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### Agenda

**Pauline Haass Public Library Board of Trustees**

**Wednesday, January 21, 2026, 6:00 p.m.**

**Library's Quad/Graphics Meeting Room, off lobby**

- 1) Roll call
- 2) Presentation of Resolution of Appreciation to Matt Carran
- 3) Consideration of, and possible action on minutes of December 17, 2025, board meeting
- 4) Comments from citizens present
- 5) Communications received by Board members or Director
- 6) Financial report
- 7) Action on bills
- 8) 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.
- 9) New Business:
  - a) 2025 Year in Review presentation
  - b) Capital Plan review of 2026 items: discussion and action
  - c) Act 150 Committee updates: discussion and possible action
  - d) Strategic Plan – Year 1 Action Plan: discussion and action
- 10) Items for future agendas: discussion
- 11) 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 December 17, 2025 Board meeting**  
**Pauline Haass Public Library**

**Called to order:** 6:03 p.m.

**Roll call:** Bougie, Hacker, Jilling, Kojis, Roubik, Schultz, Vande Hei, Zoellick present; Wegner; DeLonge absent. Also present: Library Director Loria.

**Approval of minutes from previous meeting(s):**

Bougie/Kojis motion to approve minutes of November 19, 2025 Board meeting with discussed revisions; motion carried.

**Comments from citizens present:** none.

**Communications received by Board members or Director:** Loria shared a recent post on Facebook that led to an exchange with Kwik Trip.

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

**Action on Bills:** Prepaid bills in the amount of \$0, P-card bills in the amount of \$4,857.78, Bills in the amount of \$19,531.26, November 2025 Expenses in the amount of \$85,422.02; approved as presented by Vande Hei/Jilling motion; motion carried.

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

**New Business:**

Bougie motion to convene into Closed Session at 6:27 p.m. pursuant to Wisconsin Statute 19.85(1)(c) *Considering employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility*, with respect to performance evaluation and compensation for Library Director. Roll call vote: Bougie – aye, Hacker – aye, Jilling – aye, Kojis – aye, Roubik – aye, Schultz – aye, Vande Hei – aye, Zoellick – aye. Motion carried. Loria rejoined at 7:02 p.m.

Reconvened in open session at 7:51 p.m. by Bougie/Zoellick.

Bougie/Kojis consideration and possible action on items requiring action arising out of the closed session. Motion carried to provide an annual increase as well as a wage adjustment for a total 11% salary increase for the Library Director.

Following a review of the 2026-2028 draft Strategic Plan, Schultz/Kojis motion to approve draft; motion carried.

Loria reviewed updates of the Act 150 Committee; no action required.

Final 2026 budget: Discussion of revised 2026 budget reflecting Village of Sussex contribution. Bougie/Schultz to approve 2026 budget; motion carried.

Following discussion of seeking permission to serve wine at the February Book Mixer event, Bougie/Hacker motion to permit; motion carried.

Meeting adjourned at 8:42 p.m. by Roubik/Jilling motion.

Respectfully submitted,  
Adele Loria  
Director



**January 21, 2026**  
**Director's Report to Library Board**

## **Agenda Items**

**Resolution of Appreciation for Matt Carran:** Matt is able to join us for this month's meeting, so I've placed this item at the top of the agenda. President Bougie will present the resolution to Matt in recognition of his years of service on the Library Board. I'm grateful for Matt's leadership and for the time and energy he devoted to helping guide the library's work and priorities. The resolution is included in your packets this month.

**2025 Year in Review:** Once again, it is time to compile the previous year's numbers for our annual report and that provides a good opportunity to analyze how we're doing and what patterns we're seeing. I've been compiling charts and other information to show notable trends, and on Wednesday I will present those to you.

**Capital Plan Updates:** As crowded as the December agenda was, there was one item it did not include for the sake of time; final approval of changes to the Capital Plan for 2026. The plan is included in your packets and I'll have printed copies at the meeting, since it's much easier to read in a larger format. It includes the 2026 items (highlighted in blue) and all of the completed 2025 items (highlighted in yellow); those 2025 items will drop off the list after your review and approved 2026 items will have those funds allocated so that work on them can begin.

