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### **Agenda**

**Pauline Haass Public Library Board of Trustees  
Wednesday, July 20, 2022, 6:30 p.m.  
Library's Quad/Graphics Meeting Room, off lobby**

- 1) Roll call
- 2) Consideration of, and possible action on, minutes of June 15, 2022 Board meeting.
- 3) Comments from citizens present
- 4) Communications received by Board members or Director
- 5) Financial report
- 6) Action on bills
- 7) Director's report on library services, legislative issues, staffing, funding, system services, continuing education, building issues, library users, technology, planning, Friends of the Library and Foundation activities, legal issues, and budget.
- 8) New Business:
  - a) Budget & Finance Committee report of 2023 budget request to Village of Sussex: recommendation and possible action
  - b) Circulation Policy review: discussion and possible action
  - c) Annual Waukesha County standards compliance certification: discussion and action
- 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 June 15, 2022 Board meeting  
Pauline Haass Public Library

Called to order: 6:32 p.m.

Roll call: Carran, Hacker, Kojis, Roubik, Schultz, Vande Hei, Wegner, Zoellick present. Also present: Jennie Bahnaman, Assistant Director, and Valerie Johnson, Children's Services Manager. Absent: DeLonge and Jilling.

Children's Services Manager Valerie Johnson presented *Advancing Family Engagement*; no action taken.

Carran; Kojis motion to accept minutes of May 18, 2022 Board meeting as presented; motion carried.

Comments from citizens present: none.

Communications received by Board members or Director:

Bougie also shared that she has been receiving lots of positive feedback on the CAFÉ app but people have been asking if the app could offer notifications for items coming due, etc.

Bougie received an email from a patron asking the board to reconsider the renewal policy for library card registrations.

Financial report: Revenue and Expenditure Guidelines for May 2022 accepted as presented by Vande Hei/Bougie motion; motion carried.

Prepaid bills in the amount of \$0, P-Card bills in the amount of \$3,303.02, June 2022 bills in the amount of \$13,828.95, May expenses in the amount of \$81,741.35 approved as presented by Vande Hei/Schultz motion; motion carried.

Director's report: Bahnaman reviewed the items in her written report and other items as followed by the agenda.

New Business:

President Bougie reviewed the Committee Appointments.

Following review of the Circulation Policy, Bougie/Kojis motion to approve amendments; motion carried.

Following review of the Endorsement of New Library Standards Recommended by County Library Plan, Vande Hei/Hacker motion to approve; motion carried.

Meeting adjourned at 7:45 p.m. by Roubik/Schultz motion.

Respectfully submitted,  
Jennie Bahnaman  
Library Assistant Director

Minutes prepared by Lisa Ponto, Administrative Services Manager

**July 20, 2022**

**Director's Report to Library Board**

## **Agenda Items**

### **Budget & Finance Committee recommendation of 2023 budget request to Village of Sussex:**

The Budget Committee will meet Tuesday, July 19 at 9:00AM to review and discuss the budget. Pending any changes following that meeting, I will send out the draft budget request to all of you in a separate email so that you can review it before the meeting. Print copies will be available at the meeting, so no need to print your own. At the meeting the Budget Committee will have comments and a recommendation for the full board.

**Circulation Policy Update:** At the last meeting, there was a request from a patron to review the library's Circulation Policy. Specifically, the patron asked that the Board reconsider its requirements that cardholders renew their cards every 18 months and complete those renewals in person at the library. The length of renewals, unfortunately, is not up to individual library boards. The 18-month renewal period is a standard recommended by the Department of Public Instruction based on its interpretation of Chapter 43 of the Wisconsin State Statutes, and the Bridges Library System has agreed to this standard. In other words, it is a system-level decision and member libraries in Bridges must comply. The manner of renewal is something that libraries interpret differently; some libraries permit renewals over the phone. PHPL has historically required in-person renewal because it helps to ensure that cardholders do, in fact, continue to live in the area. We can discuss whether it makes sense to ease that requirement to provide a more convenient renewal process.

**Standards Compliance Certification:** Included in your packets is a letter from Bridges Director Karol Kennedy, outlining the Waukesha County standards and minimums to exempt from the county library tax, and asking you to certify that PHPL meets those standards. The standards are referred to as "Minimums to Exempt," a term that is important because it describes the lowest allowable levels of service that a library can provide, rather than an aspirational benchmark. Some of the measures are hours open, number of FTE staff, and materials expenditures per capita. As you'll recall, last month you endorsed the newly updated standards in the current Waukesha County Library Services Plan.

