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### **Agenda**

**Pauline Haass Public Library Board of Trustees  
Wednesday, October 20, 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 September 15, 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) Space Needs and Facility Study update: report and discussion
  - b) Purchasing Policy update: discussion and action
  - c) Review of Trustee Essential 10: Developing Essential Library Policies
- 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 September 15, 2021 Board meeting  
Pauline Haass Public Library

Called to order at 6:31 p.m.

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

Bougie, Vande Hei motion to accept minutes of August 18, 2021 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 for August 2021 accepted as presented by Vande Hei/Schultz motion; motion carried.

Prepaid bills in the amount of \$258.00, P-Card bills in the amount of \$5,218.67, August 2021 bills in the amount of \$14,013.61, and August 2021 expenses in the amount of \$89,517.67 approved by Vande Hei/DeLonge motion; motion carried.

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

New Business: 2021 Strategic Plan Activities update provided by Loria, no action taken.

Discussion on "Residents First" policy update determined it will apply to all programming rather than just children's programming, with the policy reserving the right to take this action; not mandate it approved by Bougie, Kojis motion; motion carried.

Board members discussed updating the Theft of Library Materials policy and accepted as presented approved by Loria; no action taken.

Meeting adjourned at 7:09 p.m. by Roubik/Zoellick motion.

Respectfully submitted,

Adele Loria  
Library Director

Minutes prepared by Lisa Ponto, Administrative Services Manager

**October 20, 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**

**Space Needs and Facility Study Updates:** Aaron Davis from FEH will be at our meeting next week in order to provide an update to the board on the process. I have put this in as an agenda item with discussion so that if you have questions, we can talk about them then. Meanwhile, my update on our activities so far follows:

On Tuesday, September 21, Project Manager Christy Monk and Principal in Charge Aaron Davis met with me 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. Christy and Aaron, along with Mitchell Setterman and Brad Biddick from Henneman Engineering, then spent the day inspecting the facility and its systems. In the afternoon, Kathy Klager and Mary Olson sat down with the group to recount the history of the building and its issues. They covered a huge amount of ground, and FEH reported that it was very illuminating and valuable. A big thanks to both Kathy and Mary for taking the time to revisit all of those incidents; they were able to provide a level of detail and context from their first-hand experience that is hard to match with second-hand accounts.

On Thursday, 9/23 and Friday, 9/24, Carson Block visited the library to conduct "technology visioning" sessions with all staff and to discuss in-depth with me our current and projected future technology needs. He covered a broad range of technology developments impacting libraries and worked with staff to see what may or may not be relevant to our needs. I appreciated Carson's perspective that "great libraries are hyper-local": rather than trying to do or have everything possible, libraries need know their communities well and really respond to their needs and demands. Benchmarking certainly has its place, and we do get great ideas from observing our peers and connecting with other librarians, but in a world of finite resources it's important to be selective and intentional in our efforts. Carson's report will be coming later in this study and I think it will be really helpful to the board in making technology-related decisions going forward.

The space programming aspect of the study also kicked off in September with FEH's consulting librarian Bill Wilson. I gathered data on our various collection sizes along with projections about how they will grow (or shrink) in coming years, and delivered that to Bill along with building

plans and other data. On Tuesday, October 12, Bill spent the day at the library to examine the space in-depth and observe how it works in actions. He also met with staff in small groups to discuss how the space affects their workflow, what they like about the building and what they dislike, and the services they would like to offer if space and funding allowed. Everyone was tasked in advance with thinking about these questions and came into the meetings with a lot of feedback for Bill. It was a very productive day! Bill, Christy, and I have a meeting set next week Wednesday (the day of our meeting) to begin working with the space programming tool developed by FEH. This will allow us to plug in all relevant data, see the resulting space needs, and make adjustments based on what conditions we want to have. For instance, more user-friendly shelving is lower and more widely spaced, but we might choose to go higher and narrower in some areas to save on space and costs.

