PAULINE HAASS
— PUBLIC LIBRARY —

Agenda
Pauline Haass Public Library Board of Trustees
Wednesday, February 17, 2021, 6:30 p.m.

This meeting will be held virtually:

- **To attend, click https://us02web.zoom.us/j/81167789454 from a computer.**
- **You can also download the Zoom app and join using the following Meeting ID: 811 6778 9454.**
- **To join the meeting by telephone, call (312) 626-6799 and enter 811 6778 9454.**

1) Roll call

2) Consideration of, and possible action on, minutes of January 20, 2021 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) Consideration and possible action on Library's state annual report
   b) RFP for Space Needs Study: discussion and possible action
   c) Library Computer Policy Update: discussion and action

9) Items for future agendas: discussion

10) Adjournment

Lisa Bougie, President

Adele 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 January 20, 2021 Board meeting
Pauline Haass Public Library

Called to order at 6:32 p.m.

Roll call: Bougie, Carran, Jilling, Koenig, Roubik, Schultz, Vande Hei, Wegner, Zoellick present. Hacker absent. Also present: Adele Loria, Library Director.

Bougie/Zoellick motion to accept minutes of December 16, 2020 Library Board meeting as presented; motion carried.

Comments from citizens present: none

Communications received by Board members or Director: Bougie read a letter of resignation from Board member Julie Kucharski.

Financial report: Revenue and Expenditure Guidelines from December 2020 accepted as presented by Vande Hei/Carran motion; motion carried.

There were no prepaid bills this month. P-Card bills in the amount of $2,518.03, 2020 bills in the amount of $6,613.13, 2020/2021 split bills in the amount of $61.57, January 2021 bills in the amount of $11,090.69 and December 2020 expense in the amount of $70,356.30 approved by Koenig/Schultz motion; motion carried.

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

New Business: Board members discussed the Library's 2021 Strategic Plan Activities, and made revisions. Bougie/Schultz motion to accept as revised; motion carried.

Loria presented a revised Circulation Policy. Following discussion. Carran/Wegner to approve the policy as presented; motion carried.

Board members discussed an RFP for a Space Needs Study & Facility Assessment; no board action was taken.

Meeting adjourned at 7:54 p.m. by Roubik/Carran motion.

                                                        Respectfully submitted,

                                                        Adele Loria
                                                        Library Director

Minutes prepared by Mary Olson, Administrative Services Manager

February 17, 2021
Director's Report to Library Board

Agenda items

Annual Report to the state: As has been the case for some years, the state-enforced deadline for annual report submission (March 1, 2021) does not provide time for a Library Board meeting that comes before the Village closes its financial books for the year. The Board will need to approve a draft version of the report in order to meet the deadline and approve an amended version (after the financial books close) at the March meeting. The draft report included in your packets is pending any revisions from the Bridges Library System office and the Village of Sussex.

RFP for Space Needs Study and Facilities Assessment: Your packets this month also include the revised version of the Request for Proposals for a space needs study and facilities assessment. As discussed, this is a request seeking a firm that can provide both of these services in such a way that each informs the other. The Building & Grounds Committee met with me earlier this week to work on this draft for presentation at our meeting next week. You will see that a proposed timeline is included at the end of the document, and if approved, the RFP will be published at the end of February. I have compiled a list of architecture firms in Wisconsin, Illinois, and Minnesota that have designed and worked on libraries (including some in the Bridges Library System). We can send the RFP directly to these firms, in addition to making it publicly available on our website and that of the Village of Sussex.

Library Computer Policy Update: As we worked to complete the state annual report this month, we reassessed the number of computers available to the public and decided to reintroduce our laptops available for checkout in the building (for a shorter period of time than "usual," given current limitations on building usage). During that process we reviewed the Library Computer Policy and found a discrepancy between the age of patrons allowed to use a laptop and those allowed to use a public computer in the adult area. Our recommendation is to make that age consistent – 12 years old – since both devices are used on-site and with similar capacities. The draft revision of the policy is included in this packet.

Non-agenda Items
Hours Update: We reintroduced Saturday hours on January 30, and it has gone smoothly so far. While I'm aware that circumstances could change at any time, the dramatically lower number of local cases and the fact that we have been fully staffed the past few weeks make me

optimistic about our ability to restore weekend services moving forward. We will continue to monitor the situation carefully, though.

Advocacy: In January I spent time preparing for Library Legislative Day(s). While it is an annual event, Library Legislative Day is especially important this year because it provides an opportunity to let legislators know how libraries have adapted and responded to our community needs during the pandemic. It is a chance to thank legislators for the state funding that provides crucial support to our communities, and to advocate for their continued awareness of and support for Wisconsin libraries. The event is virtual this year, and I will be attending sessions and meeting directly with our local representatives and/or their aides.

In preparation for this event and for the 2021 state budget session, and in response to a perception by some that libraries have stopped providing services during the pandemic, our staff has become involved in the Libraries Step Up Campaign. This advocacy campaign is being held by the Bridges Library System in partnership with several other library systems. The main focus of "Libraries Step Up" is a postcard campaign. Bridges has printed and provided postcards for us to distribute to our super users, trustees (just wait for it; I'll be knocking on your doors soon), Friends, and other supporters. The postcards are a way to share what the library has meant to you this year, what efforts you have seen on the part of library workers, and how much you appreciate the presence of libraries in your community.

Building Updates: Our drywall repair project is complete. This was a combined effort of library staff unloading and staging the shelving surrounding that area, Thom Berres and the Parks crew dismantling and moving the shelving, and setting it up and reloading in a temporary spot. We then reversed this work when the drywall project was complete and Mark Eesley had put a fresh coat of paint on the area. Amazingly, there was very little confusion or curiosity expressed by the public on what we were doing, so I think it's safe to say this was accomplished with a minimum of disruption!

Thom Berres procured quote from a few different companies on a potential project extending heat tape (and providing the power needed to install it) around the entire roof perimeter, gutters and downspouts, and known problem areas. The estimates ranged from about $40,000 to over $60,000, so clearly we need to narrow the focus of the project to come up with something manageable. In the meantime, Thom has installed a very minimal amount of heat tape powered with extension cords in the worst spots for potential ice dams, after clearing it with the Village of Sussex building inspector. This is a band aid solution, but hopefully will prevent the kind of damage that we saw in January from recurring this year. Thom, his team, and Mark have also been very helpful in getting the roof shoveled and ice broken up promptly after a storm.

