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Agenda

**Pauline Haass Public Library Board of Trustees
Wednesday, June 17, 2020, 6:30 p.m.
Civic Center Community Room, 1st Floor**

- 1) Roll call
- 2) Consideration of, and possible action on, minutes of May 20, 2020 Board meeting.
- 3) Comments from citizens present
- 4) Communications received by Board members or Director
- 5) Financial report
- 6) Action on bills
- 7) 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.
- 8) New Business:
 - a) Committee assignments by President Bougie
 - b) Annual Waukesha County standards compliance certification: discussion and action
- 9) Items for future agendas: discussion
 - a) 2021 draft budget recommendation from Finance Committee
- 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 May 20, 2020 Board meeting
Pauline Haass Public Library

Called to order at 6:31 p.m.

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

Carran/Vande Hei motion to accept minutes of April 22, 2020 Nominating Committee meeting; motion carried. Bougie/Koenig motion to accept minutes of April 22, 2020 Library Board meeting as corrected to include Wegner in the list of attendees; motion carried.

Comments from citizens present: none

Communications received by Board members or Director:

Financial report: Revenue and Expenditure Guidelines from April 2020 accepted as presented by Koenig/Schultz motion; motion carried.

Prepaid bills in the amount of \$1,215.00, P-Card bills in the amount of \$1,556.94, May bills in the amount of \$16,528.75, and April 2020 expense in the amount of \$65,992.61 approved by Koenig/Vande Hei motion; motion carried.

New Business: following discussion of expanding library services and opening the building to the public, Bougie/Carran motion to allow the Library Director to restore building access and reintroduce services on a limited basis, following CDC guidelines, recommendations of the county and state, in coordination with other Bridges libraries, and ensuring the safety of staff and patrons; motion carried.

Following discussion of the capital needs plan update, Bougie/Schultz motion to accept as presented. Motion carried.

Carran/Koenig motion to elect Bougie as Board President; motion carried. Vande Hei/Koenig motion to elect Hacker as Board Vice-President; motion carried.

Loria presented board bylaws for review. Koenig/Vande Hei motion to accept as presented; motion carried.

Loria presented the Library's 2019 audit report. Discussion followed. No board action was taken.

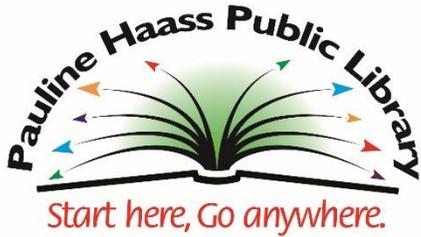
Director's report: Loria reviewed items in her written report and other items as allowed by agenda.

Meeting adjourned at 8:01 p.m. by Roubik/Koenig motion.

Respectfully submitted,

Adele Loria
Library Director

Minutes prepared by Mary Olson, Administrative Services Manager



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June 17, 2020

Director's Report to Library Board

Agenda items this month

Committee Appointments: President Bougie will distribute assignments for the following committees: Budget & Finance, Building & Grounds, Materials Selection & Internet, Personnel, and Policy.

Standards Compliance Certification: Each year, the Library Board must certify whether the library meets the Waukesha County standards and minimums to exempt from the county library tax. The standards are referred to as "Minimums to Exempt," a term that is important because it describes the lowest allowable levels of service that a library can provide, rather than an aspirational benchmark. Some of the measures are hours open, number of FTE staff, and materials expenditures per capita.

Minimums to exempt are important to all libraries, but especially to those like PHPL that are surrounded by non-library communities whose residents make high use of our library. Without minimums to exempt and certain statutory requirements, a non-library community whose residents currently pay the county library tax could create a "library in a closet" and exempt from that tax. PHPL receives about 40% of its revenue from the Waukesha County library tax.

By signing the annual compliance certification, the Library Board is certifying that the information provided is correct. In almost all cases PHPL meets and exceeds the minimums to exempt, partly because the minimums are meant to be exceeded, and partly because PHPL has a service population that is more than double its municipal population. That means that realistically, we must plan to serve a population that size.

