

Agenda
Pauline Haass Public Library Board of Trustees
Wednesday, June 17, 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:
 - a) May 20, 2026 board meeting
 - b) June 8, 2026 Personnel Committee 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) Committee appointments by President Bougie
 - b) Personnel Committee meeting report: discussion and possible action
 - c) Annual Waukesha County standards compliance certification: 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 May 20, 2026 Board meeting
Pauline Haass Public Library**

Called to order: 6:03 p.m.

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

Approval of minutes from previous meeting(s):

Bougie/Kojis motion to approve minutes of April 15, 2026 Board meeting; motion carried.

Roubik/Vande Hei motion approve minutes of May 1, 2026 Nomination Committee meeting; motion carried.

Comments from citizens present: none.

Communications received by Board members or Director: none.

Financial report:

Revenue and Expenditure Guidelines for April 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 \$25,164.43, Bills in the amount of \$58,645.64, April 2026 Expenses in the amount of \$78,869.53; Vande Hei/Schultz 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:

The Nominating Committee recommended appointing Bougie for President and Kojis for Vice President.

Vande Hei/Schultz motion to elect Bougie as Board President and Kojis as Vice-President; all in favor; motion carried.

Following a review of the PHPL Board bylaws; Bougie/Schultz motion to endorse as written; motion carried.

Following a review of the Trustee Essential 7: The Library Board and Library Personnel, no action taken.

Loria reviewed the Time Study Findings; no action taken.

Bougie/Jilling motion to convene into Closed Session at 7:29 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 semi-annual performance evaluation with Library Director. Roll call vote: Bougie – aye, DeLonge – aye, Jilling – aye, Kojis – aye, Roubik – aye, Schultz – aye, Vande Hei – aye, Wegner – aye, Zoellick – aye. Motion carried. Meeting moved back into open session at 7:54 p.m. by Bougie/Wegner motion.

Meeting adjourned at 7:58 p.m. by Roubik/Schultz motion.

Respectfully submitted,
Adele Loria
Director

Minutes prepared by Lisa Ponto, Administrative Services Manager

**Minutes of June 8, 2026 Personnel Committee meeting
Pauline Haass Public Library, Small Meeting Room**

Called to order at 11:05 a.m.

Roll call: Jilling, Roubik, Wegner present. Also present: Adele Loria, Library Director.

Committee members reviewed the current organizational chart for PHPL, along with that of several other libraries, and discussed different potential configurations for PHPL, in connection with the Library's 2026–2028 Strategic Plan, Year 1 Action Plan, item 3.4: "Evaluate and revise organizational structure." The committee will submit their recommendations at the June 17, 2026 Library Board meeting.

No further action was taken.

Meeting adjourned at 12:22 p.m. by Wegner/Roubik motion.

Respectfully submitted,

Adele Loria
Library Director

June 17, 2026

Director's Report to Library Board

Agenda Items

Committee Assignments: President Bougie will hand out committee assignments. A reminder that if you have interest in serving on a particular committee, you should contact her to let her know before the meeting on Wednesday.

Personnel Committee Report: The committee members and I met on June 8. We reviewed the current organizational chart for PHPL along with that of several other libraries and discussed different configurations that might work well here. The committee will provide a summary and recommendations from that conversation. The budget impacts of any changes, and strategies for implementing them, is more of a conversation for the Finance Committee, but I will present a budget impact overview for options under consideration.

Annual Standards Compliance Certification: As part of the annual process to exempt Sussex residents from paying the county library tax, the Board must certify the library's compliance with Waukesha County standards. Included in your packets is a letter from Bridges outlining those standards and requesting certification. The standards approved this spring do not go into effect until next year, so the numbers used here are from the prior County Library Services Plan.