Thom also finished installing LED bulbs on the pendant lights in the library this month. This should help reduce energy costs (which should help offset the increased energy used by the heat tape) and will make going up on high ladders to change bulbs and ballasts a less frequent occurrence.

Continuing Education: Many staff members attended sessions of the annual **Wild Wisconsin Winter Web Conferenc**e January 27 and 28:

- Becca Werginz attended **The Accidental Library Marketer: Ten Things You Need to Know to Promote Your Library When the World Keeps Changing** and **Emojis: What are They, Where Did They Come From, and Can they Help with Marketing?**
- Val Johnson attended **Libraries Lift Limits on Learners** and **Staying True to Yourself in Times of Stress**

Our Technical Services staff used some of the time that we were closed in January to complete continuing education sessions. Carol Eckes completed 2 hours of her Gale Course at home. Sue Posh completed 7 hours of continuing education at home, which included a viewing a webinar titled "The Book Doctor is In: Dirty Books at the Library?" Anna Oleszczak completed 6 hours of continuing education, including a Webjunction webinar titled "Caring for your Resources during COVID-19" and two Ryan Dowd webinars, including "Compassionately and Effectively Working with People with Dementia," and "How to Deal with Problem Behaviors Related to COVID-19."

Home Delivery Service: Home Delivery Service Update: Throughout January, we collected volunteer applications for Home Delivery Service volunteers. Jennie Bahnaman and I held interviews via Zoom to meet and get to know the seven applicants who interviewed. Jennie worked closely with Rachel Ruetz, Sue Posh (Technical Services), Becca Werginz, and I to find supplies and develop training materials for the service.

In the beginning of February, Jennie, Sue Posh, and I provided the volunteers with library tours, general orientation, and specific training on home delivery procedures. Sue ordinarily supervises our volunteers and is keenly interested in the home delivery service, so she has taken on an active role in training and moving the program forward. We have an excellent group of volunteers, and they are ready and eager to deliver this service to our community.

Marketing: Becca Werginz reports that in January, the Library's Facebook following grew by 10%. Virtual programs like weekly storytime resumed in January, which may have contributed to that growth. Seven email blasts were sent out in January, including promotions for programs like Iditaread, African American History in WI, and Make It! Teen. Others included important updates on the library's reopening and new winter hours. This month's featured database was Gale Courses, which offers free, instructor-led courses in everything from career advancement to personal growth; a boost for all those striving to fulfill their New Year's resolutions.

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

IditaRead - Adult & Teen Winter Reading

IditaRead is an all-ages winter reading initiative that runs from January 18 - February 26.

Inspired by the 27 stages of the Iditarod Trail Sled Dog Race, adults and teens are challenged to log 27 hours of reading before the end of the day on February 26. For each hour of reading they complete they receive an entry for a grand prize raffle drawing. Teen prizes include a $50 Nintendo Gift Card, Drawing Set, Calligraphy Starter Pack, book bundles and more. Adult prizes include a variety of gift cards including Kwik Trip, Quarry Coffee, Loca Latte, as well as book bundles. So far 15 teens have signed up for the IditaRead and have already logged nearly 120 hours of reading. Sixty-seven adults have registered and logged 524 hours of reading.

Adult Programs & Services

"African American History in Wisconsin" with Clayborn Benson was held via Zoom on Thursday, January 14 at 6:30pm. This event was sponsored by Pauline Haass Public Library, Menomonee Falls Public Library, and Oconomowoc Public Library. Clayborn Benson is the founding Executive Director of the Wisconsin Black Historical Society/Museum in Milwaukee. We had a total of 70 people in attendance. For patrons who couldn't attend, Clayborn gave our libraries permission to post the video of the event on our YouTube channels for up to 1 week after the event.

Our January **Make It! @ Home** was held via Zoom on Wednesday, January 20 at 6:30pm. We had 10 in attendance and patrons enjoyed making photo transfer coasters. On Wednesday, January 6 ,10 members of the **Mystery Book Club** met virtually via Zoom to discuss *Girl on the Train* by Paula Hawkins. The **Wednesday Afternoon Book Club** led by Becca Werginz (Adult & Teen Services Librarian) will resume in February, and the **Tuesday Afternoon Book Club** led by Adele Loria will resume meeting in March.

Memory Café - Library Memory Project Collaboration with StoryCorps
Angela Meyers (Bridges Library System) recently reached out to Becca Werginz (Adult & Teen Services Librarian) about helping with an oral history project for the Library Memory Project. Angela applied for a $35,000 Bader Philanthropies grant on behalf of the Library Memory Project to carry out a system-wide oral history project using StoryCorps techniques. If you are

not familiar with StoryCorps, the model is to record a conversation between two people who know each other well; the recording can be kept as a keepsake for the family or shared with a wider audience. Should the Library Memory Project receive the grant, libraries throughout the system would have the ability to collect stories over the next two years. Having worked with Becca on Memory Cafes and knowing her tech-savvy and genuine interest in the topic, Angela asked Becca to work with her to help carry out the project. In 2021, Becca will receive training from StoryCorps and create a plan in collaboration with Angela for rolling out the project to member libraries. In 2022, she will work directly with member libraries and StoryCorps to organize and record the stories. We should know by mid-April whether or not the grant request has been approved.

Teen Programs & Services

January's **Make It! Teen craft was Book Hedgehogs**. Fourteen teens participated, and the video tutorial was viewed 273 times over YouTube, Facebook, and IGTV.

