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Agenda
Pauline Haass Public Library Board of Trustees
Wednesday, January 20, 2021, 6:30 p.m.

This meeting will be held virtually:

- To attend, click <https://us02web.zoom.us/j/87851693038> from a computer.
- You can also download the Zoom app and join using the following Meeting ID: 878 5169 3038.
- To join the meeting by telephone, call (312) 626-6799 and enter 878 5169 3038.

- 1) Roll call
- 2) Consideration of, and possible action on, minutes of December 16, 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) Strategic Plan Activities 2021: discussion and action
 - b) Circulation Policy Update: discussion and action
 - c) RFP for Space Needs Study: discussion
 - d) 2021 hours
- 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 December 16, 2020 Board meeting
Pauline Haass Public Library

Called to order at 6:31 p.m.

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

Bougie/Vande Hei motion to accept minutes of November 18, 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 November 2020 accepted as presented by Vande Hei/Carran motion; motion carried.

There were no prepaid bills this month. P-Card bills in the amount of \$4,948.74, December bills in the amount of \$14,058.83, January 2021 bills in the amount of \$1,335.00 and November 2020 expense in the amount of \$66,057.05 approved by Vande Hei/Koenig motion; motion carried.

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

New Business: Bougie/Schultz motion to convene into Closed Session pursuant to Wisconsin Statute 19.85(1)(c) *Considering employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility*, with respect to performance evaluation and compensation for Library Director. Roll call vote: Bougie – aye, Carran – aye, Hacker – aye, Koenig – aye, Kucharski – aye, Roubik – aye, Schultz – aye, Vande Hei – aye, Wegner – aye, Zoellick – aye. Motion carried.

Vande Hei/Carran motion to reconvene in open session; motion carried.

Vande Hei/Koenig motion to motion to increase the director's salary by 2.5% for 2021; motion carried.

Following discussion of the final 2021 budget with revisions reflecting Village of Sussex contributions, Bougie/Roubik motion of accept as revised; motion carried.

Following discussion of the library's 2021 open hours, it was agreed to continue the hours currently in effect and revisit this issue in January.

Meeting adjourned at 7:39 p.m. by Roubik/Bougie motion.

Respectfully submitted,

Adele Loria
Library Director

Minutes prepared by Mary Olson, Administrative Services Manager

January 20, 2021

Director's Report to Library Board

Trustee Kucharski has notified President Bougie and me of her resignation from the Library Board. I want to thank her for her service to the community and to the Library. Since she joined the Library Board in 2015, the library has seen many changes! Her work on the board has helped the library adapt to these changes and grow its services for our community.

Agenda items

Strategic Plan Activities 2021: In your packets this month, you'll find a list of proposed 2021 activities. The events of 2020 make me wary of projecting in too much detail what will be possible in 2021, but the management team and I have made an effort to focus on activities and goals that we can execute regardless of COVID conditions. There are also a couple of goals set with caveats like "when possible" or "if circumstances permit." This list is meant to serve as a basis for our discussion, but I am interested to hear if there are other activities or projects the Board would like to see prioritized in 2021.

Circulation Policy Update: It is our practice to require that a person be present in order to get a library card, whether they are an adult or child. (During COVID we have adapted our registration process to allow for most of the registration to be done over the phone, with a curbside confirmation to sign the application and provide ID. This abbreviates the transaction but still allows us to verify the person's identity and address.) This requirement applies to children as well as adults; although a parent must be present to sign the application of a child under 18, the child must be present as well. This allows us to ensure that the child exists. Recently it came to my attention that this is not explicitly stated in our Circulation Policy. To help avoid confusion, I am proposing we revise our policy to reflect this requirement. In your packets you will find the policy with the suggested edit. If the Board decides further discussion or work on this policy is warranted when we meet next week, we can schedule a meeting of the policy committee and continue this agenda item at the February meeting.

RFP for Space Needs Study: I will be sending the draft request for proposals in a separate email by Monday, January 18 for you to review before the meeting. In our discussions of this potential study, we've discussed whether it is appropriate to combine the space needs portion of the study with a facilities study that examines the soundness of the current building's structure and systems. Both our previous system director and the instructor of my recent Library Space Design course encouraged me to remember that these assessments – a functional

(space needs) assessment and a condition assessment – are two different things requiring different expertise and skill sets. I've spoken to a couple of directors in our system that combined a facilities study with a space needs study, and my takeaway is that it can be done, but it may result in a much wider range of costs and will certainly narrow the pool of qualified candidates. There are, however, a number of library-focused firms that could offer both services and even add components of community engagement. These firms often recommend these studies be combined or done concurrently. Whichever route we choose, I want to ensure that each component, along with our goals and requirements, is fully articulated. The RFP I am sending is focused on space needs, with optional components for facilities assessment and community engagement that can be expanded if we decide to combine these elements in one proposal.

