



**PAULINE HAASS**  
— PUBLIC LIBRARY —

N64W23820 Main Street  
Sussex, WI 53089-3122  
(262) 246-5180  
[phplonline.org](http://phplonline.org)

## Agenda

**Pauline Haass Public Library Board of Trustees**

**Wednesday, November 16, 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 October 19, 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) Annual addendum to Bridges Library System Member Library & CAFÉ agreements: discussion and action on approval
  - b) 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.
  - c) Circulation Policy Update: 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 October 19, 2022 Board meeting  
Pauline Haass Public Library

Called to order: 6:32 p.m.

Roll call: Bougie, Carran, DeLonge, Hacker, Kojis, Roubik, Schultz, Wegner present. Absent: Jilling, Vande Hei, Zoellick

Bougie; Hacker motion to accept minutes of September 21, 2022 Board meeting as presented; motion carried.

Comments from citizens present: none.

Communications received by Board members or Director: Adele distributed Trustee thank you notes from Bridges.

Financial report: Revenue and Expenditure Guidelines for September 2022 accepted as presented by Bougie/Schultz motion; motion carried.

Prepaid bills in the amount of \$941.97, P-Card bills in the amount of \$2,563.57, September 2022 bills in the amount of \$20,172.13, September expenses in the amount of \$95,298.36 approved as presented by Kojis/Carran motion; motion carried.

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

New Business:

Following review of the 2022-2028 Capital Plan update, Carran/DeLonge motion to approve with revisions discussed; motion carried.

Following a review of the upcoming holiday hours, Hacker/Schultz motion to approve to close the library on Saturday, December 31; motion carried.

Following a review of the Library of Things Usage policy, Carran/Bougie motion to approve; motion carried.

Discussion regarding the Trustee Essentials review; no action taken.

Meeting adjourned at 7:58 p.m. by Roubik/Wegner motion.

Respectfully submitted,  
Adele Loria  
Library Director

Minutes prepared by Lisa Ponto, Administrative Services Manager



**November 16, 2022**  
**Director's Report to Library Board**

## **Agenda Items**

**Annual addendum to Bridges Library System Member Library & CAFÉ agreements:** This year only the addendum has changed in these agreements, because that section indicates the amount of money PHPL will receive from Waukesha County, from the Lakeshores Library System, and from the Bridges System for Hoopla (as a grant) in 2023. The agreement also stipulates the amount that will be paid to Bridges by the library for services and software including group cost sharing of databases, digital materials and the hardware, software, and personnel costs of running the ILS. Because these revenues and expenditures are determined by formulas, the Board's options are to accept this addendum or reject it; revisions are not an option. The 2023 budget request that the Library Board approved in July reflects the numbers in this addendum with very slight decreases in the payments the library will make for ebooks, digital magazines, and Gale Courses. The addendum is included in your packets for review.

**Pre-evaluation discussion:** The Board will meet in closed session without the Library Director to discuss the Personnel Committee's summary evaluation, as well as 2023 goals for the director.

**Circulation Policy Update:** As discussed last month, the draft policy in your folders includes references to the Library of Things collection and policy as needed. We have also made updates to Appendix C (replacement costs) to reflect current prices and to streamline the list. The revisions are marked in your board packet copy.

**Capital Plan Update:** This is really just a follow up to last month's agenda item; I have updated the plan with the changes approved at last meeting, and print copies will be available for you at Wednesday's meeting for future reference. Please let me know if you have any questions or clarifications after reviewing.

## **Non-agenda Items**

**Building Updates:** As colder weather approaches, we have been working to prepare the building for winter. Jeff Goodyear and Mark Eesley spent Saturday, November 12 testing all of the heat tape on the roof. They found two dead runs of tape which Jeff will replace this week; everything else was functional. Jeff and I turned off the outside water valves on November 14, and Jeff will drain the faucets outside and store the hoses for winter this week. Jeff moved the Beastie and Kathy Klager's water feature inside earlier last month.

**Foundation Updates:** The Foundation met on Thursday, October 27. It was a very productive meeting! New member Tanya Bohacheff was voted onto the Board, and Zach Werginz was elected Treasurer. The Foundation is looking into setting up an online portal for donations and I am working with them to coordinate promoting that on the library's website and marketing channels. I brought the group information on the Amazon Smile program and the Culver's Cares fundraisers, both of which they can participate in as a registered 501(c)(3). Once those are set up, the Library will also help to promote those ways of giving to the Foundation. Tanya has volunteered to serve as the group's community engagement coordinator, and will bring to the next meeting a list of events and opportunities so that various members can coordinate participation. The end goal of all of this is to increase the Foundation's visibility in the community to make them a stronger fundraising partner, especially as we build towards a renovation/expansion at the library.

**Library of Things Update:** Much of the past month has been spent preparing the Explore Passes for launch. Rachel Ruetz, Jennifer Steffes, Jennie Bahnaman, and I have been meeting frequently to work on this and communicate with all staff on the new service. The first passes went out last week and everything is running smoothly so far! The kitchen equipment is out for circulation as well. Becca Werginz has been marketing these new additions online and the response has been overwhelmingly positive. A big thanks to our sponsors Lannon Stone Products and Waukesha State Bank for making the Explore Passes possible!

