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### **Agenda**

**Pauline Haass Public Library Board of Trustees  
Wednesday, September 15, 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 August 18, 2021 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) 2021 Strategic Plan Activities update: report and discussion
  - b) "Residents First" policy update: discussion and action
  - c) Space Needs Study update: report and discussion
- 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 August 18, 2021 Board meeting  
Pauline Haass Public Library

Called to order at 6:29 p.m.

Roll call: Carran, DeLonge, Hacker, Jilling, Kojis, Schultz, Vande Hei, Zoellick present. Bougie and Wegner absent. Also present: Adele Loria, Library Director; Lisa Ponto, Administrative Services Manager.

Vande Hei, Jilling motion to accept minutes of July 21, 2021 Library Board meeting as presented; motion carried.

Comments from citizens present: none

Lisa Ponto introduced herself to the board.

Communications received by Board members or Director: none.

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

Prepaid bills in the amount of \$144.33, P-Card bills in the amount of \$3,099.88, July 2021 bills in the amount of \$12,711.12, and July 2021 expenses in the amount of \$84,788.82 approved by Vande Hei/Carran motion; motion carried.

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

New Business: Board members discussed the space need study agreement and accept the agreement pending any changes received by an attorney approved by Carran/Roubik motion; motion carried.

Discussion on cleaning services proposals and decision to choose Dan Plautz Cleaning Service, Inc approved by Carran/Jilling motion; motion carried.

Board members discussed updating the Theft of Library Materials policy and accepted as presented approved by Roubik and Delonge; motion carried.

Meeting adjourned at 7:10 p.m. by Roubik/Hacker motion.

Respectfully submitted,

Adele Loria  
Library Director

Minutes prepared by Lisa Ponto, Administrative Services Manager

**September 15, 2021**  
**Director's Report to Library Board**

If anyone would like to attend remotely this month, please let me know by Tuesday afternoon, and I'll set up a Zoom link.

**Agenda Items**

**Progress report on goals for evaluation purposes:** In your board packets you will find an updated "progress report" for our 2021 Strategic Plan Activities. Each item has a description noting the status of the goal and an explanation where appropriate. We are on track to complete the majority of our goals, and I'm particularly proud of the efforts we have put into converting our collection to RFID, reintroducing in-person programming, introducing Home Delivery, and executing a successful transition plan for our Administrative Services Manager. This agenda item is to allow for any discussion and questions related to the 2021 Activities.

The Personnel committee will also provide a Director Evaluation tool to each trustee during the meeting. These should be completed and returned at the October meeting. In addition to the 2021 Activities update, I will provide a written self-reflection on goals and progress to you at the meeting next week.

**"Residents First" policy update:** As I reported last month, we have decided to require registration for our storytimes this fall once we move them inside. It's hard to predict what attendance will be like, but I think it's prudent to have a plan in place should demand exceed capacity. We already have registration for many adult programs and some children's programs, mostly when we must limit supplies to keep costs down. While these events often fill up and have waiting lists, it's never been so dramatic that we've had to employ any kind of preference for Sussex residents. With the possibility of limiting storytimes on the horizon, however, I want to give the board the opportunity to review the "Residents First" policy (and for some of you, probably, to become aware that it exists.) This policy has been in place since November of 2015, but not reviewed since, and to my knowledge we've never enforced it.

The rationale for the policy is that because the municipal taxpayers provide most of the funding for the library, the library should assure those taxpayers have first access to programming. In general, I think it's best to avoid restrictive policies like these unless there's very evident need for them. I'd argue that PHPL is particular should avoid this, because an unusually large percentage of our funding (about 38%) comes from Waukesha County payments, and that payment is based on our non-resident usage. However, the policy is in place for a reason. I'm

including it in your packets so that the Board can review, discuss whether changes are warranted, and decide under what circumstances the policy will be employed.

**Space Needs Study Updates:** *While there are no action items for the Board this month related to the space needs study, I have put this item on the agenda, and plan to do so for the duration of the study, to ensure you get a full report of our progress and have a change to raise questions and concerns.*

As directed last month, I took the agreement with FEH to an attorney (John Macy, who usually serves as the Village attorney) to review before signing. John suggested several changes and clarifications such as a payment schedule, specifications in what the fee included, and additional details listed in the scope of services to more fully reflect the intentions expressed in our RFP. I worked with Aaron Davis from FEH on making these changes as recommended (all were accepted by FEH without further revision). The signed agreement is included in your packets this month.

I have also been working with FEH and Carson Block to get moving on the project, and we have our first meetings in place! On Tuesday, September 21, the Project Manager Christy Monk and Principal in Charge Aaron Davis will meet with me and our core staff group (members of the management team) to kick off the project, break down the timeline and schedule subsequent meetings, gather background information, and more. They and other members of the team will spend most of that day here doing condition assessments. A larger, more “official” Kickoff meeting will take place Wednesday, October 13 from 3:30-5:00. That meeting will include a larger “core group” of staff, board members, and possibly Village administration.

Carson Block has already started the technology audit; earlier this month I filled out a comprehensive survey on everything technology related; budget details, equipment inventory, contract and vendor information, policies, future planning, and staff impressions of our capacity limitations in this building. Carson will be touring the library itself on Friday, September 24 to do his own audit of the equipment and IT infrastructure. He will also visit on Thursday, September 23 to conduct two “technology visioning” sessions with our staff.

## **Non-agenda Items**

**Act 150 Committee:** The committee met on August 9 and August 30, 2021. Amongst other issues, we have begun discussions of the library service standards or “minimums to exempt,” meaning they are the thresholds that must be met in order for a community to exempt from paying the County library tax. Currently, those standards include: materials spending per capita, hours open, FTE (full time equivalent) staffing levels, collection size, and computers available. The group began comparing these to the DPI state standards released in between the previous plan and now, looking for areas where our standards should be updated or added to.

**Building updates:** On August 25, an incredibly hot and humid day, the AC stopped working at the library at around 1:00. I worked with Emcor, our HVAC controls maintenance provider, to ensure it wasn’t an issue with the control settings or schedule. We realized that it had to be a

mechanical issue and isolated it to AHU-1. Ideal Mechanical (our HVAC equipment service provider) responded very quickly to our call and had someone out within an hour. The technician replaced a blown fuse supplying one side of a step down transformer, and the building was cooling down by about 5:30. I'm pleased that we had such a quick response, because without AC, I would not have thought it safe to keep the library open (OSHA recommends a range of 60 to 76 degrees, and it had hit 80 by 4:00).

