St. Charles City-County
Library

Fiscal Year
2023
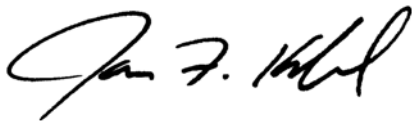Budget

FY23 Executive Summary

Throughout the past two and half years, the Library has carefully managed our limited resources to address the ongoing needs resulting from the COVID-19 pandemic. As we move into fiscal year 2023 (FY23), we are navigating our new normal with the added pressure of inflation levels not seen in more than four decades.

Additionally, St. Charles County is the third largest in the state, growing more than 13% in the last decade. Our new reality is that we are serving more people than ever before while the cost of doing business is outpacing revenue growth. My sincere gratitude goes to our Library staff who continue to respond to these growing pressures with innovation and inspiration.
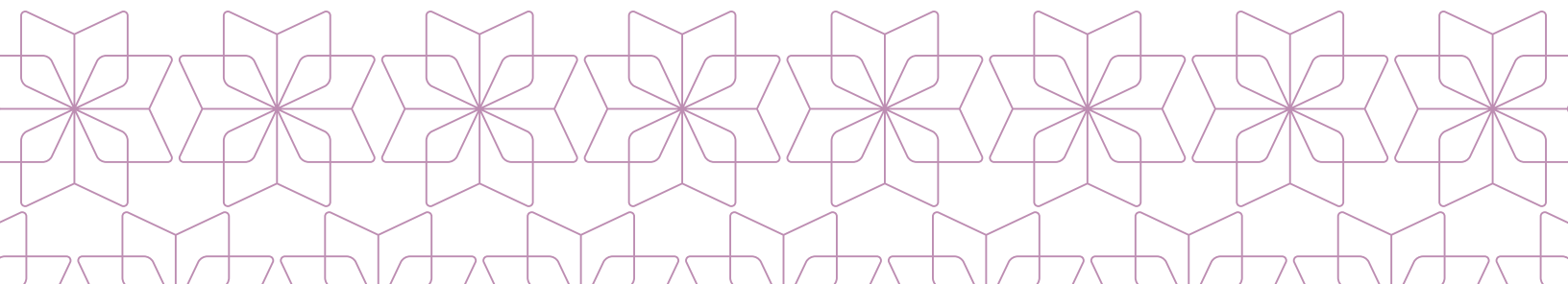
As customer behaviors have evolved over the past few years, it has become imperative that we find ways to meet our cardholders where they are. Our Library to You services include the Summer 2023 launch of our new mobile library. We also have installed 24-hour holds lockers called "Holds Hoppers" at five branches with a sixth coming later in the year. This service has been well received by customers as it allows them to pick up their materials any time, day or night. Self Service hours are now offered at our Cliff View Branch allowing customers to use this location in the early morning and on Sundays when the branch isn't normally staffed. And our investment in eResources continues to grow reflecting our cardholder's change in the way they use the Library.

Since 2004, costs of providing library services have increased 85% while revenues have only increased 66%. We will continue to make the best choices to serve the most people with the resources available while using strategic ingenuity as a means to remain a catalyst for customers to build successful lives, families, and communities.

Sincerely,

Jason F. Kuhl
Chief Executive Officer

St. Charles City-County Library

Board of Trustees
June 30, 2022

BRANCHES

VIRTUAL: myLibrary.org (Coming FY23 - stchlibrary.org)

Administrative Office P.O. Box 529 77 Boone Hills Drive St. Peters, MO 63376 Phone: 636-441-2300	**Kathryn Linnemann Branch** 2323 Elm Street St. Charles, MO 63301 Phone: 636-723-0232
Augusta Branch P.O. Box 128 198 Jackson Street Augusta, MO 63332 Phone: 636-228-4855	**Kisker Road Branch** 1000 Kisker Road St. Charles, MO 63304 Phone: 636-447-7323
Boone's Trail Branch 10 Fiddlecreek Ridge Road Wentzville, MO 63385 Phone: 636-398-6200	**McClay Branch** 2760 McClay Road St. Charles, MO 63303 Phone: 636-441-7577
Cliff View Branch 10 Cliffview Drive Wentzville, MO 63385 Phone: 636-244-3962	**Middendorf-Kredell Branch** 2750 Highway K O'Fallon, MO 63368 Phone: 636-978-7926
Corporate Parkway Branch 1200 Corporate Parkway Wentzville, MO 63385 Phone: 636-327-4010	**Spencer Road Branch** 427 Spencer Road St. Peters, MO 63376 Phone: 636-447-2320
Deer Run Branch 1300 North Main Street O'Fallon, MO 63366 Phone: 636-978-3251	**WingHaven® Branch** 7435 Village Center Drive O'Fallon, MO 63368 Phone: 636-561-3385

ST. CHARLES CITY-COUNTY LIBRARY

Annual Budget - Fiscal Year 2023

As we enter the fourth and final year of the *2019-2023 Strategic Plan* approved by the Board of Trustees, we are navigating a new normal. As with many others in the country, we are absorbing the impact of the lingering pandemic while facing record inflation and expenses that outpace revenue growth. Per capita revenue levels for our library are still the lowest of the three major library systems in the St. Louis metropolitan area.

In fiscal year 2023 (FY23) we will meet these challenges through staff innovation and advances in technology that allow us to reshape how we serve our community. We will also pay particular attention to infrastructure and building a solid foundation for growth.

Facilities for the Future

Revitalize existing spaces and plan for expansion to serve a growing population.

In FY23 we will improve the customer experience with small scale renovations and improvements at Kathryn Linnemann, Spencer Road, and Middendorf-Kredell. We will work with an architecture firm that specializes in public library design to create master plans for our Corporate Parkway, Kisker Road, McClay, and Deer Run branches.

Experiences and Outreach

Enhance events, classes, and outreach to the community and reevaluate the collections to attract new customers and expand audiences.

As we emerge from the pandemic, we project a return to a full slate of in-person classes and events designed to attract new audiences and non-users. We will expand revenue generating passport and notary services. And we will grow our tax preparation and Book-a-Librarian services. As the small-scale renovations occur at the branches, customers will see changes in the presentation and arrangement of physical collections to increase access, ease of self-service, and overall use.

Our new *Library to You* mobile vehicle will provide materials, technology, and classes to customers in areas where a brick and mortar branch is not feasible.