You might remember that we had a space needs study done back in 2008. I considered whether we could use those findings in lieu of doing a new study, and reached out to the consultant (Anders Dahlgren of Library Planning Associates, Inc.) to learn how long a space needs study is "usable" before it needs to be updated. He encouraged us to think in terms of updating the study, because our study is "well past" its "expiration date" and the service landscape looks very different today than it did in 2008. Some of the changes he cited were the makerspace movement and advent of content creation technologies, the prevalence of leaner collections focused on popular materials, and the ever-growing interest in more and larger meeting facilities.

Clearly, any consultant has a vested interest in updating studies rather than using old ones, but I am inclined to agree with this assessment. In addition to the changes Anders pointed out, I would add that developments in personal computing, mobile devices, and wireless technologies have changed the technology space and functional needs of libraries.

I also reached out to the consultant from the library impact fees study, and she confirmed that if we update our space needs study, we will need to update the library impact fee accordingly. Whether we plan for a larger or smaller amount of space than we anticipated in 2008, the fee should be reflective of those plans.

This agenda item allows us to discuss all of our options and their implications. Based on what we decide at our meeting next week, the draft RFP should be revised before our February meeting. I'll want to meet with the Building and Grounds Committee as part of that process. Please let me know if you are interested in reviewing the 2008 space needs study or the 2015 impact fees report before our meeting (I have not included either in the packet due to their length).

2021 Hours: As decided at the December meeting, I have included this agenda item to allow the board to discuss whether to adjust our hours.

Non-agenda Items

Building Reopening: We began curbside service on Wednesday, January 6 with the majority of our staff reporting to the building. Just as in May, curbside service was incredibly busy. Over 4 days, we had 267 curbside orders picked up. While most of the staff there were busy answering phones and doing curbside-related tasks, other staff were also able to catch up on tasks and prepare to reopen to the public.

We reopened Monday, January 11 and the week has gone very smoothly. It has been gratifying to hear so many patrons express concern and well wishes for staff, along with their appreciation that the building is accessible once again. We're also happy to see our customers again! Circulation this week alone has been brisk – about 500 more checkouts than this week of January last year – so it seems fair to say that people are learning of the reopening and feel comfortable coming back in.

Building Updates: Thom Berres has been doing walk-throughs this week with electrical contractors to get pricing on adding power for additional heat tape on the roof. I hope to have quotes to share with you by the time we meet. Adding the heat tape itself would be a separate project, but before we get pricing on that we want to make sure the project is doable from an electrical standpoint. A third project will be repairing the drywall where there was water damage in the main library. Thom and I are discussing when it is advisable to do this work.

Discussions on how to adjust the maintenance coordinator position going forward continue. Mary and I met with Secret Strobl, Assistant Village Engineer, on January 14 to brief her on building issues and discuss ways to coordinate and document maintenance projects moving forward. Secret has been charged with examining and organizing maintenance needs in the library and Civic Center so that we can better assess the value of a shared position.

Continuing Education: In December, Jennie Bahnaman and I completed our online course on Library Space Design offered by the UW-Madison iSchool. As a final project, we were required to rethink a space in our current library. Jennie used the survey results we received from teens this year to inform a reimagining of the YA area. I proposed a relocation of the reference desk that would allow us to devote more floor space to new materials, displays, and comfortable seating. When we revisit our capital needs plan later this year and evaluate upcoming projects, this work will add to our discussion.

Becca Werginz attended a webinar entitled “Taming the Social Media Beast: Three Big Things You Need to Know to Promote Your Library” at the end of December. Becca reports that in this webinar, Angela Hursch reviewed best practices for libraries on Instagram, Twitter, and Facebook. Her suggestions for responding to negativity and analyzing social media data were particularly helpful, and she hopes to incorporate many of her suggestions into our social media strategy.

Children’s librarian Teresa Douglas completed several webinars in December: “The Power to Delight: Providing Extraordinary Service,” “’Tis the Season for Outdoor Programming,” “Adult Services (part of the Wild Wisconsin Winter Web Conference),” and “Fandom Programming.”

Teresa's webinars shared common threads, most notably good customer service: what it looks like to the customer, and how to maintain it during a time of increasingly difficult customers. These webinars also shared a handful of excellent programming ideas.

Both Teresa and children's services manager Val Johnson attended an hour-long webinar December 8 provided by Wisconsin DPI: "Fill Up Your Fuel Tank with Compassion Resilience." This webinar touched upon such concepts as compassion fatigue, trauma-informed librarianship, and opening your heart while also protecting your heart while performing high-stress public service.

