

## LIBRARY FUND FUND 15

**PROGRAM:** Public Library

**DEPARTMENT:** Library

**PROGRAM MANAGER:** Library Director

**PROGRAM DESCRIPTION:**

A public library provides essential services to its community in times of calm, as well as in times of crisis. Franklin Public Library (FPL) provides all members of the community free and open access to library services to meet their informational, educational, and leisure needs. All library services are provided at no additional charge to residents of the City of Franklin and Milwaukee County (in accordance with the agreement with Milwaukee County Federated Library System [MCFLS]).

FPL is operated through a Special Revenue Fund of the City under the administration of a Library Board of Trustees which has exclusive control of the expenditure of all monies collected, donated, or appropriated for the Library's use. The Library Board is comprised of nine (9) members, specifically: one (1) representative of the Franklin Public School District, one (1) Alderman, and seven (7) citizens of the City of Franklin, appointed by the Mayor and approved by the Common Council. FPL is a member of the MCFLS. The Library Board appoints the Library Director who is the administrator of the Library and executive officer for the Library Board. The Director appoints all library personnel, prescribing their duties and compensation.

Primary funding for FPL comes from municipal property taxes in amounts determined by the Common Council. That amount remained at \$1,240,000 from 2013-2015; 1,287,000 in 2016; 1,296,600 in 2017, and 1,303,200 in 2018. The library's other funding source is a reciprocal borrowing payment from the State of Wisconsin via MCFLS. Payments from this source have allowed FPL to meet its budget during the 2009 to 2017 period, though the amount of reciprocal borrowing has been declining from a high of \$119,179 in 2013, to \$88,601 in 2017 (received in February 2018). 2019's amount is \$68,000 which is a significant decrease. The reciprocal borrowing payments will continue to trend downward due to changes in borrowing trends across the county and Oak Creek's new library. Reductions from this source will bring additional need for increased property tax levy support or service cuts.

Franklin is the 25<sup>th</sup> largest municipality in the State of Wisconsin, and the fourth largest suburban library in Milwaukee County by population; however, FPL is consistently the third largest suburban library by circulation and visitors. The library's challenge is to provide first class service to a first class community, with a per capital allocation of \$36.15, well below the statewide average of \$41.29 (2015) and the Milwaukee County average of \$43.87 (2018).

The residents of Franklin and surrounding areas have embraced Franklin Public Library as a community center. Not only do they visit the library to check out books, magazines, DVDs, music CDs, audiobooks, and educational toys, but they visit the library to attend programs for children, teens, and adults, to use the computers, to read newspapers and magazines, to

study, to learn to use technology, and to enjoy the camaraderie that comes with spending time in a pleasant public space.

### ACTIVITY MEASURES:

Activity	2013	2014	2015	2016	2017	2018
Hours of Service/Week	59	59	60	60	60	60
Hours of Service/Wk-Summer	56	57	57	57	57	57
Physical Circulation	477,991	465,656	474,658	439,962	409,974	400,000
Circulation of ebooks	12,653	17,552	23,187	28,567	31,398	35,000
Registered Borrowers	25,152	23,677	25,081	21,800	19,551	19,853
Physical Collection Size	140,000	139,772	132,330	133,556	134,896	135,686
Internet Computer Sessions	33,507**	30,970**	28,239**	24,850**	22,261**	20,000
Program Event Attendance	10,568	11,550	15,885	17,319	17,434	18,000

\*Forecast

\*\*In late 2013, computer sessions increased from 1 to 2 hours, decreasing number of sessions, but increasing overall use.

While Computer Internet Sessions decline, almost 21,000 distinct people connected to FPL's wireless access in 2017. People use a variety of personal electronic devices, many of them to access library resources including subscription databases and electronic books, audiobooks, magazines, and movies. In fact, FPL continues to move library services towards the digital age. The library now offers two digital platforms for books (OverDrive and the Cloud Library), and the RB Digital for downloadable magazines. In 2017, FPL added Hoopla, a service that allows streaming access to limited titles of ebooks, eaudiobooks, music and video. One of the challenges of funding these streaming models of service is they are typically more expensive to support than one license/one user models. They are however much more popular among users due to the fact there are no wait lists.