Collection Updates

Book bundles continue to be offered for teens and adults:

January 2021 Adult/Teen Book Bundles	# bundles checked out	# items checked out
Pre-Assembled Book Bundles (in-house display)	10	30
Pre-Assembled DVD Bundles (in-house display)	3	9
Personalized Adult Book Bundles (special request)	7	40
Personalized Teen Book Bundles (special request)	2	15
Total	22	94

Around the Department

One of the department's neutral-colored walls received a new coat of paint in January. We chose a rich teal color to accent the wall facing our reference desk (over children's DVDs) in the same way that there is a burgundy colored accent wall on the opposite side facing the adult reference desk (above the new books shelving). Carol Eckes, our circulation clerk who has been handling various handyman tasks, has done a great job with this painting. Carol will also put a fresh coat on the inside walls of the small parent-child room and the display nook over our New Books shelving over the next several weeks.

Programs

On January 18th we kicked off our second year of the **IditaRead Winter Reading Challenge**. Many families were excited to see the program return and to again race their dogs on the giant library wall map. This program is run by children's librarian Teresa Douglas, who has spent the last few months converting it to a virtual program and making it as safe as possible. This year

kids are managing their reading through the Beanstack program/app, which we used for summer reading 2020. Children are required to read 27 hours to finish the program, and the first 100 kids to finish the IditaRead will receive a prize of a scratch-off bookmark and a free scoop of custard, donated by Culver's of Sussex. They can also enter a drawing to win a stuffed husky puppy and a book about sled dogs.

Participants can also take part in the **Musher's Challenge**, which is an optional, additional challenge for those who want to participate. In this challenge they read a fast fact each week, six in all, and answer a trivia question each week. Those who finish all six weeks can enter to win another puppy and a book. Finally, we have a puppy and a book for the child who reads the most in the IditaRead.

For the many younger siblings who couldn't participate in the IditaRead last year, this year we introduced the **IditaRead Puppies Challenge** for our youngest readers. This challenge is for those who are ages birth-Kindergarten. It runs like the Iditaread with only thirteen hours of reading required. The Puppies have their own smaller map in the children's department and get to decorate little puppy faces to race through their course. The first fifty to finish receive a fun snowflake beading craft and a free scoop of custard, donated by Culver's of Sussex. They can also enter to win a husky puppy and a book.

Make It! Junior launched a new season January 18 with pinecone snowy owl kits for the school-age kids. As the kids finish their craft kits and submit their completion tickets for a prize drawing, they have their hopes pinned on winning a 500-piece art set.

At left is a photo of a finished pair of owls submitted to Facebook by one of our participating families: "This is an awesome craft kit!!!" commented mom.

Family storytime resumed January 27. The first theme of our 12-week season was "snowmen." For the winter/spring season, we are still

presenting storytime as a live video on Facebook. Participation remains good, with 15–30 participants picking up or requesting curbside delivery of follow up activity kits the week following each storytime.
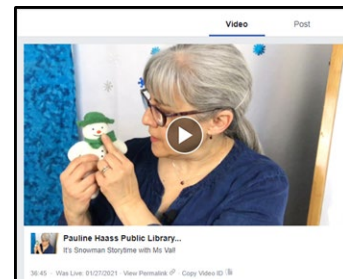
Collection

December 2020 children's book bundles	number of bundles	number of items in bundles
staff-created book bundles	85	161
special request book bundles	8	100
Total	43	275

Val Johnson has created a new weeding schedule and tracking chart for the children's nonfiction section. This is the section of the collection that Val oversees, and since the section was moved and rearranged last spring she has introduced some new management tasks to keep the collection as appealing and current as possible. Associate Katie Mueller will assist with the weeding and upkeep of this section. So far Katie has kept on schedule by weeding most of the 398 section during the month of January.

Professional Activities

The children's department staff met January 22 for their annual summer program planning session. Through Zoom, they discussed the reading incentive program, activities for kids, and how summer could still be very different from past years. Not knowing what to expect a little over three short months from now, all planning adhered to a common theme of in-person but outdoor programming as much as possible.

Statistics

A note about statistics this month: when the annual report forms are released, we get a preview of the data elements the DPI will be collecting going forward. This year, that includes "information questions," which are distinct from reference questions. Information questions are simple, often directional questions: think "Are you open?" or "where are audiobooks?" or "can you extend my time on the computer?" Reference questions are more involved and have a specific definition for the purpose of our state annual report.

Adult & Youth Reference - Building Open	Totals (January 11-31)
Youth Reference Ques.	653*
Adult Reference Ques. (In-person/phone)	746*
Adult Information Ques. (started 1/15)	55
Email Reference Ques. (started 1/15)	3*
Email Information Ques. (started 1/15)	6
Chat Reference Ques. (started 1/15)	11*
Chat Information Ques. (started 1/15)	10
Soc. Media Reference Ques. (started 1/15)	4*
Soc Media Information Ques. (started 1/15)	5
One-on-One Tech Help	3
Value Line use	0
Study Rooms use	n/a
Study Table Reservations	9
Faxes	8

Remote Reference - Build. Closed/Curbside Only	Totals (January 4-9)
Email Reference Questions	12*
Chat Reference Questions	9*
Social Media Reference Questions	5*

Children's Virtual/Online Programs	YouTube	Facebook	Zoom	Activity
Family Storytime 1/27 (1 session)		29*		
Family Storytime grab and go 1/27 (1 session)				27
Make It Jr. grab and go distributed				100
Make It Jr. report back (raffle tickets)				29*
Total				156

Teen volunteer hours October 2020 total: 0

Adult Virtual/Online Programs	YouTube	Zoom	Activity	In-Person
Mystery Book Club (1/6)		10*		
African American History in WI (1/14) co-spon Oconomowoc and Menomonee Falls	65	23* (70 total)		
Make It! @ Home: Photo Coasters (1/20)		10*		
Total		43		

Teen Virtual/Online Programs	Facebook	YouTube	Zoom	Activity	In-Person

Make It! Teen: Book Hedgehogs (1/18-1/23)				14* (14 kits taken)	

* DPI Annual Report Programming Statistics

Rachel Ruetz, Technical Services Manager, reports on Technical Services activities for December 2020:

Our staff members have finished creating their processing kits. Back in November, I had asked members of the tech services staff to create a kit which would explain in detail the essential tasks that must be completed and the materials needed for these tasks if for any reason they weren't able to come to work. While our staff members are irreplaceable, having these kits prepared will ensure that there is not a disruption in library services should one of us become ill. Hopefully these will never be needed, but it benefits the library for us to be prepared.

