



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

Agenda

Pauline Haass Public Library Board of Trustees
Wednesday, April 15, 2026, 6:00 p.m.
Library's Quad/Graphics Meeting Room, off lobby

- 1) Roll call
- 2) Consideration of, and possible action on minutes of March 18, 2026, 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) Appointment of nominating committee for Board elections
 - b) Endorsement of revised library standards as part of the proposed Waukesha County Library Services Plan 2027-2031: discussion and action
 - c) Remote Work Policy review: discussion and action
 - d) Inclement Weather Policy (addendum to Personnel Policy): discussion and action
 - e) Allowable Costs Worksheet for 2027 County budget: discussion and action
- 9) Items for future agendas: discussion
- 10) Adjournment

Lisa Bougie, President

A handwritten signature in cursive script that reads "Adele M. Loria".

Adele Loria, Library Director

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

**Minutes of March 18, 2026 Board meeting
Pauline Haass Public Library**

Called to order: 6:04 p.m.

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

Approval of minutes from previous meeting(s):

Bougie/Vande Hei motion to approve minutes of February 18, 2026 Board meeting; motion carried.

Comments from citizens present: none.

Communications received by Board members or Director: none.

Financial report:

Revenue and Expenditure Guidelines for the closing period December 31, 2025; Vande Hei/DeLonge motion to accept as presented; motion carried.

Revenue and Expenditure Guidelines for February 2026; Vande Hei/Kojis motion to accept as presented; motion carried.

Action on Bills: Prepaid bills in the amount of \$0, P-card bills in the amount of \$3,781.62, Bills in the amount of \$16,055.79, February 2026 Expenses in the amount of \$71,308.51; Vande Hei/Kojis motion to approve as presented; motion carried.

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

New Business:

Following a review of the 2025 annual report to the state reflecting year-end numbers; Bougie/Zoellick motion to approve as presented; motion carried.

Following a review of the designation of operating fund reserves; Bougie/Kojis motion to move surplus into working capital; motion carried.

Reviewed proposed library website redesign vendors; following discussion, Wegner/Hacker motion to select Library Market; motion carried.

Following a discussion of the Internet and Computer Use policy, Bougie/Wegner motion to approve as presented; motion carried.

Trustee Essentials on library advocacy were reviewed and discussed, no action taken.

Meeting adjourned at 7:15 p.m. by Roubik/Zoellick motion.

Respectfully submitted,
Adele Loria
Director

Minutes prepared by Lisa Ponto, Administrative Services Manager

April 15, 2026
Director's Report to Library Board

Agenda Items

Nominating Committee Appointments: President Bougie will appoint members to this committee. In May they will report to the Board, and the elections will follow on the same agenda.

Act 150 Committee & County Library Plan Updates: The Act 150 Committee met on Wednesday, 3/25 to discuss the feedback from library boards and the directors' discussion at PHPL on 3/13. The Committee voted to bring the FTE standard back to the current metrics (2021-2026 Plan). They also discussed ambiguity in the plan implementation language and revised that section for clarity. Following a public hearing on April 6, the Committee voted to recommend this revision to the Waukesha County library boards and County Board of Supervisors.

The revised 2027-2031 Plan has been uploaded to the Bridges website and can be found [here](#). A printed copy is also available for review at the reference desk at PHPL, and I will also attach a copy to the board packet notification email (I did not include the plan in the packet itself, for the sake of keeping the packet a manageable length). The memo from Bridges Director Brittany Larson included in your packets asks you to once again consider and endorse the proposed standards (not the plan as a whole). For FTE updates, please see pages 26-27 as well as Appendix C (starting on page 44) and Appendix D (starting on page 48). Plan Implementation language updates are on page 37.

Remote Work Policy Review and Revisions: Included in your packets is an update to our Remote Work Policy adopted in 2022. The changes are not intended to expand remote work, but rather to clarify expectations, improve consistency, and align the policy with how work is actually performed now (particularly with the use of secure remote access (VPN) and increased reliance on digital tools). In reviewing the policy, I also identified areas where procedures were unnecessarily rigid or complex without improving accountability or service. As a result, the revision simplifies language, reduces prescriptive requirements where they are not helpful, and shifts emphasis toward clear expectations, communication, and outcomes. The updated policy maintains management discretion and continues to prioritize in-person services as the core of our operations.

Employee Handbook – Emergency Closings Section Revision: The late season snow day last month provided an occasion to revisit this section in the Employee Handbook and to clarify expectations during unscheduled closures. When the building closes, there is a fair amount of work that needs to be done simply to communicate that closing with the public – notifying media, ensuring due dates and holds are extended, updating various sites and systems like phone and HVAC, and communicating with staff, patrons, program attendees, meeting room users scheduled to use the building that day. Beyond that, important work must still continue to ensure that scheduled activities later in the week (e.g. board meetings, payroll processing, reporting deadlines) can proceed without disruption in the days that follow. The revised language acknowledges that staff may be expected to work remotely during closures when appropriate to their role. This update also aligns the Emergency Closings section with the Remote Work Policy, which has significantly expanded the Library’s ability to support remote work but was not previously reflected in this section of the handbook.

Allowable Costs Worksheet: The formula for computing the funding that each library gets via the county library tax includes a component labeled “allowable costs.” Bridges Library System Director Brittany Larson requests that library boards approve and sign an allowable costs worksheet as part of the annual budget process; ours is included in this month’s packet. The 2025 actuals are taken from our final 2025 annual report, revised last month. The 2026 projections are requested for planning purposes. By approving the spreadsheet included in your packets, the board is verifying that the numbers there match the 2025 revised annual report and the 2026 budgeted numbers.