**Act 150 Committee process updates:** I attended the most recent meeting of the committee at New Berlin Public Library on January 13. I'll provide an update on that during this agenda item. The final committee meeting is the public hearing at Mukwonago Community Library on February 3 at 6:00PM.

**Strategic Plan – Community Summary and Year 1 Action Plan:** A summary version of the Strategic Plan approved in December is now available [on our website](#). This more colorful and engaging format is designed for community sharing and omits some of the internal implementation details that are less relevant to an external audience. It's included in your packets as well, for your review and feedback. The full Strategic Plan (Board & staff reference version) [is also available](#) on the website on the Library Board page. A Year 1 Action Plan will be emailed to you for review. We can discuss it and make changes during this agenda item.

## **Non-agenda Items**

**APL Officers:** The APL group of Bridges directors continues to meet monthly. At the December meeting, I was nominated as Vice Chair for 2026. I've accepted, and I'm looking forward to supporting the group's work and helping coordinate discussion among directors as we continue to navigate shared priorities across the system.

**Building Updates:** Our HVAC preventative maintenance contract is up for renewal this year and in December, the Village posted the RFP for a new contract. Five proposals were received. I'm currently reviewing and scoring these and will meet with the rest of the review committee at the end of this week.

**Friends and Foundation Updates:** At its January meeting, the Friends approved a funding request totaling **\$6,190** for 2026 programming. Here's a glimpse of what that support makes possible:

- **Explore Passes** to the Packers Hall of Fame, International Crane Foundation, and Wisconsin Historical Sites
- **Memory Cafés** for adults experiencing memory loss and their caregivers
- **Community traditions** like the Gingerbread House Contest and Tiny Art Show
- **Early literacy & youth engagement** through 1,000 Books Before Kindergarten and our Firsties school partnership
- **Summer Reading Program** that saw over 2000 participants in 2025, including reading incentives, the kickoff event, and special programs for all ages

We're grateful to the Friends for their continued partnership and support!

At the same meeting, the members present re-elected Jan Memmel and Karen Jander as officers. The Friends continue to seek a third officer to be able to file as a 501(c)(3) organization.

The Foundation meets next on Tuesday, January 27. Between meetings, members continue to coordinate as needed via email, including planning another Culver's "Share Night." As with last year, the goal is to schedule the event shortly after Harry Potter Book Night, when we'll have a large program audience to help spread the word and encourage participation. Tuesday, February 10 is the tentative date. Library staff will support the Foundation by promoting the event through our usual marketing channels in the coming weeks and by sharing information at the February 6 program.

**Gingerbread Decorating Contest:** In December, PHPL hosted its 5<sup>th</sup> annual All-Ages Gingerbread Decorating Contest. We had 39 gingerbread house entries and a total of 394 people voted between December 6-21 for their favorite houses. This display was up for the month of December, located in the main aisle of the library between Adult Fiction collections. Age categories include Children, Teens, Adults, and Families – and a special "Wisconsin-themed" category, new this year. Winners received a special personalized contest ornament and a gift card.

**Our 2025 winners were:**

Children's Category: Follow the Candy Brick Road (Finley & Everett),

Teen Category: Silent Night, Holy Night (Maddie),

Adult Category: Sussex Corner Tap (Val & Jessica),

Family Category: The Ginger-dead House (Nicole and Neela),

Wisconsin Category: See Ya Next Time (Ziemer Family)



The family who submitted the “See Ya Next Time” Kwik Trip gingerbread house actually received a **shoutout from Kwik Trip on social media**. That made everyone’s day around here!

**Polaris Acquisitions Transition:** With the end of the year approaching, this work has picked up momentum, and we’ve leaned on Nick Schmudlach’s prior Acquisitions experience and strong leadership to keep the project moving forward. Throughout December and early January, Nick has met with Anna and all selectors and catalogers for individualized training on ordering within the Acquisitions model, and he has created detailed step-by-step instructions for several key purchasing and cataloging workflows.

We expect a learning curve during the first few months of 2026, but this will quickly become second nature. Polaris Acquisitions will allow us to track collection spending in more “real-time,” support cataloging by importing new records at the time of purchase, and improve the patron experience by displaying an “on order” note in the catalog for upcoming PHPL items.