Manager Rachel Ruetz attended two very timely webinars in February regarding the Polaris integrated library system. The first was titled "New Features in Polaris 6.7." Our system upgraded to the latest version of Polaris this month, so having a demonstration on the changes that have been made was very helpful. The second, titled "Cataloging in Polaris LEAP", explained the ways the impending 7.0 update to Polaris is going to change the cataloging process from the client-based version to the "Leap" browser-based version.

Statistics: 655 items processed

Wisconsin Department of Public Instruction
PUBLIC LIBRARY ANNUAL REPORT
PI-2401 (Rev. 1-21)

S. 43.05(4) & 43.58(6)

FOR THE YEAR 2020

INSTRUCTIONS: Complete and return two (2) signed copies of the form and attachments to the library system headquarters. Confirm with the library system if submitting electronic copies is preferred.

Board-approved, signed annual reports for 2020 are due to the DPI Division for Libraries and Technology no later than March 1, 2021.

I. GENERAL INFORMATION

1. Name of Library

2. Public Library System

3a. Head Librarian First Name	3b. Head Librarian Last Name	4a. Certification Grade	4b. Certification Type	5. Certification Expiration Date

6a. Street Address	6b. Mailing Address or PO Box	7. City / Village / Town	8a. ZIP	8b. ZIP4	9. County

10. Library Phone Number	11. Fax Number	12. Library E-mail Address of Director

13. Library Website URL	14. No. of Branches	15. No. of Bookmobiles Owned	16. No. of Other Public Service Outlets

17. Does the library operate a books-by-mail program?

18. Some public libraries are legally organized as joint libraries, with neighboring municipalities or a county and municipality joining to operate a library. Is the library such a joint library legally established under Wis. Stat. s. 43.53?

20. Square Footage of Public Library

21. Did the library or a branch move to a new facility or expand an existing facility during the fiscal year?

22. DUNS Number *Nine digits*

HOURS OF OPERATION

	Standard Service with No Restrictions on Building Access	Limited Service	Staff Only (no interior service for the public)
19a. Winter Hours Open per Week			
19b. Number of Winter Weeks			
19c. Summer Hours Open per Week			
19d. Number of Summer Weeks			
19e. Total Weeks per Year			
19f. Total Hours per year for this location			

COVID-19

Did the library provide the following services during the COVID-19 pandemic?

	Yes / No	Number of Interactions (if known)
1a. answering general information requests from the public (phone calls, emails, text messages, online forms, etc.)		
1b. providing reference service		
1bi. reference service provided via email		
1bii. reference service provided via chat		
1biii. reference service provided via text message		
1biv. reference service provided via telephone		
1bv. reference service provided via another method (e.g., online service or form)		
1bvi. describe "another method of reference service":		
1c. hosting virtual programming or recorded content		
1d. offering curbside pickup		
1e. offering drive-thru circulation of physical materials		
1f. offering vestibule/porch pickups		
1g. offering delivery of materials (mail or drop-off)		
1h. managing IT services for external Wi-Fi access		
1i. providing other types of online and electronic services		
1ii. describe "other services":		

ELECTRONIC MATERIALS ADDED DUE TO COVID-19		

Did the library add or increase access to electronic collection materials due to the COVID-19 pandemic?

	Yes / No	Number Added (if known)
2a. increasing the concurrent or monthly borrowing limits for electronic materials purchased locally		
2b. increasing the concurrent or monthly borrowing limits for electronic materials purchased by the library system or consortia		
2c. increasing the number of electronic materials and holdings purchased locally		
2d. increasing the number of electronic materials and holdings purchased by the library system or consortia		
2e. augmenting the public's ability to use electronic materials in another way		
2f. describe "augmenting in another way":		

PUBLIC SERVICES COVID-19	

Did the library add or increase access to electronic collection materials due to the COVID-19 pandemic?

	Yes / No
3. Electronic Library Cards Issued Before COVID-19	
4. Electronic Library Cards Issued During COVID-19	
5. External Wi-Fi Access Before COVID-19	
6. External Wi-Fi Access Added During COVID-19	
7. External Wi-Fi Access Increased During COVID-19	
8. Staff Re-Assigned During COVID-19	

COVID-19 CLOSURES	
Initial date closed due to COVID-19	
First date reopened following initial COVID-19 closure	
Additional building closure and reopening dates, please describe	

II. LIBRARY COLLECTION	a. Number Owned / Leased	b. Number Added
1. Books in Print *Non-periodical printed publications*		
2. Electronic Books *E-books*		
3. Audio Materials		
4. Electronic Audio Materials *Downloadable*		
5. Video Materials		
6. Electronic Video Materials *Downloadable*		
7. Other Materials Owned *Describe*		
8a. Electronic Collections *Locally owned or leased*		
8b. Electronic Collections *Purchased by library system or consortia*		
8c. Electronic Collections *Provided through BadgerLink*		
9. Total Electronic Collections *Local, regional, and state*		
10. Subscriptions *Include periodicals and newspapers, exclude those in electronic format*		

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III. LIBRARY SERVICES

1. Circulation Transactions

   a. Total Circulation | b. Children's Materials

2. Interlibrary Loans (ILL)

   Method for Counting ILL Transactions

Mode of ILL Transaction (Only Total will display when Total ILL Transactions is listed as the Method for Counting ILL Transactions)	Items Loaned to Other Libraries *Provided to*	Items Borrowed from Other Libraries *Received from*
Integrated Library System (ILS)		
WISCAT		
Other (includes OCLC, manual tracking, or other methods)		
Total		

3. Number of Registered Users

   a. Resident | b. Nonresident | c. Total

4. Reference Transactions

   a. Method | b. Annual Count

5. Library Visits

   a. Method | b. Annual Count

6. Uses of Public Internet Computers

   a. Number of Public Use Computers | b. Number of Public Use Computers with Internet Access | a. Method | b. Annual Count

7. Uses of Public Wireless Internet

   a. Method | b. Annual Count

8. Website Visits | 9a. Local Electronic Collection Retrievals | 9b. Other Electronic Collection Retrievals | 9c. Statewide Electronic Collection Retrievals | 9d. Total Electronic Collection Retrievals