Pauline Haass Public Library November 2 at 3:24 PM

Coming soon to PHPL... Explore Passes! An Explore Pass is your ticket to a day of fun with the whole family at Betty Brinn Children's Museum, the Milwaukee Domes, and more.

A big thank you to our generous sponsors, [Lannon Stone Products](#) and [Waukesha State Bank](#), for allowing us to offer these passes to our community!

Waukesha State Bank  
We are very excited to partner with you on this excellent family-friendly initiative!  
Like Reply 1w

Lisa Meduna  
This is such an awesome thing to offer! Thank you!!  
Like Reply 1w

Brianne Ortega  
Very excited for these!!  
Like Reply 1w

Mindy Meyer  
Amazing, thank you!!  
Like Reply 1w

Suzanne Kolodij Harding  
This is awesome!  
Like Reply 1w

Author  
Pauline Haass Public Library Suzanne Kolodij Harding We agree!  
Like Reply 1w

Jessica Westrick  
Yay!! How awesome!  
Like Reply 1w

Pauline Haass Public Library 21h

Who wants homemade ice cream? 🍦 We've added kitchen appliances to the Library of Things! Try out a pasta maker, veggie spiralizer, ice cream machine, and more for free with your library card.

Visit [phplonline.org/library-of-things](http://phplonline.org/library-of-things) to view the full collection!



5 Comments

**Professional Development and Continuing Education:** Circulation Manager Jennifer Steffes attended the Back in Circulation Conference hosted by the UW-Madison iSchool. The agenda

included topics of staff care, safety and security, Library of Things collections, and growing communities around the library. Jennifer also attended two online webinars, “Emotional Intelligence: Evolve as a Leader” and “Creating a Culture of Positivity within Your Team.” Both webinars offered ideas on maintaining a positive work culture.

Becca Werginz attended the webinar “Tell Your Library’s Story” on October 12. She reports that Elizabeth Tomev from the DPI discussed the importance of library communications and reviewed the types of communication tools available to the public library. MJ Jorn attended “The Candy Corn Question: Passive Programming That Pulls People In” on October 26. She gleaned at least one idea—surveying the kids themselves—for deciding upon the types of passive programs to offer in our KidsLab in the future.

Teresa Douglas attended a Bridges Youth Services Meetup on September 29 at the Watertown Library and the annual Bridges School & Public Libraries Partnerships Meeting on October 27. At the latter, Teresa talked about our Firsties program, and we were honored to hear the Waukesha Public Library representative shared that their new First Grade Book Buddies program was inspired by this program. Teresa also spent time preparing to present on Firsties at the Wisconsin Library Association Conference in November. I was able to attend her presentation and want to congratulate Teresa on having her presentation chosen, as well as thank her for sharing this information with the library community. She and I will both report more on this next month.

**Strategic Planning:** Our first Strategic Planning Meeting was held Tuesday, October 25. Our first conversation touched on increasing community engagement, updating technology offerings, providing greater volunteer opportunities, protecting intellectual freedom, and more.

**Jennie Bahnaman, Assistant Director/Adult Services Manager, reports on Adult and Teen Services activities for October 2022:**

## **Adult Programs & Services**

### **Cybersecurity 101**

On October 6, Becca Werginz (Adult & Teen Services Librarian) led a class on the basics of cybersecurity, teaching attendees how to spot phishing emails, how to protect personal and financial information online, and more. There were 23 in attendance. We received wonderful feedback from the attendees through our follow-up program survey: *“Becca did such a nice job of clearly presenting the information, which was well prepared and organized, and also helped the attendees feel confident about steps to take if we encounter a threat online. She also offered library staff help after the session. Thank you!”*

### **Make It: Holiday Pottery Plate**

**On Wednesday October 26,** Karen Norris from Our Creative Outlet located right here in Sussex led 21 participants in decorating a pottery plate with different color glazes. Karen will then take them back to her art studio to fire all of the plates in a kiln. This first session was so popular, we'll be offering a second session for those on the waitlist in December!



### **Memory Cafe**



the sweetness of cranberries/craisins and the tartness of dried apples. Fall bingo was a blast and everyone enjoyed decorating a pumpkin. In 2023, we'll host a Memory Cafe in March, August, and December.

We had 8 folks in attendance for our library's Memory Cafe on Monday, October 17. Jennie Bahnaman led the Memory Cafe with the assistance of Lynn Ratzmann (our Library Memory Project partner from the Germantown Public Library) and our wonderful library volunteer Lisa Jensen. We explored some of the scents and flavors of fall - ate pumpkin, smelled cinnamon, enjoyed the crunch of pumpkin seeds,

### **Shelf Indulgence**

Heather Bartlett (Circulation Clerk) led our third session of the **Shelf Indulgence Book Club**. This book club is offered in the evening three times a year and is a more non-traditional book club. Attendees come prepared to discuss three books they've enjoyed, one book they didn't, and to discuss the book they are currently reading. We had 7 in attendance.

