

NEENAH PUBLIC LIBRARY BOARD OF TRUSTEES MEETING

Wednesday, August 19, 2020, 4:00 p.m.

The Library Board will meet in the Shattuck Community Room. The Library is open to the public until 4:00 p.m. If you arrive after 4:00 p.m., a Curbside Pickup runner will let you into the building. Masks must be worn in the Library.

If you need assistance, please call 920-886-6315 or email library@neenahlibrary.org

1. Call to order
2. Public questions & comments
3. Library board consideration of public questions & comments
4. Minutes:
 - a. Library Board meeting 07-15-20 2 – 3 Action item
5. Library statistical reports 4 - 6 Information item
6. Bills for consideration Included Action item
7. Director's report 7 Information item
8. Business for consideration 7+
 - a. Monthly financial reports Information item
 - b. Financial reports – Trust Funds Information item
 - c. Employee reclassification request Action item
 - d. Air purification systems – HVAC and elevator Action item
 - e. CIP Budget update Information item
 - f. 2021 Operating Budget and 2021 – 2025 CIP Budget requests Action item
 - g. Library operations Discussion item
 - h. Exemplary Performance Awards Information item
9. Reports:
Winnebago County representative
Neenah City Council representative
Neenah Joint School District representative
10. Announcements and future agenda items
11. Next regularly scheduled meeting time and date: Wednesday, September 16, 2020, 4:00 p.m.
12. Adjournment

Inspiring ideas ♦ Enriching lives ♦ Creating community ♦ Celebrating literacy

Everyone is welcome to participate in library programs, events, and activities, attend library board meetings, and utilize library services and resources. If accommodations are needed, please contact the Library's information desk by phone at 920-886-6315 or by email at library@neenahlibrary.org, or contact the City's ADA Coordinator by phone at 920-886-6106 or by email at attorney@ci.neenah.wi.us. Notifying us at least 48 hours in advance will allow us time to address your request. Thank you.

Neenah Public Library Board of Trustee Meeting Minutes – July 15, 2020

Call to Order

With Rickman in the chair, the Neenah Public Library Board of Trustees meeting was called to order at 4:00 p.m. in the Shattuck Community Room. Members present: Pat Rickman (president), Beth Irish, Randy Fieldhack, Tami Erickson (Aldermanic representative), Lisa Hemes George Scherck, Nikki Winiecki, and Michael Koller.

Member excused: Jenn McMahon, (Neenah Joint School District Representative) and Carol Codner.

Present also, Gretchen Raab, director, Nicole Hardina-Wilhelm, assistant director, Nancy Baird, circulation services manager, and Katrina Wulff, youth services manager.

Minutes

On motion of Erickson, seconded by Winiecki, the Board approved the minutes of the Library Board meeting of June 17, 2020.

Statistical report

Electronic circulations are up 28% for the year. Youth digital books (Playaway) circulation is up 52%, because of the popularity of Wonderbooks. Adult Other circulation is up 1%, because of jigsaw puzzles. There were 3933 curbside pickups in June.

Bills for consideration

On motion of Scherck, seconded by Erickson, the Board unanimously approved payment of the July bills.

Director's Report

Director Raab is meeting with staff daily to discuss the operation of the library. The CIP Budget workshop was July 6.

Department reports

Circulation Services Department

Baird held interviews this past week for the open circulation positions.

Youth Services Department

Wulff discussed the popularity of book bundles. Over 200 youth book bundles have been filled in the last several weeks. Youth has increased the number of Take and Creates. A sidewalk obstacle course has been installed outside the library building and goes around the perimeter.

Adult and Technical Services Department

Hardina-Wilhelm shared adult programs are returning virtually, with additional programs being added in July.

COVID-19 Expenditures

On motion of Irish, seconded by Erickson, the Board unanimously approved up to \$30,000 from Trust Fund – General fund to cover COVID-19 expenditures.

WE Energies transformer

The Library is closed Friday, July 17, due to a planned power outage by WE Energies. The scheduled outage will allow WE Energies to switch power to new transformers recently installed on Library property.

Policy Review: Administration of the Library

The Board recommended formatting fixes and word clarification on the Administration of the Library policy.

Next regularly scheduled meeting

Wednesday, August 19 at 4:00 p.m.

Adjournment

On motion of Erickson, seconded by Winiecki, the Library Board adjourned at 5:25 p.m.

