

Agenda
Pauline Haass Public Library Board of Trustees
Wednesday, October 15, 2025, 6:00 p.m.
Library's Quad/Graphics Meeting Room, off lobby

- 1) Roll call
- 2) Consideration of, and possible action on minutes of September 17, 2025 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) Discussion on library expansion/renovation project in Village Capital Improvement Plan with Village Administrator Jeremy Smith
 - b) Strategic Plan updates and trustee survey: discussion
 - c) Purchasing policy review: discussion and action
- 9) Items for future agendas: discussion
- 10) Adjournment

Lisa Bougie, President



Adele Loria, Library Director

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

Minutes of September 17, 2025 Board meeting

Pauline Haass Public Library

Called to order: 6:03 p.m.

Roll call: Bougie, Carran, DeLonge, Hacker, Roubik, Schultz, Vande Hei, Wegner, Zoellick present; Jilling and Kojis absent. Also present: Library Director Loria and Village Finance Director, Taylor Walls.

Approval of minutes from previous meeting(s):

Bougie/Vande Hei motion to approve minutes of August 20, 2025 Board meeting; motion carried.

Bougie/DeLonge motion to move Finance presentation after approval of minutes from previous meeting; motion carried. Presentation on library finances by Village of Sussex Finance Director Taylor Walls; no action taken.

Comments from citizens present: none.

Communications received by Board members or Director: none.

Financial report: Revenue and Expenditure Guidelines for August 2025; accepted as presented by Vande Hei/Wegner; motion carried.

Action on Bills: Prepaid bills in the amount of \$0, P-card bills in the amount of \$13,415.52, Bills in the amount of \$14,644.89, August 2025 Expenses in the amount of \$133,222.96; 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:

Following a discussion of the Investment Policy; Carran/Schultz motion to approve as presented; motion carried.

The Purchasing policy review was discussed and tabled until next month.

Strategic Planning updates were provided; no action required.

Meeting adjourned at 7:04 p.m. by Roubik/DeLonge motion.

Respectfully submitted,
Adele Loria
Director

Minutes prepared by Lisa Ponto, Administrative Services Manager

October 15, 2025

Director's Report to Library Board

Agenda Items

Discussion of library expansion/renovation project: Village Administrator Jeremy Smith will join us to provide an overview of the library expansion and renovation project in the Village's Capital Improvement Plan (CIP) and to answer your questions. This conversation should provide helpful information when considering preparatory work in the next year or two, especially as we write our 2026-2028 Strategic Plan. This conversation should help inform our thinking about preparatory work—such as organizational capacity, messaging, community engagement, and preliminary design considerations—as we develop our 2026-2028 Strategic Plan.

Strategic Planning Updates and SWOT Analysis discussion: Thank you all for completing this analysis. Having reviewed each other's responses beforehand should lead to a more productive discussion. While we have several trustees serving on the Strategic Planning Committee, this is an opportunity for all board members to provide input, raise concerns, and highlight priorities.

Purchasing Policy: I am still finalizing with Taylor the thresholds for capitalization that we discussed last month. I will either send the draft policy out in a separate email or bring it to the meeting Wednesday.

Non-agenda Items

Act 150 Committee Updates: I attended the most recent meeting of the Act 150 Committee on September 9 at the Oconomowoc Public Library. The committee meets again on Tuesday, October 14 at the Menomonee Falls Public Library. Topics being explored by the committee include the collection and distribution formulas for county funding as well as the "minimums to exempt" from the county library tax.

Baker & Taylor: As you know, we've been experiencing ongoing fulfillment issues with Baker & Taylor, the primary book vendor for public libraries across the country. We've increasingly turned to Amazon and elsewhere to fill orders in the past year, and began working with another vendor, Ingram, last spring. Despite reassurances from B&T, their performance has continued to decline, and on October 1 our staff decided to move to Ingram as our primary vendor. Not a moment too soon — B&T announced on October 6 they are shutting down completely, laying

off hundreds of workers immediately with plans to wind down operations entirely in December. I'm including an article from Publishers Weekly in your packets that provides a good summary of the position many libraries now face.

Because we already have an established partnership with Ingram and several months of setup and workflow testing behind us, we're well-positioned to transition, though we do expect some bumps in the next few months. We're also exploring additional options, including Amazon's forthcoming "library arm," which is being developed to handle volume orders, invoicing, and pre-processing services. I'll continue to report on this situation as it develops.

