RESCHEDULED Library Board Agenda GREENDALE PUBLIC LIBRARY Thursday, January 25, 2024 5:30 p.m.



Community Learning Center Meeting Room, 5647 Broad Street

- 1) Call to Order
- 2) Pledge of Allegiance
- 3) Public Comments (1)
- 4) Approval of the Minutes: December 20, 2023 meeting ACTION
- 5) Financial Reports and Statements:
 - a) Check Register: December 2023

 b) Revenues and Expenditures to Actual Comparison: December 2023

 c) Balance Sheet: December 2023

 INFORMATION
- 6) Unfinished Business:
 - a) Discussion and necessary action regarding Director's annual Action Plan and project plan MEMO
 - b) Discussion and necessary action regarding Programs and Displays preview, Jan-May ATTACHMENT
- 7) New Business:
 - a) Discussion and necessary action regarding <u>Village Financial Management Plan</u> and future library budgeting impacts (Manager Hawes present)
 - b) Discussion and necessary action regarding internet filtering on library computers MEMO
 - c) Discussion regarding candidate forum hosting policy
 - d) Discussion regarding Library Board member recruitment procedure
- 8) Informational Items:
 - a) Director and Staff Reports
 - b) President's Report
 - c) Foundation/Friends Board Report
 - d) Library Board Monthly Reoccurring Topics Schedule, 2024
- 9) Correspondence
- 10) Public Comments (2)
- 11) Adjournment

Persons wishing to address the Board are asked to register with the meeting secretary by providing their name and address for the record, limit their comments to only one (1) time in order of registration when others are waiting, and limit their comments to three (3) minutes, or five (5) minutes if representing a group of persons. Comments shall be limited to a period not to exceed sixty (60) minutes for period one (1) and thirty (30) minutes for period two (2). The Library Board can only discuss matters listed on the agenda.

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 Compliance with Open Meetings Laws: A quorum of the Village Board of Trustees may be in attendance but no formal Village Board action will be taken.

Library Board Minutes GREENDALE PUBLIC LIBRARY Wednesday, December 20, 2023

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

Trustees Present: Amidzich, D'Amato, Dombrowski, Hughes, Kobleska, Unger

Excused: none

Also Present: Van Klooster- Library Director

PUBLIC COMMENTS (1)

None

APPROVAL OF THE MINUTES

Trustee <u>Amidzich</u> moved, Trustee <u>Dombrowski</u> seconded approval of the November 15, 2023 minutes.

Aves: All Noes: None Abstentions: None Motion: Carried

APPROVAL OF FINANCIAL REPORTS

Check Register: November 2023

Trustee Amidzich moved, Trustee Unger seconded approval of the November 2023 expenditures in the total

amount of \$9,056.15

Ayes: All Noes: None Abstentions: None Motion: Carried

REVIEW OF FINANCIAL STATEMENTS

a) Revenues and Expenditures to Actual Comparison: November 2023

Van Klooster noted account "CLC Revenues" contains an unusual deposit of \$3628. This is a payment from the School District for the Park and Rec office portion of CLC 2022-2023 utilities, per the CLC Agreement.

b) Balance Sheet: November 2023

UNFINISHED BUSINESS

a) Discussion and necessary action regarding adopted 2024 Village budget and revisions to Library budget

Van Klooster noted his Memo thoroughly explains the topic and there was no discussion. No action was taken.

b) Discussion and necessary action regarding strategic direction

Trustee <u>Amidzich</u> moved, Trustee <u>Kobleska</u> seconded a motion to select option #4, engage with a pro bono consultant to develop a strategic direction.

Hughes said he is agnostic about the option choice but emphasized his desire that some planning process be used by Van Klooster if no formal Board process is adopted. Unger asked for more information about the likely consultant in option #4, Bill Druliner. Van Klooster shared some basic info, Amidzich mentioned Druliner's LinkedIn profile, Hughes share additional background from his previous experience with Druliner. Unger also asked about the other consultant Brian counseled with, as well as an explanation of Capacity Roadmap. Hughes share additional information to answer Unger's questions.

Ayes: Amidzich, D'Amato, Noes: Unger Abstentions: None Motion: Carried

Dombrowski, Kobleska

NEW BUSINESS

a) Reordering of Agenda

Trustee Amidzich moved, Trustee Kobleska seconded a motion to reorder the current agenda to take item #11 (Closed Session) next, and postpone to a later date any other business that is not time sensitive. Trustee Unger amended the motion to take item #7c before item #11. Trustee Dombrowski seconded the amendment.

Ayes: All Noes: None Abstentions: None Motion: Carried

b) Discussion and necessary action regarding Library Board vacancy

Van Klooster noted that Jensen had resigned from the Library Board previous to this meeting and referred to her announcement which he forwarded to all. Unger asked for a review of what action Van Klooster has taken to this point in seeking to refill the vacancy. Van Klooster said he has a few names of interested candidates, has interviews scheduled to decide if they would be appropriate for recommendation to the Library Board and Village President. Unger suggested the names should be shared with the Library Board as soon as practical. Hughes asked if the Friends have been informed and possibly recruited from. Van Klooster said he would do this at their January meeting.

CLOSED SESSION

Trustee <u>Amidzich</u> moved, Trustee <u>Kobleska</u> seconded a motion to 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. Specifically to approve the 2024 Library Wage Plan.

Ayes: All Noes: None Abstentions: None Motion: Carried

OPEN SESSION

Trustee Amidzich moved, Trustee Kobleska seconded a motion to reconvene in Open Session.

Ayes: All Noes: None Abstentions: None Motion: Carried Trustee Amidzich moved, Trustee Dombrowski seconded a motion to approve the 2024 Library Wage Plan. Ayes: All Noes: None Abstentions: None Motion: Carried

INFORMATIONAL AND DISCUSSION ITEMS

- a) Library Director and Staff Reports: Van Klooster noted Library Legislative Day occurring February 6, 2024, and reviewed his plans for a 2024 Candidate Forum.
- b) President's Report: D'Amato expressed satisfaction with Dickens and attended All Staff Day at lunch time.
- c) Friends/Foundation Report: no report, no meeting in December.

CORRESPONDENCE

NONE

PUBLIC COMMENTS (2)

NONE

ADJOURNMENT

The meeting adjourned at <u>6:50</u>PM.

