

Village of Mukwonago
Notice of Meeting and Policy Committee Agenda

LIBRARY BOARD OF TRUSTEES MEETING
Thursday, December 2, 2021

Time: **10:00 am**

Place: **Mukwonago Community Library**

1. Call to Order

2. Roll Call and Introduction of Guests

3. Comments from the Public

Information and comment may be received from the public by the Library Board, but solely as to matters that appear on the Agenda for that meeting. The public comment session shall last no longer than 15 minutes and individual presentations are limited to (3) minutes per speaker. These time limits may be extended at the discretion of the Chief Presiding Officer. The Library Board may have limited discussion on the information received, however, no action will be taken on issues raised during the public comment session unless they are otherwise on the agenda for that meeting. Public comments should be addressed to the Library Board as a body. Presentations shall not deal in personalities or personal attacks on members of the Board, the applicant for any project, or Village employees. Comments, questions and concerns shall be presented in a respectful and professional manner. Any questions to an individual member of the Library Board or Staff will be deemed out of order by the Presiding Officer.

4. Approval of Minutes

4.a Minutes from September 13, 2021

[Policy Committee Minutes 20210913_unapproved.pdf](#)

5. Discussion/Action Items

5.a Library Board Bylaws

Discussion and possible action on updating Bylaws to reflect new Electronic Meetings Policy.

[MCL Board Bylaws DRAFT 20211202.pdf](#)

5.b Credit Card Policy

Discussion and possible action on adopting a policy pertaining to use of credit cards to pay for library fines and fees.

[Credit Card Use for Payment of Library Fines and Fees Policy DRAFT 20211202.pdf](#)

6. Referral Items

7. Confirm Next Meeting Date

8. Adjourn

It is possible that a quorum of, members of other governmental bodies of the municipality may be in attendance at the above stated meeting to gather information. No action will be taken by any governmental body at the above stated meeting other than the governmental body specifically referred to above in this notice. Please note, upon reasonable notice, efforts will be made to accommodate the needs of individuals with disabilities through appropriate aids and services. For additional information or to request this service, contact the Municipal Clerk's Office, (262) 363-6420.

Mukwonago Library Board

Policy Committee **DRAFT Meeting Minutes**

Meeting of Monday, September 13, 2021

I. REGULAR ORDER OF BUSINESS

A. The meeting was called to order at 11:03 a.m., September 13, 2021 by Policy Chair Howard Pringle. In attendance were committee members Trustees Diane Magolan, Carol Stienstra and Howard Pringle. Also in attendance was Library Director Abby Armour.

B. Public Comment.

There were no public comments.

C. The minutes of the July 12, 2021 Policy Committee meeting were reviewed. The minutes were approved as submitted.

Motion by Magolan, second by Stienstra. Approved unanimously.

II. NEW BUSINESS – DISCUSSION / ACTION ITEMS

A. Revision of policy review schedule

Trustee Pringle discussed the policy review schedule and the impact of the COVID interruptions and staff transitions on the schedule. The Committee discussed the relevant issues and recommended that the policy review process start over with a new schedule in 2022 with only “as needed” policy reviews taking place during the remainder of 2021. The Committee recommends that the schedule dates being incremented from 2021 to 2022 and that the revised schedule be forwarded to the Board for review and adoption at the October meeting and that a copy of the revised schedule be enclosed with the October Board packet.

Motion by Magolan, second by Stienstra. Approved unanimously.

B. Addition of new policies procedures to policy review schedule

The Committee and Director Armour discussed whether any new policies needed to be added to the schedule. As a result of the necessity to hold electronic meetings and the related quorum and voting issues as detailed in a memo from the Village attorney, it was decided to develop a new Electronic Meeting Policy that would conform with the recommendations of the attorney and with state open meetings and records requirements.

Director Armour presented a draft copy of a new Electronic Meetings Policy for review by the Committee. Several minor changes to the policy were suggested and will be incorporated in the final draft. It will be necessary for the Library to invest in some new technology to permit hybrid meetings in compliance with the policy and a referral to the Board will be made to purchase the equipment. The Committee recommends that the new policy be added to the policy review schedule and that the new policy be forwarded to the Board for review and adoption at the October meeting and that a copy of the policy be

enclosed with the October Board packet with the proviso that this policy will not be implemented until supporting technology is acquired.

Motion by Pringle, second by Stienstra. Approved unanimously.

Related to the aforementioned, it is recommended by the Committee that the Library Board Bylaws be revised to clarify that electronic/virtual attendees at Board meetings will be counted toward the meeting quorum and will have full voting rights. The bylaws will be revised to incorporate this revision and be forwarded to the Board for review and adoption at the October meeting and that a copy of the policy will be enclosed with the October Board packet.

Motion by Magolan, second by Stienstra. Approved unanimously.

In addition the Committee recommends the development of a Public Credit Card Usage policy which would spell out a number of issues related to the use, security and fees associated with public use of credit cards to pay for library services. This policy will be added to the policy review schedule as "Under Development". This information will be presented to the Board at its October meeting as a Matter of Report.

C. Removal of outdated/superseded policies

The Committee feels that any policies that are rescinded by Board action should remain on the policy review schedule with a status of "Inactive". This would allow the Board to reactivate a policy if necessary without a full development process. The two policies impacted by this change are the "COVID-19 Employee Policy" and the "Return to Normal Policy" which were rescinded by the Board earlier in 2021. This information will be presented to the Board at its October meeting as a Matter of Report.

D. Update of MCL Personnel Policy

Library Director Abby Armour provided an updated Personnel Policy which incorporates a large number of formatting changes as suggested by Interim Director Martha Riel and which was also revised to match with the most recent Village policies. The revisions were primarily in the area of Leaves of Absence, Health Reimbursement Accounts, and Dental Insurance. The Committee reviewed the suggested revisions which brought the policy into compliance. Trustee Pringle suggested the addition to the section of the policy related to Leaves of Absence to cover notification to the Board of any anticipated absence of over 7 working days by the Director and that the Director provide a temporary management structure, i.e., who's in charge during their absence, to the Board President. The Committee recommends that the revised policy be forwarded to the Board for review and adoption at the October Board meeting and that a copy of the fully revised and annotated policy be enclosed with the October Board packet.

Motion by Stienstra, second by Magolan. Approved unanimously.

E. Clarification of policy posting to library website, archiving and authoritative policy depository

Trustee Pringle raised this issue in response to some conflicting policy versions appearing in several places on the website and that he felt it was extremely desirable to maintain a single

authoritative copy of active policies with this copy being stored securely. He also recommended that for consistency and transparency a copy of all active policies be located in a single easy to find location on the library website for public access rather than having multiple (possibly different) copies of policies in multiple locations on the site.

Director Armour reported that she is in the process of setting up a policy archive using the Village's LaserFiche system for total access by anyone seeking this information without having to go through an open records or FOIA request. Trustee Pringle responded that this would serve as the authoritative depository and should answer his concerns. Director Armour also stated that she would work on removing any duplicate entries from the library website and establish a single logical location on the site for those people searching the library site for policy materials.

This information will be presented to the Board at its October meeting as a Matter of Report.

F. Revision history and dates on approved policies

Trustee Pringle stated that he felt it was extremely important that all policies be annotated with revision histories and revision dates showing what part of the policy was revised (and how) and the date on which the revision occurred. This would simplify change tracking with a result of enhanced efficiency. He stated that when he was doing the policies early on, he implemented this procedure but that it seems to have fallen by the wayside after he no longer maintained the policies. Director Armour was in full agreement with the necessity for this kind of revision tracking and will make sure this is implemented fully on her watch.

This information will be presented to the Board at its October meeting as a Matter of Report.

III. REFERRAL ITEMS

Referral to the Board to authorize the purchase of the technology required to implement hybrid meetings in compliance with the Electronic Meeting Policy

IV. NEXT MEETING DATE(S)

The next meeting of the Policy Committee is scheduled to be held Thursday, December 2, 2021 at 10:00 a.m. at the library. Discussion items for this meeting include the review schedule and other items needing timely attention as identified by the Director and staff.

V. ADJOURNMENT

Stienstra moved, second by Magolan that the meeting be adjourned. Motion passed unanimously. The meeting adjourned at 12:47 p.m.

Minutes submitted by Howard Pringle, September 13, 2021

**Mukwonago Community Library
Library Board Bylaws
DRAFT for Policy Committee on December 2, 2021**

**Article I
Identification**

This organization is the Board of Trustees of the Mukwonago Community Library, a municipal public library located in Mukwonago, Wisconsin, established by the Wisconsin county of Waukesha, according to the provisions of Chapter 43 of the Wisconsin Statutes, and exercising the powers and assuming the duties granted to it under said statute.

**Article II
Membership**

Section 1. Appointments and Terms of Office. The Mukwonago Community Library Board shall consist of eleven members, constituted as follows as per Wisconsin Statutes Chapter 43.54.

- a. One member shall be a Village of Mukwonago Trustee liaison, appointed by the Village of Mukwonago President and approved by the Village Board.
 - b. Five members shall be appointed by the Village of Mukwonago President and approved by the Village Board.
 - c. One member shall be a Mukwonago Area School District liaison, approved by the Village Board.
 - d. Four members shall be appointed by the Waukesha County Executive and approved by the Waukesha County Board of Supervisors.*
- * The number of library board members appointed by the county is in proportion to the county's share of the annual library budget pursuant to Chapter 43.60 (3) (a) and may change if funding percentages change.

Members shall be appointed for a three-year term unless otherwise designated by the appointing authority. Three-year Board appointments run through June with new terms starting on July 1st.

Library Board membership and terms of office shall be posted on the Library website.

Section 2. Meeting Attendance. Members shall be expected to attend all meetings, except as they are prevented by valid reasons. Members may participate fully in a meeting via electronic means so long as they follow the Electronic Meetings Policy.

Section 3. Removal of Board Members. A Library Board member who misses three (3) Board meetings within a period of one year without notifying the Board President or Library Director shall be subject to removal. A Library Board member may be removed for cause at any time, by the appointing authority. Cause includes any behavior that interferes with the proper discharge

of the member's duties as a member of the board including misconduct, incapacity, neglect of duty or refusal to carry into effect the library's mission. In the event of a circumstance as detailed above, the Board Member may be recommended for removal by a vote of not less than a majority vote of the entire board. Upon such a vote to remove, the recommendation shall be forwarded to the appropriate appointing body for final action.

Article III Officers

Section 1. The officers shall be a president, vice-president, secretary, and a treasurer, elected from among the appointed trustees at the July annual meeting of the Board. No member shall hold more than one office at a time. Vacancies in office shall be filled by vote at the next regular meeting of the Board after the vacancy occurs.

Section 2. The Library Board shall serve as a Committee of the Whole for the purpose of nominating a slate of officers. The Nominating Committee of the Whole shall meet prior to the July annual meeting and shall present a slate of officers at the July annual meeting. Additional nominations may be made from the floor at that time.

Section 3. Officers shall serve a term of two years from the July annual meeting at which they are elected and until their successors are duly elected.

Section 4. The president shall preside at meetings of the Board, authorize calls for special meetings, appoint all committees, execute all documents authorized by the Board, serve as an ex-officio voting member of all committees except the nominating committee, co-sign all checks drawn on funds held in custody of the library, and generally perform all duties associated with the office of the president.

Section 5. The vice-president will assume the role and duties of the president in the event of the absence or disability of the president, or a vacancy in that office.

Section 6. The secretary shall keep true and accurate minutes of all meetings of the Board and shall perform such other duties as are generally associated with the office of secretary. If no Board member accepts election/appointment to the Secretary position, the Library Director may appoint, with the approval of the Board, a Library staff member to take minutes of Board meetings until a Board member assumes the position of Secretary.

Section 7. The treasurer shall co-sign all checks drawn on funds held by the library, sign all vouchers for disbursements from the library fund, and perform such duties as generally devolve upon the office. The treasurer shall be bonded in an amount as may be required by a resolution of the Board, and not less than the value of any property held by him or her.

Article IV Meetings

Section 1. Regular Meetings. The regular meetings shall be held on the second Thursday of each month at 6 p.m. at the Library. An annual meeting at which Board officers shall be elected shall be held in July.

Section 2. Agendas and Notices. Meeting agendas and notices shall indicate the time, date, and place of the meeting and indicate all subject matters intended for consideration at the meeting. Meeting agendas and notices shall be posted at the main entrance of the Library, fully visible from the entrance exterior. Meeting agendas and notices shall also be sent to the Village for public posting consistent with the posting of other public notices, to the Library web site and to any other locations and media as required by law and the Board.

- a. A consent agenda may be used. Items of business that are expected to be so routine as to not require discussion may be placed on this agenda by the chairperson of a committee, the board president, or the library director. Items may be removed from the consent agenda by the request of any board member. The board will vote on the consent agenda in its entirety without discussion.

Section 3. Minutes. Minutes of all meetings shall, at a minimum, indicate board members present, all items of business, all motions (except those that were withdrawn), and the results of all votes taken. Current draft Board minutes shall be distributed to all Board members upon completion and submission by the Board secretary. All approved Board minutes shall be posted on a bulletin board in the Library, to the Library web site and to any other locations and media as required by law.

- a. The Library Director shall be the designated custodian of the approved Library Board minutes and shall retain a complete file of the minutes in perpetuity.
- b. Library Board meetings may be recorded and the recordings retained for up to 6 months or a period designated by the Library Board.

Section 4. Special Meetings. Special meetings may be called at the direction of the president or at the written request of five members, for the transaction of business as stated in the call for the meeting. Except in the cases of emergency, at least 24 hours' notice shall be given. In no case may less than two hours' notice be given.

Section 5. Quorum.

- a. A quorum for the transaction of business at any meeting shall consist of 51% of the members of the Board present in person or via videoconference or via electronic means. Members attending a meeting using electronic means must comply with the Electronic Meetings Policy in order to be counted towards the quorum. If the member cannot comply with the audio/visual and security requirements, that member is not considered part of the quorum.

- b. In the event that a quorum is not present as specified in item a, in accordance with Wisconsin Statutes Chapter 43.54 (e), three (3) members of the Board shall constitute a quorum for the sole purpose of approving bills.

Section 6. Open Meetings Law Compliance. All board meetings and all committee meetings shall be held in compliance with Wisconsin's open meetings law (Wisconsin Statutes Chapters 19.81 to 19.98).

Section 7. Parliamentary Authority. The rules contained in Robert's Rules of Order, latest revised edition, shall govern the parliamentary procedure of the meetings, in all cases in which they are not inconsistent with these bylaws and any statutes applicable to this Board.

Article V Committees

Section 1. Standing Committees. The following committees or persons shall be appointed by the president promptly after the July meeting and shall make recommendations to the Board as pertinent to Board meeting agenda items: Personnel, Buildings and Grounds, Policy and Finance & Budget.

Section 2. Nominating Committee. (See Article III, Section 2.)

Section 3. Policy Committee. The Policy Committee shall facilitate the creation of any new policies felt necessary by the Library Director and/or Library Board. The Committee shall examine all existing policies on a regular basis for relevance and currency and to reflect any changes required by legislation, or proposed by Board or staff. The Committee shall, after review, route any requests to examine, revise or update the policies to the appropriate Board Committee or to the Library Director.