**Hoopla Updates:** As you probably remember, the Bridges Library System allotted a certain amount in 2021 to cover this streaming service that offers no-wait access to ebooks, digital audiobooks, movies, music, and more. I budgeted for a certain amount of 2021, anticipating that this money would run out before the end of the year. It is looking like we will have to pay for October, November, and December; what we budgeted should be more than adequate to cover this. Each library will begin working directly with Hoopla representatives at that point, rather than having Bridges act as a go-between.

In preparation for this transition, I met with Maggie Clark, the account executive, on August 24 to go over PHPL's annual report from Hoopla (included in your board packets). Maggie's explanations were helpful in understanding how this service is used by our community and how it is likely to grow. Although streaming (Roku, Fire TV Stick, etc.) represents only 6% of usage, that's apparently an unusually high amount, which explains why movie consumption is also higher than average.

**Friends of the Library Book sale:** On Sunday, August 15, the Friends of the Library made a triumphant return to community activities by holding a book sale at the Village Block Party. Teresa Douglas and I were there to help with setup and takedown, and provide a library staff presence throughout. Several teen volunteers did a fantastic job pushing carts back and forth and assisting the Friends throughout the sale. Between book sales and donations, the Friends raised almost \$350 in just a few hours, and even better, they were visible in the community again. The Friends have decided to resume meetings at the Library this fall, beginning Monday, September 20.

**Continuing Education:** With summer reading winding down, many of our staff members took a chance to breathe and return to some continuing education activities (not really a possibility in the months leading up to and during SRP). Val Johnson, attended a webinar entitled "Library Search Strategies: Thinking Outside the Box" presented by Christopher Brown. The webinar was much more than a how-to; it addressed the philosophy of searching from a historical perspective, providing insight into creative ways to approach online searching. Val subsequently checked out both of Brown's books and continues to glean tips from them. Becca Werginz attended two webinars in August: "Healing Reading Trauma: Rebuilding a Love of Reading through Libraries for Liberation," presented by Julie Stivers and Julia Torres, and "Introduction to Citizen Science in Libraries," presented by Robin Salthouse and Tara Cox.

**COVID updates:** Unfortunately but not unexpectedly, COVID has begun to have an impact on our staff once again. One staff member recently tested positive (thankfully, no other staff were required to quarantine or were infected) and we have had two staff members out in quarantine

because of infections in their households. This has put a strain on staffing, but our staff continually proves they are flexible and quick to lend a hand to other departments. Because of vaccinations, the burden of quarantine after exposure (and the chance of getting sick altogether) is much lighter, so I'm hopeful this will not impact our ability to operate with normal hours this fall and winter.

**Professional relationships/activities:** On Monday, August 30, Rachel Ruetz and I gave a tour and Q&A session to the directors and some staff from the Oconomowoc and Muskego libraries on our process and methods for RFID. We demonstrated our equipment, discussed issues and problems we've encountered, and shared tips and tricks that had worked for us. I provided information on budgeting and staffing for the tagging process, and Rachel shared her all-staff presentation on RFID, as well as tagging step-by-step instructions, and instructions for loading barcode files into Polaris. One of my favorite things about libraries in general, and our library system in particular, is how willing everyone is to pool their knowledge and save colleagues the time and effort of reinventing the wheel. It was nice to be able to share some of what we've learned this past year with libraries starting the RFID conversion process.

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

**Adult Programs & Services**

Saturday, August 14 marked the end of our **Adult Summer Reading Program**. This summer we had a total of 284 adult readers participate, writing a total of 537 book reviews and completing 2,242 activities. They read over 6,000 hours!



On Thursday, September 19 Becca Werginz (Adult & Teen Services Librarian) and Teresa Douglas (Children's & Adult Librarian) led our **90's Trivia Night**. Held at the Lions Open Air Pavilion in Village Park twenty-three trivia lovers gathered for a fun night filled with 90s Trivia! The winning team (named "Jerk Store," which consisted of a lovely couple and their adorable baby) took home a set of tiny troll dolls and floppy disc coasters.

Six members of the **Tuesday Afternoon Book Club** met on August 3 to discuss *Can't We Talk about Something More Pleasant?* by Roz Chast. The graphic novel was a surprising hit! Nine members of the **Wednesday Afternoon Book Club** met on August 18 to discuss *The Sandcastle Girls* by Chris Bohjalian. After a few months of heavy reads, they are very much looking forward to a more lighthearted book in September!

## Teen Programs & Services

Becca Werginz (Adult & Teen Services Librarian) reports on Teen Programming and Services. Twenty-one teens completed the **Teen Fandom Scavenger Hunt** between August 2-7. The hidden characters were inspired by fandoms popular with that age group - various anime and manga characters, Star Wars, Animal Crossing, Mario Brothers, and more. To complete the scavenger hunt, they had to find at least eight of the ten characters hidden within walking distance of the library. Most teens were determined to find all ten, though!

An additional 39 teens completed the **virtual escape rooms** between August 1-14, bringing the total up to 276 for the summer. This is the second year Bridges librarians have collaborated to create virtual escape rooms for teens, and it's wonderful that they are so well-used! Sussex teens have the highest rate of engagement with the escape rooms out of all participating libraries.

The **Teen Summer Reading Program** closed on August 14. In August, 5 new teens signed up for the challenge, bringing the total up to 157. Over the course of the summer, they wrote 137 book reviews, completed 628 badges, and logged nearly 4,000 hours of reading. Eighty teens met or exceeded the five-hour challenge, in which they read at least five hours. The raffle winners were selected and notified the week of August 16.



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

#### Programs

The **Summer Reading Program** ended August 14 with 878 children from Sussex and the surrounding communities registered for the program. This is a 57% increase from last summer, when the coronavirus pandemic kept people away from the library. This summer's numbers are not back to pre-pandemic levels, but vaccine rollout this past spring made the program more accessible than last summer. The percentage breakdown of participation by community remains consistent with past years: the Village of Sussex made up 48.3% of child registrations, while 51.7% came from neighboring communities. Most registrations were by second graders this year, and Woodside Elementary once again provided most of the readers who registered and participated in the program.



August 7 was the final day for summer **Make It! Junior** craft kit distribution. One week later names were drawn for the winners of the prize bags of art and craft supplies. Every time a child completes one of the grab and go kits there is an opportunity to return a drawing ticket for the chance to win. Hannah, Brenna, Ezra, and Sloan (pictured) are some of the happy sibling pairs who won this year’s prize bags.

