates entries and database records for approximately 30,000 new titles in the online catalog. We process 39,000 items annually, including labels, RFID tags and jacket protectors. We receive 1,100 newspapers, periodicals and standing order subscriptions and process over 5,000 magazine issues for circulation and storage.

Work with Public Services on hold processes (both retrieving in-house holds for APL patrons and other system libraries, and receiving holds from other system libraries for checkout - approx. 300,000 items total)

Collect and route approximately 160,000 items to fill reserves at other OWLSnet libraries; accurately check-in, sort and reshelve materials returned using the automated materials handling system

Continue to evaluate new electronic collection offerings/services/platforms such as online courses, e-publications of popular magazines, streaming downloads of films, e-books and e-audio books and e-language learning

In 2015 and 2016 we are working with Public Services and OWLS to incorporate a discovery layer in the online catalog. A discovery layer is the next generation library catalog which will allow users to search not only physical library holdings but electronic content in one search.

Major changes in Revenue, Expenditures, or Programs:

In 2015 we implemented a new technology to improve efficiency in our ordering processes, reducing the time spent by staff in placing orders, as well as a new bibliographic utility to simplify the creation of catalog entries for new items in the collection. Both changes will result in us getting materials into patrons' hands faster. These changes have allowed us to transition professional staff to higher level collection management duties and to expand the roles of para-professional staff to take on more selection responsibilities. We continue to develop a methodology to increase community involvement in development of specialized collections.

PERFORMANCE INDICATORS

	<u>Actual 2013</u>	<u>Actual 2014</u>	<u>Target 2015</u>	<u>Projected 2015</u>	<u>Target 2016</u>
Client Benefits/Impacts					
People can obtain the materials they need quickly					
% of holds filled within 1 week of being placed	51%	54%	51%	55%	58%
Improved efficiencies in delivering service					
Number of volunteer hours in Materials Management	3,761	3,601	4,100	3,800	3,800
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	276,609	281,743	300,000	290,000	300,000
Work Process Outputs					
# of volumes processed	35,152	36,295	35,000	36,000	36,000
# of volumes weeded	41,772	33,554	25,000	25,000	25,000

CITY OF APPLETON 2016 BUDGET

LIBRARY

Materials Management

Business Unit 16032

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2013	2014	Adopted 2015	Amended 2015	2016
Revenues					
5035 Other Reimbursements	\$ 27,207	\$ 27,422	\$ -	\$ 15,000	\$ -
Total Revenue	<u>\$ 27,207</u>	<u>\$ 27,422</u>	<u>\$ -</u>	<u>\$ 15,000</u>	<u>\$ -</u>
Expenses					
6101 Regular Salaries	\$ 491,553	\$ 494,174	\$ 503,276	\$ 512,615	\$ 507,415
6108 Part-Time	116,086	94,311	65,314	65,314	66,274
6150 Fringes	146,089	139,666	144,310	144,310	171,509
6201 Training\Conferences	2,992	1,949	2,550	2,550	2,550
6206 Parking Permits	4,232	4,828	4,896	4,896	4,896
6301 Office Supplies	38,565	33,821	37,400	37,400	37,400
6315 Books & Library Materials	579,093	605,914	561,345	602,295	578,185
6327 Miscellaneous Equipment	5,325	4,353	-	-	-
6599 Other Contracts/Obligations	58,533	59,118	61,779	61,779	62,397
Total Expense	<u>\$ 1,442,468</u>	<u>\$ 1,438,134</u>	<u>\$ 1,380,870</u>	<u>\$ 1,431,159</u>	<u>\$ 1,430,626</u>

DETAILED SUMMARY OF 2016 PROPOSED EXPENDITURES > \$15,000

Office Supplies

General office supplies	\$ 3,749
Material processing supplies (book jackets, barcodes, cassette cases, book labels, CD cases, etc.)	18,695
RFID supplies	14,956
	<u>\$ 37,400</u>

Books & Library Materials

Children's materials	\$ 137,335
Adult materials	412,005
Digital Content Consortia	28,845
	<u>\$ 578,185</u>

Other Contracts/Obligations

OWLSnet contract	\$ 62,397
	<u>\$ 62,397</u>

CITY OF APPLETON 2016 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 # 2: "Proactively pursue collaborative and cooperative agreements to meet the needs of the community" and # 6: "Continuously improve the efficiency and effectiveness of City services".

