



N64W23820 Main Street
Sussex, WI 53089-3122
(262) 246-5180
phplonline.org

Agenda

**Pauline Haass Public Library Board of Trustees
Wednesday, December 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:
 - a) November 17, 2021 Board meeting
 - b) December 9, 2021 Personnel Committee 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) Motion (with roll call vote) to convene into Closed Session pursuant to Wisconsin Statute 19.85(1)(c) *Considering employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility*, with respect to performance evaluation and compensation for Library Director.
 - b) Reconvene in open session.
 - c) Consideration and possible action on items requiring action arising out of the closed session.
 - d) Final 2022 budget: discussion and action on revised 2022 budget reflecting Village of Sussex contribution
 - e) Space Needs and Facility Study updates: discussion
 - f) Home Delivery Policy update: discussion and action
 - g) Strategic Plan Activities 2022: discussion and possible action
- 9) Items for future agendas: discussion
- 10) Adjournment

Lisa Bougie, President

Adele Loria

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 November 17, 2021 Board meeting
Pauline Haass Public Library

Called to order at 6:30 p.m.

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

Bougie; Zoellick motion to accept minutes of October 20, 2021 Library Board meeting as presented and November 1, 2021 Policy Committee meeting; motion carried.

Comments from citizens present: none

Communications received by Board members or Director: none.

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

Prepaid bills in the amount of \$23.34, P-Card bills in the amount of \$4,212.53 November 2021 bills in the amount of \$32,541.74, and October 2021 expenses in the amount of \$101,995.35 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: Board members discussed the Space Needs and Facility report.

The board discussed the Collection Development Policy. They would like additional wording changes for clarity and inclusivity. Policy accepted as presented, pending discussed wording changes approved by Bougie and Carran; motion carried.

Board members discussed updating the Internet Policy and accepted as presented approved by VandeHei/Jilling; motion carried.

The board reviewed the Black Friday promotion for half off overdue fines on Friday, November 26, 2021; approved by Bougie/Kojis; motion carried.

Following review, Carran/Vande Hei motion to approve the annual addendum to Bridges Library System Member Library & CAFÉ agreements; motion carried.

Closed session pursuant to Wisconsin Statute 19.85(1)(c) called to order at 7:46 PM by Bougie/Carran. Closed session adjourned at 8:02 PM by Carran/Jilling.

Meeting adjourned at 8:06 PM by Roubik/Wegner motion.

Respectfully submitted,

Adele Loria
Library Director

Minutes prepared by Lisa Ponto, Administrative Services Manager

Minutes of December 9, 2021 Personnel Committee meeting

Pauline Haass Public Library, Small Meeting Room

Called to order at 10:00 a.m.

Roll call: Jilling, Roubik, Wegner present. Also present: Adele Loria, Library Director.

Committee members reviewed the salary survey compiled by the Director and Administrative Services Manager this year. They discussed positions the Library may wish to increase in future budget cycles to remain competitive with their peers. They also discussed various models of pay plans as well as non-monetary retention strategies.

No action was taken.

Meeting adjourned at 10:53 a.m.

Respectfully submitted,

Adele Loria
Library Director

December 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. Trustee Kojis will be unable to attend the meeting.

Agenda Items

Closed session and evaluation discussion: The Board will meet in closed session with me to discuss my 2021 evaluation. Upon re-convening in open session, the Board President will entertain a motion to formalize by vote the decisions discussed in closed session.

Final 2022 budget: I will be sending out a revised budget request with any changes over \$100 highlighted and annotated before our meeting next week, and I will have printed copies for you at the meeting itself. The most significant change, if you are referring to the document from July, is that the wages & salaries line assumes a 3% increase for staff instead of 3.5%. The note in the original budget indicated this change would happen if the Village reduced its wages increase to 3%, which it did. We adjusted ours accordingly for the Village budget process. With that change noted, the Village contribution was approved as requested.

One late change is that I've added social media archiving to the legal fees line. It's recommended that public institutions like libraries archive their social media content in case of a public records request. It seems to cost upwards of \$2,500/year with most companies, which has made it difficult to fit into the budget, but I recently reached out to a rep from the company that the Village uses and learned we could be added to their plan for a fraction of that cost (\$600 per year). I am including it within the legal fees line of the budget.

