

# FY 2021 Plan of Service and Operating Budget

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*Adopted by the Board of Trustees:*

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## Executive Summary

### Abstract

The FY 2021 budget continues to position the library as a leader in the region. Overall, our funds are in a strong position and efforts will continue in that vein as we transition to paying the debt related to the capital campaign with less pledge payments coming due. Many were set up for 5 years and are set to expire this year. The Plan of Service outlines the Library’s continuing efforts to improve library services to the community, to improve and exceed standards compliance, and to be the library in the strongest position within our region.

During FY21, we will be focusing on five areas that have major budgetary impact: selling the old facility, researching expanding our service area, preparing for a renovation of the 2<sup>nd</sup> floor, fundraising, and optimizing our systems for efficiencies.

### Tax Rate

The Estimated Equalized Assessed Value for the City for the levy for FY 2021 is \$297,319,286.00 (up from \$279,745,413.00 from FY 2020). Total local property tax money to be collected is \$953,800.00. This represents a 0% change in the taxed rate, though the collected revenue will increase by about \$30,000.00

For budget purposes, we will use the Estimated Equalized Assessed Value of \$289,886,304.00, which represents a decrease of roughly 2.5% from potential uncollected taxes in the corporate tax (General Fund).

### Exclusions

The Enterprise Fund, the Donations Fund, Grant Fund, and the Building Fund are not included in the Operating Budget. These funds are used for non-critical services (Enterprise Fund), special projects (Donations Fund), grant-awarded projects (Grant Fund), and related income and expenses for the construction of the new building and other renovation projects (Building Fund).

In FY2021, we will continue to use some of our reserves in the Social Security/Medicare fund. We are over-funded in this account, so we have requested nothing in tax dollars in that fund to spend down our reserve.

### Expenses vs. Standards

FY	Operating Budget *	Salaries (Total Compensation)	Salaries % of Budget	Materials	Materials % of Budget	% of Budget Remaining
2021	\$990,703	\$552,730.14	55.8%	\$98,800	10%	34.2%
2020	\$948,888	\$529,213.32	55.8%	\$117,800	12%	32.2%

\*See exclusions above

The standard for salaries and benefits (including IMRF, Social Security, and health insurance) is “up to 70%” of the operating budget (found in *Serving Our Public*).

The standard for material expenditures is a minimum of 12% of the operating budget (found in *Serving Our Public*).

For this fiscal year and for FY22, we will be spending less on materials. A portion of that money (\$19,000 each year) will be placed in Special Reserves for the purchase of an automated materials handler. This piece of equipment is designed for libraries that circulate at least 150,000 items annually—we consistently circulate close to double that amount. To make our decrease in purchases have the least amount of impact on our patrons, we’ll be purchasing multiple copies of popular items and we will temporarily shift away from purchasing unique items. However, we will be watching for grant opportunities to fill in gaps, such as the Per Capita grant request. We anticipate an award of at least \$10,000. This money will be spent on materials.

Salary expenses have gone up this year. This is in part a result of the minimum wage increase, but it also includes an additional part-time position. We have found that we have reached capacity with the staff we currently have and the need exists to add a new person to this team. Specifically, we need additional support in the area of outreach services—those opportunities that take us out of the building to directly serve patrons

where they are located. Rather than creating a new position and trying to find the right person, we will continue to use sponsorship of our existing employees to fill the need in outreach and bring a new person into the pipeline.

## **Assumptions**

### **Operating Budget Funds**

The Operating Budget consists of income and expenses to the Corporate, Maintenance, Tort/Liability, Worker's Compensation, Audit, IMRF, and Social Security/Medicare Funds.

### **Corporate Fund**

Income for the Corporate Fund includes: corporate tax receipts, mobile home tax, housing authority tax, personal property replacement tax, eRate rebate, and fund interest.

In our levy request for FY2021, we requested an amount that was nearly equal to the tax rate in FY2020. This means an increase in total revenue. The board elected to go this route because we will need to prepare for increased expenses related to the minimum wage increase. Additionally, though we are not currently requesting tax receipts in the Social Security/Medicare fund (because the account is currently over-funded), there will come a time when we will need to reintroduce this tax request. We hope to even out the balances. This, combined with robust growth throughout the city, resulted in a 6.11% increase in our corporate Fund revenue.

Any additional money in the corporate fund budget is allocated as a transfer to the Special Reserves Fund and is either used for capital improvements, paying our mortgage, and major purchases, such as a materials handler.

We are also setting aside \$35,000 from the General Fund for our mortgage payment. Combined with pledge payments and annual fund receipts, we will meet our debt obligation for the year.

## **Grants**

With the variable nature of funding at the State level, our per capita grant is no longer a sure source of income. Last year, we unexpectedly received the full allotment of our Public Per Capita grant; however, we are unsure if that will occur this year. With our allotment, we will apply the balance to collection development to help adjust for the general fund money set aside for the materials handler (Per Capita money must be spent within a certain timeframe and we do not anticipate purchasing the materials handler until FY23).

The library also applies for competitive grants that are offered on a local, regional, state, and national level. We continue to focus our grant requests around opportunities that can either provide new programs or otherwise increase our circulation of materials. All grant expenses are tracked in accordance with the grant funder's rules and regulations.