VILLAGE OF GREENDALE	Check Register - LIBRARY AP BY MONTH-ALL	Page: 1
	Check Issue Dates: 12/1/2023 - 12/31/2023	Jan 05, 2024 01:57PM

	GL Acct No	GL Account	Check Issue Date	Check Amount	Invoice Number	Description	GL Period	
60752								
BUILDING SE		CARITAL OLITI AV FOLURAFAIT	40/04/0000	445.00	400000	ELIDNITUDE DEDAID	4000	
12/23	07-51-83000	CAPITAL OUTLAY-EQUIPMENT	12/04/2023	115.00	169323	FURNITURE REPAIR	1223	
Total 60	752:		_	115.00				
60756								
RIVISTAS LLO								
12/23	07-51-56506		12/04/2023		17799	SUBSCRIPTIONS/PUBLICATIONS	1223	
12/23	07-51-75028	LIB DONATION PURCHASE	12/04/2023	39.95	17799		1223	
Total 60	756:			138.90				
60804			-					
AURORA HE	ALTH CARE							
12/23	07-51-92900	MISCELLANEOUS	12/15/2023	42.00	945470	EXAM	1223	
			-	42.00				
Total 60	804:			42.00				
	804:		-	42.00				
60805	804: PITAL SERVICE	ES .	-	42.00				
60805 AMAZON CAI	PITAL SERVICE	≘S ADULT BOOKS	12/15/2023		NOV 2023	ADULT BOOKS NF/FIC	1223	
60805 AMAZON CA l 12/23	PITAL SERVICE	ADULT BOOKS	- 12/15/2023 12/15/2023	57.59	NOV 2023 NOV 2023	ADULT BOOKS NF/FIC YOUTH BOOKS & MEDIA	1223 1223	
60805 AMAZON CAI 12/23 12/23	PITAL SERVICE 07-51-56500	ADULT BOOKS YOUTH BOOKS		57.59 87.57				
60805 AMAZON CAI 12/23 12/23 12/23	PITAL SERVICE 07-51-56500 07-51-56504	ADULT BOOKS YOUTH BOOKS LIBRARY - MCFLS RECIP EXP	12/15/2023	57.59 87.57 24.99	NOV 2023	YOUTH BOOKS & MEDIA	1223	
60805 AMAZON CAI 12/23 12/23 12/23 12/23	PITAL SERVICE 07-51-56500 07-51-56504 07-51-75023	ADULT BOOKS YOUTH BOOKS LIBRARY - MCFLS RECIP EXP	12/15/2023 12/15/2023	57.59 87.57 24.99 9.99	NOV 2023 NOV 2023	YOUTH BOOKS & MEDIA YOUNG ADULT MEDIA RECIP	1223 1223	
60805 AMAZON CAI 12/23 12/23 12/23 12/23 12/23	PITAL SERVICE 07-51-56500 07-51-56504 07-51-75023 07-51-75023 07-51-75028	ADULT BOOKS YOUTH BOOKS LIBRARY - MCFLS RECIP EXP LIBRARY - MCFLS RECIP EXP	12/15/2023 12/15/2023 12/15/2023	57.59 87.57 24.99 9.99 362.09	NOV 2023 NOV 2023 NOV 2023	YOUTH BOOKS & MEDIA YOUNG ADULT MEDIA RECIP ADULT MEDIA RECIP	1223 1223 1223	
60805	97-51-56500 07-51-56504 07-51-75023 07-51-75023 07-51-75028 07-51-75031	ADULT BOOKS YOUTH BOOKS LIBRARY - MCFLS RECIP EXP LIBRARY - MCFLS RECIP EXP LIB DONATION PURCHASE	12/15/2023 12/15/2023 12/15/2023 12/15/2023	57.59 87.57 24.99 9.99 362.09	NOV 2023 NOV 2023 NOV 2023 NOV 2023	YOUTH BOOKS & MEDIA YOUNG ADULT MEDIA RECIP ADULT MEDIA RECIP COLORED PENCILS, INCENTIVES	1223 1223 1223 1223	
60805 AMAZON CAI 12/23 12/23 12/23 12/23 12/23 Total 60	97-51-56500 07-51-56504 07-51-75023 07-51-75023 07-51-75028 07-51-75031	ADULT BOOKS YOUTH BOOKS LIBRARY - MCFLS RECIP EXP LIBRARY - MCFLS RECIP EXP LIB DONATION PURCHASE	12/15/2023 12/15/2023 12/15/2023 12/15/2023	57.59 87.57 24.99 9.99 362.09 317.69	NOV 2023 NOV 2023 NOV 2023 NOV 2023	YOUTH BOOKS & MEDIA YOUNG ADULT MEDIA RECIP ADULT MEDIA RECIP COLORED PENCILS, INCENTIVES	1223 1223 1223 1223	
60805 AMAZON CAI 12/23 12/23 12/23 12/23 Total 60 211112518 ACH WE ENE	PITAL SERVICE 07-51-56500 07-51-56504 07-51-75023 07-51-75023 07-51-75028 07-51-75031 805:	ADULT BOOKS YOUTH BOOKS LIBRARY - MCFLS RECIP EXP LIBRARY - MCFLS RECIP EXP LIB DONATION PURCHASE LIBRARY PROGRAMS	12/15/2023 12/15/2023 12/15/2023 12/15/2023 12/15/2023 -	57.59 87.57 24.99 9.99 362.09 317.69	NOV 2023 NOV 2023 NOV 2023 NOV 2023 NOV 2023	YOUTH BOOKS & MEDIA YOUNG ADULT MEDIA RECIP ADULT MEDIA RECIP COLORED PENCILS, INCENTIVES PROGRAMMING	1223 1223 1223 1223 1223	
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60805 AMAZON CAI 12/23 12/23 12/23 12/23 Total 60 211112518 ACH WE ENE	PITAL SERVICE 07-51-56500 07-51-56504 07-51-75023 07-51-75023 07-51-75028 07-51-75031 805:	ADULT BOOKS YOUTH BOOKS LIBRARY - MCFLS RECIP EXP LIBRARY - MCFLS RECIP EXP LIB DONATION PURCHASE LIBRARY PROGRAMS UTILITIES	12/15/2023 12/15/2023 12/15/2023 12/15/2023 12/15/2023 -	57.59 87.57 24.99 9.99 362.09 317.69 859.92	NOV 2023 NOV 2023 NOV 2023 NOV 2023 NOV 2023	YOUTH BOOKS & MEDIA YOUNG ADULT MEDIA RECIP ADULT MEDIA RECIP COLORED PENCILS, INCENTIVES PROGRAMMING	1223 1223 1223 1223 1223	

