



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

Agenda

**Pauline Haass Public Library Board of Trustees
Wednesday, February 21, 2024, 6:00 p.m.
Library's Quad/Graphics Meeting Room, off lobby**

- 1) Roll call
- 2) Consideration of, and possible action on, minutes of January 17, 2024 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 action on Library's annual report to the state
 - b) Policy review (Comments from Citizens at Library Board Meetings): discussion and action
 - c) Report on Library Foundation activities
- 9) Items for future agendas: discussion
- 10) Adjournment

Lisa Bougie, President

Adele Loria, Library Director

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

Minutes of January 17, 2024 Board meeting
Pauline Haass Public Library

Called to order: 6:03 p.m.

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

Minutes of December 20, 2023 Board meeting were reviewed; amended to reflect that the patron complaint was shared during the communications portion, as the person was not actually present at the meeting. Schultz/DeLonge motion to approve minutes as revised; motion carried.

Comments from citizens present: none.

Communications received by Board members or Director: Loria followed up on the patron complaint received last month; the matter is closed for the present.

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

Prepaid bills in the amount of \$28,953.33, P-Card bills in the amount of \$5,212.03, 2023 bills in the amount of \$6,127.98, 2024 bills in the amount of \$4,815.26, December expenses in the amount of \$79,291.82 approved as presented by Vande Hei/Schultz motion; motion carried.

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

New Business:

Discussed roof restoration plans for spring and agreed to move forward with a replacement covered by the warranty purchased in 2008. The solar panels, which have been non-operational for some time because parts cannot be sourced, will need to be removed for the roof placements. Carran/Zoellick motion to dismantle and dispose as the most cost-effective solution for the time being, with a commitment to exploring newer solar array options during the library renovation project in 2030; motion carried.

Board members reviewed the 2024 Strategic Plan Activities; Bougie/Vande Hei motion to accept as presented/discussed; motion carried.

Loria delivered a "2023 in Review" presentation; discussion followed.

Reviewed and discussed the Trustee Essentials 22 and 23; no action taken.

Meeting adjourned at 7:49 p.m. by Roubik/Wegner motion.

Respectfully submitted,
Adele Loria
Director

Minutes prepared by Lisa Ponto, Administrative Services Manager

February 21, 2024

Director's Report to Library Board

Agenda Items

Annual Report: As has been the case for some years, the state-enforced deadline for annual report submission (February 29, 2024) 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. I am still waiting on clarification for some of the numbers, so I will send out the draft report separately on Monday. That report will still be pending revisions from the Bridges Library System office and the Village of Sussex.

Policy Review: Comments from Citizens at Library Board Meetings: This policy has not been reviewed or revised since 2018, so it is due for a review. I am recommending a number of minor changes or clarifications. All edits are shown in red on the draft policy included in your packets this month.

Foundation Updates: The Foundation met in January and has been very busy lately with several outreach and fundraising events. This agenda item allows our trustee liaisons and I to report on this in more detail.

Non-agenda Items

First, a follow-up item from last month: There was a question during the financial report last month about the impact fees transfer of \$2,600 to Fund 420. I confirmed with Taylor Walls that the transfers are done as expenditures are made; this one was for the Trilogy Consulting to update the impact fees study from 2015, which resulted in the Village Board increasing the impact fees for the Library. Trilogy began that work in 2022 and finished in 2023, so the expenditures are spread over both years.

Advocacy: On February 6, Library Legislative Day was held in Madison. I attended along with Assistant Director Jennie Bahnman and Admin Services Manager Lisa Ponto; this is the first

year other staff have joined me for this event and it was great to have other leaders on our staff participate! For anyone not familiar with Library Legislative Day, this annual event provides library staff, trustees, friends, and other library supporters the 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. We met with representatives for the Sussex area and the surrounding areas. In addition to talking about the awesome and impactful things libraries are doing, we offered our meeting room spaces as a resource for representatives wanting to host listening sessions; a number of these have been held at PHPL.



