



**Community Learning Center Meeting Room, 5647 Broad Street / 5650 Parking Street,
 Greendale, WI 53129**

Enter through CLC Parking Street entrance during Library emergency closure

Virtual access to this meeting available at: <https://bit.ly/2K1vN0Y>

Or by dialing: +1-408-418-9388, meeting number: 623-134-451, meeting password: 1234

1)	Call to Order	
2)	Compliance with Open Meetings Laws: A quorum of the Village Board of Trustees may be in attendance but no formal Board action will be taken.	
3)	Public Comments	
4)	Approval of the Minutes: April 1, 2020 special meeting	ACTION
5)	Approval of Financial Reports:	ACTION
	a) Check Register: April 2020	
6)	Review of Financial Statements: delayed, to be distributed at meeting	
	a) Revenues and Expenditures to Actual Comparison: April 2020	INFORMATION
	b) Balance Sheet: March 2020	INFORMATION
7)	Unfinished Business:	
	a) Discuss Library response to COVID-19	DISCUSSION
	a) Consider a motion to adopt the Village of Greendale Personnel Manual, and Library Work Rules (corrected)	ACTION
	ATTACHMENTS	
	b) Discuss quarterly report on Strategic Plan	DISCUSSION
	ATTACHMENT	
8)	New Business:	
	b) Discuss draft of Library Financial Procedures	DISCUSSION
	ATTACHMENT	
9)	Informational and Discussion Items:	
	a) Director and Staff Reports	
	b) President's Report	
	c) Foundation/Friends Board Report	
	d) Trustee continuing education – MPL as the MCFLS System Resource Library	
	ATTACHMENT	
10)	Correspondence	
11)	Public Comments	
12)	Closed Session: The Board shall convene in Closed Session pursuant to Wisconsin State Statute Section 19.85(1)(c) to consider employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility. <i>Specifically to review Library Director's FFCRA request</i>	ACTION
	The Board will not return to open session to act on matters discussed.	
13)	Adjournment	

In an effort to make public meetings accessible to everyone, upon reasonable notice, the Village will attempt to accommodate the needs of persons with disabilities through sign language interpretation or other auxiliary aids. For additional assistance, please contact the Greendale Public Library at 423-2136

**Library Board Minutes – Special Meeting
GREENDALE PUBLIC LIBRARY
Wednesday, April 1, 2020**

President Amidzich called the Regular meeting of the Greendale Public Library Board of Trustees to order at 5:30 PM.

Trustees Present: Amidzich, Genz, Jensen, Unger

Excused: Dombrowski, Huberty

Also Present: Van Klooster- Library Director; Tara, Julie, Emily, Kayla, Allison, Martha-Library Staff; Shawne Johnson-Greendale Health Dept

Library Director Van Klooster stated that the Agenda for this meeting had been published in compliance with the Open Meetings Law.

PUBLIC COMMENTS

Tara shared a prepared statement on behalf of all Library Staff.

APPROVAL OF THE MINUTES

Trustee Jensen moved, Trustee Unger seconded approval of the March 18,2020 minutes.

Ayes: All Noes: None Motion : Carried

UNFINISHED BUSINESS

a) Library continued response to COVID19

Van Klooster reviewed his email memo to staff dated 3/24 regarding continuation of library work during the Governor's Order. The MCFLS survey of Milwaukee libraries and their services and staffing was discussed. Librarians highlighted some of their virtual programming, and remote work was discussed. President Amidzich stressed that staff who need or desire to work remotely for health reasons be accommodated. A books-by-mail program was discussed. Van Klooster said this and other nontraditional services are things we should be thinking about and he will report back.

b) Authorization for library calendar adjustments

Trustee Jensen moved, Trustee Genz seconded a motion to authorize the Library Director to adjust the Library calendar through June 30, 2020 to comply with future State & Federal Executive Orders.

Ayes: All Noes: None Motion : Carried

c) Extend paid sick leave

Trustee Jensen moved, Trustee Unger seconded a motion to extend paid sick leave for all library employees by 10 days prorated based on work percentage for the duration of the Health Emergency. Trustee Genz asked if this is additional to the 15 days approved at the March 18 Library Board meeting, and if it covers any illness or just that associated with COVID19. Shawne Johnson of the Greendale Health Department said it would be nearly impossible to get testing if the employee were ill but not showing COVID symptoms. Genz asked if documentation of the illness would be required. Unger pointed out the Families First Act.

Ayes: All Noes: None Motion : Carried

NEW BUSINESS

NONE

CORRESPONDENCE

NONE

PUBLIC COMMENTS

NONE

ADJOURNMENT

The meeting adjourned at 6:30 PM.

GL Period	GL Acct No	GL Account	Check Issue Date	Check Amount	Invoice Number	Description
56447						
JANI-KING OF MILWAUKEE						
03/20	07-51-61100	MAINT SUPPLIES-BUILDING	03/06/2020	136.39	MIL03200135	CLEANING SUPPLIES 49%
Total 56447:				136.39		
56462						
FANTETTI, ALLISON						
03/20	07-51-56300	TRAINING	03/13/2020	45.10	TRAVEL 2020	LIBRARIAN MEETING-HARTFORD 82MI
Total 56462:				45.10		
56471						
SYNCB/AMAZON						
03/20	07-51-55100	OFFICE SUPPLIES	03/13/2020	265.89	12/15/2019-01/1	IPAD FOR SQUARE, TAPE
03/20	07-51-56500	ADULT BOOKS	03/13/2020	147.44	12/15/2019-01/1	ADULT BOOKS NF/FIC
03/20	07-51-75023	LIBRARY - MCFLS RECIP EXP	03/13/2020	32.95	12/15/2019-01/1	YOUNG ADULT MEDIA RECIP
03/20	07-51-75023	LIBRARY - MCFLS RECIP EXP	03/13/2020	466.46	12/15/2019-01/1	ADULT MEDIA RECIP
03/20	07-51-75023	LIBRARY - MCFLS RECIP EXP	03/13/2020	57.55	12/15/2019-01/1	YOUTH MEDIA RECIP
03/20	07-51-75028	LIB DONATION PURCHASE	03/13/2020	277.09	12/15/2019-01/1	FEB BOOK OF THE MONTH
03/20	07-51-75031	LIBRARY PROGRAMS	03/13/2020	134.39	12/15/2019-01/1	PROGRAMMING, CRAFT SUPPLIES
03/20	07-00-21123	LIBRARY - MCFLS RECIP	03/13/2020	31.99	12/15/2019-01/1	CREDITS AND ADJUSTMENTS
Total 56471:				1,349.78		
56472						
THE PENWORTHY COMPANY LLC						
03/20	07-51-75028	LIB DONATION PURCHASE	03/13/2020	177.98	055093-IN	STEM KITS
Total 56472:				177.98		
56473						
WEST ALLIS BLUE						
03/20	07-51-55100	OFFICE SUPPLIES	03/13/2020	45.00	140153	SHELF SIGN
Total 56473:				45.00		
Grand Totals:				1,754.25		

VILLAGE OF GREENDALE

LIBRARY FUND
PERIOD
March 31, 2020

Account Number	Account Title	Current Month Actual	Current Budget	Current year Actual	Remaining	% of Budget
REVENUES		Actual	Budget	Actual	Remaining	% of Budget
07-00-21102	PROPERTY TAX LEVY	-	648,000.00	472,020.44	175,979.56	73%
07-00-21123	LIBRARY - MCFLS RECIP	8,569.99	8,000.00	8,569.99	(569.99)	107%
07-00-22515	DONATIONS LIBRARY	203.10	13,000.00	691.25	12,308.75	5%
07-00-22958	LIBRARY COPIER SALES	482.76	5,000.00	1,072.46	3,927.54	21%
07-00-22959	LIBRARY FINES	251.30	11,000.00	1,349.29	9,650.71	12%
07-00-22960	LIBRARY BOOK CHARGES	5.54	1,000.00	(0.46)	1,000.46	0%
07-00-22965	CLC REVENUES	-	-	-	-	-
07-00-22968	OTHER REVENUES	11.00	1,000.00	174.25	825.75	17%
07-00-29900	OPER TRANS IN/OUT	-	-	-	-	-

Total LIBRARY REVENUE	9,523.69	687,000.00	483,877.22	203,122.78	70%
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EXPENSES