Minimums to exempt are important to all libraries, but especially to those like PHPL that are surrounded by non-library communities whose residents make high use of our library. Without minimums to exempt and certain statutory requirements, a non-library community whose residents currently pay the county library tax could create a "library in a closet" and exempt

from that tax. PHPL receives about 40% of its revenue from the Waukesha County library tax. By signing the annual compliance certification, the Library Board is certifying that the information provided is correct. In almost all cases PHPL meets and exceeds the minimums to exempt, partly because the minimums are meant to be exceeded, and partly because PHPL has a service population that is more than double its municipal population. That means that realistically, we must plan to serve a population that size. In this respect PHPL is atypical but not unique: the Mukwonago Community Library is another that experiences tremendous non-resident usage. Because of that, MCL greatly exceeds minimum standards and like PHPL, receives a larger share of its revenue from the Waukesha County library tax payments.

Our responses to the questions in the letter are highlighted, and as you'll see, we met all of the standards in 2021 and are on track to do so again in 2022. In addition to the certification letter, I have included a document providing background information on the data used to calculate the numeric Minimum to Exempt Standards. At the meeting, we can discuss any questions you have and complete this certification.

## **Non-agenda Items**

**Building Updates:** On June 21, an unusually hot day, we noticed the Quad Room was having trouble cooling. After further investigation we learned that a compressor on the air handling unit serving that room had failed. Ideal Mechanical ordered a new part right away, but because the part was not immediately available, they were not able to do the repair until the week of July 9. They were able to do a temporary fix that allowed the room to continue to cool and remain functional, though they warned us it would likely not keep up if the temperatures got above 90. Thankfully the past two weeks have been a little cooler, and we have been able to keep the room available.

On Friday, June 24 we discovered wet spots on the ceiling in the staff area, and for once the roof was not the culprit. It turned out the water was coming from the mechanical room, where there was a leak on the sight valve of the boiler expansion tank. We shut the valves per instructions over the phone from Ideal Mechanical after I sent pictures and a video to them, and this stopped the water. Thom Berres came by and confirmed what the technician suspected – that it was a faulty gasket on the valve. Ideal Mechanical performed the repair on Monday, June 27. Thankfully, there was no damage other than to a few ceiling tiles. Had we not discovered the leak before we closed on Friday, it might have been different, because it was just above a number of carts waiting to be reshelved.

**Library of Things (LOT) Collection Update:** Yard games have arrived! We've added the following



to our collection: bocce ball, 2 disc golf sets, cornhole toss, giant checkers/tic tac toe, kubb, ladder toss, pickleball set, spikeball, and yardzee/farkle giant dice set. All items are currently housed behind the reference desk and can of course be found in the catalog. Yard games can be checked out for 1 week and renewed once. All yard games were checked out within the first week they were available, and it's been hard to keep them on the shelf.

We've also ordered another batch of board games to add to the collection. Many of these are still being cataloged and processed. New games include Ocean Labyrinth, Harry Potter Trivial Pursuit Ultimate Edition, Ticket to Ride Europe, Calico, Kingdomino, Taco Cat Goat Cheese Pizza, and Sagrada.

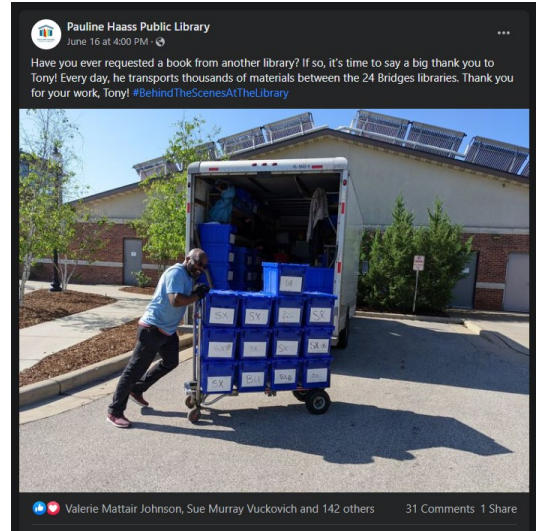
We've received lots of great feedback from patrons excited to find out we are offering this collection. As we move into fall, we will expand with children's activities and kitchen gadgets/appliances like an ice cream maker. We are also getting more and more requests for museum/zoo passes. These have become Library of Things staples at many Bridges libraries, including Pewaukee and Menomonee Falls, so our patrons are increasingly aware that they are an option at some libraries. I think this trend is here to stay and is worth serious consideration. They are expensive, especially the top-requested Zoo Pass (to Milwaukee County Zoo), and it is an ongoing expense rather than a one-time investment. However, they fit our mission of "connecting people with information, ideas, and one another," and they are certainly in high demand. They are also effective at driving foot traffic to the library (they cannot be held, and they must be picked up and returned inside the building). I am continuing to evaluate this possibility as I work on the budget.

