

Neenah Public Library Board of Trustees Meeting

Wednesday, April 19, 2017 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 – March 15, 2017 2 - 3 Action item
5. Library statistical reports 4 - 6 Information item
6. Bills for consideration Handout Action item
7. Director’s report 7 Information item
8. Business for consideration 7+
 - a. Monthly financial reports from Finance Department Information item
 - b. Trust Fund report from Finance Department Information item
 - c. Act 420 payments Action item
 - d. Amendment to Displays, Handouts, Notices, etc. policy Action item
 - e. Meeting Room policy – first draft Discussion item
 - f. Survey update Discussion item
 - g. Incidents Information item
 - h. Electric usage Information item
 - i. Exemplary Performance Awards – City/Library staff 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, May 17, 2017 at 4:00 p.m.
12. Adjournment

Inspiring ideas ♦ Enriching lives ♦ Creating community ♦ Celebrating literacy

Everyone is welcome to attend Library Board meetings. The Neenah Public Library is handicapped accessible. If special accommodations are needed due to a disability, please contact the library administrative office at 920-886-6301 at least 24 hours in advance of the meeting.

Neenah Public Library Board of Trustee Meeting Minutes – March 15, 2017

Call to Order

With Fieldhack 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: Randy Fieldhack (president), Jan Sarnecki (vice president), Carol Codner (chair, Finance & Personnel Committee), Tom Widener, Merry Whipple, Tami Erickson (Aldermanic representative), and Cassidy Kempainen (teen representative). Members excused: Patricia Rickman, Lisa Hemes and Tim Kachur (Neenah Joint School District Representative).

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

Public questions & comments

None.

Minutes

On motion of Whipple, seconded by Codner, the Board approved the minutes of the Library Board meeting of February 15, 2017.

Statistical Report

Raab reported a correction: youth checked out 337 kits and adults 20 kits. Beginning with the April statistics, the Youth, Teen, and Adult circulation will be reported separately.

Bills for Consideration

On motion of Sarnecki, seconded by Whipple, the Board unanimously approved payment of the March bills.

Director's Report

Library Legislative Day was productive. Staff and Widener met with Senator Roger Roth and Representative Mike Rohrkaste. Public Information Officer training was informative and useful.

Department Reports

Circulation Services: Britten received positive feedback from staff about the annual all-staff in-service held in February.

Youth Services: Wulff reported on a community helper birthday party hosted at the library. The library has added play & learn totes with new themes, i.e., coding, diversity. This year's spring break programming will be held at 1:00 p.m. daily, March 27 - March 31. The library is beginning discussions with the school district about becoming a summer lunch distribution site for children.

Adult & Technical Services: Hardina-Wilhelm overheard a patron exclaim our lucky day collection is better than Redbox. Adult Services Librarian, Mike Thomas, hosted a successful after-hours genealogy lock-in. Adult Services is distributing program surveys to gauge a program's success and to discover how patrons are hearing about our programs.

Annual Report

On motion of Whipple, seconded by Sarnecki, the Board unanimously approved the annual report and accepted the statement Winnefox Library System "did provide effective leadership and adequately meet the needs of the library." The signed copy of the annual report along will be sent to the State.

Request for reconsideration

Board members received a letter from a patron requesting the reconsideration of the film, ABCs of Death. The director detailed the history of the complaint, how the film came to be purchased, the film's reviews, and the checkout/circulation of the films. The Board reviewed the current Materials Selection policy. In particular, the Board discussed several tenets of the policy: The library's role in the free exchange of ideas; the library's responsiveness to community requests; the responsibility to purchase a variety of materials, including those that are considered unorthodox; and that materials shall not be removed from the collection simply because they are controversial. The Board further discussed the differences between censorship of materials and the merits of fair warning. It was noted that although the film was not rated by the Motion Picture Association of America, it was rated by the British Board of Film Classification, by Canadian provincial classification boards, and by the Australian Classification. The Board concluded that staff had acted appropriately in following policy and procedure. After careful consideration, on motion of Irish, seconded by Sarnecki, the Board unanimously approved to retain the films, ABCs of Death and ABCs of Death 2 and to affix an R-rated label to copies of the DVDs.

Displays policy amendment

The discussion of the amendment to the policy was postponed to a future meeting.

Survey Update

As of March 14, over 700 online library surveys have been completed. Paper copies are also being collected.

Community postings

Whipple discussed the role the library has in providing community information, e.g., minutes and agendas from local organizations and governments. As many organizations are now paperless, the information can be difficult for individuals without computer access to obtain. Staff will post a sign on the community bulletin board directing patrons to ask at the second floor Reference desk for assistance in locating government and school board meeting minutes and agendas.

Kemppainen and Erickson left the meeting at 5:33 pm.

WALS update

Widener provided an update to the Winnefox Board of Trustees meetings regarding the WALS fees.

Whipple left the meeting at 5:47 p.m.

4th Annual Procees Poetry Prize

Irish provided a reminder of this year's Procees Poetry Prize. Students may submit poems for consideration to their school or at the library through April. Winners will be notified in June and the awards ceremony will take place in September.

Next regularly scheduled meeting

Wednesday, April 19, 2017 at 4:00 p.m.

Adjournment

On motion of Sarnecki, seconded by Codner, the board adjourned at 5:54 p.m.

CIRCULATION		MAR 2017	MAR 2016	% CHANGE	YTD 2017	YTD 2016	% CHANGE
Books	Adult	14,860	14,153	5%	43,634	40,973	6%
	Teen	1,893			5,303		#DIV/0!
	Youth	25,235	23,212	9%	65,255	68,580	-5%
Audio Books	Adult	1,430	1,425	0%	4,064	4,178	-3%
	Teen	89			270		#DIV/0!
	Youth	479	610	-21%	1,383	1,639	-16%
DVDs	Adult	22,307	22,187	1%	66,198	63,073	5%
	Teen	1,677			4,369		#DIV/0!
	Youth	6,229	8,004	-22%	16,597	22,717	-27%
CDs	Adult	3,481	3,152	10%	9,870	9,776	1%
	Teen	2			2		#DIV/0!
	Youth	556	523	#REF!	1,511	1,430	6%
Digital Books	Adult	616	712	-13%	1,710	1,458	17%
	Teen	32			93		#DIV/0!
	Youth	205	144	#REF!	478	332	44%
Magazines	Adult	2,489	2,360	5%	6,344	6,643	-5%
	Teen	28			85		#DIV/0!
	Youth	89	160	#REF!	292	463	-37%
Other (games, kits)	Adult	140	315	-56%	408	542	-25%
	Teen	5			9		#DIV/0!
	Youth	298	12	#REF!	707	402	76%
Physical Materials Subtotal		82,140	76,969	7%	228,582	222,206	3%
Electronic Circulation							
	Audiobooks	1,739	1,186	47%	4,803	3,845	25%
	eBooks	3,035	2,723	11%	8,677	8,438	3%
	Video	13	6	117%	44	19	132%
	Electronic Materials Subtotal	4,787	3,915	22%	13,524	12,302	10%
TOTAL CIRCULATION		86,927	80,884	7%	242,106	234,508	3%
WEBSITE & COMPUTER USAGE		MAR 2017	MAR 2016	% CHANGE	YTD 2017	YTD 2016	% CHANGE
	WiFi distinct clients*	2,946	1,887	56%	8,266	2,819	193%
	Pharos usage	2,177	2,469	-12%	6,120	7,057	-13%
	Internet usage/number of hours	1,577	1,799	-12%	4,451	5,081	-12%
	Website sessions	17,164	17,140	0%	50,401	34,158	48%

*daily average of 234 clients

QUESTIONS ANSWERED	MAR 2017	MAR 2016	% CHANGE	YTD 2017	YTD 2016	% CHANGE
Adult Dept.						
Reference/Research	3641	3,950	-8%	10287	11,893	-14%
Directional/Rule/Policy	1173	1,182	-1%	3860	3,418	13%
Circulation Dept.						
Reference/Research	173	575	-70%	1283	1,777	-28%
Directional/Rule/Policy	941	2,335	-60%	7723	7,048	10%
Youth Dept.						
Reference/Research	1416	1,230	15%	3791	3,260	16%
Directional/Rule/Policy	721	623	16%	2155	1,401	54%
TOTAL REFERENCE	5230	5,755	-9%	15361	16,930	-9%