## Accuracy

All amounts presented in this document have been compiled using the most accurate information available at the time of preparation.

The working budget is intended to serve as a guiding document for the day-to-day functioning of the library.

## Fund Balances

### FY 2021 Fund Detail

Below is a chart of the current fund detail from May 1 – November 30 (to capture the two large payments of property taxes) as compared to FY 2019 during the same period.

	May - Nov 19	May - Nov 18
<b>Ordinary Income/Expense</b>		
<b>Income</b>		
4010.10 · General Taxes Revenue-LF	721,656.89	686,924.68
4025.10 · Annual Fund Revenue	13,121.00	6,650.00
4030.10 · Personal Prop. Rep Tax Rev-LF	20,871.77	8,799.90
4035.10 · State/Federal Grants	15,410.00	24,981.95
4037.10 · LSTA Grants	0.00	3,000.00
4038.10 · Other Grants	6,308.00	6,150.00
4050.10 · Registration Fee Income	14,347.57	15,557.40
4055.10 · Fines Income	3,972.08	5,722.56
4060.10 · Copy Machine Revenue	721.25	581.00
4075.10 · Rental Room Revenue	2,410.15	2,627.50
4077.10 · Lease Space Revenue	3,600.00	4,200.00
4080.10 · Computer Printout Revenue	4,422.80	3,780.00
4085.10 · Fax Revenue	1,420.55	1,465.00
4095.10 · Private Donations & Memorials	5,933.49	9,472.68
4110.10 · Other Misc. Revenue	179.74	195.83
4200.20 · Tax Revenue-Building & Maint	53,464.04	56,525.17
4225.30 · Tax Revenue-Annual Audit	967.42	943.98
4250.40 · Tax Revenue-Liability Ins	43,012.65	42,093.97
4275.50 · Tax Revenue-Workman's Comp	1,746.32	1,683.65
4300.60 · Tax Revenue-Unemployment	7,656.59	7,500.15
4325.70 · Tax Revenue-IMRF	43,012.65	48,650.15
4350.80 · Tax Revenue-Social Sec/Med	9,565.02	23,394.43
4400.98 · Building Committee Donations	9,942.35	38,051.75
4600.10 · E-Rate Income	3,023.65	0.00
4900.10 · Interest Income Library Fund	0.00	314.16
<b>Total Income</b>	<b>986,765.98</b>	<b>999,265.91</b>

## Net Cash Position

Below is a chart showing our cash position from May 1 – November 30 (to capture the two large payments of property taxes) as compared to FY 2019 during the same period.

	Nov 30, 19	Nov 30, 18
<b>ASSETS</b>		
<b>Current Assets</b>		
<b>Checking/Savings</b>		
1010.00 · Midland States Bank Checking	908,074.53	697,505.95
1015.00 · Cash- B&M Fund	66,567.48	86,050.92
1017.00 · Cash-Audit	10,001.06	9,385.63
1020.00 · Cash-Liability Ins Fund	130,612.84	155,260.34
1025.00 · Cash-Workmen's Comp Fund	16,008.99	16,123.40
1030.00 · Cash-Unemployment Fund	90,464.06	86,519.87
1035.00 · Cash-IMRF Fund	76,083.33	100,431.38
1040.00 · Cash-Social Sec/Med Fund	186,539.75	214,468.48
1045.00 · Cash-Working	126,059.25	125,975.41
1050.00 · Cash-Building Donation Fund	84,478.24	114,324.17
1060.00 · Cash-Spec Reserve Fund	299,257.48	223,635.76
1070.00 · Illinois Funds Account	24,770.82	14,324.22
1075.00 · Illinois National Bank	1,000.00	1,000.00
<b>Total Checking/Savings</b>	<u>2,019,917.83</u>	<u>1,845,005.53</u>
<b>Total Current Assets</b>	<u>2,019,917.83</u>	<u>1,845,005.53</u>
<b>TOTAL ASSETS</b>	<u><b>2,019,917.83</b></u>	<u><b>1,845,005.53</b></u>
<b>LIABILITIES &amp; EQUITY</b>		
<b>Liabilities</b>		
<b>Current Liabilities</b>		
<b>Other Current Liabilities</b>		
2140.00 · Flex Savings Plan Payable	1,551.07	1,367.67
24000 · Payroll Liabilities	42.75	0.00
2500 · Washington Loan 3001324	1,237,911.32	1,301,302.33
<b>Total Other Current Liabilities</b>	<u>1,239,505.14</u>	<u>1,302,670.00</u>
<b>Total Current Liabilities</b>	<u>1,239,505.14</u>	<u>1,302,670.00</u>
<b>Total Liabilities</b>	1,239,505.14	1,302,670.00
<b>Equity</b>		
3010.00 · Fund Balance	131,992.30	68,601.29
32000 · Unrestricted Net Assets	172,560.33	3,012.30
<b>Net Income</b>	<u>475,860.06</u>	<u>470,721.94</u>
<b>Total Equity</b>	<u>780,412.69</u>	<u>542,335.53</u>
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<u><b>2,019,917.83</b></u>	<u><b>1,845,005.53</b></u>

