Agenda
Pauline Haass Public Library Board of Trustees
Wednesday, December 20, 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 November 15, 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) Motion (with roll call vote) to convene into Closed Session pursuant to Wisconsin Statute 19.85(1)(c) *Considering employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility, with respect to performance evaluation and compensation for Library Director.*
   b) Reconvene in open session.
   c) Consideration and possible action on items requiring action arising out of the closed session.
   d) Extension of managed IT services agreement: discussion and action
   e) Final 2024 budget: discussion and action on revised 2024 budget.

9) Items for future agendas: discussion

10) Adjournment

Lisa Bougie, President

Adele M. Loria

Adele Loria, Library Director

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

Minutes of November 15, 2023 Board meeting
Pauline Haass Public Library

Called to order: 6:01 p.m.

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

Bougie/Vande Hei motion to correct minutes of October 18, 2023 Board meeting to note Jilling was absent; motion carried.

Comments from citizens present: none.

Communications received by Board members or Director: none.

Financial report: Revenue and Expenditure Guidelines for October 2023 accepted as presented by Vande Hei/Kojis motion; motion carried.

Prepaid bills in the amount of $5,355.54, P-Card bills in the amount of $5,751.17, October 2023 bills in the amount of $19,264.29, October expenses in the amount of $76,906.78 approved as presented by Vande Hei/DeLonge motion; motion carried.

Authorization of the end of the year purchases approved as presented by Vande Hei/DeLonge.

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

New Business:
Following a review of the Bridges Library System Member Library & CAFE agreements, Bougie/Jilling motion to accept; motion carried.

Following the review of the Holiday Hours and clarification of Personnel Policy, Wegner/Hacker motion to approve; motion carried.

The board discussed adding a liaison to the Friends group, no action was taken.

Reviewed the Trustee Training: Roles and Responsibilities document.

Following the discussion of the managed IT services extension, no action taken on extending contract.

Closed session pursuant to Wisconsin Statute 19.85(1)(c) called to order at 7:46 PM by Bouge/Jilling. Closed session adjourned at 8:24 PM by DeLonge/Hacker.

Meeting adjourned at 8:27 p.m. by Jilling/Wegner motion.

Respectfully submitted,
Adele Loria
Director

Minutes prepared by Lisa Ponto, Administrative Services Manager

December 20, 2023
Director's Report to Library Board

<u>**Agenda Items**</u>

Closed session and evaluation discussion: The Board will meet in closed session with me to discuss my 2023 evaluation and goals for 2024. Upon re-convening in open session, the Board President will entertain a motion to formalize by vote the decisions discussed in closed session.

Extension of managed IT services agreement: Following our discussion in November, President Bougie and Vice President Kojis joined Lisa Ponto and I to meet with Mark Bauer from K12 to continue discussions of an extension to our agreement. We have reached a monthly payment number for the proposed extension of $1800, which is lower than the original proposal, but still more than what I budgeted in 2024. This increase has been reflected in the final budget and there are funds to cover this extension if the board decides to move forward. I am also including in your packets a sample contract from K12; we requested this to have a thorough understanding of what services would be covered under the agreement.

Final 2024 budget: The budget request to the Village was approved as presented during the Village's budget process, so that revenue line is unchanged. The Waukesha County payment, not yet finalized in July, has also been approved without changes. Those two sources represent 95% of the revenue in the operating budget. I have made minor adjustments to the remaining smaller categories based on updated actuals since July.

There have been more significant changes made on the expenditures side. We will walk through these at the meeting, but I'm summarizing them below:

- We have had some plan and staffing changes to insurance that allowed me to lower the budgeted amount for 2024 (while still allowing for limited potential changes midyear).
- IT budget increases more sharply than expected (see previous agenda item).
- I have consolidated account 60400 (Board expenses) into 60800 (Expenses).
- Equipment maintenance has been adjusted to account for the second self check machine we are adding (annual maintenance costs don't start until "year 2" but I anticipate being billed during 2024).
- Marketing costs have been increased to account for redesigned (all-ages) program brochure that is cumbersome and expensive to print in-house, and additional Welcome brochures for the increased registrations we've seen this year.

- Program costs have been increased to accommodate additional teen programming, all-ages events, and partnerships with the Village during the Sussex centennial activities throughout the year.
- Computer additions and replacements has been reduced as I am recommending we move to a computer replacement cycle more similar to the Village's, with a portion of computers replaced each year rather than all at once. In the past couple of years we have increased the amount in reserves for computers so that we can draw from that if we decide to go a different route.

Along with the budget document, I have also included proposed wage ranges for next year. The personnel committee met with me on Thursday, December 14 to review these; the purpose of the meeting was to review in depth the method and data that I used and to raise any concerns or offer suggestions. Since the data from the Wisconsin Libraries Compensation Study was from 2023 and we are now at the end of that year, I have included an adjustment for the ranges but included both 2023 and 2024 for comparison purposes.

As a reminder, these ranges do not affect the actual wage increase of individual employees for 2024. That percentage increase is 3.5% and was reached during the budget approval process this summer. These ranges, however, provide a transparent guide in future hires, and they allow us to benchmark our positions against those in peer libraries. A positive finding is that none of our positions are below market for our area and library size to the point that adjustments would be necessary; the personnel committee and I have sought to address below-market positions in the past few years. That said, the market has been moved dramatically in the past few years, especially for frontline positions, so this is the kind of work that will have to be revisited and updated regularly. During our discussion of the budget, the Personnel Committee will offer a recommendation for the Library Board regarding adoption of these ranges.

Non-agenda Items

Continuing Education: Staff Development Day on December 1 included the following presentations: "Dementia Friendly Business Training" with Jennifer Harders at the ADRC (thanks to this training, we are officially a dementia friendly library); Adele shared how she works with the board and then Lisa, Becky, and Sandy talked about how they joined the board and their roles; "Eight Ways to Wellness" with Jillian Smith of the UW-Madison Extension; and fire extinguisher training with Chief Grod. Staff members also worked on more in-depth projects during department time.

Staff Updates: I'm very pleased to share that we have offered the Youth Services Librarian position to Emily Bolwerk, who recently graduated with her MLIS from UW-Milwaukee. Emily is coming to us from the Cedarburg Library, previously worked at the Muskego Library, and actually worked briefly at PHPL a couple of years ago when she was just starting her MLIS. She starts on January 2, and we are excited to have her on board!
Teen Area Updates: The furniture for the redesigned teen space arrived this week, and Jeff Goodyear is in the process of assembling it. Some of the accent pieces are still en route, so the

area will continue to come together in the next few weeks. I am really pleased with the furniture, which is colorful, well-made, and fits nicely in the space.

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

Adult Programs & Services

On Saturday, November 1 the **Friends of Pauline Haass Public Library sponsored the "Healthy Indian Flavors with Alamelu"** event at our library. Alamelu Vairavan, the Wisconsin PBS cooking show host and author of several cookbooks shared her expertise in spices and demonstrated healthy recipes with great Indian flavors. We had 57 people in attendance.

Jennifer Steffes (Circulation Services Manager) and Kathy Duvall (Circulation Clerk) led our **November Make It!** sessions held on November 13 and 27. Attendees made **pet toys and blankets**, a set to keep and a set to donate. Blankets and toys will be donated in December to the Humane Animal Welfare Society (HAWS) of Waukesha County and the Washington County Humane Society. Make It attendees made a total of 65 dog/cat blankets to donate and 80 toys. We had 24 people in attendance at each Make It session. One participant sent a thank you note to Jennifer and Kathy which read "Thank you again for having a craft that was fun AND benefitted the animals. I'm glad I could be part of it."

