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**Agenda**  
**Pauline Haass Public Library Board of Trustees**  
**Wednesday, August 19, 2020, 6:30 p.m.**

\* This meeting will be held via video conference. To attend, click <https://us02web.zoom.us/j/82765523142> from a computer. You can also download the Zoom app and join using the following Meeting ID: 827 6552 3142. To join the meeting by telephone, call (312) 626-6799 and enter 827 6552 3142.

- 1) Roll call
- 2) Consideration of, and possible action on, minutes of July 15, 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) Modified fall hours: discussion and action
  - b) Policy: Patron Guidelines for Building Usage During COVID-19: discussion and action
  - c) COVID-19 Response Plan: discussion and action
- 9) Items for future agendas: discussion
  - a) Director performance evaluation
- 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 July 15, 2020 Board meeting  
Pauline Haass Public Library

Called to order at 6:32 p.m.

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

Vice-President Hacker presided in President Bougie's absence.

Vande Hei/Zoellick motion to accept minutes of June 17, 2020 Library Board meeting as presented; motion carried. Vande Hei/Zoellick motion to accept minutes of July 7, 2020 Budget & Finance Committee meeting as presented; motion carried.

Comments from citizens present: none

Communications received by Board members or Director: Loria shared a letter from Greg Tyson regarding the estate of Maurice Louret and a potential bequest to the library. The Board discussed options on how to deal with the logistics of settling the estate. No action was taken.

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

Prepaid bills in the amount of \$666.49, P-Card bills in the amount of \$1,969.12, July bills in the amount of \$14,790.89, and June 2020 expense in the amount of \$71,524.18 approved by Koenig/Schultz motion; motion carried.

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

New Business: following the Budget & Finance Committee's report of the 2021 budget request to the Village of Sussex, Koenig/Schultz motion to approve as presented; motion carried.

Loria presented an extras request for the 2021 budget. Following discussion, Vande Hei/Koenig to approve the extras list as presented; motion carried.

Following discussion of the revised Allowable Costs Worksheet, Carran/Hacker motion to approve with corrections; motion carried.

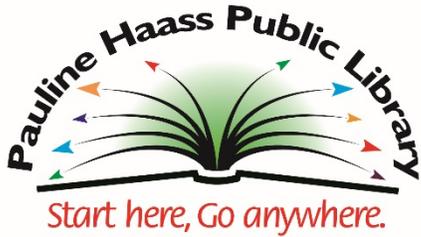
Loria presented an emergency response plan for a confirmed COVID case; following discussion, Wegner/Hacker to approve as presented; motion carried.

Meeting adjourned at 8:00 p.m. by Wegner/Vande Hei motion.

Respectfully submitted,

Adele Loria  
Library Director

Minutes prepared by Mary Olson, Administrative Services Manager



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**August 19, 2020**  
**Director's Report to Library Board**

**Agenda items**

**Modified fall hours:**

This summer has given us ample opportunity to see how staffing demands are affected by COVID-19, even without a confirmed infection on staff. Covering for a cough, sore throat, or fever is no longer a day-long inconvenience; it requires arranging coverage for multiple days while the individual is tested and waits for results. Since opening, we've had several staff members in this situation. We've also had a staff member who had to quarantine because of a known exposure, and three who took leave to care for children out of school/childcare or family members with health emergencies.

I don't have any doubt that the cautions we're taking are warranted, and I've compared them to the Village's leave requirements to ensure they are consistent (they are). However, these absences take a toll on the remaining staff. People whose job descriptions require one weeknight shift are sometimes working two now, and taking on additional weekend shifts. Everyone has been gracious and uncomplaining about working this extra time, but I think it's unfair to expect it to continue without some level of burnout.

Usually after Labor Day we switch to longer Saturday hours and add Sunday hours. From September to December, keeping in mind that we already cannot meet the minimum to exempt threshold for open hours this year, I'd like to discuss remaining closed on Sundays and keeping Saturday hours abbreviated. In addition, I'd like to consider closing early an additional one or two days a week. Weeknights (and weekends) are the most difficult to arrange coverage for, as they are thinly staffed in the first place. During the workday, we have additional people in the building to provide backup. This abbreviated hours approach is similar to what many Bridges libraries are doing right now.

We would still schedule staff to work during the hours we would have been open to the public. Cleaning protocols and quarantining library materials have created significant extra workflows, and staff could use those hours to catch up on their tasks. We could also offer curbside pickup during those times. If, however, someone is out for illness or quarantine, the time does not have to be covered, and staff do not need to pick up extra hours or rearrange existing schedules as much.

**Policy: Patron Guidelines for Building Usage During COVID-19:**

Included in your packet is a draft policy detailing expectations of patrons visiting the library during the pandemic, including the mask requirement we discussed last month. While there is

currently a statewide mask mandate in place, interpretations on whether the mandate must be enforced vary greatly, and in any case it is a temporary measure. I believe it's better practice to have our own policy, one that takes into account the unique circumstances of a public library (a free gathering place where the whole community, including vulnerable populations, share spaces, materials, and equipment). Also included are guidelines we've communicated to the public since reopening but not formalized as policy: social distancing requirements, prohibitions on entering the library when sick, and more.

As we discussed previously, any policy that dictates COVID precautions for the public is fraught, and I have no doubt it will make some unhappy. However, I think it is also an opportunity to communicate to the public that taking precautions is a small price to pay for the library remaining open. We are doing all of this because we want to keep our staff safe, promote the health of our community, and keep library services available.

#### **COVID-19 Response Plan:**

For some months it has been a goal of mine to gather the various decisions we've made and guidelines we've developed into a cohesive document. This will be valuable for staff in the event we need to pivot to a different response strategy, and it will provide consistency and guidance for our decisions in the months ahead. I've formalized the stages of operation we've cycled through into library service levels, explained considerations for changing service levels, included guidelines for staff, cleaning protocols, and more.

