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phplonline.org

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**Meeting Agenda**  
**Pauline Haass Public Library Board of Trustees**  
**Wednesday, April 22, 2020, 6:30 p.m.**

**\* This meeting will be held via video conference.**

**To attend, visit <https://us02web.zoom.us/j/88005609417> or call 312-626-6799 and enter the following Meeting ID: 880-0560-9417.**

- 1) Roll call
- 2) Consideration of, and possible action on, minutes of March 26, 2020 Board meeting
- 3) Comments from citizens present
- 4) Communications received by Board members or Director
- 5) Financial Report
- 6) Action on bills
- 7) New Business:
  - a) Annual review/approval of Allowable Cost Worksheet for county funding purposes: discussion and action
  - b) Continuation and extension of library services during COVID-19 pandemic in compliance with Emergency Order #28: discussion and action
  - c) Report of nomination committee
  - d) Self check machine: discussion and possible action
- 8) Director's report on library services, legislative issues, staffing, funding, system services, continuing education, building issues, library users, technology, planning, Friends of the Library and Foundation activities, legal issues, and budget.
- 9) Items for future agendas: discussion
- 10) Adjournment

**Lisa Bougie, President**

Adele Loria, Library Director

Attendees: Please note that, upon reasonable notice, efforts will be made to accommodate the needs of disabled individuals through appropriate aids and services. For additional information or to request this service, contact Adele Loria at 262-246-5180.

Minutes of March 26, 2020 Special Board meeting  
Pauline Haass Public Library

Called to order at 6:07 p.m.

Roll call: Bougie, Carran, Hacker, Koenig, Kucharski, Vande Hei, Schultz, Wegner present.  
Jilling, Roubik, Zoellick absent. Also present: Adele Loria, Library Director.

Bougie/Wegner motion to accept minutes of March 16, 2020 Library Board meeting as presented; motion carried.

Comments from citizens present: none

Communications received by Board members or Director: none

Financial report: Revenue and Expenditure Guidelines from 2019 Year-End Closing and February 2020 accepted as presented by Koenig/Carran motion; motion carried.

2019 Closing Period expenses in the amount of \$3,642.68, January 2020 expenses in the amount \$67,598.96 and February 2020 expenses in the amount of \$64,482.94 approved by Koenig/Schultz motion; motion carried. There were no other bills lists available for approval.

New Business: The board discussed implications of the Safer at Home order for the continued closure of the library. Koenig/Schultz motion to allow all staff to work remotely through April 24, 2020; motion carried.

Director's report: Loria reviewed items in her written report and other items as allowed by agenda.

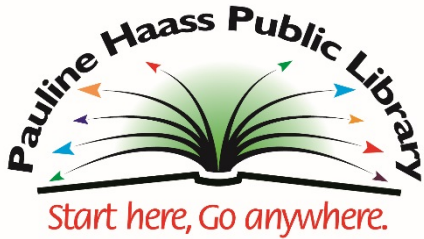
Koenig/Vande Hei motion to move April board meeting to April 22 at 6:30 p.m.; motion carried.

Meeting adjourned at 6:42 p.m. by Carran/Schultz motion.

Respectfully submitted,

Adele Loria  
Library Director

Minutes prepared by Mary Olson, Administrative Services Manager



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**April 22, 2020**  
**Director's Report to Library Board**

### **Agenda items this month**

#### **Allowable Costs Worksheet**

The formula for computing the funding that each library gets via the county library tax includes a component labeled "allowable costs." Karol Kennedy, Bridges Library System Director, has requested that library boards approve and sign an allowable costs worksheet. Ours is included in this month's packet. The 2019 actuals are those are taken from our final 2019 annual report. The 2020 projections are requested for planning purposes. By approving the spreadsheet, the board is verifying that the numbers there match the 2019 revised annual report and the 2020 budgeted numbers.

#### **Continuation and extension of library services during COVID-19 pandemic in compliance with Emergency Order #28**

On Thursday, April 16, Governor Evers issued an updated order that extends many of the original restrictions to May 26. Libraries are to remain closed for in-person services, **but they may begin to offer curbside pickup**. There are some stipulations to how this can be done:

- All operations must be performed by one person in a room or confined space
- Materials must be requested online or by phone before pick-up
- The library may not require a signature from the patron
- The library must schedule pickups to ensure compliance with Social Distancing Requirements as defined in Section 16 of the Safer at Home Order

While this presents some logistical hurdles, this is very good news for the library and for our patrons. This has been a highly requested service since closing.

