

Village of Mukwonago
Notice of Meeting and Agenda

LIBRARY BOARD OF TRUSTEES MEETING
Thursday, March 14, 2024

Time: **6:00 pm**

Place: **Mukwonago Community Library, 511 Division Street, Mukwonago, WI 53149
and via Zoom**

Zoom Login Information

<https://us02web.zoom.us/j/87407040519?pwd=dkFyaStpNnJXdms2ZlhaZjE3UzVhZz09>

1. Call to Order

2. Roll Call and Introduction of Guests

3. Approval of Minutes

3.a Minutes from February 8, 2024

[Library Board Meeting Minutes 20240208_unapproved.pdf](#)

4. Comments from the Public

The Public Comment Session shall last no longer than fifteen (15) minutes and individual presentations are limited to three (3) minutes per speaker. These time limits may be extended at the discretion of the Chief Presiding Officer. The 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 Board as a body. Presentations shall not deal in personalities personal attacks on members of the Board, the applicant for any project or Village employees. Comments, questions and concerns should be presented in a respectful professional manner. Any questions to an individual member of the Commission or Staff will be deemed out of order by the Presiding Officer.

5. Audit and Approval of Monthly Expenditures

5.a Invoices and Executive Summary for March 2024

[Financial 2024 March Executive Summary 20240314.pdf](#)

[Financial 2024 March Invoices 20240314.pdf](#)

6. Committee & Community Reports

6.a Village Board Representative Report

6.b Friends of the Library Report

6.c Building & Grounds Committee - did not meet on February 19, 2024; next scheduled meeting Monday, June 17, 2024 @ 6:30pm

6.d Finance Committee - next scheduled meeting July 22, 2024 @ 6:30pm

6.e Grutzmacher Collection Committee - next scheduled meeting March 21, 2024 @ 6:00pm

6.f Personnel Committee - next scheduled meeting July 18, 2024 @ 6:00pm

6.g Policy Committee - next scheduled meeting May 20, 2024 @ 11:00am

6.h Ad Hoc Building Renovation Committee - last met March 13, 2024

7. Library Director Report

7.a Library Director Report - March 2024: Reflections on February
[The Directors Report_03 March 2024.pdf](#)
[2024 February Shelf Life Newsletter.pdf](#)

8. Discussion/Action Items

8.a Strategic Plan 2023-2025 Updates
Discussion and possible action on updates on the implementation of the Strategic Plan 2023-2025.
[Strategic Plan 2023-2025_Operational Priorities and Implementation Updates 20240314.pdf](#)

8.b Allowable Costs
Discussion and possible approval of Allowable Costs for Waukesha County.
[Allowable Costs Form for 2024 budget_for LB 20240314_unapproved.pdf](#)

8.c Physical Return to Home of Hollister Mound Item
Discussion and possible action on Wilton Rancheria's request for Director Armour to deliver repatriated Hollister Mound item to Sacramento, California, this spring and to pay for travel expenses inherent to carrying out this part of NAGPRA compliance.
[Information on Wilton Rancheria Request to Return Repatriated Item 20240308.pdf](#)

8.d Trustee Training
Discussion of article entitled "Working With the Media" from the ALA's Intellectual Freedom Manual in regards to updates to the Emergency Preparedness Policy.
[Working with the Media_Intellectual Freedom Manual.pdf](#)

9. Referral Items

10. Confirm Next Meeting Date

The next regularly scheduled Library Board meeting is on April 11, 2024, at 6:00pm.

11. 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.

Village of Mukwonago
DRAFT MINUTES OF THE LIBRARY BOARD MEETING
Thursday, February 8, 2024

Time: **6:00 pm**

Place: **Mukwonago Community Library, 511 Division St., Mukwonago, WI 53149**
and via Zoom

Call to Order

The President H. Pringle called the meeting to order at 6:05 p.m. located in the Mukwonago Community Library Community Room, 511 Division St., Mukwonago, WI 53149

Roll Call and Introduction of Guests

Board Members Present

E. Brill
J. Gasser
S. Kaufman
E. Pautz
H. Pringle
D. Whalen

via Zoom

D. Magolan
M. Penzkover
M. Lacock

Excused

J. Darin
C. Stienstra

Also Present

A. Armour, Library Director

Comments from the Public

None.

Approval of Minutes

E. Brill/S. Kaufman motioned to approve the minutes from the Board of Trustees meeting on January 11, 2024. Unanimously carried.

Audit and Approval of Monthly Expenditures

E. Pautz/M. Lacock motioned to approve the invoices and executive summary for year-end 2023 and February 2024. Unanimously carried.

Committee Reports *Committee chairperson will report on any recent committee activity. There will be no discussion or action on anything reported out.*

Village Board Representative Report - E. Brill thanked A. Armour for attending the Village COW meeting and presenting MCL updates. Also, as of last night the Village has an interim Village Administrator, D. Dykstra will be taking over that role until the position is posted and filled.

Friends of the Library Report - Chris Slauson informed the Board that the Friends have a new President, Paula Brierton. At their next meeting one agenda item will be the book bike. The Friends are hoping to aid in assisting with brainstorming ideas for the book bike as they had contributed significant funding for that project initially and have heard the issues that now surround that contribution. Won-a-Go Biking is scheduled to come tomorrow to view the book bike and give additional information to the Friends. Everything will be presented to MCL staff regarding potential options for staff to then make final decisions.

Building & Grounds Committee - next meeting scheduled is February 19, 2024 at 6:30pm

Finance Committee - next scheduled meeting is July 22, 2024 at 6:30pm

Grutzmacher Collection Committee - next scheduled meeting is March 21, 2024 at 6:00pm

Personnel Committee - last met January 18, 2024; next scheduled meeting July 18, 2024 at 6:00pm - items related to that meeting are on the agenda

Policy Committee - last met January 15, 2024; next scheduled meeting May 20, 2024 at 11:00am - items related to that meeting are on the agenda

Library Director Report The Library Director Report is for information only.

A. Armour shared information about the new Director's report and Shelf Life newsletter and how these came to fruition. A. Armour explained the new NAGPRA regulations as well as what is going on regarding the packing of the Grutzmacher Collection at the Red Brick Museum by Driftless Pathways.

Discussion/Action Items

Strategic Plan 2023-2025 Updates

Discussion and possible action on updates on the implementation of the Strategic Plan 2023-2025.

A. Armour noted that we are plugging away at each item and documenting appropriately, please feel free to reach out with any questions.

2023 Annual Report

Discussion and possible action on approving the 2023 Annual Report.

H. Pringle noted that signatures of the President and Director as well as the approval of the MCL Board are required for this document. Further discussion surrounded what the report entails.

D. Whalen/M. Penzkover motioned to approve the statistical portion of the 2023 Annual Report as presented. Unanimously carried.

2023 Annual Report Statement Concerning Public Library System Effectiveness
Discussion and possible action on approving statement of effectiveness concerning the Bridges Library System's ability to meet the needs of the library.

A. Armour noted that this portion of the annual report states the Board feels Bridges Library System has effectively supported MCL throughout 2023.

J. Gasser/D. Magolan motioned to approve Howard signing and the submission of the 2023 Annual Report Statement Concerning Public Library System Effectiveness. Unanimously carried.

Emergency Preparedness Policy

Discussion and possible action on the Policy Committee's recommendation to approve and adopt the updated Emergency Procedures including renaming them to the Emergency Preparedness Policy.

H. Pringle noted that this has been adapted into a policy versus listing exact procedures that would be followed. These adjustments ensure there are no gaps within the policy and that MCL's procedures are not forward facing; rather the policy is at the public's disposal. Further updates were discussed.

E. Brill/D. Magolan motioned to adopt the Emergency Preparedness Policy as presented. Unanimously carried.

Personnel Policy

Discussion and possible action on recommendation from Personnel Committee to approve and adopt the updated Personnel Policy.

D. Whalen noted that the Personnel Committee is recommending this policy for adoption. This updated MCL Personnel Policy reflects changes and methodology that are occurring on the Village level. Further discussion followed regarding specific adjustments.

E. Brill/M. Lacock motioned to approve the updated MCL Personnel Policy as presented pending any changes of the "Village" wording deemed necessary. Unanimously carried.

Ad Hoc Building Renovation Committee

Discussion and possible action on approving members of the ad hoc Building Renovation Committee.

A. Armour noted that all pending ad hoc building renovation committee members have accepted pending the Board approval. The meetings will begin this March due to the availability of Engberg Anderson Architects. Further discussion centered around members and the April election cycle.