### Volunteers

Last spring we promoted volunteering through social media as well as our website, but did not visit the schools for active recruiting. Many teens nevertheless sought out the opportunity to volunteer, and most were young people who had been using the library since childhood—some even attended our storytimes as preschoolers and had been looking forward to becoming a teen volunteer for years. Instead of holding open orientation sessions we scheduled small group interviews



and small group training sessions for the applicants. We ended up with a relatively small (21) but very committed group of teens that was an enormous help with the summer workload. Volunteer tasks included redeeming kids’ reading for prizes, preparing materials for craft kits, and assisting with story times and other programs. The average number of hours worked by the volunteers was 24, with one teen working over 45 hours. Teen volunteers were given a small appreciation gift of a colorful collection of school supplies at the end of the summer.

### **Children’s Summer Reading 2021 by the Numbers:**

**878** CHILDREN (grades birth--sixth) participated in the 2021 Summer Reading Program

By grade	Registrants
Too young for school	78
4K	102
5K	95
First grade	104

Second grade	115
Third grade	100
Fourth grade	104
Fifth grade	100
Sixth grade	78
Seventh grade	1
Eighth grade	1
<b>Registration Total</b>	<b>878</b>

<b>By school</b>	<b>Registrants</b>
Lannon Elementary School	60
Maple Ave. Elementary School	98
Marcy Elementary School	56
Woodside Elementary School	133
Silver Spring Intermediate (5 <sup>th</sup> -6 <sup>th</sup> )	83
Templeton Middle School	2
Merton Community School	54
Richmond School	36
Willow Springs Learning Center	43
Parochial	72
Homeschool	30
Other communities	91
No school listed	6
Too young for School	114

<b>By Community</b>	<b>Registrants</b>	<b>percentage</b>
Sussex	424	48.3
Lisbon	135	15.5
Menomonee Falls	127	14.5
Pewaukee	44	5.0
Merton	37	4.2

Lannon	21	2.4
Colgate	17	1.9
Hartland	10	1.1
Brookfield	10	1.1
Germantown	8	.9
Hubertus	8	.9
Butler	7	.8
Richfield	6	.7
Waukesha	5	.6
Milwaukee	3	.3
Delafield	2	.2
Other	14	1.6
<b>Registration Total</b>	<b>878</b>	<b>100</b>

**3,421** children (and their parents and caregivers) participated in **37** library events.

<b>Program</b>	<b>Sessions</b>	<b>Attendance</b>
Family Storytime	12	950
Reading on the Roof	5	182
Summer Performer Showcase	4	414
Jedi Academy	1	79
Camp American Girl	1	75
Storybook Scavenger Hunt	1	50
StoryWalk	2	131
Make It! Junior participation	5	1018
Make It! Junior drawing entries	5	342
National Night Out	1	180
<b>Program Total</b>	<b>37</b>	<b>3,421</b>

**21** teen volunteers staffed the Summer Reading Club registration table and assisted Youth Services with department tasks.

Teen volunteers worked **516** hours over the summer.

### Outreach/Community Involvement

The children’s department provided activities for children at the village’s **National Night Out** August 4. Staff members Val Johnson, MJ John, and Hannah Schley were joined by ten teen volunteers to supervise parachute games, sidewalk chalk art, and giant bubble-making. We were set up in the large grassy area between the Civic Center and Main Street, so our activities were very visible and attracted a lot of children and families.



### Collection

Children’s librarian Teresa Douglas spearheaded a major relabeling project. Our juvenile graphic novel collection has always had the same type of call number as juvenile fiction (JF), and only distinguished in our online catalog by location. This has always led to confusion as patrons attempted to find books by call number alone. We decided to give graphic novels the call number prefix **GF** for **Graphic Fiction**. Cataloging librarian Rachel Ruetz made a global change to the entire collection in our database and printed new labels, and Teresa and children’s associate Victoria VanZile relabeled the 1300-book collection. We hope this new system eliminates confusion and makes our collection more user-friendly.



### Book Bundles

Children’s book bundles	number of bundles	number of items in bundles
staff-created book bundles	48	185
special request book bundles	2	26
<b>Total</b>	<b>50</b>	<b>211</b>

### Professional Activities

On August 26, Children’s Librarian Teresa Douglas and Children’s Associate MJ John attended the annual post-summer reading roundup of children’s services staff outdoors at Fowler Park in Oconomowoc. Staff members gathered to discuss the highlights (and lowlights) of summer library programs at their respective libraries, and to share ideas and success stories. They also discussed the upcoming fall programming season, especially in light of COVID uncertainty.

## Statistics

<b>Adult &amp; Youth Reference - Building Open</b>	<b>Totals</b>
Youth Reference Ques.	<b>648</b>
<i>Youth Information Ques.</i>	<b>12</b>
Adult Reference Ques.	<b>351</b>
<i>Adult Information Ques.</i>	<b>18</b>
One-on-One Tech Help	<b>12</b>
Value Line use	<b>2</b>
Study Rooms use	<b>105</b>
Faxes	<b>10</b>

<b>Children's Virtual/Online/In-Person Programs</b>	<b>Facebook</b>	<b>Zoom</b>	<b>Activity</b>	<b>In-Person</b>
Make It Jr. grab and go distributed			62*	
Make It Jr. report back (drawing tickets)			64*	
Monday Summer Performer (1 sessions)				89*
National Night Out outreach event (8/4)				180
<b>Total</b>			<b>126</b>	<b>269</b>

### Teen Volunteer hours for August: 134.5

<b>Adult Virtual/Online/In-Person Programs</b>	<b>YouTube</b>	<b>Zoom</b>	<b>Activity</b>	<b>In-Person</b>
Tuesday Afternoon Book Club (8/3)				6*
Wednesday Afternoon Book Club (8/18)				9*
90s Trivia (8/19)				23*

Total				38*
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Teen Virtual/Online Programs	Facebook	YouTube	Zoom	Activity	In-Person
Teen Fandom Scavenger Hunt (8/2-8/7)				21*	
Virtual Escape Rooms (8/1-8/14)				39*	
Total				41*	

\* DPI Annual Report Programming Statistics

**Jennifer Steffes, Circulation Manager, reports on Circulation activities for August 2021:**

Even with school coming back in session, the library remains a busy place. Checking out the newest reading materials, participating in the many offered library programs, using the library resources for a special project or reserving the Quad room for a meeting: the many different reasons to visit the library are evident. The circulation staff continues to process holds, check-out materials to patrons, check-in those items when returned, create new library cards and renew existing ones, pack and unpack transit, and RFID tag our collection. Though busy, each item is checked for damage, ensuring our patrons receive high quality items.