The directors of the Bridges Library System (APL) met April 2 to discuss the many issues our libraries are navigating as a result of the pandemic. The staggered closings of libraries around the system made one thing clear: whatever we do, we should do in cooperation and coordination with one another (to the extent that's possible). Otherwise, it creates something of a panic and overloads the libraries who are still providing the services others are not. Of course, this requires the cooperation of multiple board and municipalities, so we may not be able to synchronize efforts completely, but I think it's a worthwhile goal. APL meets again

Friday, April 17, so I hope to have additional information and plans to present to you at our meeting.

To facilitate curbside pickup, we would need to have additional people in the building to handle van delivery, process materials, check in and reshelve items, and of course to gather and deliver materials to customers. My recommendation for the next month would be to have a staggered staff schedule that allows all this while complying with social distancing requirements. That would mean, for most staff, a combination of working from home and working in the building.

### **Report from Nominating Committee**

The Nominating Committee will present a slate of officers for consideration at the May board meeting. At that meeting, other nominations are welcome.

### **Self Check maintenance and replacement**

This agenda item allows us to continue our conversation from February about the self check machine, and decide how we want to maintain it and plan for replacement going forward.

## **Non-agenda Items**

It's been a month since the library closed to the public. It's been a strange, stressful, and memorable month, and I'm proud of the work we've done as a team to get people set up working from home, to establish ways of communicating with the public, and to continue providing library services to every extent possible. Here is some of what we have been doing:

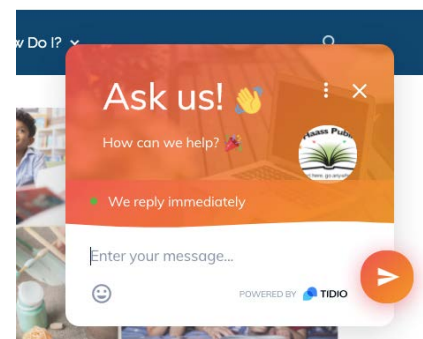
### **Remote work environment**

Like the rest of the working world, we've become seasoned Zoom users this month. The management team and various staff members have been meeting frequently to work through the various tasks involved in providing remote services. I have found it incredibly helpful and reassuring to still be able to confer and collaborate in this way. I have also continued to meet with the Village of Sussex management team remotely, and the Bridges Library directors (APL).

Cybersecurity has become a more pressing issue with so many people working from home. I've noticed a steep increase in the malicious attacks on our website, for example. I've taken time to strengthen our security protocols with strong(er) passwords, multi-factor authentication, and stricter controls on who can log in and how. We'll continue to be as vigilant as possible, and observe best practices with our home networks. You've also probably heard reports of people crashing Zoom meetings with inappropriate content, etc. We're taking what steps we can to avoid this as well.

### **Remote and Digital Services**

To briefly recap from my email update, we've been communicating with customers via chat reference, email, social media, and phone messages. You can find more



detailed information on the day to day management of those channels in the Adult Services section portion of this report.

We created a COVID-19 portal on our website to lead patrons easily to all of our digital services, connect them with community resources, introduce them to virtual programming, and provide curated content from around the web to kids and families. Please take a look [here to see our offerings](#). Many thanks are due to Jennie Bahnaman, Val Johnson, Rachel Ruetz, and Becca Werginz for producing this content so quickly while maintaining high quality standards.

We've also introduced a lineup of virtual programming that can be viewed on Facebook and YouTube. This includes storytimes, virtual lab time, recommendations from our Adult Services staff, digital versions of our popular "Make It" programs, and much more.

### Latest Videos



PHPL Recommends: Streaming Reads  
2 days ago · 286 Views  
10

Nightlight Storytime  
2 days ago · 201 Views  
7

Exploring Sensory Bottles and Bags  
5 days ago · 275 Views  
6

### Hoopla

The trial for Hoopla, the digital streaming service for ebooks, audiobooks, movies, music, and more launched April 1. The timing was serendipitous, in a way, as there were more people at home and in need of online services than we could have anticipated. On the other hand, the circumstances make it very difficult to get an accurate idea of "normal" demand for this service. The intention with the trial was to help us decide whether it was a worthwhile investment for our communities and budget accordingly. I think that the reality is that the budget may not have room to add a new service in 2021, but we will do our best to gauge whether it is something to prioritize based on the community's response.