Home Delivery Volunteer Recruitment: On Dec. 28 we started actively recruiting Home Delivery Volunteers. The volunteer program specialist for the Aging and Disability Resource Center of Waukesha County, who coordinates the Meals on Wheels volunteers for Sussex, agreed to share our call for volunteers with the Meals on Wheels volunteers that live in the Sussex area. We also promoted the opportunity through social media and our e-newsletter. To our very happy surprise, we were flooded with emails and requests to find out more about this volunteer opportunity as soon as the email went out. Our timeline for following up with these with interviews and training was set back by our staff shortage and building closure, but we have received several completed volunteer applications and should be training volunteers for Home Delivery by the beginning of February.

Marketing: PHPL's account in LibraryAware, the marketing service I reported on last month, is now active. Becca Werginz has been leading the effort to learn and utilize the service, and other staff members will be trained shortly. Becca and I met in December to talk about whether LibraryAware could replace Constant Contact, our current email marketing service, but we agreed that the service does not have the functionality or versatility to compete with Constant Contact's platform. It is a relatively new service, so we will continue to watch as it develops throughout 2021 and reassess later. In the meantime, we are taking full advantage of this Bridges trial purchase to send out social media posts and use pre-designed templates that link easily to our catalog. One cool feature now available is monthly readers' advisory newsletters called NextReads. Patrons can subscribe based on their interests, and there is a newsletter for everyone. Our librarians curate these lists to make sure they are titles in our collection and of interest to patrons, but the LibraryAware templates make this a quick and easy task. [You can see the list and subscribe here.](#)

RFID Updates: Technical Services Manager Rachel Ruetz worked with Administrative Services Manager Mary Olson in December to create a "mobile RFID tagging station." We are planning to use this station out in the library stacks, where we can encode materials without having to remove stacks of them from the shelves. While it is less disruptive to patrons to do this work behind the scenes, having a mobile tagging station is more efficient and allows us to get more done before and after hours. It can also be used in public areas during quiet periods or in low-traffic areas.

We are continuing to tag our collection as time allows. Rachel has spent considerable time working with Erin Kramer from Bridges as well as Envisionware representatives to iron out the kinks with the RFID readers we purchased this fall.

Staff Development Trainings: All staff were scheduled to attend a Staff Development Training session offered the week of December 14. We split the staff into 3 groups to help keep attendance small for social distancing requirements. Each training lasted 3 hours and our topic of focus was self care.

Mary Olson and Jennie Bahnaman planned and led the trainings. They reviewed the resources offered through the Village of Sussex Employee Assistance Program and used these resources to present information on mindfulness, meditation, and self-compassion. The EAP offers toolkits on mindfulness and meditation that include meditation audio recordings. It also provides access to counseling services, legal and financial advice, and more. Mary and Jennie also reviewed the “self-care strategies and skills” they learned during a recent webinar. Staff were also encouraged to create a 2021 Wellness Goal.



Presentations were juxtaposed with activities: I led a 30 minute “workplace yoga break” session. Jennifer Steffes and Rachel Ruetz led a team building scavenger hunt activity. We concluded each training with a holiday make and take led by Val Johnson.

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

Adult Programs & Services

On Thursday, Dec. 3 we hosted our first **Great Holiday Cupcake Decorating Competition!** We had 4 participants compete for a \$25 King Arthur Flour gift card. They had 45 minutes to decorate 25 pre-baked cupcakes using the decorations of their choice to create a “holiday wreath”- bonus points for homemade decorations! Adele and Jennie hosted and judged the final creations looking for the best decorated and most creative wreath. Our winner was Jenny H. with her



winter/snowflake themed wreath. She showed great skill in tempering white chocolate and creating her own chocolate snowflakes!

Seven members of the **Mystery Book Club** met virtually on Dec. 2 to discuss *The Black Widow* by Daniel Silva. We also hosted our December **Make It @ Home** with 9 patrons in attendance and created a small holiday gnome as our craft.

Teen Programs & Services

Becca Werginz reports that our monthly **Make It! Teen** crafts continue to be popular. December's craft was DIY Snow Globe. Between December 7-12, 14 kits were claimed.

Memory Café - Library Memory Project Update

We hosted the virtual December Memory Cafe with the Hartland Public Library. This is our first month offering a take and make craft as a part of the Memory Cafe activities. Participants picked up their kit ahead of time and at the Memory Cafe Claudia Noonan (Hartland Public Library) and Jennie Bahnaman led the participants in how to do the craft. As with all take and make programs this was extremely popular and we had 22 Memory Cafe participants in attendance.