Adult & Teen Passive Program – Murder Mystery Kits

Maura Flanagan (Adult & Teen Services Librarian) organized take home **murder mystery kits** for both teens and adults. The kits included clues, pictures and reports. Participants worked their

way through the numbered envelopes as clues were released in a certain order to help the story unfold. Patrons could stop at the Adult Reference Desk to see if they solved it correctly answering who was the murderer, what was the weapon and motive. If they solved it correctly they were entered in to a win a raffle prize. Maura prepared kits throughout the month as we kept running out, and there were a total of 79 murder mystery kits taken by participants. Many of those that were picked up were by partners or families that completed the kits together, so it was difficult to get an exact number of participants. We're estimating about 44% of participants were teens, so about 60 teens total. About 56% were adults, so about 69 adults total. There were others that returned but with an incorrect answer as well. The program was so well received, that many who participated have already been asking when the next one will be 'released.'

Collection

Maura is doing an ongoing weeding project of items from the Adult Non-Fiction collection. We also did a very large weed of Romance Fiction to continue to free up space for newer items.

Teen Programs & Services

Teen Loot Boxes & Monthly Passive Program

Eight teens requested a library loot box for the month of November. The craft was creating a garland of leaves out of old book pages. The monthly passive program for November was "guess the book by the fake character tweet." Two out of the 3 teens that guessed were correct.

Teen Advisory Board

Our Teen Advisory Board had its third meeting on Tuesday November 28th, 9 teens were in attendance. The teens voted on the first two titles of the **Teen Book Club**, which will have their first meeting in January. There will be one Children's and one YA title. The titles chosen were *Temple Alley Summer* by *Sachiko Kashiwaba and Sadie* by Courtney Summers. A tentative plan has been established for the **game nights that will be starting in January**. There will be occasional Karaoke, Game Shows, and other games such as live mysteries and role-playing games. TAB was informed that the **new teen furniture** will be arriving prior to the next TAB meeting so it is something to look forward to. The upcoming **Winter/Spring Schedule** was discussed in order for them to be aware of the programs being offered to them and other possible volunteer opportunities prior to the summer.

Teresa Douglas, Youth Services Manager, reports on activities for November:

Programs

Storytime wrapped up its 12-week fall session the week of Thanksgiving. We have been recieving accolades for our storytimes from caregivers; one grandma told us that she and grandpa leave home in Watertown by 6:30 am to pick up their granddaughter in Brookfield and make it to our storytime at 10:00, because they think it's the best around! Staff is spending the break between storytimes planning our spring storytimes and getting crafts ready.

Forts and Flashlights, a favorite fall program, was held again in November. This year it was run by Victoria VanZile and Monica Weis, as well as Jennie Bahnaman. We had a record breaking 202 people building forts throughout the library! A s'mores ice cream bar was offered featuring vanilla ice cream, marshmallows, chocolate sauce and teddy grahams. Patrons brought their own blankets, stuffed animals, and books to build a fort in the library. Along with fort building, Miss Victoria and Miss Monica were busy checking in Firsties who came, putting stacks of books on hold for people, and helping with fort constructing. We always get lots of thank yous as families head out of this program.

The second **Make It! Junior** was launched this month. The craft was a beautiful pumpkin button bouquet, planned by library associate, MJ Jorn. Two **Sew XO sessions** were held in November with attendees creating holiday garlands. Val and Monica also held a special sewing class for a visiting Girl Scout troop. We held 2 Open Sew sessions. The November **LabCrafts** featured Textured Art. Samples of famous textured art were hung up around the room as examples and attendees were invited to make their own textured art.

Early Explorers made little yarn apples on November 27. They learned how to tightly wrap the yarn around their core to make the apples take form.

Collection

Miss Victoria is constantly updating our holiday table and had a whole cart of books out for Native American Heritage month in November. She also had books on display for Diwali, Thanksgiving, Veterans Day and more.

Book Bundles

Children's book bundles	number of bundles	number of items in bundles
staff-created book bundles	98	434
special request book bundles	2	67
Total	100	501

Jennifer Steffes, Circulation Manager, reports on department activities for November:
Even with a holiday in the month, November of 2023 was still busier than 2022, with just over a 7% increase in physical material circulation.

Black Friday at the library returned this year, much to the delight and anticipation of patrons. This year, $148.37 in overdue fines were waived for patrons.

The Pages helped with pulling books for the Romance section weed and completed a large shifting project which resulted in a bit more room on the shelves in both the Romance and Mystery areas.

Statistics

Adult & Youth Reference	Totals
Youth Reference Ques.	**672**
Youth Information Ques.	*11*
Adult Reference Ques.	**390**
Adult Information Ques.	*7*
One-on-One Tech Help	**14**
Study Rooms use	**142**
Faxes	**8**

Children's Programs *all-ages events	Virtual Attendance	In-person Attendance	Self-Led (Passive)
Family Storytime (10 sessions)		459	

	Virtual Attendance	In-person Attendance	Self-Led (Passive)
Family Storytime grab and go craft			344
LabCrafts (1 session)		17	
Early Explorers LabCrafts (1 Session)		15	
Sew XO (3 sessions)		15	
Open Sew (2 sessions)		6	
Sew XO Girl Scout visit (1 session)		6	
1000 Books Before Kindergarten new registrations			9
Outreach Storytimes (2 sessions)		63	
Forts and Flashlights		202	
Make It! Jr. grab-and-go distributed			100
Make It! Jr. report back (drawing tickets)			26
Firsties check-in visits (4 schools)		90	
Firsties October video views	72		
Firsties parent video views	1		
Firsties other video views (past videos)	21		
Total	**94**	**873**	**479**

1000 Books Before Kindergarten total books read: 2,719
Teen Volunteer hours: 23.5

Adult/All Ages Programs	Virtual Attendance	In-person Attendance	Self-Led (Passive)
Mystery Book Club (11/1)		15	
Healthy Indian Flavors with Alamelu (11/4)		57	

Tuesday Afternoon Book Club (11/7)		6	
Books to the Future Book Club (11/9)		8	
Make It: Pet Toys & Blankets (11/13)		24	
Reading Between the Spines (11/15)		10	
Make It: Pet Toys & Blankets (11/27)		24	
Murder Mystery Kits (11/1-11/30)			69
Total	-	**144**	**69**

Teen Programs	Virtual Attendance	In-person Attendance	Self-Led (Passive)
Teen Advisory Board (11/28)		9	
Fake Character Tweet Challenge (11/1-11/30)			2
November Library Loot Box 11/1			8
Murder Mystery Kits (11/1-11/30)			60
Total		**9**	**70**

STATISTICS FOR MONTH OF NOVEMBER 2023

	Nov. 2023	*Nov. 2022*	YTD	*YTD 2022*	% change
ALL CIRCULATION	**31174**	**28560**	**350365**	**323389**	8.3%
PHYSICAL MATERIAL CIRCULATION	27204	25261	308322	287405	7.3%
E-MATERIAL DOWNLOADS	3970	3299	42043	35984	16.8%
HOURS OPEN	243.5	244	2659	2661	-0.1%

		YTD
HOLDS FILLED **FOR PHPL** BY OTHER CAFÉ LIBRARIES: -	3057	*31821*
HOLDS FILLED FOR OTHER CAFÉ LIBRARIES **BY PHPL**: +	2248	*24612*
Crossovers to PHPL from other library communities: +	5939	*71130*
Crossovers from Sussex to other CAFE libraries: -	1167	*13346*
NET LENDING: 3963	50575