## FY 2021 Income Detail

Taxes—Property	
Corporate	\$782,693.00
Building and Maintenance	\$56,100.00
Audit	\$1,000
Liability (Tort)	\$45,150.00
Workman’s Comp	\$1,810.00
Unemployment	\$8,100.00
IMRF	\$40,050.00
Social Security/Medicare	\$0.00
	<b>\$934,903</b>
Personal Property Replacement Tax	\$20,000
Per Capita Grant	\$10,000
Other Grants	\$20,000
Donations and Memorials	\$50,000
Enterprise Fund (fines, fees, hourly meeting room rental)	\$41,500
Lease	\$7,200
<b>TOTAL</b>	<b>\$1,083,603</b>
<b>Building Fund</b>	<b>\$290,000</b>
<b>GRAND TOTAL</b>	<b>\$1,373,603</b>

Note: Some income lines have been combined. Exact detail is shown on the FY 2021 Working Budget Detail in Appendix A.

## FY 2021 Expense and Services Detail

### Collection Development

Collection Development is a core service to our patrons. Our staff works hard to purchase materials our patrons will love as well as keep the collection orderly by regularly assessing the collection and weeding our materials. Our collection is comprised of books, CDs, DVDs, BluRays, electronic resources (ebooks, databases, etc.) equipment (such as fishing poles) periodicals, audio books, video games and kits.

The collections are overseen by the following staff members:

Assistant Director: Responsible for purchasing materials of all types for adults

Programming Coordinator: Responsible for purchasing materials of all types for youth

Reference Coordinator: Responsible for purchasing electronic materials for all ages

Director: Oversees all purchases and overall weeding process and criteria

## FY 2021 Materials Budget

	FY21	FY20
Books	\$24,000	\$31,000
Visual	\$20,000	\$22,000
Audio	\$1,000	\$4,000
Periodicals	\$5,000	\$5,000
Online Databases	\$20,000	\$19,000
Youth Books	\$24,000	\$30,000
Youth Visual	\$3,000	\$5,000
Youth Audio	\$1,000	\$1,000
Microforms	\$800	\$800
Total	\$98,800	\$117,800

### Collection Development Standards Compliance

The materials budget for FY2021 represents 10% of the FY2021 annual budget; the standard for materials budget is 12%. FY2021 budget is decreased by 16% or \$19,000 from FY 2020. This significant decrease will allow the library to reserve funds for the purchase of an automated check in material handler.

A decrease in the purchasing of this magnitude will require close monitoring by staff with collection development duties and innovative display and cataloging approaches to ensure that Effingham Public Library users are not overly affected.

The library has taken into account that some of our materials lines need to remain as robust as possible so that our users aren't frustrated with our shift in priorities. With that mindset, material lines that have not been affected by this decrease include the Periodical, Microforms and Online Resources budget lines.

We will also continue to look for grant funds to refresh and supplement our materials budget. The Per Capita grant request has been written to assist with this effort in mind; however, at the time of this writing, the award letters have not been announced.

### Trained Cataloging Staff

We catalog nearly all of our own materials through the talents of our cataloger. She has full cataloging privileges in SHARE (our resource sharing consortium) and is able to complete original cataloging (required when no cataloging record is available and mostly used for local authors and kits). However, to ensure continued timely delivery of items to our patrons, we do send a small number of original cataloging items to the Illinois Heartland Library System to be cataloged by them at a cost of \$10/item. In FY 2020, we sent approximately 5 items at a cost of \$10/item.

### **FY 2021 Non-resident Card Rate**

Our non-resident card rate is determined by the mathematical formula and will be set by board action at the April meeting. The current rate is \$143.75 per household. Purchasing a non-resident card allows each resident of the household to obtain borrowing privileges.

During FY2020, staff performed a detailed analysis of our current non-resident cardholders to see if it made sense to switch to the Tax Bill method (each individual pays exactly what they would pay on their property taxes, making the amount variable by property owned rather than fixed). It was determined that this method would make it cost-prohibitive for many of our current users by setting the rate per household for many of our users at over \$300.

### **Marketing**

The Effingham Public Library uses a mix of online and in-house marketing materials supplemented with local PR and, when required for major events, paid-for advertising. With one of our strategic goals being library service for all and an increase in non-resident cards, it is becoming increasingly important that we make sure all the community is aware of the services we provide and look at other and extra ways to share our message across different and wider platforms. One opportunity that ties well with timing and audience reach is cinema advertising starting in May and running for 13 weeks taking us through the Summer Read period, supported by county wide flyer inserts promoting services and summer read.

A small increased in radio spend would allow us to share a consistent message more regularly throughout the year rather than a short term one off message.

Without a dedicated marketing coordinator and with time constraints on how much part-time reference desk coordinators can contribute allowance has also been made to use an outside contractor.

Marketing will also focus this year on developing a comprehensive marketing plan. Our community is shifting away from traditional media channels and so in order to reach them, we need to think differently about how we will connect with new users.