**Purchasing Policy:** Last updated in 2015, the purchasing policy is due for review. A draft policy is included in your packets this month; I am recommending only minor updates. I have reviewed our “capital and large one time purchases” parameters against those of other similarly-sized libraries, and ours are in line with those, so I would recommend no changes to that portion at this time.

**Review of Trustee Essential 10 (Developing Essential Library Policies):** We have been working throughout this year to update any policies due for a review (best practices say they should be updated every 3 years or more frequently as needed). We only have a couple remaining, but they are longer, more complicated policies (Collection Development and Internet). The Policy Committee may wish to meet and review these policies prior to making any recommendations for change. This makes it a good time to review the trustee essential 10, which outlines the role and importance of policies, the steps for developing them, and criteria for evaluating them. TE10 is included in your packet this month, and we can discuss any questions it raises when we meet next week.

## **Non-agenda Items**

**Act 150 Committee:** The Act 150 Committee met on September 20 and again on October 11 to discuss some of the most significant parts of the plan: the standards, or “minimums to exempt,” that libraries must meet in order for their community to avoid paying the county library tax, and the funding formula used by Waukesha County to reimburse libraries for usage by residents in communities without libraries of their own (referred to as TNR or “true non-resident” users).

We have agreed to recommend only minor changes to the standards, including a slight increase in the materials spending per capita number (to partially cover the change in inflation, though not entirely, since 2015) and a decrease in the required number of public computers. As more and more of our patrons come in with devices of their own, we are seeing less demand for the public computers and more importance placed on wifi access at the library. I have especially noticed a decrease with some of our regular computer users since we started loaning wifi hotspots a few years ago; many of those same users now regularly check out hotspots instead.

Most of the funding formula will remain the same as well, but there is one significant change the committee will recommend: we now have the ability to track some electronic usage by patrons' statistical class (area of residence) the way we do physical circulation. For now this is only available for the items used through OverDrive/Libby. Being able to track usage like this allows us to include those circulations in the overall circulation number that is used in the formula. That means that for the first time, we will be reimbursed for ebook and digital audiobook usage by TNR users. It will not be a large change – physical circulation still accounts for about 86% of all circulation – but for a library with high TNR usage like PHPL it is a positive development. Essentially we can expect to see a slightly higher payment from the county in coming years, if this change is adopted and TNR usage at our library remains constant.

**Book supply shortages:** Supply chain shortages seem to be hitting every industry, and the book business is no exception. It's been getting media coverage recently so this may not be news to you; as [this article from the NY Times on October 4](#) explains, disruptions on many levels are responsible, from paper supply gaps to backed-up shipping ports to warehouse worker shortages. Recently our primary vendor Baker & Taylor alerted us to expect delays in our orders, especially those placed around the holidays. To minimize this problem as much as possible, I have been working with department managers to get most orders for 2021 submitted by the end of October. I've asked each department to reserve a very small amount of each budget for unanticipated needs, but beyond that our orders for the year will be done. These should still trickle in slowly (many are not even published yet), so Tech Services should not be overwhelmed with deliveries. I am hoping that by getting in the queue earlier than usual, we'll be able to supply our patrons with holds and new releases as usual.

**Friends of the Library updates:** The Friends of the Library had their first in-person meeting since 2020 on September 20. George Arnold, President of the PHPL Foundation, attended to give an update on recent Foundation activities. I attended and gave a report on our recent activities to those present, and Lisa Ponto joined me to meet some of the Friends and learn more about how they operate. The Friends have determined not to resume programming at this time, given the uncertainty of the next several months. They will, however, be holding their Annual Holiday Book Sale in November! This is great news for the library, as it is a significant fundraiser for the Friends and an event that many patrons look forward to. Mark your calendars for the weekend of November 20 for some good, giftable finds (especially since bookstores will apparently be suffering from shortages).

**Continuing Education:** Circulation Manager Jennifer Steffes participated in the Webinar entitled "Keep Your Cool: How to Handle Difficult Library Situations", presented by the UW-Madison iSchool. The discussion included various ways to approach difficult situations without escalating the scene. Several books were recommended for further reading, as well as other webinars.