Non-agenda Items

Building Updates: We recently had an early-morning fire alarm prior to opening due to an issue with the sprinkler system’s nitrogen generator. Ahern tested the system for leaks before diagnosing the problem and did not find any, which is a positive sign that the nitrogen generator has been functioning as intended (prior to its installation during the partial system replacement, we experienced frequent pinhole leaks caused by pipe corrosion). Ahern returned late last week to replace the faulty part. While it’s been some time since we’ve had sprinkler system issues, this serves as a reminder that even more cooperative building systems require ongoing attention.

Boiler issues have continued, but they remain manageable. Helm completed their spring preventative maintenance visit last week and recommended several repairs and replacements, which we are currently reviewing.

Internet Outage: On March 11, we prepared for a scheduled hardware upgrade at the Bridges System level, anticipating a 5–10 minute outage. Instead, the upgrade triggered unexpected issues that left us without internet until the following evening, as BadgerNet, AT&T, and Bridges worked to diagnose and resolve the problem. Staff deployed hotspots to maintain limited circulation and reference services throughout the disruption — no small feat, and a testament to their adaptability and teamwork. That said, the loss of access to library computers, public

WiFi, and self-check machines had a meaningful impact on operations and patron experience. Combined with the snow day on March 16 (which also resulted in cancelled programs) we effectively had three days of limited or disrupted service this month. Circulation for March came in 5% below the same period last year.

This outage does not stand alone. February saw service disrupted when a major fiber line between Sussex and Pewaukee was cut, and in late December a BadgerNet outage was prolonged partly because it fell over a weekend. The root causes differ each time, but the cumulative effect on patron experience and the Library's reputation as a reliable community resource is real and warrants a considered response.

I have begun investigating failover solutions that would allow us to maintain connectivity during primary network disruptions. Any viable solution will likely carry budgetary implications, which I will bring to the board. For context, our current internet services are significantly subsidized through the TEACH discount and WiscNet, an arrangement that serves us well in cost but that these repeated outages have called into question from a reliability standpoint. I'll continue to report on this as I learn more.

Staff Updates: We were pleased with the strong pool of applicants for the part-time Adult Services Librarian position and interviewed several excellent candidates in late March. Following this process, Mykah Snyder has accepted the position. She currently serves as a Reference and Cataloging Librarian at Mount Mary University and brings a strong background in adult services and reference work. Mykah holds an MLIS, a Master of Music in Music History and Literature, and a Bachelor of Science in Music with a focus on Vocal Performance. We are excited to welcome her to the PHPL team; her first day will be Wednesday, April 29.

Now for some bittersweet news: Children's Associate Monica Weis has announced her retirement in May. Monica is someone who has never met a stranger; her warmth, energy, and genuine ability to connect with people have made her a familiar and beloved presence at PHPL. She has brought to this role the same care and enthusiasm that defined her many years as a first-grade teacher.

Since joining our staff in 2022, Monica has led countless programs, including our popular Nightlight Storytime, coordinated Youth Art Month, and turned the PHPL break room into a never-ending celebration of holidays and seasons. She has also been a strong collaborator across the Youth Services team, partnering with Emily Bolwerk to introduce Baby Storytime and working with MJ Jorn to redesign and expand KidsLab activities.

Monica will be greatly missed by colleagues and by the many patrons who have come to know her. We are grateful for all she has contributed to PHPL and wish her every happiness retirement. Her final day will be May 4.

We're pleased to share that we have a strong internal candidate ready to step into the role Monica is leaving. Peyton Impola has been part of PHPL since high school, returning during

summers and college breaks and growing into a variety of roles, including page, circulation clerk, and most recently Youth Services intern. Peyton has decided to pursue librarianship as a career and will begin her master’s degree program after graduating in May. At the same time, she will be working at PHPL in this part-time role, building on her experience and continuing her professional development within the organization.

Professional Development and Continuing Education: Jennie Bahnaman attended the second of three full-day, in-person workshops for the **Wisconsin Library Association Leadership Development Institute**, held at the Platteville Public Library. The session focused on relational networking and how building strong connections supports effective problem-solving. Participants explored ways to develop these relationships through self-awareness, sharing and active listening practices, asking thoughtful, impactful questions, and remaining open to change and growth. The afternoon included improv activities designed to strengthen these skills. One exercise, “saying yes,” emphasized acknowledging and validating others’ perspectives—prioritizing listening so individuals feel heard. This approach helps build trust and encourages adaptability in responding to others.



Maura attended a Ryan Dowd training focused on traumatic brain injury (TBI). The webinar covered common TBI symptoms, how they can differ from or overlap with those of mental illness, and strategies for managing disinhibition.

Strategic Plan Updates: As part of our Year 1 Action Plan, staff have been actively evaluating workflows and operational efficiency across the organization. In March, all staff in 600+ hour positions participated in a two-week time study, tracking their activities across a range of service, operational, and administrative categories. This represents a significant library-wide effort, and I appreciate the participation of all involved. I am currently compiling and analyzing the data and will then work with the management team to identify patterns, pressure points, and opportunities to improve how staff time and resources are allocated. I plan to share findings and next steps with the Board in May.

Another Year 1 project we’ve been working on is a reconfiguration of the staff workroom, aligned with our goal of improving cart workflow and overall layout . Circulation Manager Jennifer Steffes led this effort in close collaboration with her department, working with them to gather input, test different configurations, and develop a recommended approach. The proposed layout was then reviewed with the management team, and we met with Jeff Goodyear and Mark Eesley to work out logistics.

