

Village of Mukwonago
Notice of Meeting and Agenda

LIBRARY BOARD OF TRUSTEES MEETING
Thursday, March 9, 2023

Time: **6:00 pm**

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

Zoom login

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

Meeting ID: 874 0704 0519

Passcode: 242560

1. Call to Order

2. Roll Call and Introduction of Guests

3. Approval of Minutes

3.a Minutes from February 9, 2023

[Library Board Minutes 20230209_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 2023

[Financial 2023 March Executive Summary 20230209.pdf](#)

[Financial 2023 March Invoices 20230309.pdf](#)

6. Committee Reports

6.a Building & Grounds Committee - next meets March 9, 2023 @ 5:30pm

6.b Finance Committee - last met November 1, 2022

6.c Grutmacher Collection Committee - last met February 16, 2023

[Grutmacher Collection Committee Minutes_unapproved 20230216.pdf](#)

6.d Personnel Committee - last met January 26, 2023

6.e Policy Committee - last met March 1, 2023

7. Library Director Report

7.a Library Director Report for March
Director Report is for information only.
[03 Library Director Report March 2023.pdf](#)

8. Discussion/Action Items

- 8.a Presentation by Circulation Supervisor
Informational presentation by Circulation Supervisor Emily Ceithamer on her job duties and day-to-day circulation considerations to provide context to the Library Board as they consider the goals of the Strategic Plan.
- 8.b Strategic Plan 2023-2025 Updates
Discussion and possible action on updates on the implementation of the Strategic Plan 2023-2025.
[Strategic Plan 2023-205_Operational Priorities and Implementation Updates 20230309.pdf](#)
- 8.c Resolution 2023-01
Discussion and possible action on Resolution 2023-01 requesting a Capital Funding Transfer for HVAC and sanitary waste system repairs.
[RESOLUTION 2023-01 Capital Funding Transfer for Infrastructure Repairs_unapproved 20230309.pdf](#)
- 8.d Costs for Improvements Around the Library
Discussion and possible action on recommendations from Building and Grounds Committee on proposed costs for improvements to the facility.
[Requests for Small Improvements Around the Library 20230124.pdf](#)
[UPDATED Costs for Improvements Around the Library 20230309.pdf](#)
- 8.e Milwaukee County Resident Usage
Discussion and possible action on referral from Policy Committee to examine Milwaukee County resident usage and potential for charging money to obtain a library card.
[Charging Milwaukee County Residents for Library Cards Survey Data 20230303.pdf](#)
[Milwaukee County Resident Checkouts 2022.pdf](#)
- 8.f Circulation Policy
Discussion and possible action on recommendation from the Policy Committee to approve proposed changes to the Circulation Policy.
[CURRENT Circulation Policy_approved 20210812.pdf](#)
[DRAFT Circulation Policy_for Library Board 20230309.pdf](#)

8.g Public Space Usage Policy

Discussion and possible action on Policy Committee's recommendation to approve the proposed changes to the Public Space Usage Policy.

[CURRENT Public Space Usage Policy_approved 20210812.pdf](#)

[DRAFT Public Space Usage Policy_for Library Board 20230309.pdf](#)

8.h Grutzmacher Collection

Discussion and possible action on setting schedule for creation, adoption, and implementation of the policies and loan agreements needed to govern the Grutzmacher Collection. Will include setting the date for the next Grutzmacher Collection Committee meeting so that Danielle Benden of Driftless Pathways is able to attend in person.

8.i Trustee Essentials Chapter 12

Discussion on the questions found at the end of Trustee Essentials Chapter 12.

[Trustee Essentials Chapter 12.pdf](#)

9. Referral Items

10. Confirm Next Meeting Date

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.

DRAFT MINUTES OF THE LIBRARY BOARD MEETING

Thursday, February 9, 2023

Time: **6:00 pm**

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

Call to Order

The President H. Pringle called the meeting to order at 6:02 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. Darin
J. Gasser
S. Kaufman
M. Lacock
E. Pautz
H. Pringle
C. Stienstra
D. Whalen

Excused

M. Penzkover
D. Magolan

Also Present

A. Armour, Library Director

Comments from the Public

None.

Approval of Minutes

D. Whalen/C. Stienstra motioned to approve the minutes from the Board of Trustees meeting on Thursday, January 12, 2023. Unanimously carried.

Audit and Approval of Monthly Expenditures

S. Kaufman/J. Gasser motioned to approve the monthly expenditures and year end 2022. Unanimously carried.

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

Building & Grounds Committee - last met on January 24, 2023 - items related to that meeting are on the agenda

Finance Committee - last met on November 1, 2022

Grutzmacher Collection Committee - next meets February 16, 2023 - items related to that meeting are on the agenda

Personnel Committee - last met on January 26, 2023 - items related to that meeting are on the agenda

Policy Committee - next meets on March 1, 2023

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

A. Armour shared information about the sprinklers system repair, the statistics document for January 2023, and the SmartLockers battery issues. A. Armour also informed the board that there is a new hire for circulation, Caryl is currently training for the Circulation Clerk role.

Discussion/Action Items

Presentation on Museum Standards and Policies

Informational presentation by Danielle Benden of Driftless Pathways on museum standards and policies in relation to the Library Board's control of the Grutzmacher Collection.

A. Armour introduced D. Benden. She presented "Museum 101: A Ten Minute Crash Course" so there is a better understanding of not only what but also why the Library Board is working on the standards and policies.

2022 Annual Report

Discussion and possible action on approving the 2022 Annual Report.

H. Pringle noted that it is required by the state. The COVID section questions originate from the Federal Level ILS.

J. Gasser/E. Brill motioned to authorize the Library Director and Library Board President to sign and submit the 2022 Annual Report. Unanimously carried.

2022 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.

H. Pringle noted that this needs to be reviewed annually to ensure MCL is getting what is necessary from the Bridges Library System.

J. Gasser/E. Brill motioned to approve the Library President to sign the 2022 Annual Report Statement Concerning Public Library System Effectiveness document. Unanimously carried.

Replace Obsolete AED

Discussion and possible action on Building and Grounds Committee's recommendation to replace obsolete AED with one recommended by Fire/EMS.

H. Pringle noted that we are no longer able to buy replacement pediatric pads. It was explained that this system is what the Village utilizes and if EMS would need to respond the new AED pads could be immediately plugged into their system.

C. Stienstra/S. Kaufman motioned to approve the quote for the AED using WCCF funds. Unanimously carried.

Library Director Evaluation Form and Goals

Discussion and possible action on approving Personnel Committee's recommendation for the 2023 evaluation form and goals for the Library Director.

D. Whalen noted that the committee met to review the document. It is a compilation of goals describing director duties as well as specific goals from the strategic plan. The three tier evaluation tool was discussed.

J. Gasser/D. Whalen motioned to approve the Library Director evaluation form and goals for 2023. Unanimously carried.

Library Director Evaluation Form Weighted Ratings

Discussion and possible action on approving Personnel Committee's recommendation to have weighted performance ratings on the 2023 evaluation form for the Library Director.

D. Whalen noted that it was important to have the whole board's input on the weighting ratings. Discussion continued regarding the weighting system and how it could be utilized as well as reservations.

J. Darin/J. Gasser motioned to move ahead with the evaluation process without the weighted ratings for this year but to reevaluate for 2024. Unanimously carried.

Strategic Plan 2023-2025 Updates

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

A. Armour noted that it is her goal to provide this every month. It will be a standing agenda item to keep the Library Board up-to-date.

Review Trustee Essentials - Chapter 11

Trustee Essentials Chapter 11: Planning for the Library's Future

H. Pringle and A. Armour reviewed information on the applicable topics.

Referral Items – None

Confirm Next Meeting Date

Regular Library Board on Thursday, March 9, 2023

Adjournment

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

Mukwonago Community Library Executive Summary 2023
AS OF 3/9/2023

Account	Amended Budget	Amount Used	Account Balance	% of Budget Used
5110 - Salaries & Wages	631,652.00	69,341.65	562,310.35	11.0%
5112 - Social Security	49,149.00	5,255.57	43,893.43	10.7%
5152 - Retirement	46,345.00	5,300.26	41,044.74	11.4%
5154 - Health	59,782.00	16,949.53	42,832.47	28.4%
5158- OPEB Payout	5,000.00	0.00	5,000.00	0.0%
5159 - Other Fringe Benefits	4,323.00	197.66	4,125.34	4.6%
5219 - Professional Services	4,000.00	27.41	3,972.59	0.7%
5220 - Contractual Services	30,000.00	5,108.46	24,891.54	17.0%
5221 - Water & Sewer	3,000.00	0.00	3,000.00	0.0%
5222 - Electric	33,000.00	4,796.02	28,203.98	14.5%
5224 - Gas	12,000.00	4,072.46	7,927.54	33.9%
5225 - Telephone	5,700.00	1,280.92	4,419.08	22.5%
5226 - Insurance	9,000.00	250.89	8,749.11	2.8%
5310 - Outside Services	15,270.00	3,034.43	12,235.57	19.9%
5311 - Operational Supplies	11,500.00	1,211.29	10,288.71	10.5%
5312 - Printing	1,400.00	184.39	1,215.61	13.2%
5314 - MetaSpace 511 Equip & Fixtures	1,000.00	0.00	1,000.00	0.0%
5315 - Postage	500.00	117.86	382.14	23.6%
5316 - Collection Maintenance & Repair	6,000.00	1,508.57	4,491.43	25.1%
5317 - MetaSpace Maintenance	8,300.00	815.92	7,484.08	9.8%
5318 - Thingery Maintenance	3,500.00	294.49	3,205.51	8.4%
5326 - Periodicals	1,200.00	1,015.09	184.91	84.6%
5327 - Newspapers	1,800.00	984.66	815.34	54.7%
5328 - Books	70,000.00	13,312.10	56,687.90	19.0%
5329 - AV Materials	11,000.00	2,373.09	8,626.91	21.6%
5330- Thingery Collection	1,000.00	0.00	1,000.00	0.0%
5331 - Programming	10,000.00	1,375.61	8,624.39	13.8%
5332 - Mileage	500.00	9.04	490.96	1.8%
5333 - Outreach	3,000.00	302.27	2,697.73	10.1%
5335 - Training & Travel	5,000.00	2,153.46	2,846.54	43.1%
5340 - Electronic Tools & Services	9,600.00	1,358.62	8,241.38	14.2%
5341 - Cafe	24,742.00	0.00	24,742.00	0.0%
5343 - Data Lines	1,200.00	0.00	1,200.00	0.0%
5344 - Shared County Databases	3,954.00	0.00	3,954.00	0.0%
5349 - Digital Collections	14,665.00	4,676.54	9,988.46	31.9%
5395 - Repairs & Maintenance	12,000.00	6,117.75	5,882.25	51.0%
5399 - Other	544.00	0.00	544.00	0.0%
5810 - Furniture & Fixtures	1,000.00	26.97	973.03	2.7%
581100 - Equipment<\$5,000	-	0.00	0.00	

511105 - Equipment >\$5,000	-	0.00	0.00	
TOTAL Budget Accounts	1,111,626.00	153,452.98	958,173.02	13.8%
<i>Donation Accounts</i>				
Balance from 2022	41,438.93			
4890 - Donations Revenue 2023			236.29	
5806 - Donation Expenditures 2023			(16,146.06)	
TOTAL Donation Accounts	25,529.16		(15,909.77)	
OVERALL TOTAL			942,263.25	

**Mukwonago Community Library
REVENUE 2023**

Department Name	2023 Budget	As of 2/28/2023	
Property tax	518,315	417,485	81%
Inter Gov Revenue	569,811	2,479	0.4%
Copies & Faxes	5,500	745	14%
Material Replacement	1,000	279	28%
Book Sale Revenue	3,500	627	18%
Fines	13,000	2,505	19%
Misc. Revenue	0	205	
Interest Revenue	500	1,339	268%
 Total Revenue	 1,111,626	 425,665	 38.3%



MUKWONAGO COMMUNITY LIBRARY

ACCOUNT #440-5511 LIBRARY

March 9, 2023

Account	Vendor	Memo	Amount
5219 Professional Services	Baker Tilly US	Progress bill #3	27.41
5220 Contracted Services	Great America Financial Services	4/10/23-5/9/23	353.14
5222 Electric	WE Energies	1/24/23-2/21/23	2283.33
5224 Gas	WE Energies	1/24/23-2/21/23	1783.15
5225 Telephone	Brightspeed	1/21/23-2/20/23	188.47
5225 Telephone	Charter Communications	1/27/23-2/26/23	294.56
5225 Telephone	Vonage- Village Charge	2/11/23-3/10/23	251.85
5310 Outside Services	AlSCO	Mats & Dusters	72.62
5310 Outside Services	America Aquaria	Fish Tank Maintenance & Fish	114.75
5310 Outside Services	Civic Plus	Emergency Notification System	525.00
5310 Outside Services	Klassy Kleaners	Weekend Cleaning	960.00
5310 Outside Services	Unique Management Services	Placements	9.85
5311 Operational Supplies	Amazon Business	office supplies	89.83
5311 Operational Supplies	Dynamic Awards	signs and name tag	48.00
5311 Operational Supplies	Image Supply- Village Credit Card	Labelmaker Tape	52.00
5311 Operational Supplies	Quill- Village Charge	Copy Paper	23.59
5312 Printing	Central Offices- Village Charge	2/1/23-2/28/23	22.64
5312 Printing	De Lange Landen Financial- Village Charge	2/15/23-3/14/23	21.95
5312 Printing	James Imaging- Village Charge	10/30/22-1/29/23	95.21
5315 Postage	Quadient Leasing- Village Charge	11/27/22-2/26/23 Postage Lease	24.37
5315 Postage	USPS- Village Credit Card	mail package & Stamps	66.00
5316 Collection Maint. & Repair	Amazon Business	DVD Cases	95.85
5316 Collection Maint. & Repair	Demco	Processing Supplies	136.54
5316 Collection Maint. & Repair	Demco	Processing Supplies	99.48
5317 MetaSpace Maintenance	Amazon Business	Program supplies	541.38
5317 MetaSpace Maintenance	Dominios	Program Treats	36.79
5317 MetaSpace Maintenance	Sign Up Genius- Village Credit Card	Monthly fee/ Feb	11.99
5318 Thingery Maintenance	Amazon Business	Thingery supplies	254.51
5318 Thingery Maintenance	Netflix- Village Credit Card	2/1/23-2/28/23	19.99
5327 Newspapers	Wall Street Journal- Village Credit Card		164.97
5328 Books	Amazon Business	Books	336.55
5328 Books	Amazon Business	Books	641.94
5328 Books	Baker & Taylor	Books	145.69
5328 Books	Baker & Taylor	Books	52.76
5328 Books	Baker & Taylor	Books	116.00
5328 Books	Baker & Taylor	Books	39.21
5328 Books	Baker & Taylor	Books	783.80
5328 Books	Baker & Taylor	Books	17.16
5328 Books	Baker & Taylor	Books	76.68
5328 Books	Baker & Taylor	Books	92.13
5328 Books	Baker & Taylor	Books	88.47
5328 Books	Baker & Taylor	Books	111.25
5328 Books	Baker & Taylor	Books	1099.60
5328 Books	Baker & Taylor	Books	74.88
5328 Books	Baker & Taylor	Books	105.27
5328 Books	Baker & Taylor	Books	97.02
5328 Books	Baker & Taylor	Books	36.38
5328 Books	Baker & Taylor	Books	72.24
5328 Books	Baker & Taylor	Books	611.56
5328 Books	Baker & Taylor	Books	34.45
5328 Books	Baker & Taylor	Books	1064.77
5328 Books	Baker & Taylor	Books	16.52

Account	Vendor	Memo	Amount
5328 Books	Baker & Taylor	Books	10.15
5328 Books	Baker & Taylor	Books	152.01
5328 Books	Baker & Taylor	Books	1262.96
5328 Books	Brodart	Books	224.02
5328 Books	Brodart	Books	404.27
5328 Books	Cengage Learning	Books	169.54
5328 Books	Cengage Learning	Books	87.17
5328 Books	Cengage Learning	Books	51.98
5328 Books	Center Point Large Print	Large Print Books	28.67
5328 Books	Center Point Large Print	Large Print Books	18.74
5329 AV Material	Amazon Business	DVD	648.55
5329 AV Material	Amazon Business	DVD	19.99
5329 AV Material	Amazon Business	DVD	215.86
5329 AV Material	MicroMarketing	Audio Books	33.99
5331 Programming	Amazon Business	YS Program Supplies	44.74
5331 Programming	Amazon Business	Adult Program Supplies	30.06
5331 Programming	Amazon Business	Adult Program Supplies	85.93
5331 Programming	Collaborative Summer Library Program	Bookmarks & Posters	76.88
5331 Programming	Dollar General - Village Credit Card	Adult Program Supplies	16.00
5331 Programming	Hobby Lobby -Village Credit Card	DIY Supplies	56.75
5331 Programming	Walmart- Village Credit Card	Adult Program supplies	23.24
5333 Outreach	Canva- Village Credit Card	Post Cards	17.50
5333 Outreach	Thomas Press	Rack Cards	92.90
5335 Training & Travel	Amazon Business	Training Material	65.00
5335 Training & Travel	Johnson Controls	Security Training	363.58
5340 Electronic Tools & Services	Fed X- Village Charge	Tax Forms	4.93
5340 Electronic Tools & Services	Fed X- Village Charge	Tax Forms	3.00
5340 Electronic Tools & Services	Mailchimp- Village Credit Card	Newsletter- March	84.00
5340 Electronic Tools & Services	Sign Up Genius- Village Credit Card	Monthly fee/ Jan AARP	11.99
5340 Electronic Tools & Services	Taylor Computer Services	Cove Backup	612.00
5340 Electronic Tools & Services	UKG	Payroll Processing	313.58
5349 Digital Collections	Midwest Tape	Hoopla	590.20
5395 Repairs & Maintenance	1451 Dale Painting	Ceiling & Hall Painting	5900.00
5395 Repairs & Maintenance	Taylor Computer Services	Repair Computer	130.00
5810 Furniture & Fixtures	Amazon Business	Ethernet switch	1.99
TOTAL REGULAR ACCOUNTS			\$ 26,235.72
5806 Donation Expense General	Amazon Business	Laptop	1049.98
Donation Expense Designated	Berstein & Associates	NAGPRA	1350.00
Donation Expense Designated	Betty Brinn Museum- Village Credit Card	Explore Pass/ PD By Friends	500.00
Donation Expense Designated	Emcor	Fan Motor Replacement	1409.00
Donation Expense Designated	Green Bay Packers - Village Credit Card	Hall of Fames Passes/ PD by Frie	121.33
Donation Expense Designated	Illingworth- Kilgust	AH-1 Pump repair/ WCCF Funds	3578.00
Donation Expense Designated	Vincent Plumbing	Cast Iron Repair & Cross Connec	4060.00
Donation Expense Designated	Wisconsin Historical Foundation	Explore Pass/ Paid By Friends	1000.00
Total Donation Expenses			\$ 13,068.31
Director	Treasurer	To Be Reimbursed	10609.33
		Regular Donation Expenses	2458.98
Secretary		Total Expenses	\$ 39,304.03

DRAFT MINUTES OF THE GRUTZMACHER COLLECTION COMMITTEE MEETING

Thursday, February 16 , 2023

Time: **6:00 pm**

Place: **via Zoom**

Call to Order

The President H. Pringle called the meeting to order at 6:02.m. via Zoom.

