

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 was \$1,150,000 in 2010, \$1,175,000 in 2011, \$1,222,000 in 2012, and \$1,240,000 in 2013, 2014, and 2015. In 2016, the allocation was \$1,252,000, which helped, but did not entirely cover wage increases that resulted from the Classification and Compensation Study. 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 2016 period, though the amount of reciprocal borrowing has been declining from a high of \$119,179 in 2013, to \$78,000, the 2016 figure (which will be received in February 2017). Though 2017's figure is \$90,000, we see this bump as an aberration; reciprocal borrowing payments will 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.

Franklin is the 25th 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 \$34.78, well below the statewide average of \$49.74 (2015).

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	2011	2012	2013	2014	2015	2016*
Hours of Service/Week	59	59	59	60	60	60
Hours of Service/Wk-Summer	56	56	56	57	57	57
Physical Circulation	514,163	502,989	477,991	465,656	474,658	460,000
Circulation of ebooks	2,837	7,966	12,653	17,552	23,187	29,000
Registered Borrowers	23,618	24,800	25,152	23,677	25,081	25,000
Physical Collection Size	142,000	144,000	140,000	139,772	132,330	140,000
Computer Internet Sessions	49,638	39,976	33,507**	30,970**	28,239**	26,000**
Children's Event Attendance	14,002	14,000	10,568	11,550	15,885	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, an average of 1,600 people connect to FPL's wireless access each month. 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 Zinio platform for downloadable magazines. Some of these titles include *The Economist*, *Forbes*, *Bloomberg Business Week*, *Eating Well*, and *Smithsonian*. Use of this service continues to increase. Franklin is the second largest suburban user of digital services.

Here is a chart showing activities at Franklin Public Library during 2016:

Month & Days Open	Days Open	Gate Count	Circulation		Computer Sessions	WiFi User	New Cards	Holds Filled	Library Programs			Website Visits	Meeting Room Use
			Physical	Books, Audio, Mags & Movies					Kids & Teens	Adults	Guests		
Jan.	30	18,190	36,115	2,471	2,196	1,569	97	4,765	23	6	693	6,571	58
Feb.	29	19,103	35,831	2,236	2,234	1,524	102	4,889	35	7	1,554	6,757	80
March	30	19,614	39,782	2,367	2,281	1,586	110	4,986	38	13	1,773	7,521	104
April	30	18,129	37,010	2,281	2,280	1,601	90	4,855	37	12	1,358	6,911	84
May	29	16,323	34,160	2,515	1,991	1,571	92	4,533	23	11	1,958	6,286	56
June	26	22,021	42,764	2,504	2,040	1,682	184	4,672	34	10	2,869	6,741	112
July	24	19,589	41,332	2,384	1,922	1,783	109	4,334	40	13	4,280	6,242	107
August	27	18,936	38,610	2,487	2,065	1,588	115	4,732	10	11	522	5,897	72
Sept.													
Oct.													
Nov.													
Dec.													
Total	225	150,905	305,604	19,245	17,009	12,904	899	37,521	240	83	15,007	52,826	673

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.

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, multiculturalism, and world events. Many of these classes take place in the library's new 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, and more.

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 apartment complex 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 young people who need to perform community service in recompense for misdeeds. Two volunteers help with the CreateSpace. One volunteer demystifies computers, tablets, eReaders and smartphones, and the other helps people scan and digitize prints, slides and negatives to preserve their memories. During the past year, these volunteers contributed nearly 2,700 hours to the library.

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. Additionally, one position, currently vacant, will remain so. Still, the increases in personnel costs that resulted from the Classification and Compensation Study make it impossible to maintain personnel at current levels. We are reducing hours of several positions to reduce costs and reallocating remaining resources to better meet the needs of the community.

Authorized Positions (FTE)	2013	2014	2015	2016	2017
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	2.25	2.91	2.91	2.91	3.10
Youth Ref. Librarian	2.00	2.00	2.00	2.00	2.00
Circulation Supervisor	1.00	1.00	1.00	1.00	1.00
Administrative Aide	0.00	0.25	0.25	0.25	0.25
Program/Outreach Coordinator	0.00	0.50	0.50	0.60	0.60
Library Assistant	9.22	6.61	6.53	6.53	5.98
Library Clerk	0.00	0.00	0.00	0.50	0.50
Shelver	2.23	1.75	1.75	1.25	1.25
Total	17.70	17.02	16.94	16.94	16.68

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, more than half of all items checked out from Franklin Public Library are checked out directly by patrons, a figure that makes us the envy of other libraries.