Service Model

Strengthen the customer-centered, supported self-service model to increase access and use, overall customer satisfaction, and workflow efficiencies, and by reinvesting in our superior staff.

In FY23 we will continue to evolve the staffing model, including in future hiring, to provide for general broadening of customer assistance by all public staff. We will continue specialized service where appropriate and needed and bolster funding for staff training and development.

The new staffing model will provide more accessible, impactful, and engaging customer experiences and is supported in part by increased self-service check-out stations and the very popular *Holds Hoppers* (24-hour holds lockers) that will soon be available at six of our branches.

Digital Leadership

Improve digital and technology services to enhance ease of use for both customers and staff, and to raise the Library's profile as a technology leader in the community.

In FY23 we will build a solid foundation for enhanced digital experiences to come in future years. We will be focusing on significant network infrastructure improvements to ensure better performance, stability and security.

A new Library website is nearing completion and will be launched summer of 2022. The customer friendly site will offer an enhanced user experience and serve as a gateway to our robust digital offerings. We will also begin using *Curator* to help us increase social media reach by putting our social media content directly on our new website.

Public Relations and Marketing

Advance public relations and marketing to expand use and awareness of the Library, and support efforts to increase private and public funding.

In FY23 we will continue our relationship with Koios, a firm that helps libraries and nonprofit organizations increase Google rankings as to search results. Google ads generated by Koios are based on keywords in searches in our area and on winning the bid for those keywords. After Koios added our Library online catalog to Google, the District saw a 12% increase in circulation of physical materials.

New assets coming in FY23 include a program attendance module that will help us capture information to improve marketing efforts. We will also launch a new tool that automates content for customer email messages based on their most frequently used branch and other preferences.

While we are immediately focused on navigating the current economic climate, we are also keeping our eye on the mission of the Library as we inspire, inform, and enhance connections across St. Charles County.

GENERAL FUND

The General Fund represents the Library's operating budget. The new fiscal year will start with a projected beginning fund balance of $24,122,117. Prior to most tax revenues for Fiscal Year 2023 being received in January 2023, the Library uses this fund balance to operate. FY23 is projected to have an ending fund balance of $23,001,759 after capital / special projects.

REVENUE HIGHLIGHTS

- **Library District Taxes**

  Library tax revenue in FY23 is budgeted at $21.0 million, a 3.4% increase from the FY22 budget.

  Tax revenue is projected to generate 97.1% of the Library's total revenue. Tax revenue includes real and personal property taxes as well as Tax Increment Financing (TIF) payments, Surtax payments, and so on.

  A conservative real and personal property tax projection has been made until the Library sets the tax rate in September and there is more information regarding actual revenues.

  The tax rate, certified by the Missouri State Auditor in September, is projected to remain the same as prior year. State law requires the Assessor to revalue all real property in St. Charles County as of January 1 of every odd-numbered year, which does not apply to 2022.

- **State Aid for Public Libraries**

  The Library has budgeted State Aid in the amount of $249,631 in FY23 compared to $227,242 in FY22, a 9.9% increase.

  Upon release of the 2020 Decennial Census redistricting data, the Missouri State Library updated the Library's current legal service area population (all of St. Charles County). The 2020 Census legal service population is 405,262, which is a 12.42 % increase from the 2010 population of 360,485. The new legal service area population total is the basis for the per capita rates used to determine State Aid and Non-Resident Professional Athletes and Entertainers Tax (A&E) payments beginning in State Fiscal Year 2023.

  This endorsement reflects the importance of libraries in assisting communities in a continually changing environment.

- **Grants**

  Grant funding customarily includes support from the St. Charles City-County Library Foundation and Friends of the Library organizations, which enhances the Library throughout the year. Foundation will be providing grant funding for sixteen (16) AWE Learning Stations that support early literacy in branches – educational content for early learners. The Library will continue to support Friends in holding their popular annual book sale in August.

The State of Missouri administers Library Services and Technology Act (LSTA) funding. Summer Challenge (Reading) grant revenue has been included in the FY23 budget pending application acceptance for LSTA and other available funding.

- **Investment Earnings**

  The investment interest budget for FY23 is projected to increase nearly $24,000 from FY22 budget based on improved interest rates. A combination of the economy, interest rates and financial market conditions impact the Library's Certificate of Deposit (CD) investment return.

- **Charges for Services**

  Overall, charges for services are projected to increase $68,598, or 46.0% from FY22 budget.

  Fees

  FY23 budget includes fees for passport services, vending, lost and damaged materials, rental of meeting rooms, copying services and non-resident fees.

  Non-resident service fees are related to the number of *Reciprocal Lending Agreements* entered into by the Library with other libraries. These agreements enable the granting of mutual library services to residents served by other libraries if certain criteria are met. It benefits residents of both library districts by offering convenient services close to where they work and/or live.

  Passport Acceptance Facility Fees (Passport Services Fees) & Notary Services

  Passport services are frequently requested by customers. This popular service transitioned in FY22 to an appointment-based model. Services are offered at four branches: Spencer Road, Kathryn Linnemann, Middendorf-Kredell and Corporate Parkway.

  Estimated Passport Services fee income for FY23 is $100,000, an increase of 50.0% from FY22 budget. The Library is able to recoup the cost of the passport program by collecting a processing execution fee. Passport photos are also available to customers.

  Notary services also launched by appointment in FY22. There is no fee required for this valued service.

- **Intergovernmental Exchange**

  The FY23 budget includes the provision of Tumblebooks, which is children's eBooks access at Wentzville and Ft. Zumwalt schools.

EXPENSE HIGHLIGHTS

- **Salaries and Benefits**

  The FY23 budget for salaries and benefits represents 62.91% of the overall operating expenditure budget.

  The Library examined service delivery and determined where flexibility could be added. A new staffing model has been developed, which includes the introduction of positions titled Library Associate I and Library Associate II. The change in service model now provides a clear path for staff advancement. It also provides for a better customer experience by equipping staff with the tools needed to engage patrons.

  The budgeted staffing level for the Library will decrease from 208.22 full time equivalents (FTEs) in FY22 to 206.66 in FY23.

  FY23 budgeted expenditure for salaries and benefits is $12,945,904, a decrease of $14,779 or .1% from FY22 budget. The FY23 budgeted amount includes a 5% salary increase for all employees. The Library will conduct a Compensation Study in FY23 to assess overall salaries and benefits in comparison to similar entities and positions.