**Marketing and Public Relations:** One of our Strategic Plan Activities this year was to explore replacing our email newsletter service Constant Contact with LibraryAware. LibraryAware is a library-specific marketing tool created by Novelist that Bridges offers to all system libraries, and they have been expanding and developing their email-related offerings over the last couple of years. Becca Werginz has been following these developments closely, and with the most recent updates, has recommended making the switch from Constant Contact. This represents a significant savings for the library (Constant Contact was over \$500 annually at our current subscriber level, and would continue to increase in cost as our patron database grew). Jill Fuller from the Bridges office visited the library on June 17 to train Becca and Teresa Douglas (who creates the youth-specific marketing emails) on LibraryAware's new features.

The start of the Summer Reading Program and other summer events always results in a massive boost in engagement online as people- and particularly families- search for things to do. This makes it a pivotal month to market the library's programs and services. To illustrate the drastic increase in engagement, the library website experienced a 13% increase in visits between May and June, and Facebook engagement increased by 85%.

In addition to marketing our events and services, we continue to highlight the “behind the scenes” of the public library. Pictured here is a social media post featuring Tony, who delivers materials from other Bridges libraries to PHPL every weekday morning. These posts generate a lot of engagement and help bring to life the work – and workers - behind all the services we offer!

PHPL was also mentioned recently in Jill Fuller’s regular column for the Waukesha Freeman. This article was about the importance of libraries as physical spaces; she writes: “While so much has gone digital these days, the value of free spaces to gather and connect with those who live and work alongside us is crucial to the success of our communities.” Becca Werginz supplied some examples of that at PHPL for the piece, noting the importance of our rooms to homeschool groups and recounting the story of a patron who asked to take graduation pictures in the library because it had played such a big role in her earning her degree. I’ve included the full article in your packets this month.



**Outreach and Community Involvement:** Both Circulation and the Children’s Department represented the library at the June 19 **Farmer’s Market** to promote summer reading. Children’s Services Manager Val Johnson and Circulation Manager Jennifer Steffes were joined by page Sophia and teen volunteers Sage, Colie, and Lauren. Market goers were able to register for library cards, and eight new cards were issued. Kids were offered grab and go craft kits, glow-in-the-dark tattoos, and book character sticker sheets.



**Continuing Education:** Circulation Manager Jennifer Steffes is currently enrolled in a continuing education class with UW Madison’s iSchool on Library Security: Training for Worst Case Scenarios and Everyday Conflicts. She will present a more hands-on training at Staff Development Day in December.

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

**Adult & Teen Summer Reading Program Update**

Summer Reading is well under way! In June we had 207 adults sign up. So far, adult participants have submitted 331 book reviews, completed 972 activities, and logged over 1700 hours of reading. Teen participation is also strong so far, with 136 teens signed up. In June, these teens submitted 167 book reviews and logged nearly 1200 hours of reading!

**Adult Programs & Services**

On Thursday, June 2, we hosted our first ever **Trivia Night at Pints in the Park** at Village Park. This event was co-sponsored by PHPL and the Sussex Parks & Recreation Department. PHPL and Parks & Rec contributed prizes for the top 3 winning teams. Teresa Douglas (Children’s & Adult Librarian) organized the trivia questions and facilitated the event. Jennie Bahnaman (Assistant Director) and Heather Bartlett (Circulation Clerk) assisted and kept score. We had 55 people in attendance at Trivia Night and received lots of great feedback from folks who enjoyed the event. We’re looking forward to offering this again at Pints in the Park next summer!



On Monday, June 13, we hosted Wisconsin author Anna Lardinois who presented on her book ***Shipwrecks of the Great Lakes***. Anna shared gripping tales of tragedies on our inland seas. There were 42 people who attended in person and 5 who viewed the presentation virtually from home on the library’s YouTube channel. In our program survey, attendees shared: ***“We loved the author’s enthusiasm while telling the stories,”*** and ***“Anna is a great storyteller, very engaging.”***

On Wednesday, June 22, Rachel Ruetz (Technical Services Manager) led this month’s **Make It**. Attendees enjoyed making a Wisconsin-themed embroidery project. We had 18 people in attendance. We received some very positive feedback from a Make It attendee: ***“This class was so much fun! I was very apprehensive at first, because I don’t sew AT ALL, but I am very pleased with my results. And it was great to go around the room and view everyone’s creations - each one was unique and equally beautiful.”***



Thirteen members of the Mystery Book Club gathered on June 1 for their final meeting before their summer hiatus. They will resume in September. Six members of the Tuesday Afternoon

Book Club met on June 7, and eight members of the Wednesday Afternoon Book Club met on June 15.

Becca received the Storykit to do more community audio recordings on June 28 for the **Bridges-StoryCorps Oral History Project**. She recorded two conversations before the end of the month, one featuring local legend Fred Keller. Several more are scheduled for July.