MISCELLANEOUS	MAR 2017	MAR 2016	% CHANGE	YTD 2017	YTD 2016	% CHANGE
Book Club-to-Go Kits	16	16	0%	50	32	56%
Bookshuttle Bags	1	0	#DIV/0!	27	22	23%
Customer Count	26540.5	24,059	10%	73865	72,615	2%
SelfCheck % of Checkout	52%	57%	-10%	52%	57%	-9%
Teacher Packs	27	14	93%	74	54	37%
Volunteer Hours Worked	537	621	-14%	1460.25	1,717	-15%

RECEIPTS	MAR 2017	MAR 2016	% CHANGE	YTD 2017	YTD 2016	% CHANGE
Fines & Misc. Fees	\$1,794	\$1,452	24%	\$6,828	\$5,097	34%
Copier/Printer Fees	\$1,528	\$933	64%	\$3,820	\$3,133	22%
Lost/Damaged Fees	\$248	\$253	-2%	\$1,680	\$953	76%
Sale of Property	\$0	\$5	-100%	\$0	\$5	-100%
Coffee Sales	\$154	\$111	38%	\$426	\$417	2%
Beverages & snacks	\$220	\$103	114%	\$653	\$317	106%
Collection Agency Fees	\$92	\$164	-44%	\$565	\$416	36%
Winnebago Co. Major Facility	\$27,127	\$26,054	4%	\$27,127	\$26,054	4%
Winnebago Co. Operations	\$189,211	\$178,212	6%	\$189,211	\$178,212	6%
Calumet Co., Fond du Lac Co.	\$0	\$15,155	-100%	\$0	\$15,155	-100%
TOTAL	\$220,373	\$222,441	-1%	\$230,310	\$229,759	0%

PROGRAMS	MAR 2017	MAR 2016	% CHANGE	YTD 2017	YTD 2016	% CHANGE
Programs given						
Adult (Ages 19+)	23	25	-8%	73	61	20%
Young Adult (Ages 12-18)	2	12	-83%	12	27	-56%
Youth (ages 0-11)	62	63	-2%	159	160	-1%
TOTAL	87	100	-13%	244	248	-2%
Program attendance						
Adult (Ages 19+)	802	775	3%	2,303	1,852	24%
Young Adult (Ages 12-18)	44	113	-61%	388	467	-17%
Youth (ages 0-11)	2,519	2,922	-14%	6,231	6,688	-7%
TOTAL	3,365	3,810	-12%	8,922	9,007	-1%

Program	Topic/Title/Presentation	Date	Attendees
Adult			
Kneenah Knits		3/1/2017	1
Ukulele group class		3/2/2017	42
First Friday Concert	Steven Paul Spears & Lawrence Uni Students	3/3/2017	47
Fitness Friday	yoga	3/3/2017	4
Adult Afternoon Program	India: Land of Contrasts and Contradictions	3/6/2017	37
Tuesday Night Movie	Moana	3/7/2017	131
Chess		3/7/2017	20
Stellar Blue	Cloud Computing	3/9/2017	17
Coloring with the Classics		3/9/2017	13
Ukulele group class		3/9/2017	47
Genealogy	Genealogy Lock-in	3/10/2017	20
Suburban Homesteading	Basics of Starting Seeds Indoors	3/13/2017	30
Monday Matinee	The Girl on the Train	3/13/2017	33
Tech Talk Tuesday	Guide to Shopping Online	3/14/2017	3
Kneenah Knits		3/15/2017	3
History Program	Sweet Collaborators: The Galloway Company & Ne	3/16/2017	187
Fitness Friday	strength and balance	3/17/2017	7
Sunday Concert	Stuck on Blue	3/19/2017	63
Memory Cafe	Ageless Grace	3/20/2017	26
Outreach: Assissi	History of Neenah through Historical Photos	3/21/2017	7
Tuesday Night Movie	Dr. Strange	3/21/2017	27
Senior Smart	Safe Travel Tips	3/24/2017	12
MMBK	Girl at war	3/27/2017	25
	TOTAL		802
Young Adult			
Outreach	Lakeside Packaging Plus	3/22/2017	16
Library Visit	Shattuck CD	3/21/2017	28
	TOTAL		44
Youth			
Outreach	Coolidge School	3/1/2017	369
Outreach	Child's Imagination	3/1/2017	37
Outreach	Early Learning Center	3/2/2017	37
Library Program	LEGOS	3/5/2017	42
Library Program	Messy Monday	3/6/2017	61
Outreach	YMCA Preschool Storytime	3/9/2017	38
Library Program	Footloose Friday	3/10/2017	70
Library Program	Washington Early Learning	3/10/2017	32
Library Program	Pooches and Pages	3/11/2017	14
Outreach	Headstart	3/16/2017	36
Library Visit	Trinity 3rd Grade	3/16/2017	10
Library Program	LEGOS	3/19/2017	32
Library Program	No School Movie: <i>Moana</i>	3/24/2017	32
Library Program	Junk Factory: Break It Up	3/27/2017	85
Library Program	Invitation to Make a Book	3/28/2017	90
Library Program	Heckrodt Nature Center	3/29/2017	86
Library Program	Scavenger Hunt	3/30/2017	62
Library Program	Henna	3/30/2017	35
Library Program	Block Party	3/31/2017	35
Storytimes	Various		1316
	TOTAL		2519
	MAR 2017	YTD 2017	
Drop-in Youth	1036	3108	
Drop-in Adult	293	774	

*Drop-in includes puzzles, puppet theater, chess & other games, etc.

Reports & Recommendations

7. Director's report

- a. Meetings/Events
 - Weekly: Monday morning briefings
 - Weekly: Library department heads
 - Weekly: Assistant director
 - 03-21: All WALs meeting
 - 03-22: Emergency Operations Center exercise
 - 03-31: Friends of the Library meeting
 - 04-05: DPI Public Library Standards revision summit
 - 04-07: Friends of the Library annual meeting
 - 04-13: Winnebago County Library Advisory Council meeting
 - 04-18: Appointment to the Neenah Arts Council (Council meeting)
- b. New partnerships: Brookdale Senior Living, Pacesetters (running club), and Friendship Place
- c. Report from Circulation Services
- d. Report from Youth Services
- e. Report from Adult Services and Technical Services
- f. Associated Bank will be at the June 21, 2017 meeting to discuss the Library Board's investments.

8. Business for consideration

- a. **Monthly financial reports from Finance department** (handouts at meeting)
Information item.
- b. **Quarterly Trust reports from finance companies** (handouts at meeting)
Information item.
- c. **Act 420 Payments**

Each year the Library Board decides whether to bill (or not) other counties that do not directly support a library in their own community, for the use of our library. There is an agreement to not bill between Winnebago and Outagamie Waupaca Library System libraries. Billing for small amounts is discouraged. Over the last several years, the Board has approved billing Calumet and, at times, Fond du Lac and Waushara counties. Calumet: \$21,193; Fond du Lac: \$1,072; Waushara: \$655; Green Lake: \$163.

Recommendation: Approve the billing of other counties for their residents' use of Neenah Public Library.
- d. **Amendment to the "Displays" Policy**

The Board approved the change to the "Displays, Handouts, etc." policy at the February Board meeting. However, there is also a separate "Signage" policy, which could be incorporated into the Displays policy.

Current Sign policy:
**"Signs – Outdoor
Library's electronic sign**

The library's electronic sign shall only be used to advertise or promote events sponsored or co-sponsored by the library.

Other outdoor signs

Except for signs posted by utilities, no non-library sign may be placed or posted on library grounds, the library building, or any other object on library property.

05.16.0”

Proposed addition to the Displays policy:

“Signs

The library’s signage (outdoor electronic sign, digital sign, etc.) shall be used to advertise or promote events sponsored or co-sponsored by the library. No non-library sign may be placed or posted on library grounds, on the library building, or on library property, with the exception of signage posted by utilities and signage posted by staff in a designated space. Other events and announcements may be publicized at the director’s discretion.”

Recommendation: Approve the amendment to the Displays policy.

e. Meeting Room Policy – First draft (attached)

Discussion item.

f. Survey update

The survey closed on March 31. Over 1,000 surveys were taken. Quantitative results are attached. Comments from respondents were overwhelmingly positive and complimentary of library staff and library operations. Some recurring themes: parking issues, requests for additional open hours, desire for more adult programming, requests for additional evening & weekend programming for children and programming for teens, noise concerns, requests for remote book drops (for returning materials).

Information item.

g. Recent incidents on library property

On Monday, March 27, a young man fell into the river behind the library. Passers-by pulled him out and brought him into the library, where he was assisted by paramedic who rescued him, Gold Cross, Neenah Menasha Fire Rescue, and library staff. Library staff handled the situation competently and calmly.

