

CITY OF APPLETON 2017 BUDGET

LIBRARY

Library Director: Colleen T. Rortvedt

Assistant Library Director: Tasha M. Saecker

CITY OF APPLETON 2017 BUDGET LIBRARY

MISSION STATEMENT

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

DISCUSSION OF SIGNIFICANT 2016 EVENTS

Maintain high quality library services

Implemented 2016 Public Access Technology Survey:

- 363 surveys were completed

- 46% of respondents who use the library's public access technology received help from staff

- 81% stated it is important or very important to have public access computers and internet available to the community

Evaluated and updated APL 150 long range plan

Had 208,922 visits as of May 2016, compared to 206,677 as of May 2015

Meeting room use is on track to exceed the 5,000 uses in 2016 (2015 usage: 4,414)

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

participants, a record number (2016 numbers pending completion of program in August)

On track to circulate nearly 1.2 million physical items in 2016; self-checkout averages 79%

Offered high interest programs for all ages

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

Created bi-monthly "Classes and Events" publication, consolidating all our programming into one publication

Marketing e-blasts sent to approximately 5,000 e-mail addresses

Friends of the Appleton Public Library hosted fundraiser dinner, completed two successful used book sales, two fundraising letter campaigns, provided \$67,000 in grants directly from Friends funds, and served as fiscal agent for grants awarded from outside funding agencies

Hosted staff retreat in February 2016 with morning session for staff by nationally recognized trainer Pat Wagner and afternoon leadership session for supervisors

Hosted monthly staff trainings on continuing education and safety topics

Participating in statewide planning process for public library systems

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

Continue to explore facility needs and options

Worked with city departments on mobility study and updates to the comprehensive plan

Researched alternative models of library facilities and new methods of providing service

Made repairs to the atrium flashing and patched carpeting

Updated public Wi-Fi improving service to patrons using their own devices to access the internet

Continue cooperation with schools and other community organizations

Participated in 160 programs with local educational institutions, businesses, non-profits and civic groups

Secured grant funding from the United Way Fox Cities to expand Reach Out and Read throughout the Fox Cities

Participated as a major sponsor, coordinator and event site for the Fox Cities Community Read and Book Festival where APL had 639 attendees at our 13 programs

Hosted Hmong American Day Celebration attended by 270 people

Collaborated with local organizations on a Celebration of Hispanic Heritage annually

Became the host for the Memory Cafe that relocated from the Thompson Center

Opened Appleton Seed Library with The Seed Guild with a grant from the Community Foundation

Utilize volunteers more effectively

In 2015 volunteers provided 8,079 hours of service. Currently we have 2,146 volunteer hours as of May 2016.

Continued to utilize volunteer greeter station, providing welcome and simple assistance as patrons enter the building

Continuously work to improve website and online service delivery

Expanded remote digital content by adding Comics Plus online comics and graphic novels, OnePlay Digital Gaming and continuing to offer e-courses through Gale Courses, e-books and audiobooks through Overdrive in conjunction with OWLSnet, Zinio (popular magazine online service) and IndieFlix (online streaming video service)

Offered a new online summer library program. Participation pending completion of the program in August

E-book use is up 13% from previous year

APL's Facebook page has established over 3,200 followers

CITY OF APPLETON 2017 BUDGET LIBRARY

MAJOR 2017 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 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 of all ages in our community with programs and services that are age-appropriate, dynamic and inspiring. We ensure that families from all backgrounds find a supportive and strengthening place for their futures.

Creation and Innovation - We honor imagination, invention, and inspiration. We provide people, places and platforms to encourage discovery, development and originality.

Enriched Entertainment - We embrace the important role of entertainment in the lives of our community members and its ability to enhance and 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 education for all ages. We address the varied needs within our community by offering targeted assistance for diverse populations.