### Elections

A number of our staff (Kathy DuVall, Carol Eckes, Cheryl Gallo, Val Johnson, Sue Posh, and myself) responded to the Village's call for help on Election Day. We worked the polls along with the Civic Center staff, who have been working tirelessly the past few weeks to ensure the election was run smoothly, and many other Village employees. Carol, Cheryl, and Kathy also helped to process absentee ballots prior to the election.

### Building

Just prior to the stay at home order, Illingworth completed the repairs on the boilers that have continued throughout the winter.

Thom Berres is continuing to do the monthly safety checks that would usually fall to the maintenance coordinator. I have held off, so far, on posting the maintenance coordinator opening because although we could hold virtual interviews, it would be difficult to train someone without a lot of face-to-face interaction, and I'm not comfortable hiring someone I've not met in person. This is a particularly high trust position, as the maintenance coordinator is often in the building alone and purchases supplies and equipment for the library. Without people in the building, our requests for maintenance have been minimal.

The phone replacement project has proved more extensive than we understood at first, requiring the coordination of our IT service (K12) with the Village's, along with the phone vendor. The project was suspended after the Safer at Home order was issued, so I will provide updates as soon as they are available.

### **Collection**

Ordering for the adult and young adult collections continues remotely. Baker & Taylor carts are still being transferred to Anna Oleszczak in Technical Services (who is monitoring her email and orders). Baker & Taylor, our vendor for most library materials, is accepting orders but holding all deliveries until we can receive them at the building. Jennie, Becca, and Rachel are continuing to build carts for April and May, and will continue their ordering process this way until further notice.

Each children's services staff member is responsible for overseeing a section of the collection and that work has continued from home as well. They continue the decision-making and study involved in building the collection by creating orders, and Val is making plans for completing a thorough weeding of the children's nonfiction section in preparation for the upcoming shelf rearrangement project.

### **Continuing Education**

Working remotely has afforded more opportunities for continuing education than staff would usually have. I am compiling all of these CE reports and I am happy to share them with anyone who is interested. To include summaries of them all here would extend this report by about 20 pages, so here instead is a sampling of the webinars, courses, and trainings that staff have been attending:

- "The Ethics of Library Customer Service: Fair Treatment For Everyone"
- "Fighting Misinformation: Digital Media Literacy"
- "Giving Bad News"
- "Best Practices in Reaching Cardholders and Maintaining a Virtual Library During this Challenging Time"
- "Just One Thing: Training Staff for Community Engagement"
- "Mitigating COVID-19 When Managing Paper-Based, Circulating and Other Types of Collections"
- "Remote and Online services for Children: Resources for Youth Services Librarians"

- “Web Accessibility”
- Hoopla training
- Microsoft Word training
- Polaris ILS upgrade training

**\*A note on statistics in the department reports ahead: The guidance from the DPI and the way various online platforms calculate views leaves a lot of ambiguity in how to track patron attendance of virtual programs. Department heads have been instructed to hang on to all possible information and revise their numbers as needed. Virtual program statistics have not been included in the statistics at the very end of this report. Once we have clearer instruction from the DPI, we can go back and revise our numbers.**

**Valerie Johnson, Children’s Services Manager, reports on March 2020 activities:**

We will always remember the effect of the coronavirus pandemic on everything, even our steady stream of programs for children. Before the building closed in mid-March, programs included our usual offerings such as storytimes, LEGO Club, Doggy Tales, and drop-in LabTime. Knowing that many families consider library programs part of their everyday lives, we scrambled for ways to continue offering literary enrichment opportunities and contribute to a sense of normalcy after our doors closed. The public library community—on national, state, and local levels—ushered forth a plethora of shared ideas, experiences, and training opportunities.

