

**LIBRARY**  
5110, 5111, 5120, 5130, 5140, 5150, 5151, 5160, 5170

**SUMMARY INFORMATION**

**DEPARTMENT MANAGER:**

Jane Ameel, Library Director

**LINKAGE TO STRATEGIC PLAN GOAL AREAS:** Goal 3 & 7

**PROGRAM DESCRIPTION:**

Waukesha Public Library: the community's best source for inspiration, ideas, and information. The Library's vision is to provide a welcoming and dynamic environment where citizens of all ages can find the inspiration, ideas, and information necessary to achieve their full potential. Library staff members are committed to serving the public in a customer centered and pro-active manner, providing a wide variety of materials, resources, and services.

**STRATEGIC PLAN OUTCOME MEASUREMENTS:**

**GOAL 7.0: DYNAMIC CIVIC, CULTURAL AND RECREATIONAL CENTER FOR THE REGION:**

**Outcome Measure M-2 Number of City sponsored events/participation rates/evaluation**

	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
Library Visits per Capita	7.11	6.92	7.06	8.05	7.71
Attendance at Children's Programs	20,208	22,495	21,254	21,782	17,502
Summer Reading Program Registration	3,003	2,798	3,373	3,453	2,944

## ACTIVITY MEASURES:

ACTIVITY	2005	2006	2007	2008	2009
# of Visitors	480,452	469,017	479,294	548,000	530,166
# of Items Circulated	1,565,404	1,471,793 <b>(1)</b>	1,413,122	1,384,612	1,369,999
# of Questions Answered	130,910	132,327	132,816	132,153	116,225
# of Cardholders	76,497	70,934 <b>(2)</b>	68,860	66,058	64,688
# of Children's Programs	465	493	503	493	323
# Attending Children's Programs	20,208	22,495	21,254	21,782	17,502
# Registrants for Summer Reading Program	3,003	2,798	3,373	3,453	2,944
# of Items in the Collection	332,062	333,162	339,998	337,239	329,482 <b>(3)</b>
# of Circulations to Homebound Customers	25,354	28,318	30,672	29,260	25,077
# of Hours Open	3,424	3,481	3,479	3,453	3,487
# of Public Computers	74	74	88	90	90

### Budget Notes:

1. Change in State reporting requirements
2. Decrease due to effort among CAFÉ libraries to eliminate duplicate customer records
3. Substantial weeding of the collection due to renovation projects

## Administration

### PROGRAM DESCRIPTION:

Waukesha Public Library is consistently ranked among the leading public libraries in the State and nation based on a range of input and output measures, as well as a reputation for being a leader in providing quality services to citizens interested in education, lifelong learning, and locating materials for their leisure reading, listening or viewing.

### SERVICES:

- ✚ The Waukesha Public Library serves over one half million visitors each year
- ✚ The Library advances the educational goals of area residents by providing early learning, school age, and teen activities
- ✚ The Library supports community literacy and education, sponsoring an annual community event, Waukesha Reads, during the month of October
- ✚ The Library strategic plan places a special emphasis on meeting the needs of seniors, teens, the business community, and the Latino community
- ✚ Waukesha Public Library has a Public Art Program and provides an exceptional setting for exhibiting works of art. The collection represents a community commitment to the fine arts and serves as a statement of the pride that the citizens of Waukesha feel for their community.
- ✚ A loyal Friend of the Library group supports the Library in a variety of ways
- ✚ A Customer Service Committee meets to support library staff in providing courteous, responsive, quality service to our citizens

## BUDGET SUMMARY:

Major Expense Category	2009 Actual	2010 Budget	2010 Y/E Est	2011 Adopted	% Change
Personal Services	\$295,166	\$311,885	\$311,637	\$317,016	1.65%
Contractual Services	\$11,695	\$12,375	\$11,475	\$12,260	-0.93%
Supplies & Expenses	\$69,444	\$73,770	\$73,655	\$71,616	-2.92%
Fixed Charges	\$24,293	\$26,907	\$26,907	\$26,422	-1.80%
Interdepartmental Chrgs	\$0	\$500	\$0	\$300	-40.00%
Total	\$400,598	\$425,437	\$423,674	\$427,614	0.51%

## Library Technology Department

### PROGRAM DESCRIPTION:

The use of computer technology at the Library continues to grow incrementally. This department acquires, maintains, and coordinates all facets of the various technologies used in the library, by both staff and the public.

