



Library Board Agenda
GREENDALE PUBLIC LIBRARY
Wednesday, June 19, 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: May 15, 2019 meeting	ACTION
5)	Approval of Financial Reports: a) Check Register: May 2019	ACTION
6)	Review of Financial Statements: a) Expenditures to Actual Comparison: 05/19 b) Revenue to Actual Comparison: 05/19 c) Balance Sheet: 04/19	INFORMATION INFORMATION INFORMATION
7)	Unfinished Business: a) Review draft Library Strategic Plan ATTACHMENT	DISCUSSION
8)	New Business: a) Discuss renewal of MCFLS ILS/ Resource Sharing/ Technology Agreement MEMO, ATTACHMENTS	DISCUSSION
9)	Informational and Discussion Items: a) Director's Report b) Library Staff Reports c) President's Report d) Friends/Foundation Report	
10)	Correspondence	
11)	Closed Session: The Board shall convene in Closed Session pursuant to Wisconsin State Statute Section 19.85(1)(c) to consider employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility. <i>Specifically, to discuss Library Director employment benefits</i>	ACTION
12)	Return to Open Session: The Board reserves the right to return to Open Session to act on matters discussed in Closed Session	ACTION
13)	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. [Page 1 of 54](#)

**Library Board Minutes
GREENDALE PUBLIC LIBRARY
Wednesday, May 15, 2019**

Trustee Huberty moved to nominate herself as temporary meeting Chair in absence of the Board President. Trustee Genz seconded the motion. Motion carried.

Trustee Huberty called the Regular meeting of the Greendale Public Library Board of Trustees to order at 5:00 PM.

Trustees Present: Dombrowski, Genz, Huberty, Jensen, Unger
Excused: Amidzich, 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 Jensen moved, Trustee Unger seconded approval of the April 17, 2019 minutes.

Ayes: All
Noes: None
Motion to approve: Carried

APPROVAL OF FINANCIAL REPORTS

Check Register: April 2019

Trustee Dombrowski moved, Trustee Jensen seconded approval of the April 2019 expenditures in the total amount of \$14,094.67

Ayes: All
Noes: None
Motion to approve: Carried

REVIEW OF FINANCIAL STATEMENTS

- a) Expenditures to Actual Comparison: 04/19
- b) Revenue to Actual Comparison: 04/19
- c) Balance Sheet: 03/19

UNFINISHED BUSINESS

- a) Review annual Library Board Calendar

Trustee Huberty confirmed that the Calendar has been updated to reflect the new staff performance evaluation timeline discussed at last month's meeting.

NEW BUSINESS

- a) Discuss annual Library Board Trustee terms and renewals

Director Van Klooster noted that Trustee Jensen's term ends in June. She may express her interest in renewal or resignation to the Library Board President and Village President before her term end. If a vacancy is expected then Van Klooster will submit a roster of potential candidates to the Library Board President and Village President.

- b) Trustee Continuing Education: discussion of *Lean Library Management*

Van Klooster distributed a memo summarizing the main points of the book *Lean Library Management*. He noted that some of the principles and techniques have already been put to use at Greendale, and others could be used to address additional processes as time permits. Trustee Dombrowski noted that many tasks germane to public library work would be difficult to apply these methods to because of the complex nature of reference work.

INFORMATIONAL AND DISCUSSION ITEMS

- a) Director's Report: Van Klooster highlighted the Greendale Women's Club donation, Kiosk discussion and responded to a question about after school student behavior improvements. Trustee Unger inquired about the release date for the next *Life in the Village* magazine and suggested inquiring about adding a tearout donation form for the Library to the inside.

- b) Library Staff Report

- c) President's Report

- d) Friends of the Greendale Public Library Report

Quilt raffle was started during Pet Palooza and will run until Village Days. Next Tuesday is the Annual Meeting.

CORRESPONDENCE

None

CLOSED SESSION

Trustee Jensen moved, Trustee Genz 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

The Board did not return to open session to act on items discussed.

ADJOURNMENT

The meeting adjourned at 6:40 PM.

GL Period	GL Acct No	GL Account	Check Issue Date	Check Amount	Invoice Number	Description
55505						
ART.COM US MERCHANT						
05/19	07-51-75028	LIB DONATION PURCHASE	05/03/2019	505.47	2000859407743	GOLDEN RULE FRAMED PRINTS X3
Total 55505:				505.47		
55506						
CENTURY SECURITY & COMMUNICATIONS INC						
05/19	07-51-51200	OPERATING EQUIPMENT	05/03/2019	162.50	44252	SECURITY BADGE SOFTWARE MOVE
Total 55506:				162.50		
55511						
JANI-KING OF MILWAUKEE						
05/19	07-51-61100	MAINT SUPPLIES-BUILDING	05/03/2019	150.77	MIL04190684	CLEANING SUPPLIES 49%
Total 55511:				150.77		
55512						
JORDAN, TARA						
05/19	07-51-56300	TRAINING	05/03/2019	43.63	REIMNBURSE	CONFERENCE REIMBURSEMENT
Total 55512:				43.63		
55513						
LUCK, KATHY						
05/19	07-51-75031	LIBRARY PROGRAMS	05/03/2019	500.00	PROGRAMS	10 STORY TIME PROGRAMS JAN-APR
Total 55513:				500.00		
55516						
OFFICE COPYING EQUIPMENT LTD						
05/19	07-51-55100	OFFICE SUPPLIES	05/03/2019	235.19	AR82697	MAR-APR 2019 COPIES
Total 55516:				235.19		
55518						
RIVISTAS SUBSCRIPTION SERVICES						
05/19	07-51-56506	SERIALS	05/03/2019	2,838.15	34252	ANNUAL PERIODICALS SUBSCRIPTIONS

M = Manual Check, V = Void Check

GL Period	GL Acct No	GL Account	Check Issue Date	Check Amount	Invoice Number	Description
Total 55518:				2,838.15		
55519						
SCHNEIDER, MIKE						
05/19	07-51-75031	LIBRARY PROGRAMS	05/03/2019	65.00	DEPOSIT	SRP 2019 CONTRACT
Total 55519:				65.00		
55521						
TODAYS BUSINESS SOLUTIONS INC						
05/19	07-51-83000	CAPITAL OUTLAY-EQUIPMENT	05/03/2019	2,728.00	8998	PRINT RELEASE PURCHASE YR 1 OF 5
Total 55521:				2,728.00		
55529						
ANCHOR PRINTING COMPANY INC						
05/19	07-51-55100	OFFICE SUPPLIES	05/10/2019	10.00	20770	MISSION/VISION POSTER
Total 55529:				10.00		
55578						
SYNCB/AMAZON						
05/19	07-51-55100	OFFICE SUPPLIES	05/23/2019	291.32	03/13-05/13/201	OFFICE SUPPLIES
05/19	07-51-56500	ADULT BOOKS	05/23/2019	282.61	03/13-05/13/201	ADULT BOOKS NF/FIC
05/19	07-51-56504	YOUTH BOOKS	05/23/2019	406.83	03/13-05/13/201	YOUTH BOOKS
05/19	07-51-75023	LIBRARY - MCFLS RECIP EXP	05/23/2019	63.77	03/13-05/13/201	YOUNG ADULT MEDIA RECIP
05/19	07-51-75023	LIBRARY - MCFLS RECIP EXP	05/23/2019	617.10	03/13-05/13/201	ADULT MEDIA RECIP
05/19	07-51-75023	LIBRARY - MCFLS RECIP EXP	05/23/2019	539.74	03/13-05/13/201	YOUTH MEDIA RECIP
05/19	07-51-75028	LIB DONATION PURCHASE	05/23/2019	185.61	03/13-05/13/201	WISH LIST
05/19	07-51-75031	LIBRARY PROGRAMS	05/23/2019	597.20	03/13-05/13/201	PROGRAMMING SRP
05/19	07-00-21123	LIBRARY - MCFLS RECIP	05/23/2019	820.36	03/13-05/13/201	CREDITS AND ADJUSTMENTS
Total 55578:				2,163.82		
122312663						
ACH WE ENERGIES						
05/19	07-51-57100	UTILITIES	05/24/2019	2,014.76	042019	5647 Broad-5650 Parking St Library
05/19	07-51-57100	UTILITIES	05/24/2019	15.15	042019	5647 Broad-5650 Parking St Library

M = Manual Check, V = Void Check

GL Period	GL Acct No	GL Account	Check Issue Date	Check Amount	Invoice Number	Description	
Total 122312663:				2,029.91			
122312670							
ACH US BANK PCARD							
05/19	07-51-75031	LIBRARY PROGRAMS	05/29/2019	12.26	04JORDAN	Teen Programs	SENDIK'S GREENDALE
05/19	07-51-75031	LIBRARY PROGRAMS	05/29/2019	25.62	04JORDAN	Teen SRP Zen Garden Program	PAYPAL *GAO FUQIANG
05/19	07-51-75031	LIBRARY PROGRAMS	05/29/2019	15.83	04JORDAN	Teen SRP program	STEAMGAMES.COM
05/19	07-51-75031	LIBRARY PROGRAMS	05/29/2019	30.00	04JORDAN	Kit for Teen SRP Murder Mystery Program	2CHECKOUT*JANETDICK
05/19	07-51-56300	TRAINING	05/29/2019	169.00	04JORDAN	WEMTA conference	KALAHARI RESORT - WI
05/19	07-51-75028	LIB DONATION PURCHASE	05/29/2019	158.40	04JORDAN	Breakout kit for teen programs	SP * BREAKOUT INCORPOR
05/19	07-51-75031	LIBRARY PROGRAMS	05/29/2019	22.65	04JORDAN	Teen K-pop Program	AMZN MKTP US*MW0E37YU1
05/19	07-51-75031	LIBRARY PROGRAMS	05/29/2019	18.90	04JORDAN	Teen K-pop Program	SAN DONG EXPRESS
05/19	07-51-56502	ADULT AUDIO BOOKS	05/29/2019	31.99	04JORDAN	adult audiobook	MICRO MARKETING LLC
05/19	07-51-56501	YOUNG ADULT BOOKS	05/29/2019	31.99	04JORDAN	teen audiobook	MICRO MARKETING LLC
05/19	07-51-75031	LIBRARY PROGRAMS	05/29/2019	26.40	04JORDAN	Teen Program	AMAZON.COM*MZ7R60AZ0 AMZN
05/19	07-51-75031	LIBRARY PROGRAMS	05/29/2019	10.49	04JORDAN	Teen Program	AMZN MKTP US*MZ8PZ0H51 AM
05/19	07-51-75031	LIBRARY PROGRAMS	05/29/2019	8.99	04JORDAN	Teen Program	AMZN MKTP US*MZ94I8BS1 AM
05/19	07-51-56502	ADULT AUDIO BOOKS	05/29/2019	26.99	04JORDAN	Adult Audiobook	MICRO MARKETING LLC
05/19	07-51-75031	LIBRARY PROGRAMS	05/29/2019	15.22	04JORDAN	Teen Program	WM SUPERCENTER #5668
05/19	07-51-61100	MAINT SUPPLIES-BUILDING	05/29/2019	42.53	04KVICTORY	LIBRARY FLOOR MATS	ALSCO INC.
05/19	07-51-57100	UTILITIES	05/29/2019	224.98	04KVICTORY	LIBRARY	TWC*TIME WARNER CABLE
05/19	07-51-75031	LIBRARY PROGRAMS	05/29/2019	8.08	04REINKE	Food for After School Family Fun	SENDIK'S GREENDALE
05/19	07-51-75031	LIBRARY PROGRAMS	05/29/2019	79.49	04SCHNEIDER	Adult SRP prize	OTC BRANDS, INC.
05/19	07-51-55100	OFFICE SUPPLIES	05/29/2019	613.93	04SCHUMACH	RFID tags	BAYSCAN TECHNOLOGIES LLC
05/19	07-51-55100	OFFICE SUPPLIES	05/29/2019	132.28	04SCHUMACH	April Office Supplies	OFFICEMAX/DEPOT 6869
05/19	07-51-55100	OFFICE SUPPLIES	05/29/2019	110.61	04SCHUMACH	Processing Supplies	DEMCO INC
05/19	07-51-56506	SERIALS	05/29/2019	13.00	04VANKLOOST	AnnualSubscriptionDirectToPublisher	RDA*TASTE OF HOME
05/19	07-51-56506	SERIALS	05/29/2019	44.75	04VANKLOOST	QuarterlySubscriptionDirectToPublisher	D J*WALL ST JOURNAL
Total 122312670:				1,874.38			
Grand Totals:				13,306.82			