Becca Werginz attended two webinars by industry expert Laura Solomon: "Making Your Website More Accessible" and "Auditing Your Library's Website." This series broke down web accessibility into several introductory topics, including SEO, accessibility standards, images, links, navigation, text, and colors. Each topic was accompanied by helpful optimization tips without having to rebuild a website from scratch.

Val Johnson and Teresa Douglas attended the first of a fourteen part conference series about family engagement hosted by the Public Library Association. The first session focused on what type of family engagement our library has now and how to make it better. The conference is attended by librarians from across the country, providing an opportunity to learn about engagement and glean ideas from other areas.

**Staff updates:** I'm pleased to report that the Village has found a candidate to fill the building maintenance position that will include 13 hours a week at the library. Brian Versh, a current public works employee, will be moving over to this position beginning November 15. He will be working with Thom Berres and Mark Eesley to get acquainted with various job responsibilities and will report directly to Secret Strobl, Assistant Village Engineer. I will be working closely with Brian to provide a library orientation and with Secret to come up with a schedule that allows Brian to juggle the various responsibilities this full-time position entails. Mark Eesley will continue to work for the Village as the Saturday maintenance person, and he has agreed to stay on one day a week at the library as long as needed to ensure projects don't get missed while Brian is training. Mark, Thom Berres, and other members of the Parks department and Village's maintenance team are the reason we've been able to get along this long without a dedicated person in the library maintenance role, and I'm very grateful for their assistance.

**StoryCorps Recording Project Update, provided by Becca Werginz:** In August and September, Angela Meyers (Bridges) and Becca Werginz, our Adult and Teen Services Librarian, selected a group of eleven facilitators from the pool of librarians who had applied. The group gathered at the New Berlin and Fort Atkinson libraries from October 4-7 to be trained by Maura and Zezil from StoryCorps. This was their first in-person training outside of New York City since last March, so it was an exciting time for everyone!



The group learned not just the technical aspects of recording interviews, but also how to recruit participants, create a comfortable recording space, and walk them through the paperwork side of things. The facilitators also had time to practice recording interviews in pairs with volunteer participants. It was really helpful to go through the entire process from start to finish (including paperwork and technical troubleshooting!) alongside Maura and Zezil before they returned to NYC. Jill Fuller (Bridges), Angela, and Becca received additional back-end training for archiving the stories and associated metadata for the StoryCorps database and the Library of Congress.

Once lending procedures are established for the recording kit by Bridges, facilitators may begin to reserve the equipment and advertise recording days at their libraries. The project seeks especially to record and preserve the stories of community members living with memory loss and their caregivers, but the equipment will be available for others to record their stories, too. These can either be kept as personal recordings or if participants wish, archived with the StoryCorps database and the Library of Congress. Many of the facilitators already have a good number of folks in mind they'd like to approach about sharing their story (Memory Café participants, former library directors, notable local residents, etc.), and everyone is eager to hit the ground running!

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

**Adult Programs & Services**

On Thursday, September 2 at 6:00 we hosted Francesa Johnson from the Wisconsin Bureau of Consumer Protection. She presented on **identity theft**, how to recognize it and how to prevent it. She offered tips for safeguarding personal information and how to spot the red flags of a scam. We had 12 people attend in person. This event was also live streamed on the library's YouTube channel. Three viewed it live, and 12 people viewed the recording. The video remained on YouTube for up to 1 week after the program.

With our fall adult programs we are trying to offer a **virtual option** if possible. Some of our speaker events will be live streamed on the library's YouTube channel. For our Make Its, we offer a take-and-make kit for patrons who request this option.

Our September **Make It! @ the Library** was offered in person on Wednesday, September 22 at 6:00pm. Rachel Ruetz (Technical Services Manager) led a creative and social event where attendees made a modern and trendy **yarn wall hanging**. We had 19 in attendance, and 1 person requested a take-and-make kit.



