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Agenda

**Pauline Haass Public Library Board of Trustees
Wednesday, October 18, 2023, 6:00 p.m.
Library's Quad/Graphics Meeting Room, off lobby**

- 1) Roll call
- 2) Consideration of, and possible action on, minutes of September 20, 2023 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) Trustee Participation at Staff Development Day: discussion
 - b) Upcoming Holiday Hours: discussion and action
 - c) Data Dashboard Demo: discussion
- 9) Items for future agendas: discussion
- 10) Adjournment

Lisa Bougie, President

Adele Loria, Library Director

Attendees: Please note that, upon reasonable notice, efforts will be made to accommodate the needs of disabled individuals through appropriate aids and services. For additional information or to request this service, contact Adele Loria at 262-246-5180.

Minutes of September 20, 2023 Board meeting
Pauline Haass Public Library

Called to order: 6:01 p.m.

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

Roubik/Wegner motion to accept minutes of August 16, 2023 Board meeting as presented; motion carried.

Comments from citizens present: none.

Communications received by Board members or Director: Bougie reported on recent Foundation outreach events.

Introduction of Becca Werginz, Communications & Technical Services Manager. Becca reviewed her role with the board.

Financial report: Revenue and Expenditure Guidelines for August 2023 not included in board materials due to unexpected staff absence at the Village of Sussex.

Prepaid bills in the amount of \$822.95, P-Card bills in the amount of \$4,126.37, September 2023 bills in the amount of \$21,492.22, approved as presented by Vande Hei/Kojis motion; motion carried.

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

New Business:

Following a review of Capital Plan updates, Carran/DeLonge motion to approve as presented; motion carried.

Following review of moving Harry Potter Night 2024 to a Friday evening with extended hours for that day only, Vande Hei/Kojis motion to approve; motion carried.

Following a review of the Library Board Bylaws, Bougie/Vande Hei motion to approve as presented; motion carried.

Following a review of the Surveillance Cameras Policy, Carran/Schultz motion to approve as presented; motion carried.

Discussion regarding the Bridges Trustee event; no action taken.

Director evaluation tool will be distributed. Reviews being conducted at the November meeting.

Meeting adjourned at 7:27 p.m. by Roubik/Schultz motion.

Respectfully submitted,
Adele Loria
Library Director

Minutes prepared by Lisa Ponto, Administrative Services Manager

October 18, 2023

Director's Report to Library Board

Agenda Items

Trustee Participation at Staff Development Day: Throughout the past month, Jennie Bahnaman, Lisa Ponto, and I have been discussing the agenda for Staff Development Day on December 1. Feedback from staff surveys after previous in-service days indicate a desire to know more about the Library Board and how it functions; what duties are assigned to the board as opposed to the staff, how the board is comprised, what leads individuals to serve on the board, and how best staff can work with them to serve the community. I want to extend an invitation for 2 or 3 board members to attend our upcoming in-service day and speak to this topic (along with me), and to stay for lunch to get to know the staff a little better. I'm hoping this could be an ongoing effort with different trustees attending each in-service day. We can talk more Wednesday about who is interested in participating and what kind of effort is involved, but in the meantime please be thinking about whether you'd like to participate and if the date works for you. It would likely be two or three hours, late morning through lunchtime.

Upcoming Holiday Hours: This year the Christmas and New Year's holidays fall partially over a weekend, which always requires some clarification as to when the library will actually close and when employees receive holiday pay. Since setting library hours (with the exception of emergency closings) is a board action, I've included this for discussion and action this month.

Data Dashboard Demo: As I reported last month, Mellanie Mercier of the Bridges Library System has been working with Waukesha County IT staff for the past year to create a data dashboard for the Bridges libraries. This tool allows us to much more easily capture and visualize things like: how different kinds of materials are circulating and how it has changed over time; how library usage breaks down by patron age and municipality; what hours and days of the week are busiest. I'd like to give you a brief demonstration of what is available and discuss what data would be helpful for you to receive on a regular basis.