The updated layout will centralize commonly used supplies into a more accessible “Office Center,” improve transit flow, and reduce congestion in high-traffic areas. These changes are intended to support more efficient daily operations and improve staff workflow. Jeff and Mark

will be implementing this over the next several weeks, with additional minor adjustments to the holds area planned for completion by the end of May.

Jennie Bahnaman, Assistant Director, reports on recent Adult and Teen Services activities:

Adult Programs & Services

Adult Services Librarian Nick Schmudlach coordinated a presenter visit through **Badger Talks**, a free program offered by the University of Wisconsin–Madison that connects university experts with communities across the state. The program is designed to share university resources and encourage thoughtful discussion on a range of topics. The library hosted Dr. Mark Loudon, a scholar of Germanic languages at UW–Madison and Director of the Max Kade Institute for German-American Studies. His presentation, **“Who Are the Amish?”**, explored common myths and facts about the Amish, as well as related groups such as the Mennonites, covering their history, beliefs, and cultural practices.



This month, we launched a new drop-in format for our Make It! program, led by Maura Flanagan, Adult & Teen Services Librarian, featuring perler bead crafts. The program has shifted from multiple small, registration-based sessions to a single larger drop-in model in order to serve more participants, eliminate waitlists, and streamline planning. Due to space constraints, the program is now held at the Civic Center Community Room. The core of the program remains the same, with a focus on hands-on creative projects in a welcoming, social environment. Attendance for the first session was lower than typical at 13 participants, and we received some feedback that the lack of registration made it more difficult for some patrons to plan ahead. We will continue to evaluate the format and are considering reintroducing registration and eliminating “drop-in” language in future sessions.

Collection & Cataloging

Maura and Nick attended a webinar on Amazon’s catalog record service. While there have been some minor improvements, the system still has key limitations—most notably that records cannot be reviewed before purchase and are only available for books. Because we rely on Amazon for a significant portion of our media purchases, these limitations continue to present challenges for our cataloging workflow.

Teen Programs & Services

Maura met with the **Teen Advisory Board** in March to plan a summer program. The group decided to host a craft program for tweens and is continuing to develop the details. Currently, they are planning three craft stations, including friendship bracelets and other activities. They are working within a budget provided by Maura and will also assist with marketing.

Maura was invited to present at **Hamilton High School's Career Day** on Friday, March 13. Students were able to choose two sessions from a wide range of options, which helped create an engaged group that asked thoughtful questions. Maura offered a glimpse into a **day in the life of a librarian**, with 17 students attending her first session and 21 in the second. Many were surprised by the variety of responsibilities the role includes, along with the range of programs and resources the library offers. The event was a great opportunity to connect with the school and continue building relationships within the community.

Teresa Douglas, Youth Services Manager, reports on recent YS Department activities:

Programs

March is **Youth Art Month**, and the library once again **partnered with the Hamilton School District** to showcase student artwork throughout the building. Each year, art teachers from across the district curate a vibrant display that highlights the creativity and talent of local students, transforming the library into a community gallery. This event was coordinated by Youth Services Librarian Emily Bolwerk and YS Associate Monica Weis; Monica has led the partnership the last few years and her efforts have been central to its continued success.



On Tuesday, March 3, **the Library and the Friends of the Library hosted the annual Art Reception**, welcoming artists, families, and community members for an evening celebrating the exhibit. The Friends provided refreshments, and the event drew an impressive 914 attendees, with many more visiting the display throughout the month. As part of the celebration, visitors were invited to write notes of encouragement to student artists. This year, 790 notes were collected, sorted, and delivered back to the schools. A big thanks to Monica and Emily for all of their work on this event and throughout Youth Art Month!



Make It! Junior began its three-month spring session in March with Yarn Birdies as the first craft. Participants wrapped different colors of yarn around cardboard to create bundles, then combined them around a fluff ball to form the bird’s body. They added finishing touches – beaks, eyes, and legs – to complete their creations.

Regular Programs

- **Family Storytime** drew strong attendance throughout March, with 13 sessions bringing 577 participants together for songs, stories, and early literacy activities.
- **Baby Storytime** saw 77 babies and grown-ups join us during our four sessions held on Thursday in March

- **Nightlight Storytime**, held in the evening on March 2, had 48 attendees
- **Toddler Time** had 204 active kids and families getting their wiggles out on Tuesday mornings
- 28 young builders attended **LEGO Club** on Wednesday, March 11
- **Advanced Adventurers** met on March 9, where participants created beautiful playdough gardens
- **Early Explorers** met on March 23 to paint rocks to create rock gardens and fairy houses
- **Sew XO** held two sessions this month, where participants learned basic sewing skills while making adorable drawstring bags

On Thursday, March 5, Teresa Douglas attended the **Kids' Choice committee** meeting at Delafield Public Library. As part of the annual process, kids nominate books for consideration, a group of librarians including Teresa reviews and narrows thousands of submissions to a smaller list for discussion. At the meeting, committee members evaluated the selected titles and developed a shortlist, which will ultimately be refined into the final list of 15 books for next year's Kids' Choice voting.

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

March brought increased engagement around the library's Explore Passes; these were in high demand throughout Spring Break week, with the Milwaukee County Zoo pass especially popular during a stretch of 70-degree weather, and the Milwaukee Art Museum and Betty Brinn Museum passes seeing a surge when rain moved in later in the week.

As noted earlier in this report, overall circulation was down 5% compared to March of last year; reduced hours and service disruptions were likely contributing factors. New cardholder registrations were a bright spot — 102 people received new library cards in March, including children celebrating their fifth birthdays and families who have recently moved to Sussex and the surrounding areas.

Circulation staff also participated in the library-wide Time Study this month. The exercise confirmed what those of us who work alongside this team already know: they are in near-constant motion, fielding questions, assisting patrons, and processing materials throughout their shifts.