**Professional Development and Continuing Education:** On Friday, December 12, the library closed for the day for an all-staff training. As you’re aware, we hold these twice a year, and they are an important investment in service quality. Because we are open evenings and weekends and rely on a large part-time workforce, it is rare for everyone to be together at once; these two days are the exception. They allow us to align service standards, strengthen working relationships, and ensure that patrons experience the same high level of service no matter who is on the desk.

Our main focus this time was an in-depth, morning-long training session on **customer service** with Jamie Matczak, Education Consultant for the Wisconsin Valley Library Service. Jamie's extensive background in this area includes trainings with the Disney Institute and other organizations renowned for creating exceptional customer experiences. Jamie was an engaging and knowledgeable presenter and the session was full of helpful framings and reminders as well as new ideas. In the afternoon, we went through the new strategic plan and then broke into departments for planning time and project work.



The **Adult Services Department completed cross-training with the Youth Services Department** in December; the Youth Services staff were trained on the Adult Reference Desk the previous month. The goal of cross-training is to help all staff know more about what happens in each department, so we're more familiar with the day-to-day tasks at each service desk. We're also preparing staff in case any emergency coverage is needed in a pinch.

Nick Schmudlach (Adult Services Librarian) attended the Bridges **“Repair Cafe” meeting** in December. The goal of these meetings is to work with other Bridges Libraries to host free events where the public can come in to have things ‘repaired’ by volunteer fixers. All of these plans are still in the works.

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

## Adult Programs & Services

In December, Carol Eckes (Circulation Clerk) led two **Make It** sessions where participants made adorable **gnome ornaments**.



We also hosted the December **Holiday Joy Memory Café** in partnership with the **Library Memory Project**. This program was planned by Jennie Bahnaman and MJ Jorn. We hosted the Hamilton High School A Capella Choir, who shared many beautiful and festive tunes with our attendees. In addition to the entertainment, we shared some of our favorite Christmas and holiday memories, listened to a reading of “Twas the Night Before Christmas,” and enjoyed decorating snowman cupcakes.



## Collection

Annie Larson (Adult Services Librarian) continues to **weed the Mystery Fiction collection** to help with space constraints. Once Mystery and General Fiction are weeded, the Pages will shift and re-space the Adult Fiction collection so materials are easier for patrons to browse and for staff to shelve and maintain.

## Teen Programs & Services

Maura Flanagan (Adult & Teen Services Librarian) met with approximately 75 Hamilton High School students during lunch periods as part of her outreach to HHS, sharing information about library programs and services. Even students who rarely visit the library enjoy stopping to talk with Maura about what they're reading and what's happening in their lives. These informal conversations are always rewarding and help build positive, lasting connections between teens and the library.

The **Teen Advisory Board** volunteered to spend time wrapping gifts for patrons and wrapped 71 gifts in total. All leftovers from the gift wrap drive were donated to SOS.

Maura also hosted two in-house teen programs this month including **Teen Hangout**, which was a “no school day” event with crafts and activities, and **Teen Game Night**.

**Teresa Douglas, Youth Services Manager, reports on department activities for the previous month:**

## **Programs**

On Monday, December 22, KidsLab was busy with a special winter break drop-in Open Lab hosted by MJ Jorn. Sixteen children participated, creating handmade holiday ornaments from paper tubes while learning how to cut, assemble, and decorate them with snowflakes and flowers.

**Nutcracker at the Library**, a special program designed by Emily Bolwerk, was offered in December for the second year. Forty children heard the story of *The Nutcracker*, learned about ballet, played a listening game where they guessed story actions based on the music, and learned a short dance they performed for their families at the end of the program. Attendees chose a headband to match their character of choice: a snow princess, a nutcracker, a fairy, or a mouse king. The kids also received a small nutcracker snow globe take-home craft. Emily, with the help of MJ, transformed the Quad room into a magical place including two six-foot nutcrackers!



Regular programs in December included:

- Nightlight Storytime: Monday, December 1, with 28 attendees
- Baby Playtime: Three sessions with 20 attendees
- LEGO Club: Wednesday, December 10, with 34 attendees
- Toddler Time: Five sessions with 150 total attendees

**Jennifer Steffes, Manager, reports on department activities for the previous month:**

During winter break, many of our college student Pages returned to PHPL to pick up extra shifts. Their support helped us not only keep up with daily tasks, but also make progress on projects that had been on the back burner. They assisted with labeling projects, extra shelf reading, shifting and dusting, and helped other departments with additional needs. We're grateful to have them back when they're home from school!