With over half of our collection tagged and many other libraries converting their collections this year, RFID is now becoming easier to utilize. Patrons are already acclimating to the new gates and self-checkout machine, understanding the procedure should the gates beep. Fall also brings longer weekend hours for patrons to use and enjoy the library. More holds, more check-outs, more materials, more visitors...the circulation staff is ready.

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

During the month of August we hit the halfway point on our RFID project! We've tagged 49,512 items out of the approximately 97,000 items in our collection!

Our department virtually attended the South Eastern Wisconsin (SEWI) Materials Meetup on Wednesday, August 11. We were able to collaborate with other libraries' tech services departments about materials, suppliers, resources, and special projects. We were especially excited to learn about other libraries' non-traditional library materials and any classes and webinars that other libraries have found to be helpful.

**Statistics:**

Items processed	749
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<b>Volunteer hours (including RFID, processing, and managing the book sale room)</b>	<b>65.5</b>
<b>Materials encoded with RFID tags</b>	<b>10,859</b>

## STATISTICS FOR MONTH OF AUGUST, 2021

	August	Aug. 2020	YTD	YTD 2020	% change
<b>ALL CIRCULATION</b>	<b>29336</b>	<b>30312</b>	<b>221237</b>	<b>186813</b>	<b>18.4%</b>
PHYSICAL MATERIAL CIRCULATION	26312	27497	196631	163492	20.3%
E-MATERIAL DOWNLOADS	3024	2815	24606	23321	5.5%
HOURS OPEN	233	226	1738.5	1324	31.3%

		YTD
HOLDS FILLED <b>FOR PHPL</b> BY OTHER CAFÉ LIBRARIES: -	2510	17270
HOLDS FILLED FOR OTHER CAFÉ LIBRARIES <b>BY PHPL</b> : +	2320	17156
Crossovers to PHPL from other library communities: +	7261	38837
Crossovers from Sussex to other CAFE libraries: -	1137	6507
<b>NET LENDING: 5934</b>		<b>32216</b>

PHYSICAL CIRC:	Sussex	Other	TOTAL	2020
	11146	15166	26312	27497

<b>Cards issued:</b>	88
<b>Reference questions answered:</b>	351
<b>Informational questions answered:</b>	18
<b>Library visits this month:</b>	10,864
<b>Materials purchased:</b>	740
(year to date total:)	5061
<b>Study Room usage</b>	105
<b>One-on-one technology lessons:</b>	12
<b>Fax Service:</b>	10
<b>Value Line:</b>	2
<b>Curbside pickup:</b>	10

<b>Meeting Room Use:</b>	
Quad Room:	7
Small meeting room:	2

<b>INTERNET USE*:</b>	299 sessions
<b>TOTAL HOURS**:</b>	196:53:00
<b>AVG. SESSION**:</b>	39.508 minutes

\*includes wireless network

\*\*wired access only

# 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. **Complete.**
2. Staff members will assist board members in reviewing proposals for the space needs study (approximately May-June 2021). **Complete. FEH has been selected and the contract has been reviewed by an attorney, revised, and signed. The study should start in late September.**
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. **This position is still in limbo. We do hope to create the shared position with the Village and funding for that was included, for both the library and the Village, in the base budget request presented to the Village Board on September 9. The Village is currently recruiting for Parks personnel and hopes to draw from that recruitment pool for this position; interviews would be in the last two weeks of September.**
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. **Complete.**

## 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. **Complete.**
6. Staff will continue conversion of collection to RFID that began in 2020. **In progress and on track; we have more than half of the collection tagged now. All staff will be working on tagging during our Staff Development Day in December, and circulation staff, pages, and RFID volunteers will continue to work on it during the weeks/months leading up to that.**
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. **Complete. We collaborated on four StoryWalks altogether (two in the spring and two in summer). Limited Parks staffing to do setup led us to forego a fall StoryWalk, but we intend to pick back up next spring.**

8. Library staff will plan an outdoor-focused Summer Reading Program to ensure the availability of some in-person activities. **Complete! The Summer Reading Program went beautifully, with in-person, outdoor programs that had excellent attendance for the most part. We got many comments from patrons who were happy to return to in-person activities and appreciated the Library's efforts to provide these.**
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. **In progress and on track. Staff will be at Touch-a-Truck on Saturday, September 11, and is also scheduled to have a table/booth at Spooky Sussex. The Youth Services staff, Sue Posh, and I staffed a booth at a Farmer's Market in June to promote Summer Reading. Teresa Douglas and I joined the Friends at their Booksale at the Block Party on August 15 to provide a library staff presence.**
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. **Adult Services staff surveyed former participants in May and June, but had so little interest expressed that we decided to table the initiative for this year. We will revisit this in 2022.**
11. Adult Services staff will implement and promote homebound delivery throughout the year. Director will include article promoting the service in the Courier. **Done and done! We will continue to promote Home Delivery on our website and other marketing channels, and conduct targeted outreach. We are planning on making a big push at The Courtyard at Sussex when that opens early next year.**
12. Staff will continue to offer services developed in response to the Coronavirus pandemic, including grab and go activities and virtual programs. **Done with grab and go programs that continued into the summer and fall (Make It Jr. – we have found that "on their own time" works better for many families, especially with school age kids) and hybrid programs for adults (we live-stream the in-person program for remote attendees and make the recording available for 1 week afterwards).**

## STAFF

13. Director will strive to include funding for a comprehensive legal review of personnel policy in the 2022 budget. **Not achieved. I worked on this during budget development, but ended up cutting the legal fees budget line to make room for other budget priorities. If this is a desired 2022 activity, it may be worth using money from the legal fees line in our Reserve fund.**