STATISTICS FOR MONTH OF MARCH 2026

	March 2026	March 2025	YTD	YTD 2025	% change
ALL CIRCULATION	34653	36226	99953	101570	-1.6%
PHYSICAL MATERIAL CIRCULATION	29237	31010	84093	86446	-2.7%
E-MATERIAL DOWNLOADS	5416	5216	15860	15124	4.9%
HOURS OPEN	249.5	256	735.5	742	-0.9%

		YTD
HOLDS FILLED FOR PHPL BY OTHER CAFÉ LIBRARIES: -	3471	10337
HOLDS FILLED FOR OTHER CAFÉ LIBRARIES BY PHPL : +	2336	6849
Crossovers to PHPL from other library communities: +	6107	18256
Crossovers from Sussex to other CAFE libraries: -	1005	3519
NET LENDING: 3967		11249

PHYSICAL CIRC:	Sussex	Other	TOTAL	2025
	11280	17957	29237	31010

Cards issued:	102
Reference questions answered:	681
Informational questions answered:	181
Library visits this month:	12,416
Materials purchased:	590
(year to date total:)	1716
Study Room usage:	183
One-on-one technology lessons:	26
Fax Service:	11
In-person programs:	38
In-person attendees:	2054

Meeting Room Use:

Quad Room:	33
Small meeting room:	23

INTERNET USE*:	366	sessions
TOTAL HOURS**:	185.85	
AVG. SESSION**:	30.47	minutes
WEBSITE VISITS:	7373	sessions

March 2026 Department Stats

Adult and Youth Reference	Totals
Youth Reference Ques.	271
Youth Information Ques.	89
Adult Reference Ques.	410
Adult Information Ques.	92
One-on-One Tech Help	26
Study Rooms use	183
Faxes	11
YS Book Bundles (bundles assembled)	47
YS Book Bundles (items checked out)	244
1000 Books Before Kindergarten total books read	2,424
YS Coloring pages	1,080
Teen volunteer hours	19.5

Children's Programs	# of events (in-person)	In-person Attendance	Self-Led (Passive)
<i>*all-ages events</i>			
1,000 books before Kindergarten new registrations			8
Firsties Visits			72
Firsties video views (March)			50
Firsties other video views (past + parent videos)			55
Storytime	13	577	
Storytime craft (4 crafts)			476
Toddler Time	4	204	
Baby Storytime	4	70	
Nightlight Storytime	1	48	
LEGO Club	1	28	
Early Explorers	1	10	
Advanced Adventurers	1	7	
Sew XO	2	10	
Make It Junior			100
Youth Art Reception	1	914	
Letters to artists			790
Outreach	3	98	
Total	31	1966	1551

Adult Programs	# of events (in-person)	In-person Attendance	Self-Led (Passive)
<i>*all-ages events</i>			
Tuesday Afternoon Book Club	1	4	
Mystery Book Club	1	10	
Books To The Future	1	3	
Reading between the spines	1	6	
Badger Talk: Who are the Amish?	1	46	
Make It: Perler Bead	1	13	
Total	6	82	0

March 2026 Department Stats

Teen Programs	# of events (in-person)	In-person Attendance	Self-Led (Passive)
*all-ages events			
Make It Teen			17
Taste Testing- Wafer Cookies			23
Whiteboard Prompt			35
Guess The Book			3
HSS Career Day Sessions	2	38	
Teen Advisory Board	1	6	
Total	1	6	78

Total number of in-person programs 38
 Total number of in-person attendees 2054
 Total number of self-led attendees 1629

Tech Services

Items Processed	673
Adult Volunteer hours (inc. Home Delivery)	35



741 N. Grand Ave., #210
Waukesha, WI 53186

P 262.896.8080
W bridgeslibrarysystem.org

To: Waukesha County Library Boards
From: Brittany Larson, Bridges Library System Director
Date: April 7, 2026
Re: Proposed Library Standards for Waukesha County Library Board Endorsement Consideration

Waukesha County Board Chair James Heinrich appointed a Library Planning Committee in the summer of 2025 based on the need to update the County Library Services Plan as set forth in Wis. Stat. 43.11. The 13-member Committee worked on the Plan from August 2025 through April 2026. Within the plan includes a proposed revision of county library standards. These proposed standards go into effect if adopted by the Waukesha County Board of Supervisors and the Waukesha County libraries, following the parameters outlined in Wis. Stat. 43.11(3)(d):

The plan of library services for a county may include minimum standards of operation for public libraries in the county. The county shall hold a public hearing on any standards proposed under this paragraph. The standards shall take effect if they are approved by the county and the public library boards of at least 50 percent of the participating municipalities in the county that contain, according to the most recent estimate prepared under s. 16.96, at least 80 percent of the population of participating municipalities in the county.

A public hearing was held on February 3rd. The first draft of standards within the plan proposed to the Waukesha County Library Boards was not endorsed by enough libraries that represented enough of the population per statute. The Committee met again in March to consider library board feedback provided on the standards. A common theme of concern in this feedback across many library boards was the FTE reduction. The Committee heard this feedback and restored the FTE back to the current values. A new five-year County Library Services Plan was endorsed by the Committee on April 6, 2026, after a second public hearing was held, moving the FTE standard back to its original level.

In summary, this endorsed Plan proposes a reduction to three of the numerical *Minimum to Exempt Standards* measures and maintaining the levels of three others. Each of these was reviewed carefully by the Committee. Table 1 below shows a summary of the recommended *Minimum to Exempt Standards*.