My attempt at this plan is included in your board packets this month. You'll see that this is really a procedure (or a series of procedures), rather than a policy. [Chapter 10 of Trustee Essentials: A Handbook for Wisconsin Public Library Trustees](#) provides a good overview of the difference between the two. Generally, policies are intended to be shared with the public and should be clear (and hopefully, concise), while procedures cover complex or extensive sets of actions and are primarily used in-house by the staff. The same section of the Trustee Essentials specifically recommends that the board delegate the development of the procedures to the director, and typically I would not present procedures for approval. Some I might share for informational purposes, but it would hardly be efficient or effective to have the board approving each step that we take to create a library card or orient a new staff member. This procedure is not a typical library procedure, however, and because it has weighty implications for whether the library will be open and what services it will offer, I would like it to carry the endorsement of the board. I'm putting it on the agenda so that we can discuss and address any concerns you may have.

The one part of the plan that is truly a policy and must be approved is the "Patron Guidelines for Building Usage During COVID-19," discussed in the second agenda item above. That portion will be included in the plan as an appendix if approved.

## **Non-agenda Items**

### **COVID-19 study of library materials:**

In July the DPI issued new guidelines for quarantining library materials, based on new findings from the Batelle study of coronavirus on library materials. Trace amounts of the virus were found on some materials past the 72-hour point, so the DPI has recommended that libraries increase their quarantine times to 4 days.

It's worth mentioning that while the study identifies trace amounts of the virus on materials, it does not answer the question of whether trace amounts are transferable or infectious. Trace amounts are below the LOQ (limit of quantification), which is the lowest concentration of a substance that can be accurately measured. I would argue that these findings are difficult to apply without that information, and I'm hoping that this shortcoming will be addressed in future stages of the study. For the time being, we are complying with this recommendation.

### **Continuing Education:**

I recently attended a very helpful training related to items on our agenda this month: "HR Issues in the Time of COVID-19," presented by Geoffrey Trotier of von Briesen & Roper. This event was coordinated by the Bridges Library System in response to questions that our group of directors have been discussing at APL meetings. Mr. Trotier spent time on mask requirements, paid leave, remote work, COVID accommodations for the workplace, and more. He was very clear that libraries have the authority to set mask policies of their own, referencing the attire-related rules frequently included in a Code of Conduct. He also stated that unless the legislature specifically prohibits setting a restriction, you can set it. Even though there is currently a state mandate, he recommended that libraries have their own policies in place. If you are interested in viewing this training, it was recorded and is available [here](#).

Becca Werginz attended the 60 minute webinar on "**Antiracist Collection Development & Programming for Middle School & High School Youth**" on July 29 led by Adrienne Almeida. The webinar covered how librarians can play an active role in antiracist work by diversifying both their own experiences and those of their patrons. Suggestions included reading and highlighting diverse and/or antiracist works, considering representation on marketing materials, training staff, and celebrating BIPOC throughout the year instead of confining those celebrations to designated months of the year (Black History Month, etc.).

Jennie Bahnaman attended the "**Advanced Juggling Part I: Time Management**" webinar, offered by the Massachusetts Library System and promoted by Bridges Library System. This 2.5 hour workshop focused on tools and new ways to think about organization. The presenter provided insight into realistic time management practices, reviewing tools and techniques used to manage people and projects confidently and effectively. Part II will be offered, and this webinar/workshop focuses on Project Management.

### **Outdoor space for staff:**

Recently I enlisted the Village's assistance in creating an outdoor area where staff could go on breaks. At Parks Director Halie Dobbeck's suggestion, Parks Foreman Thom Berres brought over a picnic table that is now installed under a tree in the lawn facing Main Street, next to the Anhalt Memorial Garden. Since returning to the building we've asked people to avoid using the break room and eat in their offices if they have them. This is par for the course for COVID-19 life, but it is a real bummer. The picnic table is intended to give a welcome break to being inside the building. Many thanks to Halie and Thom for helping us carve out this space for our staff!

### **Staff Updates:**

Our new Circulation Manager Jennifer Steffes has been here a month now, and she is doing a fantastic job. She's taken a lot of time to understand our policies, has excellent ideas for clarifying procedures and improving workflows, and exemplifies good customer service. She's also very committed to getting to know the people in her department, listening to their ideas and insights, and working with them as a team. We're very happy to have her on board!

Along with learning the ropes in Circulation, Jennifer immediately got thrown into the hiring process, as we advertised for our new Circulation Clerk in July. This position has been vacant since Sandra Cutts retired at the end of May. We had an enthusiastic response and will be conducting interviews August 17 and 18.

<b>Jennie Bahnaman, Assistant Director/Adult Services Manager and Becca Werginz, Adult &amp; Teen Services Librarian, report on Adult and Teen Services activities for July 2020:</b>
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### **Summer Reading Updates**

By the end of July we had a total of 243 adults registered for the Adult Summer Reading Program through Beanstack. Adult participants completed 1,315 activities recorded in Beanstack, activities include: perform a random act of kindness, help a neighbor, attend a virtual library program, follow the library on social media, go for a hike, try a new recipe, and many more. Each activity completed earns participants points toward raffle tickets for the grand prizes. Adult readers logged 79,720 minutes of reading and wrote 99 book reviews. According to Beanstack, the top books read so far include: *The Dutch House* by Ann Patchett, *The Cabin at the End of the World* by Paul Tremblay, and *The Stranger Inside* by Lisa Unger.

Staff were given the opportunity to purchase a summer reading t-shirt that ties in with this year's theme "Imagine Your Story." Summer reading t-shirts have been encouraged to be worn during the summer reading program.

**ABCs of CBD - Live Virtual Event:** On July 9, Erica Mallory, Registered Nurse and hemp grower, gave a presentation on the health and science of CBD via Zoom. She covered the origins of CBD, the history of hemp in Wisconsin, the current laws related to CBD products and hemp, what CBD does and what the side effects are, and what to look for in CBD products. There were 7 people in attendance, and we raffled off a copy of the book *CBD Every Day* by Sandra Hinchliffe.

### **Library Memory Project Updates**

On July 23, PHPL collaborated with Hartland and Eagle Libraries to lead the **virtual Memory Cafe** for July. We invited a speaker from the Wildlife in Need Center in Oconomowoc to talk about Wisconsin Wildlife and share a few animals with the participants. We had 14 people in attendance. We've been very pleased with the positive response to the virtual Memory Cafes!

