



**Library Board Agenda
GREENDALE PUBLIC LIBRARY
Wednesday, July 24, 2019
5:30 p.m.**

Community Meeting Room, 5647 Broad Street, Greendale, WI 53129

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 at these meetings.	
3)	Public Comments	
4)	Approval of the Minutes: June 19, 2019 meeting	ACTION
5)	Approval of Financial Reports: a) Check Register: June 2019	ACTION
6)	Review of Financial Statements: a) Expenditures to Actual Comparison: June 2019 b) Revenue to Actual Comparison: June 2019 c) Balance Sheet: May 2019	INFORMATION INFORMATION INFORMATION
7)	Unfinished Business: NONE	
8)	New Business: a) 2020 Library budget projection DISTRIBUTED AT MEETING b) 2019 Library staff annual performance evaluations and library salary resolution timeline	DISCUSSION DISCUSSION
9)	Informational and Discussion Items: a) Director's Report b) Library Staff Reports c) President's Report d) Foundation/Friends Board Report e) Trustee continuing education – Public Library Standards	
10)	Correspondence	
11)	Adjournment	

cc: Library Board, Village Manager, Assistant Village Manager, GreendaleNow (elliott.hughes@jrn.com), GD Police posting (szuber@greendalepolice.org)

PUBLIC NOTICE

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. [Greendale Library Board 7/17](#) [Page 1 of 33](#)

**Library Board Minutes
GREENDALE PUBLIC LIBRARY
Wednesday, June 19, 2019**

President Amidzich called the Regular meeting of the Greendale Public Library Board of Trustees to order at 5:35 PM.

Trustees Present: Amidzich, Dombrowski, Genz, Huberty, Jensen, Unger
Excused: Kiltz
Also Present: Van Klooster- Library Director

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

PUBLIC COMMENTS

NONE

APPROVAL OF THE MINUTES

Trustee Huberty moved, Trustee Unger seconded approval of the May 15, 2019 minutes.

Ayes: All
Noes: None
Motion to approve: Carried

APPROVAL OF FINANCIAL REPORTS

Check Register: May 2019

Trustee Huberty moved, Trustee Genz seconded approval of the May 2019 expenditures in the total amount of \$13,306.82

Ayes: All
Noes: None
Motion to approve: Carried

REVIEW OF FINANCIAL STATEMENTS

- a) Expenditures to Actual Comparison: 05/2019
- b) Revenue to Actual Comparison: 05/2019
- c) Balance Sheet: 04/2019

UNFINISHED BUSINESS

- a) Review draft Library Strategic Plan

Trustees discussed the timeliness of the Goals in the context of the year that has elapsed since plan development discussion meetings were conducted. Van Klooster said he believes the Goals are still relevant. The Plan will be announced for public comment in the Village newsletter, in the library, and on social media. This will give time for public review before it is submitted for Library Board approval at the July 24 Rescheduled meeting. No major revisions or concerns were raised.

NEW BUSINESS

- a) Discuss renewal of MCFLS ILS/ Resource Sharing/ Technology Agreement

Van Klooster said the Agreement is up for renewal at the end of 2019. It has not been presented by MCFLS yet, but expects it to come to members in July, with time for review and discussion before approval. Some changes to the Agreement are likely particularly related to new and expanded services proposed by MCFLS.

INFORMATIONAL AND DISCUSSION ITEMS

- a) Director's Report-Van Klooster highlighted Village staff performance evaluation timeline, options for a Friends membership appeal in the Village newsletter, Wisconsin Library Trustee Training Week
- b) Library Staff Report-Van Klooster highlighted the great help offered by Summer Reading Ambassador volunteers, the high volume of staff visits to schools to promote summer reading, youth programs now being promoted in school weeklies, and library saving seats for P&R Summer Adventure kids in SRP programs
- c) President's Report-None
- d) Friends and Foundation Report-Van Klooster highlighted that the Friends dissolved and became a DBA of the Foundation, a new slate of officers was elected, a donation of \$8000 was made to the library, and Friends will attend 4 Downtown Markets to promote the quilt fundraiser and their organization

CORRESPONDENCE

NONE

CLOSED SESSION

Trustee Huberty moved, Trustee Jensen seconded convening 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 discuss Library Director employment benefits.

Ayes: All
Noes: None
Motion to approve: Carried

RETURN TO OPEN SESSION

Trustee Huberty moved, Trustee Dombrowski seconded returning to OPEN SESSION

Ayes: All
Noes: None
Motion to approve: Carried

a) Library Director employment benefits

Trustee Jensen moved, Trustee Dombrowski seconded awarding a 3rd week of vacation to Director Van Klooster effective July 1, 2019, in recognition of 8 years of creditable service.

Ayes: All
Noes: None
Motion to approve: Carried

ADJOURNMENT

The meeting adjourned at 7:10 PM. The July Board meeting is rescheduled to July 24, with an email confirming a quorum to be sent by Van Klooster.

GL Period	GL Acct No	GL Account	Check Issue Date	Check Amount	Invoice Number	Description
55602						
BATZNER PEST MANAGEMENT INC.						
06/19	07-51-61100	MAINT SUPPLIES-BUILDING	06/07/2019	250.00	79824-MARCH	BED BUG INSPECT
06/19	07-51-61100	MAINT SUPPLIES-BUILDING	06/07/2019	152.06	79824-MARCH	BED BUG TRAPS
Total 55602:				402.06		
55607						
JANI-KING OF MILWAUKEE						
06/19	07-51-61100	MAINT SUPPLIES-BUILDING	06/07/2019	108.09	MIL05190707	CLEANING SUPPLIES 49%
Total 55607:				108.09		
55609						
MILWAUKEE COUNTY FEDERATED						
06/19	07-51-51200	OPERATING EQUIPMENT	06/07/2019	142.00	FL-03194	MCFLS TECH ASSISTANCE
06/19	07-51-51200	OPERATING EQUIPMENT	06/07/2019	124.29	FL-03194	MCFLS TNS, POSTAGE
06/19	07-51-55100	OFFICE SUPPLIES	06/07/2019	565.36	FL-03194	RECEIPT PAPER, LABELS, BARCODES
06/19	07-51-75031	LIBRARY PROGRAMS	06/07/2019	50.00	FL-03194	MKE MIXER SUPPORT
06/19	07-51-83000	CAPITAL OUTLAY-EQUIPMENT	06/07/2019	59.41	FL-03194	TBS SERVER AND PAYMENT
Total 55609:				941.06		
55612						
OFFICE COPYING EQUIPMENT LTD						
06/19	07-51-55100	OFFICE SUPPLIES	06/07/2019	252.61	AR84965	APR-MAY 2019 COPIES
Total 55612:				252.61		
55618						
WEST ALLIS BLUE						
06/19	07-51-55100	OFFICE SUPPLIES	06/07/2019	672.50	133745	RETURNS DESK SIGNAGE & LETTERING
Total 55618:				672.50		
55626						
JAMES, ARDEN						
06/19	07-51-75031	LIBRARY PROGRAMS	06/14/2019	200.00	06/19/2019	SRP PERFORMANCE