Objectives:

Replace 20% of staff and public computers annually to maintain reasonable levels of usability and maintain and update the network servers and software to insure responsiveness to patron and staff needs

Maintain and upgrade online public access catalogs, public workstations, AV equipment, digital signage, RFID and AMH equipment. We filter and protect public connections to keep library and public technology reasonably safe

Provide network and software support for the video security system; maintain reliable data communication between the library's and OWLS' networks

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

Work with Community Partnerships to develop FOCOL, which was transitioned from a database owned by a 501(c)(3) to a library-owned local search engine

Major changes in Revenue, Expenditures, or Programs:

Wireless Upgrade: \$10,000. Our current system of wireless access points is out of warranty and has been discontinued and will become increasingly difficult to maintain. We have outgrown our current equipment, requiring us to move to a solution that best fits the growing needs of patrons and staff.

PERFORMANCE INDICATORS

	<u>Actual 2013</u>	<u>Actual 2014</u>	<u>Target 2015</u>	<u>Projected 2015</u>	<u>Target 2016</u>
Client Benefits/Impacts					
People will have reliable access to up-to-date technology					
% surveyed who have used the library website (survey done on even years)	85%	85%	90%	85%	85%
Strategic Outcomes					
Hours of public internet computer use	59,262	53,830	55,000	53,000	53,000
Sessions on public computers	82,298	75,812	82,000	74,250	75,000
Community enjoys a high level of access to electronic information resources					
# of referrals to InfoSoup online catalog	214,976	219,734	250,000	245,562	248,000
Database sessions	321,672	295,222	290,000	279,441	280,000
Work Process Outputs					
PC workstations & other devices installed	27	40	25	42	40

CITY OF APPLETON 2016 BUDGET

LIBRARY

Network Services

Business Unit 16033

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2013	2014	Adopted 2015	Amended 2015	2016
Revenues					
5035 Other Reimbursements	\$ 42,964	\$ 43,369	\$ 17,000	\$ 17,000	\$ 17,000
Total Revenue	<u>\$ 42,964</u>	<u>\$ 43,369</u>	<u>\$ 17,000</u>	<u>\$ 17,000</u>	<u>\$ 17,000</u>
Expenses					
6101 Regular Salaries	\$ 103,686	\$ 119,646	\$ 105,913	\$ 107,182	\$ 94,494
6105 Overtime	229	-	-	-	-
6150 Fringes	33,521	37,198	37,395	37,395	35,938
6201 Training\Conferences	383	-	2,000	2,000	2,000
6206 Parking Permits	704	576	576	576	576
6301 Office Supplies	11,570	11,054	7,650	7,650	7,650
6315 Books & Library Materials	-	(228)	-	-	-
6327 Miscellaneous Equipment	43,411	28,189	56,000	56,000	66,000
6418 Equip Repairs & Maint	58,780	51,053	58,000	58,000	59,900
6815 Software Acquisition	8,738	12,751	8,250	8,250	8,250
Total Expense	<u>\$ 261,022</u>	<u>\$ 260,239</u>	<u>\$ 275,784</u>	<u>\$ 277,053</u>	<u>\$ 274,808</u>

DETAILED SUMMARY OF 2016 PROPOSED EXPENDITURES > \$15,000

Miscellaneous Equipment

Workstation replacements	\$ 36,000
Network hardware, wiring, etc.	20,000
Wireless upgrade	10,000
	<u>\$ 66,000</u>

Equipment Repairs and Maintenance

Public photocopier lease and fees	\$ 6,438
Software license for print management	1,422
Service contracts for automated material handling equipment	25,000
Service contracts for self checks	10,647
Service contract for security gates	1,958
Service contracts for miscellaneous equipment	14,435
	<u>\$ 59,900</u>