Because of the mandated closures of libraries this spring, PHPL will not meet the standard for hours open in 2020. No libraries in Waukesha County will meet the standard for this year. There is already a provision for a one-time exception to any individual item, so this should not impact us negatively. If a library were to fail to meet the same standard more than once in a five year planning period, it could result in the loss of ability for the municipality to exempt its residents from the county library tax. System Director Karol Kennedy has indicated that there is discussion at the state level about adding a provision or exception for state and national emergencies like COVID-19 that are outside the control of libraries and their municipalities.

Non-agenda Items

Building reopening: As I've reported in my email updates, reopening to the public has gone very smoothly. Traffic has been lighter than usual, and it's clear that many people are still choosing to stay at home, but usage has been steady. Between June 1 and June 11, the number of visitors to the building was about 65% of what it was last year. This is in line with my expectations considering our limited services (no in-person programs, no meeting rooms) and the fact that many are still wary of entering public facilities. Our checkouts for the same period were at about 90% of what they were in 2019. This is actually higher than I expected, and cause for optimism. Keep in mind, however, that our circulation usually gets a huge bump on the days we have programs in summer, and we won't have that bolstering effect this year.



Demand for curbside service has slowed dramatically, to the point that it no longer requires regular staffing. We used funds from the Foundation grant to purchase a prepaid cell phone that patrons can call or text when they arrive for a pickup, so a designated staff member can be “on curbside duty” from anywhere in the building. This saves us the cost of scheduling an additional person for this task. The small number of people that utilize the service are very appreciative that it is still an option. Now that the workload involved has lightened so much, I think it's feasible to keep it going on an as-requested basis.

The management team meets Monday to discuss next steps in reintroducing services. We'll talk about when it's appropriate to open the study rooms, restore some of the public area seating, and allow meeting rooms to be used. In-person programming is a step beyond that, but we are discussing how to make that transition. I'll report on that conversation when we meet Wednesday.

Beastie: The Beastie made its library debut on June 11. It's installed next to Kathy Klager's water fountain, in the landscaping outside the children's area of the library. Kids can get a close look from the large windows inside the department (where the train table usually sits). Big thanks are due to the Public Works department for housing the Beastie over the winter and bringing it over to the library.

As a reminder, the Beastie was donated to the library by longtime Sussex resident Sue Howard. The artist is Dennis Pearson, who is famous for his beasties of all shapes and sizes and colors. This one features the artist's signature (and one of his signature beastie doodles) and the handprints of Mrs. Howard's grandchildren. We're so appreciative that she thought we would be a good next home for her Beastie!



The timing is great, because this vibrant and imaginative sculpture fits right into our "Imagine Your Story" Summer Reading theme. People can check out the Beastie and participate in our Beastie naming contest to win points for the Summer Reading program.

Phone System Update: Throughout May, K12 worked with River Run (the Village's IT vendor) and BTDS (the phone vendor) to make the networking changes necessary for the new phone system. Phones were placed the week of June 8, and training should take place soon. We do not have an exact cutover date at this point, but it should be in about 2 weeks.

Staff: We had a very enthusiastic response to our Circulation Manager posting, and narrowed it down to 10 candidates to interview. Jennie Bahnaman, Mary Olson, and I conducted interviews on June 9-10 and we hope to make a decision early next week (before the Board meeting on Wednesday).

Virtual Library Services: Becca Werginz reported that social media continued to be the primary delivery method for both virtual programming and library updates in May. Content was uploaded to both YouTube and Facebook, and Saturday Morning Make It videos continued to be popular on IGTV, Instagram's video platform. Digital readers' advisory efforts continued in the form of #WhatAreYouReadingWednesday, #FridayReads, and PHPL Recommends. Facebook

continues to be an effective way to answer reference questions, whether it's in the form of a comment, direct message, or within a community Facebook group.

In May, we began to market the first programs to be delivered via Zoom (Vegetable Gardening 101 and Instant Pot: The Basics) both on social media and via our email newsletter. Our annual Zoom subscription was paid for by Bridges through the LSTA Connectivity Grant, and we're continuing to find good use for the program even as we transition back to full staff in the building and in-person board meetings.

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

May Programs and Summer Program Planning



Throughout May the Adult & Teen Services Department continued to offer weekly **PHPL Recommends** videos and our **Saturday Morning Make-It's**. Rachel Ruetz (Technical Services Manager) led a Branch Weaving Make-It. Becca Werginz (Adult & Teen Services Librarian) led a Mandala Stones Make-It. Our PHPL Recommends for May, provided by Becca, Rachel and Jennie, included: Wisconsin Authors, Feel-Good Books, and Cookbooks and Gardening Books.