  Medical, dental, disability, and life insurance, plus the defined pension and deferred compensation plans are the core components of the benefit package for full time employees. The Library estimates a $128,574, or 10.8%, increase in health care costs in FY23 from FY22 budget.

  The LAGERS (pension) employer contribution rate will decrease to 10.1% in FY23 from 11.1% in FY22. This accounts for the minimal .7% increase in the combined LAGERS and deferred compensation employer matching expense.

- **Library Materials**

  The FY23 Materials Budget is $3,576,175 compared to $3,477,525 in FY22, a 2.84% increase.

  The FY23 budget year requires substantial reallocation of funds from physical media to offset areas with sharply increasing costs such as eBooks and eAudio. The Library's goal is to balance needed materials with available funding to maintain reasonable customer wait times for resources.

  The Library has enhanced use of resources, but various factors contribute to increased costs:

  - ❖ Continued growth in *OverDrive* (eBooks, audiobooks), engaging new users each month

    - February 2022 had a 9.4% growth in new users over previous year

    - Calendar Year checkouts increased 5.8% from 2020 to 2021

- Fiscal Year 2020 to 2021 checkouts increased 17.2%

❖ Significant price increases from publishers for eBooks and eAudio

- Average item cost increased 8% from March 2021 to February 2022

❖ Discounts offered to libraries on books are declining

❖ Processing cost of books from vendors has risen

❖ Transportation and shipping charges from vendors for physical items has increased

❖ *Kanopy*, now owned by *OverDrive*, is offered as a streaming service to customers

- Visibility has grown, boosting use and associated cost

- Different pricing models will be offered in FY23, the impact of which has yet to be determined

As to music and audiobooks on CD, the Library will continue to decrease budget as these print formats are becoming less popular. Instead, funds will be allocated to eMedia.

A similar decrease and change in allocation is happening with regard to movies. The proliferation of people joining streaming services (especially Disney+) has translated into lower demand for physical copies.

MOBIUS

The Library continues to participate in the MOBIUS consortia, a partnership of libraries. MOBIUS is a library resource sharing tool that uses our catalog to connect with 78 other libraries across Missouri, Iowa, Kansas, Oklahoma, & Texas to easily borrow more than 29 million items.

Holds Hoppers

Holds Hoppers, or 24-hour holds lockers, allow customers to pick up their materials any time. They are currently in use at the Corporate Parkway, Deer Run, McClay, Kisker and Middendorf-Kredell branches. Spencer Road Branch will introduce a *Holds Hopper* during FY23. The Library pays annual maintenance fees for all *Holds Hoppers*.

OverDrive Reciprocal Lending Agreement (RLA)

In late FY2022, the Library launched a new method to reciprocally borrow eBooks and

audiobooks in *OverDrive* from St. Louis County Library and St. Louis Public Library. This service is called *OverDrive RLA*.

Customers are able to use their St. Charles City-County Library card for item check out in the partner *OverDrive* collections without the need to obtain a separate card from those libraries. Customers can borrow any item sitting on the digital shelf.

OverDrive RLA improves customer access to materials. It opens up the collections of our partners to all St. Charles City-County Library cardholders.

Customers can still obtain reciprocal cards from St. Louis County Library and St. Louis Public Library, which are needed to check out physical items, use other digital resources, and so on. But *OverDrive RLA* is an easy way to use one of the most popular services from all partner libraries without having to do so.

- **Insurance**

    The Library has concentrated on risk management, expanding insurance coverage in various areas. Economic and environmental conditions continue to impact the cost of property and other insurance. In FY23, the overall insurance budget increased roughly $20,000, or 18.2%, from FY22.

- **Adult and Youth Services**

    The FY23 budget for overall programming (classes and events) is $192,850 compared to $170,270 in FY22, a 13.3% increase. This excludes the various software tools used, which are budgeted in Information Technology.

    The Library's classes and events for all ages provides many benefits such as:

    - ❖ Building community
    - ❖ Promoting literacy
    - ❖ Bringing people to the Library
    - ❖ Connecting customers to the collection and other resources
    - ❖ Sparking people's interest to learn something new, improve skills, enjoy a hobby, and so on

Adult classes include coffee and conversation, crafting, games, exercise, walking groups, book discussion, and technology tips, to name a few. Book Discussion Kits are available for checkout at the Library.

Youth classes encompass early literacy as well as focus on elementary, tween and teen ages. They include story times, "Read to a Dog", games, movies, book clubs, learning to play an instrument and much more.

As a child's first classroom, the Library will continue to focus on branch early literacy spaces. Safe and inspiring learning environments are at the center of positive early childhood experiences.

The Library will also focus on teen services and support services for adults. Support services include assistance with job search, skill development, budgeting and so on. The Library's diverse eResources provide customers many opportunities such as the ability to learn a new language, research family history, obtain homework support and complete work-related training, to name a few.

Summer Challenge

The Library's popular *Summer Challenge*, with an $80,000 FY23 budget, continues to grow using the online platform *Beanstack*. Readers of all ages can use *Beanstack* to register in seconds and to earn badges and prizes by keeping track of their reading.

There's also a design a bookmark contest and the ability to explore the community and earn extra Summer Challenge prizes when customers visit a variety of branches during the summer.

1,000 Books Before Kindergarten

This Library program encourages reading 1,000 books with little learners before kindergarten. It's a fun way to help Grow Your Reader with a practice that is proven to build early literacy - exposing children to lots of books. Reading can be tracked online and badges can be earned along the way.

Learning On-the-Go

Learning On-the-Go is a series on the Library's YouTube channel that highlight some of the classes offered in Library branches. They may include songs from a children's story time or craft instructions from a recent class for adults. Customers can access Learning On-the-Go videos to experience learning at the Library wherever they may be.

Calendly Appointment Scheduling

Calendly is an appointment scheduling software being used, which the Library piloted in FY22 for Passport and Notary services. *Calendly* is user friendly and has allowed the Library to take the next step in the self-service model we aim to provide our customers.

Since it has been successful for Passport and Notary services, the Library plans to expand its use in FY23 to include tax preparation scheduling, Book-a-Librarian services, and possibly other services such as vaccine clinics. The software supports customers and is an easy format for staff to use, saving time and improving scheduling accuracy.

School Partnerships

The Library has worked with the County's public school districts to create a program that provides student accounts with the Library. The Library continues to partner with the school districts to highlight the benefit of the many library services available to students. This partnership transitions graduating seniors into full Library card holders.

