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Agenda

**Pauline Haass Public Library Board of Trustees
Wednesday, June 16, 2021, 6:30 p.m.
Library's Quad/Graphics Meeting Room, off lobby**

- 1) Roll call
- 2) Consideration of, and possible action on, minutes of May 19, 2021 Board meeting
- 3) Comments from citizens present
- 4) Introduction of Library Trustee Becky DeLonge
- 5) Introduction of Village President Anthony LeDonne
- 6) Communications received by Board members or Director
- 7) Financial report
- 8) Action on bills
- 9) 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.
- 10) New Business:
 - a) Committee appointments by President Bougie
 - b) Discussion and possible action relative to space needs study proposals
 - c) Inclusive services statement: discussion
- 11) Items for future agendas: discussion
- 12) 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.

May 19, 2021

Director's Report to Library Board

I will be setting up a Zoom link to the meeting for those who have expressed interest in attending remotely. Since this is a meeting that can be attended by the public in person, we will not have the Zoom link on the agenda. It will be sent in a separate email. Please let me know if that is how you'll be attending so I know how many chairs to set up and can send the supplemental board materials to you that day via email.

Agenda Items

Introduction of new trustee Becky DeLonge: Please join me in welcoming our newest trustee! Becky is a representative of the Town of Lisbon. She will be at our meeting next week but will be attending remotely. Still, we'll take some time at the beginning of our meeting to do brief introductions (we can repeat this in July when Becky is here in person).

Village President Anthony LeDonne Introduction: President LeDonne has accepted the invitation from President Bougie and me to stop by a Library Board meeting. This is a chance for him to introduce himself and meet all of you. I will put this item near the top of the agenda, after we greet our newest trustee.

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

Space Needs Study Update: The Building and Grounds Committee met with me and two other staff members (Anna Oleszczak and Becca Werginz) to talk through the proposals and come up with a shortlist of firms to interview. We invited three firms to interview: Dimension IV, FEH Design, and OPN Architects. At the board meeting next week, the Board will discuss the interviews, proposals, and receive any recommendations formulated by the Building & Grounds Committee. Following that discussion, the Board can take action following that discussion. This could entail bringing back multiple finalists for another interview with or presentation to the Board. It could also mean identifying a finalist but also concerns for Library staff to work through with that firm before the contract is finalized.

Inclusive Services Statement: This past month we began working through the [Inclusive Services Assessment and Guide](#), a tool published by the DPI to assist libraries in evaluating current services, as well as planning for the future, through the lens of equity and accessibility. Jennie Bahnaman and I met with the rest of the cohort on May 24 to establish a method for working

through the guide. The group has agreed to begin with Section 1: Who Is Responsible, which deals with questions of governance, administration, and staffing. Each section is structured as a checklist allowing libraries to check off what they are doing already and create task lists with items they have not covered. As I work through the governance section, I will bring items to the board's attention as needed; the very first question on the assessment asks whether the board has read and discussed the DPI's Inclusive Services Statement, an interpretation of Wis. Stat. sec. 43.24(2)(k) "Promotion and facilitation of library service to users with special needs." I have included that statement in your packets this month and allowed it as an agenda item for discussion.

Non-agenda Items

Building Updates: Lots of preventative maintenance this month! Dave Jones was here at the end of May to perform the quarterly fire sprinkler inspection. Ideal Mechanical came out on Wednesday, June 9 to do their spring inspection of our HVAC equipment. Also on June 9, a representative from CNA Insurance came out to inspect our boilers as required to renew their permits to operate.

Mark Eesley continues to do a fantastic job tackling any maintenance projects we bring to him. Recently he removed our old security gates in preparation for our RFID equipment installation, repaired a broken concrete section of the curb out front with epoxy, sprayed a nest of wasps we found in our gardening shed, and began a project to polish and refinish the READ letters sculpture.

Continuing Education: Jennifer Steffes attended the one day Circulation Services Conference, Supporting and Serving Through Challenges, which was hosted by the Wisconsin Library Association. The event included topics on inclusiveness, staff development, and Library of Things ideas.

Becca Werginz attended two webinars in May. In "Programming Hinterlands: Taking New Skills into Library Programming Post-pandemic," Youth Services librarians from the Neenah Public Library described how their services and programs evolved throughout the various stages of the pandemic. Their plans going forward includes increased outdoor outreach using their book bike, continuing to circulate program-related kits, and introducing hybrid programs. In "WAPL Website Capabilities: Your Library's Superpower," presenter Anne Hamland covered common practices for developing and maintaining library websites as well as tips for adapting the website to pandemic-era practices, like online curbside pickup scheduling.