S. Kaufman/M. Penzkover motioned to approve the ad hoc Building Renovation Committee members. Unanimously carried.

Physical Return to Home of Hollister Mound Item

Discussion and possible action on Wilton Rancheria's request for Director Armour to deliver repatriated Hollister Mound item to Sacramento, California this spring and to pay for travel expenses inherent to carrying out this part of NAGPRA compliance.

A. Armour noted that the item from Hollister Mound in the Sacramento area of California is still in our possession and is under a care and custody agreement since it was legally repatriated to Wilton Rancheria in April 2023. C. Dowdle is the Wilton Rancheria representative that contacted A. Armour and explained that there is a planned reburial for late spring/early summer. The current ask from Wilton Rancheria is to have A. Armour flying with this item to California. There was significant discussion as this is MCL's first repatriation that would be physically returning an item to a Tribe. A. Armour made note of all questions and will be reaching out to Bernstein and Associates as well as C. Dowdle for clarification prior to the Board making a motion.

Referral Items

None.

Confirm Next Meeting Date

Regular Library Board on Thursday, March 14, 2024 at 6:00pm

Adjournment

D. Whalen/E. Brill motioned to adjourn the meeting. Unanimously carried. Meeting was adjourned at 7:09 pm.

Mukwonago Community Library Executive Summary 2024

As of 3/14/2024

Account	Budget	Amount Used	Account Balance	% of Budget Used
5110 - Salaries & Wages	680,050.00	97,757.63	582,292.37	14.4%
5112 - Social Security	52,817.00	7,453.56	45,363.44	14.1%
5152 - Retirement	48,359.00	7,248.64	41,110.36	15.0%
5154 - Health	84,728.00	16,278.72	68,449.28	19.2%
5158- OPEB Payout	3,000.00	0.00	3,000.00	0.0%
5159 - Other Fringe Benefits	4,520.00	182.50	4,337.50	4.0%
5219 - Professional Services	4,000.00	0.00	4,000.00	0.0%
5220 - Contractual Services	32,500.00	3,413.46	29,086.54	10.5%
5221 - Water & Sewer	3,000.00	0.00	3,000.00	0.0%
5222 - Electric	34,500.00	4,353.41	30,146.59	12.6%
5224 - Gas	12,500.00	4,273.21	8,226.79	34.2%
5225 - Telephone	10,700.00	1,771.32	8,928.68	16.6%
5226 - Insurance	10,000.00	227.00	9,773.00	2.3%
5310 - Outside Services	16,000.00	2,948.22	13,051.78	18.4%
5311 - Operational Supplies	10,000.00	2,217.39	7,782.61	22.2%
5312 - Printing	1,400.00	144.31	1,255.69	10.3%
5314 - MetaSpace 511 Equip & Fixtures	1,000.00	0.00	1,000.00	0.0%
5315 - Postage	600.00	170.66	429.34	28.4%
5316 - Collection Maintenance & Repair	6,000.00	2,517.10	3,482.90	42.0%
5317 - MetaSpace Maintenance	5,000.00	2,182.09	2,817.91	43.6%
5318 - Thingery Maintenance	3,500.00	145.72	3,354.28	4.2%
5326 - Periodicals	1,000.00	885.37	114.63	88.5%
5327 - Newspapers	2,000.00	964.52	1,035.48	48.2%
5328 - Books	70,000.00	14,042.58	55,957.42	20.1%
5329 - AV Materials	11,000.00	2,201.29	8,798.71	20.0%
5330- Thingery Collection	1,000.00	0.00	1,000.00	0.0%
5331 - Programming	10,000.00	1,990.30	8,009.70	19.9%
5332 - Mileage	500.00	35.38	464.62	7.1%
5333 - Outreach	3,000.00	299.96	2,700.04	10.0%
5335 - Training & Travel	7,000.00	1,380.76	5,619.24	19.7%
5340 - Electronic Tools & Services	9,900.00	3,381.47	6,518.53	34.2%
5341 - Cafe	25,687.00	25,687.00	0.00	100.0%
5343 - Data Lines	1,200.00	0.00	1,200.00	0.0%
5344 - Shared County Databases	1,256.00	1,256.00	0.00	100.0%
5349 - Digital Collections	18,842.00	10,037.66	8,804.34	53.3%
5395 - Repairs & Maintenance	10,000.00	4,341.68	5,658.32	43.4%
5399 - Other	400.00	0.00	400.00	0.0%
5810 - Furniture & Fixtures	1,000.00	80.00	920.00	8.0%
581100 - Equipment <\$5,000			(69.85)	
511105 - Equipment >\$5,000				
TOTAL Budget Accounts	1,197,959.00	219,868.91	978,020.24	18.4%
<i>Donation Accounts</i>				
Balance from 2023	49,222.81			
4890 - Donations Revenue 2024			9,257.58	

5806 - Donation Expenditures 2024			(15,796.43)	
TOTAL Donation Accounts	42,683.96		(6,538.85)	
OVERALL TOTAL			971,481.39	

**Mukwonago Community Library
REVENUE 2024**

Department Name	2024 Budget	As of 2/29/2024	
Property tax	573,973	451,565	79%
Inter Gov Revenue	593,704	7,668	1%
Copies & Faxes	5,500	1038	19%
Material Replacement	1,000	173	17%
Book Sale Revenue	3,500	1,835	52%
Fines	13,000	2,796	22%
Misc. Revenue	0	167	
Interest Revenue	7,282	2,234	31%
Total Revenue	1,197,959	467,477	39.0%

MUKWONAGO COMMUNITY LIBRARY**ACCOUNT #440-5511 LIBRARY****March 14, 2024**

Account	Vendor	Memo	Amount
5220 Contracted Services	Great America Financial Services	4/10/24-5/9/24	353.14
5220 Contracted Services	Taylor Computer Services	Cloud Backup annual service	612.00
5222 Electric	WE Energies	12/21/23-1/23/24	2178.54
5222 Electric	WE Energies	1/23/24-2/20/24	2174.87
5224 Gas	WE Energies	11/20/23-12/21/23	1362.00
5224 Gas	WE Energies	12/21/23-1/23/24	1920.68
5224 Gas	WE Energies	1/23/24-2/20/24	990.53
5225 Telephone	Brightspeed	1/21/24-2/20/24	191.13
5225 Telephone	Brightspeed	2/21/24-3/20/24	190.20
5225 Telephone	Spectrum Business / Charter	1/28/24-2/27/24	292.99
5225 Telephone	Vonage- Village Charge	2/11/24-3/10/24	400.21
5310 Outside Services	Alsco	Mats & Dusters	79.42
5310 Outside Services	America Aquaria	Fish Tank maintenance	85.00
5310 Outside Services	CivicPlus- Village Charge	Emergency notification system	551.25
5310 Outside Services	Credit Card Monthly Fee	Elavon February	59.99
5310 Outside Services	Credit Card Processing Fee	February Elavon	26.13
5310 Outside Services	Credit Card Monthly Fee	2/16/24-3/1/24	9.95
5310 Outside Services	Credit Card Processing Fee	2/16/24-3/1/24	5.63
5310 Outside Services	Credit Card Processing Fee	2/2/24-2/9/24 Seed Live	2.83
5310 Outside Services	Credit Card Processing Fee	2/9/24-2/16/24 Seed Live	5.07
5310 Outside Services	Klassy Kleaners	February Cleaning	960.00
5311 Operational Supplies	Amazon Business	Cleaning & General supplies	558.78
5311 Operational Supplies	Bridges Library System	Library Cards & Receipt Paper	533.47
5311 Operational Supplies	Horn Feeds-Village Account	Salt	22.50
5311 Operational Supplies	Metro Market- Village Credit Card	Staff leaving	21.52
5311 Operational Supplies	Metro Market- Village Credit Card	Staff leaving	9.99
5311 Operational Supplies	Metro Market- Village Credit Card	Staff leaving	15.27
5311 Operational Supplies	Office Pro/ Village Charge	Copy Paper	16.63
5311 Operational Supplies	Parts Warehouse- Village Credit Card	Vacuum belt	15.09
5311 Operational Supplies	Quill	Cleaning Supplies	122.83
5311 Operational Supplies	Walgreens- Village Credit Card	cleaning Supplies	26.52
5311 Operational Supplies	Walmart- Village Credit Card	Cleaning Supplies	75.73
5312 Printing	DeLage Financial- Village Charge	Lease	18.08
5312 Printing	Gordon Flesch- Village Charge	copies	12.89
5312 Printing	Gordon Flesch- Village Charge	Lease	18.32
5312 Printing	Gordon Flesch- Village Charge	copies	17.25
5312 Printing	James Imaging Systems- Village Charge	Copies	41.37
5315 Postage	Postage Used	January	18.27
5315 Postage	Postage Used	February	11.52
5315 Postage	Quadient Leasing- Village Charge	Postage Machine Lease	66.37
5316 Collection Maintenance & Bridges Library System		RFID Tags	583.73