GL Period		GL Account	Check	Check	Invoice	Description	GL Period
	GL Acct No		Issue Date	Amount	Number	_	
ACH US BA	NK PCARD						
12/23	07-51-75028	LIB DONATION PURCHASE	12/27/2023	24.82	11-REDDIN-2023	Chill out and read prizes	1223
12/23	07-51-56300	TRAINING	12/27/2023	5.18-	11-REDDIN-2023	PD Day Refund	122
12/23	07-51-56300	TRAINING	12/27/2023	46.42	11-REDDIN-2023	PD Day Snacks	122
12/23	07-51-56300	TRAINING	12/27/2023	2.33	11-REDDIN-2023	PD Day Snacks	122
12/23	07-51-75031	LIBRARY PROGRAMS	12/27/2023	40.00	11-REINKE-2023	Summer Reading 2024	122
12/23	07-51-75031	LIBRARY PROGRAMS	12/27/2023	68.03	11-REINKE-2023	After School Program	122
12/23	07-51-75031	LIBRARY PROGRAMS	12/27/2023	5.26	11-REINKE-2023	Youth Coloring Program	122
12/23	07-51-56300	TRAINING	12/27/2023	29.45	11-REINKE-2023	Staff Training Day Food	122
12/23	07-51-75031	LIBRARY PROGRAMS	12/27/2023	21.08	11-REINKE-2023	After School Program	122
12/23	07-51-55100	OFFICE SUPPLIES	12/27/2023	58.37	11-SCHUMA-2023	Copy paper and folders	122
12/23	07-51-55100	OFFICE SUPPLIES	12/27/2023	53.66	11-SCHUMA-2023	Toner	122
12/23	07-51-56300	TRAINING	12/27/2023	256.84	11-SCHUMA-2023	All Staff day lunch	122
12/23	07-51-55100	OFFICE SUPPLIES	12/27/2023	13.19	11-VANKLO-2023	Picture Hanging Wire	122
12/23	07-51-56300	TRAINING	12/27/2023	264.00	11-VANKLO-2023	ContinuingEdCourse-Director	122
12/23	07-51-75028	LIB DONATION PURCHASE	12/27/2023	46.50	11-VANKLO-2023	Wishman-Audio	122
12/23	07-51-61100	MAINT SUPPLIES-BUILDING	12/27/2023	226.87	11-VANKLO-2023	CLC Elevator BiMonthly LIBRARY 75%	122
12/23	07-51-56504	YOUTH BOOKS	12/27/2023	612.49	11-VANKLO-2023	Youth auto order	122
12/23	07-51-56501	YOUNG ADULT BOOKS	12/27/2023	110.66	11-VANKLO-2023	TeenBooks	122
12/23	07-51-75023	LIBRARY - MCFLS RECIP EXP	12/27/2023	335.88	11-VANKLO-2023	ADULT DVD	122
12/23	07-51-56500	ADULT BOOKS	12/27/2023	712.63	11-VANKLO-2023	Adult books FIC	122
12/23	07-51-56500	ADULT BOOKS	12/27/2023	702.02	11-VANKLO-2023	Adult books NF	122
12/23	07-51-75028	LIB DONATION PURCHASE	12/27/2023	56.19	11-VANKLO-2023	Wishman-LP	122
12/23	07-51-56503	ADULT LARGE PRINT	12/27/2023	149.31	11-VANKLO-2023	ADULT LP	122
12/23	07-51-56504	YOUTH BOOKS	12/27/2023	1,010.64	11-VANKLO-2023	Youth Books and DVDs	122
12/23	07-51-61100	MAINT SUPPLIES-BUILDING	12/27/2023	38.73	11-VANKLO-2023	MatServiceAllCLC	122
12/23	07-51-55100	OFFICE SUPPLIES	12/27/2023	13.19-	11-VANKLO-2023	Picture Hanging Wire	122
12/23	07-51-75028	LIB DONATION PURCHASE	12/27/2023	110.08	11-VANKLO-2023	Wishman-Audio	122
12/23	07-51-56500	ADULT BOOKS	12/27/2023	32.99	11-VANKLO-2023	Adult books NF	122
12/23	07-51-55100	OFFICE SUPPLIES	12/27/2023	97.86	11-VANKLO-2023	Shelving	122
12/23	07-51-75028	LIB DONATION PURCHASE	12/27/2023	136.76	11-VANKLO-2023	Wishman-Audio	122
12/23	07-51-56506	SERIALS	12/27/2023	463.12	11-VANKLO-2023	Annual subscription x2copies+NOW	122
Total 2	211112524:		-	5,707.81			
Grand	Totals:		-	8,472.19			

