

Village of Mukwonago
Notice of Meeting and Agenda

LIBRARY BOARD OF TRUSTEES MEETING
Thursday, April 13, 2023

Time: **6:00 pm**
Place: **Mukwonago Community Library, 511 Division Street, Mukwonago, WI 53149**
AND 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 March 9, 2023

[Library Board Minutes 20230309_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 April 2023

[Financial 2023 April Executive Summary 20230416.pdf](#)

[Financial 2023 April Invoices 20230416.pdf](#)

6. Committee Reports

6.a Building & Grounds Committee - next meets April 13, 2023 @ 5:30pm

[Building and Grounds Committee Meeting Minutes 20230309_unapproved.pdf](#)

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

6.c Grutzmacher Collection Committee - last met April 6, 2023

6.d Personnel Committee - last met April 3, 2023

[Personnel Committee Meeting Minutes 20230403_unapproved.pdf](#)

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

[Policy Committee Meeting Minutes 20230301_unapproved.pdf](#)

7. Library Director Report

7.a Library Director Report for April

Director Report is for information only.

[04 Library Director Report April 2023.pdf](#)

8. Discussion/Action Items

8.a Strategic Plan 2023-2025 Updates

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

[Strategic Plan 2023-2025_Operational Priorities and Implementation Updates 20230416.pdf](#)

8.b Presentation by Youth Services Librarian

Informational presentation by Youth Services Librarian on her job duties including collection development and programming to provide context to the Library Board as they consider the goals of the Strategic Plan.

8.c Resolution 2023-02

Discussion and possible action on Resolution 2023-02 requesting a Capital Funding Transfer for Safety System Repairs.

[RESOLUTION 2023-02 Capital Funding Transfer for Safety System Repairs_unapproved 20230413.pdf](#)

8.d Fire Safety System Contract Renewal

Discussion and possible action on recommendation from Building & Grounds Committee on approval of USA Fire Protection's annual inspection contract.

[USA Fire Protection Inspection Contract Renewal 20230413.pdf](#)

8.e Allowable Costs

Discussion and possible approval of Allowable Costs for Waukesha County.

[Allowable Costs Form for 2024 budget_unapproved 20230413.pdf](#)

8.f Bernstein & Associates Addendum

Discussion and possible action on approving a one-year addendum to current contract with Bernstein & Associates NAGPRA Consultants.

[B&A-MCL Addendum 2 to Consulting Services Agreement \(DRAFT 1\).docx](#)

8.g Electrical Expansion for Outdoor Programs

Discussion and possible action on recommendation from Building & Grounds Committee for "festival electric" proposal.

[03-01-2023 Festival Power.pdf](#)

8.h Landscaping

Discussion and possible action on recommendation from Building & Grounds Committee regarding proposals from professional landscapers for spring cleanup and sustainable improvements to landscaping.

[Seasonal Services Proposal 20230327.pdf](#)

8.i 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_approved by PC 20230301_v2 from legal.pdf](#)

8.j 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_approved by PC 20230301_v2 from legal.pdf](#)

8.k Trustee Essentials Chapter 12

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

[Trustee Essentials Chapter 12.pdf](#)

[Wisconsin_Public_Library_Standards_6th_edition_2018_FINAL.pdf](#)

9. Referral Items

10. Confirm Next Meeting Date

The next scheduled meeting is on May 11, 2023 @ 6:00pm.

11. Adjourn

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

DRAFT MINUTES OF THE LIBRARY BOARD MEETING
Thursday, March 9, 2023

Time: **6:00 pm**

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

Call to Order

President H. Pringle called the meeting to order at 6:03 p.m. located in the Mukwonago Community Library Community Room, 511 Division St., Mukwonago, WI 53149 and via Zoom

Roll Call and Introduction of Guests

Board Members Present

E. Brill
D. Magolan
J. Gasser
S. Kaufman
M. Lacock
M. Penzkover
H. Pringle
D. Whalen

Excused

C. Stienstra, E. Pautz and J. Darin

Also Present

A. Armour, Library Director
Emily Ceithamer, Circulation Supervisor

Comments from the Public

None. A. Armour read a thank you letter from Clarendon Elementary thanking us for the use of some of the Thingery items for their dance that was held last month.