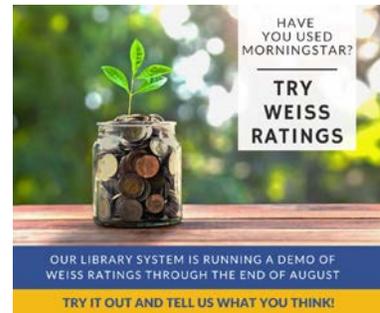
Angela Meyers (Bridges Coordinator of Youth and Inclusive Services) and I continue to plan for the **Library Memory Project's Community Read** event. Registration is now open and the deadline is Aug. 15. Our special Memory Cafe for the Community Read discussion will be held virtually on Friday, Oct. 2 at 1:30 PM. We'll be reading *How to be a Good Creature* by Sy Montgomery. The books will be purchased with the generous support of the 100 Women Who Care Milwaukee West group for all participants to keep.

As of right now the **Library Memory Project Family Day** (that was to be held on Saturday, October 17 at the Retzer Nature Center) has been cancelled for 2020 and will hopefully be rescheduled for spring 2021. The **Town Hall Library** is hosting an in-person Memory Cafe held outdoors at a local park in August. We are waiting to see how many participants respond by attending this event in-person, however it will also be live-streamed via Facebook Live for those who want to enjoy it from home.

**Weeding:** Becca finished the biography weeding project in July. Rachel and Sam are working together on weeding the Mystery & Suspense collection, which was tight on space in many areas. Continuing to weed the non-fiction collection, Jennie has started weeding the Food/Cookbook collection.

**Magazine Renewal:** Throughout July, Jennie worked with our WTCox representative on renewing our magazine subscription service. We've removed some magazine titles from our subscriptions due to cancellations in publications or low circulation numbers. We also added a few new magazine titles. Children's titles include: *Girl's World*, *Jack and Jill*, *New Moon Girls*, *OWL Magazine*, *Spider* (Cricket Media), and *Young Rider*. New magazines for adults include *Rachael Ray in Season* and *Our Wisconsin*.

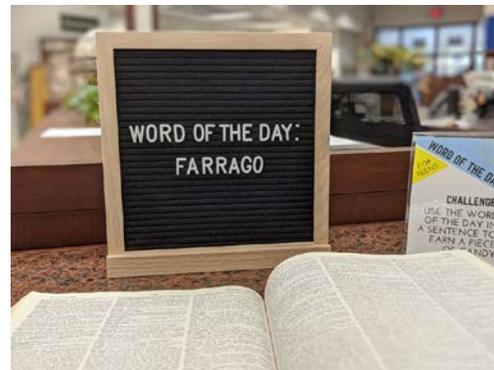
**Weiss Ratings Database:** Jennie Bahnaman attended a Bridges webinar where a representative from Weiss Ratings demoed this financial database. Bridges is looking at this database in comparison to Morningstar which we're currently subscribed to. Bridges will be running a demo of Weiss Ratings for patrons to use until the end of August.



## Teen Services Updates

Becca Werginz (Adult & Teen Services Librarian) reports that in July, we had an additional 25 teens enroll in the **Summer Reading Program**, bringing our total up to 68 participants. The participants have continued to be very active logging their reading, writing book reviews, and participating in various point-earning activities. The most popular activities in July included going on walks and bike rides, identifying plants and birds, working on artistic projects, trying new forms of exercise, and learning new skills (lots of teens have learned how to crochet this summer!). Between July 1 and July 31, teens logged an additional 14,796 minutes of reading (27,921 minutes total), completed 325 activities (613 activities total), and wrote 16 book reviews (27 reviews total).

We had nine teens participate in the **Word of the Day Challenge**. This program challenges teens to learn a new word each day, and they can earn a piece of candy if they're able to use the word in a sentence at the reference desk.



From July 13-17, we held a grab and go program for teens called **Candy Sushi**. Becca made an instructional video, and teens were able to pick up ingredient kits from the reference desk or via curbside pickup. In total, 37 teens picked up kits and enjoyed candy sushi!

On July 23, the library hosted **Teen Trivia**. Using the magic of Kahoot and Zoom, four teens had a great time competing for the grand prize, an Amazon gift card.

The **Teen Photography Contest** ran from July 1-31. Sixteen teens submitted 55 photographs. Winning photographs will be displayed on the fence along Main Street. Library staff enjoyed judging the beautiful photos!



The **Virtual Escape Rooms** were well-used throughout the month of July. Upon completing each of the escape rooms, teens are given a secret code to log into Beanstack; this helps them progress towards prizes in the Summer Reading Program. So far this summer, local teens have completed the virtual escape rooms 116 times, 58 of which were in July.



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

### Programs

As usual, July was the busiest month for Summer Reading in the children’s department. Plenty of kids and families dropped in to claim prizes and coupons for completing their reading adventures. By the end of the month 555 children had registered for the summer reading program. Over 8,000 reading activities were completed by these young readers!

Coupon prizes are obtained for all Bridges Libraries by Angela Meyers of Bridges and include entry passes and discounts for places such as Springs Water Park, Little Amerricka Amusement Park, and the Milwaukee Art Museum, to name a few. There are also coupons available for restaurants (Cousins Subs, Texas Roadhouse) and free martial arts lessons (J. K. Lee), rounds of footgolf (Moor Downs) and tickets to a Milwaukee Wave soccer game. Although participation from vendors was lower than previous summers, we nevertheless were still able to offer 18 different coupon options to summer readers.



Extra thought went into choosing the small toy prizes that were offered this summer as well. Children’s associate Victoria Vanzile was challenged to find as many eco-friendly consumable or biodegradable prizes as possible, avoiding plastic toys. She came up with cardboard diffraction glasses that make everything appear bathed in rainbows, cardboard color-scratch picture frame kits, and earth-shaped wildflower seed paper packs.

Children's associate Nancy Aycock created three July **LabTime** videos demonstrating maker projects for which supply kits were available to pick up at the library. Nancy's first project was a small homemade robotic critter called a bristlebot, which resembles an insect made from a toothbrush head. Driven by a tiny motor and button cell battery it scoots and spins when assembled. Kids were delighted to have their own little bot and the available kits disappeared quickly. Nancy also led the kids through creating colorful, whimsical origami bookmarks, and her final project led the kids through exploring geometric designs with string art. These how-to videos are available through both Facebook and YouTube. Every kit created by Nancy for each of her programs was claimed. During this time of virtual programming the take-and-make model seems to be working very well for children's activities.