On October 4, three members of the **Tuesday Afternoon Book Club** met to discuss *The Vanishing Half*. Lisa has added several more members to the book club after a marketing campaign, so she is excited to meet the new members in November! Thirteen members of the **Mystery Book Club** met on October 5 to chat about *The Couple Next Door* by Sheri Lapena, and 11 members of the **Wednesday Afternoon Book Club** met on October 19 to discuss *The Book Woman of Troublesome Creek* by Kim Michelle Richardson.

### **Teen Programs & Services**

Becca Werginz (Adult and Teen Services Librarian) reports on teen programs and services. In library circles, October is known as **TeenTober** and is especially dedicated to serving teens. The TeenTober Reading Challenge asked teens to read three books- each from a different genre- during the month of October. Nineteen teens completed the challenge.

On October 11, Becca created craft kits for six teens to make **DIY Glass Pendants** at home in honor of the WI Science Festival's Glass theme.

Thirty-three teens voted in **October's Vote by Sticker** program, which asked if you'd rather fight a lion once a year or a chicken every day. Eleven teens chose to fight the lion, and twenty-one voted for the chicken option. One clever teen split their vote right down the middle!

On October 1, Becca fulfilled 24 **Library Loot Boxes** requests. Each box contained three books (chosen specially for each teen based on their interests), a snack, and a DIY pipe cleaner pumpkin craft.

The **Teen Halloween Scavenger Hunt** was offered between October 24 and 31. Thirteen teens took on the challenge to solve riddles and find ten classic Halloween characters around the library. Upon completing the scavenger hunt, the teens were entered to win a raffle for a Frankenstein Squishmallow.

**Valerie Johnson, Children's Services Manager, and Teresa Douglas, Children's Librarian, report on Children's Department activities for October 2022:**

### Around the Department

Firsties on display! The new seasons of **Firsties**, our first grade initiative that partners with Hamilton elementary schools, was launched this month. Teresa Douglas (children's librarian) created an eye-catching new display to highlight the program. School names and the Firsties title are now painted on the window behind the childrens' desk. The "class cups" that hold the gems tracking the number of kids who check in at the library are featured in the display.



### Programs

As part of our regular planning process, we evaluate whether age groups and program types are offered as fairly as possible. With this in mind we've added a monthly program to provide an in-person program experience for first and second graders. This age group is also our Firsties crowd, so this program offers another reason for them to visit the library. It mimics our current LabCrafts for grades 3-6 and is called **Early Explorer LabCrafts**. Perhaps the greatest appeal of the program is its

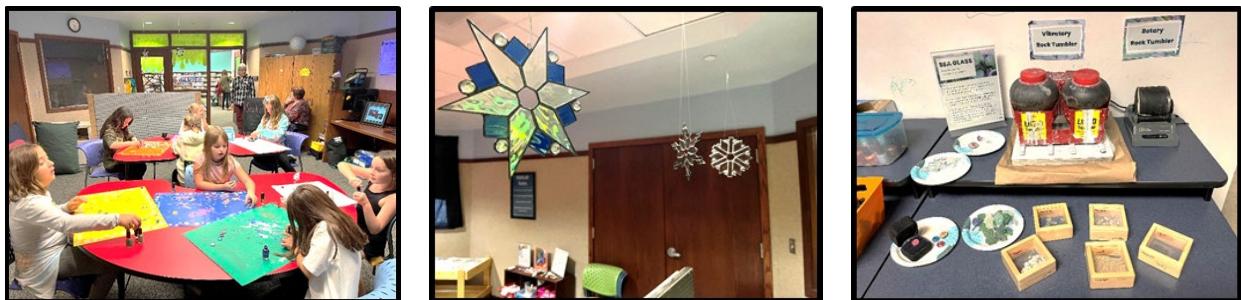
setting: the younger grades are invited into the KidsLab, giving them a sneak peek at territory usually reserved for third graders and older. Teresa Douglas and Victoria VanZile (the faces of Firsties videos) are presenting this program. On October 27, the first Early Explorers session, the

kids made tie dyed bats out of coffee filters and clothespins. It was both a lesson in chromatography and an opportunity to make a cute seasonal critter.



Our wildly popular grab and go craft kits, **Make It! Junior**, returned in October. Halloween origami garlands and 3-D mystic cave kits were offered starting October 3<sup>rd</sup> and 24<sup>th</sup>, respectively. All 100 of each project were claimed within a week. Families continue to love the kits, and the staff loves creating them.

Once again the children's department participated in the **Wisconsin Science Festival**. This year's state-wide theme was *glass*. Katie Mueller and MJ Jorn (children's library associates) set up an educational and hands-on exhibit in the KidsLab that was available for drop-in visits October 12–15. The exhibit featured a stained glass how-to section with actual tools, materials, and finished samples on display. The evolution of sea glass was also demonstrated with sand, glass, and a rock tumbler. Kids made jewelry and magnets from flat glass marbles that had been heated then plunged into ice water, creating internal cracks that made them look like cut gems.