Building Updates: In July, the fountain honoring former director Kathy Klager, located between the library and Civic Center, was damaged when a large piece broke off. Because the fountain has been difficult to maintain – it often clogged and it had to be moved inside during the winter – I saw this as an opportunity to replace it with something more durable. I consulted with Kathy and she suggested a cairn; these stone markers are hardy in all weather and suggest a meaningful comparison with libraries. Cairns are built by travelers to guide others along their path, often by many hands over time. Similarly, libraries grow piece by piece, offering guidance and points of connection in a vast landscape of information. Both are collective acts of care for those who follow. I selected a cairn with a steel rod through the middle and Mark Eesley installed it last week, cementing it in the ground for additional stability.



Libby Updates: At the APL directors meeting Friday, I learned that libraries will soon be able to set up individual OverDrive accounts to purchase additional copies of titles to fill PHPL patron holds on ebooks and digital audiobooks. These accounts will supplement, not replace, the Bridges System OverDrive Advantage account that we contribute to, and they will allow libraries that want to invest additional resources into this collection to do so. This is great news; one of the main barriers in the past was that even when libraries purchased digital content, we couldn't prioritize our own patrons, making it difficult to justify allocating more of our local budget to e-content. While the high costs and restrictive licensing terms of digital materials remain and will limit our ability to meet demand, this change is a meaningful step toward improving access for our patrons.

Professional Development and Continuing Education: Jennie Bahnman (Assistant Director/Adult Services Manager) applied for and was accepted into the **Wisconsin Library Association Leadership Development Institute**. The LDI is a six-month immersive training program combining virtual and in-person sessions in Madison, Platteville, and Stevens Point. Developed by WLA in partnership with UW–Madison Extension and supported by IMLS and DPI, the program engages participants in cohort groups and provides instruction from representatives across a wide range of disciplines both within the library community and

outside of the profession. Jennie will share insights from her LDI experience throughout the year. Congratulations to her on this opportunity!

Maura Flanagan (Adult & Teen Services Librarian) attended *What Does AI Mean for Our Future?*, a Wisconsin Tech Days webinar presented by a UW–Madison professor. The session covered the basics of artificial intelligence, how it is developed and used, and its growing implications for libraries and legislation. Maura also viewed Ryan Dowd’s *Teens in Groups* webinar, which offered practical strategies for working effectively with teen groups.

MJ Jorn attended *Designing Engaging Early Childhood Environments Using Principles of ECE Program Pedagogical Approaches*, a webinar that explored how learning environments shape children’s experiences, highlighting key design considerations, the importance of open-ended exploration, and cultural responsiveness—ensuring children see both themselves and others reflected in their surroundings.

MJ also participated in *Be the Change*, a workgroup within the Library Memory Care Project. The group held its first meeting on September 10 at the New Berlin Public Library, focusing on the value of memory cafés and strategies to overcome barriers that prevent community members from attending.

On Friday, September 5, Emily Bolwerk and Teresa Douglas joined the Bridges Youth Services **field trip to Bookworm Gardens**, which features more than 80 children’s books represented throughout the grounds. Field trip participants enjoyed a guided tour highlighting the literary connections and garden details. Favorite areas of Emily and Teresa included Frog and Toad, Winnie the Pooh’s house, and the koi pond. The group then met at Mead Public Library in Sheboygan for a **joint Youth Services meeting** with Bridges and Monarch librarians. The meeting featured “lightning talks” on library programs: Teresa presented on Firsties, and Emily shared about Storybook Theater. The day concluded with a tour of Mead’s facilities, including its large makerspace, automated book drop, and book lockers.



Jennie Bahnaman, Assistant Director, reports on Adult Services and Teen Services activities for the previous month:

Adult Programs & Services

In In September, Emily Bolwerk (Youth Services Librarian) shared her sewing expertise by organizing and leading our first **Machine Sewing 101** class for adults. Emily and Jennie collaborated on a successful Adult Program Grant application through Bridges Library System, securing

\$500 to purchase an additional sewing machine. With four machines now available, we were able to accommodate eight adults in this two-part class held in the Kids Lab. Emily developed a clear, step-by-step sewing guide and a creative project that introduced participants to patchwork quilting, seams, zippers, and more. Feedback was overwhelmingly positive, and participants were eager to continue practicing their new skills.