One Read

In addition to the student library cards, the Library will continue a successful partnership with local public schools and provide further "One Read" programs for the community. This program promotes the reading of the same book, inspiring conversations about a variety of topics.

Storybook Walks

Storybook Walks continue to be a highlight for residents visiting local parks. In FY22, the Library's Foundation provided funding for a Storybook Walk located in the Weldon Spring City Park.

Special Events

Special events include popular author events, performers and presentations. For example, the Library partnered with local government to host a St. Louis Symphony Orchestra string quartet that was attended by over 1,300 people.

- **Community Outreach Services**

The FY23 budget for Outreach Services supports both the continued provision of new and high interest titles with regard to materials and meeting other needs of customers we serve. Our valued community partnership with *Operation Food Search* continues that supports our *Lunch @ the Library* program. *Lunch @ the Library* provides children and teens with free summer meals and summer reading programs that support learning, health, and wellness.

St. Charles County residents that are homebound or disabled and not able to travel to a branch can take advantage of *Library to You* services. *Library to You* volunteers deliver

library materials directly to homes or customers may be eligible to receive materials through the U.S. mail service.

- ***Library to You* - Mobile Library Vehicle**

The *Library to You* - Mobile Library Vehicle will officially begin rolling in early FY23 with the goal of making services more accessible for those underserved by library branches, as well as areas where transportation options are limited in St. Charles County. Our vehicle will have a wide collection of books, an interactive screen on the exterior of the vehicle for programming, and internet access.

Staffing

The Library will dedicate a full-time Manager and two part-time staff members to the service. Staff will be responsible for both driving the Mobile Library Vehicle and interacting with customers to provide services.

Collections and Services

A collection of 3,000 items for all ages will be held on the vehicle. Customers will be able to both browse materials and pick up items on hold. *Library to You* will offer Wi-Fi, public computers, copying, scanning, faxing, and selected classes to start. Once the Library discovers more about customer needs, additional services will be added.

Routes

Vehicle stops will be made in parts of St. Charles County that are underserved such as Portage Des Sioux, Flint Hill and Defiance. Two routes will operate on alternate weeks to align with the two-week checkout schedule. Potential stops include parks, schools, and businesses, but specific locations are yet to be determined.

Notably, the acquisition of the Mobile Library Vehicle was funded entirely by the St. Charles City-County Library Foundation through private donations.

- **Marketing**

The overall Marketing/Advertising budget of $112,770 for FY23 reflects only a slight decrease from the FY22 budget.

Digital Leadership – Website

A new Library website is nearing completion and will be launched summer of 2022. The site was built using *Stacks*, a website content management system designed specifically for libraries. A team of ten staff members from across the Library worked together to

create a customer friendly site. It features a seamless digital experience for users on any device.

Attracting New Customers - Google Advertising

In FY23, Marketing is continuing its partnership with Koios, a firm that helps libraries and nonprofit organizations increase Google rankings (Search Engine Optimization, or SEO). Google ads generated by Koios are based on keywords in searches in our area. After Koios added our Library online catalog to Google, the Library experienced a 12% increase in circulation of physical materials.

New in FY23, the Library will partner with OrangeBoy Inc. (*OrangeBoy*) to conduct an Integrated Marketing Campaign. This type of campaign will help us acquire new users by targeting non-users in our area. It will also help promote Library usage with existing users.

Social Media

Library social media numbers continue to grow and additional support will be dedicated to these channels in FY23. The Library will continue to use a robust scheduling tool that aids in organizing and placing social media posts. It also increases the type and amount of analytics we can collect.

New in FY23, Marketing will use *Curator* to help the Library increase social media reach by putting our social media content directly on our website.

Customer Engagement and Retention

The Library will continue its partnership with *OrangeBoy*, the library-focused company that provides software that tracks customer behavior and manages customer messaging.

New in FY23, two extra *OrangeBoy* products are planned to be implemented. The first is a program attendance module that will help the Library capture information on cardholders who attend library classes and events. The second is a module that automates content for customer email messages based on the most frequently used branch and other preferences. Both of these tools will help us deliver more effective, targeted messaging to our customers.

- **Delivery Fleet Operations, Maintenance and Repairs**

Delivery fleet vehicle operations, maintenance and repairs are budgeted to increase in FY23 by $11,200, or 26.0%, from FY22.

Budgeted expenditures now include those for the Mobile Library Vehicle. Fuel price increase estimates, including diesel, have been incorporated into the FY23 budget. The Library continues to incur additional maintenance expense due to vehicle age. Regular maintenance has contributed to an extended life cycle for all vehicles.

Due to high mileage, the Library anticipates having to replace one (1) fleet vehicle (delivery/utility) in FY23. Two (2) fleet vehicles were bid for replacement in FY22 but delivery was delayed until FY23. The replacement purchases have been accounted for under special fund/capital projects rather than the regular operating budget.

- **Buildings and Grounds**

  Buildings and grounds expenditures are projected to increase by roughly $13,000 in FY23 from FY22 budget, or 1.6%. This includes anticipated price increases for the coming year. It also includes estimated expenditure for contractor assistance with ice, snow and other weather-dependent issues.

  FY23 will have ongoing inflation, supply chain and contractor availability issues that can impact expenditures. To be fiscally responsible, the Library will continue the process of soliciting new contracts for the provision of services such as cleaning.

  Facilities Management will continue to focus on customer health, safety, accessibility, continuous improvement, District-wide security (in conjunction with Information Technology) and preventive maintenance to further extend the life of Library assets.

- **Equipment/Furnishings, Maintenance and Repair**

  The equipment, maintenance and repair budget will increase $12,740 in FY23 from FY22, or 4.4%. Several types of furnishings will be replaced or added to enrich staff spaces, teen areas, computer and study areas, customer spaces and meeting rooms.

  Customers will be able to enjoy added lounge seating across many branches, especially in children's areas. New activity tables and toys will be purchased to enhance youth areas. Public meeting room chairs and computer chairs will continue to be replaced and upgraded to meet our new furnishings standards at several branches.

  Highlights of what's coming in FY23:

  - ❖ Augusta Branch will receive new staff stools and have shades installed on the meeting room windows for flexibility in programming.

  - ❖ Corporate Parkway Branch will acquire a new ADA-compliant picnic table, a children's activity table and toys.

  - ❖ Deer Run Branch will get new children's toys and replacement end panels for shelving.