07-51-42100	SALARIES - REGULAR	18,414.40	236,300.00	52,164.95	184,135.05	22%
07-51-42200	SALARIES - TEMPORARY	12,285.61	171,700.00	38,826.36	132,873.64	23%
07-51-42300	SALARIES - OVERTIME	-	-	-	-	-
07-51-45100	HEALTH INSURANCE	4,970.26	59,800.00	13,599.52	46,200.48	23%
07-51-45200	LIFE INSURANCE	29.64	500.00	88.92	411.08	18%
07-51-46100	SOCIAL SECURITY	1,393.01	17,788.00	3,971.62	13,816.38	22%
07-51-46200	WRS EMPE/EMPR	1,603.67	18,792.00	4,592.16	14,199.84	24%
07-51-46300	MEDICARE	418.90	5,916.00	1,239.22	4,676.78	21%
07-51-51200	OPERATING EQUIPMENT	-	23,200.00	5,988.88	17,211.12	26%
07-51-53920	MCFLS COMPUTER CONTRACT	-	20,900.00	21,414.00	(514.00)	102%
07-51-55000	COMMUNICATIONS	-	1,050.00	11.00	1,039.00	1%
07-51-55100	OFFICE SUPPLIES	310.89	8,800.00	1,263.95	7,536.05	14%
07-51-56100	MEMBERSHIP DUES	-	1,800.00	-	1,800.00	0%
07-51-56300	TRAINING	45.10	2,500.00	67.48	2,432.52	3%
07-51-56500	ADULT BOOKS	147.44	20,000.00	2,144.86	17,855.14	11%
07-51-56501	YOUNG ADULT BOOKS	-	1,500.00	214.91	1,285.09	14%
07-51-56502	ADULT AUDIO BOOKS	-	600.00	-	600.00	0%
07-51-56503	ADULT LARGE PRINT	-	1,000.00	20.48	979.52	2%
07-51-56504	YOUTH BOOKS	-	20,000.00	1,940.19	18,059.81	10%
07-51-56505	YOUTH MEDIA	-	-	9.99	(9.99)	#DIV/0!
07-51-56506	SERIALS	-	4,000.00	204.87	3,795.13	5%
07-51-56508	MCFLS DATABASES	-	8,500.00	8,255.00	245.00	97%
07-51-57100	UTILITIES	2,067.96	26,250.00	4,308.01	21,941.99	16%
07-51-61100	MAINT SUPPLIES-BUILDING	136.39	8,100.00	979.89	7,120.11	12%
07-51-75023	LIBRARY - MCFLS RECIP EXP	556.96	8,000.00	797.26	7,202.74	10%
07-51-75028	LIB DONATION PURCHASE	455.07	13,000.00	2,505.20	10,494.80	19%
07-51-75031	LIBRARY PROGRAMS	134.39	8,000.00	1,129.96	6,870.04	14%
07-51-83000	CAPITAL OUTLAY-EQUIPMENT	-	8,800.00	-	8,800.00	0%
07-51-83100	LIBRARY RFID FUND	-	-	-	-	-
07-51-83200	CLC JOINT EXPENSE	-	-	-	-	-
07-51-83300	LB TO CLC CONTRIBUTION	-	-	-	-	-
07-51-83400	LIBRARY LIGHTING	-	-	-	-	-
07-51-83500	SERVICE AGREEMENT	-	-	-	-	-
07-51-92900	MISCELLANEOUS	-	1,200.00	187.50	1,012.50	16%

Total LIBRARY EXPENSES:	42,969.69	697,996.00	165,926.18	532,069.82	24%
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VILLAGE OF GREENDALE
BALANCE SHEET
3/31/2020

ASSETS

07-00-111000	CASH DEPOSIT	\$ 310,761.01
07-00-111080	PETTY CASH	<u>\$ 200.00</u>

TOTAL ASSETS	<u>\$ 310,961.01</u>
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LIABILITIES AND EQUITY

LIABILITIES

07-00-151200	ACCRUED PAYROLL SALARIES	\$ -
07-00-151210	ACCOUNTS PAYABLE	\$ (2,067.96)
07-00-151260	DEFERRED REVENUES - TAX	\$ (175,979.56)
07-00-151280	ACCUMULATED VACATION PAYABLE	\$ -
07-00-151290	ACCUMULATED SICK LEAVE PAYABLE	\$ -
07-00-172020	DUE TO/FROM 2 EQUIP REPL	\$ -
07-00-172090	DUE TO/FROM 60 TRUST AGENCY	\$ 222,067.90
07-00-172200	DUE TO/FROM FOUNDATION	\$ -
07-00-224000	ADVANCE FROM GENERAL FUND	\$ 0.00
	TOTAL LIABILITIES	\$ 44,020.38

FUND EQUITY

07-00-170000	FUND BALANCE	\$ (37,030.35)
	REVENUES OVER EXPENDITURES- YTD	<u>\$ (317,951.04)</u>
	TOTAL FUND EQUITY	
	TOTAL LIABILITIES AND EQUITY	<u>\$ (354,981.39)</u>
		<u>\$ (310,961.01)</u>

From: [Steve Hesar](#)
To: [LDAC](#)
Subject: [External] FW: [wissysdir] Municipal Personnel Reassignment
Date: Wednesday, April 8, 2020 1:11:29 PM

I'm passing along some information from DPI regarding library staff reassignment by municipalities. I hope some of this information may be helpful.

Steve Hesar
System Director
Milwaukee County Federated Library System
414.286.8149
steve.hesar@mcfls.org

From: Shannon.Schultz@dpi.wi.gov <wissysdir@lists.dpi.wi.gov>
Sent: Wednesday, April 8, 2020 12:59 PM
To: Wisconsin Public Library System Directors <wissysdir@lists.dpi.wi.gov>
Subject: [wissysdir] Municipal Personnel Reassignment

System directors,

As promised at the April 6 meeting, the following is some information regarding the reassignment of library personnel by a municipality. I should preface by saying that I am not an attorney and that this is outside of Chapter 43, so this is information for consideration. I cannot make any interpretations beyond sharing that this statute exists and encouraging you to seek legal advice as appropriate.

During a declared emergency, governments have the authority to temporarily reassign personnel from one department to another, pursuant to [Wis. Stat. sec. 230.047](#). This statute defines the terms of how such an exchange must happen (who pays salaries, pay rate, etc.).

[Wis. Stat. sec. 323.10-14](#) addresses powers and duties related to emergency management, with s. 323.10 pertaining to declaration of an emergency by local government, and s. 323.14 describing the powers and duties of local government in declared emergencies. While library staff are not specifically mentioned, the statute implies that, under a declared emergency, a municipal governing body can employ *any* of its personnel, facilities, and resources to cope with the state of emergency, so long as it is consistent with its adopted emergency management plan.

If the library board or staff are resistant to cooperating with a reassignment, the director or board may wish to review the municipality's emergency management plan and/or consult with the municipal attorney for guidance. The attorney would be very aware of this if it is applicable, as they were probably consulted if/when the municipality declared a state of emergency, and reviewed the duties and powers given to the municipal governing body under that declaration. Also, according to a library whose staff were reassigned, the village president signed an executive order that stated that "personnel are subject to reassignment where needed." It may help if they explore whether such an executive order was signed locally.

Note that some "uncooperative" libraries have been threatened with reduction in next year's budget. Please be cautious when pursuing these answers, or at least mindful that resistance to

reassignment could potentially take a library down this unpleasant path.

Shannon M. Schultz, Public Library Administration Consultant
Division for Libraries & Technology
Wisconsin Department of Public Instruction
P.O. Box 7841
Madison, WI 53707-7841
P: 608-266-7270 shannon.schultz@dpi.wi.gov

The Greendale Public Library Board of Directors (“Library Board”) hereby adopts the Village of Greendale Personnel Manual (adopted February 11, 2020), on **DATE**.

The Library Board exercises the following amendments, clarifications, additions and/or exceptions to the adopted Village Personnel Manual, and approves supplements to the Manual in the form of Work Rules. Until a new version of the Library Work Rules are adopted by the Library Board all contents remain applicable regardless of the Village Personnel Manual version.

ADDITIONS, CLARIFICATIONS AND/OR EXCEPTIONS

(SECTION 1.12) Probationary Appointment

Probationary appointment shall be 6 months with the exception of the Library Director, who remains at 1 year.

(SECTION 1.17) Salary Plan

After the Village Trustees approve the Village Salary Resolution, the Library Board reviews the Library Salary Plan. The Library Salary Plan may adopt the Village Salary Resolution in whole or in part, with clarifications, additions and/or exceptions. A typical Library Salary Plan includes wage minimum/midpoint/maximum ranges, a cost of living adjustment (COLA) when offered to other Village employees, and the Merit Pay Program.

(SECTION 2.1) Hours of work

Library employees shall work a work day set by the Library Director, as outlined in the Work Rules.

(SECTION 2.2) Overtime

For the purposes of the Fair Labor Standards Act, the Library Director is defined as Exempt. Effective 2017, all other Library employees are defined as Non-Exempt and therefore unable to request compensatory time off in lieu of overtime pay.

(SECTION 2.12) Work Rules

The Library Board has also adopted Work Rules (sometimes called “Policies”), in print and electronic formats at the Library as part of this document.

(SECTION 4) Safety Policies

All Village Safety Policies must be read, acknowledged and followed except for the following, which do not apply to library employees: Lockout Tagout, Confined Space Entry, Trenching and Excavation, Hearing Conservation Program, Work Zone Traffic Safety.