As a brief review:

- The standards are based on municipal population, not service population. While that approach is appropriate for determining tax exemption, libraries must realistically plan and budget for the demands of their full service population. PHPL's service population is more than double its municipal population, and our service levels reflect that.
- The standards are not aspirational; they represent a minimum level of library service necessary to avoid shifting service burdens onto neighboring libraries and municipalities.
- Compliance remains especially important for PHPL because we are surrounded by non-library communities whose residents make significant use of our services. About 40% of PHPL's revenue comes from the Waukesha County library tax.

Our responses to the questions in the letter are circled. As you will see, PHPL met all standards in 2025 and is on track to do so again in 2026. At the meeting, we can discuss any questions and complete the certification.

Non-agenda Items

Budget Development & County Library Plan Updates: On May 26, the Waukesha County Board unanimously approved the 2027-2031 Waukesha County Library Services Plan. This confirms that along with the revised standards included in the final plan, the new distribution formula will be utilized. System Director Brittany Larson has not yet completed the calculation under the new formula, so I don't yet have figures for the county payment, likely the most significant variable in the 2027 budget. At the same time, the Village has advanced its timeline, with department meetings now in late June rather than mid-July. The practical effect is that I'm developing this year's request on a compressed schedule and without the figures that would tell me whether to plan for a reduction, level funding, or an increase. With no signal either way, I'm building the request on a flat assumption for the county payment and plan to use the department meetings with the Village to define and communicate our priorities. I wanted to note this now so the board knows some figures may remain preliminary through the Finance Committee's review of the draft budget in early July.

Building Updates: We recently relocated the public copier from the small side room adjacent to the DVDs into the public computer area. The previous location required reference staff to leave the Reference Desk to assist patrons with copying, limiting their ability to monitor and assist other computer users and visitors at the same time. The new location allows staff to provide copier assistance while remaining visible and available in the public service area, improving overall service and supervision of the library's public technology spaces.

Staff Updates: I'm pleased to report that the Village has hired a Communications Coordinator! Taylor Parks, starting Monday, June 15, is the previous night producer at Fox 6 News, and prior to that was a marketing director for a news station in Georgia. She'll be spending two afternoons each week at the library, and we're excited to start working with her on marketing and communications projects.

Professional Development and Continuing Education: In May, Jennie attended her last virtual workshop through the **Wisconsin Library Association Leadership Development Institute**. This crisis communication training emphasized the importance of having a clear crisis communication plan with defined roles, a single spokesperson, and consistent messaging for all audiences. It highlighted the need to train front-line staff on approved language, ensure timely and accurate updates through appropriate communication channels, and involve legal counsel when necessary. The session also stressed monitoring and managing social media, avoiding "no comment," and taking responsibility when mistakes occur. Post-crisis steps include evaluating response efforts, updating plans, and regularly practicing procedures to improve future preparedness.

Bridges Library System offered a **De-escalation Skills Training** twice during the month at different locations. Maura Flanagan and Nick Schmudlach attended the session hosted by Mukwonago Community Library, while Jennifer Steffes attended the session offered at New Berlin Library. The workshop was **presented by Bob Hagan of NAMI Southeast Wisconsin and**

organized by Kelly Nelson (Bridges). Bob is a retired law enforcement professional and mental health advocate. Through real-life scenarios and practical examples, he demonstrated effective (and ineffective) de-escalation techniques. The workshop will be extremely helpful in navigating challenging situations, improving our responses, and fostering more positive interactions with patrons and others.

Staff Development Day: All library staff (except shelvers) participated in a Staff Development Day on May 1 that combined strategic planning work, professional development, and internal training. The morning focused on two **Year 1 Strategic Plan initiatives: addressing space constraints and gathering staff input for the library website redesign.** Staff discussed current challenges, reviewed examples, and provided feedback that will help inform future decisions in both areas.

Staff also attended a presentation by Angela Schneider, a former PHPL employee and current Public Library Development Consultant for the Winnefox Library System, on establishing **healthy workplace boundaries and sustainable work practices.** The session explored strategies for prioritizing work based on impact, managing workload, communicating effectively, and maintaining long-term effectiveness in service-oriented professions.