5316 Collection Maintenance & Demco		Striped Dots	94.52
5317 MetaSpace Maintenance	Amazon Business	MetsSpace Program Supplies	1455.81
5318 Thingery Maintenance	Amazon Business	Thingery maintenance	76.75
5318 Thingery Maintenance	Netflix- Village Credit Card	3/1/24-3/31/24	22.99
5327 Newspapers	Wall Street Journal- Village Credit Card	1st Quarter subscription	164.97
5328-5700 Books	Amazon Business	Books	204.25
5328-5700 Books	Baker & Taylor	Books	316.25
5328-5700 Books	Baker & Taylor	Books	26.53
5328-5700 Books	Baker & Taylor	Books	107.00
5328-5700 Books	Baker & Taylor	Books	832.29
5328-5700 Books	Baker & Taylor	Books	53.11
5328-5700 Books	Baker & Taylor	Books	412.94
5328-5700 Books	Baker & Taylor	Books	183.92
5328-5700 Books	Baker & Taylor	Books	137.96
5328-5700 Books	Baker & Taylor	Books	855.37
5328-5700 Books	Baker & Taylor	Books	35.41
5328-5700 Books	Baker & Taylor	Books	208.12
5328-5700 Books	Baker & Taylor	Books	35.99
5328-5700 Books	Baker & Taylor	Books	319.26
5328-5700 Books	Baker & Taylor	Books	196.63
5328-5700 Books	Baker & Taylor	Books	484.82
5328-5700 Books	Baker & Taylor	Books	1169.71
5328-5700 Books	Baker & Taylor	Books	6.42
5328-5700 Books	Brodart	Books	90.41
5328-5700 Books	Brodart	Books	374.61
5328-5700 Books	Brodart	Books	206.01
5328-5700 Books	Brodart	Books	103.81
5328-5700 Books	Brodart	Books	527.17
5328-5700 Books	Brodart	Books	367.78
5328-5700 Books	Brodart	Books	273.27
5328-5700 Books	Cengage Learning	Books	81.57
5328-5700 Books	Center Point Large Print	Books	27.27
5329-5700 AV Material	Amazon Business	DVD	981.61
5329-5700 AV Material	Blackstone Publishing	Audio Books	53.88
5331 Programming	Amazon Business	YS Program Supplies	151.79
5331 Programming	Amazon Business	Adult Program Supplies	67.19
5331 Programming	Collaborative Summer Library Program	Prizes & Posters	80.10
5331 Programming	Collaborative Summer Library Program	Prizes & Posters	187.95
5331 Programming	Hahn Ace- Village Credit Card	Nails for Adult Program	21.49
5331 Programming	Hahn Ace- Village Credit Card	Ear Plugs	13.47
5331 Programming	Hobby Lobby- Village Credit Card	Adult Program Supplies	74.60
5331 Programming	Metro Market- Village Credit Card	Adult Program Prize	50.00
5331 Programming	Pewaukee Public Library	Costume Rental	160.00
5331 Programming	SchoolLife- Village Credit Card	SLP Supplies	100.40
5331 Programming	Walmart- Village Credit Card	Adult Program Supplies	15.29
5331 Programming	Walmart- Village Credit Card	D&D Program Supplies	25.96

5332 Mileage	Eric Huemmer	Book Delivery	35.38
5335 Training & Travel	Eventbrite- Village Credit Card	Webinar on Maniging Conflict	285.54
5340 Electronic Tools & Service	Bridges Library System	Movie License	465.00
5340 Electronic Tools & Service	UKG- Village Charge	FedEx Shipping	4.26
5340 Electronic Tools & Service	UKG- Village Charge	FedEx Shipping	9.16
5340 Electronic Tools & Service	UKG- Village Charge	Payroll	330.72
5341 Cafe	Bridges Library System	Annual Support	25687.00
5344 Shared County Databases	Bridges Library System	Share of Database cost	1256.00
5349 Digital Collections	Bridges Library System	Advantage Program	4467.00
5349 Digital Collections	Midwest Tape	Hoopla	1065.95
5395 Repairs & Maintenance	IKM Building Solutions	Troubleshoot HWV on AHU-1	417.00
5395 Repairs & Maintenance	Roman Electric	Change lights to higher wattage	3924.68
5810 Furniture & Fixtures	Walmart- Village Credit Card	Microwave	80.00

TOTAL REGULAR ACCOUNTS \$ 64,122.03

Donation Expense Designated	Bernstein & Associates	NAGPA Consultant	920.00
Donation Expense Designated	Bernstein & Associates	NAGPA Consultant	720.00
Donation Expense Designated	Betty Brinn Childrens Museum- Village C	Explore Pass- PD by Friends	500.00
Donation Expense Designated	Bridges Library System	BookPage Paid By Friends	473.04
Donation Expense Designated	Driftless Pathways	Pack & Move Grutzmacher Colle	7000.00
Donation Expense Designated	Engberg Anderson Architects	Preliminary Design	1200.00
Donation Expense Designated	Friends Of The Domes	Explore pass PD by Friends	500.00
Donation Expense Designated	Milwaukee Art Museum	Explore Pass/ PD by Friends	600.00
Donation Expense Designated	Schlitz Audubon-Village Credit Card	Explore Pass/ PD by Friends	70.00
Donation Expense Designated	Seed Savers Exchange- Village Credit Ca	Seeds PD by Friends	15.38
Donation Expense Designated	Seed Savers Exchange- Village Credit Ca	Seeds PD by Friends	111.07
Donation Expense Designated	Seed Savers Exchange- Village Credit Ca	Seeds PD by Friends	67.65

Director	Treasurer	Total Donation Expenses	12,177.14
		To Be Reimbursed	12177.14
		Regular Donation Expenses	0.00

Secretary

Total Expenses \$ 76,299.17

THE DIRECTOR'S REPORT

MARCH 2024

MUKWONAGO COMMUNITY LIBRARY

reflections on February

*from the desk of
Abby Armour*

NEWS YOU CAN USE

Two staff members, Maria Petrella and Eric Huemmer, resigned this month to take other jobs. I wish them all the best!

This has led to several transitions and means that much of my time this month has been focused on personnel management:

- **James Pride** stepped in to the role of Circulation Specialist.
- I have taken over marketing duties temporarily and **Chris Stape** will now be in charge of Memory Cafes and outreach to Linden Grove.
- Associate Director Cathryn Kim identified several times during the week where we get behind on vital tasks that snowballs to major backups in circulation. We have **strategically added 2 labor hours to the circulation area** to keep circulation smooth and consistent.
- After examining the budget, I also determined that I could hire **another Library Associate** with an emphasis on tween and teen programming.



Mark your calendars!

National Library Week 2024

April 7 - April 13

Summer Library Program Kick-Off

June 8

We will need volunteers!



ADVOCACY

Each year I attend Library Legislative Day in Madison. This day is organized by the Wisconsin Library Association (WLA) to connect library staff, trustees, and friends to their state legislators and to advocate for library system funding. This year I was proud to bring Associate Director Emily Ceithamer as well as library enthusiasts Sandy and Carmen who shared stories of how our Library has made an impact in our community.

Why does this matter?

Because of this event, libraries are highly regarded by legislators in the state and they have shown their support by voting for funding increases. Developing these relationships ensures that state legislators have accurate information about topics like book challenges. Legislators are also reminded that libraries are a resource for them, too, as we invite them to hold listening sessions in our communities.

BY THE NUMBERS: FEBRUARY

46,375

Total 2024
physical + digital
circulation



19,080

physical item circulation
this month

3,566

digital item circulation
this month



408

community members
used our rooms
this month



489

new items added
this month



17,449

Total 2024
visits to the Library

116

new library cards
this month



1,051

people attended
programs this month



1,040

new library
cards in 2022

1,227

new library
cards in 2023

232

new library
cards in 2024

That's an
18%
increase!

We are already
at a 19.6%
increase over
2023!