10. Uses of Electronic Materials by Library Users

   a. E-Books | b. E-Audio | c. E-Video | d. Total Uses of Electronic Materials | e. Uses of Children's Electronic Materials

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LIBRARY PROGRAMS AND ATTENDANCE

11. Programs and Program Attendance Annual Count
     Method for Counting Number of Programs and Attendance

Total Program and Attendance Statistics

	a. Children (0-11)	b. Young Adult (12-18)	c. Other (all ages)	d. Total
Number of Programs				
Total Program Attendance				
Describe the library's programs				

In-person, Virtual, and Pre-recorded Program Statistics

In-Person Programs and Program Attendance Annual Count

	a. Children (0-11)	b. Young Adult (12-18)	c. Other (all ages)	d. Total
Number of Programs				
Total Program Attendance				
Describe the library's in-person programs:				

Live Views of Virtual Programs and Virtual Program Attendance Annual Count

	a. Children (0-11)	b. Young Adult (12-18)	c. Other (all ages)	d. Total
Number of Live Virtual Programs				
Total Live Virtual Program Attendance				
Total Views of Live Programs Recorded for Asynchronous Viewing				
Which platforms does the library use to host the library's live, virtual programs:				
Describe the library's live, virtual programs:				

Views of Pre-recorded Programs and Pre-recorded Program Attendance Annual Count

	a. Children (0-11)	b. Young Adult (12-18)	c. Other (all ages)	d. Total
Number of Pre-recorded Programs				
Total Pre-recorded Program Views				
Which platforms does the library use to host the library's pre-recorded programs:				
Describe the library's pre-recorded programs:				

V. LIBRARY OPERATING REVENUE
Report operating revenue only. Do not report capital receipts here.

1. Local Municipal Appropriations for Library Service *Only Joint libraries report more than one municipality here*

Municipality Type	Name	Amount
	Subtotal 1	

2. County

   a. Home County Appropriation for Library Service   Subtotal 2a

   b. Other County Payments for Library Services

County Name	Amount	County Name	Amount
	Subtotal 2b		

3. State Funds
   a. Public Library System State Funds

Description	Amount	Description	Amount
b. Funds Carried Forward from Previous Year		c. Other State Funded Program	
	Subtotal 3		

4. Federal Funds *Name of program—for LSTA grant awards, grant number and project title*

Program or Project	Amount
Subtotal 4	

5. Contract Income *From other governmental units, libraries, agencies, library systems, etc.*

Name	Amount	Name	Amount
	Subtotal 5		

6. Funds Carried Forward *Do not include state aid. Report state funds in 3b above.*	7. All Other Operating Income	8. Total Operating Income *Add 1 through 7*	9. What is the current year annual appropriation provided by governing body(ies) for the public library?	10. Was the library's municipality exempt from the county library tax for the report year? *Wis. Stat. s. 43.64(2)*

VI. LIBRARY OPERATING EXPENDITURES
Report operating expenditures from all sources. Do not report capital expenditures here.

1. Salaries and Wages *Include maintenance, security, plant operations*	2. Employee Benefits *Include maintenance, security, plant operations*

3. Library Collection Expenditures

a. Print Materials	b. Electronic Materials	c. Audiovisual Materials	d. All Other Library Materials	e. Subtotal 3

4. Contracts for Services *Include contracts with other libraries, municipalities, and library systems here. Include service provider.*

Provider	Amount	Provider	Amount
		Subtotal 4	

5. Other Operating Expenditures	
6. Total Operating Expenditures *Add 1 through 5*	
7. Of the expenditures reported in item 6, what were operating expenditures from federal program sources?	

VII. LIBRARY CAPITAL REVENUE, EXPENDITURES, DEBT RETIREMENT, AND RENT

1. Capital Income and Expenditures by Source of Income.
Do not report any expenditures reported above. Provide a brief description of any expenditures.

Source	Brief Description of Expenditure	Revenue	Expenditure
a. Federal			
b. State			
c. Municipal			
d. County			
e. Other			

2. Debt Retirement	3. Rent Paid to Municipality/County		Total Revenue	Total Expenditure

VIII. OTHER FUNDS HELD BY THE LIBRARY BOARD
IX. TRUST FUNDS

All funds under the library board's control must be reported. Report in this section any funds in the library board's control (except Trust Funds) that have not been reported in a previous section. *Wis. Stat. s. 43.58(6)(a)*	1. Total Amount of Other Funds at End of Year	1. Total Amount of Trust Funds Held by the Library Board at End of Year

XI. PUBLIC LIBRARY LOANS OF MATERIAL TO NONRESIDENTS

1. Of the total circulation reported for the library from Section III, item 1, what was the total circulation to nonresidents
See instructions for definition of nonresident

Divide nonresident circulation among the following categories. The total of 2 through 6 below should not be greater than the number reported in item 1 above.	a. Those with a Library	b. Those without a Library	c. Subtotal
2. Circulation to Nonresidents Living in the Library's County			
3. Circulation to Nonresidents Living in Another County in the Library System			
4. Circulation to Nonresidents Living in an Adjacent County Not in the Library System			

5. Circulation to All Other Wisconsin Residents	6. Circulation to Persons from Out of the State

7. Are the answers to items 1 through 6 based on actual count or survey/sample?	8a. Does the library deny access to any residents of adjacent public library systems on the basis of Wis. Stat. s. 43.17(11)(b)?	8b. If yes, does the library allow residents in adjacent systems to purchase library cards?

9. Circulation to Nonresidents Living in an Adjacent County Who Do Not Have a Local Public Library

Name of County	Circulation		Name of County	Circulation
a.		f.		
b.		g.		
c.		h.		
d.		i.		
e.		j.		