We also worked on scheduling our line-up for **virtual summer programs**. Our line-up for teen programs, organized by Becca Werginz with assistance from Teresa Douglas (Children's & Adult Services Librarian) and Katie Mueller (Children's Library Associate) includes: Teen Photography Contest, Teen Book Club, Candy Sushi make and take, Teen Trivia, Teen Fandom Scavenger Hunt, and a Virtual Escape Room. For adults, our line-up right now for summer includes: Vegetable Gardening 101 (led by our local Master Gardeners), Instant Pot: The Basics (led by PHPL Circulation staff member Kathy Duvall), Home Makeover: Green Edition (co-sponsored by the Sussex Green Team, with presentation provided by the Waukesha County Parks and Land Use Department), and the ABC's of CBD (presentation provided Erica Mallory, Registered Nurse and hemp grower).

Library Memory Project

Jennie and Becca met with other Bridges libraries participating in the Library Memory Project via Zoom at the end of May to come up with a plan for Memory Cafe's this summer. It was decided that we will hold one Memory Cafe a month virtually, and libraries will collaborate to plan and run each Memory Cafe. Jennie will also be working with Angela Meyers to develop a "Community Reads" for Memory Cafe participants. We will work with several other libraries to choose a title that is available in large print and audio book formats. The Library Memory Project has received grant money that we will use to purchase copies of the Community Reads title, as well as supplies for self-led activities to go along with the chosen title. The Library Memory Project Community Reads will kick off later this summer.

Valerie Johnson, Children's Services Manager, reports on May 2020 activities:

Programs

The month of May saw the continuation of virtual programming for the children's department. We continued to offer two storytime options through the month with Monday evenings being dedicated to Nightlight Storytime with Miss Val and Wednesday morning storytimes being offered by Miss Teresa and Miss Val, depending on who was working from home that Wednesday.

Miss Nancy was busy offering three Virtual Touch, Play, Move and More programs. This month she created videos focusing on sound, sink or float and process art: painting without a brush. Miss Nancy also offered two different LabTime videos for our older makers this month with the themes of making mini bridges and photography.



Miss Teresa wrapped up our American Girl of the Week program this month with the reading of Molly's six books and Molly's craft video: making doll hula skirts.

Collection

Throughout May, the children’s department continued to work on the project detailed in the last board report. Val Johnson, Children’s Manager, relocated the J398’s (fairy tales, etc.) and the J92’s (juvenile biographies) out of non-fiction and onto the new shelves on our new back wall shelving area. The fiction display “Still-New-to-You” and the graphic novels collections also gained much needed space with the new shelving. Both of these high-interest collections moved to the western most shelving unit of the collection, facing what will be the new seating area.

Magazines also got a refresh with a new space in the collection and face-out shelves to display them. Finally, during the move we added an additional shelving unit to our easy reader section, increasing the space by 33%. The formerly crowded collection is eased and phonics sets (which had been shelved on wooden carts in recent years due to lack of space) have been integrated into the collection.

Val Johnson and Children’s Librarian Teresa Douglas spent the rest of the month shifting and organizing after the move to make the collection ready for re-opening. Teresa Douglas has continued to work on creating and relabeling our Beginning Fiction section. Carol Eckes from Circulation tackled (and bested) the carpet stains, and she and Adele gave the now-exposed wall a fresh coat of paint.

While observing social distancing guidelines we are not rushing the setup of the new seating area. That aside, the children’s department is fully reassembled and feels spacious and balanced. We are so pleased to be able to offer this attractive and much-improved area to families and children of our community.