Non-agenda Items

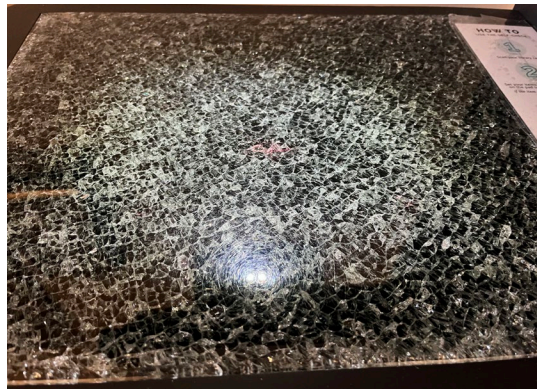
ERP: In the past two weeks, a lot of time has been spent on the implementation of the new software the Village is switching over to this year for payroll and timekeeping (along with many other functions). I have been working with Village staff and the Civic Systems representatives to set up the Library employees in the system. All staff who were able (18 of us) attended trainings at the Civic Center on October 5. As with a lot of new systems, though, implementation has had a few hiccups along the way, and this was especially true of the library setup. So following this training, I have been working with the managers and many library staff to ensure the accounts

are set up correctly and that employees had the training to use them. I had not fully appreciated the time investment that this implementation would be for me, and Lisa Ponto has been putting considerable time into it as well. The library is going to use a few of the system's functions/modules beyond payroll and timekeeping; we'll also be utilizing the accounts payable function for invoice routing and budget tracking and the service orders function for building maintenance requests. Those two functions, especially the first one, represent a significant change in our work processes, so I am thinking that November and possibly December will be heavily focused on this. Down the road I hope to use the cash receipting part of the system for processing payments at the library, but I will need to see this function in action and learn more to determine if it's a good fit here.

Bridges System/APL updates: On September 21, I joined a number of Bridges directors for the first meeting of the Policy Cohort. System Director Karol Kennedy created this group for the purpose of sharing attorney-reviewed policies at public libraries and discussing questions and issues related to policies. We had a great discussion about meeting room policies. Next up is collection development/materials selection policies. I plan to use these discussions as a jumping off point for various PHPL policies that may be in need of review.

On September 25 I met with Andy Kristensen to go over strategic planning as it's been done at PHPL. Andy became director of the Hartland Public Library this year and is navigating the strategic planning process as a director for the first time. Having experienced a range of strategic planning methods from in-house to consultant-led, I shared what I've found valuable over the years and some pitfalls to avoid, along with a basic outline and strategy for conducting a strategic planning process.

Circulation: On the morning of September 30, Circulation Manager Jennifer Steffes came in to find the glass bed of the self check machine shattered. I was out in that area at closing the night before and did not observe anything; nor did any of the staff working then. The surveillance camera inside the library gives a view of that area that, while not great, would at least show a person approaching the machine or something large falling, and has yielded no answers. Thankfully the glass seems to be tempered and we found very little glass in the areas around the machine. Customer experience with Envisionware was very good; they quickly responded and sent a technician out to install the part once it arrived, covered under our service/maintenance agreement. I don't know if we will ever get any more satisfying an explanation as to what happened, but I'm certainly glad that we will have a backup self check beginning in 2024.



Building Updates: Helm has been conducting fall preventative maintenance on the HVAC equipment this past week, accompanied by Jeff Goodyear. Jeff also worked recently to install this year's brick orders. The bricks did not fit as they first arrived (amazing what a difference an

eighth of an inch makes), so Jeff and Mark Eesley worked together on a recent Saturday to trim each one down to the precise size needed.

I am continuing to work with Jeff and Secret Strobl to coordinate roof repairs needed before the end of the year, and to create a plan for adding to the emergency exit sidewalk at the south end of the building. Getting the roof contractor to follow up and schedule time has been challenging, but Secret has been persistently following up and it appears that the work will be done the week of 10/23. Secret also worked with me and Jeff to strategize the best way to extend the sidewalk. It sounds like Public Works may be able to complete at least some of this work, but it would not fit into their workload this year and would need to be scheduled for 2024. It could be contracted out, but because it's close to the end of the year and the area is a difficult one to access for equipment and concrete, Secret thinks the quotes would come in really high. It sounds like our best bet is to plan for a 2024 installation, and I'm continuing to try and get more information on doing that.

Other recent building projects included a light out over the computers that Mark Eesley traced back to a bad connection in the ceiling. He was able to do the repair himself, saving us the cost of hiring an electrician, but we did need to rent a lift to access the area.