APL: The Bridges directors continue to meet monthly and a frequent topic of discussion is controlling costs for Hoopla. As I've mentioned in the past, some libraries have reduced the borrower limits for their users. This can be done as a per user cap or a daily cost cap. January was the first month where the Hoopla bill at PHPL exceeded \$1000; it has doubled since January 2023. Up to this point I have been watching closely and waiting to see if usage levels out while shifting funds from the physical material budget to digital, but the cost per circ model of Hoopla is definitely problematic. If usage continues to grow at that rate, we will need to look at limiting usage to what the budget can accommodate.

Building Updates: Planning for the roof project this spring continues; Jeff, Secret, and I will have a pre-construction meeting with Village administration, Crandall Roofing, and Butters-Fetting (who installed and will remove the solar panels) at the beginning of April.

The project to connect the emergency exit to the public walkway on the south end of the building will also take place this spring. Previously we had planned for summer, but DPW is able to fit it in earlier and work is tentatively scheduled for the beginning of April.

Continuing Education: Multiple staff members attended sessions of the Wild Wisconsin Winter Web Conference offered annually in January. We regularly take advantage of this event, as it is free, archived for viewing at convenient times, and offers a lot of relevant content:

- Anna Oleszczak and Sue Posh attended three sessions on communication: "How to Be Heard (Without Screaming!)", "Can't We All Just Get Along?", and "Effective Email Etiquette." They also attended "Board Games in the Library" to glean ideas and insights for our Library of Things collection.

- Teresa Douglas attended the opening session “Neutrality is Not an Option.” This session focused on the book bans playing out across the county and provided advice on handling them at your own library. Teresa also attended the session “But We’ve Always Done It This Way,” a session on leading staff through changes to elevate library services. As a new manager, she found a lot of the advice inspiring and helpful. It’s important to constantly re-evaluate our programs and services.

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



IditaRead – Adults & Teens Winter Reading Program

Adults and teens can participate in our IditaRead Winter Reading program for a chance to earn prizes. For every hour they read (up to 27 hours) they earn a raffle ticket towards the grand prizes. This program runs from January 15 to February 23. By the end of

January, we had 127 adults registered and 24 teens!

Adult Programs & Services

On Thursday, January 18, patrons learned about “**Foraging in Wild Wisconsin**” with Ben Wiedenman of Pink Teepee Farms LLC located near Ottawa, WI. He talked about sustainable foraging practices, forest ecology, and safe ways to forage for mushrooms. **We had 53 in attendance.**





Maura Flanagan organized the "24 Books Reading Challenge" for adults and teens. This is a year-long challenge which can be done through Beanstack or with a paper log. Patrons will track the books that they read and are provided a variety of prompts that they can choose to complete. Prompts include: read a classic, read a book based on a true story, read a book that challenges their world view, read a book set in Wisconsin, etc. For many of these prompts Maura has even provided lists of recommended titles. Once patrons complete 24 of the 48 prompts they will receive an exclusive 2024 Sunshine Beastie Bookmark (designed by Maura) and entered into a drawing for a Books and Company gift card. **By the end of January, we had 194 people registered for this new year-long challenge...what an amazing start to a new program!**

Teen Programs & Services

Maura Flanagan (Adult & Teen Services Librarian) leads teen programs and organizes teen services. December and January have been a little quieter for **Library Loot Boxes**. We had 6 teens sign up for January's Library Loot Box. January's passive program was "**Guess the Book by the One Star Review**." We had an increase in participation for this passive program, 17 teens participated! The **Teen Advisory Board** was busy at their January meeting, with 11 teens

helping to prepare some of the decorations for the Prefect Room (for grades 7 and up) at Harry Potter Book Night. In our newly updated Teen Area, Maura has included another monthly passive program that involves a small writing prompt. In January, she asked teens "**What was**



their favorite memory of 2023?” Some of the memories shared included going a trip, meeting a new friend, and becoming drum major for the high school band! Maura also introduced **Teen Game Night** in January, where 3 teens competed in trivia, Jeopardy, and other games.

Collection

Nick Schmudlach (Reference Assistant) weeded the Health collection in Adult Non-Fiction. Nick also began relocating off-season holiday books from the Adult Fiction collection to the staff work area for storage. Holiday books do not circulate much throughout the rest of the year, though these books will be available and can be requested by placing a hold or asking staff. We will pull this collection out around the holidays so they are more readily available for check out. We're hoping that this will help us in our continued efforts to free up shelf space in the very packed section of Adult Fiction.