Clients at Haase House using the ice cream maker we donated from our Thingery



When we determined that we could not safely maintain food-related Thingery items for circulation, we reached out to the library super-users at Haase House who took our ice cream maker for their enrichment activities.

COLLABORATIONS

The Friends of the Library have generously provided additional funding for more Explore Passes! Associate Director Emily Ceithamer has identified and begun purchasing passes we have never offered before, including the newest additions: **Waukesha County Historical Society** and **Racine Art Museum**. We now offer Explore Passes to 12 destinations - with more coming!

We couldn't do it without our Friends!

The Friends of the Library have consistently and generously purchased ALL of our Explore Passes since 2021.

1,249

Explore Pass circulations in 2023

\$6,146

Money donated for Explore Passes in 2024



THE DIRECTOR'S REPORT

Mukwonago Community Library

Mar. 2024 - Reflections on February

PAGE 2 OF 4

CIRCULATION & CUSTOMER EXPERIENCE TEAM

We hired three new Public Service Associates to ensure continued high quality service on the Circulation & Customer Experience Team. Associate Director Cathryn Kim has been hard at work creating schedules that enable training while handling coverage of core job duties. Thanks to all of our veteran Public Service Associates who have temporarily covered shifts!

Public Service Associates do a lot!

Our Public Service Associates (PSAs) are highly-skilled staff who have to be able to handle a wide variety of tasks - often simultaneously. Duties include:

- provide friendly and helpful customer service at the Circ Desk
- accurately check in/out books, DVDs, audiobooks...and kayaks!
- sort and organize books for shelving and holds
- count and maintain a variety of Thingery items with dozens of parts
- empty book drops, load and unload delivery bins, and shelf books - it's a physical job!

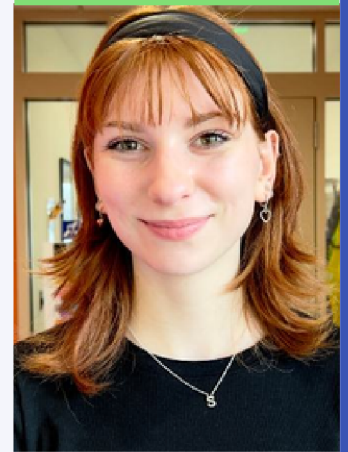


New PSAs Kayleigh, Macy, and Susan

Lauryn



Skylar



COLLECTIONS & PROGRAMS TEAM

We hired two new staff members to expand the capacity of the Collections & Programs Team!

- **Tweens & Teens** - Lauryn is our new Library Associate. She will take over the Teen Advisory Board, develop programs for tweens and teens, work at the Info Desk, and assist Jane DeAngelis with youth collection development.
- **STEAM Programs** - Skylar is our very first Maker In Residence! She will do some exciting programs in March like Fun with Slime and Candle Painting with Wax.

What is a Maker In Residence?

A Maker In Residence (MIR) works with our MetaSpace 511 Lead Innovator to create a program to teach the community based on their skills and interests. This 6-week mentor-based residency allows the MIR to develop critical career skills while sharing their talent - and we can provide more and widely-varied programs to our users!

This program is fully funded for the year by a grant from the Cudahy Foundation.

THE DIRECTOR'S REPORT

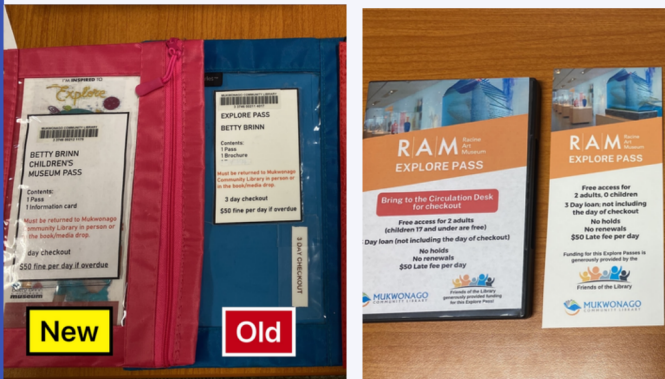
Mukwonago Community Library

NEW

COLLECTIONS

Associate Director Emily Ceithamer has excitedly started updating some collections. Improvements include:

- **Better Explore Pass packaging** - Standardized packaging makes it easier for staff to accurately circulate the Explore Passes and cohesive marketing makes it user friendly - while proudly showing the sponsorship by the Friends.



- **Lucky Day collection rebranding** - Formerly called the “This Just In” collection, we have re-branded it to the “Lucky Day” collection. These items are not holdable, meaning it’s your “lucky day” if you walk in to find them. Updating the name aligns with the term our digital collection on Overdrive uses and makes a more consistent experience for users.

Collection Maintenance = Less Friction

“Friction” is a business term that refers to anything that makes it harder for the user to get what they need. Collection maintenance is important because it eliminates barriers and makes it easier for users to find what they are looking for.



Above: Driftless Pathways packing up the Collection at Red Brick Museum

Below: All of the Library’s items on loan to MHMS in storage at the Red Brick Museum



GRUTZMACHER COLLECTION

The first phase of the flooring project at the Red Brick Museum concluded on February 14 when Driftless Pathways finished packing all the Grutzmacher Collection items on loan to MHMS. The frames were left on the wall but covered with plastic.

The Village has yet to start the actual flooring project, but the Library’s items are safely stored in boxes on-site until the project is complete and the Library Board determines next steps.

Until this project, these items were continuously on display since 1970.



SHELF LIFE

Mukwonago Community Library Newsletter



2023 By the Numbers

CHECK-OUTS

247,335
Total Checkouts

116,289
Children & Young
Adult Collection

131,046
Items from the
Adult Collection



197,914 of items
checked out from the
Library were **books**



10,306

Smart Locker Pick-ups
Launched in 2023, the
smart lockers allow
patrons to pick up their
holds at any time or day

PATRONS



110,909
Patron visits



3,470

Number of times patrons
used our study rooms
and event spaces

EVENTS & PROGRAMS



702
Programs
hosted at the
Library

1,744
Hours running
programs

309
Taxes filed via AARP
Tax-Aide Program



678
1-on-1 Appointments
in the MetaSpace 511



551
Scavenger Hunts
Completed



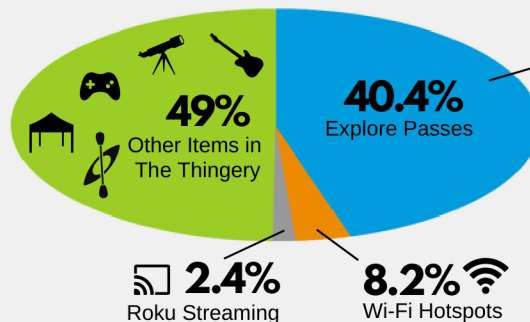
979
Annual Reading
Challenges



THE THINGERY
A LENDING LIBRARY OF THINGS

3,090
Items checked out from
The Thingery

1,040
Staff hours in 2023
dedicated to cleaning
and maintenance



1,249
Nearly **HALF** of the items
checked out from The Thingery
were **Explore Passes**,
generously paid for by the
Friends of Mukwonago
Community Library!



Note From The Director

Each year on the first Tuesday of February I attend Library Legislative Day at the state capitol in Madison. This day is coordinated by the Wisconsin Library Association to connect library staff, trustees, and library friends to their state legislators. We share stories of how important libraries are to their communities and advocate for appropriate funding. This is important work to ensure our legislators know that libraries provide a wide range of services and are vital community hubs and encourage them to vote for budgets and bills that support all the work we do.

This year I was excited to bring several representatives from Mukwonago. My new Associate Director of Collections and Programs, Emily Ceithamer, attended for the first time. Library super-supporters Sandy and Carmen also attended for the first time and shared first-hand just how important libraries are to seniors in our community. I am always so proud to share how amazing our Library is!



Abigail R. Armour
Abby Armour, Director



A Fresh Look at the Library

A BETTER USER EXPERIENCE

We have been working hard this year to add several updates throughout the Library to help improve your experience! Take a look on your next visit to the Library

- Due to it's popularity, The Thingery collection has been moved towards the front entrance for your convenience.
- New adult fiction and nonfiction materials are now surrounded by comfortable seating to enjoy while you make your selections.
- Our new Lucky Day Collection is now displayed in the center of the main walkway to showcase the hottest adult book titles.
- Our Café Catalog computers are now located on special color pillars for ease of searching.

- The lighting over the newly relocated large print adult collection has been increased to make browsing better.
- High contrast keyboard are now located at all of our public and Café Catalog computers for improve accessibility for users with low vision.



