

CITY OF APPLETON 2019 BUDGET

LIBRARY

Library Director: Colleen T. Rortvedt

Assistant Library Director: Tasha M. Saecker

CITY OF APPLETON 2019 BUDGET LIBRARY

MISSION STATEMENT

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

DISCUSSION OF SIGNIFICANT 2018 EVENTS

Maintain high quality library services

Aprox. 80,000 registered borrowers checked out over 1 million items in 2017
467,884 visits in 2017; 4,645 meeting room uses in 2017, a 1% increase of meeting room uses over previous year
2017 summer program for children had 4,035 participants, the teen summer reading program had 697 participants, and the adult program had 789 participants, a record number (number to be updated after summer 2018)
On track to circulate aprox. 1 million physical items in 2018; self-checkout averages 77%
Offered high interest programs for all ages; 44,742 in total attendance in 2017
Continue to participate in statewide and regional long-term planning initiatives that could reshape the boundaries of systems and materials delivery for patrons.
Contracted with collection agency to improve recovery of materials and/or replacement costs. In 2017 \$19,762 cash recovered/\$12,305 materials recovered. Total ROI 6:1

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

Marketing e-blasts sent to approximately 6,100 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
Coordinate a column written by local librarians about services throughout Fox Cities Libraries for the Post Crescent
Participated in statewide planning process for public library systems
Continued working with Washington Square, APD and security guard to improve neighborhood environment

Continue to explore facility needs and options

Library Board and Common Council voted to support the City's efforts to include the library's needs as identified as Option 1 in a Mixed Use Development with Commercial Horizons on the current site of the Soldier's Square Parking Ramp
Aligned focus for planning on how library fits into the city's comprehensive plan and other priorities
Implemented public faxing
Maintenance completed to exterior stone wall panels; additional carpet patching late 2018

Continue cooperation with schools and other community organizations

Provided space for local non-profits doing community outreach on site, helping expand their access to people who need their services including Feeding America, Partnership Community Health Center, Outagamie Co ADRC
Served on the Older Adult/Community Center Taskforce
Collaborated with 196 programs with local educational institutions, businesses, non-profits and civic groups
Participated in civic events including Juneteenth, Fox Cities Kidz Expo, Make Music Day, Bazaar After Dark
Became a United Way Agency for the program Reach Out and Read - Fox Cities
Sponsor and collaborator for the Fox Cities Community Read
Operated third year of the Appleton Seed Library with The Seed Guild
Continue to offer the Fox Cities Arts Network Pass
Summer Library Program used as a springboard to allow us to showcase city and community organizations - Fire Dept., Parks and Rec., Hearthstone, Building for Kids, DPW, ADI Fox Valley Symphony and APD to encourage reading and community engagement.

Utilize volunteers more effectively

7,255 volunteer hours achieved in 2017
Expanded roles for volunteers including increased support for the teen summer reading program, computer help, and programming

Continuously work to improve website and online service delivery

Continue to expand access to digital content. In 2018 we launched a new local music service, Flipside, an online collection of music contributed by local artists
Total e-circulation is up 30% from April 2017: e-books, audiobooks, videos, comics, magazines, music and games
APL's Facebook page has approx. 5,400 followers

CITY OF APPLETON 2019 BUDGET LIBRARY

MAJOR 2019 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 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 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

Cultivate quality children's materials collections and develop and provide quality programs for more than 35,000 children and caregivers, including fieldtrips and group visits, age-appropriate programs for children birth to age 12 with specialized programs for children with distinct needs.

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

Continue efforts to extend outreach and 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 "digital branch" with increased access to e-courses for lifelong learning and mobile content