PHYSICAL CIRC:	**Sussex**	**Other**	**TOTAL**	2022
	11127	16077	27204	25261

Cards issued: 96

Reference questions answered: 1062
Informational questions answered: 18

Library visits this month: 9,356

Materials purchased: 458
(year to date total:) 7321

Study Room usage: 142
One-on-one technology lessons: 14
Fax Service: 8
Curbside pickup: 0

In-person programs: 30
In-person attendees: 1008
Meeting Room Use:
             Quad Room: 23
     Small meeting room: 21

INTERNET USE*: 280 sessions
TOTAL HOURS**: 137:54:00
AVG. SESSION**: 29.55 minutes
WI-FI INTERIOR*: 1196 clients
WI-FI EXTERIOR*: 359 client Note: system was down 11/26 to 11/27
    *includes wireless network
      **wired access only

Pauline Haass Public Library

MSP Statement of Work (Sample)

PREPARED FOR Pauline Haass Public Library | January 1, 2024

Statement of Work

This STATEMENT OF WORK ("SOW") supplements the Master Services Agreement (the "Agreement") as of the Effective Date defined in the signature block below by and between AW Technology Services, LLC d/b/a K12 Technology Group ("K12TG") and Pauline Haass Public Library as defined in the signature block below. This SOW consists of the terms below, the signature page, and any unique attachments to this SOW, which are all incorporated into the Agreement by this reference and are made a part of the Agreement by all intents and purposes.

Pricing for the Included Services herein is detailed in Quote #   , dated

Capitalized terms used herein, unless otherwise defined, will have the meanings given to them in the Agreement.

1. **Services Description**

   The Service is designed to provide pro-active support services that anticipate and prevent IT problems before they occur. The Service is built upon the successful installation and configuration of technologies that K12TG's Helpdesk Team, Professional Services Team, and Network Operations Center (NOC) Team utilize to monitor and maintain critical technology systems.

2. **Deliverables Description**

   a. **Service Delivery**

   K12TG will deliver the Service pursuant to the terms of this SOW. This SOW will serve to describe the on-going Services in detail.

   b. **Help Desk Support and Network Monitoring**

   Remote Help Desk for Client's IT Network will be provided through remote means by K12TG to Client between the hours of 7am to 5pm Monday through Friday, excluding holidays. Access to the K12TG Help Desk by authorized personnel is made by opening a service request via K12TG's online portal at: www.K12TGnetworks.com, email helpdesk@K12TGnetworks.com or calling K12TG's Help Desk in the event of a network down at 262-923-9600. Network Monitoring Services will be provided 24/7/365. All services qualifying under these conditions and those that do not will fall under the provisions of Section 6 of this SOW.

   c. **Support Tickets and Escalation**

   K12TG will respond to Client's Support Tickets under the provisions of Section 4, and with best efforts after hours or on holidays. Support Tickets begin at Level 1 and must be opened by the K12TG Helpdesk Team which will also handle Level 2 Support Tickets. If the Helpdesk team is unable to remediate the issue, the Support Ticket is escalated to Level 3 at which time the K12TG Professional Services Team will take over. Each Client Issue will be assigned a Support Ticket number for tracking.

d. **Hardware and Software Licensing and Support**

K12TG shall provide support of all hardware and systems as specified herein in Section 4c "Included Services", provided that all Hardware is covered under a currently active Vendor Support Contract and all Software is Genuine, Currently Licensed and Vendor-Supported. Should any hardware or systems fail to meet these provisions, they will be excluded from this SoW. Should 3rd Party Vendor Support Charges be required in order to resolve any issues, these will be passed on to the Client after first receiving the Client's authorization to incur them.

e. **Monitoring Services**

K12TG will provide ongoing monitoring and security services of all critical devices as specified in Section 4c, "Included Services." K12TG will provide monthly reports and document critical alerts, scans, and event resolutions to the Client. Should a minor problem be discovered during monitoring, K12TG shall attempt to rectify the condition remotely; however, significant issues may result in additional charges.

f. **Services Delivered Outside of Standard Business Hours**

Emergency services performed outside of the hours of 7:00 am – 5:00 pm Monday through Friday excluding holidays shall be subject to the fees detailed in Appendix A.

3. **On-Boarding – Provisioning, Training and Go-Live**

a. **On-Boarding Phases**

K12TG will On-Board the Client to receive Services utilizing a scheduled, 3 phase approach. K12TG will provide services on a best-effort basis until Client's infrastructure is properly provisioned (Phase 1) and all of Client's resources are trained to request and receive services (Phase 2). Once this is accomplished, an official Go-Live date will be agreed upon by K12TG and Client (Phase 3), after which K12TG will deliver services in accordance with the Service Level Agreement (SLA) in Section 4f.

4. **Service Terms**

a. **On-Boarding Process Overview**

The On-Boarding process will vary in terms of the required actions within, and the duration of each of its phases, based upon multiple factors; including size of Client environment, amount of work needed to upgrade same to meet our minimum standard of Service Compliance, etc., and is initiated upon Client's signature of the Master Services Agreement and this SOW.

i. **Phase 1: Provisioning**

1. On-Boarding Project Manager conducts kick-off call with Client and schedules On-Boarding activities
2. Professional Services Team (PST): Visits Client facility for Network Assessment
3. PST initiates Services provisioning including monitoring, patching and updating technologies
4. PST initiates any and all necessary infrastructure upgrades and modifications prior to Phase 2
5. All required Client provisioning information is gathered and PST begins knowledge transfer to Helpdesk & NOC Teams

6. Client is set up in K12TG's incident management, monitoring, unified communications and accounting systems
7. All automated alerting, ticket creation, communication and response functions are tested and verified
8. Provisioning Phase is complete once all required activities and results have been signed off on by Project Manager

ii. Phase 2: Training

1. Client and their staff are trained via onsite or remote sessions on how to engage K12TG for support, open tickets, and the incident management process, from incident management documentation, prioritization, assignment, escalation and remediation, along with SLA response expectations.
2. K12TG's NOC, Helpdesk and Professional Services teams are trained on Client's infrastructure, staff, VIPs, SLAs and support system configurations in the NOC and Helpdesk.
3. Training Phase is complete once all required activities and results have been signed off on by Project Manager

iii. Phase 3: Go-Live

1. Client and K12TG agree upon a Go-Live date - the date that service is delivered against the agreed-upon SLA
2. Helpdesk, NOC and PST go live against SLA

b. Minimum Service Compliance Standards

In order for Client's existing environment to qualify for K12TG Services, the following requirements must be met:

i. All Servers with Microsoft Windows Operating Systems must not be in an End of Life state, and have all of the latest Microsoft Service Packs and Critical Updates installed.
ii. All Desktop PC's and Notebooks/Laptops with Microsoft Windows Operating Systems must not be in an End of Life state, and have all of the latest Microsoft Service Packs and Critical Updates installed.
iii. All Server and Desktop Software must be Genuine, Licensed and Vendor-Supported.
iv. The environment must have a currently licensed, up-to-date and Vendor-Supported Antivirus Solution protecting all Servers, Desktops, Notebooks/Laptops, and Email.
v. The environment must have a currently licensed, Vendor-Supported Backup Solution.
vi. The environment must have a currently licensed, Vendor-Supported Hardware Firewall between the Internal Network and the Internet.
vii. Any Wireless data traffic in the environment must be secured with a minimum of 128bit data encryption

Costs required to bring Client's environment to Minimum Standards are not included in this SOW and will be quoted and billed separately.

c. Included Services

Services rendered under this SoW include the following:

Infrastructure, Cloud Apps, Vendor Management and Endpoints Managed Services

Support Services

The K-12 Technology Group NOC responds to a wide range of end-user requests. Our NOC supports new users and equipment setups, as well as other server and infrastructure projects. Our goal is to resolve high-priority incidents impeding an existing client's ability to work. Therefore, we divide our services into two primary categories:

Real-Time Requests and Server / Infrastructure Project Requests

Focusing on these two service types ensures our frontline technicians are immediately available when clients call with a high-priority issue. We prefer to work with clients while they remain on the call or chat to ensure problems get resolved. If the Client is not required, we offer them the opportunity to disconnect while our technicians complete the work. Minimizes the time you spend on the phone while our technicians work, delivering a superior customer experience. Enables K-12 Technology Group to offer reasonable prices and provide additional services at no charge by leveraging our less expensive NOC resources when direct client interaction is not required.