A claim was filed against the City (Library) for an injury that was reported by the parent to have taken place in the Youth Department. Youth staff were not notified of the incident until the following day. Per customary procedures, the City Attorney and the Clerk’s Office are handling the claim.

Information item.

h. Graph: Electric usage through March 2017 (handouts at meeting)

Information item.

i. City Staff Awards Ceremony: May 17, 2017, Council Chambers, 7:00 p.m.

Exemplary Performance Awards: Jodi Schultz, for her assistance in managing the Youth Department in Katrina’s absence; Richie Zaborowske, for the 3d printer project as well as other innovative programming for adults. Library Board members are invited to attend.

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: May 17, 2017, 4:00 p.m. in the Carpenter Conference Room.

12. Adjournment.

Meeting Room Policy - PROPOSED

Introduction

The Neenah Public Library welcomes public use of the meeting rooms.

Availability and Use

Meeting rooms are available as a free public service to the community on an equitable basis regardless of the beliefs and affiliations of the individual or group. Rooms are available during open hours.

Meeting rooms may be used for club events, classes, home schooling events, religious services, business meetings, candidate forums, listening sessions, legal negotiations, recitals, studying, group projects, etc. Rooms may not be used for commercial events where a fee is charged or where products, services, or memberships are advertised, solicited, or sold. (Library-sponsored and co-sponsored performers may sell merchandise related to their performance.) Classes offered by non-profit educational institutions and organizations may charge a class fee. Events that are disruptive of normal library operations are not permitted.

The library director has the authority to issue reasonable meeting room rules and to revoke permission for use of the rooms if policy and rules are not followed. The library reserves the right to enter meeting rooms as needed to ensure adherence to policy and rules. Violations of policy and rules may result in revocation or suspension of meeting room privileges.

Guidelines

- Individuals and groups using a meeting room must follow the Code of Conduct Policy.
- Groups are responsible for compliance with the Americans with Disabilities Act provisions.
- Groups are responsible for ensuring that attendance does not exceed posted occupancy limits.
- Individuals and groups using a meeting room are responsible for set-up and for tidying the room prior to leaving. If staff must provide more than reasonable clean-up, a \$25 fee will be charged.
- Windows must remain uncovered. Hanging, tacking, and posting items on meeting room walls is not permitted.
- Staff reserve the right to transfer an individual or group to another meeting room.
- Rooms will be held for 15 minutes. After that time, the room will be made available to others.
- Refreshments and meals may be served. Cooking is prohibited. (Cooking is permitted at library-sponsored events.)
- Alcohol use is prohibited.

Liability

Individuals and groups who use a meeting room are responsible for loss or damage to persons or property of individuals who attend and for any damages to the room and/or equipment resulting from negligence or willful misconduct. The library is not responsible for items left in meeting rooms.

Endorsement

The library provides meeting rooms as a community service and the use of a room does not constitute library endorsement of the viewpoints expressed by presenters or participants. Anyone using a room shall not publicize the event in any way that implies that it is sponsored, co-sponsored, endorsed, or approved by the library unless permission has been granted in advance by the library director or designate.

Piano

The library has a Boston GP-193 6'4" Black Satin Grand Piano. It is used for concerts, recitals, and other programs.

Regulations

1. The piano must be reserved for use. It must be used in the Shattuck Community Room.
2. The piano must be covered when not in use. Nothing may be placed on top of the piano.
3. The piano may only be moved by library personnel. It may not be moved with the lid up.
4. No food or beverages are allowed on or near the piano.
5. Any group or individual damaging the piano in any way is liable for the cost of repairs.
6. If a musician, piano teacher, etc., requests tuning for a program, the library will employ its regular tuner/technician and the requestor will compensate the library for the tuning.
7. Professional musicians may practice on the piano prior a concert. In general, the piano is not available for practice or lessons.
8. Persons not following these regulations may be denied access to the piano by the library director.

Piano Maintenance

Tunings and piano maintenance and repair shall be paid for from the general trust fund or by donors. Donations for piano maintenance are welcome.

Current Meeting Room Policy

Introduction

The library provides meeting rooms for community use as a free public service.

Allowed uses (not inclusive)

1. Non-commercial events or meetings, unless prohibited, below.
2. Business meetings.
3. Not-for-profit or tax-supported organization's classes.
4. Religious events (including services).
5. Recitals (piano, voice, etc.).
6. Political meetings or events.
7. Legal negotiations, proceedings, conflict resolutions, etc.
8. Not-for-profit fundraising events.
9. Tutoring (fee or free).

Prohibited uses

1. Commercial events where products, services, memberships, etc. are advertised, solicited, or sold.
2. Purely social events, e.g., parties, receptions, showers, etc.
3. For-profit organization's classes.
4. Gambling, in any form.
5. Any event that is disruptive of normal library operations or services.

Regulations

1. As a courtesy, the library will try to set up the meeting room in a manner convenient to those using it. If library staff cannot do so, however, the group using the room shall be responsible for any take down and/or set up that it requires.
2. The meeting rooms are available from opening time until 15 minutes before closing time. Events must end (and clean-up be completed) 15 minutes before closing time to provide for orderly closing of the library.
3. The library shall not be responsible for any material used in or left in a meeting room.
4. The library shall not be responsible for any personal property loss or damage.
5. Not-for-profit or tax-supported entities may collect fees, dues, etc.
6. Events may be closed to the general public.
7. Performers at library-sponsored events may sell merchandise related to the performance.
8. Groups or individuals using a meeting room shall not publicize their event in any way that implies that it is sponsored, co-sponsored, endorsed, or approved by the library, unless permission to do so has been given in advance by the library director or designee.
9. Groups or individuals using a meeting room shall be responsible, jointly and severally, for reasonable care of the room and its furnishings and equipment and shall pay for any damage caused or inflicted by an organization, its members, affiliated persons, guests, invitees, etc.

10. If an event is cancelled or a room is no longer needed, the meeting room user shall contact library staff as soon as reasonably possible. Repeatedly failing to do so may result in suspension of meeting room privileges.
11. If the person or group booking a meeting room does not show up within 20 minutes of the reserved time, staff may allow another person or group to use the room.
12. Meeting rooms shall be left in an orderly condition. If library staff must provide more than reasonable cleanup, a minimum \$25 fee will be charged.
13. All meeting room fees owed must be paid before a group or individual may reserve or use a meeting room again.
14. Fire exit doors shall not be blocked in any way.
15. Smoking and the consumption of alcohol are prohibited.
16. Refreshments and light meals may be served in all meeting rooms, but cooking is prohibited (except for library-sponsored demonstrations). More extensive meals are allowed in the Shattuck Room only. Anyone serving food is responsible for cleaning up the room and for not leaving any food behind. Red colored drinks are prohibited because they contain dye that cannot be removed from the carpet.
17. The library director has the authority to issue reasonable meeting room rules and to revoke permission for use of meeting rooms if this policy or those rules are not followed.
18. The library reserves the right to take photographs or video of library-sponsored events and post it on the library's web site.

Meeting Rooms

All rooms are accessible to persons with disabilities. Rooms numbered in the 100s are on the first floor; 200s are on the second floor.

Shattuck Community Room (Room 105)

Dimensions: 36' X 49'

Occupancy: 125 people "auditorium" style; maximum occupancy: 185 (posted limit)

Meeting Room 107

Dimensions: 6' X 9'

Occupancy: 2 people around a very small table

Meeting Room 108

Dimensions: 9' X 11'

Occupancy: 6 people around conference table

Phyllis P. Buchta Memorial Meeting Room (Room 109)

Dimensions: 13' X 16'

Occupancy: 10 people around conference table

Aylward Conference Room (Room 201)

Dimensions: 12' X 24'

Occupancy: 12 people around conference table

Carpenter Conference Room (Room 202)

Dimensions: 12' X 24'

Occupancy: 12 people around conference table

04.25.01/12.17.08/07.15.09

Piano Policy

The library's Boston GP-193 6'4" Black Satin Grand Piano was a gift of Mr. & Mrs. Donald C. Shepard in 2000. It is used for concerts, recitals, and programs.