- An entire shelving unit has been added to the adult DVD collection which simplifies searching for TV shows and movies titles.

Featured Database: hoopla

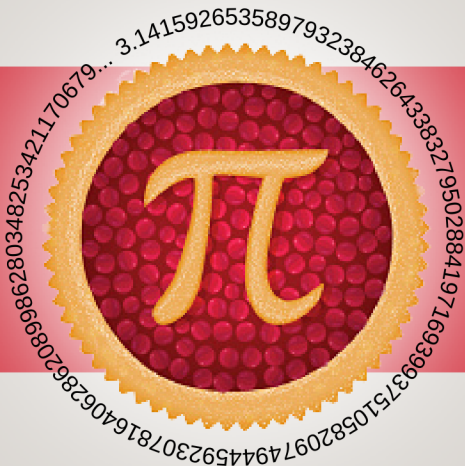
FREE WITH YOUR CAFE LIBRARY CARD

"Borrow and enjoy audiobooks, eBooks, comics, movies, TV, magazines, or music everywhere you have a screen—your computer, your phone, your car, even your TV. hoopla syncs across all your devices, so you can stream titles immediately or whenever you're in the mood. Most titles can also be downloaded to your phone or tablet. hoopla offers more content, in more places, than any other digital library platform and it's all FREE thanks to your public library!" (taken from www.hoopladigital.com)

Hoopla is completely free! All you need is your Café Library card and pin number. Download the app, visit our website, or scan this code to get started!



Enjoy hoopla on all your devices: smart TV, smartphone, MP3 player, tablet, and computer!



Mukwonago Community Library Celebrates International Pi Day

Indulge your taste buds while supporting our favorite local library!

THURSDAY, MARCH 14
11:30 AM - 5:00 PM

(while supplies last)

- Slice of Pie - \$2**
- Whole Pie Small - \$12**
- Whole Pie Large - \$16**

**CASH, CHECK, CREDIT CARD
ACCEPTED**



All proceeds benefit the Mukwonago Community Library.



A Makerspace for the Whole Community

Open Maker Hours

DROP IN AND SEE WHAT'S HAPPENING IN METASPACE 511

Did you know that MetaSpace 511 has Open Maker Hours?

Open Maker Hours are the days/times that MetaSpace 511 is staffed and the doors are open to the public so you can walk-in and work on projects, see what new things are happenings, and get help on creative projects. Check the Library Calendar or the MetaSpace 511 door for Open Maker Hours each month. If your project requires the use of specific equipment such as the laser machine, 3D printers, Cricut Maker, and laptops with design software like Cricut Design Space and CorelDraw, we recommend that you make a reservation for the equipment you need during Open Maker Hours. Any equipment that isn't reserved for the day is first come first serve. To make a reservation, please visit the Bookings page on our website to reserve equipment:



<https://www.signupgenius.com/go/10C0F44A8AC23A2FFC43-metaspace> or scan this code on your smart device. Select the equipment you wish to reserve using the tabs at the top of the Bookings page.



MONDAYS
1:30-6:30 PM

TUESDAYS
12:30-4:30 PM

THURSDAYS
11:30 AM-5:30 PM
(NOT AVAILABLE FEBRUARY 15)

FRIDAYS
10:30 AM-2:30 PM
(NOT AVAILABLE FEBRUARY 16)

Sublimation is all the rage in MetaSpace 511. Come on in to learn more!

Sublimation is a wonderful way to add full-color designs to your creative projects. Sublimation is like a dyeing process where you can print your design using sublimation ink on sublimation paper to transfer it to a blank item such as a mug, t-shirt, mousepad, and more. Sublimation is the process that merges the ink with the item and makes the images very durable

and long-lasting. We had a visit from a homeschool group this month and they made sublimation bookmarks with their favorite photos and drawings. Stop in soon for some creative inspiration and to try this process for yourself!



Have a question for the MetaSpace 511 crew?
Call (262) 363-6411 ext. 4111, or email: metaspace511@mukwonagolibrary.org

COMING IN MARCH!

Thanks to our generous Friends of the Library, we will be adding **TWO NEW EXPLORE PASSES** to our Thingery!



The Racine Art Museum is a prominent cultural institution dedicated to showcasing and celebrating contemporary visual arts located in



Racine, WI. Our pass allows free access for two adults; any children ages 17 and under are free.



Spanning the stories of earliest contact between Native Americans and European and American settlers to the rock and roll legacy of Les Paul, the historical society & museum is a portal for discovery and inspiration. This pass allows free access for two adults and two children ages 17 and under.

Eat. Sleep. Game. Repeat.

WE HAVE WHAT YOU NEED TO GET GAMING

Playing video games offers a thrilling escape into worlds filled with adventure and challenge. We have several opportunities for gamers to jump into the virtual realm. All you have to do is visit The Thingery to get started!



XBox One X Console and Games

Elevate your gaming experience with this immersive 4K HD console. Challenge your family and friends to an exciting racing game or thrilling battle royale with a wide variety of games available for all ages.



PS4 Console and Games

The Playstation 4 Pro Console available to check out features faster frame rates and vibrant graphics. Stop by the Library and grab some epic PS4 games. Invite some friends over for hours of epic gaming!



Nintendo Switch Devices and Games

The Thingery is home to two Switch devices you can take and play on-the-go. Don't forget that we also have additional games to borrow and use on our devices or your own.

Games for Older Consoles

If you have your own game console, we have additional games for Wii, Xbox 360, Xbox One, PS4, and Nintendo Switch.

Prefer Online Games?

We have four Chromebooks available for checkout to access fun and educational games online.



Diorama Contest

It's time to get creative! Children ages 5-18 are invited to submit a one-of-a-kind Peeps diorama inspired by your favorite book for a chance to win a Peep-tacular prize!

Entries will be accepted Monday, March 4 through Saturday, March 22.

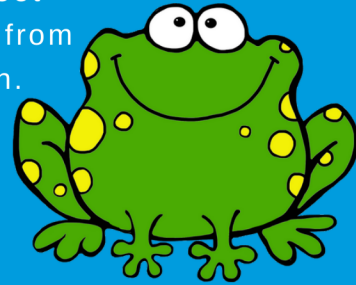
We will have one winner in each age category: ages 5-8, ages 9-12, and ages 13-18.

Just For Kids!

Can You Find Them All?

THE HUNT IS ON

Miss Jane has hidden several spring frogs around the Children's Area and we need your help to find them! Complete your scavenger hunt entry sheet and select a FREE book from the Prize Book Collection. This game ends Thursday, February 29.



Identify the Shadows

TAKE A GUESS FOR A CHANCE TO WIN!

Every February, we wait to see if the groundhog saw it's shadow. Miss Jane created a contest featuring the shadows of several other amazing animals. On your next visit, try and name them all for a chance to win Farkle, a dice-rolling, risk-taking family game! This contest is open to children of all ages and ends Thursday, February 29.



Chapter Books for Beginning Readers

CHECK OUT A BUNDLE TODAY!

As young readers grow from reader level books into chapter books, it can be overwhelming to find chapter books that fit their reading level among the hundreds of choices we offer. Miss Jane has bundled several exciting beginning reader chapter books to help you get started. Stop by the Children's Area on your next visit to see what adventures await your young reader!



Contact Us!

Mukwonago Community Library
511 Division Street
Mukwonago, WI 53149
262-363-6411
Director: Abby Armour
Email: info@mukwonagolibrary.org

Follow us!



Monday - Thursday 9 am - 8 pm
Friday 9 am - 6 pm
Saturday 9 am - 4 pm

Strategic Plan 2023-2025 Operational Priorities and Implementation Updates

Prepared by: Abby Armour

Updated for Library Board March 14, 2024

Purpose: This document takes the individual goals of the Strategic Plan and ranks them hierarchically based on importance and timeliness. Updates are provided to show progress on each goal.