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 which 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 2004. It is a phenomenal property, much appreciated by the community. Still, a 15 year old building needs attention. In 2016 we replaced one of the air conditioning compressors. Other major repairs and updates are in the works. In the coming years, FPL will need allocations at a level to facilitate regular building maintenance.

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.

City of Franklin, WI
Library

GL NUMBER	DESCRIPTION	2014 ACTIVITY	2015 ACTIVITY	2016 ADOPTED BUDGET	2016 AMENDED BUDGET	2016 PROJECTED ACTIVITY	2017 DEPT REQUEST BUDGET	2017 ADOPTED BUDGET
Library Fund - 15								
REAL ESTATE TAXES								
15-0000-4011	GENERAL PROPERTY TAX	1,240,000	1,240,000	1,287,000	1,287,000	1,287,000	1,296,600	1,296,600
CHARGES FOR SERVICES								
15-0000-4458	LIBRARY RECIPROCAL BORROWING	101,087	84,961	78,000	78,000	78,000	90,000	90,000
INTEREST & INV INCOME								
15-0000-4711	INTEREST ON INVESTMENTS	3,114	2,766			8,500	8,500	8,500
15-0000-4713	INVESTMENT GAINS/LOSSES	5,255						
Total Revenues - INTEREST & INV INCOME		8,369	2,766			8,500	8,500	8,500
Total Revenues		1,349,456	1,327,727	1,365,000	1,365,000	1,373,500	1,395,100	1,395,100
Dept 0511-LIBRARY								
PERSONNEL SERVICES								
15-0511-5111	SALARIES-FT	326,308	345,702	379,352	379,352	351,330	362,173	366,553
15-0511-5113	SALARIES-PT	275,434	304,955	317,940	317,940	328,877	366,651	336,910
15-0511-5117	SALARIES-OT	164				50		
15-0511-5133	LONGEVITY	930	975	980	980	960	980	980
15-0511-5134	HOLIDAY PAY	24,418	32,312	33,690	33,690	34,320	36,913	36,551
15-0511-5135	VACATION PAY	25,946	32,601	39,141	39,141	40,981	42,718	42,300
15-0511-5151	FICA	47,686	52,663	55,259	55,259	57,823	62,196	59,922
15-0511-5152	RETIREMENT	22,449	26,207	24,714	24,714	27,254	27,572	26,613
15-0511-5153	RETIREE GROUP HEALTH	3,245	2,500	3,292	3,292	1,110	1,696	1,679
15-0511-5154	GROUP HEALTH & DENTAL	109,734	108,152	102,357	102,357	102,163	106,390	101,747
15-0511-5155	LIFE INSURANCE	1,774	1,948	2,478	2,478	2,557	2,738	2,659
15-0511-5156	WORKERS COMPENSATION INS	1,431	1,994	1,878	1,878	2,116	2,114	2,037
Total APPROPRIATIONS - PERSONNEL SERVICES		(839,519)	(910,009)	(961,081)	(961,081)	(949,541)	(1,012,141)	(977,951)
NON PERSONNEL SERVICES								
15-0511-5242	EQUIPMENT MAINTENANCE	13,914	12,294	15,000	15,000	13,800	15,800	15,800
15-0511-5247	DATA & TELEPHONE CABLING	271		250	250			
15-0511-5257	SOFTWARE MAINTENANCE		659	1,000	1,000		1,000	1,000
15-0511-5299	SUNDRY CONTRACTORS	1,770	5,465	2,500	2,500	2,500	2,500	2,500
15-0511-5311	POSTAGE	1,717	437	1,400	1,400	500	1,000	1,000
15-0511-5312	OFFICE SUPPLIES	5,428	6,065	7,500	7,500	6,000	6,500	6,500