XII. TECHNOLOGY

1. Does the library provide wireless Internet access?	2. Library type of Internet connection *Mark all that apply* ☐ a. State TEACH line ☐ b. Other broadband connection *Local cable, telco, community network, etc.*	3. Library use of Internet filtering software or service ☐ a. Yes, on all Internet workstations ☐ b. Yes, on some Internet workstations ☐ c. No filtering on any Internet workstation

XIII. SELF-DIRECTED ACTIVITIES, STAFF SERVING YOUTH / ADULTS

1. Self-directed Activities *Planned, independent activities available for a definite time period which introduce participants to any of the broad range of library services or activities that directly provide information to participants.*		a. Children (0-11)	b. Young Adult (12-18)	c. Other (all ages)	d. Total
	Number of Self-directed Activities				
	Total Self-directed Activity Participation				

2. Name and email address of primary staff person who serves as the children, youth, or teen librarian. *Only the primary person is displayed here.*

a. First Name	b. Last Name	c. Email Address

3. Name and email address of primary staff person who serves as the librarian for adults. *Only the primary person is displayed here.*

a. First Name	b. Last Name	c. Email Address

XIV. PUBLIC LIBRARY ASSURANCE OF COMPLIANCE WITH
SYSTEM MEMBERSHIP REQUIREMENTS

We assure the Public Library System of which this library is a member and the Division for Libraries and Technology, Department of Public Instruction that this public library is in compliance with the following requirements for public library system membership as listed in *Wis. Stats.*
A check (X) or a mark in the checkbox indicates compliance with the requirement.

☐ The library is established under s. 43.52 (municipalities), s. 43.53 (joint libraries), or s. 43.57 (consolidated county libraries and county library services) of the Wisconsin Statutes [s. 43.15(4)(c)1].

☐ The library is free for the use of the inhabitants of the municipality by which it is established and maintained [s. 43.52(2), 73 Op. Atty. Gen. 86(1984), and OAG 30-89].

☐ The library's board membership complies with statutory requirements regarding appointment, length of term, number of members and composition. [s. 43.54 (municipal and joint libraries), s. 43.57(4) & (5) (consolidated and country library services), and s. 43.60(3) (library extension and interchange)].

☐ The library board has exclusive control of the expenditure of all moneys collected, donated, or appropriated for the library fund [s. 43.58(1)].

☐ The library director is present in the library at least 10 hours a week while library is open to the public, less leave time [s. 43.15(4)(c)6]

☐ The library board supervises the administration of the library, appoints the librarian, who appoints such other assistants and employees as the library board deems necessary, and prescribes their duties and compensation [s. 43.58(4)].

☐ The library is authorized by the municipal governing board to participate in the public library system [s. 43.15(4)(c)3].

☐ The library has entered into a written agreement with the public library system board to participate in the system and its activities, to participate in interlibrary loan of materials with other system libraries, and to provide, to any resident of the system area, the same library services, on the same terms, that are provided to the residents of the municipality or county that established the member library. This shall not prohibit a municipal, county, or joint public library from giving preference to its residents in library group programs held for children or adults if the library limits the number of persons who may participate in the group program, or from providing remote access to a library's online resources only to its residents. [s. 43.15(4)(c)4].

☐ The library's head librarian holds the appropriate grade level of public librarian certification from the Department of Public Instruction [s. 43.15(4)(c)6 and Administrative Code Rules PI 6.03].

☐ The library annually is open to the public an average of at least 20 hours each week except that for a library in existence on June 3, 2006, annually is open to the public an average of at least 20 hours or the number of hours each week that the library was open to the public in 2005, whichever is fewer [s. 43.15(4)(c)7].

☐ The library annually spends at least $2,500 on library materials. [s. 43.15(4)(c)8].

XV. CERTIFICATION

I CERTIFY THAT, to the best of my knowledge, the information provided in this annual report and any attachments are true and accurate and the library board has reviewed and approved this report.

President, Library Board of Trustees Signature *or designee* ➢	Name of President or Designee *Print or type*	Date Signed
Library Director / Head Librarian Signature ➢	Name of Director / Head Librarian *Print or type*	Date Signed

STATEMENT CONCERNING PUBLIC LIBRARY SYSTEM EFFECTIVENESS

As required by Wis. Stat. s. 43.58(6)(c), the following statement that the library system either did or did not provide effective leadership and adequately meet the needs of the library must be completed and approved by the library board. The response should be made in the context of the public library system's statutory responsibilities and the funding which it has available to meet those responsibilities.

County

The _____ Board of Trustees hereby states that in 2020 the _____
              Name of Public Library   *Name of Public Library System / Service*

☐ **did** provide effective leadership and adequately met the needs of the library.

☐ d**id not** provide effective leadership and **did not** adequately meet the needs of the library.

        Indicate with an X one of the above two statements.

Explanation of library board's response. *Attach additional sheets if necessary.*

Note: With the approval of the library board of trustees, this statement may be submitted separately from the Annual Report form that is sent to the library system, as an e-mail attachment to LibraryReport@dpi.wi.gov.

CERTIFICATION

The preceding statement was approved by the Public Library Board of Trustees.

Division staff will compile the statements received for each library system and, as required by *Wis. Stat. s. 43.05(14)*, conduct a review of a public library system if at least 30 percent of the libraries in participating municipalities that include at least 30 percent of the population of all participating municipalities report that the public library system did not adequately meet the needs of the library. This statement may be provided to the public library system.

President, Library Board of Trustees Signature *or designee*	Name of President or Designee *Print or type*	Date Signed
➢		

COMMENTS

Pauline Haass Public Library

Request for Proposals: Space Needs Study and Facilities Assessment

The Pauline Haass Public Library (PHPL) of Sussex, Wisconsin is seeking proposals from responsive and qualified library consultants to develop a space needs assessment and study of the current facility. The Library is in the early stages of planning for a building project, scheduled in the Village of Sussex's Capital Improvement Plan for approximately 2030, to assure the library can meet the growing service, facility, and technology needs of its residents over the next 30 years. This project may take the shape of renovation, expansion, or new construction. The successful firm must have demonstrated experience working with public libraries and will provide a report that articulates current and future space needs, analyzes comprehensively the existing facility, and helps the Library Board and Village determine the best path forward.

Proposals received shall be considered valid for sixty (60) days once opened. To be considered for this work, you must follow the guidelines for proposal format and submission and submit electronically to Library Director Adele Loria by the end of business on May 10, 2021.