Order of Operations Numbering Hierarchy:

0 - this must be in place before we can even think about anything else

1 - this is foundational to completing other goals

2 - this uses foundational work from "1" hierarchy to address a goal

3 - this uses information and/or findings from "1" and "2" hierarchy to complete a goal

Strategic Priority	Strategic Goal	Strategy	Strategy Owner	Time Frame	Order of Operations
EMBRACE COMMUNITY	We employ friendly, knowledgeable staff who are always available to help users with the wide variety of requests and needs found in a modern public library.	Conduct staff time study to determine gaps in needs and efficient use of skills and talent	Library Board and Director Armour	2023	0
		This goal has been met as of January 2024.			
EMBRACE COMMUNITY	We provide a variety of age-appropriate and accessible spaces that enable both independent and collaborative activities.	Revisit the space needs plan considering post-pandemic needs such as more study rooms	Library Board and Director Armour	2023	0
		→ See 2023 Updates for prior work on this goal • January 2024 Engberg Anderson begin update of space needs assessment • Ad Hoc Building Renovation first meets March 13, 2024			
EMBRACE COMMUNITY	We employ friendly, knowledgeable staff who are always available to help users with the wide variety of requests and needs found in a modern public library.	Examine staffing levels to determine what is needed to meet the demands of providing timely circulation, help at the Information Desk, and help at the Youth Services Desk	Library Board and Director Armour	2023	0
		→ See 2023 Updates for prior work on this goal • January 2024 deploy Sling for scheduling management; reduces staff hours devoted to scheduling and sick callouts; reduces errors in scheduling and improves Teams' communication; allows tracking staff hours and labor costs for Admin Team • Associate Director Kim identified times of the day where we would fall behind on tasks, creating a ripple effect throughout the week as we tried to catch up. Scheduling has been adjusted and 2 more labor hours have been allocated to the Public Service Associate positions to fix this. New schedule began March 2.			
CULTIVATE CONNECTIONS	We collaborate and partner with a wide variety of community organizations, businesses, schools, and governmental entities to further weave the library's presence in the community.	Examine staffing levels needed to build and sustain this level of integration into the community	Library Board and Director Armour	Continuous	1
		→ See 2023 Updates for prior work on this goal			
	We collaborate and partner with a wide variety of	Work with stakeholders on ensuring the Grutzmacher Collection is properly cared for, is compliant with NAGPRA, and readily available to the community	Adult Services Team, Library Board, and Director Armour	Continuous	1

CULTIVATE CONNECTIONS	community organizations, businesses, schools, and governmental entities to further weave the library's presence in the community.	→ See 2023 Updates for prior work on this goal • January 11, 2024 listening session with Driftless Pathways and MHMS to learn about Red Brick Museum flooring projects. • New NAGPRA regulations enacted on January 12, 2024. Director Armour, Associate Director Ceithamer, and three Board members attended virtual FAQ session provided by Bernstein & Associates • All loaned items at RBM have been packed and are stored onsite as of February 14, 2024.			
CULTIVATE CONNECTIONS	We provide user-friendly and appealing ways to learn about the Library.	Examine current website and determine if it meets the needs of users seeking information about the Library	Library Board and Director Armour	2023	1
→ See 2023 Updates for prior work on this goal					
CULTIVATE CONNECTIONS	We provide user-friendly and appealing ways to learn about the Library.	Invest in marketing and outreach materials	Library Board and Director Armour	Continuous	1
→ See 2023 Updates for prior work on this goal • Branded staff t-shirts purchased to be handed out at Staff Development Day January 2024.					
EMBRACE COMMUNITY	We employ friendly, knowledgeable staff who are always available to help users with the wide variety of requests and needs found in a modern public library.	Use data to analyze open hours and availability of staff to appropriately provide programs and services	Library Board and Director Armour	2023	1
→ See 2023 Updates for prior work on this goal					
EMBRACE COMMUNITY	We employ friendly, knowledgeable staff who are always available to help users with the wide variety of requests and needs found in a modern public library.	Provide, promote, and enable staff development opportunities that improve customer service and professional skills	Library Board and Director Armour	Continuous	1
→ See 2023 Updates for prior work on this goal					
EMBRACE COMMUNITY	We provide a variety of age-appropriate and accessible spaces that enable both independent and collaborative activities.	Work with Village to ensure Library building needs help fulfill Village goals	Library Board and Director Armour	Continuous	1
→ See 2023 Updates for prior work on this goal • Library and Village Trustee Brill appointed to Ad Hoc Building Renovation Committee					
EMBRACE COMMUNITY	We eliminate barriers to access in order to provide engaging and accessible ways for users to find what they need.	Provide, promote, and enable staff development opportunities that focus on serving underserved and marginalized populations	Library Board and Director Armour	Continuous	1
→ See 2023 Updates for prior work on this goal • Purchased several PLA webinars for leadership staff including "IDEAS (Inclusion, Diversity, Equity, and Accessibility Solutions) in the Library" and "Embracing a Public Service Mindset to Better Demonstrate Your Library's Value."					
EMBRACE COMMUNITY	We eliminate barriers to access in order to provide engaging and accessible ways for users to find what they need.	Conduct study to determine which geographic areas and demographics do not currently use the Library	Community Engagement Team and Director Armour	2023	1
→ See 2023 Updates for prior work on this goal					
INSPIRE CREATIVITY	We focus on providing early literacy collections, services, and programs for our growing community.	Assess the capacity of the Youth Services Department to meet the needs of young children, tweens, and teens	Library Board and Director Armour	2023	1
→ See 2023 Updates for prior work on this goal • March 2024 hired new Library Associate to focus programming on older children, tweens, and teens					
INSPIRE CREATIVITY	We focus on providing early literacy collections, services, and programs for our growing community.	Present regularly scheduled storytimes and programs built around early literacy concepts	Youth Services Team and Director Armour	Continuous	1
INSPIRE CREATIVITY	We focus on providing programs and services to meet the wide variety of interests and needs of older adults.	Assess the capacity of the Adult Services Department to meet the needs of adults, retirees, and older adults	Library Board and Director Armour	2023	1

INSPIRE CREATIVITY	We strive to build collections in all formats that reflect our community and satisfy their information, education, and entertainment needs.	Encourage staff to seek out professional development that shows them cutting-edge collection development techniques and fresh ideas for new collections → See 2023 Updates for prior work on this goal • Associate Director Ceithamer is taking master's level class on NAGPRA in spring 2024 • Director Armour and Associate Director Ceithamer attended the February 1, 2024 NAGPRA regulations FAQ session by Bernstein & Associates	Leadership Team and Director Armour	Continuous	1
INSPIRE CREATIVITY	We listen to our users and stakeholders on what they need and value in the Library.	Conduct frequent surveys in multiple formats to continuously gather data on user preferences, needs, and satisfaction → See 2023 Updates for prior work on this goal • Springn 2024 every program utilizes a uniform sign-in sheet which asks attendees if they have attended before and gathering data on where they learned about the program	Community Engagement Team and Director Armour	Continuous	1
CULTIVATE CONNECTIONS	We collaborate and partner with a wide variety of community organizations, businesses, schools, and governmental entities to further weave the library's	Provide, promote, and enable staff engagement at key community events → See 2023 Updates for prior work on this goal	Library Board and Director Armour	Continuous	2
CULTIVATE CONNECTIONS	We provide user-friendly and appealing ways to learn about the Library.	Explore options to utilize entryway for better communication of Library and community events and resources This goal has been met as of May 2023.	Leadership Team and Director Armour	2024	2
CULTIVATE CONNECTIONS	We provide user-friendly and appealing ways to learn about the Library.	Use data to determine the preferred communication platforms of our users and tailor our marketing accordingly → See 2023 Updates for prior work on this goal • Spring 2024 every program utilizes a uniform sign-in sheet which asks attendees if they have attended before and gathering data on where they learned about the program	Community Engagement Team and Director Armour	2024	2
EMBRACE COMMUNITY	We provide a variety of age-appropriate and accessible spaces that enable both independent and collaborative activities.	Conduct noise evaluation and explore solutions • January 2024 Engberg Anderson begin update of space needs assessment; noise identified as priority	Library Board and Director Armour	2024	2
EMBRACE COMMUNITY	We provide a variety of age-appropriate and accessible spaces that enable both independent and collaborative activities.	Use data to determine needs for youth and teen areas • January 2024 Engberg Anderson begin update of space needs assessment	Library Board and Director Armour	2024	2
EMBRACE COMMUNITY	We provide a variety of age-appropriate and accessible spaces that enable both independent and collaborative activities.	Examine the needs and location of the MetaSpace 511 → See 2023 Updates for prior work on this goal • January 2024 Engberg Anderson begin update of space needs assessment	Library Board and Director Armour	2024	2
EMBRACE COMMUNITY	We eliminate barriers to access in order to provide engaging and accessible ways for users to find what they need.	Explore the possibility of going fine free	Library Board and Director Armour	2024	2
		Examine shelving, displays, and furniture for ease of use and age-appropriate accessibility	Leadership Team and Director Armour	2023	2