Roll Call and Introduction of Guests

Committee Members Present

E. Brill
D. Magolan
E. Pautz
H. Pringle
C. Stienstra

Also Present

A. Armour, Library Director
H. Hecker, MHMS
J. Coley, MHMS
F. Schnook, Village Administrator
D. Benden, Driftless Pathways

Comments from the Public

None.

Approval of Minutes

D. Magolan/E. Brill motioned to approve the minutes from the Grutzmacher Collection Committee meeting on Monday, January 9, 2023. Unanimously carried.

Discussion/Action Items

Initial Drafts of Grutzmacher Collection Policy and Loan Agreements

Discussion of initial drafts prepared by Driftless Pathways for the recommended policies, loan agreements, and forms to govern the Grutzmacher Collection. Danielle Benden will walk through the proposed drafts and the Committee will ask questions and provide direction for further refining and drafts which will be revisited at the next Grutzmacher JCollection Committee meeting.

H. Pringle noted that D. Benden will be presenting on this topic this evening. D. Benden's presentation consisted of museum and library background, the Grutzmacher Policy, as well as the Loan Agreement. Discussion was held regarding both forms.

Referral Items

Referral to full Library Board to establish a range of meeting dates as well as coordinate a meeting with D. Benden to finalize some details of the policy and loan agreement at the next MCL Board meeting

Confirm Next Meeting Date

To Be Determined

Adjournment

E. Brill/C. Stienstra motioned to adjourn the meeting. Unanimously carried. Meeting was adjourned at 8:17 pm.

Library Director Report: March 2023

Director Meetings and Activities

Our time study was held from Monday, January 30, through Saturday, February 25. Every staff member participated and did an excellent job of tracking their time and providing great reflections and insights. I will gather the data and present it to the Personnel Committee at their next meeting.

February was another busy Grutzmacher Collection month. The Grutzmacher Collection Committee began examining the drafts of policy and loan agreements from Driftless Pathways. Our Notice of Intent to Repatriate was accepted by the Federal Register and will be posted in a few weeks; this Notice needs to be posted for 30 days and, if no other Tribe claims the item, the control of the item goes to the requesting Tribe and we will work with them on getting the item physically in their custody after that. We also had another consultation and have two more in March.

I've concluded all the Periodic Reviews of my Department Heads and am on track to realign their Annual Reviews with mine in the summer so that all staff are reviewed before budgeting begins. Department Head goals include many items from the Strategic Plan so we can begin gathering data and information for when the Library Board needs it.

On February 7 I attended Library Legislative Day at the capital in Madison. The Wisconsin Library Association organizes this every year to have librarians, trustees, and friends talk to their legislators about the importance of libraries. Specifically, the state budget funds library systems, so ensuring Bridges Library System gets the money and support it needs just trickles down to providing more support and services for the Mukwonago community. This is possibly the most important event I attend all year because my advocacy is going straight to the people who control the state.

Circulation (Emily Ceithamer)

In February we welcomed a new circulation clerk, Caryl! She is a recent retiree who wanted to stay connected with the community and I already think she's a great addition to our team.

I have now been in my position for a whole year and in that year, I've trained and hired seven staff members. You've probably noticed almost every monthly report I mention hiring someone new. I love training and teaching new staff members how great our library is, but it comes at the cost that I do not have time for my own supervisor duties when I'm constantly training because of turnover. Simply, I want to be able to give new team members the time and attention they need and deserve. With our current staff levels, that is extremely difficult as I am constantly filling in at the desk.

After doing the time study and seeing the result, I think even just looking at the number of circulation task hours I spend in a month will show we really do not have enough staff in circulation. One quarter of my time is spent doing circulation tasks. I want to spend that time

on staff development and customer service through making connections with patrons to help them with all our services we offer. I also gathered data about how many shelves of items are not put away every night during the time study and the lowest number of shelves was 50 with the highest being 97. That is hundreds of items not getting put on shelves at the end of a day because we do not have the staff hours to do it. All in all, we are not getting items out for our patrons to circulate. As a department head and supervisor, I do not expect every single night to have every single item put away, but these numbers are much too high. While Abby and I have been working together for months to assess post-pandemic staffing needs after pandemic-level staffing levels as well as tackling ways to help reduce shelving hours (this last month we have put “ready to shelve” carts out on the floor and we are in the process of making board books easier to shelve which is extremely time consuming currently), our small changes are not enough. We need more staff.

While there has been the stress of staff levels this month, I am happy to report we have been getting very positive feedback about the smartlockers from patrons. We have a homeschool family that tested the lockers for us right away and they love them! We are continuing to train staff and get feedback and I’m looking forward to when we decide on an official launch date.

We also had an extremely exciting accomplishment in our department! For the month of January (I’m given the report a month later) we didn’t miss checking in a single item from daily delivery from other libraries in the system! That’s thousands of items without making one mistake! When I receive this monthly report, usually libraries can miss on average ten items every month. With my staff being diligent with their check-ins and focusing on their work, they had zero items missed. I’m extremely proud of them and everyone has been talking about this big accomplishment! I will say other libraries rarely get zero like we did!

Children’s Department (Jane DeAngelis)

Each month the library hosts an in-library scavenger hunt where children find objects containing clues to complete a puzzle. Each child that completes—or nearly completes—the puzzle may choose a free book to keep from the Children’s Prize Book Collection. I love to see the engagement and excitement of the children and their parents as they hunt around the library and then choose their prize. In February, children were on the hunt for penguins containing the missing words to a song. One elementary student came to the desk to retrieve his free book and I asked him if he would like to sing the penguin song for me. Eyes diverted, he shook his head, no way. I said maybe your dad will sing it with you. Dad came forward and robustly sang the penguin song, sung to the tune of On Top of Old Smoky. I’m not sure who traumatized that kid more—the librarian who believes in Trick-or-Treat year-round or the singing dad.

One afternoon, a family was headed out after an extended library visit, saying “thank you” and “goodbye” to me on their way. I replied, “see ya later alligator”, to which a little boy whipped around and firmly told me he was not an alligator, he was Evan. I was set straight.

March programs:

Bubble Boogie

Dance, sing, wiggle, and squirm to children's favorites plus many new musical hits! And there will be lots of bubbles!

Family Storytime

Join Miss Jane as she shares songs, rhymes, fingerplays, and some of her all-time favorite picturebooks, both new and old. Recommended for families with children ages 3 and older.

Discovery Time

Enjoy socializing with other families while exploring our educational toys designed for young minds!

Paws to Read with Skye, Cole, or Hank

Visit the library and read a poem, picture book, or book chapter to a Therapy Dog. Meet in the Children's Area. For families of all ages. Drop in; no registration necessary.

Hug a GI Day, a Saturday Station Play event

Join us as we celebrate National Hug a G.I. Day. We will create Hug Cards to send to veterans. There will also be games, crafts, word puzzles, a patriotic photo booth, and physical challenges. Can you survive basic training? Fun for families of all ages. Drop in; no registration required.

Name That Dr. Seuss Book (on the wall)

Play for a chance to win the game Funco Dr. Seuss Stack with the Cat.

Dr. Seuss Fish In-Library Scavenger Hunt

Play to earn a free book from the Youth Prize Book collection.

Teen Contest: Name That Dr. Seuss Book (printable sheet)

Play for a chance to win your favorite snack.

Peeeps Diorama Contest

Enter for a chance to win a plush Peep and some marshmallow Peeps

Craft Bag: Dr. Seuss yellow fish accordion puppet

Available for check-out with your library card.

Reference and Adult Services (Chris Stape)

The time study we did in February was valuable, but not particularly shocking. It was interesting to see all the various (and starkly different) things we do as librarians in a typical day, quantified. February was a busy month. We prepared a "March Madness Tournament—'On-Wisconsin' edition. Rather than our usual "Literary Characters" or "Best Books" version of the brackets, I decided to mix it up a little and chose a starting field of things Wisconsin was known

for. For example, Kringle vs. Cream Puffs, or Midnight Magic vs. Fall Fest, or Happy Days vs. Laverne & Shirley. It's a little goofy but patrons seem to be enjoying it. We reached yet another new high for the month's Spice Club, giving out an even 100 spice kits. Spice Club and Adult Bingo continue to grow. Even with every table in the Community Room in use at the last Bingo, several people had no seat, and left. We've been getting the Seed Library ready to open and will be participating in a special program called "One Seed-One Wisconsin" that will work like the Spice of the Month, but it will feature seeds from one particular tomato originally developed at UW-Madison. Our painting classes have resumed and fill-up within days of making the calendar. We also had a program called "Badger Aces" which was about fighter pilots from Wisconsin. It was well attended and we've gotten several very positive comments from those in attendance.

Technical Services and Thingery (Mary Jo Isely)

New book orders were inventoried, processed & catalogued. 558 new items were processed and catalogued in February. Continued the reviewing & editing of the troubleshooting manual for Thingery items. Also reworking the Tech Services Manual. New additions to S.T.E.A.M. Kits are 3 four foot floor puzzles-- Dinosaurs, a marine life puzzle entitled, What's Beneath the Waves and the Solar System. Two new Explore Passes are being added to the Thingery: Green Bay Packer Hall of Fame Museum Pass and the Wisconsin State Historical Society's Library Experience Passes (2) which allow free access to 12 of their historical sites. This month's small Fiction book display highlighted authors who have become popular via Book Tok-- again, very popular. Restocked often. Adult Fiction weeding continues. Time study results were not surprising for Tech Services. Thingery maintenance resulted in nearly 80% of our time spent in Collection Maintenance which greatly affects our ability to complete other relevant tasks -- i.e. weeding collections.

MetaSpace 511 & Technology (Nancy Aycok)

As the Lead Innovator for MetaSpace 511, my days are filled with working with people looking to discover new ways to be creative or work on projects they are excited to make. I'm grateful for the opportunity to get to know so many of you and your families. Being able to help people learn how to use what the makerspace offers is very important to me. Helping to build a maker community that connects and shares with each other is near and dear to my heart. I'm grateful for the patience and support of community members like you, who have been flexible and understanding as I continue to make changes to programs and scheduling to better fit the needs of everyone who wants to create in this space. I'm grateful for the growth that MetaSpace 511 has had during the year and a half plus that I've been here. This growth happens because patrons like you come in to make things, you stay to share ideas and help others, and you tell others about the makerspace and invite them to join you when you come in and make things. I've been so happy and excited to see connections and friendships forming in the makerspace. The makerspace is where you can talk to others, get to know new people, absorb innovative ideas, and try your hand at creating new things. The makerspace is your space, a space for the whole community. Thank you for coming in with your excitement and joy for learning, sharing, creating, and getting to know others. This is what I love about making, the

growth and connection of community, I love working with all of you, and I look forward to seeing what you come in to make next!

Community Engagement Coordinator (Eric Huemmer)

Community Engagement: While coordinating and trying to find a good time for a senior programming round table discussion in the community, I connected with the head of the “New and Old Friends Over 50” - an event and networking group here in Waukesha County. They are pretty active and impressed particularly with Mukwonago and Muskego for their adult program offerings, and will be a good asset following up with communities and social groups.

January & February we have been implementing new platforms and strategies with our marketing. We’ve launched the new rack cards and tracked what’s used most in an effort to understand what people are interested in or have the most questions about. We are also transferring digital mailing platforms; currently the Library spends money on MailChimp, but in March we will transition to LibraryAware, a platform available through the Bridges Library System for free. I also spent time with Emily and Abby to identify needs for new users and develop a specific “New User Experience” when people sign up for a library card. (More on that next month.) We’re also making a concentrated effort to capture fresh stories and images of our patrons, programs, and collection. Below is one “love note” that we received:

“I love having a quiet space to work, read, and hang out in aside from home. I also love the seemingly endless resources available online with my library card.” - Kaylee

Events & Programs: The AARP Tax Aide Program started February 6 and has been in full-swing since then. We currently have 284 slots filled of 340 with plenty of time for last-minute patrons. This already exceeds last year’s 256 and the process has been seamless between the Library staff and AARP volunteers.



The Teen Advisory Board is in full-swing helping with planning for Teen Tuesday Summer Library Program, and we’ll be working with local schools to grow the group further with additional events and offerings. And Teen Dungeons & Dragons continues to draw a large crowd each session, especially when a kraken is involved!

Finally, we had a great turnout for our Price is Right Memory Café, with patrons competing to guess the price of Desktop Computers in 1973 (\$95,000!), trying their hand at a modified Plinko, and talking with each other about first cars, houses, and daytime television.



STATISTICS FEBRUARY 2023

Physical Item Circulation



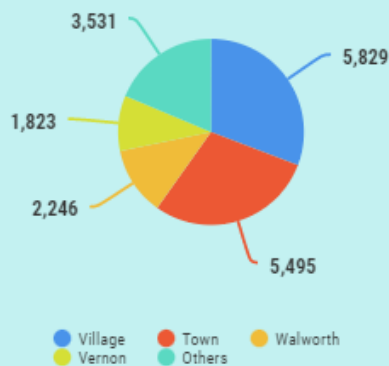
18,924

FEBRUARY CIRCULATION
.3% INCREASE OVER 2022

39,697

YEAR-TO DATE CIRCULATION

Circulation by Area



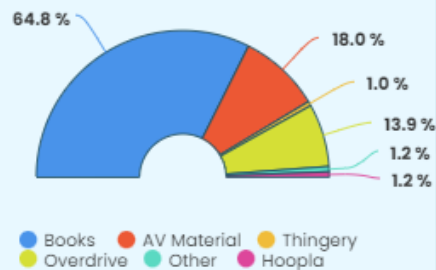
Circulation Trends



97

new library
cards this
month

All Circulation



Programs This Month

51

ATTENDANCE:

General 355

Kids 467

Young Adult 31



299

People used the
Community and
Study Rooms

New Items
Added

558

Renewals

6674

Items loaned to
other Libraries

3098



8004 patron
visits

Peak times

11:00 - 12:00 on Saturdays Avg 98 Checkouts

Slowest times

8:00 - 8:30 Tuesdays Average 2 Checkouts

Strategic Plan 2023-2025 Operational Priorities and Implementation Updates

Prepared by: Abby Armour

Updated for Library Board March 9, 2023

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 Library Director	2023	0
		Library staff successfully completed time study between January 30 and February 25. Library Director is working on compiling the data and analyzing trends or issues to guide next steps. Personnel Committee will examine findings at next meeting.			
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 Library Director	2023	0
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 Library Director	2023	0
		Library Director directed Youth Services Librarian to begin gathering data and recording reflections on the use of the Youth Services desk.			
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 Library Director	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 presence in the community.	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 Library Director	Continuous	1
		Grutzmacher Collection Committee met February 16, 2023 to examine initial drafts of policy and loan agreement from Driftless Pathways. Village Administrator Fred Schnook and several MHMS Board members were in attendance and provided input. One item is already undergoing the process of Repatriation. Have engaged in two (2) consultations with Tribes this year. Adult Services Librarian is continuing follow-up calls to Tribes regarding NAGPRA Summary.			
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 Library Director	2023	1

		Library Director director Adult Services Librarian (who built the current website) to document his experiences as well as staff feedback about website usability. Director will review initial reflections with him in mid-March. Data and reflection will determine next steps.			
CULTIVATE CONNECTIONS	We provide user-friendly and appealing ways to learn about the Library.	Invest in marketing and outreach materials	Library Board and Library Director	Continuous	1
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 Library Director	2023	1
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 Library Director	Continuous	1
		Library Board closed library on January 20 for Staff Development Day. Staff learned about customer service from presentation by Inspired Training and Consulting. Angela Meyers of the Bridges Library System also presented on hearing loops and accessibility.			
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 Library Director	Continuous	1
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 Library Director	Continuous	1
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 Library Director	2023	1
		Library Director directed Community Engagement Coordinator to begin consulting with other libraries on how they gather this data and investigating potential sources for this data.			
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 Library Director	2023	1
		Library Director directed Youth Services Librarian to begin gathering data and recording reflections on the use of the Youth Services desk.			
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 Library Director	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 Library Director	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	Leadership Team and Library Director	Continuous	1
		Library Director authorized funds for MetaSpace 511 Lead Innovator to take class "Thread And Circuits: A Guide to Electro-Textiles." Plans to bring circuit-based textile exploration to the MetaSpace.			