Approval of Minutes

M. Lacock/E. Brill motioned to approve the minutes from the Board of Trustees meeting on February 9, 2023. Unanimously carried.

Audit and Approval of Monthly Expenditures

J. Gasser/M. Penzkover motioned to approve the monthly expenditures. 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 - March 9, 2023 - items related to that meeting are on the agenda

Finance Committee - November 1, 2023

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

Personnel Committee - January 26, 2023

Policy Committee - March 1, 2023 - items related to that meeting are on the agenda

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

A. Armour shared additional information about the painting project currently being completed. There is a set date for her presentation at the ALA Annual Conference: Sunday, June 25, 2023 at 9am.

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.

Emily Ceithamer gave a short presentation with information on her day-to-day job duties, an explanation of her time study outcomes, and challenges with staff turnover and shelving.

8. b. Strategic Plan 2023-2025 Updates

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

A. Armour noted that the time study is complete. The Personnel Committee will meet sometime in March to discuss. The task list presented to Building and Grounds Committee is being completed currently, many of those items are being done in relation to the Strategic Plan.

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.

M. Penzkover/E. Brill motioned to approve Resolution 2023-01 Capital Funding Transfer for Infrastructure Repairs. Unanimously carried.

8.d. Costs for Improvements Around the Library

Discussion and possible action on recommendations from the Building and Grounds Committee on proposed costs for improvements to the facility.

Board agreed to defer until after the next Building and Grounds Committee meeting.

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.

A. Armour presented information on other Bridges System libraries that charge Milwaukee residents for cards as well as circulation statistics by Milwaukee residents in 2022. Board requested more information about which items were being circulated, costs per circulation of each item, and what other non-monetary restrictions should be considered such as limiting access to certain collections.

8. f. Circulation Policy

Discussion and possible action on recommendation from the Policy Committee to approve proposed changes to the Circulation Policy.

E. Brill suggested including consistent language to indicate all checkouts are “at any given time” to be added before legal review. D. Whalen/M. Penzkover motioned to table items 8.f. and 8.g. until legal counsel can review the policies. Unanimously carried.

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.

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 Drifless Pathways is able to attend in person.

A. Armour noted that we will need to set up a timeframe to finalize the policy, which is over 20 pages, and loan agreement. It was suggested to break it down into three separate meetings. We will also need to discuss possible extension of the Historical Society Loan Agreement that expires in June 2023. A. Armour was directed to send out a survey to Danielle Benden and the Grutzmacher Collection Committee to determine the best time on April 6 to meet and the Committee will decide further meetings at that time with a goal of having the new policy and loan agreement to the Library Board and Village Board for final approvals in June 2023.

8. i. Review Trustee Essentials - chapter 12
Tabled until next meeting.

Referral Items

Policy Committee to continue exploring charging Milwaukee county residents.