A new project was introduced at **Sew XO** in October. Kids who had taken the *Meet the Sewing Machine* beginner class were ready to move on, so Val Johnson (children's services manager) offered a class to make *Worry Pets*. These small, soft, stuffed circles with eyes can be kept in a pocket as a comfort toy. Each "pet" has a tiny plastic heart embedded inside, a detail which seemed to charm the young makers. The participants learned new sewing machine skills and enjoyed making their own little critters. The **Sew XO** program also attracted the attention of some **homeschool community** members, who scheduled a special visit to the library to learn to use the sewing machines October 10 and 13. This activity complemented their history unit on how people lived in the past, highlighting the practice of sewing one's own clothing.



The **Halloween Scavenger Hunt**, created by Teresa Douglas, took place in the library over the course of the last week of October (24-31). More than 120 kids participated in searching for



eight Halloween characters (scarecrows, bats, ghosts, etc.) throughout the library. Clues were short rhymes, such as, "She spins webs for fun but must take a rest, find this eight-legged friend at the checkout desk." Kids who solved at least six clues were invited to enter a drawing for a prize consisting of a book and a Squishmallow black cat. Reagan M. is the happy winner of this year's prize.

**Trick or Treat at the Library** offered kids one last place to show up in costume on October 31, on the holiday itself, which fell on a Monday. (Community trick or treat took place the previous Saturday.) A grab and go craft was offered to the kids: a werewolf magnet kit, as well as Halloween candy at each of the three service desks. Teen volunteer Sophia helped with the distribution. Staff, children, and even adults showed up in costume; over 70 kids and family members dropped in, and a great time was had by all.



## Community Involvement

The **Village of Sussex** held **Spooky Sussex** October 21, and the library was there! Children's department members once again set up a station on the Wicked Woods trail. Teresa Douglas, Val Johnson, MJ Jorn, and Monica Weis (children's sub), along with three teen volunteers, set up our beloved staff-made Peanuts photo board. This board has been used two previous times



and made its reappearance this year after taking a break for COVID. Teresa tried to make the picture-taking as seamless as possible, arranging lights to create a path to the back of the board and wrapping the back legs in lights for safety. This year we handed out Peanuts-themed airplane gliders from Oriental Trading Company until we ran out, then Peanuts Halloween stickers, which also ran out, then handed out candy to the last batch of kids through the trail. Overall we handed out 730 prizes throughout the night and kids were extremely excited to get photographed as a Peanuts character.



<b>Children's book bundles</b>	<b>number of bundles</b>	<b>number of items in bundles</b>
staff-created book bundles	97	470
special request book bundles	2	34
<b>Total</b>	<b>99</b>	<b>504</b>

## Statistics

<b>Adult &amp; Youth Reference</b>	<b>Totals</b>
Youth Reference Ques.	<b>714</b>
<i>Youth Information Ques.</i>	<b>8</b>
Adult Reference Ques.	<b>462</b>
<i>Adult Information Ques.</i>	<b>36</b>
One-on-One Tech Help	<b>13</b>
Value Line use	<b>6</b>

Study Rooms use	<b>96</b>
Faxes	<b>6</b>

<b>Children's Programs</b>	<b>Virtual Attendance</b>	<b>In-person Attendance</b>	<b>Self-Led (Passive)</b>
Family Storytime (12 sessions)		562	
Family Storytime grab and go craft			322
1000 Books Before Kindergarten new registrations			0
Doggy Tales (2 sessions)		7	
Make It! Jr. grab and go distributed			100
Make It! Jr. report back (drawing tickets)			12
Wisconsin Science Festival attendance (4 days)		16	
Spooky Sussex outreach		950	
Spooky Sussex hand-outs distributed			750
Halloween Scavenger Hunt			127
KidsLab usage			17
LabCrafts (1 session)		22	
Early Explorer LabCrafts (1 session)		14	
Sew XO (4 sessions)		15	
Noah's Ark Outreach		28	
Trick or Treat grab and go			71
Firsties check-in visits		72	

Firstties October video views	126		
Firstties parent video views	46		
Firstties other video views (past videos)	10		
<b>Total</b>	<b>182</b>	<b>1,686</b>	<b>1,399</b>

**1000 Books Before Kindergarten total books read: 2,253**

**Teen Volunteer hours for October: 34**

<b>Adult/All Ages Programs</b>	<b>Virtual Attendance</b>	<b>In-person Attendance</b>	<b>Self-Led (Passive)</b>
Tuesday Book Club (10/4)		3	
Mystery Book Club (10/5)		13	
Cybersecurity 101 (10/6)		23	
Shelf Indulgence Book Club (10/13)		7	
Wednesday Book Club (10/19)		11	
Memory Cafe: Celebrate Fall (10/21)		8	
Make It: Holiday Pottery Plate (10/26)		21	
<b>Total</b>		<b>86</b>	

<b>Teen Programs</b>	<b>Virtual Attendance</b>	<b>In-person Attendance</b>	<b>Self-Led (Passive)</b>
October Library Loot Boxes			24
TeenTober Reading Challenge (10/1-10/31)			19
Vote by Sticker: October (10/1-10/31)			33
DIY Glass Pendants (10/11)			6

Teen Halloween Scavenger Hunt (10/24-10/31)			13
Total			95

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

The department was busy in October with another month of high checkout activity, continuing the shifting project in Adult Nonfiction, and training on procedures for the Explore Passes and kitchen equipment joining the Library of Things.