Regulations

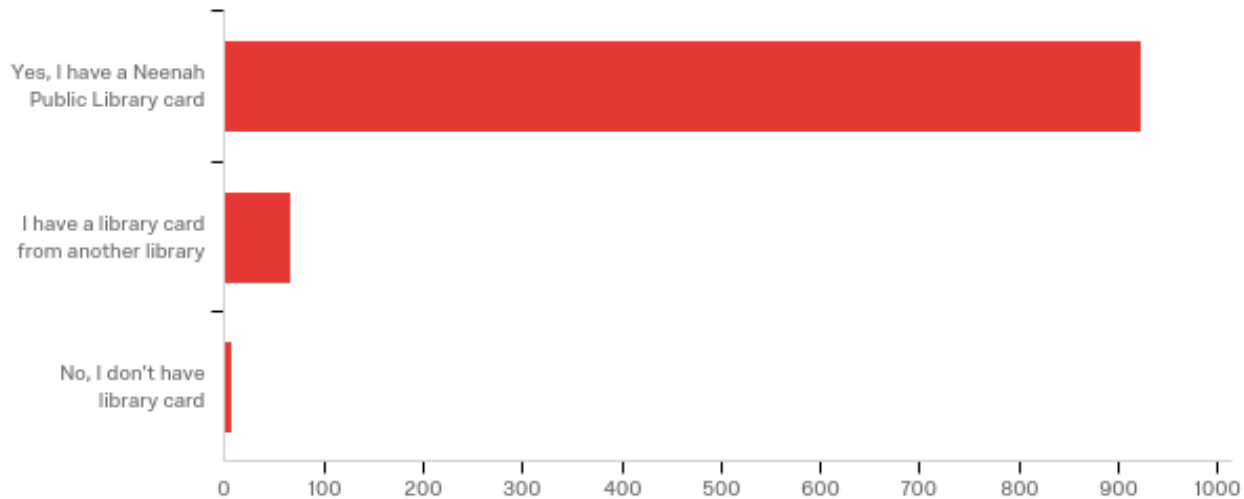
1. The piano must be reserved, in advance, through the Youth Services Manager or his or her designee.
2. The piano must remain with its cover locked on at all times that it is not in use.
3. The piano may only be moved by library personnel. It may not be moved with the lid up.
4. Nothing may be placed on the piano, even when it is covered. (That includes handouts, etc., for meetings.)
5. The piano may not be moved out of the Shattuck Community Room.
6. No food or beverages are allowed on or near the piano.
7. Any group or individual damaging the piano in any way is liable for the cost of repairs.
8. If a musician, piano teacher, etc., wants to have the piano tuned for a program, the library will employ its regular tuner/technician and the requestor will compensate the library for the tuning.
9. Professional musicians shall be allowed to practice on the piano before a concert to get a feel for the Boston's action and tone. Otherwise, the piano is not available for practicing or for piano lessons.
10. Persons not following these regulations may be denied access to the piano by the library director. That denial may be appealed to the library board at a regular meeting with seven days written notice to the library director.

Piano Maintenance

Tunings and piano maintenance and repair shall be paid for from the general trust fund or by donors. Donations for piano maintenance are welcome.

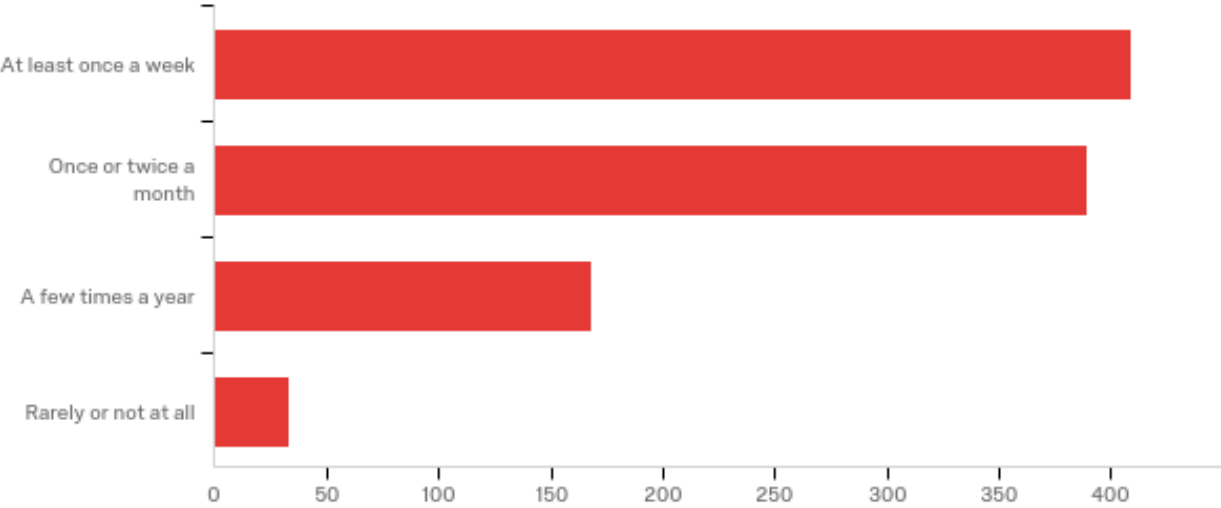
03.21.01

Q33 - Do you have a Library card?



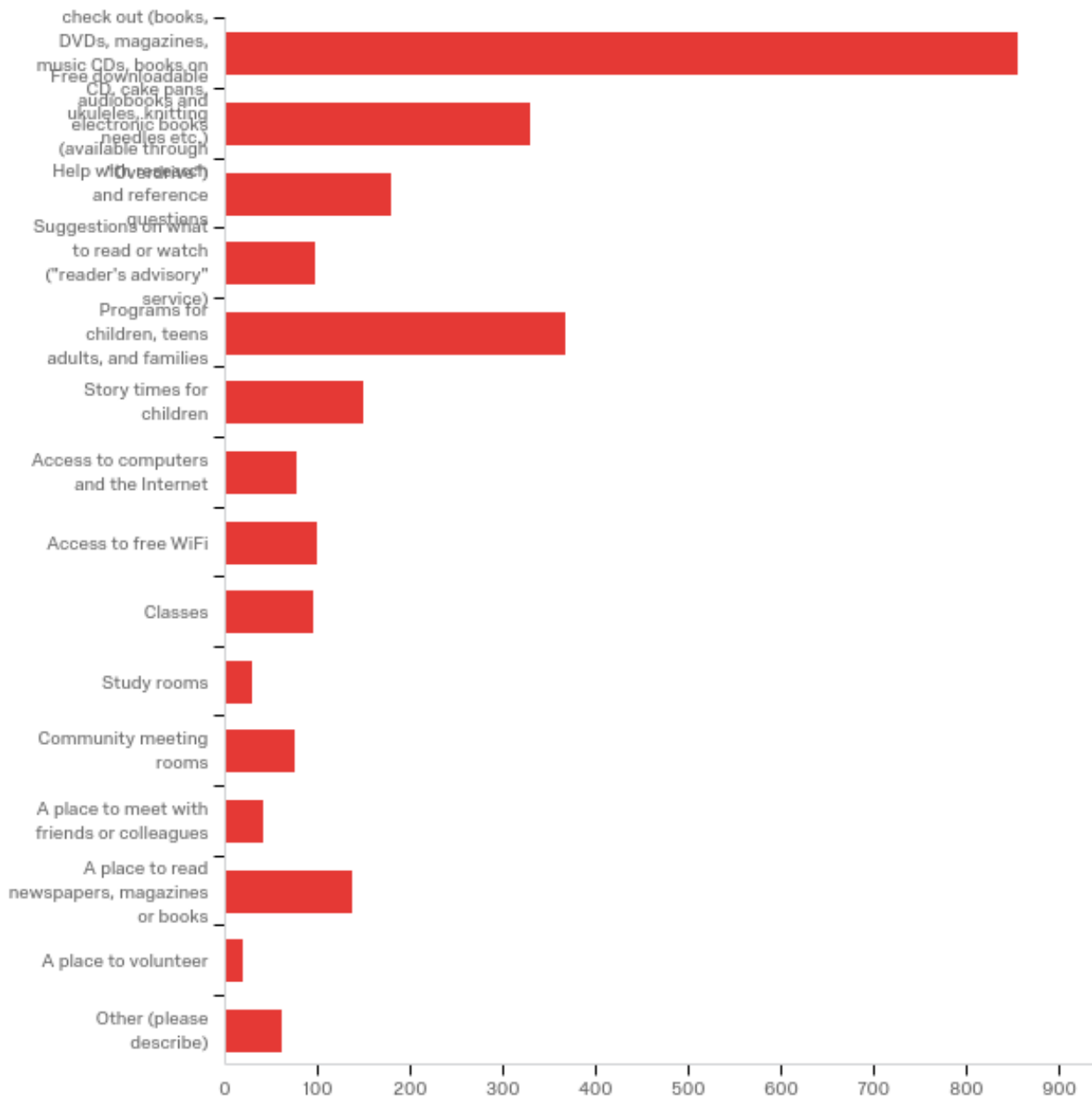
#	Answer	%	Count
1	Yes, I have a Neenah Public Library card	92.48%	923
2	I have a library card from another library	6.71%	67
3	No, I don't have library card	0.80%	8
	Total	100%	998

Q3 - How often do you use the Neenah Public Library? ("Use" includes visiting the library; calling for information; using online resources, such as the library's catalog, genealogy links, and e-books; attending programs; checking out books; etc.)



