

CITY OF APPLETON 2018 BUDGET

LIBRARY

Library Director: Colleen T. Rortvedt

Assistant Library Director: Tasha M. Saecker

CITY OF APPLETON 2018 BUDGET LIBRARY

MISSION STATEMENT

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

DISCUSSION OF SIGNIFICANT 2017 EVENTS

Maintain high quality library services

Implemented the 2017 Library User Survey with 836 responses; 98.1% of those surveyed reported the library was responsive or very responsive to their needs

487,795 visits in 2016; 4,630 meeting room uses in 2016, a 6% increase of meeting room uses over previous year
2016 summer program for children had 3,430 participants, the teen summer reading program had 567 participants, and the adult program had 742 participants, a record number (this number will be updated at end of 2017 program)

On track to circulate nearly 1.2 million physical items in 2016; self-checkout averages 80%

Offered high interest programs for all ages. Over 52,000 in total attendance in 2016

Implemented collection agency to improve results of getting back long overdue materials.

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

Developed APL Storyteller marketing campaign with stories of how APL has helped patrons "create their future"

Marketing e-blasts sent to approximately 5,600 e-mail addresses

Friends of the APL provided \$67,000 in grants and served as fiscal agent for grants from outside funding agencies

Hosted staff retreat in Feb. and monthly staff trainings on continuing education, change and safety topics

Participated in statewide planning process for public library systems

Implemented collection agency to improve recovery of materials and/or replacement costs

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

Continue to explore facility needs and options

Library Board endorsed parking study, mobility study and the city comprehensive plan

Aligned focus for planning on how library fits into the city's comprehensive plan and other priorities

Made repairs to the HVAC and patched worn carpeting

Implemented wireless printing improving service to patrons using their own devices

Continue cooperation with schools and other community organizations

Developed Community Partnerships Framework to provide options for different levels of engagement

Provided space for local non-profits doing community outreach on site helping expand their access to people who need their services: Feeding America, Riverview Gardens, Partnership Community Health Center

Served on the Older Adult/Community Center Taskforce

Collaborate with 191 programs with local educational institutions, businesses, non-profits and civic groups - Hosted Hmong American Day Celebration at Long Cheng Marketplace attended by over 300 people in May 2017;

collaborated with local organizations on the annual Celebration of Hispanic Heritage; hosted Fox Valley Memory

Cafes, artists-in-residence, teen Minecraft guild, MashUp Con

Secured continued grant funding from the United Way Fox Cities for Reach Out and Read - Fox Cities

Sponsor and collaborator for the Fox Cities Community Read and Books Build Community - Evicted and Fox Cities Book Festival Fall, 2017

Operated second year of the Appleton Seed Library with The Seed Guild

Represented the library throughout the community at civic events

Summer Library Program theme "Build a Better World" allowed us to showcase city and community organizations - Storycatchers, Fire Department, Hearthstone, ADI and APD

Utilize volunteers more effectively

Volunteer hours on track to reach 8,000 hours in 2017

Utilized volunteer greeter station, providing welcome and simple assistance as patrons enter the building as well as assistance promoting programming

Continuously work to improve website and online service delivery

Developed an APL app; expanded digital content and improved access to content via Infosoup when feasible

Developed method to track digital content use more effectively

Total E-checkout of 44,365 for e-books, audiobooks, videos, comics, magazines, music and games through May 2017

APL's Facebook page has aprox. 5,000 followers

CITY OF APPLETON 2018 BUDGET LIBRARY

MAJOR 2018 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

Continue outreach to parents and English Language Learners with a continuum of programs that target families at different developmental stages

Collaborate with schools and other community organizations utilizing the Community Partnerships Framework to provide options for different levels of engagement

Provide the community space for civic engagement and public meetings

Work to bring circulation services out into the community

Market collections, programs and services in a holistic way, incorporating social media and in-house marketing

Continue to enhance online "digital branch" with increased access to content such as e-courses for lifelong learning and mobile content