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

During the month of October our department sent a whopping 17 boxes full of adult/children's nonfiction to Better World Books! This was the cumulative result of weeding across all departments; anything that the Friends of the Library did not wish to retain for the book sale room went out in this shipment.

Shout out to Sue Posh, who did a marvelous job processing and packaging our new Library of Things: Kitchen Appliances collection! As always, Sue's attention to detail and processing know-how are a great asset to our department and library!

**Statistics:**

Items processed	824
Volunteer hours (including RFID, processing, and managing the book sale room)	30

## STATISTICS FOR MONTH OF OCTOBER, 2022

	<b>Oct. 2022</b>	<b>Oct. 2021</b>	<b>YTD</b>	<b>YTD 2021</b>	<b>% change</b>
<b>ALL CIRCULATION</b>	<b>28478</b>	<b>26802</b>	<b>294829</b>	<b>275492</b>	<b>7.0%</b>
PHYSICAL MATERIAL CIRCULATION	25105	23716	262144	243561	7.6%
E-MATERIAL DOWNLOADS	3373	3086	32685	31931	2.4%
HOURS OPEN	256	253	2417	2238	8.0%
			<b>YTD</b>		
HOLDS FILLED <b>FOR PHPL</b> BY OTHER CAFÉ LIBRARIES: -	2620		<b>26951</b>		
HOLDS FILLED FOR OTHER CAFÉ LIBRARIES <b>BY PHPL</b> : +	2215		<b>22314</b>		
Crossovers to PHPL from other library communities: +	5954		<b>60620</b>		
Crossovers from Sussex to other CAFE libraries: -	900		<b>9848</b>		
		<b>NET LENDING: 4649</b>		<b>46135</b>	
	<b>PHYSICAL CIRC:</b>	<b>Sussex</b>	<b>Other</b>	<b>TOTAL</b>	<b>2021</b>
		9787	15318	25105	23214

**Cards issued:** 100

**Reference questions answered:** 1176

**Informational questions answered:** 44

**Library visits this month:** 8,456

**Materials purchased:** 605  
 (year to date total:) 6496

**Study Room usage:** 96

**One-on-one technology lessons:** 13

**Fax Service:** 6

**Value Line:** 6

**Curbside pickup:** 4

### Meeting Room Use:

Quad Room: 26

Small meeting room: 8

**INTERNET USE\***: 324 sessions

**TOTAL HOURS\*\*:** 219:36:00

**AVG. SESSION\*\*:** 40.667 minutes

**WI-FI INTERIOR\***: 1337 clients

**WI-FI EXTERIOR\***: 331 clients

\*includes wireless network

\*\*wired access only

**2023 Annual Addendum  
to the Bridges Library System  
Member Library & CAFÉ Agreements**

Subject to the terms and conditions of the member and CAFÉ agreements between the Library System and the member library, both parties agree to make the payments listed in the charts below. County reimbursement funds will be made in two equal payments no later than April and October. Hoopla grant funds will be distributed in March.

**PAULINE HAASS PUBLIC LIBRARY (SUSSEX)**

	Waukesha County	Lakeshores Library System (for Walworth & Racine Counties)	Hoopla Grant
Paid to Library	\$547,791	\$6	\$2,709

	Databases	Movie Licenses	Digital Magazines	WI Digital Library Content*	Advantage Program	Gale Courses	CAFÉ Fee
Paid by Library	\$1,233	\$0	\$818	\$3,446	\$4,289	\$2,688	\$29,108

\*WI Digital Library fee is invoiced by and paid by library directly to WiLS.

**LIBRARY**

\_\_\_\_\_  
President, Board of Trustees

\_\_\_\_\_  
Date

\_\_\_\_\_  
Secretary, Board of Trustees

\_\_\_\_\_  
Date

**BRIDGES LIBRARY SYSTEM**

Tom Ogn  
\_\_\_\_\_  
President, Board of Trustees

10-11-22  
\_\_\_\_\_  
Date

Amy Elicker  
\_\_\_\_\_  
Secretary, Board of Trustees

10-19-22  
\_\_\_\_\_  
Date

## PAULINE HAASS PUBLIC LIBRARY

### POLICY: Circulation

Revised by Library Board: June 15, 2022

The Library Board's circulation policy is meant to balance these goals:

- Put as few restrictions as possible on the flow of information and materials.
- Monitor and retrieve materials in a timely way to facilitate access to them by others.
- Protect the community's library resources.

The Pauline Haass Public Library, as a member of the CAFÉ consortium, shares a catalog with all CAFE member libraries. The CAFÉ consortium currently includes the twenty-four public libraries in Waukesha and Jefferson counties of Wisconsin. Certain policies and limits are determined jointly by the membership of CAFE.

#### Eligibility and registration for card

Residents and taxpayers of Waukesha and Jefferson counties, as well as some other Wisconsin counties age 5 and over may apply for a free library card. All applicants under age 18 must have permission of a parent or legal guardian.