Engaged and Sustainable Organization - Our knowledgeable and creative staff provides a patron experience that represents and aids our diverse 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 and English Language Learners 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

Implement comprehensive marketing plan

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

Incorporate information and results from system and state studies into library policies and operations

DEPARTMENT BUDGET SUMMARY

Programs		Actual		Budget			%
Unit	Title	2014	2015	Adopted 2016	Amended 2016	2017	Change *
Program Revenues		\$ 1,167,399	\$ 1,326,438	\$ 1,238,559	\$ 1,278,059	\$ 1,191,139	-3.83%
Program Expenses							
16010	Administration	470,304	489,943	496,517	510,169	547,424	10.25%
16021	Children's Services	505,915	553,706	526,541	541,892	541,476	2.84%
16023	Public Services	738,235	757,563	748,341	752,844	760,044	1.56%
16024	Community Partnerships	446,211	442,682	464,442	476,829	496,371	6.87%
16031	Building Operations	467,998	444,970	512,984	513,317	489,266	-4.62%
16032	Materials Management	1,438,134	1,476,526	1,430,626	1,463,156	1,437,851	0.51%
16033	Network Services	260,239	246,382	274,808	276,722	290,875	5.85%
TOTAL		\$ 4,327,036	\$ 4,411,772	\$ 4,454,259	\$ 4,534,929	\$ 4,563,307	2.45%
Expenses Comprised Of:							
Personnel		3,116,308	3,195,776	3,221,801	3,257,598	3,311,555	2.79%
Administrative Expense		111,351	88,021	104,468	107,968	109,954	5.25%
Supplies & Materials		639,054	673,096	645,685	672,058	663,181	2.71%
Purchased Services		65,850	70,005	71,067	86,067	70,330	-1.04%
Utilities		147,351	145,337	147,739	147,739	145,337	-1.63%
Repair & Maintenance		234,371	230,510	255,249	255,249	254,452	-0.31%
Capital Expenditures		12,751	9,027	8,250	8,250	8,498	3.01%
Full Time Equivalent Staff:							
Personnel allocated to programs		45.50	46.50	46.00	46.00	46.00	

CITY OF APPLETON 2017 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.

Ensure library responds to community needs and participate in initiatives supporting the LIFE Study.

Continue efforts to provide citizen engagement and transparency in library 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 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.

Continue working on library facility plans. Ensure high quality service during facility planning and any transitions. Participate, as appropriate, in application of parking, mobility study and comprehensive plan recommendations.

Participate in statewide Public Library System Redesign process.

Major changes in Revenue, Expenditures, or Programs:

County revenues (16010.4232) are based on a reimbursement formula of use from 2 years prior. Decrease in revenue reflects decrease in circulation from non-Appleton residents.

Grant funds awarded are based on those known at the time of budget proposal.

PERFORMANCE INDICATORS

	<u>Actual 2014</u>	<u>Actual 2015</u>	<u>Target 2016</u>	<u>Projected 2016</u>	<u>Target 2017</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%	97%	97%	97%	97%
Strategic Outcomes					
A better educated community					
Collaborations with educational institutions	108	160	110	110	160
Work Process Outputs					
Grant funds awarded	\$ 92,753	\$ 135,500	\$ 130,000	\$ 175,358	\$ 130,000
State-level meetings attended	36	24	30	30	30
Surveys conducted	1	1	1	1	1
Hours worked by library volunteers	7,408	8,079	8,000	8,000	8,000
Annual door count	524,918	459,780	510,000	510,000	500,000

CITY OF APPLETON 2017 BUDGET

LIBRARY

Administration

Business Unit 16010

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2014	2015	Adopted 2016	Amended 2016	2017
Revenues					
4224 Misc State Aids	\$ -	\$ -	\$ -	\$ -	\$ -
4232 Library Grants & Aids	902,006	1,101,454	1,095,759	1,095,759	1,065,839
4801 Charges for Serv.- Nontax	68,788	68,832	79,000	79,000	75,000
5015 Rental of City Property	30,000	30,000	30,000	30,000	30,000
5020 Donations & Memorials	1,452	1,297	-	-	-
5035 Other Reimbursements	83,736	56,508	-	25,500	-
Total Revenue	<u>\$ 1,085,982</u>	<u>\$ 1,258,091</u>	<u>\$ 1,204,759</u>	<u>\$ 1,230,259</u>	<u>\$ 1,170,839</u>
Expenses					
6101 Regular Salaries	\$ 331,337	\$ 346,460	\$ 342,648	\$ 351,800	\$ 359,445
6105 Overtime	551	-	-	-	-
6108 Part-Time	6,495	6,367	10,422	10,422	10,925
6150 Fringes	109,684	115,621	119,068	119,068	135,130
6201 Training\Conferences	6,412	2,402	4,055	7,555	4,177
6206 Parking Permits	2,084	2,133	2,124	2,124	19,920
6301 Office Supplies	3,453	3,004	4,500	4,500	4,635
6303 Memberships & Licenses	2,218	3,365	1,995	1,995	2,055
6304 Postage & Freight	57	0	-	-	-
6305 Awards & Recognition	645	846	850	850	850
6307 Food & Provisions	808	1,374	1,135	1,135	1,135
6320 Printing & Reproduction	-	54	100	100	100
6324 Medical/Lab Supplies	53	114	100	100	-
6412 Advertising	1,146	1,240	1,250	1,250	1,288
6413 Utilities	2,697	3,663	3,770	3,770	3,664
6418 Equip Repairs & Maint	164	-	500	500	-
6599 Other Contracts/Obligations	2,500	3,300	4,000	5,000	4,100
Total Expense	<u>\$ 470,304</u>	<u>\$ 489,943</u>	<u>\$ 496,517</u>	<u>\$ 510,169</u>	<u>\$ 547,424</u>