Collection Updates

In December the Adult & Teen Services Department continued to offer pre-assembled book and DVD bundles located on a display near the Reference Desk. In December we had a total of 16 bundles checked out from our displays - 6 book bundles and 10 DVD bundles.

We've also continued offering personalized book bundles. Patrons can fill out a form on our website that includes information about their favorite genres, how many items they would like, favorite authors and more to help us create a personalized book bundle for them. As of the end of December, we had 4 requests for an adult book bundle.

Becca began a sizable weed of the YA collection in December. Weeded items in good condition are being offered to the school librarians at Templeton Middle School and Hamilton High, as well as to teachers looking to build their classroom collections. Rachel Ruetz has been weeding the General Fiction collection.

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

Programs

Our **Make It! Junior** program finished distribution of paper snowglobe-making kits that started in November. This was the final project of the season. Since September kids have been enjoying

these Make It! kits and returning the enclosed raffle ticket from each kit after completion. Each raffle ticket was a chance to win an exciting assortment of art and craft supplies. The drawing was done just before Christmas and the lucky winner was 7-year-old Logan A., who picked up his prize through curbside delivery. The next season of Make-It! Junior starts January 18, 2021, kicking off another series of fun kits for kids to pick up at the library.

Collection

The children’s services staff can barely keep up with preparing our popular **Book Bundles**. We received the following positive review from an instagram post set up to come from the family’s dog:



By now we are preparing two different types of bundles — those created by staff and placed on display for borrowers to grab and check out, and those requested by borrowers through our online book bundle request form. The table below compiles the numbers:

December 2020 children’s book bundles	number of bundles	number of items in bundles
staff-created book bundles	36	192

special request book bundles	7	83
Total	43	275

Statistics

Adult & Youth Reference	Totals
Youth Reference Ques.	214
Adult Reference Ques. (In-person/phone)	424
Email or Chat Ques.	15
One-on-One Tech Help	15
Value Line use	0
Study Rooms use	n/a
Study Table Reservations	2
Faxes	7

Children's Virtual/Online Programs	YouTube	Facebook	Zoom	Activity
Family Storytime grab and go from 11/25				2
Make It Jr. grab and go distributed				88
Make It Jr. report back (raffle tickets)				29*
Total				119

Teen volunteer hours October 2020 total: 0

Adult Virtual/Online Programs	YouTube	Zoom	Activity	In-Person
Mystery Book Club (12/2)		7*		

Great Holiday Cupcake Decorating (12/3)		4*		
Make It! @ Home: Holiday Gnomes (12/9)		9*		
Memory Cafe - Hosted w/Hartland Library (12/14)		22*		
Total		42		

Teen Virtual/Online Programs	Facebook	YouTube	Zoom	Activity	In-Person
Make It! Teen: DIY Snow Globe (12/7-12/12)				3* (14 kits taken)	

*** DPI Annual Report Programming Statistics**

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

During the month of December, the tech services staff was heavily focused on processing the last of the materials ordered in 2020. This slower month is a chance for the department to collect our breath before we receive the first wave of materials of 2021!

Statistics: 648 items processed

Upcoming Winter/Spring 2021 Programs

- IditaRead Winter Reading Program - January 18–February 26
- Family Storytime - January 27–April 14
- Make It! Junior - January 18–May 2
- Harry Potter Book Night at Home - Thursday, February 4
- Spring StoryWalk® - April 19 – May 2
- Youth Art Month Exhibit - March 1-31
- Make It! Teen - January 18-April 24
- Teen Trivia - Wednesday, January 27 - 6:30pm
- African American History in Wisconsin with Clayborn Benson - Thursday, January 14 – 6:30pm
 - Co-sponsored by Pauline Haass Public Library, Oconomowoc Public Library and Menomonee Falls Public Library

- Pandemic Grief: A Grief Experience of Loss Beyond the Norm - Thursday, February 11 – 6:30pm
 - Co-sponsored by Pauline Haass Public Library and the Sussex Park and Recreation Department
- Schitt's Creek Trivia Night - Friday, February 26 – 6:30pm
- All About CSA's - Community Supported Agriculture - Thursday, March 4 – 6:30pm
- Amy E. Reichert author event, *The Kindred Spirits Supper Club* - Thursday, April 29 – 6:30pm
 - Co-sponsored by Pauline Haass Public Library and Hartland Public Library
- Make It! @ Home for Adults - January 20 - April 14

Strategic Plan Activities 2021

FACILITIES • SERVICES • STAFF • COMMUNICATION

FACILITIES

1. Director will write the RFP for a space needs study to be reviewed and approved at the February Board meeting, and posted in March 2021.
2. Staff members will assist board members in reviewing proposals for the space needs study (approximately April-May 2021).
3. With input from Village staff on creating a shared position, Director will meet with the Personnel Committee in March 2021 to assess the current maintenance coordinator position.
4. Director and Administrative Services Manager will compile comprehensive and current collection of O&M manuals for building systems to assist village staff in providing and coordinating building maintenance.