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	2015	2016	Adopted 2017	Amended 2017	2018	Change *
Program Revenues		\$ 1,326,438	\$ 1,469,693	\$ 1,268,833	\$ 1,268,833	\$ 1,182,747	-6.78%
Program Expenses							
16010	Administration	489,943	541,660	547,424	558,121	552,022	0.84%
16021	Children's Services	553,706	573,555	619,170	688,578	517,738	-16.38%
16023	Public Services	757,563	780,656	760,044	762,698	782,457	2.95%
16024	Community Partnerships	442,682	496,337	496,371	510,844	510,020	2.75%
16031	Building Operations	444,970	472,023	489,266	489,832	506,049	3.43%
16032	Materials Management	1,476,526	1,467,777	1,437,851	1,445,878	1,457,447	1.36%
16033	Network Services	246,382	283,921	290,875	304,619	303,079	4.20%
TOTAL		\$ 4,411,772	\$ 4,615,929	\$ 4,641,001	\$ 4,760,570	\$ 4,628,812	-0.26%
Expenses Comprised Of:						(4,628,812)	
Personnel		3,195,776	3,311,489	3,311,555	3,377,351		-100.00%
Administrative Expense		88,021	145,688	109,954	144,765		-100.00%
Supplies & Materials		673,096	689,473	663,181	673,543		-100.00%
Purchased Services		70,005	91,281	148,024	148,024		-100.00%
Utilities		145,337	147,772	145,337	145,337		-100.00%
Repair & Maintenance		230,510	216,418	254,452	254,452		-100.00%
Capital Expenditures		9,027	13,808	8,498	17,098		-100.00%
Full Time Equivalent Staff:							
Personnel allocated to programs		46.50	46.50	46.00	46.00	46.00	

CITY OF APPLETON 2018 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: "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 and guide the library's long range plan

Ensure library is responsive to community needs

Continue working on library facility plans. Continue efforts to provide citizen engagement and transparency in library planning and incorporate results of parking, mobility studies and the city's comprehensive plan

Communicate the role of libraries in 21st century society and the value of service APL provides to the community

Work with Finance Department in transition to the new ERP system

Work with Washington Square group 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; be good stewards of grant funds

Participate in statewide public library system redesign process

Major changes in Revenue, Expenditures, or Programs:

Increase in state-level meeting attendance is due to participation in the Public Library System Redesign Process occurring throughout the State.

PERFORMANCE INDICATORS

	<u>Actual 2015</u>	<u>Actual 2016</u>	<u>Target 2017</u>	<u>Projected 2017</u>	<u>Target 2018</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	97%	97%	97%	98%	98%
Strategic Outcomes					
A better educated community					
Collaborations with educational institutions	160	191	160	160	170
Work Process Outputs					
Grant funds awarded	\$ 135,500	\$ 185,000	\$ 130,000	\$ 170,000	\$ 170,000
State-level meetings attended	24	41	30	30	35
Surveys conducted	1	1	1	1	1
Hours worked by library volunteers	8,079	6,422	8,000	8,000	8,000
Annual door count	459,780	487,795	500,000	500,000	475,000

CITY OF APPLETON 2018 BUDGET

LIBRARY

Administration

Business Unit 16010

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2015	2016	Adopted 2017	Amended 2017	2018
Revenues					
4224 Misc State Aids	\$ -	\$ -	\$ -	\$ -	\$ -
4232 Library Grants & Aids	1,101,454	1,103,329	1,065,839	1,065,839	1,062,447
4801 Charges for Serv.- Nontax	68,832	56,478	75,000	75,000	70,000
5015 Rental of City Property	30,000	30,000	30,000	30,000	30,000
5020 Donations & Memorials	1,297	705	-	-	-
5035 Other Reimbursements	56,508	103,773	-	-	-
Total Revenue	<u>\$ 1,258,091</u>	<u>\$ 1,294,285</u>	<u>\$ 1,170,839</u>	<u>\$ 1,170,839</u>	<u>\$ 1,162,447</u>
Expenses					
6101 Regular Salaries	\$ 346,460	\$ 351,108	\$ 359,445	\$ 363,803	\$ 370,790
6105 Overtime	-	-	-	-	-
6108 Part-Time	6,367	7,970	10,925	10,925	11,503
6150 Fringes	115,621	131,460	135,130	135,778	126,653
6201 Training\Conferences	2,402	9,934	4,177	7,868	4,777
6206 Parking Permits	2,133	2,308	19,920	19,920	19,920
6301 Office Supplies	3,004	3,708	4,635	4,635	4,635
6303 Memberships & Licenses	3,365	4,118	2,055	2,055	2,055
6304 Postage & Freight	-	-	-	-	-
6305 Awards & Recognition	846	1,229	850	850	850
6307 Food & Provisions	1,374	2,235	1,135	1,135	1,135
6320 Printing & Reproduction	54	4,770	100	2,100	100
6324 Medical\Lab Supplies	114	-	-	-	-
6412 Advertising	1,240	5,099	1,288	1,288	1,288
6413 Utilities	3,663	3,871	3,664	3,664	4,216
6418 Equip Repairs & Maint	-	-	-	-	-
6599 Other Contracts/Obligations	3,300	13,850	4,100	4,100	4,100
Total Expense	<u>\$ 489,943</u>	<u>\$ 541,660</u>	<u>\$ 547,424</u>	<u>\$ 558,121</u>	<u>\$ 552,022</u>

DETAILED SUMMARY OF 2018 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2018 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: "Prompt delivery of 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 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

Create specialized English Language Learner (ELL) programs directed at school age ELL students to include refugees. This includes coordination with other organizations to bring specialized programs like Lego Robotics to ELL students. It also involves taking our ELL classes to partnering organizations like the Building for Kids and the YMCA

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. In 2017, we are working with a strategic planner to assist partners in developing a sustainability plan.

Major changes in Revenue, Expenditures, or Programs:

In 2016, we launched ReadSquared, an online Summer Library Program. It has been successful in both 2016 and 2017. In 2018, we need \$3200 in Other Contracts to continue this service which was launched using Friends funds.

We continue to receive funding from a 3 year grant (2015 – 2018) of \$265,808 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. This funding will now be tracked as a special revenue fund to better account for these funds.

In 2017, we received a \$9,500 grant from BMO Harris to continue to deliver a high quality ELL program.

PERFORMANCE INDICATORS

	<u>Actual 2015</u>	<u>Actual 2016</u>	<u>Target 2017</u>	<u>Projected 2017</u>	<u>Target 2018</u>
Client Benefits/Impacts					
Children have access to a wide range of quality programs					
Attendance at children's programs	35,253	27,569	35,000	28,000	29,000
Drop-in activity participants	3,278	4,830	3,200	3,200	3,500
Strategic Outcomes					
Children discover joy of reading & develop love of learning					
Summer Library program participants	4,260	3,769	4,500	4,000	4,000
Members of the Appleton community find high quality programs at the library					
% of attendees evaluating programs "good" to "excellent" (survey done on odd years)	98%	98%	95%	95%	95%
Work Process Outputs					
Reference transactions	26,493	26,189	23,000	21,000	21,000
Number of children's programs	1,057	804	1,000	1,000	1,000

CITY OF APPLETON 2018 BUDGET

LIBRARY

Children's Services

Business Unit 16021

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2015	2016	Adopted 2017	Amended 2017	2018
Revenues					
5035 Other Reimbursements	15,000	125,714	77,694	77,694	-
Total Revenue	<u>\$ 15,000</u>	<u>\$ 125,714</u>	<u>\$ 77,694</u>	<u>\$ 77,694</u>	<u>\$ -</u>
Expenses					
6101 Regular Salaries	\$ 374,371	\$ 366,449	\$ 368,535	\$ 392,997	\$ 357,010
6105 Overtime	287	61	-	-	-
6108 Part-Time	36,490	40,878	30,605	41,905	30,605
6150 Fringes	128,876	120,909	134,847	137,373	118,834
6201 Training\Conferences	4,272	3,546	3,677	4,637	4,277
6206 Parking Permits	2,604	2,772	-	-	-
6301 Office Supplies	5,676	34,483	2,812	32,133	2,812
6307 Food & Provisions	-	270	-	839	-
6327 Miscellaneous Equipment	130	1,439	-	-	-
6599 Other Contracts/Obligations	1,000	2,748	78,694	78,694	4,200
Total Expense	<u>\$ 553,706</u>	<u>\$ 573,555</u>	<u>\$ 619,170</u>	<u>\$ 688,578</u>	<u>\$ 517,738</u>

DETAILED SUMMARY OF 2018 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2018 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: "Prompt delivery of 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 strategies of Hub of Learning and Literacy and Enriched Entertainment; work with other system libraries and State libraries in a collaborative environment; embrace 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; use technology competencies for the adult service desk staff for increased consistency between desks and focused training in 2018; provide quality service to over 480,000 people

Register new patrons and maintain a database of over 78,000 users; process holds in conjunction with the Materials Management section (approx. 125,000 items each year); send out overdue, billing and reserve notices, utilize TRIP and Unique Management Services for the collection of long overdue items and fines

Promote and train the public on the use of the self-check machines by patrons at an average of 80% 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:

In 2017 with Friends funding, the library launched an app called Boopsie. It allows access to library cards, holds, barcode scanners and digital materials on your phone or device. Continued funding of this app increases Other Contracts to \$5695. Microfilm reader contracts have changed and costs have been reduced in this line as well.

PERFORMANCE INDICATORS

	<u>Actual 2015</u>	<u>Actual 2016</u>	<u>Target 2017</u>	<u>Projected 2017</u>	<u>Target 2018</u>
Client Benefits/Impacts					
Convenient and fast access to accurate information					
Reference questions answered	78,850	69,376	80,000	65,000	65,000
Strategic Outcomes					
Members of the Appleton community who will use the library and encourage others to do so					
Number of registered patrons	95,392	81,842	91,000	81,050	82,000
Members of the Appleton community find high quality service at the library					
% of respondents evaluating service "somewhat satisfied" to "very satisfied" (survey done on odd years)	86%	86%	92%	92%	92%
Work Process Outputs					
Adult materials circulation	683,201	636,753	685,000	642,000	645,000
Children's materials circulation	483,496	445,129	450,000	420,000	425,000
Reserves filled for APL patrons	151,946	137,217	150,000	142,149	145,000

CITY OF APPLETON 2018 BUDGET

LIBRARY

Public Services

Business Unit 16023

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2015	2016	Adopted 2017	Amended 2017	2018
Revenues					
5035 Other Reimbursements	\$ -	\$ -	\$ -	\$ -	\$ 300
Total Revenue	\$ -	\$ -	\$ -	\$ -	\$ 300
Expenses					
6101 Regular Salaries	\$ 472,762	\$ 473,166	\$ 484,494	\$ 486,805	\$ 503,860
6105 Overtime	-	-	-	-	-
6108 Part-Time	102,498	114,668	87,633	87,633	89,372
6150 Fringes	172,650	180,982	179,358	179,701	173,971
6201 Training\Conferences	1,296	2,472	1,890	1,890	2,490
6206 Parking Permits	3,456	4,212	-	-	-
6301 Office Supplies	3,511	1,986	4,069	4,069	4,069
6327 Miscellaneous Equipment	1,390	-	1,000	1,000	1,000
6418 Equip Repairs & Maint	-	3,170	1,600	1,600	500
6599 Other Contracts/Obligations	-	-	-	-	7,195
Total Expense	\$ 757,563	\$ 780,656	\$ 760,044	\$ 762,698	\$ 782,457

DETAILED SUMMARY OF 2018 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2018 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: "Prompt delivery of 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 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.

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 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.

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

Major changes in Revenue, Expenditures, or Programs:

No major changes.

PERFORMANCE INDICATORS

	<u>Actual 2015</u>	<u>Actual 2016</u>	<u>Target 2017</u>	<u>Projected 2017</u>	<u>Target 2018</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%	99%	98%	98%
Young adult programs	100%	100%	100%	92%	92%
Strategic Outcomes					
Members of the Appleton community engage with the library as a hub of learning and literacy					
Young adult program attendance	10,954	5,534	9,500	5,000	5,000
Adult program attendance	6,023	7,951	7,000	8,000	7,500
Work Process Outputs					
Web page "hits" (page accesses)	1,084,342	1,246,326	1,200,000	1,200,000	1,200,000
Number of locally produced databases or digital collections available via web	10	10	10	10	10

CITY OF APPLETON 2018 BUDGET

LIBRARY

Community Partnerships

Business Unit 16024

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2015	2016	Adopted 2017	Amended 2017	2018
Revenues					
5035 Other Reimbursements	\$ 341	\$ 7,217	\$ 300	\$ 300	\$ -
Total Revenue	<u>\$ 341</u>	<u>\$ 7,217</u>	<u>\$ 300</u>	<u>\$ 300</u>	<u>\$ -</u>
Expenses					
6101 Regular Salaries	\$ 330,149	\$ 349,398	\$ 354,005	\$ 357,464	\$ 349,659
6108 Part-Time	3,485	2,987	4,456	14,456	4,676
6150 Fringes	102,524	130,041	131,915	132,929	149,090
6201 Training\Conferences	3,095	3,112	3,677	3,677	4,277
6206 Parking Permits	1,788	2,016	-	-	-
6301 Office Supplies	1,641	4,450	2,318	2,318	2,318
6320 Printing & Reproduction	-	-	-	-	-
6599 Other Contracts/Obligations	-	4,333	-	-	-
Total Expense	<u>\$ 442,682</u>	<u>\$ 496,337</u>	<u>\$ 496,371</u>	<u>\$ 510,844</u>	<u>\$ 510,020</u>

DETAILED SUMMARY OF 2018 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2018 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: "Prompt delivery of 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 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 the 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 the Facilities Management Department by performing basic facility and equipment maintenance, cleaning and informing them of building needs and concerns and work with the cleaning service and other contractors to ensure the library facility is being maintained according to service contracts

Major changes in Revenue, Expenditures, or Programs:

None

PERFORMANCE INDICATORS

	<u>Actual 2015</u>	<u>Actual 2016</u>	<u>Target 2017</u>	<u>Projected 2017</u>	<u>Target 2018</u>
Client Benefits/Impacts					
The public enjoys a safe and clean facility					
% of patrons satisfied with public meeting rooms (surveyed on odd years)	98%	98%	97%	98%	98%
% of patrons satisfied with cleanliness of library (surveyed on odd years)	94%	94%	95%	95%	95%
% of patrons satisfied with safety in the library (surveyed on odd years)	90%	90%	95%	87%	87%
Strategic Outcomes					
The community increasingly uses opportunities for meetings, programs and discussions					
# of meetings and programs	4,414	4,630	5,000	4,900	4,900
Work Process Outputs					
# of satisfactory monthly inspections completed	12	12	12	12	12
# of staff training opportunities completed	21	20	20	20	20