  - ❖ Kathryn Linnemann Branch will add book carts, gaming equipment, additional teen room seating, and increased adult seating in the children's area. Also coming soon to the branch are a *Welcome Desk*, passport furniture, added meeting room chairs, and privacy screens for the self-checkout station.

  - ❖ Kisker Road Branch will acquire a new circulation desk stool, children's area tables and chairs, and fresh book carts.

❖ Middendorf-Kredell Branch will receive new lounge chairs, an ADA-compliant picnic table, meeting room podium, chairs and tables, public computer and printer stations, self-checkout stations, new staff workstations and children's toys.

❖ McClay Branch will add children's area seating, redesigned shelving to expand the children's area and public computer chairs.

❖ Spencer Road Branch will introduce a redesigned main entry *Information Center*. They will also add an indoor book drop, ottomans, book carts, a public printer table, adult seating in the children's area, a meeting room podium and a new sun shade sail for the patio.

❖ The Administration building's remaining vertical blinds will be replaced with window shades. Board Room furniture will be purchased and, combined with new audio/visual tools, space functionality and usage will be expanded. Other purchases include a cabinet, sit to stand desk conversion kits, staff workstations and chairs, counter height stools and building signage.

Also included in this budget category are expenditures for contracted installation services, equipment rental, furniture repair and copier service agreements.

- **Travel, Training and Dues**

  Travel, training and dues is budgeted in FY23 to increase $30,167, or 35.2%, from FY22. This supports the Library's commitment to investing in leadership development.

  The Library is active in the following organizations as to staff membership, leadership roles, presentations and training:

  - Public Library Association (PLA)
  - American Library Association (ALA)
  - Missouri Library Association (MLA)
  - Missouri Association of School Librarians (MASL)
  - Association of Library Service to Children (ALSC)
  - Young Adult Library Services Association (YALSA)
  - Association of Bookmobile and Outreach Services (ABOS)
  - Online Audiovisual Catalogers (OLAC)
  - Athena Leadership Foundation of St. Charles County
  - Society for Human Resource Management (SHRM)
  - Government Finance Officers Association (GFOA)
  - American Payroll Association (APA)
  - International Facility Management Association (IFMA)

  Library organizational memberships and participation include:

  - St. Charles Regional Chamber
  - Western St. Charles Chamber of Commerce
  - Augusta Chamber of Commerce
  - O'Fallon Chamber of Commerce
  - Cottleville-Weldon Spring Chamber of Commerce
  - Rotary Club of St. Charles

- Rotary Club of St. Peters
- Cottleville-Weldon Spring Kiwanis Club
- St. Charles School District Parents as Teachers Advisory Board

The Library is also a member of the Urban Libraries Council (ULC), an innovative organization advocating the value of libraries. ULC focuses on: Education, Digital Inclusion (access and equity in communities), and Partnerships (for creating healthy, sustainable communities).

Participation in external conferences and training for staff anticipates inflated prices as to air travel, hotel, fuel, and so on. The Library will also continue to offer free or low cost in-house training for staff.

The FY23 budget includes mileage reimbursement for staff travel between branches and for local meetings. The Library reimburses mileage at the established U.S. Government General Services Administration (GSA) rate in effect at the time of travel. Reimbursement for meals is to be the lesser of the actual cost incurred and the established GSA per diem rate at the time of travel.

- **Professional Services**

Professional services are projected to increase $73,550, or 83.6% in FY23 from FY22. This is due mostly to budgeting for assistance in developing the Library's new *Strategic Plan* and performing a *Salary Plan Study* to ensure the Library is aligned with similar entities and competitive as to salaries and benefits.

The Library budgeted $40,000 in FY23 for legal fees for continued assistance in various areas including compliance review and revision of policies, Board and staff education, employment issues, contract review, and so on.

- **Information Technology**

The FY23 Information Technology and Telecommunication (IT) budget is $1,348,326 compared to FY22 budget of $1,212,210, an 11.2% increase.

The Library studied the detailed district-wide IT assessment results developed previously by a consulting firm as a road map for FY23 and beyond. It was determined that the main goal in FY23 is to stabilize and enhance infrastructure.

Infrastructure Projects

Main projects of focus include:

- ❖ A network equipment refresh, including switches, firewalls and access points.

- ❖ Partnering with World Wide Technology for security camera purchase and installation to provide more complete coverage and a uniform camera platform.

The aim is improved safety and security with easier access to footage.

- ❖ A new cloud hosted phone system with handsets and features such as voicemail to email, a mobile app, call recording, centralized answering options, and softphone (allowing the user to make telephone calls over the internet via a computer).

Branch & Mobile Library Projects

Main projects of emphasis include:

- ❖ Replacing sixteen (16) AWE early literacy computers at several branches, which will be funded by the St. Charles City-County Library Foundation.

- ❖ At Middendorf-Kredell Branch, reducing public computers to create a more flexible space and upgrading meeting room audio visual equipment. These changes will complement capital project work taking place at the branch.

- ❖ At Kathryn Linnemann Branch, handling the IT aspect of the *Welcome Desk* when it is repositioned.

- ❖ At Spencer Road Branch, assisting with the IT aspect of the *Information Center* as part of capital project work taking place.

- ❖ At Administration, installing innovative Board Room audio-visual equipment to accommodate meeting needs.

- ❖ Providing Mobile Library Vehicle support including equipment for the vehicle and staff, and Internet access at the facility where the vehicle is kept.

IT Managed Services

Importantly, the Library has partnered with WheelHouse Solutions to provide IT managed services. This organization has expertise in systems and networking to support the Library's IT setup and services.

Responsibilities include server and network administration support and providing assistance with other IT infrastructure projects.

Software Licenses/Subscriptions

The Library has an annual subscription plan for Microsoft products, including Server, Windows and Office. Polaris, our integrated library system (ILS), is also a subscription service that is central to providing Library services.

Other software and system licenses/subscriptions include but are not limited to:

- SolarWinds, IT Customer Service Management platform
- Zoom conferencing for virtual meetings, training and webinars
- Zoobean Beanstack, used by Adult & Youth Services for Summer Reading and other reading challenges
- CheqRoom, a device and materials reservation system
- Integrated Payroll Services (Inova Payroll Company)
- Blackbaud Financial Edge Software
- Facility Dude Work Order
- *OrangeBoy* Savannah, marketing and customer analytics
- Stacks, web site content management
- ArchiveSocial, social media storage

In FY23, Communico's Reserve and Attend modules will be used for room reservation and event calendar/registration. Importantly, a new software will be implemented during the year to improve customer experience.