Real-Time Requests

Real-time requests are handled immediately by our NOC technicians until resolved unless further escalation is required. These requests are divided into three categories and listed below in order:

1. High-Priority Problems
2. Administrative Tasks
3. Application Support

High-Priority Problems: High-priority problems severely impede a client's ability to work. In some cases, multiple users may be affected. Examples include Email or application crash or not functioning correctly, Printing issues, Server connectivity issues, File and folder access problems, General hardware failures, Computer performance problems, Virus and malware infections*, Network connectivity failures**, Printing issues***

* The NOC can scan and remove viruses/malware from individual workstations in instances where necessary. Where a more widespread infection exists, the NOC will work with the Client to resolve the problem. Sites with network infections often require workstations to be physically disconnected from the network to prevent re-infection during the cleanup, in which case the NOC's ability to assist is limited.

** The NOC services end-users and is therefore prepared to resolve limited network problems. The NOC will attempt to isolate a network problem and direct the Client to power-cycle attached devices such as a local router if permitted by the MSP. The NOC will not change network configurations, including firewalls, nor provide support for troubleshooting or power-cycling network gear found in server rooms or data centers. In some instances, we may recommend performing the work at night when devices are not in use. For example, suppose a client is experiencing moderate performance problems or has a minor virus or malware problem. In that case, we will coordinate with the Client and schedule the diagnosis and remediation after working hours. Complex server-related problems require the NOC to engage the K-12 Technology Group Engineering team, specializing in server and infrastructure troubleshooting and remediation.

*** The NOC can assist with clearing a print queue, reset a print device, troubleshoot network connectivity, or work with a vendor to fix the issue. The NOC will not be involved in print driver updates unless it is a standalone printing device, printer deployments, or printer maintenance. Please contact us before getting involved in any large-scale printing changes to discuss strategies.

File and Folder Restore note: The NOC will escalate file and folder restores to the Engineering team. The Engineering team will not restore files or folders to the original location with the potential to overwrite other files accidentally. Instead, we will create a new restored file or folder in an alternate area, typically on the machine's desktop.

- The NOC will not perform any virtualizations, policy changes, or changes to any other server configurations.
- Any NOC work performed on non- K-12 Technology Group supported products is best-effort.

- Although the NOC responds quickly to most administrative tasks, more complex tasks such as a new server or hardware setups are treated as Project Requests.

Application Support

Typical Applications: The NOC provides in-depth troubleshooting and assistance for Microsoft Office Applications and draws on a wide range of resources, including the NOC knowledge base, partner reference documentation, and best practices from Microsoft. Although the NOC does not provide end-user training, technicians will assist users with simple queries such as how to print from a specific application or how to add a signature block to an email.

Line-of-Business and Proprietary Applications: Although many of these applications are supported using the same resources described above for typical applications, the NOC may be limited with less-common applications and rely more heavily on the Client for relevant reference information.

The below tasks require valid monitoring server software licenses and RMM agents. Without the necessary software, the below operations are not possible.

Server Tasks

Server tasks include Server performance issues. Check the event viewer for performance-specific events, including high CPU, low memory, memory leaks, and slow response, Chkdsk in read/only, Free space, File system utilization, Endpoint protection scan, Task Manager check (CPU, memory), Performance counters CPU, memory, disk, network, etc., Hardware event logs, Single user account, and group creation, System time, Uptime.

Service reporting: Active Directory, Check Flexible Single Master Operation (FSMO) roles, Check master role, check primary domain controller (DC) (if multiple DCs in different geographical locations), Check DC replication, Check database integrity (if downtime provided), Perform Distributed File System Replication (DRFS) (review and recommend changes if implemented; significant changes are projects.

General issues: Group policy failures, Windows server errors (including blue screens, memory dumps, and errors related to third-party applications on a best-effort basis), Report services that have stopped, Historical summaries for services, Historical summaries for hosts, Historical summaries for latency, Historical overview for downtime, Historical summary for Uptime, Export to PDF options for reporting summaries.

Infrastructure Tasks

Infrastructure tasks include: Active switch ports in use on all managed devices, Bandwidth utilization of each port, Bandwidth utilization of WAN, Firewall monitoring of CPU and RAM, SNMP trap information, Syslog information, Bridge monitoring to designated ISP, LAN bandwidth is acceptable, Internet latency is acceptable, LAN latency is acceptable, Firewall IDS is performing as required, Firewall IPS is performing as required, Firewall anti-virus and anti-malware is performing as required, Firewall NAT/ACL's are performing as required, Firewall Geo-IP and Botnet filtering is performing as required, Time services are setup and synchronized across devices, Backup of network switches are present and valid, Backup of firewalls are present and valid

Reporting and Service Options: Report critical service availability, Notification of service flapping, Notification of host flapping, Summary dashboard of events, User group support for notifications, Tiered access support for technicians, if desired, Defined notification periods for problems, Rich or plain text alerting options, Up/Down notifications, Audit log file by user operations, Granular search capabilities, SMTP service checks, Custom check intervals, Delay host and service notification support, Periodic alerts during known outages, Built-in SSH support, RAID states and statuses, MSSQL support, Monitor RDP session counts, VMware resource monitoring, Service port monitoring, TCP/UDP port monitoring, WAN latency monitoring, ICMP-based checks, SMTP relay support, SAN monitoring support.

Administrative tasks include Single user account and group creation, Mailbox and distribution list creation, Password resets and unlocking of domain accounts (if agreed upon), File and folder permission changes (if agreed upon)

Server or Desktop Project Requests
Server Project Requests can be anticipated and scheduled in advance and typically require extended time (generally 30 minutes or more) to address. Project requests usually are performed when the Client is not using their workstation.

Examples of project requests include:

- New computer setups and configurations
- New user setups involving multiple application installations
- Complex software installations

When a client calls the NOC for a Project Request, the NOC will collect the necessary information, create a ticket, and assign it to the Engineering team. To complete the project, workstations must remain on and connected to the Client's network throughout the required timeframe to complete the task(s).

Supported Operating Systems and Software
The K-12 Technology Group NOC supports a wide range of commonly used server software products, many of which are listed below. The NOC fully supports servers that are under a current, valid support agreement.

Microsoft Supported Operating Systems: https://docs.microsoft.com/en-us/lifecycle/faq/windows

Office Suites
Word, Excel, PowerPoint, and Access

The NOC will support the following versions of MS Office:
- Office 2019
- Office 2016
- Microsoft 365

We will provide our best effort to support older MS Office versions, but our Standard Agreement does not cover this level of support.

