

CITY OF APPLETON 2022 BUDGET

LIBRARY

Library Director: Colleen T. Rortvedt

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CITY OF APPLETON 2022 BUDGET LIBRARY

MISSION STATEMENT

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

DISCUSSION OF SIGNIFICANT 2021 EVENTS

Maintain high quality library services

- 2021 was impacted by the pandemic resulting in redesigning library service in methods that are safe and slowly restoring services. By the start of summer nearly all library services have been restored.
- Served as a vaccination site over the summer focusing on vaccinating youth.
- Eliminated overdue fines and cleared patron accounts of existing fines for materials that have been returned.

Summer Reading Program

- Offered for all ages utilizing online and in person options. 1,099 children and 305 adults participated (2021 numbers to be updated upon completion of program)
- Summer programming was initially planned outdoors and as COVID and vaccination rates improved indoor programming occurred.

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

- Grants obtained include:
 - "Small Business – Big Impact," an initiative to support business startup, retention, and expansion for people of color and immigrants, is launched with grant funding from the American Library Association for 2020/2021
 - WiLS Ideas to Action grant for Community Chords Project
 - East Asia in Wisconsin Grant from UW Madison's Center for East Asian Studies
 - READ Africa Grant from UW Madison's African Studies Program
 - Implemented grant with OWLS and Friends of the APL to provide circulating laptops throughout the system from the WI Public Services Commission
 - Friends of the APL provided \$64,000 in grants
- Librarians engaged in initiatives at the State level including serving as a mentor for Wisconsin Libraries - Transforming Communities and staff were among five libraries in the country chosen to serve as coaches for ALA's ongoing Libraries Build Business initiative

Continue to explore facility needs and options

- Selected architects Skidmore, Owings and Merrill to design library renovation/expansion and began work on design
- Created multiple methods for public participation including working with the Mayor to establish a Library Building Project Advisory Committee
- Began developing plans for temporary library during construction
- Modified building to provide safe service to the public during the pandemic

Continue cooperation with schools and other community organizations

- Maintained and enhanced relationships with partners throughout the year finding new ways to collaborate during the pandemic
- Fox Cities Reads, George, was read and discussed throughout the community - author presentation was virtual; Fox Cities Book Festival includes in person and virtual events
- Collaborated with 37 local educational institutions, businesses, and non-profit and civic groups; Collaborations include English Language Learner programs, Building for Kids, ADI, Fox Valley Symphony, Boys & Girls Club
- Staff served on Imagine Fox Cities Leadership and Belonging Teams. Hosted community conversations
- As a United Way Agency the library coordinates the Reach Out and Read - Fox Cities program

Utilize volunteers more effectively

- In 2021 we have reinstituted volunteers based on how services have been evolving surrounding the pandemic including shelving, children's program support, Reach Out and Read, obituary database entry and local history projects, Job Connection support and Walking Books delivery service to homebound individuals.

Continuously work to improve website and online service delivery

- Expanded access to digital content, increasing titles and services offered
- Offered programming in person and online via synchronous and asynchronous videoconferencing when meeting in person was not feasible
- Implemented new App and created Book Matchmaker service
- e-circulation increased 17% from previous year: e-books, audiobooks, videos, comics, magazines, music and games

CITY OF APPLETON 2022 BUDGET LIBRARY

MAJOR 2022 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:

Complete design of renovated/expanded library, finalize and implement and interim library service model to that is responsive to community needs during the 18 month construction process.

As a core component of public education for all, cultivate quality collections and develop and provide quality programs for all ages, including outreach and group visits, age-appropriate programs for various developmental stages with inclusive programs; continue explore ways to develop and support outreach to the community in nontraditional locations; collaborate with schools and community organizations to provide options for different levels of engagement; continue efforts to extend outreach and circulation services out into the community.

Monitor continued impact and public health needs due to the pandemic; leverage resources to support economic recovery focusing on job loss, families struggling with educational needs, marginalized communities, individuals/families suffering from social isolation and those who rely on the library to mitigate the impact of the digital divide.