We're also continuing to develop an **in-house sewing machine reservation system**. Annie Larson (PT Adult Services Librarian), who has prior experience managing sewing programs, helped coordinate a "sewing cart" for users who reserve a machine. Along with the machine, the cart provides essential tools (rotary cutter, bobbins, sewing needles, measuring tape, seam ripper, fabric chalk, scissors) and helpful instructional books to make the experience seamless for users. We anticipate launching this service by the end of the year.

In September, we also hosted "**Decluttering & Downsizing**," presented by **Amber Miller**, Senior Associate State Director of Community Outreach with AARP Wisconsin. Her engaging session on understanding our attachment to "stuff" and practical steps for simplifying our homes drew 32 attendees.

Although fall is just beginning, we're already planning for **winter/spring 2026 programs** for the Village of Sussex Activity Guide. Offerings will include:

- Our popular **Book Mixer**, returning in February,
- **Make It** programs reformatted as drop-in events—keeping the social and creative spirit while allowing us to welcome more participants and use staff time more efficiently,
- **Machine Sewing 101** with Emily Bolwerk and **Intro to Hemming** with Annie Larson,
- Several programs coordinated by Nick Schmudlach (Adult Services Librarian), including a **NAMI suicide prevention training**, a **Wisconsin DOT information session** on proposed changes to the County F/I-94 interchange, and a **Badger Talk** presentation ("*Who Are the Amish?*") by Dr. Mark Loudon.

Collection

In Nick Schmudlach's first month as our full time Adult Services Librarian, he has been learning a lot and taking on all his new projects and responsibilities. He met with Beth Betchel, the Database Management Librarian at Bridges Library System, to discuss his new role as PHPL's representative at the system cataloging meetings; this group is known as CafeCats. Nick has also been working with Beth to expand his cataloging training.

The **Library of Things Collection** is expanding by 14 items! Some highlights include an **electric drum set, bike repair kit, cake decorating set, an embroidery hoop stand, and a car code reader**. These items will be out and available to the public by mid-October. New titles have also been added to the Nintendo Switch games, an ever-popular collection.

Teen Programs & Services

This school year we introduced two new teen passive programs. Following the success of the summer **Teen Taste Tests**, we'll continue offering them every other month during the school year—September's featured the many flavors of Skittles. We also replaced Library Loot Boxes with **Make It Teen**, a simpler take-home craft option. Monthly "Guess the Book" challenges and whiteboard prompts continue to encourage engagement in the teen space.

The **Teen Advisory Board (TAB)** met on September 23, welcoming a few new members for the school year. Twelve teens attended and worked on social media and marketing for their upcoming **Holiday Gift Wrap Drive**. TAB will collect holiday gift wrap, tissue paper, and gift bags from October 15th through November 12th. Once the drive is over, TAB members will offer gift wrapping services on four different dates and times (details coming later).

Teresa Douglas, Youth Services Manager, reports on recent department activities:

Our 12-week fall storytime session began on Tuesday, September 9, with programs held Tuesday through Thursday mornings through Thanksgiving. **Toddler Time** continues every Tuesday morning; due to an abundance of mosquitoes this month, several sessions were moved indoors. **Nightlight Storytime** was held on September 8, drawing 43 attendees.

Baby Storytime is also back this fall! After two seasons of testing shorter, three-week registered sessions, we've transitioned to a weekly, drop-in format held every Thursday during our regular storytime sessions. The age range has expanded from 0–12 months to 0–18 months to welcome more families. We've seen many familiar faces return and a number of new ones join in.



Make It! Junior kicked off its fall crafts in September with a paper plate dragon project. The month also marked the start of our fall KidsLab programs. On September 15, **Advanced Adventures** (grades 3 and up) created ceramic tile coasters, while on September 29, kids in **Early Explorers** (grades 1–2) made colorful “swirly twirly” versions of their own. **Sew XO** held two sessions this month, both focused on scrappy bookmarks. The second was a special “Sew With Me” class, where a grown-up could participate alongside their child.

Jennifer Steffes, Circulation Manager, reports on recent department activities:

Physical circulation was up 2.1% over September of last year. As usual, the return to full-day Saturdays and half-day Sundays is welcomed by patrons happy to have increased weekend access to the library. Unseasonably warm weather kept the Explore Passes, especially the ones to Bookworm Gardens and the Milwaukee County Zoo, in constant circulation.

And recently at the front desk, a young man paid his overdue bill and told the clerk (Carol) to keep an extra dollar as a tip for her good service. He was ten years old — and paying with his dad’s money — but his gesture made everyone’s evening.

