

# NEENAH PUBLIC LIBRARY BOARD OF TRUSTEES MEETING

Wednesday, June 17, 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](mailto: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 05-20-20 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. Quarterly financial reports Information item
  - c. Reopening Discussion item
  - d. CIP Budget timeline Information item
  - e. Procees Poetry Prize Information item
  - f. Hefti Scholarship Information item
  - g. Tour to follow meeting
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, July 15, 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](mailto: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](mailto: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 – May 20, 2020**

### **Call to Order**

With Rickman in the chair, the Neenah Public Library Board of Trustees meeting was called to order at 4:12 p.m. via GoToMeeting and in-person in the Shattuck Community Room. Members present: Pat Rickman (president), Beth Irish, Randy Fieldhack, Tami Erickson (Aldermanic representative), Jenn McMahon, (Neenah Joint School District Representative), George Scherck, Nikki Winiacki, Michael Koller, Lisa Hemes, and Carol Codner.

Member excused: Angela Greselin.

Also present: Gretchen Raab, director, Nicole Hardina-Wilhelm, assistant director, Nancy Baird, circulation services manager, and Katrina Wulff, youth services manager.

President Rickman introduced new Library Board member Michael Koller.

### **Minutes**

On motion of Irish, seconded by Erickson, the Board approved the corrected minutes of the Library Board meeting of April 15, 2020.

### **Statistical report**

Electronic circulations are up 47% for the year. The library began curbside pickup on April 24 and checked out 4,478 items in six days.

### **Bills for consideration**

On motion of Fieldhack, seconded by Codner, the Board unanimously approved payment of the May bills.

### **Director's Report**

The Library is meeting with Library and City department heads on a regular basis, as well as with librarians from the Winnefox Library System and at other libraries within the state.

### **Department reports**

#### **Circulation Services Department**

Baird mentioned we are sending materials to other libraries again. The latest send list was over 1,500 items. One sub is not returning and one staff person has retired. There is a hiring freeze and we will not be hiring new staff at this time.

#### **Youth Services Department**

Wulff discussed changes to the summer reading program. The reading challenge is going virtual. Staff are working on creating virtual programs for the summer. There will be no programs at the library.

#### **Adult and Technical Services Department**

Hardina-Wilhelm reported all staff helped with curbside. Staff notified, bagged and scheduled over 2500 pickups in a little over two weeks. Adult Services staff worked on scheduling pick-ups, pulling holds, and answering reference questions. Virtual programming continues. Technical Services staff are ordering, processing and cataloging materials. Technical Services Staff also helped with curbside pickup.

**Billing adjacent counties**

On motion of Erickson, seconded by Irish, the Board unanimously approved the billing of the following counties for use of the Neenah Public Library: Calumet (\$23,297); Fond du Lac (\$1,590); Waushara (\$967); Green Lake (\$15).

**Reopening plan**

The Board discussed reopening guidelines and agreed to the following: tentative reopening date of June 8; 50 patrons will be allowed in the building at a time and asked to limit their stay to 30 minutes; computer time will be limited to 30 minutes; masks, social distancing, and appropriate hand and respiratory hygiene are required.

**COVID-19 expenditures**

On motion of Codner, seconded by Erickson, the Board unanimously approved the use of Trust Funds up to \$5,000 for expenditures related to COVID-19.

**Next regularly scheduled meeting**

Wednesday, June 17 at 4:00 p.m.

**Adjournment**

On motion of Irish, seconded by Codner, the Library Board adjourned at 5:31p.m.  
Respectfully submitted,