CONTENTS

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EMERGENCY CLOSURE

PRIVACY OF PATRON INFORMATION

STAFF AS LIBRARY PATRONS

GREENDALE PUBLIC LIBRARY – LIBRARY WORK RULES

HOURS OF WORK

Normal Library working hours may be any time between 7:00AM and 10:00PM, Monday through Sunday. Actual hours worked on actual days worked must be reflected in time records.

Payroll is recorded in 15 minute increments (eg 4.25, 4.5, 4.75 hours).

Lunch periods of 30 minutes and Break periods of 15 minutes shall be available using the following guide in order to comply with State of Wisconsin Labor Standards for Minors and maintain fairness among employees of all ages.

Length of scheduled shift	Length and time of Lunch and/or Break period
Fewer than 4 hours	=0 minutes No Break period.
Greater than or equal to 4 hours, but fewer than 6 hours	=15 minutes One paid 15 minute Break period as close to halfway through the shift as practical. (eg 9:00A-3:00P=6 hrs paid, 6 hrs on schedule)
Greater than or equal to 6 hours, but fewer than 8 hours	=15 minutes + 15 minutes (optional additional) One paid 15 minute Break period plus one optional additional unpaid 15 minute Break period, distributed evenly on either half of the shift or combined for one 30 minute Break period midway through the shift. (eg 9:00A-3:30P=6.5 hrs paid; OR 9:00A-3:45P=6.5 hrs paid, 6.75 hrs on schedule)
Greater than or equal to 8 hours	=45 minutes One unpaid 30 minute Lunch period as close to halfway through the shift as practical, plus one 15 minute paid Break period occurring whenever possible approximately in the middle of the workday morning or afternoon.

Break periods are not to be combined with a Lunch period, nor are either to be used at the start or end of a scheduled work day.

All library staff are required to remain at the work site and be readily available to return to work during the unpaid Meal period unless there is at least one other employee of the same classification in the building during that time who is available to work in a public service capacity.

GREENDALE PUBLIC LIBRARY –LIBRARY WORK RULES

SCHEDULED ABSENCE (vacation, time off)

Scheduled employee time off shall balance employee preferences with library operational needs. Reasonable effort will be made to provide employees with requested time off.

Requesting time off

Time off requests for the upcoming year are submitted between December 1 and January 31 using the Time-off Request Form, with order of priority noted. Requests submitted after January 31 will be considered on a first-come, first-served basis.

Reference* and Library Circulation Supervisor requests are reviewed by the Library Director. Clerical** requests are reviewed by the Library Circulation Supervisor.

Blackout date (no time off allowed) is the annual All Staff Day on the 3rd Friday of November.

Approval considerations for requests submitted between 12/1-1/31 are based on the following factors:

- Seniority (# of calendar years of service, either PT or FT)
- Previous year's approved requests, including dates adjacent to Village legal holidays
- Multiple holiday-adjacent requests by the same employee in the same year
- Availability of remaining staff to maintain adequate public service staffing levels during employee time off
- Submittal of request after the January deadline
- Concurrence of major programming in the requestor's area of responsibility
- Concurrence of professional conferences regularly attended by GPL staff

Requests causing a schedule conflict will be resolved by the supervisor if they are submitted inside the annual submittal window (12/1-1/31) or before the 15th of the preceding month that the time off will occur. Requests submitted outside these deadlines must be resolved through employee-initiated TRADES with employees of the same job classification. Any employee-resolved schedule conflict must receive supervisor approval 24 hours in advance.

*Reference: Librarian and Reference Associate are considered in the reference classification for the purposes of time-off approval.

**Clerical: Library Circulation Supervisor, Lead Clerk, Clerk and Page are considered in the clerical classification for the purposes of time-off approval.

Approved 2/26/2020

GREENDALE PUBLIC LIBRARY –LIBRARY WORK RULES

UNSCHEDULED ABSENCE (emergency, tardiness, illness)

Timely and regular attendance is an expectation of performance for all Greendale Public Library employees. To ensure adequate staffing, positive employee morale, and to meet expected productivity standards and customer service expectations, employees will be held accountable for adhering to their workplace schedule. In the event an employee is unable to meet this expectation, he/she must obtain approval from the direct supervisor in advance of any requested schedule changes. This approval includes requests to use appropriate accruals, as well as late arrivals to or early departures from work. The Library Director has the discretion to evaluate extraordinary circumstances of a tardy or absence and determine whether or not to count the incident as an occurrence.

I. Absent

A library employee is deemed absent when he/she is unavailable for work as assigned/scheduled and such time off was not scheduled/approved in advance as required by library notification procedure.

II. Tardy

An employee is deemed to be tardy when he/she:

- Fails to report for work at the assigned/scheduled work time.
- Leaves work prior to the end of assigned/scheduled work time without prior Director/Assistant Director approval.
- Takes an extended meal or break period without approval

III. Progressive Discipline Process

The direct supervisor will monitor the library employees' attendance on a regular basis and address unsatisfactory attendance in a timely and consistent manner. A pattern of unscheduled usage of time off will be discussed with the employee.

Employees who have exhibited unsatisfactory attendance which resulted in disciplinary action (written or final) during the course of the year may have the behavior documented in their annual evaluation.

Disciplinary action may call for any of four steps — verbal warning, written warning, suspension (with or without pay) or termination of employment — depending on the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Exception: Vacation, paid holidays, jury duty, funeral leave, job related injuries, lack of work, military leave, and lay-off will not count as incidents. Pre-approved time off request and pre-approved leaves of absence will not count as occurrences.

GREENDALE PUBLIC LIBRARY –LIBRARY WORK RULES

UNSCHEDULED ABSENCE (emergency, tardiness, illness)

Occurrences

An occurrence is documented as an absence, tardy or unapproved leave. While an absence refers to a single failure to be at work, an occurrence may cover consecutive absent days when an employee is out for the same reason.

Guidelines for Attendance Control: Based on the number of occurrences in a twelve-month rolling period, an employee will be subject to disciplinary action under the following guidelines:

- Two occurrences in any 30-day calendar period result in a documented Friendly Reminder.
- Three occurrences in any 60-day calendar period result in a documented Verbal Warning.
- Two additional occurrences within the next 90-day calendar period, following the verbal warning, will result in a Written Warning.
- Any additional occurrences within the next six months after the written warning will result in suspension and/or termination of employment, pending investigation and review by the Library Director and Library Board.

Absence during Probationary Period

An employee who has three occurrences within his/her probationary period should receive a Written Warning; if the employee has greater than four occurrences within the probationary period, employment may be terminated.

Holidays

If an employee calls out of work the day before, the day of, or the day after a holiday, the Library Director will review the circumstances of the absence. Based on this review, the Library Director has the discretion to determine whether to count the incident as a regular occurrence or go directly to issuing a Written Warning for the holiday-related call out. If an employee is already on discipline they can progress to the next level.

GREENDALE PUBLIC LIBRARY –LIBRARY WORK RULES

UNSCHEDULED ABSENCE (emergency, tardiness, illness)

IV. Notification Procedure

Employees are expected to follow library notification procedures if they will be late for work, will not be at work, or are requesting unscheduled time away from work.

Employees calling outside business hours should leave a message on the library voicemail system indicating the reason for the absence and the expected date of return.

Employees calling in during business hours should speak with a direct supervisor or the Person in Charge. The Person in Charge should email the direct supervisor notifying them of the absence.

- An employee who fails to call in and report to work as scheduled for three consecutively scheduled work days will be viewed as having abandoned their position and employment will be terminated.
- Incidents of not following the library notification procedures, including no-call/no-show, will be addressed in accordance with Village Discipline practice.

Adopted 8/2016

Reviewed 2020

UNSCHEDULED ABSENCE (emergency, tardiness, illness)

NOTIFICATION PROCEDURE

CALLING IN ILL WHEN THE LIBRARY IS CLOSED (Provided you are not the 7:30 a.m. clerk/librarian.)

Procedure:

- Call 423-2136
- Select “0” from the list of menu options. This will allow you to leave a voicemail message on the main telephone in the back room.
- Wait for the voicemail to answer, and then leave a message with your name and the time you were scheduled to work.

What to Do When Someone Calls in OR Is Running Late

If you are the 7:30 reference person, you should call OR text the Director BEFORE 7:30- as soon as possible.

Everyone should have the contact list for staff at home.

- 1) If a clerk calls in and the Lead Clerk or Circulation Supervisor is here:
 - a. The call should be transferred to them- they should speak to the clerk
 - b. They will make the necessary calls and changes to the desk schedule and inform the Person in Charge (PIC)
- 2) If a clerk calls in and the Lead Clerk or Circulation Supervisor is not here:
 - a. Refer call to the Person in Charge (PIC)
 - b. Please take a look at the schedule and see if a replacement is absolutely necessary (can we possibly get by with less staff for a short period? If it is a short period of time- would we be fine with 1 clerk? Did they have their break/lunch? Is it slow? Busy? You have to make a judgment call as PIC. We already work with 1 clerk/1 reference at night. In emergency situations, this is the minimum. In emergency situations, you are just maintaining service (open for business) and other work most likely would not get done.)
 - c. If a replacement is needed, please call staff based on availability
 - d. Change the desk schedule accordingly
 - e. Let the direct supervisor know via email

Continued...

