

NEENAH PUBLIC LIBRARY BOARD OF TRUSTEES MEETING

Wednesday, July 15, 2020, 4:00 p.m.

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

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

1. Call to order
2. Public questions & comments
3. Library board consideration of public questions & comments
4. Minutes:
 - a. Library Board meeting 06-17-20 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. COVID-19 expenditures Action item
 - c. WE Energies transformer – July 17 closing Information item
 - d. Policy review: Administration of the Library Discussion item
 - e. Library operations Discussion item
 - f. CIP Budget update Information item
 - g. Library Budget – 2021 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, August 19, 2020, 4:00 p.m.
12. Adjournment

Inspiring ideas ♦ Enriching lives ♦ Creating community ♦ Celebrating literacy

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

Neenah Public Library Board of Trustee Meeting Minutes – June 17, 2020

Call to Order

With Rickman in the chair, the Neenah Public Library Board of Trustees meeting was called to order at 4:01 p.m. 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, and Carol Codner.

Member excused: Lisa Hemes.

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

Minutes

On motion of Fieldhack, seconded by Winiacki, the Board approved the minutes of the Library Board meeting of May 20, 2020.

Statistical report

Electronic circulations are up 26% for the year. The library circulated 16,171 physical items through curbside pickup in May.

COVID-19 Expenditures

Irish motioned, Fieldhack seconded, authorizing additional trust funds be used to cover COVID-19 expenditures. Irish and Fieldhack withdrew the motion, and requested the topic be added to the July Agenda.

Bills for consideration

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

Director's Report

Director Raab is meeting with staff daily to discuss the operation of the library and weekly with the directors from Menasha and Appleton Public Library.

Department reports

Circulation Services Department

Baird reported a staff person has accepted a full-time position with another library.

Youth Services Department

Wulff reported 1,177 patrons have signed up for the Summer Reading Challenge so far. 127 book bundles have been filled. Wulff taking the Bibliocycle weekly to Shattuck Park to allow YMCA 5-7-year-old day campers to check out materials. Programs on Facebook and YouTube have been scheduled throughout the week.

Adult and Technical Services Department

Hardina-Wilhelm shared there were 3,274 curbside pickups in the month of May. Adult Services planned several successful online programs: Boogie Ballroom Intro to Hip Hop, Neenah Trivia, and Path of Resilience.

Hefti Scholarship

15 scholarships were awarded to graduating seniors.

Reopening

The Director discussed the reopening of the building. The Library opened to the public on Monday, June 8. The Library is now open Monday through Saturday, 10 a.m. – 4 p.m. All patrons are currently greeted at the door by Library department heads. Occupancy is limited to 25 people at a time, which can be easily monitored by staff. Visits are limited to approximately 30 minutes. The requirement to wear mask/face covering, physically distance, practice appropriate hand and respiratory hygiene, etc., has not been an issue. An overwhelming majority of patrons are already wearing masks as they enter the Library or have them readily available. The Library is providing masks to those individuals who do not have one. Patrons have been picking up their holds, selecting materials to check out, using the photocopiers, using the computers, faxing, etc. Curbside pickup will continue.

Proces Poetry Prize

Irish received over 30 poems in this year's contest. Eleven winners have been selected. An awards ceremony will be held in September (tentatively). Poets will be asked to record their poems to be shown on the Library's Facebook page.

Next regularly scheduled meeting

Wednesday, July 15 at 4:00 p.m. in the Shattuck Community Room.

Adjournment

On motion of Codner, seconded by Erickson, the Library Board adjourned at 5:40 p.m.
Respectfully submitted,