14. Director and Administrative Services Manager will develop a succession plan to ensure a successful transition of her duties and responsibilities. Complete. So far, so good, and our new Administrative Services Manager Lisa and I are continuing to identify new responsibilities appropriate to that position. Other staff members have taken on responsibilities relevant to their positions that were previously handled by Mary. Our IT company (K12), Lisa, and I are working together to ensure all IT tasks and responsibilities are maintained; we have a meeting on Tuesday, September 14 to discuss this further.
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. Complete. Staff has become adept at RFID tagging and troubleshooting, and it shows in the increasing ease of checking in and out items that have been tagged.
16. The management team will meet monthly for issue sharing and department updates. In progress and on track to meet this goal for the entire year.
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. Appropriately, our Staff Development Days this year have focused heavily on RFID. In December, we will focus on going back through previously tagged areas of the collection to catch anything that was checked out during the initial tagging. Lisa will take over Mary's task of collaborating with Jennie to include other CE topics in our agenda for that day.
18. Circulation Manager will coordinate one page education event in 2021. This event is scheduled for November 13, 2021. I will present to the pages on our budget and administration; an adult reference librarian will demo electronic resources; our youth services staff will train pages on current department initiatives; and Jennifer will review circulation-related training.
19. Director will collect data on compensation in comparable libraries to share with library board before development of the 2022 budget. Delayed, but in progress. Lisa and I are compiling this information to be available before the budget is finalized in December.
20. Management team will brainstorm creative ways to raise staff morale within the current (COVID-related) safety restrictions. We continue to work on this! I will readily admit that the biggest morale booster of all was the temporary reprieve we had from COVID dominating our lives this spring and early summer. With numbers increasing again, the management team is keeping an open line of dialogue with staff to address concerns and looking for ways to boost morale moving into fall and winter.

# 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. **Complete. This item was included in our "outdoor programming" grant from the Foundation. The t-shirts have certainly helped the library staff and volunteers be a recognizable, cohesive presence at programs and outreach events.**
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. **In progress and on track. I have yet to be convinced that Library Aware is an adequate replacement for our current marketing communications service (Constant Contact), but I will reserve final judgment on that until December.**
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. **Because we did not do the Show Us Your Library Card campaign this year, we have decided to repurpose the funds in our marketing budget for this purpose. This is currently underway and on track to complete in October.**
24. Staff will update the outreach kit to reflect current library branding and promote new services and resources by May 2021. **Complete.**

## PAULINE HAASS PUBLIC LIBRARY

### **POLICY: “Residents first” for ~~children’s~~ programming**

Adopted by Library Board: November 18, 2015

The Pauline Haass Public Library receives most of its funding from the taxpayers of Sussex, and therefore seeks to assure that those taxpayers have first access to programming provided by the library.

The Bridges Library System Membership Agreement, adopted annually, allows a member library to give preference to its residents in library group programs held for children or adults if the library limits the number of persons who may participate in the program. The Pauline Haass Public Library Board of Trustees has established the following policy based on the Bridges membership agreement.

1. Preference may be given to Sussex residents registering for any ~~children’s~~ program that has an enrollment limit.
2. Non-residents will be encouraged to register if there are openings left after resident registration.
3. If the Bridges membership agreement changes its requirements on this matter, the library policy will conform to the agreement’s new requirements.

Adopted by Library Board: June 13, 2001

Reviewed and revised: July 20, 2005

Reviewed by Library Board: October 20, 2010

Reviewed by Library Board: May 15, 2013

Reviewed by Library Board: November 18, 2015

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Pauline Haass Public Library  
 Attn: Adele Loria, Library Director  
 N64W23820 Main Street  
 Sussex, WI 53089

03 September 2021

RE: Agreement for services for Facility Assessment, Space Needs Analysis and Concept Design a renovated library building

We are pleased to submit this proposal for professional services. We are very excited about the opportunity to be participating in the development of such an important and significant Community project. Based on our current understanding of your proposed project and our previous experience with similar projects, we have developed an outline Scope of Work and assembled a team of professionals to address the many facets of this project.

Following in this proposal is information about our approach to the project, the anticipated Scope of Work, and the corresponding professional fees.

#### PROJECT OBJECTIVES

It is our understanding the Pauline Haass Public Library would like to verify space needs, analyze the existing facility and building systems to determine long-term viability and expandability, and lead a public driven conceptual design process to help the library better serve its patrons and the community. The library's current strategic plan 2020-2022 identified the following primary areas that need to be addressed:

1. Inventory the library's services, programs, collections, staffing, parking, and technology
2. Optimize the layout of the existing library to meet the library's current and future needs
3. Understand any obstacles to future expansion and service delivery

To meet these needs, the library will be re-envisioned. -All options will be considered, including a renovation, expansion, and new construction. Recommendations will be formed with the goal of serving the library over the next 50 years.

Funding for the A/E services will come from the Pauline Haass Public Library. The agreement does not cover fundraising. The library intends to do a fundraising study as a subsequent step.

#### PROJECT TEAM

We propose to utilize the following team of professionals to complete the pre-funding portion of this project:



**FEH DESIGN**

- Architecture
- Space Needs Assessment
- Library Technology Visioning
- Engineering

**SCOPE OF SERVICES**

To meet the objectives identified above, we propose the following scope of services for the Pre-Funding portion of the project:

1. **Building Assessment:** The design team will analyze the existing building's architectural, structure and major building systems, including building envelope, mechanical, electrical, information technology, and plumbing systems. Criteria used will include projected longevity, energy efficiency, and cost to maintain or upgrade. We will also review conformance to ADA guidelines and the feasibility of expanding the structure to accommodate a second floor.
2. **Technology Assessment:** Conduct a survey with key library staff to identify the current state of the Library's Information Technology (IT) resources and make recommendations for improvements.
3. Summarize findings of Existing Building Assessment, Space Needs Assessment and Technology Assessment in a booklet for the library's use
4. **Space Utilization Study Review:** Conduct a space needs analysis of the existing facility to determine optimal use of physical space to meet the Library's service and collection needs. Develop future-focused recommendations and report square footage requirements areas including, but not limited to: public service stations, collections, programming, community spaces, technology, staff areas, and storage. Determine current and future parking needs.
5. **Site Information:** The design team will gather background information, utilizing input from staff and library board when appropriate, for illustrative purposes and identify site improvement costs for the project budget.
6. **Community Driven Community Engagement Process:** The design team will help organize and lead a community input session to determine what features they want to see in a re-envisioned library. We will host up to three (3) community meetings. Meetings will include Village administration and officials, Library Board, and the Foundation/Friends of the Library. All scheduling for meetings will be done in coordination with library staff, and staff will be present and participate in all meetings.
7. **Technology Visioning Session:** (1) meeting with staff, and (1) presentation to the library board and project stakeholders to explore technology-forward possibilities for the future library construction project with a written report of findings.
8. **Conceptual Design (Spark Session):** The design team will complete a conceptual design study, open to the public and driven by public input, showing how the updated library space needs can best fit the building and site, how the floor plan would layout, and what the completed project would look like. Options for both renovations and new construction will be included. -The team will also develop a new building floor plan option. These design ideas would then be reviewed with the stakeholders for input on any needed changes.