## STATISTICS FOR 2025

	<b>2025</b>	<b>2024</b>	<b>2023</b>
<b>ALL CIRCULATION</b>	412768	400245	378548
PHYSICAL MATERIAL CIRCULATION	352387	349947	332,456
E-MATERIAL DOWNLOADS	60381	50298	46,092
HOURS OPEN	2899	2890.5	2883

HOLDS FILLED <b>FOR PHPL</b> BY OTHER CAFÉ LIBRARIES: -	39108
HOLDS FILLED FOR OTHER CAFÉ LIBRARIES <b>BY PHPL</b> : +	26499
Crossovers to PHPL from other library communities: +	84777
Crossovers from Sussex to other CAFE libraries: -	14692

**NET LENDING: 57476**

PHYSICAL CIRC:	Sussex	Other	TOTAL	2024
	129019	223368	<b>352387</b>	<b>349947</b>

**Cards issued:** **1382**

**Reference questions answered:** **10348**

**Informational questions answered:** **1765**

**Library visits this year:** **135,073**

**Materials purchased:** **6611**

(year to date total:)

**Study Room usage** **1477**

**One-on-one technology lessons:** **180**

**Fax Service:** **160**

**In-person programs:** **412**

**In-person attendees:** **14,951**

**Meeting Room Use:**

    Quad Room: **272**

    Small meeting room: **179**

**INTERNET USE\*:** **91356:04:00** sessions **3888.25**

**TOTAL HOURS\*\*:** **38625:34:00** hours

**Public Computer Sessions:** **9744:20:10**

**Wireless Internet Uses:** **72770**

**\*includes wireless network**

**\*\*wired access only**

## STATISTICS FOR MONTH OF DECEMBER 2025

	Dec. 2025	Dec. 2024	YTD	YTD 2024	% change
<b>ALL CIRCULATION</b>	<b>28606</b>	<b>29953</b>	<b>412768</b>	<b>400245</b>	<b>3.1%</b>
PHYSICAL MATERIAL CIRCULATION	24302	25715	352387	349947	0.7%
E-MATERIAL DOWNLOADS	4892	4238	60381	50298	20.0%
HOURS OPEN	235.0	236.0	2899.0	2890.5	0.3%
			<b>YTD</b>		
HOLDS FILLED <b>FOR PHPL</b> BY OTHER CAFÉ LIBRARIES: -	2914		39108		
HOLDS FILLED FOR OTHER CAFÉ LIBRARIES <b>BY PHPL</b> : +	2087		26499		
Crossovers to PHPL from other library communities: +	5259		84777		
Crossovers from Sussex to other CAFE libraries: -	1031		14692		
		<b>NET LENDING: 3401</b>	57476		
	PHYSICAL CIRC:	Sussex	Other	TOTAL	2024
		9157	15145	24302	25715

**Cards issued:** 75

**Reference questions answered:** 613

**Informational questions answered:** 144

**Library visits this month:** 8,789

**Materials purchased:** 216

(year to date total:) 6611

**Study Room usage:** 123

**One-on-one technology lessons:** 20

**Fax Service:** 15

**In-person programs:** 23

**In-person attendees:** 511

**Meeting Room Use:**

Quad Room: 26

Small meeting room: 20

**INTERNET USE\*:** 274 sessions

**TOTAL HOURS\*\*:** 147.92

**AVG. SESSION\*\*:** 32.39 minutes

**WI-FI INTERIOR\*:** 4893 clients

**WI-FI EXTERIOR\*:** 1716 clients

**Website visits:** 6,282 sessions

\*includes wireless network

\*\*wired access only

**Adult and Youth Reference****Totals**

Youth Reference Ques.	257
<i>Youth Information Ques.</i>	69
Adult Reference Ques.	356
<i>Adult Information Ques.</i>	75
One-on-One Tech Help	20
Study Rooms use	123
Faxes	15
YS Book Bundles (bundles assembled)	57
YS Book Bundles (items checked out)	279
1000 Books Before Kindergarten total books read:	1,518
YS Coloring pages	780
Teen volunteer hours:	8.75