### SERVICES:

- ✚ The Library Technology Department supports and develops public access technologies, including Internet, on-line catalog, and customer self-service
- ✚ Supports, manages and customizes all aspects of the Unicorn Library Management System
- ✚ Maintains and develops the technological infrastructure required to remain current with evolving technologies
- ✚ The Library offers new technologies as appropriate in order to continue to meet changing needs, offer information in its most convenient format, and allow uniform access to technologies that enhance the individual's capacity to reach his or her full potential

## BUDGET SUMMARY:

Major Expense Category	2009 Actual	2010 Budget	2010 Y/E Est	2011 Adopted	% Change
Personal Services	\$139,000	\$142,163	\$142,634	\$144,541	1.67%
Contractual Services	\$122,896	\$94,220	\$94,306	\$97,215	3.18%
Supplies & Expenses	\$246	\$0	\$0	\$0	0.00%
Total	\$262,142	\$236,383	\$236,940	\$241,756	2.27%

## Building

### PROGRAM DESCRIPTION:

Library Building facilities are maintained in good repair and are kept clean and secure. The Library maintenance staff maintains the 71,600 square foot facility.

## SERVICES:

- ✚ The Library Building Department helps the Waukesha Public Library building retain its value through a maintenance program
- ✚ Keeps the availability and performance of building equipment at an optimum
- ✚ Provides a safe, sanitary work environment for building occupants and the public. An ad hoc Security Committee comprised of elected officials, the City Administrator, library staff, representatives of the City Police department and Central Middle School meet regularly to discuss issues and solutions.
- ✚ Provides efficient energy management

## BUDGET SUMMARY:

Major Expense Category	2009 Actual	2010 Budget	2010 Y/E Est	2011 Adopted	% Change
Personal Services	\$256,933	\$261,482	\$283,286	\$279,011	6.70%
Contractual Services	\$297,716	\$265,002	\$268,414	\$277,997	4.90%
Fixed Charges	\$11,332	\$12,407	\$12,407	\$12,779	3.00%
Total	\$565,981	\$538,891	\$564,107	\$569,787	5.73%

## Circulation

### PROGRAM DESCRIPTION:

Circulation Services is responsible for issuing library cards to library customers, maintaining the database of library customers, checking materials in and out of the library, and reshelving returned materials.

## SERVICES:

- ✚ The Circulation Department utilizes the circulation module of the library's automated system to check in and out items and assists customers with SelfCheck. The circulation Department checks out approximately 1.4 million items each year, and is responsible for checking in those items and reshelving them when they are returned.
- ✚ Monitors shelving procedures to ensure continued efficiency and accountability
- ✚ Processes approximately 5,500 library card registrations, 7,500 overdue notices, and 120,000 hold notices annually. The library offers early due date notification via e-mail
- ✚ Manages an active volunteer program
- ✚ This department handles and processes over 225,000 transits, items that are transferred between the 14 CAFÉ member libraries
- ✚ The Circulation Department maintains customer accounts and tracks any outstanding customer financial obligations up to and including referral to collection

## BUDGET SUMMARY:

Major Expense Category	2009 Actual	2010 Budget	2010 Y/E Est	2011 Adopted	% Change
Personal Services	\$606,891	\$605,683	\$605,455	\$620,970	2.52%
Contractual Services	\$25,334	\$30,439	\$30,439	\$29,915	-1.72%
Supplies & Expenses	\$10,222	\$7,619	\$7,619	\$7,120	-6.55%
Capital Outlay	\$0	\$0	\$540	\$0	0.00%
Total	\$642,447	\$643,741	\$644,053	\$658,005	2.22%

## Children's Services

### PROGRAM DESCRIPTION:

Children Services coordinates library services for children 0-12 years of age and their families. Responsibilities include selecting appropriate materials in a variety of formats for the children's collection, providing customers with guidance in use of the collection, answering information inquiries, collaborating with teachers and other educational stakeholders, and sponsoring age-appropriate programs and story times.