Improve website for ease of navigation

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

DEPARTMENT BUDGET SUMMARY

Programs		Actual		Budget			%
Unit	Title	2016	2017	Adopted 2018	Amended 2018	2019	Change *
Program Revenues		\$ 1,469,692	\$ 1,404,293	\$ 1,182,747	\$ 1,226,147	\$ 1,158,842	-2.02%
Program Expenses							
16010	Administration	541,662	572,477	552,022	606,584	566,609	2.64%
16021	Children's Services	573,554	635,060	517,738	532,788	536,267	3.58%
16023	Public Services	780,655	796,597	782,457	783,457	783,706	0.16%
16024	Community Partnerships	496,335	536,816	510,020	542,320	497,963	-2.36%
16031	Building Operations	472,023	466,487	506,049	506,049	484,332	-4.29%
16032	Materials Management	1,467,777	1,498,983	1,457,447	1,450,842	1,475,376	1.23%
16033	Network Services	283,921	316,010	303,079	310,404	303,069	0.00%
TOTAL		\$ 4,615,927	\$ 4,822,430	\$ 4,628,812	\$ 4,732,444	\$ 4,647,322	0.40%
Expenses Comprised Of:							
Personnel		3,311,489	3,431,881	3,342,498	3,367,376	3,356,978	0.43%
Administrative Expense		145,688	188,462	112,200	135,559	49,642	-55.76%
Supplies & Materials		689,472	691,578	675,492	675,612	750,238	11.07%
Purchased Services		91,280	100,162	87,141	141,416	91,883	5.44%
Utilities		147,772	136,503	148,115	148,115	143,205	-3.31%
Repair & Maintenance		216,418	259,184	254,868	255,868	255,376	0.20%
Capital Expenditures		13,808	14,660	8,498	8,498		-100.00%
Full Time Equivalent Staff:							
Personnel allocated to programs		46.00	46.50	46.00	46.00	46.00	

CITY OF APPLETON 2019 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 and 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 and oversee APL contracted security guard and ensure the library is perceived as a safe place

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

Continue to participate in statewide and regional long-term planning initiatives that could reshape the boundaries of systems and materials delivery for patrons.

Major changes in Revenue, Expenditures, or Programs:

Fluctuations in state-level meeting attendance is due to participation in the public library system redesign process occurring throughout the State that is expected to decrease in 2019

Adjusted budget reflected an internal budget adjustment to contract with a security service in 2018. Request to add this is included as a separate budget addition.

PERFORMANCE INDICATORS

	<u>Actual 2016</u>	<u>Actual 2017</u>	<u>Target 2018</u>	<u>Projected 2018</u>	<u>Target 2019</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%	98%	98%	98%	98%
Strategic Outcomes					
A better educated community					
Collaborations with educational institutions	191	196	170	170	180
Work Process Outputs					
Grant funds awarded	\$ 185,000	\$ 175,238	\$ 170,000	\$ 170,000	\$ 170,000
State-level meetings attended	41	88	35	60	40
Surveys conducted	1	1	1	1	1
Hours worked by library volunteers	6,422	7,255	8,000	8,000	7,500
Annual door count	487,795	467,884	475,000	475,000	450,00

CITY OF APPLETON 2019 BUDGET

LIBRARY

Administration

Business Unit 16010

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2016	2017	Adopted 2018	Amended 2018	2019
Revenues					
4232 Library Grants & Aids	\$ 1,103,329	\$ 1,066,420	\$ 1,062,447	\$ 1,062,447	\$ 1,043,692
4801 Charges for Serv.- Nontax	56,478	59,202	70,000	70,000	65,000
5015 Rental of City Property	30,000	30,000	30,000	30,000	30,000
5020 Donations & Memorials	705	957	-	-	-
5035 Other Reimbursements	103,773	15,225	-	6,575	-
Total Revenue	\$ 1,294,285	\$ 1,171,804	\$ 1,162,447	\$ 1,169,022	\$ 1,138,692
Expenses					
6101 Regular Salaries	\$ 351,108	\$ 371,611	\$ 370,790	\$ 370,790	\$ 382,262
6105 Overtime	-	132			
6108 Part-Time	7,970	8,601	11,503	11,503	11,646
6150 Fringes	131,460	133,244	126,653	126,653	128,350
6201 Training\Conferences	9,934	9,040	4,777	9,664	4,920
6206 Parking Permits	2,308	19,560	19,920	19,920	20,880
6301 Office Supplies	3,710	4,686	4,635	4,635	4,635
6303 Memberships & Licenses	4,118	4,209	2,055	2,055	2,200
6305 Awards & Recognition	1,229	1,312	850	850	850
6307 Food & Provisions	2,235	4,138	1,135	1,835	1,135
6320 Printing & Reproduction	4,770	3,890	100	500	100
6412 Advertising	5,099	2,215	1,288	1,788	1,288
6413 Utilities	3,871	4,275	4,216	4,216	4,718
6599 Other Contracts/Obligations	13,850	5,564	4,100	52,175	3,625
Total Expense	\$ 541,662	\$ 572,477	\$ 552,022	\$ 606,584	\$ 566,609

DETAILED SUMMARY OF 2019 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2019 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

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

Major changes in Revenue, Expenditures, or Programs:

The Reach out and Read program (ROR), which supports a half-time physician liaison position and the purchase of age-appropriate books to be distributed by medical staff at well-child visits, had been supported by a grant from the United Way. Beginning in 2018, the Appleton Public Library has been accepted as a United Way Agency and the ROR program will receive continued funding.