M = Manual Check, V = Void Check

Account Number	Account Title	2019 Current Budget	2019 Current year Actual	05/19 Current Month Actual	Remaining	% of Budget
LIBRARY FUND						
07-51-42100	SALARIES - REGULAR	231,687.00	92,621.21	17,878.41	139,065.79	39.98%
07-51-42200	SALARIES - TEMPORARY	161,857.00	59,043.15	11,269.22	102,813.85	36.48%
07-51-42300	SALARIES - OVERTIME	.00	188.17	5.96	188.17-	.00
07-51-45100	HEALTH INSURANCE	60,400.00	23,253.72	4,970.26	37,146.28	38.50%
07-51-45200	LIFE INSURANCE	400.00	325.21	240.86	74.79	81.30%
07-51-46100	SOCIAL SECURITY	18,457.00	6,845.18	1,340.36	11,611.82	37.09%
07-51-46200	WRS EMPE/EMPR	19,499.00	7,724.46	1,483.75	11,774.54	39.61%
07-51-46300	MEDICARE	5,707.00	2,055.85	400.66	3,651.15	36.02%
07-51-51200	OPERATING EQUIPMENT	21,320.00	12,029.21	162.50	9,290.79	56.42%
07-51-53920	MCFLS COMPUTER CONTRACT	20,900.00	20,526.00	.00	374.00	98.21%
07-51-55100	OFFICE SUPPLIES	9,500.00	2,657.23	536.51	6,842.77	27.97%
07-51-56100	MEMBERSHIP DUES	6,310.00	.00	.00	6,310.00	.00
07-51-56300	TRAINING	2,500.00	586.63	43.63	1,913.37	23.47%
07-51-56500	ADULT BOOKS	25,000.00	5,471.38	282.61	19,528.62	21.89%
07-51-56501	YOUNG ADULT BOOKS	1,500.00	616.31	.00	883.69	41.09%
07-51-56502	ADULT AUDIO BOOKS	600.00	152.96	.00	447.04	25.49%
07-51-56503	ADULT LARGE PRINT	1,000.00	277.13	.00	722.87	27.71%
07-51-56504	YOUTH BOOKS	21,000.00	16,379.71	406.83	4,620.29	78.00%
07-51-56505	YOUTH MEDIA	.00	.00	.00	.00	.00
07-51-56506	SERIALS	4,000.00	3,075.65	2,838.15	924.35	76.89%
07-51-56508	MCFLS DATABASES	9,200.00	7,511.00	.00	1,689.00	81.64%
07-51-57100	UTILITIES	26,250.00	10,034.63	.00	16,215.37	38.23%
07-51-61100	MAINT SUPPLIES-BUILDING	8,150.00	2,740.50	150.77	5,409.50	33.63%
07-51-75023	LIBRARY - MCFLS RECIP EXP	9,300.00	3,686.52	1,220.61	5,613.48	39.64%
07-51-75028	LIB DONATION PURCHASE	13,000.00	3,579.37	691.08	9,420.63	27.53%
07-51-75031	LIBRARY PROGRAMS	10,000.00	2,715.07	1,162.20	7,284.93	27.15%
07-51-83000	CAPITAL OUTLAY-EQUIPMENT	10,000.00	3,138.00	2,728.00	6,862.00	31.38%
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	1,000.00	.00	.00	1,000.00	.00
Total 07:		698,537.00	287,234.25	47,812.37	411,302.75	41.12%
Net Grand Totals:		698,537.00-	287,234.25-	47,812.37-	411,302.75-	41.12%

Account Number	Account Title	05/19 Current Month Actual	2019 Current Budget	2019 Current year Actual	Remaining	% of Budget
LIBRARY FUND						
07-00-21102	PROPERTY TAX LEVY	64,729.59	630,000.00	524,331.18	105,668.82	83.23%
07-00-21123	LIBRARY - MCFLS RECIP	820.36	9,300.00	10,557.03	1,257.03-	113.52%
07-00-22515	DONATIONS LIBRARY	82.80	13,000.00	1,668.01	11,331.99	12.83%
07-00-22958	LIBRARY COPIER SALES	.00	5,000.00	1,626.55	3,373.45	32.53%
07-00-22959	LIBRARY FINES	1,027.87	11,000.00	5,749.77	5,250.23	52.27%
07-00-22960	LIBRARY BOOK CHARGES	159.53	1,000.00	1,081.16	81.16-	108.12%
07-00-22965	CLC REVENUES	.00	.00	.00	.00	.00
07-00-22968	OTHER REVENUES	43.50	1,000.00	474.70	525.30	47.47%
07-00-29900	OPER TRANS IN/OUT	.00	.00	.00	.00	.00
Total 07:		66,863.65	670,300.00	545,488.40	124,811.60	81.38%
Net Total LIBRARY FUND:		66,863.65	670,300.00	545,488.40	124,811.60	81.38%
Net Grand Totals:		66,863.65	670,300.00	545,488.40	124,811.60	81.38%

VILLAGE OF GREENDALE
BALANCE SHEET
4/30/2019

ASSETS

07-00-111000	CASH DEPOSIT	\$ 288,987.24
07-00-111080	PETTY CASH	<u>\$ 200.00</u>

TOTAL ASSETS \$ 289,187.24

LIABILITIES AND EQUITY

LIABILITIES

07-00-151200	ACCRUED PAYROLL SALARIES	\$ -
07-00-151210	ACCOUNTS PAYABLE	\$ (3,904.29)
07-00-151260	DEFERRED REVENUES - TAX	\$ (170,398.41)
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	\$ 170,398.41
07-00-172200	DUE TO/FROM FOUNDATION	\$ -
07-00-224000	ADVANCE FROM GENERAL FUND	\$ 0.00

TOTAL LIABILITIES \$ (3,904.29)

FUND EQUITY

07-00-170000	FUND BALANCE	\$ (46,080.08)
	REVENUES OVER EXPENDITURES- YTD	<u>\$ (239,202.87)</u>

TOTAL FUND EQUITY

TOTAL LIABILITIES AND EQUITY \$ (285,282.95)

\$ (289,187.24)

GREENDALE PUBLIC LIBRARY

Strategic Plan 2019-2022



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Letter from the Library Director

Dear Greendale Community Members,

This report describes the strategic planning process that we engaged in as a community in order to set direction for the near future of the Greendale Public Library. We recognize that our library has many strengths and assets that make us an integral part of the Greendale community. However, we also face many challenges and opportunities to continue to improve and grow our services so that we can better meet the needs of our community. The strategic plan presented in this report will provide a roadmap for us to follow over the next three years as we work to achieve our shared vision – *an inspired and connected community of lifelong learners*.

Sincerely,

A handwritten signature in black ink, appearing to read "B. Van Klooster", with a long horizontal flourish extending to the right.

Brian Van Klooster
Library Director

The Strategic Planning Process

The role of libraries has evolved over time. As stated by the American Library Association President, Sari Feldman, “Today libraries are less about what we have then what we can do with and for our patrons. As community demands shift, libraries are transforming.” In order to better meet the needs of the changing community, the Greendale Public Library began efforts to develop a strategic plan in November of 2017. The library contracted with a consultant from Ujima United, LLC who helped establish a timeline of activities, facilitate planning meetings, and develop the written report. The library director, library staff, library board, and library patrons were engaged throughout the process to ensure the plan was informed by a diverse group of key stakeholders.



A strategic plan helps an organization understand how to get from “where you are” to “where you want to be”.

Timeline

The following table provides an overview of the timeline of activities that helped to inform the strategic plan. The original timeline was delayed due to library staff, board member, and library director turnover that occurred at various times throughout the process. As a result, it was important to revisit all activities in November 2018 and May 2019 in order to account for any changes that may have impacted the planning process prior to finalizing the strategic plan in June 2019.

Activity	Timeline	Description
Stakeholder analysis	November 2017	Identified key stakeholders and the type of influence each stakeholder has on the organization and/or the process and potential success of the effort. This was used to ensure appropriate stakeholder engagement throughout the process.
Develop mission, vision, and values	December 2017 – January 2018	Library staff and library board met to develop the mission, vision and values.
Environmental Scan	December 2017 – January 2018	An environmental scan was conducted to compile and analyze meaningful data and information to create a big-picture view of what is going on inside and outside the organization. This included a community survey to better understand what patrons value about the library and what they would like to see improved.
SWOC (Strengths, Weaknesses, Opportunities, Challenges) analysis	December 2017 – January 2018	A SWOC analysis was conducted to identify the organization's internal strengths and weaknesses and the external opportunities and challenges. This analysis helps the organization clearly define the context, which is a critical step before the organization can identify and prioritize strategic issues.

Identify strategic issues	February 2018	Library staff and library board met to identify and prioritize strategic issues.
Develop goals and objectives	February 2018	Subcommittee comprised of library staff and library board members met to develop the goals and objectives for the identified strategic issues. The tearless logic model was used as a framework for this process.
Develop draft of written strategic plan report	May 2019	A draft of the written strategic plan report was developed based on input from stakeholders throughout the process.
Public comment period	July 2019	The draft strategic plan report was shared with the community for public comment through social media and in print at the library.
Finalize and disseminate strategic plan report	July 2019	The strategic plan report was revised and finalized based on feedback from stakeholders and broadly disseminated to the community through press releases, website, social media, and targeted messaging to key stakeholders.
Implement and continuously evaluate the plan	July 2019 – July 2022	Library staff, with support from the library board, will implement the 3-year plan. Both the process and outcomes of the plan will be evaluated and reported to the community on an annual basis.

Mission, Vision & Values

The following mission, vision, and values were developed during the strategic planning process.

Mission

We strive to transform lives and strengthen our community by creating a safe, welcoming, and inclusive home for information, learning, inspiration and connection.

Vision

An inspired and connected community of lifelong learners

Values

- ❖ **Learning** – We provide equal access to resources and opportunities for life-long learning for all.
- ❖ **Curiosity** – We inspire curiosity, creativity and innovation.
- ❖ **Service** – We work together as a team to deliver superior customer service that is personal, respectful and meets the changing needs of our community.
- ❖ **Community** – We partner with our community to create connections and community engagement.



Library staff working together at a strategic planning meeting

SWOC Analysis

A SWOC (Strengths, Weaknesses, Opportunities, and Challenges) analysis was conducted to identify the library's real and/or perceived internal strengths and weaknesses and the external opportunities and challenges. We want to maintain and leverage strengths, invest in opportunities, minimize weaknesses, and identify challenges and understand their potential impact. Below is a summary of some of the key points identified by the library staff and board members after reviewing the results of the environmental scan.

Strengths

- ❖ Good customer service
- ❖ Knowledgeable, adaptable staff
- ❖ Relationships/loyalty of patrons
- ❖ Great teamwork
- ❖ Good collection and technology
- ❖ Great programs that meet many needs

Opportunities

- ❖ Positive reputation in community
- ❖ Technology
- ❖ Location of library
- ❖ Lots of history in the community
- ❖ Increase in number of younger families
- ❖ Lots of partner organizations

Weaknesses

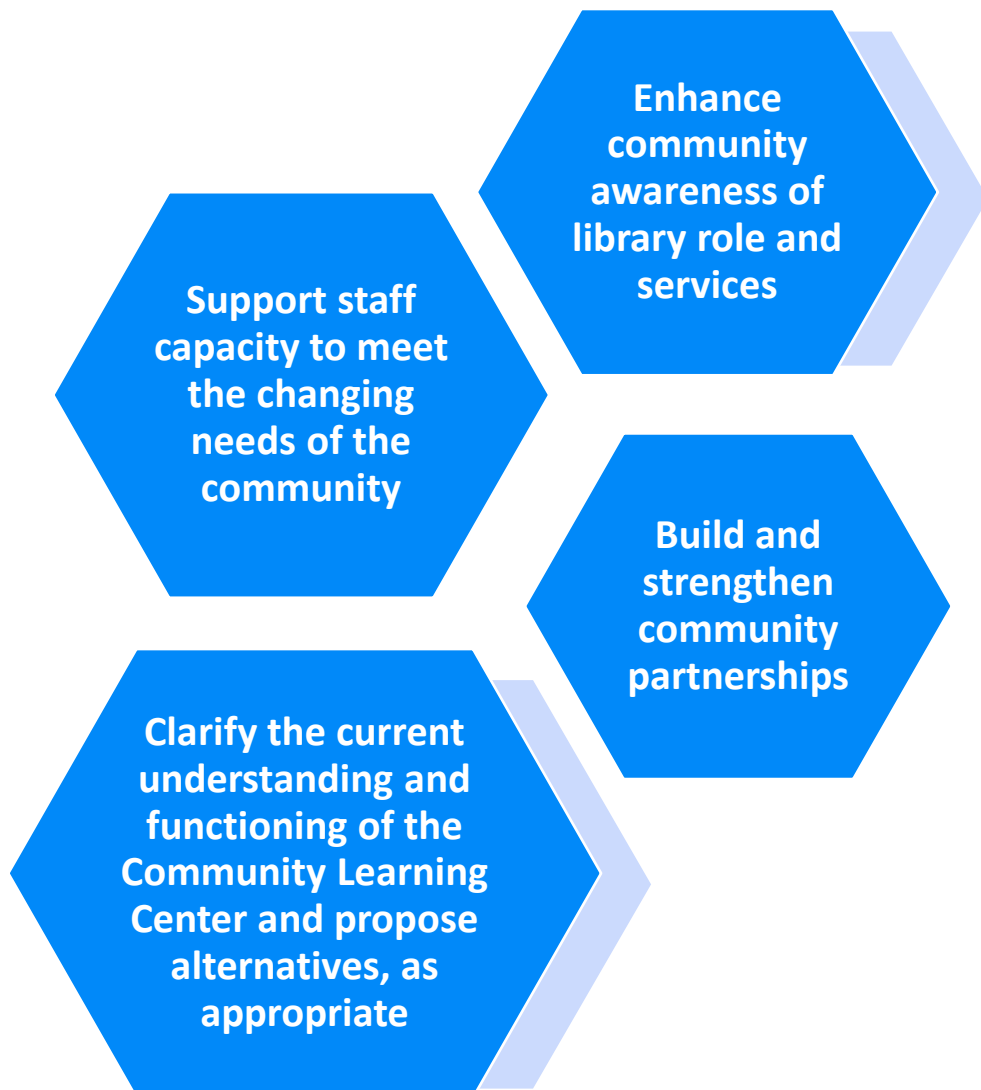
- ❖ Budget/limited resources
- ❖ Insufficient space for library to meet all needs
- ❖ Increased number and needs of patrons (i.e. mental health)
- ❖ Insufficient staff training opportunities
- ❖ Insufficient voice in Village decision-making process
- ❖ Staff burnout/compassion fatigue

Challenges

- ❖ Aging population
- ❖ Safety issues/patron mental health issues
- ❖ Too-high expectations for level of service
- ❖ Insufficient support and perceived value of library to community
- ❖ Targeted for criticism by public but insufficient control/decision-making

Strategic Issues

There are many things that could be done to improve the library and better meet the needs of the Greendale community. However, if everything is a priority, nothing is a priority. That is why it was critical to prioritize key strategic issues to address in the strategic plan. The following strategic issues are those that stakeholders felt were urgent, important, and able to be impacted given the current available resources.



Goals & Objectives

The following table provides information about the specific objectives for each of the identified goals. It also describes who is responsible for ensuring that the objectives are achieved and the year in which they should be completed.

GOAL 1 Support staff capacity to meet the changing needs of the community		
<i>Objectives</i>	<i>Who?</i>	<i>When?</i>
1a. Identify changing needs of community through demographic analysis	Library staff, working with Village government	Year 1
1b. Review all training in the context of staff opportunities and deficiencies	Library director, working with library staff	Year 1
1c. Prioritize revision or development of new training procedures based on demographic analysis, and staff opportunities and deficiencies	Library director, working with library staff	Year 1
1d. Implement staff training to address opportunities and deficiencies	Library director	Year 2-3

GOAL 2**Enhance community awareness of library role and services**

<i>Objectives</i>	<i>Who?</i>	<i>When?</i>
2a. Develop communication/marketing plan for both internal and external communications, as library and as CLC	Library director, working with library staff and CLC directors	Year 1
2b. Implement communication / marketing plan	Library director, working with library staff	Year 2-3

GOAL 3**Build and strengthen community partnerships**

<i>Objectives</i>	<i>Who?</i>	<i>When?</i>
3a. Identify and develop inventory of current and potential community partners	Library director, working with library staff	Year 1
3b. Develop messaging to send to potential partners to establish and build relationships	Library director, working with library staff	Year 2 with marketing plan implementation
3c. Develop and implement plan to regularly communicate with all community partners	Library director, working with library staff	Year 2
3c. Host an annual partner meeting to provide updates and share information	Library director	Year 2-3

GOAL 4

Clarify the current understanding and functioning of the Community Learning Center (CLC) and propose alternatives, as appropriate

<i>Objectives</i>	<i>Who?</i>	<i>When?</i>
4a. Identify barriers to communication among all Community Learning Center (CLC) functions	Library director, working with CLC directors	Year 1
4b. Develop shared understanding of roles, responsibilities and messaging among all CLC employees	Library director, working with CLC directors	Year 2-3
4c. Develop plan that enhances communication among all Community Learning Center (CLC) employees	Library director, working with CLC directors	Year 1
4d. Examine library role distinctly from CLC	Library director, working with CLC staff and public	Year 1
4e. Develop a community survey to better understand the current perception of and preferences for the CLC	Library director, working with CLC staff	Year 1
4f. Meet with CLC staff and key partners to discuss the results of the survey and address thematic concerns, as appropriate	Library director, working with CLC staff	Year 2
4g. Develop and disseminate messaging to partners and the public to enhance awareness of the CLC and clarify roles and responsibilities based on concerns	Library director, in partner with CLC staff	Year 2-3

Next Steps

Over the next three years, with leadership from the library director, the library staff will work together with the library board and community partners to implement the strategic plan. Both the process and outcomes of the plan will be evaluated and reported to the community on an annual basis. Together, with the strategic plan as a guide, we will work towards the shared vision of the Greendale Public Library ...

*...an inspired and connected
community of lifelong learners!*



GREENDALE PUBLIC LIBRARY

BOARD MEMO



Date: 6/11/19
To: Library Board
From: Brian Van Klooster, Library Director
Re: *Agenda item #8a : MCFLS ILS/Resource Sharing/Technology Agreement renewal, MCFLS Strategic Plan & the future of Reciprocal Borrowing*

Attachments:

- 2016-2019 MCFLS Member Agreement and ILS/Resource Sharing/Technology Agreement
- MCFLS Memo: Summary of Proposed New or Expanded Services [6/6/19]
- Library Board Alert 2011-5
- Library Board Alert 2015-5

Discussion:

The MCFLS ILS/Resource Sharing/Technology Agreement is due for renewal in 2019 (see 2016-2019 MCFLS Member Agreement... attached).

Timeline: July - draft available for member libraries to review; August - comment and revision period; September to December – member libraries debate and/or accept

Preview of major themes: State Aid to MCFLS predicted to remain flat at 2018/2019 level; Lengthen coverage of Agreement to 5 years from 3; MCFLS Strategic Plan to emphasize new or increased county-wide member service benefits that will increase MCFLS costs, to be covered by reduced member Reciprocal Borrowing payments (see MCFLS Memo: Summary... attached)

Fiscal implication:

What we could lose: Reciprocal Borrowing revenue (\$9300 in 2019, \$7900 est. in 2020) which has covered nearly all media materials expenditures for at least the last 18 years (see Library Board Alert... attached).

What we could gain: county-wide shared services we couldn't afford to pay a representative share of otherwise, such as new or increased digital materials resources; reduced costs for existing digital materials resources; representation by professional marketing of county-wide shared services; increased funding for improved in-demand services like a better mobile app, or discovery layer

Impact of loss of Reciprocal Borrowing revenue: For many years Reciprocal Borrowing funds were earmarked by the library director for Media expenditures, thus freeing up the annual materials budget to focus on print materials. In 2018 media expenditures were \$11,000. Media expenditures have been stable around \$12,000 per year since at least 2013. Media expenditures include adult/youth/teen DVDs, music CDs, audiobook CDs, CD/DVD cases, disc cleaning supplies.

Since 2015 Reciprocal Borrowing revenue has exceeded the amount spent on Media, so it supplemented many other operational expenses like equipment purchases and facility interior improvements. If RB payments do not change moving forward, RB revenue will match predicted Media expenditures within approximately \$2000/year – a gap that can be made up elsewhere. If RB payments do change because of MCFLS Member Agreement adjustments, materials budgeting strategies will have to be adjusted and possible increases investigated.