SERVICES

5. Staff will coordinate purchase and implementation of RFID-enabled equipment, including a self check machine, security gates, and RFID readers by September 2021.
6. Staff will continue conversion of collection to RFID that began in 2020.
7. Children's Services Staff, Director, and Parks Department will collaborate on a StoryWalk in Village Park for April-May 2021, and explore continuing StoryWalks into summer and fall.
8. Library staff will plan an outdoor-focused Summer Reading Program to ensure the availability of some in-person activities.
9. Library staff will have a presence at Touch-A-Truck, Spooky Sussex (or replacement event), and the outdoor farmer's market. Staff will look for additional outreach opportunities throughout the year as COVID conditions permit.

10. In March 2021, Adult Services staff will reach out to local businesses to explore interest in bringing back Show Us Your Library Card in fall of 2021.
11. Staff will implement and promote homebound delivery throughout the year. Director will include article promoting the service in the Courier.
12. Staff will continue to offer services developed in response to the Coronavirus pandemic, including grab and go activities and virtual programs.

STAFF

13. Director will strive to include funding for a comprehensive legal review of personnel policy in the 2022 budget.
14. Director and Administrative Services Manager will develop a succession plan to ensure a successful transition of her duties and responsibilities.
15. Technical Services manager will train the remainder of staff on RFID equipment and workflows. The Circulation Manager and Technical Services manager will continue to adjust department schedules to make time for this work.
16. The management team will meet monthly for issue sharing and department updates.
17. Assistant Director and Administrative Services Manager will continue to identify staff knowledge gaps and incorporate appropriate training into May and December Staff Development Days.
18. Circulation Manager will coordinate one page education event in 2021.
19. Director will collect data on compensation in comparable libraries to share with library board before development of the 2022 budget.
20. Management team will brainstorm creative ways to raise staff morale within the current (COVID-related) safety restrictions.

COMMUNICATION

21. The marketing committee will identify a funding source for and select library branded apparel for Summer Reading Program outreach events by June 2021.
22. Staff will investigate the possibility of using Library Aware for marketing communications, using the free trial provided by Bridges to test the platform's effectiveness, with a decision made by December 2021.
23. The marketing committee will identify a funding source for and develop customer appreciation and customer loyalty rewards using the new library logo by October 2021.
24. Staff will update the outreach kit to reflect current library branding and promote new services and resources by May 2021.

PAULINE HAASS PUBLIC LIBRARY

POLICY: Circulation

~~Adopted by Library Board: November 20, 2019~~

The Library Board's circulation policy is meant to balance these goals:

- Put as few restrictions as possible on the flow of information and materials.
- Monitor and retrieve materials in a timely way to facilitate access to them by others.
- Protect the community's library resources.

The Pauline Haass Public Library, as a member of the CAFÉ consortium, shares a catalog with all CAFE member libraries. The CAFÉ consortium currently includes the twenty-four public libraries in Waukesha and Jefferson counties of Wisconsin. Certain policies and limits are determined jointly by the membership of CAFE.

Eligibility and registration for card

Residents and taxpayers of Waukesha and Jefferson counties, as well as some other Wisconsin counties age 5 and over may apply for a free library card. All applicants under age 18 must have permission of a parent or legal guardian.

Proof of address is required for all applicants. Acceptable forms of proof are:

- Valid Wisconsin driver's license showing the current address

or, one of the following current items bearing the current address, combined *with a photo identification card* (which may include a driver's license) from a school or government agency:

- Residential property tax statement
- Current rent receipt or lease agreement
- Utility bill dated within the last 30 days
- Current bank statement dated within the last 30 days
- Canceled mail postmarked within the 30 last days
- Telephone book listing with current address
- Online invoice or bill, such as a utility bill, presented by applicant on a smartphone, tablet, or computer

All applicants must be physically present at the time of registration. Those with a temporary or permanent medical mobility limitation and those confined to bed rest by a doctor are eligible for a home delivery service card.

Library users should present a library card each time materials are borrowed. The library staff may make a one-time exception if a library customer verifies his/her current address by presenting identification. One or more of the following current and valid forms of identification are acceptable, provided they singly or jointly list both the customer's name *and* current address:

- State of Wisconsin driver's license
- Wisconsin State ID
- Student ID from an educational institution
- Other picture ID

Responsibility of cardholders

The person to whom a library card is registered, with the exception of minors, is responsible for all items checked out on the card. They agree to obey all of the rules and regulations of the Pauline Haass Public Library and any other CAFÉ member libraries which they use, and to promptly pay all fines and charges for overdue materials and lost or damaged items. Items checked out on a minor's card are the responsibility of the parent or legal guardian.

