



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

Agenda

**Pauline Haass Public Library Board of Trustees
Wednesday, January 18, 2023, 6:30 p.m.
Library's Quad/Graphics Meeting Room, off lobby**

- 1) Roll call
- 2) Consideration of, and possible action on, minutes of December 21, 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) Firsties presentation from Children's Librarian, Teresa Douglas
 - b) Impact Fee Study Update: discussion and possible action
 - c) Strategic Plan Activities: discussion and action
 - d) Personnel Policy Updates: discussion and action
 - e) Server replacement options: discussion and possible 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 December 21, 2022 Board meeting
Pauline Haass Public Library

Called to order: 6:33 p.m.

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

Bougie; Jilling motion to accept minutes of November 16, 2022 Board meeting as presented; motion carried.

Comments from citizens present: none.

Communications received by Board members or Director: none.

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

Prepaid bills in the amount of \$2,499.17, P-Card bills in the amount of \$3,783.27.00, November 2022 bills in the amount of \$11,939.76, November expenses in the amount of \$73,293.19 approved as presented by Vande Hei/Schultz motion; motion carried.

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

New Business: Bougie/Vande Hei motion to convene into Closed Session at 6:55 p.m. 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. Roll call vote: Bougie – aye, Carran – aye, DeLonge – aye, Hacker – aye, Jilling – aye, Roubik – aye, Schultz – aye, Vande Hei – aye, Wegner – aye, Zoellick – aye. Motion carried.

Reconvened in open session at 7:14 p.m. by Carran/Wegner.

Bougie/Jilling consideration and possible action on items requiring action arising out of the closed session and motion carried to provide a 3.5% salary increase for the Library Director.

Final 2023 budget: discussion and action on revised 2023 budget reflecting Village of Sussex contribution accepted as presented by Bougie/Schultz; motion carried.

Board members reviewed the 2023-2025 Strategic Plan; accepted as presented by Carran/Hacker; motion carried.

2023 Holidays and Closures discussion; no action.

Meeting adjourned at 8:09 p.m. by Roubik/Schultz motion.

Respectfully submitted,
Adele Loria
Library Director

Minutes prepared by Lisa Ponto, Administrative Services Manager

January 18, 2023
Director's Report to Library Board

Agenda Items

Firsties presentation from Teresa Douglas: As you are aware, our Children's Librarian Teresa Douglas recently presented at the Wisconsin Library Association's annual conference on Firsties, our outreach program to 1st graders and their families in partnership with the Hamilton School District. Teresa will attend the Board meeting to give you an abbreviated version of her presentation and answer any questions you may have about the program.

Impact Fee Study Update: Christy DeMaster from Trilogy Consulting has finished her update of the library impact fees report. I'm sending that separately from the Board packet so that you have a little more time to review it before the meeting. As you'll see, her findings are that the Village could impose a higher impact fee on new development than is currently being charged, but the Village Board is not required to take any action. The next step would be for the Library Board to adopt or approve the report and to make a recommendation to the Village Board on whether the ordinance should be updated or not. If the Library Board does recommend changes to the ordinance, then a potential ordinance amendment would be drafted for review and discussion by the (Village Board's) Finance Committee.

Strategic Plan Activities: Included in your packets is a more nicely formatted version of the newly approved Strategic Plan for 2023-2025. There is also a draft of proposed 2023 activities related to our Strategic Plan objectives. 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 2023.

Personnel Policy Updates: As discussed last year, the section of the personnel policy detailing health insurance deductibles and premiums needs to be updated yearly to remain accurate. Because the policy is so long, I have included in your packets only the pages with proposed changes. If you'd like a copy of the full policy, please let me know and I'll email it to you. I would recommend placing benefits details that change on an annual basis in an appendix subject to administrative changes, in a future update. Later this year I would like to do a more comprehensive review of this policy when the Personnel Committee can meet to review and recommend changes to the Board (see Strategic Plan activities document).

Non-agenda Items

2022 by the numbers: Once again, it is time to compile the previous year's numbers for our annual report and a great opportunity to analyze how we're doing and what patterns we're seeing. I'm pleased to report that our circulation grew this year by 7.62%, in comparison to the overall increase of 3.82% of all circulation at Bridges System libraries.