Reductions in program numbers below reflect a change in the way that the Wisconsin Department of Public Instruction has libraries counting program attendance.

PERFORMANCE INDICATORS

	<u>Actual 2016</u>	<u>Actual 2017</u>	<u>Target 2018</u>	<u>Projected 2018</u>	<u>Target 2019</u>
Client Benefits/Impacts					
Children have access to a wide range of quality programs					
Attendance at children's programs	27,569	35,077	29,000	28,000	29,000
Drop-in activity participants	4,830	4,996	3,500	5,000	5,000
Strategic Outcomes					
Children discover joy of reading & develop love of learning					
Summer Library program participants	3,769	4,035	4,000	4,000	4,000
Members of the Appleton community find high quality programs at the library					
% of attendees evaluating programs					
"good" to "excellent" *	98%	95%	95%	95%	95%
Work Process Outputs					
Reference transactions	26,189	22,914	21,000	18,000	18,000
Number of children's programs	804	843	1,000	900	900
* survey done in odd years					

CITY OF APPLETON 2019 BUDGET

LIBRARY

Children's Services

Business Unit 16021

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2016	2017	Adopted 2018	Amended 2018	2019
Revenues					
5035 Other Reimbursements	125,714	129,796	-	5,700	-
Total Revenue	<u>\$ 125,714</u>	<u>\$ 129,796</u>	<u>\$ -</u>	<u>\$ 5,700</u>	<u>\$ -</u>
Expenses					
6101 Regular Salaries	\$ 366,449	\$ 378,825	\$ 357,010	\$ 357,010	\$ 357,095
6105 Overtime	61	-	-	-	-
6108 Part-Time	40,878	42,119	30,605	31,424	30,605
6150 Fringes	120,909	125,613	118,834	118,893	136,750
6201 Training\Conferences	3,546	4,049	4,277	4,277	4,405
6206 Parking Permits	2,772	-	-	-	-
6301 Office Supplies	34,483	71,689	2,812	12,530	2,812
6303 Memberships & Licenses	-	308	-	300	-
6307 Food & Provisions	270	1,010	-	1,754	-
6327 Miscellaneous Equipment	1,439	-	-	-	-
6599 Other Contracts/Obligations	2,747	11,447	4,200	6,600	4,600
Total Expense	<u>\$ 573,554</u>	<u>\$ 635,060</u>	<u>\$ 517,738</u>	<u>\$ 532,788</u>	<u>\$ 536,267</u>

DETAILED SUMMARY OF 2019 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2019 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 2019; provide quality service to over 467,800 people

Register new patrons and maintain a database of 81,984 users; process holds in conjunction with the Materials Management section (approx. 117,000 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 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:

In 2018 with Friends funding, the library launched Flipside (MUSICat Chorus), an online collection of music contributed by local artists. Continued funding of Flipside (\$4,440) is budgeted in other contracts and obligations in this program.

PERFORMANCE INDICATORS

	<u>Actual 2016</u>	<u>Actual 2017</u>	<u>Target 2018</u>	<u>Projected 2018</u>	<u>Target 2019</u>
Client Benefits/Impacts					
Convenient and fast access to accurate information					
Reference questions answered	69,376	53,716	65,000	44,500	45,000
Strategic Outcomes					
Members of the Appleton community who will use the library and encourage others to do so					
Number of registered patrons	81,842	81,842	82,000	81,100	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%	92%	92%	92%	92%
Work Process Outputs					
Adult materials circulation	636,753	615,009	645,000	580,000	575,000
Children's materials circulation	445,129	416,355	425,000	380,000	400,000
Reserves filled for APL patrons	137,217	141,187	145,000	141,000	141,000