Nicole Hardina-Wilhelm

CIRCULATION		JUNE 2020	JUNE 2019	JUNE 2018	JUNE 2017	% Change 2020-2019	% Change 2020-2017	YTD 2020	YTD 2019	YTD 2018	YTD 2017	% Change 2020-2019	% Change 2020-2017
Books	Adult	9,451	14,835	15,261	14,642	-36%	-35%	50,684	84,108	84,029	83,642	-40%	-39%
	Teen	1,111	1,875	2,538	2,419	-41%	-54%	4,667	9,237	10,950	11,207	-49%	-58%
	Youth	12,979	28,073	28,919	28,914	-54%	-55%	71,674	129,347	133,043	133,787	-45%	-46%
Audio Books	Adult	626	1,099	1,253	1,180	-43%	-47%	3,486	6,949	7,448	7,726	-50%	-55%
	Teen	18	39	61	73	-54%	-75%	85	237	260	488	-64%	-83%
	Youth	309	842	525	619	-63%	-50%	1,766	3,646	3,011	2,837	-52%	-38%
DVDs	Adult	7,208	16,320	17,442	18,711	-56%	-61%	52,243	99,951	109,296	120,133	-48%	-57%
	Teen	6	2	1,391	1,562	200%	-100%	21	30	6,986	8,908	-30%	-100%
	Youth	1,537	5,527	6,278	6,634	-72%	-77%	11,540	26,860	30,193	33,665	-57%	-66%
Music CDs	Adult	927	1,912	2,323	3,086	-52%	-70%	6,026	10,845	15,118	19,938	-44%	-70%
	Teen	1	0	-	2	#DIV/0!	-50%	1	0	0	6	#DIV/0!	-83%
	Youth	107	440	429	515	-76%	-79%	858	1,818	2,135	2,955	-53%	-71%
Digital Books (Playaways)	Adult	308	550	669	678	-44%	-55%	1,784	3,681	3,560	3,576	-52%	-50%
	Teen	26	23	30	29	13%	-10%	55	140	158	253	-61%	-78%
	Youth	518	382	395	366	36%	42%	2,339	1,535	1,273	1,003	52%	133%
Magazines	Adult	642	1,632	2,120	1,952	-61%	-67%	4,855	10,834	12,213	11,626	-55%	-58%
	Teen	7	6	45	49	17%	-86%	39	118	275	192	-67%	-80%
	Youth	121	156	169	176	-22%	-31%	714	744	629	676	-4%	6%
Other (games, kits)	Adult	333	285	201	132	17%	152%	1,836	1,817	1,285	892	1%	106%
	Teen	1	0	2	6	#DIV/0!	-83%	7	8	5	19	-13%	-63%
	Youth	414	535	471	371	-23%	12%	1,600	2,003	2,080	1,583	-20%	1%
Shoutbomb		incl.	651	402	332	#VALUE!	#VALUE!	incl.	3,847	2,491	2,038	#VALUE!	#VALUE!
Physical Materials Subtotal		36,650	75,184	80,924	82,116	-51%	-55%	216,280	397,755	426,438	447,150	-46%	-52%
Electronic Circulation													
	Audiobooks	3,746	2,809	2,441	1,669	33%	124%	20,751	16,112	13,735	10,009	29%	107%
	eBooks	4,790	3,689	3,304	2,881	30%	66%	27,730	23,129	21,975	17,074	20%	62%
	Video	305	62	6	1	392%	30400%	1,864	182	34	69	924%	2601%
	Music	58	81	0	0	-28%	#DIV/0!	381	98	0	0	289%	#DIV/0!
Electronic Materials Subtotal		8,841	6,560	5,751	4,551	35%	94%	50,345	39,423	35,744	27,152	28%	85%
TOTAL CIRCULATION		45,491	81,744	86,675	86,667	-44%	-48%	266,625	437,178	462,182	474,302	-39%	-44%
WEBSITE & COMPUTER USAGE													
	WiFi distinct clients*	1,567	3,618	3,386	3,085	-57%	-49%	11,630	19,931	18,942	17,373	-42%	-33%
	Pharos usage	0	1,604	1,788	2,060	-100%	-100%	3,777	10,885	11,228	12,308	-65%	-69%
	Internet usage/number of ho	133	1,128	1,233	1,433	-88%	-91%	2,941	7,698	7,677	8,722	-62%	-66%
	Website sessions	18,337	16,042	14,243	14,960	14%	23%	90,366	104,455	80,667	96,247	-13%	-6%
	*Daily average WiFi users	143	295										