In the afternoon, Circulation Clerks Rebecca Hang and Amy Seay shared key takeaways from the recent “Access for All: A Day of Learning” training hosted by Bridges Library System at Journey21. Their **presentation focused on serving individuals with intellectual and developmental disabilities,** creating welcoming and accessible library spaces, and identifying opportunities to strengthen inclusion through staff interactions, programs, and community partnerships.

The day also included discussion of workplace practices and expectations, department planning time, and opportunities for staff collaboration. Staff Development Days provide dedicated time for training, planning, and organizational improvement that can be difficult to accomplish during regular public service hours, and as always, we felt it was a day well spent.

Summer Reading Program Preparations: As you probably know, May is spent preparing for our busiest time of year. Décor is assembled, prizes purchased, schools visited, online and paper logs triple checked for errors, and more. This year, Maura Flanagan and Victoria VanZile collaborated on **outreach efforts to local businesses seeking coupons and prize donations** for the program, because the number of coupons provided by the Bridges Library System has decreased considerably in recent years. Maura and Victoria were organized and persistent, and their efforts paid off, resulting in a great variety of donated coupons, gift cards, passes, and larger prizes. **We are grateful to all of our Summer Reading sponsors!**

THANK YOU TO OUR SUMMER SPONSORS!



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

Adult Programs & Services

Our main event in May was hosting local Sussex author **Claire Swinarski** to celebrate the release of her new novel, *The Supper Club Saints*. Like her other novels, the story is set in Wisconsin and follows a young mother who returns to her hometown after leaving a cult-like parenting community, reconnecting with the women in her family as they navigate the challenges and rewards of motherhood. Following the event, Books & Company assisted with book sales and sold out of copies of Claire's new book. We had 31 people in attendance.



Collection

The General Fiction collection is once again becoming crowded, making it difficult for pages to find space for returned materials. To address this issue, Nick has begun working with Mykah on a fiction weeding project. As part of this effort, he is providing training on running and analyzing collection reports, as well as reviewing the library's weeding guidelines to help identify appropriate items for removal.

Teen Programs & Services

Nine members attended the May **Teen Advisory Board** meeting. The group created a list of supplies needed for the tween program they're facilitating this summer. They also designed two versions of a flyer/social media graphic, and the library Management Team selected their preferred option. Members are currently completing an online survey to determine the program's date and time, which should be finalized within the next few weeks.

Maura visited **Hamilton High School** one day in May over the lunch periods and spoke with 89 students. During the visit, Maura shared information about volunteer opportunities, volunteer applications, and upcoming summer programs. Students were in the midst of AP testing, so she also handed out stickers, candy, and bubble wrap, which proved to be popular stress-relief items.

Also in May, Maura presented to 65 students during their advisement period at **Templeton Middle School**. Students had the option to attend the library presentation based on their interests. During the session, she shared information about the Summer Reading Program, teen services, upcoming programs, and other library offerings. The presentation concluded with a demonstration of a game commonly played during Teen Game Nights, which generated a great deal of enthusiasm and participation from the students.



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

Around the Department

May is always a flurry of activity getting ready for Summer Reading. This year, aside from the usual tasks, we had the added layer of the Civic Center basement flooding and figuring out what needed to be replaced before SRP began. One of the biggest losses was all the chapter books and non-fiction books previously purchased or set aside as Summer Reading prizes. Luckily, we learned about Books 4 School in Fitchburg, a seller with great inventory and steep discounts. Teresa visited and purchased over 500 books in a single visit (!) to replace what was lost. We will eventually get an insurance payment to cover the cost of these and other damaged/ruined items, but since that process can take a while, we've used donations to make these replacement purchases more quickly. Other items replaced in May to ensure we had them on hand for summer included our beloved "vet clinic."

