

CITY OF APPLETON 2020 BUDGET

LIBRARY

Library Director: Colleen T. Rortvedt

Assistant Library Director: Tasha M. Saecker

CITY OF APPLETON 2020 BUDGET LIBRARY

MISSION STATEMENT

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

DISCUSSION OF SIGNIFICANT 2019 EVENTS

Maintain high quality library services

Approx. 80,000 registered borrowers checked out nearly 1 million physical items in 2018 and 140,000 electronic items

440,696 visits in 2018; 4,332 meeting room uses in 2018

*Offer a popular summer reading program for all ages. This program helps mitigate the "summer slide" effect where students lose ground on reading progress during the summer. 2018 summer program for children had 3,838 participants, the teen summer reading program had 733 participants, and the adult program had 380 participants

On track to circulate approximately 900,000 physical items in 2019;

72% of all checkouts occur on self checks

Offered high interest programs for all ages; 35,339 in total attendance in 2018

Participated in long-term planning studies that could reshape the boundaries of state systems and materials delivery.

Premiered Lucky Day Collection of high interest popular materials. These materials are available in house on a first-come, first-served basis

Updated strategic plan strategic pillars and staff objectives. Added values statements.

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

Marketing e-blasts sent to approximately 7,000 e-mail addresses

Friends of the APL provided \$67,500 in grants

Hosted staff retreat in February on compassion resilience with Rogers Behavioral Health. APL is the first library in the state to partner with them on an 18 month pilot.

Provide monthly staff trainings on various topics. Developed annual active threat training.

Coordinate a monthly column by local librarians about services throughout Fox Cities Libraries for the Post Crescent

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

Performed security assessment with APD, Facilities and library security consultant

Two librarians accepted to Wisconsin Library Association Leadership Development Institute

Continue to explore facility needs and options

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

Performing updates to improve safety and security within the library and in the neighborhood

Library Director serves on staff small economic development team to ensure library plans align with city developments

Continue cooperation with schools and other community organizations

Fox Cities Read brought in Pulitzer Prize Winning author of Evicted Matthew Desmond with months or programming to educate the community about housing issues; Sponsor and collaborator for the book festival.

Provided space for local non-profit organizations doing community outreach on site, helping expand their access to people who need their services including Riverview Gardens, Partnership Community Health Center and NAMI

Staff served on Imagine Fox Cities Leadership Team

Collaborated with 207 local educational institutions, businesses, and non-profit and civic groups

Participated in civic events including Juneteenth, Fox Cities Kidz Expo, Make Music Day, Bazaar After Dark

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

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

Continue to offer the Fox Cities Arts Network Pass

Utilize volunteers more effectively

7,761 volunteer hours achieved in 2018; Expanded roles for volunteers including increased support for computer help, and programming. Offered Spanish language computer assistance.

Continuously work to improve website and online service delivery

Expanded access to digital content. Received an Institute of Museum & Library Services Curating Community Digital Collections grant providing grad school students summer fieldwork experience in digital stewardship

CITY OF APPLETON 2020 BUDGET LIBRARY

MAJOR 2020 OBJECTIVES

Apply library's mission, vision, values and strategic pillars to accomplish objectives that serve our community.

APL Vision: Where potential is transformed into reality.

VALUES:

WELCOMING - Everyone belongs here.

LITERACY - The City of Appleton is the city of literacy and learning.

ACCESS - The library is accessible physically, culturally, and intellectually.

COMMUNITY - The library is essential to every person and organization achieving their goals.

STRATEGIC PILLARS

Hub of Learning and Literacy - We support and sustain education for all ages.

Collaborative Environment - We connect with many partners to share knowledge and information.

Educate and Inspire Youth - We ensure that children and teens find a supportive place for their futures.

Creation and Innovation - We are a platform that sparks discovery, development and originality.

Engaged and Connected - We focus on how to make a difference in people's lives.

Enriched Experiences - We provide experiences that are timely, inclusive and aligned with community interests.

Services and Programs for All - We give our community opportunities for growth, self-instruction and inquiry.

Other specific objectives include:

Eliminate barriers by utilizing the state Inclusive Services Assessment and other community and library initiatives to advance equity and inclusion for library collections, programs and services.