15-0511-5313	PRINTING			1,500	1,500			
15-0511-5328	EDUCATION SUPPLIES	6,809						
15-0511-5329	OPERATING SUPPLIES	23,172	19,850	19,500	19,500	22,000	19,900	19,900
15-0511-5393	E-BOOKS				10,000	18,000	10,000	10,000
15-0511-5422	SUBSCRIPTIONS	21,171	21,613	18,000	18,000	17,860	20,740	20,740
15-0511-5424	MEMBERSHIPS/DUES	1,167	1,175	2,000	2,000	1,770	1,870	1,870
15-0511-5425	CONFERENCES & SCHOOLS	15	442	1,000	1,000	300	1,000	1,000
15-0511-5432	MILEAGE	485	1,569	800	800	500	800	800
15-0511-5433	EQUIPMENT RENTAL	2,115	1,736	1,800	1,800	1,800	1,800	1,800
15-0511-5451	MCFLS COMPUTER	30,424	28,452	32,500	32,500	36,700	37,800	37,800
15-0511-5499	UNRESTRICTED CONTINGENCY						14,000	14,000
15-0511-5528	ALLOC'D INSUR COST-FACILITY	29,224	30,400	30,400	30,400	30,400	31,650	31,650
15-0511-5551	WATER	1,397	1,413	1,500	1,500	1,400	1,560	1,560
15-0511-5552	ELECTRICITY	75,763	74,616	77,900	77,900	74,900	81,000	81,000
15-0511-5553	SEWER	336	352	400	400	350	400	400
15-0511-5554	NATURAL GAS	45,689	22,453	40,000	40,000	25,000	26,000	26,000
15-0511-5556	JANITORIAL SUPPLIES	5,444	5,602	5,500	5,500	5,700	6,000	6,000
15-0511-5557	BUILDING MAINTENANCE-SYSTEMS	14,501	10,281	15,000	15,000	15,000	14,800	14,800
15-0511-5558	BLDG MAINTENANCE-FLOORING	596		700	700	700	800	800
15-0511-5559	BUILDING MAINTENANCE-OTHER	5,257	6,989	7,000	7,000	5,600	8,000	8,000
15-0511-5560	INTERDEPT CHG-ALLOC PAY COST	78,744	75,720	78,240	78,240	78,700	80,000	84,000
Total APPROPRIATIONS - NON PERSONNEL SERVICES		(365,409)	(327,583)	(361,390)	(371,390)	(359,480)	(384,920)	(388,920)
CAPITAL EXPENDITURES								
15-0511-5812	FURNITURE/FIXTURES		1,085	2,500	5,198	5,100	2,500	2,500
15-0511-5816	LIBRARY MATERIALS	94,715	143,485	100,000	99,000	78,000	82,000	82,000
15-0511-5822	BUILDING IMPROVEMENTS				25,000	24,800		
15-0511-5841	COMPUTER EQUIPMENT		8,066	7,000	7,000		3,500	3,500
15-0511-5843	SOFTWARE		1,120	2,000	2,000		500	500
Total APPROPRIATIONS - CAPITAL EXPENDITURES		(94,715)	(153,756)	(111,500)	(138,198)	(107,900)	(88,500)	(88,500)
Total APPROPRIATIONS - 0511-LIBRARY		(1,299,643)	(1,391,348)	(1,433,971)	(1,470,669)	(1,416,921)	(1,485,561)	(1,455,371)
Dept 0512-LIBRARY-RESTRICTED								
CAPITAL EXPENDITURES								
15-0512-5841	COMPUTER EQUIPMENT	19,001						
ESTIMATED REVENUES - FUND 15		1,349,456	1,327,727	1,365,000	1,365,000	1,373,500	1,395,100	1,395,100
APPROPRIATIONS - FUND 15		1,318,644	1,391,348	1,433,971	1,470,669	1,416,921	1,485,561	1,455,371
NET REVENUES (APPROPRIATIONS) - FUND 15		30,812	(63,621)	(68,971)	(105,669)	(43,421)	(90,461)	(60,271)
BEGINNING FUND BALANCE		439,670	470,482	406,861	406,863	406,863	363,442	363,442
ENDING FUND BALANCE		470,482	406,861	337,890	301,194	363,442	272,981	303,171