### SERVICES:

- ✚ The Children's Services Department provides resources and children's literature expertise to people in the community
- ✚ Selects print and non-print materials for the children's collection
- ✚ Aids in use of the collection and provides answers to questions
- ✚ Instructs and advises customers in the use of information sources
- ✚ Sponsors children's library programs such as preschool story times, school-age book clubs, and summer reading programs
- ✚ Reaches out to community members through offsite programs and services
- ✚ Emphasizes services, collections, and programming for the youngest children and their families and caregivers

## BUDGET SUMMARY:

Major Expense Category	2009 Actual	2010 Budget	2010 Y/E Est	2011 Adopted	% Change
Personal Services	\$359,728	\$362,933	\$370,633	\$373,507	2.91%
Supplies & Expenses	\$94,934	\$103,769	\$104,149	\$103,649	-0.12%
Total	\$454,662	\$466,702	\$474,782	\$477,156	2.24%

## Adult & Information Services

### PROGRAM DESCRIPTION:

Adult and Information Services coordinates library services for adults and young adults. Responsibilities include selecting current materials in a variety of formats, providing customers with guidance in use of the collection, answering information inquiries, and sponsoring a variety of educational programs.

### SERVICES:

- ✚ The Adult and Information Services Department selects print and non-print materials for the Waukesha Library collection
- ✚ Aids in the use of the collection and provides answers to questions
- ✚ Instructs and advises customers in the use of information sources
- ✚ Sponsors educational programs on various topics
- ✚ Hosts computer classes
- ✚ Emphasizes programs and services for teens

### BUDGET SUMMARY:

Major Expense Category	2009 Actual	2010 Budget	2010 Y/E Est	2011 Adopted	% Change
Personal Services	\$532,248	\$599,678	\$578,893	\$580,736	-3.16%
Contractual Services	\$889	\$5,245	\$5,245	\$4,345	-17.16%
Supplies & Expenses	\$299,140	\$294,501	\$295,557	\$294,171	-0.11%
Total	\$832,277	\$899,424	\$879,695	\$879,252	-2.24%

## Information & Adult Services Grant

### PROGRAM DESCRIPTION:

The Library serves as the Resource Library for the Waukesha County Federated Library System. Through an annual contract, the Library is compensated for providing reference and referral services to 15 member libraries.

### SERVICES:

- ✚ The Waukesha Public Library provides the public with open access to the collections and services at all public libraries in Waukesha County

**BUDGET SUMMARY:**

<b>Major Expense Category</b>	<b>2009 Actual</b>	<b>2010 Budget</b>	<b>2010 Y/E Est</b>	<b>2011 Adopted</b>	<b>% Change</b>
Personal Services	\$42,545	\$49,080	\$48,998	\$50,968	3.85%
Contractual Services	\$2,769	\$4,883	\$4,883	\$1,540	-68.46%
Supplies & Expenses	\$36,795	\$34,123	\$34,123	\$34,923	2.34%
Total	\$82,109	\$88,086	\$88,004	\$87,431	-0.74%

**Outreach**

**PROGRAM DESCRIPTION:**

The Library has developed a less staff-intensive method of providing library service to homebound citizens, while still maintaining a quality level of service to this clientele.

**SERVICES:**

The Outreach Services Department delivers books and other materials to homebound library users and residents of long-term care facilities

**BUDGET SUMMARY:**

<b>Major Expense Category</b>	<b>2009 Actual</b>	<b>2010 Budget</b>	<b>2010 Y/E Est</b>	<b>2011 Adopted</b>	<b>% Change</b>
Personal Services	\$34,907	\$33,355	\$33,279	\$34,082	2.18%
Supplies & Expenses	\$800	\$1,000	\$700	\$700	-30.00%
Total	\$35,707	\$34,355	\$33,979	\$34,782	1.24%

**Technical Services**

**PROGRAM DESCRIPTION:**

Technical Services coordinates the acquisition, processing and cataloging of those items selected for the library collection, and maintains the database of library materials.