Outreach: On Tuesday, May 25 the library was represented at the **Village of Sussex Rock-a-Thon**. This annual event is a fundraiser for Senior Programming for the Village’s Parks and Rec Department. Sue Posh (Technical Services Clerk) and Jennie Bahnaman promoted library services at our PHPL table. A number of other library staff members “rocked” in the rocking chairs along Main St. to celebrate Older Americans Month and support Senior Programs in our community.



RFID Updates: Our new self check and security gates were installed this past week. Edwin Gardiner from Envisionware was onsite Monday, Tuesday, and Wednesday to set up the equipment, conduct multiple training sessions with staff, troubleshoot issues, and answer questions. Our IT vendor K12 Technologies worked with us and with Edwin to resolve some networking issues and ensure all equipment was communicating as intended. It has been an incredibly busy week of resolving issues, learning new equipment and software, and guiding customers through the changes. Throughout it all, our staff is continuing to tag the collection as quickly as possible while still being careful and thorough. Technical Services manager Rachel Ruetz also trained two new volunteers on the tagging process.

Staff Updates: All of our staff have been preparing for Mary’s retirement in August: enjoying our last month working with her, peppering her with questions, and inundating her with requests to show us how to do that one thing just one more time. Mary has been an invaluable part of our organization for 32 years, to a degree that is recognized well beyond our immediate staff. Amongst all of our partners – the Village administration and staff, the Bridges system employees, the Friends of the Library, and the Foundation – she is well known for her resourcefulness, extensive knowledge, and ability to tackle any problem set in front of her. She is also very fun to work with. We are planning a goodbye reception for Mary on Friday, June 25 at the North Open Air Shelter in Village Park. I hope many of you will join us! You should have received an invitation by email last week, and I’ll bring printed copies to our meeting next week.

On the other side of this transition, we interviewed a number of excellent candidates to fill Mary’s role and I’m very pleased to announce we have hired Lisa Ponto as our new Administrative Services Manager. Lisa’s postgraduate work is in nonprofit management and she brings fifteen years of experience in nonprofit program coordination and administration, including the Wilson Center for the Arts in Brookfield and the Milwaukee Public Museum. She is also familiar with our library system and public library work in general from her time working at

the Waukesha Public Library. Her other relevant work experience covers many of the tasks necessary for an Administrative Services Manager (budgeting, bookkeeping, managing vendor and partner relationships, tracking donations and gifts, providing customer service, and more). I am particularly excited to tap into her experience working with nonprofit strategic planning and strengthening relationships with outside partners and stakeholders. Lisa begins June 21, and we are very excited to have her on our team!

Staff Development Day: Our Staff Development Day on Friday, May 6 was a success. Rachel Ruetz (Technical Services Manager) presented on the RFID project, including an overview of the technology along with detailed instructions for using it here at PHPL. Becca Werginz (Adult & Teen Services Librarian) and Teresa Douglas (Children’s & Adult Librarian) presented on the Summer Library Program set up in Beanstack, an app that DPI has provided all libraries access to for 2020-2022. Jennifer Steffes (Circulation Manager) and Rachel Ruetz led a team building activity, and Jennifer Steffes also put together a fun activity for staff that included a plant exchange. Staff also viewed Ryan Dowd’s webinar: “Prejudice: How to Respond to Prejudicial Comments from Customers” followed by a brief discussion. Jennie Bahnaman and Mary Olson demonstrated the new Bridges Library Café Mobile app. That afternoon was dedicated to department projects. Ever-supportive “volunteers” Kim Olson and Jacek Oleszczak came in to help Mary, Adele, and Anna reconfigure the back staff area. The result is a more usable office space for Anna and a more open staff workspace adjacent to the copier.

Jennie Bahnaman, Assistant Director/Adult Services Manager and Becca Werginz, Adult & Teen Services Librarian, report on Adult and Teen Services activities for May 2021:

Adult Programs & Services

On Thursday, May 6 at 6:30pm we co-hosted a virtual event **Explore Wisconsin Foodie with Luke Zahm** with 8 other Bridges Libraries. Luke Zahm is a James Beard-nominated Wisconsin chef. He owns the Driftless Cafe in Viroqua, WI and is host of the PBS show *Wisconsin Foodie*. Luke shared his experience as a chef in Wisconsin, his passion for Wisconsin's food culture and the farm-to-table movement and answered questions from our program attendees. We had 57 people in attendance at this virtual Zoom event.