#	Answer	%	Count
1	At least once a week	40.94%	409
2	Once or twice a month	38.94%	389
3	A few times a year	16.82%	168
4	Rarely or not at all	3.30%	33
	Total	100%	999

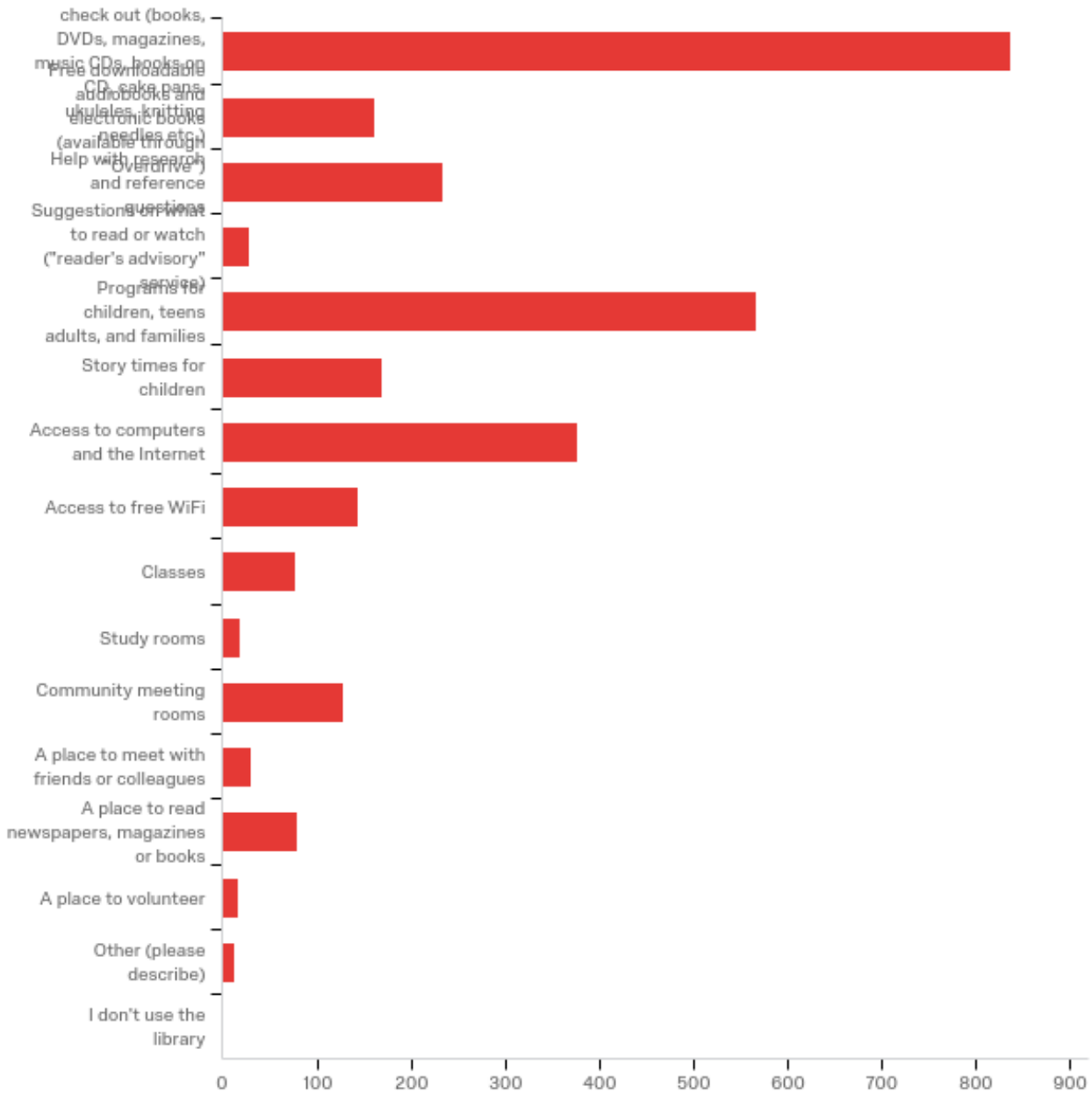
Q8 - Which Neenah Public Library services and resources are important TO YOU AND/OR YOUR FAMILY? Check up to 3 responses.



#	Answer	%	Count
1	A wide variety of library materials to check out (books, DVDs, magazines, music CDs, books on CD, cake pans, ukuleles, knitting needles etc.)	85.93%	855
2	Free downloadable audiobooks and electronic books (available through "Overdrive")	33.07%	329
17	Help with research and reference questions	18.09%	180
3	Suggestions on what to read or watch ("reader's advisory" service)	9.75%	97

4	Programs for children, teens adults, and families	36.98%	368
5	Story times for children	14.97%	149
11	Access to computers and the Internet	7.84%	78
12	Access to free WiFi	9.95%	99
6	Classes	9.55%	95
7	Study rooms	3.02%	30
8	Community meeting rooms	7.54%	75
14	A place to meet with friends or colleagues	4.12%	41
9	A place to read newspapers, magazines or books	13.87%	138
13	A place to volunteer	1.91%	19
15	Other (please describe)	6.13%	61
	Total	100%	995

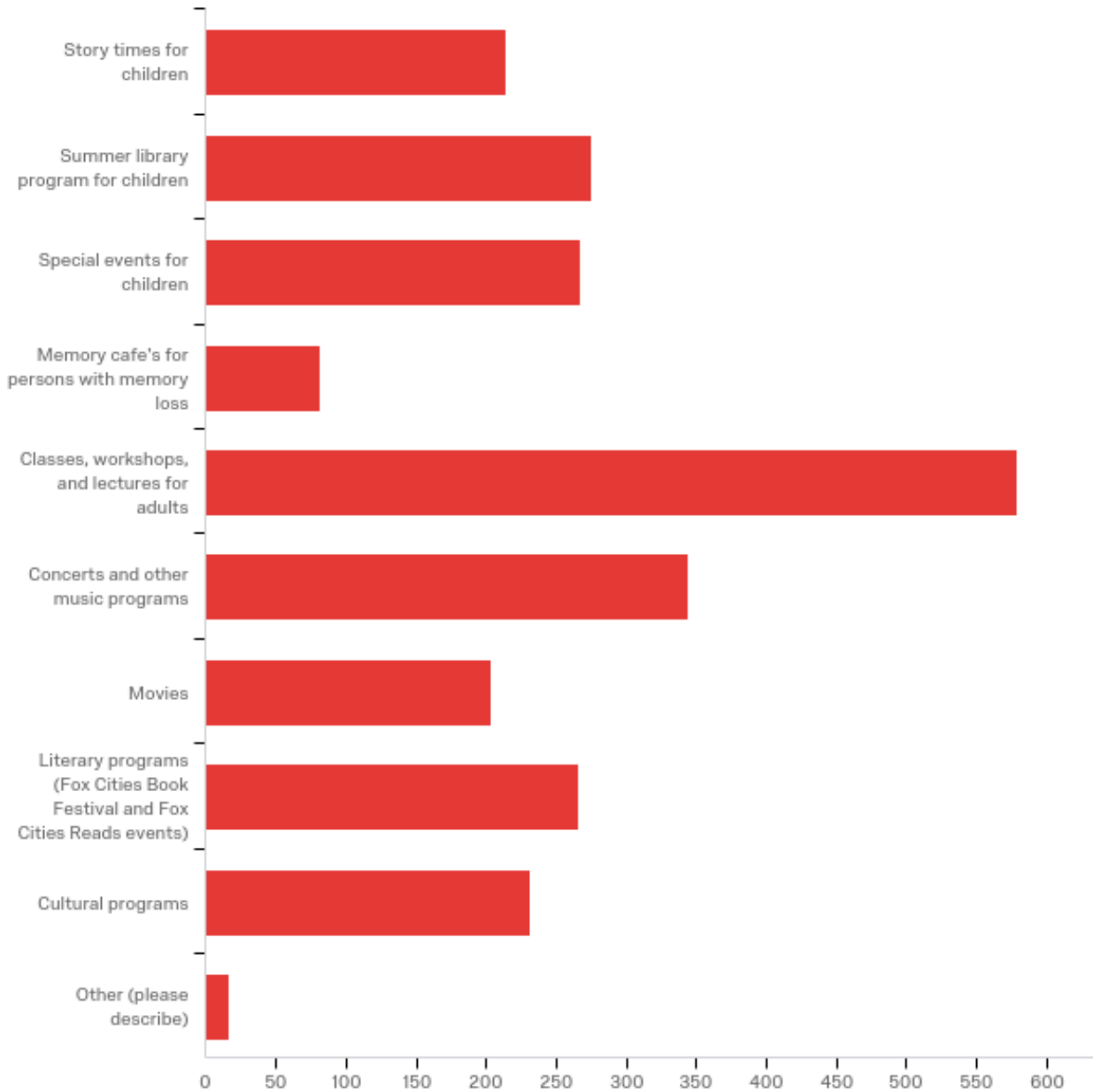
Q34 - Which Library services and resources do you think are most important TO THE COMMUNITY? Check up to 3 responses.