**SERVICES:**

The Technical Services Department orders, processes, and catalogs approximately 25,000 books and other library materials selected by staff of Children's Services and Information and Adult Services departments

**BUDGET SUMMARY:**

<b>Major Expense Category</b>	<b>2009 Actual</b>	<b>2010 Budget</b>	<b>2010 Y/E Est</b>	<b>2011 Adopted</b>	<b>% Change</b>
Personal Services	\$321,121	\$304,920	\$304,744	\$312,175	2.38%
Contractual Services	\$575	\$575	\$575	\$575	0.00%
Supplies & Expenses	\$20,660	\$20,610	\$20,610	\$20,610	0.00%
Total	\$342,356	\$326,105	\$325,929	\$333,360	2.22%

**2010 STRATEGIC PLAN INITIATIVE SUMMARY:**

Goal 7.0 Dynamic Civic, Cultural and Recreational Center for Region: Community Inventory of Recreation, Culture & Art goal initiative was completed.

**COMBINED BUDGET:**

<b>Major Expense Category</b>	<b>2009 Actual</b>	<b>2010 Budget</b>	<b>2010 Y/E Est</b>	<b>2011 Adopted</b>	<b>% Change</b>
Personal Services	\$2,588,539	\$2,671,179	\$2,679,559	\$2,713,006	1.57%
Contractual Services	\$461,874	\$412,739	\$415,337	\$423,847	2.69%
Supplies & Expenses	\$532,241	\$535,392	\$536,413	\$532,789	-0.49%
Fixed Charges	\$35,625	\$39,314	\$39,314	\$39,201	-0.29%
Capital Outlay	\$0	\$0	\$540	\$0	0.00%
Interdepartmental Chrgs	\$0	\$500	\$0	\$300	-40.00%
Total	\$3,618,279	\$3,659,124	\$3,671,163	\$3,709,143	1.37%



## Library Personnel

### STAFFING:

#### Full-Time Equivalent Employees

Position	2009 Actual	2010 Actual	2011 Adopted
Library Director	1.00	1.00	1.00
Deputy Director/CAFÉ Administration	1.00	1.00	1.00
Associate Director Public Services	1.00	1.00	1.00
Building/Operations Supervisor	1.00	1.00	1.00
Info Technology Technical II	0.50	0.50	0.50
Librarian II (Department Managers)	3.00	3.00	3.00
Librarian I (5 Full Time)	6.00	5.00	5.00
One (1) Librarian I (part time 26 hrs/wk)	0.65	0.65	0.65
Two (2) Librarian I (part time 20 hrs/wk)	0.50	1.00	1.00
Supervisor, Circulation Svcs	1.00	1.00	1.00
Library Associate II	3.00	2.00	2.00
Five (5) Library Assoc II (part time 20 hrs/wk)	1.50	2.50	2.50
One (1) Library Assoc II (part time 26 hrs/wk)	0.65	0.65	0.65
Library Associate (2 Full Time)	2.00	2.00	2.00
One (1) Library Associate (part time 20 hrs/wk)	0.50	0.50	0.50
Library Assistant (3 Full Time)	5.00	3.00	3.00
Eleven (11) Library Assistant (part time 20 hrs/wk)	4.00	5.50	5.50
Custodian II	1.00	1.00	1.00
Custodian I	1.00	1.00	1.00
One (1) Custodian I (part time 20 hrs/wk)	0.50	0.50	0.50
One (1) Confidential Bookkeeper	0.63	1.00	1.00
Administrative Assistant	1.00	1.00	1.00
One (1) Page/Shelver (part time 24 hrs/wk)	0.00	0.60	0.60
Six (6) Page/Shelver (part-time 20hrs/wk)	3.50	3.00	3.00
Eighteen (18) Page/Shelver (part time 10 hrs/wk)	4.50	4.50	4.50
Security	<u>1.02</u>	<u>0.00</u>	<u>0.00</u>
<b>Total</b>	<b>45.45</b>	<b>43.90</b>	<b>43.90</b>

#### Budget Note:

Starting in 2010, the Library will be using a private contractor for security services. Therefore, the expenses for this are now being budgeted for under professional services and not under personal services.