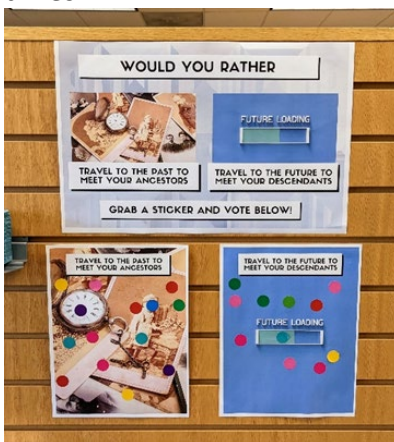


## Teen Services

Eighteen teens gathered on June 27 for the much-anticipated Teen Taste Test. Their taste buds were tested by a variety of challenges, including “Guess the Skittle Flavor” and “Name the Granola Bar Ingredients.” Despite their confidence in the matter, many were unable to tell the difference between French Vanilla and regular vanilla ice cream, and they unanimously decided that generic chips were far better than Lays. A great time was had by all!

June also saw the return of the ever-popular **virtual escape rooms**. This is a passive program that is the result of a collaboration of teen librarians throughout the Bridges Library System; librarians who wish to participate design a virtual escape room filled with fun plot twists, riddles, and puzzles. That way, librarians can each offer their teens a wide array of themes without needing to do all the legwork alone. This summer, Becca’s contribution was Escape from Atlantis, which plays on the Summer Reading theme of “Oceans of Possibilities.” In June, teens completed the virtual escape rooms 201 times.

June also saw the return of the ever-popular **virtual escape rooms**. This is a passive program that is the result of a collaboration of teen



Another passive program in June was a **vote-by-sticker activity** in the teen area, which asked teens if they’d rather go back in time to meet their ancestors or go forward in time to meet their descendants. Twenty-five teens voted, and meeting your ancestors won by a single vote.

## Collection

Loribeth Isola (Adult & Teen Services Temporary Librarian) finished weeding the Relationships collection in Adult Non-Fiction.



**Valerie Johnson, Children’s Services Manager, reports on Children’s Department activities for June 2021:**

**Around the Department**

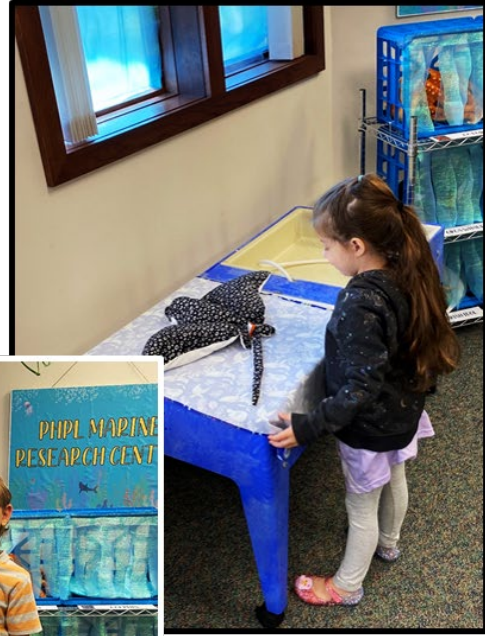
The theme of the summer reading program is *Oceans of Possibilities* and the department has been transformed with displays and play areas inspired by the ocean. Children’s associate Katie Mueller created a three-dimensional undersea scene with a coral reef and sunken ship. Samples of our summer Make It! Junior crafts are worked into the scene, giving families a preview of upcoming activities: sharks, boats, lighthouses, jellyfish, and sand sculptures!



On our display wall over the DVD collection, children’s associate MJ Jorn created a lighthouse scene complete with a whale and kraken. Katie and MJ also made the parent-child center feel like an underwater room with paper sea creature silhouettes and blue draping from the ceiling.



The main interactive play area is the “PHPL Marine Research Center” created by children’s librarian Teresa Douglas. A collection of stuffed sea creatures live in their aquariums (milk crates) and the children can pretend to be scientists taking care of them. Our light table has a collection of colored liquid bottles and clear exploration blocks for examining regions of the ocean, sea shells, and other ocean specimens. The area has been wildly popular with the library’s young visitors.



Play and exploration is available to older kids (grades 3 & up) in the **KidsLab**. The Lab is open this summer most of the time that the library is open, thanks to teen volunteers who have been acting as “coaches” to the kids who visit the Lab. One wall is decorated with luminous sea creatures that kids made in the black light program, giving it the appearance of the deepest ocean. Other activities that kids can work on in the Lab include the following:

- Circle Art/Coloring
- Gravity Maze
- Hex Bugs/Keva Planks
- Laser Maze
- Marble Runs
- Perler Beads
- Shrinky Dinks
- Snap Circuits
- Rock Painting
- Cardboard Creation



## Programs

**Summer reading** took off with a giant splash this month, the first summer we have been nearly back to normal. Kids are logging their reading using the online tracker Beanstack. By the end of June, 770 kids were registered for summer reading. Our program challenges kids to complete six adventures. Each adventure consists of eight literacy-based fun activities to complete, which also translates to 2 hours of reading. In June, there were 10,176 activities completed by kids in the program, the equivalent of 2,544 hours of reading.