We want to shine a spotlight on our wonderful **Hamilton School volunteers!** Each Tuesday, students from Hamilton High School's special education department come with their teachers to help with tasks in the YS department. MJ Jorn has taken it on to be their go-to librarian, and they love coming in and seeing her waiting with fun tasks. Depending on the skillset of the volunteers, we have them complete tasks such as packing storytime crafts, counting items, prepping Make It! Juniors, or (a favorite of some) dusting in the department.

Programs

May sees another year of **Firsties** coming to an end. We've loved seeing the excitement of our Firsties each month when they visited the library. Each year ends with a surprise for the school with the most Firsties visits. This year's winner was Lannon! Popsicles were dropped off for the teachers to hand out. Any Firstie who participated four or more times during the school year is invited to our **annual family dance party**. This year's party was held Friday, May 29, with 64 attendees enjoying cookies, punch, balloons, music, and dancing.



On May 13 we had 14 students and two teachers from Peace Lutheran come for a field trip. One of their learning units was about the library, and what better way to learn how a library works than to come to one! Emily Bolwerk led the students on a tour of the back offices of the library, discussing processing, transits, and more, then showed them around the public side of the library and explained how the catalog worked. The students then spent some time exploring the library on their own, and received fun library coloring sheets to take home.

An ongoing monthly program not always covered in these reports is Victoria VanZile's outreach visits to local daycares. She has worked hard over the last few years to establish connections with Noah's Ark Preschool, Momentum Early Learning, and QuadCare. Three Fridays a month, Victoria packs up her outreach bag and heads to one of the daycares to bring the library to the kids and present a storytime. Victoria works with the teachers and directors at the centers and plans storytime around the theme the classroom is learning about at the time of her visit. Victoria also supports the teachers by creating book bundles based on their themes for them.

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

Physical circulation in May was down 4.2% from last May, but the fuller picture is more encouraging. The library was open 35 fewer hours this year than in 2025 — nearly 14% less — owing to fewer full weekends, Memorial Day falling a week earlier, and the timing of Staff Development Day. Despite the reduced schedule, circulation per open hour rose about 11% (115.5 vs 104.0), and e-material downloads were up 4.3%. In other words, demand didn't fall in May; the decline reflects far fewer open hours, while interest per open hour actually grew.

Note from Adele: Looking at circulation per hours open is another way of measuring demand. We haven't used it in our stats before but it's very helpful context to have, so I've included it with the monthly statistics for May and will do so going forward.

Adult and Youth Reference	Totals
Youth Reference Ques.	222
<i>Youth Information Ques.</i>	74
Adult Reference Ques.	407
<i>Adult Information Ques.</i>	91
One-on-One Tech Help	35
Study Rooms use	140
Faxes	12
YS Book Bundles (bundles assembled)	29
YS Book Bundles (items checked out)	90
1000 Books Before Kindergarten total books read:	2,078
YS Coloring pages	600
Teen volunteer hours:	14

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			33
Firsties Visits			27
Firsties video views (April)			23
Firsties other video views (past + parent videos)			11
SRP promo video views			115
Toddler Time	4	150	
LEGO Club	1	11	
Make It Junior			100
Peace Lutheran Visit	1	14	
Firsties Dance Party	1	64	
Outreach	4	167	
	11	406	309

Adult Programs	# of events (in-person)	In-person Attendance	Self-Led (Passive)
<i>*all-ages events</i>			
Tuesday Afternoon Book Club	1		3
Mystery Book Club	1		11
Books To The Future	1		5
Reading between the spines	1		5
Local Author Evening with Claire Swinarski	1	31	
Total	5	31	24

May 2026 Program Statistics

Teen Programs	# of events (in-person)	In-person Attendance	Self-Led (Passive)
*all-ages events			
Guess The Book			21
Make It Teen			1
Whiteboard Prompt			72
Teen Advisory Board	1		9
Hamilton Outreach	1		89
Templeton Outreach	1		65
Total	3	0	257