A complicating factor is the increase in costs for digital materials like ebooks, digital magazines, streaming audiobooks, etc. These collections are seen by patrons as a supplement to the print collection, yet are sought after and well used. It is increasingly expected that libraries offer both formats, both with robust catalogs of material.

The MCFLS Strategic Plan seeks to lay the groundwork for county-based funding of digital materials. This will require MCFLS to retain more State Aid rather than pass the costs off to member libraries. In this scenario our Reciprocal Borrowing payment may be reduced, but our costs for county-wide shared resources will also be reduced.

Library Director's recommendation:

- Sit tight and wait for the MCFLS ILS/Resource Sharing/Technology Agreement to come.
- Consider, without urgency, how Reciprocal Borrowing revenues are spent and how to absorb those expenditures into regular operating revenues.

November 30, 2015

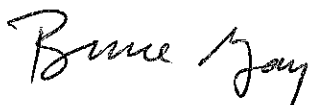
Gary Warren Niebuhr, Director
Greendale Public Library
5647 Broad Street
Greendale, Wisconsin 53129

Dear Gary,

Please find enclosed a copy of the signed MCFLS membership agreement and the 2016-2019 ILS, Resource Sharing, and Technology agreement.

Thanks to you and your board for continuing to provide excellent service as a member of the system—we look forward to providing better services in partnership with strong local libraries.

Sincerely,



Bruce Gay

**Membership Agreement between the Milwaukee County Federated Library System
and the
Greendale Public Library**

In order to furnish the residents in the Milwaukee County Federated Library System (MCFLS) the best possible access to library materials and services, and in compliance with Chapter 43 of the Wisconsin State Statutes, the Greendale Public Library and the Milwaukee County Federated Library System enter into the following agreement:


As required by 43.24 (2) Wisconsin Statutes, MCFLS shall provide the following services to member libraries and their patrons:

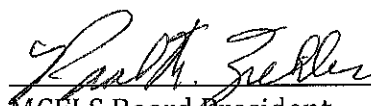
1. Interlibrary loan of materials among all participating public libraries.
2. Backup reference and interlibrary loan services from MCFLS and resource library, including the development of and access to specialized collections.
3. Agreements with member libraries to provide, to any resident of Milwaukee County, the same library services, on the same terms, that are provided to the residents of the municipality that established the member library, except for the group programming preference and remote database access authorized under s. 43.15 (4) (c) 4.
4. Referral or routing of reference and interlibrary loan requests from libraries within MCFLS to libraries within and outside the system.
5. In-service training for participating public library personnel and trustees within MCFLS.
6. Rapid and regular delivery and communication systems for participating public libraries.
7. Professional consultant services to participating public libraries and counties.
8. Promotion and facilitation of library services to users with special needs.
9. Cooperation and continuous planning with other types of libraries in the system area which results in agreements with those libraries for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.
10. Planning with DLTCL and participating public libraries and other types of libraries in the area in regard to library technology and the sharing of resources.
11. Other services as required by Chapter 43.24 (20)(i) of the Wisconsin Statutes.

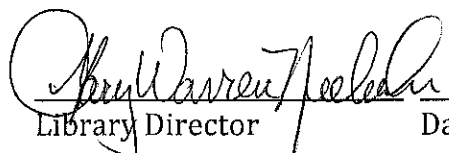
To be eligible for MCFLS membership, and the services described above, participating libraries agree to meet the following requirements:

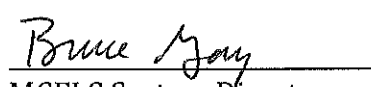
1. Be established under Chapter 43.
2. Be located in the MCFLS service area (Milwaukee County).
3. Be authorized by its municipal governing body to participate in MCFLS.
4. Agree to participate in MCFLS and its activities, to participate in interlibrary loan of materials with other MCFLS libraries and to provide, to any resident of the system area, the same library services, on the same terms, that are provided to the residents of the municipality that established the member library. This subdivision does not prohibit a member library from giving preference to its residents in library group programs if the library limits the number of persons who may participate in the group program, or from providing remote access to a library's electronic database only to its residents.
5. Employ a head librarian holding current public library certification from the Department of Public Instruction and whose employment requires that he or she be present in the library for at least 10 hours of each week the library is open to the public, less leave time.
6. Honor valid borrower cards from other MCFLS member libraries.
7. Loan materials to other MCFLS libraries through MCFLS interlibrary loan programs.
8. Accept the return of materials borrowed from other participating MCFLS libraries for pickup by MCFLS delivery service, and permit local materials to be returned to other participating system libraries.
9. Maintain and provide accurate service and financial records as required by the DLTCL.
10. Be open at least 20 hours each week or, if the library existed prior to June 3, 2006, at least the number of hours each week that the library was open to the public in 2005, whichever is fewer.
11. Annually spend at least \$2,500 on library materials.
12. Agree to other requirements of Chapter 43 as they pertain to MCFLS member libraries.

This agreement shall be in effect from the time it is signed by all parties, and is subject to amendments as may be mutually agreed upon. It shall continue in force unless terminated according to Wisconsin Statute 43.18.


Library Board President 11/11/2015
Date


MCFLS Board President 11/30/15
Date


Library Director 11/11/15
Date


MCFLS System Director 11/30/15
Date

Milwaukee County Federated Library System ILS, Resource Sharing, and Technology
Agreement, 2016-2019

RECITALS

WHEREAS, MCFLS is organized, exists, and maintains a public library system pursuant to the provisions of Chapter 43, Wisconsin Statutes; and

WHEREAS, the Greendale Public Library is organized under Sections 43.52 or 43.53, Wis. Stats, is a member in good standing of MCFLS and agrees to share resources in accordance with the requirements of Chapter 43, and

WHEREAS, the Greendale Public Library has signed the agreement to be a member of MCFLS, and

WHEREAS, the Greendale Public Library and System have determined that cooperative efforts to provide a fully functioning library catalog will permit more efficient library service and will provide great and lasting benefits to its patrons; and

WHEREAS, the Greendale Public Library and System have determined that with a shared library come additional rights and responsibilities for both Library and System in order to ensure the maximum benefit of technological cooperation, these additional rights and responsibilities in relation to well-organized lending of materials and sharing with other libraries in the system; and

WHEREAS, the Greendale Public Library and System are partners in providing library service and, as such, have a shared responsibility to maximize the effectiveness and integrity of the various technology systems;

NOW, THEREFORE, BE IT RESOLVED that MCFLS and the Greendale Public Library, for and in consideration of mutual covenants and undertakings herein contained, do agree to the provision of library services in accordance with the following:

1. Integrated Library System (ILS)

MCFLS shall provide, troubleshoot, and manage an integrated library system for member libraries through Basic and Add-on Software products, catalog enhancements, and new interfaces. Member libraries benefit from and pay for maintenance on different categories of software, as follows.

A. Basic: Items in this category are products related to the basic functions of the integrated library system that are available to all members and used by most, if not all, members. Ongoing maintenance costs are prorated back to all members based on the percentage of overall MCFLS-

wide circulation attributable to the residents of each member community. During the term of this Agreement, new items or items from other service categories may be moved into the Basic category only by agreement of MCFLS and of all members. A listing of all products and associated maintenance charges is distributed each year on or before May 15 as part of projected automation costs. In 2016 MCFLS will pay \$17,000 towards basic maintenance.

B. Add-On Software: Items in this category are products related to additional functions of the integrated library system that are available only to and used by one or more specific members. Initial purchase costs and ongoing maintenance costs are the responsibility of members that use the products. (Examples include Third Party Self-Check, Accounting Interface, Teleforms System Messages, Fines Payment API, SIP2 License). A listing of all products and associated maintenance charges is distributed each year on or before May 15 as part of projected automation costs.

C. Catalog Enhancements and new interfaces: From time to time MCFLS or member libraries may suggest the enhancement of the library catalog or a different interface for the staff or public to access the ILS. Examples include Boopsie, Shoutbomb, Encore, and Novelist Select. These services will be budgeted through consultations between and among MCFLS and member libraries.

Note: In addition to the integrated library system services above, MCFLS, in consultation with the members, may also assist members in providing new services and programs that the members may define as particularly needed to satisfy their communities and which cannot be as practicably satisfied by the members individually. Unless State regulations or the Wisconsin Statutes require these new services and programs, they are voluntary. Members that participate in these "New Services" will enter into a mutual agreement for such services. Any member that subsequently agrees to participate in "New Services" must enter into the same agreement on the same terms. If a shared cost formula will be part of the agreement it likely will include reimbursement for original participants. An example of a New Service is the SAM public computer management software from Comprise.

Charges

A. Integrated Library System Costs. Members shall pay for all software maintenance costs associated with the integrated library system.

B. Calculation of Integrated Library System Costs.

In 2016, Member libraries shall provide reimbursement to MCFLS for software maintenance to be calculated based upon the total number of circulation transactions attributable to the member's residents, regardless of the library in which said transactions occur, as a percentage of the total number of circulation transactions of members. The circulation period for each contract year shall be two years previous. For example, the invoiced amount in 2016 shall be based on circulation in the calendar year of 2014. MCFLS will pay \$17,000 toward software maintenance in 2016.

In 2017 through 2019, Member libraries shall pay for all maintenance costs. Each member library shall pay 1% of total ILS maintenance (15% of total maintenance costs). The remaining 85% of maintenance costs shall be calculated based upon the total number of

circulation transactions attributable to the member's residents, regardless of the library in which said transactions occur, as a percentage of the total number of circulation transactions of members. The circulation period for each contract year shall be two years previous.

C. Reimbursement Payment Schedule. Such reimbursements to MCFLS to be paid by the members as follows: 100% of applicable costs. Notwithstanding the foregoing statement, under no circumstances will costs begin to accrue to members prior to the actual date upon which the costs begin to accrue to MCFLS

D. Annual Statement of Automation Costs: To facilitate local budgeting, on or before May 15, of each year MCFLS shall provide to each member a statement of all applicable costs for the following year.

E. Add-On Software Maintenance. Maintenance costs related to additional functions purchased by and available only to and used by one or more specific members. Under no circumstances will maintenance costs begin to accrue to a member prior to the actual date upon which the costs begin to accrue to MCFLS.

2. Bibliographic Database Development and Maintenance

In order to most effectively utilize the ILS, MCFLS shall provide directly or contract with a vendor all activities and functions deemed to be essential to the creation and oversight of a clean and consistent system-wide collection of title level records.

MCFLS shall:

- Provide accurate and complete MARC bibliographic records.
- Provide full MARC cataloging for all new titles in the following materials formats:
 - Adult, children, and young adult fiction and non-fiction hardcover books except, optionally, board books;
 - Large print books;
 - Fiction and non-fiction paperbacks;
 - Sound recordings except LPs and ephemeral CDs and cassettes;
 - Book and cassette kits;
 - Scores;
 - Maps except those designated Pamphlet File (PF) material;
 - Government documents except those designated PF and except, optionally, local government documents such as minutes, annual reports, etc;
 - Software;
 - Video recordings except those designated ephemeral;
 - Serials.
- Create new formats as they become available and members add them to their collections, as requested by the Member.