Nicole Hardina-Wilhelm

CIRCULATION		MAY 2020	MAY 2019	MAY 2018	MAY 2017	% CHANGE 2020 - 2019	% CHANGE 2020 - 2017	YTD 2020	YTD 2019	YTD 2018	YTD 2017	% CHANGE 2020 - 2019	% CHANGE 2020 - 2017
Books	Adult	4775	13,583	13,409	13,654	-65%	-65%	41,233	69,273	68,768	69,000	-40%	-40%
	Teen	442	1,343	1,782	1,741	-67%	-75%	3,556	7,362	8,412	8,788	-52%	-60%
	Youth	5921	18,800	18,435	18,956	-69%	-69%	58,695	101,274	104,124	104,873	-42%	-44%
Audio Books	Adult	288	1,175	1,204	1,272	-75%	-77%	2,860	5,850	6,195	6,546	-51%	-56%
	Teen	13	42	53	87	-69%	-85%	67	198	199	415	-66%	-84%
	Youth	171	569	449	451	-70%	-62%	1,457	2,804	2,486	2,218	-48%	-34%
DVDs	Adult	2884	15,629	16,185	19,297	-82%	-85%	45,035	83,631	91,854	101,422	-46%	-56%
	Teen	0	11	1,180	1,565	-100%	-100%	15	28	5,595	7,346	-46%	-100%
	Youth	533	3,673	4,595	5,219	-85%	-90%	10,003	21,333	23,915	27,031	-53%	-63%
Music CDs	Adult	312	1,702	2,065	3,644	-82%	-91%	5,099	8,933	12,795	16,852	-43%	-70%
	Teen	0	0	0	0	#DIV/0!	#DIV/0!	0	0	0	4	#DIV/0!	-100%
	Youth	43	281	326	409	-85%	-89%	751	1,818	1,706	2,440	-59%	-69%
Digital Books	Adult	99	675	579	587	-85%	-83%	1,476	3,131	2,891	2,898	-53%	-49%
	Teen	7	23	50	24	-70%	-71%	29	117	128	141	-75%	-79%
	Youth	259	244	205	107	6%	142%	1,821	1,153	878	720	58%	153%
Magazines	Adult	172	1,559	1,710	1,752	-89%	-90%	4,213	9,202	10,093	9,674	-54%	-56%
	Teen	0	10	35	37	-100%	-100%	32	112	230	143	-71%	-78%
	Youth	53	108	69	98	-51%	-46%	593	588	460	500	1%	19%
Other (games, kits)	Adult	151	305	196	187	-50%	-19%	1,503	1,532	1,084	760	-2%	98%
	Teen	0	2	2	3	-100%	-100%	6	8	5	13	-25%	-54%
	Youth	48	345	289	264	-86%	-82%	1,186	1,468	1,609	1,212	-19%	-2%
<b>Physical Materials Subtotal</b>		16,171	60,079	62,818	69,354	-73%	-77%	179,630	319,815	343,427	362,996	-44%	-51%
<b>Electronic Circulation</b>													
Audiobooks		3,589	2,783	2,367	1,869	29%	92%	17,005	13,303	11,294	8,340	28%	104%
eBooks		5,176	3,858	3,710	2,785	34%	86%	22,940	19,440	18,671	14,193	18%	62%
Video		357	84	13	7	325%	5000%	1,559	120	28	68	1199%	2193%
Music		49	17	0	0	188%	#DIV/0!	323	17	0	0	1800%	#DIV/0!
<b>Electronic Materials Subtotal</b>		9,122	6,725	6,090	4,661	36%	96%	41,504	32,863	29,993	22,601	26%	84%
<b>TOTAL CIRCULATION</b>		25,293	66,804	68,908	74,015	-62%	-66%	221,134	352,678	373,420	385,597	-37%	-43%
<b>WEBSITE &amp; COMPUTER USAGE</b>													
WiFi distinct clients		966	3,402	3,201	3,187	-72%	-70%	10,063	16,313	15,556	14,288	-38%	-30%
Daily average WiFi users		73	268	252	242	-73%	-70%					#DIV/0!	#DIV/0!
Pharos usage		0	1,481	1,714	2,093	-100%	-100%	3,777	7,571	9,440	10,248	-50%	-63%
Internet usage/number of ho		1	1,030	1,154	1,430	-100%	-100%	2,809	5,289	6,444	7,289	-47%	-61%
Website sessions		15,675	15,470	12,911	15,549	1%	1%	72,029	72,196	66,424	81,287	0%	-11%