**Family Storytime** resumed June 14 and will be offered 3 times per week for a total of eighteen sessions over the summer. Due to the popularity of last summer's outdoor storytime, it is held outdoors again this summer, under the tent provided by the Friends of the Library, referred to as the "Friends Tent." Storytime can be moved indoors to our Quad room if weather dictates, and this did happen already during the mid-ninety degree weather of June. Storytime is presented in rotation by Teresa, MJ, and children's associate Victoria VanZile.

**Special performers** are performing their shows outdoors, at the Lions Open Air Shelter at Village Park. Magician Matt Teague amazed the kids with his illusions and tricks June 20. Musical and recording artist Randy Peterson entertained and had the kids up and dancing at his program June 27. Attendance has been very high, averaging 200 per program, nearly double the average attendance of past years.



**Make It! Junior** is our wildly popular grab-and-go craft kits program that will be offered five times (every two weeks) over the summer. We are able to create and offer kits to 200 kids each time, and so far, even that number lasts only a few days. The first kit of the summer gave kids everything needed to make either a chomping shark puppet or a tissue paper “stained glass” shark porthole. The second kit had them assemble a little cork-based sailboat that really floated in any body of water (or sink or tub) that they chose.

**LabCrafts** is a new drop-in program offered in the KidsLab on Wednesdays, four times over the summer. Katie and MJ have designed STEAM projects for older kids. The first project, ocean in a bottle, was a lesson on the zones of the ocean. The second project was black light painting. Kids learned something about bioluminescence by making paintings of sea creatures on black paper with neon paint. Katie added UV lights to the Lab so that the room could be turned into a brilliant undersea display.

Our first **Reading on the Roof** program of the summer was forced indoors by extreme heat, but the second one had beautiful weather. Val read the first few chapters of the books *Gregor the Overlander* and *Nuts to You* at these programs, and kids went home with their own copies of the books to finish.

The sewing machines were humming again for summer **Sew XO**. There were two programs in June, *Meet the Sewing Machine* and *Felt Garland-Making*. The kids were especially delighted with their six-foot long garlands and how easy they were to make.



One of our special summer programs, **American Girl Crafternoon**, also encountered record-high temperatures June 21. This popular program was held at the Lions Shelter at Village Park and offered a take-home option for the crafts due to the heat. We have offered some version of an American Girl program during the summer for multiple years and it is always a crowd favorite.

Interviews, orientation, and training sessions for our **Teen Volunteer Program** were held during the first half of June. We now have a great group of teens to help us with the heavy workload of the summer season. Fourteen teens have returned from past years and twenty new volunteers have joined the team. The assistance of these young people is essential to running the summer program and their cheerful help is deeply appreciated.

### **School/Community Involvement**

Victoria visited **Noah’s Ark** Christian Learning Center on June 3 to present a storytime.

### **Collection**

All children’s staff are continuously pulling books to fill our six summer challenge subject area displays. These are set up on the shelf tops throughout the picture book and easy reader sections.

Book bundles are extremely popular and all children’s staff are exercising their creativity to create bundles that might appeal to our families.

<b>Children’s book bundles</b>	<b>number of bundles</b>	<b>number of items in bundles</b>
staff-created book bundles	117	555

special request book bundles	0	0
<b>Total</b>	<b>117</b>	<b>555</b>

### Professional Activities

Children’s Associate Victoria VanZile attended a Bridges Community Discussion on LGBTQIA+ Outreach on June 30. Following that discussion, Victoria has decided to investigate resources of other libraries (Madison) to determine if there are any lacking in our collection. She will also look into getting a Safe Space sticker for our library, common practice in other libraries.

### Statistics

<b>Adult &amp; Youth Reference</b>	<b>Totals</b>
Youth Reference Ques.	<b>1974</b>
<i>Youth Information Ques.</i>	<b>17</b>
Adult Reference Ques.	<b>675</b>
<i>Adult Information Ques.</i>	<b>24</b>
One-on-One Tech Help	<b>16</b>
Value Line use	<b>5</b>
Study Rooms use	<b>104</b>
Faxes	<b>12</b>
Requests for Experience Passes (Zoo, Domes, etc.)	<b>23</b>

<b>Children’s Programs</b>	<b>Virtual Attendance</b>	<b>In-person Attendance</b>	<b>Self-Led (Passive)</b>
Family Storytime (9 sessions)		430	
Make It! Junior grab and go distributed (2 sessions)			400
Make It! Junior report back (drawing tickets)			91

Teen Volunteer interviews & orientations (9 sessions)		20	
Monday summer performers (2 sessions)		397	
American Girl Crafternoon		39	
Reading on the Roof (2 sessions)		104	
KidsLab usage			156
LabCrafts (2 sessions)		26	
Doggy Tales (2 sessions)		5	
Farmer's Market outreach		47	
Noah's Ark Outreach		27	
1000 Books Before Kindergarten new registrations			78
Summer Reading Adventures video views (PHPL YouTube channel)			111
Firsties other video views (past videos)			5
<b>Total</b>		<b>1,095</b>	<b>841</b>