Email Clients
- Microsoft 365
- Microsoft Windows Mail App
- Google Apps

We will provide our best effort to support older email clients, but our standard Agreement does not cover this level of support.

Browsers
The NOC will support the latest version of the following browsers. Best efforts will be made to support older versions, but that support is not part of our standard service offering.
- Chrome
- Microsoft Edge
- Microsoft IE
- Firefox

RMM Agent
What K-12 Technology Group's RMM agent provides near real-time status on:
- System resources
- Logged in users
- Network & IP monitoring
- SNMP monitoring
- Windows updates

Patch Management
K-12 Technology Group offers a complete platform for automating Patch Management in a simple and quick to implement methodology. Patch Management can be applied to individual devices and groups, including:
- Run Windows Update: All / Critical / Important / Security
- Run Windows Update: Service Pack

- Install Microsoft Office updates
- Install Driver updates (Hardware)
- Install Java updates
- Install Adobe updates
- Reboot, if needed

Asset and Inventory Tracking

The K-12 Technology Group enables the gathering of network and asset information with a click of a button, within seconds, for any device that has the RMM agent installed. Real-time access to assets and locations will be provided.

- Hardware distribution
- Software inventory
- Operating System distribution
- MS Office distribution
- Antivirus type, update and license status
- HDD Usage and alerting on upgrade required
- Hardware (CPU, Memory) type, size and alert on upgrade required
- Detailed Server and Workstation configuration and status

Complete Activity Log

Every action or command that was issued by you or any other user is logged into the main database. Review it any time and have total traceability when it comes to keeping on top of what's going on with your IT systems. The Activity Log is only in reference to the actual RMM agent running on the server, and the website it reports information to in a secured fashion. The Activity Log covers operations performed on or in the site which manages the agent itself, by each of the authorized users performing those tasks. There is no logging of keystrokes or information you would otherwise never share under normal circumstances to keep your processes running smoothly. The agents report what the workstations are doing for the purposes of health and historical reasons.

Powerful Reporting and Analytics

Measure and track your customer's networks, assets, health, and performance using reports and gaining clear visibility on the IT environments you are maintaining. The K-12 Technology Group Reporting Suite includes a wide range of different reports that help you set data-driven goals and track the right metrics. Some of our top reports include:

- System Health at a glance
- Specific customer health
- Agent health
- System Inventory Audit
- Microsoft Licensing

Scope Limitations

The K-12 Technology Group's NOC is committed to always delivering a wide range of superior services to our clients. To ensure our technicians are able to provide fast, effective service, however, keep these non-supported services in mind.

Unsupported services include, but are not limited to:

- Support for machines without an RMM agent installed. *If a client calling from home has a work workstation with an agent, the NOC will assist with work connectivity problems (such as a VPN connection) but will not support other home PC issues.
- Network device management and configuration (firewalls, routers, switches, etc.). The NOC can assist with power-cycling network gear (router, modem, firewall) but cannot make configuration changes. The Engineering Team however, can readily make changes.
- Hardware-related issues (hard disk, memory, power supply, etc.). All hardware and/or equipment issues will be escalated to the Client and vendor for remediation.
- Internet service provider (ISP) outages

- Hardware, software, or ISP vendor ticketing and management
- Application 'How-To' training
- The NOC cannot initiate nor facilitate financial transactions on behalf of the Client with third-party application vendors. Any purchasing of software licenses or hardware must be handled by the vendor directly with the Client.

Client Responsibilities

Our NOC can provide fast, superior service. Clients must ensure the NOC has all required information and performed all preliminary steps.

Clients Expectations:

- Provide all required site information to our NOC as requested on an as-needed basis. Comprehensive site information is key to maximizing the value clients receive from our services and ensuring a positive experience for everyone. Our technicians must have immediate and easy access to all the site and environment information relevant to the problems your clients are likely to encounter. Missing or inaccurate site information will force the NOC to put tickets in a Pending or Awaiting Client Response state which delays problem resolution, frustrates clients, and reduces the value the Client receives from leveraging the NOC. Install K-12 Technology Group RMM agent on every server (physical or virtual) to be supported by the NOC.
- Work with ISPs and other third-party vendors if required to resolve an issue. The NOC will contact approved 3rd party vendors.
- Work with K-12 Technology Group to resolve any product-related issues. Issues include agent installs, alerting, remote control, etc.

Client Premise Managed Hardware/Systems
[List Equipment/Systems/Software and include details of how we manage them]

K12TG Cloud Managed Systems
[List Equipment/Systems/Software and include details of how we manage them]

d. **Excluded Services**

Services rendered under this SoW do not include:

i. Parts, equipment, software or users not covered under this SOW
ii. Parts, equipment or software not covered by vendor/manufacturer warranty or support
iii. The cost of any parts, equipment, or shipping charges of any kind
iv. The cost of any Software, Licensing, or Software Renewal or Upgrade Fees of any kind
v. The cost of any 3rd Party Vendor or Manufacturer Support or Incident Fees of any kind
vi. The cost to bring Client's environment up to minimum standards required for Service Compliance
vii. Failure due to acts of God; acts or omissions of Client; virus or malware; water damage; fires; strikes; insurrections; riots; embargoes; delays in transportation; acts of terrorism; acts of nature and animals; any acts of civil unrest; inability to obtain supplies; or requirements or regulations of the United States government or any other civil or military authority, infrastructure modifications, power failures, or other adverse environmental conditions.

viii. Service and repair made necessary by the alteration or modification of equipment other than that authorized by K12TG. This includes alterations, software installations or modifications of equipment made by Client's employees or anyone other than K12TG.

ix. Maintenance of Application software packages, whether acquired from K12TG or any other source unless as specified herein in Section 4c "Included Services".

x. Programming (modification of software code) and program (software) maintenance unless as specified herein in Section 4c "Included Services".

xi. Travel costs not specifically included in this SOW

xii. Training Services of any kind not specifically included in this SOW

xiii. Services performed outside of the hours of 7:00 am – 5:00 pm Monday through Friday, or during holidays. All other Services shall be subject to provisions of Appendix A.

xiv. All Migration Services not specifically identified in this SoW.

e. **Travel Costs**

Travel expenses not specifically stated as included in this SOW. such as Airfare, Hotel and Car Rental will be billed at cost, and Per Diem Expenses will conform to USGA standards at http://www.gsa.gov/perdiem.

f. **Service Level Agreement (SLA)**

Response and Resolution Times
The following table illustrates the targets of response and resolution times for each priority level (business hours):
Service Level Agreement

Trouble	Priority	Response time	Resolution time	Escalation threshold
Service not available (all users and functions unavailable).	1	Within 1 hour	ASAP – Best Effort	30 minutes
Significant degradation of service (large number of users or business critical functions affected)	2	Within 4 hours	ASAP – Best Effort	2 hours
Limited degradation of service (limited number of users or functions affected, business process can continue).	3	Within 8 hours	ASAP – Best Effort	4 hours
Small service degradation (business process can continue, one user affected).	4	within 36 hours	ASAP – Best Effort	13 hours

SUPPORT TIERS

The following table details and describes our Support Tier levels:

Support Tier	Description
Tier 1 Support	All support incidents begin in Tier 1, where the initial trouble ticket is created, the issue is identified and clearly documented, and basic hardware/software troubleshooting is initiated.
Tier 2 Support	All support incidents that cannot be resolved with Tier 1 Support are escalated to Tier 2, where more complex support on hardware/software issues can be provided by more experienced Engineers.
Tier 3 Support	Support Incidents that cannot be resolved by Tier 2 Support are escalated to Tier 3, where support is provided by the most qualified and experienced Engineers who have the ability to collaborate with 3rd Party (Vendor) Support Engineers to resolve the most complex issues.