QUESTIONS ANSWERED	MAY 2020	MAY 2019	MAY 2018	MAY 2017	% CHANGE 2020 - 2019	% CHANGE 2020 - 2017	YTD 2020	YTD 2019	YTD 2018	YTD 2017	% CHANGE 2020 - 2019	% CHANGE 2020 - 2017
<b>Adult Dept.</b>												
Reference/Research	2,836	3,197	2,619	3,286	-11%	-14%	12,448	15,673	15,147	16,741	-21%	-26%
Directional/Rule/Policy	395	1,820	1,606	1,184	-78%	-67%	5,579	9,555	8,942	6,316	-42%	-12%
<b>Circulation Dept.</b>												
Reference/Research	45	555	556	559	-92%	-92%	1,569	2,837	3,458	2,925	-45%	-46%
Directional/Rule/Policy	507	3,629	3,384	2,988	-86%	-83%	10,319	17,601	17,875	16,343	-41%	-37%
<b>Youth Dept.</b>												
Reference/Research	1,840	1,425	1,183	1,554	29%	18%	3,549	4,966	5,037	6,652	-29%	-47%
Directional/Rule/Policy	0	774	621	448	-100%	-100%	2,059	2,826	2,655	3,095	-27%	-33%
<b>TOTAL REFERENCE</b>	<b>4,721</b>	<b>5,177</b>	<b>4,358</b>	<b>5,399</b>	<b>-9%</b>	<b>-13%</b>	<b>17,566</b>	<b>23,476</b>	<b>23,642</b>	<b>26,318</b>	<b>-25%</b>	<b>-33%</b>
<b>MISCELLANEOUS</b>												
Book Club-to-Go Kits	1	16	18	17	-94%	-94%	44	85	93	85	-48%	-48%
Bookshuttle Bags	3	3	3	0	0%	#DIV/0!	56	61	66	52	-8%	8%
Customer Count	0	N/A	17,433	23,235	#VALUE!	-100%	52,237	N/A	109,271	121,123	#VALUE!	-57%
SelfCheck % of Checkout	0%	45%	50%	54%	-100%	-100%	42%	48%	50%	53%	-11%	-20%
Teacher Packs	0	21	18	10	-100%	-100%	48	123	116	103	-61%	-53%
Volunteer Hours Worked	0	394	339	480	-100%	-100%	776	1,890	2,148	2,513	-59%	-69%
Meeting Room Usage	0	491	0	401	-100%	-100%	1,136	2,193	2,106	1,926	-48%	-41%
<b>RECEIPTS</b>												
Fines & Misc. Fees	6.00	\$4,354	\$4,633	\$1,908	-100%	-100%	\$3,338	\$10,321	\$10,867	\$10,256	-68%	-67%
Copier/Printer Fees	0.00	\$1,369	\$1,154	\$1,401	-100%	-100%	\$2,803	\$6,331	\$6,098	\$6,364	-56%	-56%
Lost/Damaged Fees	0.00	\$1,706	\$1,377	\$285	-100%	-100%	\$502	\$3,021	\$2,721	\$2,137	-83%	-77%
Sale of Property	0.00	\$0	\$0	\$33	#DIV/0!	-100%	\$0	\$0	\$51	\$133	#DIV/0!	-100%
Coffee Sales	0.00	\$131	\$151	\$135	-100%	-100%	\$244	\$674	\$730	\$728	-64%	-66%
Beverages & snacks	0.00	\$773	\$398	\$283	-100%	-100%	\$515	\$1,564	\$1,068	\$1,109	-67%	-54%
Collection Agency Fees	15.00	\$505	\$525	\$130	-97%	-89%	\$254	\$956	\$834	\$742	-73%	-66%
Winnebago Co. Major Facility	0.00	\$27,628	\$0	\$0	-100%	#DIV/0!	\$0	\$27,628	\$27,628	\$27,127	-100%	-100%
Winnebago Co. Operations	0.00	\$191,924	\$0	\$0	-100%	#DIV/0!	\$0	\$191,924	\$191,924	\$189,211	-100%	-100%
Other counties	0.00	\$19,768	\$0	\$0	-100%	#DIV/0!	\$2,120	\$22,339	\$23,083	\$22,497	-91%	-91%
<b>TOTAL</b>	<b>\$21</b>	<b>\$248,157</b>	<b>\$8,238</b>	<b>\$4,174</b>	<b>-100%</b>	<b>-99%</b>	<b>\$9,776</b>	<b>\$264,757</b>	<b>\$265,004</b>	<b>\$260,305</b>	<b>-96%</b>	<b>-96%</b>

PROGRAMS	MAY 2020	MAY 2019	MAY 2018	MAY 2017	% CHANGE 2020 -	% CHANGE 2020 -	YTD 2020	YTD 2019	YTD 2018	YTD 2017	% CHANGE 2020 -	% CHANGE 2020 -
<b>Programs given</b>												
Adult (Ages 19+)	6	35	27	23	-83%	-74%	80	174	150	125	-54%	-36%
Young Adult (Ages 12-18]	0	7	5	5	-100%	-100%	9	19	26	19	-53%	-53%
Youth (ages 0-11)	0	41	40	38	-100%	-100%	147	251	275	247	-41%	-40%
<b>TOTAL</b>	<b>6</b>	<b>83</b>	<b>72</b>	<b>66</b>	<b>-93%</b>	<b>-91%</b>		<b>444</b>	<b>451</b>	<b>391</b>	<b>-100%</b>	<b>-100%</b>
<b>Program attendance</b>												
Adult (Ages 19+)	141	1,057	651	602	-87%	-77%	1,972	4,577	4,076	3,554	-57%	-45%
Young Adult (Ages 12-18]	0	159	175	186	-100%	-100%	355	619	613	602	-43%	-41%
Youth (ages 0-11)	0	5,429	3,938	4,155	-100%	-100%	4,893	16,623	11,857	12,777	-71%	-62%
<b>TOTAL</b>	<b>141</b>	<b>6,645</b>	<b>4,764</b>	<b>4,943</b>	<b>-98%</b>	<b>-97%</b>	<b>7,220</b>	<b>21,819</b>	<b>16,546</b>	<b>16,933</b>	<b>-67%</b>	<b>-57%</b>