Here is a snapshot of FPL activity during the first 6 months of 2018:

Month	Days Open	Gates		Circulation					Computer Sessions	Distinct WiFi Users	New Cards	Holds Filled	Library Programs			Create Space Visitors	Website Visits	Bookable Meeting Rm Use
		Gate Count	Diff. from prior year	Physical Circ.	Diff. from prior year	eBooks Audio Mags Movies	Diff. from prior year	Total					Kids & Teens	Adults	Guests			
Jan.	30	17431	972	32505	(2096)	3112	545	35617	2006	1815	101	4865	27	19	679	N/A	6150	78
Feb.	28	16374	(512)	29416	(3430)	2606	299	32022	1699	1537	411	4188	27	19	1285	N/A	4280	69
March	31	18535	(328)	34945	(2761)	3076	422	38021	2087	1933	93	4745	23	20	1062	N/A	5777	72
April	29	17195	(398)	32695	(1710)	2933	407	35628	1886	1673	96	4577	27	22	1163	N/A	4803	98
May	30	15866	0	30341	(3320)	2840	411	33181	1759	1721	83	4152	2	21	421	77	5392	78
June	26	22197	782	39059	(269)	2747	225	41806	1931	1842	202	4318	34	19	2384	158	6923	121

FPL librarians make a concerted effort to program for all ages. For pre-readers, FPL offers Sensory Playtimes so children may explore all of their senses in a safe and welcoming environment. For older adults, FPL has partnered with the Libraries Memory Project to offer Memory Cafés designed to meet the needs of those adults dealing with early stage dementia, mild memory loss, or cognitive impairment, as well as the needs of their caregivers. In 2018, the Library added a Virtual Reality (VR) Center in the CreateSpace, benefiting from a local Eagle Scout Candidate's service project.

These initiatives are in addition to the many classes we teach for children's, teens, and adults, addressing topics such as counting and letter recognition, health and wellness, folk arts, multi-

culturalism, and world events. Many of these classes take place in the library's CreateSpace, a maker space to introduce traditional and emerging technology (no-tech, low-tech, and high-tech activities), including coloring, jewelry making, needle-felting, screen printing, sewing, electronic gaming, computer coding, electronic circuitry, stop-motion animation, 3D printing, Virtual Reality Center, and more.

In addition to the in-library programs that we provide, our Librarians are dedicated to creating outreach literacy programs to local schools, daycares, and even at the playgrounds of the City's wonderful parks. In the fall of 2018, the Youth Reference Librarians started a "Playground Tales" program at the pavilion in the Franklin Woods Nature Center. In 2019, we will have storytime programs at Lions Legend Park and Ken Windl Park. These outreach storytimes will further FPL's mission of furthering literacy in our community.

Franklin Public Library Foundation continues to support library outreach to senior living facilities in Franklin in the form of the Traveling Collection. Librarians select material from our collection and deliver them to the facilities for check out by residents. Traveling Collections provide access to print material for Franklin residents who may have trouble getting to the library.

FPL is fortunate to have fabulous volunteers who provide valuable service to the library and its patrons, including help in processing and shelving books, preparing materials for various programs, and performing a host of other tasks. Some volunteers are retirees nurturing their love of books; others are high school students filling National Honor Society volunteer requirements; and still others are people who need to perform community service in recompense for misdeeds. In 2017, volunteers contributed nearly 1,800 hours to the library. That is almost the equivalent of one FTE employee.

**STAFFING:**

Two-thirds of the library's budget is personnel. Much of the remaining third are fixed costs that cannot be changed. We've sharpened our pencils and reduced expenses wherever possible, including eliminating databases and delaying technology purchases. Our budget is very lean. In 2017, we eliminated a part-time Library Assistant position as well as a Shelver position that hadn't been filled in several years. 2018 saw the elimination of the Administrative Aide position. The challenge to the library is that the duties that were performed by these employees still have to be done. This means adding more duties onto existing personnel.