<b>MARKETING</b>	<b>FY2021</b>	<b>FY2020</b>
Shutterstock Images	\$100.00	\$100.00
Constant Contact 12 Month Subscription	\$400.00	\$380.00
Survey Monkey Annual	\$400.00	\$40.00
Beanstack Reading App	\$795.00	\$795.00
Facebook Ads	\$ -	\$150.00
ETNR Service Guide x 2	\$200.00	\$200.00
EHS Yearbook Ad	\$50.00	\$50.00
EDN Progress Magazine	\$475.00	\$475.00

Radio Community Calendar (x3)	\$210.00	\$210.00
EDN Summer Ad	\$225.00	\$200.00
Chili Fest Sponsorship	\$ -	\$150.00
Radio Ads (incl. XMAS 4 weeks)	\$1,200.00	\$1,000.00
Promotional Items (plus Door to door handout)	\$1,500.00	\$1,000.00
Purple Bags 500	\$600.00	\$1,000.00
Pens	\$750.00	\$750.00
Table Top Displays	\$ -	\$250.00
Logo Car Magnets	\$ -	\$70.00
Staff Polo Shirts	\$150.00	\$130.00
5 Year Celebration Shirts	\$250.00	new line
NLW Promo and Giveaways	\$100.00	\$150.00
NLCSUM Promo Giveaway Prizes	\$100.00	\$250.00
Outreach Refreshments	\$100.00	\$50.00
Elevator Wraps x2 (SRP and Rest of Year)	\$700.00	\$700.00
Fundraising Mailer (700)	\$1,250.00	\$1,250.00
County Wide Insert x 2	\$2,000.00	new line
Contract Designer	\$500.00	new line
Cinema Advertising SRP	\$1,200.00	new line
County-wide Postcard (17750)	\$ -	\$2,500.00
Printing	\$500.00	\$500.00
<b>TOTAL</b>	<b>\$13,755.00</b>	\$12,250.00
	<b>\$1,505.00</b>	<b>INCREASE</b>

## Programs

Adult Programming is one of the most effective tools a library has for bringing its community together and demonstrating the benefits and services a library offers. The Effingham Public Library offers a regular schedule of programs that foster and promote a love of literature, life-long learning, and open discussion.

Adult programming costs can be reduced without impacting the quality and number of adult programs offered. This is thanks to the creativity and hard work of everyone involved and the generosity of community members and organizations donating their time and talents to provide a wide range of quality yet low cost programming.

Adult Programming	Occurrences	Cost	FY2021	FY2020
Swag - Seniors with Attitude	12	\$10.00	\$120.00	\$120.00

Group Prize				
SWAG Paint Party	1	\$75.00	\$75.00	\$75.00
May the 4th Star Wars Day	0	\$100.00	\$ -	\$100.00
SciFi Movie Day	0	\$50.00	\$ -	\$50.00
Yoga/Wellbeing Programs	6	\$100.00	\$600.00	\$600.00
Customer Appreciations - 5 Years Building	1	\$150.00	\$150.00	\$150.00
Coffee/ Cups/Plates etc.	1	\$100.00	\$100.00	\$100.00
General Programming	12	\$75.00	\$900.00	\$1,800.00
Large Budget Programs	1	\$500.00	\$500.00	\$1,000.00
Movie License	1	\$300.00	\$300.00	\$300.00
Architecture Walks	0	\$75.00	\$ -	\$75.00
Adult Reading Program Prizes	1	\$100.00	\$100.00	\$150.00
Adult Reading Program Rewards	1	\$500.00	\$500.00	\$750.00
Winter Read prizes	1	\$100.00	\$100.00	\$100.00
Winter Read Rewards	1	\$750.00	\$750.00	\$500.00
<b>Total</b>			<b>\$4,195.00</b>	<b>\$5,870.00</b>
			<b>\$(1,675.00)</b>	<b>DECREASE</b>

The Youth programming budget has been broken down further to allow us to improve tracking of spending. This year we benefit from a Community Foundation grant that is covering the cost of our Summer Kick Off Event which will be hosted by the EPC which saved \$600.

Increased costs relate mainly to Summer Read. Summer Read Challenge numbers have increased from 847 to 1329 to just 2 years and while we rely heavily on donations for many of the rewards, for those rewards we do supply, there have been increased costs due to the increased numbers. Our goal is to reach 1,500 children. We have also broken out the books reward from other rewards and prizes. Hopefully this will help us to better promote this line item as a cost that would make a good sponsorship opportunity.

The Super Summer Reader Initiative has been a great success in encouraging children to read more and for longer. The numbers attaining this level increased from 146 to 216, which results in increased medal costs.

Finally, it has been several year since we have increased the amount we pay our summer Outreach Coordinator and the increase in minimum wage has highlighted this further the line has been increased by \$200 (\$100 per month).