UNSCHEDULED ABSENCE (emergency, tardiness, illness)

- 3) If a clerk calls in for the 7:30 shift on Saturday:
 - a. They are supposed to try to call for their own replacement, especially if they know the night before. If they are unable to find a replacement they should call the PIC using the Library is Closed procedure.
 - b. The PIC or Circ Supervisor would contact the 10am clerk to see if they're able to come in early. You can also try to call a Sub Clerk to come in after 8am (they will not have keys to the building or be trained on opening procedures, but would be a body in the building when we open.)
- 4) If Reference calls in and the Director is here:
 - a. The call should be transferred to them- they should speak to the librarian
 - b. They will make the necessary calls if needed and changes to the desk schedule.
- 5) If Reference calls in and the Director is not here:
 - a. The PIC should take a look at the schedule and see if a replacement is absolutely necessary.
 - b. Make the appropriate calls and changes to the desk schedule accordingly, and inform the director.

DRESS CODE

The Greendale Public Library strives to maintain a public image consistent with a professional business atmosphere. It is expected that staff members' dress and grooming will be appropriate to a businesslike environment. Employees will dress in a manner appropriate to the job they are performing. For librarians, this is 'business casual' and excludes jeans except for Fridays and Saturdays. Casual clothing including jeans is appropriate for pages and clerks. The personal appearance of each employee is an important component in the provision of quality service to library users.

If an employee reports for work improperly dressed or groomed, the director, lead clerk or the librarian-in-charge shall counsel the employee regarding the matter. The director reserves the right to send an employee home to dress appropriately when, in his/her opinion, the employee's dress is inappropriate. The time spent by the employee going home to change will not be considered work time. With supervisory approval, the time may be made up in the same work week. This does not preclude potential progressive disciplinary action.

The following guidelines are to be observed.

General Guidelines:

- Employees are expected to use good judgment in choosing their attire and appearance, taking into consideration their position, contact with library customers, and health and safety standards.
- Clothing should be neat, clean and in good repair at all times, and should not create a safety hazard in the work environment. Makeup should be business appropriate. Hair, including facial hair, should be clean and neatly trimmed or arranged.
- Personal cleanliness and good grooming habits must be observed.
- Hair styles/colors should not be disruptive to public service.
- Facial jewelry, with the exception of ear jewelry, is not permitted.
- Clothing that exposes any portion of the waist, hips, buttocks, breasts or midriff is not allowed. Apparel or arrangement of apparel that exposes underwear is not allowed.
- Clothing which may be appropriate for recreational, social, leisure time or "at home" activities is not suitable library attire. This includes, but may not be limited to leggings as pants, exercise clothes such as sweatpants, yoga pants, t-shirts or sweatshirts (hooded, crew or zipped), shorts, revealing attire, very short skirts, tank tops, halter tops or tight clothing.
- Sleeveless tops or dresses are permitted which have a shoulder strap at least 2 inches in width. No spaghetti straps are allowed.
- Capri pants that cover the knee are permitted.
- Secure shoes must be worn at all times. (No flip-flop shoes.)
- Hats are not to be worn in the library without supervisory approval.
- Items of clothing that contain a logo (other than the Village or Library logo), slogan, wording or messages on them are not considered appropriate for a business environment.
- All employees must wear a nametag while working in the library. Nametags will be supplied to all employees. Nametags must be worn so that they are easily visible to library patrons.

DRESS CODE

Job Specific Guidelines:

- Library clerks and library pages may wear jeans in good condition and with proper fit without fading, holes or fraying.
- Library clerks and library pages may wear athletic shoes.

Special Dress Days:

- The library may promote activities such as programs, a literary event, or community-wide activities (e.g. Packer or Brewers) with special dress days.
- Special dress days will be designated as such by the director with advice by staff.
- Fridays, Saturdays and Sundays are casual dress days where all staff members can wear jeans.

Approved by the Greendale Public Library Board, 9/6/17

Reviewed 2020

GREENDALE PUBLIC LIBRARY –LIBRARY WORK RULES

CONTINUING EDUCATION

The Greendale Public Library Board of Trustees encourages all library staff to continually educate themselves in their job duties as a regular part of their job description.

The Board requires its staff to attend relevant committee meetings and continuing education functions conducted by the Milwaukee County Federated Library System.

The Board encourages staff to attend workshops and conferences conducted by presenters of interest and relevance to their job descriptions.

Staff members shall be reimbursed for costs, including hours worked, in accordance with the Village's Travel Policy and Fleet Safety Policy. All such reimbursements shall be made only with the prior approval of the Library Director and within the limits of the continuing education budget.

Reviewed 01/08/14, 01/14/15, 01/13/16, 2/26/19

INCLEMENT WEATHER

Staff are encouraged to report to work as scheduled if the Library is open during inclement weather, if they feel it can be done so safely. Staff scheduled but not reporting to work should notify their supervisor following the Unplanned Absence work rule.

Part time staff will not be compensated for hours scheduled but not worked.

Full time staff must use vacation or floating holiday for hours scheduled but not worked. Special arrangements will be made in case the employee has insufficient remaining vacation to cover the absence.

Approved 2020

GREENDALE PUBLIC LIBRARY –LIBRARY WORK RULES

EMERGENCY CLOSURE

The *CLC Person in Charge Manual-Emergency Closing* will be consulted for authority, procedures and guidance related to closing the Community Learning Center in an emergency.

If the CLC and Library should close *to the public* for an emergency but staff may still report to/remain at/return home from work if can be done safely (eg inclement weather):

- hourly Library staff will not be compensated for hours scheduled but not worked
- benefitted staff must use vacation or floating holiday for hours scheduled but not worked*
- 'good faith efforts' to report to work will be considered when calculating compensation for scheduled hours

If the CLC and Library should close *to the public and staff* for an emergency, and staff may not report to/remain at work (eg extended power outage):

- hourly Library staff will not be compensated for hours scheduled but not worked
- benefitted staff must use vacation or floating holiday for hours scheduled but not worked*
- employees with remote work capability shall discuss this option with their supervisor before electing to use paid time off benefits

*Special arrangements may be made in case the employee has insufficient remaining paid time off to cover the absence.

ADOPTED 2020

GREENDALE PUBLIC LIBRARY –LIBRARY WORK RULES

PRIVACY OF PATRON INFORMATION

Staff agree, as a condition of continued employment, to comply with the Library's Privacy Policy and Procedure for Complying with Law Enforcement Requests for Information (found in the Patron Policy Manual). Patron library records and other personally identifying information is not to be used for any purpose other than provision of library service or to comply with legal requests.

STAFF AS LIBRARY PATRONS

Library Staff are bound by the same rules, policies and procedures as regular library patrons when using equipment and materials purchased for the purposes of public use.

Employees must acquire and use their own library accounts for personal library use. All items removed from the library reading room for personal use should be checked out on one's personal card. No fees should ever be waived for self, or for others outside the course of normal business. No 'overrides' should be okayed, no check-ins backdated abnormally, or other processes circumvented to avoid legitimate enforcement of library policies.

Approved 2020

GPL 2018 Strategic Plan Goals Worksheet

GOAL 1						
Support staff capacity to meet the changing needs of the community						
Objectives	Who	When	How	Questions to ask	Success measure	
1a) Identify changing needs of community through demographic analysis	Library staff, working with Village government	Year 1	single page summary of all data collected: increasing Hispanic student population (double from 2009), otherwise all other enrollment categories are stable; DPI WISEdash, MCFLS 2016 patron data summary by library w/ Mosaic categories			
1b) Review all training in the context of staff opportunities and learning needs	Library director, working with library staff	Year 1				
1c) prioritize revision or development of new training procedures based on demographic analysis, and staff opportunities and learning needs	Library director, working with library staff	Year 1				
1d) Implement staff training to address opportunities and needs	Library director	Year 2-3				

GOAL 2						
Enhance community awareness of library role and services						
Objectives	Who	When	How	Questions to ask	Success measure	
2a) Develop communication/marketing plan for both internal and external communications, as library and as CLC	Library director, working with library staff and CLC directors	Year 1	Revised programming checklist to include all media/communication channels; MCFLS marketing; Consider CLC Program Guide? Use RecTrac software?	What does a communication/marketing plan look like? WHAT are we going to market? Based on what demonstrated need?		
2b) Implement communication / marketing plan	Library Director, working with library staff	Year 2-3				