Work on building process as a library-wide team together with the City, Board of Trustees and City Council; Provide the community space for civic engagement and public meetings

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

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

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

Continue to evaluate and enhance the "digital branch" with increased access to e-courses for lifelong learning and mobile content ; Improve website for ease of navigation. Preserve APL history by increasing and improving access to digital materials

DEPARTMENT BUDGET SUMMARY

Programs		Actual		Budget			%
Unit	Title	2017	2018	Adopted 2019	Amended 2019	2020	Change *
Program Revenues		\$ 1,404,293	\$ 1,289,961	\$ 1,158,842	\$ 1,158,692	\$ 1,169,638	0.93%
Program Expenses							
16010	Administration	572,477	613,894	597,419	597,419	636,987	6.62%
16021	Children's Services	635,060	540,909	528,053	541,872	528,203	0.03%
16023	Public Services	796,596	768,101	762,135	762,135	719,896	-5.54%
16024	Community Partnerships	536,816	510,858	483,003	508,845	500,772	3.68%
16031	Building Operations	466,487	445,171	491,731	491,731	486,059	-1.15%
16032	Materials Management	1,498,985	1,473,151	1,457,989	1,479,679	1,450,048	-0.54%
16033	Network Services	316,009	281,116	304,809	304,809	303,950	-0.28%
TOTAL		\$ 4,822,430	\$ 4,633,200	\$ 4,625,139	\$ 4,686,490	\$ 4,625,915	0.02%
Expenses Comprised Of:							
Personnel		3,431,881	3,337,118	3,324,866	3,350,916	3,329,074	0.13%
Training & Travel		42,403	37,724	44,114	44,114	38,503	-12.72%
Supplies & Materials		837,637	742,491	728,227	763,528	718,641	
Purchased Services		495,849	515,612	519,434	519,434	539,697	3.90%
Capital Outlay		14,660	255	8,498	8,498		-100.00%
Full Time Equivalent Staff:							
Personnel allocated to programs		46.50	46.00	46.00	46.00	46.00	

CITY OF APPLETON 2020 BUDGET

LIBRARY

Administration

Business Unit 16010

PROGRAM MISSION

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

PROGRAM NARRATIVE

Link to City Goals:

Implements Key Strategies #2: "Encourage active community participation and involvement"; #3: "Recognize and grow everyone's talents"; #4: "Continually assess trends affecting the community and proactively respond"; #5: "Promote an environment that is respectful and inclusive"; #6: "Create opportunities and learn from successes and failures"; and #7: "Communicate our success through stories and testimonials".

Objectives:

- Oversee and guide the library's long-range plan and ensure library is responsive to community needs
- Continue working on library facility plans allowing for citizen engagement and transparency in library planning
- Communicate the role of libraries in 21st century society and the value of service APL provides to the community
- Utilize the state Inclusive Services Assessment and other community and library initiatives to advance equity and inclusion for library collections, programs and services.
- Work with Washington Square group with security guard collaboration, oversee APL contracted security guard to ensure the library is a safe place. Provide annual mandatory training and keep protocols and procedures up to date.
- 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 excellent services; be good stewards of grant funds
- Develop process for increasing use of volunteers and train staff in their role in working with volunteers

Major changes in Revenue, Expenditures, or Programs:

The 2019 amended budget for the other contracts/obligations account reflects an adjustment to contract with a security service in 2019, using savings found from photocopier services, Children's Services contracts, and other various reductions from supplies and services.

PERFORMANCE INDICATORS

	<u>Actual 2017</u>	<u>Actual 2018</u>	<u>Target 2019</u>	<u>Projected 2019</u>	<u>Target 2020</u>
Client Benefits/Impacts					
Library activities, programs and services are responsive to community needs					
% of surveyed patrons who rate the library as satisfactory					
(data carried forward from previous year)	97%	97%	97%	97%	97%
Strategic Outcomes					
A better educated community					
Collaborations with educational institutions	196	196	170	207	190
Work Process Outputs					
Grant funds awarded	\$ 175,238	\$ 174,940	\$ 170,000	\$ 170,000	\$ 180,000
State-level meetings attended	88	35	35	35	35
Surveys conducted	1	1	1	1	1
Hours worked by library volunteers	7,255	7,761	8,000	8,000	7,500
Annual door count	467,884	440,696	475,000	418,000	425,000