Respectfully submitted,

Nicole Hardina-Wilhelm

CIRCULATION		JULY 2020	JULY 2019	JULY 2018	JULY 2017	% Change 2020-2019	% Change 2020-2017	YTD 2020	YTD 2019	YTD 2018	YTD 2017	% Change 2020-2019	% Change 2020-2017
Books	Adult	11,262	15,925	15,463	14,363	-29%	-22%	61,946	100,033	99,492	98,005	-38%	-37%
	Teen	1,195	1,866	2,427	2,044	-36%	-42%	5,862	11,103	13,377	13,251	-47%	-56%
	Youth	15,696	28,922	25,114	25,051	-46%	-37%	87,370	158,269	158,157	158,838	-45%	-45%
Audio Books	Adult	665	1,128	1,326	1,177	-41%	-44%	4,151	8,077	8,774	8,903	-49%	-53%
	Teen	31	51	64	71	-39%	-56%	116	288	324	559	-60%	-79%
	Youth	351	778	576	656	-55%	-46%	2,117	4,424	3,587	3,493	-52%	-39%
DVDs	Adult	9,079	16,896	18,653	19,108	-46%	-52%	61,322	116,847	127,949	139,241	-48%	-56%
	Teen	4	13	1,499	1,399	-69%	-100%	25	43	8,485	10,307	-42%	-100%
	Youth	2,165	5,485	6,445	5,813	-61%	-63%	13,705	32,345	36,638	39,478	-58%	-65%
Music CDs	Adult	909	2,024	2,541	3,016	-55%	-70%	6,935	12,869	17,659	22,954	-46%	-70%
	Teen	0	0	0	1	#DIV/0!	-100%	1	0	0	7	#DIV/0!	-86%
	Youth	118	456	454	559	-74%	-79%	976	2,274	2,589	3,514	-57%	-72%
Digital Books	Adult	366	648	733	683	-44%	-46%	2,150	4,329	4,293	4,259	-50%	-50%
	Teen	32	33	26	46	-3%	-30%	87	173	184	299	-50%	-71%
	Youth	658	375	294	364	75%	81%	2,997	1,910	1,567	1,367	57%	119%
Magazines	Adult	983	1,795	1,993	1,830	-45%	-46%	5,838	12,629	14,206	13,456	-54%	-57%
	Teen	6	39	43	53	-85%	-89%	45	157	318	245	-71%	-82%
	Youth	156	181	186	172	-14%	-9%	870	925	952	848	-6%	3%
Other (games, kits)	Adult	411	349	194	131	18%	214%	2,247	2,166	1,479	1,023	4%	120%
	Teen	2	0	1	4	#DIV/0!	-50%	9	8	6	23	13%	-61%
	Youth	670	547	296	303	22%	121%	2,270	2,550	2,702	1,886	-11%	20%
Physical Materials Subtotal		44,759	77,511	78,328	76,844	-42%	-42%	261,039	471,419	502,738	521,956	-45%	-50%
Electronic Circulation													
Audiobooks		3,643	3,109	2,334	1,900	17%	92%	24,394	19,221	16,069	11,909	27%	105%
eBooks		4,559	3,897	3,747	3,145	17%	45%	32,289	27,026	25,722	20,219	19%	60%
Video		389	127	0	2	206%	19350%	2,253	408	34	71	452%	3073%
Music		76	43	0	0	77%	#DIV/0!	457	141	0	0	224%	#DIV/0!
Electronic Materials Subtotal		8,591	7,133	6,081	5,047	20%	70%	58,936	46,655	41,825	32,199	26%	83%
TOTAL CIRCULATION		53,350	84,644	84,409	81,891	-37%	-35%	319,975	518,074	544,563	554,155	-38%	-42%
WEBSITE & COMPUTER USAGE													
WiFi distinct clients*		1,597	3,776	3,654	3,072	-58%	-48%	13,227	23,707	22,596	20,445	-44%	-35%
Pharos usage		594	1,710	1,926	1,884	-65%	-68%	4,371	10,885	13,154	14,192	-60%	-69%
Internet usage/number of hours		202	1,281	1,380	1,253	-84%	-84%	3,143	7,698	9,056	9,975	-59%	-68%
Website sessions		16,085	16,217	14,304	14,188	-1%	13%	106,451	104,455	94,971	110,435	2%	-4%
*Daily average		142	310			-54%							