Table 1: Minimum to Exempt Standards Measures and Status

Measure	Status
Materials Expenditures per Capita	Reduced, see pages 22-23 of plan draft
Hours Open	Maintained, see pages 24-25 of plan draft
Full-time Equivalent Staff (FTE)	Maintained, see pages 26-27 of plan draft
Collection Size	Reduced, see pages 28-29 of plan draft
Internet Connected Public Computers/Devices	Reduced, see pages 29-30 of plan draft
Wireless Internet Access	Maintained, see page 31 of plan draft
OPTIONAL: Library Service Effort Ratio (LSER) (Replaces all <i>Minimum to Exempt Standards</i> listed above.)	Maintained, see pages 19-21 of plan draft

It is important to note that these proposed numeric benchmarks remain *Minimum to Exempt Standards*. They are not proposed as aspirational goals, but baseline expectations.

The proposed plan also calls for a continuation of the six *Quality Assurance Standards* to help ensure the County libraries are well managed and accountable (see page 31 of the plan draft).

Below are the *Quality Assurance Standards* the library board would be asked to certify annually:

- Library board members receive an orientation upon appointment to a library board.
- The library’s website includes contact information of key staff and board members as well as board agendas and minutes.
- The library board conducts an annual review of its library director.
- The library budget includes funding to ensure professional development for the library director and staff.
- The library has an active strategic plan.
- The library adopts the core policies included in the *Wisconsin Public Library Tier One Standards*: 1) Circulation, 2) Collection Management, 3) Computer/Internet Use, 4) Meeting Room Use (as necessary), 5) Public Behavior (Rules of Conduct), and 6) Personnel.

In order for a library’s municipality(ies) to qualify for exemption from the county library tax levy, the library must meet all of the *Quality Assurance Standards* above, as well as the first six numerical *Minimums to Exempt Standards* or the optional LSER in Table 1. The LSER is a mathematical calculation of the residents’ use of libraries other than their own. If a library meets its target ratio, its municipal residents are not imposing an undue burden on neighboring libraries.

While the goal of the Plan is to assure that all libraries are operating at or above the *Minimums to Exempt* and are meeting all *Quality Assurance Standards*, the Plan recognizes that some libraries may suffer an occasional one-year setback. Therefore, the Plan allows a library a one-time exception during this county library plan cycle from meeting each of the *Minimums to Exempt* standards and *Quality Assurance Standards*. The Plan also allows for additional exceptions for unanticipated events such as a worldwide pandemic. However, if the LSER is chosen by a library in lieu of meeting the first six numerical *Minimums to Exempt*, an exception may not be applied to meeting the LSER target ratio.

Finally, all standards requirements are in addition to the library's municipal requirement to meet or exceed the county library tax rate as required in Wis. Stats. 43.64 (2) or, in the case of a joint library, to fund its library at not less than the average of the previous three years as allowed in 43.64 (2) (c).

To assist you in understanding what your library's 2027 requirements would be, your library's *Minimums to Exempt* (based on 2025 Wisconsin Department of Administration population data) are shown in Appendix D of the plan draft (pages 48-53). A sample of how the LSER calculation works (using the most recent data available: 2025 circulation data for 2026 levy exemption) is also shown on pages 19-20 of the plan draft. Appendix C of the plan (pages 44-48) shows the Minimums to Exempt criteria along with the requirements across the entire graduated population range should you wish to project your community's growth over the next five years.

Because we hope to have the new plan in effect for the 2027 budget planning process, I request your library board consider these standards for possible endorsement at your April meeting. I would like to take this opportunity to thank your library director for their continued engagement in this important process, as well as those library directors, trustees, municipal officials, and citizens that sat on the committee or participated in thoughtful discussions throughout this planning term. Thank you for your consideration. Please don't hesitate to contact me if you have any questions.

Waukesha County Library Standards Endorsement

Please fill out and return to the System office by April 23, 2026.

Endorsement: (Please check one)	<input type="checkbox"/> The library board DOES endorse the proposed standards <input type="checkbox"/> The library board DOES NOT endorse the proposed standards
Comments: (Please provide comments if a “no” endorsement is selected)	
Library	
Date	
Name of Board President	
Signature of Board President	
Name of Library Director	
Signature of Library Director	

Pauline Haass Public Library

POLICY: Remote Work Policy for PHPL Employees

Adopted by Library Board: March 16, 2022

~~The Remote Work Policy establishes guidelines for authorized employees to perform assigned work at an approved alternate work location during scheduled work hours. The Remote Work Policy provides a work arrangement to authorized employees to perform assigned work at an employee's approved home location during regularly scheduled work hours.~~ The Library recognizes that remote work may ~~provide mutual benefits for employees and the organization in areas related to recruitment and retention, productivity, workspace flexibility and reduced consumption of commuting resources.~~ support recruitment and retention, enhance productivity for certain tasks, and provide operational flexibility while maintaining high-quality public service. Remote work arrangements must align with the Library's service model, which prioritizes in-person access, community engagement, and equitable service delivery.

~~The amount of time allowed is based upon the employee's job description and assigned duties; all positions at the Library do not lend themselves equally to remote work, and remote work is not guaranteed for any position. The eligibility guidelines established may be modified by management based on organizational needs. For instance, there may be times when the staffing needs of the library prevent any remote work from being taken. Participation in remote work is contingent upon good performance at the employee's last review, and that participation is assessed periodically and approval renewed. Library management has discretion to remove approval for remote work at any time.~~

Remote work eligibility and frequency are based on job responsibilities, service needs, and organizational priorities. Not all positions are equally suited for remote work due to the public-facing nature of library services. The Library recognizes that remote work opportunities vary across roles. Decisions are based on operational needs and job functions, not employee preference.

