

**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 \$1,222,000 in 2012; \$1,240,000 in 2013, 2014, and 2015; 1,287,000 in 2016; and 1,296,600 in 2017. 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). 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.

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 \$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	2012	2013	2014	2015	2016	2017
Hours of Service/Week	59	59	59	60	60	60
Hours of Service/Wk-Summer	56	56	57	57	57	57
Physical Circulation	502,989	477,991	465,656	474,658	439,962	409,974
Circulation of ebooks	7,966	12,653	17,552	23,187	28,567	31,398
Registered Borrowers	24,800	25,152	23,677	25,081	21,800	19,551
Physical Collection Size	144,000	140,000	139,772	132,330	133,556	134,896
Computer Internet Sessions	39,976	33,507**	30,970**	28,239**	24,850**	22,261**
Children's Event Attendance	14,000	10,568	11,550	15,885	17,319	17,434

\*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 through the end of 2017:

2017	Month	Days Open	Gates		Circulation					Com-puter Sessions	Distinct WiFi Users	New Cards	Holds Filled	Library Programs			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		Website Visits
	July	25	20773	1184	38553	(2979)	2722	235	41075	1922	2086	124	4193	41	16	4387	6091	125
	Aug.	27	18768	(168)	35700	(2910)	2718	231	38418	1917	1691	101	4345	28	23	1097	5898	106
	Sept.	28	15857	(1722)	30488	(3806)	2671	357	33159	1595	1606	118	3875	30	12	882	5395	117
	Oct.	31	18465	363	33071	(2855)	2636	266	35707	1908	1744	157	4260	29	27	2140	5419	115
	Nov.	28	16411	(93)	31317	(2579)	2782	418	34099	1808	1758	93	4235	28	26	1382	5693	91
	Dec.	28	14725	1175	28498	(1829)	2864	580	2864	1600	1619	85	3758	17	18	1019	4922	80

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, multi-culturalism, 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 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.

<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	2.00	2.00	2.00	2.00	2.00
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	.60
Library Assistant	6.61	6.53	6.53	5.00	5.00
Library Clerk	0.00	0.00	0.50	0.50	.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 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 2002. It is a phenomenal property, much appreciated by the community. Still, a 15-year-old building needs attention. Major repairs and updates will be needing to be done sooner rather than later. 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 - Funds 15 & 16