Friends Updates: The Friends of the Library met on September 16, joined as usual by me. The September meeting is always an important one because the Friends finalize plans for their annual booksale in November. This year's sale will be held Saturday, November 18 and Sunday, November 19. For the first time, the Friends will also offer a Friends-only preview sale the day before from 4-6PM. People who are not Friends members can join at the door to gain access to the sale. Friends membership has been down in the last couple of years so hopefully this will drive some new interest in the group.

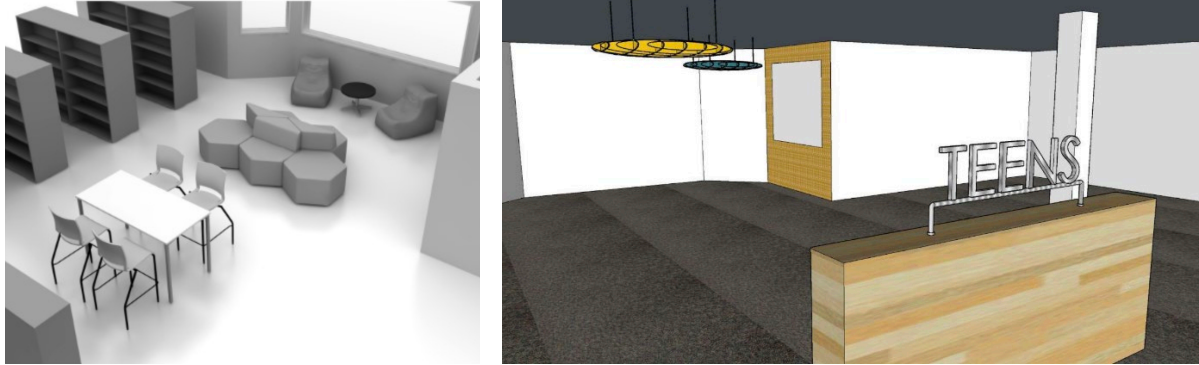


Continuing Education: Children's Associate MJ Jorn responded to a Bridges invitation to attend system-sponsored ukulele lessons. A ukulele is a perfect instrument to accompany storytime and other programs, as it is easy to transport and easy to play. Most simple songs require knowing only two or three chords. A benefit of sending MJ to ukulele school is that our library gets to keep the ukulele! The student becomes the teacher now, as MJ is tutoring the rest of the children's staff to learn a few chords.

Staff Updates: For the past six weeks I've been trying something new; a quick all-staff meeting each day before we open. I've been looking for a way to have all departments in the know about what's going on that day, from programs to building issues to meetings to new displays. Even in a library our size, it can be easy for departments to become siloed and disconnected from what others are doing. This meeting allows us a few minutes to touch base before we all get caught up in the day's tasks. I try to keep it to five minutes or so, so that it's not a big investment of time and is sustainable long-term. Afterwards I send out a very brief "morning meeting mini-recap" via email for all staff. If I'm not there, one of the other

managers leads the meeting and sends out the recap. I've heard from a number of staff that they like the meetings and feel more informed about what's going on around the library.

Teen Area Updates: Jennie, Maura, Becca, and I met twice with the team from MKE Design Build this past month, and the Teen Area redesign is getting closer to being a reality! We've finalized furniture decisions and placed those orders. We've also determined an design for a whiteboard wall to replace the current bulletin board, found acoustic ceiling panels that will help to absorb sound while defining the space, and decided on new signage. The pictures below give you a little bit of a preview; I can share more at the meeting if there is interest.



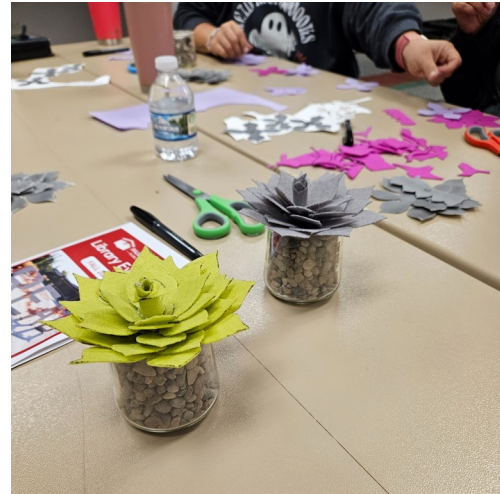
Jennie Bahnaman, Assistant Director, and Maura Flanagan, Adult & Teen Services Librarian, report on activities for September 2023:

Adult Programs & Services

Our **community puzzle table** has been extremely popular and we've received many requests from patrons for a puzzle swap. We launched our jigsaw **puzzle swap** in September. All of these gently-used puzzles have been donated to the library by patrons. Patrons can take a puzzle or two home to complete and then bring it back when they're done to pick out a different puzzle. No check out required!