I've repeated last year's exercise of charting circulation by the type of material and the age group for which it is intended. This is enclosed in your packets. As you'll see, media circulation remains fairly flat, not declining overall but also not recovering from the plummet it took in 2020. I think the trend we talked about last year continues with people moving to streaming platforms for video. Audiobooks have declined more sharply than other media types in 2022, which might have to do with Hoopla; audiobook usage continues to be the lion's share of Hoopla costs each month and we get very positive feedback from audiobook-loving patrons on the platform. Based on that, I've continued to divert funds from CD audiobooks to Hoopla. Print, on the other hand, is way up! Our print circulation in 2022 was higher even than in 2019, by quite a bit. Children's books continue to be a standout, but adult books also increased considerably.

Building Updates: In December the Village posted an RFP for HVAC equipment preventative maintenance. As with the current contract, this would include the library's HVAC equipment, and potentially the HVAC controls contract as well. I am on the committee to review these proposals along with Secret Strobl, Jeff Goodyear, Judy Neu (Village Engineer), and Jon Baumann (Public Works Foreman – Utilities). Proposals will be opened on January 19 and reviewed the following week. I'll provide updates as this process moves along.

Foundation Updates: The Foundation recently received a \$1500 donation with the note: "Please designate for Children's Services. Miss Val and the whole team have been amazing!" It's a great tribute to our (excellent) children's services department, and we are so grateful to the donors. The Foundation meets next at the end of January, and Val is planning to attend along with me so that we can all discuss how best to use this gift.

Gingerbread Decorating Contest (Library as Holiday Destination): Our all-ages Gingerbread Decorating Contest ended on Dec. 31. There were a total of 36 gingerbread contest entries, up from 11 our first year. Assistant Director Jennie Bahnman was the idea behind the contest and her care and enthusiasm have paid off with the growth of this event and the attention it has received! We had an amazing turnout of folks visiting the library to view the gingerbread houses throughout the month of December, making our library a local gingerbread-land destination (despite being open few hours than in December 2021, library visits were up by 1,009 from last year). Staff met many who were new



to our library but came in to vote for their neighbor's/family's/friend's gingerbread house. Out of our visitors, a total of 488 people voted for their favorite!

Winners received a commemorative 2022 PHPL Gingerbread Decorating Contest ornament, a \$25 King Arthur Baking Gift Card, and bragging rights of course! Jennie has been in touch with the winner of the adult category, Anne (creator of that gorgeous gingerbread barn), about offering a "Gingerbread Decorating Demo" at the library next gingerbread contest season. We are thrilled at the prospect of having a contest winner share their expert skills and talent further with the community.

Here are the winners:

Family Winner - "The Cottage" by Anna, Clara (Age 8), Josie (Age 6)

Teen Winner - "Winter Cottage" by Tess (Age 15)

Adult Winner - "Christmas on the Farm" by Anne

Children's Winner - "Winter Wonderland" by Madeline and Grace

Library of Things Update: In December we introduced 9 Nordic Ware cake pans and 2 springform pans to our Library of Things Collection. From beautiful bundt pans to a pan for making scones, we now offer a lovely variety for folks to give a try at home. All Library of Things items can be found in the library catalog, as well as on our website for a "one stop shop" experience: <https://phplonline.org/library-of-things/> Cake pans can be placed on hold and can also be renewed if there isn't a waitlist.

Marketing and Communications: Becca Werginz reports on marketing. As a slower programming month, December is a great time to work ahead! On social media, the #WhatAreYouReadingWednesday weekly Facebook post continues to be very popular and spurs on great discussion about current titles. On the last Wednesday of the year, a reader shared a fantastic bracket with her favorite books of 2022! Jill Fuller from Bridges has been busy working on an Udemy marketing toolkit that- among other things- will promote the new service alongside Gale Courses and other existing educational resources.

Professional Development and Continuing Education: On Friday, December 2, the library was closed for our biannual Staff Development Day. Planned as usual by Assistant Director Jennie Bahnaman and Administrative Services Manager Lisa Ponto, the day included a number of valuable sessions as well as all-staff updates and department projects:

- **Run, Hide, Fight – Active Assailant training with Hamilton school district School Resource Officer Leah Estes.** Leah reviewed actions to take in an active assailant emergency and then groups walked through the library to review possible escape routes, hiding spots, and objects to help in protecting people or fighting off an assailant. Leah did an excellent job with a difficult topic.
- **Recent Challenges for Public Libraries – Materials Challenges presented by Adele.** I reviewed how we build our collection, how patrons ensure their children are accessing age-appropriate material, the reconsideration request process, and a number of talking

points. Finally, we walked through a simulated challenge, stopping at each step to discuss in small groups what our reactions and next steps would be.