Eliminate barriers by utilizing the State inclusive services assessment and other City, community and library initiatives to advance equity and inclusion for library policies, collections, programs and services.

Market collections, programs and services; continue to develop the "digital branch" and virtual services

NOTE: This budget reflects temporary anticipated reductions in some budget lines due to service limitations that will occur due to the library operating in a temporary library during the 18 months period of construction.

DEPARTMENT BUDGET SUMMARY

Programs		Actual		Budget			% Change *
Unit	Title	2019	2020	Adopted 2021	Amended 2021	2022	
Program Revenues		\$ 1,267,872	\$ 1,237,716	\$ 1,171,236	\$ 1,171,236	\$ 1,107,501	-5.44%
Program Expenses							
16010	Administration	659,324	648,023	768,274	828,774	761,321	-0.91%
16021	Children's Services	548,499	542,351	566,305	578,557	539,671	-4.70%
16023	Public Services	730,368	680,116	697,751	712,978	716,708	2.72%
16024	Community Partnerships	494,580	501,360	497,799	501,291	503,717	1.19%
16031	Building Operations	467,278	406,380	438,898	438,898	444,710	1.32%
16032	Materials Management	1,495,776	1,436,398	1,454,745	1,469,490	1,314,332	-9.65%
16033	Network Services	267,245	279,001	311,763	315,763	268,592	-13.85%
TOTAL		\$ 4,663,070	\$ 4,493,629	\$ 4,735,535	\$ 4,845,751	\$ 4,549,051	-3.94%
Expenses Comprised Of:						(4,549,051)	
Personnel		3,296,550	3,211,800	3,393,413	3,393,413	-	-100.00%
Training & Travel		43,267	39,904	46,334	49,334	-	-100.00%
Supplies & Materials		787,295	756,463	728,124	759,613	-	-100.00%
Purchased Services		533,654	480,886	563,166	638,893	-	-100.00%
Capital Outlay		2,304	4,576	4,498	4,498	-	-100.00%
Full Time Equivalent Staff:							
Personnel allocated to programs		46.00	45.00	45.00	45.00	45.00	

CITY OF APPLETON 2022 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:

Complete design of renovated/expanded library. Finalize and implement and interim library service model to that is responsive to community needs during the 18 month construction process.

Oversee the Library's long-range plan and ensure Library is responsive to community needs, adapting as appropriate for the construction process and pandemic.

Work with the Outagamie Waupaca Library System in their relocation from the library building.

Share information about library programs, services and resources via effective marketing and communications.

Utilize the State of Wisconsin Inclusive Services Assessment, GARE and other community and library initiatives to advance equity and inclusion for library policies, collections, programs and services.

Work with Friends to develop strong public/private partnership; be good stewards of grant funds.

Continue identifying ways to leverage volunteers in the provision of library service.

Major changes in Revenue, Expenditures, or Programs:

- The pandemic created significant disruption and modifications to Library service that result in dramatic variances in current and projected outputs. 2022 outputs will be impacted by the library operating in temporary library.
- In 2021 the library eliminated overdue fines and developed a four year transition plan to offset the loss of revenue.
- No Rental of City Property (OWLS rent) projected for 2022 as OWLS is moving to new offices.
- The Other Contracts budget reflects a temporary reduction in the security guard contract due to temporary closures while moving to a temporary location.
- Increase in grant funds awarded impacted by Reach Out and Read diversified funding from clinics.

PERFORMANCE INDICATORS

	Actual 2019	Actual 2020	Target 2021	Projected 2021	Target 2022
Client Benefits/Impacts					
Library activities, programs and services are responsive to community needs					
% of surveyed patrons who rate the library as satisfactory	97%	97%	97%	97%	97%
Strategic Outcomes					
A better educated community					
Collaborations with educational institutions	233	37	200	200	200
Work Process Outputs					
Grant funds awarded	\$ 152,126	\$ 221,470	\$ 180,000	\$ 200,000	\$ 200,000
State-level meetings attended	38	55	40	40	40
Surveys conducted	1	1	1	3	1
Hours worked by library volunteers	7,437	2,002	3,000	2,500	2,500
Annual door count	408,532	105,816	250,000	200,000	200,000

CITY OF APPLETON 2022 BUDGET

LIBRARY

Administration

Business Unit 16010

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2019	2020	Adopted 2021	Amended 2021	2022
Revenues					
423200 Library Grants & Aids	\$ 1,045,947	\$ 1,070,138	\$ 1,091,736	\$ 1,091,736	\$ 1,063,001
480100 General Charges for Svc	44,646	14,728	30,000	30,000	
501500 Rental of City Property	30,012	30,000	30,000	30,000	-
502000 Donations & Memorials	587	553	-	-	-
503500 Other Reimbursements	14,666	22,082	-	-	-
Total Revenue	<u>\$ 1,135,858</u>	<u>\$ 1,137,501</u>	<u>\$ 1,151,736</u>	<u>\$ 1,151,736</u>	<u>\$ 1,063,001</u>
Expenses					
610100 Regular Salaries	\$ 394,145	\$ 430,430	\$ 460,663	\$ 460,663	\$ 466,769
610400 Call Time Wages	45	15	-	-	
610500 Overtime Wages	-	-	-	-	
610800 Part-Time Wages	8,446	4,599	8,790	8,790	8,086
615000 Fringes	132,534	142,050	179,508	179,508	181,315
620100 Training/Conferences	9,327	5,440	4,920	7,920	4920
620600 Parking Permits	20,729	22,823	23,100	23,100	23,100
630100 Office Supplies	4,273	2,300	4,635	4,635	4,635
630300 Memberships & Licenses	3,065	3,393	2,200	2,200	2,200
630500 Awards & Recognition	1,157	879	850	850	850
630700 Food & Provisions	4,076	319	1,135	1,135	1,135
632001 City Copy Charges	-	302	100	100	100
632002 Outside Printing	1,031	1,033	-	-	
641200 Advertising	2,409	2,477	1,288	6,288	1,288
641307 Telephone	3,069	3,358	2,948	2,948	2,948
641308 Cellular Phones	1,517	615	1,600	1,600	1,600
659900 Other Contracts/Obligation	73,501	27,990	76,537	129,037	62,375
Total Expense	<u>\$ 659,324</u>	<u>\$ 648,023</u>	<u>\$ 768,274</u>	<u>\$ 828,774</u>	<u>\$ 761,321</u>

DETAILED SUMMARY OF 2022 PROPOSED EXPENDITURES > \$15,000

Other Contracts/Obligations

Security Guard	\$ 61,975
Piano Tuning	400
	<u>\$ 62,375</u>

CITY OF APPLETON 2022 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: "Responsibly deliver 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 25000 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 programs directed at families and children to include refugees, newcomers and those from culturally diverse backgrounds including coordination with community organizations to bring ELL book clubs, literacy classes, and other cultural celebrations.

Major changes in Revenue, Expenditures, or Programs:

The Children's Department continues to develop ways to provide programming and services during the building process including planning for a temporary location. These plans include: in-person & virtual programming, the exploration and experimentation of non-traditional and traditional outreach programming, outdoor programs & the continuation of services such as Book Packs that grew in popularity during the pandemic.

PERFORMANCE INDICATORS

	Actual 2019	Actual 2020	Target 2021	Projected 2021	Target 2022
Client Benefits/Impacts					
Children have access to a wide range of quality programs					
Attendance at children's programs	45,473	13,000	10,000	15,000	25,000
Drop-in activity participants	6,667	1,732	2,000	2,000	5,000
Strategic Outcomes					
Children discover joy of reading & develop love of learning					
Summer Library program participants	3,775	1,099	1,500	1,500	2,000
Members of the Appleton community find high quality programs at the library					
% of attendees satisfied with programs (survey done in odd years)	96%	96%	80%	80%	80%
Work Process Outputs					
Reference transactions	15,984	3,218	1,200	3,500	3,500
Number of children's programs	968	500	500	500	500

CITY OF APPLETON 2022 BUDGET

LIBRARY

Children's Services

Business Unit 16021

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2019	2020	Adopted 2021	Amended 2021	2022
Revenues					
503500 Other Reimbursements	31,600	18,800	-	-	-
Total Revenue	<u>\$ 31,600</u>	<u>\$ 18,800</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>
Expenses					
610100 Regular Salaries	\$ 350,454	\$ 361,433	\$ 369,371	\$ 369,371	\$ 362,814
610800 Part-Time Wages	38,718	27,648	30,528	30,528	31,395
615000 Fringes	127,636	128,929	158,189	158,189	137,245
620100 Training/Conferences	3,996	5,480	4,405	4,405	4,405
630100 Office Supplies	21,003	16,460	2,812	10,979	2,812
630300 Memberships & Licenses	153	-	-	-	-
630700 Food & Provisions	1,444	690	-	4,085	-
659900 Other Contracts/Obligation	5,095	1,711	1,000	1,000	1,000
Total Expense	<u>\$ 548,499</u>	<u>\$ 542,351</u>	<u>\$ 566,305</u>	<u>\$ 578,557</u>	<u>\$ 539,671</u>

DETAILED SUMMARY OF 2022 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2022 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: "Responsibly deliver 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, 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; provide quality service to our patrons in person, via phone and remotely.

Register new patrons and maintain a database of 75,000 users; process holds in conjunction with the Materials Management section (approx. 145,000 items); send out overdue, billing and reserve notices; utilize the Tax Refund Intercept Program (TRIP) and a collection agency for the collection of long overdue items and bills.

Promote and educate the public on the use of the self-check machines.

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 non-traditional locations.

Major changes in Revenue, Expenditures, or Programs:

Public Services continues to develop ways to provide resources and services during the building process including planning for a temporary location.

PERFORMANCE INDICATORS

	<u>Actual 2019</u>	<u>Actual 2020</u>	<u>Target 2021</u>	<u>Projected 2021</u>	<u>Target 2022</u>
Client Benefits/Impacts					
Convenient and fast access to accurate information					
Reference questions answered	39,962	25,994	25,000	30,000	30,000
Strategic Outcomes					
Members of the Appleton community who will use the library and encourage others to do so					
Number of registered patrons	79,729	74,131	80,000	75,000	75,000
Members of the Appleton community find high quality service at the library					
% of respondents satisfied with library service (survey done on odd years)	94%	94%	75%	75%	75%
Work Process Outputs					
Adult materials circulation	545,136	199,472	300,000	300,000	300,000
Children's materials circulation	345,935	132,982	180,000	180,000	180,000
Reserves filled for APL patrons	146,567	78,160	90,000	75,000	75,000

CITY OF APPLETON 2022 BUDGET

LIBRARY

Public Services

Business Unit 16023

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2019	2020	Adopted 2021	Amended 2021	2022
Revenues					
503500 Other Reimbursements	\$ 12,494	\$ 1,814	\$ 400	\$ 400	\$ 400
Total Revenue	<u>\$ 12,494</u>	<u>\$ 1,814</u>	<u>\$ 400</u>	<u>\$ 400</u>	<u>\$ 400</u>
Expenses					
610100 Regular Salaries	\$ 475,860	\$ 458,777	\$ 455,427	\$ 455,427	\$ 449,189
610500 Overtime Wages	4	1	-	-	-
610800 Part-Time Wages	91,753	74,200	90,508	90,508	91,865
615000 Fringes	150,514	138,466	137,227	137,227	161,065
620100 Training/Conferences	2,443	2,167	2,565	2,565	2,565
630100 Office Supplies	2,960	2,243	3,500	3,500	3,500
659900 Other Contracts/Obligation	6,834	4,262	8,524	23,751	8,524
Total Expense	<u>\$ 730,368</u>	<u>\$ 680,116</u>	<u>\$ 697,751</u>	<u>\$ 712,978</u>	<u>\$ 716,708</u>

DETAILED SUMMARY OF 2022 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2022 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: "Responsibly deliver 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, online, 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 Appleton and 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, 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 economic development.