5. **Services and Fee Schedule**

Fees for the Service will be invoiced on the 1st of each month. Please refer to the relevant Quote for pricing details. Services will begin on January 1, 2024. The first invoice may include a prorated charge from the date of signature to the end of the month. Refer to Section 4c "Included Services" for services included. Additional Services may be added by Client by signing a K12TG SOW outlining additional services. In the absence of an additional SoW, services provided out of scope of this SoW will be charged according to the standard rates schedule in Appendix A.

   a. **Term of Service -** The term of this SoW will be 48 months beginning the first full month of service following the date of signature and be reviewed annually to address any necessary adjustments or modifications. Should adjustments or modifications be required that increase the monthly fees paid for the services rendered under this SoW, these increases will not exceed 10 percent of the value of the existing monthly fees due under this SoW. This Agreement will automatically renew at the end of the first six months for an additional 42 months concluding on December 31 unless either party provides written notice not to continue. This SoW will renew on an annual basis unless notification sent in writing by either party is received 90 days before end of term.

   b. **Termination**

      i. This SoW may be terminated by the Client upon ninety (90) days written notice if K12TG:

1. Fails to fulfill in any material respect its obligations under this SoW and does not cure such failure within thirty (30) days of receipt of such written notice
2. Breaches any material term or condition of this SoW and fails to remedy such breach within thirty (30) days of receipt of such written notice
3. Terminates or suspends its business operations, unless it is succeeded by a permitted assignee

ii. This SoW may be terminated by the K12TG upon ninety (90) days written notice to Client

iii. If either party terminates this SoW, K12TG will assist Client in the orderly termination of services, including timely transfer of the services to another designated provider. Client agrees to pay K12TG the actual costs of rendering such assistance.

6. Assignment

K12TG may assign its rights and obligations hereunder to any person or entity that succeeds to all or substantially all of K12TG's business. Client may not assign their rights and obligations under this SoW without the prior written consent of K12TG.

This SOW is effective only upon execution by K12TG and Client. Each party hereto warrants and represents that this SOW, the Agreement constitute the legal, valid and binding obligation of such party as of the SOW Effective Date.

AW TECHNOLOGY SERVICES, LLC
D/B/A K12 TECHNOLOGY GROUP

Name: _____

Title: _____

Signature: _____

Date: _____

Pauline Haass Public Library

Name: _____

Title: _____

Signature: _____

Date: _____

Appendix A: Out of Scope Standard Service Rates*

7:00AM – 5:00PM MONDAY THROUGH FRIDAY, EXCLUDING HOLIDAYS

SERVICE	RATE
Remote Engineer Service All Other Times	$175/hr.
Onsite Engineer Service All Other Times	$200/hr. + travel time
Remote Senior Engineer Service All Other Times	$225/hr.
Onsite Senior Engineer Service All Other Times	$250/hr. + travel time
Remote Architect Service All Other Times	$275/hr.

5:00PM – 9:00PM MONDAY THROUGH FRIDAY

SERVICE	RATE
Remote PC Management/Help Desk 5:01pm-9pm M-F	$125/hr.
Remote Printer Management 5:01pm-9pm M-F	$125/hr.
Remote Network Management 5:01pm-9pm M-F	$175/hr.
Remote Server Management 5:01pm-9pm M-F	$175/hr.
Onsite Engineer Service 5:01pm-9pm M-F	$200/hr. + travel time
Onsite Senior Engineer Service 5:01pm-9pm M-F	$250/hr. + travel time
Onsite Architect Service 5:01pm-9pm M-F	$275/hr. + travel time

9:00PM – 7:00AM MONDAY THROUGH FRIDAY, WEEKENDS AND HOLIDAYS

SERVICE	RATE
Remote Engineer Service All Other Times	$175/hr.
Onsite Engineer Service All Other Times	$200/hr. + travel time
Remote Senior Engineer Service All Other Times	$225/hr.
Onsite Senior Engineer Service All Other Times	$250/hr. + travel time
Remote Architect Service All Other Times	$275/hr.

	A	B	D	G	H	I	J
1	Account numbers	Accounts	2022 actual	2023 Budget	**2024 Budget**	$ change 2023-24	% change 2023-24
2		**EXPENDITURE ACCOUNTS**					
3		*GENERAL OPERATIONAL EXPENDITURES*					
4	~~60400~~	~~Board expenses~~	~~$14~~	~~$60~~	**$0**	($60)	-100.00%
5	60800	**Expenses** Anticipated 2024: Years of service awards (5 yr. increments) & retirements=$575; Hosting APL, CAFÉ, & Bridges mtgs.= $120; bereavement/illness=$275; Coffee cart= $200 (offset by coffee payments in misc. income); board expenses ($60)	$1,428	$1,495	**$1,380**	($115)	-7.69%
6	61100	**Insurance** (property, liability, cyber)	$7,871	$8,300	**$10,540**	$2,240	26.99%
7	61200	**Telephone & Internet** phone $600 approx yearly; Internet access (TEACH) $1200 ($100/month); 1 staff hotspot ($120). (Circulating hotspot data plans in Materials line.) **Cell phone plan removed for 2024.**	$2,578	$2,228	**$1,920**	($308)	-13.82%
8	61300	**Heat (gas)** Underbudgeted for the last couple of years, and then rates increased in 2023.	$12,945	$9,250	**$12,992**	$3,742	40.46%
9	61400	**Electricity** (Actuals: 2017= $32,017; 2018=$29,890; 2019=$28,181; 2020=$25,574; 2021=$26,322; 2022=$28,726)	$28,726	$27,195	**$29,588**	$2,393	8.80%
10	61500	**Sewer & Water (and stormwater utility)**	$5,003	$3,767	**$3,918**	$151	4.00%
11	61700	**Bldg Maintenance/supplies** to maintain a **building used by 101,795 visitors in 2022**. Repairs (inc. roof leaks), softener salt, bulbs, hardware, tools, batteries, lighting, trash can liners, restroom paper products, plumbing parts, paint, etc. 2018 = $8329; 2019 = $9054; 2020=$5980; 2021=$10725; 2022=$9998	$9,998	$10,400	**$10,400**	$0	0.00%
12	61710	**Grounds Maintenance** Care & enhancement of front raised flower bed; mulch.	$60	$400	**$340**	($60)	-15.00%
13	61800	**Processing Supplies** These are the supplies to cover books and package AV and other circulating items. Includes RFID tags, barcodes, labels, cases, and more.	$8,479	$9,947	**$9,253**	($694)	-6.98%
14	61900	**Office Supplies** (Specialty paper for handouts/brochures is in Marketing & PR line) Includes $200 for AS display supplies and $200 for YS display supplies.	$4,023	$3,500	**$3,200**	($300)	-8.57%
15	62100	**Equipment maintenance** Includes photocopier maintenance contracts; annual support license for self check, security gates, and RFID readers.	$4,835	$4,885	**$6,124**	$1,239	25.36%