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	Community Engagement Team and Library Director	Continuous	1
		Library Director directed Community Engagement Coordinator to identify multiple access points for data gathering (i.e. at programs, at desks, at community events, local businesses). Gathered data via "Library Lovers Month" survey on website.			
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.	Provide, promote, and enable staff engagement at key community events	Library Board and Library Director	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	Leadership Team and Library Director	2024	2
		McAdams family approved proposal to move McAdams photo to nearby the front door. Electrical was moved and data removed. Painters will patch and paint in mid-March. Purchasing proposal for slatwall and other necessities will be considered by Building & Grounds Committee at their next meeting.			
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	Community Engagement Team and Library Director	2024	2
		Library Director directed Community Engagement Coordinator to begin developing, implementing, and compiling survey data on where customers get their information on the Library and what they find is the most useful information types/mediums			
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	Library Board and Library Director	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	Library Board and Library Director	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	Library Board and Library Director	2024	2
		Library Director directed Lead Innovator to begin collecting data on programs and appointments in the MetaSpace.			
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 Library Director	2024	2
EMBRACE COMMUNITY	We eliminate barriers to access in order to provide engaging and accessible ways for users to find what they need.	Examine shelving, displays, and furniture for ease of use and age-appropriate accessibility	Leadership Team and Library Director	2023	2
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 Library Director	2024	2
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 Library Director	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 Library Director	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 Library Director	2024	2
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 Library Director	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 Library Director	2024	2
INSPIRE CREATIVITY	We listen to our users and stakeholders on what they need and value in the Library.	Provide short surveys for attendees of programs, then utilize that data to determine future program needs.	Programming Team and Library Director	Continuous	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.	Embed Library staff and programs in major events and influential organizations that already are providing service to the community	Programming Team and Library Director	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 Library Director	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 Library Director	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 Library Director	Continuous	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 analyze the shifting demands between physical items and digital items	Selectors and Library Director	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 Library Director	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 Library Director	Continuous	3
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 Library Director	2025	3

RESOLUTION 2023-01
CAPITAL FUNDING TRANSFER FOR INFRASTRUCTURE REPAIRS

THE BOARD OF TRUSTEES OF THE MUKWONAGO COMMUNITY LIBRARY, WAUKESHA COUNTY, WISCONSIN, DOES HEREBY RESOLVE AS FOLLOWS:

WHEREAS, the Library Board of Trustees has exclusive control of library funds pursuant to Wisconsin Statute 43.58(1), and,

WHEREAS, the Library Board of Trustees maintains the Mukwonago Community Library Capital Endowment Fund (MCLCEF) exclusively to cover the costs of capital improvements; and:

WHEREAS, the Library Board of Trustees defines capital improvements based on the Wisconsin Accounting Manual Section 06-04; and:

WHEREAS, the Library Board of Trustees has spent operational budget monies to pay for emergency repairs on the HVAC and sanitary waste systems in 2023 which included replacements of parts vital to the system; and:

NOW THEREFORE BE IT RESOLVED, that the Library Board of Trustees will withdraw \$9,047.00 from the Mukwonago Community Library Capital Endowment Fund (MCLCEF) and deposit it in the Library's Operational Donation Account in the Village of Mukwonago in order to cover the costs of the following capital items.

Item	Cost
Replace sections of sanitary pipes	\$4,060.00
Replace pump on Air Handler 1	\$3,578.00
Replace fan motor on VAV2-001	\$1,409.00
Total	\$9,047.00

PASSED AND ADOPTED by the Library Board of the Mukwonago Community Library this 9th day of March, 2023.

Library Board President

For: Library Board Building & Grounds Committee

Date: January 24, 2023

Subject: Requests for Small Improvements Around the Library

Submitted: Abby Armour

Purpose: This document provides a list of requested improvements in the Library. These are all small projects at a relatively low cost to either update the appearance of the Library or improve accessibility and communication. Costs of individual projects would likely not exceed \$3,000 and would be at lowest market value and using known vendors. Recommended to use WCCF Capital Funds for these projects.

Request 1: Patch and paint Community Room AV wall

The issue: Our new AV system uses a professional, automatic screen. There is a large painted square on the wall that was previously used for projection that needs to be painted over. Additionally, we need to patch the holes from the old speakers. As the paint in this room is well over 10 years old, we would paint this wall and the adjoining north wall where the closet doors are so there is not obvious paint changes.

Request 2: Remove and cover old data jacks

The issue: In the Community Room there are old data jacks at the front of the room that no longer work now that we have relocated our AV system to the kitchenette for security and aesthetic reasons. These jacks are confusing for customers who want to use our system.

Request 3: Patch and paint teen area north wall, add [felt tiles](#) for sound and marketing

The issue: After removing the teen TV that never gets used and repurposing it for a mobile video conferencing cart, the wall needs patching and a fresh coat of paint. For aesthetic and noise purposes, I would also like to purchase colorful felt tiles that help deaden noise (a complaint we frequently hear about this building) as well as provide a cool bulletin board for advertising programs to the teens.

Request 4: Relocate McAdams “welcome wall” to a more prominent position

The issue: The McAdams, who generously donated a lot of money to the Library, are featured in a portrait in the entryway, but it is not the first thing visitors see. I would like to relocate it the north side of the entryway above the heat register, have a new plaque made that says the same welcome message that is currently stenciled on the wall, and give a fresh coat of paint to that wall. This way the first thing visitors would see upon entering our building is the welcome message from the McAdams on their right and the glass wall of donors on their left.

Request 5: Repurpose McAdams “welcome wall” to a [slatwall](#) as a marketing space for library programs

The issue: Our current bulletin board to advertise library events and programs is cluttered, the cork is falling apart, and it is in an awkward place in a small hallway by the bathrooms; that area gets congested very easily when there are several people trying to read the board, go to the bathrooms, and get into the Community Room all at once. I want to remove that bulletin board,

Mukwonago Community Library

Requests for Small Improvements Around the Library

Presented to Building & Grounds Committee January 24, 2023

Page 1 of 3

patch, and repaint that wall to a lighter color so it isn't so dark walking to the Community Room. By relocating our messaging area to the current McAdams wall, we provide more space for customers to step out of the walkway and browse for information at their leisure as well as making our events and programs more prominent to visitors to the library. This aligns perfectly with Strategic Plan priority "Cultivate Connections: We provide user-friendly and appealing ways to learn about the Library." I'd like to get a large slatwall which would allow us to create a more interactive and 3D marketing area for the Library. A slatwall would enable us to not only put out 2D fliers, but to have hangers for business cards, pamphlets, handouts, and more. It would also provide flexibility in advertising as our needs change through the year.

Request 5: Replace MetaSpace 511 bulletin board with slatwall

The issue: The bulletin board just outside the MetaSpace is looking old and tired. I have also extensively discussed with my leadership team about have consistent marketing throughout the library, and by changing how we market programs and events in the entryway (slatwall enabling more 3D interactions) I want to duplicate that near the MetaSpace. Nancy has noted that many people simply walk past all the things she posts out there, so a bright orange slatwall in conjunction with the TV will give her plenty of opportunities to communicate out and share all the great things that go on in there.

Request 6: Purchase two identical [floor stand signs](#) dedicated for advertising events

The issue: It's easy to walk right past the Community Room and not know if an event is happening. Additionally, many visitors are unaware the MetaSpace exists in that back corner. In an effort to improve communication and keep our messaging appealing and consistent, I would like to purchase two identical floor stand signs that would be solely used for pointing to either the Community Room or MetaSpace with a "now happening in..." message and attached literature racks with information on other programs they may enjoy in relation to the one currently going on.

Request 7: Install exterior outlet for programs in the back yard

The issue: During our SLP Kick-Off last year, I discovered that the only external outlet facing the park (it's behind the MetaSpace) is actually part of a circuit that includes most of the outlets inside the MetaSpace. Nancy says she is frequently playing find-the-right-outlet in the MetaSpace to avoid blowing a fuse and we had to drag extension cords to several outlets inside the library just to run the (extremely popular) inflatable obstacle course last year. In order to facilitate more outdoor programming (without blowing a fuse or propping open doors), I want to have a new outlet on its own circuit installed on the outside wall of the library by the children's area.

Request 8: Rekeying several doors to be logical

The issue: There are numerous doors in the library that aren't keyed in a way that makes sense to who should be accessing it. For example, my master key doesn't open one of the custodial closets when, logically, a master key (and a Library Director) should open every door. These weird variations have created a headache of extra keys which is compounded by the fact that those physical keys don't always align with access of the electronic swipe keys. The more

confusing a system is, the easier it is to make a mistake. I'd like to rekey some doors to create a logical hierarchy of access to align with the hierarchy of the staff.

Request 9: Purchase two more [portable hearing loops](#) and one more [hearing loop receiver](#)

The issue: During our Staff Development Day on January 20, Angela Meyers of the Bridges Library System presented to us about how hearing loops make library services and programs more accessible by allowing users with hearing devices to tap into the loop for pure, directed sound of whatever is being spoken through the microphone. We have one permanently installed in the Community Room and our new AV system allows users to hear video, music, and microphone input through their hearing device. We also have one in the MetaSpace which uses a microphone in the ceiling to gather all the sound in the room as opposed to specific input from a computer or mic pack. We have one portable hearing loop at the Info Desk, but the Circ staff requested ones for the two main computers at the Circulation Desk. Additionally, I want to purchase another hearing loop receiver, which allows people who don't have a hearing aid or cochlear implant to tap into the hearing loop with a pair of headphones. This way, I would have one set for the service desks and one set permanently available in the Community Room for programs. With this, I want to purchase some extra microphone covers and mic pack headsets for program staff to enforce my directive of having every program use a microphone starting in February. By having consistency of accessibility across all program spaces and service desks, I believe this is an excellent way to support the Strategic Plan priority of "Embrace Community: We eliminate barriers to access in order to provide engaging and accessible ways for users to find what they need."

Request 10: Purchase new [learn-n-play activity centers](#) for children's area

The issue: The children's area toys are looking very tired and dirty. One of the Lego tables was a donation. I would like to purchase a few interactive play centers that provide engagement and learning but don't contribute to the noise level in the Library. Items chosen would be not be fixed to the floor/wall and would have the ability to be re-usable and movable in future remodels.

For: Library Board Building & Grounds Committee
Date: March 9, 2023
Subject: Costs for Improvements Around the Library
Submitted: Abby Armour

Purpose: This document provides costs and information about the previously proposed “List of Small improvements for the Library” at the January meeting. Recommended to use WCCF Capital Funds for these projects.

Priority	Task	Explanation	Other Info	Costs
High	#1: Patch and paint	Patching holes from sprinkler repair, removal of old data jacks, and items removed from walls. Fresh paint.	We have already begun this due to the two large holes in the ceiling from the sprinkler repair.	\$6,900 See “Quote 1: Painting” plus estimate for added jobs in entryway
High	#2: Create marketing area in entryway	Move McAdams photo, add white slatwall with silver inserts for marketing library programs, fresh paint in entryway	Strategic Priority: Explore options to utilize entryway for better communication of Library and community events and resources. Patch and paint for this project in Quote 1	\$1,000 See “Quote 2: Slatwall” (estimate includes shipping)
High	#3: Slatwall for MetaSpace	To mirror entryway signage, slatwall marketing for MetaSpace	Strategic Priority: We provide user-friendly and appealing ways to learn about the Library. Costs in other estimates.	
Medium	#4: Standing floor signs	Signage permanently dedicated to identifying where programs are. Includes brochure holders.	Strategic Priority: We provide user-friendly and appealing ways to learn about the Library.	\$750 See “Quote 3: Signage” (estimate includes shipping)
Medium	#5: Hearing Loops for Service Desks	Purchase additional portable hearing loops, receivers, and	Strategic Priority: We eliminate barriers to access in	\$1,350

		headphone stands for Circ Desk and Community Room.	order to provide engaging and accessible ways for users to find what they need.	See "Quote 4: Hearing Loops"
Medium	#6: Felt tiles for Teen Area	Add felt tiles for sound management, bulletin board options, and aesthetics.	Strategic Priority: Conduct noise evaluation and explore solutions	\$800
Medium	#7: Exterior power	Install exterior outlet for programs in the back yard. Proposal by our usual company, Roman Electric to provide maximum amount of options.	Strategic Priority: We focus on providing early literacy collections, services, and programs for our growing community.	\$13,248 See: "Quote 5: Festival Power"
Medium	#8: New activity centers for children's area	Add to and replace play area fixtures with emphasis on reading and learning.	Strategic Priority: Examine shelving, displays, and furniture for ease of use and age-appropriate accessibility	\$6,000 See: "Options for Children's Area"
			Total	\$30,048

Not being addressed at this time due to other considerations and/or opportunities:

- Rekeying several doors to be logical

Quote 1: Painting

1451 Dale Painting

1451 Dale Painting

Date 2/22/23

Josh & Martin Dale

204 Crestwood Dr

Waukesha, WI 53188

Cell: 262-366-8527

email: 1451dalepainting@gmail.com

Estimate/ Bid

Catherine Kim

C/O Mukwonago Library

511 Division Street

Mukwonago, WI 53149

ckim@mukwonagolibrary.org

Interior		\$5,480		Sq. ft.	color #	Name	Sheen
Entry							
Patch and repair 3 outlet holes	walls only				X		
Patch around new outlet	walls only				X		
fill in holes where current picture hardware is	walls only				X		
Paint from orange wall on the north side to around column to best possible end near glass doors	walls only		15	X	16		
Community Room					X		
Patch 3 outlets on the east wall	walls only				X		
Repair holes at the top of the East wall	walls only				X		
Paint from Emergency door on the North wall to the whole East wall up to the green wall.	walls only		48	X	26		
Ceiling in main library entryway					X		
Patch hole in ceiling (3/4" drywall)	ceiling only	2	12	X	12		
fix spider cracks along the ceiling walls (settling cracks)	ceiling only	20		X			
Blend the paint over those areas (20' hi)	ceiling only		50	X	15		
Other					X		
scissor Lift rental for week					X	\$1,000	
2nd coat will be determine by color and Catherine							

all paints and supplies are included

After the third wall color there will be an \$100 up charge for each color

Catherine will provide colors

One Coat

sub total

\$6,480

Discount for repeat customer

\$580

Your total for all the work

\$5,900

Let us create some magic for you

[My Account](#) | [Contact Us](#) | [Sign In](#) | [Cart](#)

ULINE
1-800-295-5510

Products	Uline Products	Quick Order	Catalog Request	Special Offers	About Us	
----------	----------------	-------------	-----------------	----------------	----------	--

Home > All Products > Store Operations > Slatwall > Slatwall Panels



Anchor™ Core board is 50% stronger
than standard fiberboard.

[Enlarge & Video](#)

SLATWALL PANELS

Turn your walls into merchandising display space.

- Strong panels of 3/4" **Anchor™** Core board.
- Channels spaced 3" apart on center.
- **Paint Ready** – Use as is or paint any color.
- **Colored or Wood Melamine** – Durable, no-maintenance finish.
- [Slatwall Accessories](#) sold separately.




Available in: Paint Ready, White, Black, Gray, Birch or Cherry

SLATWALL PANELS					Available in: Paint Ready, White, Black, Gray, Birch or Cherry			
MODEL NO.	DESCRIPTION	PANEL SIZE H x W	PANELS/ PACK	LBS./ PACK	PRICE PER PACK			ADD TO CART
					1	3	5+	
H-4776	Paint Ready	4 x 8'	2	170	\$225	\$215	\$210	<input type="text"/> ADD
H-4774*	Colored Melamine				240	235	230	Specify Color
H-5060▲	Wood Melamine				245	240	235	Specify Color

* White, Black or Gray

▲ Birch or Cherry

SHIPS VIA MOTOR FREIGHT



SLATWALL TRIM

Gives your slatwall display a nice, clean finish.


- Strong PVC molding cuts easily to size.
- Slides on. Tapered edge hugs tight for secure fit.
- Compatible with 3/4" slatwall.
- Compatible with all [Uline Slatwall Panels](#).

SLATWALL TRIM

Black, White or Gray

MODEL NO.	DESCRIPTION	SIZE	QTY./ PACK	LBS./ PACK	PRICE PER PACK			ADD TO CART
					1	2	5+	
S-23525	Slatwall Trim	8'	4	5	\$35	\$34	\$32	Specify Color

SHIPS VIA MOTOR FREIGHT



SLATWALL INSERTS

Put the finishing touches on your slatwall display.

- Double slatwall weight capacity.
- Easy installation. Simply slide into channel from side of panel.
- Compatible with [Uline Slatwall Panels](#) only.