QUESTIONS ANSWERED	JUNE 2020	JUNE 2019	JUNE 2018	JUNE 2017	% Change 2020-2019	% Change 2020-2017	YTD 2020	YTD 2019	YTD 2018	YTD 2017	% Change 2020-2019	% Change 2020-2017
Adult Dept.												
Reference/Research	2,629	3,570	2,902	3,128	-26%	-16%	15,077	19,243	18,049	19,869	-22%	-24%
Directional/Rule/Policy	1,131	2,161	1,959	1,226	-48%	-8%	6,710	11,716	10,901	7,542	-43%	-11%
Circulation Dept.												
Reference/Research	142	705	947	644	-80%	-78%	1,711	3,542	4,405	3,569	-52%	-52%
Directional/Rule/Policy	1,092	4,772	3,993	3,093	-77%	-65%	11,411	22,373	21,868	19,436	-49%	-41%
Youth Dept.												
Reference/Research	533	3,753	3,434	3,553	-86%	-85%	4,082	8,719	8,471	10,205	-53%	-60%
Directional/Rule/Policy	95	1,779	2,660	1,923	-95%	-95%	2,154	4,605	5,315	5,018	-53%	-57%
TOTAL REFERENCE	3,304	8,028	7,283	7,325	-59%	-55%	20,870	31,504	30,925	33,643	-34%	-38%

MISCELLANEOUS

Book Club-to-Go Kits	8	13	14	13	-38%	-38%	52	98	107	98	-47%	-47%
Bookshuttle Bags	26	26	29	25	0%	4%	82	87	95	77	-6%	6%
Customer Count	7,896	NA	26,833	27,813	#VALUE!	-72%	61,242	NA	136,104	148,936	#VALUE!	-59%
SelfCheck % of Checkout	26%	51%	54%	56%	-49%	-53%	40%	49%	51%	53%	-19%	-25%
Teacher Packs	12	14	9	19	-14%	-37%	60	137	125	122	-56%	-51%
Volunteer Hours Worked	37	410	473	522	-91%	-93%	813	2,300	2,621	3,035	-65%	-73%
Meeting Room Usage	-	439	358	359	-100%	-100%	1,136	2,599	2,464	2,285	-56%	-50%

RECEIPTS

Fines & Misc. Fees	\$250	\$1,291	\$1,256	\$3,676	-81%	-93%	\$3,588	\$11,612	\$12,123	\$13,932	-69%	-74%
Copier/Printer Fees	\$508	\$1,118	\$1,064	\$1,156	-55%	-56%	\$3,311	\$7,448	\$7,162	\$7,520	-56%	-56%
Lost/Damaged Fees	\$0	\$380	\$309	\$1,198	-100%	-100%	\$502	\$3,401	\$3,030	\$3,335	-85%	-85%
Sale of Property	\$0	\$0	\$0	\$20	#DIV/0!	-100%	\$0	\$0	\$51	\$153	#DIV/0!	-100%
Coffee Sales	\$28	\$109	\$119	\$75	-74%	-63%	\$272	\$783	\$848	\$803	-65%	-66%
Beverages & snacks	\$61	\$275	\$236	\$315	-78%	-81%	\$576	\$1,839	\$1,304	\$1,424	-69%	-60%
Collection Agency Fees	\$45	\$159	\$108	\$507	-72%	-91%	\$299	\$1,115	\$942	\$1,249	-73%	-76%
Winnebago Co. Major Facility	\$21,045	\$27,915	\$27,628	\$27,127	-25%	-22%	\$42,090	\$55,543	\$55,257	\$54,255	-24%	-22%
Winnebago Co. Operations	\$232,230	\$206,410	\$191,924	\$189,211	13%	23%	\$464,461	\$398,334	\$383,849	\$378,422	17%	23%
Other counties	\$0	\$0	\$0	\$0	#DIV/0!	#DIV/0!	\$2,120	\$22,339	\$23,083	\$0	-91%	#DIV/0!
TOTAL	\$254,168	\$237,656	\$222,644	\$223,285	7%	14%	\$517,219	\$502,413	\$487,648	\$461,093	3%	12%