- **Maintenance Coordinator Jeff Goodyear provided an overview of key building areas** that might impact staff in emergency situations such as where the electrical panels are, how to turn off the water to the sprinklers, and turning off the water in the men's restroom.
- **"Fitting Physical Activity into a Busy Lifestyle"** wellness presentation by a Froedtert Workforce Health Coach. Staff learned about the benefits of integrating movement into their day, helpful activity apps and websites, and ideas for stretching and strength training. The coach even led us in a fun and much needed stretch break!
- **Children's Librarian Teresa Douglas presented an overview of the Firsties program.** Library staff learned about the fruition of the program, program logistics and communication to Hamilton school district participants, impact on children and families, and the end results of the yearly contest.
- **Library of Things demonstration with Valerie Johnson.** Staff enjoyed playing with the new kitchen items such as the knife sharpener and vegetable spiralizer. Using the tools got staff thinking about tips and tricks we could share with patrons.

Jennie Bahnaman, Assistant Director, reports on Adult and Teen activities for December 2022:

Adult Programs & Services

PHPL co-sponsored the event **Guide to Waste Management & Recycling** with the local **Sussex Green Team** held on Thursday, December 1. Attendees could learn about the ins and outs of better waste management and recycling for your home just in time for the holidays. The presentation was provided by a representative from Badgerland/LRS. We had 20 people in attendance.

On Tuesday, December 6, 10 members (many of whom were new!) attended **Tuesday Afternoon Book Club** with Lisa to discuss *The Stationery Shop* by Marjan Kamali. The following evening, 13 members of the **Mystery Book Club** met next door at the Civic Center to discuss Liane Moriarty's *Big Little Lies*. The newly-renamed **Reading Between the Spines Book Club** met on December 21. Ten members attended to discuss *The Lager Queen of Minnesota* by J. Ryan Stradal and enjoy holiday treats.

Teen Programs & Services

Becca Werginz (Adult and Teen Services Librarian) reports on teen programs and services. In December, Becca fulfilled 10 requests for **Library Loot Boxes**. Each contained personalized book recommendations based on each teen's preferences, a snack, and a craft (origami stars).



Nineteen teens voted in December’s **Vote by Sticker** program, which asked if they’d spend the holidays at home or at the beach. Thirteen voted to stay home for the holidays, and 6 voted for the beach vacation.

On December 6, fifteen teens gathered to have a **cookie decorating party!** They enjoyed homemade hot cocoa with marshmallows and festive music as they mixed their own frosting colors for their incredible cookie creations.



Weeding

Becca concluded a much-needed weed of the YA section in early December.

Valerie Johnson, Children’s Services Manager, reports on Children’s Department activities for December 2022:

Programs

Children’s programming traditionally winds down during December, but we nevertheless had a lot going on in KidsLab. The Slime Station was open for business December 14 for this month’s LabCrafts session. Early Explorer LabCrafts welcomed the younger makers (first and second grade) to their own workshop December 15, where they made gingerbread playdoh. Slime and clay-making are perennial favorite activities for the KidsLab crowd.





All December sessions were filled (with wait lists!) for Sew XO held in the KidsLab. On December 5 and 19 the young sewists stitched holiday-themed fabric garlands, and each child went home with a 6 foot long garland to deck- the-halls. One parent reported that their child’s garland decorated the family Christmas tree and looked “beautiful.”

Our popular Doggy Tales program will not be on the schedule in the new year because the time has arrived for Dakota to retire. Dakota has patiently listened to kids read to him at the library for six years. We will miss seeing Dan and Dakota on Thursday evenings, but Dan—who has trained many therapy dogs over the years—is on the lookout for his next pup to adopt and train.

One Thousand Books Before Kindergarten, our ongoing reading incentive program for babies, toddlers, and preschoolers, has reached its 1 ½ year mark. This program started August 2021. Since its launch in summer 2021, 284 children have been registered and ten kids have reached the commendable goal of listening to the reading of 1000 books. Overall, since the beginning, the number of books read by all participants is 35,722. When a child completes the program they are awarded a brand new book of their choice.



In response to popular demand, the children’s department rolled out a no-cost, impromptu grab-and-go craft kit for kids to work on during the holiday school break. We gave the kids paper strips and a cupcake liner, and they were able to construct a bouncy little snowman. Sixty snowman kits were picked up by families.

Community Involvement

One Friday morning per month our children’s associate Victoria VanZile makes her way to **Noah’s Ark** Learning Center at Sussex United Methodist Church where she treats the kids to a morning storytime. Victoria has become a regular and much-anticipated visitor to the preschool. Her latest visit took place December 6.