STATISTICS FOR MONTH OF MAY 2026

	May 2026	May 2025	YTD	YTD 2025	YTD % change
ALL CIRCULATION	30519	31422	163007	<i>166420</i>	-2.1%
PHYSICAL MATERIAL CIRCULATION	25342	26460	136998	<i>141386</i>	-3.1%
E-MATERIAL DOWNLOADS	5177	4962	26009	<i>25034</i>	3.9%
HOURS OPEN	219.5	254.5	1209	<i>1243</i>	-2.7%

Circulation per hour open **115.45** **103.97** **new metric starting 5/26*

	YTD	YTD
HOLDS FILLED FOR PHPL BY OTHER CAFÉ LIBRARIES: -	2973	<i>16313</i>
HOLDS FILLED FOR OTHER CAFÉ LIBRARIES BY PHPL : +	2073	<i>11048</i>
Crossovers to PHPL from other library communities: +	5247	<i>29097</i>
Crossovers from Sussex to other CAFE libraries: -	954	<i>5427</i>
NET LENDING: 3393		<i>18405</i>

	Sussex	Other	TOTAL	2025
PHYSICAL CIRC:	9626	15716	25342	<i>26460</i>

Cards issued: 85

Reference questions answered: 629

Informational questions answered: 165

Library visits this month: 9024

Materials purchased: 724
(year to date total:) 3171

Study Room usage: 140

One-on-one technology lessons: 35

Fax Service: 12

In-person programs: 19

In-person attendees: 437

Meeting Room Use:

Quad Room: 25
Small meeting room: 16

INTERNET USE*: 317 sessions
TOTAL HOURS:** 203.07
AVG. SESSION:** 38.44 minutes
Website visits: 5,585 sessions
****wired access only**



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

P 262.896.8080
W bridgeslibrarysystem.org

To: Pauline Haass Public Library Board of Trustees
From: Brittany Larson, Bridges Library System Director
Re: Waukesha County Library Standards Certification
Date: May 8, 2026

Wisconsin Statute 43.64(2) allows Waukesha County municipalities that tax their residents for libraries the opportunity to exempt their residents from the county library levy if two criteria are met:

- 1) The municipal tax rate for library services is equal to or greater than the rate of the county library tax, and
- 2) The library meets or exceeds the Waukesha County adopted library standards.

Exemption from the county library tax, therefore, includes two distinct actions. The municipality action required is a certification of its library tax rate. That process begins when I send out a communication to the municipality after the state releases its official Equalized Assessed Values in mid-August.

The library action requires the library board to review the information in this letter and certify the library's compliance with the various standards by completing the form beginning on page 2 of this document and returning it to the Bridges office by August 31, 2026.

The Waukesha County Board approved the current county library standards in April 2022. Information about the current plan is available here: <https://bridgeslibrarysystem.org/waukesha-county-planning-committee-2016-act-150/>. There are numeric *Minimums to Exempt* as well as *Quality Assurance Items* in the standards. This letter includes your library's specific standards-related requirements under the current plan. If the 2027-2031 Waukesha County Library Services Plan is approved by the Waukesha County Board, then those standards will go into effect for the 2027 standards process.

Please complete the documentation on pages 3-4 and then complete the *Library Board Certification of Eligibility for Exemption from County Library Tax* on page 5. Please **scan and send all pages (with signatures on page 5) to the Bridges office via email by August 31**. This form constitutes your library's certification for compliance with the library standards portion required for exemption from the Waukesha County library tax levy.

Thank you for providing outstanding library services to the citizens of Waukesha County!

Step 1. Review your Library’s Library Service Effort Ratio (LSER) Calculation

There is a provision in the Waukesha County Plan that allows a library to qualify for the exemption without meeting the *Minimums to Exempt*. If a library can demonstrate its ability to provide for most of the needs of its own resident by reaching its targeted Library Service Effort Ratio (LSER), it is allowed to exempt from the county library tax without meeting the numeric *Minimums to Exempt*.