**Technical Services**

Items Processed	538
Volunteer hours (inc. Home Delivery)	

<b>Children's Programs</b>	# of events (in-person)	In-person Attendance	Self-Led (Passive)
<i>*all-ages events</i>			
1,000 books before Kindergarten new registrations			0
Firstties video views (previous videos)			27
Firstties video views (current month)			62
Firstties visits			50
Toddler Time	5	158	
Baby Playtime	3	20	
Nightlight Storytime	1	28	
LEGO club	1	34	
Nutcracker at the Library	1	44	
IditaRead Pre-registrations			13
IditaRead Map dogs decorated			39
IditaRead Puppies pre-registration			20
IditaRead map puppies decorated			25
Open Lab	1	16	
Outreach	2	52	
<b>Total</b>	<b>14</b>	<b>352</b>	<b>236</b>

<b>Adult Programs</b>	# of events (in-person)	In-person Attendance	Self-Led (Passive)
<i>*all-ages events</i>			
Tuesday Afternoon Book Club	1	6	
Books To The Future	1	6	
Reading Between the Spines	1	5	

December 2025 Program Statistics

Memory Cafe: Holiday Joy	1	9	
Make It: Gnome Ornaments	2	46	
All Ages Gingerbread House Decorating Contest			39
Voting for Gingerbread House Decorating Contest			394
<b>Total</b>	6	72	0

<b>Teen Programs</b>	# of events (in-person)	In-person Attendance	Self-Led (Passive)
*all-ages events			
Whiteboard prompt: Nobel Prize Question			27
Make It Teen: Book Page Wreath			25
Taste Testing: Candy Canes			50
Teen Hang Out	1	8	
Hamilton HS Outreach	1	75	
Teen Game Night	1	4	
<b>Total</b>	3	87	102