9. Design Refinement: Conceptual drawings will be updated based on stakeholder input. The final drawings will be a conceptual site plan, floor plan, and one character sketch image.
10. Budget Development: The design team will develop a total project cost projection for the Library project that includes both the hard construction costs for the building and site, and the soft costs associated with the project.
11. Deliverables: The information generated in the community engagement process and design workshop will be assembled in a bound booklet. We will provide five (5) copies of the booklet. Additional copies can be provided at an additional cost.
12. Presentations: It is anticipated that a final presentation will be made to the Library Board and then to the Village Board..

PROJECT TIMELINE: See attached appendix

We are prepared to start this project two weeks after this agreement is signed and expect the study to take approximately 4 months to complete.

It is the intention of the Library Board and the Architect to continue working together through the completion of the project. A second agreement will be developed between the Owner and the Architect to cover the final design and construction phases of the project.

#### APPROVALS

Design work completed during the pre-funding phase of the project will be reviewed and approved by the Library Board of Trustees.

COMPENSATION The estimated compensation schedule is listed below. Actual billing may differ depending on expenses occurred.

September: \$10,750  
 October: \$16,030  
 November: \$5,280  
 January: \$5,440

FEH DESIGN will provide these services for a fixed fee of Thirty-seven thousand five hundred (\$37,500). This fee includes service provided by Carson Block.

Reimbursable expenses will include mileage to the project site, meals for design team members on charrette and evening meeting days, printing of report booklets, and similar cost items. Reimbursable expenses are estimated to be up to, but not exceed \$3,500.

Additional services can be provided, only if requested in writing by the Owner, on an hourly or negotiated basis. Standard Billing rates are attached. See attached appendix

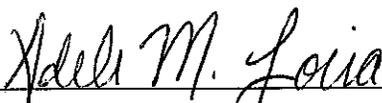


AUTHORIZATION

Thank you for giving us the opportunity to submit this Proposal for Professional Services. Should you find our proposal acceptable, please sign both copies and return one to our office to serve as our authorization to proceed.