<b>Youth Programming</b>	<b>Occurrences</b>	<b>Event Cost</b>	<b>FY2021</b>	<b>FY2020</b>
Half of annual movie license	1	\$280.00	\$280.00	\$280.00
1,000 Books Before Kindergarten Back to School Event	1	\$100.00	\$100.00	New Line
1,000 books Before Kindergarten Books	1	\$200.00	\$200.00	New Line
Summer Fair (April 2021)	1	\$50.00	\$50.00	New Line
Central Grade School Art Show	1	\$50.00	\$50.00	\$50.00
Eggstravaganza	1	\$150.00	\$150.00	\$150.00
Week of the Young Child Event	0	\$30.00	\$ -	\$30.00
National Night Out (Books)	1	\$200.00	\$200.00	\$200.00
Chilifest	0	\$125.00	\$ -	\$125.00
Downtown Trick or Treat (Books)	1	\$300.00	\$300.00	\$300.00
Halloween @ Evergreen	1	\$150.00	\$150.00	\$125.00
Halloween Parade	1	\$275.00	\$275.00	\$225.00
ECC Trick or Treat	1	\$50.00	\$50.00	\$25.00
Strasburg Trick or Treat	1	\$25.00	\$25.00	\$25.00
Hometown Christmas Story Time and Movie Make N Take	1	\$100.00	\$100.00	\$100.00
Story Times	120	\$5.00	\$600.00	\$600.00
Thursday Pre-school Programming	12	\$5.00	\$60.00	\$420.00
Active Story Time	9	\$75.00	\$675.00	\$450.00
Scavenger Hunts	3	\$10.00	\$30.00	\$30.00
Craft Table	9	\$10.00	\$90.00	\$150.00
Saturday Passive Programming	0	\$10.00	\$ -	\$240.00
Homeschool Programming	2	\$50.00	\$100.00	\$90.00
School Age Programs	12	\$10.00	\$120.00	New Line
Family Read Nights 2.0	3	\$50.00	\$150.00	\$150.00
Movies with Make and Take	6	\$25.00	\$150.00	\$150.00
***Special One Off Programs	15	\$25.00	\$375.00	\$375.00
*Group visits to EPL	15	\$20.00	\$300.00	\$300.00
**EPL visits to groups	20	\$20.00	\$400.00	\$400.00
ELO Mileage	0	\$5.00	\$ -	\$150.00
Summer Read 2020 outreach (contractor and supplies)	1	\$2,000.00	\$2,000.00	\$1,800.00

Summer Read 2020 kickoff (Grant funded this year)	0	\$600.00	\$ -	\$600.00
****Summer Read external program presenters	15	\$100.00	\$1,500.00	\$1,500.00
Summer Read inhouse programs	45	\$25.00	\$1,125.00	\$1,125.00
Summer Read Décor	1	\$150.00	\$150.00	\$150.00
Summer Read Books	1	\$2,000.00	\$2,000.00	\$2,250.00
Summer Read Prizes and Rewards	1	\$750.00	\$750.00	New Line
Super Summer Readers Medals (200)	1	\$250.00	\$250.00	New Line
Summer Read teen volunteer thank yous	1	\$150.00	\$150.00	\$150.00
Summer Read Pool Party	1	\$200.00	\$200.00	\$200.00
Summer Read and volunteer tshirts	1	\$500.00	\$500.00	\$500.00
Book Bike Supplies	1	\$500.00	\$500.00	\$500.00
Miscellaneous supplies (paper, cardstock, glue, etc)	1	\$500.00	\$500.00	\$500.00
<b>Total</b>			<b>\$14,605.00</b>	<b>\$14,415.00</b>
			<b>\$190.00</b>	<b>INCREASE</b>

\*Area preschools, Dieterich 2nd grade, Lakeland 8th grade career conference, CEFS early intervention, etc.

\*\*EHS Book Club, Southside, CEFS parent meeting, etc.

\*\*\*Dr. Seuss Day, Teen Tech Week, Teen Read Week, Banned Books Week, Money Smart Week, Poetry Month, Earth Day, Chocolate Bingo, etc.

\*\*\*\*Painting with Rita, Ballard, Douglas Hart, Next of Kiln, Orpheum

## Staffing

At the start of FY 2021, the library will have 6 full time employees and 16 part-time employees.

Staff works a total of 533.5 hours per week, comprising a Full Time Equivalent (FTE) of 13.38.

## Compensations

During FY2020, the minimum wage in Illinois began its ascent to \$15/hour. In 2020, there will be two jumps—one in January and one in July. The library opted to make a single jump to the rate of \$10/hour in January. We will need to jump to \$11/hour in January 2021. Salary ranges will need to be adjusted to keep everyone in their similar bands. Additionally, we are applying the wage increase across all levels as our salary bands are very tight. While this increases our overall wages, it also brings all of our wages into a more attractive pool, hopefully increasing our retention rate.

Total FY 2021 salaries are budgeted to be \$552,730.14, which includes social security and other payroll taxes, benefits, and employer IMRF contributions.

### **Benefits**

The Library's health insurance will be renewed with Blue Cross Blue Shield Illinois. We will continue to pay 100% of the premium for all full time staff who wishes to obtain health insurance through the library. We continue to be a small group plan, sourced by Weiss Insurance. Dental and vision coverage is offered through a group plan with the City of Effingham and is paid 100% by the employee, if they wish to participate.

The Library is an IMRF employer; all employees meeting the IMRF hours threshold of 20 hours/week must participate in IMRF and 4.5% of their earnings will be withheld for IMRF contributions. Our IMRF rate for calendar year 2020 is 14.25%.

### **Volunteers**

Library volunteers are an important extension of Library staff and perform a variety of tasks that are important to the library. Volunteers may not be used to establish and maintain new library services.