Proof of address is required for all applicants. Acceptable forms of proof are:

- Valid Wisconsin driver's license showing the current address

or, one of the following current items bearing the current address, combined *with a photo identification card* (which may include a driver's license) from a school or government agency:

- Residential property tax statement
- Current rent receipt or lease agreement
- Utility bill dated within the last 30 days
- Current bank statement dated within the last 30 days
- Canceled mail postmarked within the last 30 days
- Telephone book listing with current address
- Online invoice or bill, such as a utility bill, presented by applicant on a smartphone, tablet, or computer

All applicants must be physically present at the time of registration. Those with a temporary or permanent medical mobility limitation and those confined to bed rest by a doctor are eligible for a home delivery service card.

Library users should present a library card each time materials are borrowed. The library staff may make a one-time exception if a library customer verifies his/her current address by presenting identification. One or more of the following current and valid forms of identification are acceptable, provided they singly or jointly list both the customer's name *and* current address:

State of Wisconsin driver's license

Wisconsin State ID

Student ID from an educational institution

Other picture ID

### **Responsibility of cardholders**

The person to whom a library card is registered, with the exception of minors, is responsible for all items checked out on the card. They agree to obey all of the rules and regulations of the Pauline Haass Public Library and any other CAFÉ member libraries which they use, and to promptly pay all fines and charges for overdue materials and lost or damaged items. Items checked out on a minor's card are the responsibility of the parent or legal guardian.

Library card holders agree to report any change of address, telephone number or email address to the library, so that they may be contacted about items on hold and about overdue materials. A change of address requires proof just as does the issue of an original card.

Library cards have expiration dates. When a card expires, proof of current address will be required to renew it.

If a library card is lost or stolen, it is the cardholder's responsibility to report that to the library. All items checked out prior to the date the card is reported lost are the responsibility of the customer. Library staff is not responsible for assuring that the person who uses a card for borrowing materials is the cardholder or has permission to use that card; cardholders should treat their library cards as they would credit cards.

Users who check out audiovisual materials assume responsibility for any damage done to personal audiovisual equipment during the use of library materials. The library assumes no responsibility for such damage.

### **Parental responsibility for minor's use of card**

Items checked out on a minor's card are the responsibility of the parent or legal guardian. Parents or guardians agree to obey all of the rules and regulations of the library, to promptly pay all fines and charges associated with their child's library card, and to report any change of address or telephone number to the library.

The library does not restrict access to any material by age, and leaves the responsibility for children's use of its materials to each child's parent or legal guardian. Parents are strongly encouraged to monitor their own child's reading, viewing, and listening, and to be aware of what he or she checks out. Library staff members are pleased to assist parents in finding out more about particular books, music, or movies so that they can make informed decisions about their child's use.

A parent or guardian who wishes to end borrowing privileges for his or her child must notify the library so that the registration record can be removed. Destruction of a library card does not remove a registration record.

State law and the library's *Privacy of Library Records and Library Use* policy govern the information about a minor's library records that may be given to a parent or guardian.

## **Replacement of library card**

The replacement fee for a library card is \$1.00. Because a child may be missing his or her library card due to a parent's decision to restrict its use, permission from a parent or guardian will be obtained before the library issues a replacement card to a child under the age of 18.

## **Receipts**

Library users will be given a receipt upon checkout, as a notice and reminder of when materials are due. The receipt contains the titles of items borrowed. Disposition of receipts in a manner that insures privacy of one's borrowing habits is the user's responsibility. Library users who complete their transactions through the self-check machine(s) are given the option of generating a receipt.

## **Loan periods for individuals:**

- 3 weeks: most books and audiobooks
- 2 weeks: most new items
- 1 week: most videos/DVDs, magazines, board games, pamphlets, music CDs
- Library of Things items and "Lucky Day" materials have special loan periods, and are marked as such.

Because due dates vary by item type, users are responsible for checking receipts carefully to note when materials are due. On occasion the loan period of certain materials may be changed temporarily; receipts will always reflect the correct due date. Some library items are not available for checkout and must be used in the building.

## **Loans to schools**

In order to provide maximum access to public library books for Waukesha County schools and their students, a library card may be issued to one teacher, school library aide, or school librarian per school, with the principal's permission. Each "school card" will be restricted to 350 concurrently checked-out items. Each school is responsible for damage, replacement, and lost fees associated with items checked out on these cards. Schools that wish to restrict the number of concurrent items to fewer than 350 may do so by requesting in writing on letterhead, with the principal's signature, a specific lower amount. A block will then be placed on that card indicating the limit.

## **Renewals**

Most items may be renewed up to three times if no other customers are waiting for the items. Renewals may be made in person at the checkout desk, catalog terminals or self-check unit, by telephone, or using the Internet.

Interlibrary loan materials from outside of the local library system may not be renewed.

## **Loan Limits (number of items concurrently checked out)**

Cardholders may have up to 125 items checked out of the library at one time, although limits are sometimes necessary on particular item types within that total, to allow more equitable access to materials by a large number of customers.