**Balance of Fund 410 (Capital Needs) as of 9/30/2025 = \$710,633**

Item	Explanation	Total est. cost	Year needed	Allocated as of 12/1/2025	Not yet allocated	Total 2026	Total 2027	Total 2028	Total 2029	BEYOND	
Fire alarm system replacement	Current system was obsolete and if it failed, would need to be replaced altogether. Cost lower than estimate (from FEH, others) but plan for extra cost of initiating devices and notification appliances (not included). <b>COMPLETED FEB 2025 - \$8954</b>	\$10,900	2025	\$10,900	\$0						
Security camera installation	Installation of additional cameras in YS area, circ area, and south end of building approved with 2025 Strategic Plan Activities. <b>COMPLETED OCTOBER 2025 - \$8785</b>	\$9,000	2025	\$9,000	\$0					Not needed when \$11k option for single server approved; balance returns to funds to be allocated.	
Server replacement	Server replacement originally planned for 2026. Ignatek quoted simplified server setup in June 2025 that would be less costly (approx. \$11,000). <b>COMPLETED NOVEMBER 2025 - \$10,178 PLUS OUT-OF-SCOPE ITEMS PAID WITH OPERATING BUDGET FUNDS</b>	\$11,000	2026	\$16,553	(\$5,553)						
Self Check 1 replacement	Kiosk self check installed late 2020 and reaches end-of-life 9/30/2026. Hardware \$5,550 at that time; consider attaching credit card terminal for easier payments with this upgrade. Could replace with countertop version (less expensive) but some advantages to kiosk model.	\$8,500	2026	\$0	\$8,500	\$8,500					
Tables	Meeting room tables (Quad) have outlived their useful life and are showing significant wear. The current tables are difficult to fold and move, making room setup and takedown time-consuming for staff and volunteers. New flip-top tables will improve ease of use, storage, and overall appearance, supporting more efficient room transitions and a better experience for users.	\$19,500	2026	\$0	\$19,500	\$19,500					
Website redesign	A 2026 strategic planning action item, this redesign must be completed before April 2027 to be in compliance with new DOJ accessibility guidelines. It's not feasible to continue with a DIY option like WordPress given lack of staff expertise, so this redesign must be outsourced to professionals. Costs are from quotes gathered in 2025 and will need to be updated.	\$31,000	2026	\$0	\$31,000	\$31,000					
Possible replacement of exterior door frames, doors, book drop, etc.	These are done strictly on an as-needed basis given expansion plans, so "year needed" will vary. <b>Note: \$7,180 spent in Jan 2025 replacing automated door operators, so "amount allocated" reduced by that. Current balance allocated seems sufficient for now but allocate more in future years if desired.</b>	\$20,320	2027	\$20,320	\$0						
Boiler replacement	All 4 boilers (mfg 2002) estimated to reach end of life by 2026 (if not sooner). Current cost for replacing each is \$84,375; could consider moving to two larger units instead of four. Consider also spreading out over two years if replacing proactively; if not, allocate enough to spend if and when units fail.	\$337,500	2027	\$337,500	\$0						
Replacement of remainder of sprinkler system, inc. consulting fees.	Partially completed in 2017–2018; the upper level may require the same work in the future. While current repair costs don't justify proceeding, this may change, and the need may be influenced by the timing/scope of a renovation or expansion. Recommend keeping this in the tentative 5-year plan since, once necessary, it likely won't be deferrable; cost estimates should be updated and the project would require bidding.	\$220,000	2028	\$180,000	\$40,000	\$10,000	\$20,000	\$10,000			
Self Check 2 replacement	Countertop self check installed 2023 (hardware \$3500 at that time) will reach end-of-life in 2028.	\$5,250	2028	\$0	\$5,250		\$4,250	\$1,000			
2 photocopier replacements	Last replaced January 2024.	\$9,775	2029	\$0							
Remodel lobby restrooms for ADA compliance	Details on how current restrooms fail to meet ADA listed in the FEH facility study. Whether this project proceeds depends on whether renovation planning keeps the restrooms in their current location. Re-evaluate when conceptual design work occurs.	\$125,000	2030?	\$100,000	\$25,000	\$5,000	\$5,000	\$7,500	\$7,500		
Carpet replacement: public area, work area	Carpet is original (1996). This replacement was previously planned in phases (2022–2025) but was deferred to align with the 2030 renovation/expansion; if that project does not proceed, replacement would occur in 2031. Cost estimate (from 2022) includes carpet and moving loaded shelving, and will be updated closer to the project year.	\$115,000	2031	\$0	\$115,000		\$38,333	\$38,333	\$38,333	OR allocate later?	
Public upholstered furniture replacement: Adult Area	Most furniture is original to building (1996). Originally planned for 2023, but was deferred to align with the 2030 renovation/expansion; if that project does not proceed, replacement would occur in 2031. Cost estimate is from 2022; will need to be reassessed closer to project year.	\$44,880	2031	\$11,500	\$33,380		\$11,690	\$11,690	\$10,000	""	
Server replacement(s)	Right now a single server is adequate for our needs, but that may change at some point.	\$13,420	2032	\$0	\$13,420				\$12,500	\$920	
HVAC: cooling unit replacement (all 3 units)	All replaced in 2017. 2023 est. replacement cost from Helm = \$18,100.	\$24,700	2032	\$0	\$24,700				\$8,233	\$8,233	
Telephone system replacement	System was last replaced in 2020. Approx. lifespan = 15 yrs. Cost seems far too low at this point; update estimate.	\$10,000	2035	\$0	\$10,000					10,000	
Server replacement(s)	Right now a single server is adequate for our needs, but that may change at some point.	\$15,030	2038	\$0	\$15,030					\$15,030	
						Total allocated:	Total future needs not yet	Total to allocate 2026:	Total to allocate 2027:	Total to allocate 2028:	Total to allocate 2029:
						\$685,773	\$335,227	\$74,000	\$79,273	\$76,756	\$76,566
											\$34,183

# STRATEGIC PLAN 2026 - 2028



PAULINE HAASS  
— PUBLIC LIBRARY —

# Looking Ahead

The 2026-2028 Strategic Plan positions the Pauline Haass Public Library for a period of growth and preparation as we work toward our planned 2030 facility expansion. This plan responds to the exciting reality that our community's use of library services continues to grow, while also acknowledging that our current building and organizational structure have reached capacity limits.

Over the next three years, we will focus on strengthening our partnerships, enhancing your library experience, and preparing our organization and community for a renovated and expanded library that can better serve everyone.



# WHO WE ARE

## Mission

We connect people to information, ideas, and one another in a vibrant and welcoming community-responsive environment.