Jennie Bahnaman (Assistant Director) led the **September Make It! Felt Succulent** programs on Wednesdays, September 6 and 27. We had about 20 people attend each session. Attendees enjoyed gathering together and getting creative. Lots of cutting, gluing, and friendly chatter were abundant as we created adorable succulents that will never require care or watering.



On Thursday, September 21 the **Friends of the Pauline Haass Public Library** sponsored our **History of Polka** event. Mike Schneider, Wisconsin polka musician, played a variety of songs on his accordion as he told the history of polka, from German polka to Polisa polka to Slovenian polka! It was a crowd pleasing event with lots of toe-tapping tunes and opportunities to sing along. We had 45 in attendance.



On Wednesday, September 27 we hosted Jennie Radmer, from the ADRC Elder Benefit Specialist Program and the Greater Wisconsin Agency on Aging Resources, Inc. She gave a presentation on how to **Maximize Your Medicare Benefits**. This annual event had a great turnout with 35 in attendance. Radmer mentioned that we are usually one of their more well attended Medicare presentations.

The **Winter/Spring 2024 Village of Sussex Activity Guide** deadline comes at the beginning of October, so in September we were finalizing a lot of our programming plans for January through April 2024. Events for adults will include: Make It's, Foraging Wild Wisconsin, and Ceol Cairde will return for a performance in March sponsored by the Friends of the Library.

Collection

Recently, Jennie and Adele shifted the magazine collection for adults in the ongoing effort to make more space for tight collection areas in Adult Non-Fiction. Over in Young Adult Fiction, Maura continues to do an ongoing light weed due to space constraints. Maura is also working on a larger Adult Non-Fiction weeding project using a report, provided by Mellanie Mercier of the Bridges Library System, of "dead on arrival" titles i.e. items that have never circulated. It's not often that we see a DOA title, but it does happen! Becca Werginz (Communications and

Technical Services Manager) did an intense weed of our Audiobooks, freeing up room for shifting and giving Adult Fiction collections room to expand. Becca and Adele planned this move together, strategizing how to maximize space to grow while minimizing the amount of shifting (labor and time) involved. The upshot is we now have a little more room in our smaller genre collections – fantasy, sci-fi, Christian fiction, and graphic novels – and a good deal more space in Large Print. Large Print is a collection we continue to grow because despite the increased availability of ebooks with adjustable text, usage of this print collection has grown in the last couple of years and seems likely to continue given the growth of the 65-and-over demographic.

Teen Programs & Services



Maura Flanagan (Adult & Teen Services Librarian) reports on Teen Programs & Services. Eight teens joined us on September 12th for a **Teen Paint Night**. An instructional video on how to paint a particular picture was shown, however creativity took off from there. The parting words from many of the teens were, ‘when is the next art night?’ and ‘can we do this more often?’

Fifteen **Library Loot Boxes** were requested for the month of September. This continues to be a well-loved program for the teens, and we hope to see an uptick in boxes as the school year progresses.

Our **Teen Advisory Board** had their **first meeting** on September 26th. Twelve teens attended this first meeting. Of the twelve teens, nine of them are in middle school and the other three attend Hamilton. More than half of the teens that attended the first TAB meeting were in eighth grade.



The Teen Advisory Board was created to better serve the teens of the community by implementing the feedback and ideas that the teens have. The group that attended our first meeting were very enthusiastic about the library and had many ideas and thoughts about what they would like to see for their age group.

The general consensus was that they all wanted more. They want a lot more programs and projects just for teens, including but not limited to a teen book club, craft nights, and other monthly programs and activities. This group is extremely excited and energetic about the library, and TAB will help facilitate how the library can better welcome them and get them involved.

As with Adult Services, planning for winter and spring of 2024 was a focus of September. Teen events will include: Read-a-thon, TAB meetings, Teen Tuesdays, Oscar Night and more.