M = Manual Check, V = Void Check

GL Period	GL Acct No	GL Account	Check Issue Date	Check Amount	Invoice Number	Description	
Total 55626:				200.00			
55637							
DEMCO INC							
06/19	07-51-75031	LIBRARY PROGRAMS	06/19/2019	204.55	6600551	SRP SUPPLIES & T-SHIRTS	
Total 55637:				204.55			
122312677							
ACH WE ENERGIES							
06/19	07-51-57100	UTILITIES	06/20/2019	2,027.40	052019	5647 Broad-5650 Parking St Library	
06/19	07-51-57100	UTILITIES	06/20/2019	8.12	052019	5647 Broad-5650 Parking St Library	
Total 122312677:				2,035.52			
122312685							
ACH US BANK PCARD							
06/19	07-51-56502	ADULT AUDIO BOOKS	06/27/2019	28.00	05JORDAN	Micromarketing- Adult Audiobook	MICRO MARKETING LLC
06/19	07-51-75031	LIBRARY PROGRAMS	06/27/2019	20.00	05JORDAN	Milwaukee Public Museum- Kids Summer Readi	MILWAUKEE PUBLIC MUSEUM
06/19	07-51-75031	LIBRARY PROGRAMS	06/27/2019	8.00	05JORDAN	Milwaukee Public Museum-Adult Summer Read	MILWAUKEE PUBLIC MUSEUM
06/19	07-51-75031	LIBRARY PROGRAMS	06/27/2019	15.00	05JORDAN	Milwaukee Public Museum-Teen Summer Readi	MILWAUKEE PUBLIC MUSEUM
06/19	07-51-56502	ADULT AUDIO BOOKS	06/27/2019	46.98	05JORDAN	Micromarketing-teen audiobooks	MICRO MARKETING LLC
06/19	07-51-75031	LIBRARY PROGRAMS	06/27/2019	12.00	05JORDAN	Dollar Tree Refund for Teen Summer Reading c	DOLLAR TREE, INC.
06/19	07-51-75031	LIBRARY PROGRAMS	06/27/2019	23.23	05JORDAN	Round 1-Teen Summer Reading Prize	R1 AM - SRM, WI
06/19	07-51-75031	LIBRARY PROGRAMS	06/27/2019	34.00	05JORDAN	Micromarketing-adult audiobook	MICRO MARKETING LLC
06/19	07-51-75031	LIBRARY PROGRAMS	06/27/2019	16.47	05JORDAN	Sendiks-popcorn for adult movie matinee progra	SENDIK'S GREENDALE
06/19	07-51-56502	ADULT AUDIO BOOKS	06/27/2019	27.99	05JORDAN	Micromarketing-Adult Audiobook	MICRO MARKETING LLC
06/19	07-51-75031	LIBRARY PROGRAMS	06/27/2019	12.00-	05JORDAN	Dollar Tree-SRP Teen Craft Supplies	DOLLAR TREE, INC.
06/19	07-51-75031	LIBRARY PROGRAMS	06/27/2019	22.18	05JORDAN	Target-Teen SRP program prizes	TARGET 00023887
06/19	07-51-75031	LIBRARY PROGRAMS	06/27/2019	19.01	05JORDAN	Walmart-Candy for Summer Reading Class Visit	WM SUPERCENTER #1551
06/19	07-51-61100	MAINT SUPPLIES-BUILDING	06/27/2019	28.18	05KVICTORY	LIBRARY	ALSCO INC.
06/19	07-51-57100	UTILITIES	06/27/2019	224.98	05KVICTORY	LIBRARY	TWC*TIME WARNER CABLE
06/19	07-51-61100	MAINT SUPPLIES-BUILDING	06/27/2019	28.18	05KVICTORY	LIBRARY	ALSCO INC.
06/19	07-51-56504	YOUTH BOOKS	06/27/2019	31.67	05REINKE	Youth Book	LULU
06/19	07-51-75028	LIB DONATION PURCHASE	06/27/2019	65.32	05REINKE	SRP program	THE LEARNING SHOP
06/19	07-51-75028	LIB DONATION PURCHASE	06/27/2019	39.92	05REINKE	SRP program	THE LEARNING SHOP
06/19	07-51-75031	LIBRARY PROGRAMS	06/27/2019	4.22-	05SCHNEIDER	tax exempt credit	OTC BRANDS, INC.
06/19	07-51-75031	LIBRARY PROGRAMS	06/27/2019	35.51	05SCHNEIDER	summer reading prize adult	OTC BRANDS, INC.