REFERENCE	JULY 2020	JULY 2019	JULY 2018	JULY 2017	% Change 2020-2019	% Change 2020-2017	YTD 2020	YTD 2019	YTD 2018	YTD 2017	% Change 2020-2019	% Change 2020-2017
Adult Dept.												
Reference/Research	2,287	3,580	2,828	3151	-36%	-27%	17,364	22,823	20,877	23,020	-24%	-25%
Directional/Rule/Policy	1,239	2,357	2,000	1099	-47%	13%	7,949	14,073	12,901	8,641	-44%	-8%
Circulation Dept.												
Reference/Research	152	650	824	644	-77%	-76%	1,863	4,192	5,229	4,213	-56%	-56%
Directional/Rule/Policy	1,356	4,241	3,751	2,918	-68%	-54%	12,767	26,614	25,619	22,354	-52%	-43%
Youth Dept.												
Reference/Research	825	2,043	1,689	1,861	-60%	-56%	4,907	10,762	10,160	12,066	-54%	-59%
Directional/Rule/Policy	264	1,867	2,198	1,714	-86%	-85%	2,418	6,472	7,513	6,732	-63%	-64%
TOTAL REFERENCE	3,264	6,273	5,341	5,656	-48%	-42%	24,134	37,777	36,266	39,299	-36%	-39%
MISCELLANEOUS												
Book Club-to-Go Kits	8	14	13	15	-43%	-47%	60	112	120	113	-46%	-47%
Bookshuttle Bags	5	1	1	1	400%	400%	87	88	96	78	-1%	12%
Customer Count	N/A	N/A	28,316	26,299	#VALUE!	#VALUE!	61,242	N/A	164,419	175,235	#VALUE!	-65%
SelfCheck % of Checkout	35%	52%	53%	54%	-32%	-35%	39%	49%	51%	54%	-20%	-27%
Teacher Packs	9	17	10	10	-47%	-10%	69	154	135	132	-55%	-48%
Volunteer Hours Worked	64	465	469	570	-86%	-89%	877	2,765	3,090	3,604	-68%	-76%
RECEIPTS												
Fines & Misc. Fees	\$275	\$1,542	\$1,252	\$1,258	-82%	-78%	\$3,863	\$13,154	\$13,375	\$15,191	-71%	-75%
Copier/Printer Fees	\$461	\$1,377	\$1,117	\$1,187	-67%	-61%	\$3,772	\$8,825	\$8,279	\$8,707	-57%	-57%
Lost/Damaged Fees	\$80	\$356	\$130	\$568	-78%	-86%	\$6	\$3,757	\$3,160	\$3,903	-100%	-100%
Sale of Property	\$0	\$0	\$0	\$0	#DIV/0!	#DIV/0!	\$26	\$0	\$51	\$153	#DIV/0!	-83%
Coffee Sales	\$1	\$110	\$83	\$94	-99%	-99%	\$273	\$892	\$931	\$896	-69%	-70%
Beverages & snacks	\$14	\$292	\$204	\$161	-95%	-91%	\$590	\$2,131	\$1,508	\$1,585	-72%	-63%
Collection Agency Fees	\$0	\$110	\$127	\$104	-100%	-100%	\$299	\$1,225	\$1,069	\$1,353	-76%	-78%
Winnebago Co. Major Facility	\$0	\$0	\$0	\$0	#DIV/0!	#DIV/0!	\$42,090	\$55,543	\$55,257	\$54,255	-24%	-22%
Winnebago Co. Operations	\$0	\$0	\$0	\$0	#DIV/0!	#DIV/0!	\$464,461	\$398,334	\$383,849	\$378,422	17%	23%
Other counties	\$0	\$0	\$0	\$0	#DIV/0!	#DIV/0!	\$2,217	\$22,339	\$23,083	\$22,497	-90%	-90%
TOTAL	\$831	\$3,786	\$2,913	\$3,371	-78%	-75%	\$517,597	\$506,199	\$490,561	\$486,961	2%	6%

PROGRAMS	JULY 2020	JULY 2019	JULY 2018	JULY 2017	% Change 2020-2019	% Change 2020-2017	% Change 2019-2018	% Change 2018-2017	% Change 2019-2017	YTD 2020	YTD 2019	YTD 2018	YTD 2017	% Change 2020-2019	% Change 2020-2017
Programs given															
Adult (Ages 19+)	7	33	17	16	-79%	-56%	94%	6%	106%	89	239	188	160	-63%	-44%
Young Adult (Ages 12-18)	0	3	7	3	-100%	-100%	-57%	133%	0%	9	29	33	26	-69%	-65%
Youth (ages 0-11)	5	79	68	53	-94%	-91%	16%	28%	49%	155	408	389	356	-62%	-56%
TOTAL	12	115	92	72	-90%	-83%	25%	28%	60%	253	676	610	542	-63%	-53%
Program attendance															
Adult (Ages 19+)	121	911	422	327	-87%	-63%	116%	29%	179%	2,173	6,429	4842	4,299	-66%	-49%
Young Adult (Ages 12-18)	0	73	87	21	-100%	-100%	-16%	314%	248%	355	1,039	781	892	-66%	-60%
Youth (ages 0-11)	328	3,840	3,016	2,283	-91%	-86%	27%	32%	68%	5,473	23,784	18,230	18,013	-77%	-70%
TOTAL	449	4,824	3,525	2,631	-91%	-83%	37%	34%	83%	8,001	31,252	23,853	23,204	-74%	-66%
Program	Topic/Title/Presentation												Date	Attendance	
Adult															
Short Story Night													7/13/2020		27
Fitness Friday (zoom)													7/18/2020		15
(zoom)	Preventative Health												7/22/2020		28
Memory Cafe (zoom)	Short story and scavenger hutn												7/24/2020		10
MMBK (zoom)	Women in the castle												7/27/2020		3
Boogie Ballroom Hip Hop													7/29/2020		20
Fitness Friday (zoom)	Bootcamp												7/31/2020		18
														TOTAL	121
Youth															
Outreach	Y-Camp - 4 events												Various		256
Outreach	YMCA Daycares												7/23/2020		72
														TOTAL	328