Valerie Johnson, Children's Services Manager, reports on activities for September:

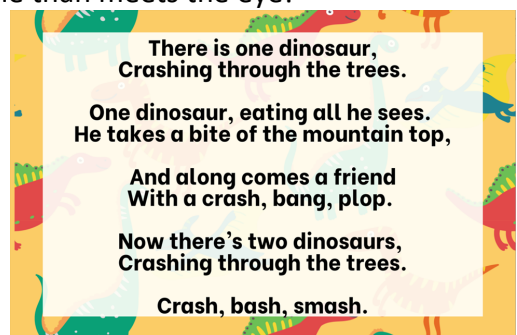
Programs

The fall storytime season started September 5 and families have returned in droves. Within the first few weeks one storytime had 94 people in attendance! Our storytimes are repeated 3 days each week with different presenters. Our newest associate, Monica Weis, has joined the rotating storytime team this season. Manager Val Johnson drops into storytime periodically to evaluate the presentation for storytime elements, structure, and performance. Presenters are required to interweave early literacy skills and verbal tips to the caregivers. There is a lot more to a storytime than meets the eye!



We have started using the digital wall screen during storytime. The team creates appealing, colorful slides with song and rhyme lyrics that are displayed for the audience's easy viewing.

LabCrafts, an afterschool drop-in program offering activities which incorporate S.T.E.A.M. skills, began its fall season September 11. Under the guidance of associate MJ Jorn the kids in third grade and older made glitter cards. The glitter card project led the kids to layer elements that showed through a cut out window on the front of the card. First and second graders may attend **Early Explorers Labcrafts** for projects geared to their grade level. On September 25 the early explorers got creative with highlighters. The black light lab was darkened and the black lights turned on while the kids experimented with highlighters, neon markers, and invisible ink pens.





Community Involvement:

On September 9 the library again participated in the Village of Sussex's annual **Touch-a-Truck** event. Youth services staff members MJ Jorn and Monica Weis were joined by Director Adele Loria and six teen volunteers to greet the families in attendance. As in past years, the library supervised the handprints-on-the-snowplow activity. We also handed out vehicle-themed coloring booklets (created in-house) and a small pack of crayons or colored pencils. This event seems to grow bigger every year, and we quickly ran out of our supply of 500 booklets. The children's department enjoys being part of this exciting September occasion.



Collection:

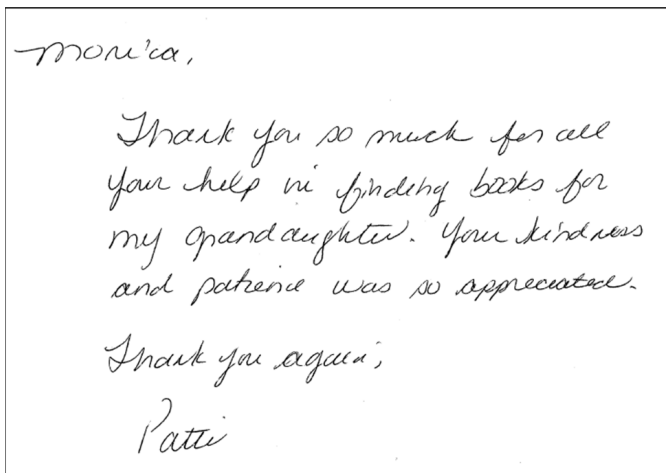
Children's librarian Teresa Douglas set up the 2023-24 Kids Choice display. These are the books that the Bridges system encourages 4th, 5th, and 6th graders to read during the school year, to vote on their favorites next spring. Teresa is on the committee that creates the Kids Choice collection each year; the list is based upon recommendations made by the students themselves.



Book Bundles

Children's book bundles	number of bundles	number of items in bundles
staff-created book bundles	83	373
special request book bundles	1	18
Total	84	391

One in a while we receive compliments and thanks for the work that we do. One of our patrons was so thankful for the help provided by Monica that she put her gratitude in writing. It is very rewarding to know that we are appreciated!



Jennifer Steffes, Circulation Manager, reports on department activities for September:

We are approaching one year of offering Explore Passes, and they continue to be extremely popular. Several of the passes often went out within minutes of being returned and some were used for admission by patrons to accompany their children on field trips to the various locations. And always, the patrons were very thankful for the opportunities the library gave them to visit the local attractions, free of charge.