#	Answer	%	Count
1	A wide variety of library materials to check out (books, DVDs, magazines, music CDs, books on CD, cake pans, ukuleles, knitting needles etc.)	84.55%	837
2	Free downloadable audiobooks and electronic books (available through "Overdrive")	16.36%	162
17	Help with research and reference questions	23.74%	235
3	Suggestions on what to read or watch ("reader's advisory" service)	2.83%	28

4	Programs for children, teens adults, and families	57.27%	567
5	Story times for children	17.17%	170
11	Access to computers and the Internet	38.08%	377
12	Access to free WiFi	14.44%	143
6	Classes	7.78%	77
7	Study rooms	1.82%	18
8	Community meeting rooms	13.03%	129
14	A place to meet with friends or colleagues	3.13%	31
9	A place to read newspapers, magazines or books	7.98%	79
13	A place to volunteer	1.62%	16
15	Other (please describe)	1.21%	12
16	I don't use the library	0.00%	0
	Total	100%	990

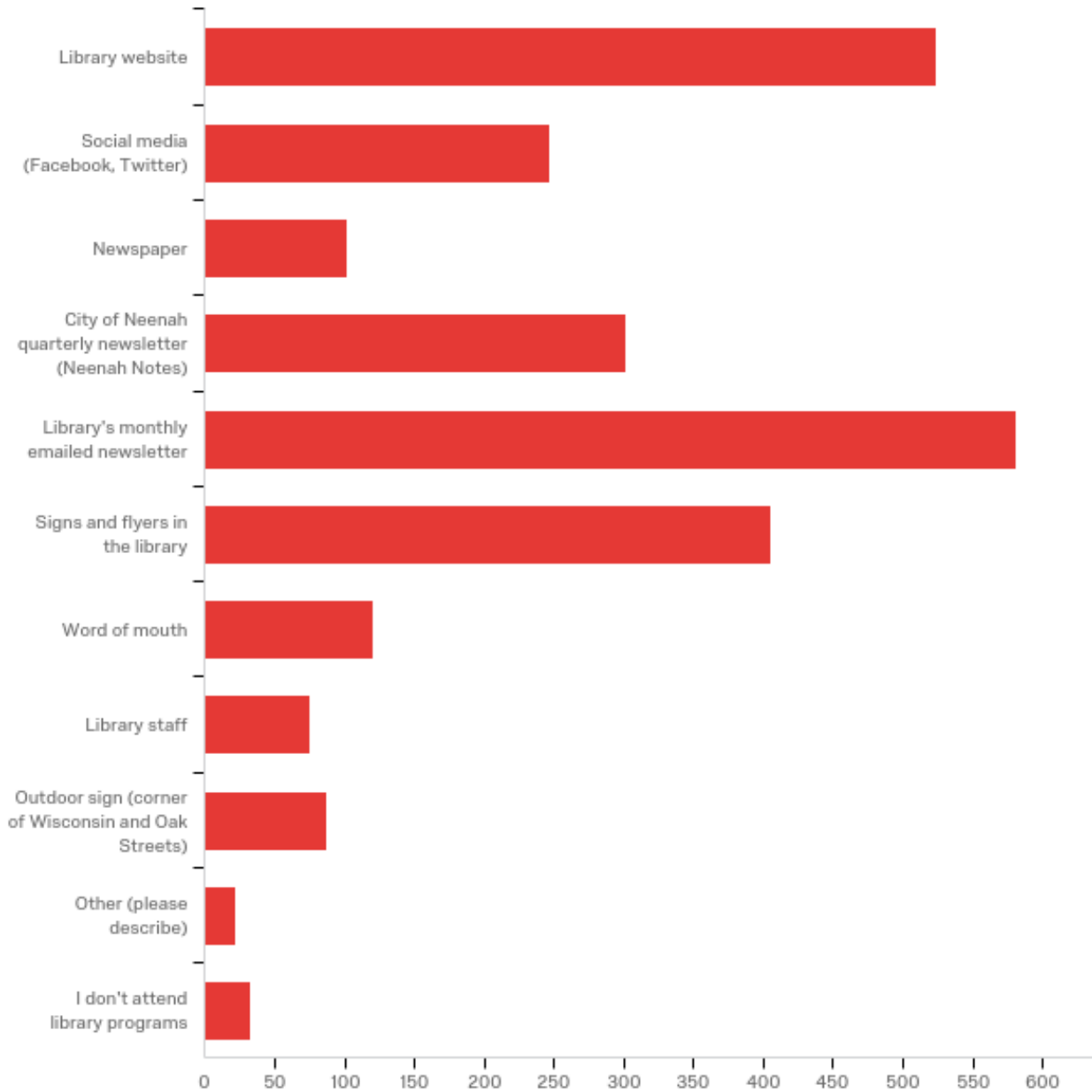
Q10 - The Library offers a variety of free programs for all ages. What types of programs most interest you? Check up to 3 responses.



#	Answer	%	Count
1	Story times for children	22.91%	214
9	Summer library program for children	29.44%	275
10	Special events for children	28.69%	268
2	Memory cafe's for persons with memory loss	8.67%	81

3	Classes, workshops, and lectures for adults	61.99%	579
4	Concerts and other music programs	36.83%	344
5	Movies	21.84%	204
6	Literary programs (Fox Cities Book Festival and Fox Cities Reads events)	28.48%	266
7	Cultural programs	24.73%	231
8	Other (please describe)	1.71%	16
	Total	100%	934