Children's librarian Teresa Douglas created a program called **American Girl Beach Day** (similar to last summer's American Girl Spa Day). This program too was presented virtually wherein children picked up a collection of supplies at the library (or curbside) and watched a how-to video while doing their projects at home. Teresa packed materials for six projects into thirty individual boxes and created the video for the children to follow on YouTube as they made beach accessories for themselves and their dolls. The projects included foamie flower leis, a painted seahorse ornament, a doll surfboard and kite, and a pineapple purse. This program filled quickly with extra names added to a



wait list and all project kits were claimed. Books inspired by the American Girl Dolls are very popular and make up a significant section within our juvenile fiction collection.

Two more **Summer Performers** entertained summer readers via the Zoom platform this month. Magician Nickey Fynn performed July 13 and musician Duke Otherwise on July 27. Since families pre-register for these programs they are able to connect on the day of the program through an email link. The performers joined from their studios and the moderator, Val Johnson, joined from the library, and all were able to interact with children simultaneously and even address them by name. Kids reacted, submitted questions, answered polls, and made suggestions from the safety of home. Approximately 40 children from the Sussex summer recreation program also joined each program with their individual groups. Val arranged in advance for these children to have access to a laptop so that they could take turns interacting with the performers as well. We feel very grateful for the organizational and technical support offered by Bridges that made offering these performances possible this summer.

### **Around the Department**

Finishing touches continued to be added to the new shelving areas of the nonfiction collection this month. Most importantly, shifting of books was completed. The collection is now balanced, logically divided, and correctly labeled on shelf end signs.

### **Collection**

“Book Bundles” that support summer reading activities continued to be popular this month. During July the children’s department assembled and checked out 21 book bundles.

### **Professional Activities**

A Youth Service Meet Up was held via Zoom July 24. Val Johnson, Nancy Aycock, and Teresa Douglas attended. These meetings have been very thought-provoking and full of valuable discussion as children’s staff from all Bridges libraries compare notes on fulfilling our roles during this pandemic.

### **Statistics**

<b>Adult &amp; Youth Reference</b>	<b>Totals</b>
Youth Reference Ques.	<b>923</b>
Adult Reference Ques. (In-person/phone)	<b>632</b>
Email or Chat Ques.	<b>35</b>
One-on-One Tech Help	<b>17</b>
Value Line use	<b>3</b>

Study Rooms use	<b>21</b>
Study Table Reservations	<b>55</b>
Faxes	<b>23</b>

<b>Children's Virtual/Online Programs</b>	<b>YouTube</b>	<b>Facebook</b>	<b>Zoom</b>	<b>Activity</b>
Family Storytime 7/1, 7/15, 7/22, 7/29 (4 sessions)		<b>71</b>		
Nightlight Storytime 7/13, 7/20 (2 sessions)		<b>29</b>		
Virtual LabTime 7/2, 7/16, 7/30 (3 sessions)	<b>37</b>	<b>41</b>		<b>140</b>
Summer Performers: Nickey Fynn 7/13, Duke Otherwise 7/27 (2 sessions)		<b>4</b>	<b>185</b>	
LEGO Club Show and Tell 7/14 , 7/28 (2 sessions)		<b>1</b>		
American Girl Beach Day 7/22	<b>10</b>			<b>30</b>
Book Parties 7/29 (3 sessions)				<b>11</b>
<b>Children's Totals</b>	<b>47</b>	<b>146</b>	<b>185</b>	<b>181</b>
<b>Grand Total Programs</b>	<b>559</b>			

**Teen volunteer total hours: 116**

<b>Adult Virtual/Online Programs</b>	<b>YouTube</b>	<b>Facebook</b>	<b>Zoom</b>	<b>Activity</b>
ABC's of CBD 7/9			<b>7</b>	
Memory Cafe 7/23			<b>14</b>	
<b>Adult Totals</b>			<b>21</b>	
<b>Grand Total Programs</b>	<b>42</b>			

<b>Teen Virtual/Online Programs</b>	<b>YouTube</b>	<b>Facebook</b>	<b>Zoom</b>	<b>Activity</b>
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Teens Word of the Day 7/1 - 7/31				<b>9</b>
Teen Photography Contest 7/1 - 7/31				<b>16</b>
Teen Virtual Escape Rooms 7/1 - 7/31				<b>58</b>
Teen Book Club 7/8			<b>2</b>	
Teen Candy Sushi - Grab and Go 7/13 - 7/17				<b>37</b>
Teen Trivia 7/23			<b>4</b>	
<b>Totals</b>			<b>6</b>	<b>120</b>
<b>Grand Total Programs</b>	<b>252</b>			

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

In July we were very excited to welcome Rosalie Mattair to the Technical Services department as our newest part-time volunteer! Cheryl Gallo, one of our Circulation clerks, will again be working Tuesday nights in Technical Services. Rosalie and Cheryl will both be a tremendous help with processing our new materials.

Sue Posh was trained to log the magazines we receive in a database, instead of manually.

Anna Oleszczak was excited to report that our state-wide interlibrary loan (ILL) service will resume on August 3rd! Our patrons are very excited to be able to borrow materials from all over Wisconsin again.

Sue Posh and Anna Oleszczak are searching for the perfect gifts for our volunteers in lieu of hosting our annual Volunteer Appreciation Luncheon.

Rachel Ruetz and Sue Posh began designing a new label which would indicate which of our materials was written by a Wisconsin author. This will be an easy way for anyone browsing the collection to spot a book written by a Wisconsinite.

**Materials processed: 776 items**

**Volunteer Hours: 16 hours**

## Patron Guidelines for Building Use During COVID-19 (Policy)

Libraries are busy places that serve the entire community, including populations that are particularly vulnerable to COVID-19. Libraries are also used in ways that carry the potential for respiratory diseases to spread easily: they invite people to linger, hang out, and gather while sharing spaces, equipment, and materials. This means that while COVID-19 continues to pose a significant public health risk, certain library services will be restricted and patrons will be asked to comply with all safety measures.