CITY OF APPLETON 2020 BUDGET

LIBRARY

Administration

Business Unit 16010

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2017	2018	Adopted 2019	Amended 2019	2020
Revenues					
423200 Library Grants & Aids	\$ 1,066,420	\$ 1,062,448	\$ 1,043,692	\$ 1,043,692	\$ 1,070,138
480100 General Charges for Service	59,202	49,213	65,000	65,000	50,000
501500 Rental of City Property	30,000	30,000	30,000	30,000	30,000
502000 Donations & Memorials	957	1,632	-	-	-
503500 Other Reimbursements	15,225	18,300	-	-	-
Total Revenue	\$ 1,171,804	\$ 1,161,593	\$ 1,138,692	\$ 1,138,692	\$ 1,150,138
Expenses					
610100 Regular Salaries	\$ 333,415	\$ 341,069	\$ 382,262	\$ 382,262	\$ 392,278
610400 Call Time Wages	-	14	-	-	-
610500 Overtime Wages	132	-	-	-	-
610800 Part-Time Wages	8,601	8,281	8,646	8,646	8,781
611000 Other Compensation	-	50	-	-	-
611400 Sick Pay	323	1,611	-	-	-
611500 Vacation Pay	37,872	41,037	-	-	-
615000 Fringes	133,244	128,318	133,160	133,160	149,018
620100 Training/Conferences	9,040	5,856	4,920	4,920	4,920
620600 Parking Permits	19,560	20,309	20,880	20,880	21,240
630100 Office Supplies	4,686	3,101	4,635	4,635	4,635
630300 Memberships & Licenses	4,209	3,199	2,200	2,200	2,200
630500 Awards & Recognition	1,311	1,924	850	850	850
630700 Food & Provisions	4,137	5,203	1,135	1,135	1,135
632001 City Copy Charges	-	-	100	100	100
632002 Outside Printing	3,890	686	-	-	-
641200 Advertising	2,218	1,827	1,288	1,288	1,288
641307 Telephone	3,046	2,665	3,290	3,290	2,948
641308 Cellular Phones	1,229	1,405	1,428	1,428	1,155
659900 Other Contracts/Obligation	5,564	47,339	32,625	32,625	46,439
Total Expense	\$ 572,477	\$ 613,894	\$ 597,419	\$ 597,419	\$ 636,987

DETAILED SUMMARY OF 2020 PROPOSED EXPENDITURES > \$15,000

Other Contracts/Obligations

Security Guard	\$ 42,814
Piano Tuning	400
Washington Square Guard	3,225
	<u>\$ 46,439</u>

Security Addition Request Details

Full Year 2020 Contract Cost	\$ 72,912
2020 Budget	42,814
Addition Request	<u>\$ 30,098</u>

*See Program Additions/Deletions Form

CITY OF APPLETON 2020 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 to support both education and recreation. Provide responsive customer service, including reference, readers' advisory and directional assistance. Explore staff mobility and examine new ways to staff service desks to better serve patrons.

Develop and provide quality programs for more than 25,000 children and caregivers, including fieldtrips and group visits, age-appropriate programs for children birth to age 12, inclusive programs for children with sensory challenges, specialized programs and services to minority and low income families, and reading incentive programs

Explore ways to develop and support outreach to the community in nontraditional locations. Work directly with Hmong and Hispanic families and coordinate with AASD Birth to 5 Programs, Outagamie County Birth to 3 Early Intervention, Fox Valley Literacy Council and Head Start by using a referral system to link families with needed resources, providing in-home visits to families and building towards their full use of the library and its services

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

The Reach Out and Read program supports a half-time physician liaison position and the purchase of age-appropriate books to be distributed by medical staff at well-child visits and is supported by a grant from the United Way.

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 2017</u>	<u>Actual 2018</u>	<u>Target 2019</u>	<u>Projected 2019</u>	<u>Target 2020</u>
Client Benefits/Impacts					
Children have access to a wide range of quality programs					
Attendance at children's programs	35,077	25,505	29,000	35,000	35,000
Drop-in activity participants	6,527	8,181	6,000	6,000	6,000
Strategic Outcomes					
Children discover joy of reading & develop love of learning					
Summer Library program participants	4,035	3,838	4,000	4,000	4,000
Members of the Appleton community find high quality programs at the library					
% of attendees satisfied with programs (survey done in odd years)	95%	95%	95%	96%	96%
Work Process Outputs					
Reference transactions	22,914	18,468	21,000	16,000	16,000
Number of children's programs	843	732	775	775	800