Remote work is a discretionary arrangement and not an entitlement. Approval may be modified or discontinued at any time based on operational needs, performance considerations, or service priorities.

Types of Remote Work

Remote work arrangements may include:

- Regular, scheduled remote work (for fulltime staff, generally, 2 days per month)
- Occasional or situational remote work (e.g., project work, temporary needs)
- Temporary or emergency remote work (e.g., weather, facility issues)

Employee Eligibility

The following considerations ~~are guidelines for library management to consider when reviewing appropriateness of remote work for a position and employee:~~ will be considered in determining eligibility:

- ~~The position description contains tasks and duties that do not require face-to-face interaction with customers/coworkers or physical interaction with the library's equipment, facilities, or collections. ALL~~ All positions at a public library require some ~~degree of both~~ in-person service responsibilities; therefore, the amount of remote work allowed will ~~be a fraction of any~~ represent only a portion of an employee's hours.
- Contacts are relatively predictable, and can be managed through telephone, email, or video conferencing programs/apps.
- Work quality, quantity, and timeliness can be maintained when not working at the Library.
- Confidentiality, security, or technical reasons do not prevent the position from accessing and using information remotely.
- Sufficient work resources and data connections available outside the office.
- There are no concerns that might adversely impact the operations or performance of the Library, its patrons, or the employee if approval is granted for participation.
- Employee is not currently and has not been on a performance improvement plan (PIP) in the last 12 months.
- The employee has been employed for more than 6 months.

Remote Work Participation Requirements

Failure to meet any of these requirements may result in termination of an employee's approval to participate in remote work.

- 1) Employees working remotely are expected to adhere to the Pauline Haass Public Library Personnel Policy as well as all federal, state and local laws while working at an approved alternate worksite.
- 2) All remote work shall be completed during the employee's regular work schedule. Work may be approved during a part-time employee's non-scheduled hours if the corresponding amount of time is taken out of regularly scheduled hours in that pay period.
- ~~3) Approved remote work hours will be regularly scheduled in advance by the employee's department manager; input from the employee will be considered, but there is no guarantee that requests for specific days or times will be honored. Remote work schedules may only be adjusted with a manager's approval. Remote hours worked without approval will not be approved after the fact.~~
- 3) Remote work schedules will be determined by the employee's manager based on operational needs and may include full or partial days as appropriate.

- 4) A remote work Memorandum of Understanding (MOU) shall signed by employees before starting remote work. A new MOU shall be required when the MOU expires (typically 6 months from the date of initiation) or if there are any significant changes in the employee's workload or responsibilities.
- 5) ~~Participating employees are required to document daily work activities in a work activity log (format determined by their manager and approved by the library director) to account for time worked. Managers may require activity logs where appropriate to support accountability, training, or role clarity. Otherwise, performance will be evaluated based on outcomes, timeliness, and quality of work.~~
- 6) ~~Remote work shall not be performed simultaneously with child or adult care. While an occasional, brief interruption may occur when a dependent is present in the home, employees must be careful to keep interruptions to a minimum. In the event the level of care needed for a dependent prevents or significantly disrupts work accomplishment, employees should notify their managers as soon as possible about the situation preventing the employee from continuing work. Employees should then request approval for appropriate leave while performing dependent care responsibilities. Remote work is not a substitute for dependent care. Employees are expected to have appropriate care arrangements in place to ensure they can meet work responsibilities, with flexibility for occasional, brief interruptions.~~
 - 6) In situations involving unexpected or infrequent disruptions outside the employee's control (such as inclement weather, school or childcare closures, or similar events), employees should communicate with their manager as soon as possible. Managers may allow temporary flexibility in work arrangements or scheduling based on the circumstances and operational needs.
- 7) Employees working remotely shall remain reasonably be as accessible during scheduled work hours and respond to communications within a timeframe appropriate to roles, responsibilities, and urgency of the communication. ~~to library management and coworkers as they would be at the library. Employees shall have a return response time of no more than one hour when contacted by a manager.~~
- 8) Work performed at home shall be performed with the same degree of professional etiquette as if the work is performed at the library.
- 9) Though library management will strive to avoid it, if need be a manager may request an employee to report back to the library while working remotely. ~~The employee must report to the library within 2 hours of the request.~~ Expectations for response time will be reasonable and take into account distance, safety, and feasibility.
- 10) Lunch break periods and travel to and from the library (if that occurs) will not be considered hours worked. Employees must observe the same requirements for taking breaks within a work shift as they would at the library, though the timing of breaks is at the employee's discretion.

- 11) Employees will be required to supply their own reliable, password-protected internet connection. The library will not troubleshoot and/or supplement home ~~internet speeds and network connections~~. If connectivity issues arise, employees are expected to return to the library.
- 12) Employees working remotely will attend office meetings as needed via video conferencing software/apps.
- 13) ~~Employees shall comply with all required physical and information technology security measures while working remotely to ensure security and privacy are not compromised. Employees must use a password manager and multi-factor authentication for all sites accessed at home. To ensure confidentiality of library records, the ILS database (Polaris, LEAP) may not be accessed from home. Access to library systems, including the ILS, from remote locations must comply with library-approved security protocols, including multi-factor authentication and secure access requirements. Access permissions will be determined by role.~~ Appropriate sites to utilize include: ordering databases, ~~(Baker & Taylor, for example)~~, professional review sources, program planning resources, continuing education sites or online trainings, employee email, OneDrive or Google drive documents, and for those with permission to access them, the library website administrative dashboard and official social media sites. ~~Sites not on this list must be cleared with a supervisor. Employees should access library files and systems through approved secure connections (e.g., VPN or cloud-based platforms) whenever possible. Downloading or storing library files on personal devices or external storage should be avoided unless necessary for a specific work purpose and approved by a supervisor. Any downloaded materials must be handled in accordance with library confidentiality and data security requirements.~~
- 14) Employees may not have work mail delivered to their house.
- 15) Supplies that may be brought home include professional journals, ~~information from the shared drive copied onto a flash drive or saved in the cloud~~, collection materials checked out to the employee, and office supplies needed to do the employee's work tasks. These supplies will only be accessible to and used by the employee. Shared equipment (laminator, Cricut, sewing machines, shredder, etc.) may not be brought home.