Jeff Goodyear assembled our new shelving unit for the Young Adult collection. Maura Flanagan did a great job at shifting the Young Adult Fiction collection, adding additional shelves to some of the units to provide a bit more room. Maura also put the YA Manga and the YA Graphic Novel collections in their new shelf locations in the Teen Area, and it's really come together!

Teresa Douglas, Youth Services Manager, reports on department activities for January:

Programs

January 15th saw the start of our 5th annual IditaRead winter reading challenge! Kids in grades 1 - 6 are encouraged to read 27 hours between January 15 and February 23. As in previous years, participants can decorate their own paper sled dogs to run on the library map that winds throughout the Youth Services department. As of January 31, we had 150 kids registered for IditaRead. 143 younger children were registered for the shortened version of this challenge: IditaRead Puppies. This reading challenge is designed for babies and toddlers through kindergarten readers. Finishers in both challenges can choose one prize from the treasure chest (mini bubble tubes, fun pencils, scratch off bookmarks, tiny Hatchimals, to name a few) and then can pick one coupon from a local business or attraction. This year we have coupons donated from Kwik Trip, the Admirals, and Lou Malnati's pizzeria.



This programming session we have continued our popular LabCraft program but changed the name to Advanced Adventurers. Going forward our two KidsLab maker/tinker programs will be Advanced Adventurers (Grades 3 and up) and Early Explorers (grades 1 & 2). In January, library associate MJ Jorn hosted both Advanced Adventurers and Early Explorers. On January 8th Advanced Adventurers made moving paper animal puppets, connecting the parts of their animal with brad fasteners and string for a moving, manipulable puppet! On January 22 Early Explorers made a simpler version of this, with clothespins to open and close the puppets' mouths.

On January 23, we began our 12-week winter/spring session of Family Storytime. Storytime is held Tuesday, Wednesday, and Thursday morning every week, with one theme repeating each day. New children's librarian, Emily Bolwerk, attended one storytime from each presenter to get a feel of how the style varies within the same storytime "plan" and towards the end of the month began presenting storytime herself!

Around the Department

Nonfiction sections always present a challenge; what is the best way to let people know what is down each aisle without getting too technical on how the Dewey Decimal System works? When Emily started in January, she quickly had ideas and we decided to try end cap signage (similar to the adult nonfiction area without the relabeling/reclassification of actual items). Emily became very familiar with what is down every aisle and worked to determine general topics and child-friendly wording. We have already noticed families using these signs to look for books ("Look, this aisle says dinosaurs. Let's check down here."). Emily made the signs to reflect how the aisle order and layout, making wayfinding easier.



Jennifer Steffes, Circulation Manager, reports on Circulation activities for January:

In January, the second self-check machine was installed. Adele, Jennie, Lisa, and Jennifer worked with Envisionware's remote tech support to configure the unit and get everything running. Patrons have had little trouble learning to use it, as it's almost identical to the kiosk machine we have had for a couple of years. The circulation department welcomes the second self-check machine, especially during the post-storytime rush and the anticipated busy summer.

Several wonderful comments about PHPL were shared during January. One world-traveling patron expressed her thankfulness for the kindness found at this library. She said that not many other libraries within her travels even come close to the wonderful staff here. Yet another patron shared that she "just loves this library and brags about HER library to all her friends" and she was all smiles as she told me.

Adult and Youth Reference	Totals
Youth Reference Ques.	742
<i>Youth Information Ques.</i>	9
Adult Reference Ques.	498
<i>Adult Information Ques.</i>	11
One-on-One Tech Help	22
Study Rooms use	147
Faxes	14
YS Book Bundles (bundles assembled)	59
YS Book Bundles (items checked out)	261
1000 Books Before Kindergarten total books read:	3,473
Teen volunteer hours:	6