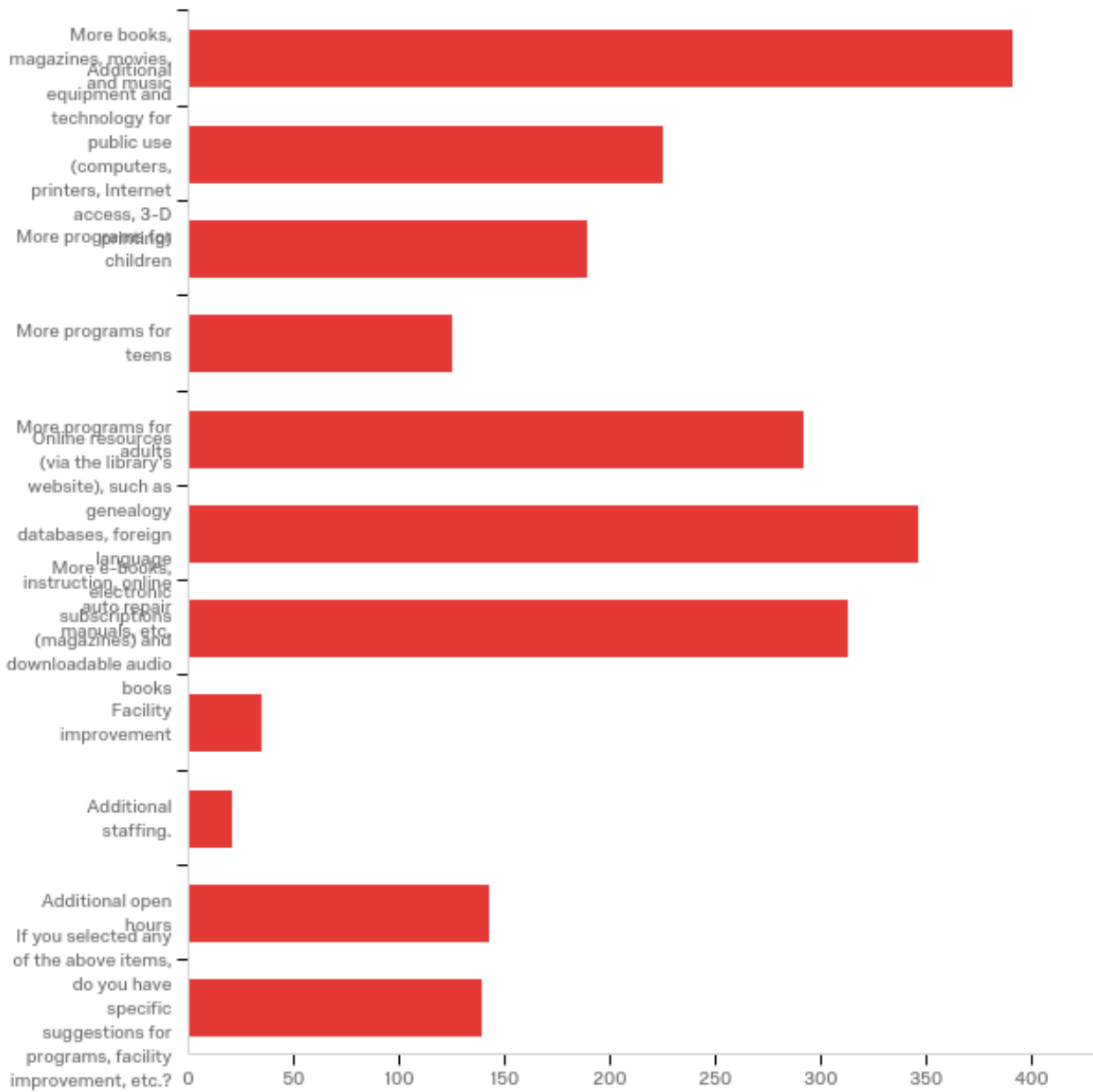
Q35 - How do you typically find out about Neenah Public Library programs? Check all that apply.



#	Answer	%	Count
1	Library website	52.82%	524
2	Social media (Facebook, Twitter)	24.90%	247
3	Newspaper	10.28%	102
4	City of Neenah quarterly newsletter (Neenah Notes)	30.34%	301

5	Library's monthly emailed newsletter	58.57%	581
6	Signs and flyers in the library	40.93%	406
7	Word of mouth	12.20%	121
8	Library staff	7.56%	75
9	Outdoor sign (corner of Wisconsin and Oak Streets)	8.77%	87
10	Other (please describe)	2.22%	22
11	I don't attend library programs	3.23%	32
	Total	100%	992

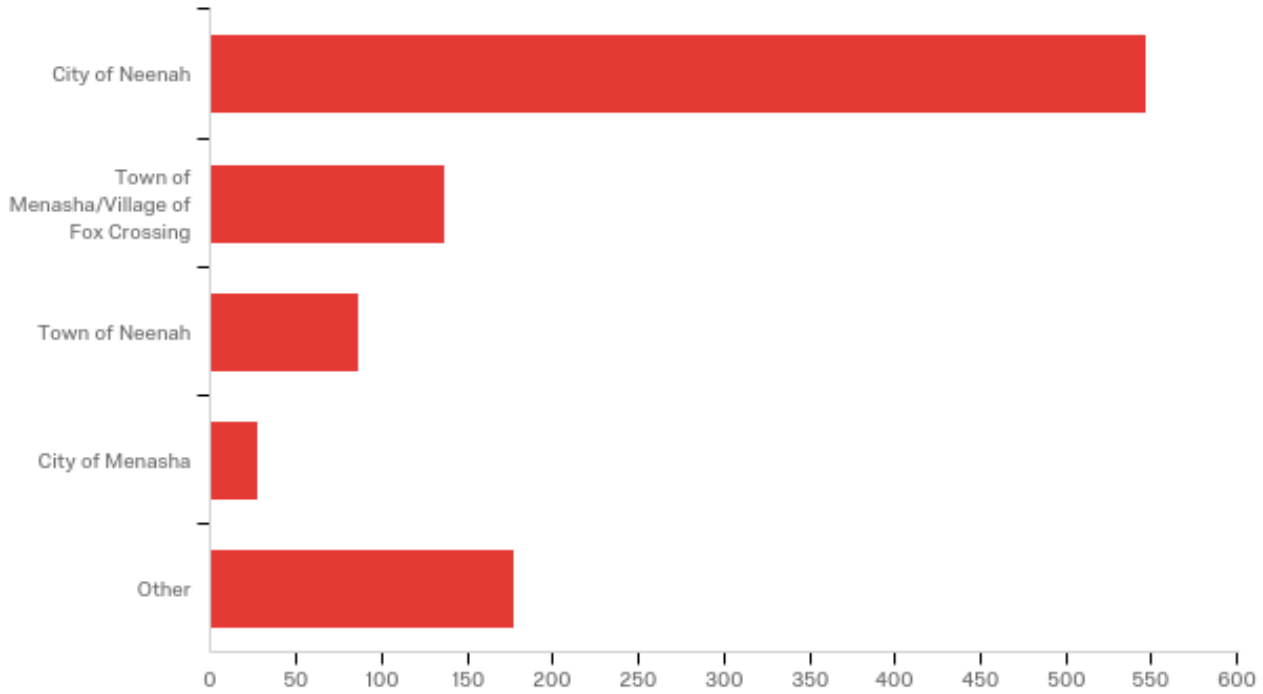
Q11 - What would you like to see most emphasized in the next five years? Check up to 3 responses.



#	Answer	%	Count
1	More books, magazines, movies, and music	42.78%	391
3	Additional equipment and technology for public use (computers, printers, Internet access, 3-D printing)	24.62%	225
4	More programs for children	20.68%	189
9	More programs for teens	13.68%	125

10	More programs for adults	31.95%	292
5	Online resources (via the library's website), such as genealogy databases, foreign language instruction, online auto repair manuals, etc.	37.86%	346
6	More e-books, electronic subscriptions (magazines) and downloadable audio books	34.25%	313
7	Facility improvement	3.83%	35
2	Additional staffing.	2.30%	21
8	Additional open hours	15.65%	143
11	If you selected any of the above items, do you have specific suggestions for programs, facility improvement, etc.?	15.21%	139
	Total	100%	914

Q28 - Where do you live?



#	Answer	%	Count
1	City of Neenah	56.05%	547
2	Town of Menasha/Village of Fox Crossing	14.04%	137
3	Town of Neenah	8.81%	86
4	City of Menasha	2.87%	28
5	Other	18.24%	178
	Total	100%	976

Q28_5_TEXT - Other

Other

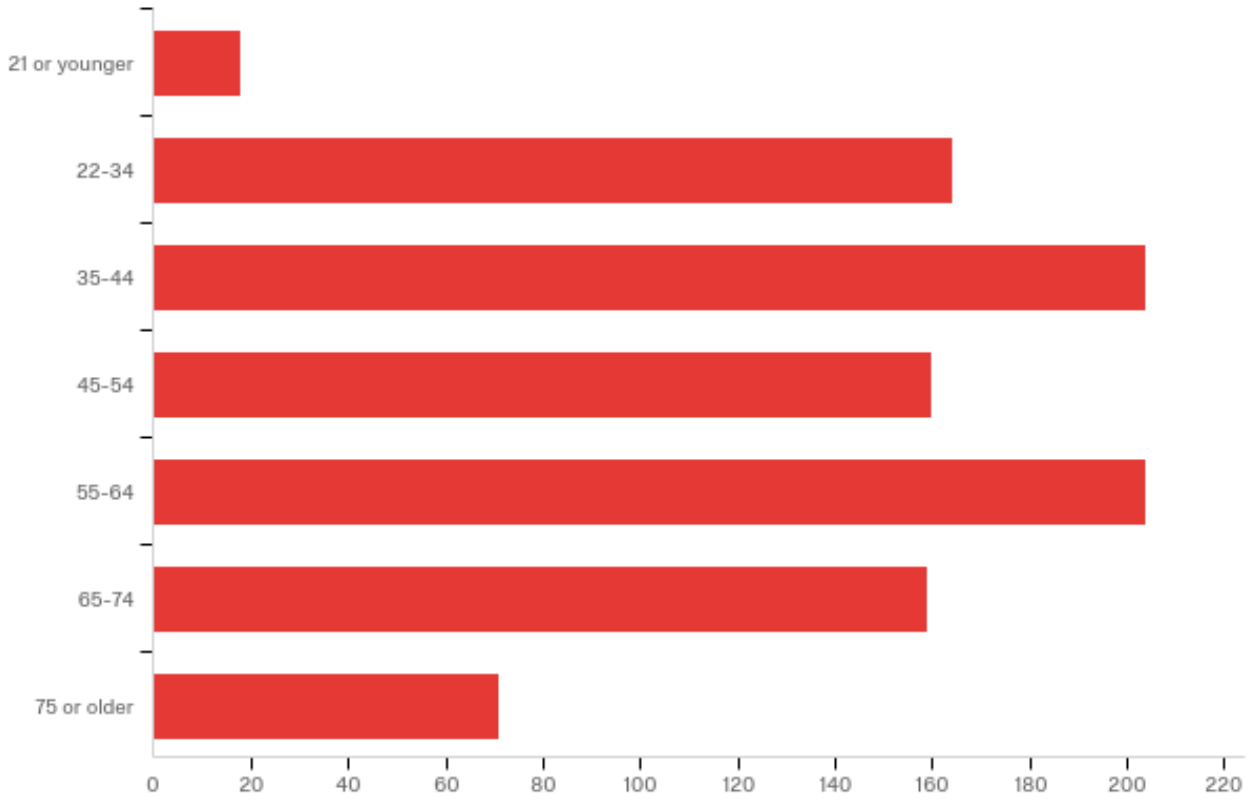
formerly Neenah, now Appleton. Like your library better.