Process for Applying to Work Remotely

Employees who are interested in working remotely should notify their manager in writing. The manager will review the eligibility considerations and the employee's position description. If approved, the manager will notify the employee and confirm the amount of remote work time approved. The employee will complete and sign the Remote Work MOU (Appendix A). If the recommendation is to deny the request, the employee's manager should communicate the rationale with the employee.

Manager Oversight

Managers will periodically review remote work arrangements to assess effectiveness, performance, and continued eligibility. ~~Reviews of a participating employee's performance related to remote work will be completed by the participating employee's manager every 6 months (at a minimum) to determine the policy's efficiency, effectiveness, and the continued eligibility of the participating employee.~~ Managers will use the Remote Work Participant Status Report (Appendix B) to complete ~~their~~ reviews.

Scheduling Remote Work

~~**Full-time and NFT staff:** It is preferred that these employees use their remote work allowance in full day blocks. However, in some cases it may be helpful to department schedules and to employees to take partial day blocks. Partial remote work days will not be taken in blocks less than 4 hours, and time spent commuting to and from the Library on those days will not be paid time.~~

~~**Part-time staff:** For part-time staff, whose shifts are usually shorter than 8 hours and whose monthly allotment of remote work may not be a full day, shorter remote work shifts are more appropriate. Remote work shifts should be no shorter than two hours.~~

Remote work scheduling will be determined by managers based on operational needs and may include full or partial day arrangements.

Appendix A – Remote Work Memorandum of Understanding (MOU)

This Memorandum of Understanding (MOU) is entered into between the Pauline Haass Public Library and the employee named below. This agreement outlines the terms and expectations of an approved remote work arrangement.

A new MOU is required when this agreement expires or when there are significant changes to the employee’s role, responsibilities, or remote work arrangement.

Employee Name: _____

Position/Department: _____

This remote work arrangement will commence on _____ and remain in effect through _____.

Remote Work Arrangement

The employee’s remote work arrangement is as follows:

- **Primary Remote Work Location (if applicable):** _____
- **General scheduled remote work allowance (e.g. 2 days, or 16 hours, per month):**

Remote work schedules and expectations will be determined by the employee’s manager based on operational needs and may be adjusted as necessary.

Conditions of Agreement

1. Compliance with Policies and Laws

The employee agrees to comply with all PHPL policies, procedures, and applicable federal, state, and local laws while working remotely.

2. Work Hours and Accountability

Remote work must occur within the employee’s approved work schedule. Non-exempt employees must accurately record all hours worked and obtain prior approval for overtime.

Managers may require activity logs where appropriate. Otherwise, performance will be evaluated based on outcomes, timeliness, and quality of work.

3. Accessibility and Communication

The employee will remain reasonably accessible during scheduled work hours and respond to communications within a timeframe appropriate to their role and responsibilities.

4. Onsite Reporting

The employee may be asked to report onsite if operational needs arise. Expectations for response time will be reasonable and will take into account distance, safety, and feasibility.

5. Breaks and Work Time

The employee will observe the same requirements for breaks as they would when working onsite. Travel time to and from the library is not considered hours worked.

6. Internet and Connectivity

The employee is responsible for maintaining a reliable, secure internet connection sufficient to perform job duties. If connectivity issues prevent work from continuing, the employee may be required to return onsite.

7. Technology Use and Security

The employee agrees to follow all library technology and data security requirements, including the use of multi-factor authentication and secure access methods.

Access to library systems will be determined by role and must comply with library-approved security protocols.

Employees should access library systems and files through approved secure connections (e.g., VPN or cloud-based platforms) whenever possible. Downloading or storing library data on personal devices or external storage should be avoided unless necessary and approved by a supervisor.

The employee is responsible for protecting the confidentiality of library records and ensuring that household members do not access work-related systems, files, or equipment.

8. Equipment and Supplies

The employee agrees to use library equipment and supplies only for work purposes. Any equipment provided by the library will be maintained by the library. The employee is responsible for maintaining any personally owned equipment used for work.

Only approved materials may be taken offsite. Shared or specialized equipment may not be removed from the library.

9. Confidential Information

The employee will secure any confidential documents and ensure proper handling and disposal in accordance with library policies.

10. Workspace and Safety

The employee is responsible for maintaining a safe, ergonomically appropriate workspace while working remotely.

Any work-related injuries that occur during remote work must be reported promptly in accordance with library procedures.

11. Dependent Care

Remote work is not a substitute for dependent care. The employee is expected to have

appropriate care arrangements in place to ensure work responsibilities can be met, with flexibility for occasional, brief interruptions.

In the event of unexpected or infrequent disruptions outside the employee's control (weather, school closures, emergencies), the employee will notify their supervisor as soon as possible. Temporary flexibility may be granted at the supervisor's discretion based on operational needs.

12. Duration and Termination of Agreement

This remote work arrangement may be modified or terminated at any time at the discretion of the library based on operational needs or performance considerations.

Remote work is a discretionary arrangement and not an entitlement.