Introduction and Background

The Village of Sussex is located in Waukesha County approximately 19 miles northwest of the City of Milwaukee and has a population of 11,273. The community has experienced steady growth in recent years and estimates that by 2040 the Village will reach a population between 15,500 and 17,500 at full build out. Sussex's small town atmosphere, quality housing, proximity to excellent schools, recreational opportunities, and commitment to development that furthers economic opportunities will continue to draw new residents to the area.

The Pauline Haass Public Library is a popular destination with those residents and people from surrounding communities. The Library has a service population of 22,840 covering the Village of Sussex, the surrounding Town of Lisbon, and other nearby communities. In 2019, the library circulated 323,533 items and welcomed 126,364 visitors through its doors. PHPL employs 14.51 FTE staff. The print collection is approximately 77,652 items and the media collection is approximately 15,241 (statistics from 2019 State Annual Report).

The Library has active and strong support from the Village of Sussex and the PHPL Board of Trustees, and from community organizations including the Friends of the Pauline Haass Library and the Pauline Haass Public Library Foundation. PHPL is a member of the Bridges Library System, which includes 24 libraries in Jefferson and Waukesha Counties.

Site Information

The current PHPL building opened in the fall of 1996. It is 22,268 square feet in area (23,418 when including the upstairs mechanical loft with building systems equipment). The library is

partitioned into several major areas, including a large open area housing the adult and teen areas, a somewhat separated Children's area, two community meeting rooms, staff and administrative areas, and study rooms. The Village's Civic Center next door provides storage space for the Library in its basement. The Library also shares parking with the Civic Center; these two buildings, the lot, and a small amount of surrounding land make up the Sussex Civic Campus.

While not an old building, the library has had major and recurring maintenance issues over the years, including extensive roof repairs, a complete boiler replacement, and a partial replacement of the sprinkler system. A 2018 ADA assessment found multiple needed improvements. Maintenance projects and space reconfigurations have attempted to address deficiencies over the years, but the building is still limited by square footage, layout, and structure.

Scope of Services

The consultant will work in collaboration with PHPL staff and the Library Board and utilize the Library's 2020-2022 Strategic Plan to identify community needs and service priorities. The analysis shall incorporate recommendations based on best practices from successful libraries nationwide and in communities of similar size as well as forecasted trends in library services and technology. Areas of focus shall include but not be limited to technology, collections, programs, facilities, staffing, budget, and funding.

Space planning:

1. Conduct a space needs and workflow analysis of the existing facility to determine optimal use of physical space to meet the Library's service and collection needs.
2. Develop recommendations for public service models, collection sizes, program priorities, administrative spaces, storage, and technology.
3. Report on square footage requirements based on projected usage and needs, including but not limited to seating, collections, meeting rooms, work areas, staff offices, technology, storage, and special purposes.
4. Determine current and future parking needs.

Facility Assessment:

1. Review existing library documentation including current Strategic Plan and available building plans.
2. Evaluate the condition of the facility including structural integrity, utilities, accessibility, plumbing/mechanical/electrical systems, energy consumption, health & safety, acoustics, flexibility, and functional spatial relationships.
3. Attain an understanding of significant architectural and engineering obstacles to future expansion and service delivery.

Deliverables

The final report must address each point listed in the scope of services and include:

1. Detailed options for possible future expansion; these might include but are not limited to utilizing adjacent property, vertical expansion, connection to the Civic Center building. Each option should include cost estimates and an assessment of the advantages and potential drawbacks.

2. An assessment of upgrades necessary to effectively remodel and expand the existing structure, including cost estimates, with specific attention to preventing historic maintenance issues from recurring.
3. Recommendations developed for the purpose of serving the Library and community over the next 30 years.

The final report must include an executive summary, an in-depth narration of the process and interpretation, and all collected data (questionnaires, surveys, statistics) as appendices. All files, records, documents, and similar items relating to the business of the Library, whether they are prepared by the respondent or come into the respondent's possession in any other way, are and shall remain the exclusive property of the Library. The final report must also include an in-person presentation to the Library Board (virtual presentations may be permitted if circumstances warrant this).

Qualifications and Selection Criteria

Given the scope of the project, the Library is seeking a consultant experienced in providing the services outlined above. All proposals meeting the RFP requirements will be evaluated using the following criteria:

1. Relevant experience and success in space planning facilitation for public libraries, including the level of satisfaction of current and past clients.
2. In-depth knowledge of traditional, current and developing library services and resources.
3. A clear sense of where new technologies are headed and their potential applications in a library setting.
4. Demonstrated knowledge of library operations, research, statistical analysis, and experience integrating findings in planning documents.
5. Cost and demonstrated ability to meet deadlines and operate within budget.
6. Demonstrated ability to communicate effectively with library staff, the Library Board, and other identified stakeholders and public.
7. A proven track record in meeting deadlines and achieving positive results with other public library master planning projects.

Proposal Format and Submission

The proposal shall conform to the following outline and will include:

Capacity to Perform Work
1. Cover letter noting the name, address, email, phone number, key contact person.
2. Number of years in business.
3. Overview: Narrative on your understanding of the project and a summary of the consultant's objectives.
4. Plan of work and technical approach – Include a description of the proposed course and sequence of actions or tasks including methodologies, the time needed to complete the sequences, and a schedule of project milestones. This project work plan should include your deliverables, project schedule and milestones, assumptions and any variables that could delay the project.
5. Costs and fee structure: Include phasing and/or steps, giving the incremental cost associated with each. Please address each component listed in project scope giving estimated hours to be spent and costs associated with each.

6. Disclosure of any ongoing litigation over building projects managed by the firm.
7. Communication approach: please describe how you will solicit and incorporate feedback from the Library Board, staff, and key stakeholders throughout the process.

Personnel

1. List the principals in your organization, including an organizational chart.
2. Identify the project manager and key personnel who would be assigned to this project, their project roles, and relevant qualifications and experience.
3. Additional consultants you propose to hire to supplement your firm's services. Please provide their names and relevant experience.

Experience and References

1. Identify and designate three to five completed public library or similar projects that the project team members have done individually or collectively within the past ten years and which best represent the present skills of the project team members. Please include:
   a. Name and address of client.
   b. Name, telephone number, and email address of contact person.
   c. Summary of project or plan, including year completed and cost.