Space Needs and Facility Study Updates: As you are all aware, our SPARK sessions were postponed because of COVID exposure on the design team side. Our timeline has been rescheduled and updated as following:

- Thursday, Jan. 13, 2022: **SPARK Session, 9:00AM – 5:00PM** (Drop in throughout the day)
ATF Meeting #3, 6:00 – 7:30PM
- Friday, Jan. 14, 2022: **SPARK Session, 9:00AM – 5:00PM** (Drop in throughout the day)
ATF Meeting #4, 6:00 – 7:30PM
- Tuesday, Jan. 18: **Core Planning Committee follow-up (virtual), 3:30 – 5:00PM**
- Monday, Jan. 31: **ATF Meeting #5, 6:00 – 7:30PM**
- Wednesday, Feb. 9: **Core Planning Committee meeting**

Core Planning Committee meetings affect only those on that committee, but I hope many of you will be there for the SPARK sessions and ATF meetings. With this timeline, I expect the final recommendation to come to the Library Board for our February meeting. There is an option of running a community survey and incorporating those results into the final recommendation, which would delay that to March. I would recommend using the survey, as it is one more chance to get feedback from the community. We have found it especially challenging to get involvement from younger community members with small children, and I think a survey would be a good way to elicit feedback especially from this group.

Despite that challenge, we have heard from several patrons in that demographic who are interested in the study and excited about the prospect of a library building project, but have not been able to make the meetings. One of them wrote a letter for your consideration that I am enclosing in your packets. I've also shared her feedback with FEH.

I have continued to work with FEH to refine our space needs summary, based on feedback from the Advisory Task Force and conversations with staff and members of the Core Planning Committee. One document in the works is a comparison of existing spaces with proposed spaces, as well as a middle column showing what the *current* (not projected) recommendation for that space would be. This should demonstrate that in some areas, we are already squeezing into a too-small space. It may also reveal areas that could be condensed to use space more efficiently. If that document is ready by next week, I will send it to you separately and/or bring it to our meeting.

Home Delivery Policy: After our first year of providing this service, Jennie Bahnaman and I reviewed the policy. We are recommending some minor changes, reflected in the draft policy included in your packets:

- Revised language in requirements from “bed rest” to “home”; we found there was confusion about eligibility if the person was able to move around their home.
- Clarified that applicants would still have access to digital materials like Libby under the service; that was a concern for several people.
- Allowed some flexibility in scheduling pickup as we have the volunteers to accommodate this.
- Increased availability of materials to include items from other libraries.

Strategic Plan Activities 2022: Included in your packets is a draft of proposed 2022 activities related to our Strategic Plan objectives. I have tried to keep the number of items manageable, knowing that we have two planned extended absences next year (mine included), and the ability to work on things beyond the day-to-day tasks is limited when we are short-staffed and missing key personnel. However, as you'll see, there are still several major projects listed including the Capital Plan items approved this year for completion in 2022, and the creation of a new Strategic Plan. This list is meant to serve as a basis for our discussion, but I am interested to hear if there are other activities or projects the Board would like to see prioritized in 2022. We can add to or revise this list based on my evaluation discussion, for example.

Non-agenda Items

Black Friday Promotion: Our Black Friday promotion was well-received by the community. We took in \$234 in paid fines, almost four times the usual daily amount. We also welcomed back several patrons whose cards were blocked because they couldn't or wouldn't pay their fines in full. One woman who paid off her fines also took the opportunity to renew her children's cards, now that she would be using the library again. Bringing a whole family back to the library is exactly the type of thing that makes an effort like this worthwhile. I overheard many positive comments, and Circulation staff reported to me that a number of people have asked us to make this a yearly tradition.

Continuing Education: In November I spent time working on the Personnel Management course that I'm taking through the iSchool at UW-Madison. I've found it particularly helpful in providing information we can use to assess and update our training documents and onboarding checklists. It has also provided some useful practice with improving job descriptions and handling employee evaluations, and strengthened my knowledge of important workplace laws and regulations.

Teresa Douglas and Val Johnson attended the fourth session of a fourteen part conference series about family engagement hosted by the Public Library Association. This session focused on the topic: *Reinforcing Family Actions to Support Learning: The Early Years & School-Age Children*.

Becca Werginz attended the Library Marketing and Communications Conference virtually in November. In a session on "Partnering with Local Organizations to Promote Libraries and Increase Cardholders," presenters Jordan Reynolds and Kari Lapp discussed their experiences partnering with local businesses and organizations as well as their award-winning Library Card Sign-Up Month promotion. In "Vocational Awe and the Art of Selling Libraries," presenter Fobazi Ettarh explored the relationship between the values of librarianship and the lived experiences of librarians and library users, finding that the tensions between the two can create environments that make it difficult for librarians to advocate for their well-being as employees. She provided tips on how to promote libraries without adding to the vocational awe that can lead to burnout, overwork, and exploitation.

Teresa Douglas attended the annual WAPL (Wisconsin Association of Public Libraries) Conference in Green Bay on November 18 and 19. This year the conference focused on libraries moving forward in the time of COVID, as well as ensuring our collections are up to date and inclusive. Teresa attended presentations on intergenerational storytime, community outreach, sustainable programming, customer service, and digital programming. Many sessions offered great discussions and ideas that can be used at our library, and each included ways to add programs or activities easily to the library.



Staff: Our new maintenance coordinator Brian Versh started November 15. In this shared position between the Civic Center, Library, and Water Dept., Brian is working 13 hours a week at the library. He’s been receiving training on the monthly safety checks from the Village staff who performed them while our position was vacant, acquainting himself with the building and its systems, and working with me and with Lisa Ponto to get up to speed on his various tasks. We are very pleased to have Brian on board!

In November we hired a Temporary Adult & Teen Services Librarian to help cover the adult reference desk and facilitate teen programming while Becca Werginz is on leave this winter/spring. Loribeth Isola is our new hire for this position. She is finishing her Master of Library and Information Science degree, and her semester with us will count towards her final internship program. We’re very happy to have Loribeth on board!



Out of our excellent pool of applicants, we also hired Megan Sorenson as a new Substitute Librarian. Megan is also finishing her library degree in December, and has experience working the reference desk at the New Berlin Public Library. She will help us cover the Adult Reference Desk during vacations, staff absences, or extra coverage needed during programs. We’re happy to have a new sub librarian in our staff roster!

Both Loribeth and Megan will start training a small number of hours per week now, with the goal of having them fully prepared to work independently when Becca goes on leave at the end of January.

Finally, we welcomed a new circulation substitute staff member to our team this month. Susan Benson has been volunteering at the library throughout the RFID project, tagging many carts full of items with efficiency and attention to detail, so we jumped at the chance to add her to our team. (A note on substitutes in general: we always budget a small percentage of the wages line for substitutes throughout the year. Substitutes help us cover vacations, sick days, and extra-busy days, and we have found them invaluable in managing staff shortages, especially during COVID. Next year we will be using substitutes more than usual to cover two extended leaves, and I have budgeted separately for that.)



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

Adult Programs & Services

On Thursday, November 4 we held a **Dementia Conversations** presentation in partnership with the Library Memory Project. This presentation was led by Tim Harrington, the Community Outreach Coordinator for the Wisconsin Chapter of the Alzheimer's Association. We had 16 in attendance and received a lot of positive and heartfelt feedback on patrons who were very appreciative we offered this program. Tim provided tips and strategies for difficult but important conversations to have with loved ones about changes that may be related to dementia.



Saturday, November 6, Michele Gasparek, a Baking and Pastry Instructor at Waukesha County Technical College, demonstrated her tips and tricks on how to build and decorate a gingerbread house. We had 29 people in attendance. This event kicked-off our first annual **Gingerbread House Decorating Competition**. The deadline to submit contest entries was Tuesday, November 30. We had 11 total entries - many families entered, several teens and we had one children's entry.



Heather Bartlett (Circulation Clerk) led our November **Make It at the Library** on Wednesday, November 10. We had 27 people in attendance, and Heather led us through the process of how to make a simple and easy **holiday scented candle** with essential oils. As always attendance is high for our Make It programs and our waitlist was rapidly growing, so we made sure we could accommodate more patrons this month.

Book Club Updates

Seven members of the **Tuesday Afternoon Book Club** met on November 2 to discuss *Killers of the Flower Moon* by David Grann. Fourteen members of the **Mystery Book Club** gathered the following evening to discuss *An Unwanted Guest* by Sheri Lapena. Ten members of the **Wednesday Afternoon Book Club** met on November 17 to discuss *The Light We Lost* by Jill

Santopolo. The group concluded that though the writing was well done, the protagonist was insufferable enough to prevent them from ever recommending the book to other readers.

Collection

We're continuing to weed the non-fiction collection and RFID tag as time allows. Rachel Ruetz recently finished weeding the Psychology collection.

Teen Programs & Services



Becca Werginz (Adult & Teen Services Librarian) reports on teen services. On November 5, 3 teens popped into the Quad Room during the Forts & Flashlights event to try out blacklight painting. This method uses neon paints against a dark background. When you shine a blacklight on the art, the painting glows! They had a great time and each made a few different designs.

On November 15, 10 teens made galaxy jars either at the library or using the take-home kit. While the craft was pretty messy, it was very fun, and everyone had a blast.

Winter/Spring Program Planning

The Adult & Teen Services staff have been busily planning our 2022 winter and spring line-up of programs for the Village of Sussex Activity Guide.

Rachel Ruetz (Technical Services Manager), Heather Bartlett (Circulation Clerk) and Jennie Bahnman (Assistant Director/Adult Services Manager) will offer another series of Make It events. Lisa Ponto (Administrative Services Manager) and Kathy Duvall (Circulation Clerk) are offering an Air Fryer Basics presentation in March, as our cooking demonstrations are usually very popular. Teresa Douglas (Children's and Adult Librarian) is offering a Disney Trivia Night in April.

We're also collaborating with Jean Horner, the Senior Program Coordinator through the Village of Sussex Parks & Rec Department, to offer 2 programs geared toward seniors: Devil's Lake Virtual Hike (presented by the UW-Madison Geology Museum) and Travel Nostalgia. To tie-in current world events, we're also hosting a presentation by the International Institute of Wisconsin where they will talk about their refugee resettlement program, discuss what the

refugee resettlement experience looks like, and the recent Humanitarian Paroles arrival from Afghanistan.

We're hosting 2 Memory Cafes in 2022 - May and October, as well as a Memory Screening program led by the ADRC of Waukesha County in March.

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

Programs

Forts and Flashlights, planned and presented by children's librarian Teresa Douglas and children's associate Victoria VanZile, took place in the children's department the evening of Friday, November 5 after the library closed. What could be more fun than being in the library after hours with the lights turned low? Kids and families were invited to bring blankets, stuffed animals, and flashlights to build a reading fort in the library. Attendees were also treated to a S'mores Ice Cream Bar. This month's Forts and Flashlights attracted the largest number so far to this event which had been offered twice in the past. We heard enthusiastic comments from adults in attendance and also received a complimentary email.

Special guest Laureanna Raymond-Duvernell visited **Family Storytime** Tuesday, November 16 and Thursday, November 18. Laureanna is a local author, environmental educator, and member of the Waukesha County Green Team who read her recently published book *Under in the Mud* to the children during our Fall Into Winter themed storytime. In her



book, rhyming text explains how ten different animals go underground to survive the winter. To everyone's delight, Laureanna also brought a painted turtle named Tiny to visit the children.

Other continuing programs that took place during November are Doggy Tales and Make-It! Junior, for which kids made recycled crayons and stained glass trees.

Upcoming Winter/Spring Programs

Upcoming programs were published in a new flyer/calendar and on the library website.

- **IditaRead** Winter Reading Program, January 17-February 25
- **LabTime** in the KidsLab, January 19-April 20
- **Family Storytime**, January 25-April 14
- **Harry Potter Book Night**, February 3
- **SewXO**, February 7-March 21
- **Youth Art Month Exhibit**, March 1-31

- **Stuffed Animal Sleepover**, March 31
- **Make It! Junior**, March 1-May 1
- **Spring StoryWalk**, April 9-May 1
- **Bunny Scavenger Hunt**, April 15-22

Outreach/Community Involvement

Teresa and Victoria represented the library at the Woodside Elementary School Activity Fair November 17. The activity fair was offered to families from all of the Hamilton School District’s elementary schools to provide information about the multitude of activities available to kids in the area. This includes sports programs, 4-H, dance teams, and much more. Library staff shared information about our winter/spring programs, offering an early sneak peek of our new 2022 program guide. They also talked with families about the program registrations and ages as well as other information about upcoming programs. Finally, kids and families recognized Teresa and Victoria as the “stars” of the school videos that the kids watch every month and were able to talk to them about the popular Firsties and Secondies program.