SLATWALL INSERTS

MODEL NO.	DESCRIPTION	QTY./ PACK	LBS./ PACK	PRICE PER PACK		ADD TO CART
				1	2+	
H-5064	4' Aluminum Inserts	16	12	\$140	\$135	<input type="text"/> ADD
H-4773	8' Aluminum Inserts	16	25	250	220	<input type="text"/> ADD

■ SHIPS VIA MOTOR FREIGHT

Quote 3: Signage



q

[All Products](#)
[Shop by Space](#)
[Specials](#)
[Login](#)
[Cart](#)

24x36 Poster Floor Stand, 4"/8.5"w, 3/5 Pockets, Double Sided, Wheels - Silver

SKU: 2436VPC5S

[Home](#) >
[Food Merchandising Displays](#) >
[Restaurant Signage](#) >
[Menu Stands](#) >
[w/ Literature Pockets](#) >
2436VPC5S



[Email](#)
[Pin it](#)
[Share](#)
[Tweet](#)

★★★★☆ 4 out of 5 | (1 Rating)

Media Size: 24" x 36"

Color: Silver

Number of Pockets: 5

- Oval Base with Wheels
- 5 Insert Holders
- Silver Sparkle Powdered Finish
- Double Sided with 2 Non Glare Lenses
- Top Loading Aluminum Frame

IN STOCK

Order soon! Only 4 units left.

Ships on **Monday, Mar 6** if ordered within the next **2 days 23 hrs 51 mins.**

Quantity	Price Each (USD)
1 - 4	\$340.99
5 - 15	\$332.99

[Need a Quote?](#)

Users That Viewed This Also Viewed



\$287.99

22x28 Poster Floor Sta...




\$406.99


24x36 Poster Floor Sta...

Quote 4: Hearing Loops

Window intercoms help people communicate during COVID!

 **BROWN AUDIO SERVICE** LLC

[Store Home](#) [Catalog](#) [Brown Audio Service LLC](#)



Contacta Portable Hearing Loop

\$416.00

[ADD TO CART](#)


FREE SHIPPING ON THIS ITEM!

The Contacta portable induction hearing loop system answers the question, what if I want to take my hearing loop with me? Perfect for service counters or reception desks, it eases communication with hearing aid and implant users. It can also be used at meetings as a personal hearing loop.


The system consists of the main unit, stylishly constructed from robust ABS plastic, and a plug-in power adaptor for charging purposes. It has both a built in microphone, and a separate plug in table mic. The unit incorporates a rechargeable battery system to maintain performance at its peak. The battery will give a minimum of 8 hours use and is monitored at all times using standby mode, incorporating a two color display to show battery status.

The status LED display will flash with speech. The unit is fully operational at all times and may still be used when recharging becomes necessary. The portable loop system is easy to carry and can be simply set up for use in a matter of seconds.

Window intercoms help people communicate during COVID!

 **BROWN AUDIO SERVICE** LLC

[Store Home](#) [Catalog](#) [Brown Audio Service LLC](#)



Contacta RX20 Loop Listener Receiver


\$135.00

[ADD TO CART](#)

FREE SHIPPING ON THIS ITEM!

The Contacta RX20 headset loop listener receiver enables users to hear in a hearing loop signal without T-coil equipped hearing aids. Comes with headphones, lanyard, and 2 AAA batteries. It features a hum filter to reduce electromagnetic interference. Easy to use one knob operation.

Quote 5: Festival Power




ROMAN ELECTRIC CO., INC.
Since 1929

Outdoor Festival Power

Electrical Proposal

PREPARED FOR


511 Division Street
Mukwonago, WI 53149


Attn: Cathryn Kim Administrative Assistant - ckim@mukcom.lib.wi.us - (262) 363-6411 X4105

March 1, 2023

RE: Installation of Additional Power for Festival Season
Commercial Services-Electrical

Thank you for considering Roman Electric to service your electrical needs. We propose to furnish labor and material in first class workmanship according to our site visit and the following specifications:

- Provide and install raceway, wiring and terminations for the following components:
 - (1) 100A circuit breaker from existing Panel "D"
 - (1) weatherproof manual disconnecting safety switch on exterior of building
 - (1) weatherproof 50-amp receptacle for a quick connection to the outdoor power cabling for festival
 - Provide (2) 50' Type SO Cable for portable power box ("turtle")
 - Provide (1) 50-amp turtle with (6) GFCI protected duplex outlets for outdoor use in weather
 - 14 Ga. Steel Construction endures for years of use
 - Heavy-duty, impact & flame-resistant enclosure
 - GFCI Protection includes open neutral, reverse phasing, & 240V shut-off with indicator light
 - GFCI meets UL 943 requirements with 4-6 milliamp trip level
 - Rating: 50-Amp 125/250V 3 Pole 4 Wire, Power Inlet CS6375, Feed-Thru CS6369
 - cULus Listed, Type 3R Outdoor



For the above work, we quote the sum of**\$13,248.00**

Exclusions:

- Sales tax if applicable
- Permit fees if required
- Premium time, including weekends and national holidays.
- Correction of pre-existing building and/or additional electrical code violations.
- *****No electrical work on energized circuits. Required temporary power interruption. Duration and time of outage shall be coordinated with Owners prior to commencement of work.***

General Conditions:

- The contractor shall not be liable for unforeseen corrections sited by the Authority Having Jurisdiction (AHJ).

WEST ALLIS /// 2222 S. 114th Street • West Allis, WI 53227 • (414) 771-5400 PHONE • (414) 471-8603 FAX

Options for Children's Area



Demco® Mobile Build 'N' Write Board - Building Brick-Compatible And Markerboard Surfaces

\$988.99 ONLY AT DEMCO

★★★★★ 4.0 (1) Write a review

SELECT SIZE

Overall 61 3/4" X 59" X 29" Board 31" X 46 1/2" ▼

Demco Mobile Build 'N' Write Play Area 31" x 46-1/2"
Item #: W13789880

i This product ships directly from the manufacturer in approximately 30 working days.



Whitney Brothers® Kitchen Combo

\$849.99

★★★★★ (0) Write a review

Whitney Brothers Kitchen Combo 38-3/4Hx48-1/2Wx15D
Item #: W13823020

i This product ships directly from the manufacturer in approximately 28 working days.

1

Add to Cart

♥ ADD TO WISH LIST ➦ SHARE



Whitney Brothers® Nature Reading Haven With Floor Mat

\$1,241.99

★★★★★ 5.0 (1) [Write a review](#)

Whitney Brothers Nature Reading Haven w/Floor Mat
Item #: W13799180

This product ships directly from the manufacturer in approximately 28 working days.

1

Add to Cart

ADD TO WISH LIST SHARE



Whitney Brothers® Nature View Play Greenhouse

\$2,265.99

★★★★★ (0) [Write a review](#)

Whitney Brothers Nature View Greenhouse 60" x 60" x 60"
Item #: W13807970

This product ships directly from the manufacturer in approximately 12 working days.

1

Add to Cart

ADD TO WISH LIST SHARE

Library Name	Do you allow Milwaukee county residents to get a library card?	Do you charge Milwaukee county residents for library cards?	How much do you charge? How often do you charge? (i.e. \$50 per year or \$30 at 18-month renewal)	If you charge Milwaukee county residents for library cards, do you have other restrictions? (i.e. they can't use your makerspace or reserve a meeting room)	What are those other restrictions?
Oconomowoc	Yes	No			
Muskego Public Library	Yes	No			
New Berlin Public Library	Yes	Yes	We charge a lifetime fee of \$25! What a steal!	No	None. We also grant non-card holders from Milwaukee County, access to our computers with guest passes, so no one is denied access for the internet.
Alice Baker Library	Yes	No			
Waukesha	Yes	Yes	\$25 annually	No	*
Menomonee Falls Public Library	Yes	Yes	\$75/year	Yes	Per Mellanie, hoopla will not work for Milwaukee County cards
Karl Junginger Memorial Library	Yes	No			
Hartland Public Library	Yes	No			
Pewaukee Library	No				
Jefferson Public Library	Yes	No			
Brookfield	No				
Butler	Yes	Yes	\$40 per year	No	None
Pauline Haass Public Library (Sussex)	Yes	No			
Delafield	Yes	No			
Big Bend Village Library	Yes	No			
Johnson Creek	Yes	No			

Sum of Number of Checkouts	Column Labels								
Row Labels	Alice Baker Public Library (Eagle)	Big Bend Village Library	Brookfield Public Library	Butler Public Library	Elm Grove Public Library	Menomonee Falls Public Library	Mukwonago Community Library	Muskego Public Library	Waukesha Public Library
ZMI Bayside, City of	0	0	0	0	0	0	0	0	0
ZMI Brown Deer, Village of	0	0	0	0	0	33	0	0	0
ZMI Cudahy, City of	0	0	0	0	0	0	0	14	7
ZMI Fox Point, City of	0	0	0	0	0	0	0	0	0
ZMI Franklin, City of	1	2	0	0	0	0	0	3088	781
ZMI Glendale, City of	0	0	0	0	0	0	0	0	1
ZMI Greendale, Village of	0	0	0	0	27	0	52	50	0
ZMI Greenfield, City of	0	1	0	0	0	0	16	544	145
ZMI Hales Corners, Village of	0	0	0	0	0	1	4	756	77
ZMI Milwaukee, City of	0	0	23	1675	551	2792	502	1074	2699
ZMI Oak Creek, City of	0	0	0	0	0	5	0	17	0
ZMI River Hills, City of	0	0	0	0	0	0	0	0	0
ZMI Saint Francis, City of	0	0	0	0	0	0	0	0	0
ZMI Shorewood, City of	0	0	0	0	0	0	0	0	0
ZMI South Milwaukee, City of	3	0	0	0	3	0	0	12	0
ZMI Wauwatosa, City of	2	0	0	250	3785	772	56	0	24
ZMI West Allis, City of	3	0	7	2	111	5	190	861	176
ZMI West Milwaukee, City of	0	0	0	0	0	0	0	0	0
ZMI Whitefish Bay, City of	0	7	0	0	32	8	0	118	80

Mukwonago Community Library
Circulation Policy
Approved: August 12, 2021

- I. Purpose
- II. Eligible Card Holders
- III. Lost or Damaged Library Cards
- IV. Limitations on Borrowing
- V. Return of Library Materials
- VI. Interlibrary Loan
- VII. Holds
- VIII. Loan Periods
- IX. Overdue Materials
- X. Lost or Damaged Materials, Miscellaneous Fees
- XI. The Thingery

I. Purpose

- (A) The Mukwonago Community Library strives to maintain the most liberal lending policy possible without allowing some borrowers to abuse their borrowing rights to the detriment of others.
- (B) Mukwonago Community Library is a member of the Bridges Library System and the CAFE Network. Some provisions of this policy are formulated to comply with requirements of these memberships. Participation in Bridges and CAFE affords liberal benefits to Mukwonago area residents, who have access to the facilities, collections and services of 24 public libraries in Waukesha and Jefferson Counties.
- (C) This policy applies not only to the general public, but also to staff, board members, Friends of the Mukwonago Community Library and library volunteers. Only materials ready for circulation and properly checked out may be taken from the library.

II. Eligible Card Holders

- (A) The library issues cards to individuals and/or organizations. General cards are issued for an 18-month period. Cards may be used at all 24 libraries within the CAFÉ system. Some restrictions may be placed on borrowers by participating libraries.
- (B) Any resident of the State of Wisconsin is eligible to receive a CAFÉ library card. All applicants must present identification which is proof of name and current address (WI driver's license, WI ID card, an official piece of postmarked mail no older than 30 days, other acceptable identification is at the discretion of the library staff).

- (C) Temporary cards may be issued to individuals that have seasonal or temporary residence in the area. Applicants must provide identification (see B) with proof of both the temporary and permanent residence. Individuals who reside at a correctional institution must provide a completed application signed by a parent/guardian, and include the individual's home address.

Temporary cards are issued for a 6 month period. Restrictions include a maximum of 5 items checked out at any given time; no more than 5 holds placed on the card, all holds must be picked up by the card owner with their card at the Mukwonago Community Library.

- (D) Mukwonago accepts applications for library cards from non-county residents.
- (E) Registered library users are responsible for informing the library of any changes to their accounts, this includes; name, address and municipality, phone, email, and how one chooses to receive library notifications.
- (F) Only one card will be issued to each individual.
- (G) Cards may be issued to children at any age and a parent or legal guardian must sign the application form in person. Applicants 16 years of age or older do not need parental signature. If the parent or guardian is present and can show identification with present name and address the card may be given to the child immediately. If a parental library card is blocked solely due to accumulated unpaid fines, any minors in the household will be allowed to get a card. However, if a parent's card is blocked because of outstanding unreturned materials, the materials must be returned or the replacement cost paid before any minor in the household is issued a card. Children residing in two households will be issued a card only by the community or agency of primary residence as stated by the parent or guardian.
- (H) Mukwonago area community organizations, governmental agencies, and local businesses may be issued organizational borrowers' cards for use by authorized individuals when the organization needs to borrow library materials for organizational proposes. The head of the organization must sign the application form and supply acceptable identification. The organization, governmental agency, or business assumes responsibility for any library materials checked out on their respective library card.
- (I) Outreach: "Outreach" is defined as being confined to one's home due to illness, age, disability, or other qualifying circumstance. Individuals must have no other means of receiving library service. Each request for service is assessed on a case-by-case basis. More specifically, any Mukwonago area resident who is deemed temporarily or permanently unable to visit the library in person is eligible for Outreach status. This

privilege will only apply so long as the resident is homebound. Temporary homebound patrons who do not qualify for scheduled service may request delivery, but all requests are filled at the library's discretion.

Outreach users will not be assessed overdue fines; however every attempt should be made to return materials in a timely manner. Participants are, however, responsible for all items checked out on their Outreach library cards and will be charged the standard fee for any lost or damaged item. Loan periods are extended at the discretion of the home library.

III. Lost or Damaged Library Cards

- (A) Lost or damaged cards will be replaced at a charge of \$1.00.

IV. Limitations on Borrowing

- (A) In order to maintain privacy and receive accurate service, borrowers must present their library card at the time of check out. The library card may be presented in physical or digital form, but the barcode must be scannable or the numbers must be legible enough for a staff member to type them in.
- (B) Any borrower with materials, fines, or fees due in excess of the library block limit of \$10.00 may not check out until the fee is paid. Patrons having 5 or more items overdue at the time of checkout are also blocked and will need to return overdue items before further check outs are permitted.
- (C) To accommodate patrons' use of advancing technology, the library will allow use of smartphone apps in lieu of traditional library cards.
- (D) Reference materials and all newspapers are non-circulating and may not be checked out.
- (E) Laptop computers can be checked-out for in-library use to any Mukwonago Community Library patron in good standing who presents a valid CAFE library card or photo identification. All non-library card identification will be held at the Reference desk until the laptop is returned in good order. This patron is the only person authorized to use the computer.
- (F) Users without their library cards may request that selected items be held for them for 24 hours. Materials found on the shelf in the library in response to telephone requests may also be held for 24 hours or placed on hold and held for five days. Browsing material is not eligible for this service.

- (G) It is the policy of the library that responsibility for the use of library materials by children rests with their parents and/or legal guardians. Therefore, no borrowing restrictions are placed on children once they have obtained their parent's signature on the library application.
- (H) The maximum number of items allowed per library card is a total of 250 items. Users may check out any combination of items up to the maximum except for the following limits:

"This Just In" DVDs/Blu-rays	5 item limit
"This Just In" Books	5 item limit
Audio Books	15 item limit
Video Games	5 item limit
eReader	1 item limit
Interlibrary Loans	5 item limit
Laptops (in-house only)	1 item limit

V. Return of Library Materials

- (A) Mukwonago Community Library materials, with the exception of Thingery items, may be returned to any public library in the Bridges Library System.
- (B) Requests for immediate check-in will not be honored, unless the items in question have fines or fees.

VI. Interlibrary Loan

- (A) Loan periods for Interlibrary Loan material are subject to the owning library.
- (B) Any borrower with materials, fines, or fees due in excess of the library block limit of \$10.00, or with one or more Interlibrary Loan items overdue may not request Interlibrary Loan material until the fee is paid or the item is returned. Patrons having five or more Café items overdue and are blocked must return overdue items and pay all fees before submitting an Interlibrary Loan request. All Interlibrary Loan requests must be submitted under the requesting patron's card, not on family members' cards.
- (C) Renewals may be available; requests must be submitted through the Interlibrary Loan office only and are at the discretion of the owning library.
- (D) All Interlibrary Loan material that is checked out from the Mukwonago Community Library must be returned to the Mukwonago Community Library.

- (E) Fines for overdue Interlibrary Loan material are \$1.00 per day. Replacement costs are at the discretion of the owning library.

VII. Holds

- (A) Requests for materials from registered patrons may be made in person, by phone, on the library system's CAFÉ Catalog, or via the Café app. Requests for materials made over the phone will require the user's library barcode number and confirmation of address on the card.
- (B) There is a limit of 50 holds for all library materials except for Interlibrary Loan items which are limited to 5 items. Some items, including "This Just In" titles and items in the Thingery, are not holdable. Please check the Café Catalog for availability.
- (C) Hold notifications include a date by which materials should be claimed and checked out.
- (D) Items exceeding the given "hold to" date/s will be reshelfed or returned to their owning library. Patrons may request that pending holds be inactivated until such time the patron desires the item/s.
- (E) The system will automatically cancel holds when a patron fails to claim the requested items before the "hold to" dates/s. The system allows a patron to reactivate a cancelled hold for 60 days. When a patron opts to reactivate a cancelled hold their name will queue to the bottom of the hold list.
- (F) Patrons may select or request CAFÉ pick-up locations other than Mukwonago when placing holds. Items not found in the CAFÉ Catalog, which result in Interlibrary Loan requests, must be requested at the library where pick-up is desired.
- (G) Laptops for in-house only are available on a first come-first served basis.

VIII. Loan Periods

- (A) Circulation loan periods are as follows:

Audiobooks, Books, Music CDs	21 days
"This Just In" Books, eReaders, Great Courses on DVD, TV Series on DVD	14 days
Video games, DVDs/Blu-rays, Magazines, "This Just In" DVDs/Blu-rays	7 days
Laptops (in-house only)	1 hour

(B) A renewal period of the same length as the initial loan period is granted for any item, unless the item has been placed on hold by another patron. Items may be renewed 3 times. Renewals are permitted on all materials with the exception of "This Just In" titles. eReaders may be renewed once and only if there are no pending holds.

(C) Renewals are possible via the CAFÉ online catalog on the library's website or, by calling the Mukwonago Community Library circulation desk. Walk-in renewals require the library card or the materials-in-hand.

Phone call renewals do not require the library card, but staff must request address and phone verification before renewing. Renewals cannot take place if any part of the information is invalid, the patron will then need to supply a library card number.

(D) The loan periods and renewal rules for Interlibrary Loan materials are determined by the lending institutions.

IX. Overdue Materials

(A) Materials are considered overdue if not received by the date due. Materials returned in the book drop when the library is not open are considered to have been returned on the library's last open day.

(B) Daily fines are assessed per item as follows:

Books, Audiobooks, Magazines, Music CDs	\$.25 per day
DVDs/Blu-rays, Video Games	\$.50 per day
"This Just In" Books, DVDs, Blu-rays, \$1.00 video games, Interlibrary Loans, eReaders,	\$ 1.00 per day

(C) Maximum fines are assessed per item as follows:

Books, Audiobooks, Interlibrary Loan, Music CDs, DVDs/Blu-rays, Video Games, eReaders, and all "This Just In" items	\$ 10.00
Magazines	\$6.00

(D) Electronic or telephone overdue notices are sent when items are 7 days overdue. At 14 days, an additional electronic or telephone overdue notice is sent out. On the 28th day, notices with the replacement costs of overdue items are sent. At 45 days items are considered lost and the library account will be assessed the replacement costs of overdue materials. The patron will receive the bill via U.S. Mail. On the 60th day, accounts with lost items with a balance over \$25.00 may be sent to a collection agency

and a \$20.00 service charge billed to the account. At 180 days, the collection agency may report overdue accounts to a credit reporting agency.

- (E) If a patron's payment by check is returned for insufficient funds, the amount of the original fine will be placed back on the patron's account. Additionally, if the bank charges the library an insufficient funds charge, the fee the library incurs will be passed on to the patron. After a check is returned from the bank for insufficient funds, payments to clear charges must be made in cash.
- (F) Fees or fines of \$10.00 or more will suspend the borrowing privileges of patrons. Suspension rules of other libraries will be honored at all CAFÉ Libraries.
- (G) A patron may pay for material which he believes is irretrievably lost at any time.
- (H) The library will comply with all Discharge of Debtor decrees by Bankruptcy Courts. Only overdue materials as of the date of the decree will be cleared and suspensions removed.
- (I) Materials loaned to Mukwonago Community Library for local borrowers fall under Mukwonago Community Library's overdue policies, however, borrowers will be held responsible for all special assessments placed by lending institutions.
- (J) Any patron with good cause, who feels charges warrant review, may request a one-time waiver to reduce library fines/fees. Request forms are available at the Circulation Desk and will be reviewed by both the Circulation Supervisor and Library Director.

X. Lost or Damaged Materials, Miscellaneous Fees

- (A) Patrons are responsible for all materials checked out on their library card. A patron is required to pay for material that is irretrievably lost or has been damaged while checked out. The prices charged for materials that are lost or damaged beyond use are as follows:
 - (1) The price of replacement of Mukwonago Community Library materials is determined by the current cost of the item as charged by the library vendor plus a \$5.00 processing fee. The following replacement costs are applicable for special items:
 - a. Laptops (in-house only) \$500 (no less than)
 - (2) When materials are returned with damage that does not require replacement of the item, charges are assessed as follows:

Barcode, RFID tag	\$1.00
Torn pages, damaged covers, disc ID hubs, labels, missing programs, game cases	\$2.00

Cover art	\$3.00
Zipper pouches	\$5.00
eReader carrier	\$15.00
Audio books: damaged or missing discs	refer to supervisor
CD Audiobook cases	capacity 1-12: \$7.00 capacity 13-19: \$8.00 capacity 20-29: \$9.00 capacity 30+: \$13.00
Music CD cases	capacity 1-2: \$2.00 capacity 3+: \$5.00
DVD cases	capacity 1-2: \$1.00 capacity 3-4: \$2.00 capacity 5-6: \$3.00 capacity 7-8: \$4.00 capacity 9+: \$5.00
Blu-ray cases	capacity 1: \$1.00 capacity 2: \$2.00 capacity 3+: \$3.00

Please Note: All item damage is subject to additional fees assessed at the discretion of the Circulation Supervisor or Technical Services Supervisor.

- (B) eReaders and Thingergy items must be returned to the Mukwonago Community Library Circulation Desk only. If an eReader or Thingery item is returned in a book drop or to another library, a fee of \$5.00 will be charged.

XI. The Thingery

The Thingery is our lending library of things. The Thingery is an assortment of equipment, experiences, Explore Passes (definition on pg.11), and specialty items (definition on pg. 11) to check out. The collection provides diverse opportunities for lifelong learning, creativity, and engagement by providing the physical tools necessary to explore new areas of interest and learn new skills.

Eligible Card Holders

- (A) A valid CAFÉ library card in good-standing is required to borrow from The Thingery. Most items (specifically the specialty items and the Explore Passes) within The Thingery require that the borrower must be 18 years of age or older to check out a specialty item and must have a signed “Mukwonago Community Library Thingery Lending Form” on file.

Limitations on Borrowing

- (A) The maximum number of Thingery items allowed per library card is five (5) items. Some items, such as the Wifi hotspots, are limited to only one (1) checkout of the item per library card.
- (B) Lending restrictions are variable depending on the Thingery item. Due to continuing changes in new and available items, please check the item record in the CAFÉ Catalog or ask a library staff member if you have a question about restrictions on borrowing an item.

Return of Library Materials

- (A) The Thingery items must be checked out and returned to the Circulation Desk of the Mukwonago Community Library, with the exception of Explore Passes. Explore Passes may be returned in the bookdrop.
- (B) The Thingery items must be returned in the original library container, pouch, or bag.
- (C) A \$5.00 fee (per item) will be charged to the borrower's account if The Thingery items are returned in the bookdrop (with the exception of the Explore Passes) or to a library other than the Mukwonago Community Library.

Holds

- (A) Most items within The Thingery are not eligible for holds. Each request for an item to be held will be handled case-by-case by the Technical Services Supervisor or the Library Director will have final discretion.

Loan Periods

- (A) Most items within The Thingery are limited to a 7-day checkout. Some Explore Passes are limited to a 3-day checkout.
- (B) There are no renewals allowed on any Thingery items.

Overdue Materials

- (A) All items within The Thingery have an overdue due daily fine of \$1.00, with the exception of the Explore Passes. Explore Passes overdue fines will be assessed at \$50.00 per day.

Lost or Damaged Materials, Miscellaneous Fees

- (A) Due to the wide variety of items within The Thingery, all replacement and damage costs will be left to the discretion of the Technical Services Supervisor or the Library Director.

Factors such as current retail price, administrative and processing fees, staff time, item availability from vendor, standard costs for unreplaceable pieces, etc. will all be taken into consideration during the assessment.

(B) All specialty items and some Explore Passes have a replacement cost of over \$200.00.

Proper Use and Liability

(A) The Mukwonago Community Library is not responsible for injury, loss, or damage that may occur from use of an item from within The Thingery. The responsibility to protect against loss or damage is the borrower's. Patrons will be responsible for any damage to The Thingery items while in their possession.

(B) Library staff inspect and sanitize all items upon their return.

Definitions

Explore Passes: Passes which circulate to venues such as including but not limited to the Milwaukee County Zoo, Milwaukee Art Museum, or Betty Brinn's Museum.

Awesome Notables: These are specialty items unique to Mukwonago Community Library and may include, but are not limited to, sewing machines, GoPro cameras, virtual reality headsets, and video game consoles.

Adopted by the Board of Trustees of the Mukwonago Community Library on 12 August 2021

Revision History

18 August 2016	Removed Section XI. Confidentiality of Library Records – new standalone policy created Removed Section XII. Library Theft Law Removed – new standalone policy created Revised Section I (B) to reflect change from WCFLS to Bridges Library System Revised Section IV (G) to update number of items patron may check out Revised Section V (A) to reflect change from WCFLS to Bridges Library System Revised Section VIII (B) to reflect change in the number of renewals permitted Revised Section IX (B) to reflect change in fine schedules for video games
-----------------------	---

	Revised Section IX (D) to reflect change to collection agency service charge Revised Section X (A) (2) to update damaged item fees and revise media case breakouts
16 February 2017	Loan and fee schedules updated to reflect acquisition of Wi-Fi hotspots and Streaming Media Devices
19 April 2017	Revised Section IV (A) to allow a one-time check-out with proper photo ID. Revised Section IV (G) to change circulation loan limitations on DVDs, Blu-Rays, Magazines, and Music CDs.
18 May 2017	Revised Section IV (E) to reflect use of laptops for check-out in-house. Revised Section IV (H) to reflect maximum number of items for laptop check-out. Revised Section VIII (A) to reflect loan period for laptop check-out. Revised Section X (A) to reflect lost or damaged materials, miscellaneous fees for laptop check-out.
20 July 2017	Revised Section IX (D) to reflect changes to overdue materials notifications.
17 August 2017	Revised Section II (A) & (B) to reflect change to 18 month expiration period. Revised Section VIII (A) to reflect inclusion of new categories in loan periods.
17 January 2019	Change language under Section VI. Interlibrary Loans, Item E to "Fines for overdue Interlibrary Library materials are \$1.00 per day. Replacement costs are at the discretion of the owning library."
17 January 2019	Change language under Section VII. Holds, Item B to "There is a limit of 40 total holds for all library materials, except Blu-ray and Interlibrary Loan. Blu-ray and Interlibrary Loan holds are limited to 5 titles. Fines for overdue material are \$1.00 per day. Replacement costs are at the discretion of the owning library."
17 January 2019	New Item created under Section IX. Overdue Materials dealing with the handling of payments to the library rejected due to insufficient funds and associated fees.
21 March 2019	Revised policy to remove a number of items from the existing policy in order to simplify the policy, make it easier to maintain and to incorporate

the item types into a new policy section XI which deals specifically with The Thingery and the items in that collection.

- 12 December 2019** Revised Section IV, Paragraph A to read ‘in lieu of a library card, the Library Director or his/her designee may allow check-out with proper photo ID.’ The one-time checkout with proper photo ID was eliminated.
- 09 July 2020** Revised Section VII, Item B. Total holds for all library materials changed from 40 to 50.
- 12 August 2021** Revised throughout to be consistent with increased Thingery scope.

Mukwonago Community Library
DRAFT Circulation Policy
For Library Board March 9, 2023

The purpose of this policy is to provide rules and guidelines to ensure that Library users understand their rights and responsibilities when borrowing items. The Mukwonago Community Library strives to maintain the most liberal lending policy possible without allowing some borrowers to abuse their borrowing rights to the detriment of others. The Mukwonago Community Library is a member of the Bridges Library System and the CAFE Network. Some provisions of this policy are formulated to comply with requirements of these memberships. Participation in Bridges and CAFE affords benefits to Mukwonago area residents, who have access to the facilities, collections, and services of the twenty-four (24) member libraries in Waukesha and Jefferson counties. This policy applies not only to the general public, but also to staff, Library Board members, Friends of the Library members, Village employees, and Library volunteers.

- I. Eligible Card Holders
- II. Special Library Cards
- III. Renewal and Expiration of Library Cards
- IV. Cardholder Responsibilities
- V. Holds for Pick Up Inside the Library
- VI. Holds for Pick Up in the Outside Smartlockers
- VII. Loan Periods
- VIII. Overdue Materials
- IX. Lost or Damaged Materials
- X. The Thingery
- XI. Interlibrary Loan

I. Eligible Card Holders

The Library issues cards to individuals and/or organizations wishing to borrow physical and/or digital materials. General cards are issued for an eighteen (18) month period. Cards may be used at all member libraries within the Bridges Library System. Some restrictions may be placed on borrowers by member libraries.

- A. Any resident of the State of Wisconsin is eligible to receive one (1) free library card.
- B. All applicants must be physically present at the time of registration.
- C. Children of any age are welcome to get a library card. The State of Wisconsin defines a child as a minor under the age of eighteen (18). The Library recognizes

that legal parents/guardians are ultimately responsible for their child's choices and actions.

- i. Minors ages zero (0) through ~~fifteen (15)~~ seventeen (17) must have a legal parent/guardian sign the application form for the Library card.
 - a. If the legal parent/guardian is physically present and provides acceptable identification, the minor will be issued a regular library card with child status and access privileges.
 - b. If the legal parent/guardian is not physically present, the minor may obtain a Temporary Card (see Section II. A.) by making a video phone call to them during the application process for approval. The library staff member will record confirmation of this approval on the application. The legal parent/guardian must come into the Library before expiration of the Temporary Card to present acceptable identification and sign the application. The minor's card will then be turned into a regular library card with child status and access privileges.
- ~~ii. Minors ages sixteen (16) through seventeen (17) who provide a valid ID do not need a parent/guardian physically present and may sign for a library card by themselves.~~
- iii. If a parent's/guardian's library card is blocked because of outstanding unreturned materials (not overdue fines), the materials must be returned or the replacement cost paid before any minor in the household is issued a card.
- iv. Minors residing in two households may be allowed a separate card to each legal guardian who claims responsibility for items check out on and usage of that card.

D. All applicants must present identification which is proof of name and current address. Acceptable proof includes a Wisconsin driver's license, Wisconsin ID card, passport, military ID, or an official piece of postmarked mail no older than 30 days. Other acceptable identification is at the discretion of the Library staff.

E. Library card privileges include, but are not limited to, the following:

- i. Checkout of physical items in any of the Bridges Library System member libraries, dependent upon item and availability limitations
- ii. Checkouts on digital platforms including the Wisconsin Digital Library accessibly via Overdrive or the Libby app
- iii. Access to online databases purchased by the Bridges Library System and/or Mukwonago Community Library
- iv. Privileges to use the Library's computers and MetaSpace 511

II. Special Library Cards

The Library offers four (4) types of special Library cards.

- A. Temporary Cards - Temporary cards may be issued to adults eighteen (18) years of age and older who have seasonal, transitional, or temporary residence in the area. Temporary cards may be turned into full Library cards with appropriate proof of residency.
- i. Length of Activation- Issued for a three (3) month period. Temporary cards can be renewed one (1) time for another three (3) months.
 - ii. Maximum Checkout - Three (3) items out at any given time. Cardholders are not allowed to borrow items in the Thingery.
 - iii. Maximum Holds - Three (3) holds at any given time
 - iv. Fines and Fees - Cardholders assume responsibility for all library materials, fines, and fees on the card.
 - v. Privileges - Includes all non-borrowing privileges such as use of computers and MetaSpace 511 as well as digital checkouts.
- B. Outreach Cards – Outreach cards are for individuals confined to their home due to illness, age, disability, or other qualifying circumstances. Any Mukwonago area resident who is deemed temporarily or permanently unable to visit the Library in person is eligible for Outreach status and services. Each request for service is assessed on a case-by-case basis. All requests are filled at the Library’s discretion.
- i. Length of Activation- Issued for an eighteen (18) month period. Renewable with continued proof of residency.
 - ii. Maximum Checkouts - Outreach cards may not check out Library materials inside the Library. Instead, Library staff will work with the cardholder to select items, check them out, and deliver them to the individual’s residence.
 - iii. Maximum Holds – No holds for pick up in the Library.
 - iv. Fines and Fees - Outreach cards will not be assessed overdue fines. Outreach cardholders are responsible for all items checked out on their cards and will be charged the standard fees for any lost or damaged item.
 - v. Privileges – Includes digital checkouts.
- C. Community Organization Card – Local community organizations, governmental agencies, and businesses that reside in the Village of Mukwonago may be issued a Library card.
- i. Length of Activation- Issued for an eighteen (18) month period. An authorized individual of the organization must apply for the Library card. Appropriate identification must be presented as the time of application. To renew the card, the current authorized individual must reapply.
 - ii. Maximum Checkouts – May check out the maximum allowable limit of items.

- iii. Maximum Holds – May place the maximum allowable holds on items.
- iv. Fines and Fees - The organization assumes responsibility for all library materials, fines, and fees on the card.

D. Mukwonago Area School District Cards – The Library recognizes the special relationship it shares with the Mukwonago Area School District (MASD) in ensuring all children in the community have access to high-quality resources. In order to support, but not supplant, curricular material needs, each school in MASD may apply for a school card to obtain materials for curricular use.