EMBRACE COMMUNITY	We eliminate barriers to access in order to provide engaging and accessible ways for users to find what they need.	→ See 2023 Updates for prior work on this goal • January 2024 Engberg Anderson begin update of space needs assessment • January 2024 new standing catalogs installed; built based on observations of customer usage, are ADA compliant for users with white canes, have high contrast keyboards for low-vision users • January and February 2024 moved shelving to create a welcome, inviting browsing area upon entry. Added more study carrels and installed USB/USB-C/electrical outlets in each. Relocated large print section to provide more shelves and be near natural light and seating.			
EMBRACE COMMUNITY	We eliminate barriers to access in order to provide engaging and accessible ways for users to find what they need.	Explore options for displaying and storing The Thingery items	Technical Services Team, Library Board, and Director Armour	2024	2
		→ See 2023 Updates for prior work on this goal • January 2024 Engberg Anderson begin update of space needs assessment • Associate Director Ceithamer working with her Team to update Explore Pass marketing to be more user-friendly; will roll out with new Explore Passes being added in spring 2024 and will update all Explore Passes by summer 2024			
INSPIRE CREATIVITY	We focus on providing early literacy collections, services, and programs for our growing community.	Analyze youth program offerings to determine if we are meeting the needs of the community	Leadership Team and Director Armour	Continuous	2
INSPIRE CREATIVITY	We focus on providing early literacy collections, services, and programs for our growing community.	Examine the usage and available staffing of the Youth Services desk	Leadership Team and Director Armour	2024	2
INSPIRE CREATIVITY	We focus on providing programs and services to meet the wide variety of interests and needs of older adults.	Examine the usage and available staffing for services available to adults	Leadership Team and Director Armour	2024	2
		• February and March 2024 secured Friends of the Library volunteer help to pack spices/teas all year long so this popular program does not run out frequently • March 2024 developed a permanent volunteer sign up online; staff can continually submit low-level tasks for volunteers to select; already 6 separate high school students have volunteered for a total of 18 hours of packaging the Seed Library!			
INSPIRE CREATIVITY	We focus on providing programs and services to meet the wide variety of interests and needs of older adults.	Analyze adult program offerings to determine if we are meeting the needs of the community	Adult Services Team and Director Armour	Continuous	2
INSPIRE CREATIVITY	We strive to build collections in all formats that reflect our community and satisfy their information, education, and entertainment needs.	Assess The Thingery circulation, costs, and demands	Technical Services Team and Director Armour	2024	2
		• Staff stakeholders from circulation, collection development, and management met in January 2024 to discuss issues with The Thingery. Decided to eliminate all food-contact items due to inability to properly clean and sanitize them. Items were donated to Haase House. • Associate Director Ceithamer updated Explore Pass packaging and marketing to make it easier for users and staff to understand and circulate • Leadership Team rearranged workroom to make Thingery items easy to access for staff working at the Circulation Desk. • Associate Director Ceithamer and Materials Processor Indermuehle collaborated to identify items with poor cost-per-circ. These items only circulate 1-2 times per year but are time intensive to return to circulation (i.e. these items take 30+ minutes to check). These items were weeded.			
		Provide short surveys for attendees of programs, then utilize that data to determine future program needs.	Programming Team and Director Armour	Continuous	2

INSPIRE CREATIVITY	We listen to our users and stakeholders on what they need and value in the Library.	→ See 2023 Updates for prior work on this goal • Spring 2024 every program utilizes a uniform sign-in sheet which asks attendees if they have attended before and gathering data on where they learned about the program			
CULTIVATE CONNECTIONS	We collaborate and partner with a wide variety of community organizations, businesses, schools, and governmental entities to further weave the library's presence in the community.	Embed Library staff and programs in major events and influential organizations that already are providing service to the community	Programming Team and Director Armour	Continuous	3
CULTIVATE CONNECTIONS	We collaborate and partner with a wide variety of community organizations, businesses, schools, and governmental entities to further weave the library's presence in the community.	Encourage other organizations to see the Library as a platform and hub for presenting, connecting, and sharing with the rest of the community	Community Engagement Team and Director Armour	Continuous	3
EMBRACE COMMUNITY	We eliminate barriers to access in order to provide engaging and accessible ways for users to find what they need.	Explore technologies that help users find and get what they need faster and more efficiently	Leadership Team and Director Armour	Continuous	3
INSPIRE CREATIVITY	We focus on providing early literacy collections, services, and programs for our growing community.	Use data to analyze the youth collections to identify and address needs and weaknesses	Youth Services Team and Director Armour	Continuous	3
		February 1, 2024 accessed new collection analysis tool purchased by Bridges Library System. Associate Director Ceithamer and Youth Services Librarian DeAngelis began analyzing the collection for gaps. Will create a plan on how to use the information for future collection development.			
INSPIRE CREATIVITY	We strive to build collections in all formats that reflect our community and satisfy their information, education, and entertainment needs.	Use data to analyze the shifting demands between physical items and digital items	Selectors and Director Armour	2025	3
INSPIRE CREATIVITY	We strive to build collections in all formats that reflect our community and satisfy their information, education, and entertainment needs.	Use data to develop procedures for selection, deselection, and collection maintenance	Selectors and Director Armour	2025	3
INSPIRE CREATIVITY	We listen to our users and stakeholders on what they need and value in the Library.	Offer ways for users to recommend resources, programs, and services	Leadership Team and Director Armour	Continuous	3
		January 2024 began offering customers to fill out a book recommendation slip. Staff, book club, and customer recommendations are being shared on "shelf talkers" throughout the adult section.			
INSPIRE CREATIVITY	We listen to our users and stakeholders on what they need and value in the Library.	Develop workflow internally to share user suggestions and survey data amongst staff and close the loop on delivering outcomes in alignment with the data	Leadership Team and Director Armour	2025	3

Allowable Costs Worksheet for Waukesha County Libraries - in Bridges Library System

Instructions: Fill out the following financial information as they pertain to prior year actuals and the current year budget. For prior year actual information, please verify that all applicable information matches the reference fields certified in the annual report. For current year adopted budget information, please reflect the numbers adopted by your municipal entity, effective January 1.

Library Name:	Mukwonago			
Description	Annual Report Reference	2023 Actuals (Per Annual Report)	2024 Municipal Adopted Budget	Library Notes or Comments
Revenues				
Local Municipal Library Operating Revenue	Section V, 1 (for 2023) and Section V, 9 (for 2024)	\$518,315	\$573,973	
Home County Operating Revenue	Section V, 2(a)	\$486,624	\$513,751	
Other County Payments for Library Services	Section V, 2(b)	\$80,454	\$75,040	
State Funds (e.g. Innovation & Hoopla Grants)	Section V, 3	\$6,024	\$4,913	Hoopla grant: \$4,913
Federal Funds	Section V, 4	\$32	\$0	
Contract Income	Section V, 5	\$0	\$0	
Funds Carried Forward for Operations	Section V, 6	\$0	\$0	
All Other Operating Income	Section V, 7	\$160,208	\$30,282	
Indirect Cost Funding (If applicable and if not already counted in Municipal Operating Revenue)	N/A - Field should match Indirect Cost field in Expenditures listed below			
Total Revenues		\$1,251,657	\$1,197,959	
Expenditures				
Operating Expenditures	Section VI, 6	\$1,229,332	\$1,197,959	
Indirect Costs (If applicable and if not already counted in another field)	N/A - Field should match Indirect Cost Funding in Revenues listed above			
Total Operating Expenditures		\$1,229,332	\$1,197,959	
Library Capital and Debt	Section VII (1 & 2)	\$32,270		
Total Expenditures		\$1,261,602	\$1,197,959	

The information listed above is a correct statement of the Library's spending for 2023 actuals and 2024 budget. Please provide any additional comments in the box below.

Board President

Date

Library Director

Date

NAGPRA Research for Library Board: Wilton Rancheria's Request to Return Repatriated Item

Prepared by: Abby Armour

Date: March 8, 2024

Purpose: The following information has been collected to answer the Library Board's questions regarding the request posed to them on February 8, 2024 by Wilton Rancheria to have their item (formerly item number G01124) that was repatriated on April 11, 2023, flown to Sacramento, California in late spring or early summer in time for reburial with other Funerary Belongings and Ancestors from that mound.