This policy was created referencing guidance from the Centers for Disease Control and Prevention, the Wisconsin Department of Health Services, the Waukesha County Health Department, and the Department of Public Instruction, Division for Libraries and Technology.

To help ensure the safety of our employees and patrons, visitors to the building must adhere to the following:

1. **Masks:** Patrons age 4 and older are required to wear a face mask while in the library, provided doing so is not medically contraindicated for the individual. This age threshold was chosen to be consistent with the Hamilton School District mask requirement (4K and up). Masks will be provided at no cost to the public.
  - Masks may be reusable (cloth) or disposable (paper)
  - Masks must be worn over the mouth and nose at all times
  - Face shields, costume masks, and coverings with holes, mesh, or lace are not acceptable

While some may object to wearing masks, it's been widely documented that they are effective in slowing the spread of COVID-19. These precautions will help the Library keep its employees safe and its doors open, keeping library services available to the community. Those who do not wish to wear a mask are encouraged to utilize our curbside pickup service for library materials. Staff can provide guidance on alternative sources for Internet connectivity, including our circulating wifi hotspots.

2. **Social Distancing:** All patrons and staff must observe social distancing guidelines. Group gatherings will not be permitted.
3. **Reduced Capacity and Shorter Visits:** The Library will operate at reduced capacity, and visits must be limited to 60 minutes per day. Patrons may need to wait to enter the building, or be asked to leave when the allowed time has passed, so that others can enter.
4. **Hygiene:** Proper hygiene is essential for everyone's safety. Hand sanitizer is available throughout the building. Patrons are asked to wash hands frequently and thoroughly with soap and water, to sneeze/cough into their elbow or a tissue to be disposed of immediately, and to avoid touching their face.

5. **Feeling Sick:** Patrons with COVID-19, fever, or other symptoms of COVID-19 may not enter the library. Patrons who display symptoms in the library may be asked to leave.
6. **Reporting:** If you or someone in your household has been diagnosed with COVID-19 and you spent time in the library prior to the diagnosis, please report this fact to the Director or the manager on duty. They will take appropriate action and contact the Waukesha County Health Department for guidance on disinfection, disclosure to exposed parties, and quarantine response.

# COVID-19 Response Plan

In the event of a public health crisis, the Library’s top priority is the safety of its employees and its patrons. Every effort will be made to provide library services to the greatest extent possible while maintaining this priority. Rapidly evolving conditions and events may require unforeseen temporary closures of the library building, and other limitations and interruptions to library services.

This plan contains recommendations and procedures specific to COVID-19. It may provide a template that can be revised and adapted to other public health crises. The plan was created with guidance from the Centers for Disease Control and Prevention, the Wisconsin Department of Health Services, the Waukesha County Health Department, and the Department of Public Instruction, Division for Libraries and Technology.

This plan and the procedures it outlines remain in effect until a preponderance of health officials (CDC, Wisconsin Department of Health Services, etc.) declare there is no longer a need to modify services to ensure public health and safety.

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## Library Service Levels

### **Service Level 1: Digital and virtual services only, with most staff working remotely**

- Services provided include remote reference, virtual programming, access to digital library materials (e.g. OverDrive/Libby, Hoopla, Flipster, Gale, all other databases).
- Staff works remotely on approved tasks: digital services support, regular projects that can be done remotely, CE and professional development, virtual meetings, email/phone correspondence.
- Approved staff in the building at limited times as advisable to maintain “minimum basic operations” (process payroll, ensure building maintenance, provide support for staff working remotely).

- The book drop is closed and all patrons are asked to keep materials at home for the time being. No overdue fees are assessed during this time.

**Service Level 2: Curbside pickup, partial staffing, no public building access**

- No-contact curbside pickup is available by appointment only, and the bookdrop is open to the public.
- Small teams of staff work in the building to support curbside pickup service and other library tasks; staff not in the building continues to work remotely.
- Maintain remote reference, virtual programming, and support of access to digital library materials.
- Grab-and-go programming may be available through curbside pickup.
- All items returned are quarantined for the period recommended by IMLS and the DPI.

**Service Level 3: Public access to the library with limited services and capacity**

- Building is open at reduced capacity (no more than 50 people) and visitors must limit their time in the library to 60 minutes.
- Hours may be limited to accommodate reduced staff and modified workflow (cleaning, quarantine, staggered shifts).
- All service desks have sneeze guards and stanchions in place to protect staff during interactions and to help patrons maintain distance.
- Study rooms, meeting rooms, play areas, KidsLab, and most seating are not available.
- Drinking fountains and multi-person bathrooms unavailable. Bottled water is available upon request and single use restrooms are open.
- Limited number of computers and study tables available by appointment only.
- Availability of holds is dependent on demand for curbside services. Customers may need to ask for their holds at the desk.
- Maintain remote reference, virtual and/or grab-and-go programming, and support of access to digital library materials.
- Maintain curbside service, with more limited hours.
- All items returned are quarantined for the period recommended by IMLS and the DPI.
- Most staff reports to work in-person, so that customer service areas are fully equipped to serve patrons. Some employees may continue to work from home with Director's approval, to minimize staff sharing workspaces. Employees may be requested by their supervisor to work from home; requests to work from home initiated by employees will be handled on a case by case basis.

**Service Level 4: Public access expands, limited services and capacity continue**

Maintain all conditions noted in Service Level 3. As appropriate, the Director may reintroduce (or re-restrict) the following:

- Study rooms with limited occupancy
- Meeting rooms with limited occupancy
- Seating on a limited basis

- Building hours
- Building capacity
- Time limits in building

### **Service Level 5: Full services**

- Building is open all regular hours.
- All staff report to the building for their regularly scheduled hours.
- In-person programming resumes.
- All public amenities (restrooms, drinking fountains) are available.
- Toys and other manipulatives are available.
- Curbside service, virtual programming, and remote reference may be limited or discontinued, depending on staff capacity, available funding, and demand.