## **Late fees**

Late fees are charged for items that are returned after their due date, as a means of encouraging users to return items promptly so that others can use these shared resources. There is no late fee-free “grace period.” Late fees for DVDs, board games, wifi hotspots, “Lucky Day” materials and interlibrary loan materials from outside our library system, and Wii games, are \$1.00 per day. [Late fees for specialty items such as wifi hotspots and Explore Passes are determined individually and marked as such. Some items must also be returned directly to the circulation desk and carry additional fees for being returned at another library or in the book drop.](#) Fees for other items, except children’s books, are 20 cents per day unless specifically noted otherwise. There are no late fees for children’s books, in order to eliminate a known barrier to library use by some children and to encourage family literacy. All juvenile materials other than books do carry late fees if overdue. Users with children’s books that are more than three weeks overdue may have their borrowing privileges suspended until materials are returned.

## **Overdue notices**

Email, phone, and text overdue notices are sent as a courtesy. Customers may also sign up for email or text reminders of upcoming due dates. Failure to receive a reminder or overdue notice or to verify due dates (through receipts, online account access, or by phoning the library) does not remove the user’s responsibility to return items promptly and pay late fees.

## **Damaged and lost materials**

The library generally does not accept replacement copies of lost or damaged materials. A standard replacement price, based on the material type, is charged for Pauline Haass Public Library’s damaged and lost materials. No refunds are given if lost materials are found after having been paid for; the materials become the property of the individual who paid for them.

Items obtained for users from other libraries will be assessed the lost/damaged charges of the *owning* library.

Damage to, or loss of, special items such as book covers, bags, manuals and binders will be assessed charges based on actual costs including staff time. See the Packaging Replacement Cost schedule (Appendix A) included in this document for specific charges. If the damage or loss renders the material inappropriate for library circulation and library staff cannot repair the item satisfactorily, the charge will be the same as if the item were lost.

## **Standard replacement fees**

Damaged or lost library materials will be charged according to the Standard Replacement Costs schedule (Appendix C).

## **Denial of borrowing privileges**

Borrowing privileges will be denied when a user:

- has unpaid fines or charges of \$10.00 or more (beginning July 1, 2015)
- has unreturned or damaged items of any value, for which he or she has been billed
- has moved and left no forwarding address
- has patterns of behavior with respect to overdue materials, unpaid fines, multiple claims of missing items having been returned, etc. that lead the Library Director to conclude that denial is necessary in order to protect the community’s library resources and taxpayer investment and to facilitate access to materials by others.

## **Access to materials in, and outside of, the library's collection**

Users may place reserves/holds on items in the CAFÉ catalog and specify that the items be delivered to this library. The CAFÉ catalog is available online through the Internet, as well as in the library.

The CAFÉ catalog is not the only source of items not owned by this library. Users who do not find exactly what they are looking for within CAFÉ are encouraged to speak with a librarian, who will be happy to search for materials in other libraries and databases. Please note that due dates, fines, and charges for lost/damaged materials from beyond the CAFÉ catalog are set by the *owning* libraries.

## **Appendices**

- A. Packaging Replacement Costs
- B. Materials Recovery Program
- C. Standard Replacement Costs

## **Administration and interpretation of policy**

Responsibility for the administration and interpretation of this policy rests with the Library Director.

## **Other related Pauline Haass Public Library policies:**

- Privacy of Library Records and Library Use
- Collection Development
- Public Internet Access
- Theft of Library Property

Adopted by Library Board: December 15, 2004

Reviewed and revised: July 20, 2005

Reviewed and revised, with addition of Appendix A: April 18, 2007

Revisions made via motions at July 16, 2008 Library Board meeting are incorporated in this document

Reviewed and revised: March 17, 2010

Reviewed and revised: April 22, 2015

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Reviewed and revised, with revision of Appendix B: April 19, 2017

Reviewed and revised, with revision of Appendix A & Appendix C: November 20, 2019

Reviewed and revised: January 20, 2021

Reviewed and revised: April 20, 2022

Reviewed and revised: June 15, 2022

## Appendix A to Circulation Policy: PACKAGING REPLACEMENT COSTS Revised: June 15, 2022

<b>ITEM</b>	<b>COST</b>
DVD cases – single	\$3.00
DVD cases – double	\$4.00
3 capacity	\$4.00
4 capacity	\$6.00
5 capacity	\$6.00
6 capacity	\$6.00
8 capacity	\$7.00
10 capacity	\$7.00
Color copy of cover DVD	\$3.00
Music CD cases - single	\$3.00
Music CD cases – double	\$3.00
Color copy of cover CD	\$4.00
CD book albums 2-12	\$10.00
CD book albums 14-24	\$12.00
CD book albums 20+	\$18.00
Color copy of cover audio bk	\$4.00
Lost insert (map, CD booklet)	\$3.00
RFID Media Tags (DVD/CD)	\$2.00
RFID Tags 2x3	\$1.00
Barcode replacement	\$1.00
Book cover plastic	\$2.00
Wii case – single	\$3.00
Wii case - double	\$4.00
Wii booklet replacement	Min \$3.00
WiFi hotspot	\$123.00
Instructional insert	\$4.00
Charger adapter/cable	\$18.00
Carrying case	\$8.00
Library labels	Min. \$0.50
Barcoded ILL cards	\$1.00
A/V cleaning	Min. \$1.00
Book mending	Min. \$3.00
Playaway battery cover	\$2.00
Playaway case	\$3.00
Miscellaneous parts	Current retail

**Time formula:**

5 minutes: \$12.00 per hour X 10% = \$1.20

10 minutes: \$12.00 per hour X 15% = \$1.80

15 minutes: \$12.00 per hour X 25% = \$3.00

20 minutes: \$12.00 per hour X 30% = \$3.60

## **Appendix B to Circulation Policy: MATERIALS RECOVERY PROGRAM**

The Pauline Haass Public Library has established a materials recovery program to encourage library patrons to return books and other materials on time.