Statistics

Reference Questions via Format:

Info Email Reference Questions	32
Children's Email Reference Questions	1
IM Messages	42
Facebook/Social Media Ques.	25
Phone Message/Call	558
TOTAL REFERENCE QUESTIONS	658

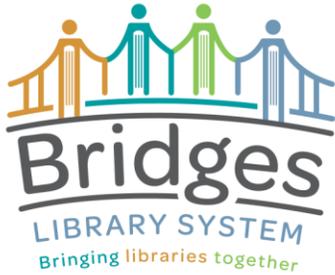
Virtual/Online Programs	YouTube	Facebook
Family Storytime 5/6, 5/13, 5/20, 5/27 (4 sessions)		48
Nightlight Storytime 5/4,		40

5/11, 5/18 (3 sessions)		
Virtual LabTime 5/7, 5/14, 5/28, (3 sessions)	16	52
Virtual Touch, Play, Move, & More! 5/1, 5/8, 5/15 (3 sessions)	20	34
American Girls of the Week (7 sessions)	22	
PHPL Recommends (3 sessions)	13	46
Make-It's (3 sessions)	26	159
Totals	97	379
Grand Total Programs	476	

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

The department has been getting used to being back in the library during our normal hours and quarantining materials before and after processing and cataloging. Sue Posh has not had our regular volunteers in to help her with processing. Nevertheless, she's been working hard and keeping new materials coming in at a great pace, which we really appreciate. Anna Oleszczak has been unloading many, many boxes of materials, and Carol Eckes has been working hard when she has time to get our mending all caught up!

Materials processed: 701 items



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P 262.896.8080
W bridgeslibrarysystem.org

To: Pauline Haass Public Library Board of Trustees
From: Karol Kennedy, Bridges Library System Director
Re: Waukesha County Library Standards Certification
Date: May 8, 2020

Wisconsin Statute 43.64(2) allows Waukesha County municipalities that tax their residents for libraries the opportunity to exempt their residents from the county library levy if two criteria are met:

- 1) The municipal tax rate for library services is equal to or greater than the rate of the county library tax, and
- 2) The library meets or exceeds the Waukesha County adopted library standards.

Exemption from the county library tax, therefore, includes two distinct actions. The municipality action required is a certification of its library tax rate. That process begins when I send out a communication to the municipality after the state releases its official Equalized Assessed Values in mid-August.

The library action requires the library board to review the information in this letter and certify the library's compliance with the various standards by completing the form beginning on page 2 of this document and returning it to our office by August 31, 2020.

After a year-long planning process, the County Board approved new county library standards in 2017. More information is available here: <https://bridgeslibrarysystem.org/waukesha-county-planning-committee-2016-act-150/>. There are numeric *Minimums to Exempt* as well as *Quality Assurance Items* in the new standards. This letter includes your library's specific standards-related requirements.

Please complete the documentation on pages 3-4 and then complete the *Library Board Certification of Eligibility for Exemption from County Library Tax* on page 5. Please **send all pages (with original signatures on page 5) to our office by August 31**. This form constitutes your library's certification for compliance with the **library standards portion** required for exemption from the Waukesha County library tax levy.

Thank you for providing outstanding library services to the citizens of Waukesha County!

Step 1. Review your Library’s Library Service Effort Ratio (LSER) Calculation

There is a provision in the Waukesha County Plan that allows a library to qualify for the exemption without meeting the *Minimums to Exempt*. If a library can demonstrate its ability to provide for most of the needs of its own resident by reaching its targeted Library Service Effort Ratio (LSER), it is allowed to exempt from the county library tax without meeting the numeric *Minimums to Exempt*.

The LSER is calculated as follows:

- Lending by your library to your own residents
- PLUS lending to other library community’s residents
- DIVIDED by total circulation by your residents at all county libraries

Your library’s LSER is shown in Table 1 below.

Table 1.

Pauline Haass/Sussex ’s Library Services Effort Ratio (LSER)		Eligible for Exemption Based on LSER?
Target	Actual	Pass?
90%	137.03%	Yes

If your LSER ratio is higher than your listed target rate, you will see a “Yes” in Table 1 above and may skip to step 3 on this form. Please note, even if there is a “YES” listed above, you are encouraged to complete step 2 for the purposes of assessment. However, if your LSER is higher than your required target, step 2 is not required for the purposes of meeting the minimum for the standards portion of the county library tax exemption. If there is a “NO” in Table 1 for your library, you must complete step 2. All libraries must complete step 3.

Step 2: Compare your Library’s previous year’s data to your Library’s *Minimums to Exempt*

Please review the data below gathered from your library’s 2019 state annual report and indicate whether your library will meet its minimum requirements **in 2020**.