**1000 Books Before Kindergarten total books read: 3,040**

**Teen Volunteer hours for June: 247.75**

<b>Adult Programs</b>	<b>Virtual Attendance</b>	<b>In-person Attendance</b>	<b>Self-Led (Passive)</b>
Mystery Book Club (6/1)		13	
Trivia Night @ Pints in the Park (6/2)		55	
Tuesday Book Club (6/7)		6	

Shipwrecks Author Anna Lardinois (6/13)		47	
Wednesday Book Club (6/15)		8	
Make It: WI Embroidery (6/22)		18	
Total		<b>147</b>	

<b>Teen Programs</b>	<b>Virtual Attendance</b>	<b>In-person Attendance</b>	<b>Self-Led (Passive)</b>
Teen Taste Test (6/27)		18	
Time Travel Poll (Passive Program) (6/1-6/30)			25
Virtual Escape Rooms (6/1-6/30)			201
Total		<b>18</b>	<b>226</b>

**Jennifer Steffes, Circulation Manager, reports on Circulation activities for June 2022:**

As usual, summer is the busiest time of year at the library! Books for summer reading, audiobooks for those vacation drives, movies and games for get-togethers -- all mean more patrons visiting the library. The increased programming also drives more traffic to the library, which translates to higher circulation. In June, 167 new library cards were issued!

Circulation staff have been doing a fabulous job handling their workload with grace and promoting summer reading and library services to our customers. With the introduction of the Library of Things this year, their check-in duties have grown to include accounting for the numerous parts and pieces these items contain. Their diligence and careful attention to detail are invaluable.

**Rachel Ruetz, Technical Services Manager, reports on Technical Services activities for June 2022:**

We have .5% (about 500 items) left of our collection to RFID tag! We're so close to the end!

Sue Posh did a fantastic job processing the newest addition to our Library of Things-our new yard games. She processed a total of 9 yard game kits including Kubk, giant Checkers, Pickleball, and Cornhole Toss, which have proven to be very popular. These came in all different shapes and sizes but she found ways to make it work. Thank you Sue!



Rachel Ruetz attended a virtual Café Cataloger's Meetup on Tuesday June 21st, where the catalogers discussed investigating bootleg DVDs, cleaning up On-the-Fly records, and progress with RFID tagging.

**Statistics:**

<b>Items processed</b>	<b>965</b>
<b>Volunteer hours (including RFID, processing, and managing the book sale room)</b>	<b>28.5</b>
<b>Materials encoded with RFID tags</b>	<b>2406</b>

## STATISTICS FOR MONTH OF JUNE, 2022

	June 2022	June 2021	YTD	YTD 2021	% change
<b>ALL CIRCULATION</b>	<b>32853</b>	<b>32883</b>	<b>168010</b>	<b>159241</b>	5.5%
PHYSICAL MATERIAL CIRCULATION	29816	29882	148489	140656	5.6%
E-MATERIAL DOWNLOADS	3037	3001	19521	18585	5.0%
HOURS OPEN	233	233	1467	1282.5	14.4%

		<i>YTD</i>
HOLDS FILLED <b>FOR PHPL</b> BY OTHER CAFÉ LIBRARIES: -	2743	16029
HOLDS FILLED FOR OTHER CAFÉ LIBRARIES <b>BY PHPL</b> : +	2296	13596
Crossovers to PHPL from other library communities: +	6400	33563
Crossovers from Sussex to other CAFE libraries: -	635	6866
<b>NET LENDING: 5318</b>		24264

	PHYSICAL CIRC:	Sussex	Other	TOTAL	2021
		12096	17720	29816	29882

<b>Cards issued:</b>	167
<b>Reference questions answered:</b>	2649
<b>Informational questions answered:</b>	41
<b>Library visits this month:</b>	10095
<b>Materials purchased:</b>	656
(year to date total:)	4133
<b>Study Room usage:</b>	104
<b>One-on-one technology lessons:</b>	16
<b>Fax Service:</b>	12
<b>Value Line:</b>	5
<b>Curbside pickup:</b>	8

<b>Meeting Room Use:</b>	
Quad Room:	19
Small meeting room:	11

<b>INTERNET USE**:</b>	294 sessions
<b>TOTAL HOURS**:</b>	209:02:00
<b>AVG. SESSION**:</b>	42.66 minutes
<b>WI-FI -INTERIOR*:</b>	1397 clients
<b>WI-FI -EXTERIOR*:</b>	207 clients



741 N. Grand Ave., #210  
Waukesha, WI 53186

P 262.896.8080  
W [bridgeslibrarysystem.org](http://bridgeslibrarysystem.org)

To: Pauline Haass Public Library Board of Trustees  
From: Karol Kennedy, Bridges Library System Director  
Re: Waukesha County Library Standards Certification  
Date: July 7, 2022

Wisconsin Statute 43.64(2) allows Waukesha County municipalities that tax their residents for libraries the opportunity to exempt their residents from the county library levy if two criteria are met:

- 1) The municipal tax rate for library services is equal to or greater than the rate of the county library tax, and
- 2) The library meets or exceeds the Waukesha County adopted library standards.