Children's Programs	# of events (in-person)	Virtual Attendance	In-person Attendance	Self-Led (Passive)
*all-ages events				
Storytime (5 sessions)	5		226	
storytime craft				70
Advanced Adventurers	1		10	
Early Explorers	1		27	
IditaRead Registrations				150
IditaRead Finishers				5
IditaRead Puppies Registration				143
IditaRead Puppies Finishers				4
1,000 books before Kindergarten new registrations				17
Firsties January check-ins (4 schools)	1		74	
Firsties January video views				51
Firsties Parent video views				2
Firsties other video views (past videos)				28
Outreach (2 sessions)	2		48	
Total	10	0	385	470

Adult Programs		Virtual Attendance	In-person Attendance	Self-Led (Passive)
*all-ages events				
Foraging in Wild Wisconsin	1		53	
Books To The Future	1		6	
Mystery Book Club	1		13	
Tuesday Book Club	1		8	

January 2024 Program Statistics

Total	4	0	80	0

Teen Programs *all-ages events		Virtual Attendance	In-person Attendance	Self-Led (Passive)
One Star Review Challenge				17
January Loot Box				6
Teen Game Night	1		3	
TAB	1		11	
Whiteboard Prompt - Favorite memory 2023				36
Total	2	0	14	59

STATISTICS FOR THE MONTH OF JANUARY 2024

	Jan. 2024	Jan. 2023	YTD	YTD 2023	% change
ALL CIRCULATION	32847	30037	32847	30037	9.4%
PHYSICAL MATERIAL CIRCULATION	28277	26209	28277	26209	7.9%
E-MATERIAL DOWNLOADS	4570	3828	4570	3828	19.4%
HOURS OPEN	232.5	257	232.5	257	-9.5%

		YTD
HOLDS FILLED FOR PHPL BY OTHER CAFÉ LIBRARIES: -	3464	3464
HOLDS FILLED FOR OTHER CAFÉ LIBRARIES BY PHPL : +	2353	2353
Crossovers to PHPL from other library communities: +	6736	6736
Crossovers from Sussex to other CAFE libraries: -	1097	1097
NET LENDING: 4528	4528	4528

	PHYSICAL CIRC:	Sussex	Other	Total	2023
	28277	10366	17911	28277	26209

Cards issued: 93

Reference questions answered: 1240

Informational questions answered: 20

Library visits this month: 8991

Materials purchased: 600
(year to date total:): 600

Study Room usage: 147

One-on-one tech lessons: 22

Fax Service: 14

In-person programs: 16

In-person attendees: 479

Meeting Room Use: 39

Quad Room: 22

Small meeting room: 17

INTERNET USE:** 269 sessions

TOTAL HOURS:** 149:57:00

AVG. SESSION:** 33.446 minutes

WI-FI - INTERIOR: 947 clients

WI-FI - EXTERIOR: 112 clients

WEBSITE VISITS: 7605 sessions

****wired access only**

PAULINE HAASS PUBLIC LIBRARY

POLICY: Comments from Citizens at Library Board Meetings

Adopted by Library Board: March 21, 2018

The agenda for each Library Board meeting includes a time for comments from citizens who are present at the meeting. Members of the public who are in attendance will be asked at this point in the agenda if they wish to make any comments.

Each person who wishes to speak must state their name and address for the public record and limit comments to three minutes. Each person is allowed one rebuttal to the comments of another citizen. If a citizen continues to speak beyond three minutes, the Library Board President will inform the speaker that the three minutes are over and that no more comments will be taken. **Library Board Trustees and Library Staff may not respond or discuss public comments during the public comment period. When the topic appears on the agenda during the Business portion of the meeting, the comments may be addressed then.**

In accordance with Wis. Stat. § 19.84(2), Open Meetings of Governmental Bodies – Public Notice, if the comments that were made do not directly pertain to an agenda item, the Board members may not discuss the topic or take action at the meeting.

Complaints against persons will not be heard in public. They should be put in writing and directed to the Library Director or Board President for response.

After all citizens have been allowed an opportunity to speak, the Board will resume session in accordance with the agenda.

This policy does not preclude additional guidelines being developed for meetings with a large number of people in attendance.

Adopted by Library Board: February 18, 2004

Reviewed by Library Board: December 2007

Reviewed by Library Board: October 20, 2010

Reviewed and revised by Library Board: May 15, 2013

Reviewed and revised by Library Board: March 21, 2018