GL NUMBER	DESCRIPTION	2018 ADOPTED BUDGET	2018 DEPT REQ BUDGET	2017 PROJECTED ACTIVITY	2017 AMENDED BUDGET	2017 ORIGINAL BUDGET	2016 ACTIVITY	2015 ACTIVITY
Dept 0000-GENERAL								
REAL ESTATE TAXES								
15-0000-4011	GENERAL PROPERTY TAX	1,303,200	1,296,600	1,296,600	1,296,600	1,296,600	1,287,000	1,240,000
CHARGES FOR SERVICES								
15-0000-4458	LIBRARY RECIPROCAL BORROWING	75,000	75,000	90,000	90,000	90,000	93,361	84,961
INTEREST & INV INCOME								
15-0000-4711	INTEREST ON INVESTMENTS	8,500	8,500	8,000	8,500	8,500	8,924	2,766
15-0000-4713	INVESTMENT GAINS/LOSSES			1,000			(2,289)	
TOTAL INTEREST & INV INCOME		8,500	8,500	9,000	8,500	8,500	6,635	2,766
TOTAL REVENUES		1,386,700	1,380,100	1,395,600	1,395,100	1,395,100	1,386,996	1,327,727
Dept 0511-LIBRARY								
PERSONNEL SERVICES								
15-0511-5111	SALARIES-FT	372,354	372,354	367,101	366,553	366,553	349,823	345,702
15-0511-5113	SALARIES-PT	304,865	346,650	327,978	336,910	336,910	328,773	304,955
15-0511-5117	SALARIES-OT			19,118			13	
15-0511-5133	LONGEVITY	1,225	1,360	1,148	980	980	960	975
15-0511-5134	HOLIDAY PAY	36,148	37,243	34,400	36,551	36,551	37,234	32,312
15-0511-5135	VACATION PAY	49,806	45,389	41,526	42,300	42,300	38,851	32,601
15-0511-5151	FICA	58,017	61,581	58,547	59,922	59,922	55,705	52,663
15-0511-5152	RETIREMENT	26,082	27,105	26,639	26,613	26,613	27,236	26,207
15-0511-5153	RETIREE GROUP HEALTH	2,129	1,753	2,351	1,679	1,679	1,111	2,500
15-0511-5154	GROUP HEALTH & DENTAL	64,662	90,002	87,242	101,747	101,747	98,751	108,152
15-0511-5155	LIFE INSURANCE	2,622	2,719	2,557	2,659	2,659	2,153	1,948
15-0511-5156	WORKERS COMPENSATION INS	1,365	2,093	1,990	2,037	2,037	1,954	1,994
TOTAL - PERSONNEL SERVICES		(933,295)	(980,229)	(970,607)	(977,951)	(977,951)	(942,564)	(910,009)
NON PERSONNEL SERVICES								
15-0511-5242	EQUIPMENT MAINTENANCE	13,000	13,000	14,750	15,800	15,800	15,094	12,294
15-0511-5247	DATA & TELEPHONE CABLING			250				
15-0511-5257	SOFTWARE MAINTENANCE	500	500		1,000	1,000	750	659
15-0511-5299	SUNDRY CONTRACTORS	2,000	2,000	2,500	2,500	2,500	2,500	5,465
15-0511-5311	POSTAGE	750	750	500	1,000	1,000	620	437
15-0511-5312	OFFICE SUPPLIES	4,500	4,500	6,000	6,500	6,500	5,004	6,055
15-0511-5313	PRINTING						675	