City of Appleton

City of Appleton

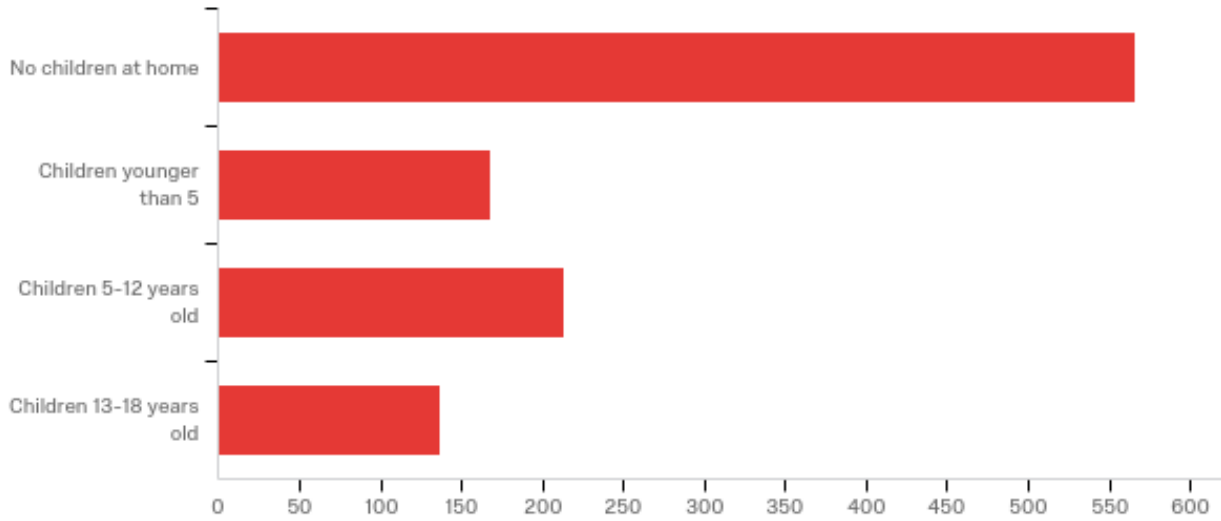
Town of Clayton

Q23 - Your age range:



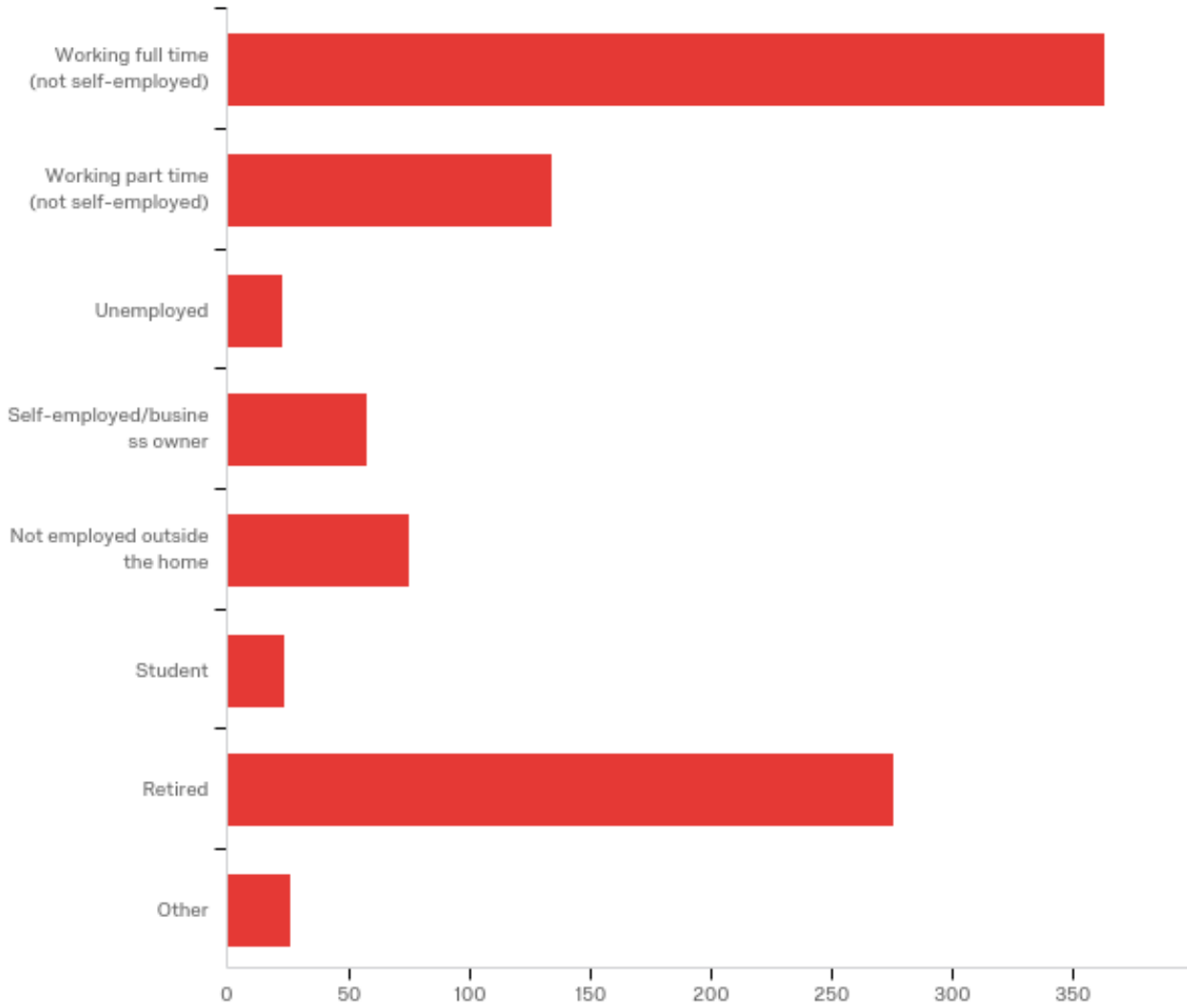
#	Answer	%	Count
1	21 or younger	1.84%	18
2	22-34	16.73%	164
3	35-44	20.82%	204
4	45-54	16.33%	160
5	55-64	20.82%	204
6	65-74	16.22%	159
7	75 or older	7.24%	71
	Total	100%	980

Q25 - Does your household include children? Please check all that apply.



#	Answer	%	Count
1	No children at home	59.08%	566
3	Children younger than 5	17.54%	168
2	Children 5-12 years old	22.23%	213
4	Children 13-18 years old	14.30%	137
	Total	100%	958

Q36 - Which of the following best describes your employment status? Select one.



#	Answer	%	Count
1	Working full time (not self-employed)	37.08%	363
2	Working part time (not self-employed)	13.69%	134
3	Unemployed	2.35%	23
4	Self-employed/business owner	5.92%	58
5	Not employed outside the home	7.66%	75
6	Student	2.45%	24
7	Retired	28.19%	276
8	Other	2.66%	26

Total

100%

979