Exemption from the county library tax, therefore, includes two distinct actions. The municipality action required is a certification of its library tax rate. That process begins when I send out a communication to the municipality after the state releases its official Equalized Assessed Values in mid-August.

The library action requires the library board to review the information in this letter and certify the library's compliance with the various standards by completing the form beginning on page 2 of this document and returning it to the Bridges office by August 31, 2022.

The Waukesha County Board approved the updated county library standards in April of this year. All 16 library boards in the county have since endorsed these standards. More information is available here: <https://bridgeslibrarysystem.org/waukesha-county-planning-committee-2016-act-150/>. There are numeric *Minimums to Exempt* as well as *Quality Assurance Items* in the standards. This letter includes your library's specific standards-related requirements.

Please complete the documentation on pages 3-4 and then complete the *Library Board Certification of Eligibility for Exemption from County Library Tax* on page 5. Please **scan and send all pages (with signatures on page 5) to me via email by August 31**. This form constitutes your library's certification for compliance with the library standards portion required for exemption from the Waukesha County library tax levy.

Thank you for providing outstanding library services to the citizens of Waukesha County!

**Step 1. Review your Library’s Library Service Effort Ratio (LSER) Calculation**

There is a provision in the Waukesha County Plan that allows a library to qualify for the exemption without meeting the *Minimums to Exempt*. If a library can demonstrate its ability to provide for most of the needs of its own resident by reaching its targeted Library Service Effort Ratio (LSER), it is allowed to exempt from the county library tax without meeting the numeric *Minimums to Exempt*.

The LSER is calculated as follows:

- Lending by your library to your own residents: 113,739
- PLUS lending to other library community’s residents: 66,446
- DIVIDED by total circulation by your residents at all county libraries: 125,232

Your library’s LSER is shown in Table 1 below.

**Table 1.**

Pauline Haass/Sussex ’s Library Services Effort Ratio (LSER)		Eligible for Exemption Based on LSER?
<b>Target</b>	<b>Actual</b>	<b>Pass?</b>
90%	143.88%	Yes

If your LSER ratio is higher than your listed target rate, you will see a “Yes” in Table 1 above and may skip to step 3 on this form. Please note, even if there is a “Yes” listed above, you are encouraged to complete step 2 for the purposes of assessment. However, if your LSER is higher than your required target, step 2 is not required for the purposes of meeting the minimum for the standards portion of the county library tax exemption. If there is a “No” in Table 1 for your library, you must complete step 2. All libraries must complete step 3.

**Step 2: Compare your Library’s previous year’s data to your Library’s *Minimums to Exempt***

Please review the data below gathered from your library’s 2021 state annual report and indicate whether your library will meet its minimum requirements in 2022.

Please circle “Yes” or “No” in the last column in Table 2. **(Completing this table is required if LSER = “No” in step 1.)**

**Table 2.**

Library	Pauline Haass/Sussex		2020 Municipal Population	11,373
<b>Category</b>	<b>Minimum to Exempt</b>	<b>Library Actuals from 2021 annual report</b>	<b>Met Minimum during 2021?</b>	<b>Will Meet Minimum in 2022? (Circle one)</b>
Materials Expenditures/Capita	\$5.88/capita	\$10.78/capita	Yes	<input checked="" type="radio"/> Yes <input type="radio"/> No
Number Hours Open/Week	55	55	Yes	<input checked="" type="radio"/> Yes <input type="radio"/> No
Budgeted Staff in FTE	10.20	14.87	Yes	<input checked="" type="radio"/> Yes <input type="radio"/> No
Collection Size	75,000	94,451	Yes	<input checked="" type="radio"/> Yes <input type="radio"/> No
Public Computers/Internet Access Devices	6	13	Yes	<input checked="" type="radio"/> Yes <input type="radio"/> No
Wireless Internet Access	Yes	Yes	Yes	<input checked="" type="radio"/> Yes <input type="radio"/> No

**Step 3. Review and Report on Quality Assurance Standards for Pauline Haass Public Library**

Review each item and circle “Yes” or “No” in Table 3 below. **(Completing this Table is required regardless of LSER ratio.)**

**Table 3.**

Quality Assurance Standards	Library Assurance for 2022 (circle one)
Library board member orientations are provided	Yes No
Library website includes key board/staff contact & meeting info	Yes No
Library board conducts director performance evaluation	Yes No
Library budgets for professional development	Yes No
Library has active strategic plan	Yes No
Library has a current circulation policy	Yes No
Library has a current collection management policy	Yes No

Policies are considered current if they have been adopted or reviewed within the last five years.