PROGRAMS	JUNE 2020	JUNE 2019	JUNE 2018	JUNE 2017	% Change 2020-2019	% Change 2020-2017	YTD 2020	YTD 2019	YTD 2018	YTD 2017	% Change 2020-2019	% Change 2020-2017
Programs given												
Adult	2	32	21	19	-94%	-89%	82	206	171	144	-60%	-43%
Young Adult	0	7	8	4	-100%	-100%	9	26	26	23	-65%	-61%
Youth	3	78	46	56	-96%	-95%	150	329	321	303	-54%	-50%
TOTAL	5	117	75	79	-96%	-94%	241	561	518	470	-57%	-49%
Program attendance												
Adult	80	941	344	418	-91%	-81%	2,052	5,518	4,420	3,972	-63%	-48%
Young Adult	0	347	81	269	-100%	-100%	355	966	694	871	-63%	-59%
Youth	252	3,321	3,357	2,953	-92%	-91%	5,145	19,944	15,214	15,730	-74%	-67%
TOTAL	332	4,609	3,782	3,640	-93%	-91%	7,552	26,428	20,328	20,573	-71%	-63%

Program	Topic/Title/Presentation	Date	Attendees
Adult			
Boogie Ballroom Hip Hop		6/11/2020	35
Short Story Night		6/23/2020	45
		TOTAL	80
Youth			
Y-Camp		weekly (3)	252
		TOTAL	252

Reports & Recommendations

7. Director's report

- a. Meetings/Events/Information
 - Daily (weekdays): All staff meeting
 - Weekly: Library department heads meeting
 - 06-25 City Department Head meeting
 - 07-06 CIP Budget workshop with Council/Committee of the Whole
 - 07-08 Winnefox library directors – reopening discussion
 - 07-08 Neenah Arts Council
 - 07-09 Winnebago County Library Advisory Committee
 - 07-10 Winnefox Technology Executive Council
- 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. **COVID-19 expenditures**

Staff have requested that expenditures related to COVID-19 be paid out of the General Trust Fund. Those expenses will be submitted by the City for possible reimbursement through the CARES Act. Any reimbursements received will be returned to the Trust Fund. The Board previously approved a \$5,000 budget for expenditures (May 20, 2020 Library Board meeting). Staff request that the budget be increased to \$30,000.

As part of the Library's COVID-19 response, staff have inquired about air purification systems. The system recommended by the Library's HVAC company, a product from Global Plasma Solutions (GPS), provides virus, mold, and bacteria mitigation using bipolar ionization. Bipolar ionization uses specialized tubes that take oxygen molecules from the air converting the molecules into charged atoms that then cluster around microparticles, surrounding and deactivating substances like airborne mold, bacteria, allergens, and viruses. The GPS system is in use at UW Health and UW athletic facilities and at Secura Insurance. Staff expect a quote shortly; the cost is expected to be under \$8,500.

Recommendation: Approve up to \$30,000 from Trust Fund – General Fund to cover COVID-19 expenditures.

- c. **WE Energies transformer**

The new WE Energies transformers are in place on the east side of Library property (Oak Street). The transformers are scheduled to go live on Friday, July 17. The process is expected to take up to six hours. Because of the planned power outage, the Library will close for the full day (normally open to the public 10 – 4, curbside 9 – 5). The public has been notified of the scheduled closing.

Information item.

d. Policy review: Administration of the Library (included)

Staff ask that the Board review the “Administration of the Library policy,” which includes the powers given to the Director in a crisis/emergency situation.

Discussion item.

e. Library operations

The Library has been providing in-library service since June 8 and curbside service since April 24. The current system is going relatively smoothly. The added hours needed to provide curbside service, in-library holds distribution, and door greeter duties, have been shared among all staff.

Director Raab recently spoke with the Environmental Health Supervisor/Winnebago County Public Health, Anne Boyce, about current Library services. Anne felt that the Library could safely continue with the status quo – and does not recommend increasing occupancy, time limits, etc.

Director’s note: Library employees have done a remarkable job transitioning to new service models, new protocols, and new procedures. They have provided exceptional customer service, have offered important insight and feedback, and have been flexible and supportive during this very difficult and stressful time.