Section 4. Ad Hoc Committees. Ad hoc committees for the study of special problems shall be appointed by the president, with the approval of the Board, to serve until the final report of the work for which they were appointed has been filed. These committees may also include staff and public representatives, as well as outside experts.

Section 5. No committee shall have other than advisory powers.

Article VI Duties of the Board of Trustees

Section 1. Legal responsibility for the operation of the Mukwonago Community Library is vested in the Board of Trustees. Subject to state and federal law, the Board has the power and duty to determine rules and regulations governing operations and services.

Section 2. The Board shall select, appoint and supervise a properly certified and competent Library Director, who shall be evaluated on an annual basis. The Library Director shall determine the duties and compensation of all library employees for the Board to approve.

Section 3. The Board shall approve the budget and make sure that adequate funds are provided to finance the approved budget.

Section 4. The Board shall have exclusive control of the expenditure of all moneys collected, donated or appropriated for the library fund and shall audit and approve all library expenditures.

Section 5. The Board shall supervise and oversee buildings and grounds, as well as regularly review various physical and building needs to see that they meet the requirements of the total library program.

Section 6. The Board shall study and support legislation that will bring about the greatest good to the greatest number of library users.

Section 7. The Board shall cooperate with other public officials and boards and maintain vital public relations.

Article VII Library Director

Section 1. The Library Director shall be appointed by the Board of Trustees and shall be responsible to the Board. The Library Director shall be considered the executive officer of the library under the direction and review of the Board, and subject to the policies established by the Board. The Director shall act as technical advisor to the Board. The Director shall be invited to attend all Board meetings (but may be excused from closed sessions) and shall not have a vote.

Section 2. The Library Director shall issue notice of all regular and special meetings.

Section 3. The Library Director shall make monthly reports to the Board showing in detail the amount and investment of, and income and disbursements from, the funds in his or her charge.

Section 4. The Library Director, with Board approval, shall submit the required annual report to the Division for Libraries, Technology and Community Learning, and the village board.

Article VIII Conflict of Interest

Section 1. Board members may not in their private capacity negotiate, bid for, or enter into a contract with the Mukwonago Community Library in which they have a direct or indirect financial interest.

Section 2. A board member shall withdraw from Board discussion, deliberation, and vote on any matter in which the Board member, an immediate family member, or an organization with which the Board member is associated has a substantial financial interest.

Section 3. A board member may not receive anything of value that could reasonably be expected to influence his or her vote or other official action.

Article IX General

Section 1. An affirmative vote of the majority of all members of the Board present at the time shall be necessary to approve any action before the Board. The president may vote upon and may move or second a proposal before the Board.

Section 2. Any rule or resolution of the Board, whether contained in the these bylaws or otherwise, may be suspended temporarily in connection with business at hand, but such suspension, to be valid, may be taken only at a meeting at which two-thirds of the members of the Board are present and two-thirds of those present so approve.

Section 3. These bylaws may be amended at any regular meeting of the Board by majority vote of all members of the Board, provided written notice of the proposed amendment shall have been mailed to all members at least ten days prior to the meeting at which such action is proposed to be taken.

Adopted by the Board of Trustees of the Mukwonago Community Library on the 15th day of March, 2018.