GOAL 3						
Build and strengthen community partnerships						
Objectives	Who	When	How	Questions to ask	Success measure	
3a) Identify and develop inventory of current and potential community partners	Library director, working with library staff	Year 1		What are our goals? Which partners from the inventory can help us achieve these goals?		
3b) Develop messaging to send to potential peartners to establish and build relationships	Library director, working with library staff	Year 2 with marketing plan implementation		Cite Library goals in communication?		
3c) Develop and implement plan to regularly communicate with all community partners	Library director, working with library staff	Year 2		Quarterly 'memo to partners'?		
3d) Host an annual partner meeting to provide updates and share information	Library director	Year 2-3				

GPL 2018 Strategic Plan Goals Worksheet

GOAL 4						
Clarify the current understanding and functioning of the Community Learning Center (CLC) and propose alternatives, as appropriate						
Objectives	Who	When	How	Questions to ask		Success measure
4a) Identify barriers to communication among all Community Learning Center (CLC) functions	Library director, working with CLC directors	Year 1	Resume monthly CLC Directors meetings (date started?)			
4b) Develop shared understanding of roles, responsibilities and messaging among all CLC employees	Library director, working with CLC directors	Year 2-3	Develop CLC PIC Procedures; find email I sent to staff re: responsibilities for after school behavior			
4c) Develop plan that enhances communication among all CLC employees	Library director, working with CLC directors	Year 1	CLC Program Guide (shared)?; Occasional seasonal pot lucks			
4d) Examine library role distinctly from CLC	Library director, working with CLC staff and public	Year 1	Shared CLC phone number?	Where does this question come from? What is the context or reason for asking? Why is cross training not possible?*		
4e) Develop a community survey to better understand the current perception of and preferences for the CLC	Library director, working with CLC staff	Year 1				
4f) Meet with CLC staff and key partners to discuss the results of the survey and address thematic concerns as appropriate	Library director, working with CLC staff	Year 2				
4g) Develop and disseminate message to partners and the public to enhance awareness of the CLC and clarify roles and responsibilities based on concerns	Library director, in partner with CLC staff	Year 2-3	Article in Live in the Village magazine, Spring 2019			

*complexity of P&R program info and registration procedures; incontinuity of timing/semesters/etc; Differing expertise (not even all library staff can answer every library question, some must be referr

GREENDALE PUBLIC LIBRARY –FINANCIAL PROCEDURES

Village Purchasing Policy

The Library Board follows the Village Purchasing Policy.

Library Board Finance Committee, Personnel Committee

A committee of the whole reviews all financial matters as part of the monthly meeting. The Library Board does not have a separate finance committee but could form them if the desire arose.

Preparation of proposed budget

Library Director begins budget planning earlier than other departments due to the Library Board's need to approve any budget before submission to the Village Manager. Library Director requests an early (late summer) budget discussion with Village Manager to get a sense of municipal budget priorities and potential departmental appropriation changes.

Library Director prepares proposed budget using Village Manager's feedback, for Library Board review in August. Library Board Trustees discuss and approve proposed budget with Library Director. Library Director submits budget by deadline set by Village Manager. Library Board discusses Library budget with elected officials to explain and advocate for budget.

End-of-Year expenses closeout

It is not necessary to discontinue spending as the end of the fiscal year approaches. Current Village Treasurer and Deputy Clerk allow past-year expenditures to be expensed through mid-February of the following year.

Prepaid expenses (year-to-year)

Enter the prepaid expense account of 07-00-123070 for bills to be expensed in the following year. Write the year to be billed clearly at the top of the prepaid invoice submitted to Village Accounts Payable. Submit a 2nd copy of the prepaid invoice to the Deputy Clerk.

Check register monthly approval

It is understood that expenses submitted for Board approval in the monthly check register have already been encumbered. The Library Board formally approves the expenditures post hoc.

Fund balance

Surplus funds are carried forward annually in Fund Balance, as reported in the monthly Balance Sheet. Fund balance is expended through special request to the Library Board. Fund Balance expenditures are directed to current year budget accounts with the expectation that the affected accounts will be overspent at year end. The over expenditure is then covered by Fund Balance.

Fund balance has been as high as 22% and as low as 2%. Library Board proscribes no specific Fund Balance percentage to be maintained but sees a modest balance carried forward each year to be a demonstration of fiscal responsibility for unforeseen future circumstances.

GREENDALE PUBLIC LIBRARY –FINANCIAL PROCEDURES

The Library Board requests that the Library Director actively monitor current and future facility needs and capital assets and participate in the Village Capital Improvement Program so that Fund Balance is not used to cover costs more appropriately expended from the Village CIP.

Wage and Salary Plan

Library employees are not included in the Village Manager's Salary Plan. The Library Director conducts a wage/salary survey of comparable community library wages on a bi-annual basis, on even-numbered years. The Village Manager is consulted in October for estimated benefit cost changes and the Cost of Living Adjustment, if any. In aggregate, this information is included in the Library Staffing Analysis used by the Library Director to estimate staffing costs.

A Library Salary Plan is developed using the wage comparables, proposed COLA, benefits estimate and average performance merit score from the previous year for consideration at the November Library Board meeting. The Library Board approves the Library Wage and Salary Plan.

Library Revenues

Revenues are received by cash or check at the library register, and by credit using web-based credit card processing (Square as of 3/2020) software and hardware at the front desk, and by credit card payment aggregator distribution from copy/print revenue (TBS/Heartland as of 3/2020). All revenues are finally recorded and receipted by weekly deposit at the Village Treasurer's office, or by direct bank-to-bank transfer to the Treasurer as in the case of web-based credit card processing and aggregating.

Public print/copy revenue deposited at the copier coin tower is collected monthly and receipted-in at the register. Tax is calculated at time of receipting-in with the total collected split in two (copies + tax).

MCFLS revenue is receipted-in at the register including annual Reciprocal Borrowing revenue.

Annual MCFLS net fine/fee due/owed reconciliation funds are received in LIBRARY FINES or expended from LIBRARY-MCFLS RECIP EXP.

Non-Library Revenues

Revenues for some Friends of the Library fundraisers are taken in at Library registers as 'Donations' revenue, deposited directly into the Library's DONATIONS revenue account. This includes raffle ticket sales, fundraiser event ticket sales, fundraiser product sales, etc. A 'Donations' report of Friends fundraising revenue receipted by the library is provided quarterly to the Friends using Village accounting and library credit card processing software to assist them in fundraising revenue accounting.

Friends book sale cart cash revenue is collected monthly by library staff and held in the library safe for Friends pickup.

Materials and Supplies purchasing

Village issued purchasing cards may be requested by the Library Director for appropriate staff. The Village Purchasing Card policy prevails.

GREENDALE PUBLIC LIBRARY –FINANCIAL PROCEDURES

The Library Director may enter into credit agreements with appropriate vendors and suppliers in an effort to make purchasing more efficient or take advantage of discounts. Purchasing authority may be delegated but all purchases must receive final approval by the Director.

APPROVED:

DRAFT

GREENDALE PUBLIC LIBRARY

DIRECTOR'S REPORT



Date: 4/8/2020
To: Library Board
From: Brian Van Klooster, Library Director
Re: ***Directors' Report: March/April 2020***

General updates:

- Reference team of 5 are working remotely as much as possible. Three librarians are using existing library-issued laptops and VPN access to network documents. Three additional laptops purchased mid-March to support part time reference and circulation team remote work. Should be received and configured mid-April.
- Anticipating \$950 additional expense to hoopla digital to temporarily (March-June) increase maximum monthly borrows from 4 to 8. Waiting for proposed or actual increases to other digital resources before adjusting print materials expenditures to accommodate these changes.
- Greendale has agreed to write off \$226 of fee revenue from overdues for items returned between 3/1 to 3/16. There is discussion among member libraries about a uniform write off start date rather than each library basing theirs on their individual date of closure start. I feel a uniform date is preferable with March 1 being the most cited, primarily because the earliest-closing libraries closed after the first week of March. It is also acknowledged that there was increasing public anxiety about leaving the home to run errands, even to return library materials. This may have discouraged people from returning their items on time.
- Have started a draft of a social media policy with Allison to help guide and organize our online presence beyond the library webpage.
- Summer Reading update – lack of assurance about what summer public space and interaction landscape will be like so we're hesitant to make plans. State is exploring the purchase of a state-wide SRP tracking app to support an online summer reading program. Should have news of a commitment by 4/17. In the mean time the only date we have to work with is 4/24, but Village Health Officer and Manager sound dubious about a Village 'reopening' that early.
- Traditional Village marketing challenges
 - Village Newsletter was not delivered – was sent to printer and expected for delivery end of March but HOC printing closed and Sarah believes print jobs were canceled.
 - Village Magazine is delayed per Jackie with no expected reprint date at this time. We normally would have included our Summer Reading information
 - Park and Rec booklet is scheduled for late April/early May per Jackie, assuming some programming will be allowed. She has offered the Library a page in the booklet.
- Library has email marketing capability for patrons who have opted-in to marketing from us. Hesitant to use this until we've got some more answers about summer reading but may do it anyway just for an update and a reminder about virtual services.