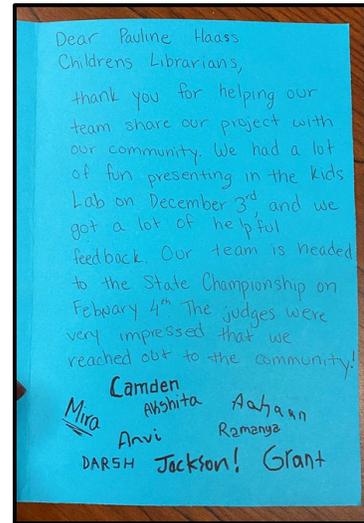
The children’s department, specifically the KidsLab, was visited by a group of

Hamilton’s Charger Robotics Club members. **The Radioactive Pyros** are a First Lego League (FLL) Robotics Club consisting of nine members in grades 5–9. We were approached in late November by the group’s coach, Krista Radke, with the following request:

“The team worked hard this season to come up with a problem related to this year’s theme of Energy, and then they developed an innovative solution. They competed at a regional competition this past weekend, and they are one of the teams that will be moving on to sectionals! In order to take their project to the next level, they need to share it with the community. They are wondering if it would be possible to somehow share it at the public library?”

We welcomed the team on December 3 to demonstrate their energy project with kids and families who were paying a Saturday visit to the library. They set up shop in the KidsLab and invited people in. Families were pleased to encounter a bonus activity happening at the library. We later received an update from Krista:

“The team competed at sectionals this weekend, and they won 2nd place Champions award and are advancing to the state competition! Thank you again for your help!”



Collection

The children’s department received a special donation from our own circulation clerk Heather Bartlett in honor of her father, who passed away this past year. Heather’s dad was an avid “rock hound” and Heather donated his professional quality rock tumbler to the KidsLab. The tumbler had been borrowed for this past October’s Wisconsin Science Festival, to demonstrate the erosion of sea glass, but now it will be available for future projects as well. We are very grateful to Heather’s family.

Children’s book bundles	number of bundles	number of items in bundles
staff-created book bundles	64	280
special request book bundles	0	0
Total	64	280

Statistics

Adult & Youth Reference	Totals
Youth Reference Ques.	272
<i>Youth Information Ques.</i>	9
Adult Reference Ques.	343
<i>Adult Information Ques.</i>	7
One-on-One Tech Help	10
Value Line use	2
Study Rooms use	98
Faxes	9

Children's Programs	Virtual Attendance	In-person Attendance	Self-Led (Passive)
1000 Books Before Kindergarten new registrations			3
Make It! Jr. report back (drawing tickets)			10
KidsLab usage			5
LabCrafts (1 session)		22	
Early Explorer LabCrafts (1 session)		28	
Sew XO (2 sessions)		12	
Winter break grab & go kits			60
Noah's Ark Outreach		24	

Lego Robotics Visit		20	
Firsties check-in visits		52	
Firsties December video views	46		
Firsties parent video views	0		
Firsties other video views (past videos)	19		
Total	65	158	78

1000 Books Before Kindergarten total books read: 1,818

Teen Volunteer hours: 17.75

Adult/All Ages Programs	Virtual Attendance	In-person Attendance	Self-Led (Passive)
Guide To Waste Management & Recycling (12/1)		20	
Tuesday Book Club (12/6)		10	
Mystery Book Club (12/7)		13	
Reading Between the Spines Book Club (12/21)		10	
Gingerbread Decorating Contest Entries			36
Gingerbread Decor. Contest Community Votes (12/1-12/31)			488
Total		43	524

Teen Programs	Virtual Attendance	In-person Attendance	Self-Led (Passive)
December Library Loot Boxes			10
Vote by Sticker: December (12/1-12-31)			13
Cookie Decorating (11/15)		15	

Total		15	23
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Jennifer Steffes, Circulation Manager, reports on Circulation activities for December 2022:

December ended on a very busy note for the circulation department. With severely cold weather, children off school for the holidays, and plenty of checkouts and returns, the circulation department was always moving. The Library of Things items were especially popular checkouts; board games, kitchen items, and Explore Passes were all sought-after with the children off from school and company in town for the holidays.

January will provide some time to catch up from the busy holiday circulations, as well as some much needed time to shelf-read the collection.

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

This month the Tech Services department was very excited to catalog and process the library's new cake pans! We now have both a circular spring ware and rectangular spring ware pans, along with 9 Nordic Ware festive pans for our patrons to enjoy. They were placed in beautiful see-through tote bags with included laminated care instructions. Again many thanks to Sue Posh for her processing expertise and to Anna Oleszczak for support, and thanks also to Carol Eckes, who used the pans to make mini cakes!