Collection

All children’s department staff worked on RFID tagging as many items in the collection as possible during this month. Weeding and tagging took place simultaneously in the nonfiction collection.

Book Bundles

Children’s book bundles	number of bundles	number of items in bundles
staff-created book bundles	44	173
special request book bundles	0	0
Total	44	173

Statistics

Adult & Youth Reference	Totals

Youth Reference Ques.	504
<i>Youth Information Ques.</i>	5
Adult Reference Ques.	454
<i>Adult Information Ques.</i>	23
One-on-One Tech Help	14
Value Line use	11
Study Rooms use	84
Faxes	18

Children's Programs	Virtual Attendance	In-person Attendance	Self-Led (Passive)
Family Storytime (9 sessions)		356*	
Family Storytime Grab and Go			223*
1000 Books Before Kindergarten new registrations			9*
Doggy Tales (2 sessions)		7*	
Make It Jr. grab and go distributed			138*
Make It Jr. report back (drawing tickets)			41*
Forts and Flashlights		89*	
Woodside Elementary Outreach		225*	
Firsties November video views			80*
Firsties Parent video views			8*
Firsties visits		91*	

Total		768	499
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1000 Books Before Kindergarten total books read: 2818

Adult Virtual/Online/In-Person Programs	Virtual Attendance	In-person Attendance	Self-Led (Passive)
Tuesday Afternoon Book Club (11/2)		7*	
Mystery Book Club (11/3)		14*	
Dementia Conversations (11/4)		16*	
WCTC Gingerbread Build Demo (11/6)		29*	
Make It: Holiday Candle (11/10)		27*	
Wednesday Afternoon Book Club (11/17)		10*	
Gingerbread Contest Entries (Deadline 11/30)		11*	
Total		114*	

Teen Virtual/Online/In-Person Programs	Virtual Attendance	In-person Attendance	Self-Led (Passive)
Blacklight Painting (11/5)		3*	
Make It! Teen Galaxy Jars (11/15)		10*	
Total		13*	

*** DPI Annual Report Programming Statistics**

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

Even as the days grow shorter and the weather colder, patrons are still very active in visiting the library. Whether it be board books for the littlest ones, junior novels for book reports, a study room for quiet time, or a few DVDs for chilly evenings, the library continues to welcome visitors throughout the colder months.

With a couple of holidays within the upcoming weeks, many patrons are not only checking out items but also returning them in large numbers (it's that cleaning house time of year!). This keeps the circulation workroom constantly in motion to provide the materials to patrons quickly and accurately. The RFID tags make the process smoother, especially as everyone (both staff and patrons alike) seems to have acclimated to the new system.

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

The end is in sight for our RFID project! As of December 1st we have tagged 78,034 items, or 83% of our collection!

Department manager Rachel Ruetz virtually attended a Café cataloger's meeting on Tuesday November 16. The group discussed annually duplicating magazine titles in the catalog, how to create and edit templates for recurring item record sets, and the rotation schedule for the new president and secretary of the group for 2022.

Statistics:

Items processed	707
Volunteer hours (including RFID, processing, and managing the book sale room)	35.75
Materials encoded with RFID tags	6393

STATISTICS FOR MONTH OF NOVEMBER, 2021

	Nov. 2021	Nov. 2020	YTD	YTD 2020	% change
ALL CIRCULATION	25857	25720	301349	266350	13.1%
PHYSICAL MATERIAL CIRCULATION	22788	23104	266349	235173	13.3%
E-MATERIAL DOWNLOADS	3069	2616	35000	31177	12.3%
HOURS OPEN	270.75	178	2509	1913	31.1%

		<i>YTD</i>
HOLDS FILLED FOR PHPL BY OTHER CAFÉ LIBRARIES: -	2444	24789
HOLDS FILLED FOR OTHER CAFÉ LIBRARIES BY PHPL : +	2179	23918
Crossovers to PHPL from other library communities: +	5663	55822
Crossovers from Sussex to other CAFE libraries: -	1182	9690
NET LENDING: 4216		45261