Confirm Next Meeting Date

Regular Library Board on Thursday April 13, 2023 @ 6:00pm

Adjournment

E. Brill/M. Penzkover motioned to adjourn the meeting. Unanimously carried. Meeting was adjourned at 7:44 pm.

Mukwonago Community Library Executive Summary 2023

AS OF 4/13/2023

Account	Amended Budget	Amount Used	Account Balance	% of Budget Used
5110 - Salaries & Wages	631,652.00	138,483.86	493,168.14	21.9%
5112 - Social Security	49,149.00	10,559.80	38,589.20	21.5%
5152 - Retirement	46,345.00	10,577.52	35,767.48	22.8%
5154 - Health	59,782.00	21,637.75	38,144.25	36.2%
5158- OPEB Payout	5,000.00	0.00	5,000.00	0.0%
5159 - Other Fringe Benefits	4,323.00	428.36	3,894.64	9.9%
5219 - Professional Services	4,000.00	367.41	3,632.59	9.2%
5220 - Contractual Services	30,000.00	8,148.06	21,851.94	27.2%
5221 - Water & Sewer	3,000.00	0.00	3,000.00	0.0%
5222 - Electric	33,000.00	7,285.88	25,714.12	22.1%
5224 - Gas	12,000.00	5,654.68	6,345.32	47.1%
5225 - Telephone	5,700.00	2,015.40	3,684.60	35.4%
5226 - Insurance	9,000.00	250.89	8,749.11	2.8%
5310 - Outside Services	15,270.00	4,534.98	10,735.02	29.7%
5311 - Operational Supplies	11,500.00	2,727.07	8,772.93	23.7%
5312 - Printing	1,400.00	221.12	1,178.88	15.8%
5314 - MetaSpace 511 Equip & Fixtures	1,000.00	0.00	1,000.00	0.0%
5315 - Postage	500.00	144.86	355.14	29.0%
5316 - Collection Maintenance & Repair	6,000.00	3,223.92	2,776.08	53.7%
5317 - MetaSpace Maintenance	8,300.00	1,527.09	6,772.91	18.4%
5318 - Thingery Maintenance	3,500.00	538.53	2,961.47	15.4%
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	19,667.71	50,332.29	28.1%
5329 - AV Materials	11,000.00	2,802.33	8,197.67	25.5%
5330- Thingery Collection	1,000.00	0.00	1,000.00	0.0%
5331 - Programming	10,000.00	1,833.63	8,166.37	18.3%
5332 - Mileage	500.00	9.04	490.96	1.8%
5333 - Outreach	3,000.00	534.77	2,465.23	17.8%
5335 - Training & Travel	5,000.00	2,728.96	2,271.04	54.6%
5340 - Electronic Tools & Services	9,600.00	2,485.83	7,114.17	25.9%
5341 - Cafe	24,742.00	24,742.00	0.00	100.0%
5343 - Data Lines	1,200.00	0.00	1,200.00	0.0%
5344 - Shared County Databases	3,954.00	3,954.00	0.00	100.0%
5349 - Digital Collections	14,665.00	10,646.39	4,018.61	72.6%
5395 - Repairs & Maintenance	12,000.00	757.75	11,242.25	6.3%
5399 - Other	544.00	0.00	544.00	0.0%
5810 - Furniture & Fixtures	1,000.00	426.60	573.40	42.7%
581100 - Equipment<\$5,000	-	0.00	0.00	

511105 - Equipment >\$5,000	-	0.00	0.00	
TOTAL Budget Accounts	1,111,626.00	290,915.94	820,710.06	26.2%
<i>Donation Accounts</i>				
Balance from 2022	41,438.93			
4890 - Donations Revenue 2023			9,300.29	
5806 - Donation Expenditures 2023			(33,492.32)	
TOTAL Donation Accounts	17,246.90		(24,192.03)	
OVERALL TOTAL			796,518.03	

**Mukwonago Community Library
REVENUE 2023**

Department Name	2023 Budget	As of 3/31/2023	
Property tax	518,315	417,485	81%
Inter Gov Revenue	569,811	287,511	50.5%
Copies & Faxes	5,500	1424	26%
Material Replacement	1,000	482	48%
Book Sale Revenue	3,500	1,181	34%
Fines	13,000	4,080	31%
Misc. Revenue	0	2,923	*SEE NOTE
Interest Revenue	500	3,218	644%
 Total Revenue	 1,111,626	 718,304	 64.6%