Within days our library rolled out its own virtual programming agenda. We hit snags as we learned new intricacies of required technology, but the effort has been rewarding and our community seems to enjoy what we are offering. The children’s department is offering our regular weekday storytime presented by children’s librarian Teresa Douglas on Wednesday mornings at 10:00 am. Children’s services manager Val Johnson is presenting Nightlight Storytime, an evening bedtime story program, Mondays at 7:00 pm. Families can view these on our Facebook page. The hands-on nature of our LabTime and Touch, Play, Move, & More programs is translated into video demonstrations of projects to do at home by children’s associate Nancy Aycok through Facebook and on our Youtube channel. Additionally our YouTube channel offers two read-aloud programs for older children performed by Teresa: Lunchtime Chapters and American Girl of the Week, the latter which culminates in a craft project demonstration related to the American Girl character. All of this is keeping us busy and we are learning a lot.

### **School Involvement**

The annual Kids Choice contest ended March 14. In this Bridges-sponsored program, 2,281 students in Waukesha and Jefferson Counties read 11,474 books! The kids voted and the



winner is *Harry Potter and the Sorcerer's Stone* by J.K. Rowling. Runners-up are *Crenshaw* by Katherine Applegate and *Ghost* by Jason Reynolds.

### Art Exhibit

As always, the highlight of March was the Youth Art Month Exhibit showcasing the works of the children of the Hamilton School District. Children's associate Katie Mueller took over organization of this program this year. The children's art has filled the library with an explosion of color and beauty that is always so welcome at the end of the long winter season. A successful reception was held March 5 with over 700 in attendance. Friends of the Pauline Haass Public Library graciously hosted refreshments and the Hamilton High School Jazz Ensemble provided music.





**Continuing Education statistics:**

<b>Employee</b>	<b># hours March 2020</b>
Nancy Aycok	<b>1</b>
Valerie Johnson	<b>1</b>
<b>Total YS CE hours</b>	<b>2</b>

**Reference statistics: 304** reference questions answered

**Program statistics:**

<b>Active Programs</b>	<b>Sessions</b>	<b>Attendance</b>
Family Storytime	8	271
Doggy Tales — ( <u>CANCELLED</u> - 6 sessions)	0	0
Outreach—Noah’s Ark storytime visit 3/4	1	21
Kids’ Choice Voter check-in	1	7
Firsties check-ins (15 classes)	1	0
Art Reception	1	702
Family Art Lab ( <u>CANCELLED</u> - 2 sessions)	0	0
Grow Strong Readers ( <u>CANCELLED</u> - 1 session)	0	0
<b>Totals</b>	<b>11</b>	<b>1001</b>

<b>Passive/Drop-In/Ongoing Programs</b>	<b>Sessions</b>	<b>Attendance</b>
Playgroup Activity tissue paper rainbow, moustache portraits	8	141
LEGO Club	1	33
Touch, Play, Move, & More ( <u>CANCELLED</u> - 2 sessions)	0	0
Kids' Coloring Station	1	225
Kids' Suggestion Box Station	1	15
KidsLab Usage	1	19
LabTime in the KidsLab	3	16
Firsties video viewings	3	46
<b>Totals</b>	<b>18</b>	<b>495</b>

<b>Virtual/Online Programs</b>	<b>Sessions</b>	<b>Views</b>
Family Storytime 3/23 (recorded) (YouTube)	1	187
Family Storytime 3/25 (live) (FaceBook)	1	71
Nightlight Storytime March 26, 27, 30, 31 (live) (FaceBook)	4	107
Lunchtime Chapters <i>Phantom Tollbooth</i>	5	86
American Girl-of-the-Week: Felicity	7	41

<b>Totals</b>	<b>18</b>	<b>492</b>
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**Teen Volunteer hours served: 19.75**

**Jennie Bahnaman, Assistant Director/Adult Services Manager and Becca Werginz, Adult & Teen Services Librarian, report on Adult and Teen Services activities for March 2020:**

### Programs



Before the Library closed to the public, Becca Werginz (Adult & Teen Services Librarian) and Sam Spottek (Library Intern) held a teen program for grades 7-12 on Friday, March 6 - **Teen Bad Art**. Using fun random art supplies provided by the library, teens exercised a ton of creativity and competed for the title of "Worst Artist!" with a small prize for the winner.