- Construct MARC records according to national standards, Format Guidelines and Bibliographic Input Standards, and Library of Congress Rules Interpretations.
- Download MARC records into the local Innovative database from the Cataloging Utility by means of a bibliographic interface.
- Set MCFLS holdings in the Cataloging Utility.
- Provide original cataloging if a record is unavailable from the Cataloging Utility for any member-held title that requires a full MARC record.
- Include appropriate and liberal use of access points for MARC records added to the local database.
- Provide full MARC records for short bibliographic entries, which have been entered into MCFLS and flagged for full MARC cataloging by the member.
- Not flag material types, which are mutually agreed upon to receive brief cataloging, for full MARC cataloging.
- Provide ongoing Bibliographic Database Maintenance for records in the MCFLS database including:
 - Merging of duplicate bibliographic records.
 - Moving copies inappropriately placed on a bibliographic record to an appropriate bibliographic record.
 - Acting upon requests for additional access points and bibliographic information; e.g., uniform titles, added author entries, added title or serials tracings, added subject headings, contents notes, etc.
 - Acting upon requests for corrections of errors or discrepancies of a bibliographic nature.
 - Generating periodic reports of bibliographic records with no item holdings and evaluating the records for suppression or deletion.
 - Performing delete transactions on both the System Innovative database and cataloging utility in order to remove those items marked for deletion.
 - Establishing and maintaining the database of Library of Congress Authority controlled headings with related cross references for personal/corporate names; uniform titles; subject headings (name, topical, and geographic); and series headings.
 - Processing and taking appropriate action on system reports of new headings and heading to effectively maintain the authority control module of the System database.
 - Utilizing the Library of Congress and other authority files as new headings are added to the System database during the cataloging procedure in order to locate an established authority record and download the authority record into the System database.
 - Acting on requests for needed additional cross references.
 - Making appropriate changes to bibliographic headings and the authority records as headings change notifications are received from the Library of Congress Cataloging Distribution Service or an authority vendor.
- Provide access to an online cataloging utility vendor for the contract period.
- Contribute to the fulfilment of the contract through the use of State Aid for library systems.

The Member Library shall:

- Respond in a reasonable amount of time to requests for information for specific bibliographic records.
- Maintain all item level records for items owned by the library, including the accurate provision of location codes, call numbers, and other item-level data.
- Reimburse MCFLS for Bibliographic Database Development and Maintenance Charges as described below.

Under no circumstances will costs begin to accrue to a member prior to the actual date upon which the costs begin to accrue to the System.

Charges

Cataloging Utility (e.g. OCLC) charges:

- Invoiced amount in any contract year shall be based on the “titles added” two years previously (i.e. 2016 invoice will be based on 2014 titles added) as a percentage of total titles added by all members, and applied to MCFLS calendar year cataloging utility costs.

Bibliographic Database Development and Maintenance Charges

- Members will pay any charges that exceed the MCFLS contribution toward the contractual cost of this service.
- Each member’s individual cost will be determined in the same manner as costs for the cataloging utility (percentage of titles added).
- Invoiced amount in any contract year shall be based on the “titles added” two years previously (i.e. 2016 invoice will be based on 2014 titles added) as a percentage of total titles added by all members
- In 2016, MCFLS will contribute 11% of State Aid toward the contract. Member libraries will be based on percentage of titles added.
- In 2017, MCFLS will contribute 10.5% of State Aid toward the contract. Each member library will pay 1% of the amount remaining after the MCFLS contribution (15% of total remaining costs). The remaining 85% of the contract amount will be determined by the number of titles added by a member library as a percentage of all titles added in a calendar year.
- In 2018 and 2019, MCFLS will contribute 10% of State Aid toward the contract. Each member library will pay 1% of the amount remaining after the MCFLS contribution. The remaining 85% of the contract amount will be determined by the number of titles added by a member library as a percentage of all titles added in a calendar year.

Such reimbursements to MCFLS are to be made, in the form of a cash payment, by July 1 of the calendar year in which they are invoiced.

3. Circulation

MCFLS encourages member libraries to develop strong collections and make them readily available to all Milwaukee county residents. MCFLS embraces the following goals aimed at facilitating the development and sharing of strong materials collections:

- To encourage MCFLS member libraries to develop collections that directly serve local clientele with material that meets their demand for particular subjects, titles, authors, and formats in a timely manner.
- To allow member libraries full latitude—within the technical limitations of the CountyCat system—to determine loan periods, fines, fees, etc, as the member library determines best meet local needs.
- To have all holdings included in the CountyCat database.
- To have member libraries lend materials to other member libraries without restriction.
- To provide all residents of the MCFLS area the same opportunity to access the resources of member libraries, e.g., view holdings or place holds.
- To increase standardization of policies, procedures, and practices among member libraries reducing the need for patrons and library staff to learn and remember variations.

In providing for the interlibrary loan of library resources, members will observe loan rule policies of the owning library.

In providing interlibrary loan of library resources among member libraries, libraries may make some copies of titles non-holdable to be used as “browsing” or “lucky day” collections. Libraries agree to interloan a reasonable portion of copies of total library copies. The only exceptions to the interloan requirement are those material types, as determined by consensus of the Library Directors Advisory Council, considered inappropriate for delivery, such as electronic devices, puzzles, toys, magazines, puppets, etc.

Member libraries shall:

- Share circulating materials freely with other member libraries.
- Accept system-wide holds for all circulating and holdable materials.
- Process the paging list (holds) as quickly as practical. Paging lists should be processed at least daily on days the library is open.
- Run the “clear the holds” process daily on days the library is open.
- Route items trapped at check-in to the pickup point on the next available delivery.

Borrower’s Card: It is recommended that a library card include the MCFLS logo and the words Milwaukee County Federated Library System.

Loan Period:

Loan periods and fines are determined solely at the discretion of the member library. Where possible, member libraries should strive for commonality in loan periods and fines to provide a uniform experience for the public. MCFLS shall implement loan rules as determined by the member up to the limits of the CountyCat system. The borrowing library shall observe the loan period of the owning library. (See CountyCat Insert C-17 (Loan Periods—Fines Chart) for an updated list of loan periods and fines.)

Member libraries are encouraged to strive for common circulation policies. The majority of libraries currently use the following circulation loan periods:

a)	General Collection	3 Weeks
b)	New Books/Non-Fiction	3 Weeks
c)	New Books/Fiction	7 Days or 3 Weeks
d)	Music CDs	7 Days
e)	Entertainment DVDs	3 or 7 Days
f)	Educational DVDs	7 Days
g)	Periodicals	7 Days
h)	Audio Books (CD or Cassette)	3 Weeks
i)	Pamphlets/Vertical File	3 Weeks
j)	Kits	3 Weeks
k)	CD-ROM & Computer Software	7 Days

Loan Period Changes: Members wishing to change their loan periods must notify MCFLS of intent and may be required to observe a minimum waiting period of 1 month. Other members are notified of change no less than seven days prior to change.

Fines and Fees: Members cannot waive fines for material or fees from other member libraries. Under extenuating circumstances, libraries can call the owning libraries to seek the waiving of a fine for a patron. Member libraries act as agents for the rest of the member libraries and library policies should be defended.

Grace Period: The standard grace period shall be three (3) days.

New Borrower Limit: A member library may establish its own New Borrower Limit for its own material.

Renewals:

- a) Two renewals shall be allowed for all 3 week material.
- b) At the discretion of the owning library, two renewals may be allowed for 7 day material.
- c) No renewals are allowed for 3 day materials.

4. Reciprocal Borrowing

Membership Requirement

A MCFLS library who is a recipient of a reciprocal borrowing payment will have signed the MCFLS Membership Agreement and the ILS, Resource Sharing, and Technology Agreement before any payment is made.

Reciprocal Borrowing Payments

MCFLS will contribute an amount equal to the following percentages of State Aid for the life of this agreement as the sum of all Reciprocal Borrowing payments. Distribution schedule is based upon the timeline below.

MCFLS ILS, Resource Sharing, and Technology Agreement 2016-2019

State Aid Percentage	State Aid Year	Distribution	Circulation Period
40%, estimated to be \$1,070,802	2016	Feb. 2017	10/1/14-9/30/15
39%, estimated to be \$1,044,032	2017	Feb. 2018	10/1/15-9/30/16
38%, estimated to be \$1,017,262	2018	Feb. 2019	10/1/16-9/30/17
38%, estimated to be \$1,017,262	2019	Feb. 2020	10/1/17-9/30/18

Circulation Time Periods Used as Basis for Reciprocal Borrowing Payments

In order to allow advance time for local budget cycles, the annual determination of payment is based on a 12-month time period as shown in the table above. The integrated automation system's report that calculates netted transactions, Innovative Interfaces "Owning Library/Home Library Net Circulation" report is the current source used to calculate net circulation among all member libraries.

Reciprocal Borrowing Payments—Compensation for Net Lending Libraries Only

An annual payment will be distributed to net lending libraries only. The actual amount of the payment for each net lending library will be determined by the percentage (%) of positive transactions each of the net lenders accumulates as a percentage of 100% of net positive transactions distributed among all net lending libraries based on the circulation time periods above.

Payment Reductions if Library Does Not Sign Agreements

If a member library(ies) does not sign the MCFLS Membership Agreement and the MCFLS ILS, Resource Sharing, and Technology Agreement as stated above, said library(ies) forfeits any rights to the reciprocal borrowing payments beginning with year 1 distribution (distributed in February, 2017). The sum total of MCFLS reciprocal borrowing payments for all libraries who will have signed these Agreements would be decreased by 40% payable in 2017, 39% in 2018, and 38% in 2019 and 2020 of any actual reduction in state aid that the System experiences due to the library(ies) non-signing of the MCFLS Member Agreement.

Payment Schedule

Reciprocal borrowing payments shall be made by MCFLS no later than February 28 of the year of distribution as indicated in the chart above.

5. Delivery Services

MCFLS shall:

- Provide physical delivery of library materials via pickup, sorting, and delivery five days per week exclusive of the following 11 holidays : New Year's Eve, New Year's Day, Martin Luther King Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving, Friday after Thanksgiving, Christmas Eve and Christmas Day. (Holidays

are scheduled on the day designated by common business practice). Delivery service will not occur when at least 22 of 28 library locations are unable to accept delivery.

- Provide physical delivery free of charge for member libraries.
- Act as intermediary between member libraries and the contracted delivery service, as necessary, in situations such as:
 - Materials damaged in delivery.
 - Personnel issues with contracted delivery staff.

Member libraries shall:

- Provide consistent location for drop off and pick up of delivery bins.
- Communicate with contracted delivery service or MCFLS Offices when a situation would prevent or change scheduled delivery service.

Charges

MCFLS pays for 100% of delivery charges.

6. Non-member No Library (West Milwaukee)

Non-Member Community That Does Not Operate a Public Library (West Milwaukee) – Borrowing. Each circulation transaction attributable to residents of a non-member community that does not operate a public library (West Milwaukee) shall be calculated as a net negative transaction. Reimbursement for these transactions shall be made to the System by the non-member community that does not operate a public library (West Milwaukee) under terms specified in a separate agreement between that community and the System. Said reimbursement at actual cost per transaction - Per Unit Circulation Rate Worksheet, (see below) shall be paid by the System to the relevant lending member libraries based upon the timeline noted in the Payment Schedule section below.