- i. Length of Activation- Issued for one (1) school year. An authorized individual of the school (preferably the School Library Media Specialist) must apply for the Library card. Appropriate identification must be presented as the time of application. This individual will serve as the point of contact for coordinating loans. The school principal must co-sign the application. To renew the card each school year, the current authorized individual must reapply.
- ii. Maximum Checkouts – May check out the maximum allowable limit of items. With the permission of the Library Director, school cards may check out more items than the limit provided they are items owned by the Mukwonago Community Library.
- iii. Maximum Holds – May place the maximum allowable holds on items. With the permission of the Library Director, school cards may place holds on more items than the limit provided they are items owned by the Mukwonago Community Library.
- iv. Fines and Fees - School cards will not be assessed overdue fees. The school is responsible for all items checked out on its card and will return all items by the last day of the school year. The school will be charged the standard fees for any lost or damaged item and will pay for these items by the end of the school's fiscal year.

III. **Renewal and Expiration of Library Cards**

In order to maintain a current, accurate database of cardholders, all Library cards must be renewed periodically.

- A. Library cards are active for eighteen (18) months whereupon the cardholder needs to contact the Library for renewal.
- B. Cardholders are responsible for informing the Library of any changes to their account including name, address, and contact information.
- C. When a cardholder becomes a legal adult by turning eighteen (18) years of age, their card will be updated in the following manner.

- i. The cardholder's Library card will be temporarily blocked until the cardholder visits the Library to fill out an application claiming responsibility for the card as an adult.
 - ii. Once the application is updated, the card's status will be updated to "Adult" and the cardholder will be allowed loaning and access privileges of adult users.
 - iii. Once the application is updated, all fines, fees, and replacement costs on the card will be deleted and the cardholder will start fresh as an adult.
- D. All Library cards, regardless of their status, that have been expired for three (3) years or more will be completely deleted from the system.

IV. Cardholder Responsibilities

- A. Cardholders or the legal parents/guardians of minor cardholders are responsible for all items, fines, fees on their library card. Cardholders are responsible for understanding and following all policies, loan periods, and special requirements for items they check out.
- B. Cardholders are responsible for their own library card and must notify the Library immediately if they believe their card to have been lost or stolen. Cards presented at checkout will be presumed to have the permission of the cardholder to be used by the individual presenting it at the time.
- C. Lost or damaged cards will be replaced at a charge of \$1.00.
- D. In order to maintain privacy and receive accurate service, borrowers must present their Library card at the time of check out. The Library card may be presented in physical or digital form, but the barcode must be scannable or the numbers must be legible enough for a staff member to type them in.
- E. Users without their Library cards may request that selected items be held for them for up to twenty-four (24) hours. Non-holdable materials are not eligible for this privilege.
- F. Any cardholder with \$10.00 or more of fines and/or fees on their card may not check out items. Suspension rules of other libraries will be honored at all CAFÉ Libraries.
- G. Any cardholder with five (5) or more items overdue at the time of checkout is blocked and will need to return overdue items before further check outs are permitted.

- H. Responsibility for the choice and use of library materials by children rests with their legal parents/guardians. Therefore, no borrowing restrictions are placed on children once they have obtained their legal parent's/guardian's signature on the library application.
- I. Mukwonago Community Library materials, with the exception of Thingery items, may be returned to any member library in the Bridges Library System.
- J. The maximum number of items allowed per library card is a total of 250 items. Cardholders may check out any combination of items up to the maximum **except** for the following limits:

"This Just In" DVDs/Blu-rays	5 item limit
"This Just In" books	10 item limit
STEAM kits and children's kits	10 item limit
Magazines	25 item limit
Audio Books	15 item limit
Video Games	10 item limit
eReader	1 item limit
Interlibrary Loans	5 item limit
Thingery Items (except hotspots and Explore Passes)	8 item limit
Explore Passes	2 item limit
Hotspots	1 item limit
Laptops (in-house use only)	1 item limit

V. Holds for Pick Up Inside the Library

- A. Cardholders can request items to be put on "hold" to be picked up at a later time on the hold shelf. Requests may be made in person, by phone, on the library system's CAFÉ Catalog, or via the Café app. All requests require the cardholder's library card and phone requests also require confirmation of cardholder's registered address.
- B. To reduce errors and ensure privacy, holds can only be checked out on the card that held the item. Cardholders may choose to have another person pick up their holds by giving their card to the person or providing access to their card on the Café app for this purpose.
- C. There is a limit of fifty (50) holds for all library materials except for Interlibrary Loan items which are limited to five (5) items. Some items, including "This Just

In” titles and items in the Thingery, at not holdable. Please check the Café Catalog for availability.

- D. Cardholders have five (5) days to pick up their items. Items exceeding the given “hold to” date will be reshelfed or returned to their owning library.
- E. Cardholders may request that pending holds be inactivated until such time the cardholder desires the item(s).
- F. The system will automatically cancel holds when a patron fails to claim the requested items before the “hold to” date. The system allows a cardholder to reactivate a cancelled hold for 60 days. When a cardholder opts to reactivate a cancelled hold, their name will queue to the bottom of the hold list.
- G. Patrons may select or request CAFÉ pick-up locations other than Mukwonago when placing holds. Items not found in the CAFÉ Catalog, which result in Interlibrary Loan requests, must be requested at the library where pick-up is desired.

VI. Holds for Pick Up in the Outside Smartlockers

- A. The Library offers 24/7 access to pick up holds inside smartlockers located outside the front entryway.
- A. All cardholders with a valid Café library card may request to pick up their hold in the smartlockers.
- B. Pickup location must be selected at the time of placing the hold. Items will not be taken from the inside holds shelf and put in the smartlockers.
- C. Items that are not holdable and/or not available for shipment to other libraries—such as Thingery items and “This Just In” items—are not available for pickup in the smartlockers.
- D. Notification will be sent to the cardholder when the hold is ready to be picked up. Items may not be available for pickup immediately after placing a hold.
- E. Cardholders have three (3) days to pick up their items. Items exceeding the given “hold to” date will be reshelfed or returned to their owning library. There will be a \$5.00 fee assessed to the cardholder if the items in the lockers are not picked up on time. Repeat offenders may lose smartlocker privileges at the discretion of the Library Director.

- F. Items placed in the smartlockers are *already checked out* to the cardholder who placed the hold. Once the items are placed in the smartlockers for pickup, the items are the cardholder's responsibility.
 - i. Cardholders may choose to have another person pick up their hold in the smartlocker by giving their access code to the person.
 - ii. If the cardholder notices damage to the items when they remove them from the lockers, they must notify the Library immediately.

VII. Loan Periods

Circulating items (meaning items that are checked out by cardholders for use outside the Library) have loan periods to ensure the items are returned in a timely manner for other Library users to enjoy.

- A. Circulation loan periods are as follows:

Audiobooks, Books, Music CDs	21 days	3 renewals
eReaders, Great Courses on DVD, TV Series on DVD	14 days	3 renewals
"This Just In" Books and DVDs/Blu-rays	14 days	No renewals
Video games, DVDs/Blu-rays, Magazines	7 days	3 renewals
Most Thingery items	7 days	No renewals

- B. A renewal period of the same length as the initial loan period is granted for any item unless the item has been placed on hold by another patron.
- C. Renewals are possible via the CAFÉ online catalog, the Café app, or by calling or visiting the Mukwonago Community Library. All renewals require the cardholder's library card and phone renewals also require confirmation of cardholder's registered address.
- D. The loan periods and renewal rules for Interlibrary Loan materials are determined by the lending institutions.

VIII. Overdue Materials

Materials are considered overdue if not received by the date due. Materials returned in the book drop when the library is not open are considered to have been returned on the library's last open day.

- A. Daily fines are assessed per item as follows:

Books, Audiobooks, Magazines, Music CDs	\$.25 per day
DVDs/Blu-rays, Video Games	\$.50 per day

"This Just In" Books, DVDs, Blu-rays, \$1.00 video games, Interlibrary Loans, eReaders,	\$ 1.00 per day
---	-----------------

- B. Maximum fines are assessed per item as follows:

Books, Audiobooks, Interlibrary Loan, Music CDs, DVDs/Blu-rays, Video Games, eReaders, and all "This Just In" items	\$ 10.00
Magazines	\$6.00

- C. The Library sends out courtesy notifications when items are overdue. The cardholder is responsible for returning the materials on time and paying all fees incurred, regardless of whether they received a courtesy notification. It is the cardholder's responsibility to update their notification preferences and keep track of the items on their account.

- i. A courtesy notification is sent when items are seven (7) days overdue.
- ii. Another courtesy notification is sent when items are fourteen (14) days overdue.
- iii. A notification is sent at twenty-eight (28) days informing the cardholder of the replacement costs of the unreturned items.
- iv. A bill is mailed via USPS at forty-five (45) days notifying the cardholder that the items are considered lost and they will be assessed the replacement costs of the overdue materials.
- v. After day sixty (60), cardholders with lost items totaling \$25.00 and over may be sent to a collection agency and a \$20.00 service charge will be billed to the account.
- vi. After day one-hundred-eighty (180) a collection agency may report unpaid cardholders to a credit reporting agency.

- D. If a cardholder's payment by check is returned for insufficient funds, the original amount will be placed back on the cardholder's account. Additionally, if the bank charges the library an insufficient funds charge, the fee the Library incurs will be passed on to the cardholder. After a check is returned from the bank for insufficient funds, payments to clear charges must be made in cash.

- E. A cardholder may pay for material which they believe is irretrievably lost at any time. No refunds will be issued once payment is made. If the item is later returned, the cardholder may keep the item.

- F. The library will comply with all Discharge of Debtor decrees by Bankruptcy Courts. Only overdue materials as of the date of the decree will be cleared and suspensions removed.

- G. Materials loaned to Mukwonago Community Library for local borrowers fall under Mukwonago Community Library's overdue policies. However, borrowing cardholders will be held responsible for all special assessments placed by lending institutions.
- H. Any cardholder with good cause, who feels charges warrant review, may request a one-time waiver to reduce library fines and/or fees assessed by the Mukwonago Community Library. Request forms are available at the Circulation Desk and will be reviewed by both the Circulation Supervisor and Library Director. Not all requests may be granted.

IX. Lost or Damaged Materials

Cardholders are responsible for all materials checked out on their library card. A cardholder is required to pay for material that is irretrievably lost or has been damaged while checked out.

- A. The price of replacement of Mukwonago Community Library materials is determined by the current cost to replace the item as charged by the library vendor plus a \$5.00 processing fee.
- B. When materials are returned with damage that does not require replacement of the item, charges are assessed as follows. All item damage is subject to additional fees assessed at the discretion of the Circulation Supervisor or Technical Services Supervisor.

Barcode, RFID tag	\$1.00
Torn pages, damaged covers, disc ID hubs, labels, missing programs, game cases	\$2.00
Cover art	\$3.00
Zipper pouches	\$5.00
eReader carrier	\$15.00
Audio books: damaged or missing discs	refer to supervisor
CD Audiobook cases	capacity 1-12: \$7.00 capacity 13-19: \$8.00 capacity 20-29: \$9.00 capacity 30+: \$13.00
Music CD cases	capacity 1-2: \$2.00 capacity 3+: \$5.00
DVD cases	capacity 1-2: \$1.00 capacity 3-4: \$2.00 capacity 5-6: \$3.00 capacity 7-8: \$4.00

	capacity 9+:	\$5.00
Blu-ray cases	capacity 1:	\$1.00
	capacity 2:	\$2.00
	capacity 3+:	\$3.00

X. The Thingery

The Thingery is our lending library of things. The Thingery is an assortment of equipment, Explore Passes to parks and attractions, and specialty items to check out for free. The collection provides diverse opportunities for lifelong learning, creativity, and engagement by providing the physical tools necessary to explore new areas of interest and learn new skills.

A. Eligible Cardholders

- i. Adult cardholders eighteen (18) years of age and older may sign an optional Thingery lending form accepting responsibility for damage, liability, and costs.
- ii. Minor cardholders under the age of eighteen (18) cannot check out Thingery items.
- iii. Cardholders from Milwaukee County are not allowed to check out items from The Thingery. Exceptions will be made for educators employed at a local school or daycare seeking to borrow items for classroom use.
- iv. Temporary cardholders are not allowed to check out Thingery items.

B. Checkout, Renewals, and Returns

- i. Thingery items must be checked out and returned to the Circulation Desk of the Mukwonago Community Library in their original packaging. Explore Passes may be returned in the bookdrop.
- ii. Most items within The Thingery are not eligible for holds. Each request for an item to be held will be handled case-by-case by the Technical Services Supervisor. The Library Director will have final discretion.
- iii. Most items within The Thingery are limited to a seven (7) day checkout. Some Explore Passes are limited to a three (3) day checkout.
- iv. There are no renewals allowed on any Thingery items.
- v. Library staff inspect, clean, repair, and sanitize all Thingery items upon their return.

C. Lending Periods

- i. The maximum number of Thingery items allowed per library card is eight (8) items.
- ii. Some items, such as the Wifi hotspots, are limited to only one (1) checkout of the item per library card.
- iii. Explore Passes are limited to two (2) checkouts at the same time.

- iv. Lending restrictions are variable depending on the Thingery item. Due to continuing changes in new and available items, please check the item record in the CAFÉ Catalog or ask a Library staff member if you have a question about restrictions on borrowing an item.
- D. Fees and Replacement Costs
 - i. A \$5.00 fee (per item) will be charged to the cardholder's account if Thingery items are returned in the bookdrop (with the exception of the Explore Passes) or returned to a library other than the Mukwonago Community Library.
 - ii. All items within The Thingery have an overdue due daily fine of \$1.00. Explore Passes overdue fines will be assessed at \$50.00 per day.
 - iii. All specialty items and some Explore Passes have a replacement cost of over \$200.00.
 - iv. Due to the wide variety of items within The Thingery, all replacement and damage costs will be left to the discretion of the Technical Services Supervisor and/or the Library Director. Factors such as current retail price, administrative and processing fees, staff time, item availability from vendor, standard costs for unreplaceable pieces, etc. will all be taken into consideration during the assessment.
- E. The Mukwonago Community Library is not responsible for injury, loss, or damage that may occur from use of an item from within The Thingery. The responsibility to protect against injury, loss, or damage is the cardholder's. Cardholders will be responsible for any damage to The Thingery items while in their possession.

XI. Interlibrary Loan

When a cardholder is unable to find an item in the Café Catalog, they may request an interlibrary loan from outside the Bridges Library System.

- A. Cardholders may request an interlibrary loan by contacting the Library in person or by phone. All requests require the cardholder's library card and phone requests also require confirmation of cardholder's registered address. All interlibrary loan requests must be submitted under the requesting borrower's library card, not on family members' cards.
- B. Library staff will make every effort to locate the requested item in the state-wide system. Cardholders will be notified if the item is unavailable.
- C. Any cardholder with materials, fines, or fees due in excess of the library block limit of \$10.00, or with one (1) or more interlibrary loan items overdue may not request Interlibrary Loan material until the fee is paid or the item is returned. Cardholders having five (5) or more Café items overdue and are blocked must

return overdue items and pay all fees before submitting an interlibrary loan request.

- D. All interlibrary loan material that is checked out from the Mukwonago Community Library must be returned to the Mukwonago Community Library.
- E. Loan periods for interlibrary loan material are subject to the owning library.
- F. Renewals may be available; requests must be submitted through the interlibrary loan office only and are at the discretion of the owning library.
- G. Fines for overdue Interlibrary Loan material are \$1.00 per day. Replacement costs are at the discretion of the owning library.

Adopted by the Board of Trustees of the Mukwonago Community Library on _____

Revision History

- August 18, 2016** Removed Section XI. Confidentiality of Library Records – new standalone policy created
Removed Section XII. Library Theft Law Removed – new standalone policy created
Revised Section I (B) to reflect change from WCFLS to Bridges Library System
Revised Section IV (G) to update number of items patron may check out
Revised Section V (A) to reflect change from WCFLS to Bridges Library System
Revised Section VIII (B) to reflect change in the number of renewals permitted
Revised Section IX (B) to reflect change in fine schedules for video games
Revised Section IX (D) to reflect change to collection agency service charge
Revised Section X (A) (2) to update damaged item fees and revise media case breakouts
- February 16, 2017** Loan and fee schedules updated to reflect acquisition of Wi-Fi hotspots and Streaming Media Devices
- April 19, 2017** Revised Section IV (A) to allow a one-time check-out with proper photo ID.
Revised Section IV (G) to change circulation loan limitations on DVDs, Blu-Rays, Magazines, and Music CDs.