Beginning Tuesday, March 24 the Adult Services staff started releasing our **PHPL Recommends video series** in an effort to provide virtual library programming for adults and teens. **Virtual programming** provides a chance for library staff to connect with patrons in their homes, and to continue offering our expertise and services outside of our building. Becca Werginz, Jennie Bahnaman, and Teresa Douglas (Children's & Adult Librarian) collaborated to gather our top 10 ten favorite podcasts for our first episode **PHPL Recommends: Podcasts**. PHPL Recommends are released weekly on Tuesdays until further notice. Episode 2 of **PHPL Recommends: Free eBooks** was written by Rachel Ruetz (Technical Services Manager) and filmed by Jennie Bahnaman. Rachel highlights 5 free ebook resources including: OverDrive/Libby, openlibrary.org, Bookboon, International Digital Children's Library, and manybooks.net.



Our virtual programming line-up also includes **Saturday Morning Make-Its**. These crafts use supplies that are found in most households. Our first Make-It video, released April 4, demonstrates how to make a “book page mobile.” These videos will be released every other Saturday until further notice. All videos have been uploaded to the Library’s Facebook and YouTube channel.

**Remote Reference**

With staff working from home towards the end of March, Jennie Bahnaman established a procedure and schedule for staff working “Remote Reference” shifts from home. Remote Reference Staff includes management, librarians, children’s associates, and our library intern. Jennie also set up a new instant messaging service through the Library’s website, where patrons can receive immediate assistance M-Th 9:30-7:00 and Fri 9:30-5:00. Mary Olson set up the phones so voicemail messages could be checked remotely from home. Remote Reference shifts ensure staff are monitoring all reference emails, instant message chats, and phone messages in a timely manner. We are also receiving reference questions via Facebook messenger.

**Professional Activities**

On March 9, Jennie Bahnaman attended a **Bridges Job Center Resources Workshop** held at the Waukesha County Technical College - Waukesha County Workforce Development Center. This workshop is a part of the Libraries Activating Workforce Development Skills (LAWDS) statewide grant initiative, with the aim to provide library staff with resources and connections to better serve job seekers. We learned about what the local Job Center has to offer for services at their location - including one-on-one resume help, equipment like computers and printers and a fax machine. They offer a variety of workshops for job seekers, and they offered to collaborate with us and would be happy to offer any of those workshops at our libraries. Unfortunately, this Workforce Development Center is going to be moving out of the WCTC in Pewaukee and relocating to Waukesha. However, we can bring their staff to our library for workshops.

**Statistics**

**Services:**

<b>Reference Questions (Before Closure)</b>	<b>391</b>
<b>Reference Questions (Remotely - After Closure)</b>	<b>66</b>
<b>TOTAL REFERENCE QUESTIONS:</b>	<b>457</b>
<b>Study Rooms</b>	<b>101</b>

<b>One-on-One Tech Help</b>	<b>15</b>
<b>Fax Service</b>	<b>10</b>
<b>Value Line</b>	<b>0</b>

**Virtual Adult Programs:**

<b>PHPL Recommendations: Podcasts</b>	<b>TBD</b>
<b>PHPL Recommendations: Free eBooks</b>	<b>TBD</b>
<b>TOTAL ADULT PROGRAM ATTENDANCE =</b>	<b>TBD</b>

**Teen Programs/Outreach:**

<b>Teen Bad Art</b>	<b>2</b>
<b>TOTAL TEEN PROGRAM ATTENDANCE =</b>	<b>2</b>

**Rachel Ruetz, Technical Services Manager, reports on Technical Services activities for March 2020:**

In March, the Tech Services department transitioned from working in the PHPL building's Tech Services department to working from home. Sue Posh has been keeping in contact with our volunteers, Anna Oleszczak has continued to monitor the ILL and Meeting Room email accounts, and Carol Eckes will be assisting with the April elections at the Sussex Village Civic Center on April 7th. Department Manager Rachel Ruetz has been keeping in contact with other PHPL managers as we continue to appraise the situation and keep the departments running to the best of our ability. Tech Services staff will continue off site education and activities until the building is once again safe to enter.

Volunteer Rachel Peardon has continued to work on the digitization project from home, and has uploaded almost all of the 1964-2014 Hamilton High School yearbooks and metadata into CONTENTdm, the management system which will host our materials and make them available to view online. She is keeping in contact with Vicki Tobias from Recollection Wisconsin and Rachel Ruetz throughout the process.

**Statistics**

189 items processed (before library closing)



**Allowable Cost Worksheet for Waukesha County Libraries - in Bridges Library System**

Instructions: Fill out the following financial information as they pertain to prior year actuals and the current year budget. For prior year actual information, please verify that all applicable information matches the reference fields certified in the annual report. For current year adopted budget information, please reflect the numbers adopted by your municipal entity, effective January 1st.