CITY OF APPLETON 2019 BUDGET

LIBRARY

Public Services

Business Unit 16023

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2016	2017	Adopted 2018	Amended 2018	2019
Revenues					
5035 Other Reimbursements	\$ -	\$ 95	\$ 300	\$ 1,300	\$ 150
Total Revenue	\$ -	\$ 95	\$ 300	\$ 1,300	\$ 150
Expenses					
6101 Regular Salaries	\$ 473,165	\$ 501,102	\$ 503,860	\$ 503,860	\$ 501,011
6105 Overtime	-	99			
6108 Part-Time	114,668	98,946	89,372	89,372	90,485
6150 Fringes	180,982	188,117	173,971	173,971	174,225
6201 Training\Conferences	2,472	2,753	2,490	2,490	2,565
6206 Parking Permits	4,212	-	-	-	
6301 Office Supplies	1,986	2,463	4,069	4,569	3,500
6327 Miscellaneous Equipment	-	1,000	1,000	1,000	1,000
6418 Equip Repairs & Maint	3,170	2,117	500	500	500
6599 Other Contracts/Obligations	-	-	7,195	7,695	10,420
Total Expense	\$ 780,655	\$ 796,597	\$ 782,457	\$ 783,457	\$ 783,706

DETAILED SUMMARY OF 2019 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2019 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 Services staff to bring circulation services out into the community

Major changes in Revenue, Expenditures, or Programs:

Reductions in program numbers below reflect a change in the way that the Wisconsin Department of Public Instruction has libraries counting program attendance.

PERFORMANCE INDICATORS

	<u>Actual 2016</u>	<u>Actual 2017</u>	<u>Target 2018</u>	<u>Projected 2018</u>	<u>Target 2019</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%	98%	98%	98%	98%
Young adult programs	100%	92%	92%	92%	92%
Strategic Outcomes					
Members of the Appleton community engage with the library as a hub of learning and literacy					
Young adult program attendance	5,534	3,823	5,000	3,500	4,000
Adult program attendance	7,951	5,842	7,500	6,500	6,500
Work Process Outputs					
Web page "hits" (page accesses)	1,246,326	1,136,941	1,200,000	1,040,000	1,100,000
Number of locally produced databases or digital collections available via web	10	10	10	10	10

CITY OF APPLETON 2019 BUDGET

LIBRARY

Community Partnerships

Business Unit 16024

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2016	2017	Adopted 2018	Amended 2018	2019
Revenues					
5035 Other Reimbursements	\$ 7,217	\$ 24,500	\$ -	\$ 7,300	\$ -
Total Revenue	<u>\$ 7,217</u>	<u>\$ 24,500</u>	<u>\$ -</u>	<u>\$ 7,300</u>	<u>\$ -</u>
Expenses					
6101 Regular Salaries	\$ 349,398	\$ 348,067	\$ 349,659	\$ 349,659	\$ 338,562
6108 Part-Time	2,986	11,211	4,676	25,676	4,733
6150 Fringes	130,041	158,693	149,090	152,090	147,451
6201 Training\Conferences	3,112	3,267	4,277	4,277	4,405
6206 Parking Permits	2,016	-	-	-	-
6301 Office Supplies	4,450	4,859	2,318	7,318	2,812
6303 Memberships & Licenses	-	150	-	500	-
6599 Other Contracts/Obligations	4,332	10,569	-	2,800	-
Total Expense	<u>\$ 496,335</u>	<u>\$ 536,816</u>	<u>\$ 510,020</u>	<u>\$ 542,320</u>	<u>\$ 497,963</u>

DETAILED SUMMARY OF 2019 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2019 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 cleanliness and light maintenance of the library building and provide assistance to library staff and the community

Ensure library meeting room users needs 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 incorporating sustainable and cost-effective practices in our day to day operations

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

Major changes in Revenue, Expenditures, or Programs:

No major changes.