Description	2013 Actual	2014 Actual	2015 YTD Actual	2015 Adopted Budget	2015 Amended Budget	2016 Requested Budget	2016 Adopted Budget
REVENUES							
Intergovernmental Revenues	962,147	902,006.00	1,101,454	1,097,902	1,097,902	1,095,759	1,095,759
Charges for Services	77,911	68,787.59	48,697	82,000	82,000	79,000	79,000
Other Revenues	195,664	196,605.06	145,244	63,800	148,380	63,800	63,800
TOTAL REVENUES	1,235,722	1,167,398.65	1,295,395	1,243,702	1,328,282	1,238,559	1,238,559
EXPENSES BY LINE ITEM							
Regular Salaries	1,783,250	1,932,648.16	1,411,959	2,172,799	2,256,108	2,238,782	2,218,575
Overtime	612	683.69	354	0	0	0	0
Temp. Full-Time	50,602	.00	0	0	0	0	0
Part-Time	295,003	255,117.93	168,951	198,611	198,611	203,991	203,991
Other Compensation	0	.00	50	0	0	0	0
Sick Pay	10,304	10,419.92	6,442	0	0	0	0
Vacation Pay	227,306	221,013.99	164,799	0	0	0	0
Fringes	673,775	696,424.35	531,482	726,555	726,555	802,195	799,235
Salaries & Fringe Benefits	3,040,852	3,116,308.04	2,284,037	3,097,965	3,181,274	3,244,968	3,221,801
Training & Conferences	17,536	20,359.41	8,856	17,780	22,280	17,780	17,780
Parking Permits	14,304	15,825.32	16,257	16,824	16,824	16,884	16,884
Office Supplies	63,880	63,528.63	24,769	58,480	61,335	58,480	58,480
Memberships & Licenses	1,474	2,217.75	2,563	1,900	1,900	1,995	1,995
Postage & Freight	0	57.00	0	0	0	0	0
Awards & Recognition	744	644.51	771	810	810	850	850
Building Maintenance/Janitor.	6,979	7,910.39	6,633	7,200	7,200	7,344	7,344
Food & Provisions	1,073	807.56	1,374	1,082	1,082	1,135	1,135
Administrative Expense	105,990	111,350.57	61,223	104,076	111,431	104,468	104,468
Landscape Supplies	88	12.97	25	50	50	50	50
Shop Supplies & Tools	106	23.13	0	50	50	50	50
Paint & Supplies	46	18.50	67	100	100	100	100
Books & Library Materials	579,093	605,686.10	413,418	561,345	602,295	578,185	578,185
Printing & Reproduction	40	143.89	54	100	100	100	100
Safety Supplies	86	91.60	18	100	100	100	100
Medical & Lab Supplies	90	53.21	114	100	100	100	100
Miscellaneous Equipment	48,981	33,024.75	9,536	57,000	57,000	67,000	67,000
Supplies & Materials	628,530	639,054.15	423,232	618,845	659,795	645,685	645,685
Collection Services	2,721	2,280.85	1,839	2,200	2,200	2,420	2,420
Advertising	553	1,146.29	787	1,250	1,250	1,250	1,250
Other Contracts/Obligations	59,361	62,423.00	66,078	65,279	65,279	67,397	67,397
Purchased Services	62,635	65,850.14	68,704	68,729	68,729	71,067	71,067
Electric	108,662	105,271.17	83,490	110,250	110,250	98,538	98,538
Gas	22,400	30,018.71	18,175	21,800	21,800	35,479	35,479
Water	5,026	4,912.35	3,767	5,100	5,100	5,154	5,154
Waste Disposal/Collection	2,098	2,046.68	1,572	2,200	2,200	2,155	2,155
Stormwater	2,099	2,404.75	1,842	2,325	2,325	2,643	2,643
Telephone	3,586	1,688.27	2,029	3,585	3,585	2,685	2,685
Cellular Telephone	526	1,009.11	557	950	950	1,085	1,085
Utilities	144,397	147,351.04	111,432	146,210	146,210	147,739	147,739
Building Repair & Maintenance	3,936	2,668.37	1,284	5,000	5,000	5,000	5,000
Equipment Repair & Maintenan	65,366	52,992.67	60,968	62,100	62,100	64,050	64,050
Facilities Charges	131,482	178,709.78	114,266	183,233	183,233	186,199	186,199
Repair & Maintenance	200,784	234,370.82	176,518	250,333	250,333	255,249	255,249
Machinery & Equipment	39,494	.00	0	0	0	0	0
Software Acquisition	8,738	12,751.14	8,707	8,250	8,250	8,250	8,250
Capital Expenditures	48,232	12,751.14	8,707	8,250	8,250	8,250	8,250
TOTAL EXPENSES	4,231,420	4,327,035.90	3,133,853	4,294,408	4,426,022	4,477,426	4,454,259