PHYSICAL CIRC:	Sussex	Other	TOTAL	2020
	8848	13940	22788	23104

Cards issued:	73
Reference questions answered:	958
Informational questions answered:	28
Library visits this month:	6719
Materials purchased:	220
(year to date total:)	6645
Study Room usage	84
One-on-one technology lessons:	14
Fax Service:	18
Value Line:	11
Curbside pickup:	8

Meeting Room Use:	
Quad Room:	33
Small meeting room:	4

INTERNET USE*:	289	sessions
TOTAL HOURS**:	221:14:00	
AVG. SESSION**:	46	minutes

*includes wireless network

**wired access only

December 6, 2021

To Whom It May Concern,

Thank you for opening an opportunity for the community to give feedback and insight into a potential library rebuild. I wanted to get to the last two meetings but was unable. If there are future meetings, I would like to participate! In the meantime, I have some thoughts to share.

Just a quick note about my background... I was a teacher (grades 4-8) for 13 years, an elementary children's director for 10 years, and am now a curriculum writer (grades 2-9). I have had to engage kids in a variety of ways and spaces over the years. But as a children's director, I had the opportunity to design new spaces for three building projects to accommodate our program growth. I learned a great deal during that process – thinking one strategy would work and discovering there were significant issues with the decisions after the fact – as well as finding workable space solutions.

During the first phase of designing a new space, my team and I thought that creating large open areas would be best as it would accommodate small and large groups of kids. However, we found that noise was a significant issue. The kids were distracted by the activity around them. In addition, any activity around a center focus was a significant issue. For students with learning struggles, it prevented them from being able to positively participate. We ended up buying partitions to create smaller spaces, provide greater focus for small group activities, and reduce noise and distractions. *As decisions are made for future library spaces, I would recommend creating alcoves or adjustable spaces that can become smaller or larger based on the size of the intended audience.*

Our family loves and is served by the library's mission to "connect people to information, ideas, and one another." As we moved to Wisconsin last February, we were cold. The library was a great place for me to bring my three-year-old to have a warm space where she could learn and connect with others. We love the interactive spaces that are set up in the children's area. When there is an activity with books and resources, it engages kids in learning. As parents come to expose kids to books and find a warm space, they can easily resource their kids. My daughter and I have met more parents and kids through learning stations at the library than going to playgrounds in our community all summer. The library is a great place for kids to learn and grow in knowledge and community unlike another space in our community. I wish my high school daughter had the community experience that my younger one has had. I can only think she would be more interested in learning today if she had the exposure as a younger child!

What an exciting opportunity to make the library even more engaging for kids and the community. Engaging kids will influence the community significantly as they are rooted in knowledge and connection to others at a young age. Best to grow solid habits when they are younger!

Please let me know if there are other opportunities to give feedback or be a part of discussions! Thanks for your time!

Gretchen Cline



gretchenhcline@gmail.com

610-806-2441

PAULINE HAASS PUBLIC LIBRARY

POLICY: Home Delivery Service

Approved by Library Board: October 21, 2020

Home Delivery is a contactless delivery service where library volunteers deliver and pick up library materials for those who are eligible to participate in this program. Home Delivery Service availability is subject to change based on the availability of volunteers, the weather, and other extenuating circumstances.

Eligibility

To be eligible for this service, participants must: 1) live within the Pauline Haass Public Library service area, 2) lack dependable transportation, **and** 3) meet at least one of the following:

- Possess a permanent or temporary medical mobility limitation
- Be confined ~~to bed rest by a doctor~~ at home due to illness, injury or pregnancy

Any participant who breaks the Home Delivery Service Agreement will be terminated from the service.

Apply

The Home Delivery Service Application & Agreement must be completed and signed. Once your application has been received, residency has been determined, and a volunteer is available, the library will reach out to you to set up your Home Delivery Service-only library card and delivery schedule. If you are unable to complete a written Home Delivery Service application, please contact the library for assistance.

Library Card

~~If you already have a library card within the Bridges Library System, you must surrender your existing library card in order to participate.~~ While you are enrolled in Home Delivery Service, you will only be able to receive library materials through this service. You will still have full access to all digital resources including e-book and e-audiobook access via Libby and OverDrive. If you don't have a library card, we will work with you to set up a Home Delivery-only library card. If or when you no longer require Home Delivery service, your library card will be converted to one with normal (in-person) borrowing privileges.