PERFORMANCE INDICATORS

	<u>Actual 2016</u>	<u>Actual 2017</u>	<u>Target 2018</u>	<u>Projected 2018</u>	<u>Target 2019</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%	98%	98%	98%
% of patrons satisfied with cleanliness of library (surveyed on odd years)	94%	95%	95%	95%	95%
% of patrons satisfied with safety in the library (surveyed on odd years)	90%	87%	87%	87%	87%
Strategic Outcomes					
The community increasingly uses opportunities for meetings, programs and discussions					
# of meetings and programs	4,630	4,900	4,900	4,900	4,900
Work Process Outputs					
# of satisfactory monthly inspections completed	12	12	12	12	12
# of staff training opportunities completed	20	22	20	20	20

CITY OF APPLETON 2019 BUDGET

LIBRARY

Building Operations

Business Unit 16031

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2016	2017	Adopted 2018	Amended 2018	2019
Revenues					
5001 Fees & Commissions	\$ 1,473	\$ 1,502	\$ 1,500	\$ 1,500	\$ 1,500
Total Revenue	<u>\$ 1,473</u>	<u>\$ 1,502</u>	<u>\$ 1,500</u>	<u>\$ 1,500</u>	<u>\$ 1,500</u>
Expenses					
6101 Regular Salaries	\$ 105,063	\$ 102,192	\$ 109,595	\$ 109,595	\$ 108,743
6105 Overtime	1,025	116	-	-	
6108 Part-Time	4,616	4,834	5,965	5,965	6,110
6150 Fringes	49,646	53,958	59,691	59,691	48,314
6201 Training\Conferences	1,081	342	806	806	830
6206 Parking Permits	972	-			
6301 Office Supplies	290	143	300	300	
6306 Building Maint./Janitorial	11,343	9,891	11,570	11,570	10,187
6308 Landscape Supplies	-	115			
6309 Shop Supplies & Tools	-	363	100	100	150
6323 Safety Supplies	171	239	200	200	550
6327 Miscellaneous Equipment	396	317	650	650	650
6407 Collection Services	2,855	2,388	2,962	2,962	2,507
6413 Utilities	143,900	132,227	143,899	143,899	135,980
6416 Build Repairs & Maint.	2,096	1,516	3,000	3,000	3,000
6418 Equip Repairs & Maint	337	338	400	400	400
6420 Facilities charges	148,232	157,508	166,911	166,911	166,911
Total Expense	<u>\$ 472,023</u>	<u>\$ 466,487</u>	<u>\$ 506,049</u>	<u>\$ 506,049</u>	<u>\$ 484,332</u>

DETAILED SUMMARY OF 2019 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2019 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 1,800 newspapers, periodicals and standing order subscriptions and process over 5,000 magazine issues for circulation and storage.

Other specific objectives include:

Collect and route approximately 150,000 items to fill reserves at other OWLSnet libraries; accurately check-in, sort and re-shelve returned materials 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:

PERFORMANCE INDICATORS

	<u>Actual 2016</u>	<u>Actual 2017</u>	<u>Target 2018</u>	<u>Projected 2018</u>	<u>Target 2019</u>
Client Benefits/Impacts					
People can obtain the materials they need quickly					
% of holds filled within 1 week of being placed	60%	54%	58%	55%	55%
Improved efficiencies in delivering service					
Number of volunteer hours in Materials Management	3,053	3,849	3,200	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	292,085	286,600	290,000	283,500	285,000
Work Process Outputs					
# of volumes processed	29,900	28,174	30,000	32,000	30,000
# of volumes weeded	34,481	41,695	25,000	35,000	30,000

CITY OF APPLETON 2019 BUDGET

LIBRARY

Materials Management

Business Unit 16032

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2016	2017	Adopted 2018	Amended 2018	2019
Revenues					
5035 Other Reimbursements	\$ 20,761	\$ 51,107	\$ -	\$ 21,000	\$ -
Total Revenue	<u>\$ 20,761</u>	<u>\$ 51,107</u>	<u>\$ -</u>	<u>\$ 21,000</u>	<u>\$ -</u>
Expenses					
6101 Regular Salaries	\$ 466,562	\$ 509,189	\$ 506,085	\$ 506,085	\$ 515,872
6105 Overtime	-	49	-	-	-
6108 Part-Time	109,679	85,538	68,601	68,601	69,457
6150 Fringes	168,030	173,023	166,174	166,174	167,521
6201 Training\Conferences	2,730	3,197	3,227	3,227	3,324
6206 Parking Permits	5,184	-	-	-	-
6301 Office Supplies	30,959	38,948	38,522	38,522	38,522
6315 Books & Library Materials	621,663	620,492	607,442	600,837	607,442
6327 Miscellaneous Equipment	574	571	-	-	-
6599 Other Contracts/Obligations	62,396	67,976	67,396	67,396	73,238
Total Expense	<u>\$ 1,467,777</u>	<u>\$ 1,498,983</u>	<u>\$ 1,457,447</u>	<u>\$ 1,450,842</u>	<u>\$ 1,475,376</u>