All questions regarding this RFP are to be directed to the Library Director. Questions received less than one (1) week prior to the opening of proposals will not be answered.

Proposals are due not later than Monday, May 10 at 5:00 PM CST. Proposals must be submitted electronically to:

Adele Loria, Library Director
Pauline Haass Public Library
N64W23820 Main Street
Sussex, WI 53089
aloria@phpl.lib.wi.us

Fax proposals will not be accepted. It is the respondent's responsibility to ensure proposals are received by the deadline. Proposals received after the deadline will not be considered.

Selection Process

All proposals received by the submission deadline will be opened publicly at PHPL on Tuesday, May 11. All proposals shall remain open for 60 days after the day of opening, but the Library may, at its sole discretion, release any proposal prior to that date.

The Board will review and evaluate the proposals using the qualifications and selection criteria outlined above. Firms may be invited to participate in an interview with the Board. The Board will evaluate the proposals and check references, and make a selection followed by negotiating a contract.

The Library reserves the right to accept a proposal, reject any and all proposals at its sole discretion, and waive or modify any provisions of this RFP.

Anticipated Project Timeline

Issue RFP	February 22, 2021
Last day for questions	May 3, 2021
Response to questions due	May 5, 2021
Proposals due	May 10, 2021
Building & Grounds proposal review	May 11 – May 19
Firms selected for possible interviews	**Delete this row**
Interviews as determined by the Board	May 24 – June 10
Board Approval	June 16, 2021
Project Award	July 2, 2021
Consider including dates/ranges for start and end of project	

PAULINE HAASS PUBLIC LIBRARY

POLICY: Library Computer Use (also see Public Internet Use Policy)
Approved by Library Board: March 21, 2018

Desktop computers are provided in the open spaces of the adult and children's services areas of the library. Laptops are available in the adult area, which also contains one desktop computer in an enclosed room. ~~These computers are meant for word processing, working with spreadsheets and databases, internet access, and for other uses as the software provided with them allows.~~

1. Desktop computers in the adult area of the library are for the use of individuals ages 12 and up. Children ages 12 and 13 may choose to use the computers in the adult or children's services area, depending on their comfort level.

   Laptop computers are available for use by individuals ages ~~14~~ 12 and older.

2. Adults who are *not* accompanying children who are using the children's services area, and who do not have special needs, must use the desktops and laptops in the adult area rather than in the children's services area.

3. The library staff may not always be available to provide on-the-spot instruction or assistance with the software. Users who need extra assistance may schedule an individualized instruction session with a librarian as staffing levels permit. Instruction is available through Gale Courses, an online resource available through the library, as well as at area colleges, such as WCTC and UW-Waukesha.

4. Computer use must cease at library closing time.

5. The user is responsible for providing a memory device for saving documents. Storage devices are available for purchase at the "Start Here" desk.

6. Security programs, in place on each computer, may prohibit some functions. Such restrictions may be inconvenient to some, but the library hopes that users will recognize that the inconvenience is not nearly as great as that of having data infected by a virus.

7. Only securely lidded beverages are allowed near computers; food consumption is not allowed.

8. A librarian will attempt to fix hardware problems as time allows, but may be unable to help users with software problems. Malfunctioning software should,

however, be reported to a librarian so that a computer technician can check, and if necessary, fix it.

9. The cost of repairing or replacing abused or damaged equipment or materials will be borne by the user.

10. The library is not responsible for any damage to user-owned materials or data used on library equipment.

Computer Room Use

11. The computer room may be reserved up to one week in advance by individuals ages 12 and up, at the adult reference desk for time blocks of up to 90 minutes; if no one is waiting for the room at the end of the reserved time, the user may continue to work until the room is needed. The computer room may also be used on a first-come, first served basis. Those whose time is up when another is waiting will be asked to vacate the room within ten minutes.

12. The computer rooms are meant to be used by, and available to, as many customers as possible. No one individual or group may reserve a room on a frequent, regular basis if doing so interferes with use by others.

13. A The computer room may be used by a maximum of two people at a time.

Adopted by Library Board: February, 1998
Revised by Library Board: May, 2003
Revised by Library Board: October 2006
Revised by Library Board: December 19, 2007
Revised by Library Board: June 17, 2009
Revised by Library Board: March 19, 2014
Revised by Library Board: March 21, 2018

STATISTICS FOR MONTH OF JANUARY, 2021

	January	YTD	*YTD 2020*	% change
ALL CIRCULATION	**20928**	**20928**	28846	-27.4%
PHYSICAL MATERIAL CIRCULATION	17667	17667	26099	-32.3%
E-MATERIAL DOWNLOADS	3261	3261	2747	18.7%
HOURS OPEN	128	128	254	-49.6%

(building closed 1/1 - 1/10, curbside only 1/6-1/9)

		YTD
HOLDS FILLED **FOR PHPL** BY OTHER CAFÉ LIBRARIES: -	2443	*2443*
HOLDS FILLED FOR OTHER CAFÉ LIBRARIES **BY PHPL**: +	2775	*2775*
Crossovers to PHPL from other library communities: +	3592	*3592*
Crossovers from Sussex to other CAFE libraries: -	1002	*1002*
NET LENDING: 2922		*2922*

PHYSICAL CIRC:	**Sussex**	**Other**	**TOTAL**	2020
	7391	10276	17667	26099

Cards issued: 31

Reference questions answered: 1443
Informational questions answered 76

Library visits this month: 3293
(building closed 1/1 - 1/10, curbside only 1/6-1/9)

Materials purchased: 464
(year to date total:) 464

Study Room usage

Adult: n/a   Study table reservations: 9
One-on-one technology lessons: 3

Meeting Room Use: Fax Service: 8
Quad Room   Value Line: 0
nonprofit: n/a   Curbside pickup: 409

Small meeting room
nonprofit: n/a

INTERNET USE*: 820 sessions
TOTAL HOURS**: 49:46:00
AVG. SESSION**: 23.698 minutes
*includes wireless network (building closed 1/1 - 1/10, curbside only 1/6-1/9)
**wired access only

Pauline Haass Public Library