* NOTE: Received \$2,526.53 in Spectrum civil settlement

MUKWONAGO COMMUNITY LIBRARY

ACCOUNT #440-5511 LIBRARY

April 13, 2023

Account	Vendor	Memo	Amount
5219 Professional Services	Velocity- Village Charge	Jan & Feb IT Services	340.00
5220 Contracted Services	Great America Financial Services	5/10/23-6/9/23	353.14
5220 Contracted Services	Illingworth- Kilgust	Contract Agreement	2393.00
5220 Contracted Services	Impact	Copies charge 12/10/22-3/9/23	293.46
5222 Electric	WE Energies	2/21/23-3/22/23	2489.86
5224 Gas	WE Energies	2/21/23-3/22/23	1582.22
5225 Telephone	Brightspeed	2/21/23-3/20/23	188.06
5225 Telephone	Spectrum/ Charter Communications	2/27/23-3/26/23	294.57
5225 Telephone	Vonage- Village Charge	3/11/23-4/10/23	251.85
5310 Outside Services	AlSCO	Mats & Dusters	72.62
5310 Outside Services	America Aquaria	Fish Tank Maintenance Light	169.99
5310 Outside Services	Credit Card Monthly Service Fee	February	9.95
5310 Outside Services	Credit Card Processing Fee	2/10/23-2/24/23	4.95
5310 Outside Services	Credit Card Monthly Service Fee	February	80.40
5310 Outside Services	Credit Card Processing Fee	2/24/23-3/3/23	4.05
5310 Outside Services	Credit Card Processing Fee	3/3/23-3/10/23	4.19
5310 Outside Services	Credit Card Processing Fee	3/10/23-3/24/23	5.35
5310 Outside Services	Klassy Kleaners	Weekend Cleaning	1080.00
5310 Outside Services	Unique Management Services	Placements	39.40
5310 Outside Services	Unique Management Services	Placements	19.70
5311 Operational Supplies	Amazon Business	office supplies	232.61
5311 Operational Supplies	Bridges Library System	Cards & Receipt Paper	423.40
5311 Operational Supplies	Hahn Ace- Village Charge	Hardware	22.08
5311 Operational Supplies	Minuteman Press- Village Charge	envelopes	71.97
5311 Operational Supplies	Quill	Copy Paper	77.98
5311 Operational Supplies	Quill	Cleaning Supplies	62.06
5311 Operational Supplies	Quill	Cleaning Supplies	461.01
5311 Operational Supplies	Walmart- Village Credit Card	Cleaning Supplies	58.28
5311 Operational Supplies	Walmart- Village Credit Card	Vacuum Brush	37.81
5311 Operational Supplies	Walmart- Village Credit Card	General Supplies	16.32
5311 Operational Supplies	Walmart- Village Credit Card	General Supplies	11.26
5311 Operational Supplies	Webstaurant Store- Village Credit Card	Vacuum bags & Belt	41.00
5312 Printing	Central Offices- Village Charge	Lease	18.65
5312 Printing	De Lange Landen Financial- Village Charge	Lease	18.08
5315 Postage	Postage Used- Village Charge	Mar-23	13.80
5316 Collection Maint. & Repair	Bridges Library System	RFID Tags	1715.35
5317 MetaSpace Maintenance	Amazon Business	MetaSpace Program Supplies	558.46
5317 MetaSpace Maintenance	Home Depot- Village Credit Card	Programming Supplies	33.56
5317 MetaSpace Maintenance	Sign Up Genius- Village Credit Card	Monthly fee/ Mar	11.99
5317 MetaSpace Maintenance	Walmart- Village Credit Card	Programming Supplies	107.16
5318 Thingery Maintenance	Amazon Business	thingery Supplies	108.56
5318 Thingery Maintenance	Netflix- Village Credit Card	3/1/23-3/31/23	19.99
5318 Thingery Maintenance	Roku- Village Credit Card	3/11/23-3/11/24 Contract	115.49
5328 Books	Amazon Business	Books	219.63
5328 Books	Baker & Taylor	Books	36.89
5328 Books	Baker & Taylor	Books	167.11
5328 Books	Baker & Taylor	Books	50.02
5328 Books	Baker & Taylor	Books	138.68
5328 Books	Baker & Taylor	Books	144.33
5328 Books	Baker & Taylor	Books	16.11
5328 Books	Baker & Taylor	Books	217.56
5328 Books	Baker & Taylor	Books	84.81
5328 Books	Baker & Taylor	Books	11.30
5328 Books	Baker & Taylor	Books	128.23
5328 Books	Baker & Taylor	Books	134.01
5328 Books	Baker & Taylor	Books	5.65
5328 Books	Baker & Taylor	Books	432.32
5328 Books	Baker & Taylor	Books	38.18
5328 Books	Baker & Taylor	Books	235.49
5328 Books	Baker & Taylor	Books	15.25
5328 Books	Baker & Taylor	Books	594.63