In FY21, we will begin evolving our volunteer program to make it more robust and inclusive of different talents and opportunities. This will require a higher level of engagement from the staff that interact with volunteers. We are not at the point of needing a staff member dedicated primarily to volunteer coordination, but, if successful, we could be in that position in the future.

For FY21, we will look at volunteers in three categories: probation, teen/youth, and adult. For each group, there is already the expectation of completing an application; new this year will be formalized training before they can begin their volunteer tasks. All volunteers receive a brief orientation to the library, but we want to move this to a more standardized process for everyone. In addition, we will be writing volunteer job descriptions and posting them on our web site and other outlets to clearly advertise for what types of assistance we need.

In the past, opportunities have included:

- Light cleaning and dusting of the library building
- clerical and computer projects
- program preparations (i.e. cutting crafts for storytime)
- special projects
- outreach opportunities, including Book Crossing, Book Box, homebound delivery and pickup,
- book sales
- technical services functions, including book mending and preparation
- Summer Reading Program, including running prize desk and assisting at programs

Volunteers must comply with all Library policy, and are responsible for maintaining the confidentiality of all library information. The library reserves the right to terminate the services of a volunteer.

### Staff Development

Continuing education for staff members and community involvement continues to be a priority of the library.

The staff development budget (including travel) is as follows:

American Library Association Conference Chicago, IL – 1 attendee	\$2,000.00
Illinois Library Association Annual Conference Springfield, IL – 1 attendee	\$1,500.00
Staff Development Day (MLK Day)	\$1,000.00
Illinois Heartland Library System/SHARE Training	\$500.00
Library Marketing Conference Indianapolis, IN – 1 attendee	\$1,000.00
Additional opportunities that might arise	\$1,000.00
	\$7,000.00

### Technology

The majority of our technology needs are met through the service contract with Lazerware. They provide a structured maintenance program for an annual cost of \$24,000. This include maintaining the integrity of our network, improving an updating speed and response times for software, as well as all maintenance, large and small. We no longer need to have a person on site to troubleshoot technology issues with staff equipment as they can be onsite within a few hours for major problems and within 24 for minor. In addition, they have remote access to our network to troubleshoot network outages (which are rare) within minutes.

Our computer equipment is aging, and Lazerware has recommended that is time to consider replacing some of our staff and patron computers. This budget reflects the replacement of at least 6 computers. Lazerware staff will also be developing a technology plan to allow us to prepare for future replacement needs.

### Tort/Liability

Tort funds can be expended as approved by the state statute. The Library continues to participate in the purchase of liability insurance and bonds on the same policy with the City of Effingham. The City is aggressive in ensuring top-notch coverage at competitive prices.

The FY 2021 Liability budget is as follows:

Liability Insurance	\$10,000.00
Safety Coordinator	\$5,300.00
Maintenance/Safety	\$20,850.00
Security System	\$1,000.00
RFID Security System	\$5,000.00
Pest Control	\$300.00
Trash Removal	\$700.00
Janitor Supplies	\$2,000.00
<b>TOTAL</b>	<b>\$45,000.00</b>

### FY 2021 Working Budget

The following shows the FY 2021 Working Budget, with contingencies included, in full and segregated by fund.

Authorization of this document authorizes the Director to work within the budget lines defined in these sections.

Acct. No.	Library Fund	FY 2021 Budget
5010.010	Director	\$56,637.44
5020.010	Assistant Director	\$41,458.92
5014.010	Programing Outreach Manager	\$44,641.68
5016.010	User Experience Manager	\$36,525.60
5035.010	Library Asst. II (8 positions)	\$143,742.24
5030.010	Library Asst. I (9 positions)	\$103,359.26
5045.010		\$0.00
<b>Personnel Total</b>		<b>\$426,365.14</b>
6025.010	Adult Programming	\$4,195.00
6030.010	Youth Services Programming	\$14,605.00
<b>Programming Total</b>		<b>\$18,800.00</b>
6045.010	Accounting/Payroll	\$13,000.00
6050.010	Legal Fees	\$3,000.00
6052.010	Software Fees	\$20,000.00
<b>Professional Fees</b>		<b>\$36,000.00</b>
6055.010	Internet	\$4,000.00
6060.010	Telephone	\$3,800.00

6065.010	Postage	\$1,600.00
6165.010	Utilities	\$42,000.00
6113.010	RFID Project	
6114.010	Processing Materials	\$3,000.00
6115.010	Office Supplies	\$4,000.00
6160.010	Contingency/Misc.	\$200.00
6140.010	Refunds	\$700.00
6048.010	Administrative Fees	\$400.00
<b>Administrative Costs</b>		<b>\$59,700.00</b>
6100.010	Books	\$24,000.00
6101.010	Visual	\$20,000.00
6103.010	Audio	\$1,000.00
6105.010	Periodicals	\$5,000.00
6112.010	Online Databases	\$20,000.00
6110.010	Youth Books	\$24,000.00
6111.010	Youth Visual	\$3,000.00
6116.010	Youth Audio	\$1,000.00
6125.010	Microforms	\$800.00
<b>Materials</b>		<b>\$98,800.00</b>
5050.010	Group Hospital Ins (6 positions)	\$38,000.00
5055.010	Life Insurance	\$125.00
<b>Insurance</b>		<b>\$38,125.00</b>
	<b>Transfer for Building Fund</b>	<b>\$35,000.00</b>
	Reserves	\$95,000.00
<b>Fund Subtotal:</b>		<b>\$807,790.14</b>