LIBRARY FUND PERIOD

December 31, 2023

Account	Account Title	Current Month	Current	Current year	Domaining	% of
Number	Account Title	Actual	Budget	Actual	Remaining	Budget
		Current Month	Current	Current year		% of
REVENUES		Actual	Budget	Actual	Remaining	Budget
07-00-21102	PROPERTY TAX LEVY	-	631,654.00	631,654.00	-	-
07-00-21123	LIBRARY - MCFLS RECIP	-	35,312.00	35,410.23	(98.23)	100%
07-00-22515	DONATIONS LIBRARY	1,013.64	13,000.00	22,036.35	(9,036.35)	170%
07-00-22525	CARES ACT REVENUE- COVID	-	-	-	-	-
07-00-22958	LIBRARY COPIER SALES	402.90	5,200.00	4,666.89	533.11	90%
07-00-22959	LIBRARY FINES	532.24	12,000.00	11,672.41	327.59	97%
07-00-22960	LIBRARY BOOK CHARGES	166.14	2,000.00	1,994.36	5.64	100%
07-00-22965	CLC REVENUES	-	-	3,628.73	(3,628.73)	#DIV/0!
07-00-22968	OTHER REVENUES	78.30	1,200.00	1,352.61	(152.61)	113%
07-00-29900	OPER TRANS IN/OUT			-	_	-
To	otal LIBRARY REVENUE	2,193.22	700,366.00	712,415.58	(12,049.58)	102%
		-				
EXPENSES	644 4 DIFE DFG1''		0.000.00	054-554	0.5:5.0-	
07-51-42100	SALARIES - REGULAR	28,040.80	257,100.00	254,584.11	2,515.89	99%
07-51-42200	SALARIES - TEMPORARY	16,772.20	158,300.00	166,360.86	(8,060.86)	105%
07-51-42300	SALARIES - OVERTIME	9.66	-	71.71	(71.71)	#DIV/0!
07-51-45100	HEALTH INSURANCE	9,793.86	57,205.00	56,531.40	673.60	99%
07-51-45200	LIFE INSURANCE	48.85	470.00	499.38	(29.38)	106%
07-51-46100	SOCIAL SECURITY	2,169.33	19,431.00	19,427.26	3.74	100%
07-51-46200	WRS EMPE/EMPR	2,322.88	17,483.00	22,299.62	(4,816.62)	128%
07-51-46300	MEDICARE	653.92	6,023.00	5,803.04	219.96	96%
07-51-51200	OPERATING EQUIPMENT	-	16,200.00	12,681.11	3,518.89	78%
07-51-53920	MCFLS COMPUTER CONTRACT	-	17,279.00	20,165.00	(2,886.00)	117%
07-51-55000	COMMUNICATIONS	-	1,050.00	1,078.82	(28.82)	103%
07-51-55100	OFFICE SUPPLIES	384.95	8,800.00	6,401.46	2,398.54	73%
07-51-56100	MEMBERSHIP DUES	-	1,200.00	100.00	1,100.00	8%
07-51-56300	TRAINING	593.86	3,100.00	4,607.60	(1,507.60)	149%
07-51-56500	ADULT BOOKS	1,505.23	15,000.00	16,219.25	(1,219.25)	108%
07-51-56501	YOUNG ADULT BOOKS	110.66	1,500.00	1,606.59	(106.59)	107%
07-51-56502	ADULT AUDIO BOOKS	-	600.00	739.54	(139.54)	123%
07-51-56503	ADULT LARGE PRINT	149.31	1,000.00	1,309.50	(309.50)	131%
07-51-56504	YOUTH BOOKS	1,710.70	15,000.00	15,940.58	(940.58)	106%
07-51-56506	SERIALS	562.07	5,800.00	6,368.16	(568.16)	110%
07-51-56508	MCFLS DATABASES	-	9,922.00	10,643.00	(721.00)	107%
07-51-57100	UTILITIES	-	26,250.00	22,231.13	4,018.87	85%
07-51-61100	MAINT SUPPLIES-BUILDING	265.60	8,100.00	8,553.19	(453.19)	106%
07-51-75023	LIBRARY - MCFLS RECIP EXP	370.86	6,000.00	4,489.80	1,510.20	75%
07-51-75028	LIB DONATION PURCHASE	776.39	13,000.00	17,734.37	(4,734.37)	136%
07-51-75031	LIBRARY PROGRAMS	452.06	3,000.00	5,335.55	(2,335.55)	178%
07-51-83000	CAPITAL OUTLAY-EQUIPMENT	115.00	8,800.00	5,685.90	3,114.10	65%
07-51-92900	MISCELLANEOUS	42.00	1,200.00	1,493.31	(293.31)	124%
To	otal LIBRARY EXPENSES:	66,850.19	678,813.00	688,961.24	(10,148.24)	101%

VILLAGE OF GREENDALE BALANCE SHEET 12/31/2023

07-00-111000 07-00-111080 07-00-123070 07-00-173090	CASH DEPOSIT PETTY CASH PREPAID ITEMS DUE FROM TRUST AGENCY	\$ \$ \$ \$	29,597.84 200.00 - 639,500.00	
	TOTAL ASSETS		=	\$ 669,297.84
LIABILITIES AND EQUITY				
LIABILITIES				
07-00-151200	ACCRUED PAYROLL SALARIES	\$	-	
07-00-151210	ACCOUNTS PAYABLE	\$	-	
07-00-151205	ACCRUED EXPENSES PAYABLE	\$	-	
07-00-151260	DEFERRED REVENUES - TAX	\$	639,500.00	
07-00-151280	ACCUMULATED VACATION PAYABLE	\$	-	
07-00-151290	ACCUMULATED SICK LEAVE PAYABLE	\$	-	
07-00-172020	DUE TO 2 EQUIP REPL	\$	-	
07-00-172090	DUE TO 60 TRUST AGENCY	\$	(0.00)	
07-00-172200	DUE TO FOUNDATION	\$	-	
07-00-224000	ADVANCE FROM GENERAL FUND	\$	0.00	
				\$ 639,500.00
	TOTAL LIABILITIES			
FUND EQUITY				
07-00-170000	FUND BALANCE	\$	11,425.15	
07-00-170400	COMMITTED FUND BALANCE	\$	-	
	REVENUES OVER EXPENDITURES- YTD	\$	18,372.69	
				\$ 669,297.84
	TOTAL LIABILITIES AND EQUITY		=	

AMOUNTS ARE UNAUDITED

ASSETS

GREENDALE PUBLIC LIBRARY BOARD MEMO



11/29/2023

To: Library Board From: Library Director

Re: Director 2023 project plan update; 2024 project plan (updated 1/10/24)

2023 PROJECT PLAN UPDATE:

- Host one or two BadgerTalks visiting lecturers on topics related to civics (democracy, constitution, polarization), information literacy (identifying and evaluating sources for misinformation), religion in America (understanding differences, historical context). Possibly in context of starting a homegrown Civics Lab project. COMPLETED SEPTEMBER 2023, BADGER TALKS PROGRAM TITLED DECIDING WHATS TRUE IN A POLARIZED SOCIETY
- Present results of library's diversity assessments to community and leadership. COMPLETED, BOT COMMITTEE REPORT BY UNGER ON FEBRUARY 2 (youtube minute 47)
- Host candidate forums for municipal and school boards if appropriate. COMPLETED APRIL, SCHOOL DISTRICT CANDIDATE FORUM HOSTED AT HOSE TOWER WITH LEAGUE OF WOMEN VOTERS
- Help facilitate CLC lighting replacement and start self-checkout kiosk replacement (Village CIP projects). COMPLETED 99% OCTOBER, LIGHTING; IN-PROGRESS, SELF CHECKOUT KIOSK REPLACEMENT RFP BEING DRAFTED NOVEMBER
- Continue to seek opportunities and partners to host Human Library event. ABANDONED, LACK OF COMMUNITY PARTICIPANTS DESPITE WIDE MARKETING FOR RECRUITMENT
- Continue to support possible community volunteer recognition project with other community partners, for Village 85th Anniversary. COMPLETED AUGUST, 85TH ANNIVERSARY CELEBRATION OF SERVICE TENT AND CONTENT FOR VILLAGE DAYS

THE LIBRARY DIRECTOR'S 2021/2022 ANNUAL PERFORMANCE EVALUATION (10/2022) INCLUDED THE FOLLOWING ACTION PLAN ITEMS FOR THE CURRENT REVIEW PERIOD (2022/2023):