Please circle “Yes” or No” in the last column in Table 2. **(Completing this table is required if LSER = “NO” in step 1.)**

Table 2.

Library	Pauline Haass/Sussex		2018 Municipal Population	11,114
Category	Minimum to Exempt	Library Actuals from 2019 annual report	Met Minimum during 2019?	Will Meet Minimum in 2020? (Circle one)
Materials Expenditures/Capita	\$5.90/capita	\$11.27/capita	Yes	Yes No
Number Hours Open/Week	55	59	Yes	Yes No
Budgeted Staff in FTE	10.20	14.51	Yes	Yes No
Collection Size	76,000	93,115	Yes	Yes No
Public Computers/Internet Access Devices	11	17	Yes	Yes No
Wireless Internet Access	Yes	Yes	Yes	Yes No

Step 3. Review and Report on Quality Assurance Standards for Pauline Haass Library

Review each item and circle “Yes” or “No” in Table 3 below. **(Completing this Table is required regardless of LSER ratio.)**

Table 3.

Quality Assurance Standards	Library Assurance for 2020 (circle one)
Library board member orientations are provided	<p style="text-align: center;">Yes</p> <p style="text-align: center;">No</p>
Library website includes key board/staff contact & meeting info	<p style="text-align: center;">Yes</p> <p style="text-align: center;">No</p>
Library board conducts director performance evaluation	<p style="text-align: center;">Yes</p> <p style="text-align: center;">No</p>
Library budgets for professional development	<p style="text-align: center;">Yes</p> <p style="text-align: center;">No</p>
Library has active strategic plan	<p style="text-align: center;">Yes</p> <p style="text-align: center;">No</p>

Please attach narrative for any items for which the library circles no and describe steps planned to address the area(s) of non-compliance. Note: For each item in tables 2 and 3, libraries are able to select “No” **one time** during the annual certification process for the five year planning period.

If your library has circled “no” for an item in a previous year in tables 2 or 3, circling “no” a second time for that same item may result in the loss of ability for the municipality to exempt its residents from the county library tax.

Library Board Certification of Eligibility for Exemption from County Library Tax

I certify that the library board's responses related to the *Minimums to Exempt and Quality Assurance Standards* were approved by the library board and reflect the library's plan of service for 2020.

Name of Library	Pauline Haass Library
Date Form Completed:	
Library Board President Name:	
Library Board President Signature:	
Library Director's Signature:	

This form (pages 1-5) must be completed, signed, and submitted to the Bridges Library System no later than **August 31 of this year.**

STATISTICS FOR MONTH OF MAY, 2020

	May	YTD	YTD 2019	% change
ALL CIRCULATION	9219	94144	141717	-33.6%
PHYSICAL MATERIAL CIRCULATION	6295	79363	129520	-38.7%
E-MATERIAL DOWNLOADS	2924	14781	12197	21.2%
HOURS OPEN	0	628	1210.5	-48.1%

		YTD
HOLDS FILLED FOR PHPL BY OTHER CAFÉ LIBRARIES: -	2850	10070
HOLDS FILLED FOR OTHER CAFÉ LIBRARIES BY PHPL : +	2336	8659
Crossovers to PHPL from other library communities: +	1202	17740
Crossovers from Sussex to other CAFE libraries: -	194	2891
NET LENDING: 494		13438

	Sussex	Other	TOTAL	2019
PHYSICAL CIRC:	2676	3619	6295	24826

Library closed 3/17 - 5/31 due to COVID-19 outbreak

Cards issued: 9

Reference questions answered: 658

Library visits this month: 0

Materials purchased: 556
(year to date total:) 3043

Study Room usage

Adult: 0

Laptop Usage: 0

One-on-one technology lessons: 0

Meeting Room Use:

Fax Service: 0

Quad Room

Value Line: 0

nonprofit: 0

Curbside pickup: 1350

Small meeting room

nonprofit: 0

STATISTICS FOR MONTH OF MAY, 2020

PROGRAM ATTENDANCE

CHILDREN'S PROGRAM ATTENDANCE: 0

ADULT PROGRAM ATTENDANCE: 0

INTERNET USE*: NA sessions

TOTAL HOURS:** 0:00:00

AVG. SESSION:** 0 minutes

***includes wireless network**

****wired access only**