	A	B	D	G	H	I	J
1	Account numbers	Accounts	2022 actual	2023 Budget	**2024 Budget**	$ change 2023-24	% change 2023-24
16	**62150**	**Building Systems maintenance** Fire & motion monitoring services; HVAC equip preventative maintenance contract plus pm & tech support of controls; Vyron humidifier replacement cylinder; fire extinguisher checks/recharging; quarterly and annual inspections of sprinkler system, fire alarm system; HVAC filters. Add $6,800 for repairs to all these systems (average of previous years, but can vary widely).	$28,906	$15,197	**$16,708**	$1,511	9.94%
17	**80610**	**Equipment & furnishing** replace<u>ment</u> **(computer replacement is 80600)** This line is for small-ticket items that break or wear out; Capital Fund is for larger items. Actuals 2018=$9725; 2019=$976; 2020=$1526; 2021=$1716; 2022=$1153)	$1,153	$1,820	**$1,420**	($400)	-21.98%
18	**62300**	**Maintenance & Repair of Materials** Includes replacing cases; lost ILL items; fees for material recovery ; DVD/CD resurfacing. 2018=$722; 2019=$540; 2020=$314; 2021=$302; 2022=$400)	$400	$400	**$400**	$0	0.00%
19	**62810**	**Mileage** Mileage to meetings, workshops, etc. Also includes mileage to purchase supplies. Trending down because so many CE opportunities have moved online, but still important to maintain presence at in-person meetings.	$314	$890	**$510**	($380)	-42.70%
20	**62820**	**Continuing Education** (This line includes mileage costs for conferences) conferences, courses, workshops & classes. Director is required to average 20 CE credits per year for state certification. CE budgeting for all staff is a requirement for Waukesha County Standards Certification. Staff Dev. Days: $500 (lunches); presenter costs also fall under this line.	$3,464	$3,600	**$3,600**	$0	0.00%
21	**62830**	**Memberships** Professional & civic organizations: ALA, WLA, Chamber of Commerce, WILS (for discounts on processing supplies). Membership fees are somewhat offset by the conference discounts they include.	$1,011	$1,100	**$1,600**	$500	45.45%
22	**62900**	**Marketing and PR** Professional printing of select promotional materials; recognition for volunteers; outreach supplies; social media promotions; plotter costs for printing of large posters; domain name. SEE ALSO Programs. SEE ALSO Equipment Maintenance for in-house color copying costs	$3,879	$4,588	**$5,488**	$900	19.61%
23	**63000**	**Legal fees** Funds in reserves to cover overages.	$600	$1,700	**$1,400**	($300)	-17.65%
24	**63100**	**Annual Audit** ($4600 for 2024 per TW)	$4,825	$4,900	**$4,600**	($300)	-6.12%
25	**63200**	**Accounting** Civic Systems ERP software library share for 2024 per KM = $3042. Starting 2023, costs of ACA notices sent by accounting firm included here (moved from Audit line). Direct deposit costs approx. $480. **Village finance dept staff costs are included in Wages & Salaries line.**	$1,521	$3,550	**$4,097**	$547	15.41%
26	**63300**	**Postage** (inc. to cover additional mailings for outreach and cost increases)	$504	$450	**$550**	$100	22.22%

	A	B	D	G	H	I	J
1	Account numbers	Accounts	2022 actual	2023 Budget	**2024 Budget**	$ change 2023-24	% change 2023-24
27	63400	**Programs** for children, teens, and adults. **In 2022 the library provided 251 in-person programs with 9,946 attendees. It also provided 99 drop-in or passive activities with an additional 7,142 participants. This budget line covers both types of programs/activities.** Program costs are offset by grants (Friends of the Library funding), and supplemented by donations from business and 240 funds, often donations specified for programming or the department in question (approx. $2700 in 2022).	$8,508	$9,395	**$11,495**	$2,100	22.35%
28	63500	**Misc. furnishings, equip.** (new items; not replacements) Known 2024: Accessible drinking fountain funded by block grant from Bridges (offset by grants revenue line, $2500).	$2,259	$2,100	**$2,950**	$850	40.48%
29	60210	**Cleaning and cleaning service** $1828/month with Dan Plautz in 2023. 2% increase for 2024; added weekend cleaning (1 day) November through April.	$23,675	$22,326	**$23,827**	$1,501	6.72%
30	*OPERATIONS*	*Subtotal for general operational expenses*	*$166,977*	*$153,444*	**$168,300**	$14,856	9.68%
31		*MATERIALS EXPENDITURES*					
32	*MATERIALS*	Books, magazines, newspapers, AV, replacement of damaged and lost materials. Digital content: ebooks, digital audio, streaming video and music, digital magazines. Subscription databases inc. Consumer Reports, Novelist, Ancestry, others. Data plans for circulating wireless hotspots. Continue shifting funds from declining formats (like CD books) into digital. ValueLine subscription discontinued for low usage in 2024; replaced with additional hotspot data plans.	*129,483*	*$135,535*	**$135,748**	$213	0.16%
33		*STAFFING EXPENDITURES*					
34	60100	**Wages & salaries** This number assumes a 3.5% increase in wages for staff. It also increases circulation staff hours to make weekend rotation 1x/month; provides additional desk coverage for YS during summer reading program; increases reference assistant hours.	$721,551	$754,418	**$789,399**	$34,981	4.64%
35	60105	**Unemployment** (funds allocated to this in reserves; not used most years.)	$0	$750	**$0**	($750)	-100.00%
36	60500	**Pension for eligible PHPL staff & Village employees for fiscal agency**	$39,488	$45,926	**$49,195**	$3,269	7.12%
37	60510	**Deferred compensation**	$1,013	$1,100	**$1,430**	$330	30.00%
38	60600	**Payroll tax**	$53,373	$57,709	**$60,389**	$2,680	4.64%
39	60700	**Health & Dental insurance**	$110,179	$142,649	**$131,129**	($11,520)	-8.08%

	A	B	D	G	H	I	J
1	Account numbers	Accounts	2022 actual	2023 Budget	**2024 Budget**	$ change 2023-24	% change 2023-24
40	60900	**Life and AD&D insurance**	$805	$900	**$900**	$0	0.00%
41	61000	**Workers compensation** (inc. to $2k for 2024 per TW)	$1,233	$1,400	**$2,000**	$600	42.86%
42	*PERSONNEL*	*Subtotal of wages, salaries, & benefits*	*927,643*	**$1,004,853**	**$1,034,443**	$29,590	2.94%
43		*TECHNOLOGY RELATED EXPENDITURES*					
44	80400	**IT support** (The bulk of this increase is for the MSP contract. Line also includes wireless printing service, backup server software, public computer time management system, website hosting, and social media archiving service.)	$10,537	$12,757	**$30,224**	$17,467	136.92%
45	80410	**Automation supplies** (receipt paper $104.95/case, library cards $0.21/unit)	$518	$577	**$692**	$115	20.00%
46	80420	**Public computer supplies** (this line offset by R000-50750)	$289	$430	**$380**	($50)	-11.63%
47	80430	**Automation Maintenance** Café contract $30,220	$27,898	$29,127	**$30,220**	$1,093	3.75%
48	80600	**Computer additions and replacements**	$14,580	$15,480	**$7,500**	($7,980)	-51.55%
49	*TECHNOLOG*	*Subtotal of technology accts.*	*$53,822.12*	*$58,371*	**$69,017**	$10,646	18.24%
50		**Total operational expenditures**	$1,277,925	$1,352,202	**$1,407,507**	$55,305	4.09%