Library card holders agree to report any change of address, telephone number or email address to the library, so that they may be contacted about items on hold and about overdue materials. A change of address requires proof just as does the issue of an original card.

Library cards have expiration dates. When a card expires, proof of current address will be required to renew it.

If a library card is lost or stolen, it is the cardholder's responsibility to report that to the library. All items checked out prior to the date the card is reported lost are the responsibility of the customer. Library staff is not responsible for assuring that the person who uses a card for borrowing materials is the cardholder or has permission to use that card; cardholders should treat their library cards as they would credit cards.

Users who check out audiovisual materials assume responsibility for any damage done to personal audiovisual equipment during the use of library materials. The library assumes no responsibility for such damage.

Parental responsibility for minor's use of card

Items checked out on a minor's card are the responsibility of the parent or legal guardian. Parents or guardians agree to obey all of the rules and regulations of the library, to promptly pay all fines and charges associated with their child's library card, and to report any change of address or telephone number to the library

The library does not restrict access to any material by age, and leaves the responsibility for children's use of its materials to each child's parent or legal guardian. Parents are strongly encouraged to monitor their own child's reading, viewing, and listening, and to be aware of what he or she checks out. Library staff members are pleased to assist parents in finding out more about particular books, music, or movies so that they can make informed decisions about their child's use.

A parent or guardian who wishes to end borrowing privileges for his or her child must notify the library so that the registration record can be removed. Destruction of a library card does not remove a registration record.

State law and the library's *Privacy of Library Records and Library Use* policy govern the information about a minor's library records that may be given to a parent or guardian.

Replacement of library card

The replacement fee for a library card is \$1.00. Because a child may be missing his or her library card due to a parent's decision to restrict its use, permission from a parent or guardian will be obtained before the library issues a replacement card to a child under the age of 18.

Receipts

Library users will be given a receipt upon checkout, as a notice and reminder of when materials are due. The receipt contains the titles of items borrowed. Disposition of receipts in a manner that insures privacy of one's borrowing habits is the user's responsibility. Library users who complete their transactions through the self-check machine(s) are given the option of generating a receipt.

Loan periods for individuals:

3 weeks: most books and audiobooks

2 weeks: most new items

1 week: most videos/DVDs, CD-ROMs, magazines, pamphlets, adult music CDs

“Lucky Day” materials have special loan periods, and are marked as such.

Because due dates vary by item type, users are responsible for checking receipts carefully to note when materials are due. On occasion the loan period of certain materials may be changed temporarily; receipts will always reflect the correct due date. Some library items are not available for checkout and must be used in the building.

Loans to schools

In order to provide maximum access to public library books for Waukesha County schools and their students, a library card may be issued to one teacher, school library aide, or school librarian per school, with the principal's permission. Each “school card” will be restricted to 350 concurrently checked-out items. Each school is responsible for damage, replacement, and lost fees associated with items checked out on these cards. Schools that wish to restrict the number of concurrent items to fewer than 350 may do so by requesting in writing on letterhead, with the principal's signature, a specific lower amount. A block will then be placed on that card indicating the limit.

Renewals

Most items may be renewed up to three times if no other customers are waiting for the items. Renewals may be made in person at the checkout desk, catalog terminals or self-check unit, by telephone, or using the Internet.

Interlibrary loan materials from outside of the local library system may not be renewed.

Loan Limits (number of items concurrently checked out)

Cardholders may have up to 125 items checked out of the library at one time, although limits are sometimes necessary on particular item types within that total, to allow more equitable access to materials by a large number of customers.

Late fees

Late fees are charged for items that are returned after their due date, as a means of encouraging users to return items promptly so that others can use these shared resources. There is no late fee-free “grace period.” Late fees for videocassettes, DVDs, software, “Lucky Day” materials and interlibrary loan materials from outside our library system, and Wii games, are \$1.00 per day. Fees for other items, except children's books, are 20 cents per day unless specifically noted otherwise. There are no late fees for children's books, in order to eliminate a known barrier to library use by some children and to encourage family literacy. All juvenile materials other than books do carry late fees if overdue. Users with children's books that are more than three weeks overdue may have their borrowing privileges suspended until materials are returned.

Overdue notices

Email, phone, and text overdue notices are sent as a courtesy. Customers may also sign up for email or text reminders of upcoming due dates. Failure to receive a reminder or overdue notice or to verify due dates (through receipts, online account access, or by phoning the library) does not remove the user's responsibility to return items promptly and pay late fees.