City of Franklin, WI
Library

GL NUMBER	DESCRIPTION	2014 ACTIVITY	2015 ACTIVITY	2016 ADOPTED BUDGET	2016 AMENDED BUDGET	2016 PROJECTED ACTIVITY	2017 DEPT REQUEST BUDGET	2017 ADOPTED BUDGET
Fund 16 - LIBRARY-RESTRICTED FUND								
CHARGES FOR SERVICES								
16-0000-4418.4005	LIB APM COMPUTER PRINT-TAXBL	3,823	4,006	2,100	2,100	3,500	9,600	9,600
16-0000-4419.4005	COPIES & FAXES-TAXABLE	1,829	2,834	9,000	9,000	5,000	9,600	9,600
	NET OF REVENUES/APPROPRIATIONS - CHARGES FOR SERV	5,652	6,840	11,100	11,100	8,500	9,600	9,600
INTEREST & INV INCOME								
16-0000-4719.4002	MISCELLANEOUS INTEREST	54	62				70	70
16-0000-4719.4005	MISCELLANEOUS INTEREST	83	66	100	100		30	30
	NET OF REVENUES/APPROPRIATIONS - INTEREST & INV INCO	137	128	100	100		100	100
MISCELLANEOUS								
16-0000-4748.4002	DONATIONS - LIBRARY	11,512	1,538			1,500	1,000	1,000
16-0000-4748.4005	DONATIONS - LIBRARY	11,050	3,617	3,500	30,004	18,000	5,000	5,000
16-0000-4764.4005	LIBRARY BOOK SALES		10,990			12,000	12,000	12,000
16-0000-4799.4005	MISCELLANEOUS REVENUE	48,900	42,795	39,450	39,450	45,000	42,050	42,050
	NET OF REVENUES/APPROPRIATIONS - MISCELLANEOUS	71,462	58,940	42,950	69,454	76,500	60,050	60,050
	NET OF REVENUES/APPROPRIATIONS - 0000-GENERAL	77,251	65,908	54,150	80,654	85,000	69,750	69,750
Dept 0511-LIBRARY								
NON PERSONNEL SERVICES								
16-0511-5242.4005	EQUIPMENT MAINTENANCE	445	177	400	400	400	1,000	1,000
16-0511-5257.4005	SOFTWARE MAINTENANCE	900	1,989	2,800	2,800	2,500	2,000	2,000
16-0511-5299.4005	SUNDRY CONTRACTORS	28,406	5,806	5,000	5,000	10,000	8,000	8,000
16-0511-5311.4005	POSTAGE	208	733	500	500	500	500	500
16-0511-5312.4005	OFFICE SUPPLIES	4,849	6,149	5,500	5,800	5,500	5,500	5,500
16-0511-5313.4005	PRINTING			2,000	2,000	2,000	2,000	2,000
16-0511-5329.4005	OPERATING SUPPLIES	2,067	7,551	3,000	3,000	8,500	2,500	2,500
16-0511-5393.4005	E-BOOKS				20,000	15,000	10,000	10,000
16-0511-5422.4005	SUBSCRIPTIONS	3,033	1,175	1,200	1,200		1,200	1,200
16-0511-5424.4005	MEMBERSHIPS/DUES	561	305	400	400		400	400
16-0511-5425.4005	CONFERENCES & SCHOOLS	2,743	2,058	1,500	1,500	1,200	1,500	1,500
16-0511-5432.4005	MILEAGE	865	416	500	500	400	500	500
16-0511-5433.4005	EQUIPMENT RENTAL		2,805	6,300	6,300	5,000	6,250	6,250
16-0511-5451.4005	MCFLS COMPUTER		116	1,000	1,000		2,000	2,000
16-0511-5499.4005	CONTINGENCY - UNRESTRICTED			40,000	40,000		1,400	1,400
16-0511-5556.4005	JANITORIAL SUPPLIES			250	250		500	500
16-0511-5559.4005	BUILDING MAINTENANCE-OTHER	32		500	500		500	500
16-0511-5734.4005	VOLUNTEER RECOGNITION						500	500
	NET OF REVENUES/APPROPRIATIONS - NON PERSONNEL SEI	(44,109)	(29,280)	(70,850)	(91,150)	(49,000)	(46,250)	(46,250)
CAPITAL EXPENDITURES								
16-0511-5812.4005	FURNITURE/FIXTURES	15,966	29,180	5,000	28,527	25,000	5,000	5,000
16-0511-5816.4005	LIBRARY MATERIALS	27,635	11,755	15,000	20,000	18,000	5,000	5,000
16-0511-5841.4005	COMPUTER EQUIPMENT	5,467	4,067	1,800	4,477	4,000	12,000	12,000
16-0511-5843.4005	SOFTWARE		1,296	1,500	1,500	1,200	1,500	1,500
	NET OF REVENUES/APPROPRIATIONS - CAPITAL EXPENDITUF	(49,068)	(46,298)	(23,300)	(54,504)	(48,200)	(23,500)	(23,500)
	NET OF REVENUES/APPROPRIATIONS - 0511-LIBRARY	(93,177)	(75,578)	(94,150)	(145,654)	(97,200)	(69,750)	(69,750)
	ESTIMATED REVENUES - FUND 16	77,251	65,908	54,150	80,654	85,000	69,750	69,750
	APPROPRIATIONS - FUND 16	93,177	75,578	94,150	145,654	97,200	69,750	69,750
	NET OF REVENUES/APPROPRIATIONS - FUND 16	(15,926)	(9,670)	(40,000)	(65,000)	(12,200)		
	BEGINNING FUND BALANCE	142,622	126,695	117,025	117,024	117,024	104,824	104,824
	ENDING FUND BALANCE	126,696	117,025	77,025	52,024	104,824	104,824	104,824