15-0511-5329	OPERATING SUPPLIES	14,000	18,400	18,750	19,900	19,900	15,814	19,850
15-0511-5393	E-BOOKS	8,525	8,525	11,115	10,000	10,000	10,771	
15-0511-5422	SUBSCRIPTIONS	21,110	19,110	20,000	20,740	20,740	15,601	21,613
15-0511-5424	MEMBERSHIPS/DUES	1,800	1,800	1,800	1,870	1,870	1,656	1,175
15-0511-5425	CONFERENCES & SCHOOLS	1,000	1,000	500	1,000	1,000	928	442
15-0511-5432	MILEAGE	800	800	500	800	800	1,063	1,569
15-0511-5433	EQUIPMENT RENTAL	1,800	1,800	1,700	1,800	1,800	1,446	1,736
15-0511-5451	MCFLS COMPUTER	38,750	38,750	37,000	37,800	37,800	30,047	28,452
15-0511-5499	UNRESTRICTED CONTINGENCY				14,000			
15-0511-5528	ALLOCTD INSUR COST-FACILITY	31,650	31,650	31,650	31,650	31,650	30,400	30,400
15-0511-5551	WATER	1,602	1,602	1,400	1,560	1,560	1,095	1,413
15-0511-5552	ELECTRICITY	81,000	81,000	75,000	81,000	81,000	80,832	74,616
15-0511-5553	SEWER	416	416	350	400	400	272	352
15-0511-5554	NATURAL GAS	27,040	27,040	23,000	26,000	26,000	23,761	22,453
15-0511-5556	JANITORIAL SUPPLIES	6,000	6,000	5,500	6,000	6,000	6,130	5,602
15-0511-5557	BUILDING MAINTENANCE-SYSTEMS	10,000	10,000	15,000	14,800	14,800	16,562	10,281
15-0511-5558	BLDG MAINTENANCE-FLOORING	1,200	1,200	750	800	800	1,059	
15-0511-5559	BUILDING MAINTENANCE-OTHER	7,500	7,500	9,500	8,000	8,000	5,703	6,989
15-0511-5560	INTERDEPT CHG-ALLOC PAY COST	85,680	85,680	84,000	84,000	84,000	78,240	75,720
TOTAL - NON PERSONNEL SERVICES		(360,623)	(363,023)	(361,515)	(388,920)	(388,920)	(346,023)	(327,583)
CAPITAL EXPENDITURES								
15-0511-5812	FURNITURE/FIXTURES			2,000	2,500	2,500	5,198	1,085
15-0511-5816	LIBRARY MATERIALS	85,282	83,169	82,000	82,000	82,000	103,920	143,485
15-0511-5822	BUILDING IMPROVEMENTS						24,779	
15-0511-5841	COMPUTER EQUIPMENT	7,500	3,500	10,000	10,500	3,500		8,066
15-0511-5843	SOFTWARE			1,500	2,500	500		1,120
TOTAL CAPITAL EXPENDITURES		(92,782)	(86,669)	(95,500)	(97,500)	(88,500)	(133,897)	(153,756)
TOTAL EXPENDITURES		(1,386,700)	(1,439,921)	(1,427,622)	(1,464,371)	(1,465,371)	(1,422,484)	(1,391,348)
NET OF REVENUES/APPROPRIATIONS - FUND 15		0	(58,821)	(32,022)	(68,271)	(60,271)	(35,488)	(63,621)
BEGINNING FUND BALANCE		339,349	339,349	371,371	371,371	371,371	406,863	470,482
ENDING FUND BALANCE		339,349	279,528	339,349	302,100	311,100	371,375	406,861