<b>Authorized Positions (FTE)</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Library Director	1.00	1.00	1.00	1.00	1.00
Asst. Dir./Adult Serv. Librarian	1.00	1.00	1.00	1.00	1.00
Reference Librarian	2.91	2.91	2.91	3.10	3.02
Youth Ref. Librarian	2.625	2.625	2.625	2.625	2.625
Circulation Supervisor	1.00	1.00	1.00	1.00	1.00
Administrative Aide	0.25	0.25	0.25	0.25	Eliminated
Program/Outreach Coordinator	0.50	0.50	0.60	0.60	0.60
Library Assistant	6.61	6.53	6.53	5.00	5.00
Library Clerk	0.00	0.00	0.50	0.50	0.50
Shelver	1.75	1.75	1.25	1.25	1.25
<b>Total</b>	<b>17.02</b>	<b>16.94</b>	<b>16.94</b>	<b>16.68</b>	<b>15.37</b>

FPL has already streamlined staffing. We eliminated all overtime in 2014, and rescheduled all staff to better serve the public. Work teams have been implemented to improve productivity and reduce errors. At the library's two self-checkout stations, over half of all items checked out from Franklin Public Library are checked out directly by patrons, a figure that has gone relatively flat over the previous two years.

**BUDGET SUMMARY:**

Comparing FPL's collection and services to the Public Library Standards for the State of Wisconsin, we find ourselves lacking in most areas. These standards are based on population and are measured in four levels: Basic, Moderate, Enhanced, and Excellent.

Standard	Municipal Population	Franklin Public Library
FTE Staff/1,000	Basic: 0.5	Below Basic: .47 FTE
Volumes/Capita (Print)	Basic: 3.4	Below Basic: 2.9 Volumes
Audio Recordings/Capita	Basic: 0.23	Moderate: 0.31 Recordings
Video Recordings/Capita	Basic: 0.23	Enhanced: 0.41 Recordings
Hours Open	Basic: 62	Below Basic: 59.25 Hrs (Avg)
Materials Expenditure/Capita	Basic: \$5.40	Below Basic: \$4.32
Collection Size/Capita	Basic: 4.0	Below Basic: 3.71

A larger materials budget will bring us closer to the standards for Volumes per Capita, Materials Expenditure per Capita, and Collection Size per Capita. After all, a first class community deserves a first class library!

The Library has been at this location since 2002. It is a phenomenal property, much appreciated by the community. 2018 was an expensive year for HVAC systems as the A/C unit needed some major and costly repairs. More repairs and updates will need to be done sooner rather than later on this 16-year-old building. The Library Director is working on a Capital Improvement Plan to address those replacements. The Library Fund Balance is a little high due to the realization that major systems will need to be replaced and will also need to be paid for somehow out of a budget that has remained stagnant over the past few years.

Even as the library moves to the digital age, there is still a great demand for the library as a physical presence in our community. In a recent survey of the public by the Pew Internet and American Life Project on *Library Services in the Digital Age*, 76% of Americans think it is "very important" to the community for public libraries to provide quiet study spaces for adults and children. We add to this the need for collaborative spaces, as well, a third space (in addition to home and work or school) for people to be and to be comfortable.