Adult and Youth Reference

Totals

Youth Reference Ques.	189
<i>Youth Information Ques.</i>	76
Adult Reference Ques.	346
<i>Adult Information Ques.</i>	58
One-on-One Tech Help	14
Study Rooms use	152
Faxes	11
YS Book Bundles (bundles assembled)	87
YS Book Bundles (items checked out)	487
1000 Books Before Kindergarten total books read:	2,033
YS Coloring pages	1,000
Teen volunteer hours:	13.75

Technical Services

Items Processed	468
Volunteer hours (inc. Home Delivery)	48

Children's Programs	# of events (in-person)	In-person Attendance	Self-Led (Passive)
*all-ages events			
1,000 books before Kindergarten new registrations			6
Firsties video views (previous videos)			5
Storytime	10	390	
Storytime craft			300
Toddler Time	5	211	
Baby Storytime	3	20	
Nightlight Storytime	1	43	
Sew XO	2	14	
Sew XO open sew	1	1	
Make It Junior			100
Advanced Adventurers	1	21	
Early Explorers	1	14	
Outreach	3	95	
Total	27	809	411

Adult Programs	# of events (in-person)	In-person Attendance	Self-Led (Passive)
*all-ages events			
Tuesday Afternoon Book Club	1	5	
Mystery Book Club	1	8	
Books To The Future	1	7	
Reading Between the Spines	1	7	
Shelf Indulgence Book Club	1	4	

September 2025 Program Statistics

Machine Sewing 101	2	8	
Decluttering and Downsizing	1	32	
Total	8	71	0

Teen Programs	# of events (in-person)	In-person Attendance	Self-Led (Passive)
*all-ages events			
September Taste Test			17
September Make It Teen- DIY Cord Taco			1
Whiteboard Prompt			45
Guess the Book			1
Teen Advisory Board	1	12	
Total	1	12	64

STATISTICS FOR MONTH OF SEPTEMBER 2025

	Sept. 2025	Sept. 2024	YTD	YTD 2024	% change
ALL CIRCULATION	33429	32010	317966	305822	4.0%
PHYSICAL MATERIAL CIRCULATION	28675	27600	273870	268201	2.1%
E-MATERIAL DOWNLOADS	4754	4410	44096	37621	17.2%
HOURS OPEN	248.5	236	2173	2147	1.2%

		<i>YTD</i>
HOLDS FILLED FOR PHPL BY OTHER CAFÉ LIBRARIES: -	3447	30160
HOLDS FILLED FOR OTHER CAFÉ LIBRARIES BY PHPL : +	2175	20081
Crossovers to PHPL from other library communities: +	6628	67272
Crossovers from Sussex to other CAFE libraries: -	1583	11659
NET LENDING: 3773		45534

	PHYSICAL CIRC:	Sussex	Other	TOTAL	2024
		10852	17823	28675	27600

Cards issued:	100
Reference questions answered:	535
Informational questions answered:	134
Library visits this month:	10,182
Materials purchased:	307
(year to date total:)	4734
Study Room usage:	152
One-on-one technology lessons:	14
Fax Service:	11
In-person programs:	36
In-person attendees:	892
Meeting Room Use:	
Quad Room:	25
Small meeting room:	18

INTERNET USE*:	392	sessions
TOTAL HOURS**:	246.55	
AVG. SESSION**:	37.74	minutes
WI-FI INTERIOR*:	3716	clients
WI-FI EXTERIOR*:	1513	clients
Website visits:	5,325	sessions

*includes wireless network

**wired access only



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Libraries Look to Fill the Gap Left by Baker & Taylor

By Jim Milliot and Nathalie op de Beeck | Oct 09, 2025

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With the
announcement

of Baker & Taylor's imminent closure, different parts of the publishing ecosystem are moving as fast as they can to adjust to a world without the country's largest library wholesaler. While wholesalers Ingram Content Group and Bookazine are ramping up their operations to take over parts of B&T's business, librarians are scrambling to find new wholesaling partners.

The swift collapse of B&T did not come as a complete surprise to librarians, who had been experiencing a growing number of issues with the company. Those problems were compounded when, as part of the agreement with ReaderLink, B&T canceled orders with publishers to prepare for a new ordering system with ReaderLink that never came.