Per Unit Circulation Rate Worksheet: For the purpose of calculating the actual cost of service rendered to citizens of a non-member community, each member library shall calculate its per-circulation rate. The per unit circulation rate is derived based upon the total expenditures by the member library for personnel and fringe benefits (exclusive of maintenance personnel), library materials (books, AV, and periodicals), supplies, circulation related postage, and telephone notification service (TNS) costs, divided by the total circulation of the member library. In the tabulation of the per unit circulation rate, the personnel and fringe benefits, as well as library materials expenditures associated with the reference services of the Resource Library, which is the Milwaukee Public Library's Central Library, shall be excluded. No other expenditures shall be included. All expenditures shall be based upon the previous calendar year period. Per unit circulation rate shall be calculated annually.

Payment Schedule

Payment to member libraries shall be made by MCFLS no later than February 28.

Member Services to Adjacent Systems

Neither party, System Board nor Member Board, will enter into any contracts with adjacent systems which obligates the other party to provide services, without the prior approval of the other party.

Member Services to Non-Adjacent Systems

At its discretion, the System Board may enter into agreements with non-adjacent systems. However, if said agreement obligates the Member to provide services, the System assumes the financial obligation to compensate the Member for those services, at a rate that is mutually agreed upon prior to the initiation of service provision. Also, if any compensation is owed to the non-adjacent system for services provided to Milwaukee County residents, the System assumes the financial obligation to compensate the non-adjacent systems for those services.

7. Court-ordered or Subpoenaed Data

Because of the cross-jurisdictional nature of library use in Milwaukee County and because of the proprietary role that MCFLS has traditionally played in the retention and custody of borrower records and commitment to database integrity, the System shall be the sole point of contact for any court-ordered or subpoenaed compilation and/or surrender of user information or borrowing data. Such single point of contact shall ensure consistency in the collection, preparation, and packaging of said information and data. In fulfilling this obligation, the System shall provide a mutually agreeable procedure that ensures that the retention and custody of all borrower records and system collection database integrity is maintained, and that statutory confidentiality requirements are observed.

8. Equipment and Services—Maintenance and Support

MCFLS supplies products or services that are not directly related to the integrated library system that are available to all members. Most are purchased with funds from MCFLS grants or the MCFLS operating budget. Ongoing support costs are paid entirely by MCFLS. (Examples include Wide Area Network (WAN) services, Internet access, email services, and web services).

Central Site Equipment and Services:

MCFLS shall provide insurance coverage on all computer system equipment housed at the central site. The System will be responsible to maintain and support the following central site equipment and services, at no cost to the member:

1. Equipment: All equipment in the System's Computer Room and offices, including:

- a. Servers: A Server delivers the integrated library system (CountyCat) software application. A variety of Microsoft Windows servers deliver a number of other applications including, email, web hosting, etc.
- b. Firewall: Protects the resources of MCFLS private network from users from the Internet and other networks.
- c. Routers: Determines the next network point to which a packet should be forwarded toward its destination, routing data from a member local area network (LAN) to MCFLS wide area network (WAN) or the Internet and vice versa.
- d. Switches: Provides a place of convergence where data arrives from one or more directions and is forwarded out in one or more other directions, connecting network and computing equipment in the MCFLS LAN.

2 Microsoft Windows Server Services:

- a. DHCP: Provided by MCFLS Primary Domain Controller -- assigns dynamic IP addresses for all member workstations connected to the System Wide Area Network (WAN).
- b. DNS and WINS: Provided by MCFLS Primary Domain Controller -- provides Domain name resolution and Windows name resolution to member workstations connected to the System Wide Area Network (WAN).
- c. User Authentication: Provided by MCFLS Primary Domain Controller -- authenticates login to all MCFLS Network services and shared resources from any member workstations connected to the System Wide Area Network (WAN).
- d. Internet Information Service: Provided by MCFLS Web Server -- Hosts MCFLS and, upon request, hosts any member web sites.
- e. Exchange Service: Provided by MCFLS Mail Server -- provides email usage to all member users connected to the System Wide Area Network (WAN).

Remote Site Network Equipment

MCFLS shall maintain and support, at no cost to the member, MCFLS-controlled network equipment at the participating library site. A list of this equipment will be annually transmitted to the participating library no later than May 1.

Exclusion: Network equipment added to a remote site for a special project (such as wireless access) is the member's sole responsibility via a member paid maintenance contract between member library and vendor.

Wide Area Network

Prior to the installation of a new physical network connection, to or from another network or computer not owned or controlled by the member, MCFLS staff will coordinate with the member library staff to ensure that the new external connection does not compromise network integrity or performance. An example of this type of connection would be the use of a member library's municipal network. Members with currently existing physical connections to external networks will provide information to MCFLS staff on the evaluation points below, and will work with MCFLS staff to correct any security or performance problems identified with those connections. MCFLS evaluation of the proposed new or existing connection will be based on the following information, to be supplied by the member

- Name of connecting network and purpose of the connection.

- Technical contact for the external network.
- Description of the connection, including type of connection, end equipment used, and network diagrams of how the connection will be integrated into the existing network.
- Anticipated traffic, protocols and volume.
- Description of the member resources that will be allowed access by users on the network. Pass through traffic and access to resources provided by MCFLS or another member may not be enabled without express permission from MCFLS and any affected member.
- Description of security and access limitation measures (i.e. filtering router or firewall) that will be implemented to ensure that MCFLS network and members will not be adversely affected, and to ensure only permissible access is granted.

Because networks can change over time, if a subsequent problem develops because of an external connection to the member's network, staff in that library will work cooperatively with MCFLS and any MCFLS designated technical consultants to diagnose the problem and implement corrective action, up to and including temporary or permanent disconnection of the external network.

Planning and Scheduling Upgrades

Relative to hardware and software upgrades, the scheduling of which are determined by MCFLS and which have a certain or potential fiscal impact on the member, MCFLS will provide as much advance notice as possible.

Insurance Coverage

Members shall provide insurance coverage in their city/village policy on all MCFLS controlled computer equipment at their respective location(s).

9. Telecommunications

Minimum Connection Bandwidth

The member shall execute an individual agreement with a qualified telecommunications vendor for point-to-point data line service and pay the full cost of that line. The minimum connection bandwidth between the member and MCFLS shall be T1. Upon request, MCFLS shall provide consultation and technical assistance.

Trouble Incident Technical Contact

For the purposes of data line trouble calls and in accordance with TEACH Wisconsin policy, the member shall designate MCFLS as the technical contact to its telecommunications vendor. The member agrees to follow the troubleshooting procedure, outlined by MCFLS in Administrative Manual Insert R-24, Network Line Trouble Incidents. In all cases, MCFLS will, as called upon, work cooperatively with the member and the telecommunications vendor to resolve difficulties and/or conflicts.

Other Bandwidth Sources

The member agrees to directly involve MCFLS in all plans related to its data transmission functionality.

Charges

Telecommunications data line charges invoiced in 2016 through 2019 shall be equal to the site-specific charges invoiced to MCFLS for each member for each of those years.

10. Conflict resolution

The mission of the Milwaukee County Federated Library System is to help its member libraries provide the best possible service to the public. Working in cooperation with MCFLS and each other permits member libraries to provide more efficient library service and makes each participant stronger. Such close cooperation requires finding agreement on a variety of policies and procedures. In any such close working relationship, misunderstandings and tensions may arise from time to time. MCFLS recognizes and respects every member library's authority to make local decisions.

If a member library takes actions that another member library or MCFLS feels are contrary to previously agreed upon policy, or that negatively impact the ability of other member libraries or the MCFLS staff to provide services, it may become necessary for the System to pursue action to resolve the issue.

The following procedure will be followed:

1. The parties involved in the dispute will meet to try to come to a resolution.
 2. MCFLS management and staff will make every effort to resolve the issue working directly with the library(ies).
 3. If the efforts of MCFLS management fail to result in a satisfactory resolution, the matter will be referred to the MCFLS Board of Trustees, and may include a joint recommendation for action. The MCFLS Board will endorse and support the recommended action or propose a different solution.
 4. If there continues to be a disagreement, the MCFLS Board of Trustees will propose a mutually agreed upon third party mediator to work with the parties to try to resolve the dispute.
-

Disclaimer: In the event that any provision of this agreement conflicts with any provision of law as it now exists or is hereafter amended such provision of law shall be controlling.

Term of Agreement. The term of this Agreement shall be four years commencing on January 1, 2016, and ending on December 31, 2019.


- Prior to the end of the term, the Agreement and all accompanying attachments may be modified at any time by the written agreement of both parties.

MCFLS ILS, Resource Sharing, and Technology Agreement 2016-2019

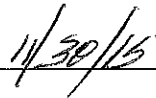
- Either party to this Agreement may at any time request amendment of the Agreement, based upon a substantial change in circumstances.
- This Agreement may be amended based on significant changes to finances, such as a ten percent increase or decrease in MCFLS State Aid or state-mandated changes that affect system service delivery.
- In the event of such a request, the other party will in good faith consider the requested amendment.

These provisions being hereby individually and mutually acceptable to the system and member library, their authorized representatives do hereby approve this agreement, effective this 1st day of January 2016.

FOR THE MILWAUKEE COUNTY
FEDERATED LIBRARY SYSTEM



Board President

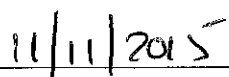


Date

FOR THE Greendale Public Library



Board President



Date

Summary of Proposed New or Expanded Services through the 2020-2024 MCFLS Strategic Plan

Services identified based on strategic plan directives and feedback from member libraries:

- Purchase of new CountyCat Mobile app
 - Addresses strategic plan directive for technology to improve the user experience.
 - Members currently pay \$16,000/year for the Boopsie for Libraries app and it is in dire need of replacement.
 - The replacement would provide an updated and modern app that provides better searching and features over the current obsolete version.
 - **Estimated cost:** Max \$42,000/year (Cost split in half by member libraries and MCFLS)
 - Communico: \$42,000/year
 - BlueCloud Mobile: \$27,690/year
 - Capira: \$22,000 - \$33,000/year (single app vs consortium model)
 - **Value proposition:** MCFLS would pay half the cost of the new app and any initial installation fees (@\$10,500 for Communico). Members would pay roughly \$5,000 more total to get a vastly improved mobile application. Provides a way to enhance buy-in and continuity of system resources for all Milwaukee County residents.