**Library  
Funds 15 & 16**

GL NUMBER	DESCRIPTION	2019 ADOPTED BUDGET	2019 DEPT REQUEST BUDGET	2018 PROJECTED ACTIVITY	2018 ADOPTED BUDGET	2017 AMENDED BUDGET	2017 ACTIVITY	2016 ACTIVITY
<b>FUND 15</b>								
Dept 0000 - GENERAL								
REAL ESTATE TAXES								
15-0000-4011	GENERAL PROPERTY TAX	1,312,700	1,309,700	1,303,200	1,303,200	1,296,600	1,296,600	1,287,000
CHARGES FOR SERVICES								
15-0000-4458	LIBRARY RECIPROCAL BORROWING	68,000	68,000	75,000	75,000	90,000	88,601	93,361
INTEREST & INV INCOME								
15-0000-4711	INTEREST ON INVESTMENTS	8,500	8,500	12,000	8,500	8,500	8,280	8,924
15-0000-4713	INVESTMENT GAINS/LOSSES			(2,900)			(1,199)	(2,289)
	Total Interest & Inv Income	8,500	8,500	9,100	8,500	8,500	7,081	6,635
	<b>Total Revenues</b>	<b>1,389,200</b>	<b>1,386,200</b>	<b>1,387,300</b>	<b>1,386,700</b>	<b>1,395,100</b>	<b>1,392,282</b>	<b>1,386,996</b>
Dept 0511 - LIBRARY								
PERSONNEL SERVICES								
15-0511-5111	SALARIES-FT	388,143	388,143	372,000	372,354	366,553	321,676	349,823
15-0511-5113	SALARIES-PT	305,708	305,708	304,000	304,865	336,910	310,453	328,773
15-0511-5115	SALARIES-TEMP			2,000			12,906	
15-0511-5117	SALARIES-OT							13
15-0511-5118	COMPTIME TAKEN			250			386	
15-0511-5133	LONGEVITY	1,225	1,225	1,200	1,225	980	1,095	960
15-0511-5134	HOLIDAY PAY	37,282	37,282	36,100	36,148	36,551	33,381	37,234
15-0511-5135	VACATION PAY	48,471	48,471	43,800	43,806	42,300	33,305	38,851
15-0511-5151	FICA	59,733	59,733	58,000	58,017	59,922	52,921	55,705
15-0511-5152	RETIREMENT	27,005	27,005	26,000	26,082	26,613	24,486	27,236
15-0511-5153	RETIREE GROUP HEALTH	2,225	2,225	2,100	2,129	1,679	1,679	1,111
15-0511-5154	GROUP HEALTH & DENTAL	81,329	85,413	64,000	84,682	101,747	67,349	98,751
15-0511-5155	LIFE INSURANCE	2,742	2,742	2,600	2,622	2,659	1,955	2,153
15-0511-5156	WORKERS COMPENSATION INS	1,405	1,405	1,300	1,365	2,037	1,849	1,954
	Total Personnel	(955,268)	(959,352)	(913,350)	(933,295)	(977,951)	(863,441)	(942,564)
NON PERSONNEL SERVICES								
15-0511-5242	EQUIPMENT MAINTENANCE	9,000	9,000	13,000	13,000	15,800	13,103	15,094
15-0511-5257	SOFTWARE MAINTENANCE	750	750		500	1,000		750
15-0511-5299	SUNDRY CONTRACTORS	3,000	3,000	2,500	2,000	1,500		2,500
15-0511-5311	POSTAGE	500	500	700	750	1,000	522	620
15-0511-5312	OFFICE SUPPLIES	4,000	4,000	5,500	4,500	6,500	3,077	5,004
15-0511-5313	PRINTING	4,000	4,000					675
15-0511-5329	OPERATING SUPPLIES	12,000	12,000	14,000	14,000	19,900	21,195	15,814
15-0511-5393	E-BOOKS	8,400	8,400	8,500	8,525	10,000	11,714	10,771
15-0511-5422	SUBSCRIPTIONS	20,000	20,000	20,500	21,110	20,740	20,777	15,601
15-0511-5424	MEMBERSHIPS/DUES	1,800	1,800	1,700	1,800	1,870	1,764	1,656
15-0511-5425	CONFERENCES & SCHOOLS			500	1,000	1,000	60	928
15-0511-5432	MILEAGE	800	800	500	800	800	814	1,063
15-0511-5433	EQUIPMENT RENTAL	2,300	2,300	1,800	1,800	1,800	3,763	1,446
15-0511-5451	MCFLS COMPUTER	38,428	38,428	36,000	38,750	37,800	36,525	30,047
15-0511-5499	UNRESTRICTED CONTINGENCY					14,000		
15-0511-5528	ALLOCTD INSUR COST-FACILITY	33,000	33,000	31,600	31,650	31,650	31,650	30,400
15-0511-5551	WATER	1,750	1,750	1,500	1,602	1,560	1,543	1,095
15-0511-5552	ELECTRICITY	67,300	67,300	76,000	81,000	81,000	72,035	80,832
15-0511-5553	SEWER	600	600	300	416	400	376	272
15-0511-5554	NATURAL GAS	25,000	25,000	23,000	27,040	26,000	19,436	23,761
15-0511-5556	JANITORIAL SUPPLIES	6,000	6,000	6,000	6,000	6,000	4,549	6,130
15-0511-5557	BUILDING MAINTENANCE-SYSTEMS	10,000	10,000	10,000	10,000	14,800	14,730	16,562
15-0511-5558	BLDG MAINTENANCE-FLOORING	1,200	1,200	1,200	1,200	800	1,029	1,059
15-0511-5559	BUILDING MAINTENANCE-OTHER	7,500	7,500	15,000	7,500	8,000	9,110	5,703
15-0511-5560	INTERDEPT CHG-ALLOC PAY COST	78,500	78,500	85,600	85,680	84,000	84,000	78,240
	Total Non-Personnel	(335,828)	(335,828)	(355,400)	(360,623)	(387,920)	(351,772)	(346,023)
CAPITAL EXPENDITURES								
15-0511-5812	FURNITURE/FIXTURES			1,000		2,500	5,613	5,198
15-0511-5816	LIBRARY MATERIALS	82,000	82,000	85,000	85,282	83,000	85,456	103,920
15-0511-5822	BUILDING IMPROVEMENTS			4,000				24,779
15-0511-5841	COMPUTER EQUIPMENT	9,020	9,020	7,500	7,500	10,500	5,639	
15-0511-5843	SOFTWARE			1,500		2,500	1,433	
	Total Capital Expenditures	(91,020)	(91,020)	(99,000)	(92,782)	(98,500)	(98,141)	(133,897)
	<b>Total Expenditures</b>	<b>(1,382,116)</b>	<b>(1,386,200)</b>	<b>(1,367,750)</b>	<b>(1,386,700)</b>	<b>(1,464,371)</b>	<b>(1,313,354)</b>	<b>(1,422,484)</b>
ESTIMATED REVENUES - FUND 15								
		1,389,200	1,386,200	1,387,300	1,386,700	1,395,100	1,392,282	1,386,996
APPROPRIATIONS - FUND 15								
		1,382,116	1,386,200	1,367,750	1,386,700	1,464,371	1,313,354	1,422,484
<b>NET OF REVENUES/APPROPRIATIONS - FUND 15</b>								
		<b>7,084</b>		<b>19,550</b>		<b>(69,271)</b>	<b>78,928</b>	<b>(35,488)</b>
<b>BEGINNING FUND BALANCE</b>								
		<b>469,850</b>	<b>469,850</b>	<b>450,300</b>	<b>450,299</b>	<b>371,371</b>	<b>371,371</b>	<b>406,863</b>
<b>ENDING FUND BALANCE</b>								
		<b>476,934</b>	<b>469,850</b>	<b>469,850</b>	<b>450,299</b>	<b>302,100</b>	<b>450,299</b>	<b>371,375</b>