We held our first in-person outdoors program in May! Teresa Douglas (Children’s and Adult Services Librarian) led our first in-person **Make It! Craft Outdoors** program on Wednesday, May 26. This program was held at Village Park in the Lions Open Air Pavilion. We had 14 people in attendance, and everyone enjoyed socializing while getting crafty and making a floral mason jar.

Becca Werginz (Adult & Teen Services Librarian) reports on Book Clubs. Eleven members of the **Mystery Book Club** met on May 5 to discuss *Haunted* by James Patterson. The group loved it! Six members of the **Tuesday Afternoon Book Club** met on May 4 to discuss *The Thirteenth Tale* by Diane Setterfield. The group really enjoyed this gothic tale, and agreed that one of the great things about book club is the way it exposes you to books you wouldn't have found on your own. Eleven members of the **Wednesday Afternoon Book Club** met on May 19 to discuss *Carnegie's Maid* by Marie Benedict. After a few months of "meh" reads, the club really enjoyed this one! Book clubs have been meeting in-person.

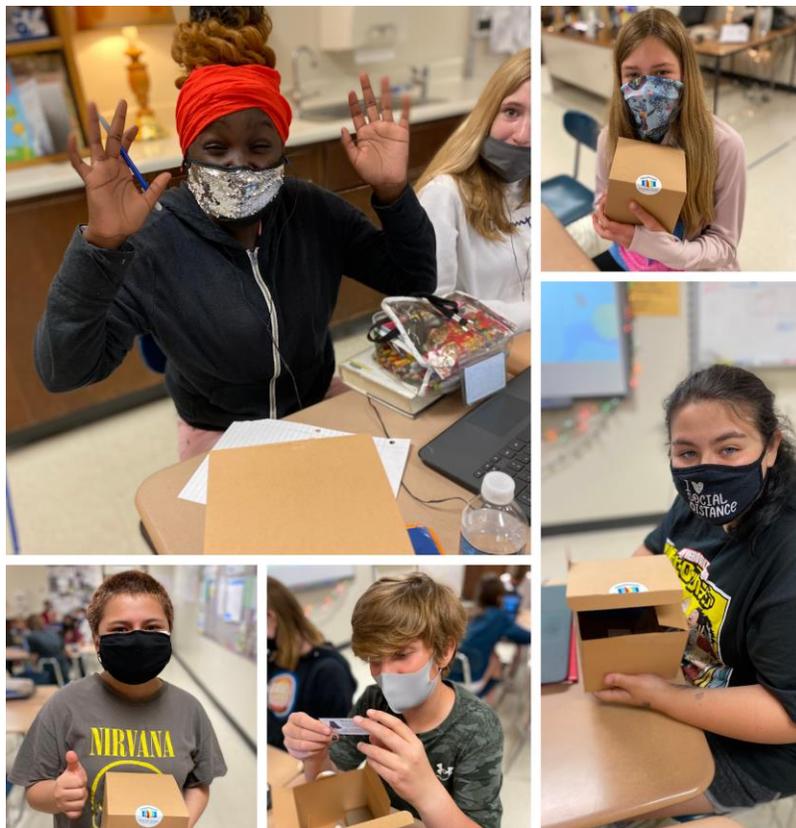
Library Memory Project: Memory Café Update

Angela Meyers (Coordinator of Youth and Inclusive Services - Bridges Library System) hosted a Memory Café facilitators meeting on May 3 where all Library Memory Project libraries decided our next steps for Memory Cafés this year. In July we will begin hosting in-person Memory Cafés with an option of attending and participating virtually. Germantown Public Library has been leading this effort in figuring out the logistics. Pauline Haass Public Library and Brookfield Public Library will help staff and co-host this event in July. It was also decided that the annual Library Memory Project Family Day will return this year and will be held in the fall at Retzer Nature Center.

Teen Programs & Services

Becca Werginz (Adult & Teen Services Librarian) reports on teen programming. March's **Make It! Teen** craft was Pop Portraits. 15 kits were claimed, and the video tutorial was viewed 327 times over YouTube, Facebook, and IGTV during the week of the program.

Becca delivered 100 **De-Stress Kits to Templeton Middle and Hamilton High** in mid-May. These kits contained a mini Zen garden craft, snacks, mint tea, and a bookmark promoting summer library programs for teens. The school librarians, Anita Pacque and Jacque Gorski, distributed them the week of May 24 and reported that students absolutely loved them.



Collection Updates

Becca Werginz is working on a project to pull graphic novels from various parts of the adult collection into their own standalone category. Jennie Bahnaman is continuing to weed the Relationships collection in Adult Nonfiction. Rachel Ruetz finished weeding Curiosities and started weeding Psychology.

Valerie Johnson, Children's Services Manager and Teresa Douglas, Children's Librarian, report on Children's Department activities for May 2021:

Programs

Children's programs during the month of May consisted of elementary school outreach and recruiting and preparing our teen summer volunteers. Children's Librarian Teresa Douglas and Associate Victoria VanZile created a fun video that we shared with our local elementary schools. The video counted down all of the fun features of the upcoming Summer Reading Program, encouraging the kids who viewed it at school to tell their parents about summer reading at the library. The countdown includes **5** sessions of Make It! Junior, **4** summer performers, **3** special programs (such as Jedi Academy!), **2** StoryWalks® at Village Park, and **1** brand new program called Reading on the Roof. Many young library visitors have mentioned seeing the video at school and asked about programs that they heard about. Often they seem excited to see the librarians in person who they first saw in the video.

Children's Services Manager Val Johnson has been preparing teen volunteers for the busy summer ahead. Instead of large group orientation programs, which formerly numbered in the 40s and 50s, we have opted for more socially-distanced small group interviews. This year the library as a whole has adopted a new volunteer application that includes teens, which the children's department can now use instead of the former separate application for teens. The children's department has also started following the library model of interviewing, then training new volunteers. This more selective interview process has been a very positive experience, giving groups of 3-6 teens a chance to get to know one another and Ms. Val. After interviewing and hearing about the work required of our volunteers, candidates are invited to orientation and training. The process seems to attract serious candidates and allow these young people to investigate the volunteer experience before committing to it. By the end of May we had 19 solid volunteers ready to jump into summer with us. As always, we can't thank them enough for their help because we would not be able to carry out the kind of summer program that we do without them.

Around the Department

May is also our month for summer decorating. The national summer reading theme “Tales and Tails” inspired us to adopt a rainforest decor. Children’s associate Katie Mueller refreshed her summer floral bulletin board with some bright tropical colors and added tropical leaves. Associate MJ created hanging vines that are entwining various parts of the department. Every staff member mounted their Make It! Junior craft samples upon giant tropical leaves that we mounted over our DVD collection, easily visible to kids looking forward to the fun summer projects. The bright colors inspire us and we hope they make our patrons happy as well.



Staff



Our new children’s library associate, Myounghee (MJ) Jorn, spent the second half of the month training in the children’s department. She has been a very fast learner and will be ready to dive into the Summer Reading Program. We are so glad that she has joined our team.

Collection

Our board book collection has a new home! The small room known as the Parent/Child Center has been used for seating and interactive play in the recent past and we have long thought that it would be the perfect setting for our board book collection. This will give the collection some space to grow and give parents a more place to peruse the collection. This past month we relocated both board book bins into the room. We also added a wooden display cart to give this collection some face-out display. Finally, we moved in a rocker for a cozy spot for reading or nursing.



We are eagerly looking forward to continuing to develop this room as an interactive space for babies and toddlers.

Book Bundles

May 2021 children's book bundles	number of bundles	number of items in bundles
staff-created book bundles	41	210
special request book bundles	3	16
Total	44	226

Statistics

Adult & Youth Reference - Building Open	Totals
Youth Reference Ques. (In-person/phone)	235
<i>Youth Information Ques.</i>	8
Adult Reference Ques. (In-person/phone)	302
<i>Adult Information Ques.</i>	33
Email Reference Ques.	3
<i>Email Information Ques.</i>	3

Chat Reference Ques.	4
<i>Chat Information Ques.</i>	5
Soc. Media Reference Ques.	0
<i>Soc Media Information Ques.</i>	0
One-on-One Tech Help	7
Value Line use	2
Study Rooms use	46
Faxes	8

Children's Virtual/Online/In-Person Programs	Facebook	Zoom	Activity	In-Person
Family Storytime (posted past months)	2*			
Make It Jr. grab and go distributed			25*	
Make It Jr. report back (drawing tickets)			10*	
Teen Volunteer Interviews (4 sessions)				20*
Total	2		35	20