Meetings:

- Weekly LDAC Updates teleconferences on Thursdays-I'm unable to attend due to child care, they are recorded and I connect with colleagues offline to stay engaged and informed
- Weekly reference team teleconferences, Wednesdays and/or Fridays-I attend and share pertinent information from Health, Village and MCFLS libraries when pertinent

- Weekly Village Department Heads teleconferences on Mondays and Thursdays-often unable to attend due to child care, I connect with colleagues offline to stay engaged and informed
- 4/8 Village Trustees teleconference – shared brief report on library staff and program activities since the closure
- 4/9 LSTA Advisory Committee teleconference – unable to attend due to child care

GREENDALE PUBLIC LIBRARY

STAFF REPORT



Date: 4/10/2020
To: Library Board
From: Brian Williams-Van Klooster, Library Director
Re: **Staff Report: March/April 2020**

Memo from Lisa Reinke, Youth Services Librarian:

- Lisa immersed herself in researching, acquiring and using online techniques to connect library services and library users, leading to designing, recording and posting online story times with Emily, as well as attending online training about online programming, and actively posted on the Library's Facebook page and family resources on the library webpage
- Learned about Makerspace at Franklin Public Library
- Discussed ways to prevent spread of germs in anticipation of pandemic
- Created and designed Curbside Crafts, a program in which families pick up bags of craft projects during the pandemic
- Supported takeaway craft programming with Megan in order to continue After School Family Fun on Mondays

Adult Services (Allison):

- Allison has invested significant time in updating the Library website, Facebook, and Instagram presences for accurate and timely content in light of the pandemic's increased demand for online information, requiring lots of communication and coordination among professional colleagues
- Attended several online professional development sessions regarding marketing, online services, crisis service, and customer service
- Allison has also worked to create virtual programs. The programs include:
 - Ongoing- Adult book club on Good Reads - *Only Woman in the Room* by Marie Benedict
 - April 10, 2pm - Young Adult/Adult book club with Tara hosted in a webex meeting – *They Both Die at the End* by Adam Silvera
- Library Instagram gained 22 new followers with 15 new posts in slightly less than two weeks
- Library Facebook gained 89 new followers with in slightly less than two weeks, with new Facebook Data available to help us gain insights into how well our posts and programs reach our audience

Teen and Adult Services (Tara):

- Attached

Circulation Services (Julie):

- Circ Staff updates:
 - Donna's last day was 3/20. Staff had been organizing a farewell potluck lunch for her, but due to COVID-19 restrictions on shared food we had to postpone until a later date.
 - Three new Pages started on 3/25. We welcomed Chanese, Debra and Lucy to our team and they were all very enthusiastic about getting started. They had some orientation, brief basic training and filled out some needed paperwork. We will delay more in depth training with them until circumstances improve.
 - Worked at length with the Circ staff to maintain their scheduled hours when possible and drafted up a list of in house projects for them to work on, several of which have already been completed such as weeding and organizing the paperback and magazine collections, shifting the CD collection and relabeling and refreshing the youth audiobook collection. We also

began an extensive shelf reading project. 5 distinct collections have already been gone through and a number of missing items have turned up, so it's proving to be an important and successful use of staff time.

- 2 of the circ staff, Judy and Terri, have taken a leave of absence due to COVID-19 related circumstances.
- Some of the staff have been of assistance at Village Hall. A group went to help sort absentee ballots, Kayla took a temporary position at Village Hall to provide election assistance, and Nick and Allison assisted with voting on 4/7.
- 3 clerks began remote work shifts on 4/8. Remote work projects were boxed up and I delivered to their homes on 4/8. To start with they are continuing to work on our Picture book refresh project. Jenifer pulled several hundred picture books and got them ready for these clerks. They were each sent around 100-120 books along with labels, book repair supplies, and new book covers to give these items a fresh new life! I drafted up a supply list for each of them as well as a reminders and guidelines for work at home etiquette. They were also sent a document with some learning links and development options for them, and were encouraged to spend some time during each shift learning something new or taking a webinar. Next week we will have more picture books for them as well as some craft projects for upcoming Curbside Crafts and future Teen programming.
- Special projects (digital and regular):
 - Tara and I came up with a list of our 5 best/worst book to movie adaptations and filmed a podcast for the library's Facebook page which was posted on 4/7. In order to maintain social distance during our discussion, we filmed via Zoom and each logged in from our own home. We've had a lot of positive comments on the post, and are working on ideas for our next video.
 - Nick filmed 2 videos for the Facebook page. One is a GPL Celebrity Readers video in which he reads *The Wolf, the Duck and the Mouse* by Mac Barnett, and the other is a how-to video on Book Stitching! It was filmed as an 'adult craft' to help diversify our Facebook content. He recently learned this skill in his History of Books and Printing class. We're so glad he's sharing his newfound skills with us and our followers!
 - Myself and several of the clerks have helped the Youth staff with organizing supplies and implementing the Curbside Crafts which are put out in association with their virtual Storytimes. It's been a group effort!
 - Jen continued work on setting up several new Stem Kits.
 - Nick and I have been working on a Library Map to be used to train new staff and volunteers. It uses the library floor plan and is color coded to distinguish our many different item locations. I hope to test it out on our new Page staff when they come back to finish their training.
- Meetings and Training:
 - The Circulation Services meeting that was scheduled to be hosted by Greendale on March 19th was cancelled. We have rescheduled it as a Zoom meeting for April 21st.
 - 3/31 Webinar – Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections. Discussion primarily focused on quarantining returned material. While the epidemiologist suggested that 24 hours was all that was needed for paper based materials, due to the fact that all of our material has a plastic book cover we have decided to continue to maintain a 3 day quarantine of material returned to our location to err on the side of caution. We have a system for documenting dates of return and it's been working well for us.

- 3/31 Zoom MCFLS Office Hour. Discussed questions that may have come up in light of our system-wide library closings in response to the COVID-19 pandemic. The circ staff discussed how each of us are handling our open book drops and material quarantine. We also had some time at the end for a brief overview of Create Lists training for database maintenance.
- 4/6 Cyber Security Awareness Training
- Other:
 - Reached out to Circulation Services committee about possible curbside pickup options – ceased research/implementation when Safer at Home order came out on 3/24
 - As of 4/4 patrons have the option to choose text message as notification option on CountyCat, or via a staff member with a new Sierra setting. This option used to only be available by having the patron text a SIGNUP code to a specific text number and allowed for no staff assistance. This new option should be much more user friendly and can be easily accessed through your CountyCat account.

Board Report

Tara Jordan, Teen and Adult Services Librarian

Adult Programs/Outreach

- One of the first virtual programs I started working on when the library closed was developing a virtual book club discussion. The teen book *They Both Die at the End* by Adam Silvera was chosen because it has adult and older teen appeal. The program was advertised through Facebook and information about the book discussion was sent to high school English teachers to pass on to their students. The book discussion will be on April 10th at 2pm.
- To try to reach out to our patrons and engage them in discussion over Facebook I worked with the Circulation Supervisor, Julie Schumacher, to create a video where we discussed our opinions about the best and worst films adapted to movies. This video was posted to Facebook and reached 368 people and received 69 engagements, which includes likes and comments ect. Julie and I are currently working on creating another book discussion video.
- I have been working with fellow librarian Allison to create an online trivia program for patrons that will be on April 15th at 7pm. It includes general trivia questions but is heavy on literary trivia.

Teen Programs/Outreach

- In response to both the library and schools closing I have been reaching out a lot to teachers and media specialists to provide information and instructions on how students can access ebooks and other digital resources. I have also been providing them with information about the virtual teen programs I am planning so they can pass that information on to their students. The response from teachers has been very favorable and I think the resources we have provided have been helpful.
- In addition to the book club discussion I am doing for adults and older teens I am doing a book discussion for the middle school lever for the book *Posted* by John David Anderson. The book discussion will be on April 17th at 2pm and those who would like to join can do so using Webx. The program has been advertised on Facebook and teachers have passed on the information to their students.
- Before the library closed we had a Teen Smoothie Challenge program scheduled for April 6th. Instead of canceling the program I decided to try to do a virtual version in which I posted a video on April 6 that showed me making smoothies and invited to teens to post their own smoothie creations and recipes . If anyone participates I will choose a winner from participants. The video reached 381 people and received 47 engagements. However, the cut off date to submit your smoothie recipe is April 13th and no one has participated as of yet. I think one of the challenges is that teens do not use Facebook and currently this is the library's primary social media outlet. Even if there is no participation this was a great learning experience for me as I am venturing into this realm of virtual programming for the first time. The pictures below show the set up for the video I made and the smoothies I made during that video.