Library Name:	Sussex			
Description	Annual Report Reference	2019 Actuals (Per Annual Report)	2020 Municipal Adopted Budget	Library Notes or Comments
<b>Revenues</b>				
Local Municipal Library Operating Revenue	Section V, 1 (for 2019) and Section V, 9 (for 2020)	\$667,010	\$690,547	
Home County Operating Revenue	Section V, 2(a)	\$457,450	\$463,088	
Other County Payments for Library Services	Section V, 2(b)	\$35,315	\$27,218	
State Funds (e.g. Innovation Grant, Hotspots)	Section V, 3	\$1,201	\$1,225	
Federal Funds	Section V, 4	\$0	\$0	
Contract Income	Section V, 5			
Funds Carried Forward for Operations	Section V, 6			
All Other Operating Income	Section V, 7	\$41,525	\$48,234	
Indirect Cost Funding (If applicable and if not already counted in Municipal Operating Revenue)	N/A - Field should match Indirect Cost field in Expenditures listed below			
<b>Total Revenues</b>		<b>\$1,202,501</b>	<b>\$1,230,312</b>	
<b>Expenditures</b>				
Operating Expenditures	Section VI, 6	\$1,108,532	\$1,230,312	
Indirect Costs (If applicable and if not already counted in another field)	N/A - Field should match Indirect Cost Funding in Revenues listed above			
<b>Total Operating Expenditures</b>		<b>\$1,108,532</b>	<b>\$1,230,312</b>	
Library Capital and Debt	Section VII (1 & 2)	\$0		
<b>Total Expenditures</b>		<b>\$1,108,532</b>	<b>\$1,230,312</b>	

The information listed above is a correct statement of the Library's spending for 2019 actuals and 2020 budget. Please provide any additional comments in the box below.

\_\_\_\_\_  
Board President

\_\_\_\_\_  
Date

\_\_\_\_\_  
Library Director

\_\_\_\_\_  
Date

## STATISTICS FOR MONTH OF MARCH, 2020

	March	YTD	YTD 2019	% change
<b>ALL CIRCULATION</b>	<b>22902</b>	<b>80093</b>	85176	-6.0%
PHYSICAL MATERIAL CIRCULATION	19827	71582	77940	-8.2%
E-MATERIAL DOWNLOADS	3075	8511	7236	17.6%
HOURS OPEN	131.5	628	716	-12.3%

		<i>YTD</i>
HOLDS FILLED <b>FOR PHPL</b> BY OTHER CAFÉ LIBRARIES: -	1611	6975
HOLDS FILLED FOR OTHER CAFÉ LIBRARIES <b>BY PHPL</b> : +	1249	6182
Crossovers to PHPL from other library communities: +	4572	16248
Crossovers from Sussex to other CAFE libraries: -	587	2623
<b>NET LENDING: 3623</b>		12832

	Sussex	Other	TOTAL	2019
PHYSICAL CIRC:	8223	11604	19827	28218

**Library closed 3/17/20 due to COVID-19 outbreak**

**Cards issued:** 65

**Reference questions answered:** 761

**Library visits this month:** 6480

**Materials purchased:** NA  
(year to date total:) 1389

### Study Room usage

Adult: 101

One-on-one technology lessons: 15

**Meeting Room Use:** Fax Service: 10

Quad Room Value Line: 0

nonprofit: NA

Small meeting room

nonprofit: NA

## STATISTICS FOR MONTH OF MARCH, 2020

### PROGRAM ATTENDANCE

Family Storytime: 271 (8 sessions)

Doggy Tales: canceled

Outreach—Noah's Ark storytime visit: 21

Kids' Choice Voter checkin: 7

Youth Art Month reception: 702

**CHILDREN'S PROGRAM ATTENDANCE: 1001**

Teen Bad Art: 2

**TEEN PROGRAM ATTENDANCE: 2**

Tuesday Afternoon Book Club: 7

**ADULT PROGRAM ATTENDANCE: 7**

**INTERNET USE\*:** 606 sessions

**TOTAL HOURS\*\*:** 236:54:00

**AVG. SESSION\*\*:** 39.157 minutes

**\*wireless only since 3/19**

**\*\*wired access only**