Adult Virtual/Online/In-Person Programs	YouTube	Zoom	Activity	In-Person
Tuesday Afternoon Book Club (5/4)				6*
Mystery Book Club (5/5)				11*
Explore Wisconsin Foodie w/Luke Zahm (5/6)		6* split between sponsoring libraries (57 total)		

Wednesday Afternoon Book Club (5/16)				11*
Make It! Craft Outdoors: Mason Flower Jar (5/26)				14*
Total		6* (57)		42*

Teen Virtual/Online Programs	Facebook	YouTube	Zoom	Activity	In-Person
Make It! Teen: Pop Art (5/17-5/22)				15* kits taken	
De-Stress Kits (5/24-5/28)				100*	
Total				115*	

*** DPI Annual Report Programming Statistics**

Jennifer Steffes, Circulation Manager, reports on Circulation activities for May 2021:

Returning just in time to a more “normal” environment in the circulation department, we are ready to begin our busiest season of summer. With many visitors of all ages visiting the library for programs, vacation reads, Make-it kits, summer school resources and of course, books...the volume of items checked-out / checked-in continues to rise. Welcoming patrons with smiles and helping hands is where the Pauline Haass Library shines brightly.

The largest project tackled by the circulation department has been RFID tagging. With nearly 25% of the collection done, each area is tagged, inventoried, re-shelved and then shelf-read for accuracy. Clerks and Pages alike have actively participated and contributed to the project.

The staff has also been busy promoting the summer programs, answering various circulation questions, processing an abundance of holds, and attending to patrons.

Rachel Ruetz, Technical Services Manager, reports on Technical Services activities for May 2021:

We are thrilled to welcome back three of our long-time Tech Services volunteers! We’ve missed them greatly during the pandemic. They have already begun assisting us with departmental projects under the direction of staff member Sue Posh.

More than 20% of our collection has been tagged in our RFID project! Manager Rachel Ruetz gave an in-depth presentation at our May Staff Development Day on RFID and its history, technology and use at libraries and PHPL.

We sent out a request on social media for volunteers to assist us with our RFID project. So far we've received around 10 applications and Rachel is currently interviewing possible volunteers.

Statistics:

609 items processed

7 volunteer hours

The Inclusive Services Statement from the Division of Libraries and Technology
August 1, 2019

Wisconsin public libraries are places where everyone should be safe, welcomed, and respected in experiences including, but not limited to:

- Arrival at the building (transportation, physical accessibility, signage, hours of service, greetings by library staff)
- Intersections with library policies (getting a library card, using a computer, paying a fine)
- Perusal, use, and request of library materials (Wi-Fi access, collection diversity, individual privacy)
- Participation in library-sponsored or library-located events (marketing of events, time and location, transportation, registration, room set-up, novice-friendly vs. designed for frequent users)
- Interactions with library staff (body language, tone, diversity of library staff, proactive/reactive engagement)
- Passive and virtual interactions through library signage, webpages, displays, and marketing (readability, tone, diversity, accommodations).

The Division of Libraries and Technology interprets [Wis. Stat. sec. 43.24\(2\)\(k\)](#) "*Promotion and facilitation of library service to users with special needs*" to encompass **inclusive services**. Inclusive library services are holistic, spanning library policies, collections, space, and services. Inclusive services reflect equity and accessibility for all members of the community. Diverse communities are strengthened by libraries that intentionally develop and deliver services to individuals or groups for whom accessing and using the library is difficult, limited, or minimized.

The library director and board of trustees should provide awareness and leadership concerning the concept and implementation of inclusive services to library staff and stakeholders. Regional library systems should support member libraries in matters of compliance, and communicate such efforts through annual system plans and reports. The state library agency will provide consulting and collaborate with libraries and systems regarding inclusive services. Wisconsin public libraries serve everyone, and it is the duty of everyone in the service of Wisconsin public libraries to foster inclusivity.

The practice of providing inclusive services requires continuous reflection and ongoing dialog with and between library administration, staff, and members of the community, with particular emphasis on including the voices of those who are underserved, underrepresented, and underrecognized within the community. Efforts should respond to the assets and needs of non-library users and users alike. Attention to actual, versus perceived, assets and needs is paramount; i.e., a barrier perceived by library staff may or may not be an actual barrier experienced by the user.