- Explore financial resources outside of the usual areas PARTIAL COMPLETION, BOARD MEMOS ON 12/22 AND 10/23; POSSIBLY PART OF 2024 STRATEGY DIRECTION
- Expansion of communication with the community regarding what services the library offers
 COMPLETED JANUARY, ENEWSLETTER PROMPT ADDED AT TIME OF CARD
 REGISTRAITON/RENEWAL, CREATED LED SIGN SCHEDULE, WORKING WITH P&R TO ADD
 CONTENT TO RECREATION GUIDE
- Expansion of the inclusion of all residents as to information and materials, perhaps with input by residents themselves NOT STARTED, EFFORT SHOULD BE PRIMARILY SURVEY-BASED WITH SEVERAL VILLAGE-WIDE SURVEYS ALREADY DONE THIS YEAR BY OTHERS-SURVEY FATIGUE, ALSO POSSIBILITY OF INCLUDING SURVEY QUESTIONS IN P&R

THE LIBRARY DIRECTOR'S 2022/2023 ANNUAL PERFORMANCE EVALUATION (10/2023) INCLUDED THE FOLLOWING ACTION PLAN ITEMS FOR THE UPCOMING REVIEW PERIOD:

- Examine existing and past methods for providing displays, programming and events including opportunities for community involvement in ideas for offerings, and increased
 sensitivity to programming for youth and teens
- Address staff and director alignment regarding library and community vision for library service

2024 PROJECT PLAN: ADDITIONAL PROJECTS TO BE ADDRESSED BY LIBRARY DIRECTOR IN THE UPCOMING YEAR:

- Proactively support staff and patrons in major transition to MCFLS's new online public search catalog starting in May
- Explore staffing models based on current and future library services, examine wage parity for current positions with reports to Library Board, mid-2024
- Implement sustainable strategies for after school student management with recommendations to Library Board, January
- Pursue MCFLS system-wide program sharing to recommend efficiencies starting with Little Libraries Council, mid-late-2024
- Develop formal multi-year strategic direction planning process, either consultant-led with Library Board, or independently as Director department plan with Board final review

Programs & Displays preview for Board

Period: Winter 2024 (Jan-May)

Program	Description	Date
	Every 2nd & 4th Thursday of the month, book a 30 minute, one-on-one	_
Book a Librarian	session for library and basic technology help.	Monthly
	Enjoy a stress-free evening of coloring fun on the 1st Monday of the month.	
Color me Calm	For adults ages 18+. No	Monthly
	Join us for an in-person Book Discussion on the on the 1st Wednesday of	
Adult Contemporary Book Dis	cı the month	Monthly
	On the 2nd Monday of the month, join us for free showings of popular	
Monday Movie Matinee	films. Films start at @ 1pm. For Adults 18+	Monthly
	Confused about Medicare? Take the Medicare 101 seminar! Brought to you	
	by David and Kelly Zauner of Medicare Strategies, LLC, this program will	
Medicare 101	help you understand the ins and outs of Medicare.	1-Feb
	Variety of passive and presenter-based programs for adults focused on	
Money Smart Week	financial literacy and financial planning	Apr 15-21
	Agency Liaison for the Wisconsin Bureau of Consumer Protection, will	•
	discuss the details of common scams, warning signs, and what to do if you	
Common Scams and Frauds	are a victim to a fraud or scam	19-Mar
	Teen & Tween anime lovers, this one is for you! Join us as we eat some	
Teen & Tween Anime Club	popcorn and watch some anime	Monthly
	Do you want to have some fun and win prizes? Then teens and tweens, join	
Teen & Tween Bingo	us as we play BINGO!	Jan, Feb, Apr
Teen & Tween Cocoa &	Get ready to get cozy at this event, teens & tweens in grades 6-12. We'll	
Coloring	have cocoa and snacks to enjoy while doing some coloring sheets.	Jan
	Teen & Tweens, join us for a monthly craft! Check out our social media the	Feb, Mar, Apr,
Teen & Tween Craft	week of the event to find out what we're making!	May
Teen & Tween Chill Out and	GMS Students! Join us for this Chill Out and Read Meet-up to talk about	
Read Hangout	books, eat snacks, and play games!	Jan
	Teens & Tweens going into grades 6-12, join us for an Uno competition!	
Teen & Tween Uno	We'll have fun playing an Uno tournament with prizes for winners and	
Tournament	snacks for all.	Apr
	Celebrate Asian American, Pacific Islander Heritage Month with us, teens	
Teen & Tween AAPI	and tweens! Join us as we learn about AAPI cultures, do some crafts, and	
Appreciation	eat a snack.	May
	Teens & Tweens in grades 6-12, do you like volunteering or need hours for	
	National Honors Society? Join us as we do an activity that gives back to the	
Volunteen	community!	Jan, Mar, May
Story Time Wednesdays	Toddler story time and play group	Weekly Feb-May
Chama Time a The condition	To della make makima a sund relativamente	Marable Este NA
Story Time Thursdays	Toddler story time and play group	Weekly Feb-May
Saturday Stories	Toddler/school age story time and play group	1x/month
Pajama story time	Toddler story time	1x/month

-		
Snack, Craft, Build	Activity varies for school age families in the Kid Zone	Monthly Jan-May
Friends Present	Saturday morning young family program with presenter - Button Lady	3-Feb
Stories with Samson	To confirm	Monthly
Display		Date
All Ages Front:	tbd	January
All Ages Front:	Black History Month	February
All Ages Front:	Women's History Month	March
All Ages Front:	tbd	April
All Ages Front:	Mental Health (with Health Dept)	May
Adult Cube: Adult Cube:	Branch Out – Try Something New	January
Adult Cube:	Volunteer + Civic Engagement (with Health Dept) March to the Beat of Your Own Drum	February March
Adult Cube:	Financial Literacy	
Adult Cube:	AAPI Heritage Month	April
Teen Cube:	Winter Blues (Books with blue covers)	May January
Teen Cube:	Stories of Black Joy	February
Teen Cube:	Disability/Chronic Illness Awareness	March
Teen Cube:	Nonfiction	April
Teen Cube:	Mental Health (with Health Dept)	May
Youth ramp:	Polar Pals and Places Give That Book a Medal! Youth Book Award Winners (
Youth ramp:	Read Across America Day/Dr. Seuss (celebrated March 2nd)	February
Youth ramp:	Monkey Madness	March
Youth ramp:	National Poetry Month	April
Youth ramp:	Mental Health	May
Youth chapter:	Back to School (weeks 1 and 2), Hispanic and Latin Culture (weeks 3 and 4)	January
Youth chapter:	Adventure: Thrilling Escapades	February
Youth chapter:	Historical Fiction: Stepping into the Past	March
Youth chapter:	Fantasy: Unleashing Imagination	April
Youth chapter:	Science Fiction: Exploring the Unknown	May
Youth glass block left:	current weather season or holidays: religious, national, cultural	Rotates
Youth glass block middle:	National Dental Care Month	January
Youth glass block middle:	Library Lovers Month	February
Youth glass block middle:	Developmental Disability Month	March
Youth glass block middle:	Earth Day (April 22nd)/Arbor Day (April 26th)	April
Youth glass block middle:	Gifts From the Garden Month	May