OWNER

ARCHITECT





Adele Loria, Library Director  
Pauline Haass Public Library

Aaron Davis, AIA, Managing Principal  
FEH DESIGN

PROFESSIONAL SEAL  
AARON DAVIS  
AIA  
NOVEMBER 15, 2011

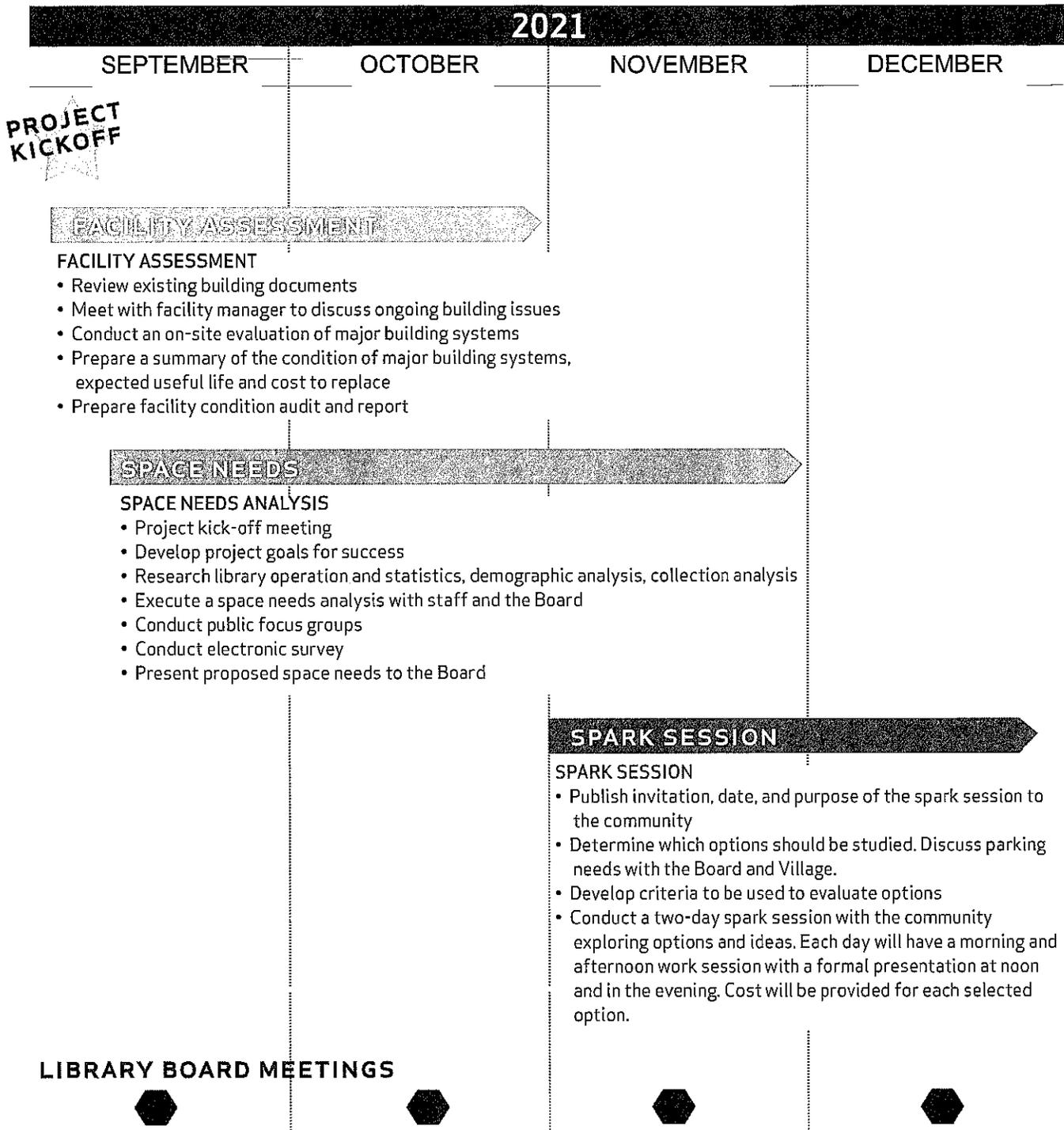


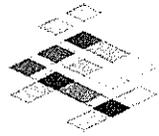
**FEH DESIGN**

1201 CORPORATE CENTER DRIVE  
OCONOMOWOC, WISCONSIN 53066

262 968 2055 P

# PROJECT SCHEDULE





# FEH DESIGN

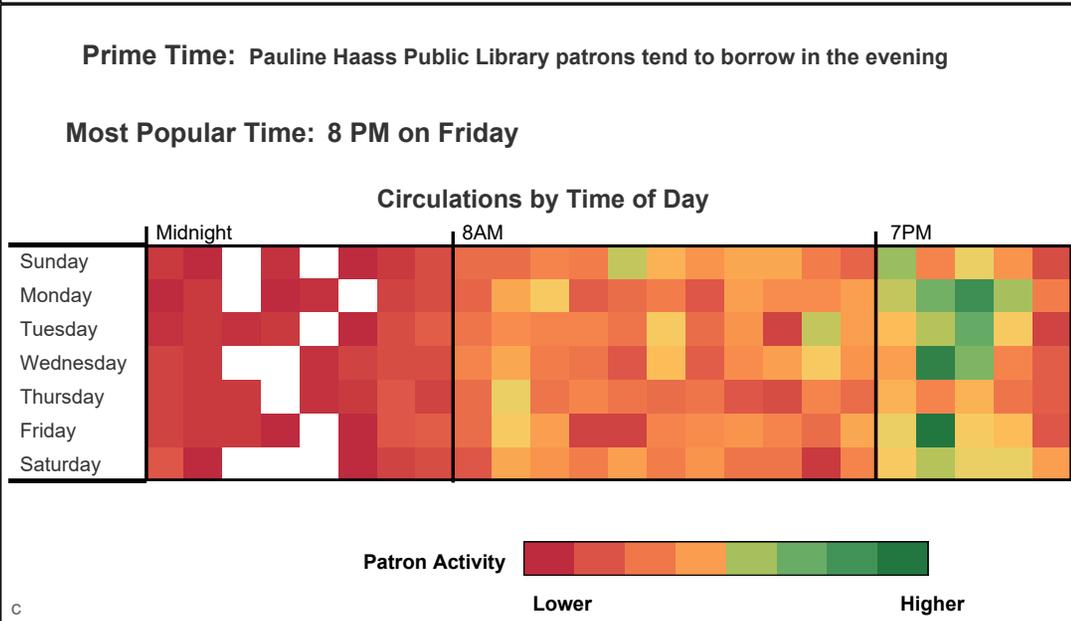
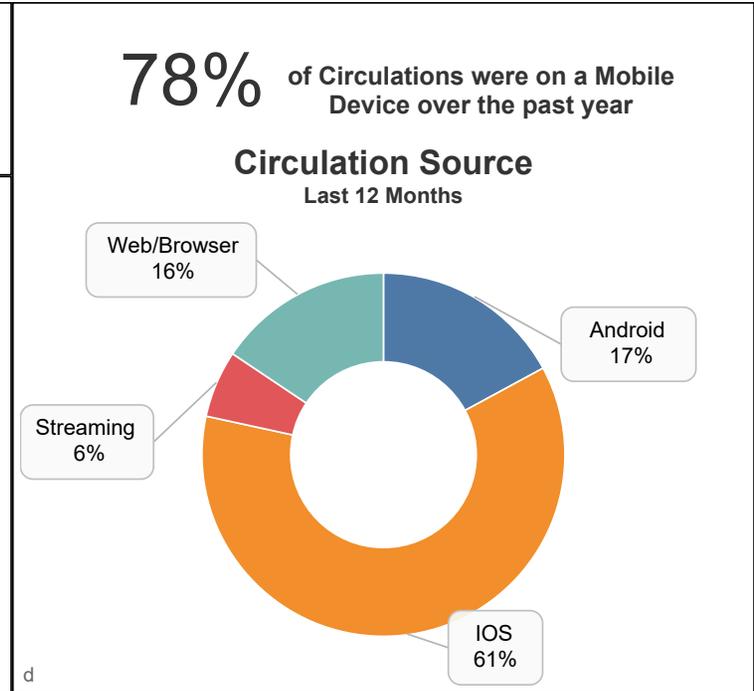
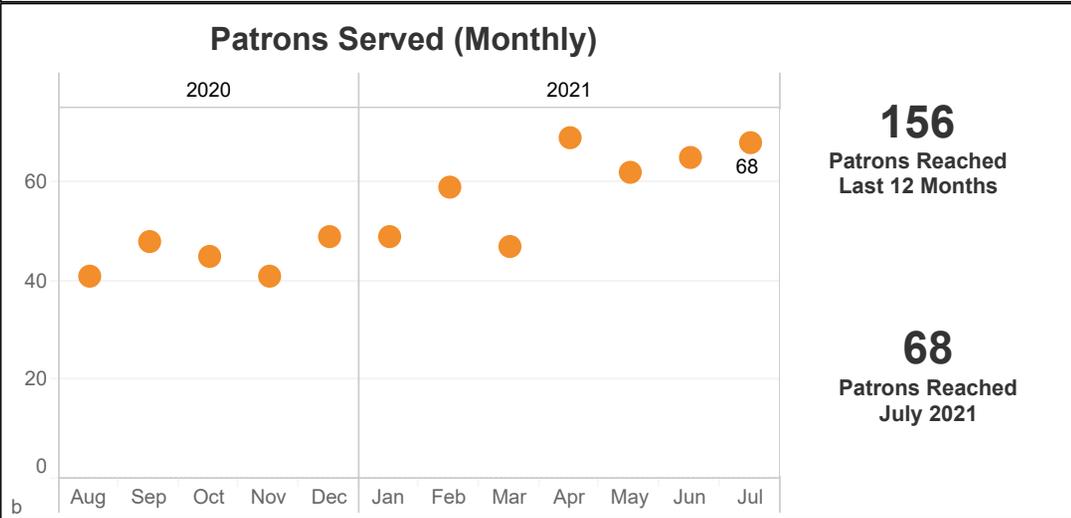
## RATE SCHEDULE 2021