On a concrete level, inclusive services should be visibly incorporated into all library services. The concept that libraries are for everyone should be evident through every point of access or interaction with the library. A person's race, ethnicity, age, citizenship, literacy level, ability, family structure, income level, health status, gender identity, sexuality, style of dress, familiarity with public libraries - or any other dimension of identity - should neither negatively influence nor interfere with access to library services.

When libraries honor the full diversity of their communities, communities thrive. Fundamentally, inclusive library services should be developed locally with and for all community members. Wisconsin public library system and state library staff should facilitate coordinated regional and statewide inclusive services training and consulting. Our common goal is to improve life and learning opportunities for all Wisconsin residents.

STATISTICS FOR MONTH OF MAY, 2021

	May	May 2020	YTD	YTD 2020	% change
ALL CIRCULATION	24251	9219	126358	94144	34.2%
PHYSICAL MATERIAL CIRCULATION	21161	6295	110774	79363	39.6%
E-MATERIAL DOWNLOADS	3090	2924	15584	14781	5.4%
HOURS OPEN	232	0	1049.5	628	67.1%

		YTD
HOLDS FILLED FOR PHPL BY OTHER CAFÉ LIBRARIES: -	1858	12188
HOLDS FILLED FOR OTHER CAFÉ LIBRARIES BY PHPL : +	2157	12473
Crossovers to PHPL from other library communities: +	5322	25153
Crossovers from Sussex to other CAFE libraries: -	803	4230
NET LENDING: 4818		21208

PHYSICAL CIRC:	Sussex	Other	TOTAL	2020
	8196	12965	21161	6295

Cards issued:	79
Reference questions answered:	544
Informational questions answered:	49
Library visits this month:	5433
Materials purchased:	451
(year to date total:)	2830
Study Room usage	46
One-on-one technology lessons:	7
Fax Service:	8
Value Line:	2
Curbside pickup:	26

Meeting Room Use:
 Quad Room: 4

Small meeting room: N/A

INTERNET USE*:	1031 sessions
TOTAL HOURS**:	141:33:00
AVG. SESSION**:	31.224 minutes

*includes wireless network

**wired access only

Minutes of May 19, 2021 Board meeting
Pauline Haass Public Library

Called to order at 6:30 p.m.

Roll call: Bougie, Carran, Hacker, Jilling, Schultz, Vande Hei, Wegner, Zoellick present. Roubik absent. Also present: Adele Loria, Library Director; Nancy Whalen, Village Finance Director.

Carran/Wegner motion to accept minutes of April 19, 2021 Library Board meeting as presented; motion carried.

Comments from citizens present: none

Nancy Whalen, Village Finance Director, presented the library's 2020 audit. No board action was taken.

Communications received by Board members or Director: Loria received an email from a former board member regarding the resolution presented by the board.

Financial report: Revenue and Expenditure Guidelines for April 2021 accepted as presented by Vande Hei/Jilling motion; motion carried.

Prepaid bills in the amount of \$829.86, P-Card bills in the amount of \$3,751.87, May 2021 bills in the amount of \$12,530.95, and April 2021 expenses in the amount of \$99,154.83 approved by Bougie/Hacker motion; motion carried.

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

New Business: Carran/Jilling motion to elect Bougie as Board President and Hacker as Vice-President; motion carried.

Following review, Hacker/Bougie motion to approve the board bylaws as presented; motion carried.

Following discussion of the disposition of the Maurice Louret Bequest, board members directed Loria to put the funds into the library's expansion fund to help with a future building project.

Following discussion of the Patron Guidelines for Building Use During COVID-19 policy, Carran/Jilling motion to remove the mask requirement and update other policy language as discussed; motion carried.

Loria presented modifications to the Home Delivery Policy. Following discussion, Wegner/Hacker motion to accept the policy as revised; motion carried.

Hacker/Vande Hei 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 semi-annual performance evaluation with Library Director. Roll call vote: Bougie – aye, Carran – aye, Hacker – aye, Jilling – aye, Schultz – aye, Vande Hei – aye, Wegner – aye, Zoellick – aye. Motion carried.

Hacker/Bougie motion to reconvene in open session; motion carried. No board action was taken.

Meeting adjourned at 7:48 p.m. by Bougie/Vande Hei motion.

Respectfully submitted,

Adele Loria
Library Director

Minutes prepared by Mary Olson, Administrative Services Manager