Damaged and lost materials

The library generally does not accept replacement copies of lost or damaged materials. A standard replacement price, based on the material type, is charged for Pauline Haass Public Library's damaged and lost materials. No refunds are given if lost materials are found after having been paid for; the materials become the property of the individual who paid for them.

Items obtained for users from other libraries will be assessed the lost/damaged charges of the *owning* library.

Damage to, or loss of, special items such as book covers, bags, manuals and binders will be assessed charges based on actual costs including staff time. See the Packaging Replacement Cost schedule (Appendix A) included in this document for specific charges. If the damage or loss renders the material inappropriate for library circulation and library staff cannot repair the item satisfactorily, the charge will be the same as if the item were lost.

Standard replacement fees

Damaged or lost library materials will be charged according to the Standard Replacement Costs schedule (Appendix C).

Denial of borrowing privileges

Borrowing privileges will be denied when a user:

- has unpaid fines or charges of \$10.00 or more (beginning July 1, 2015)
- has unreturned or damaged items of any value, for which he or she has been billed
- has moved and left no forwarding address
- has patterns of behavior with respect to overdue materials, unpaid fines, multiple claims of missing items having been returned, etc. that lead the Library Director to conclude that denial is necessary in order to protect the community's library resources and taxpayer investment and to facilitate access to materials by others.

Access to materials in, and outside of, the library's collection

Users may place reserves/holds on items in the CAFÉ catalog and specify that the items be delivered to this library. The CAFÉ catalog is available online through the Internet, as well as in the library.

The CAFÉ catalog is not the only source of items not owned by this library. Users who do not find exactly what they are looking for within CAFÉ are encouraged to speak with a librarian, who will be happy to search for materials in other libraries and databases. Please note that due dates, fines, and charges for lost/damaged materials from beyond the CAFÉ catalog are set by the *owning* libraries.

Appendices

- A. Packaging Replacement Costs
- B. Materials Recovery Program
- C. Standard Replacement Costs

Administration and interpretation of policy

Responsibility for the administration and interpretation of this policy rests with the Library Director.

Other related Pauline Haass Public Library policies:

- Privacy of Library Records and Library Use
- Collection Development
- Public Internet Access
- Theft of Library Property

Adopted by Library Board: December 15, 2004

Reviewed and revised: July 20, 2005

Reviewed and revised, with addition of Appendix A: April 18, 2007

Revisions made via motions at July 16, 2008 Library Board meeting are incorporated in this document

Reviewed and revised: March 17, 2010

Reviewed and revised: April 22, 2015

Reviewed and revised: October 21, 2015

Reviewed and revised: April 20, 2016

Reviewed and revised, with revision of Appendix B: September 22, 2016

Reviewed and revised, with revision of Appendix B: April 19, 2017

Reviewed and revised, with revision of Appendix A & Appendix C: November 20, 2019

Appendix A to Circulation Policy: PACKAGING REPLACEMENT COSTS Revised: Nov. 20, 2019

ITEM	COST
DVD cases – single	\$3.00
DVD cases – double	\$4.00
3 capacity	\$4.00
4 capacity	\$6.00
5 capacity	\$6.00
6 capacity	\$6.00
8 capacity	\$7.00
10 capacity	\$7.00
Color copy of cover DVD	\$3.00
Music CD cases - single	\$3.00
Music CD cases – double	\$3.00
Color copy of cover CD	\$4.00
CD book albums 2-12	\$10.00
CD book albums 14-24	\$12.00
CD book albums 20+	\$18.00
Color copy of cover <small>audio bk</small>	\$4.00
Lost insert <small>(map, CD booklet)</small>	\$3.00
Security strip (DVD/CD)	\$2.00
Barcode replacement	\$1.00
Book cover plastic	\$2.00
Wii case – single	\$3.00
Wii case - double	\$4.00
Wii booklet replacement	Min \$3.00
WiFi hotspot	\$123.00
Instructional insert	\$4.00
Charger adapter/cable	\$18.00
Carrying case	\$8.00
Library labels	Min. \$0.50
Barcoded ILL cards	\$1.00
A/V cleaning	Min. \$1.00
Book mending	Min. \$3.00
Playaway battery cover	\$2.00
Playaway case	\$3.00
Miscellaneous parts	Current retail

Time formula:

5 minutes: \$12.00 per hour X 10% = \$1.20
 10 minutes: \$12.00 per hour X 15% = \$1.80
 15 minutes: \$12.00 per hour X 25% = \$3.00
 20 minutes: \$12.00 per hour X 30% = \$3.60

Appendix B to Circulation Policy: MATERIALS RECOVERY PROGRAM

The Pauline Haass Public Library has established a materials recovery program to encourage library patrons to return books and other materials on time.