## **Considerations for Service Level Changes**

Where there is a confirmed infection at the library, the Director and staff will follow the procedure outlined [here](#). However, there are other situations that may warrant restricting or limiting services. The Director and Library Board will be mindful of community spread and take appropriate precautions and preventative measures. The Board authorizes the Director to relax or tighten restrictions as warranted. Those decisions will be informed by the following:

- Availability of cleaning supplies, PPE, and adequate staffing
- Local (library service area) case numbers: For PHPL, this is primarily Sussex and Lisbon.<sup>1</sup> However, we also draw users from Pewaukee, Merton, Menomonee Falls, and more.
- Active cases in Waukesha County and neighboring counties: Library users (and library materials in our system) cross municipal and county lines all the time. The Waukesha County number is updated daily [here](#).
- Positive results as a percentage of all tests: that number is also updated daily for Waukesha County [here](#).
- Behavior of sizable local retail establishments (Pick ‘N Save, Meijer, Piggly Wiggly, Kohl’s). Note that most of these businesses are considered essential services (grocery). While those have not to this point shut down, they have taken measures such as limiting hours and requiring masks. The Library should consider similar measures as a proportionate response.
- Local school district: While local schools in our area have made the provisional decision to open for both in-person and virtual instruction, they are developing metrics and ranges, including community spread, to switch all students to virtual instruction. If that switch occurs, the library will immediately revert to Service Level 2 and assess from there.

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<sup>1</sup> As of 8/13/20, there have been 111 cases reported in Sussex and 92 in Lisbon. One month ago on 7/13/20, that number was 52 in Sussex and 32 in Lisbon. Even though these case numbers are cumulative, not active, that means in the past month there have been 59 new cases in Sussex and 60 in Lisbon.

- Government mandate: The Library will follow all mandates (local, state, federal) and require compliance in order to use in-person library services.
- Coordination with the Bridges Library System: As much as possible, closing and other restrictions will be done in communication and coordination with member libraries.

## Cleaning and Sanitation

Contracted cleaning services will add a hospital grade disinfectant and sanitize high touch surfaces and office equipment (phones, keyboards, desk counters, mice) nightly. This will be done in both the public and staff spaces of the library.

In addition, library staff will clean the following every two hours (10:00, 12:00, 2:00, 4:00, 6:00) while the library is open:

- Shared staff counters, service desks, keyboards, mice, and phones (all departments clean their own areas)
- Self-check counter (circulation staff)
- Door handles at main entrance (circulation staff)
- Handicap door buttons (circulation staff)
- Sink, counter, and door in lobby bathroom (circulation staff)
- Self-check screen (circulation staff)
- Sink, counter, door in children’s bathroom (YS staff)
- Copier (adult services staff)
- OPACS and public computer tables (adult services staff)
- Study tables (adult services staff)
- Staff areas: staff copier, mail counter, graphics table, back door handles (administrative staff)
- **If you use the following, clean it immediately:** kitchen (handles and counters), bathroom (spray and wipe down), break room table (wipe down)

**What to use:** Any products used for disinfection should be checked against [List N: Disinfectants for Use Against SARS-CoV-2 \(COVID-19\)](#). These include Microban, Lysol, and other sanitizing spray in PPE cupboard (on shelf labeled “EPA certified for COVID”). Follow the instructions on the bottle if possible (spray and let dry). If it’s something used constantly (like a door handle), just spray and wipe. Use a new paper towel for each surface.

Hand sanitizer must have 70% Isopropyl Alcohol. The FDA has issued a warning that some hand sanitizers contain methanol (toxic when absorbed through skin or ingested) and maintains a [list of sanitizers to be avoided](#). Check brand names against this list before purchasing.

## Staff Guidelines

Library staff members must wear a face mask in all public areas of the library, and gloves while handling library materials. Always change gloves after emptying book drop.

Even in staff areas and when wearing masks, observe social distancing guidelines whenever feasible. In addition, please observe the following:

- Stay out of each other's office spaces (unless it's a work related task)
- Eat at your desk if you have one (or outside), rather than in the breakroom
- Wear masks correctly - [review these guidelines](#)
- Don't bring in food to share, unless it's individually packaged
- Use your individual office supplies, including mouse and keyboard

## Response to a Confirmed Infection at the Library \*

On February 4, 2020, the Wisconsin State Epidemiologist declared COVID-19 a Category I reportable disease. This means that any identification of a case of COVID-19 must be reported immediately by telephone to the patient's local health officer, and a case report must be filed through the Wisconsin Electronic Disease Surveillance System (WEDSS) within 24 hours. Public health intervention then follows and those with exposure to the patient are assessed for risk.

Preventative guidelines for staff:

1. If a staff member or household family member is sick they should not report to work. Contact a supervisor immediately.
2. If you or someone in your household learn that someone you've had contact with has tested positive, do not return to work before speaking with your supervisor.
3. If a staff member starts to feel unwell at work, they should leave immediately.
4. If the staff member cannot leave right away, they should be immediately separated from the rest of the staff until they can leave.

If a staff member with a confirmed case of COVID-19 has been in the library, observe the following procedures:

1. The director or managers on duty will close the building immediately and send all staff home.
2. The director and management team will evaluate the situation. This includes consulting with local health officials, who in a confirmed case will give guidance about closing the library for a more extended period of time, or restricting access to people or parts of the building.
3. Contracted cleaning staff will be called in to clean and disinfect all areas (e.g., offices, bathrooms, and common areas) used by the ill persons, focusing especially on frequently touched surfaces. At PHPL, this is done by contracted cleaning crew 6 days/week as a preventative measure. If there is a confirmed COVID case, the following is recommended:
  - a. Wait 24 hours before cleaning and disinfecting to minimize potential for cleaning staff or other employees being exposed to respiratory droplets. If waiting 24 hours is not feasible, wait as long as possible.
  - b. During this waiting period, open outside doors and windows to increase air circulation in these areas.