Acknowledgment

The signatures below indicate that both the employee and supervisor have read, understand, and agree to the terms of this agreement.

Employee Name and Title _____

Employee Signature _____

Date _____

Supervisor Name and Title _____

Supervisor Signature _____

Date _____

Appendix B - Remote Work Participant Status Report

Manager's Name: _____

Name of Participant: _____

Position/Title: _____

Reporting Period Dates: _____ to _____

1. As a manager, did you experience any problems as a result of the employee working remotely?
Check all that apply:

	Minor Problem – Major Problem			
	1	2	3	4
Communication with participant was difficult	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scheduling meetings or conferences was difficult	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Complaints from co-workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Complaints from patrons or partner organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee didn't work hours scheduled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee worked too long while working remotely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I did not have sufficient visibility into progress or outcomes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Please indicate to what level you have noticed any of the following benefits related to the employee's work experience or engagement. Check all that apply:

	Minor Advantage		Major Advantage	
	1	2	3	4
Improved demeanor towards work or assignments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved focus or ability to complete independent work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Improved work-life balance supporting job performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Work Outcomes and Effectiveness

Please indicate your assessment of the employee's work performance while participating in remote work:

- Work quality met expectations
- Work was completed in a timely manner
- Progress toward goals or projects met expectations
- Productivity improved
- No noticeable change
- Concerns (please explain):

4. Employee Feedback (Optional)

What aspects of remote work have supported your effectiveness?

What challenges have you experienced?

5. Recommendation

- Continue remote work arrangement as is
- Continue with modifications
- Discontinue remote work arrangement

Comments:

In addition to the paid holidays listed above, full-time and NFTs receive a floating holiday in lieu of the library closing on the Friday following Thanksgiving. This floating holiday must be taken during the calendar year it is issued. The best interest of the Library as a whole will be considered when scheduling floating holidays.

530 Emergency Closings

~~When traveling conditions are hazardous, the Library's parking lot is not navigable, or Library conditions are dangerous, the Library Director may approve closing the Library. When this occurs, staff members, Library Board members, and the appropriate media will be notified.~~
An unscheduled Library closing may occur due to inclement weather, unsafe travel conditions, building or utility issues, inadequate staffing, or other emergency situations. The Library Director or designee may approve closing the Library when conditions are deemed unsafe. Staff, Library Board members, and appropriate media will be notified.

If the Library is closed, ~~staff members-employees~~ will be paid for the hours they were scheduled to work; neither wages nor compensatory time will be given for employees not previously scheduled to work.

When the Library is closed, management may require employees to work remotely if applicable based on their role and responsibilities. Employees working remotely during a closure will be compensated at their regular rate of pay, and no additional compensatory time or supplemental pay will be provided.

When the Library is open but weather conditions are such that a staff member is unable to get to work, the employee has the option of taking personal time or vacation leave. If an employee has no remaining personal or vacation leave for the employment year, the employee may take this severe weather leave without pay for the time missed. Excessive use of unpaid time during winter events may result in discipline. If the budget allows, the Director may also give the employee the option of making up the hours.

In the event of an extended closure, Library administration will determine staffing, scheduling, and compensation practices based on operational needs and will communicate expectations to staff.

535 Meetings

Staff meetings: The Library Director will schedule regular mandatory meetings a minimum of every other month, and preferably monthly, for all staff, and at other times as necessary for the purpose of discussing Library goals, policies, etc.; to provide in-service instruction; and to resolve questions from staff.

Part-time employees not scheduled to work at the time of staff meetings will be reimbursed at their regular rate of pay for attendance. Full-time non-exempt employees will be given compensatory time off for Library meetings held outside of their regular work schedule.

Allowable Costs Worksheet for Waukesha County Libraries - in Bridges Library System

Instructions: Fill out the following financial information as they pertain to prior year actuals and the current year budget. For prior year actual information, please verify that all applicable information matches the reference fields certified in the annual report. For current year adopted budget information, please reflect the numbers adopted by your municipal entity, effective January 1.

Library Name:	Sussex			
Description	Annual Report Reference	2025 Actuals (Per Annual Report)	2026 Municipal Adopted Budget	Library Notes or Comments
Revenues				
Local Municipal Library Operating Revenue	Section V, 1 (for 2025) and Section V, 9 (for 2026)	\$764,978	\$770,460	
Home County Operating Revenue	Section V, 2(a)	\$628,272	\$685,686	
Other County Payments for Library Services	Section V, 2(b)	\$25,725	\$27,118	
State Funds (e.g. Innovation & eContent Grants)	Section V, 3	\$10,635	\$6,389	
Federal Funds	Section V, 4	\$0		
Contract Income	Section V, 5	\$0		
Funds Carried Forward for Operations	Section V, 6	\$0		
All Other Operating Income	Section V, 7	\$65,306	\$42,135	
Indirect Cost Funding (If applicable and if not already counted in Municipal Operating Revenue)	N/A - Field should match Indirect Cost field in Expenditures listed below			
Total Revenues		\$1,494,916	\$1,531,788	
Expenditures				
Operating Expenditures	Section VI, 6	\$1,470,015	\$1,531,788	
Indirect Costs (If applicable and if not already counted in another field)	N/A - Field should match Indirect Cost Funding in Revenues listed above			
Total Operating Expenditures		\$1,470,015	\$1,531,788	
Library Capital and Debt	Section VII (1 & 2)	\$8,785	\$59,000	
Total Expenditures		\$1,478,800	\$1,590,788	

The information listed above is a correct statement of the Library's spending for 2025 actuals and 2026 budget. Please provide any additional comments in the box below.

Board President

Date

Library Director

Date