MEMO

March 5, 2020

To: Milwaukee County Federated Library System Board of Trustees

From: Paula Kiely, Milwaukee Public Library Director

RE: 2019 - Resource Library Annual Report

The Milwaukee Public Library (MPL) is honored to serve as the Resource Library for the Milwaukee Federated Library System, providing backup reference, consulting and other services included in the 2016-2019 Resource Library Agreement (Agreement) dated January 20, 2016.

As agreed, an annual activities dashboard report (Dashboard) has been prepared and is part of your packet today. To provide an overview of all the services we provide we have included data for Interlibrary Loan (ILL) services, which is covered under a separate agreement. The following summarizes highlights from the report.

Training and consulting

Training and consulting includes 1:1 meetings by phone and in-person, tours and meetings for small group delegations, as well as classroom style presentations to larger groups. The bulleted list includes some of the topics covered under consulting, most notably Active Shooter Training, meetings on the Libraries Activating Workforce Development Skills (LAWDS) project, the DPI Inclusive Services Assessment Guide and a day-long in-service for youth and young adult services staff. For the first time in 2019, MPL's Communications and Marketing Director provided support, including for the Fall library card sign-up campaign.

Reference transactions, retrievals and circulation

A semi-annual survey of in-person, phone, virtual and electronic reference services indicates that MPL staff have been able to serve over 6,500 suburban residents, 3900 from outside the County, and over 2500 out of state. Retrieval requests are received by phone and in-person for materials stored in open and closed stacks, serving over 1,100 suburban residents. MPL circulated 313,891 items to patrons who picked up their items at suburban locations. In the reverse, stats show that the number of items from the various suburban locations that were checked out at MPL locations was 148,690 items.

Tours, Programs and Outreach

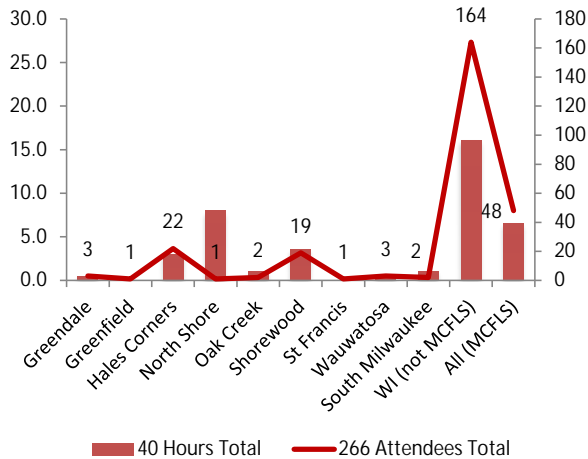
We counted that over 650 suburban residents visited for presentations or tours at MPL locations. For Summer Reading Program, outreach events and the few public programs for which residency data was captured, we served a minimum of 300 suburban residents and likely several hundred more. It's difficult to confirm an actual count because of the cross-over ZIP codes (nearly 10,000 served) and the inability to fully capture the data.

C: Michelle Bria, Milwaukee Public Library Board President
Steve Heser, MCFLS Executive Director
Joan Johnson, MPL Deputy Library Director



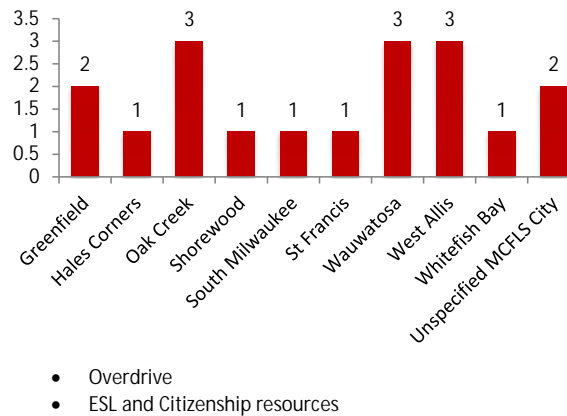
2019 Resource Library Dashboard

Training and Consulting Services
to Milwaukee County Federated Library System
(MCFLS) Members

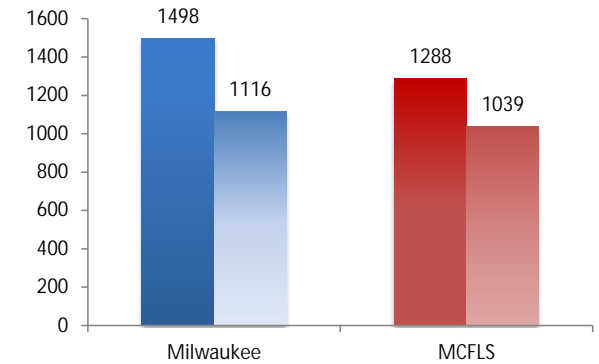


- Building Projects: East Branch's pivoting meeting space doors
- Materials Handling: Sorting protocols, unlocking devices
- Library Operations: Blocked digital card accounts, presentation and resource list on adult programming, Ready Reference shadowing by Racine PL staff, Youth & Young Adult Services Training Day
- Technology-Related Services: Display terminals, TBS/Comprise overview, Consulting on AMH processes
- Service Initiatives: Distribution lists, LibraryNOW and fines, circulation procedures, MyPC policies, Teacher card registration/circulation, WildWeb Conference - Silos No More - webinar broadcasted live and archived for Nicolet Outreach Association
- Security: Active shooter training and building security consulting at various MCFLS libraries and Appleton PL
- Comm & Marketing: Approx 5 hr/mo not shown on graph

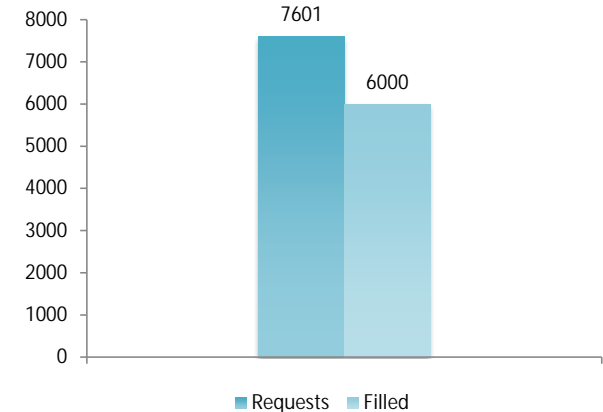
Backup Reference Support
4.5 Hours Total; 18 Transactions



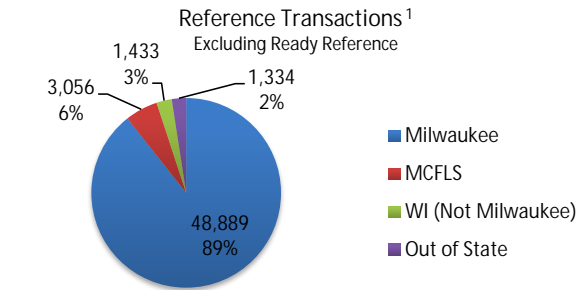
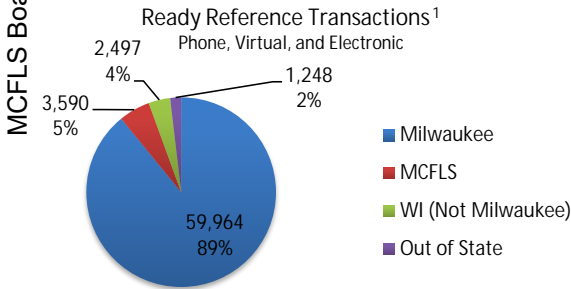
Interlibrary Loan
Requests and Requests Filled



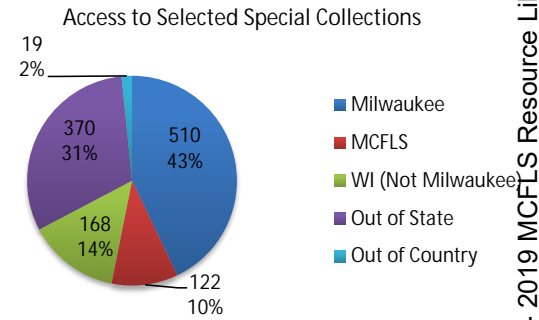
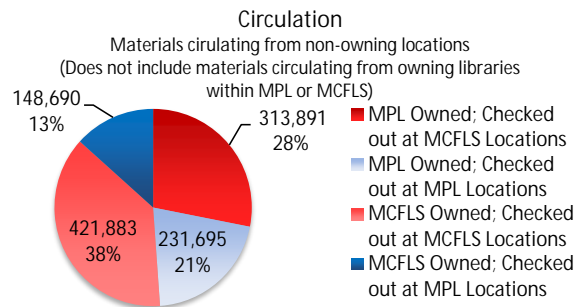
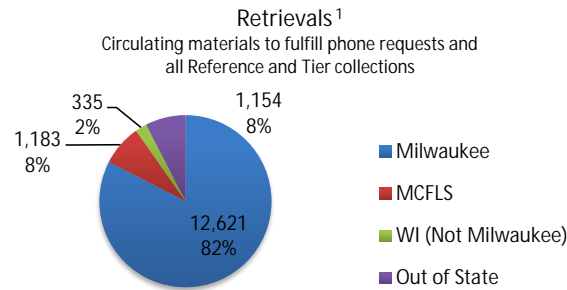
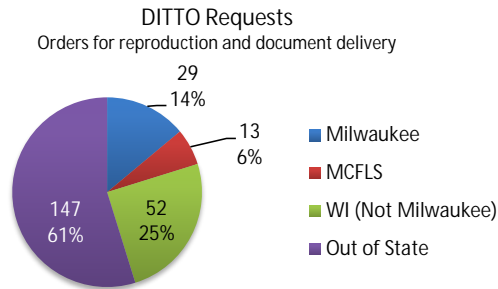
Interlibrary Loan - State Contract