- c. If it has been 7 days or more since the sick employee used the facility, additional cleaning and disinfection is not necessary. Continue routinely cleaning and disinfecting all high-touch surfaces in the facility.
4. Cleaning staff will follow the CDC cleaning and disinfection recommendations:
  - a. Clean dirty surfaces with soap and water before disinfecting them.
  - b. To disinfect surfaces, use products that meet EPA criteria for use against SARS-Cov-2, the virus that causes COVID-19, and are appropriate for the surface.
  - c. Always wear gloves and gowns appropriate for the chemicals being used when cleaning and disinfecting.
  - d. For each product used, consult and follow the manufacturer's instructions for use.
5. Determine which employees may have been exposed to the virus and may need to take additional precautions:
  - a. Inform employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA).
  - b. Instruct potentially exposed employees to stay home for 14 days, telework if possible, and self-monitor for symptoms.
  - c. Because PHPL employees are practicing social distancing, they should not have prolonged exposure to each other (less than 6 feet for more than 15 minutes), but in some cases this cannot be avoided. We will err on the side of caution. For instance, we usually have two people working in circulation. If one of those people tests positive, anyone who worked an overlapping shift in circulation would be instructed to get tested and self-quarantine. The same goes for anyone who works in a shared office; if someone's office mate tests positive, we would assume exposure for that person.
6. PHPL will be transparent with this process and procedure, as we are with all library policies and procedures. Signage and announcements should be prepared in advance with the following wording: "Library temporarily closed due to positive COVID-19 test: The Library has suspended services due to an employee testing positive for COVID-19. Any exposed employees are being tested, and the Library is receiving a thorough cleaning. Services will resume as soon as we are able to do so. No overdue fees will be charged during this temporary closure. Thank you for your patience and cooperation. Please call 262-246-5180 or visit [phplonling.org](http://phplonling.org) for updates."

\*This section adapted with permission from Muskego Public Library and Menomonee Falls Public Library

## Appendix A: Patron Guidelines for Building Use During COVID-19 (Policy)

Libraries are busy places that serve the entire community, including populations that are particularly vulnerable to COVID-19. Libraries are also used in ways that carry the potential for respiratory diseases to spread easily: they invite people to linger, hang out, and gather while sharing spaces, equipment, and materials. This means that while COVID-19 continues to pose a significant public health risk, certain library services will be restricted and patrons will be asked to comply with all safety measures.

This policy was created referencing guidance from the Centers for Disease Control and Prevention, the Wisconsin Department of Health Services, the Waukesha County Health Department, and the Department of Public Instruction, Division for Libraries and Technology.

To help ensure the safety of our employees and patrons, visitors to the building must adhere to the following:

1. **Masks:** Patrons age 4 and older are required to wear a face mask while in the library, provided doing so is not medically contraindicated for the individual. This age threshold was chosen to be consistent with the Hamilton School District mask requirement (4K and up). Masks will be provided at no cost to the public.
  - Masks may be reusable (cloth) or disposable (paper)
  - Masks must be worn over the mouth and nose at all times
  - Face shields, costume masks, and coverings with holes, mesh, or lace are not acceptable

While some may object to wearing masks, it's been widely documented that they are effective in slowing the spread of COVID-19. These precautions will help the Library keep its employees safe and its doors open, keeping library services available to the community. Those who do not wish to wear a mask are encouraged to utilize our curbside pickup service for library materials. Staff can provide guidance on alternative sources for Internet connectivity, including our circulating wifi hotspots.

2. **Social Distancing:** All patrons and staff must observe social distancing guidelines. Group gatherings will not be permitted.
3. **Reduced Capacity and Shorter Visits:** The Library will operate at reduced capacity, and visits must be limited to 60 minutes per day. Patrons may need to wait to enter the building, or be asked to leave when the allowed time has passed, so that others can enter.
4. **Hygiene:** Proper hygiene is essential for everyone's safety. Hand sanitizer is available throughout the building. Patrons are asked to wash hands frequently and thoroughly with soap and water, to sneeze/cough into their elbow or a tissue to be disposed of immediately, and to avoid touching their face.
5. **Feeling Sick:** Patrons with COVID-19, fever, or other symptoms of COVID-19 may not enter the library. Patrons who display symptoms in the library may be asked to leave.

6. **Reporting:** If you or someone in your household has been diagnosed with COVID-19 and you spent time in the library prior to the diagnosis, please report this fact to the Director or the manager on duty. They will take appropriate action and contact the Waukesha County Health Department for guidance on disinfection, disclosure to exposed parties, and quarantine response.

## Appendix B: Resources Consulted

### Resources for Public Health Guidance

- Waukesha County Public Health Department
- CDC Public Health guidance
- Johns Hopkins Public Health Data
- State of Wisconsin Department of Health Services ([dhs.wisconsin.gov](https://dhs.wisconsin.gov))

### Reopening Resources

- WI Department of Public Instruction, Division for Libraries and Technology
- Wisconsin Economic Development Corporation (WEDC)
- Bridges Library System

# Developing Essential Library Policies

# 10

Policies guide the daily operation of the library and the decision-making of the library director and staff. Essentially, policies provide the framework for library operations and services. Carefully developed policies can help ensure high-quality library service that provides for community needs, wise use of library resources, and fair treatment of library staff and library users.

Library boards should approve policies to cover many issues, including the services offered by the library (such as the hours the library is open to the public), circulation of materials, selection of books and other resources, confidentiality of patron records, and use of electronic resources. The library personnel policy (see [Trustee Essential #7: The Library Board and Library Personnel](#)) and the board bylaws (see [Trustee Essential #3: Bylaws—Organizing the Board for Effective Action](#)) are two essential statements of policy relating to library and library board internal operations.

Wisconsin Statutes authorize the library board to establish both “external policies” (policies that determine how the library serves the public) and “internal policies” (policies that govern library board operations and library management). Wisconsin Statutes Section 43.52(2) provides that “[e]very public library shall be . . . subject to such reasonable regulations as the library board prescribes in order to render its use most beneficial to the greatest number. The library board may exclude from the use of the public library all persons who willfully violate such regulations.” Additional broad authority is granted by Section 43.58(4): “. . . [T]he library board shall supervise the administration of the public library and shall appoint a librarian . . . and prescribe [library employee] duties and compensation.”