CITY OF APPLETON 2018 BUDGET

LIBRARY

Building Operations

Business Unit 16031

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2015	2016	Adopted 2017	Amended 2017	2018
Revenues					
5001 Fees & Commissions	\$ 1,459	\$ 1,473	\$ 1,500	\$ 1,500	\$ 1,500
Total Revenue	<u>\$ 1,459</u>	<u>\$ 1,473</u>	<u>\$ 1,500</u>	<u>\$ 1,500</u>	<u>\$ 1,500</u>
Expenses					
6101 Regular Salaries	\$ 87,574	\$ 105,063	\$ 105,393	\$ 105,886	\$ 109,595
6105 Overtime	206	1,025	-	-	-
6108 Part-Time	3,478	4,616	5,756	5,756	5,965
6150 Fringes	38,814	49,646	45,262	45,335	59,691
6201 Training\Conferences	-	1,081	206	206	806
6206 Parking Permits	864	972	-	-	-
6301 Office Supplies	-	290	100	100	300
6306 Building Maint./Janitorial	7,900	11,343	7,344	7,344	11,570
6308 Landscape Supplies	25	-	-	-	-
6309 Shop Supplies & Tools	-	-	100	100	100
6311 Paint & Supplies	67	-	-	-	-
6323 Safety Supplies	18	171	150	150	200
6324 Medical\Lab Supplies	-	-	50	50	-
6327 Miscellaneous Equipment	903	396	250	250	650
6407 Collection Services	2,687	2,855	1,545	1,545	2,962
6413 Utilities	141,674	143,900	141,673	141,673	143,899
6416 Build Repairs & Maint.	1,847	2,096	3,000	3,000	3,000
6418 Equip Repairs & Maint	482	337	400	400	400
6420 Facilities charges	158,431	148,232	178,037	178,037	166,911
Total Expense	<u>\$ 444,970</u>	<u>\$ 472,023</u>	<u>\$ 489,266</u>	<u>\$ 489,832</u>	<u>\$ 506,049</u>

DETAILED SUMMARY OF 2018 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2018 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: "Prompt delivery of 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 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 improving the patron hold experience.

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

Conclude Reference Collection review for currency and usefulness.

Other Contracts reflects \$5000 in costs for Unique Management, a collection agency used by libraries to recover materials and/or replacement costs.

PERFORMANCE INDICATORS

	<u>Actual 2015</u>	<u>Actual 2016</u>	<u>Target 2017</u>	<u>Projected 2017</u>	<u>Target 2018</u>
Client Benefits/Impacts					
People can obtain the materials they need quickly					
% of holds filled within 1 week of being placed	54%	60%	58%	58%	58%
Improved efficiencies in delivering service					
Number of volunteer hours in Materials Management	3,508	3,053	3,600	3,200	3,200
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	291,739	292,085	295,000	284,661	290,000
Work Process Outputs					
# of volumes processed	34,940	29,900	35,000	30,000	30,000
# of volumes weeded	23,192	34,481	25,000	30,000	25,000

CITY OF APPLETON 2018 BUDGET

LIBRARY

Materials Management

Business Unit 16032

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2015	2016	Adopted 2017	Amended 2017	2018
Revenues					
5035 Other Reimbursements	\$ 30,859	\$ 20,762	\$ -	\$ -	\$ -
Total Revenue	<u>\$ 30,859</u>	<u>\$ 20,762</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>
Expenses					
6101 Regular Salaries	\$ 507,015	\$ 466,562	\$ 497,298	\$ 500,489	\$ 506,085
6108 Part-Time	92,129	109,679	67,278	67,278	68,601
6150 Fringes	158,666	168,030	174,198	174,672	166,174
6201 Training\Conferences	2,767	2,730	2,627	2,627	3,227
6206 Parking Permits	4,896	5,184	-	-	-
6301 Office Supplies	23,410	30,959	38,522	38,522	38,522
6315 Books & Library Materials	625,865	621,663	595,531	599,893	607,442
6327 Miscellaneous Equipment	-	574	-	-	-
6599 Other Contracts/Obligations	61,778	62,396	62,397	62,397	67,396
Total Expense	<u>\$ 1,476,526</u>	<u>\$ 1,467,777</u>	<u>\$ 1,437,851</u>	<u>\$ 1,445,878</u>	<u>\$ 1,457,447</u>