May 18, 2017	<p>Revised Section IV (E) to reflect use of laptops for check-out in-house.</p> <p>Revised Section IV (H) to reflect maximum number of items for laptop check-out.</p> <p>Revised Section VIII (A) to reflect loan period for laptop check-out.</p> <p>Revised Section X (A) to reflect lost or damaged materials, miscellaneous fees for laptop check-out.</p>
July 20, 2017	<p>Revised Section IX (D) to reflect changes to overdue materials notifications.</p>
August 17, 2017	<p>Revised Section II (A) & (B) to reflect change to 18 month expiration period.</p> <p>Revised Section VIII (A) to reflect inclusion of new categories in loan periods.</p>
January 17, 2019	<p>Change language under Section VI. Interlibrary Loans, Item E to “Fines for overdue Interlibrary Library materials are \$1.00 per day. Replacement costs are at the discretion of the owning library.”</p> <p>Change language under Section VII. Holds, Item B to “There is a limit of 40 total holds for all library materials, except Blu-ray and Interlibrary Loan. Blu-ray and Interlibrary Loan holds are limited to 5 titles. Fines for overdue material are \$1.00 per day. Replacement costs are at the discretion of the owning library.”</p> <p>New Item created under Section IX. Overdue Materials dealing with the handling of payments to the library rejected due to insufficient funds and associated fees.</p>
March 21, 2019	<p>Revised policy to remove a number of items from the existing policy in order to simplify the policy, make it easier to maintain and to incorporate the item types into a new policy section XI which deals specifically with The Thingery and the items in that collection.</p>
December 12, 2019	<p>Revised Section IV, Paragraph A to read ‘in lieu of a library card, the Library Director or his/her designee may allow check-out with proper photo ID.’ The one-time checkout with proper photo ID was eliminated.</p>
July 9, 2020	<p>Revised Section VII, Item B. Total holds for all library materials changed from 40 to 50.</p>
August 12, 2021	<p>Revised throughout to be consistent with increased Thingery scope.</p>
March 1, 2023	<p>Policy updated for clarity and consistency throughout.</p>

Added Section II and updated special library cards.
Changed number of type of items allowed to be checked out at once.
Added section on smartlockers.
Clarified and expanded upon rights and responsibilities of legal
parents/guardians over minor's cards.
Added rules for expiration of library cards.

DRAFT

Mukwonago Community Library

Public Space Usage Policy

Approved 12 August 2021

Use of Library Public Spaces

The Mukwonago Community Library values the pursuit of individual and community goals by ensuring the open exchange of diverse materials and ideas. In support of our values and our mission, the library makes several public spaces available for public uses which support and further our mission.

Public use of library rooms is subject to availability and compliance with the terms of this policy. When the public spaces are not being used by the library or library-sponsored or co-sponsored events, the space will be made available to the public on equal terms regardless of the beliefs or affiliations of individuals or groups requesting their use.

Public spaces are to be used for general information, educational, cultural, and civic needs, including activities such as discussion groups, panels, forums, lectures, conferences, seminars, and meetings. The public spaces are intended to host organized meetings and are not available for party-type functions.

Approval to use the public spaces does not constitute endorsement by the Mukwonago Community Library, or by MCL staff, of the groups or individuals or their beliefs. Meetings and events held in the library are not sponsored by the Mukwonago Community Library, unless agreement to such sponsorship, or co-sponsorship, has been provided in writing by the Library Director or his/her designee prior to scheduling of the meeting room. Unless sponsored or co-sponsored by the library, publicity for public events in library facilities must not imply sponsorship by, or affiliation with, the library and must contain the statement, **"This program is neither sponsored, co-sponsored, nor endorsed by the Mukwonago Community Library."** A sample of the literature may be required prior to distribution for approval by the Library Director or her/his designee.

This policy does not apply to use of spaces by the Mukwonago Community Library or programs sponsored or co-sponsored by the library.

I. Guidelines for Use of All Library Spaces

- (1) The primary purpose of the Library's public spaces is to enable the Library to extend its own programs to the Mukwonago community. The Library reserves the right to cancel a reservation if a room is needed for that purpose. Whenever possible, a forty-eight (48) hour notice will be given. This right will not be exercised except in emergency situations.

- (2) When a public space is not needed for Library activities, it may be available for use by both non-profit and for-profit groups, subject to the policies and fees established by the Mukwonago Community Library Board of Trustees.
- (3) The Library Board subscribes to the tenets of the Library Bill of Rights, which states in part, "Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use."
- (4) In light of the special relationship that the library shares with other village departments, the library reserves the right to make special accommodations for their needs.
- (5) Non-profit groups may use the public spaces for the purpose of educational, cultural, recreational, social, service and civic activities. For-profit agencies may use the public spaces for staff, educational, training or team-building seminars and activities for a nominal fee. Library facilities may not be used for commercial demonstrations or for sales promotion of products or services.
- (6) The fact that a group is permitted to meet at the Library does not, in any way, constitute an endorsement of the group's policies or beliefs. The use of the name, address, or telephone number of the Mukwonago Community Library as the address or headquarters of any group, other than a Friends Group, is prohibited.
- (7) In the event a question is raised as to the objectives and activities of any organization requesting the use of the public spaces, the Library Board of Trustees shall be the final authority in granting or refusing permission for the use of the room.
- (8) Use of the space may not disrupt the use of the library by others. Any group or organization that is disruptive or disorderly will be asked to leave and can be refused use of the library spaces in the future. Persons using these spaces are subject to all library rules and regulations.
- (9) The public spaces may not be used by a group that has abused the facility in its earlier use or has violated any of the regulations set forth in this policy.
- (10) Groups intending to use the public spaces must conform to the capacity limitations of the respective area they are reserving.
- (11) Requests for use of the public spaces must be made on an application form, available at the Library's Circulation Desk. Groups of young people under eighteen (18) years of age must have the application signed by a sponsoring adult who must be present for the entirety of the meeting.

- (12) The application form must be filled out by a responsible member representing the organization and who will be the primary contact. A new form must be filled out annually and, if requesting exemption from fees, proof of nonprofit status must be presented at that time.
- (13) The application form must be on file before the group or organization is allowed to use the library spaces. Any applicable fees are due before each meeting takes place.
- (14) No recurring meeting reservations will be allowed except for library events or library-sponsored or co-sponsored events. The primary contact must request each use individually.
- (15) Request for the use of the public spaces should be made well in advance of the meeting date to allow for better chances of approval. Reservations cannot be made more than three months (90 days) in advance.
- (16) In the event of disputes or conflicts arising from the use or intended use of the public spaces, the decision of the Librarian in Charge will be final.
- (17) Reservations may begin any time after the Library is open to the public. The room must be vacated 15 minutes prior to the library closing time. A member of the Library staff must secure the space after a meeting. Groups only have use of the room for the time specified, which includes set-up and clean-up time. The Library Director or her/his designee may observe any meeting or program at any time.
- (18) Each organization is required to leave the space in order after use. Tables and chairs must be returned to their original locations.
- (19) Smoking and the use of e-cigarettes is prohibited in all areas of the Library building.
- (20) Only non-alcoholic beverages with lids may be consumed in the library. Snacks and light meals are permitted **only** in the Library Community Room. A food/beverage clean-up fee and deposit must be paid in advance (please see the Fee Structure in the relevant room sections below).
- (21) Displays may not be affixed directly to the walls of the public spaces. Library fixtures may not be removed from the walls. Items may not be removed from the display cases.
- (22) For and in consideration of the use of the Library facilities, any group using same hereby agrees to indemnify and hold harmless the Mukwonago Community Library from any and all actions, suits, relating to its use of such rooms and facilities. Further,

such person or group agrees to reimburse the Library for any and all costs for repair of any and all damage as may be caused directly or indirectly to the rooms and /or facilities by such use thereof. If any organization refuses to pay for the damage, the matter will be referred to the Village Attorney for legal action.

(23) The Library Board of Trustees expects that any group utilizing the public spaces will comply with the provisions of the Americans with Disabilities Act which require that a meeting or materials at a meeting be provided in an accessible format in response to a request.

(24) Library users agree to abide by the following code of conduct:

All conduct that materially disrupts the use of the library facilities, collections, or services, or is defined as unacceptable in this library's environment is prohibited.

II. Applicable Fees

There is no fee for groups from a school, government, or nonprofit organization. Proof of non-profit status may be requested. These may include, but are not limited to:

- Civic improvement and community groups and organizations
- Cultural, historical, and artistic groups and organizations
- Educational and literacy groups and organizations
- County and village governments and programs

For-profit or private groups fees. These may include, but are not limited to:

- Local businesses conducting a meeting
- Homeowners Associations or Condominium Associations conducting member meetings
- Individuals or businesses to conduct classes, workshops, or seminars

See the “Fee Structure” section under each space for all fees associated with use of that space.

III. Library Community Room

Location: Off Entrance Foyer

Room Configuration: 12 tables and 120 chairs available. Can be partitioned. Kitchen facility (no stove)

Room Capacity: 120 (seated) for full room, 75 (seated) for medium partition room, 20 (seated) in each of 2 small partitioned rooms

Availability and Use:

- (1) The Library can provide a microphone, screen, LCD projector, sound system and laptop computer. Users who wish to borrow this equipment must request it when they reserve the date.

Damage to any Library equipment will be billed to the person/organization responsible for the reservation, including repair/replacement.

The Library staff will connect all electronic equipment

- (2) The Library cannot be responsible for personal equipment, supplies, materials or personal items used or left in the building.
- (3) Only non-alcoholic beverages with lids may be consumed in the library. Snacks and light meals are permitted only in the Library Community Room. A food clean-up fee and deposit must be paid in advance (please see the Fee Structure section below).

Each organization is responsible for providing their own supplies and for set-up and removal of the same. Any extra cleaning required as a result of having snacks and light meals in the Library Community Room will be deducted from the deposit. Costs beyond the deposit amount will be billed to the sponsoring organization.

Fee Structure:

There is a \$15 food clean up fee if snacks/light meals are to be served. Additional charges may be assessed for staff time associated with your event that exceeds routine clean up and maintenance.

An additional \$100 deposit is required on reservations that include light meal service. This deposit will be returned after the meeting, minus any costs associated with clean up or maintenance of the meeting room.

For profit agencies may use the Library's meeting rooms for staff educational, training or team-building seminars and activities. The following fees apply:

The (full) Library Community Room is defined as the entirety of the room with no partitions (120 seated participants): \$100 fee.

The Library Community Room can be divided with partition walls into a medium room (75 seated participants): \$75 fee and two small rooms (20 seated participants each): \$25 fee.

All fees must be paid in advance. Checks should be made payable to the Village of Mukwonago.

IV. History Room (when used as a conference room)

Location: Adult area, north side of building

Room Configuration: Fixed – table with chairs

Room Capacity: 14 (seated)

Availability and Use:

- (1) The Library can provide a screen, LCD projector, and laptop computer. Users who wish to borrow this equipment must request it on the meeting room application.

Damage to any Library equipment will be billed to the person/organization responsible for the reservation, including repair/replacement.

The Library staff will connect all electronic equipment

- (2) The Library cannot be responsible for personal equipment, supplies, materials or personal items used or left in the building.

- (3) Beverages with lids are permitted in the History Room. Food is NOT allowed.

Fee Structure:

For profit agencies may use the Library's meeting rooms for staff educational, training or team-building seminars and activities.

History Room (14 seated participants): \$25 fee.

All fees must be paid in advance. Checks should be made payable to the Village of Mukwonago.

V. Study Rooms

Location: Adult area, north side of the building

Room Configuration: 2 rooms. 1 table, 4 chairs (each room)

Room Capacity: 4

Availability and Use:

- (1) Study rooms 1 & 2 are provided for quiet study for no more than 1-4 individuals.
- (2) Study rooms may be used on a first-come, first served basis. They may be used up to 2 hours, but users may continue use if there is no demand. The library will NOT maintain a reserve list. Although the library does not take reservations, exceptions will be made when a librarian must proctor an exam or special circumstances require a discretionary decision from the Reference Librarian.
- (3) Users must register and sign-out at the Adult Reference Desk. Users under the age of 18 must provide a library card or photo ID. In the event that 2-4 users under 18 years of age wish to utilize a study room, at least one individual in the group must provide a library card or photo ID and sign-in. The library card/ID will be held at the reference desk during the duration of time the study room is in use and will be returned upon sign-out and inspection of the room.
- (4) A whiteboard is available; dry markers may be requested at the Reference Desk. Patrons with current library cards in good standing may also checkout laptops for use in the study rooms.
- (5) Beverages with lids are permitted in the study rooms. Food is NOT allowed. Users of the rooms are responsible for leaving the rooms in a neat and orderly condition. Any activity that is disruptive to other library users is prohibited. Failure to comply with the policy may result in the denial of future use.
- (6) The study rooms must be vacated 10 minutes before library closing time.
- (7) The library is not responsible for unattended belongings or loss or damage to personal items.

VI. History Room (when used as a Study Room)

Location: Adult area, north side of building

Room Configuration: Fixed – table with chairs

Room Capacity: 4

Availability and Use:

- (1) In the event that both study rooms are in use, Reference staff may allow use of the History Room as a study room. The following conditions are to be applied:
 - a. Reference staff must check the calendars to determine whether the room is booked for another group.
- (2) Study Room Policy is enforced under these circumstances-- with the following exception:
 - a. At least one user **MUST** be 18 years of age and provide a library card or photo ID. **NO EXCEPTIONS!** This user must sign-in & assume responsibility for the use of the room.
- (3) **NO MORE** than 1-4 people may use the room. More than 4 people constitute a formal request to reserve the room via the Administrative Office. This process requires the completion of the Meeting Room application and the appropriate policies apply. Refer these request to the Administrative Office.
- (4) If study rooms are available but 1 – 4 individuals require a larger working area, the Reference Librarian may make a discretionary decision and allow use of the History Room.
- (5) Beverages with lids are permitted in the History Room. Food is **NOT** allowed.

Adopted by the Board of Trustees of the Mukwonago Community Library on 12 August 2021

Revision History

15 December 2016 Consolidation of previously approved Meeting Room, History/Conference Room and Study Room policies into single Public Space Usage Policy. “History/Conference Room” changed to “History Room” throughout policy.

Paragraph 14 of “Guidelines for Use of All Library Spaces” revised to require only a Library staff member to secure the space and to eliminate Library or Village Trustee responsibility for securing the building. Repetition of fees, etc.in various parts of policy eliminated for clarity.

- 21 December 2017** Section 1, Paragraph 5 “(please see below)” removed. Missing reference. Section 1, Paragraph 14 revised to read “The Library Director or her/his designee may observe any meeting or program at any time”. Section III removed. Space no longer exists. Moved to MetaSpace 511 Policy.
- 15 November 2018** Section I, Paragraph 17 and Section II, Paragraph 3 removed “100 Acre Hideout” as space no longer exists.
- 12 August 2021** Added clarifying section “II. Applicable Fees” to define nonprofit and for-profit organizations. Update “Fee Structure” and the room application process under “Guidelines for Use of All Library Spaces.”

Mukwonago Community Library
DRAFT Public Space Usage Policy
For Library Board March 9, 2023

The purpose of this policy is to enumerate and provide rules for the various spaces available on Library property. The Mukwonago Community Library values the pursuit of individual and community goals by ensuring the open exchange of diverse materials and ideas. The Library makes many spaces available for public uses which support and further our mission, vision, and values.

- I. General Rules for All Library Spaces
- II. Library Spaces with Designated Use
 - A. Library Grounds
 - B. Children's Area
 - C. Teen Area
 - D. MetaSpace 511
- III. Library Spaces Available for Reservation and Private Use
 - A. Rules for All Reservations and Private Use
 - B. Community Room
 - C. History Room
 - D. Community Room
- IV. Staff Only Areas

I. General Rules for All Library Spaces

The primary purpose of the Library's public spaces is to enable the Library to fulfill its mission and provide safe spaces for all ages to read, create, study, connect, and learn.

- A. Library users and staff must follow all state, federal, and local laws as well as all Library policies, rules, and procedures when on Library property.
- B. Use of Library spaces may not disrupt the use of the Library by others. Refer to the Public Behavior Policy for guidance on acceptable and unacceptable behavior. Any individual, group, or organization that is disruptive, disorderly, or prevents others from using the Library's collections and/or services will be asked to leave and can be refused use of Library spaces in the future.
- C. Interior Library spaces are only available to the public during Library business hours. No Library users will be allowed inside the Library building before opening time and all Library users must exit the Library building before closing time.
- D. The Library provides and maintains ADA accessible doors, walkways, bathrooms, and other accommodations to ensure all Library users can fully access the Library facilities. Nothing shall block walkways, doors, or access to facilities.
- E. Library property is under video surveillance in accordance with Wis. Stat. § 942.08.

- F. The Library staff may observe any meeting, program, or use of any Library space at any time.
- G. The Library reserves the right to make special accommodations for the needs of the Village of Mukwonago and/or the Friends of the Library.
- H. Library spaces and equipment may not be used for commercial demonstrations, sales, promotion of products or services, or any other private business gains. Fund-raising and charitable contributions are allowed with permission of the Library Director.
- I. No outside food is allowed inside the Library building. Only non-alcoholic beverages in covered containers are allowed. Library staff may provide snacks during designated programs but will disclose this to participants before the program begins. When using the Community Room, a group or organization may request to bring in snacks or light meals. See Section III for more information.
- J. Smoking, e-cigarettes, tobacco products, and vapor products are prohibited on all Library property.
- K. The Library cannot be responsible for personal equipment, supplies, materials or personal items used or left in the building.
- L. Parent(s)/guardian(s) are responsible for the actions and choices of their children under the age of eighteen (18) while on Library property, whether the parent(s)/guardian(s) are present or not.
- M. For and in consideration of the use of the Library spaces and facilities, any individual, group, or organization using same hereby agrees to indemnify and hold harmless the Mukwonago Community Library from any and all actions or suits relating to its use of such spaces and facilities. Further, such person or group agrees to reimburse the Library for any and all costs for repair of any and all damage as may be caused directly or indirectly to the spaces and/or facilities by such use thereof. If any individual, group, or organization refuses to pay for the damage, the matter will be referred to the Village Attorney for legal action.

II. Library Spaces with Designated Use

The Library provides several areas to the public that have special uses. Each space has specific rules to ensure the safety and enjoyment of the intended users.