Statistics:

Items processed	474
Volunteer hours (including RFID, processing, and managing the book sale room)	18

STATISTICS FOR MONTH OF DECEMBER, 2022

	Dec. 2022	Dec. 2021	YTD	YTD 2021	% change
ALL CIRCULATION	25143	24348	348532	325697	7.0%
PHYSICAL MATERIAL CIRCULATION	22063	21202	309468	287551	7.6%
E-MATERIAL DOWNLOADS	3080	3146	39064	38146	2.4%
HOURS OPEN	214	247.5	2874.5	2756.3	4.3%

	YTD
HOLDS FILLED FOR OTHER CAFÉ LIBRARIES BY PHPL: -	2193
HOLDS FILLED FOR OTHER CAFÉ LIBRARIES BY PHPL : +	1764
Crossovers to PHPL from other library communities: +	5101
Crossovers from Sussex to other CAFE libraries: -	564
NET LENDING: 4108	55050

	Sussex	Other	TOTAL	2021
PHYSICAL CIRC:	8349	13714	22063	21202

Cards issued: 62

Reference questions answered: 1061

Informational questions answered: 15

Library visits this month: 6721

Materials purchased: 351
(year to date total:) 7187

Study Room usage: 98

One-on-one technology lessons: 10

Fax Service: 9

Value Line: 2

Curbside pickup: 3

Meeting Room Use:

Quad Room: 16
Small meeting room: 7

INTERNET USE*: 254 sessions

TOTAL HOURS:** 143:36:00

AVG. SESSION:** 33.921 minutes

WI-FI INTERIOR*: 1304 clients

WI-FI EXTERIOR*: 330 clients

*includes wireless network

**wired access only



PAULINE HAASS
— PUBLIC LIBRARY —

STRATEGIC PLAN

2023 - 2025



planning for the future:

FOUNDATIONS



Introduction

The Pauline Haass Public Library Strategic Plan guides the work that library staff and trustees will do in the coming years. The plan is shaped with the understanding that the library will remain flexible and adapt its goals and action steps as warranted.

Throughout, we will maintain our organizational values and priorities, measure what we do against our mission and goals, and remain focused on serving the community.



Vision

To be a cornerstone for an engaged and informed community.

Mission

We connect people to information, ideas, and one another in a vibrant and welcoming community-responsive environment.

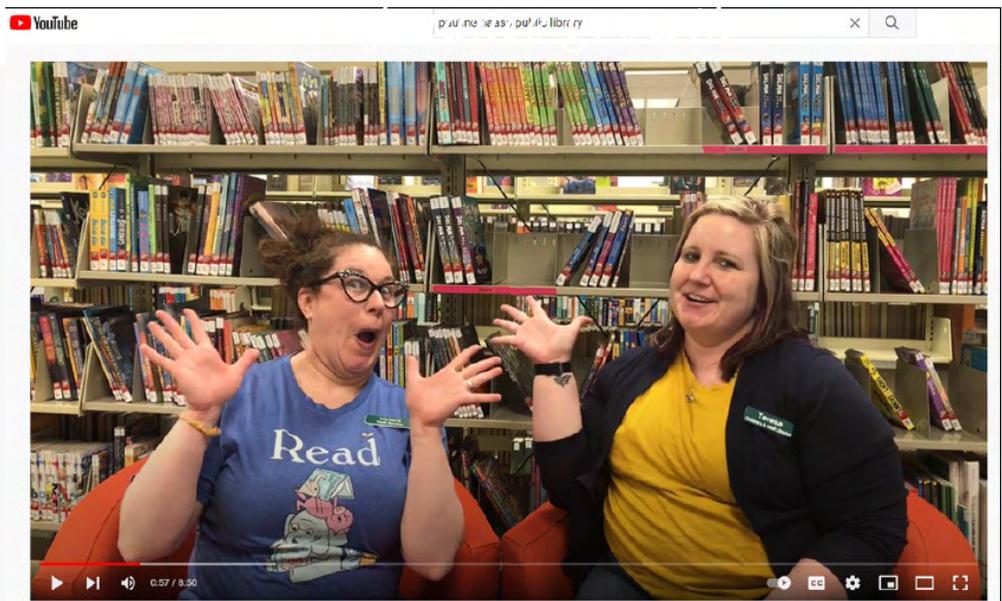
VALUES & PRIORITIES

Responsible & Purposeful Service Development

We continually engage with our community to understand the needs and aspirations of its residents. We plan thoughtfully in order to deliver high quality community-specific services. We work to provide flexible and plentiful spaces to support the educational, creative, entertainment, collaborative and connection needs of our users.