CITY OF APPLETON 2020 BUDGET

LIBRARY

Children's Services

Business Unit 16021

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2017	2018	Adopted 2019	Amended 2019	2020
Revenues					
503500 Other Reimbursements	129,796	35,623	-	-	-
Total Revenue	<u>\$ 129,796</u>	<u>\$ 35,623</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>
Expenses					
610100 Regular Salaries	\$ 346,036	\$ 307,520	\$ 345,446	\$ 345,446	\$ 354,349
610800 Part-Time Wages	42,119	44,370	30,107	31,107	30,531
611000 Other Compensation	-	133	-	-	-
611400 Sick Pay	543	-	-	-	-
611500 Vacation Pay	32,246	34,906	-	-	-
615000 Fringes	125,613	118,120	140,683	140,733	135,106
620100 Training/Conferences	4,049	3,355	4,405	4,405	4,405
630100 Office Supplies	71,689	18,097	2,812	14,381	2,812
630300 Memberships & Licenses	308	150	-	-	-
630700 Food & Provisions	1,010	1,313	-	1,200	-
659900 Other Contracts/Obligation	11,447	12,945	4,600	4,600	1,000
Total Expense	<u>\$ 635,060</u>	<u>\$ 540,909</u>	<u>\$ 528,053</u>	<u>\$ 541,872</u>	<u>\$ 528,203</u>

DETAILED SUMMARY OF 2020 PROPOSED EXPENDITURES > \$15,000

None

Note:

In 2017, revenues and expenses were recorded in the Children's Program of the Library in the general fund. Books and other materials purchased for the Reach out and Read program in those years and in the adopted 2018 budget were recorded as office supplies to distinguish them from books and library materials purchased for the children's collection. Those revenues and expenses are presented here for illustration only.

CITY OF APPLETON 2020 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 strategic pillars of Hub of Learning and Literacy and Engaged and Connected, Enriched Experiences and Services and Programs for all; work with other system libraries and state libraries in a collaborative environment; embrace new technologies and best library practices. Improve staff mobility and examine new ways to staff service desks to better serve patrons.

Respond to reference, readers' advisory, technological and directional questions in person, via phone, email, and online social media and work to create consistent customer service levels at all service desks in the library; use technology competencies for the adult service desk staff for increased consistency between desks and focused training in 2020; provide quality service to over 440,000 people

Register new patrons and maintain a database of 81,515 users; process holds in conjunction with the Materials Management section (approx. 121,000 items); 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 75% of library materials check out via self-check each month

Prepare and maintain displays of new and/or popular materials. Continue to work with Materials Management and OWLS to improve functionality of library catalog and discovery layer; oversee the inter-library loan process

Explore ways to develop and support outreach to the community in nontraditional locations.

Major changes in Revenue, Expenditures, or Programs:

Maintain, develop, and promote FlipSide, the platform for providing streaming of original music from artists with ties, past or present, to the Fox Cities

PERFORMANCE INDICATORS

	<u>Actual 2017</u>	<u>Actual 2018</u>	<u>Target 2019</u>	<u>Projected 2019</u>	<u>Target 2020</u>
Client Benefits/Impacts					
Convenient and fast access to accurate information					
Reference questions answered	53,716	41,134	45,000	40,000	40,000
Strategic Outcomes					
Members of the Appleton community who will use the library and encourage others to do so					
Number of registered patrons	79,947	80,715	82,000	82,000	82,000
Members of the Appleton community find high quality service at the library					
% of respondents satisfied with library service (survey done on odd years)	92%	92%	94%	94%	94%
Work Process Outputs					
Adult materials circulation	615,009	581,358	560,000	560,000	550,000
Children's materials circulation	416,355	388,212	375,000	372,000	370,000
Reserves filled for APL patrons	141,187	146,076	150,000	154,000	150,000

CITY OF APPLETON 2020 BUDGET

LIBRARY

Public Services

Business Unit 16023

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2017	2018	Adopted 2019	Amended 2019	2020
Revenues					
503500 Other Reimbursements	\$ 95	\$ 3,789	\$ 150	\$ -	\$ 400
Total Revenue	<u>\$ 95</u>	<u>\$ 3,789</u>	<u>\$ 150</u>	<u>\$ -</u>	<u>\$ 400</u>
Expenses					
610100 Regular Salaries	\$ 442,563	\$ 439,056	\$ 496,600	\$ 496,600	\$ 474,782
610500 Overtime Wages	99	3	-	-	-
610800 Part-Time Wages	98,946	95,416	89,079	89,079	90,452
611400 Sick Pay	2,236	-	-	-	-
611500 Vacation Pay	56,302	51,615	-	-	-
615000 Fringes	188,117	163,428	162,911	162,911	141,558
620100 Training/Conferences	2,753	1,348	2,565	2,565	2,565
630100 Office Supplies	2,463	4,421	3,500	3,500	3,500
632700 Miscellaneous Equipment	1,000	-	1,000	1,000	-
641800 Equip Repairs & Maint	2,117	-	500	500	-
659900 Other Contracts/Obligation	-	12,814	5,980	5,980	7,039
Total Expense	<u>\$ 796,596</u>	<u>\$ 768,101</u>	<u>\$ 762,135</u>	<u>\$ 762,135</u>	<u>\$ 719,896</u>

DETAILED SUMMARY OF 2020 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2020 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. Preserve APL history by increasing and improving access to digital materials.