LIBRARY BOARD MEMO



Date: 12/13/23 To: Library Board

From: Brian Van Klooster, Library Director

Re: Agenda item #7b: Internet filtering of all library computers

Attachments:

- <u>WEBLINK American Library Association intellectual freedom issues and resources on Filters</u> and Filtering
- WEBLINK Wisconsin DPI Public Libraries and E-rate
- WEBLINK E-rate CIPA FAQ
- <u>WEBLINK Guidelines to Minimize the Negative Effects of Internet Content Filters on</u> Intellectual Freedom
- WEBLINK FortiGuard web filter categories (Greendale firewall is FortiNet)

Discussion:

In September 2021 I stated in the Director's Report my observation that public internet computers do not have content filters, though it was apparent that since at least 2008 until around 2015, a filtering application called NetNanny had been installed on them. At some point my predecessors did not continue NetNanny or pursue a replacement. I don't have records to explain the rationale for the discontinued use and want to ensure that the Board's interests are followed in this regard.

Filtering of internet content on public computers is a discretionary administrative decision that public libraries make on a local basis. The decision to filter, or not, is influenced by many factors, including access to computers by juveniles, complexity of implementation and support, cost, intellectual freedom philosophy, and others. Revisiting the discussion of internet content filtering at the Board level has been a low, but outstanding, administrative priority.

Internet filtering to is a precondition for receipt of Federal e-rate funds by libraries and schools. Village IT Director Jonas recently inquired about the library's willingness to filter in order to become eligible for these funds, which he estimated at \$61,000 over 5 years.

Filtering of public internet computers in public libraries has First Amendment implications, and for that reason is being brought to the Library Board. I have included several resources above that shed light on the debate.

I do not have concerns about staff access restriction from incorrectly filtered sites. I also have faith in constant improvement to filtering technology since the ALA made most of its' internet filtering guidelines four years ago or more. Finally, I would argue that only restricting access from the visual 'pornography' category is viewpoint neutral and will not run afoul of free speech. Filter content categories can be reviewed as part of the discussion. I have confirmed with the IT Director that the IT ticketing system can function as a reasonably simple and speedy way to whitelist incorrectly blocked, or overblocked, websites that patrons and staff may need access to.

Currently only a limited number of libraries in Wisconsin receive erate funding: Milwaukee Public, Kenosha Public, DeSoto Public (Vernon Co), and all South Central Library System member libraries. Wauwatosa and South Milwaukee filter only the children's room PCs.

Fiscal Impact:

\$61,000 e-rate revenue over 5 years, to be allocated to Village General Fund IT Services account. This account is managed by the Village IT Director and supports all Village departments, including the library. Switches, wireless, UPS', library computers and peripherals, etc, are also funded with help from this account.

Director's Recommendation

Direct Van Klooster to work with IT Director Jonas to begin filtering of all library computers using the least-restrictive categories as carefully determined by the Library Board, keeping protection of First Amendment freedoms at top of mind.

Library Board Monthly Reoccurring Topics Schedule, rev 11/2023

January

- Director provides board with their annual goals and objectives and progress report on their prior year annual goals and objectives.
- Include this Calendar in packet as Informational Item
- Trustee continuing education session held during meeting when time allows.

February

- Consider a motion to approve the Wisconsin DPI Public Library Annual Report for Greendale.
- Reminder of Board annual self-evaluation survey, distributed in March packet, due for discussion in April.
- Trustee terms begin May 1 (effective 2021, was July 1) provide the Library Board President and Village
 President notice of interest to continue to serve (Bylaws require 60 days notice of intent). Board
 President, the Director and the Village Board Liaison present a slate of candidates to Village President
 for consideration if needed. (INCLUDE LIBRARY BOARD TRUSTEE DIRECTORY FOR CURRENT YEAR)
- Quarterly report of Friends/Foundation revenue deposited at Library (MEMO) [FINANCIAL REPORTS SECTION d.].

March

- Board annual self-evaluation in packet.
- Quarterly report on Strategic Plan (if needed, MEMO).
- GPL Annual Community Report: '202x in Review'.
- Trustee continuing education session held during meeting when time allows.

April

- Board annual self-evaluation results discussion.
- Programs and displays preview, Jun-Aug (informational item)
- Trustee continuing education: TE 23 Challenges to Materials, include ALA State of America's Libraries report that includes list of 10 most challenged books from previous year
- Trustee continuing education MPL as the MCFLS System Resource Library ATTACHMENT

May

- Quarterly report of Friends/Foundation revenue deposited at Library. (MEMO) [FINANCIAL REPORTS SECTION d.]
- Programs and displays preview, Jun-Aug (informational item)
- Trustee continuing education session held during meeting when time allows.

June

- Trustee continuing education session held during meeting.
- Director certification update-including continuing education review (closed session?)
- Quarterly report on Strategic Plan (if needed, MEMO).
- Discuss standing invitation of Village Trustees to special July? September meeting with abbreviated agenda to get insight into village priorities & budget of upcoming year.

July

- Preliminary budget projections discussion (cost-to-continue, improvements, reductions MEMO).
- Programs and displays preview, Sept-Dec (informational item)
- PLA Annual Survey results (informational item)
- Trustee continuing education session held during meeting when time allows.

August

- Quarterly report of Friends/Foundation revenue deposited at Library (MEMO) [FINANCIAL REPORTS SECTION d.].
- Discuss annual staff performance evaluations in general and in terms of budget impact (MEMO). Provide Director's performance evaluation to Staff and Board for completion.