DETAILED SUMMARY OF 2018 PROPOSED EXPENDITURES > \$15,000

Office Supplies

General office supplies	\$ 3,813
Material processing supplies (book jackets, barcodes, cassette cases, book labels, CD cases, etc.)	19,283
RFID supplies	15,426
	<u>\$ 38,522</u>

Books & Library Materials

Children's materials	\$ 144,504
Adult materials	433,515
Digital Content Consortia	29,422
	<u>\$ 607,442</u>

Other Contracts/Obligations

OWLSnet contract	\$ 62,396
Collection Agency	<u>\$ 5,000</u>
	67,396

CITY OF APPLETON 2018 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: "Prompt delivery of excellent services"; # 4: "Continually assess trends affecting the community and proactively respond"; and # 6: "Create opportunities and learn from successes and failures".

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. Also 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 AMH equipment; 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

Continue to implement and support our ever increasing technical mobility needs

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:

New backup system: \$10,000. Our current backup system is approaching 7 years old and with all the ransomware attacks becoming more prevalent in our society, it's important to protect our data with a more modern backup solution to best maintain our data integrity.

The decrease in Supplies is due to toner costs moving to Equipment Repair & Maintenance since it is now part of our contract with the vendor.

Below in the performance indicators, you will see that our database sessions have increased dramatically. This is due to being able to now get information from more of the databases we subscribe to.

PERFORMANCE INDICATORS

	<u>Actual 2015</u>	<u>Actual 2016</u>	<u>Target 2017</u>	<u>Projected 2017</u>	<u>Target 2018</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	49,015	56,514	50,000	50,000	50,000
Sessions on public computers	68,050	71,920	74,000	71,000	72,000
Community enjoys a high level of access to electronic information resources					
# of referrals to InfoSoup online catalog	223,206	210,237	225,000	213,000	220,000
Database sessions	255,721	256,281	280,000	800,000	800,000
Work Process Outputs					
PC workstations & other devices installed	40	40	40	40	40

CITY OF APPLETON 2018 BUDGET

LIBRARY

Network Services

Business Unit 16033

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2015	2016	Adopted 2017	Amended 2017	2018
Revenues					
5035 Other Reimbursements	\$ 20,688	\$ 20,242	\$ 18,500	\$ 18,500	\$ 18,500
Total Revenue	<u>\$ 20,688</u>	<u>\$ 20,242</u>	<u>\$ 18,500</u>	<u>\$ 18,500</u>	<u>\$ 18,500</u>
Expenses					
6101 Regular Salaries	\$ 83,857	\$ 98,166	\$ 97,636	\$ 98,632	\$ 100,568
6150 Fringes	31,497	38,627	37,386	37,534	39,796
6201 Training\Conferences	-	1,305	2,060	2,060	2,660
6206 Parking Permits	576	648	-	-	-
6301 Office Supplies	7,138	8,324	7,880	7,880	1,500
6315 Books & Library Materials	-	-	-	-	-
6327 Miscellaneous Equipment	45,918	61,034	66,000	70,000	66,000
6418 Equip Repairs & Maint	68,369	62,009	71,415	71,415	84,057
6815 Software Acquisition	9,027	13,808	8,498	17,098	8,498
Total Expense	<u>\$ 246,382</u>	<u>\$ 283,921</u>	<u>\$ 290,875</u>	<u>\$ 304,619</u>	<u>\$ 303,079</u>

DETAILED SUMMARY OF 2018 PROPOSED EXPENDITURES > \$15,000

Miscellaneous Equipment

Workstation replacements	\$ 36,000
Network hardware, wiring, etc.	20,000
Back up Solution	10,000
	<u>\$ 66,000</u>

Equipment Repairs and Maintenance

Public & staff photocopier lease and fees	\$ 16,000
Automated material handling equipment	20,000
Self checks and security gate contract	21,843
Security camera maintenance	2,000
Software license and maintenance fees	18,927
Other equipment repairs and maintenance	5,287
	<u>\$ 84,057</u>