This September we collaborated with Jean Horner, the Village's Senior Program Coordinator for the Village of Sussex to co-sponsor a **Maximize Your Medicare Benefits** presentation offered by the Waukesha County Medicare Outreach Specialist from the Greater Wisconsin Agency on Aging Resources, Inc and the Aging and Disability Resource Center (ADRC) of Waukesha County. This event was held on Thursday, September 30 at 1:00pm. We had 24 people in attendance at the library. The ADRC regularly offers quite a few virtual classes on this topic, so this particular event was not live streamed.

Becca Werginz (Adult & Teen Services Librarian) reports on book clubs. The **Mystery Book Club** resumed meeting after their summer hiatus this month! Eleven members met on September 1 to discuss *I Know This Much Is True* by Wally Lamb. While it was a long read, they did enjoy it. Six members of the **Tuesday Afternoon Book Club** met on September 7 to discuss *The Book of Unknown Americans*. The group really enjoyed this account of the immigrant experience told from a chorus of voices all living in one apartment building. The **Wednesday Afternoon Book Club** met on September 15 to discuss *The School of Essential Ingredients* by Erica Bauermeister; the eight members who attended found it a welcome relief from a few months of heavy reads.

## Teen Programs & Services

Becca Werginz (Adult & Teen Services Librarian) reports on teen services for September. Seven teens attended this month's **Make It! Teen**, which took place in person at the library. The teens made adorable **Forest Creature Keychains**, which allowed some of them to learn a new skill: sewing!



This month, Becca coordinated with Anita Pague, the school librarian at TMS/SSI, on an outreach opportunity to the middle school to celebrate **TeenTober**. Students can enter a raffle to win a book bundle each week in October by answering trivia questions at the TMS library. All materials have been dropped off at TMS, and Anita and the library aides are very excited to set them out at the beginning of the month!

Becca attended the first in-person **Teen Think Tank** since early 2020 on September 28. At the meeting, she had the opportunity to tour the new teen space and makerspace at the Menomonee Falls Public Library. The group discussed plans for fall, school outreach opportunities (or lack thereof), and more.

**Valerie Johnson, Children’s Services Manager and Teresa Douglas, Children’s Librarian, report on Children’s Department activities for September 2021:**

**Programs**

**Storytime** resumed this month on September 7. Storytimes are still being held outdoors in the green area across the bridge from Weyer Park. Our storytime presenters have worked on finding easier ways to transport items to the area and continue to focus on making the program as safe as possible. Storytimes are being held Tuesday, Wednesday, and Thursday mornings, and patrons have enjoyed being outside and sitting in the fall weather. Crafts are back for storytime, much to the delight of our storytime attendees. Since storytime is outside, the crafts projects are packed up and distributed, ready to be done at home. Craft kits include all of the pieces needed for the craft while the patrons may need to supply things such as glue or tape. When the weather turns cold, storytime will move indoors. Storytime presenters have been sharing this information with patrons each week so they know it will be happening toward the end of the storytime session. At that time, registration for indoor storytime will be required.

A fan favorite program, **Doggy Tales**, is back after a COVID hiatus. Dan and his golden retriever, Dakota, are coming into the library every other Thursday this fall for Doggy Tales. Kids in grades 1–6 can sign up to read to Dakota for a twenty minute time slot. Kids who have done Doggy Tales before are excited for the program to be back and kids who are new to the program are excited to experience it for the first time. Dakota is a trained therapy dog who does a wonderful job lying down and listening while the kids are reading, but becomes fun and playful if his toy comes out. Everyone who signs up loves to read to Dakota and get in some puppy time.



**Make It! Junior** is going strong in our fall session. The session began on September 7, when children’s library associate MJ Jorn offered a fun paper quilling craft. Since storytime crafts are back, Make It! Junior has returned to being for school aged kids, like it was last fall and in the spring. MJ had two projects for the kids, one for ages 5-8 and one for ages 9-12. Many were excited to try their hand at the craft. On September 27 children’s library associate Katie Mueller offered her project of hand-sewn felt pouches. Kids ages 5-8 created felt pouches to hold their treasures while ages 9-12 sewed pouches that would conveniently hold their library cards or school IDs.