	A	B	D	G	H	I	J
1	Account numbers	Accounts	2022 actual	2023 Budget	**2024 Budget**	$ change 2023-24	% change 2023-24
51							
52		**REVENUE ACCOUNTS**					
53	R000-50400	**Late fees** (2019=$21,885 2020=$11,242 2021=$13,574. 2022=$13,522 2023 proj.=$13,776)	$13,522	$13,600	**$13,800**	$200	1.47%
54	R000-50500	**Copier sales** (2019=$921 2021=$598 2022=$588 2023 proj.=$744)	$588	$688	**$783**	$95	13.87%
55	R000-50700	**Grants** (Est. Friends $5000; est. Bridges Hoopla $5067; Library Improvement & Innovation Grant $2500)	$7,527	$6,709	**$12,567**	$5,858	87.32%
56	R000-50750	**Office supplies sold / public printing** (2019=$3,156 2020=$2031 2021=$2249 2022=$2615 2023 proj.=$3083)	$2,615	$2,550	**$3,100**	$550	21.57%
57	R000-50900	**Material replacement** (2019=$3929 2020=$2316 2021=$3084 2022=$3232 2023 proj.=$3364)	$3,232	$3,400	**$3,400**	$0	0.00%
58	R000-55000	**Interest earned** (2019=$10,091 2020=$2762 2021=$657 2022=$5030 2023 proj.=$11,426)	$5,030	$3,000	**$8,900**	$5,900	196.67%
59	R000-57500	**Miscellaneous income** (2019=$10,091 2020=$11,313 2021=$8,018 2022=$5554)	$5,554	$6,300	**$6,600**	$300	4.76%
60	R000-59500	**Waukesha County library tax revenue**	$499,075	$547,791	**$578,012**	$30,221	5.52%
61	R000-59900	**Transfer from other funds:**		$0	**$0**	$0	#N/A
62	R000-59990	**Transfer from designated reserves of Fund 000**		$0	**$0**	$0	#N/A
63	R000-59999	**Use of fund balance**	$0	$0	**$0**	$0	#N/A
64	R000-50350	**Revenue from adjacent counties** (Note: Lakeshores System payment -- formerly R000-50300 -- included here starting 2023)	$27,403	$31,704	**$26,946**	($4,758)	-15.01%
65	R000-50100	**Revenue from Sussex**	$726,395	$736,460	**$753,399**	$16,939	2.30%
66		**Total revenue**	$1,290,942	**$1,352,202**	**$1,407,507**	$55,305	4.09%

Wage Ranges: Data Used/Methodology

- Carlson Dettmann Consulting's "Wisconsin Public Library Staff Compensation Survey Report - https://srlaaw.org/compensation-study/ for full report
    - 308 participating libraries
    - For PHPL, used both data from the "Southeast Region" and from the "Municipal Population 10k-20k" categories.

- I averaged the midpoint from both categories to generate a proposed midpoint for each PHPL position and from there calculated -15% (Min) and +15% (Max) for proposed range.

- Several positions were adjusted up or down before calculating the range, based on the following job factors. These adjustments were made where the position at PHPL had meaningful differences from the description used in the study or pay distinctions were needed to establish internal equity:
    - Education – Required Preparation and Training
    - Decision Making and Independent Judgment
    - Responsibility for Policy Development and Long-range Planning
    - Programming Responsibility (planning and executing)
    - Contact with stakeholders (Trustees, Village staff, community partners, Bridges)
    - Work of Other Staff (Supervision Exercised)

- Adjustment was applied only when the *position requirements* were higher/ lower/significantly different at PHPL than the positions described in the study. Qualifications of individuals (higher educational attainment, longer work experience, etc.) can vary within a range, and though those qualifications justify a higher or lower position on that range, they are not prerequisites for performing the job and do not affect the range itself.

- Used a 30% spread for all positions except for pages; a narrower range was applied in this position (20%). Reason: employees usually stay no more than two years (most are high school students) or they move on to a position with more responsibility within the library. Because of that, job scope is more limited and growth (in both wages and skill) over time is less of a factor.

Proposed Wage/Salary Ranges for 2023

Full-time Staff

Library Director (MLS; Grade I certification)	MIN	MIDPOINT	MAX
Proposed 2023 range:	$34.59	$40.69	$46.79
	$71,940	$84,635	$97,330

Assistant Director (MLS)	MIN	MIDPOINT	MAX
Proposed 2023 range:	$29.17	$34.32	$39.47
	$60,678	$71,386	$82,093

Librarian Dept. Head (MLS)	MIN	MIDPOINT	MAX
Proposed 2023 range:	$27.14	$31.93	$36.72
	$56,452	$66,414	$76,377

Mgmt Team non-MLS	MIN	MIDPOINT	MAX
Proposed 2023 range:	$21.70	$25.53	$29.35
	$45,129	$53,093	$61,057

Librarian (MLS)	MIN	MIDPOINT	MAX
Proposed 2023 range:	$23.01	$27.07	$31.13
	$47,860	$56,306	$64,751

Part-time (Support) Staff

Library Assistant - Public Services	MIN	MIDPOINT	MAX
Proposed 2023 range:	$16.26	$19.13	$22.00
	$33,822	$39,790	$45,759

Library Assistant - Technical Services	MIN	MIDPOINT	MAX
Proposed 2023 range:	$15.41	$18.13	$20.85
	$32,054	$37,710	$43,367

Clerk - Public Services	MIN	MIDPOINT	MAX
Proposed 2023 range:	$13.76	$16.19	$18.62
	$28,624	$33,675	$38,726

Pages/Shelvers	MIN	MIDPOINT	MAX
Proposed 2023 range:	$11.12	$12.36	$13.60
	$23,138	$25,709	$28,280

NOTE: A narrower range was applied in this position (20%). Employees typically move on to a position with more responsibility within the library (or graduate, as most are high school students). Because of that, job description is more limited and ability to perform it well less subject to change with experience.

Proposed Wage/Salary Ranges for 2024

Full-time Staff

Library Director (MLS; Grade I certification)	MIN	MIDPOINT	MAX
Proposed 2024 range:	$35.28	$41.50	$47.73
	$73,379	$86,328	$99,277

Assistant Director (MLS)	MIN	MIDPOINT	MAX
Proposed 2024 range:	$29.76	$35.01	$40.26
	$61,891	$72,813	$83,735

Librarian Dept. Head (MLS)	MIN	MIDPOINT	MAX
Proposed 2024 range:	$27.68	$32.57	$37.45
	$57,581	$67,743	$77,904

Mgmt Team non-MLS	MIN	MIDPOINT	MAX
Proposed 2024 range:	$22.13	$26.04	$29.94
	$46,032	$54,155	$62,278

Librarian (MLS)	MIN	MIDPOINT	MAX
Proposed 2024 range:	$23.47	$27.61	$31.75
	$48,817	$57,432	$66,046

Part-time (Support) Staff

Library Assistant - Public Services	MIN	MIDPOINT	MAX
Proposed 2024 range:	$16.59	$19.51	$22.44
	$34,498	$40,586	$46,674

Library Assistant - Technical Services	MIN	MIDPOINT	MAX
Proposed 2024 range:	$15.72	$18.49	$21.27
	$32,695	$38,465	$44,234

Clerk - Public Services	MIN	MIDPOINT	MAX
Proposed 2024 range:	$14.04	$16.51	$18.99
	$29,196	$34,349	$39,501

Pages/Shelvers	MIN	MIDPOINT	MAX
Proposed 2024 range:	$11.35	$12.61	$13.87
	$23,601	$26,223	$28,845

NOTE: A narrower range was applied in this position (20%). Employees typically move on to a position with more responsibility within the library (or graduate, as most are high school students). Because of that, job description is more limited and ability to perform it well less subject to change with experience.