Discussion item.

f. CIP Budget update

The Capital Improvements Program budget workshop was held on July 6. The budget will be approved by Council at the Wednesday, July 15 Council meeting, 7:00 p.m.

Information item.

g. Library budget – 2021

Budget materials will be distributed to City Department Heads on Thursday, July 16. The director will share the information and schedule with Library Board members following that meeting.

Information item.

Reports:

Winnebago County representative

Neenah City Council representative

Neenah Joint School District representative

9. Announcements and future agenda items

10. Next regularly scheduled meeting: August 19, 2020, 4:00 p.m. Shattuck Community Room.

11. Adjournment

ADMINISTRATION OF THE LIBRARY

Introduction

The relationships between the Library Board and the director, and between the director and Library staff are governed variously by the following: all relevant federal and state laws, Wisconsin Statutes Chapter 43, the library board's bylaws, these policies, City Human Resources' rules and practices, and the City's Employee Guidelines.

Hiring and dismissal

The director shall have the authority to hire and to dismiss Library employees. The director shall consult with the City Human Resources Director and/or the City Attorney before dismissing a regular employee. The director shall inform the Library Board president and the chair of the Finance & Personnel Committee as soon as possible of any dismissals of regular employees. The director shall inform the Board, in a timely manner, of any hirings, resignations, or dismissals of regular employees.

Library regulations

The director is authorized to establish reasonable rules of conduct and regulations to maintain order in the Library and on Library property.

Disposal of library materials

The director is authorized to dispose of all Library materials withdrawn from the collections.

Procedures & discretion

The director has the authority to make and change procedures to implement Library Board policies. Under exceptional circumstances, the director may make exceptions to Library Board policies.

Overtime policy

The director is authorized to approve overtime for non-exempt employees on an as-needed basis.

WALS purchasing policy

The director is authorized to purchase computer- and automation-related equipment, software, etc. from the Winnefox Automated Library Services technology reserve fund account.

Fiscal control policy

The director is responsible for staying within the overall budgeted amounts for the operating, capital outlay, and capital improvement budgets, respectively. If additional funds in excess of \$1,000 are needed, the director shall seek approval from the chair of the Finance & Personnel Committee (or, in his or her absence, the Board president) for any over budget expenditure in excess of \$1,000. The chair of the Finance & Personnel Committee (or, in his or her absence, the Board president) shall receive approval from the Library Board for any over budget expenditure in excess of \$5,000.

If a budget is overspent beyond the above amounts and/or without the above approvals, the director shall report that fact and the reason(s) for the overspending at the board meeting following the discovery of the over expenditure.

Position descriptions and position titles

The Library Board sanctions the director's authority to update position descriptions and change position titles as necessary.

Invoices

As provided by Wisconsin Statute 43.58 (2)(b), the library director or designee may pay recurring bills, such as wages and salaries, and regular and recurring payments and purchases, including materials, supplies, and services, as needed and within the library's budget, to operate the library effectively and efficiently and to insure prompt payment of bills. The library board shall audit and approve any such payments at its next regular meeting.

Emergency powers

In the event of an emergency (bomb or other threat, hostage-taking or assault on the library, physical plant problem or power outage, wind or storm damage, local or pandemic disease outbreak, etc.), the director, or his/her designee, shall have broad powers to close the facility, change hours, establish temporary rules for use, direct staff to perform duties other than their normal duties or to perform nonlibrary duties, select staff who will work and/or who will not work during the emergency, prohibit staff from coming to work, change employee work hours, etc.

The director shall work in coordination with local authorities and shall be a member of the City's Emergency Operations Center (EOC) staff. If the director is unavailable, the Assistant Director shall act in the director's place at the EOC.

If the director is unavailable, the person in charge shall be (in this order): Assistant Director, senior library department head available, senior Adult Services Librarian available. If none of these persons are available, the library shall close until a person in charge is available to assess the situation and take charge.

The director shall report emergency actions taken to the library board at an emergency board meeting or at the next regular board meeting, depending on the severity of the circumstances and actions taken.

*12.20.80/10.14.91/01.19.94/05.16.01/12.17.03/03.15.06/11.14.07/03.18.09/05.20.09/12.17.14/Reviewed
04.18.18*