DETAILED SUMMARY OF 2017 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2017 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 35,000 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 2016, we received a 3 year grant of \$265,808 (\$77,694/year) from the United Way to continue our work supporting and spreading ROR. This grant supports a half-time Library Physician Liaison position and the purchase of age-appropriate books used by physicians at well-child visits.

In 2016, we received a \$9,500 grant from BMO Harris to deliver a new program to English Language Learning student.

In 2016, the library developed an online summer library program in addition to our longstanding paper programs.

In late 2015, the library updated half of the computer workstations in the Children's Section to iPads. The iPads are very popular but have proven to be difficult to quantify in terms of sessions or time used. The performance indicator below is only the sessions for the remaining computer workstations.

In 2017, work with Community Partnerships and Public Services to bring circulation services out into the community.

PERFORMANCE INDICATORS

	<u>Actual 2014</u>	<u>Actual 2015</u>	<u>Target 2016</u>	<u>Projected 2016</u>	<u>Target 2017</u>
Client Benefits/Impacts					
Children have access to a wide range of quality programs					
Attendance at children's programs	33,135	35,253	35,000	36,000	35,000
Computer workstation sessions	30,045	33,419	30,000	15,000	15,000
Strategic Outcomes					
Children discover joy of reading & develop love of learning					
Summer Library program participants	4,666	4,260	4,700	4,700	4,500
Work Process Outputs					
Reference transactions	23,450	26,493	24,000	21,000	23,000
Number of children's programs	997	1,057	1,000	950	1,000
Avg. number of attendance per program	33	33	35	40	35

CITY OF APPLETON 2017 BUDGET

LIBRARY

Children's Services

Business Unit 16021

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2014	2015	Adopted 2016	Amended 2016	2017
Revenues					
5035 Other Reimbursements	-	15,000	15,000	22,000	-
Total Revenue	\$ -	\$ 15,000	\$ 15,000	\$ 22,000	\$ -
Expenses					
6101 Regular Salaries	\$ 338,023	\$ 374,371	\$ 355,034	\$ 363,385	\$ 368,535
6105 Overtime	-	287	-	-	-
6108 Part-Time	38,132	36,490	30,605	30,605	30,605
6150 Fringes	111,102	128,876	130,748	130,748	134,847
6201 Training\Conferences	7,928	4,272	3,570	3,570	3,677
6206 Parking Permits	2,230	2,604	2,604	2,604	-
6301 Office Supplies	7,568	5,676	2,730	2,730	2,812
6320 Printing & Reproduction	127	-	-	-	-
6327 Miscellaneous Equipment	-	130	250	250	-
6599 Other Contracts/Obligations	805	1,000	1,000	8,000	1,000
Total Expense	\$ 505,915	\$ 553,706	\$ 526,541	\$ 541,892	\$ 541,476

DETAILED SUMMARY OF 2017 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2017 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 Enriched Entertainment. 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 2016 staff are developing technology competencies for the adult service desks for increased consistency between desks and focused training in 2017. 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

Continue to work with Materials Management and OWLS to improve functionality of library catalog and discovery layer.

Oversee the inter-library loan process

Major changes in Revenue, Expenditures, or Programs:

Work with OWLS to implement a collection agency to recover billed materials and/or monies owed for bills and fines.

Work with Community Partnerships and Children's Librarians to bring circulation services out into the community.