Program	Topic/Title/Presentation	Date
<b>Adult</b>		
Christopher Kunz Interview		5/12/2020
NPL Bake Off Virtual Edition		5/1/2020
Boogie Ballroom Hip Hop		5/28/2020
Path to Resilience		5/27/2020
Tomato Plant Pickup		5/28/2020
Neenah Trivia		5/20/2020
	<b>TOTAL</b>	<b>146</b>

## Reports & Recommendations

### 7. Director's report

- a. Meetings/Events/Information
  - Daily (weekdays): All staff meeting
  - Weekly: Library department heads meeting
  - Weekly: City department heads meeting
  - Weekly: Appleton, Menasha, and Neenah library director meeting
  - 06-08 Meeting with Mayor and Finance Director re: CIP budget request
- b. Report from Circulation Services
- c. Report from Youth Services
- d. Report from Adult Services and Technical Services
- e. Donations of note: \$3,000 WE Energies for landscaping; \$200 Anonymous donation in memory of a beloved family pet.

### 8. Business for consideration

- a. **Monthly financial reports from Finance department** (handouts at meeting)  
*Information item.*
- b. **Quarterly financial reports from Associated Bank (Library Trust) and JP Morgan (Hefti Trust)** (handouts at meeting)  
*Information item.*

#### c. **Reopening**

The Library reopened the building to the public on Monday, June 8. The first week was a "soft opening" to give staff the opportunity to make adjustments/changes if needed. A public announcement (via social media) will be made the week of June 15.

The current open hours are Monday through Saturday, 10 a.m. – 4 p.m. Curbside pickup hours and phone hours are Monday through Thursday, 9 a.m. – 7 p.m.; Friday, 9 a.m. – 5 p.m.; Saturday, 10 a.m. – 4 p.m. The Library is closed Sundays through the summer months.

Masks are required to enter the building (staff and patrons). Occupancy is limited to 25 patrons. Patrons are asked to limit their visit to no more than 30 minutes. Library department heads are currently greeting all patrons entering the Library to ensure that masks are worn, watching occupancy limits, answering questions, etc.

The first few days have gone well: patrons are happy to have access to library materials, computers, copiers, etc.

Staff do not currently have plans to change the temporary reopen schedule or to alter/reduce current services, but will of course follow guidelines/mandates from Winnebago County Public Health Department, Governor's Office, Department of Public Instruction, CDC, etc.

Menasha, Oshkosh, and Appleton libraries remain closed at this time; they are currently providing curbside pickup. (Oshkosh has temporarily paused their curbside service because

a staff member has tested positive for COVID-19.) Kaukauna Public Library is open by appointment. Fond du Lac Public Library has an arrangement similar to Neenah's.

***Discussion item.***

**d. CIP Budget timeline**

The Mayor's Executive Recommended 5-year Capital Improvements Plan will be released on June 12. The Common Council CIP Budget Workshop will be held on Monday, June 22 and Council Adoption of the CIP will be on July 1. The CIP budget request approved by the Library Board at the March board meeting is attached for your information.

***Information item.***

**e. Procees Poetry Prize winners**

***Information item.***

**f. Hefti Scholarship**

***Information item.***

**g. Tour of the building**

Staff will offer a tour of the building following adjournment to show changes made to service desks, protocols, etc.

**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: July 15, 2020, 4:00 p.m. Shattuck Community Room.**

**12. Adjournment**



**CITY OF NEENAH  
2020 - 2024 CAPITAL IMPROVEMENTS PROGRAM BUDGET  
DETAIL PROJECT SCHEDULE**

PROJECT DESCRIPTION AND PROGRAM COMMENTS	2020 BUDGET ADOPTED	DEPARTMENT REQUEST	MAYOR RECOMMENDED	COUNCIL ADOPTED
<b><u>2020 FACILITIES</u></b>				
<b><u>Library</u></b>				
1. Rearrange Technical Services/Processing, & Circulation Services/Volunteer workspaces/workstations. This change will have a significant impact on the noise problem in that area. This will also allow us to create another meeting space from a workspace.	\$22,000	\$22,000	\$22,000	\$22,000
2. Create additional meeting room from processing room (flip tables, stacking chairs, glassboard). Will accommodate 25-30 person groups.	0	0	0	0
3. Replace humidifier.	0	0	0	0
4. Recoat terrazo floors.	2,000	2,000	2,000	2,000
5. Remove sink and replace cupboards in Storytime Room.	6,000	6,000	6,000	6,000
6. Building security - Install control access to main entry doors (3), staff entry and delivery door. Replace security camera at front door.	12,000	12,000	12,000	12,000
<b>Total <u>2020 Library</u></b>	<b><u>\$42,000</u></b>	<b><u>\$42,000</u></b>	<b><u>\$42,000</u></b>	<b><u>\$42,000</u></b>