## Vision

To be a cornerstone for an engaged and informed community.



## Core Values

**Responsive, Community-Focused Service** – We listen, plan carefully, and provide services shaped by local needs.

**Outstanding User Experience** – We are accurate, inclusive, welcoming, and continuously improving.

**Innovation & Learning** – We explore new ideas, adapt to change, and invest in staff development.

**Open Access for All** – We reduce barriers and ensure access to information in many formats.

**Responsible Stewardship** – We honor the public trust and use resources wisely.

**Intellectual Freedom & Privacy** – We protect the right to read, learn, and explore confidentially.

# Four Strategic Priorities

**1** COMMUNITY ENGAGEMENT & VISIBILITY



**2** ACCESS TO COLLECTIONS, INCLUSION, & USER EXPERIENCE



**3** ORGANIZATIONAL CAPACITY & STAFF SUPPORT



**4** FACILITIES & PREPARING FOR FUTURE GROWTH



# Community Engagement & Visibility

**What this means for you:** We will deepen our partnerships throughout the community and increase our visibility at local events. You'll see more consistent communication about library services, upcoming expansion plans, and the many ways the library serves our community. We'll continue to connect with our community by offering programs informed by your needs and interests.

## Key Focus Areas:

- Strengthening partnerships with civic, business, and community organizations
- Developing clear, engaging communication about library services and expansion plans across multiple channels
- Creating more opportunities for community members to engage with and shape library services
- Maintaining excellent programming while using demand and waitlists to inform future space needs



# Access to Collections, Inclusion, & User Experience

**What this means for you:** As the way people use libraries evolves, PHPL will adapt how collections and spaces are organized so that finding and using materials is intuitive, equitable, and enjoyable. We'll be improving our website, enhancing navigation within the building, expanding our digital collections, and exploring more convenient access options.



## Key Focus Areas:

- Expanding digital collections to reduce wait times for ebooks and digital audiobooks
- Redesigning our website to meet modern accessibility standards
- Improving wayfinding and organization for a smoother, more intuitive user experience
- Explore and incorporate convenient access options, like hold lockers and drive-through, into expansion plans



# Organizational Capacity & Staff Support

**What this means for you:** Behind every great library experience is a well-supported, well-equipped team. We're investing in our staff and organizational structure to ensure we can deliver excellent service today while preparing for tomorrow's expanded facility.

## Key Focus Areas:

- Strengthening our team's ability to serve you effectively with better communication protocols and more efficient tools
- Ensuring we have the right expertise in areas like technology and communications
- Updating staff evaluation and feedback practices to support growth, learning, and continuous improvement
- Building our organizational capacity for both daily operations and expansion planning



# Facilities & Preparing for Future Growth

## What this means for you:

We're taking concrete steps to prepare for a renovated and expanded library that will better house our current services and resources, allow us to innovate and grow, and serve our community for decades to come.



## Key Focus Areas:

- Improving safety and security for staff and patrons
- Coordinating early planning and shared visioning with the Library Board, Friends, and Foundation
- Building organizational and governance readiness for a future building project, including aligning the Library Board, Friends, and Foundation around shared goals, timelines, and community priorities so future planning is well coordinated
- Planning for modern technology and infrastructure needs in a renovated and expanded facility



# How We'll Use This Plan

**This Strategic Plan will guide our work from 2026-2028. To ensure it remains effective and responsive to community needs, we'll follow a transparent evaluation process:**

## Annual Action Plans

Each year, we'll develop a detailed action plan that identifies specific projects and goals. These plans will include timelines, key milestones, and the people responsible for each initiative. While guided by this strategic plan, our annual plans will also reflect new opportunities and community priorities as they emerge. The Library Board will review and approve each action plan.

## Regular Progress Updates

Throughout the year, library leadership will monitor our progress, address any challenges, and adjust our approach as needed. We'll share updates with the Library Board and the community to keep everyone informed about our work.

## Annual Review

At the end of each year, library leadership and the Board will evaluate our progress, identify what we've learned, and make any necessary adjustments to ensure the plan continues to serve our community well.

This process ensures the plan remains a living, flexible guide that evolves with our community's needs rather than a static document.





**Questions or feedback about this plan?**  
Contact Library Director Adele Loria  
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