Work with Public Services and Children's Services staff to bring circulation services to the community.

Major changes in Revenue, Expenditures, or Programs:

Community partnerships staff will work in partnership with other community agencies and institutions to coordinate off-site programs and services during the building process including planning for a temporary location.

PERFORMANCE INDICATORS

	<u>Actual 2019</u>	<u>Actual 2020</u>	<u>Target 2021</u>	<u>Projected 2021</u>	<u>Target 2022</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	97%	97%	75%	75%	75%
Young adult programs	93%	93%	75%	75%	75%
Strategic Outcomes					
Members of the Appleton community engage with the library as a hub of learning and literacy					
Young adult program attendance	3,243	376	750	750	750
Adult program attendance	5,162	6,961	1,500	5,000	5,000
Work Process Outputs					
Web page "hits" (page accesses)	875,356	609,266	650,000	650,000	650,000
Number of locally produced databases or digital collections available via web	10	10	10	10	10

CITY OF APPLETON 2022 BUDGET

LIBRARY

Community Partnerships

Business Unit 16024

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2019	2020	Adopted 2021	Amended 2021	2022
Revenues					
503500 Other Reimbursements	\$ 17,500	\$ 32,000	\$ -	\$ -	\$ -
Total Revenue	<u>\$ 17,500</u>	<u>\$ 32,000</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>
Expenses					
610100 Regular Salaries	\$ 318,218	\$ 346,580	\$ 344,212	\$ 344,212	\$ 349,375
610800 Part-Time Wages	17,714	13,321	-	-	-
615000 Fringes	138,006	126,676	146,325	146,325	147,080
620100 Training/Conferences	4,545	3,990	4,450	4,450	4,450
620600 Parking Permits	-	0	-	-	-
630100 Office Supplies	5,010	3,149	2,812	3,304	2,812
630300 Memberships & Licenses	-	74	-	-	-
659900 Other Contracts/Obligation	11,087	7,570	-	3,000	-
Total Expense	<u>\$ 494,580</u>	<u>\$ 501,360</u>	<u>\$ 497,799</u>	<u>\$ 501,291</u>	<u>\$ 503,717</u>

DETAILED SUMMARY OF 2022 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2022 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: "Responsibly deliver 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 increased cleanliness, sanitization and perform light maintenance of the library building while providing assistance to Library staff and the community.

Ensure library meeting room needs are met.

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:

Operations will support facility needs during the building process including preparing and moving to a temporary location.

PERFORMANCE INDICATORS

	<u>Actual 2019</u>	<u>Actual 2020</u>	<u>Target 2021</u>	<u>Projected 2021</u>	<u>Target 2022</u>
Client Benefits/Impacts					
The public enjoys a safe and clean facility					
% of patrons satisfied with public meeting rooms (surveyed on odd years)	93%	93%	90%	90%	90%
% of patrons satisfied with safety in the library (surveyed on odd years)	85%	85%	90%	90%	90%
Strategic Outcomes					
The community increasingly uses opportunities for meetings, programs and discussions					
# of meetings and programs	4,489	1,104	500	500	2,000
Work Process Outputs					
# of satisfactory monthly inspections completed	12	12	12	12	12
# of staff training opportunities completed	22	14	20	20	20

CITY OF APPLETON 2022 BUDGET

LIBRARY

Building Operations

Business Unit 16031

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2019	2020	Adopted 2021	Amended 2021	2022
Revenues					
500100 Fees & Commissions	\$ 1,005	\$ 337	\$ 600	\$ 600	\$ 600
503500 Other Reimbursements	111	-	-	-	-
Total Revenue	\$ 1,116	\$ 337	\$ 600	\$ 600	\$ 600
Expenses					
610100 Regular Salaries	\$ 112,716	\$ 77,876	\$ 76,128	\$ 76,128	\$ 77,270
610400 Call Time Wages	-	-	-	-	-
610500 Overtime Wages	57	703	-	-	-
610800 Part-Time Wages	4,619	3,915	3,912	3,912	19,184
615000 Fringes	47,020	23,898	26,104	26,104	26,834
620100 Training/Conferences	-	4	830	830	830
630100 Office Supplies	29	0	-	-	-
630600 Building Maint./Janitorial	12,560	6,416	11,084	11,084	11,417
630902 Tools & Instruments	-	14	150	150	150
632101 Uniforms	-	180	-	-	-
632300 Safety Supplies	500	1,039	550	550	550
632700 Miscellaneous Equipment	279	238	650	650	650
640700 Solid Waste/Recycling	2,563	4,219	4,005	4,005	4,125
641300 Utilities	120,401	106,777	129,112	129,112	129,112
641600 Build Repairs & Maint	2,424	1,788	2,000	2,000	2,000
641800 Equip Repairs & Maint	160	-	400	400	400
642000 Facilities Charges	163,950	179,313	183,973	183,973	172,188
Total Expense	\$ 467,278	\$ 406,380	\$ 438,898	\$ 438,898	\$ 444,710

DETAILED SUMMARY OF 2022 PROPOSED EXPENDITURES > \$15,000

None

CITY OF APPLETON 2022 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: "Responsibly deliver 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 25,000 new titles in the online catalog. We process 27,500 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 over a million 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 with OWLSnet on implementation of the integrated library system, as well as ways to reduce barriers to access.

Major changes in Revenue, Expenditures, or Programs:

Develop and implement plan for relocation of entire APL physical collection (approximately 245,000 items) to interim service and/or storage location(s) in advance of building construction project.

Materials Management continues to develop ways to provide access to collections during the building process including planning for a temporary location.

The Library Materials and Supplies budgets reflect temporary reductions due to limitations that will occur because of the library operating in a temporary library during the 18 months period of construction

PERFORMANCE INDICATORS

	Actual 2019	Actual 2020	Target 2021	Projected 2021	Target 2022
Client Benefits/Impacts					
People can obtain the materials they need quickly					
% of holds filled within 1 week		January-August			
of being placed	60%	22%	50%	50%	60%
Improved efficiencies in delivering service					
Number of volunteer hours					
in Materials Management	3,259	491	1,000	500	1,000
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	240,888	248,531	235,000	230,000	225,000
Work Process Outputs					
# of volumes processed	31,159	28,219	27,000	27,000	25,000
# of volumes weeded	75,687	14,649	30,000	45,000	45,000

CITY OF APPLETON 2022 BUDGET

LIBRARY

Materials Management

Business Unit 16032

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2019	2020	Adopted 2021	Amended 2021	2022
Revenues					
503500 Other Reimbursements	\$ 46,356	\$ 41,692	\$ -	\$ -	\$ 25,000
Total Revenue	<u>\$ 46,356</u>	<u>\$ 41,692</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ 25,000</u>
Expenses					
610100 Regular Salaries	\$ 506,768	\$ 523,499	\$ 524,489	\$ 524,489	\$ 513,223
610500 Overtime Wages	2	-	-	-	-
610800 Part-Time Wages	98,336	63,614	70,268	70,268	72,815
615000 Fringes	149,405	139,627	161,250	161,250	159,847
620100 Training/Conferences	1,029	-	3,324	3,324	3,324
630100 Office Supplies	31,152	21,602	30,522	30,522	24,417
631500 Books & Library Materials	641,651	623,914	597,644	612,389	475,000
659900 Other Contracts/Obligation	67,433	64,142	67,248	67,248	65,706
Total Expense	<u>\$ 1,495,776</u>	<u>\$ 1,436,398</u>	<u>\$ 1,454,745</u>	<u>\$ 1,469,490</u>	<u>\$ 1,314,332</u>

DETAILED SUMMARY OF 2022 PROPOSED EXPENDITURES > \$15,000

Office Supplies

General office supplies	\$ 3,128
Material processing supplies (book jackets, barcodes, cassette cases, book labels, CD cases, etc.)	16,084
RFID supplies	5,205
	<u>\$ 24,417</u>

Books & Library Materials

Children's materials	\$ 115,603
Adult materials	331,194
Digital content consortia	28,203
	<u>\$ 475,000</u>

Other Contracts/Obligations

OWLSnet contract	\$ 61,206
Collection agency	4,500
	<u>\$ 65,706</u>

CITY OF APPLETON 2022 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: "Responsibly deliver 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 usability and update the network hardware and software to ensure responsiveness to patron and staff need; replace aging network switches to increase uptime and reliability; maintain warranties on production servers and utilize the Federal government program e-rate to attain the best rates and reimbursements for eligible items.