What happens when items are overdue:

7 DAYS PAST DUE The library sends you an email, text or automated phone overdue notice. *Customers are responsible for providing a current email address or phone number to receive such notices. No printed overdue notices are sent via US Mail.*

14 DAYS PAST DUE The library sends you an email, text or automated phone overdue notice. *Customers are responsible for providing a current email address or phone number to receive such notices. No printed overdue notices are sent via US Mail.*

21 DAYS PAST DUE The library sends you a final email, text or automated phone overdue notice. *Customers are responsible for providing a current email address or phone number to receive such notices. No printed overdue notices are sent via US Mail.*

Overdue notices and due date reminders are sent as a courtesy. Failure to receive an email notice, text or automated phone message does not remove your responsibility to return items promptly and pay fines.

42 DAYS PAST DUE

Items are sent to the lost status and the patron's account is billed with the replacement cost* of the items. A bill is sent to you via US Mail, notifying you of the suspension of your borrowing privileges. *Customers are responsible for providing a current mailing address to receive such notices.*

52 DAYS PAST DUE

Accounts will be sent to Unique Management Services, a collection agency specializing in library accounts. A service charge of \$20.00 will be added to your account. Unique Management Services will contact you to request the return of the overdue materials and payment of all outstanding charges.

For more information on the Materials Recovery Program, contact the library at 262-246-5180.

*replacement costs are outlined in the Standard Replacement Costs attachment (Appendix C)

STANDARD REPLACEMENT COSTS (Appendix C)

Processing charges ARE included. In cases where the item's actual price exceeds the standard replacement cost listed below, the current retail price may be charged.

Approved by Library Board November 20, 2019

Collection Description	Standard Replacement Price
Activity Kit	\$20.00
Battle Book	\$15.00
Blu-ray DVD	\$25.00
Book	\$25.00
Browsing	\$25.00
Browsing AV	\$25.00
CD	\$15.00
CD Book	\$30.00
CD-ROM	\$35.00
Children's Blu-ray DVD	\$20.00
Children's Board Book	\$7.00
Children's Book	\$15.00
Children's Browsing Collection	\$25.00
Children's CD Book	\$30.00
Children's CD-ROM	\$35.00
Children's Digital Audio Book	\$60.00
Children's DVD	\$20.00
Children's Holiday Materials	\$15.00
Children's Kit	\$20.00
Children's Magazine	\$5.00
Children's Paperback	\$8.00
Children's Reference Book	\$50.00
Children's Video	\$15.00
Circulating Reference	\$50.00
Current Issue of Magazine	\$5.00
Digital Audio Book	\$60.00
DVD	\$25.00
Equipment	\$50.00
Holiday	\$25.00
Inter-Library Loan Item	\$50.00
Laptop	\$1,000.00
Magazine	\$5.00
New Book	\$25.00
New Fiction	\$25.00
Non-Fiction DVD	\$25.00
Pamphlet	\$0.50
Paperback	\$10.00
Playaway	\$60.00
Professional Material	\$50.00

Reference Book	\$50.00
Video Games	\$25.00
Videocassette	\$15.00

In cases where the item's actual price exceeds the standard replacement cost listed above, the current retail price may be charged.

Price list last updated November 20, 2019

STATISTICS FOR 2020
Pauline Haass Public Library

	2020	2019
ALL CIRCULATION	289411	353400
PHYSICAL MATERIAL CIRCULATION	255299	323533
E-MATERIAL DOWNLOADS	34112	29867
HOURS OPEN	2069	2862

COVID-19 shutdowns began 3/17/2020

HOLDS FILLED FOR PHPL BY OTHER CAFÉ LIBRARIES: -	27693
HOLDS FILLED FOR OTHER CAFÉ LIBRARIES BY PHPL: +	26580
Crossovers to PHPL from other library communities: +	53663
Crossovers from Sussex to other CAFE libraries: -	7911

NET LENDING: 44639

	Sussex	Other	TOTAL	2019
PHYSICAL CIRC:	103477	151822	255299	323533

Cards issued: 617

Reference questions answered: 11775

Library visits this year: 66696

Materials purchased: 7774

Study Room usage

Adult:	530	Study Table reservations:	247
		One-on-one technology lessons:	152
		Fax Service:	165
		Value Line:	7
		Curbside pickup:	2252

Meeting Room Use:

Quad Room

nonprofit: 70

Small meeting room

nonprofit: 29

INTERNET USE: 9691 sessions
 1659:36:00 hours