The LSER is calculated as follows:

- Lending by your library to your own residents: 129,019
- PLUS lending to other library community’s residents: 84,777
- DIVIDED by total circulation by your residents at all county libraries: 143,699

Your library’s LSER is shown in Table 1 below.

Table 1.

Pauline Haass’ Library Services Effort Ratio (LSER)		Eligible for Exemption Based on LSER?
Target	Actual	Pass?
90%	148.78%	YES

If your LSER ratio is higher than your listed target rate, you will see a “Yes” in Table 1 above and may skip to step 3 on this form. Please note, even if there is a “Yes” listed above, you are encouraged to complete step 2 for the purposes of assessment. However, if your LSER is higher than your required target, step 2 is not required for the purposes of meeting the minimum for the standards portion of the county library tax exemption. If there is a “No” in Table 1 for your library, you must complete step 2. All libraries must complete step 3.

Step 2: Compare your Library’s previous year’s data to your Library’s *Minimums to Exempt*

Please review the data below gathered from your library’s 2025 state annual report and indicate whether your library will meet its minimum requirements in 2026.

Please circle “Yes” or “No” in the last column in Table 2. **(Completing this table is required if LSER = “NO” in step 1.)**

Table 2.

Library	Pauline Haass		2024 Municipal Population	12,282
Category	Minimum to Exempt	Library Actuals from 2025 annual report	Met Minimum during 2025?	Will Meet Minimum in 2026? (Circle one)
Materials Expenditures/Capita	\$6.06/capita	\$12.62/capita	YES	Yes No
Number Hours Open/Week	55	59	YES	Yes No
Budgeted Staff in FTE	10.41	16.84	YES	Yes No
Collection Size	77,000	99,832	YES	Yes No
Public Computers/Internet Access Devices	7	13	YES	Yes No
Wireless Internet Access	Yes	Yes	YES	Yes No

Step 3. Review and Report on Quality Assurance Standards for Pauline Haass Public Library

Review each item and circle “Yes” or “No” in Table 3 below. **(Completing this Table is required regardless of LSER ratio.)**

Table 3.

Quality Assurance Standards	Library Assurance for 2026 (circle one)	
Library board member orientations are provided	Yes	No
Library website includes key board/staff contact & meeting information	Yes	No
Library board conducts director performance evaluation	Yes	No
Library budgets for professional development	Yes	No
Library has active strategic plan	Yes	No
Library has a current circulation policy	Yes	No
Library has a current collection management policy	Yes	No
Library has a current computer/internet policy	Yes	No
Library has a current meeting room use policy (if meeting room available)	Yes	No
Library has a current public behavior (rules of conduct) policy	Yes	No
Library has a current personnel policy	Yes	No

Policies are considered current if they have been adopted or reviewed within the last five years.

Please attach narrative for any items for which the library circles “No” and describe steps planned to address the area(s) of non-compliance. Note: For each item in tables 2 and 3, libraries are able to select “No” one time during the annual certification process for the five-year planning period.

If your library has circled “No” for an item in a previous year in tables 2 or 3, circling “No” a second time for that same item may result in the loss of ability for the municipality to exempt its residents from the county library tax.

Library Board Certification of Eligibility for Exemption from County Library Tax

I certify that the library board’s responses related to the *Minimums to Exempt and Quality Assurance Standards* were approved by the library board and reflect the library’s plan of service for 2026.

Name of Library	Pauline Haass Public Library
Date Form Completed:	June 17, 2026
Library Board President Name:	Lisa Bougie
Library Board President Signature:	
Library Director’s Signature:	

This form (pages 1-5) must be completed, signed, and submitted to the Bridges Library System no later than **August 31, 2026**.