Maintain online public access catalogs, public workstations, AV equipment, digital signage, RFID and automated materials handling equipment; filter and protect internet connections to keep library staff 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.

Major changes in Revenue, Expenditures, or Programs:

Support staff who are working from home due to COVID, including providing access to Office 365 and VPN connectivity, and consulting with staff doing online programming and events.

Network Services continues to develop ways to provide access to technology during the building process including planning and implementing in a temporary location.

The Equipment Repair and Maintenance and Misc. Equipment budgets reflect temporary reductions due to limitations that will occur because of the library operating in a temporary library during the 18 months period of construction. Fewer PCs will be replaced during this period and some service contracts will be terminated.

PERFORMANCE INDICATORS

	Actual 2019	Actual 2020	Target 2021	Projected 2021	Target 2022
Client Benefits/Impacts					
People will have reliable access to up-to-date technology					
% surveyed who are satisfied with the library website (survey done in odd years)	88%	88%	90%	90%	90%
Strategic Outcomes					
Hours of public internet computer use	39,440	8,140	20,000	20,000	20,000
Sessions on public computers	50,269	10,233	25,000	20,000	20,000
Community enjoys a high level of access to electronic information resources					
# of referrals to InfoSoup online catalog	140,366	71,867	100,000	100,000	100,000
Database sessions	1,288,401	1,140,140	1,350,000	1,300,000	1,300,000
Work Process Outputs					
PC workstations & other devices installed	40	40	40	40	30

CITY OF APPLETON 2022 BUDGET

LIBRARY

Network Services

Business Unit 16033

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2019	2020	Adopted 2021	Amended 2021	2022
Revenues					
503500 Other Reimbursements	\$ 22,948	\$ 5,572	\$ 18,500	\$ 18,500	\$ 18,500
Total Revenue	<u>\$ 22,948</u>	<u>\$ 5,572</u>	<u>\$ 18,500</u>	<u>\$ 18,500</u>	<u>\$ 18,500</u>
Expenses					
610100 Regular Salaries	\$ 95,343	\$ 96,849	\$ 107,321	\$ 107,321	\$ 104,234
610500 Overtime	225	46	-	-	-
615000 Fringes	38,011	28,650	43,193	43,193	23,087
620100 Training/Conferences	1,198	-	2,740	2,740	2,740
630100 Office Supplies	82	15	1,500	1,500	1,500
632700 Miscellaneous Equipment	56,870	72,201	67,980	71,980	52,980
641800 Equip Repairs & Maint	73,211	76,664	84,531	84,531	79,553
681500 Software Acquisition	2,305	4,576	4,498	4,498	4,498
Total Expense	<u>\$ 267,245</u>	<u>\$ 279,001</u>	<u>\$ 311,763</u>	<u>\$ 315,763</u>	<u>\$ 268,592</u>

DETAILED SUMMARY OF 2022 PROPOSED EXPENDITURES > \$15,000

Miscellaneous Equipment

Workstation replacements	\$ 20,000
Network hardware, wiring, etc.	18,000
Network Attached Storage	14,980
	<u>\$ 52,980</u>

Equipment Repairs and Maintenance

Photocopier lease & maintenance	\$ 11,840
Automated material handling equipment	20,000
Self checks and security gate contract	18,927
Software license and maintenance fees	25,199
Other equipment repairs and maintenance	3,587
	<u>\$ 79,553</u>