Outstanding User Experience

We are dedicated to accuracy, helpfulness, and inclusivity. We welcome feedback and promptly respond with improved service. We enjoy finding new ways to delight those we serve.



Improvement and Innovation

We explore trends, develop new methods, and continually evaluate and adapt our services to remain relevant. We celebrate imagination and invention by developing services, collections, and programs that encourage discovery and creative endeavors. We prioritize and invest in the continuous development of a knowledgeable, innovative, and highly engaged staff.

Open Access and Opportunities for All

We manage a collection that covers the breadth of diverse interests and formats. We provide seamless entry to others' collections, in order to assure access to information for all. We work to reduce barriers to access.

Responsible Stewardship of the Community's Investment

We recognize that the library belongs to the people of the community, and our actions honor the public trust.

Intellectual Freedom

We embody the library's status as a cornerstone institution of democracy for an informed public. We do this by providing information and programs that offer a wide variety of viewpoints on a broad range of topics, and by upholding the right of library users to read, seek information, and select materials freely. We subscribe to the principles adopted by the American Library Association in its Library Bill of Rights and Freedom to Read statement.

Patron Privacy

We protect every individual's right to explore information and ideas in a confidential manner, and adhere strictly to the Wisconsin Statutes dealing with public library records and patron privacy (Chapter 43, Section 30). We refrain from collecting and retaining more personally identifiable information than is necessary. We strive to alert both in-person and remote library users of the privacy choices available to them.

Community Engagement

We embrace our role as a community connector by cultivating relationships with stakeholders, pursuing strategic partnerships, and being active and visible in the community.



2023 - 2025

STRATEGIC DIRECTIONS

facility

services

staff

relationships



FACILITY

Plan for future building and service needs according to the timeline set in the Village of Sussex Capital Improvement Plan 2021-2030. At the same time, employ cost-effective interim strategies to meet the current needs of the community by addressing deficits in the comfort, functionality, and operational mechanics of the existing building.

Action Steps:

- Engage consultant to conduct a fundraising feasibility study for the anticipated renovation and expansion of the facility.
- With continued input from the community and in consultation with professionals, refine building program and design options based on the input and information garnered from 2021 Space Needs and Facility Study.
- Implement recommendations from 2021 Facility Study and 2018 Accessibility Scan to increase ADA compliance and provide greater accessibility.
- Improve technology offerings to patrons within the building, focusing on meeting rooms, study rooms, and computer areas.
- Engage consultant to thoroughly explore roof options along with associated costs, with recommendations incorporated into renovation/expansion plans.
- Research and rework service desk configurations to increase security and better utilize space.
- Improve building safety and security, revising protocols and taking advantage of newer technologies to make improvements.

SERVICES

Adapt and innovate to meet changing and new needs while maintaining and strengthening core services, programs, and collections.



Action Steps:

- Continue to expand and strengthen services for teens by providing an updated, distinctive space for their use in the library.
- Respond to demand for adult programs currently limited by space and budget to provide multiple sessions. Seek out additional funding sources for these programs.
- Continue to build the Library of Things Collection that launched in 2022, focusing on offerings that could broaden the library's user base by connecting with non-users.
- Explore new services to respond to economic challenges facing the community.
- Build upon successful expansions of service for seniors (homebound service, senior living facilities outreach, Memory Cafes) to expand programming for active older adults.
- Research trends in hours and survey the community about desired open times. Analyze circulation patterns and library visits to assess efficacy of current hours.
- Train staff to incorporate principles of Family Engagement in customer service, program design, and outreach.

STAFF

Attract and retain highly qualified staff. Provide time and resources for employees to plan, learn, and collaborate with each other, our community, and the larger library community in addition to delivering daily customer service. Position all staff to represent and promote the library.

Action Steps:

- Conduct “stay interviews” with all employees.
- Provide the necessary staffing to allow individuals to participate in continuing education, join community initiatives, and affect decision-making at the system level.
- Promote wellness initiatives with staff: research what larger organizations are doing, explore local partnerships related to wellness, and find incentives, financial or otherwise, for employees to participate.
- Review Personnel Policy along with comparable Village of Sussex documents, looking for ways to increase consistency.



RELATIONSHIPS

Engage continuously with the community both inside and outside the library. Cultivate relationships with stakeholders, pursue strategic partnerships, and reach out to non-library users.



