

Neenah Public Library Board of Trustees Meeting

Wednesday, February 19, 2020, 4:00 p.m., Carpenter Conference Room

240 E. Wisconsin Avenue, Neenah, Wisconsin

1. Call to order
2. Public questions & comments
3. Library board consideration of public questions & comments
4. Minutes:
 - a. Library Board meeting 01-15-19 2 – 3 Action item
5. Library statistical reports 4 - 7 Information item
6. Bills for consideration Handout Action item
7. Director’s report 8 Information item
8. Business for consideration 8+
 - a. Monthly financial reports Information item
 - b. 2019 financial reports Information item
 - c. Quarterly financial reports Information item
 - d. Director’s evaluation Action item
 - e. Director’s proposed goals Action item
 - f. Fine-free libraries Discussion item
 - g. Collection agency fees Information item
 - h. DPI Annual Report Action item
 - i. Active shooter training Action item
 - j. Project updates 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, March 18, 2020, 4:00 p.m.
12. Adjournment
13. Tour of the Library

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 – January 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 Carpenter Conference Room. Members present: Pat Rickman (president), Lisa Hemes, Beth Irish, George Scherck, Nikki Winiecki, Randy Fieldhack, Tami Erickson (Aldermanic representative), and Jenn McMahon, (Neenah Joint School District Representative). Members excused: Carol Codner, Merry Whipple, and Angela Greselin.

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

Minutes

On motion of Fieldhack, seconded by Erickson, the Board approved the minutes of the Library Board meeting of December 18, 2019, with Scherck abstaining.

Statistical report

Electronic circulation is up 14% for the year. Physical material is down 4% for the year. Program attendance is up 24% for the year.

Bills for consideration

On motion of Fieldhack, seconded by Hemes, the Board unanimously approved payment of the January bills.

Director's Report

Raab gave an update on the donations received in 2019. A 2020 donation was received from the Keith Neimuth estate. The sink in the storytime room has been removed; a washer and dryer will be installed in its place.

Department reports

Circulation Services

Baird is training two new staff members. Self-check machines have been upgraded to Windows 10.

Youth Services Department

Wulff discussed the success of the two Study Nights on January 12 & 13 and the request to have them regularly. Youth Services partnered with Neenah High School's Health Careers Academy for a successful Stuffed Animal Clinic on January 11. Wulff will be speaking at two conferences discussing play and literacy areas.

Adult and Technical Services Department

Hardina-Wilhelm discussed progress of the Emergency Response Committee. Adult Services is shifting nonfiction and other collections on the second floor. Tech Services is monitoring and pulling books for the very successful Friends of the Neenah Public Library ongoing book sale. In partnership with the League of Women Voters, there is a computer dedicated to registering citizens to vote.

2020 Officers

On behalf of the Nominating Committee, Irish presented the slate of officers for 2020: Rickman for President, Fieldhack for Vice President, and Codner for Chair of Finance & Personnel. Rickman asked for

nominations from the floor. None were presented. On motion of Irish, seconded by Erickson, the Board unanimously approved the slate officers. Rickman remained in the chair of President.

Presidential appointment of Finance & Personnel Committee member

Rickman appointed Erickson as the fourth member of the Finance & Personnel Committee.

Fine Free Libraries

The Board discussed the benefits of and obstacles to going “fine free.” Fieldhack will research how to address the \$30,000 in potential lost revenue. Board members will research the topic further and discuss at the next Board meeting.

Collection Agency Fee

On motion of Fieldhack, seconded by Irish, the Board approved reducing the collection fee to \$10.00 to more closely reflect the actual cost charged to the Library beginning in 2021. Rickman, Irish, Hemes, Scherck, Fieldhack, McMahon, and Winiecki voting aye, and Erickson voting nay. Director Raab will bring a list of collection agency fees charged by other public libraries to the February Board meeting.

Winiecki left at 5:10 p.m.

Transfer of Trust funds

On motion of Fieldhack, seconded by Irish, the Board unanimously approved the transfer of \$100,000 from General fund to the Programming fund.

Yekta Room furnishings

On motion of Fieldhack, seconded by Hemes, the Board unanimously approved the use of Trust funds (up to \$18,000) for furnishings and associated supplies.

Fieldhack left at 5:20 p.m.

Deposit Collections

Erickson reported on her discussions with ThedaCare Hospital to provide materials for children in the Emergency Room waiting area. Raab and Wulff will follow-up.

Next regularly scheduled meeting

Wednesday, February 19 at 4:00 p.m. in the Carpenter Room.

Adjournment

On motion of Erickson, seconded by Hemes, the Library Board adjourned at 5:30 p.m.

Respectfully submitted,

Nicole Hardina-Wilhelm

Circulation		Jan-20	Jan-19	Jan-18	Jan-17	% CHANGE 2020 - 2019	% CHANGE 2020 - 2017	YTD 2020	YTD 2019	YTD 2018	YTD 2017	% CHANGE 2020 - 2019	% CHANGE 2020 - 2017
Books	Adult	14,487	13,926	14,038	13,707	4%	6%	14,487	13,926	14,038	13,707	4%	6%
	Teen	1,179	1,623	1,521	1,725	-27%	-32%	1,179	1,623	1,521	1,725	-27%	-32%
	Youth	20,089	18,982	20,564	19,295	6%	4%	20,089	18,982	20,564	19,295	6%	4%
Audio Books	Adult	973	1,182	1,280	1,349	-18%	-28%	973	1,182	1,280	1,349	-18%	-28%
	Teen	26	34	36	64	-24%	-59%	26	34	36	64	-24%	-59%
	Youth	450	474	547	442	-5%	2%	450	474	547	442	-5%	2%
DVDs	Adult	17,112	17,813	20,034	20,864	-4%	-18%	17,112	17,813	20,034	20,864	-4%	-18%
	Teen *	13	2	1,100	1,395	550%	-99%	13	2	1,100	1,395	550%	-99%
	Youth	3,520	4,748	4,762	5,268	-26%	-33%	3,520	4,748	4,762	5,268	-26%	-33%
Music CDs	Adult	1,659	1,845	2,910	3,049	-10%	-46%	1,659	1,845	2,910	3,049	-10%	-46%
	Teen	0	0	0	0	#DIV/0!	#DIV/0!	0	0	0	0	#DIV/0!	#DIV/0!
	Youth	251	233	326	437	8%	-43%	251	233	326	437	8%	-43%
Digital Books	Adult	564	615	567	550	-8%	3%	564	615	567	550	-8%	3%
	Teen	2	23	21	19	-91%	-89%	2	23	21	19	-91%	-89%
	Youth	587	210	141	132	180%	345%	587	210	141	132	180%	345%
Magazines	Adult	1,708	1,866	2,012	2,175	-8%	-21%	1,708	1,866	2,012	2,175	-8%	-21%
	Teen	20	44	51	24	-55%	-17%	20	44	51	24	-55%	-17%
	Youth	87	67	104	123	30%	-29%	87	67	104	123	30%	-29%
Other (games, kits)	Adult	523	293	244	146	78%	258%	523	293	244	146	78%	258%
	Teen	0	3	0	3	-100%	-100%	0	3	0	3	-100%	-100%
	Youth	458	206	318	175	122%	162%	458	206	318	175	122%	162%
Physical Materials Subtotal		63,708	64,189	70,576	70,942	-1%	-10%	63,708	64,189	70,576	70,942	-1%	-10%
<i>* Teen DVDs incorporated into Adult Collection December 2018</i>													
Electronic Circulation													
Audiobooks		3,270	2,653	2,295	1,630	23%	101%	3,270	0	2,295	1,630	#DIV/0!	101%
eBooks		4,125	4,110	3,717	3,174	0%	30%	4,125	2,653	3,717	3,174	55%	30%
Video		153	17	7	14	800%	993%	153	4,110	7	14	-96%	993%
Music		40	0	0	0	0%	#DIV/0!	40					
Electronic Materials Subtotal		7,548	6,780	6,019	4,818	11%	57%	7,548	6,763	6,019	4,818	12%	57%
TOTAL CIRCULATION		71256	70,969	76,595	75,760	0%	-6%	71,256	70,952	76,595	75,760	0%	-6%
Website and Computer Usage													
WiFi distinct clients		3,299	3,269	3,216	2,719	1%	21%	3,299	3,269	3,216	2,719	1%	21%
Daily average WiFi users		256	254	249	205	1%	25%						
Pharos usage		1,508	1,477	2,073	1,926	2%	-22%	1,508	1,477	2,073	1,926	2%	-22%
Internet usage/number of hours		1,122	1,093	1,461	1,421	3%	-21%	1,122	1,093	1,461	1,421	3%	-21%
Website sessions		16,372	14,622	14,437	N/A	12%	#VALUE!	16,372	14,622	14,437	N/A	12%	#VALUE!

Questions Answered	Jan-20	Jan-19	Jan-18	Jan-17	% Change 2020 - 2019	% CHANGE 2020 - 2017	YTD 2020	YTD 2019	YTD 2018	YTD 2017	% Change 2020 - 2019	% CHANGE 2020 - 2017
Adult Dept.												
Reference	3,177	3,132	3,306	3,273	1%	-3%	1,995	3,132	3,306	3,273	-36%	-39%
Directional/Rule/Policy	1,995	2,042	2,026	1,324	-2%	51%	3,177	2,042	2,026	1,324	56%	140%
Circulation Dept.												
Reference	641	598	772	526	7%	22%	641	598	772	526	7%	22%
Directional/Rule/Policy	3782	3252	4,058	3,437	16%	10%	3,782	3,252	4,058	3,437	16%	10%
Youth Dept.												
Reference	780	881	1,043	1,151	-11%	-32%	780	881	1,043	1,151	-11%	-32%
Directional/Rule/Policy	620	513	502	622	21%	0%	620	513	502	622	21%	0%
REFERENCE TOTAL	4,598	4,611	5,121	4,950	0%	-7%	3,416	4,611	5,121	4,950	-26%	-31%
Miscellaneous												
Book Club-to-Go Kits	19	21	20	20	-10%	-5%	19	0	20	20	#DIV/0!	-5%
Bookshuttle Bags	1	1	2	1	0%	0%	1	0	2	1	#DIV/0!	0%
Customer Count	20,852	-	24,522	23,483	#DIV/0!	-11%	20,852	-	24,522	23,483	#DIV/0!	-11%
SelfCheck % of Checkout	49%	49%	51%	53%	-1%	-8%	49%	100%	51%	53%	-51%	-8%
Teacher Packs	22	30	26	23	-27%	-4%	22	0	26	23	#DIV/0!	-4%
Volunteer Hours Worked	323	416	491	443	-22%	-27%	323	416	491	443	-22%	-27%
Meeting Room Usage	482	433	456	389	11%	24%	482	434	456	389	11%	24%
Receipts												
Fines & Misc. Fees	\$1,067	\$1,932	\$1,826	\$1,115	-45%	-4%	\$1,067	\$1,932	\$1,826	\$1,115	-45%	-4%
Copier/Printer Fees	\$916	\$1,337	\$1,391	\$840	-31%	9%	\$916	\$1,337	\$1,391	\$840	-31%	9%
Lost/Damaged Fees	\$103	\$369	\$363	\$237	-72%	-57%	\$103	\$369	\$363	\$237	-72%	-57%
Sale of Property	\$0	\$0	\$0	\$0	#DIV/0!	#DIV/0!	\$0	\$0	\$0	\$0	#DIV/0!	#DIV/0!
Coffee Sales	\$61	\$181	\$174	\$131	-66%	-54%	\$61	\$181	\$174	\$131	-66%	-54%
Snacks & beverages	\$144	\$181	\$170	\$125	-20%	15%	\$144	\$181	\$170	\$125	-20%	15%
Collection Agency Fees	\$78	\$121	\$115	\$86	-35%	-9%	\$78	\$121	\$115	\$86	-35%	-9%
Winnebago Co. Major Facility	\$0	\$0	\$0	\$0	#DIV/0!	#DIV/0!	\$0	\$0	\$0	\$0	#DIV/0!	#DIV/0!
Winnebago Co. Operations	\$0	\$0	\$0	\$0	#DIV/0!	#DIV/0!	\$0	\$0	\$0	\$0	#DIV/0!	#DIV/0!
Other counties	\$0	\$0	\$0	\$0	#DIV/0!	#DIV/0!	\$0	\$0	\$0	\$0	#DIV/0!	#DIV/0!
TOTAL	\$2,368	\$4,120	\$4,039	\$2,534	-43%	-7%	\$2,368	\$4,120	\$4,039	\$2,534	-43%	-7%

Programs	Jan-20	Jan-19	Jan-18	Jan-17	% CHANGE 2020 - 2019	% CHANGE 2020 - 2017	YTD 2020	YTD 2019	YTD 2018	YTD 2017	% CHANGE 2020 - 2019	% CHANGE 2020 - 2017
Programs given												
Adult (Ages 19+)	28	28	33	24	0%	17%	28	28	33	24	0%	17%
Young Adult (Ages 12-18)	5	4	5	4	25%	25%	5	4	5	4	25%	25%
Youth (ages 0-11)	62	46	70	44	35%	41%	62	46	70	44	35%	41%
TOTAL	95	78	108	72	22%	32%		78	108	72	-100%	-100%
Program attendance												
Adult (Ages 19+)	587	685	1,006	762	-14%	-23%	587	685	1,006	762	-14%	-23%
Young Adult (Ages 12-18)	236	230	159	156	3%	51%	236	230	159	156	3%	51%
Youth (ages 0-11)	1,860	1,438	1,874	1,361	29%	37%	1,860	1,036	1,874	1,361	80%	37%
TOTAL	2,683	2,353	3,039	2,279	14%	18%	2,683	1,951	3,039	2,279	38%	18%

Program	Topic/Title/Presentation	Date	Attendees
Adult			
Fitness Friday		1/3/2020	13
Tuesday Night Movie	Abominable	1/7/2020	26
Monday Matinee	Downtown Abbey	1/13/2020	32
Short Story Night		1/13/2020	47
Tech Talk Tuesday	Books on the Go: Digital Library	1/14/2020	7
Kneenah Knits		1/15/2020	3
DIY Design Workshops	Silhouette Dot Painting	1/15/2020	16
A.M. Investment Coffee Club		1/15/2020	3
History Program	Celebrating the Centennial!	1/16/2020	29
Fitness Friday		1/17/2020	13
Memory Cafe	Minute to Win It	1/20/2020	22
Tuesday Night Movie	Dora and the Lost City of Gold	1/21/2020	31
Declutter		1/23/2020	46
Retro Video Games		1/25/2020	67
MMBK: AM	The Library Book	1/27/2020	23
MMBK: PM	The Library Book	1/27/2020	4
Outreach Assisi Homes	A New Decade	1/28/2020	8
Fitness Friday		1/31/2020	14
Chess		weekly (5)	123
Ukulele open jams		weekly (5)	60
TOTAL			587
Young Adult			
Library Visit	NHS CDS	1/10/2020	13
Program	Study Night	1/12/2020	51
Program	Study Night	1/13/2020	67
Outreach	Lakeside Packaging	1/22/2020	17
Outreach	Neenah High School Am. Lit.	1/30/2020	88
TOTAL			236
Youth			
Library Visit	Early Childhood @ Wash. Ele	1/3/2020	18

Program	Legos in the Library	1/5/2020	3
Program	Messy Monday	1/6/2020	58
Library Visit	Trinity Lutheran	1/8/2020	14
Program	Footloose Fridays	1/10/2020	34
Program	Stuffed Animal Clinic	1/11/2020	75
Program	YMCA 4K	1/13/2020	20
Outreach	Headstart PM	1/15/2020	22
Outreach	Headstart AM	1/16/2020	25
Outreach	A Child's Imagination	1/17/2020	24
Outreach	Stepping Stones	1/17/2020	54
Program	Legos in the Library	1/19/2020	13
Program	Toddler Drive-In	1/20/2020	62
Outreach	Lake Edge	1/20/2020	27
Library Visit	Wilson 4th Graders	1/22/2020	45
Library Visit	Homeschool Friends	1/23/2020	15
Library Visit	School Group	1/23/2020	8
Outreach	YMCA Childcare	1/24/2020	90
Storytimes		Various	1274
		TOTAL	1881

Reports & Recommendations

7. Director's report

- a. Meetings/Events/Information
 - Weekly: Monday morning briefings
 - Weekly: Library department heads
 - 01-16 Friends of the Library Board meeting
 - 01-21 Winnefox Annual meeting (Ripon)
 - 02-07 Annual all-staff in-service
 - 02-11 Library Legislative Day (Madison)
 - 02-12 Neenah Arts Council
 - Donations of note: \$230 in memory of Dr. Henshaw (total Henshaw memorial \$6,275); \$250 donation in memory of Joe and Frances Bachman; \$40 donation in memory of Peg Galloway.
- 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. **2019 end-of-year financial reports from Finance department** (handouts at meeting)
Information item.
- c. **Quarterly reports from financial institutions** (handouts at meeting) – Trust and Hefti funds
Information item.
- d. **Director's evaluation**

The City's annual performance evaluation process is underway. The Library's Finance & Personnel Committee meets with the director annually to discuss performance and progress towards goals. The F&PC should schedule a time with the director to discuss performance and progress towards goals. The F&PC brings their review to a future (March or April) Board meeting for discussion and approval. Following approval, the Chair of the Finance & Personnel Committee conducts the performance evaluation with the director. Completed evaluations are due to Human Resources Director Kehl by April 17.

Action item: Schedule a Finance & Personnel Committee meeting for the purposes of evaluating the Library director.
- e. **Director's proposed goals**
 1. Continue reviewing Library Board policies and Library procedures.
 2. Implement 2020 CIP projects – technical services and circulation services workspace remodel, new meeting room (first floor), building security updates.
 3. Establish an online donation option for gifts to the Trust Fund and the Friends of the Library.
 4. Study the advantages of/obstacles to eliminating overdue fines. Make a recommendation to the Board by the June 17, 2020 Library Board meeting (prior to 2021 budget preparation).

Recommendation: Approve the Director's 2020 goals.

f. Fine Free libraries

Several libraries in northeastern Wisconsin will be/have gone fine free, i.e., eliminated overdue fines. (Some libraries have eliminated overdue fines for children's materials only.) Fine-free libraries still charge fees for lost items, unreturned items, and damaged materials. Menasha, Oshkosh, and Appleton libraries are all discussing the possibility of eliminating overdue fines; the directors have indicated an interest in moving in that direction.

Discussion item.

g. Collection Agency Fees

A sampling of the fees charged by Wisconsin libraries for Collection Agency services are attached (from those libraries responding to the director's request for information).

Information item.

h. Department of Public Instruction Annual Report (handouts at meeting)

The Annual Report will be completed by February 19. The Board formally approves the report and the Trust Fund statement. The report is then submitted to the State. (The deadline to submit the report is March 1.)

Recommendation: Approve the annual report and accept the statement concern public library system effectiveness: "Did provide effective leadership and adequately meet the needs of the library."

i. Active shooter training

Staff would like to hold an active shooter training session with Neenah Police Department. The training will take approximately 3 hours. Staff request closing at 3 p.m. on a Friday afternoon to conduct the training.

Recommendation: Approve closing the Library on Friday, September 11, from 3 – 6 p.m. to conduct active shooter training.

j. Project updates

Staff have created the new Tween area with ample computer space (first floor), a new computer/work area for smaller children and their caregivers near the Youth Services Desk, and an expanded Teen area with comfortable chairs and ottomans (second floor). Café height tables for computer/device users have been distributed around the building. The furnishings were selected so that they can be moved as Library and community needs change.

The washer/dryer will be installed in the Storytime Room soon. The circulation/technical services space has been framed and drywalled.

A tour of the Library will be offered after adjournment.

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: March 18, 4:00 p.m. in the Carpenter Conference Room.

12. Adjournment

13. Tour

Collection Agency Charges

Appleton	\$10	
Beaver Dam	\$25	
Beloit	\$10	
Berlin	\$10	
Black Creek	\$10	
Coloma	\$10	
Edgerton	\$10	
Hortonville	\$10	
Lake Geneva	\$10	
Menasha		No fee passed on to patron
Mequon	\$10	
Montello	\$10	
Neenah	\$15	\$10 in 2021
North Fond du Lac	\$10	
Oshkosh	\$15	
Ripon	\$15	
Seymour	\$10	
Viroqua	\$10	
Waupaca	\$10	
Waupun	\$25	
West Bend		No longer uses collection agency
Westfield	\$10	
Winneconne	\$10	