M = Manual Check, V = Void Check

GL Period	GL Acct No	GL Account	Check Issue Date	Check Amount	Invoice Number	Description	
06/19	07-51-75031	LIBRARY PROGRAMS	06/27/2019	4.00	05SCHNEIDER	summer reading prize adult	DOLLAR TREE
06/19	07-51-75031	LIBRARY PROGRAMS	06/27/2019	27.96	05SCHNEIDER	summer reading prize adult	HALF PRICE BOOKS #051
06/19	07-51-75031	LIBRARY PROGRAMS	06/27/2019	7.00	05SCHNEIDER	summer reading prize adult	DOLLAR TREE
06/19	07-51-75031	LIBRARY PROGRAMS	06/27/2019	29.95	05SCHNEIDER	summer reading prize adult	HALF PRICE BOOKS #051
06/19	07-51-55100	OFFICE SUPPLIES	06/27/2019	201.41	05SCHUMACH	Showcases: Book Covers	SHOWCASES
06/19	07-51-75031	LIBRARY PROGRAMS	06/27/2019	61.09	05SCHUMACH	Office Depot - Grandhaven Event Supplies	OFFICEMAX/DEPOT 6869
06/19	07-51-75031	LIBRARY PROGRAMS	06/27/2019	81.07	05SCHUMACH	Complete Office: Grandhaven Event Supplies	COMPLETE OFFICE OF WISCON
06/19	07-51-55100	OFFICE SUPPLIES	06/27/2019	36.84	05SCHUMACH	Complete Office - May Office Supplies	COMPLETE OFFICE OF WISCON
06/19	07-51-56506	SERIALS	06/27/2019	88.00	05VANKLOOST	MkeBusinessJournalDirectToPublisher	BIZTIMES MEDIA LLC
06/19	07-51-83000	CAPITAL OUTLAY-EQUIPMENT	06/27/2019	361.39	05VANKLOOST	BrowsingStools	GIH*GLOBALINDUSTRIALEQ
06/19	07-51-75023	LIBRARY - MCFLS RECIP EXP	06/27/2019	513.12	05VANKLOOST	Adult Media	BAKER & TAYLOR - BOOKS
06/19	07-51-75023	LIBRARY - MCFLS RECIP EXP	06/27/2019	133.81	05VANKLOOST	Youth Media	BAKER & TAYLOR - BOOKS
06/19	07-51-56500	ADULT BOOKS	06/27/2019	835.22	05VANKLOOST	Adult Nonfiction	BAKER & TAYLOR - BOOKS
06/19	07-51-75023	LIBRARY - MCFLS RECIP EXP	06/27/2019	165.04	05VANKLOOST	LP books recip	BAKER & TAYLOR - BOOKS
06/19	07-51-56500	ADULT BOOKS	06/27/2019	1,658.19	05VANKLOOST	Adult Fiction	BAKER & TAYLOR - BOOKS
06/19	07-51-56504	YOUTH BOOKS	06/27/2019	2,909.20	05VANKLOOST	Youth Books	BAKER & TAYLOR - BOOKS
06/19	07-51-56501	YOUNG ADULT BOOKS	06/27/2019	133.54	05VANKLOOST	Teen Books	BAKER & TAYLOR - BOOKS
06/19	07-51-61100	MAINT SUPPLIES-BUILDING	06/27/2019	21.10	05VANKLOOST	DeliveryTubCarts	MENARDS FRANKLIN WI
06/19	07-51-56300	TRAINING	06/27/2019	275.00	05VANKLOOST	DirectorTrainingDiversity	YWCA SEW
Total 122312685:				8,253.33			
Grand Totals:				13,069.72			

Account Number	Account Title	Current Month Actual	2019 Current Budget	2019 Current year Actual	Remaining	% of Budget
07-51-42100	SALARIES - REGULAR	17,878.40	231,687.00	110,499.61	121,187.39	47.69%
07-51-42200	SALARIES - TEMPORARY	11,441.14	161,857.00	70,484.29	91,372.71	43.55%
07-51-42300	SALARIES - OVERTIME	.00	.00	188.17	188.17-	.00
07-51-45100	HEALTH INSURANCE	4,970.26	60,400.00	28,223.98	32,176.02	46.73%
07-51-45200	LIFE INSURANCE	27.52	400.00	352.73	47.27	88.18%
07-51-46100	SOCIAL SECURITY	1,308.68	18,457.00	8,153.86	10,303.14	44.18%
07-51-46200	WRS EMPE/EMPR	1,484.27	19,499.00	9,208.73	10,290.27	47.23%
07-51-46300	MEDICARE	395.50	5,707.00	2,451.35	3,255.65	42.95%
07-51-51200	OPERATING EQUIPMENT	266.29	21,320.00	12,295.50	9,024.50	57.67%
07-51-53920	MCFLS COMPUTER CONTRACT	.00	20,900.00	20,526.00	374.00	98.21%
07-51-55100	OFFICE SUPPLIES	1,490.47	9,500.00	4,385.95	5,114.05	46.17%
07-51-56100	MEMBERSHIP DUES	.00	6,310.00	.00	6,310.00	.00
07-51-56300	TRAINING	.00	2,500.00	861.63	1,638.37	34.47%
07-51-56500	ADULT BOOKS	.00	25,000.00	7,964.79	17,035.21	31.86%
07-51-56501	YOUNG ADULT BOOKS	.00	1,500.00	749.85	750.15	49.99%
07-51-56502	ADULT AUDIO BOOKS	.00	600.00	255.93	344.07	42.66%
07-51-56503	ADULT LARGE PRINT	.00	1,000.00	277.13	722.87	27.71%
07-51-56504	YOUTH BOOKS	.00	21,000.00	19,320.58	1,679.42	92.00%
07-51-56505	YOUTH MEDIA	.00	.00	.00	.00	.00
07-51-56506	SERIALS	.00	4,000.00	3,163.65	836.35	79.09%
07-51-56508	MCFLS DATABASES	.00	9,200.00	7,511.00	1,689.00	81.64%
07-51-57100	UTILITIES	.00	26,250.00	12,669.04	13,580.96	48.26%
07-51-61100	MAINT SUPPLIES-BUILDING	510.15	8,150.00	3,328.11	4,821.89	40.84%
07-51-75023	LIBRARY - MCFLS RECIP EXP	.00	9,300.00	4,498.49	4,801.51	48.37%
07-51-75028	LIB DONATION PURCHASE	.00	13,000.00	3,684.61	9,315.39	28.34%
07-51-75031	LIBRARY PROGRAMS	454.55	10,000.00	3,569.87	6,430.13	35.70%
07-51-83000	CAPITAL OUTLAY-EQUIPMENT	59.41	10,000.00	3,558.80	6,441.20	35.59%
07-51-83100	LIBRARY RFID FUND	.00	.00	.00	.00	.00
07-51-83200	CLC JOINT EXPENSE	.00	.00	.00	.00	.00
07-51-83300	LB TO CLC CONTRIBUTION	.00	.00	.00	.00	.00
07-51-83400	LIBRARY LIGHTING	.00	.00	.00	.00	.00
07-51-83500	SERVICE AGREEMENT	.00	.00	.00	.00	.00
07-51-92900	MISCELLANEOUS	.00	1,000.00	.00	1,000.00	.00
Total LIBRARY:		40,286.64	698,537.00	338,183.65	360,353.35	48.41%
Net Grand Totals:		40,286.64-	698,537.00-	338,183.65-	360,353.35-	48.41%