Action Steps:

- Provide support for the PHPL Foundation as it reintroduces itself to the community and expands fundraising initiatives.
- Work with Village staff to streamline and combine services where there is a benefit for either the Village or the Library, focusing on areas of professional development, IT support, safety training/protocols, and building maintenance.
- Explore website redesign in consultation with UX professionals to increase accessibility and provide greater ease of use.
- Increase presence at targeted community events, along with providing staffing and funding to support that effort.
- Assess impact of different communication strategies, including print and digital, through survey methods and data analysis, and adjust marketing budget accordingly.
- Explore ways to reach nonusers.
- Research benefit of fine-free movement in reducing barriers to access, utilizing data collected by ALA and WiLS along with anecdotal experience from Bridges libraries (all Jefferson County libraries fine-free as of 2022).

PLAN IMPLEMENTATION, ASSESSMENT, AND COMMUNICATION

On an annual basis, the director, library staff, and library board will prioritize and identify which service goals and activities in the plan will be their focus. Goals and activities will be selected based on their timeliness, impact, and ease of implementation. Resources and staffing will be considered when setting priorities.

Action plans will be developed for a given year. Such plans may include staff responsibilities and timelines, needed resources, data and information gathering guidelines, and methods for assessing the progress and success of these efforts.

Regular reviews will be done to keep projects on track. Results will be communicated to all library stakeholders. Reviews will also examine prior efforts to determine if service goal adjustments are needed based on changing conditions, new challenges, or opportunities.



Strategic Plan Activities 2023

FACILITIES • SERVICES • STAFF • RELATIONSHIPS

1. The Library Board and staff will coordinate a fundraising feasibility study for a library renovation and expansion, using the following timeline:
 - a. Library Board will appoint committee at its February meeting to (with Library Director) draft preliminary case for support and prepare other needed materials.
 - b. Library Director and Administrative Services Manager will write a Request for Proposals and present for Board's review at the April meeting.
 - c. The RFP will be published by May 22, 2023 with the goal of awarding a contract at the July Board meeting.
 - d. The selected consultant/firm will begin study in August in order to conclude all interviews and meetings by November 10, 2023 (work on report or other deliverables may extend after that time).
2. Director, Assistant Director, and Adult & Teen Services Librarian will plan and execute a furniture replacement for the Teen Area with the goal of creating a welcoming space that is distinctly and identifiably meant for teen patrons. They will research and present the Board with options at the May board meeting. Following that staff will purchase furnishings, reconfigure spaces as needed, and complete installation by the December 15, 2023.
3. Administrative Services Manager and Director will work with Maintenance Coordinator to make family bathroom in lobby fully accessible as detailed in Capital Plan by May 31, 2023. As operating budget allows, they will increase accessibility of other bathrooms by adding standalone products or making minor changes.
4. Assistant Director and Adult Services staff will add a second session to all Adult Make It programs to meet demand and reduce wait lists. Mid-year, Assistant Director and Director will assess whether additional staff hours or funding is needed to continue this effort in 2024.
5. Director, Administrative Services Manager, and Maintenance Coordinator will research, purchase, and install security cameras in the library by September 30, 2023. Management team will draft a policy for storing footage that complies with patron confidentiality requirements for Board's review.
6. Children's Services Manager and Children's staff will purchase and work with Tech Services staff to introduce children's items in the Library of Things by March 1, 2023.

7. The management team will meet monthly for issue sharing and department updates.
8. Assistant Director and Administrative Services Manager will continue to identify staff knowledge gaps and incorporate appropriate training into May and December Staff Development Days.
9. Director will conduct stay interviews with all regular staff (not including substitutes or pages) beginning in February 2023, scheduling approximately 2 interviews per month.
10. Circulation Manager will coordinate one page education event by November 1, 2023.
11. 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.
12. Director and Administrative Services Manager will work with retiring Finance Director to provide the incoming Finance Director with an orientation to the Library in February 2023.
13. Management Team will review the Personnel Policy, consulting with Village staff and attorney as needed, and survey all staff during the May staff development day on possible changes. The Personnel Committee will meet to review this work and make a recommendation to the Library Board in June 2023.

INTRODUCTION

About this Handbook

This employee handbook serves as a guide to familiarize employees with PHPL's policies, procedures, rules and regulations. This handbook is not intended to, nor shall it be deemed to, create a contract between PHPL and any employee. This handbook has been prepared for information purposes only. None of the statements, policies, procedures, rules or regulations contained herein constitutes a guarantee of employment, a guarantee of any right or benefit, or a contract of employment, express or implied. All PHPL employees are employed at-will and employment is not for any definite period of time. Termination of employment may occur at any time, with or without notice, and with or without cause, at the option of PHPL or the employee.

It is your responsibility to read and become familiar with the information contained in this handbook and to follow the policies, procedures, rules and regulations contained herein. Any questions about the material in this handbook or the application of the policies herein should be discussed with your supervisor or the Library Director.