CITY OF APPLETON 2022 BUDGET

LIBRARY

	2019 ACTUAL	2020 ACTUAL	2021 YTD ACTUAL	2021 ORIG BUD	2021 REVISED BUD	2022 BUDGET
Program Revenues						
423200 Library Grants & Aids	1,045,947	1,070,138	-	1,091,736	1,091,736	
480100 General Charges for Service	44,646	14,728	1,296	30,000	30,000	
500100 Fees & Commissions	1,005	337	-	-	-	-
501500 Rental of City Property	30,013	30,000	30,000	30,000	30,000	
502000 Donations & Memorials	587	553	148	-	-	-
503500 Other Reimbursements	145,674	121,960	64,958	19,500	19,500	
TOTAL PROGRAM REVENUES	1,267,872	1,237,716	96,402	1,171,236	1,171,236	-
Personnel						
610100 Regular Salaries	2,026,765	2,104,094	678,950	2,337,611	2,337,611	
610400 Call Time Wages	45	15	600	-	-	-
610500 Overtime Wages	284	798	-	-	-	-
610800 Part-Time Wages	259,586	187,296	55,869	204,006	204,006	
611000 Other Compensation	-	-	-	-	-	-
611400 Sick Pay	5,064	4,338	1,833	-	-	-
611500 Vacation Pay	221,679	186,964	30,414	-	-	-
615000 Fringes	783,127	728,295	247,811	851,796	851,796	
TOTAL PERSONNEL	3,296,550	3,211,800	1,015,477	3,393,413	3,393,413	-
Training~Travel						
620100 Training/Conferences	22,538	17,081	2,537	23,234	26,234	
620600 Parking Permits	20,729	22,823	23,100	23,100	23,100	
TOTAL TRAINING / TRAVEL	43,267	39,904	25,637	46,334	49,334	-
Supplies						
630100 Office Supplies	64,508	45,770	9,744	45,781	54,440	
630300 Memberships & Licenses	3,218	3,467	1,066	2,200	2,200	
630500 Awards & Recognition	1,157	879	168	850	850	
630600 Building Maint./Janitorial	12,560	6,416	3,481	11,084	11,084	
630700 Food & Provisions	5,520	1,009	230	1,135	5,220	
630902 Tools & Instruments	-	14	82	150	150	
631500 Books & Library Materials	641,651	623,914	204,953	597,644	612,389	
632001 City Copy Charges	-	303	-	-	-	
632002 Outside Printing	1,031	1,033	2,059	100	100	
632101 Uniforms	-	180	-	-	-	
632300 Safety Supplies	500	1,039	110	550	550	
632700 Miscellaneous Equipment	57,150	72,439	753	68,630	72,630	
TOTAL SUPPLIES	787,295	756,463	222,646	728,124	759,613	-
Purchased Services						
640700 Solid Waste/Recycling Pickup	2,563	4,219	1,296	4,005	4,005	
641200 Advertising	2,409	2,477	4,151	1,288	6,288	
641301 Electric	88,808	83,151	24,010	95,890	95,890	
641302 Gas	22,352	16,437	10,244	22,283	22,283	
641303 Water	4,363	2,895	384	5,125	5,125	
641304 Sewer	1,803	1,144	134	2,114	2,114	
641306 Stormwater	3,075	3,150	811	3,700	3,700	
641307 Telephone	3,069	3,358	1,125	2,948	2,948	
641308 Cellular Phones	1,517	615	285	1,600	1,600	
641600 Build Repairs & Maint	2,424	1,788	-	2,000	2,000	
641800 Equip Repairs & Maint	73,371	76,664	51,658	84,931	84,931	
642000 Facilities Charges	163,950	179,313	23,395	183,973	183,973	
659900 Other Contracts/Obligation	163,950	105,675	90,299	153,309	224,036	
TOTAL PURCHASED SVCS	533,654	480,886	207,792	563,166	638,893	-
Capital Outlay						
681500 Software Acquisition	2,304	4,576	-	4,498	4,498	
TOTAL CAPITAL OUTLAY	2,304	4,576	-	4,498	4,498	-
TOTAL EXPENSE	4,663,070	4,493,629	1,471,552	4,735,535	4,845,751	-