**Library  
Funds 15 & 16**

GL NUMBER	DESCRIPTION	2019 ADOPTED BUDGET	2019 DEPT REQUEST BUDGET	2018 PROJECTED ACTIVITY	2018 ADOPTED BUDGET	2017 AMENDED BUDGET	2017 ACTIVITY	2016 ACTIVITY
<b>Fund 16 - LIBRARY-RESTRICTED-FINES &amp; FEES</b>								
Dept 0000 - GENERAL								
CHARGES FOR SERVICES								
16-0000-4418.4005	LIB APM COMPUTER PRINT-TAXBL-use 4419			4,000				1,159
16-0000-4419.4005	TAXABLE SALES-copy,fax,coffee,numme	9,400	9,400	2,300	9,400	9,600	8,906	7,114
	Total Charges for Services	9,400	9,400	6,300	9,400	9,600	8,906	8,273
INTEREST & INV INCOME								
16-0000-4719.4002	MISC INTEREST-Donation MMKT Acct	60	60		60	70	65	64
16-0000-4719.4005	MISC INTEREST-Checking Acct	40	40		40	30	35	42
	Total Interest & Inv Income	100	100		100	100	100	106
MISCELLANEOUS								
16-0000-4748.4002	DONATIONS- LIBRARY-Donation MMKT	500		1,500	1,000	1,000	1,128	1,879
16-0000-4748.4005	DONATIONS - LIBRARY-Checking Acct	5,000	5,000	6,000	6,000	5,000	6,553	20,333
16-0000-4764.4005	LIBRARY SALES-Books-nontaxable	13,000	13,000	5,000	12,000	12,000	9,797	13,611
16-0000-4765.4005	LIBRARY FINES	35,000	35,000				22,055	
16-0000-4766.4005	LIBRARY MEETING ROOM RENTAL	4,000	4,000				4,875	
16-0000-4799.4005	MISC REVENUE-Lost Items & Fee Cards	3,000	3,000	40,000	40,000	42,050	14,803	46,556
	Total Miscellaneous	60,500	60,500	52,500	59,000	60,050	59,211	82,379
	<b>Total Revenues</b>	<b>70,000</b>	<b>70,000</b>	<b>58,800</b>	<b>68,500</b>	<b>69,750</b>	<b>68,217</b>	<b>90,758</b>
Dept 0511 - LIBRARY								
NON PERSONNEL SERVICES								
16-0511-5242.4005	EQUIPMENT MAINTENANCE				900	1,000	670	545
16-0511-5257.4005	SOFTWARE MAINTENANCE	3,500	3,500	2,500	1,750	2,000	1,739	1,739
16-0511-5299.4005	SUNDRY CONTRACTORS	7,000	7,000	5,000	7,000	8,000	7,763	9,638
16-0511-5311.4005	POSTAGE	300	300	300	400	500	1,342	565
16-0511-5312.4005	OFFICE SUPPLIES	8,000	8,000	5,500	6,000	5,500	9,038	7,466
16-0511-5313.4005	PRINTING	1,200	1,200		500	2,000	76	
16-0511-5329.4005	OPERATING SUPPLIES	6,000	6,000	7,500	5,330	2,500	6,829	11,745
16-0511-5393.4005	E-BOOKS	8,500	8,500	10,000	12,000	10,000	8,985	11,045
16-0511-5422.4005	SUBSCRIPTIONS	1,500	1,500	1,950	1,980	1,200	1,653	2,933
16-0511-5424.4005	MEMBERSHIPS/DUES	900	900	450	400	400	44	
16-0511-5425.4005	CONFERENCES & SCHOOLS	1,500	1,500	2,000	1,500	1,500	1,063	219
16-0511-5432.4005	MILEAGE	200	200	450	220	500	28	196
16-0511-5433.4005	EQUIPMENT RENTAL	5,620	5,620		6,120	6,250	6,053	4,577
16-0511-5451.4005	MCFLS COMPUTER			150		2,000		4,267
16-0511-5499.4005	CONTINGENCY - UNRESTRICTED					1,400		
16-0511-5556.4005	JANITORIAL SUPPLIES	300	300		500	500		
16-0511-5559.4005	BUILDING MAINTENANCE-OTHER	2,000	2,000		500	500		
16-0511-5734.4005	VOLUNTEER RECOGNITION	1,000	1,000		1,000	500		
	Total Non-Personnel	(47,520)	(47,520)	(35,800)	(46,100)	(46,250)	(45,283)	(54,935)
CAPITAL EXPENDITURES								
16-0511-5812.4005	FURNITURE/FIXTURES	5,000	5,000	15,000	5,000	5,000		13,765
16-0511-5816.4005	LIBRARY MATERIALS	10,000	10,000	10,000	10,000	5,000	10,232	14,663
16-0511-5841.4005	COMPUTER EQUIPMENT	5,000	5,000	4,500	5,000	12,000	6,212	
16-0511-5843.4005	SOFTWARE	2,400	2,400	1,000	2,400	1,500		128
	Total Capital	(22,400)	(22,400)	(30,500)	(22,400)	(23,500)	(16,444)	(28,556)
	<b>Total Expenditures</b>	<b>(69,920)</b>	<b>(69,920)</b>	<b>(66,300)</b>	<b>(68,500)</b>	<b>(69,750)</b>	<b>(61,727)</b>	<b>(83,491)</b>
ESTIMATED REVENUES - FUND 16								
		70,000	70,000	58,800	68,500	69,750	68,217	90,758
APPROPRIATIONS - FUND 16								
		69,920	69,920	66,300	68,500	69,750	61,727	83,491
	<b>Net Revenue (Expenditures)</b>	<b>80</b>	<b>80</b>	<b>(7,500)</b>			<b>6,480</b>	<b>7,267</b>
	<b>BEGINNING FUND BALANCE</b>	<b>123,280</b>	<b>123,280</b>	<b>130,780</b>	<b>130,779</b>	<b>124,289</b>	<b>124,289</b>	<b>117,024</b>
	<b>ENDING FUND BALANCE</b>	<b>123,360</b>	<b>123,360</b>	<b>123,280</b>	<b>130,779</b>	<b>124,289</b>	<b>130,779</b>	<b>124,291</b>