Delivery & Pickup

Items will be delivered to your home every 4 weeks or otherwise scheduled as needed. At the time of delivery, the volunteer will also pick up your materials to be returned to the library. These items will be left outside your door in a special bin provided by Pauline Haass Public Library to protect the materials from weather and to help ensure contactless delivery and pickup. If a delivery time needs to be canceled or rescheduled, 24 hours' notice is required. You will need to be home at the time of delivery.

Confirmation of receipt is required in order to leave materials.

For everyone's safety, volunteers are not allowed to enter your residence. If you need help moving library materials, you will need to arrange for someone to assist you. If you have any questions, please *do not* ask the volunteer. Please call the library at 262-246-5181 before your delivery date and library staff will help you.

Walkways must always be cleared for access and any pets must be contained in your home at the time of delivery, or your items may not be delivered.

Materials

On your application you will provide information about your interest in books, DVDs, music CDs and magazines. You can receive a maximum of 10 items per month. ~~Library staff and volunteers will select materials based on your interests. Only PHPL items will be available for Home Delivery.~~ You are welcome to request specific items each month. Please submit your requests to library staff. Library staff and volunteers can also help select materials based on your interests. Books, including large print books and audiobooks, may be eligible for renewal. Popular items with extensive holds lists are not available for Home Delivery.

Fines & Fees

The Home Delivery Service is free. Generally there are no late fees, but we reserve the right to charge late fees if items are continually kept past their due date. If an item is lost or damaged (including the Home Delivery bag and bin), the participant may be charged with a replacement cost.

Emergency Contact

All participants are required to list an emergency contact.

Ending Service

If you are moving outside of the Pauline Haass Public Library service area, or you are no longer in need of this service, you must let our staff know so we can update your account and assign our volunteer to another Home Delivery participant.

Home Delivery Service Volunteers

Volunteers delivering items to your home are required to go through a background check. Volunteers are also interviewed and trained by library staff.



PAULINE HAASS
— PUBLIC LIBRARY —

Home Delivery Service Application & Agreement

LAST NAME

FIRST

MIDDLE

STREET ADDRESS

CITY/TOWN/VILLAGE

STATE

ZIP

()

/ /

PHONE NUMBER

DATE OF BIRTH *MM/DD/YYYY*

EMAIL ADDRESS (optional)

Do you have a preferred first name? Please list it here: _____

EMERGENCY CONTACT _____

CONTACT PHONE _____

CONTACT EMAIL _____

RELATIONSHIP: _____

- Do you currently hold a library card in Bridges Library System? **Yes -OR- No** (circle one)

- Is your Home Delivery Service request: **Temporary -OR- Permanent** (circle one)

If temporary, how long are you in need of Home Delivery Service? _____

- Do you live in a: ___ **Single Family Home**

___ **Apartment**

___ **Condo**

___ **Other:**

- Can the entrance to your home be accessed from the outside? **Yes -OR- No (circle one)**
If no, how can it be accessed? _____
- Do you have access to snow removal service during the winter? **Yes -OR- No (circle one)**
- Do you have any pets? _____

HOME DELIVERY SERVICE AGREEMENT

By signing and submitting this application, I affirm that the above information is true and correct. I understand that I am not guaranteed Home Delivery Service by filling out this application, and I understand that the service is dependent on the availability of volunteers. I meet the eligibility requirements listed in the **Home Delivery Service Policy & Guidelines**, and I will notify the Library if I no longer require Home Delivery Service.

I authorize the Library to track my checkout history, to check out materials on my behalf, and, if necessary, share a list of checked out items with my emergency contact. I have read and will adhere to the **Home Delivery Service Policy & Guidelines**.

SIGNATURE _____ DATE ____/____/____

Selection Preferences

How many items would you like to receive each delivery (limit of 10)? _____

What do you like to read?

Format: What format(s) would you like? Please check ALL that apply.

____ REGULAR PRINT BOOK ____ LARGE PRINT BOOK ____ PAPERBACK ONLY
 ____ HARDCOVER ONLY ____ CDBOOK ____ PLAYAWAY ____ MAGAZINES

Fiction: Place a check next to the genre(s) you are interested in. Please check ALL that apply.