Account Number	Account Title	06/19 Current Month Actual	2019 Current Budget	2019 Current year Actual	Remaining	% of Budget
LIBRARY FUND						
07-00-21102	PROPERTY TAX LEVY	.00	630,000.00	524,331.18	105,668.82	83.23%
07-00-21123	LIBRARY - MCFLS RECIP	.00	9,300.00	10,557.03	1,257.03-	113.52%
07-00-22515	DONATIONS LIBRARY	208.00	13,000.00	1,901.29	11,098.71	14.63%
07-00-22958	LIBRARY COPIER SALES	.00	5,000.00	1,626.55	3,373.45	32.53%
07-00-22959	LIBRARY FINES	1,205.07	11,000.00	7,226.61	3,773.39	65.70%
07-00-22960	LIBRARY BOOK CHARGES	128.25	1,000.00	1,214.27	214.27-	121.43%
07-00-22965	CLC REVENUES	.00	.00	.00	.00	.00
07-00-22968	OTHER REVENUES	121.40	1,000.00	621.62	378.38	62.16%
07-00-29900	OPER TRANS IN/OUT	.00	.00	.00	.00	.00
Total 07:		1,662.72	670,300.00	547,478.55	122,821.45	81.68%
Net Total LIBRARY FUND:		1,662.72	670,300.00	547,478.55	122,821.45	81.68%
Net Grand Totals:		1,662.72	670,300.00	547,478.55	122,821.45	81.68%

VILLAGE OF GREENDALE
BALANCE SHEET
5/31/2019

ASSETS

07-00-111000	CASH DEPOSIT	\$ 304,087.75
07-00-111080	PETTY CASH	<u>\$ 200.00</u>

TOTAL ASSETS	<u><u>\$ 304,287.75</u></u>
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LIABILITIES AND EQUITY

LIABILITIES

07-00-151200	ACCRUED PAYROLL SALARIES	\$ -
07-00-151210	ACCOUNTS PAYABLE	\$ (10,288.85)
07-00-151260	DEFERRED REVENUES - TAX	\$ (105,668.82)
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	\$ 105,668.82
07-00-172200	DUE TO/FROM FOUNDATION	\$ -
07-00-224000	ADVANCE FROM GENERAL FUND	\$ 0.00

TOTAL LIABILITIES	\$ (10,288.85)
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FUND EQUITY

07-00-170000	FUND BALANCE	\$ (46,080.08)
	REVENUES OVER EXPENDITURES- YTD	<u>\$ (247,918.82)</u>

TOTAL FUND EQUITY

TOTAL LIABILITIES AND EQUITY	<u><u>\$ (293,998.90)</u></u>
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\$ (304,287.75)

**VILLAGE OF GREENDALE
INTERDEPARTMENTAL
MEMORANDUM**



July 9, 2019

TO: Department Heads
FROM: Todd Michaels, Village Manager
RE: 2019 Performance Evaluations

Based on the Village Board's request to have wage increases decided and included in the Budget the evaluation process needs to begin mid-year. This year you will be evaluating your employees based on January 1, 2019 – through present. In future years you will be evaluating based on July 1 – June 30th. Below is the schedule that was presented to the Village Board:

- | | |
|--|-----------------------------------|
| • Evaluation memo and forms sent to Department Heads | July 8, 2019 |
| • Evaluations due back to Village Manager | August 16, 2019 |
| • Village Manager meets with Department Heads to discuss evaluations | August 17, 2019 – August 30, 2019 |
| • Department heads begin reviewing evaluations with employees | September 1, 2019 |
| • 2020 Salary Resolution presented to Village Board | October 15, 2019 |
| • Village Board adopts 2020 Salary Resolution | November 19, 2019 |

Attached you will find the Performance Evaluation forms for your employees. The form is similar to the form that we used last year. As we have discussed previously all permanent full and part-time employees will now be evaluated on a yearly basis using this form. Police and Fire union employees will continue to be evaluated as they have in the past.

Your general direction in evaluating your employees is to honestly and thoroughly evaluate their performance **in calendar year 2019**. Performance evaluations and merit increases are NOT intended to serve as a means to adjust position pay scales. They are intended to honestly review and recognize an individual's performance for the year. Positions that are "underpaid" should be addressed by the Village on a "position" basis through the Employee Compensation Plan. Performance evaluations focus on the individual.

In reviewing your staff personnel, please consider their job performance during calendar year 2019 and rate their performance in each specified performance area or factor in reference to their job responsibilities on the scale below. In providing a score you should place the number of points, **rounded to the nearest tenth**.

In awarding higher scores, please keep in mind the score definitions listed below. In particular the higher scores should be awarded for "noticeably" and "easily recognizable" performance above the job requirements and expectations. **Since Act 10 and 32 were enacted and the majority of the**

Village's staff is paid on a pay for performance system, the average evaluation score has increased significantly. Since 2012 average evaluation scores have been steadily increasing. Your overall evaluation scores should look like a bell curve, with a few performers at each end of the curve. Please consider this as you prepare your evaluations. I will discuss this with each of you when we meet to review your completed evaluations.

<u>Points</u>	<u>Category</u>	<u>Description</u>
0	Unsatisfactory	Performance does not meet minimum requirements. Significant improvement needed. Performance improvement plan initiated.
1	Progressing	Performance is somewhat less than is expected but improvement is indicated.
2	Commendable	Meets requirements for all major accountabilities.
3	Superior	Noticeably exceeds requirements for all major accountabilities.
4	Outstanding	Performance far exceeds normal expectations and is easily recognizable by anyone knowledgeable of the work.

In completing the evaluations, please provide additional specific references to justify "0 pt.-Unsatisfactory" and "4 pt.-Outstanding" ratings. Please attach an additional sheet explaining each "0" or "4" rating.

The performance evaluation should be used as a management tool to focus performance discussions with each individual employee. Evaluation scores and comments should be used to recognize areas of performance that need to be improved and those areas that should be praised. The evaluation should provide an employee with direction on how to improve during the upcoming year.

Again this year we will be placing much more emphasis on goal setting and attainment. These goals shall be attainable and success or failure to attain the goals should be readily apparent at the end of the year. Goals should be: specific, measurable, agreed, realistic, and time limited. Goals and objectives for 2019 shall be put in writing and signed by the employee and supervisor.

The review process shall proceed as follows:

1. Immediate supervisor evaluates the performance of the employee and submits evaluation to Department Head.
2. Department Head reviews and approves evaluations and submits evaluations to Manager.
3. Manager reviews and approves evaluations and returns to Department Heads.
4. Department Heads and/or immediate supervisor meet and review evaluations with employee.
5. Department Heads return signed evaluation forms to Manager for placement in employee Personnel Folder.

Immediate supervisors should **NOT** discuss performance evaluations and proposed merit increases with the individual employee until after they have been approved by the Department Head and Manager.