Telecom Data includes funding for the T-Mobile Hotspot lending program. This enables customers to check out a hotspot from an inventory of over 200 portable Internet access devices with unlimited data plans.

Equipment spending for FY23 includes staff computer upgrades, aiming for a systematic 6-year replacement cycle.

- **Capital & Special Project Expenditures**

Infrastructure

The Library continues its journey to stabilize the foundation upon which we build our services. There are areas of infrastructure needing added investment to enable the Library to move forward.

Specific areas to be addressed in FY23 include:

- ❖ Security Cameras: Implement an integrated solution to make significant improvements to the security camera system throughout the district.

- ❖ Network Equipment: Replace most of the Library's network equipment, which has well exceeded its life expectancy.

❖ Phone System: Transition to a new telephone system due to equipment and feature obsolescence and lack of support.

❖ Computers: Make initial investments to begin to schedule staff computer replacement on a 6-year cycle.

Other Projects

Three delivery vans are planned for replacement in FY23 due to high mileage and physical condition (two were bid in FY22 but delayed due to supply chain issues). They are essential to provide maintenance services and transport materials and supplies amongst locations throughout St. Charles County.

We continue to move forward with recommendations from our *Facility Condition Assessmen*t, prioritizing HVAC and roof replacements in FY23. In addition to addressing building systems, we will continue with parking lot repair and maintenance throughout the district.

Funds have been allocated for some limited space realignments at Kathryn Linnemann Branch and Spencer Road Branch in order to make staff more accessible to customers when entering those buildings.

Middendorf-Kredell Branch is slated for much-needed meeting room changes in addition to restroom improvements and a few other projects.

The Library is working with an architectural firm during FY23 to create a master plan for the Corporate Parkway, Deer Run, McClay, and Kisker Road branches. Any projects that would take place in those locations are awaiting the results of that work and related decision making.

ST. CHARLES CITY-COUNTY LIBRARY DISTRICT
FY23 Budget Summary - FINAL

District Total Revenues	**21,666,890**	
Salaries and Benefits	12,945,904	62.91%
Materials	3,576,175	17.38%
Operations	2,708,343	13.16%
Technology and Telecommunications	1,348,326	6.55%
General Fund Total Expenditures	**20,578,748**	100.00%
General Fund Net Surplus / (Deficit)	**1,088,142**	
Capital Projects / Special Fund	2,208,500	
District Total Expenditures	**22,787,248**	
Net Surplus / (Deficit) with Capital Projects	**(1,120,358)**	

General Fund Balance	
Projected Beginning Fund Balance at 06/30/22	24,122,117
Add: Projected Revenues	21,666,890
Less: Projected Expenditures	(20,578,748)
Projected Ending Fund Balance at 06/30/23	25,210,259
Capital Projects / Special Fund	2,208,500
Projected Ending Fund Balance after Capital Projects	23,001,759

ST. CHARLES CITY-COUNTY LIBRARY DISTRICT
FY2023 BUDGET SUMMARY - FINAL
Revenues, Expenditures and Changes in Fund Balance

DESCRIPTION	FY2021 Actual	FY2022 Forecast	FY2022 Budget	FY22 Forecast v Budget Variance	FY2023 Budget	FY23 v FY22 Budget Variance	% Change
Revenue							
Tax Revenue	20,195,836	20,819,694	20,356,000	463,694	21,038,520	682,520	3.4%
State Aid	463,193	287,240	227,242	59,998	249,631	22,389	9.9%
Grants	263,374	4,200	16,000	(11,800)	82,804	66,804	417.5%
Investment Earnings	83,209	10,055	6,035	4,020	30,010	23,975	397.3%
Charges for Services	67,794	198,536	149,177	49,359	217,775	68,598	46.0%
Donations	1,760	1,183	500	683	1,080	580	116.0%
Intergovernment Exchange	6,650	5,600	6,650	(1,050)	5,600	(1,050)	-15.8%
Rent	40,270	40,270	40,270	0	40,270	0	0.0%
Other	38,486	5,832	550	5,282	1,200	650	118.2%
Total Revenue	**21,160,572**	**21,372,610**	**20,802,424**	**570,186**	**21,666,890**	**864,466**	**4.2%**
Expenses							
Salaries and Benefits							
Salaries	9,103,682	9,120,548	10,036,322	915,774	9,936,982	99,340	1.0%
Taxes	683,878	681,920	739,046	57,126	747,044	(7,998)	-1.1%
Lagers and P.E.D.C.	767,235	801,392	861,389	59,997	867,501	(6,112)	-0.7%
Healthcare	1,060,348	1,143,836	1,194,251	50,415	1,322,825	(128,574)	-10.8%
Other	90,821	79,653	100,117	20,464	71,552	28,565	28.5%
Salaries and Benefits	**11,705,964**	**11,827,349**	**12,931,125**	**1,103,776**	**12,945,904**	**(14,779)**	**-0.1%**
Materials							
Books and Periodicals	1,619,886	1,628,382	1,743,075	114,693	1,784,175	(41,100)	-2.4%
Reference and Electronic Resources	833,597	925,449	979,100	53,651	1,058,900	(79,800)	-8.2%
Audio/Video Media	576,807	500,086	630,550	130,464	603,300	27,250	4.3%
Other	118,518	133,080	124,800	(8,280)	129,800	(5,000)	-4.0%
Materials	**3,148,808**	**3,186,997**	**3,477,525**	**290,528**	**3,576,175**	**(98,650)**	**-2.8%**
Operations and Technology							
Supplies	260,640	236,128	349,460	113,332	299,965	49,495	14.2%
Insurance and Utilities	401,499	413,801	470,760	56,959	479,750	(8,990)	-1.9%
Adult & Youth Programming	46,723	77,973	170,270	92,297	192,850	(22,580)	-13.3%
Marketing	78,659	57,414	112,970	55,556	112,770	200	0.2%
Delivery Fleet Ops, Maint and Repair	22,530	39,690	43,050	3,360	54,250	(11,200)	-26.0%
Rent/Lease Branch & Warehouse	129,234	113,117	113,043	(74)	119,040	(5,997)	-5.3%
Buildings and Grounds	762,720	782,081	829,223	47,142	842,208	(12,985)	-1.6%
Equipment Maint and Repair	199,410	315,230	286,550	(28,680)	299,290	(12,740)	-4.4%
Travel, Training and Dues	25,109	39,793	85,773	45,980	115,940	(30,167)	-35.2%
Professional Services	257,765	73,629	87,930	14,301	161,480	(73,550)	-83.6%
Technology and Telecommunications	1,156,268	997,963	1,212,210	214,247	1,348,326	(136,116)	-11.2%
Other (includes Postage/UPS)	33,972	29,365	33,055	3,690	30,800	2,255	6.8%
Operations and Technology	**3,374,529**	**3,176,184**	**3,794,294**	**618,110**	**4,056,669**	**(262,375)**	**-6.9%**
Total Expenses	**18,229,301**	**18,190,530**	**20,202,944**	**2,012,414**	**20,578,748**	**(375,804)**	**-1.9%**
General Fund Net Surplus/(Deficit)	**2,931,271**	**3,182,080**	**599,480**	**2,582,600**	**1,088,142**	**488,662**	**81.5%**