PERFORMANCE INDICATORS

	<u>Actual 2014</u>	<u>Actual 2015</u>	<u>Target 2016</u>	<u>Projected 2016</u>	<u>Target 2017</u>
Client Benefits/Impacts					
Convenient and fast access to accurate information					
Reference questions answered	80,772	78,850	81,000	77,000	80,000
E-mail requests for information	2,296	3,102	2,600	3,200	3,000
Strategic Outcomes					
Members of the Appleton community who will use the library and encourage others to do so					
Number of registered patrons	95,392	95,392	94,000	91,000	91,000
Interloans obtained for patrons	145,601	140,892	130,000	145,000	140,000
Work Process Outputs					
Adult materials circulation	756,439	683,201	700,000	685,000	685,000
Children's materials circulation	517,697	483,496	460,000	450,000	450,000
Reserves filled for APL patrons	165,137	151,946	170,000	140,000	150,000

CITY OF APPLETON 2017 BUDGET

LIBRARY

Public Services

Business Unit 16023

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2014	2015	Adopted 2016	Amended 2016	2017
Expenses					
6101 Regular Salaries	\$ 455,525	\$ 472,762	\$ 471,847	\$ 476,350	\$ 484,494
6105 Overtime	99	-	-	-	-
6108 Part-Time	109,624	102,498	86,349	86,349	87,633
6150 Fringes	163,914	172,650	177,154	177,154	179,358
6201 Training\Conferences	1,290	1,296	1,835	1,835	1,890
6206 Parking Permits	3,168	3,456	3,456	3,456	-
6301 Office Supplies	3,021	3,511	3,950	3,950	4,069
6327 Miscellaneous Equipment	-	1,390	500	500	1,000
6418 Equip Repairs & Maint	1,594	-	3,250	3,250	1,600
6804 Machinery & Equipment	-	-	-	-	-
Total Expense	<u>\$ 738,235</u>	<u>\$ 757,563</u>	<u>\$ 748,341</u>	<u>\$ 752,844</u>	<u>\$ 760,044</u>

DETAILED SUMMARY OF 2017 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2017 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 enriched entertainment opportunities for teen and adult community members by maintaining a broad range of materials and programs

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

Provide access to local history materials, services, and programs. Collaborate with partner agencies; 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 up-to-date hardware and software in our digital creation lab

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:

Work with Public Services and Children's Librarians to bring circulation services out into the community.

PERFORMANCE INDICATORS

	<u>Actual 2014</u>	<u>Actual 2015</u>	<u>Target 2016</u>	<u>Projected 2016</u>	<u>Target 2017</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 odd years)					
Adult programs	99%	99%	98%	99%	99%
Young adult programs	100%	100%	99%	100%	100%
Strategic Outcomes					
Members of the Appleton community engage with the library as a hub of learning and literacy					
Young adult program attendance	8,794	10,954	10,000	9,200	9,500
Adult program attendance	6,709	6,023	6,000	8,000	7,000
Work Process Outputs					
Web page "hits" (page accesses)	1,173,889	1,084,342	1,200,000	1,250,000	1,200,000
Number of locally produced databases or digital collections available via web	10	10	10	10	10

CITY OF APPLETON 2017 BUDGET

LIBRARY

Community Partnerships

Business Unit 16024

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2014	2015	Adopted 2016	Amended 2016	2017
Revenues					
5035 Other Reimbursements	\$ 4,878	\$ 341	\$ 300	\$ 7,300	\$ 300
Total Revenue	<u>\$ 4,878</u>	<u>\$ 341</u>	<u>\$ 300</u>	<u>\$ 7,300</u>	<u>\$ 300</u>
Expenses					
6101 Regular Salaries	\$ 329,276	\$ 330,149	\$ 341,224	\$ 346,611	\$ 354,005
6108 Part-Time	4,527	3,485	4,389	4,389	4,456
6150 Fringes	103,045	102,524	110,645	110,645	131,915
6201 Training\Conferences	2,709	3,095	3,570	3,570	3,677
6206 Parking Permits	2,076	1,788	2,364	2,364	-
6301 Office Supplies	4,561	1,641	2,250	2,250	2,318
6320 Printing & Reproduction	17	-	-	-	-
6599 Other Contracts/Obligations	-	-	-	7,000	-
Total Expense	<u>\$ 446,211</u>	<u>\$ 442,682</u>	<u>\$ 464,442</u>	<u>\$ 476,829</u>	<u>\$ 496,371</u>

DETAILED SUMMARY OF 2017 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2017 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:

None

PERFORMANCE INDICATORS

	<u>Actual 2014</u>	<u>Actual 2015</u>	<u>Target 2016</u>	<u>Projected 2016</u>	<u>Target 2017</u>
Client Benefits/Impacts					
The public enjoys a safe and clean facility					
% of patrons satisfied with public meeting rooms (surveyed on even years)	97%	98%	95%	95%	97%
% of patrons satisfied with cleanliness of library (surveyed on even years)	95%	94%	95%	95%	95%
% of patrons satisfied with safety in the library (surveyed on even years)	94%	90%	95%	95%	95%
Strategic Outcomes					
The community increasingly uses opportunities for meetings, programs and discussions					
# of meetings and programs	4,270	4,414	4,400	5,000	5,000
Work Process Outputs					
# of satisfactory monthly inspections completed	12	12	12	12	12
# of staff training opportunities completed	21	21	20	20	20

CITY OF APPLETON 2017 BUDGET

LIBRARY

Building Operations

Business Unit 16031

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2014	2015	Adopted 2016	Amended 2016	2017
Revenues					
5001 Fees & Commissions	\$ 5,748	\$ 1,459	\$ 1,500	\$ 1,500	\$ 1,500
Total Revenue	\$ 5,748	\$ 1,459	\$ 1,500	\$ 1,500	\$ 1,500
Expenses					
6101 Regular Salaries	\$ 96,101	\$ 87,574	\$ 105,913	\$ 106,246	\$ 105,393
6105 Overtime	34	206	-	-	-
6108 Part-Time	2,029	3,478	5,952	5,952	5,756
6150 Fringes	31,815	38,814	54,173	54,173	45,262
6201 Training\Conferences	70	-	200	200	206
6206 Parking Permits	864	864	864	864	-
6301 Office Supplies	51	-	-	-	100
6306 Building Maint./Janitorial	7,910	7,900	7,344	7,344	7,344
6308 Landscape Supplies	13	25	50	50	-
6309 Shop Supplies & Tools	23	-	50	50	100
6311 Paint & Supplies	18	67	100	100	-
6323 Safety Supplies	92	18	100	100	150
6324 Medical\Lab Supplies	-	-	-	-	50
6327 Miscellaneous Equipment	483	903	250	250	250
6407 Collection Services	2,281	2,687	2,420	2,420	1,545
6413 Utilities	144,654	141,674	143,969	143,969	141,673
6416 Build Repairs & Maint.	2,668	1,847	5,000	5,000	3,000
6418 Equip Repairs & Maint	182	482	400	400	400
6420 Facilities charges	178,710	158,431	186,199	186,199	178,037
Total Expense	\$ 467,998	\$ 444,970	\$ 512,984	\$ 513,317	\$ 489,266

DETAILED SUMMARY OF 2017 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2017 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)

Collect and route approximately 120,000 items to fill reserves at other OWLSnet libraries; accurately check-in, sort and reshelv 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

Major changes in Revenue, Expenditures, or Programs:

In 2016 we merged two collections: Children's Paperbacks and Children's Fiction and reclassified Children's Fiction to match the organization by series. This gives us flexibility in the circulation system codes to continue reorganization projects in the future of the Children's collections.

PERFORMANCE INDICATORS

	<u>Actual 2014</u>	<u>Actual 2015</u>	<u>Target 2016</u>	<u>Projected 2016</u>	<u>Target 2017</u>
Client Benefits/Impacts					
People can obtain the materials they need quickly					
% of holds filled within 1 week of being placed	54%	54%	58%	57%	58%
Improved efficiencies in delivering service					
Number of volunteer hours in Materials Management	3,601	3,508	3,800	3,500	3,600
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	281,743	291,739	300,000	292,344	295,000
Work Process Outputs					
# of volumes processed	36,295	34,940	36,000	35,000	35,000
# of volumes weeded	33,554	23,192	25,000	30,000	25,000

CITY OF APPLETON 2017 BUDGET

LIBRARY

Materials Management

Business Unit 16032

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2014	2015	Adopted 2016	Amended 2016	2017
Revenues					
5035 Other Reimbursements	\$ 27,422	\$ 30,859	\$ -	\$ -	\$ -
Total Revenue	<u>\$ 27,422</u>	<u>\$ 30,859</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>
Expenses					
6101 Regular Salaries	\$ 494,174	\$ 507,015	\$ 507,415	\$ 513,572	\$ 497,298
6108 Part-Time	94,311	92,129	66,274	66,274	67,278
6150 Fringes	139,666	158,666	171,509	171,509	174,198
6201 Training\Conferences	1,949	2,767	2,550	2,550	2,627
6206 Parking Permits	4,828	4,896	4,896	4,896	-
6301 Office Supplies	33,821	23,410	37,400	37,400	38,522
6315 Books & Library Materials	605,914	625,865	578,185	604,558	595,531
6327 Miscellaneous Equipment	4,353	-	-	-	-
6599 Other Contracts/Obligations	59,118	61,778	62,397	62,397	62,397
Total Expense	<u>\$ 1,438,134</u>	<u>\$ 1,476,526</u>	<u>\$ 1,430,626</u>	<u>\$ 1,463,156</u>	<u>\$ 1,437,851</u>