Merit increases for this year will be approved by the Board of Trustees with the annual Salary Resolution and is anticipated to be by October 15th.

Department Heads should complete and return their department's performance evaluations **by Friday, August 16th**. After that date I will meet with the Department Heads to review evaluations and to finalize the Salary Resolution. Department Heads should schedule their meeting times with me.

The performance evaluation system is not perfect, but it works to be fair by evaluating all of the employees under the same general performance factors. Individual biases, personalities and styles should **NOT** enter the process and I ask each Department Head to honestly and impartially review each employee.

If you have any questions regarding the Performance Evaluation Forms or process, please feel free to contact me at 423-2100 x3110. Greendale Library Board, 7/17 Page 11 of 33

January

- Director meets with personnel committee to review his/her annual goals and objectives and progress report on his/her prior year annual goals and objectives.

February

- Annual report reviewed, approved, and forwarded to library system and DLT.
- Remind Board of annual self evaluation due in April.

March

- Board annual self evaluation in packet.

April

- Board annual self evaluation results discussion.

May

- Trustees terms ending in July - provide the Library Board President and Village President notice of interest to continue to serve. Board President, the Director and the Village Board Liaison present a slate of candidates to Village President for consideration if needed.
- Library policies reviewed and revised if necessary.

June

- Trustee continuing education session held during meeting.

July

- Orientation for new Trustees.
- Trustee continuing education session held during meeting.

August

- Director provides board with projected budget for coming year. Board discusses and directs any needed changes.
- Discuss completed staff performance evaluations in general and in terms of budget impact.
- Officers elected for 1 year term (President, Vice President, Treasurer).

September

- Discuss and approve Library Salary Resolution.
- Board representatives attend municipal budget hearings to explain and advocate for budget.
- Review statistical reports/charts (see Sept '18 packet for examples)

October

- Library policies reviewed and revised, if necessary.
- Trustee continuing education session held during meeting.

- Municipality approves library appropriation.

November

- Budget revised, if necessary, based on actual funding approved.
- Trustee continuing education session held during meeting.

December

- Director provides board with his/her annual goals and objectives and progress report on his/her prior year annual goals and objectives.
- Library policies reviewed and revised, if necessary.
- Trustee continuing education session held during meeting.

GREENDALE PUBLIC LIBRARY

DIRECTOR'S REPORT



Date: 7/15/2019
To: Library Board
From: Brian Van Klooster, Library Director
Re: ***Directors' Report: June/July 2019***

General updates:

- 2020-2021 State Budget signed - state aid to library systems was funded at the same level as 2019. That means the amount of state aid each library system received in 2019 is the same amount that will be received in 2020 and 2021. State library advocates are grateful for the stabilization of library system aid. The legislators actually had to provide an increase of \$1m each year to keep us at our 2019 funding level because the increase in the 2017-2019 biennial budget was a one-time increase. This budget also establishes a new base funding level for state aid which is important and will be helpful moving forward.
- Village Annual *Performance Evaluation Memo* and schedule was released (attachment in Packet). Consider Board desire to reconsider library's evaluation process and sequence, and possible revision of Library Board Calendar accordingly.
- *Unlearning Racism* workshop – I am attending a workshop consisting of 6 weekly 4-hour meetings, on the topic of racism and its impacts nationally and locally. The goal of my attendance is to ensure that Greendale Library's services, workplace and culture are as inclusive and unbiased as possible. GPL can play an important role in supporting recent local efforts in this regard.
- *Hiring for Diversity* course – I am enrolled in a UW Madison course consisting of 4 weeks of lessons on the topic of diversity in hiring and employment, with a special emphasis on libraries. The goal of my attendance is to ensure that Greendale Library's practices are legal and unbiased, and possesses a workforce that represents the many different people we serve.
- PAGE reps in library during Village Days – representatives from Parents Advocating for Greendale Equity (PAGE) will have an information table in the library parking lot or inside (depending on weather) on Village Days. They had approached GPL because all Broad Street reservable tent spaces are sold out. A similar request has come from the Village to allow the comprehensive plan consultants to have space outside or inside the library to gather public input. This will also be approved. Both will follow the Library's *Exhibits, Posting and Solicitation Policy*.

Staffing updates:

- Nicholas S. has been hired for a 14 hr/wk Library Clerk position, held open since resignation of Nicki in September 2018. He has several years of experience in his college library and is starting a Master's degree in information science.

GREENDALE PUBLIC LIBRARY

STAFF REPORT



Date: 7/17/19

To: Library Board

From: Brian Williams-Van Klooster, Library Director

Re: Staff Report: June/July 2019

Adult Services (Nicole):

- The 2nd week of June was the start of our Summer Reading Program and we had our Summer Reading Ambassadors hand out reading logs. We have 8 volunteers that man the table from Monday-Friday to hand out our reading logs and entry slips. It's a big help to the staff that are at the checkout desk because they can focus on checking out materials to families and various patrons and promote the different programs that we offer this summer.
- For June's Lunch and Learn we had Paul Borchardt who is the Observatory Director of the Milwaukee Astronomical Society, come and present "Our Place in Space." We had 15 people attend his presentation and got to learn more about the Observatory in New Berlin.
- For a kickoff to our Summer Reading Program, Tara, Lisa and I hosted an all ages Out of This World Bingo Night. The program was incredibly well attended with 31 people! The next all ages program we plan to host will be a Galaxy Rock Painting program on July 9th.
- As an extra incentive and something passive for our patrons during the summer, I hid moon rocks (plastic eggs covered in aluminium foil) all over the library. When a patron finds a moon rock, they bring it to the desk for an entry slip for their reading club and there is a little treat for them to keep. Since we started hiding them, patrons of all ages have been searching for them every day and get really excited when they are able to find one.

Circulation Services (Julie):

- Our Summer Reading Program kicked off this month and the front desk staff has risen to the challenge. It is far and away our busiest time and everyone is ready to jump in where help is needed. All staff took part in a summer reading "crash course" and quiz in preparation and were rewarded with fun prizes.
- For the second year in a row the majority of the staff took part in a CLC photo op and wore Purple in support of Alzheimer's & Brain Awareness Month, organized by our own library clerk, Judy Jacques! The photo was posted on the library's Facebook page.
- Clerk interviews were held the week of June 10th. We had 28 applicants and conducted 7 interviews. New Library Clerk, Nicolas S. started on July 3rd.
- On June 26th Julie, Tara and Lisa participated in a "mock Stop the Bleed class" for the Greendale Health Dept. They recently won a 2018 CVMIC Member Spotlight Award and were asked by CVMIC to highlight their program in a video to be shared across their membership.