Acct. No.	Library Fund	FY 2021 Budget
6090.010	Grants	\$30,000.00
<b>Grants</b>		<b>\$30,000.00</b>
<b>Fund Subtotal:</b>		<b>\$30,000.00</b>

Acct. No.	Library Fund	FY 2021 Budget
	<b>Transfer to Building Fund</b>	<b>\$25,000.00</b>
6091.010	Donations/Memorials	\$10,000.00
6029.010	RISE	\$15,000.00

<b>Donations</b>		
<b>Fund Subtotal:</b>		<b>\$50,000.00</b>

<b>Acct. No.</b>	<b>Library Fund</b>	<b>FY 2021 Budget</b>
6015.010	Consultant/Professional Fees	\$2,000.00
6031.010	Marketing	\$13,755.00
6080.010	Training/Staff Development	\$3,000.00
6075.010	Dues	\$2,000.00
6070.010	Travel Expenses	\$6,000.00
<b>Professional Fees</b>		<b>\$26,755.00</b>
6040.010	Mainte/Office and Other Eq.	\$6,000.00
6150.010	Furniture and Equipment	\$8,000.00
<b>Equipment</b>		<b>\$14,000.00</b>
	<b>Transfer to Building Fund</b>	<b>\$7,200.00</b>
<b>Lease Total</b>		<b>\$7,200.00</b>
<b>Fund Subtotal:</b>		<b>\$47,955.00</b>

<b>Acct. No.</b>	<b>Building and Maintenance Fund</b>	<b>FY 2021 Budget</b>
6170.020	Mainte/Grounds (snow/mowing/weeding)	\$2,500.00
6185.020	Janitorial Service	\$18,500.00
6175.020	Mainte/Computers	\$26,000.00
6180.020	Improvements	\$1,000.00
6035.020	Mainte/Building	\$5,000.00
6150.020	Equipment	\$1,000.00
6155.020	Computer Equip.	\$2,000.00
<b>Fund Subtotal:</b>		<b>\$56,000.00</b>

<b>Acct. No.</b>	<b>Audit Fund</b>	<b>FY 2021 Budget</b>
6195.030	Annual Audit	\$1,000.00

<b>Acct. No.</b>	<b>Liability Insurance Fund</b>	<b>FY 2021 Budget</b>
6200.040	Liability Insurance	\$10,000.00
6053.040	Bonds	\$0.00
5046.040	Safety Coordinator	\$5,300.00
6205.040	Maintenance/Safety	\$20,850.00

6210.040	Security System	\$1,000.00
6215.040	RFID Security System	\$5,000.00
<b>6190.040</b>	Pest Control	\$300.00
6085.040	Trash Removal	\$700.00
6130.040	Janitor Supplies	\$2,000.00
<b>Fund Subtotal:</b>		<b>\$45,150.00</b>

<b>Acct. No.</b>	<b>Workman's Comp Fund</b>	<b>FY 2021 Budget</b>
5065.050	Workman's Comp	\$1,800.00

<b>Acct. No.</b>	<b>Unemployment Fund</b>	<b>FY 2021 Budget</b>
5070.060	Unemployment Ins.	\$8,000.00

<b>Acct. No.</b>	<b>IMRF Fund</b>	<b>FY 2021 Budget</b>
5075.070	IMRF Employer Contributions	\$53,000.00

<b>Acct. No.</b>	<b>Social Security/Medicare Fund</b>	<b>FY 2021 Budget</b>
5080.080	Soc. Sec/Medicare Payments	\$30,000.00

<b>Acct. No.</b>	<b>Building Fund</b>	<b>FY 2021 Budget</b>
6210.098	Building Committee	\$290,000.00
<b>Fund Subtotal:</b>		<b>\$290,000.00</b>

### **Delayed Payments, Cash Shortfalls, and Unaddressed Expenses**

In the event of delayed receipts of expected tax monies, the Library may operate utilizing reserve funds and/or working cash monies.

In the event of cash shortfalls where the actual tax income received is less than is expected, the Library may cover the shortfall with reserve funds and/or adjust the Working Budget, as directed by the board.

To cover unaddressed expenses, i.e. major repair projects not foreseen at this time, major upgrades in equipment or furnishing not foreseen at this time, etc., the Library may use the appropriate reserve funds, as directed by the board. In the case of emergency maintenance, the Director is authorized to work with the board co-presidents to make repairs that exceed budget lines stipulated in this document.

## **Serving Our Public: Standards Compliance**

The *Standards for Illinois Public Libraries: Serving Our Public 3.0*, was adopted in 2014 by the Illinois Library Association. They are guidelines that both enable a basic level of service across all public libraries in Illinois as well as provide a mechanism for reaching further to enhance library services.

### **Core Standards**

The library and the library board are in compliance with the core standards. These standards include concepts such as having an organized collection, being open a minimum of 15 hours/week, having a paid staff, and ensuring that the board sets policies and reviews tax revenues and facilities to ensure that they are meeting the needs of the community.