**CITY OF NEENAH  
2020 - 2024 CAPITAL IMPROVEMENTS PROGRAM BUDGET  
DETAIL PROJECT SCHEDULE**

PROJECT DESCRIPTION AND PROGRAM COMMENTS	DEPARTMENT REQUEST	MAYOR RECOMMENDED	MAYOR'S COMMENTS
<b><u>2021 FACILITIES</u></b>			
<b><u>Library</u></b>			
1. Replace carpeting in the Shattuck Community Room and elevator. ( <i>Portion of first floor.</i> )	\$12,000		
2. Replace humidifier. <i>Department moved from 2020.</i>	7,500		
3. Create a new meeting room on second floor (east side of building next to the emergency exit). <i>Not included in adopted Spring CIP.</i>	24,000		
<b>Total <u>2021 Library</u></b>	<b><u>\$43,500</u></b>		
<b><u>2022 FACILITIES</u></b>			
<b><u>Library</u></b>			
1. Replace carpeting in 1/2 of the building (remaining portion of first floor). <i>Department moved from 2021.</i>	\$100,000		
<b>Total <u>2022 Library</u></b>	<b><u>\$100,000</u></b>		
<b><u>2023 FACILITIES</u></b>			
<b><u>Library</u></b>			
1. Replace carpeting in 1/2 of the building (2nd floor) <i>Department moved from 2022.</i>	\$190,000		
2. Reorganize adult floor -- move adult desk to a location that is readily visible from the stairs and the elevator. Shift shelving from east side of the building towards the center of the floor so that window areas are exposed for patron use. <i>Department moved from 2022.</i>	40,000		
<b>Total <u>2023 Library</u></b>	<b><u>\$230,000</u></b>		
<b><u>2024 FACILITIES</u></b>			
<b><u>Library</u></b>			
1. Replace chiller. <i>Department moved from 2023.</i>	\$150,000		
2. Gaco Flex coating for roof.	150,000		
<b>Total <u>2024 Library</u></b>	<b><u>\$300,000</u></b>		

**CITY OF NEENAH  
2020 - 2024 CAPITAL IMPROVEMENTS PROGRAM BUDGET  
DETAIL PROJECT SCHEDULE**

PROJECT DESCRIPTION AND PROGRAM COMMENTS	2020 BUDGET ADOPTED	DEPARTMENT REQUEST	MAYOR RECOMMENDED	COUNCIL ADOPTED
<b><u>2020 EQUIPMENT</u></b>				
<b><u>Library</u></b>				
1. Microfilm machine - replacement/upgrade	\$10,000	\$10,000	\$10,000	\$10,000
<b>Total <u>2020 Library</u></b>	<b><u>\$10,000</u></b>	<b><u>\$10,000</u></b>	<b><u>\$10,000</u></b>	<b><u>\$10,000</u></b>

**CITY OF NEENAH  
2020 - 2024 CAPITAL IMPROVEMENTS PROGRAM BUDGET  
DETAIL PROJECT SCHEDULE**

PROJECT DESCRIPTION AND PROGRAM COMMENTS	DEPARTMENT REQUEST	MAYOR RECOMMENDED	COUNCIL ADOPTED
<b><u>2021 EQUIPMENT</u></b>			
<b><u>Library</u></b>			
1.			
<b>Total <u>2021 Library</u></b>	<b><u>\$0</u></b>		
<b><u>2022 EQUIPMENT</u></b>			
<b><u>Library</u></b>			
1.	Staff check in machines replacement (2 of 4 machines)	\$12,000	
<b>Total <u>2022 Library</u></b>	<b><u>\$12,000</u></b>		
<b><u>2023 EQUIPMENT</u></b>			
<b><u>Library</u></b>			
1.	Replace public self check out machines (3 of 4 machines)	\$65,000	
<b>Total <u>2022 Library</u></b>	<b><u>\$65,000</u></b>		
<b><u>2024 EQUIPMENT</u></b>			
<b><u>Library</u></b>			
1.			
<b>Total <u>2022 Library</u></b>	ok		