June 2019

Youth Services Highlights



Collaboration

- Worked with eighth grade volunteers, “Team Inspire”, to coordinate cleaning projects in the GPL
- Collaborated with Greendale Gazing Garden to create a “Poetry Walk” in the garden between the library and National Bakery

Summer Reading

- Planned and administered youth summer reading activities, including *Lego Club*, *Tween Sun Catchers* craft, Storytime, and *Wonderful Wednesday* performers. Average attendance for the performances is 100 participants; Storytime is 35 participants; and *Lego Club* is 25. *Tween Sun Catchers* craft had 15 participants.
- Planned and administered *Out of This World Bingo* evening program with the adult and teen librarian. Attendance was 31 people.

Training/Professional Development

- Trained new reference associate, Emily Wawer, in youth programs and youth reader’s advisory and youth reference
- Trained new page, Michaela Sarenac, in youth area maintenance and location of youth materials



GREENDALE PUBLIC LIBRARY BOARD MEMO



Date: 7/16/19

To: Library Board

From: Brian Van Klooster, Library Director

Re: **Agenda item # 9e: Continuing Education, Wisconsin Public Library Standards**

Attachments:

- *Wisconsin Public Library Standards, Sixth Edition*, pages i-4, 29-30
- *Inclusive Services Assessment and Guide for Wisconsin Public Libraries*, pages i-2

Discussion:

The Wisconsin DPI's Division for Libraries and Technology maintains quantitative benchmarks for the measurement of essential services at state's public libraries. They represent actual data from the state annual report of libraries and services and thereby show how Wisconsin's public libraries actually measure up with one another rather than with some theoretical ideal. Using these benchmarks is fully voluntary and no reporting is required.

The **Wisconsin Public Library Standards program** is a self-evaluation tool for public libraries. The purpose of this voluntary program for Wisconsin public libraries and librarians is to encourage the ongoing development of quality library service in the state by providing public libraries with a tool to identify strengths, recognize areas for improvement, and assist libraries in gaining community support.

Greendale's Tier ratings are heavily affected by its location in Milwaukee County, which is unique in the state due to the county's size, density and population. Our citizens have extraordinary access to a wide range of materials without any one municipal library needing to provide all of them. One of the benefits of membership in this system is resource sharing and the financial savings that come from it without compromising service.

Any attempt to achieve higher tier ratings in the Standards would require substantial budget increases for the purchase of materials, or budget adjustments to move money from personnel to materials with negative impacts to hours open.

The **Inclusive Services Assessment and Guide** was designed by Wisconsin public library and public library system staff for Wisconsin public library directors, staff, and boards with the intent to foster inclusive library environments where everyone is safe, welcomed, and respected. This resource was developed to support libraries in implementing the Inclusive Services Statement. In addition, this resource intentionally complements the 2018 Wisconsin Public Library Standards.

Use of the Assessment and pursuit of most outcomes suggested by it would also require new resource allocation in the form of staff time to conduct the assessment and develop a plan for response.

Brian note:

DPI recommends using service population measure for calculating standards (appendix C) except for Milwaukee county, where entire geography is accounted for by municipalities with their own libraries.

PLDS measure isn't that good

Standards are based on actual performance of the state's libraries rather than made up / idealized goals.

[Click here for Greendale 2016 results](#)



Wisconsin Public Library Standards

Wisconsin Public Library Standards Sixth Edition

**Developed by
Public Library Development Team**



Wisconsin Department of Public Instruction
Tony Evers, PhD, State Superintendent
Madison, Wisconsin

This publication is available at <https://dpi.wi.gov/pld/boards-directors/library-standards>

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Introduction

1

This edition of the Wisconsin Public Library Standards revises and updates the work of the many people who developed earlier editions of the Standards. We reviewed the previous edition of the Standards, noted the increased levels of library compliance with the earlier standards, and compiled information on changes in library statistical information in Wisconsin libraries since the last edition was produced.

The Wisconsin Public Library Standards document has evolved gradually over the years. Some of the standards in this document have remained unchanged; however, since the public library environment has changed significantly, this edition updates quite a number of updates to reflect those changes. The development of this document was guided by the belief that Wisconsin's public libraries play a critical role in providing free access to knowledge, information, and diversity of ideas to all residents of the state. It was first published in 1987 and was updated in 1994, 2000, 2005, 2010, and now in 2018.

This sixth edition of the Wisconsin Public Library Standards has been in development for nearly two years. More than 32 library professionals, representing libraries and library systems across the state, came together to create this document. The process began with much discussion about the currently published standards—addressing both the document's strengths and its weaknesses. The steering group then tasked the subject focus teams with analyzing each standard for relevance and clarity. The focus teams presented their recommendations to the steering group at the Standards Revision Summit, held on April 5, 2017, in Windsor, WI. The steering group then determined the structure and format of the document, based on the recommendations set forth by the focus teams.

What Has Changed

This edition is more concise. Based on feedback received from the public library community, this edition of the Standards has been curtailed to contain only the information pertinent to public library standards. Important information included in past editions, such as planning, can be found in other resources offered by the Public Library Development team and other professional sources.

Technology standards have been integrated into the other categories. The Standards Task Force deliberated over whether or not to have a separate section of technology standards, as was found in the public library

standards documents from other states. However, the task force determined that when technology standards were introduced in earlier editions, it was to encourage implementation of various technologies in libraries. Today, technology tools are now integrated into even the most basic of library services. As such, any standards relating to technology have been incorporated into other categories.

Quantitative standards are more granular. For many public libraries, the past model for quantitative standards is not granular enough to prove useful. The new model introduced in this edition provides the granularity necessary for libraries to more accurately assess their levels of service.

Standards have a tier structure. Perhaps the most significant change in this edition of the Public Library Standards is the application of a tier structure for the qualitative as well as the quantitative standards. The names of the tiers of service have also changed.

How to Use These Standards

The Wisconsin Public Library Standards program is a self-evaluation tool. The purpose of this voluntary program for Wisconsin public libraries and librarians is to encourage the ongoing development of quality library service in the state by providing public libraries with a tool to identify strengths, recognize areas for improvement, and assist libraries in gaining community support.