IMPACT TO GREENDALE BUDGET: +\$200/year (from \$400 to 600) for a WAY better product

- MCFLS increases amount paid into the system electronic resources buying pool
 - Addresses strategic plan directive for technology to improve the user experience and shift financial resources to increase continuity of online resources across the system.
 - **Estimated cost:** Additional \$50,000-\$85,000/year from 2020-2024. Current funding is \$110,000.
 - **Value proposition:** The electronic resources buying pool is currently used to purchase popular streaming content through hoopla and needs additional funding to be sustainable. Libraries would save costs over providing these resources on their own and with hoopla only pay for those titles that their patrons use.
- Additional staff capacity and consulting services for data collection and marketing/advocacy plan development. Additional marketing and advocacy resources.
 - Addresses strategic plan directive for communication to provide improved and consistent marketing and advocacy for member libraries and system resources.
 - Additional assistance required through outside expertise for marketing and advocacy plan development and implementation, including data collection.
Estimated cost: \$25,000/year for three years.
 - Recruit a half-time marketing intern to assist with implementation of the system marketing plan and library marketing support development.
Estimated cost: \$17,680/year (20 hours/week at \$17/hour)
 - **Value proposition:** Member libraries expressed a strong desire during strategic plan discussions to get assistance with marketing for both resources shared by all libraries as well as help in developing their own marketing plans. The consultant would provide the high level planning and data collection necessary while the intern would provide the system staff capacity to

implement the plans and toolkits for members.

- Data visualization and aggregation tool
 - Addresses strategic direction on member library management and services support to investigate options to enhance the MCFLS Dashboard or data visualization tools.
 - The current dashboard tool is functional, but limited in its ability to provide all the reporting necessary to fulfill the activities laid out in the strategic plan. In addition, it may not be sustainable if the software or hardware requirements change.
 - The DPI may be providing a common dashboard for systems out of WISE funding, but nothing has been developed yet.
 - **Estimated cost:** Could vary in price from \$0 to over \$35,000/year. Most are large scale enterprise business intelligence solutions.
Possibilities include:
 - Tableau (\$35,000/year)
 - Power BI (\$12,000/year)
 - Qlik (\$10,000/year)

LIBRARY BOARD ALERT

ALERT NO: 2011-5

AGENDA ITEM: New Business, B

SUBJECT: Review of Reserve Accounts

DISCUSSION: In an email (4/27/11) Trustee Hughes suggested the following: “Given we are facing some economic challenges, I wonder if we should slow down the spending of the reciprocal borrowing funds? Not to halt it but at least review it. We may be providing a service level for residents that is artificially funded - spending beyond the current level of funding provided.”

I think this is a great time for the Board to review all the Reserve Account and Foundation funds that are being held for special use. Please review the following:

G51-164916: Library Reciprocal, \$80,419.84 (12/31/10)

This fund is reserved for the purchase of DVDs. This suggestion came to the Board from then Village President Scott Leonard and we have been spending approximately \$1,000 a month ever since. The idea (at the time) was not to use local tax dollars for what was perceived as not a traditional library service. Since the days when President Leonard suggested this expenditure, the Library has switched from being a lender within MCFLS (wherein the account would be replenished each year) to a borrower (wherein no funds will be forthcoming except the West Milwaukee payment).

Here are the circulation figures on DVD circulation from the 2010 annual report:

	%	Circulation	%	Collection		Added
DVD (MOTION PICTURE) ADULT 7 DAY	18.80%	39290	4.58%	3185	0.39%	273
DVD (MOTION PICTURE) CHILD 7 DAY	7.40%	15435	1.06%	738	0.17%	118
DVD (MOTION PICTURE) ADULT 3 DAY	3.00%	6357	0.15%	101	0.14%	95

What these statistics tell us is the following:

DVD circulation makes up 29.2% of our overall circulation (61,082)

DVDs make up 5.79% of our total materials in the collection (4,024)

DVD purchases are 0.7% of our total purchased material in a year (486)

I believe this indicates that DVDs are one of our most popular forms of material for circulation and that our collection is supplemented by material interloaned from other libraries in the county.

I would recommend that no changes be made with our current formula for the following reasons:

The format is very popular and the circulations tell the story

The format will disappear in the next two to three years

At our current expenditure rate, we will not run out of reciprocal borrowing money for another 6.6 years

G51-164913 Library Donations, \$35,008.51 (12/31/10)

	Total	A Media	Y Media	BoszhardtBk	Liebert	BoszhardtY
carryover	35,008.51	23,315.67	11,692.84	10696.05	3221.26	38,959.01

The above chart shows the library donations reserves. There are two types of gift reserves pictured in this chart.

The first is the revenue earned by the Greendale Public Library Foundation, Inc., for the purposes of funding our media purchases (with the exception of the DVDs as noted above) from the sale of our discarded materials and from customer donations. The Foundation retains 10% of each sale. In 2010, the Library received \$6,645.38 from the sales. The Library uses these gift funds to purchase all non-print media (with the exception of DVDs) and currently expends the funds at the same level as the annual balance received.

All gift funds given to the library as an unencumbered donation are placed in this account as well.

The Foundation also holds funds on behalf of the Library including two separate Boszhardt funds. The first is an account for the purchase of seminal works for youth (\$10,696.05) and a second account for the development of the Maxie Boszhardt Youth Area (\$38,959.01). The Foundation also holds \$3,221.26 in the Katherine Liebert Memorial Fund for the purchase of our large print materials.

I would recommend that no changes be made with our current formula for the following reasons:

The formats are constantly evolving and the staff uses this funds to have the current popular type of media

At our current expenditure rate, assuming book sale revenues continue, we will never run out of money in this account

G02-164060 Reserve Equipment, Library, \$63,010.03 (12/31/10)

This fund is maintained for the purposes of purchasing equipment for the Library. It is replenished annually by the rollover of the remaining balance in our budget. At the end of 2010, the Village rolled over \$24,080.58—an unusually large amount of money because of the retirement of two experience full time employees at the top of their salary range and the resulting delay in filling both positions left large amounts in the salary and benefits lines.

Because all funds held by the Board are discretionary, I would suggest to the Board that these are your most accessible and expendable funds on hand.

In summary, for 2011, the Library assets include

Budget	\$532,958.00
Reciprocal (DVDs)	\$ 80,419.84
Library Donations (Media)	\$ 35,008.51
Foundation Reserves	\$ 52,876.32
Gates Grant, part two	\$ 3,900.00 (with local match of \$2,600.00)
	\$705,162.67

REQUESTED ACTION: None at this time.

LIBRARY DIRECTOR'S RECOMMENDATION: As presented above.

FISCAL IMPLCATIONS: As presented above.

ATTACHED: None

LIBRARY BOARD ALERT

ALERT NO: 2015--05

AGENDA ITEM: Unfinished Business B

SUBJECT: Plan for the Use of Unrestricted and Gift Funds

SUMMARY: BEGINNING OF 2015 BALANCES

RESERVE EQUIP - LIBRARY (L)	07-00-164060	\$34,196.42
RES LIBRARY DONATIONS (L)	07-00-164913	\$37,515.84
RES LIBRARY RECIPRICAL (L)	07-00-164916	\$55,592.21

Held by the Foundation (01/01/15)

Media, Adult	\$ 3,881.71
Media, Youth	\$ 2,297.06
Maxie B Books	\$ 5,253.74
Maxie B Youth	\$28,565.68
Andy B Adult	\$33,262.09
Liebert	\$ 124.99
	\$73,385.27

CAPITAL IMPROVEMENT: RFID

ADVANCE FROM THE GENERAL FUND 0700224000

The Village Board has authorized a seven year loan up to \$90,000 for RFID.

We spent \$84,313.04 on RFID in 2013 and 2014.

A payment for 2014 was made to our debt from our cash reserves.

The balance remaining on this debt as of 01/01/15 is \$77,142.86.

75183000 RESERVE EQUIPMENT, LIBRARY

RESERVE EQUIP - LIBRARY (L)	07-00-164060	\$34,196.42
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This fund is maintained for the purposes of purchasing equipment for the Library. It is replenished annually by the rollover of the remaining balance in our budget, our credit card rebates and any amount in line 075183000 of our budget (2015 budget = \$4,000). **The total rollover from 2014 was \$?????**

2015 Expenditures

Tablet for Square	174.99
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075175028 Library Donations

RES LIBRARY DONATIONS (L)	07-00-164913	\$37,515.84
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2015

Movie License	368.00
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Overdrive Ebooks	3,113.00
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075175023 Library Reciprocal

This fund is reserved for the purchase of DVDs at \$15,000 per year. The logic is to use money earned by lending material to purchase more material to lend. The account is replenished with the reciprocal borrowing money received from MCFLS.

RES LIBRARY RECIPRICAL (L)	07-00-164916	\$55,592.21
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GREENDALE PUBLIC LIBRARY

DIRECTOR'S REPORT



Date: 6/10/19
To: Library Board
From: Brian Williams-Van Klooster, Library Director
Re: **Directors' Report: May/June 2019**

General updates:

- Summer Reading Program Tshirts "A Universe of Stories": order yours now! Deadline is June 21.
- 8th grade Day of Service: Many Greendale Middle School 8th grade students helped with odd cleaning jobs during the 6/7 Day of Service. They helped wash windows, clean toys and manipulatives in the youth area, vacuum and sweep the front walk, and scrub the scuffed and dirty white metal framing around the front doors and entry.
- Installed 3 high-quality framed prints of Rockwell's *Golden Rule*: community room, computer area, youth area. Purchased by Library Friends.
- Village's staff performance evaluation timeline now matches that of the Library's, after Village administrative officials identified that the ordinances actually require this timeline. The current practice of reviewing in January had deviated from the ordinances at some unknown time in the past.
- Follow up – A tear-out Friends of the Library donation/membership form included in *Life in the Village* magazine would have to be reviewed and approved by all magazine Partners (P&R, Lions, Schools, Village Admin, Chamber, GEA, Historical Society, Ed Foundation). It also is not congruent with the editorial philosophy of the magazine. However, an insert in the *Village Views Newsletter* would be possible. I will share this information with the Friends at their next meeting.

Programs:

- Summer Reading program started 6/11, activities started 6/16
- Library Friends at School's Out, 6/11, will distribute Summer Reading brochures
- District enrollment 'opt in' for Student-ID-as-Library-Card will continue for 2019/2020 school year

Staffing updates:

- New Page Michaela S. started 6/10/19
- Interviews under way to refill vacant 14 hr/wk Library Clerk position, held open since resignation of Nicki in September 2018. 28 applicants, 8 interviews. Just in time for summer!

Meetings attended:

- 5/20, MCFLS Trustees, held at Greendale Library
- 5/21, Library Friends annual meeting
- 5/29, Joint Village BOT and District BOD
- 6/6, MCFLS LDAC
- 6/10, Village Days book sale discussion with GPL Friends President

Meetings upcoming:

- Unlearning Racism, classroom course, 7/2-8/6
- Hiring for Diversity: Recruitment & Retention, online course, 7/8-8/4

GREENDALE PUBLIC LIBRARY

STAFF REPORT



Date: 6/7/19
To: Library Board
From: Brian Williams-Van Klooster, Library Director
Re: Staff Report: May-June 2019

Memo from Lisa Reinke, Youth Services Librarian:

- follows

Adult Services (Nicole):

- May 1st was the last date that the Greendale Library hosted the Mahjongg Meetup program for 2019. We had 5 people attend. I plan to continue the partnership with Bethany Meyer, Adult Librarian from the South Milwaukee Library on this program. Bethany will host the program at the South Milwaukee starting in August.
- On May 20th I had Annette from the Goodwill Workforce Connection Center come give an Interview Skills Workshop. There were 2 other dates in March and April but there was no attendance. This last date though we had 3 people come learn some tips on handling the interview process. I plan to coordinate other programs with Annette later in the fall.
- For May's Lunch and Learn, attorneys Ryan Zenk and Melissa Robe from the Elder Law Center of WI, LLC discussed the estate planning. We had 11 patrons attend and received great feedback about the presentation. To keep with the summer reading theme, in June we will have Paul Borchardt from the Milwaukee Astronomical Society give a presentation on space.
- Lastly, in order to recruit volunteers for the summer I attended the 3 reading buddies celebration events at Highland View, Canterbury, and College Park. I spoke about what type of volunteer opportunities are available at the library this summer. I received interest from 6 volunteers who helped last year and recruited 2 new volunteers.