**Please attach narrative for any items for which the library circles “No” and describe steps planned to address the area(s) of non-compliance.** Note: For each item in tables 2 and 3, libraries are able to select “No” one time during the annual certification process for the five-year planning period.

If your library has circled “No” for an item in a previous year in tables 2 or 3, circling “No” a second time for that same item may result in the loss of ability for the municipality to exempt its residents from the county library tax.

**Library Board Certification of Eligibility for Exemption from County Library Tax**

I certify that the library board's responses related to the *Minimums to Exempt and Quality Assurance Standards* were approved by the library board and reflect the library's plan of service for 2022.

<b>Name of Library</b>	<b>Pauline Haass Public Library</b>
Date Form Completed:	
Library Board President Name:	
Library Board President Signature:	
Library Director's Signature:	

This form (pages 1-5) must be completed, signed, and submitted to the Bridges Library System no later than **August 31, 2022**.

## **Calculation of *Minimum to Exempt* Standards**

The data used in the calculation of each of the Waukesha County numeric *Minimum to Exempt* Standards is included below.

### **Material Expenditures per Capita**

- Amount entered in section VI. Library Operating Expenditures, 3e (Library Collection Expenditures) of library annual report
- Database charges
- Flipster charges
- Overdrive Advantage charges
- Total expenditures in above categories are divided by the community's municipal population

### **Number of Hours Open per Week**

- Average hours open per week during the school year (38 weeks), as reported in annual report

### **Budgeted Staff in FTE**

- Amount entered in section X. Staff, 2c (Total Library Staff FTE) of library annual report

### **Collection Size**

- Amounts entered in section II. Library Collection of library annual report
  - 1a. Books in Print
  - 3a. Audio Materials
  - 5a. Video Material
  - 7a. Other Materials Owned

### **Public Computers/Internet Access Devices**

- Amount entered in section III. Library Services, 6b. (Number of Public Use Computers with Internet Access) of library annual report

### **Wireless Access**

- For many years all libraries have reported wireless access is available. Unless a library reports otherwise, the assumption will be that this is continued from year to year.





## Physical aspect of library shouldn't be overlooked

During finals season, librarians at the Oconomowoc Public Library walked into one of the library's meeting rooms and found a message written on the whiteboard. "To: Library Employees," it said. "Thanks for letting us use the space. We are going to ACE our exam because of you!" It was signed with a heart by local students.

As author Zadie Smith once wrote, "What a good library offers cannot be easily found elsewhere: an indoor public space in which you do not have to buy anything in order to stay."

While so much has gone digital these days, the value of free spaces to gather and connect with those who live and work alongside us is crucial to the success of our communities. Libraries are one of the few physical places that offer this opportunity in our society. A work-from-home spot. A teen hangout space. A study room. These physical areas are as necessary as the books on the shelves.

At the Pauline Haass Public Library in Sussex, "Homeschool groups regularly meet here to hold art classes, presentations and other things of that nature," said librarian Becca Werginz.

Other clubs that meet at the library include a quilting group, youth sports, dance groups and more.

After the Muskego Public Library updated its study rooms with new lighting and furniture, "We have people coming in to use the new, cozier spaces for zoom work meetings and even job interviews," said librarian Courtney Metko.

### **A place to cool off, literally**

Libraries also serve as a physical safe space for people of all ages, from students coming after school to those without air conditioning. For example, many Waukesha County libraries are designated county cooling centers when the weather hits extreme temperatures.

"We recognize our role to be open and prepared to serve the community during weather and heat emergencies and power outages," said New Berlin Public Library director Natalie Beacom. "We have worked with our local Emergency Management Teams to make sure we have the equipment and supplies in check to ensure the library is a safe space for people to gather when in need."

Keeping busy and often historic buildings accessible for library users on a tight budget is an ongoing concern for library staff. In the last few years, public libraries in the Bridges Library System have completed accessibility scans to determine barriers to access. "Libraries are for people," said Angela Meyers, Inclusive Services coordinator of the Bridges Library System, "and we must ensure we are doing everything we can to make them readily accessible to everyone."

Renovations and updates have made the Butler Public Library space more welcoming. After the library purchased new handicapaccessible tables for one area, librarian Melissa Paap-DeYoung said, "That space was very rarely used and now there is always someone taking advantage of it."

When it comes to the impact of library spaces, quality matters just as much as quantity. It truly is the individual stories of how and why people come to the library that mean the most. "We had a library patron who used the public computers to complete her online bachelor's degree," said Werginz. "She took her graduation photos in the stacks to commemorate how important the library was to her education."

*"What a good library offers cannot be easily found elsewhere: an indoor public space in which you do not have to buy anything in order to stay."*

– **Zadie Smith**, author