Library Board Monthly Reoccurring Topics Schedule, rev 11/2023

- Staff evaluation deadline typically 1 week before Board deadline. Send summary of Staff
 evaluation to Board 1 week before sending Director evaluation to Board. They can integrate
 staff feedback into their own feedback.
- Presentation of DPI annual report comparative stats over time, and comparison to other libraries (10% of revenue charts, etc). Share with Village Board as well.
- Officers elected for 1 year term (President, Vice President, Treasurer).
- Programs and displays preview, Sep-Dec (informational item)

September (hold special/rescheduled meeting earlier in month if Manager's Department Budget Request submission deadline is before the regular Library Board meeting. Consider invitation of Village Trustees)

- Quarterly report on Strategic Plan (if needed, MEMO).
- Review and approve Director's proposed Library Budget Request to Village Manager, by deadline (usually within days after Library Board meeting)
- Closed session: Review Library Director's Performance Evaluation summaries from Board and Staff
 - Send summary of both Staff and Board evaluation results to President, as well as a copy of the official Village evaluation form. Review results to determine Director evaluation score. Complete official Village Performance Evaluation form.
 - Director is called back into closed session during that same meeting, or met with individually
 afterward, to share the eval results as well as any goals the Board would like for the Director's
 upcoming year.

October

- Review Village Manager's Recommended Village Budget for the Library Fund paying attention only to tax levy and any adjustments to personnel benefits estimates. Review Library Director's proposed budgetary response to differences, if any, between Library Funding Request and Manager's Recommended Village Budget
- Review municipal budget work session schedule. Decide course of action.
- Review annual MCLFS system plan highlights/changes
- Trustee continuing education session held during meeting when time allows.

November

- Quarterly report of Friends/Foundation revenue deposited at Library (MEMO) [FINANCIAL REPORTS SECTION d.]
- Discuss adopted Village budget, motion to approve any revisions to Library budget
- Motion to approve next year's schedule of hours and closures.
- Closed session: Motion to approve Library Wage Plan (Director compares local salaries every even numbered year, include Village Salary Resolution in Director's documents taken to meeting). Wage Plan is distributed directly to members before the meeting
- Trustee continuing education session held during meeting when time allows.

December

- Director provides board with their annual goals and objectives and progress report on their prior year annual goals and objectives.
- Programs and displays preview, Jan-May (informational item)
- Quarterly report on Strategic Plan (if needed, MEMO).
- Sign Thank You card/letter to Friends

GREENDALE PUBLIC LIBRARY DIRECTOR'S REPORT



Date: 1/5/24

To: Village Board of Trustees, Library Board, Friends of the Library

From: Brian Van Klooster, Library Director

Re: Directors' Report: December 2023

Last month in review:

December is typically a public library's quietest month of the year. After Dickens, things settle down for Greendale Public Library as well. Patrons prioritize holiday planning and activities over library excursions, so we take advantage of the time to take a break from most programming. We are able to accommodate staff vacations and holiday time off with minimal impact.

Dickens at the CLC had a final door count of 625, which is less than previous years, but made for a very nice event here. There was minimal crowding but still plenty of activity.

Park and Rec did brisk business selling shirts from previous years programs. The Friends of the Library created another nice holiday shopping opportunity for book lovers with the popup book sale, and didn't run out of cookies! Health extended the fun and games out into the rear parking lot and shared lots of information about important resources. The Library Board were gracious hosts for crafts, with Kate and family's theatrical flair offering unique entertainment throughout the night. Library staff and volunteers prepped crafts, decorated, hosted activities, and put lots of thought into every detail of the event. The Scouts showed up on time and ready to help set up and take down, as they do so dependably every year. The library was back in order by 9:30PM, as if nothing had ever happened!

Upcoming/Current month at a glance:

- Candidate Forum for Primary election: Making sincere effort to organize forum at short timeframe due to number of School District candidates, have reserved high school multipurpose room for 1/22-1/25 hoping one of those dates comes through with the League of Women Voters.
- Winter programming: reference staff have finalized winter programming, are also putting final touches on summer program plans because we will begin having library information in the rebranded CLC Recreation Guide (Library, Health, P&R) starting with the summer season.
- Will begin work on DPI Annual Report, which will lead to summary statistics for 2022 and our community annual report, expected in late February.
- Tax forms are beginning to arrive. Library will distribute the usual selection of basic Federal and State booklets and forms. They will be put out as they are received, likely starting late January since W2s are not due to taxpayers until late January.

Statistics:

- New library accounts created: 36
- Loans of print and electronic materials: 15,334;
 - o compared to 2019 (year before pandemic): 14,449
 - o compared to same month last year: 13,600 ↑13%

Other (staffing, facility, meetings, materials, programs, budget, MCFLS, and more):

- Meetings of Friends of the Library, Library Board, MCFLS LDAC
- Monthly meeting of Little Libraries Council, great discussion about supporting youth services, which is a high demand service area with very lean staffing in our smallest libraries
- Friends of the Library had an annual end-of-year member drive display in the library through the month.
- Closing out 2023 purchasing budget
- Teen/Tween world holidays program acknowledging many different traditions
- Copy/print vendor selection and contract signed, will be installed in January
- ADA accessibility recommendations review for library area to identify priorities for changes achievable in short term, including some table and counter heights, signage adjustments
- Meeting with Health staff to coordinate 2024 collaborative programming and information sharing efforts
- 2 of 6 new furnaces installed, will continue replacements into future CIP years
- Finalizing program planning for Winter (through May)
- Received Library Board member resignation effective immediately, notified Village President, recruitment for replacement has begun
- Teen librarian meeting with Health staff to explore support for community teens in CLC







GREENDALE PUBLIC LIBRARY STAFF REPORT



Date: 1/8/24

To: Village Board of Trustees, Library Board, Friends of the Library

From: Brian Van Klooster, Library Director

Re: Staff Report: December 2023

Youth Services (Lisa):

Programs

Storytime 12/6: 15 attendees; Playgroup 12/6: 13 attendees

o Storytime 12/13: 19 attendees; Playgroup 12/8: 17 attendees

o Snack, Craft, and Build: 20 attendees

Collection Management/Development

- o 120 books added
- Beginner Reader Nonfiction Project (continued): nonfiction beginner readers are separated into levels to make things easier for customers.
- Reorganization of New books to display books so more are seen by customers.