City of Franklin, WI  
Library - Funds 15 & 16

GL NUMBER	DESCRIPTION	2018 ADOPTED BUDGET	2018 DEPT REQ BUDGET	2017 PROJECTED ACTIVITY	2017 AMENDED BUDGET	2017 ORIGINAL BUDGET	2016 ACTIVITY	2015 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	2,400	2,400				1,159	4,006
16-0000-4419.4005	COPIES, PRINTOUTS & FAXES-TAXABL	9,400	7,000	9,600	9,600	9,600	7,114	2,834
<b>TOTAL CHARGES FOR SERVICES</b>		<b>9,400</b>	<b>9,400</b>	<b>9,600</b>	<b>9,600</b>	<b>9,600</b>	<b>8,273</b>	<b>6,840</b>
INTEREST & INV INCOME								
16-0000-4719.4002	MISC INTEREST-Donation MMKT Acct	60	60	70	70	70	64	62
16-0000-4719.4005	MISC INTEREST-Checking Acct	40	40	30	30	30	42	66
<b>TOTAL INTEREST &amp; INV INCOME</b>		<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>106</b>	<b>128</b>
MISCELLANEOUS								
16-0000-4748.4002	DONATIONS - LIBRARY-Donation MMKT	1,000	1,000	800	1,000	1,000	1,879	1,538
16-0000-4748.4005	DONATIONS - LIBRARY-Checking Acct	6,000	6,000	8,500	5,000	5,000	20,333	3,617
16-0000-4764.4005	LIBRARY BOOK SALES	12,000	12,000	11,500	12,000	12,000	13,611	10,950
16-0000-4799.4005	MISC REVENUE-Lost Items & Fee Cards	40,000	40,000	40,000	42,050	42,050	46,556	42,795
<b>TOTAL MISCELLANEOUS REVENUES</b>		<b>59,000</b>	<b>59,000</b>	<b>60,800</b>	<b>60,050</b>	<b>60,050</b>	<b>82,379</b>	<b>58,940</b>
<b>TOTAL REVENUES</b>		<b>68,500</b>	<b>68,500</b>	<b>70,500</b>	<b>69,750</b>	<b>69,750</b>	<b>90,758</b>	<b>66,908</b>
Dept 0511-LIBRARY								
NON PERSONNEL SERVICES								
16-0511-5242.4005	EQUIPMENT MAINTENANCE	900	900	400	1,000	1,000	545	177
16-0511-5257.4005	SOFTWARE MAINTENANCE	1,750	1,750	1,900	2,000	2,000	1,739	1,989
16-0511-5299.4005	SUNDRY CONTRACTORS	7,000	7,000	9,000	8,000	8,000	9,638	5,806
16-0511-5311.4005	POSTAGE	400	400	1,400	500	500	565	733
16-0511-5312.4005	OFFICE SUPPLIES	6,000	6,000	5,500	5,500	5,500	7,466	6,149
16-0511-5313.4005	PRINTING	500	500	500	2,000	2,000		
16-0511-5329.4005	OPERATING SUPPLIES	5,330	5,330	7,500	2,500	2,500	11,745	7,551
16-0511-5393.4005	E-BOOKS	12,000	12,000	11,000	10,000	10,000	11,045	
16-0511-5422.4005	SUBSCRIPTIONS	1,980	1,980	1,500	1,200	1,200	2,933	1,175
16-0511-5424.4005	MEMBERSHIPS/DUES	400	400		400	400		305
16-0511-5425.4005	CONFERENCES & SCHOOLS	1,500	1,500	1,500	1,500	1,500	219	2,058
16-0511-5432.4005	MILEAGE	220	220	350	500	500	195	416
16-0511-5433.4005	EQUIPMENT RENTAL	6,120	6,120	6,000	6,250	6,250	4,577	2,805
16-0511-5451.4005	MCFLS COMPUTER			1,500	2,000	2,000	4,267	116
16-0511-5499.4005	CONTINGENCY - UNRESTRICTED				1,400	1,400		
16-0511-5556.4005	JANITORIAL SUPPLIES	500	500		500	500		
16-0511-5559.4005	BUILDING MAINTENANCE-OTHER	500	500		500	500		
16-0511-5734.4005	VOLUNTEER RECOGNITION	3,000	1,000		500	500		
<b>TOTAL - NON PERSONNEL SERVICES</b>		<b>(46,100)</b>	<b>(46,100)</b>	<b>(48,050)</b>	<b>(46,250)</b>	<b>(46,250)</b>	<b>(54,935)</b>	<b>(29,280)</b>
CAPITAL EXPENDITURES								
16-0511-5812.4005	FURNITURE/FIXTURES	5,000	5,000	5,000	5,000	5,000	13,765	29,180
16-0511-5816.4005	LIBRARY MATERIALS	10,000	10,000	4,500	5,000	5,000	14,663	11,755
16-0511-5841.4005	COMPUTER EQUIPMENT	5,000	5,000	5,000	12,000	12,000		4,067
16-0511-5843.4005	SOFTWARE	2,400	2,400	1,250	1,500	1,500	128	1,296
<b>TOTAL CAPITAL EXPENDITURES</b>		<b>(22,400)</b>	<b>(22,400)</b>	<b>(15,750)</b>	<b>(23,500)</b>	<b>(23,500)</b>	<b>(28,556)</b>	<b>(46,298)</b>
<b>TOTAL EXPENDITURES</b>		<b>(68,500)</b>	<b>(68,500)</b>	<b>(63,800)</b>	<b>(69,750)</b>	<b>(69,750)</b>	<b>(83,491)</b>	<b>(75,578)</b>
<b>NET OF REVENUES/APPROPRIATIONS - FUND 16</b>		<b>0</b>	<b>0</b>	<b>6,700</b>	<b>0</b>	<b>0</b>	<b>7,267</b>	<b>(9,670)</b>
<b>BEGINNING FUND BALANCE</b>		<b>130,989</b>	<b>130,989</b>	<b>124,289</b>	<b>124,289</b>	<b>124,289</b>	<b>117,024</b>	<b>126,695</b>
<b>ENDING FUND BALANCE</b>		<b>130,989</b>	<b>130,989</b>	<b>130,989</b>	<b>124,289</b>	<b>124,289</b>	<b>124,291</b>	<b>117,025</b>