Collaborate with partner agencies utilizing the Community Partnerships Framework to provide options for different levels of engagement; serve on local boards and participate in various organizations to increase collaboration to build shared capacity and connect patrons with local resources

Foster partnerships and celebrate our diverse community by providing lifelong learning opportunities through services and programs for all. Develop relationships and services focused on workforce and job skill development.

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 2017</u>	<u>Actual 2018</u>	<u>Target 2019</u>	<u>Projected 2019</u>	<u>Target 2020</u>
Client Benefits/Impacts					
Members of the Appleton community find high quality programs at the library					
% of attendees satisfied with library programs (survey done on odd years)					
Adult programs	98%	98%	97%	97%	97%
Young adult programs	92%	92%	93%	93%	93%
Strategic Outcomes					
Members of the Appleton community engage with the library as a hub of learning and literacy					
Young adult program attendance	3,823	4,909	4,500	4,500	4,500
Adult program attendance	5,842	4,925	4,500	4,500	4,500
Work Process Outputs					
Web page "hits" (page accesses)	1,136,941	1,047,900	1,000,000	1,000,000	1,000,000
Number of locally produced databases or digital collections available via web	10	10	10	10	10

CITY OF APPLETON 2020 BUDGET

LIBRARY

Community Partnerships

Business Unit 16024

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2017	2018	Adopted 2019	Amended 2019	2020
Revenues					
503500 Other Reimbursements	\$ 24,500	\$ 20,349	\$ -	\$ -	\$ -
Total Revenue	<u>\$ 24,500</u>	<u>\$ 20,349</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>
Expenses					
610100 Regular Salaries	\$ 309,902	\$ 290,065	\$ 334,235	\$ 334,235	\$ 336,378
610800 Part-Time Wages	11,211	19,779	-	20,000	-
611000 Other Compensation	-	274	-	-	-
611400 Sick Pay	1,138	17	-	-	-
611500 Vacation Pay	37,028	34,863	-	-	-
615000 Fringes	158,692	145,098	141,506	146,506	157,132
620100 Training/Conferences	3,267	2,408	4,450	4,450	4,450
620600 Parking Permits	-	18	-	-	-
630100 Office Supplies	4,859	6,175	2,812	3,654	2,812
630300 Memberships & Licenses	150	105	-	-	-
659900 Other Contracts/Obligation	10,569	12,056	-	-	-
Total Expense	<u>\$ 536,816</u>	<u>\$ 510,858</u>	<u>\$ 483,003</u>	<u>\$ 508,845</u>	<u>\$ 500,772</u>

DETAILED SUMMARY OF 2020 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2020 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 while providing 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. Increase involvement and be more proactive in meeting room set up.

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

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

Major changes in Revenue, Expenditures, or Programs:

No major changes.

PERFORMANCE INDICATORS

	<u>Actual 2017</u>	<u>Actual 2018</u>	<u>Target 2019</u>	<u>Projected 2019</u>	<u>Target 2020</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%	92%	98%
% of patrons satisfied with safety in the library (surveyed on odd years)	90%	87%	87%	85%	90%
Strategic Outcomes					
The community increasingly uses opportunities for meetings, programs and discussions					
# of meetings and programs	4,606	4,332	4,900	4,100	4,100
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 2020 BUDGET