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Lesley Caldwell, collections and technical services manager at Tacoma Public Library, told *PW* that while there were many aspects of B&T she liked, the company's delays had become a problem, with items that used to take two weeks taking as long as 16 weeks, including must-have frontlist titles. Caldwell said TPL already had cancelled about 7% of its orders from B&T, and "once we heard that the ReaderLink deal was happening, we moved all of our future run of orders to Ingram."

Kate Sellers, technical and collection services manager at Seattle Public Library, had much the same B&T experience as her Tacoma colleague. "In 2025, we have ordered 5,500 items from Baker & Taylor," Sellers said. At the time the ReaderLink deal was announced, "we had 90 orders covering about 500 copies that we had to cancel, and we shifted some future planned orders as well. Almost 500 copies are still back-ordered."

SPL had been somewhat shielded from the full impact of B&T's problems, Sellers said, because Ingram is its primary vendor. But B&T was the primary vendor for TPL. "Our team loved the user interface," and often used B&T carts to organize all their purchases—even those ultimately ordered through other vendors—because the functionality was so efficient, Caldwell said.

With B&T closing, TPL has decisions to make. "We like Ingram, but we don't want to have one monopolized vendor," said Caldwell. "Folks are exploring Brodart, and we've heard that Amazon has made visits to more than one Puget Sound library in the hopes of becoming a library materials vendor." She said that Amazon so far hasn't visited Tacoma, "so I haven't heard the sales pitch."

Christopher Platt, a former B&T employee and now director of libraries at Santa Cruz Public Libraries in California, said B&T's Customized Library Services "has defined many libraries' workflows over the last couple of decades, allowing titles to arrive catalogued and processed according to local specifications." Even with some top-notch services, Platt said, service interruptions and prolonged delays such as those that plagued B&T are disruptive.

Platt pointed out that since B&T had set the standard in such things as providing “shelf-ready” cataloging and processing, the process of setting up accounts with another vendor can be lengthy and complex.

Alternative avenues

The reports of Amazon representatives pitching services to libraries in the Northwest was not an aberration. In late June, Amazon Business quietly published a blog post introducing the launch of Amazon Business Books for Libraries. The company’s approach to the library market is that since many libraries already use Amazon to buy a range of goods and service, it has now developed the capabilities to allow libraries to buy books.

To that end, Amazon Business has created a dedicated Library Hub, which offers libraries a way to source new, upcoming titles and manage MARC record downloads in one place. And in true Amazon fashion, the company will offer discounts on selected new titles ranging from 30%-40% off of list price.

Given the complicated nature of library wholesaling and its existing position in the market, Ingram is well positioned to pick up a sizable chunk of B&T’s business. Carolyn Morris, VP of Ingram Library Services, noted that most large library systems already have at least one account with Ingram and that many libraries have increased the volume they do with Ingram since the pandemic. The company also has seen a steady increase in business with smaller libraries in recent years, and saw an uptick in orders ever since the collapse of the B&T-ReaderLink deal. Morris said Ingram has plenty of inventory on hand—some 19 million titles—to meet any increase in demand.

To meet the expected increase in volume, Morris said, Ingram is rolling out its new cataloging and processing system this month, which will enable it to onboard new shelf-ready customers more quickly. And the company, Morris added, “is hiring across the organization to make sure that we can effectively meet the needs of our library customers.” The company expects to add as many as 50 new positions to its library business.

Ingram has long had many library services in place, including collection development options, ordering tools, cataloging and processing capabilities, and training and resource services.

Bookazine, the 100-year-old book wholesaler based in New Jersey, saw an immediate spike in interest from the school, academic, and library markets following the news of B&T’s closing, said Richard Kallman, co-owner and COO of the company. In the past several days, Bookazine has “worked with over 100 new accounts to fill this gap and serve this market” Kallman said, noting that over its history, Bookazine has worked with many library systems providing librarians with access to millions of titles.

The company is now adding more resources of its own in an effort to provide options to libraries seeking a reliable wholesaler to help meet their patrons’ needs. Bookazine has already started to expand sales representation to the library channel and “will be actively upgrading processes to better meet the library community’s requirements.” The additional measures will complement Bookazine’s existing services, which include access to its title base via its website and customer service support options, Kallman said.

“With today’s library needs, which now include fast delivery of popular titles, pre-ordering, rapid receipt of new releases, and access to deep backlist titles, Bookazine stands ready to serve this important channel and is excited to provide an alternative to librarians across the country,” Kallman said.

A version of this article appeared in the 10/13/2025 issue of *Publishers Weekly* under the headline: