

Neenah Public Library Board of Trustees Meeting

Wednesday, March 20, 2019 at 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 02-20-19 2 - 3 Action item
 - b. Finance & Personnel Committee meeting 03-06-19 4 Action item
5. Library statistical reports 5 - 8 Information item
6. Bills for consideration Handout Action item
7. Director's report 9 Information item
8. Business for consideration 9+
 - a. Monthly financial reports Information item
 - b. Carry-forward funds Information item
 - c. Water bottle refilling station Action item
 - d. Hot water dispenser Action item
 - e. Policy revision: Public Internet Policy Action 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, April 17, 2019 at 4:00 p.m.
12. Closed session as provided for in 19.85(1)(c) Wisconsin Statutes to consider the performance and compensation of the library director.
13. 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 – February 20, 2019

Call to Order

With Sarnecki 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: Jan Sarnecki (President), Patricia Rickman (Vice President), Beth Irish, Merry Whipple, Carol Codner, Tami Erickson (Aldermanic Representative), Randy Fieldhack, George Scherck, Lisa Hemes, and Kylee Miller (Teen Representative). Members excused: Tim Kachur (Neenah Joint School District Representative).

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 Whipple, seconded by Codner, the Board approved the corrected minutes of the Library Board meeting of January 16, 2019.

Rickman arrived at 4:01 p.m.

Statistical Report

Overall circulation was down in January. The library closed early a couple of days in January and February due to weather. Children's program attendance was lower in January because of several program cancellations. (Children's programs are canceled when NJSD cancels/closes school.) Several Adult programs were also canceled due to hazardous weather.

Erickson arrived at 4:05 p.m.

Bills for Consideration

On motion of Whipple, seconded by Erickson, the Board unanimously approved payment of the February bills.

Director's Report

Director Raab discussed the recent weather-related early closings and the rationale for remaining open other days.

Youth Services Report: Wulff reported that the After-Hours Campout was a huge success. In the coming months look for several exciting programs: Pintsize Prom, Books & Bellies, Spring Break programs, and Earth Day events.

Adult and Technical Services Department: Hardina-Wilhem noted that one of the Library's recent Facebook post was shared over 400 times. The Legal Assistance Clinics were well attended in 2018 -- 254 individuals were served at the Library.

Director's Goals

On motion of Fieldhack, seconded by Whipple, the Board unanimously approved the director's 2019 goals.

CIP budget request

On motion of Whipple, seconded by Irish, the Board unanimously approved the CIP budget request.

Department of Public Instruction Library Annual Report

On motion of Codner, seconded by Irish, the Board unanimously approved the annual report and accepted the statement that the library system “Did provide effective leadership and adequately meet the needs of the library.”

Policy Revision: Public Internet policy

The board asked Director Raab to work with City Attorney Godlewski to review the policy prior to approval by the Board.

Next regularly scheduled meeting

Wednesday, March 20 at 4:00 p.m. in the Carpenter Room.

Adjournment

On motion of Whipple, seconded by Codner, the library board adjourned at 4:56 p.m.

Respectfully submitted,

Gretchen Raab

**Neenah Public Library Board
Finance & Personnel Committee Meeting Minutes
March 6, 2019**

Carpenter Conference Room
Neenah Public Library
240 E. Wisconsin Ave., Neenah, Wisconsin 54956 Minutes

CALL TO ORDER

Beth Irish, Chair of the Finance & Personnel Committee, called the meeting to order at 4:00 p.m.
Members present: Beth Irish, Jan Sarnecki, Patricia Rickman, Tami Erickson. Also present: Gretchen Raab.

PUBLIC COMMENTS AND QUESTIONS

Called for public questions and comments. None.

CLOSED SESSION

Sarnecki moved and Rickman seconded to move into closed session. Motion is carried.

Director Gretchen Raab discussed and fielded questions regarding prepared packet, which included: self-evaluation, 2018 statistics, 2018 budget, 2018 trust fund, updated goals and outcomes and staff survey.

The Director left the meeting.

The committee discussed the director's evaluation and using the competency criteria, assigned ratings and comments.

ADJOURNMENT

Motion to adjourn by Sarnecki, second by Erickson. Committee meeting ended at 5:55.

Respectfully submitted,

Beth Irish

CIRCULATION		FEB 2019	Feb 2018	Feb 2017	% CHANGE 2019 - 2017	% CHANGE 2019 - 2018	% CHANGE 2018 - 2017	YTD 2019	YTD 2018	YTD 2017	% CHANGE 2019 - 2017	% CHANGE 2019 - 2018	% CHANGE 2018 - 2017
Books	Adult	12,934	12,820	13,360	-3%	1%	-4%	26,860	26,858	27,067	-1%	0%	-1%
	Teen	1,234	1,453	1,685	-27%	-15%	-14%	2,857	2,974	3,410	-16%	-4%	-13%
	Youth	17,974	20,090	20,725	-13%	-11%	-3%	36,956	40,654	40,020	-8%	-9%	2%
Audio Books	Adult	1,061	1,128	1,285	-17%	-6%	-12%	2,243	2,408	2,634	-15%	-7%	-9%
	Teen	41	39	117	-65%	5%	-67%	75	75	181	-59%	0%	-59%
	Youth	430	467	462	-7%	-8%	1%	904	1,014	904	0%	-11%	12%
DVDs	Adult	15,646	17,625	20,063	-22%	-11%	-12%	33,459	37,659	40,927	-18%	-11%	-8%
	Teen	7	935	1,297	-99%	-99%	-28%	9	2,035	2,692	-100%	-100%	-24%
	Youth	4,155	4,279	5,100	-19%	-3%	230%	8,903	9,041	10,368	-14%	-2%	-13%
Music CDs	Adult	1,614	2,286	3,310	-51%	-29%	-31%	3,459	5,196	6,359	-46%	-33%	-18%
	Teen	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
	Youth	235	290	518	-55%	-19%	-44%	468	616	955	-51%	-24%	-35%
Digital Books	Adult	525	530	544	-3%	-1%	-3%	1,140	1,097	1,094	4%	4%	0%
	Teen	18	13	42	-57%	38%	-69%	41	34	61	-33%	21%	-44%
	Youth	207	150	141	47%	38%	6%	417	291	273	53%	43%	7%
Magazines	Adult	1,747	1,901	1,680	4%	-8%	13%	3,613	3,913	3,855	-6%	-8%	2%
	Teen	32	48	33	-3%	-33%	45%	76	99	57	33%	-23%	74%
	Youth	93	85	80	16%	9%	6%	160	189	203	-21%	-15%	-7%
Other (games, kits)	Adult	273	195	122	124%	40%	60%	566	439	268	111%	29%	64%
	Teen	0	1	1	-100%	-100%	0%	3	1	4	-25%	200%	-75%
	Youth	243	320	234	4%	-24%	37%	449	638	409	10%	-30%	56%
Physical Materials Subtotal	58,469	64,655	70,799	-17%	-10%	-9%	122,658	135,231	141,741	-13%	-9%	-5%	
Electronic Circulation													
Audiobooks		2,582	2,057	1,434	80%	26%	43%	5,235	4,352	3,064	71%	20%	42%
eBooks		3,613	3,667	2,468	46%	-1%	49%	7,723	7,384	5,642	37%	5%	31%
Video		12	3	17	-29%	300%	-82%	29	10	31	-6%	190%	-68%
Electronic Materials Subtotal		6,207	5,727	3,919	58%	8%	46%	12,987	11,746	8,737	49%	11%	34%
TOTAL CIRCULATION		64,676	70,382	74,718	-13%	-8%	-6%	135,645	146,977	150,478	-10%	-8%	-2%
WEBSITE & COMPUTER USAGE													
WiFi distinct clients*		2,843	2,896	2,601	9%	-2%	11%	6,112	6,112	5,320	15%	0%	15%
Pharos usage		1,372	1,861	2,017	-32%	-26%	-8%	2,849	3,934	3,943	-28%	-28%	0%
Internet usage/number of hours		948	1,321	1,453	-35%	-28%	-9%	2,041	2,782	2,874	-29%	-27%	-3%
Website sessions		13,342	10,673	15,711	-15%	25%	-32%	27,964	25,110	33,237	-16%	11%	-24%
Daily average WiFi users		231											

QUESTIONS ANSWERED	FEB 2019	FEB 2018	FEB 2017	% CHANGE 2019 - 2017	% CHANGE 2019 - 2018	% CHANGE 2018 - 2017	YTD 2019	YTD 2018	YTD 2017	% CHANGE 2019 - 2017	% CHANGE 2019 - 2018	% CHANGE 2018 - 2017
Adult Dept.												
Reference	2,755	3,107	3,373	-18%	-11%	-8%	5,887	6,413	6,646	-11%	-8%	-4%
Directional/Rule/Policy	1,687	1,828	1,363	24%	-8%	34%	3,729	3,854	2,687	39%	-3%	43%
Circulation Dept.												
Reference	480	839	584	-18%	-43%	44%	1,078	1,611	1,110	-3%	-33%	45%
Directional/Rule/Policy	3,299	3,638	3,345	-1%	-9%	9%	6,551	7,696	6,782	-3%	-15%	13%
Youth Dept.												
Reference	807	850	1,224	-34%	-5%	-31%	1,688	1,893	2,375	-29%	-11%	-20%
Directional/Rule/Policy	382	491	812	-53%	-22%	-40%	895	993	1,434	-38%	-10%	-31%
TOTAL REFERENCE	4,042	4,796	5,181	-22%	-16%	-7%	8,653	9,917	10,131	-15%	-13%	-2%

MISCELLANEOUS

Book Club-to-Go Kits	16	19	14	14%	-16%	36%	37	39	34	9%	-5%	15%
Bookshuttle Bags	27	29	25	8%	-7%	16%	28	31	26	8%	-10%	19%
Customer Count	12,739	21,244	23,842	-47%	-40%	-11%	28,342	45,766	47,325	-40%	-38%	-3%
SelfCheck % of Checkout	49%	50%	54%	-10%	-2%	-8%	49%	51%	54%	-9%	-2%	-6%
Teacher Packs	18	26	24	-25%	-31%	8%	48	52	47	2%	-8%	11%
Volunteer Hours Worked	309	414	481	-36%	-25%	-14%	725	904.75	923	-21%	-20%	-2%
Meeting Rooms	350	402	389	-10%	-13%	3%	784	858	724	8%	-9%	19%

RECEIPTS

Fines & Misc. Fees	\$1,275	\$1,476	\$3,919	-67%	-14%	-62%	\$3,207	\$3,302	\$5,033	-36%	-3%	-34%
Copier/Printer Fees	\$1,334	\$1,104	\$1,452	-8%	21%	-24%	\$2,671	\$2,495	\$2,292	16%	7%	9%
Lost/Damaged Fees	\$348	\$193	\$1,196	-71%	80%	-84%	\$717	\$556	\$1,433	-50%	29%	-61%
Sale of Property	\$0	0.00	\$0	#DIV/0!	#DIV/0!	#DIV/0!	\$0	\$0	\$0	#DIV/0!	#DIV/0!	#DIV/0!
Coffee	\$141	\$139	\$142	-1%	1%	-2%	\$322	\$313	\$273	18%	3%	15%
Snacks, beverages	\$165	\$178	\$308	-46%	-7%	-42%	\$450	\$348	\$433	4%	29%	-20%
Collection Agency Fees	\$80	\$96	\$388	-79%	-17%	-75%	\$201	\$211	\$474	-58%	-5%	-55%
Winnebago Co. Major Facility	\$0	0.00	\$0	#DIV/0!	#DIV/0!	#DIV/0!	\$0	\$0	\$0	#DIV/0!	#DIV/0!	#DIV/0!
Winnebago Co. Operations	\$0	0.00	\$0	#DIV/0!	#DIV/0!	#DIV/0!	\$0	\$0	\$0	#DIV/0!	#DIV/0!	#DIV/0!
Other Counties	\$0	1,072.00	\$0	#DIV/0!	-100%	#DIV/0!	\$0	\$1,072	\$0	#DIV/0!	-100%	#DIV/0!
TOTAL	\$3,342	\$4,258	\$7,404	-55%	-22%	-42%	\$7,567	\$8,298	\$9,938	-24%	-9%	-17%

PROGRAMS	FEB 2019	FEB 2018	FEB 2017	% CHANGE 2019 - 2017	% CHANGE 2019 - 2018	% CHANGE 2018 - 2017	YTD 2019	YTD 2018	YTD 2017	% CHANGE 2019 - 2017	% CHANGE 2019 - 2018	% CHANGE 2018 - 2017
Programs given												
Adult (Ages 19+)	30	25	26	15%	20%	-4%	58	58	50	16%	0%	16%
Young Adult (Ages 12-18)	2	3	6	-67%	-33%	-50%	6	8	10	-40%	-25%	-20%
Youth (ages 0-11)	47	52	53	-11%	-10%	-2%	93	122	97	-4%	-24%	26%
TOTAL	79	80	85	-7%	-1%	-6%	157	188	157	0%	-16%	20%
Program attendance												
Adult (Ages 19+)	562	596	739	-24%	-6%	-19%	1,247	1,602	1,501	-17%	-22%	7%
Young Adult (Ages 12-18)	21	174	188	-89%	-88%	-7%	251	333	344	-27%	-25%	-3%
Youth (ages 0-11)	1,750	1,651	2,351	-26%	6%	-30%	3,188	3,525	3,712	-14%	-10%	-5%
TOTAL	2,333	2,421	3,278	-29%	-4%	-26%	4,686	5,460	5,557	-16%	-14%	-2%

Program	Topic/Title/Presentation	Date	Attendees
Adult			
Fitness Friday		2/1/2019	4
First Friday Concert	Jeff Pockat	2/1/2019	31
Dungeons and Dragons		2/3/2019	5
Adult Afternoon Program	The Miracles of Feng Shui	2/4/2019	26
Tuesday Night Movie	Goosebumps	2/5/2019	51
Kneenah Knits		2/6/2019	4
Medicare		2/6/2019	26
Dungeons and Dragons		2/10/2019	2
Monday Matinee	Mission Impossible: Fallout	2/11/2019	16
Short Story Night		2/11/2019	40
Fitness Friday		2/15/2019	10
Dungeons and Dragons		2/17/2019	5
Sunday Concert Series	Mal-O-Dua	2/17/2019	67
Tuesday Night Movie	Johnny English Strikes Again	2/19/2019	17
Genealogy	Genealogy Research Group	2/19/2019	4
Kneenah Knits		2/20/2019	6
DIY Design Workshop	Paper Flowers	2/20/2019	6
Outreach: Mercy House	History of the Westminster Dog Show	2/21/2019	9
History Program	Wisconsin Maps: Stories They Tell	2/21/2019	72
MMBK-Morning	Story of Arthur Truluv	2/25/2019	9
Google Drive		2/25/2019	6
Suburban Homesteading	Solar Energy	2/25/2019	18
Rules of the Road for Investing		2/27/2019	5
Chess		2/14; 2/21;	71
Ukulele group class		2/21; 2/28	28
Ukulele open jam		2/21; 2/28	24

		TOTAL	562
Young Adult			
Library Visit	Shattuck	2/13/2019	9
Outreach	Lakeside Packaging	2/27/2019	12
		TOTAL	21
Youth			
Outreach	A Child's Imagination	2/1/2019	34
Library Program	Legos in the Library	2/3/2019	37
Library Program	Messy Mondays	2/4/2019	43
Library Program	Footloose Fridays	2/8/2019	67
Library Program	Pooches and Pages	2/9/2019	3
Library Program	4K Family Day	2/9/2019	160
Library Visit	YMCA 4K	2/11/2019	29
Outreach	Headstart AM & PM	2/14/2019	40
Outreach	Lake Edge	2/14/2019	43
Library Program	After-hours Campout	2/15/2019	60
Library Program	Legos in the Library	2/17/2019	17
Library Visit	Trinity Lutheran	2/20/2019	15
Library Program	Footloose Fridays	2/22/2019	86
Outreach	YMCA	2/22/2019	60
Outreach	KinderCare	2/25/2019	19
Outreach	A Child's Imagination	2/28/2019	32
Library Visit	Homeschool Friends	2/28/2019	14
Storytimes	30 storytimes	Various	991
		TOTAL	1,750

Reports & Recommendations

7. Director's report

- a. Meetings/Events/Information
 - Weekly: Monday morning briefings
 - Weekly: Library department heads
 - Weekly: Assistant director
 - 02-21 Meeting with architect and designer
 - 03-04 NJSD Youth Art reception (at the Library)
 - 03-06 Finance & Personnel Committee meeting
 - 03-07 Friends of the Library annual meeting
 - 03-08 Winnefox Technology Executive Committee meeting
 - 03-09 AAUW Tech Savvy conference (panel presenter – UW Fox Valley)
 - 03-13 Adult Services meeting
 - 03-13 Neenah Arts Council
 - 03-19 Tuesday Club (presenter - Brigade)
 - I will be out of the office from March 28 – April 2
- 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. **Carry-forward funds – correction**
There is an adjustment/correction to the 2019 carry-forward funds. The director will have information at the Board meeting.
Information item.
- c. **Water Bottle Refilling station**
Staff have suggested installing a water bottle refilling station to encourage the move away from disposable, single-use plastic bottles. The station would be located on the second floor next to the restrooms. (To replace the single drinking fountain currently located there.)
Recommendation: Approve the use of Carry-forward funds to purchase and install a bottle refilling station at a cost of \$2,500.
- d. **Hot water dispenser**
Staff currently use a tea kettle or microwave to heat water for coffee, teas, etc. They are interested in an instant hot water dispenser, which is installed directly on the sink and would dispense hot water on demand. It would be a much-used, much-appreciated addition to the staff kitchen.
Recommendation: Approve the use of Carry-forward funds to purchase and install a hot water dispenser at a cost of \$1,500.