This manual contains the following categories:

- Statutory Requirements
- System Membership Requirements
- Governance
- Administration of the Library
- Funding
- Staffing
- Collections and Resources
- Programs and Services
- Public Relations
- Access
- Facility

Each standard is presented as a statement, allowing the library to easily determine whether it meets or does not meet the criteria. There are three levels of service:

- Tier One—the minimum services that should be available to all residents of the state
- Tier Two—an expansion of services beyond the basic
- Tier Three—the highest level of service

To be considered a **Tier One** library, a library must meet all of the Tier One standards.

To be considered a **Tier Two** library, a library must meet all of the Tier One standards and all but two of the Tier Two standards. The two Tier Two standards that a library exempts from cannot be in the same category (i.e., governance, staffing, access).

To be considered a **Tier Three** library, a library must meet all of the Tier One standards, all of the Tier Two standards, and all but two of the Tier Three standards. The two Tier Three standards that a library exempts from cannot be in the same category (i.e., governance, staffing, access).

In order to determine the status of the quantitative standards in this document, a library must decide whether to use its municipal population or its service population. “**Municipal Population**” is the population of the city, town, village, or county establishing the library, or the total population of communities establishing a joint library. “**Service Population**” is the library’s municipal population plus an additional population determined from circulation statistics for county residents without a library. In most cases, Service Population is a more accurate reflection of a library’s service population, because it includes the municipal population as well as those who live in surrounding communities and travel to the nearest or most convenient municipal library for services. To calculate a library’s Service Population, see [Appendix C](#) of this document.

The newly added categories of Statutory Requirements and System Membership Requirements have been included to increase awareness of public library requirements in Wisconsin. Statutory Requirements apply to *all public libraries*, while System Membership Requirements apply to any library that is a *member of a public library system*. As of this publication, every legally established library in Wisconsin is a member of a public library system, so these requirements currently apply to all Wisconsin public libraries.

Note that much deliberation took place about the terminology used in this document. Every attempt was made to use the most appropriate and consistent expressions available at the date of release.

The Wisconsin Department of Public Instruction's Public Library Development Team is prepared to assist public libraries in using this manual to its fullest potential and can answer any questions regarding the new standards.

Appendices and checklists are included.

Appendix B

Quantitative Standards by *Municipal Population*

Based on 2016 public library annual report data

2016 Greendale
data:

Hours Open

	999 and under	1,000 to 1,999	2,000 to 2,999	3,000 to 4,999	5,000 to 6,499	6,500 to 8,999	9,000 to 12,999	13,000 to 18,999	19,000 to 34,999	35,000 to 69,999	70,000 to 99,999	100,000 and over
Tier 1	28	40	46	50	53	56	59	61	63	64	65	66
Tier 2	31	43	48	52	55	59	61	63	64	66	67	68
Tier 3	44	50	54	58	60	63	65	67	68	69	70	71

68

Volumes Held per Capita (Print)

	999 and under	1,000 to 1,999	2,000 to 2,999	3,000 to 4,999	5,000 to 6,499	6,500 to 8,999	9,000 to 12,999	13,000 to 18,999	19,000 to 34,999	35,000 to 69,999	70,000 to 99,999	100,000 and over
Tier 1	14.8	11.4	9.2	7.7	6.8	5.9	5.0	4.5	3.9	3.2	3.0	2.2
Tier 2	18.4	14.1	11.2	9.5	8.0	6.9	6.1	5.3	4.5	3.4	3.2	2.4
Tier 3	27.4	20.3	16.1	13.1	10.7	8.9	7.5	6.0	4.9	4.2	3.6	3.0

49,437/14100
3.5

FTE Staff per 1,000 Service Population

	999 and under	1,000 to 1,999	2,000 to 2,999	3,000 to 4,999	5,000 to 6,499	6,500 to 8,999	9,000 to 12,999	13,000 to 18,999	19,000 to 34,999	35,000 to 69,999	70,000 to 99,999	100,000 and over
Tier 1	1.5	1.4	1.2	1.1	0.9	0.8	0.8	0.7	0.6	0.6	0.5	0.4
Tier 2	1.8	1.7	1.5	1.3	1.2	1.1	0.9	0.8	0.8	0.7	0.6	0.5
Tier 3	2.8	2.4	2.2	1.8	1.6	1.4	1.2	1.1	0.9	0.8	0.7	0.6

7.65/14.1
0.5

Materials Expenditures per Capita

	999 and under	1,000 to 1,999	2,000 to 2,999	3,000 to 4,999	5,000 to 6,499	6,500 to 8,999	9,000 to 12,999	13,000 to 18,999	19,000 to 34,999	35,000 to 69,999	70,000 to 99,999	100,000 and over
Tier 1	\$11.58	\$10.31	\$9.17	\$8.62	\$7.91	\$7.37	\$6.29	\$5.92	\$5.37	\$4.71	\$4.06	\$3.12
Tier 2	\$16.34	\$14.26	\$12.32	\$11.47	\$9.81	\$9.07	\$7.71	\$7.34	\$6.42	\$5.98	\$4.96	\$3.31
Tier 3	\$24.80	\$21.32	\$17.41	\$14.34	\$13.32	\$11.47	\$10.75	\$9.17	\$8.57	\$7.95	\$6.12	\$3.83

\$60,793/14,100
\$4.31

61,970/14,100
4.4

Collection Size (Print, Audio and Video) per Capita

	999 and under	1,000 to 1,999	2,000 to 2,999	3,000 to 4,999	5,000 to 6,499	6,500 to 8,999	9,000 to 12,999	13,000 to 18,999	19,000 to 34,999	35,000 to 69,999	70,000 to 99,999	100,000 and over
Tier 1	15.3	13.2	11.1	9.2	8.2	7.0	6.3	5.4	4.7	3.7	3.2	2.7
Tier 2	18.8	16.1	13.6	11.1	10.0	8.7	7.6	6.3	5.5	4.2	3.7	3.0
Tier 3	26.3	22.1	17.4	15.0	12.6	10.8	9.1	7.2	6.6	5.0	4.6	3.6

70/14.1
4.9

Periodical Subscriptions Held per 1,000 Population (Print)

	999 and under	1,000 to 1,999	2,000 to 2,999	3,000 to 4,999	5,000 to 6,499	6,500 to 8,999	9,000 to 12,999	13,000 to 18,999	19,000 to 34,999	35,000 to 69,999	70,000 to 99,999	100,000 and over
Tier 1	37.6	27.4	22.7	18.7	14.9	12.2	10.7	8.7	6.8	5.1	4.9	3.4
Tier 2	61.8	43.5	34.9	27.0	21.8	17.2	12.9	10.0	7.9	6.3	5.5	3.7
Tier 3	81.1	57.2	45.2	36.0	28.1	23.8	17.8	12.5	10.2	7.1	5.6	4.9