Milwaukee Public Library – 2019 Resource Library Dashboard



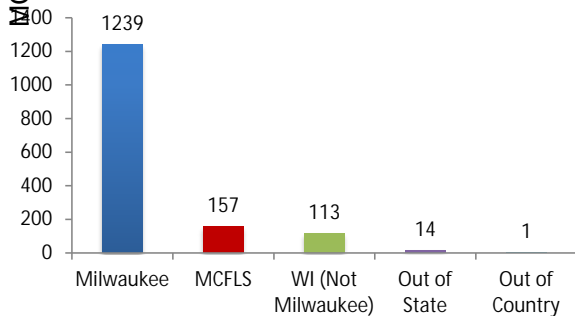
¹ One week surveys conducted in April and October



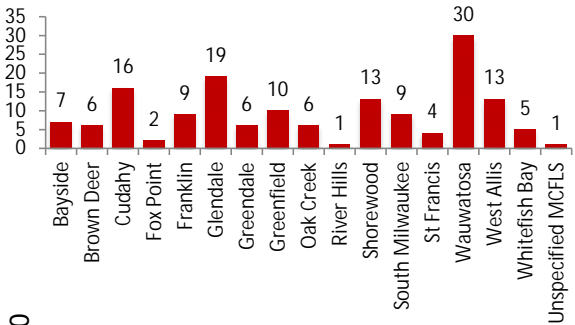
- Architectural Archives
- Arts, Music and Recreation Special Collections
- City Archives
- Great Lakes Marine
- Historic Performing Arts
- Historic Photographs
- Humanities Special Collections
- Local History Manuscripts
- Milwaukee Road
- Milwaukee Public Library's History
- Poster
- Trostel Collection

Milwaukee Public Library – 2019 Resource Library Dashboard

Public Programs and Outreach Events
Participants by Residency Type,
Excluding Summer Reading Program Readers
69 Programs/Events: 98 Hours Total



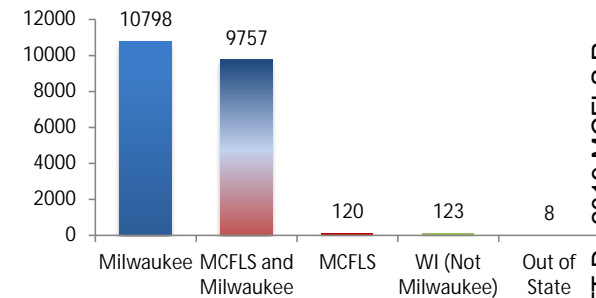
Public Programs and Outreach Events
157 MCFLS Participants by City,
Excluding Summer Reading Program Readers



Public Programs and Outreach Event Examples

- Administration: Author Aarti Shahani, Library Loud: MPL Live Rap Battle, The Science of Marvel: Kyle Hill on the Science Behind Superheroes, The Story of the Menominee
- Archives & Special Collections: Preserving Family Memories; Treasures of the Great Lakes – 60 Years of WMHS, Genealogy and Interesting Vessels, Haunted Vessels and Lighthouses, Interesting Vessels, Life on an Ore Carrier, Lighthouses: Some Local, Some Haunted, Schooners of Door County and the Great Lakes, Whalebacks, 5 USS Milwaukeees
- Arts & Media: Beauty DIY Make and Take
- Business, Technology, Science, Periodicals: 3rd Annual Job Expo-Central Library, An Entrepreneurship Imperative for Black America: A Response to Black America's Hidden Entrepreneurship Think Tank, Book a Business Librarian, Celebrating the Achievements of Black Inventors, Creative Community-Creative Economy Week, Essential Oils for Stress, Essential Oils Program, Flip & Sip Book Club, Green Smoothies for Your Health, Introduction to E-Commerce, Jump Start Your Art Business-Creative Economy Week, Let's Talk Investing, Onsite Recruitment Event with Goodwill, Patent Searching 101, Small Business Resources 101, Spinal Health Program, UMOs Bootcamp
- Central Library Children's Room: Spring Break Scavenger Hunt
- East: Book to Art Club, Citizen Jane film screening, I am Evidence Documentary Screening, Open Mic Poetry program, Read a Romance Month program
- Humanities: House History, Researching Your Family Tree
- Mitchell Street: Michael Twitty Author Event
- Tippecanoe: Demystifying Islam, Moons of Our Solar System, Transgender 101
- Zablocki: Chair Yoga

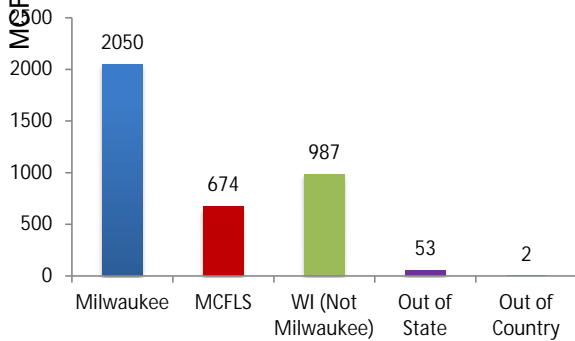
Summer Reading Program - Children & Teen
Total Participants, by ZIP code
(Includes outreach groups)



Milwaukee Public Library – 2019 Resource Library Dashboard

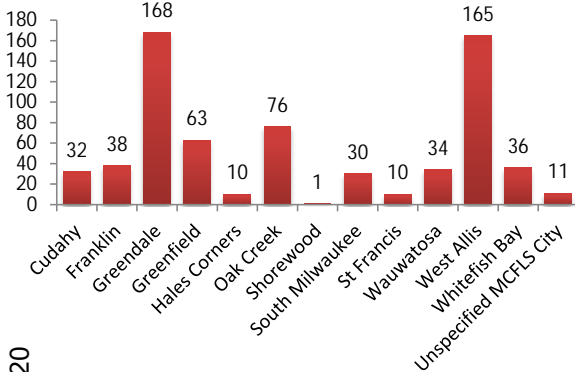
Tours and Visits of MPL - Attendees

Attendees by Residency Type;
210 Tours/Visits; 245 Hours Total



Tours and Visits of MPL - Attendees

674 MCFLS Attendees by City



- Tours: Central Library general and architectural building; Green Roof; Map Collection; Milwaukee Road and Business, Technology, Science, Periodicals Department Behind the Scenes; Photos/videos in Central Library Rotunda: birthday, engagement, family, formal dances, graduation, model portfolio, personal, professional headshots, Quinceañera, school and art projects, senior, wedding; Review of MPL services to marginalized population
- Presentations to: General public; ABLE; Benedict Center Outreach; BID/NID Fair; Burlington Public Library; Business Now Entrepreneurship Summit; Center for Veterans Issues; Cosplay/Anime Milwaukee convention; County Circuit Court Judge; Department of Administrative Services Economic Development Land Information Office staff; Employ Milwaukee-Coordinating Council Meeting; Goodwill; HCCW-Small Business Resources 101 (Spanish); High schools: Brookfield East, Cudahy, Divine Savior Holy Angels, Dominican, Franklin, Germantown, Greendale, Greenfield, Greenfield Whitnall, Hartland Arrowhead, Marquette University, Martin Luther, Menomonee Falls, Muskego, New Berlin Eisenhower and West, Oak Creek, Riverside University, Rufus King, South Milwaukee, St Francis, Sussex Hamilton, Veritas, Wauwatosa West, West Allis Central and Hale, Whitefish Bay; Journey House Tour; Manpower: Men's Seminar and Ready, Set, Work! Women's Event; Marquette University Sorority Executive Board; MATC; Mexican Fiesta-Diversity Committee Outreach; MIAD; Milwaukee Children's Group; Miss Milwaukee Area Outstanding Teen scholarship pageant photos; Pride Fest; Project Homeless Connect; SBDC; StopFakes.Gov Roadshow Outreach; The Bindery; United Church of Christ General Synod; Urban Milwaukee; UW-Milwaukee; UWM's Entrepreneurship Center-Outreach; WI SBA Rep

LibraryNOW Accounts for St Elizabeth Ann Seton of West Allis 239 Total Non-Milwaukee Students by City, Including 94 West Allis Students