The newest program to be launched by the children’s services department made its debut this month. Children’s services manager Val Johnson designed our library’s version of the nationally implemented **1000 Books Before Kindergarten**. This program challenges families to read 1000 books to a child during the preschool period from birth to the start of kindergarten. Reading aloud introduces and repeatedly polishes early literacy skills and possessing those skills has been proven to increase the success rates of young children in kindergarten and in learning to read. Participants register and track reading through the *Beanstack* program or app, and check in at the children’s reference desk to have their progress redeemed and to claim small incentives. Initial setup and incentives for the first one hundred children to complete the program have been funded by the Library Foundation’s Grow Strong Readers grant.

### **Outreach/Community Involvement**

Library staff and volunteers had a presence at the **Village’s annual Touch-a-Truck event** in September. Attendance at this year’s Touch-a-Truck event is estimated to have been in the thousands. Families of small truck fans seemed eager to get out and enjoy this fresh-air event, held at the Village’s Armory Park this year. Dozens of trucks and vehicles were lined up allowing kids to touch, climb into, honk horns, and chat with drivers/operators. Next to the Village snow plow the children’s library staff along with several volunteers set up a truck-painting station. Kids painted (decorated) the plow blade with colorful handprints. Many were surprised that the blade alone was taller than they were. After visiting the plow, kids took their still paint-covered hand to a table where library staff and volunteers helped them create a hand-print vehicle picture.



### **Collection**

Library associate Victoria VanZile has again created our seasonal displays. Seasonal displays

take a break during the summer reading program so the space can be used for prize books. The newly returned display features books on topics such as fall, football, and holidays observed around this time of year. Victoria also set up a display for Hispanic Heritage month, featuring books about the Hispanic culture, books featuring Latinx characters and books written by Latinx authors. Halloween books have also gone on display as interest in them surged toward the middle of the month.

**Book Bundles**

<b>Children’s book bundles</b>	<b>number of bundles</b>	<b>number of items in bundles</b>
staff-created book bundles	62	285
special request book bundles	1	14
<b>Total</b>	<b>63</b>	<b>295</b>

**Professional Activities**

**Statistics**

<b>Adult &amp; Youth Reference</b>	<b>Totals</b>
Youth Reference Ques.	<b>464</b>
<i>Youth Information Ques.</i>	<b>12</b>
Adult Reference Ques.	<b>351</b>
<i>Adult Information Ques.</i>	<b>16</b>
One-on-One Tech Help	<b>2</b>
Value Line use	<b>7</b>
Study Rooms use	<b>59</b>
Faxes	<b>7</b>

<b>Children’s Programs</b>	<b>Virtual Attendance</b>	<b>In-person Attendance</b>	<b>Self-Led (Passive)</b>

Family Storytime (9 sessions)		436*	
Family Storytime Grab and Go			258*
1000 Books Before Kindergarten new registrations			42*
Doggy Tales (2 sessions)		6*	
Make It Jr. grab and go distributed			150*
Make It Jr. report back (drawing tickets)			12*
Touch-a-Truck outreach		200*	
<b>Total</b>		<b>642*</b>	<b>420*</b>

**1000 Books Before Kindergarten total books read: 1617**

**Teen Volunteer hours for September: 18**

<b>Adult Programs</b>	Virtual Attendance	In-person Attendance	Self-Led (Passive)
Mystery Book Club (9/1)		11*	
Identity Theft (9/2)	15*	12*	
Tuesday Afternoon Book Club (9/7)		6*	
Wednesday Afternoon Book Club (9/15)		8*	
Make It: Yarn Wall Hanging (9/22)		19*	
Maximize your Medicare Benefits (9/30)		24*	
Total	15*	<b>81*</b>	

<b>Teen Programs</b>	Virtual Attendance	In-person Attendance	Self-Led (Passive)
Make It! Forest Creature Keychains (9/29)		7*	

Total		<b>7*</b>	
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**\* DPI Annual Report Programming Statistics**

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

We've tagged about 60% of our collection, or 60,335 items!