5012/14,100
.36

Audio Recordings Held per Capita

	999 and under	1,000 to 1,999	2,000 to 2,999	3,000 to 4,999	5,000 to 6,499	6,500 to 8,999	9,000 to 12,999	13,000 to 18,999	19,000 to 34,999	35,000 to 69,999	70,000 to 99,999	100,000 and over
Tier 1	0.77	0.68	0.63	0.56	0.47	0.43	0.37	0.34	0.31	0.29	0.22	0.18
Tier 2	1.00	0.87	0.82	0.71	0.59	0.50	0.47	0.42	0.39	0.35	0.32	0.21
Tier 3	1.61	1.37	1.18	1.09	0.92	0.81	0.69	0.62	0.54	0.48	0.42	0.27

7521/14,100
.53

Video Recordings Held per Capita

	999 and under	1,000 to 1,999	2,000 to 2,999	3,000 to 4,999	5,000 to 6,499	6,500 to 8,999	9,000 to 12,999	13,000 to 18,999	19,000 to 34,999	35,000 to 69,999	70,000 to 99,999	100,000 and over
Tier 1	2.14	1.49	1.18	1.03	0.67	0.63	0.58	0.52	0.36	0.29	0.25	0.16
Tier 2	2.93	2.14	1.69	1.20	1.03	0.95	0.96	0.59	0.43	0.39	0.29	0.19
Tier 3	5.16	4.00	3.55	2.72	2.19	1.79	1.38	0.95	0.82	0.43	0.39	0.31

28/14.1
1.98

Public Use Internet Computers per 1,000 Population

	999 and under	1,000 to 1,999	2,000 to 2,999	3,000 to 4,999	5,000 to 6,499	6,500 to 8,999	9,000 to 12,999	13,000 to 18,999	19,000 to 34,999	35,000 to 69,999	70,000 to 99,999	100,000 and over
Tier 1	6.17	4.78	3.42	3.02	2.28	1.89	1.52	1.11	0.94	0.86	0.81	0.75
Tier 2	8.92	6.04	5.11	3.78	3.10	2.34	1.88	1.52	1.29	1.19	0.91	0.86
Tier 3	13.28	9.42	7.43	5.61	4.32	3.52	3.01	2.27	1.89	1.68	1.35	0.92



The Inclusive Services Assessment and Guide **FOR WISCONSIN PUBLIC LIBRARIES**

The Inclusive Services Assessment and Guide **FOR WISCONSIN PUBLIC LIBRARIES**

Produced by the Wisconsin Department of
Public Instruction Public Library Development
Team and the participants in the 2018
Inclusive Services Institute.



Wisconsin Department of Public Instruction
Carolyn Stanford Taylor, State Superintendent
Madison, Wisconsin

This publication is available from:

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Inclusive Services in Wisconsin Public Libraries

1

The Inclusive Services Statement

Wisconsin public libraries are places where everyone should be safe, welcomed, and respected in experiences such as (but not limited to):

- Arrival at the building (transportation, physical accessibility, signage, hours of service, greetings by library staff)
- Intersections with library policies (getting a library card, using a computer, paying a fine)
- Perusal, use, and request of library materials (navigating the aisles, accessing wifi, individual [privacy](#), [diversity](#) of collection)
- Participation in library-sponsored or library-located events (marketing of events, time and location, transportation, registration, room set-up, novice-friendly vs. designed for frequent users)
- Interactions with library staff (body language, tone, [diversity](#) of library staff, proactive/reactive engagement)
- Passive and virtual interactions through library signage, webpages, displays, and marketing (readability, tone, [diversity](#), accommodations)

The Division for Libraries and Technology interprets Statute 43.24(2) (k) "Promotion and facilitation of library service to users with special needs" to encompass inclusive services. Inclusive library services are [holistic](#), spanning library policies, collections, space, and services. Inclusive services reflect [equity](#) and accessibility for all members of the community. [Diverse](#) communities are strengthened by libraries that intentionally develop and deliver services to individuals or groups for whom accessing and using the library is difficult, limited, or minimized.

The library director and board of trustees should provide awareness and leadership concerning the concept and implementation of inclusive services to library staff and [stakeholders](#). Regional library systems should both support member libraries in matters of compliance, and communicate such efforts through annual system plans and reports. The state library agency will provide consulting and collaborate with libraries and systems regarding inclusive services. Wisconsin public

Inclusive library services are holistic, spanning library policies, collections, space, and services. Inclusive services reflect equity and accessibility for all members of the community.

libraries serve everyone, and it is the duty of everyone in the service of Wisconsin public libraries to foster inclusivity.

The practice of providing inclusive services requires continuous reflection and ongoing dialog with and between library administration, staff, and members of the community, with particular emphasis on including the voices of those who are underserved, [underrepresented](#), and underrecognized within the community. Efforts should respond to the assets and needs of non-library users and users alike. Attention to actual, versus perceived, assets and needs is paramount; i.e., a barrier perceived by library staff may or may not be an actual barrier experienced by the user.

On a concrete level, inclusive services should be visibly incorporated into all library services. The concept that libraries are for everyone should be evident through every point of access or interaction with the library. A person's race, ethnicity, age, citizenship, literacy level, ability, family structure, income level, health status, [gender identity](#), [sexuality](#), style of dress, familiarity with public libraries - or any other [dimension of identity](#) - should neither negatively influence nor interfere with access to library services.

When libraries honor the full [diversity](#) of their communities, communities thrive. First and foremost, inclusive library services should be developed locally with and for all community members. Wisconsin public library systems and state library staff should facilitate coordinated regional and statewide inclusive services training and consulting. Our common goal is to improve life and learning opportunities for all Wisconsin residents.

The Inclusive Services Institute

The Inclusive Services Institute was a professional development and workgroup opportunity for Wisconsin public library and public library system staff committed to making Wisconsin libraries more inclusive to all community members and potential library users. The Institute offered reflective learning experiences on topics of [equity](#) and social justice. Participants worked on small teams to develop statewide resources. *The Inclusive Services Statement* from the Division for Libraries and Technology provides the foundation for the Institute content and workgroup efforts.

The Inclusive Services Institute was funded by a Library Services and Technology Act (LSTA) grant from the Institute for Museum and Library Services administered by the Public Library Development Team at the Wisconsin Department of Public Instruction.

The concept that libraries are for everyone should be evident through every point of access or interaction with the library.