<u>POSITION</u>	<u>Billing Rates</u>
Administrative	75.00
Cadd Technician	70.00
Senior Cadd Technician	85.00
Design Intern	70.00
Interior Designer 1	75.00
Interior Designer 2	85.00
Interior Designer 3	110.00
Interior Design Principal	125.00
Intern Architect   Designer 1	75.00
Intern Architect   Designer 2	80.00
Intern Architect   Designer 3	90.00
Project Architect 1	85.00
Project Architect 2	95.00
Project Architect 3	110.00
Library Planner	100.00
Structural Intern	75.00
Structural Designer 1	95.00
Structural Engineer 1	110.00
Structural Engineer 2	135.00
Structural Engineer 3	155.00
Project Manager 1	110.00
Project Manager 2	125.00
Project Manager 3	135.00
Principal	155.00
Senior Principal	175.00
Reimbursable Expenses billed at Cost plus 10%	
Mileage	At IRS Rate

**April 2020**  
Pauline Haass Public Library  
Launched hoopla!

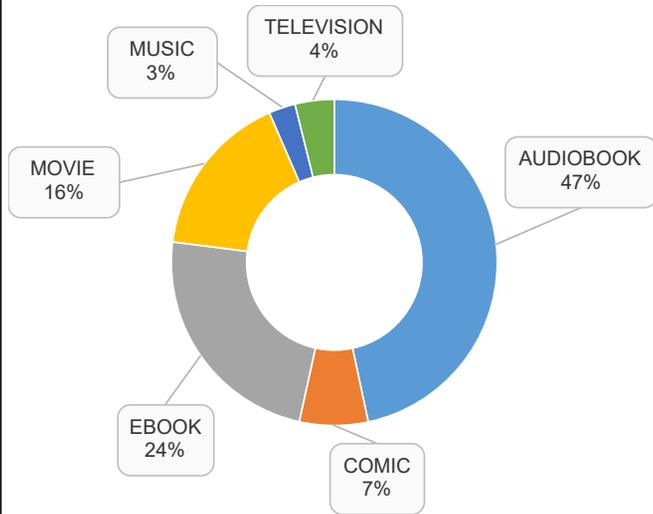
**226**  
Unique Patrons  
Since Launch

**1,850**  
Unique Titles Borrowed  
Since Launch

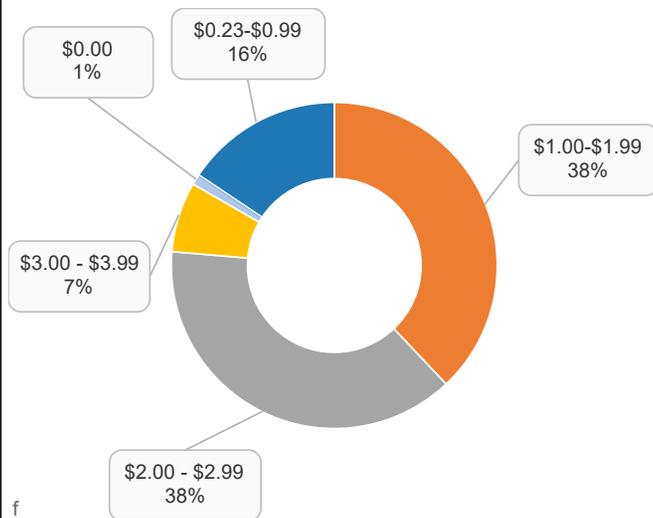


**77%** of titles circulated were eBooks, Audiobooks & Comics

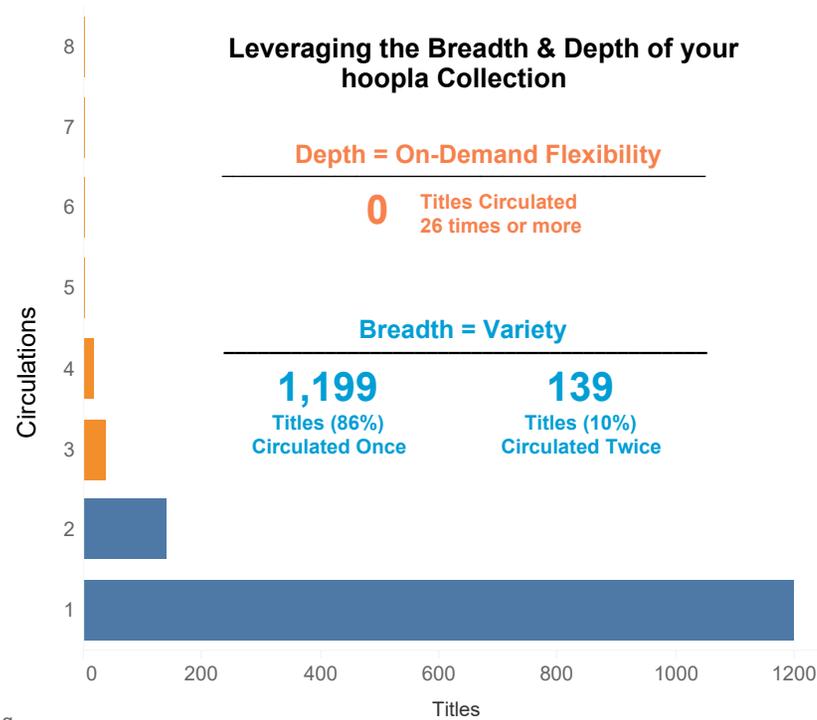
**Unique Titles Circulated by Format**



**Circulations by Price Point**



**Leveraging the Breadth & Depth of your hoopla Collection**



**Last 12 Months**

**1,401**  
Unique Titles Circulated

**1,709**  
Total Circulations

**11.0**  
Circulations Per Patron

**\$2.09**  
Cost per Circulation

**Delivering Value to Your Community**

hoopla enabled Pauline Haass Public Library patrons to access 1K titles worth \$42K in Content Value for \$4K

**\$39K Saved**

Format	hoopla Total Circs	Unique Titles Circled	hoopla Total Cost	hoopla Cost per Title	Cost to Purchase (per Title)	Total Cost to Purchase Titles Circled
AUDIOBOOK	823	654	\$2,069	\$3.16	\$43	\$28,122
COMIC	104	95	\$150	\$1.58	\$13	\$1,235
EBOOK	398	330	\$554	\$1.68	\$24	\$7,920
MOVIE	284	231	\$625	\$2.71	\$16	\$3,696
MUSIC	45	37	\$68	\$1.84	\$10	\$370
TELEVISION	55	54	\$102	\$1.89	\$14	\$756