Account	Vendor	Memo	Amount
5328 Books	Baker & Taylor	Books	113.96
5328 Books	Baker & Taylor	Books	17.51
5328 Books	Baker & Taylor	Books	713.51
5328 Books	Baker & Taylor	Books	1095.71
5328 Books	Brodart	Books	437.27
5328 Books	Brodart	Books	348.42
5328 Books	Brodart	Books	183.62
5328 Books	Brodart	Books	181.69
5328 Books	Brodart	Books	183.12
5328 Books	Cengage	Books	135.74
5328 Books	Cengage	Books	27.29
5328 Books	Cengage Learning	Books	52.48
5328 Books	Center Point Large Print	Large Print Books	195.09
5329 AV Material	Amazon Business	DVD/ Credit	-12.00
5329 AV Material	Amazon Business	DVD	441.24
5331 Programming	Amazon Business	Adult Program Supplies	95.16
5331 Programming	Amazon Business	TS Program Supplies	56.77
5331 Programming	Amazon Business	Adult Program Supplies	61.28
5331 Programming	Dollar General - Village Credit Card	Adult Program Supplies	42.53
5331 Programming	Extension Waukesha County	Container Garden Program	100.00
5331 Programming	Tanya Hinz	Painting Class	60.00
5331 Programming	Walmart- Village Credit Card	Adult Program supplies	8.84
5331 Programming	Walmart- Village Credit Card	Teen Program Supplies	33.44
5333 Outreach	Mukwonago Rotary Club	Q4 Breakfast & Dues	138.50
5333 Outreach	Thomas Press	Rack Cards	94.00
5335 Training & Travel	American Library Assoc.-Village Credit Card	ALA Conference	220.00
5335 Training & Travel	American Library Assoc.-Village Credit Card	ALA Conference	240.00
5335 Training & Travel	Qdoba- Village Credit Card	NAGPRA Meeting dinner	115.50
5340 Electronic Tools & Services	Bridges Library System	Share of Movie Licensing	602.00
5340 Electronic Tools & Services	Sign Up Genius- Village Credit Card	Monthly fee/ Mar AARP	11.99
5340 Electronic Tools & Services	Sign Up Genius- Village Credit Card	Monthly fee/ APR AARP	11.99
5340 Electronic Tools & Services	UKG	Payroll Processing	327.83
5340 Electronic Tools & Services	Velocity- Village Charge	March Endpoint Security	8.00
5340 Electronic Tools & Services	Velocity- Village Charge	February End Point Security	8.00
5340 Electronic Tools & Services	Zoom- Village Credit Card	3/20/23-3/19/2024	157.40
5341 Cafe	Bridges Library System	Cafe Annual Support	24742.00
5344 Shared County Databases	Bridges Library System	Share of Database Cost	1244.00
5344 Shared County Databases	Bridges Library System	Gale Courses	2710.00
5349 Digital Collections	Bridges Library System	Advantage Program	4325.00
5349 Digital Collections	Bridges Library System	Flipster e-magazine	825.00
5349 Digital Collections	Midwest Tape	Hoopla	819.85
5395 Repairs & Maintenance	Dan Plautz Cleaning Service	Deep Floor Cleaning	540.00
5810 Furniture & Fixtures	Amazon Business	Headphones	149.99
5810 Furniture & Fixtures	Demco	Storage Tubs	124.82
5810 Furniture & Fixtures	Demco	Storage Tubs	124.82
TOTAL REGULAR ACCOUNTS			\$ 58,697.19

Donation Expense			
5806 Donation Expense	Collaborative Summer Library Program	T-Shirts	41.15
5806 Donation Expense	Collaborative Summer Library Program	T-Shirts	154.30
Donation Expense Designated	Assist2Hear- Village Credit Card	Hearing Loop Receiver with Microphone/ WCCI	1221.00
Donation Expense Designated	Bernstein & Associates	NAGPRA Consultant/WCCF Funds	1500.00
Donation Expense Designated	Friends Of Boerner Botanical Gardens	Explore Pass/ Friends	100.00
Donation Expense Designated	Friends Of The Domes- Village Credit Card	Explore Pass/Friends	500.00
Donation Expense Designated	Schlitz Audubon- Village Credit Card	Explore pass/Friends	65.00
Donation Expense Designated	Uline	Slatwalls/WCCF Funds	890.09
Donation Expense Designated	Uline	Slatwall sign holders/WCCF Funds	247.73
Donation Expense Designated	United States Alliance Fire Protection	Dry Sprinkler Replacement/WCCF Funds	6015.00

		Total Donation Expenses	\$ 10,734.27
Director	Treasurer	To Be Reimbursed	10538.85
		Regular Donation Expenses	195.45
Secretary		Total Expenses	\$ 69,431.46

Village of Mukwonago
**DRAFT MINUTES OF THE LIBRARY BOARD
BUILDING AND GROUNDS COMMITTEE MEETING
Thursday, March 9, 2023**

Time: **5:30 pm**

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

Zoom login

<https://us02web.zoom.us/j/85380134120?pwd=bTVnM05JekVkSXZKQ0MvN2c2am05UT09>

Meeting ID: 853 8013 4120

Passcode: 925383

1. Call to Order

The Committee Chairperson M. Penzkover called the meeting to order at 5:30pm.

2. Roll Call and Introduction of Guests

Board Members Present

M. Penzkover

E. Brill

J. Gasser

H. Pringle

S. Kaufman

Also Present

A. Armour, Library Director

3. Approval of Minutes

E. Brill/S. Kaufman motioned to approve the minutes of the Building & Grounds Committee Meeting from January 24, 2023. Unanimously carried.

4. Discussion/Action Items

4.a Updates on Ongoing Projects

Library Director will provide updates on ongoing projects including landscaping, emergency repairs, and facility maintenance.

A. Armour updated the Committee on the status of the drywall repair, painting, and dead data-port removal projects. She also shared that she will be meeting with two landscaping companies next week to gather proposals for the Committee to consider on doing a large-scale spring cleanup.

4.b Costs for Improvements Around the Library

Discussion and possible action on proposed costs for improvements to the facility as proposed at the last meeting.

Armour presented proposed costs for the projects discussed at the last Committee meeting. Committee approved moving forward with all proposed projects. A. Armour has permission to begin purchasing items within proposed budget and will bring a resolution to the full Library Board to draw WCCF funds to cover the purchases.

5. Referral Items

6. Confirm Next Meeting Date – Committee meets as needed

7. Adjourn

J. Gasser/E. Brill motioned to adjourn the meeting. Unanimously carried. Meeting adjourned at 5:52pm.

Minutes submitted by A. Armour

Village of Mukwonago

**DRAFT MINUTES OF MUKWONAGO COMMUNITY LIBRARY'S
PERSONNEL COMMITTEE MEETING**

Monday, April 3, 2023

Time: **6:00 pm**

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

Call to Order

The Vice President Donna Whalen called the meeting to order at 6:08 p.m. located in the Mukwonago Community Library Community Room, 511 Division St., Mukwonago, WI 53149

Roll Call and Introduction of Guests

Committee Members Present

J. Darin
E. Pautz
D. Whalen

Excused

M. Penzkover
M. Lacock

Also Present

A. Armour, Library Director

Comments from the Public

None.