Becca Werginz, Communications and Tech Services Manager, reports on department activities for September:

In September, staff cataloged and processed over 700 items to be added to the collection as well as nearly 1,000 withdrawals. A good number of the withdrawals were from a sorely needed weed of the adult and YA audiobook collection. Because many users have switched to apps like Libby and Hoopla to borrow and listen to audiobooks, CD books have seen a decline in usage over the past few years. Withdrawn audiobooks that are still in decent condition have been set aside for a special Audiobook Flash Sale benefitting the Friends of the Library, which will take place during library open hours from Friday, October 13-Sunday, October 15. All CD books and Playaways will be on sale for \$1 each. What remains after the sale will be offered to The Courtyard and other assisted living facilities. We will all be very happy when we no longer have several hundred audiobooks cluttering up Technical Services!

Statistics

Tech Services	
Items processed	705
Items withdrawn	932
Volunteer hours (including processing, assisting with projects and programs, watering plants, and managing the book sale room)	29.5

Adult & Youth Reference	Totals
Youth Reference Ques.	485
<i>Youth Information Ques.</i>	5
Adult Reference Ques.	331
<i>Adult Information Ques.</i>	5
One-on-One Tech Help	20
Value Line use	1
Study Rooms use	82
Faxes	6
Curbside Pickup Appointments	0
Chromebook Checkouts	0

Children's Programs	Virtual Attendance	In-person Attendance	Self-Led (Passive)
Family Storytime (12 sessions)		600	
Family Storytime grab and go craft			353
LabCrafts (1 session)		19	
Early Explorers LabCrafts (1 Session)		28	

Sew XO (1 session)		6	
1000 Books Before Kindergarten new registrations			7
Outreach Storytimes (2 session2)		55	
Touch a Truck		700	
Firsties video views	99		
Total	99	1408	360

1000 Books Before Kindergarten total books read: 2,106

Teen Volunteer hours: 25.25

Adult/All Ages Programs	Virtual Attendance	In-person Attendance	Self-Led (Passive)
Tuesday Afternoon Book Club (9/5)		6	
Mystery Book Club (9/6)		12	
Make It! Felt Succulent (9/6)		21	
Books to the Future Book Club (9/14)		12	
Reading Between the Spines (9/20)		10	
History of Polka (9/21)		45	
Maximize Your Medicare Benefits (9/27)		35	
Make It! Felt Succulent (9/27)		20	
Total	-	161	-

Teen Programs	Virtual Attendance	In-person Attendance	Self-Led (Passive)
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Teen Paint Night (9/12)		8	
Teen Advisory Board (9/26)		12	
One Star Book Review Challenge (9/1-9/30)			6
Total		20	6

STATISTICS FOR MONTH OF SEPTEMBER 2023

	Sept. 2023	Sept. 2022	YTD	YTD 2022	% change
ALL CIRCULATION	30870	28800	286136	266351	7.4%
PHYSICAL MATERIAL CIRCULATION	27065	25654	252160	237039	6.4%
E-MATERIAL DOWNLOADS	3805	3146	33976	29312	15.9%
HOURS OPEN	233.5	237.5	2156	2161	-0.3%

	Sept. 2023	Sept. 2022	YTD
HOLDS FILLED FOR PHPL BY OTHER CAFÉ LIBRARIES: -	3084		<i>YTD</i> 25433
HOLDS FILLED FOR OTHER CAFÉ LIBRARIES BY PHPL : +	2179		20228
Crossovers to PHPL from other library communities: +	3499		58214
Crossovers from Sussex to other CAFE libraries: -	1160		11104
NET LENDING: 1434			41905

	Sussex	Other	TOTAL	2022
PHYSICAL CIRC:	9974	17091	27065	25654

Cards issued:	105
Reference questions answered:	816
Informational questions answered:	10
Library visits this month:	8,976
Materials purchased:	871
(year to date total:)	6086
Study Room usage:	82
One-on-one technology lessons:	20
Fax Service:	6
Value Line:	1
Curbside pickup:	0
In-person programs:	28
In-person attendees:	1589
Meeting Room Use:	
Quad Room:	26
Small meeting room:	12

INTERNET USE*:	345	sessions
TOTAL HOURS**:	168:59:00	
AVG. SESSION**:	29.388	minutes
WI-FI INTERIOR*:	1216	clients
WI-FI EXTERIOR*:	359	clients

*includes wireless network

**wired access only