PHPL reserves the right to unilaterally amend the contents of this handbook, including any policy, procedure, rule or regulation contained herein, at any time, with or without notice to employees. Final interpretation and implementation of any of the policies in this manual is reserved for the Library Director and/or the Library Board. This handbook supersedes any and all previous manuals, handbooks, statements, policies, procedures, rules or regulations given to employees, whether verbal or written.

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Vision and Mission

Pauline Haass Public Library's vision is ~~to cultivate a community of informed and engaged citizens~~ to be a cornerstone for an engaged and informed community.

The Library's mission is to connect people to information, ideas, and one another in a vibrant, ~~and~~-welcoming, community-responsive environment.

Staff members should keep the vision and mission in mind during their workdays, and use them as a guide when making decisions.

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Equal opportunity employment

The Pauline Haass Public Library is an equal opportunity employer. All qualified applicants will be considered without regard to race, color, religion, age, sex, national origin, sexual preference, disability, or any other factor protected by law.

Memberships: The Library will pay the dues for membership in the Wisconsin Library Association (WLA) for all degreed librarians regularly scheduled for at least 1040 hours per year, including the Director, and for one Library Board membership if desired. The Library will also pay the Library Director's dues for the American Library Association (ALA) and for an ALA division membership in the Public Library Association (PLA).

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Health, Dental, and Vision insurance: (UPDATED ANNUALLY BASED ON VILLAGE COVERAGE)
~~Full-time employees and NFT employees~~ Employees who regularly work thirty (30) or more hours per week year-round are eligible for participation in a health, dental, and vision insurance plan provided by the Village of Sussex for its employees. Coverage ~~includes children~~ may include the employee's family unless they are covered by another plan; double coverage is not allowed.

Details about these programs, including the plan year deductible(s) and required employee contribution to the premiums, are available on the Village's employee web portal or by contacting the Library Director or the Village's Personnel Officer.

~~Full-time Employees~~ employees pay 11% of their health insurance; the Library will pay 89%. ~~(Varies for NFT employees)~~ Employees who are not full-time but work on average more than 30 hours per week, must pay the same premium contribution rates as a full-time employee plus the percentage difference between their hours and the full-time hours.

~~The employee is responsible for all payments up to the deductible.~~

~~The annual plan year deductible is \$3,000 single/\$6,000 family coverage when using in-plan providers.~~

The Library will also establish a Health Savings Account (HSA) for each eligible employee who so wishes, and will deposit into each participating employee's account each year either \$1,100 for a single policyholder or \$2,100 for a family policyholder. This contribution is divided into two payments, which are made in July and December.

~~The Library will contribute half of the annual Library HSA contribution on January 1st and half on July 1st. The employee may apply to the Library Director during the first six months of a year for an advance upon the July 1 contribution, in the event of a medical necessity that will result in a cost to the employee that is greater than the balance in the employee's HSA. The Director will require an HSA account statement that shows that the employee has a need for the funds in advance.~~

For any employee entering the plan after January 1st, the Library shall contribute on a prorated basis for the remainder of the calendar year or plan year.

The employee is responsible for knowing and following IRS regulations governing his or her HSA.

Circ By Material Type: 2016 to 2022

MEDIA	2016	2017	2018	2019	2020	2021	2022
BluRay	765	1081	1006	985	922	596	792
Browsing AV	10431	11787	11396	9385	5186	3467	3833
CD	9105	7297	6653	5639	5011	4073	4083
CD Book	7142	7085	7208	7073	4325	4165	3116
Children's CD	1664	1430	1432	1315	937	679	840
Children's CDBook	1734	1681	1558	1675	1737	1686	1430
Children's DVD	23068	23222	19815	19398	12138	11455	12158
DVD	40359	38444	34983	34873	24691	22921	23523
Non-Fiction DVD	3038	2592	2275	2392	1940	1515	1542
TOTALS	97,306	94,619	86,326	82,735	56,887	50,557	51,317

PRINT	2016	2017	2018	2019	2020	2021	2022
Book	53605	54863	55790	61532	51496	60165	67640
Browsing	1233	1668	1887	2179	2162	2819	3244
Children's Board Book	6116	5753	6300	6974	6239	9152	10609
Children's Book	109457	109101	118796	126673	106547	132583	145850
New Book	15204	15299	15508	15252	10882	12600	12940
New Fiction	657	612	740	691	647	775	526
Paperback	6159	5757	4511	4086	3186	4015	3473
TOTALS	192,431	193,053	203,532	217,387	181,159	222,109	244,282