This standard is especially important as we begin the process of expanding our service area. We will need to ensure that whatever service is proposed and presented is in line with the core standards of service.

### **Governance and Administration**

The library meets the minimum standards for governance and administration. For FY21, we will continue to develop opportunities to train and more fully engage board members. Last year, the board embarked on reviewing every policy and those efforts will continue on the approved schedule.

The standard also encourages regular communication with and checking in on the needs of the citizens in the service area. We've begun to conduct more surveys and focus groups in the past year and plan to continue with this opportunity as it is a great way to hear what is on the minds of our stakeholders.

### **Personnel**

The library continues to develop and improve under the massive restructuring in FY18. That effort has enabled staffing to become more balanced, it has enhanced our informal sponsorship program (where we promote from within after employees have gained a solid foundation in the basics of customer service and library operations), and has improved the opportunities for each staff to learn more about the various library services as well as contribute.

For FY21, we'll be renewing our focus around enhanced customer service. We kicked this effort off with our Secret Shopper/Customer Service training at our annual Martin Luther King, Jr. Day all-staff training. As a result of our training, we are likely looking at continuing to refine and enhance our model for delivering services. We will be looking at how we staff the floors/service desks as well as continuing to balance the load around the library.

### **Facilities**

Our library more than meets the minimum standards for what should be provided in a library facility, thanks to our recent renovation. However, attention should still be paid to ensuring that we continue to exceed this standard.

In FY2020, we were able to replace the roof, which has helped improve our overall efficiency of the building and ensured that our collection and resources are protected. In FY2021, we will be fundraising for an interior renovation of the second floor. Because of the high volume of use, we need to expand the Children's Room to allow for more space for interactive play and displaying materials.

The library will continue to develop a facilities plan to ensure that we are adequately maintaining our equipment as well as planning for future needs. This will allow the library to better prepare for items that are coming to the end of their life cycle. We continue to put money aside for unforeseen expenses, but a comprehensive plan for the facility will greatly improve how we respond to these needs.

### **Technology**

We are in compliance with the standards related to technology. We contract with Lazerware and they ensure that our equipment is operational and up-to-date. They also make suggestions for replacement of equipment when it has reached the end of its life-cycle.

We continue to participate in the eRate program. FY20 was the first year that we saw revenues from this program and they were in line with the projections. Jill Dare is our consultant and she has been very easy to work with and makes the process very simple for us.

In FY21, the library will need to create a comprehensive technology plan. Lazerware is assisting with this.

### **Access**

The library exceeds the standards set forth regarding access. Because of our position as the one of only three libraries serving Effingham County and because we are by far the largest, we have worked hard to make sure that as many of our resources are available to all that enter our facility/website, regardless of whether they have a public library card. We have a lot of people that come to our facility because they work in Effingham as well as many that are traveling through. Because of this, all of our services (excluding checking out materials and access to some of our electronic resources) are available without a library card and there is no extra expense charged to those without our card.

In FY21, we will continue our efforts at expanding our service areas. We'll be working with an intern, beginning in January 2020, to assist with research and evaluation of areas to serve as well as methods for serving those citizens. We have not established a date to put this issue on a ballot, but plan to develop a target election in early FY21. We will also continue working with EveryLibrary, a PAC that assists libraries in a variety of ways, including strategic assistance and training on how to create successful campaigns.

## **Collection Management and Resource Sharing**

Our collection is constantly monitored by staff to ensure that it is effective and providing our community with what they need and want. We weed our collection at least annually on a rolling basis. Additionally, we continue to be a net lender, which helps to strengthen our consortium as well as our patrons' access to a diverse collection of materials. We will continue in FY21 to utilize solid purchasing techniques that place a strong emphasis on purchasing multiple copies as well as continuously monitoring the tastes and needs of our patrons. In addition, we will begin saving money for the purchase of a materials handler, which will make our circulation operation much more efficient.

## **Public Services**

The library meets the standards for both reference and reader's advisory services. For FY21, a goal of the library is to continue to improve our customer service. We will be implementing the findings from the Secret Shopper program.

## **Programming**

Programming has long been a strong point for our library. We plan to continue to develop our programming options and expand our offerings, especially for adults. We launched a pilot after-school program that has been very successful. This was a need that also came up during our surveying in FY18. We will continue to offer this program and make improvements as we learn more about this type of programming.

## **Marketing, Promotion, and Collaboration**

Our marketing is first-rate and is nationally recognized. We continue to push and develop our marketing efforts to better reach our audience. We have made it a goal to attain *Library Journal* Star Library status and we continue to develop in areas that will help us achieve that. The marketing team will also be working on developing a comprehensive marketing plan to guide the reach and scope of our marketing efforts. Additionally, we will send a county-wide mailer to residents to encourage participation in our Summer Reading program.

## **System and ILLINET Membership Responsibilities**

The library meets all standards with regards to System and ILLINET membership. We participate in many trainings and other committee opportunities as applicable.

## **Safety**

The library meets all standards for safety. During FY21, we will be evaluating and updating all of our safety procedures and ensuring consistent execution and training.

## **Appendix A—Working Budget Detail**