____ CLASSICS ____ FANTASY ____ GENERAL FICTION ____ HISTORICAL
 ____ MYSTERY ____ ROMANCE ____ SCIENCE FICTION ____ SHORT STORIES
 ____ SUSPENSE/THRILLER ____ WESTERN ____ OTHER (PLEASE LIST)

Nonfiction: Place a check next to the genre(s) you are interested in. Please check ALL that apply.

____ ART ____ BIOGRAPHY ____ FOOD ____ GARDENING
 ____ GOVERNMENT ____ HEALTH ____ HISTORY ____ POETRY

_____ PSYCHOLOGY

_____ RELIGION

_____ SPORTS

_____ TRAVEL

_____ OTHER (PLEASE LIST)

Authors: Are there any specific authors you enjoy? List below.

Magazines: If you would like to receive magazines, are there any titles or subjects you enjoy? List below.

Would you like to receive movies? Yes -OR- No (circle one)

Format: If yes, what format(s) would you like for movies?

_____ BLU-RAY

_____ DVD

What genres do you enjoy for movies? List below.

Would you like to receive music CD's? Yes -OR- No (circle one)

If yes, what genres or artists do you enjoy for music? List below.

Strategic Plan Activities 2022

FACILITIES • SERVICES • STAFF • COMMUNICATION

FACILITIES

1. The Director and management team will examine and present FEH's recommendations on maximizing current space in the building to the Library Board by April 2022. The Board along with the director will consider implementing these in their review of the Capital Needs Plan.
2. The Director, Administrative Services Manager, and Maintenance Coordinator will identify code-related items from the FEH building analysis that can be addressed within the constraints of the 2022 budget by March 1, 2022. The Director will incorporate the remainder of those items into the Capital Needs Plan.
3. The Children's Services Manager and Director will plan and execute a refresh of the Parent-Child Center including wall activity panels and a few pieces of furniture appropriate for babies and toddlers with their caregivers. This work will be complete in time for the space to be used by May 30, 2022.
4. The Assistant Director, Adult & Teen Services Librarian, and Director will plan and execute a furniture replacement for the Teen Area by December 31, 2022, with the goal of creating a welcoming space that is distinctly and identifiably meant for teen patrons.

SERVICES

5. The Children's Services Manager and Youth Services staff will reintroduce the early literacy interactive play areas in the spring, with the goal of having them fully functional in time for Summer Reading.
6. The Director, Technical Services Manager, and staff responsible for collection management will purchase, process, and develop procedures for items to officially launch a Library of Things (already in existence with wifi hotspots and fitness kits, but minimal and not marketed as such). Items from this collection will be available for circulation by June 1, 2022.
7. Children's Services Staff, Director, and Parks Department will collaborate on at least two StoryWalks in Village Park, one in spring and one in either summer or fall.
8. Library staff will have a presence at Touch-A-Truck, Spooky Sussex, and at least one Pints in the Park event. Staff will look for additional outreach opportunities throughout the year.

9. Adult Services staff will launch an outreach campaign with the Courtyard Senior Living facility opening in early 2022, promoting home delivery, library programming, Summer Reading, digital resources, and more.
10. Building on the success of our Black Friday promotion in 2021, staff will offer at least two reduced-fines days, one during National Library Lover's month in February and one on Black Friday, 2022.
11. Youth Services staff will reintroduce KidsLab offerings in January 2022, including KidsLab-based programming.

STAFF

12. Director will ensure that adequate substitute coverage is in place for two planned extended leaves, and that staff working during this absence are given realistic expectations of time and ability to complete projects.
13. Director will strive to include funding for a comprehensive legal review of personnel policy in the 2023 budget.
14. The management team will meet monthly for issue sharing and department updates.
15. Assistant Director and Administrative Services Manager will continue to identify staff knowledge gaps and incorporate appropriate training into May and December Staff Development Days.
16. Circulation Manager will coordinate one page education event in 2021.

COMMUNICATION

17. Director will lead staff and a committee of trustees to create a new Strategic Plan (to cover 2023-2025) by December 1, 2022.
18. Staff will conduct a survey of library patrons in preparation for the new Strategic Plan and the 2023 budget process. This survey will be available online and in print and will run during May and June of 2022.
19. Administrative Services Manager and Maintenance Coordinator will purchase and install a bulletin board or flyer rack in the Quad Room to publicize library services and events to meeting room users by March 1, 2022.