LIBRARY

Building Operations

Business Unit 16031

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2017	2018	Adopted 2019	Amended 2019	2020
Revenues					
500100 Fees & Commissions	\$ 1,502	\$ 955	\$ 1,500	\$ 1,500	\$ 600
Total Revenue	<u>\$ 1,502</u>	<u>\$ 955</u>	<u>\$ 1,500</u>	<u>\$ 1,500</u>	<u>\$ 600</u>
Expenses					
610100 Regular Salaries	\$ 92,287	\$ 97,211	\$ 108,743	\$ 108,743	\$ 110,532
610400 Call Time Wages	-	60	-	-	-
610500 Overtime Wages	116	202	-	-	-
610800 Part-Time Wages	4,834	3,626	3,892	3,892	3,906
611500 Vacation Pay	9,905	11,949	-	-	-
615000 Fringes	53,958	47,985	50,549	50,549	51,205
620100 Training/Conferences	342	1,233	830	830	830
630100 Office Supplies	143	303	-	-	-
630600 Building Maint./Janitorial	9,891	11,001	10,187	10,187	11,084
630902 Tools & Instruments	115	99	150	150	150
632101 Uniforms	363	230	-	-	-
632300 Safety Supplies	239	126	550	550	550
632700 Miscellaneous Equipment	317	368	650	650	650
640700 Solid Waste/Recycling Picku	2,388	2,520	2,507	2,507	2,707
641301 Electric	98,489	91,269	101,444	101,444	93,551
641302 Gas	24,310	22,283	24,676	24,676	22,283
641303 Water	4,948	4,701	4,996	4,996	5,125
641304 Sewer	2,063	1,955	2,083	2,083	2,114
641306 Stormwater	2,418	2,722	2,781	2,781	3,611
641600 Build Repairs & Maint	1,515	900	2,000	2,000	2,000
641800 Equip Repairs & Maint	338	225	400	400	400
642000 Facilities Charges	157,508	144,203	175,293	175,293	175,361
Total Expense	<u>\$ 466,487</u>	<u>\$ 445,171</u>	<u>\$ 491,731</u>	<u>\$ 491,731</u>	<u>\$ 486,059</u>

DETAILED SUMMARY OF 2020 PROPOSED EXPENDITURES > \$15,000

None

Utilities

Electric	\$ 93,551
Gas	22,283
	<u>\$ 115,834</u>

Facilities Charges

See Facilities Budget for breakdown	\$ 175,361
	<u>\$ 175,361</u>

CITY OF APPLETON 2020 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 37,000 items annually, including labels, RFID tags and jacket protectors. We receive 1,800 newspapers, periodicals and standing order subscriptions and process over 5,000 magazine issues for circulation and storage.

Other specific objectives include:

Collect and route approximately 140,000 items to fill reserves at other OWLSnet libraries; accurately check-in, sort and re-shelve returned materials using the automated materials handling system. Expand staff participation in displays.

Continue to enhance and evaluate the "digital branch" with access to e-courses for lifelong learning and mobile content

Implement collection development procedures focused on high-interest, popular materials, including utilizing collection management data tools

Actively work towards ILS merger of OWLSNet and Winnefox as well as other ways to reduce barriers to access in the Fox Cities

Major Changes in Revenue, Expenditures or Programs

No major changes.

PERFORMANCE INDICATORS

	<u>Actual 2017</u>	<u>Actual 2018</u>	<u>Target 2019</u>	<u>Projected 2019</u>	<u>Target 2020</u>
Client Benefits/Impacts					
People can obtain the materials they need quickly					
% of holds filled within 1 week of being placed	54%	58%	58%	60%	58%
Improved efficiencies in delivering service					
Number of volunteer hours in Materials Management	3,849	4,169	4,000	4,000	4,000
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	286,600	278,139	260,000	250,000	245,000
Work Process Outputs					
# of volumes processed	28,174	27,979	27,000	27,000	27,000
# of volumes weeded	41,695	35,018	55,000	55,000	30,000

CITY OF APPLETON 2020 BUDGET

LIBRARY

Materials Management

Business Unit 16032

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2017	2018	Adopted 2019	Amended 2019	2020
Revenues					
503500 Other Reimbursements	\$ 51,107	\$ 42,659	\$ -	\$ -	\$ -
Total Revenue	<u>\$ 51,107</u>	<u>\$ 42,659</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>
Expenses					
610100 Regular Salaries	\$ 458,527	\$ 449,702	\$ 515,030	\$ 515,030	\$ 520,646
610500 Overtime Wages	49	-	-	-	-
610800 Part-Time Wages	85,538	97,779	69,179	69,179	70,243
611000 Other Compensation	-	253	-	-	-
611400 Sick Pay	776	629	-	-	-
611500 Vacation Pay	49,888	58,322	-	-	-
615000 Fringes	173,023	163,609	173,312	173,312	159,476
620100 Training/Conferences	3,197	2,652	3,324	3,324	3,324
630100 Office Supplies	38,948	34,195	30,522	30,522	30,522
631500 Books & Library Materials	620,492	598,405	597,644	619,334	597,644
641800 Equip Repairs & Maint	571	-	-	-	-
659900 Other Contracts/Obligation	67,976	67,605	68,978	68,978	68,193
Total Expense	<u>\$ 1,498,985</u>	<u>\$ 1,473,151</u>	<u>\$ 1,457,989</u>	<u>\$ 1,479,679</u>	<u>\$ 1,450,048</u>

DETAILED SUMMARY OF 2020 PROPOSED EXPENDITURES > \$15,000

Office Supplies

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

Books & Library Materials

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

Other Contracts/Obligations

OWLSnet contract	\$ 63,193
Collection Agency	5,000
	<u>\$ 68,193</u>

CITY OF APPLETON 2020 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:

Develop multi-year schedule of technology projects and replacements. 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

Support the video security system; maintain reliable data communication between the library's and OWLS' networks

Work to improve staff mobile access to Library systems to enable them to move about the building assisting patrons and provide remote access for laptops as appropriate

Assist staff in technical aspects of providing electronic services to the public and support staff computer users; seek out and evaluate technologies to provide increased efficiencies for staff and operations. Partner with OWLS to reduce costs and increase efficiencies when providing services to both the public and staff. Investigate participation by Network Services staff in technology programming for teens.

Major changes in Revenue, Expenditures, or Programs:

Upgrade offsite backup storage in the miscellaneous equipment account. The system will provide additional protection in the event of a disaster. The NAS will follow the same protocol that City of Appleton IT uses to place their offsite NAS.

Explore the creation of a technology programming space with dedicated graphics enabled computers and peripherals allowing for the creation of a technology programming space out of the existing second floor lab. This space will allow for librarian facilitated tech and STEM programming as well as public PC use when not being used for programming.

PERFORMANCE INDICATORS

	<u>Actual 2017</u>	<u>Actual 2018</u>	<u>Target 2019</u>	<u>Projected 2019</u>	<u>Target 2020</u>
Client Benefits/Impacts					
People will have reliable access to up-to-date technology					
% surveyed who are satisfied with the library website (survey done on odd years)	96%	96%	88%	88%	88%
Strategic Outcomes					
Hours of public internet computer use	56,030	45,260	45,000	43,000	43,000
Sessions on public computers	66,872	54,510	54,000	52,000	50,000
Community enjoys a high level of access to electronic information resources					
# of referrals to InfoSoup online catalog	185,493	132,093	150,000	150,000	150,000
Database sessions	790,752	964,324	1,200,000	1,200,000	1,200,000
Work Process Outputs					
PC workstations & other devices installed	40	40	40	40	40

CITY OF APPLETON 2020 BUDGET

LIBRARY

Network Services

Business Unit 16033

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2017	2018	Adopted 2019	Amended 2019	2020
Revenues					
503500 Other Reimbursements	\$ 25,489	\$ 24,993	\$ 18,500	\$ 18,500	\$ 18,500
Total Revenue	<u>\$ 25,489</u>	<u>\$ 24,993</u>	<u>\$ 18,500</u>	<u>\$ 18,500</u>	<u>\$ 18,500</u>
Expenses					
610100 Regular Salaries	\$ 88,385	\$ 91,888	\$ 98,322	\$ 98,322	\$ 100,527
611500 Vacation Pay	7,293	8,637	-	-	-
615000 Fringes	40,926	40,221	41,204	41,204	42,174
620100 Training/Conferences	194	545	2,740	2,740	2,740
630100 Office Supplies	2,254	1,020	1,500	1,500	1,500
631500 Books & Library Materials	(510)	-	-	-	-
632700 Miscellaneous Equipment	65,671	52,371	67,980	67,980	67,980
641800 Equip Repairs & Maint	97,136	86,179	84,565	84,565	84,531
681500 Software Acquisition	14,660	255	8,498	8,498	4,498
Total Expense	<u>\$ 316,009</u>	<u>\$ 281,116</u>	<u>\$ 304,809</u>	<u>\$ 304,809</u>	<u>\$ 303,950</u>

DETAILED SUMMARY OF 2020 PROPOSED EXPENDITURES > \$15,000

Miscellaneous Equipment

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

Equipment Repairs and Maintenance

Photocopier Lease & Maintenance	\$ 11,840
Automated material handling equipment	22,000
Self checks and security gate contract	20,349
Security camera maintenance	3,500
Software license and maintenance fees	23,550
Other equipment repairs and maintenance	3,292
	<u>\$ 84,531</u>

CITY OF APPLETON 2020 BUDGET

LIBRARY

	2017 <u>ACTUAL</u>	2018 <u>ACTUAL</u>	2019 <u>YTD ACTUAL</u>	2019 <u>ORIG BUD</u>	2019 <u>REVISED BUD</u>	2020 <u>Dept</u>
Program Revenues						
423200 Library Grants & Aids	1,066,420	1,062,448	643,736	1,043,692	1,043,692	-
480100 General Charges for Service	59,202	49,213	15,980	65,000	65,000	-
500100 Fees & Commissions	1,502	955	371	1,500	1,500	-
501500 Rental of City Property	30,000	30,000	30,000	30,000	30,000	-
502000 Donations & Memorials	957	1,632	40	-	-	-
503500 Other Reimbursements	<u>246,212</u>	<u>145,713</u>	<u>71,507</u>	<u>18,650</u>	<u>18,650</u>	-
TOTAL PROGRAM REVENUES	1,404,293	1,289,961	761,634	1,158,842	1,158,842	-
Personnel						
610100 Regular Salaries	2,071,112	2,016,516	664,356	2,280,638	2,280,638	-
610400 Call Time Wages	-	74	10	-	-	-
610500 Overtime Wages	396	204	237	-	-	-
610800 Part-Time Wages	251,250	269,251	85,766	200,903	221,903	-
611000 Other Compensation	-	710	-	-	-	-
611400 Sick Pay	5,016	2,256	3,221	-	-	-
611500 Vacation Pay	230,534	241,327	70,650	-	-	-
615000 Fringes	<u>873,573</u>	<u>806,780</u>	<u>273,598</u>	<u>843,325</u>	<u>848,375</u>	-
TOTAL PERSONNEL	3,431,881	3,337,118	1,097,838	3,324,866	3,350,916	-
Training~Travel						
620100 Training/Conferences	22,843	17,397	8,196	23,234	23,234	-
620600 Parking Permits	<u>19,560</u>	<u>20,327</u>	<u>20,489</u>	<u>20,880</u>	<u>20,880</u>	-
TOTAL TRAINING / TRAVEL	42,403	37,724	28,685	44,114	44,114	-
Supplies						
630100 Office Supplies	125,042	67,311	17,067	45,781	58,192	-
630300 Memberships & Licenses	4,667	3,454	1,631	2,200	2,200	-
630500 Awards & Recognition	1,311	1,924	76	850	850	-
630600 Building Maint./Janitorial	9,891	11,001	4,612	10,187	10,187	-
630700 Food & Provisions	5,148	6,516	1,605	1,135	2,335	-
630902 Tools & Instruments	115	99	-	150	150	-
631500 Books & Library Materials	619,982	598,405	190,722	597,644	619,334	-
632001 City Copy Charges	-	-	-	100	100	-
632002 Outside Printing	3,890	686	-	-	-	-
632101 Uniforms	363	230	-	-	-	-
632300 Safety Supplies	239	126	15	550	550	-
632700 Miscellaneous Equipment	<u>66,989</u>	<u>52,739</u>	<u>33,807</u>	<u>69,630</u>	<u>69,630</u>	-
TOTAL SUPPLIES	837,637	742,491	249,535	728,227	763,528	-
Purchased Services						
640700 Solid Waste/Recycling Pickup	2,388	2,520	670	2,507	2,507	-
641200 Advertising	2,218	1,827	1,340	1,288	1,288	-
641301 Electric	98,489	91,269	25,371	101,444	101,444	-
641302 Gas	24,310	22,283	11,310	24,676	24,676	-
641303 Water	4,948	4,701	1,178	4,996	4,996	-
641304 Sewer	2,063	1,955	490	2,083	2,083	-
641306 Stormwater	2,418	2,722	728	2,781	2,781	-
641307 Telephone	3,046	2,665	968	3,290	3,290	-
641308 Cellular Phones	1,229	1,405	360	1,428	1,428	-
641600 Build Repairs & Maint	1,515	900	72	2,000	2,000	-
641800 Equip Repairs & Maint	100,161	86,404	46,567	85,465	85,465	-
642000 Facilities Charges	157,508	144,203	28,639	175,293	175,293	-
659900 Other Contracts/Obligation	<u>95,556</u>	<u>152,758</u>	<u>86,106</u>	<u>112,183</u>	<u>112,183</u>	-
TOTAL PURCHASED SVCS	495,849	515,612	203,799	519,434	519,434	-
Capital Outlay						
681500 Software Acquisition	<u>14,660</u>	<u>255</u>	<u>202</u>	<u>8,498</u>	<u>8,498</u>	-
TOTAL CAPITAL OUTLAY	14,660	255	202	8,498	8,498	-
TOTAL EXPENSE	<u>4,822,430</u>	<u>4,633,200</u>	<u>1,580,059</u>	<u>4,625,139</u>	<u>4,686,490</u>	-