This month we also welcomed two new additions to our department. We will now be having a volunteer help to clean discs once a week, along with a circulation staff member who will be helping to mend materials for a couple of hours every week.

**Statistics:**

<b>Items processed</b>	<b>797</b>
<b>Volunteer hours (including RFID, processing, and managing the book sale room)</b>	<b>61.75</b>
<b>Materials encoded with RFID tags</b>	<b>11,160</b>

## STATISTICS FOR MONTH OF SEPTEMBER, 2021

	September	Sept. 2020	YTD	YTD 2020	% change
<b>ALL CIRCULATION</b>	<b>27453</b>	<b>25750</b>	<b>248690</b>	<b>212563</b>	<b>17.0%</b>
PHYSICAL MATERIAL CIRCULATION	23214	23070	219845	186562	17.8%
E-MATERIAL DOWNLOADS	4239	2680	28845	26001	10.9%
HOURS OPEN	246.5	201.5	1985	1525.5	30.1%

	September	Sept. 2020	YTD
HOLDS FILLED <b>FOR PHPL</b> BY OTHER CAFÉ LIBRARIES: -	2431	19701	<i>YTD</i>
HOLDS FILLED FOR OTHER CAFÉ LIBRARIES <b>BY PHPL</b> : +	2302	19458	
Crossovers to PHPL from other library communities: +	5529	44366	
Crossovers from Sussex to other CAFE libraries: -	897	7404	
<b>NET LENDING: 4503</b>		<b>36719</b>	

	Sussex	Other	TOTAL	2020
PHYSICAL CIRC:	9904	13310	23214	23070

<b>Cards issued:</b>	64
<b>Reference questions answered:</b>	815
<b>Informational questions answered:</b>	28
<b>Library visits this month:</b>	10,710
<b>Materials purchased:</b>	512
(year to date total:)	5573
<b>Study Room usage</b>	59
<b>One-on-one technology lessons:</b>	2
<b>Fax Service:</b>	7
<b>Value Line:</b>	7
<b>Curbside pickup:</b>	9

<b>Meeting Room Use:</b>	
Quad Room:	28
Small meeting room:	3

<b>INTERNET USE*:</b>	267	sessions
<b>TOTAL HOURS**:</b>	179:40:00	
<b>AVG. SESSION**:</b>	40.375	minutes

\*includes wireless network

\*\*wired access only

## PAULINE HAASS PUBLIC LIBRARY

### **POLICY: Purchasing of library supplies, materials, and capital items**

Reviewed by the Library Board: April 22, 2015

The Pauline Haass Public Library seeks to purchase supplies and equipment in a manner that uses funds wisely, discourages potential fraud, is ethical, and which complies with state laws.

#### **Book/AV purchases**

Nearly all book & AV materials purchases will be made by the Acquisitions Clerk, who tracks these expenditures by budget line. Requests for purchases will come from materials selectors in the Youth and Adult Services departments. The department managers are responsible for ensuring that their materials budgets are not exceeded.

Preference will be given to vendors which, assuming equal service, offer the lowest prices, including discounts, due to library system or statewide purchasing agreements.

The exception to materials purchases being made by the Acquisition Clerk will occur when a selector buys a not-commonly-available book or AV item at a special location, such as a museum, historical site, or conference. The cost total of items purchased in such a circumstance should not exceed \$~~200+00~~, and a receipt must be obtained. The staff member will pay for items out-of-pocket and submit an Expense Reimbursement voucher, to be approved by the department manager and Library Director.

Alternatively, staff members who have a library procurement card may use the card for these types of purchases.