ST. CHARLES CITY-COUNTY LIBRARY DISTRICT
FY2023 BUDGET SUMMARY - FINAL
Revenues, Expenditures and Changes in Fund Balance

DESCRIPTION	FY2021 Actual	FY2022 Forecast	FY2022 Budget	FY22 Forecast v Budget Variance	FY2023 Budget	FY23 v FY22 Budget Variance	% Change
Projected Fund Balance - Beginning		21,488,156	21,488,156		24,122,117		
Projected Fund Balance - Ending	21,488,156	24,670,236	22,087,636		25,210,259		
Capital Projects							
Administration	612,866	269,217	505,000	235,783	1,426,500	(921,500)	-182.5%
Kisker Road Branch	0	0	6,500	6,500	95,000	(88,500)	-1361.5%
Deer Run Branch	14,420	67,204	61,000	(6,204)	0	61,000	100.0%
Spencer Road Branch	1,100	34,326	110,000	75,674	190,000	(80,000)	-72.7%
Corporate Parkway	0	0	210,000	210,000	0	210,000	100.0%
Kathryn Linnemann Branch	402,176	58,992	59,000	8	30,000	29,000	49.2%
Augusta Branch	0	0	0	0	22,000	(22,000)	-
Middendorf-Kredell Branch	0	13,362	16,000	2,638	350,000	(334,000)	-2087.5%
McClay Branch	0	19,717	20,000	283	0	20,000	100.0%
Boone's Trail	0	14,133	0	(14,133)	0	0	-
Winghaven Branch	0	66,168	46,000	(20,168)	95,000	(49,000)	-106.5%
Cliff View Branch	1,119,150	5,000	4,275	(725)	0	4,275	100.0%
Total Capital Projects	2,149,712	548,119	1,037,775	489,656	2,208,500	(1,170,725)	
Net with Capital Projects	781,559	2,633,961	(438,295)	3,072,256	(1,120,358)	(682,063)	
Projected Fund Balance - Ending (After Capital Projects)	21,488,156	24,122,117	21,049,861		23,001,759		

TAX ASSESSMENT INCOME BASED ON ASSESSMENT VALUATION COMPARISON - FY 2023 - April 2022 Estimate - No Change in Tax Rate

	FY2021 Assessed Value	FY2021 Tax Dollars	FY2022 Assessed Value	FY2022 Tax Dollars	FY2023 Assessed Value	FY2023 Tax Dollars
Real Estate/Personal Property:						
Real Estate	7,995,611,455	15,959,240.46	8,728,922,959	16,654,785.01	8,911,278,285	17,002,718.97
Personal Property	1,474,620,001	2,943,341.52	1,635,989,820	3,121,468.58	1,682,586,098	3,210,374.27
Utilities:						
Local Real	29,536,901	58,955.65	25,242,629	48,162.94	25,242,629	48,162.94
Local Personal	15,664,736	31,266.81	13,178,809	25,145.17	13,178,809	25,145.17
Sub Total - Locally assesse	9,515,433,093	18,992,804.45	10,403,334,217	19,849,561.69	10,632,285,821	20,286,401.35
State Real	194,937,420	389,095.09	209,959,360	400,602.46	209,959,360	400,602.46
State Personal	27,077,143	54,045.98	27,488,537	52,448.13	27,488,537	52,448.13
State Assessed Total	222,014,563	443,141.07	237,447,897	453,050.59	237,447,897	453,050.59
Total	9,737,447,656	19,435,945.52	10,640,782,114	20,302,612.27	10,869,733,718	20,739,451.93

				Net Increase/(Loss) in Tax Revenues	866,666.75	436,839.66
				Gain/(Loss) from tax rate or inflation:		436,839.66

PRELIM NEW CONSTRUCT   132,934,090

	FY2021	FY2022	FY2023
Calculation is per $100 valuation at tax rate of:	0.1996	0.1908	0.1908

For budgeting purposes, tax revenue will be reduced up to 1.6% for fees/noncollectable:	$20,407,621

St Charles City-County Library District
FY23 Personnel Budget - Full time Equivalents (FTE)

Branch or Department	FY18	FY19	FY20	FY21	FY22	FY23
Administration (Executive)	3.00	3.00	3.00	4.16	3.60	3.60
Finance, Purchasing and Project Management	6.20	6.20	6.16	5.00	5.00	5.00
Human Resources	3.90	3.90	4.00	4.00	5.00	4.70
Marketing	5.30	5.30	6.40	6.40	6.40	6.40
Development (Foundation)	3.00	3.00	3.00	2.00	1.00	1.00
Adult & Youth Services	5.00	5.00	8.00	8.00	7.50	9.20
Outreach Services	2.30	2.80	5.29	5.30	6.80	5.70
Mobile Library Vehicle	0.00	0.00	0.00	0.00	0.00	2.40
Collection Services and Technical Services	18.50	19.50	15.10	15.10	16.40	16.30
Information Technology	8.00	8.00	9.00	9.00	8.00	8.00
Facilities, Delivery and Warehouse	8.07	7.76	8.41	8.47	8.36	6.91
Spencer Road Branch	30.98	30.41	29.93	31.09	26.81	26.45
Kathryn Linnemann Branch	24.41	22.42	24.22	24.08	22.80	21.85
Middendorf-Kredell Branch	28.67	29.12	28.92	27.54	24.39	23.70
Corporate Parkway Branch	14.26	15.95	14.66	15.00	15.20	14.20
Deer Run Branch	11.70	11.70	12.79	12.65	12.20	12.30
Kisker Road Branch	12.97	12.98	12.59	11.90	12.00	11.80
McClay Branch	13.38	13.38	13.38	12.88	12.86	12.75
Augusta Branch	1.80	2.00	1.70	1.70	1.70	1.70
Boone's Trail Branch	2.20	2.20	2.20	2.00	2.00	1.90
Winghaven Branch	4.10	4.80	4.80	4.80	4.90	4.90
Cliff View Branch	0.00	0.00	0.00	0.00	5.30	5.90
Total FTEs	**207.74**	**209.42**	**213.55**	**211.07**	**208.22**	**206.66**