Displays:

December Holidays, Winter, Biography

Other:

- Meetings: Miss Kate, (Storytime program facilitator), first Summer Reading 2024 meeting,
 Miranda (clerk) who is taking the lead craft ideas and preparation for after school program
- Winter/Spring program planning

Adult Services (Emily):

• Marketing

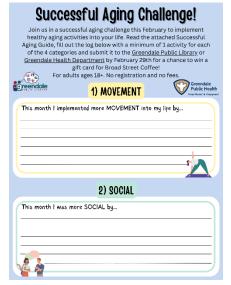
- Facebook/Instagram:
 - 12/17 Post Congratulating Julie and Martha for their dedicated work for the library for 20 and 15 years of service.
- Summer Reading Program:
 - The Librarians met this month to decide on a Summer Reading Program 2024 theme and we again decided not to go with the national campaigns provided by CSLP and iRead. We are instead using our own theme of "Booked for the Summer". We also chose the staff SRP shirts pictured below. I will begin working on SRP marketing for the campaign in February.
 - Booked a local Antiques Appraiser, Mark Moran to do an event with us this summer at the Hose Tower.
- Marketing Timeline Meeting with Brian:
 - Met with Brian to finalize the new Marketing Timeline dates now that we will be putting all of our programming for each season into the P&R Guide. This will start for the Summer 2024 season. All of our programming deadlines are now moved up 1 month or more.

Programs:

- Color Me Calm: 4 participants
- o Monday Movie Matinee: Hello God. It's me, Margaret: 15 participants
- Adult Contemporary Book Discussion: The Anomaly by Herve le Tellier: 6 participants

• Community Engagement:

- GHD/GPL Collaboration Meeting:
 - Reference staff met with the Health Department staff to decide on what activities and partnerships we will provide/participate in each season of 2024 for the health campaigns of Successful Aging, Substance Abuse, Mental Health and Nutrition/Physical Activity. We came up with the idea of a "Successful Aging Challenge" for the month of February. We decided on the challenge aspects together and I designed the Challenge Log and Guide with Megan Mermal of GHD writing the Guide. See below.







Teen Services (Megan):

- Community Engagement
 - Chill Out and Read Winter Reading Program with GMS started on December 18th
 - Coordinated volunteers for Dickens
- Collection Development
 - Materials Purchased
 - Adult Fiction: 52, YA: 15, Large Print: 17, Audiobooks: 8
 - Weeded the YA collection, removed around 50 books.
- Programs
 - Teen & Tween Anime: 8
 - Teen & Tween Craft-Yarn Art: 9
 - Teen & Tween Winter World Holidays: 15
- Book Display
 - Short Books for Short Days
- Social Media
 - TikTok (GrndPublicLibrary): 1812 Followers
 - 9 videos this month
 - Highest viewed video 925 views
 - Instagram (GrndPublicLib_Teens): 123 Followers
 - 11 Posts

Circulation Services (Julie):

Staffing:

- Many of the circ staff picked up extra shifts and took extra desk time to help cover an extended clerk medical leave.
- Milestone Anniversaries: Martha has been with the library for 15 years, and I have been here for 20!
 We both received a recognition plaque from the Village and Village gift cards.





Programs:

- Dickens: Circ staff helped prep and organize craft supplies for Dickens. Miranda worked during the event taking donations at the Giving Tree, and I checked in volunteers and coordinated snacks.
- Storytime assistance: Kayla helped set up the room and Ashely helped with clean up after playgroup.
- Snack, Craft and Build: Miranda helped with craft prep and made sample Snoopy and Ornament crafts. She also was a helper during the program on 12/11.

Circ Projects:

- Clerks pulled any Youth items that had not been checked out in more than 2 years for Lisa to consider for removal from the collection.
- Clerks pulled all Leveled/Beginning Reader Non-Fiction series to place them in their new location in bins above the Fiction Beg Readers. Kylie made up the signage for these new bins. A future project will relabel these books for easier identification.
- The New Youth Bookshelf was reorientated to make better use of existing shelf space and to bring more visibility to the J Fiction, J Graphic and J Non-Fic collections.

Technology Updates:

- CountyCat Mobile app was updated 12/11. The prominent features of this update included moving some patron account information to the front page, more user-friendly search facets, and integration with Overdrive digital items.
- Sierra was updated on 12/27.
- Staff guides for our Printer Kiosk and Print Portal have been updated to reflect recent changes made to the software.

Training:

- Clerks all completed their assigned Lorman courses and submitted a brief summary of points they found interesting or beneficial. Below are some highlights:
 - Understanding my own communication style helps me be a more effective communicator. It
 is helpful to flex these styles of communication depending on the individual you are dealing
 with. There is also value in tailoring your communication style to fit the situation.
 - When you face a setback, be open to change, seek opinions from people you trust. Realize that a setback is not a catastrophe. It is a detour or "bump in the road". Think of the

- benefits or opportunities of change. Thoughts can affect our emotions, so positive thoughts will lead to more positive emotions, which will lead to more positive behavior and decisions.
- A couple of key take-aways from this webinar include: Change your mindset. Turn limiting beliefs into positive affirmations like: "I can manage my time and be productive, I can and will ask for help when I need it, I can finish this on time and be successful". Don't add chaos to chaos: keep a clean and organized workspace- clutter can add unwanted stress and cause hiccups in productivity. I think we can relate to this when there are a lot of things to check in plus checking patrons out.
- Take breaks- sometimes the desk can be overwhelming, and we may need to take a step away. Be practical and set goals- on desk we really don't know what is going to be thrown at us. Whether it's a big load in the drops or a lot of people checking out at the same time, phone calls, questions, help on computers. But setting a goal to be organized and efficient while multi-tasking can be helpful.
- My training was about asking good questions and listening to patrons to give good service.
 One interesting thing they mentioned was about "last impressions" being as important or more important than first impressions in terms of having a patron come away with a good experience.
- Three main points came across for me: 1) Mindset is everything. Come in with a good attitude and do great things! 2) Communication. Connect with staff members with e-mail or verbally. 3) Take care of yourself. Exercise, eating the right food, drink plenty of water. Don't take work home.
- When communicating it is important to be prepared, confident, and understand the recipients' point of view. "Most people do not listen with the intent to understand; they listen with the intent to reply." Active listening means: removing all distractions, listening to speaker's signs & sounds, and feeding back that you have understood. Ways to show this are by making eye contact, not interrupting, and summarizing response (not just parroting back information).

Reference Associate (Sharon):

Special Projects:

- Met with Brian to discuss Library-specific items on the actionable accessibility audit review I compiled in collaboration with Megan from the Health Department (September) and made plans for moving forward with some audit recommendations
- Consulted with Brian about streamlining website formatting discrepancies
- 'Smart Cookies Read' winter backdrop behind the Youth Desk