#### **Periodicals purchases**

Periodicals are ordered through the Assistant Director, because the Acquisitions Clerk does not track periodicals expenditures, and these orders are infrequent. Whenever possible, library periodicals will be purchased through a print journal subscription service that manages subscriptions for the library. Orders for items that are not available in this manner must be submitted by the department manager for the collection in which the title belongs.

#### **Building and office supply purchases**

The [Administrative Services Manager and/or the](#) Maintenance Coordinator may order items such as tools, paper products, cleaning supplies, light bulbs and other items necessary for building maintenance. The Administrative [Services Manager Assistant or Secretary](#) may order office and processing supplies. The Library Director must [verbally](#) pre-authorize purchases of items that cost more than \$100, with the exception of orders of recurring supplies.

#### **Program and Display purchases**

Department managers may authorize local retail purchases of ~~\$200+~~00 or less by their staff members for program supplies or displays. Purchases in excess of ~~\$200+~~00 must be approved by the Library Director. The staff member will pay for items out-of-pocket and submit an Expense Reimbursement voucher, to be approved by the department manager and Library Director. The staff member should provide proof of tax-exempt status for such purchases. If this is impractical or impossible and tax is charged, the staff members should include any tax paid when requesting reimbursement. Personal credit card information on reimbursement requests should be redacted by the employee. **The Library retains the right to refuse reimbursement for an expense not previously approved by the Director or appropriate department head.**

**Requests for all other purchases** must be submitted to the Administrative Services Manager~~Assistant or Secretary~~.

### **Capital and large one time purchases**

**An item which costs up to \$5,000:** vendor chosen at the discretion of the Library Director.

**\$5,000- 10,000:** a minimum of three documented quotes will be acquired when multiple options exist and the vendor chosen by the Library Director, in conjunction with at least one other staff member, preferably one with direct knowledge of the product or its application in the library.

**\$10,000-\$30,000:** a minimum of three written quotes will be acquired when multiple options exist, and presented to the Library Board, which will select the vendor.

**Over \$30,000:** a formal bid process, approved by the Library Board, will be used to select a vendor.

At all times, state law will be followed with respect to purchases.

### **Library Credit Cards**

Designated individuals on the library staff (Director, Administrative Services Manager~~Assistant~~, and Maintenance Coordinator) may have personally-identifiable Library procurement cards issued by the Village of Sussex. In addition, the Village of Sussex, as the Library's fiscal agent, holds a fourth card, primarily solely for use with Baker & Taylor for the purchase of books and audiovisual materials. Each cardholder is responsible for adhering to the guidelines set forth in the procurement card procedure manual.

For those rare suppliers that do not accept the procurement card, or in cases where a corporate credit card will better serve the purpose, the Library Director may apply for corporate credit cards to facilitate purchases. The Director will determine which staff

members will be registered as authorized purchasers on such cards. Information regarding eligibility will be placed in the staff member's personnel file.

Upon separation, staff members must surrender all cards. All accounts s-will be updated to remove the staff member from the list of cardholders.

Purchase of materials on the library's credit card(s) are subject to the same regulations as items purchased with cash or billed to the library.

**Personal Orders**

Under no circumstances may personal orders be placed using any library accounts or utilizing the library's tax-exempt status.

**Friends of the Library Purchases**

Invoices for items purchased by the library that are intended to be paid for with -Friends of the Pauline Haass Library funds will be submitted to the Friends' treasurer for reimbursement.

**Bill authorization**

Final authorization of all bills by the Library Director is required before Library Board approval. If the Library Director is unable to authorize bills due to extended absence, the Director may give that authority temporarily to another staff member.

Adopted by the Library Board: November 19, 2008

Reviewed by the Library Board: February 15, 2012

Reviewed by the Library Board: April 22, 2015

# Developing Essential Library Policies

# 10

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

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

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

## Policy Development Steps

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

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

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

### In This Trustee Essential

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

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

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

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

## Legally Defensible Policies

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

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

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

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

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

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

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

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

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

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

## Policies vs. Procedures

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

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

## Discussion Questions

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

## Sources of Additional Information

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