DETAILED SUMMARY OF 2019 PROPOSED EXPENDITURES > \$15,000

Office Supplies

General office supplies	\$ 3,910
Material processing supplies (book jackets, barcodes, cassette cases, book labels, CD cases, etc.)	20,105
RFID supplies	14,507
	<u>\$ 38,522</u>

Books & Library Materials

Children's materials	\$ 144,504
Adult materials	433,515
Digital Content Consortia	29,423
	<u>\$ 607,442</u>

Other Contracts/Obligations

OWLSnet contract	\$ 68,238
Collection Agency	5,000
	<u>\$ 73,238</u>

CITY OF APPLETON 2019 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 need; replace aging network switches to increase uptime and reliability; maintain warranties on production servers

Maintain online public access catalogs, public workstations, AV equipment, digital signage, RFID and 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

Work to improve staff mobile access to Library systems to enable them to move about the building assisting patrons

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:

Data Security & Switches: \$10,000. Implement vulnerability scanning such as Tenable Nessus to perform regular scans of staff and public networks, staying ahead of vulnerabilities and exploits while minimizing exposure and downtime. Replace four switches used by our Automated Materials Handling system to allow SNMP support.

The increase in database sessions shown below is due to better usage reporting from a number of the databases and not strictly to an increase in the number of searches conducted.

PERFORMANCE INDICATORS

	<u>Actual 2016</u>	<u>Actual 2017</u>	<u>Target 2018</u>	<u>Projected 2018</u>	<u>Target 2019</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	56,514	56,030	50,000	50,000	50,000
Sessions on public computers	71,920	66,872	72,000	60,000	60,000
Community enjoys a high level of access to electronic information resources					
# of referrals to InfoSoup online catalog	210,237	185,493	220,000	150,000	150,000
Database sessions	256,281	790,752	800,000	700,000	700,000
Work Process Outputs					
PC workstations & other devices installed	40	40	40	40	40

CITY OF APPLETON 2019 BUDGET

LIBRARY

Network Services

Business Unit 16033

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2016	2017	Adopted 2018	Amended 2018	2019
Revenues					
5035 Other Reimbursements	\$ 20,242	\$ 25,489	\$ 18,500	\$ 20,325	\$ 18,500
Total Revenue	<u>\$ 20,242</u>	<u>\$ 25,489</u>	<u>\$ 18,500</u>	<u>\$ 20,325</u>	<u>\$ 18,500</u>
Expenses					
6101 Regular Salaries	\$ 98,166	\$ 95,678	\$ 100,568	\$ 100,568	\$ 98,322
6150 Fringes	38,627	40,926	39,796	39,796	39,464
6201 Training\Conferences	1,305	195	2,660	2,660	2,740
6206 Parking Permits	648	-	-	-	-
6301 Office Supplies	8,324	2,254	1,500	1,500	1,500
6315 Books & Library Materials	-	(510)	-	-	-
6327 Miscellaneous Equipment	61,034	65,671	66,000	72,325	67,980
6418 Equip Repairs & Maint	62,009	97,136	84,057	85,057	84,565
6815 Software Acquisition	13,808	14,660	8,498	8,498	8,498
Total Expense	<u>\$ 283,921</u>	<u>\$ 316,010</u>	<u>\$ 303,079</u>	<u>\$ 310,404</u>	<u>\$ 303,069</u>

DETAILED SUMMARY OF 2019 PROPOSED EXPENDITURES > \$15,000

Miscellaneous Equipment

Workstation replacements	\$ 36,000
Network hardware, wiring, etc.	21,980
Server consolidation	10,000
	<u>\$ 67,980</u>

Equipment Repairs and Maintenance

Public & staff photocopier lease and fees	\$ 17,250
Automated material handling equipment	20,000
Self checks and security gate contract	20,349
Security camera maintenance	2,500
Software license and maintenance fees	22,319
Other equipment repairs and maintenance	2,147
	<u>\$ 84,565</u>