Howard Pringle
President

Nick Reichhoff
Secretary

Revision History

- 21 July 2016:** Revised Article I to show library type as specified by Statute
Revised Article II, Section 1 to delineate Board appointments and terms of office
Revised Article III, Section 6 to permit Director to appoint a staff member to take minutes in absence of Secretary
Revised Article IV, Section 1 to list meeting Board schedule and to list purpose of Annual Meeting
Revised Article IV, Section 2 to clarify and expand agenda posting requirements
Revised Article IV, Section 3 to clarify and expand minutes posting requirements
Added Article V, Section 3 to delineate responsibilities of Policy Committee
Revised and Expanded Article VII by moving references to Library Director responsibilities from previous locations in Article III, Section 6, Article III, Section 7, and Article VI, Section 8.
Added Section markers to Article VII.
Revised adoption date and signatory Board officers
- 15 September 2016:** Revised Article II, Section 1 to specify approval of Board Village and School appointments by Village Board.
- 19 January 2017:** Revised Article IV, Section 1 to change Board meeting time from 7 p.m. to 6 p.m.
- 18 May 2017:** Revised Article IV, Section 3 to clarify draft and approved minutes distribution, specify that the Library Director is custodian of records, and that Board meetings may be recorded and retention of those recordings.
- 17 August 2017:** Revised Article II, Membership. Added Section 3 - Removal of Board Members.
Revised Article III, Officers. Modified Section 2 to have eliminate the use of a nominating committee and have the Board meet as a Committee of the Whole to nominate Board officers.
- 18 January 2018:** Revised Article IV, Meetings, Section 5 adding Paragraph b to provide for a 3 person quorum to permit only for the paying of bills in the event of a lack of full meeting quorum.
- 15 March 2018:** Revised Article II, Membership. Modified Section 3. Added paragraph on removal of Board Member for cause.
Revised Article IV. Meetings, Section 5 to add that a quorum may consist of Board Members attending via videoconference or teleconference.
- 21 June 2018:** Revised Article IV. Meetings, Section 2 to include usage of a consent agenda.

- 20 June 2019:** Revised Article II, Section 1 to include “Three-year Board appointments run through June with new terms starting on July 1st”
- 20 June 2019:** Revised Article IV, Section 1 to revise the section indicated that Board meetings have now moved to the second Thursday of each month
- 9 December 2021:** Article II, Section 1 and Article IV, Section 5 updated to reflect adoption of Electronic Meetings Policy.

DRAFT

Mukwonago Community Library
Credit Card Use for Payment of Library Fines and Fees Policy
DRAFT presented to Policy Committee December 2, 2021

To expedite library payments and for the convenience of Library customers, the Mukwonago Community Library (the Library) accepts Mastercard, Visa or Discover credit cards payments or Mastercard, Visa or Discover debit cards run as credit card transactions by adults age 18 and older. The Library will not accept American Express. The Library requires full payment of any outstanding bills when a customer uses a credit card or debit card for payment to the Library. A convenience fee of one dollar is charged for each debit/credit swipe.

The Library reserves the right to refuse service or cancel transactions. Completion of a payment transaction is contingent upon both the authorization of payment by the Credit Card Company or financial institution and acceptance of payment by the Library. If a credit card payment cannot be processed, the Library will attempt to notify the customer using the contact information provided. The credit card user remains solely responsible for payments due.

The library is not responsible for debit/credit card transactions paid by unauthorized users. Unauthorized use of patron debit/credit to pay library bills should be handled by the patron with their credit card company.

The Library will accept debit/credit card payments for the following library charges:

- Library fines
- Lost or destroyed materials replacement
- Replacement library card charges
- Collection agency fees
- Computer print fees
- Fax fees
- Photocopier fees
- Book sale and merchandise purchases

Processing time for credit card payments

Staff and any automated processes should wait until the debit/credit payment is complete before applying payment to customer's account. If the transaction is denied, staff should not continue trying to process the debit/credit payment.

Payment receipts

Payment receipts are available immediately when using your credit card in the library. The library also retains a copy of all receipts.

Prohibited Credit Card Activities

The Library prohibits certain debit/credit card activities that include, but are not limited to:

- Accepting payment cards for cash advances or cash back exceeding the total fines and fees owed to the Library
- Discounting fines or fees based on the method of payment

Chargebacks

Occasionally a customer will dispute a credit card transaction, ultimately leading to a chargeback. With a chargeback, the Library staff person initiating the transaction notifies the Administrative Office and provides appropriate supporting documents.

Privacy Statement

We respect your privacy! Credit card payment details collected electronically are encrypted using secure server technology that is PCI compliant. At no time does the Library store credit card information. This information is only made accessible to authorized credit card vendors and financial institutions to complete your transaction.