### **What happens when items are overdue:**

**7 DAYS PAST DUE** The library sends you an email, text or automated phone overdue notice. *Customers are responsible for providing a current email address or phone number to receive such notices. No printed overdue notices are sent via US Mail.*

**14 DAYS PAST DUE** The library sends you an email, text or automated phone overdue notice. *Customers are responsible for providing a current email address or phone number to receive such notices. No printed overdue notices are sent via US Mail.*

**21 DAYS PAST DUE** The library sends you a final email, text or automated phone overdue notice. *Customers are responsible for providing a current email address or phone number to receive such notices.*

*No printed overdue notices are sent via US Mail.*

**Overdue notices and due date reminders are sent as a courtesy. Failure to receive an email notice, text or automated phone message does not remove your responsibility to return items promptly and pay fines.**

### **42 DAYS PAST DUE**

Items are sent to the lost status and the patron's account is billed with the replacement cost\* of the items. A bill is sent to you via US Mail, notifying you of the suspension of your borrowing privileges. *Customers are responsible for providing a current mailing address to receive such notices.*

### **52 DAYS PAST DUE**

Accounts will be sent to Unique Management Services, a collection agency specializing in library accounts. A service charge of \$20.00 will be added to your account. Unique Management Services will contact you to request the return of the overdue materials and payment of all outstanding charges.

For more information on the Materials Recovery Program, contact the library at 262-246-5180.

\*replacement costs are outlined in the Standard Replacement Costs attachment (Appendix C)

## STANDARD REPLACEMENT COSTS (Appendix C)

<i>Processing charges ARE included. In cases where the item's actual price exceeds the standard replacement cost listed below, the current retail price <u>may</u> be charged.</i>		Approved by Library Board <u>November 20, 2019</u>
Collection Description	Standard Replacement Price	
Activity Kit	\$20.00 <u>Varies; ask staff</u>	
Battle Book	\$15.00	
Blu-ray <u>DVD</u>	\$25.00	
<u>Board Game</u>	<u>Varies; ask staff</u>	
Book	\$25.00	
Browsing <u>(book or AV)</u>	\$25.00	
<u>Browsing AV</u>	<u>\$25.00</u>	
<u>CD (All ages)</u>	<u>\$15.00</u> <u>10.00</u>	
CD Book	\$30.00	
<u>CD-ROM</u>	<u>\$35.00</u>	
Children's Blu-ray <u>DVD</u>	\$20.00	
Children's Board Book	<u>\$7.00</u> <u>8.00</u>	
Children's Book	\$15.00	
Children's Browsing Collection <u>(DVD)</u>	\$25.00	
Children's CD Book	<u>\$30.00</u> <u>25.00</u>	
<u>Children's CD-ROM</u>	<u>\$35.00</u>	
<u>Children's Digital Audio Book</u>	<u>\$60.00</u>	
Children's DVD	\$20.00	
Children's Holiday Materials	\$15.00	
<u>Children's Kit</u>	<u>\$20.00</u>	
Children's Magazine	\$5.00	
Children's Paperback	\$8.00	
Children's Reference Book	\$50.00	
<u>Children's Video</u>	<u>\$15.00</u>	
<u>Circulating Reference</u>	<u>\$50.00</u>	
<u>Current Issue of Magazine</u>	<u>\$5.00</u>	
Digital Audio Book <u>(Playaway)</u>	\$60.00	
DVD	\$25.00	
Equipment <u>(includes Chromebooks, headphones, kitchen implements)</u>	<u>\$50.00</u> <u>Varies; ask staff</u>	
<u>Explore Pass</u>	<u>\$250.00</u>	
<u>Graphic Novem</u>	<u>Varies; ask staff</u>	
<u>Holiday</u>	<u>\$25.00</u>	
Inter-Library Loan Item	\$50.00	
<u>Laptop</u>	<u>\$1,000.00</u>	
<u>Large Print Book</u>	<u>\$30.00</u>	
Magazine	\$5.00	
New Book	\$25.00	

New Fiction	\$25.00
Non-Fiction DVD	\$25.00
Pamphlet	\$0.50
Paperback	\$10.00
Playaway	\$60.00
Professional Material	\$50.00
Reference Book	\$50.00
Video Games	\$25.00
Wifi Hotspot	\$120.00
Yard Games	Varies; ask staff

In cases where the item's actual price exceeds the standard replacement cost listed above, the current retail price may be charged.

Price list last updated November 20, 2019