Reports & Recommendations

7. Director's report

- a. Meetings/Events/Information
 - Daily (weekdays): All staff meeting
 - Library department heads meetings
 - 07/17 Library closed – WE Energies project
 - 07/29 Library closed – Winnefox hardware upgrade
 - 08/05 City Council meeting
 - 08/12 Neenah Arts Council meeting
 - 08/13 Friends of the Library meeting
- b. Report from Circulation Services
- c. Report from Youth Services
- d. Report from Adult Services and Technical Services

8. Business for consideration

- a. **Monthly financial reports from Finance department** (handouts at meeting)
Information item.
- b. **Financial reports – Trust Fund** (handouts at meeting)
Information item.
- c. **Employee reclassification (Lindsay Kehl, Director of Human Resources)**
Because of the increased complexity of the duties of the Library's Building Custodian (building walls, working closely with contractors, HVAC projects, etc.), the Director requested an outside review of the Building Custodian position. Human Resources Director Lindsay Kehl will discuss the re-evaluation process and the conclusion of the review.
Recommendation: Accept the reclassification of the Building Custodian position – from G3 to H3.
- d. **Air purification systems – building (HVAC) and elevator**
As part of the Library's COVID-19 response, staff have inquired about air purification systems. The system recommended by the Library's HVAC company, a product from Global Plasma Solutions (GPS), provides virus, mold, and bacteria mitigation using bipolar ionization. Bipolar ionization uses specialized tubes that take oxygen molecules from the air converting the molecules into charged atoms that then cluster around microparticles, surrounding and deactivating substances like airborne mold, bacteria, allergens, and viruses. The GPS system is in use at UW Health and UW athletic facilities and at Secura Insurance. The cost is \$9,800; electrical upgrades will be an additional \$1,000. Otis Elevator provides a similar product for the elevator for \$3,500. The elevator is not connected to the Library's HVAC system.
Pat Benson, Library Building Custodian, will be available to answer questions.
Recommendation: Approve the use of Trust Funds – General Trust Account – to fund the purchase and installation of the air purification systems for the building and the elevator.
- e. **CIP Budget update**

The Capital Improvements Program 2020-2024 budget was approved at the July 15 City Council meeting.

Information item.

f. 2021 Operating Budget and 2021-2025 CIP Budget requests

The Finance & Personnel Committee will meet on Tuesday, August 18 to discuss the 2021 Operating Budget request and the 2021 – 2025 Capital Improvements Plan budget request. The Committee will present their budget recommendation to the Library Board.

Pat Benson, Library Building Custodian, will be available to answer questions regarding building projects from the CIP budget request.

Action item: Approve the 2021 Operating and 2021-2025 CIP budgets recommended by the Finance & Personnel Committee.

g. Library operations

The Library will add evening hours on Tuesdays and Thursdays beginning the week after Labor Day. The open hours will be Monday, Wednesday, Friday, and Saturday from 10 a.m. – 4 p.m. (no change) and on Tuesday and Thursday from 10 a.m. – 7 p.m. (expanded hours). Book drops are now open overnight Monday through Thursday and are opened early on Saturday mornings.

Holds shelves are now accessible by the public and a new Curbside cubicle/workspace has been created by the front doors.

Staff will continue to assess how best to serve the community, prioritizing the health and safety of employees and patrons, and will make modifications to the Library's schedule and services as needed and as appropriate, including additional open hours, etc.

Discussion item.

h. Exemplary Performance Awards

Nicole Hardina-Wilhelm and Nancy Baird were both nominated for 2019 Exemplary Performance Awards. Nicole was nominated for the Library's book bike project, the Bibliocycle, and Nancy was nominated for her assistance in the remodeling of the circulation desk/volunteer workspace. They were recognized at the August 5, 2020 Council meeting.

Information item.

Reports:

Winnebago County representative

Neenah City Council representative

Neenah Joint School District representative

9. Announcements and future agenda items

10. Next regularly scheduled meeting: September 16, 2020, 4:00 p.m. Shattuck Community Room.

11. Adjournment