## Policy Development Steps

The following basic steps provide for careful development and review of library policies:

1. Director, with staff (and maybe public) input, develops recommended policies.
2. Board discusses, revises (if necessary), and approves policies.
3. Director makes sure staff and public are aware of policies.
4. Board reviews policies on a regular cycle so all policies are reviewed at least every three years (perhaps one or two policies could be reviewed per meeting until all of the policies have been reviewed, and revised if necessary).

The library board must approve all policies in properly noticed public meetings (see [Trustee Essential #14: The Library Board and the Open Meetings Law](#) for details).

### In This Trustee Essential

- Who is responsible for developing and approving library policies?
- How do you develop good (and legal) policies?
- Who carries out policies?

In consideration of policy matters, it is important that you give adequate time and attention to the many complex issues that may be involved. All library policies should promote the best interests of the community and be consistent with the library's mission and strategic plan. You should be satisfied that a policy is legal, clear, and reasonable, and that all ramifications (including the effects on the public image of the library) are understood.

After a new policy is established, it is important that the policy be clearly documented and available to staff and public. It is helpful for a library to gather all library policies into a policy manual available to all staff and readily available to all library users. Many libraries are now posting their policies on their websites (see <http://dpi.wi.gov/pld/boards-directors/policy-resources> for examples) to help make the public more aware of the library's services and policies.

Although disagreements during the development of policies are natural, each board member should support staff in implementation of policies once they are established. Challenges to policies are most common on the topics of material selection and public Internet access (see *Trustee Essential #23: Dealing with Challenges to Materials or Policies*).

## Legally Defensible Policies

It is important for policies to be legal. Illegal policies can open the municipality to liability. (See *Trustee Essential #25: Liability Issues*, for more information.) Below are four tests of a legally defensible policy:

**Test #1: Policies must comply with current statutes and case law.** For example:

- A library policy charging patrons for use of computers in the library would be contrary to Wisconsin Statutes Section 43.52(2), which requires that public library services be provided free of charge.
- A policy that says the library's public meeting room cannot be used for religious purposes would be unconstitutional under a Wisconsin federal district court decision.

**Test #2: Policies must be reasonable** (and all penalties must be reasonable). For example:

- A library policy that says, "All talking in the library is prohibited, and anyone who talks in the library will permanently lose library use privileges," is clearly an unreasonable rule with an unreasonably harsh penalty.

**Test #3: Policies must be clear** (not ambiguous or vague). For example:

- A policy that says, "Library use privileges will be revoked if a patron has too many overdue books," is too vague to be fairly administered.

**Test #4: Policies must be applied without discrimination.** For example:

- If a library charges fines, it cannot give preferential treatment to some individual patrons. For example, if the library sometimes waives fines, that waiver must be available to all patrons on an equal basis—not just to friends of library staff or to politically important people.

Many libraries find that it is helpful when developing or revising policies to review the policies of other libraries. Many examples of Wisconsin public library policies and other resources are available from the [Wisconsin Public Library Policy Resources](#) page.

## Policies vs. Procedures

In addition to a policy manual, many libraries find it helpful to write up procedure manuals, especially for covering complex activities like the selection, ordering, and processing of new materials. Procedure manuals outline the steps necessary to accomplish various tasks and therefore are especially valuable to new staff.

Procedures must conform to the policies approved by the library board. While it is true that the library board is responsible for the entire administration of the library, your library will operate most effectively if the board delegates responsibility for the development of procedures and the day-to-day supervision of library operations to the library director. A properly trained library director is well equipped to handle this responsibility. “Micro-management” of library operations by the board is, in almost all cases, an unnecessary use of the board’s time and a practice that can undermine the authority of the library director. (See [Trustee Essential #6: Evaluating the Director](#) for recommended procedures for handling any concerns about the director’s performance.)

## Discussion Questions

1. What steps can be taken to help a library develop good policies?
2. What would be an example of a “bad” library policy, and why would it be bad?
3. What should a library trustee do if he/she disagrees with a library policy?
4. Who is responsible for carrying out library policies?

## Sources of Additional Information

- [Wisconsin Trustee Training Module #2: Development of Essential Policies for Public Libraries](#)
- Your library system staff (See [Trustee Tool B: Library System Map and Contact Information](#).)
- Your municipal or county attorney
- [Wisconsin Public Library Policy Resources](#)

## STATISTICS FOR MONTH OF JULY, 2020

	<b>July</b>	<b>YTD</b>	<b>YTD 2019</b>	<b>% change</b>
<b>ALL CIRCULATION</b>	<b>32099</b>	<b>156501</b>	212217	-26.3%
PHYSICAL MATERIAL CIRCULATION	29223	135995	194830	-30.2%
E-MATERIAL DOWNLOADS	2876	20506	17387	17.9%
HOURS OPEN	237	1098	1659	-33.8%

	<b>July</b>	<b>YTD</b>
HOLDS FILLED <b>FOR PHPL</b> BY OTHER CAFÉ LIBRARIES: -	2577	15496
HOLDS FILLED FOR OTHER CAFÉ LIBRARIES <b>BY PHPL</b> : +	2559	13863
Crossovers to PHPL from other library communities: +	6399	29517
Crossovers from Sussex to other CAFE libraries: -	657	4050
<b>NET LENDING: 5724</b>		23834

	<b>Sussex</b>	<b>Other</b>	<b>TOTAL</b>	<b>2019</b>
PHYSICAL CIRC:	11787	17436	29223	33925

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

**Cards issued:** 67

**Reference questions answered:** 1590

**Library visits this month:** 6902

**Materials purchased:** 659  
(year to date total:) 4286

### Study Room usage

Adult: 21                      Study Table reservations: 55

Laptop Usage: 0

One-on-one technology lessons: 17

**Meeting Room Use:**                      Fax Service: 23

Quad Room                      Value Line: 3

nonprofit: 0

Small meeting room

nonprofit: 0

## STATISTICS FOR MONTH OF JULY, 2020

### PROGRAM ATTENDANCE

**CHILDREN'S PROGRAM ATTENDANCE: 0**

**ADULT PROGRAM ATTENDANCE: 0**

**INTERNET USE\*:** 1100 sessions

**TOTAL HOURS\*\*:** 181:02:00

**AVG. SESSION\*\*:** 33.422 minutes

**\*includes wireless network**

**\*\*wired access only**