Written Request from Wilton Rancheria (February 22, 2024)

Dear Mukwonago Community Library,

Wilton Rancheria would like to request the transport of our NAGPRA Collection, to California, via air flight. This is a very sensitive Collection since it contains our Ancestors' Funerary Objects, which are very delicate. We have some very easy guidelines to follow that we have developed with other Museums for such transport. Most Museums are beginning to understand the cost burden being placed on Tribes after collections are repatriated on paper and are trying to help with transportation and reburial costs. Since Wilton works very closely with California State University, Sacramento (CSUS) we have a great place to rehouse our Collection until we are ready for reburial.

Because Wilton Rancheria does not travel with our own Ancestors, nor their Funerary Belongings, we are asking if you can do as other Museums are doing and have one of your staff members fly with our Collection. It is our very strict policy that NAGPRA collections (especially those containing Ancestors and/or their Funerary Objects) are never mailed. There is too much risk involved. Flying with one of your staff members ensures that the Chain of Custody is not broken.

If utilizing one of your staff members is not doable, then we have two other options. The secondary choice would be to have your NAGPRA Consultant, Bernstein & Associates, fly our Funerary Belongings home. This is something that they are very familiar with. Our third, and least favorite option, would be to hire a courier service. The last two options will certainly be more costly than allowing a staff member to do the transport. We would absolutely love if Abby would be allowed to fly our Collection home to us. She has been stewarding this Collection beautifully and ensuring that it comes home in a timely and respectful manner. She is our preferred choice.

While I understand that NAGPRA is a very difficult endeavor for a Library such as yours, it is not impossible, nor does it have to be difficult. I am here to work with you and answer any questions you may have to ensure the safe return of our Ancestor's Belongings that are so far from home. Please feel free to ask me any questions in advance of your next meeting.

Thank you!



Cassie Dowdle

NAGPRA Manager

Cultural Preservation Department

Wilton Rancheria

Tel: 916.683.6000 ext 2016 | Fax: 916.683.6015

9728 Kent Street | Elk Grove | CA | 95624

cdowdle@wiltonrancheria-nsn.gov

wiltonrancheria-nsn.gov

Information from Bernstein & Associates

There is an option for MCL to apply for a [Repatriation Grant](#) through NNP. They amount up to \$25k and the due date for applications is **May 9, 2024**. You are allowed to ask NNP for permission to begin spending before the contract begins (they typically aren't awarded until August or September). A few notes:

- I recommend comparing the cost of taking the time to write the grant rather than just paying for the costs of the trip up front. Depending on how long you would need to stay in Sacramento (it's unlikely you could do it fully in one day), you would need to purchase a flight, transportation to Sac State, a hotel room for one night, and any meals.
- If the board decides that you do need to apply for a grant, I recommend coordinating with Cassie to see if there are any expenses Wilton will accrue for reburial that they would appreciate being covered. This will help with your application as well.
- I can guide you through the grant if you need assistance but paying B&A to write the grant for MCL would outweigh the cost of paying for the trip out of pocket.

While it is not required for the museum or agency to cover the cost of repatriation under the regulations, it is somewhat of an expectation and really the right thing to do (which I am sure you know already). Some Tribes are ok with mailing belongings, but if Wilton is requesting that you carrier them to Sacramento, I recommend following those instructions. All physical transfers will look different with each Tribe. We have had many other clients mail belongings of various sizes and covered the cost to do that unless otherwise directed by the Tribe.

Insurance

Confirmed February 21, 2024, by Mark Turner of R & R Insurance that item formerly known as G01124 would be covered by our fine arts rider while in transit.

Working with the Media

(<https://www.alastore.ala.org/content/intellectual-freedom-manual-tenth-edition>)

TRADITIONAL AND SOCIAL MEDIA

At any time, others may become aware of a library challenge, from word of mouth, social-media posts, online articles or blogs, or a board agenda posted publicly in the community. Concerned individuals may use traditional media sources or social-media platforms to share their viewpoints and attempt to sway public opinion. Rumors and opinions can escalate a challenge into a media wildfire.

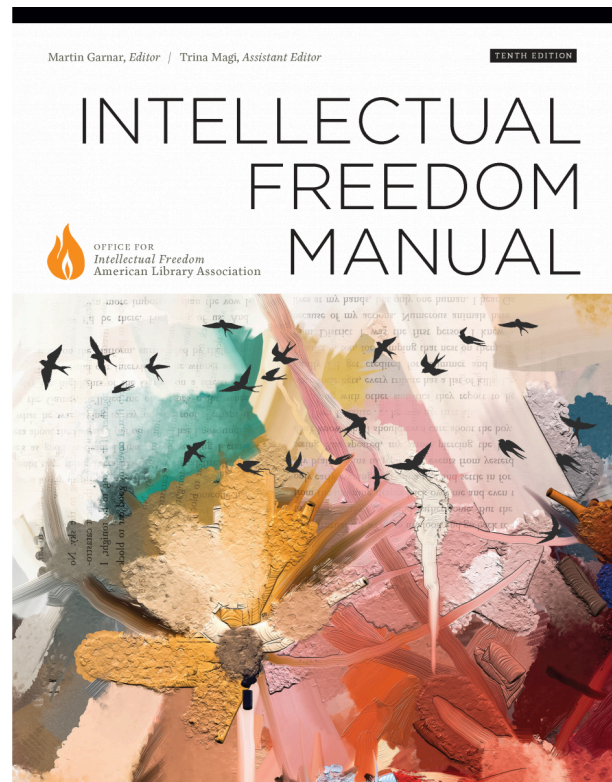
In traditional media sources, it is important that the institution speak with one official voice: the library director, principal, superintendent, or other designated spokesperson. Everyone else on the library or school staff should decline to make statements or answer questions and should refer media inquires to the spokesperson. The common talking point for all libraries involved in a challenge is the freedom to read and access information.

In social-media engagement, it is important to act strategically, and when possible, redirect the conversation to official means of communication like a comment form or e-mail. Discourage library workers from participating in social-media conversations that may fuel the controversy. Staff who manage the social-media accounts for libraries and schools should be aware of all policies and be trained in public relations, crisis management, and conflict resolution. To encourage a positive social-media environment for your community, provide frequent reminders of board-approved social-media policies.

When appropriate, as the challenge becomes public, library and school district administrators may seek the support of traditional local media. Informing local civic organizations of the facts and enlisting their support may counter negative, one-sided media coverage with moderate, tempered discussion.

DEALING WITH CONTROVERSY AND NEGATIVE PUBLICITY

- *Prepare, but don't overreact.* If, for example, a local television station runs a "Sex at the Library" story about pornography on the Internet, prepare a statement but don't release it until you gauge reaction to the story.
- *Be strategic in your use of the media.* A letter to the editor or an op-ed piece clarifying the library's position can be helpful, especially if it is to correct a misrepresentation of fact. Engaging in a long, defensive battle of letters is neither productive nor a good use of advocates' energy.



- *Anticipate difficult questions and develop answers ahead of time.* Ask your friends and colleagues to help you practice your answers and bridging to your key message. Practice answering easy questions, too, so you will not be caught off guard.
- *Listen. Do not judge.* Try to identify and address the real concern or issue being addressed.
- *Acknowledge.* Pause to show that you have given the question serious consideration. Frame your answer with a positive response. For example, “I respect your views, but let me give you another perspective,” or “We share your concern for children. Our approach is...”
- *Be factual.* It is better to say, “I don’t know” than to provide inaccurate information. If faced with a claim or information with which you are not familiar, simply say, “I hadn’t heard that. I’ll have to check,” or “What I do know is...”
- *Do not repeat loaded or negative words.* If asked, “Why do librarians let children look at smut and porn?” do not repeat the words “smut” and “porn” in your answer.
- *Keep your answers to the point.* Do not volunteer more information than is asked. Remaining silent, as well as asking the same question in different ways, are well-known techniques used by reporters in the hope that their subjects will stray off message.
- *Be truthful.* Speak from your own experience: “In our library the policy is...” or “My experience is...”
- *Do not assume anything you say is off the record.* It can and may be repeated.
- *Maintain an open, calm, and friendly attitude and posture.* Avoid crossed arms, tapping feet, and other body language that conveys stress. Appearing defensive, angry, or out of control undermines credibility.
- *Stick to the high road.* Do not criticize or get personal with an opponent. Stay focused on the key message.

Garnar, Martin, and Trina Magi. *Intellectual Freedom Manual*. Tenth Edition. Chicago: ALA Editions. 2021
 Purchase the Intellectual Freedom Manual, Tenth Edition at the ALA store
 (<https://www.alastore.ala.org/content/intellectual-freedom-manual-tenth-edition>).

Updated 2021