St. Charles City-County Library District
2023 Annual Budget

| LIBRARY MATERIALS | | | (July 1, 2022 through June 30, 2023) | | | | |

Statement of Budgeted Expenditures	2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Budget	2023 Budget	% Change 2022-23
Books - Adult and Young Adult, eBooks	833,871	857,437	947,781	1,087,452	1,180,700	1,224,650	3.72%
Books - Juvenile, eBooks	440,558	409,049	415,174	411,381	420,500	424,500	0.95%
Data Base Services	181,794	194,567	182,524	188,939	189,600	191,500	1.00%
Periodicals	142,955	136,996	130,864	121,053	141,875	135,025	-4.83%
Reference - Print & Electronic Resources	688,498	553,604	479,861	464,658	412,700	406,400	-1.53%
Audio - Adult and YA, eAudio	270,508	199,973	272,527	256,865	298,800	311,300	4.18%
Movies, Video Games & Streaming	475,169	635,163	712,744	499,942	708,550	753,000	6.27%
Binding, Supplies, Circulating Equipment & Kits	104,037	102,243	104,458	112,894	102,500	106,000	3.41%
Consortia	19,182	2,499	5,560	5,624	22,300	23,800	6.73%
Total Library Materials	**3,156,572**	**3,091,531**	**3,251,493**	**3,148,808**	**3,477,525**	**3,576,175**	2.84%
Increase (Decrease) from Prior Year		(65,041)	159,962	(102,685)	328,717	98,650	
		-2.06%	5.17%	-3.16%	10.44%	2.84%	

LOC #	LOCATION	CAPITAL / SPECIAL PROJECT DESCRIPTION	FY23 BUDGET	
		Capital Projects / Special Fund:		
0100	GA	Cargo Van Replacement (1) - Aging Vehicle	55,000	
0100	GA	Cargo Van Replacement (2) - Aging Vehicles (FY22 Rollover)	85,500	
		Total Special Projects	**140,500**	
		BUILDINGS, FURNISHINGS & EQUIPMENT:		
0100	GA	Surveillance Cameras (Districtwide)	665,000	
0100	GA	Network Equipment	225,000	
0100	GA	Boardroom Audio/Visual Equipment	36,000	
0100	GA	Space Planning Consultant, Inc Signage (FY22 Rollover)	50,000	
0100	GA	Staff Area Restructuring	50,000	
0100	GA	IT Area Foundation, Flooring & Carpet Replacement	45,000	
0100	GA	1st Floor New Lobby (Expanded Side of Building)	30,000	
0100	GA	1st Floor Meeting Room & 2nd Floor Carpet Replacement	75,000	
0100	GA	Windowsill Replacement	60,000	
0100	GA	Painting - Flooring/Repair Related & Previously Unpainted Areas	30,000	
0100	GA	HVAC Units (2)	20,000	1,286,000
0800	SP	Heating & Cooling - System Analysis and Solution (FY22 Rollover)	60,000	
0800	SP	1st Floor Information Center	100,000	
0800	SP	Parking Lot Repair, Seal, Stripe (FY22 Rollover)	30,000	190,000
1600	WH	Roof Replacement	65,000	
1600	WH	Front & Patio Steps	30,000	95,000
1000	KL	HVAC Units (2)	30,000	
0600	KR	Roof Replacement	95,000	
1300	MK	Replace Carpet - Children's & Meeting Room; Meeting Room A & B Sink Addition, Restroom Expansion	250,000	
1300	MK	Meeting Room C (Former Government Docs) & Staff Office Conversion	20,000	
1300	MK	Meeting Room D (Computer Area) - Construction & Furnishings	80,000	350,000
1200	AG	Exterior Building Signage	15,000	
1200	AG	Automatic Door Operators (2)	7,000	22,000
		Total Buildings, Furnishings & Equipment	**$ 2,068,000**	
		Grand Total Buildings, Furn, Equip and Special Projects	**$ 2,208,500**	

ST. CHARLES CITY-COUNTY LIBRARY DISTRICT

FY2023 Budget

Facilities Maintenance - Five Year Capital Forecast by Branch

Location	2023 *	2024	2025	2026	2027	Total
Administration (Support)	$ 310,000	$ 14,396	$ -	$ 116,841	$ 11,043	$ 452,280
Spencer Road Branch	$ 195,640	$ -	$ -	$ 353,450	$ 35,000	$ 584,090
Middendorf-Kredell Branch	$ 360,891	$ -	$ 70,276	$ 585,281	$ 22,000	$ 1,038,448
Kathryn Linnemann Branch	$ 30,000	$ 199,210	$ 23,674	$ 267,607	$ 301,283	$ 821,774
Corporate Parkway Branch	$ 3,155	$ 15,813	$ 14,231	$ 220,260	$ 150,000	$ 403,459
Deer Run Branch	$ -	$ -	$ 223,991	$ 152,490	$ 5,411	$ 381,892
Kisker Road Branch	$ 102,906	$ -	$ 138,462	$ 52,859	$ 28,984	$ 323,211
McClay Branch	$ -	$ 33,108	$ 103,986	$ 196,587	$ -	$ 333,681
WingHaven® Branch	$ 95,380	$ -	$ 52,605	$ 2,135	$ 4,000	$ 154,120
Boone's Trail Branch	$ -	$ 8,928	$ 26,346	$ -	$ 36,604	$ 71,878
Augusta Branch	$ 7,000	$ 34,037	$ -	$ -	$ -	$ 41,037
Grand Total	**$ 1,104,972**	**$ 305,492**	**$ 653,571**	**$ 1,947,510**	**$ 594,325**	**$ 4,605,870**

* Space planning and proposed changes in progress for Corporate Parkway, Deer Run, Kisker and McClay branches.