- e. **Policy revision: Public Internet Policy** (draft attached; revision available at the meeting)
The revised policy is being reviewed by Assistant City Attorney VandenHeuvel and will be available at the meeting.

Recommendation: Approve the Public Internet Policy.

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: April 17, 2019, 4:00 p.m. in the Carpenter Conference Room.

12. Closed session as provided for in 19.85 (1) (c) Wisconsin Statutes to consider the performance and compensation of the library director.

13. Adjournment

Public Internet Policy – DRAFT REVISION

Introduction

All users of the Internet shall use it in a responsible, safe, and appropriate manner, consistent with the educational, recreational, social, business, and informational purposes for which it is provided. These regulations apply to any device, including personal devices, connected to the Internet via the Library's Internet connections, including the Library's WiFi.

Minor, in this policy, is defined as a child under 18 years of age.

Prohibited Uses

- Viewing, sending, receiving, printing, distributing, or displaying visual depictions that are obscene.
- Viewing, sending, receiving, printing, distributing, or displaying visual depictions that are pornographic.
- If a minor; or in the presence of minors; or in communicating with minors: viewing, sending, receiving, printing, distributing, or displaying visual depictions that are harmful to minors.
- Misrepresenting oneself, for fraudulent or illegal purposes, as another user.
- Unauthorized attempts to modify or gain access to files, passwords, or data belonging to others.
- Transmitting threatening or harassing material.
- Engaging in any activity that is deliberately offensive or creates an intimidating or hostile environment.
- Dissemination of an adult's personal identification information without the adult's permission.
Dissemination of a minor's personal identification information without the minor's parent's or guardian's permission.
- Altering, modifying, hacking, etc. data, software, hardware, network, system, or database.
- Illegal use of copyrighted or licensed material.
- On Library computers, using software not installed by the Library.

Cautions

- Information on the Internet may be false or misleading; information found on the Internet cannot always be trusted. Users should carefully evaluate the truthfulness and the quality of information found on the Internet.
- Adults should be cautious when giving personal identification information; children should not do so without a parent's or guardian's permission.
- Be alert to phishing schemes, scams, etc., and attempts by others to gain access to personal user names, passwords, financial data, account information, etc.
- The Library assumes no liability for any loss or damage to customer's data or equipment or any other injury that may occur from the individual's use of the Library's Internet or computer services.

Filtering

- The Library Board has chosen to filter public use Internet computers.
- Youth department computers, located on the first floor, are filtered for content suitable for children. Filtered categories include gambling, pornography, obscenity, hate groups, illegal activities, etc. Staff also set guidelines for usage and have the ability to make rules limiting access to some sites, e.g., those that portray violence, first-person shooter games, etc. as appropriate. These computers are to be used by:
 - children under age 13

- a parent or guardian with young child(ren) present
- (infrequently) a child aged 13-15 whose parent or guardian has restricted the child's Internet privileges to the Youth Department.
- Adult department computers, located on the second floor, are filtered for obscenity and pornography. They are to be used by patrons aged 13 and over, except for patrons aged 13-15 who are restricted by a parent or guardian. Library staff cannot enforce restrictions by parents or guardians placed on children aged 16 and over.
- No filter is 100% effective in that there is both under-filtering (some sites that should be blocked get through) and over-filtering (some sites that should not get blocked are blocked). Patrons who believe that a site falls in either category should inform desk staff, who will attempt to rectify the situation. Because the filtering is done off-site, a remedy may not be immediate.
- Because of the inherent imperfections of filters, a parent or guardian who wishes to completely control what a child sees on the Internet must be with that child when the child uses the Internet.

Internet use by children under age 16

Children under the age of 16 should have parental permission to use the Internet. Parents or guardians are responsible for what their children read or see on the Internet.

It is not possible for Library staff to control information children may locate on the Internet. Just as the Library does not vouch for or endorse viewpoints of written or AV material in its collections, it does not do so for the Internet. The Library's Materials Selection Policy does not apply to the Internet.

Notice to children

All children:

- Must follow the rules in this policy.
- Should be very careful when using e-mail, instant messaging, social media, and any other form of electronic communication.
- Should not use their real names.
- Must not give out their address, telephone number, city or area in which they live, school they attend, etc., to any person on the Internet without a parent's or guardian's permission.
- Must not agree to meet with anyone contacted over the Internet without a parent or guardian present.
- Must not disclose personal identification information of any other person.

Staff monitoring

Library staff have the right to monitor Internet use for compliance with this policy.

Penalty for misuse

Misuse of the Internet will result in consequences such as suspension of access, permanent termination of access, expulsion from the Library.

04.16.03/09.15.04/04.15.09