DETAILED SUMMARY OF 2017 PROPOSED EXPENDITURES > \$15,000

Office Supplies

General office supplies	\$ 3,856
Material processing supplies (book jackets, barcodes, cassette cases, book labels, CD cases, etc.)	19,283
RFID supplies	15,426
	<u>\$ 38,565</u>

Books & Library Materials

Children's materials	\$ 141,671
Adult materials	425,015
Digital Content Consortia	28,845
	<u>\$ 595,531</u>

Other Contracts/Obligations

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

CITY OF APPLETON 2017 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 computing devices 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 Library backup solutions to best provide data security and uptime for staff and patron. 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:

Digital Signage Solution: \$5,000. Our current signage solution vendor is changing priorities within their business which require us to modify our digital signage platform to best inform the public to what we have going on while in the Library.

Meeting Room A/V Upgrades \$5,000. Our Audio Visual System is aging and out of warranty. We are looking to do some replacements and installs including a new projector and replacing a failing subwoofer. These things are a great asset to our largest meeting room, with large impact on our patrons.

PERFORMANCE INDICATORS

	<u>Actual 2014</u>	<u>Actual 2015</u>	<u>Target 2016</u>	<u>Projected 2016</u>	<u>Target 2017</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%	85%	85%	85%
Strategic Outcomes					
Hours of public internet computer use	53,830	49,015	53,000	46,000	50,000
Sessions on public computers	75,812	68,050	75,000	74,000	74,000
Community enjoys a high level of access to electronic information resources					
# of referrals to InfoSoup online catalog	219,734	223,206	248,000	223,000	225,000
Database sessions	295,222	255,721	280,000	300,000	280,000
Work Process Outputs					
PC workstations & other devices installed	40	40	40	40	40

CITY OF APPLETON 2017 BUDGET

LIBRARY

Network Services

Business Unit 16033

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2014	2015	Adopted 2016	Amended 2016	2017
Revenues					
5035 Other Reimbursements	\$ 43,369	\$ 20,688	\$ 17,000	\$ 17,000	\$ 18,500
Total Revenue	<u>\$ 43,369</u>	<u>\$ 20,688</u>	<u>\$ 17,000</u>	<u>\$ 17,000</u>	<u>\$ 18,500</u>
Expenses					
6101 Regular Salaries	\$ 119,646	\$ 83,857	\$ 94,494	\$ 96,408	\$ 97,636
6150 Fringes	37,198	31,497	35,938	35,938	37,386
6201 Training\Conferences	-	-	2,000	2,000	2,060
6206 Parking Permits	576	576	576	576	-
6301 Office Supplies	11,054	7,138	7,650	7,650	7,880
6315 Books & Library Materials	(228)	-	-	-	-
6327 Miscellaneous Equipment	28,189	45,918	66,000	66,000	66,000
6418 Equip Repairs & Maint	51,053	68,369	59,900	59,900	71,415
6815 Software Acquisition	12,751	9,027	8,250	8,250	8,498
Total Expense	<u>\$ 260,239</u>	<u>\$ 246,382</u>	<u>\$ 274,808</u>	<u>\$ 276,722</u>	<u>\$ 290,875</u>

DETAILED SUMMARY OF 2017 PROPOSED EXPENDITURES > \$15,000

Miscellaneous Equipment

Workstation replacements	\$ 56,000
Digital Signage Solution	5,000
Meeting Room A/V Upgrades	5,000
	<u>\$ 66,000</u>

Equipment Repairs and Maintenance

Public photocopier lease and fees	\$ 3,966
Software license for print management	2,147
Service contracts for automated material handling equipment	25,000
Service contracts for self checks	10,705
Service contract for security gates	1,969
Service contracts for miscellaneous equipment	27,628
	<u>\$ 71,415</u>