Teen Services (Tara):

The months of May and June involved a lot of preparation and planning for Summer Reading. In addition to preparing for summer reading programs and events I did school and class visits to promote our programs to teens. This included:

- Assembly presentations at College Park, Highland View, and Canterbury Elementary Schools
- Visits to eight 5th, 6th, 7th, and 8th grade classes at St. Alphonsus Catholic School
- 23 class visits to 6th, 7th, and 8th grade classes at Greendale Middle School
- 4 Eighth grade classes visited the library

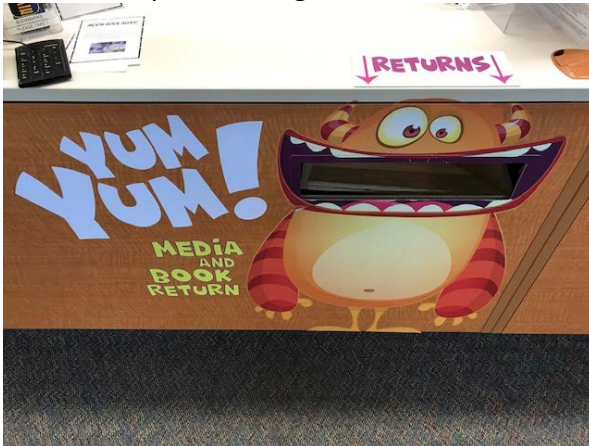
These visits are time consuming but very important to maintaining a positive relationship with the schools, students, and our teen patrons. I think we have already seen some examples of how they do work to promote both summer reading and the library:

- During my class visits at the middle school Sandra Speare, the middle school librarian told me she was very impressed with the good relationship I have with the kids and how I know so many of their names and interests. Meeting kids at school really helps me form these connections with the teens that is helpful in getting them in programs, addressing negative behavior in the library, and getting them in the front door.

- 6/11 was our first day of summer reading and a teen came in and told me that he has never been in the library before but he wanted to come in to get a bingo sheet. I love it when we can get library newbies through the door!
- Also on 6/11 a woman came into the library with her teen daughter. The teen looked at me and I heard her whisper to her mother "There she is." I asked if I could help and her mother told me that they live in Oak Creek but her daughter insisted they come in today to sign up for the teen summer reading program because my presentation at her class was "awesome."

Circulation Services (Julie):

- Julie and Jenifer attended the Circulation Services meeting at the Wauwatosa Public Library on 5/16.
- We worked with West Allis Blue to improve the look and visibility of our Book Return graphic, as well as to address some wear and tear that the previous decal had sustained. The result has made it easier on our patrons to guide themselves to our book return without staff assistance.



- Library Page Hailey N resigned, her final day was 5/31. She left us for a job opportunity as a CNA. We wish her all the best!
- Page interviews were conducted the week of May 20th. We had 12 total applicants and interviewed 4 candidates. Our new Library Page, Michaela S started on 6/10

May 2019 Youth Highlights

Greendale Schools:

- Visited College Park, Highland View, and Canterbury schools to have all-school rallies to talk about summer youth and tween programs
- Worked with Park and Rec department to include youth programs in the Greendale School Weeklies, a valuable source for reaching Greendale families
- Ordered multiple copies of Battle of the Books 2019-20 titles so children can have easy access to those books over summer

CLC and Community Coordination:

- Met with Park and Rec department to coordinate Summer Adventures with Youth and Teen Summer Reading Programs
- Met with Garden Gazing Club to plan a Poetry Walk in the garden space outside of the youth area

Lisa and Jenifer share
a Facebook post.
They recommended
Shelter in Place by
Nora Roberts



Petpalooza craft: Clothespins Pets and Snake Bookmarks



2019 SUMMER READING T-SHIRTS

T-shirts with the “Universe of Stories” logo are available for sale through the Greendale Public Library. *See prices below.*

To order your T-shirt fill out the order form below and return it along with your check (made out to the Greendale Public Library) or cash. Credit cards are also accepted. ***All orders must be received by Friday, June 21st.***

When your T-shirt arrives, you will be notified by email to pick-up your item(s) at the library.



Children

\$6 each

Teens

\$6 each

Adults

\$6 each

(\$8 each XXL-3XL)

<u>QUANTITY</u>	<u>SIZE</u>	<u>\$ TOTAL</u>	<u>QUANTITY</u>	<u>SIZE</u>	<u>\$ TOTAL</u>	<u>QUANTITY</u>	<u>SIZE</u>	<u>\$ TOTAL</u>
_____	Toddler 2	_____	_____	S 34-36	_____	_____	S 34-36	_____
_____	Toddler 4	_____	_____	M 38-40	_____	_____	M 38-40	_____
_____	S 6-8	_____	_____	L 42-44	_____	_____	L 42-44	_____
_____	M 10-12	_____	_____	XL 46-48	_____	_____	XL 46-48	_____
_____	L 14-16	_____	_____	XXL 50-52	_____	_____	XXL 50-52	_____
			Greendale Public Library, 6/13			Page 54 of 56		

Monday, August 12

Governing Libraries that Inspire Investment



Rebekkah Smith Aldrich
Executive Director
Mid-Hudson Library System,
NY

A primary role of the board is to secure adequate funding for the library. Making the case for funding and inspiring stakeholders to invest in your library has never been more critical. With fierce competition for public and private funds and changing perceptions about what a library actually does, it has never been more important to talk about the essential nature of your library to those you serve to those who make funding decisions about your library. During this webinar you will receive an introduction to the basic building blocks that need to be in place to inspire investment of funding and good will into your library and get a front row seat to some of the latest thinking in the profession on how to ensure your library's future in an uncertain world.

Rebekkah (MLS, LEED AP, CSBA) is a passionate advocate for public libraries because she knows that libraries are empowerment engines in the communities that they serve. Rebekkah is the sustainability columnist for Library Journal, co-founder of the New York Library Association's Sustainability Initiative, a founding member of the American Library Association's Sustainability Round Table.

Tuesday, August 13

Free is Key: Ensuring Your Library is Meeting its Mission



Dawn Wacek
Youth Services Manager
La Crosse Public Library, WI

Join Dawn Wacek for a discussion of your library's mission and how fine policies may be working against you! Learn the ins and outs of going fine free and what library research and best practice recommendations show about the benefits of making your collection more accessible.

With more than fifteen years in librarianship, Dawn Wacek has eliminated barriers to access in urban and rural libraries. She has helped create fine reduction programs and developed free and open access policies in each library she has worked in.

Dawn currently manages Youth Services at the La Crosse Public Library in Wisconsin, where she is working on increasing community relationships and collaborations to better connect all users to their library.

Wednesday, August 14

Effective Library Advocacy



Connie Meyer & Kathy Pletcher
Co-chairs of Wisconsin Library Association's Library Development & Legislation Committee

We are excited to share some advice for effective library advocacy, covering everyday advocacy to decision-makers and stakeholders as well as Library Legislative Day. Hear tips on who to talk to, when, and how.

Connie has been director of the Bridges Library System in Waukesha, WI, since 2013 when she left the Dwight Foster Public Library in Fort Atkinson after many years in various roles, including 22 years as director.

Kathy served in a variety of management and leadership roles at UW-Green Bay for more than three decades, the last 15 as Associate Provost for Information Services and Chief Information Officer. Throughout her career Kathy has been a strong advocate for all types of libraries and served on many councils and governing boards. She currently serves on COLAND, the Brown County Library Board and the Nicolet Federated Library System



Thursday, August 15

What Does Inclusivity Look Like at Your Library?



Shauna Koszegi
Adult Services Librarian
Sun Prairie Public Library, WI

What does inclusive mean to your library and its daily operations? Is your library inclusive? Join Shauna Koszegi, Adult Services Librarian from the Sun Prairie Public Library, as she gives you an overview of the newly released Inclusive Services Assessment and Guide. This guide will help you reflect on how your library can be a place where everyone feels safe, welcome and respected.

Shauna is the Adult Services Librarian at Sun Prairie Public Library and is a co-author of the Wisconsin Department of Public Instruction's Inclusive Services Assessment and Guide. She received her MLIS at UW-Madison's iSchool in 2015, and enjoys finding new ways to connect with her community and spark conversations on topics of social justice. Previously a librarian at Dodge Correctional Institution, she spends her free time as an organizer of a non-profit collective in Madison called LGBT Books to Prisoners, which sends books and other resources free of charge to folks who are incarcerated.

Friday, August 16

Recruiting and Retaining Library Directors and Staff



Pat Wagner
Library Trainer and Consultant

Expectations are changing when it comes to

how long library directors (and other library employees) stay at one job. How can library boards attract and retain quality leadership and personnel in a competitive market? What is the New Normal in terms of director recruitment? Topics include improving board-director relations, reviewing finances and job descriptions, investing in support for better salaries and benefits, setting realistic goals, and being better talent scouts for future hires.

Pat Wagner has been a library trainer and consultant since 1978. She focuses on the skills that support library success, from personnel and management to politics, strategic planning, and leadership. She works with libraries of all types and sizes as well as being a frequent speaker at state and national library conferences. Pat is known for her practical and good-humored programs. She lived in Wisconsin for seven years and still visits every year for work and pleasure. Pat currently lives in Denver, Colorado with her husband and two pushy cats.

Other Trustee Resources

- Trustee Essentials: A Handbook for Wisconsin Public Library Trustees
<https://dpi.wi.gov/pld/boards-directors/trustee-essentials-handbook>
- United for Libraries, a Division of the American Library Association
www.ala.org/united/
- Wisconsin Library Trustees & Friends, a Division of the Wisconsin Library Association
<http://wla.wisconsinlibraries.org/wlrf>
- Trustee Training Week Webinar Archive
www.wistrusteetraining.com/archive

Register Online:

www.wistrusteetraining.com

You must register for each session individually. Sessions will begin at 12 p.m., are 60 minutes, and will be recorded.

Questions?

Contact Jean Anderson
South Central Library System
608-246-5613
jean@scls.info



Wisconsin Trustee Training Week is coordinated by the South Central Library System, and is supported by the following public library systems:

Arrowhead
Bridges
IFLS
Kenosha County
Lakeshores
Manitowoc-Calumet
Milwaukee County
Monarch
Nicolet
Northern Waters
Outagamie-Waupaca
Southwest
Winding Rivers
Winnefox
Wisconsin Valley

Support is also provided by the Division for Libraries and Technology and the Institute of Museum and Library Services (IMLS).



August 12-16, 2019

12-1 p.m.

www.wistrusteetraining.com