A. Library Grounds

The Library provides a parking lot, grassy areas, and gardens for public use and enjoyment.

- i. Except when in violation of federal, state, or local laws, anyone is welcome to enjoy the Library grounds, even when the Library building is closed.
- ii. Free public wifi extends to the Library grounds and is available at all times.
- iii. Vehicles may not stay in the parking lot for more than twenty-four (24) hours. Authorities may be contacted if Library staff have concerns about a vehicle on Library property.

- iv. No one is allowed into the drainage ditches on the north and south side of the Library except for authorized maintenance personnel.

B. Children's Area

The Children's Area is located on the south side of the Library building and is delineated by the bookshelves containing the children's collection. This area is intended for children ages zero (0) to twelve (12) to read, play, and enjoy with their parent(s)/guardian(s).

- i. Parent(s)/guardian(s) are responsible for their child's actions and choices and must supervise their child at all times in accordance with the Public Behavior Policy.
- ii. For the safety and security of the children in our community, adults who are not accompanied by a child will be asked to leave this area.
- iii. The play area is developmentally appropriate for ages zero (0) through eight (8).

C. Teen Area

The Teen Area is located on the north side of the Library building and is delineated by the bookshelves containing the teen collection and the bold colored walls. This area is intended for tweens/teens ages twelve (12) to eighteen (18) to read, study, and enjoy.

- i. Teens are not required to have parent/guardian direct supervision, though parent(s)/guardian(s) may accompany their teen into the space.
- ii. For the safety and security of the teens in our community, adults who are not accompanied by a teen will be asked to leave this area.

D. MetaSpace 511

MetaSpace 511 ("five eleven") is a makerspace for the whole community. It is intended to be a collaborative work space for making, hands-on learning, and sharing that uses high-tech tools like advanced software and emerging technologies as well as low- to no-tech tools. The purpose is to provide a safe, enjoyable space to build community around all things making.

- i. Physical Aspects of the Space
 - a. Located on the south side of the Library Building in a self-contained room approximately 20'x40'. Maximum capacity is 30 people.
 - b. Offers integrated hearing loop.
 - c. Includes kitchen sink and adjustable tables and chairs.
- ii. Usage
 - a. All users must have a valid Café Library card.
 - b. The MetaSpace is only available to use by appointment or during Library programs held in the space.
 - 1. Library programs – Special programs are frequently offered for the enjoyment and education of the community. These programs are free and will be advertised alongside all other Library programs with information about intended audience, duration, and expectations.

2. Appointments – Library users may contact the MetaSpace to schedule a specific time to work with trained Library staff and/or use the equipment.
 - c. Before using the equipment in the space, all users must sign the MetaSpace 511 User Agreement indicating that they understand all policies, rules, and safety guidelines.
 1. Adult users eighteen (18) years of age and older – may sign the MetaSpace 511 User Agreement themselves.
 2. Minor users under the age of eighteen (18) – must have a legal parent/guardian sign the MetaSpace 511 User Agreement in person at the Library.
 - d. Use of the MetaSpace tools and equipment is free. However, some equipment requires consumable materials that may need to be purchased. Please contact the MetaSpace to learn more.
 - e. Library staff reserve the right to deny the use of tools, equipment, or consumable materials, or to halt, delete, or cancel the creation of items that violate any Library policy or law. Misuse or abuse of MetaSpace facilities may result in suspension of privileges.
 - f. While we encourage small business owners and entrepreneurs to use the MetaSpace, the facilities are not intended for volume production, fund-raising, or commercial enterprises.
- iii. Safety Requirements
- The MetaSpace has numerous pieces of equipment that, if mishandled or unsupervised, may cause bodily harm or property damage. The following rules are intended to ensure Library users and staff are safe in the space.
- a. Appropriately trained Library staff must always be available to supervise the space while in use.
 - b. Minors under the age of eight (8) are not allowed in the space except for designated Library programs or at the discretion of the trained Library staff.
 - c. Minors under the age of twelve (12) must be accompanied by a parent/guardian who must remain with and directly supervise the user while in the space, except for designated Library programs or at the discretion of the trained Library staff.
 - d. All users must undergo an orientation with trained Library staff to learn about the MetaSpace's unique facilities and equipment before they are allowed to use the space.

III. Library Spaces Available for Reservation and Private Use

The Library offers several spaces, listed in this section, that are available for reservation for private use. When a reservable Library space is not needed for Library activities, it may be available for use by both non-profit and for-profit groups, subject to the policies and fees established by the Mukwonago Community Library Board of Trustees.

A. Rules for All Reservations and Private Use

- i. The Library Board subscribes to the tenets of the Library Bill of Rights, which states in part, “Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.”
- ii. Public use of Library rooms is subject to availability and compliance with the terms of this policy.
- iii. Library spaces are to be used for informational, educational, cultural, and civic needs. No Library spaces will be used for party-type functions.
 - a. Individuals may use Library spaces for studying, collaboration, teleconferencing, and common interest groups.
 - b. Non-profit groups may use Library spaces for the purpose of educational, cultural, recreational, social, service, and civic activities.
 - c. For-profit agencies may use Library spaces for meetings, staff training, educational seminars, or team-building activities for a nominal fee.
- iv. Approval to use the Library space does not constitute endorsement by the Mukwonago Community Library, or by Library staff, of the groups or individuals or their beliefs. Meetings and events held in the Library are not sponsored by the Mukwonago Community Library. Unless sponsored or co-sponsored by the Library, publicity for public events in Library facilities must not imply sponsorship by, or affiliation with, the Library and must contain the statement, “This program is neither sponsored, co-sponsored, nor endorsed by the Mukwonago Community Library.” A sample of the literature may be required prior to distribution for approval by the Library Director or their designee. The use of the name, address, or telephone number of the Mukwonago Community Library as the address or headquarters of any group, other than a Friends Group, is prohibited.
- v. The Library reserves the right to cancel a reservation if a room is needed. Whenever possible, a forty-eight (48) hour notice will be given. This right will not be exercised except in emergency situations.
- vi. In the event a question is raised as to the objectives and activities of any organization requesting the use of the Library spaces, the Library Board of Trustees shall be the final authority in granting or refusing permission for the use of the room.
- vii. Library spaces may not be used by a group that has abused the facility in its earlier use or has violated any of the regulations set forth in this policy.
- viii. Requests to reserve a Library space must be made in writing on the Request for Meeting Room application form and submitted to the administrative office.
 - a. The application form must be filled out by a responsible adult member representing the group or organization and **who will be the primary contact responsible for supervision, incurred damages, and enforcing this policy.** Groups of minors under the age of eighteen (18) must have the application

- signed by a sponsoring adult who must directly supervise the entirety of the meeting.
- b. The application form must be on file before the group or organization is allowed to use the Library space. Any applicable fees are due before each meeting takes place. If requesting exemption from fees, proof of nonprofit status must be presented at that time.
 - c. No recurring meeting reservations will be allowed except for Library-sponsored or co-sponsored events. The primary contact must request each use individually with a new application form every time.
 - d. Request for the use of the Library spaces should be made well in advance of the meeting date to allow for better chances of approval. Reservations cannot be made more than three months (90 days) in advance.
 - e. Groups intending to use the Library spaces must conform to the capacity limitations of the respective room they are reserving.
 - f. In the event of disputes or conflicts arising from the use or intended use of the public spaces, the decision of the staff member at the Info Desk will be final.
 - g. Reservations may begin any time after the Library building is open to the public. All rooms must be vacated 15 minutes prior to the Library closing time. A member of the Library staff must secure the space after use. Users only have use of the room for the time specified, which includes set-up and clean-up time.
 - h. All users are required to leave the space in order after use. Tables and chairs must be returned to their original locations. The room must be left in the same state it was as it was when the reservation began.
 - i. Displays may not be affixed directly to the walls of the Library spaces. Library fixtures may not be removed from the walls. Items may not be removed from the display cases.
 - j. The Library Board of Trustees expects that any group utilizing the Library spaces will comply with the provisions of the Americans with Disabilities Act (ADA) which require that a meeting or materials at a meeting be provided in an accessible format in response to a request.
- ix. Some Library spaces have applicable fees. See the “viii. Fee Structure” section under each space for all fees associated with use of that space.
 - a. There is no fee for groups from a school, government, or nonprofit organization. Proof of non-profit status may be requested. These may include, but are not limited to:
 - Civic improvement and community groups and organizations
 - Cultural, historical, and artistic groups and organizations
 - Educational and literacy groups and organizations
 - County and Village governments and programs

- b. For-profit or private groups will be charged a fee. These may include, but are not limited to:
 - Local businesses conducting a meeting
 - Homeowners Associations or Condominium Associations conducting member meetings
 - Individuals or businesses to conduct classes, workshops, or seminars

B. Library Community Room

- i. Location: off entrance foyer
- ii. Room Configuration: 12 tables and 120 chairs available. Can be partitioned. Room includes projector with ability to cast Windows/iOs/Android to the screen, sound system, microphones, and hearing loop. Kitchen facility includes microwave, sink, and refrigerator. Users who wish to borrow this equipment must request it when they complete the application form.
- iii. Room Capacity: 120 (seated) for full room, 75 (seated) for medium partition room, 20 (seated) in each of 2 small partitioned rooms
- iv. Groups may bring in snacks or light meals to the Community Room. A food clean-up fee and deposit must be paid in advance.
- v. Each group is responsible for providing their own supplies and for set-up and removal of the same.
- vi. Groups wishing to store items or supplies at the Library before/after the room reservation must obtain prior permission from the Library Director.
- vii. Damage to any Library facilities or costs beyond the deposit amount will be billed to the sponsoring organization or individual who filled out the application form.
- viii. Fee Structure for the Community Room:
 - a. For-profit or private groups fees for use:
 - 1. The (full) Library Community Room is defined as the entirety of the room with no partitions (120 seated participants): \$100 fee.
 - 2. The Library Community Room can be divided with partition walls into a medium room (75 seated participants): \$75 fee and two small rooms (20 seated participants each): \$25 fee.
 - b. There is a \$15 food clean up fee if snacks/light meals are to be served. Additional charges may be assessed for staff time associated with your event that exceeds routine clean up and maintenance.
 - c. An additional \$100 deposit is required on reservations that include light meal service. This deposit will be returned after the meeting, minus any costs associated with clean up or maintenance of the space.

C. History Room

- i. Location: Adult area, north side of building

- ii. Room Configuration: Fixed – tables with chairs. Upon request, the Library can provide equipment to project video. Users who wish to borrow this equipment must request it when they complete the application form.
- iii. Room Capacity: 14 (seated)
- iv. Food is NOT allowed in the History Room. Covered beverages are allowed.
- v. Each group is responsible for providing their own supplies and for set-up and removal of the same.
- vi. Damage to any Library facilities will be billed to the sponsoring organization or individual who filled out the application form.
- vii. Library staff has discretion to allow use of the History Room as a Study Room. No more than four (4) people may use the room. More than four (4) people constitute a formal request to reserve the room and an application form must be filled out.
- viii. Fee Structure for the History Room:
 - a. For-profit or private groups: \$25 fee.

D. Study Rooms

- i. Location: Adult area, north side of the building
- ii. Room Configuration: 2 rooms. 1 table, 4 chairs (each room). A whiteboard and markers are available upon request.
- iii. Room Capacity: maximum of four (4) users in each room
- iv. Food is NOT allowed in the Study Rooms. Covered beverages are allowed.
- v. Study rooms are available on a first-come, first-served basis. Library staff have discretion to reserve the room for special circumstances.
- vi. Library staff may ask users to vacate the room after two (2) hours of use to allow others to use the space.
- vii. Users must request use of a Study Room at the Info Desk. All adults and any minors who are able to visit the Library unaccompanied are welcome to use the Study Rooms.
- viii. Fee Structure for the Study Rooms: none

IV. Staff Only Areas

Several areas within the Library building are designated as “Staff Only.” These areas are off limits to Library users unless expressly permitted by authorized Library staff. These areas include:

- A. Behind the Circulation Desk, Info Desk, or Youth Services Desk
- B. Staff offices, staff workspaces, and staff bathroom
- C. Custodial and maintenance closets
- D. Library basement (except in a tornado emergency)
- E. Locked storage and display cabinets

Adopted by the Board of Trustees of the Mukwonago Community Library on _____

Revision History

- December 15, 2016** Consolidation of previously approved Meeting Room, History/Conference Room and Study Room policies into single Public Space Usage Policy. “History/Conference Room” changed to “History Room” throughout policy.
Paragraph 14 of “Guidelines for Use of All Library Spaces” revised to require only a Library staff member to secure the space and to eliminate Library or Village Trustee responsibility for securing the building.
Repetition of fees, etc.in various parts of policy eliminated for clarity.
- December 21, 2017** Section 1, Paragraph 5 “(please see below)” removed. Missing reference. Section 1, Paragraph 14 revised to read “The Library Director or her/his designee may observe any meeting or program at any time”.
Section III removed. Space no longer exists. Moved to MetaSpace 511 Policy.
- November 15, 2018** Section I, Paragraph 17 and Section II, Paragraph 3 removed “100 Acre Hideout” as space no longer exists.
- August 12, 2021** Added clarifying section “II. Applicable Fees” to define nonprofit and for-profit organizations.
Update “Fee Structure” and the room application process under “Guidelines for Use of All Library Spaces.”
- March 9, 2023** Merged “MetaSpace 511 Procedures” into Public Space Usage Policy. Added sections for “Library Spaces with Designated Use” and “Staff Only” Policy updated for clarity and consistency throughout.

Library Standards

12

The development of the publication [Wisconsin Public Library Standards](#) was guided by the belief that Wisconsin's public libraries play a critical role in providing free access to knowledge, information, and diversity of ideas to all residents of the state. All Wisconsin residents need and deserve at least a basic level of library service. The standards provide a way to measure a basic level of quality for public library service and also provide a pathway to excellence in library service.

Thanks to tremendous advances in information technology and to the cooperation of all types of libraries in Wisconsin, even the smallest library can offer access to an almost unimaginable quantity of both electronic and traditional information resources. But while this new environment presents great opportunities, it also presents great challenges. Today's library staff must master not only the skills and knowledge necessary to provide traditional library services, but also the new and constantly changing skills and knowledge required to utilize the latest in information technologies. Challenges also face the trustees and other government officials responsible for securing the funding and other resources necessary to provide library service that meets current needs and expectations.

[Wisconsin Public Library Standards](#) attempts to cover the services, resources, and other requirements for basic library service that should be available to *all* residents of the state, including those who face physical or other barriers to their use of public libraries. Wisconsin's public library standards are entirely voluntary, but every library in Wisconsin is encouraged to meet the standards covered by the checklists in the *Standards* publication. Counties can establish minimum operating standards for libraries within the county under Wisconsin Statutes Section 43.11(3)(d). Libraries that fail to meet county standards may be denied exemption from the county library tax. For more information on county library standards, see <http://dpi.wi.gov/pld/legislation-funding/county-library>.

How to Use the *Standards*

The simplest way to use the *Standards* is to provide a photocopy of the checklists in the *Standards* document to each library board member and review those checklists at your board meetings. If one chapter is covered per board meeting, it will take five meetings to review the *Standards* checklists completely. If your library does not meet certain standards, you can work with your library director to develop a plan to work toward achieving those standards in the future.

Libraries that already meet the minimums represented by the standards can develop service goals based on local needs.

Quantitative standards are provided for a number of library service parameters, such as hours open, staffing levels, collection size, and collection expenditures. Quantitative standards are established at four levels of effort: basic, moderate, enhanced, and excellent. Your library can establish service targets by selecting the appropriate level of effort to apply to each standard or can use the levels to plan for progressive improvements over a period of time.

In This Trustee Essential

- How your library might benefit from use of library standards
- Different ways to use library standards
- How standards relate to library planning

A handy tool developed by Rick Krumwiede, former Director of the Outagamie Waupaca Library System, automatically calculates service targets for your library. All you need to input is your library name, municipal population, and library service population. You can download this tool from: owlsnet.org/141/standards.

Library Planning and the *Standards*

It is most effective to use the *Standards* as a tool to assist with a locally developed planning process. In the context of a local planning process, your planning committee can use the checklists to gather information about the library and the community during the information-gathering phase of the planning process. The *Standards* can also help the planning committee establish objectives for the plan. [Chapter 2](#) of the *Standards* discusses in more detail how to use the *Standards* as part of a planning process. See also [Trustee Essential #11: Planning for the Library's Future](#) for more information about the planning process.

Discussion Questions

1. Why should our library be concerned about state standards when those standards are voluntary?
2. Do new technologies reduce the need for your library to provide traditional library services? Why or why not?

Additional Sources of Information

- Your library system staff (See [Trustee Tool B: Library System Map and Contact Information](#).)
- [Wisconsin Public Library Standards](#)
- Outagamie Waupaca Library System (OWLS) Public Library Standards webpage (owlsnet.org/141/standards)
- [Wisconsin public library service data](#)
- IMLS national public library data (www.imls.gov/research/public-libraries-in-the-united-states-survey.aspx)

Trustee Essentials: A Handbook for Wisconsin Public Library Trustees was prepared by the DLT with the assistance of the Trustee Handbook Revision Task Force.

© 2002, 2012, 2015, 2016
Wisconsin Department
of Public Instruction.
Duplication and distribution for not-for-profit purposes are permitted with this copyright notice. This publication is also available online at <http://dpi.wi.gov/pld/boards-directors/trustee-essentials-handbook>