Approval of Minutes

J. Darin/E. Pautz motioned to approve the minutes from the Personnel Committee meeting on January 26, 2023. Unanimously carried.

Discussion/Action Items

2023 Winter Holiday Closures

Discussion and possible action on examining Library closures for the winter holidays in light of Village Hall's change in closures.

A. Armour noted that the Village Hall altered how they would be closed during the Christmas holiday. A. Armour is bringing this up for informational purposes. Further discussion was held regarding how the holiday time off would best be served for MCL patrons and staff. It was determined that the current MCL closure dates should stay as previously approved by the Library Board for the 2023 holiday.

Time Study Analysis

Discussion and possible action on Library Director's analysis and summation of the staff time study conducted in February.

A. Armour discussed how the information was collected and how data points were chosen. Further discussion was held by committee members and A. Armour regarding specifics of the time study and possible solutions regarding MCL staffing needs.

Organization Chart

Discussion and possible action on proposed staffing organization chart prepared by Director Armour.

A. Armour explained the current organization and the proposed organizational chart. How the proposed organizational chart could look with current staff and how it would benefit staff as shown in the time study analysis was also discussed. It was determined that the proposed organizational chart needs to be discussed with the full Personnel Committee and MCL President, then MCL staff for feedback prior to discussion with the full board.

Staff Compensation

Discussion and possible action on staff compensation and wage ranges.

A. Armour noted that there has been difficulty staffing some positions. Discussions were held regarding how to possibly attract and retain qualified personnel. It was also mentioned that the State, DPI, is currently conducting a statewide wage analysis. At this time there is not a specific release date of the information but A. Armour will share it when available.

Referral Items

Buildings and Grounds Committee to begin conversations for determining how best to utilize the experience and make DPW aware of the need for aid regarding the "Not Library Work - Facilities" work currently being conducted by the Library Director and Administrative Assistant.

Confirm Next Meeting Date

To Be Determined

Adjournment

J. Darin/E. Pautz motioned to adjourn the meeting. Unanimously carried. Meeting was adjourned at 7:59 pm.

Mukwonago Library Board
Policy Committee DRAFT Meeting Minutes
Meeting of Thursday, March 1, 2023

I. REGULAR ORDER OF BUSINESS

- A. The meeting was called to order at 11:04 a.m., March 1 2023 by Policy Chair Howard Pringle. In attendance were committee members Trustees Donna Whalen and Howard Pringle. Trustees Carol Stienstra and Diane Magolan attended the hybrid meeting by Zoom. Also in attendance was Library Director Abby Armour.

- B. Public Comment.

There were no public comments.

- C. The minutes of the May 26, 2022 Policy Committee meeting were reviewed. The minutes were approved as submitted.

Motion by Pringle, second by Magolan. Whalen abstained as she was not a member of the Committee at the May 2022 meeting. Motion approved.

II. NEW BUSINESS – DISCUSSION / ACTION ITEMS

- A. Public Space Usage Policy

Library MetaSpace 511 Lead Innovator Nancy Aycock provided background information and context for suggested changes to the policy. Ms. Aycock and Director Armour presented a revised policy that incorporated an updated MetaSpace Policy into the Public Space Usage Policy and revisions to the existing Public Space Policy to provide a consolidated and easier to use overall policy governing public spaces and one which better reflected actual practice and usage. After some discussion re: agreement forms and reference thereto in the policy and the addition of the term “except for designated” in section III b and c of the new policy, the Committee recommends that the revised policy be forwarded to the Board for approval and adoption at its March meeting.

Ms. Aycock left the meeting.

Motion by Whalen, second by Magolan. Approved unanimously.

- B. Circulation Policy

Circulation Supervisor Emily Ceithamer arrived and attended the meeting and provided background information on the changes requested for the Circulation policy. Ms. Ceithamer and Director Armour presented a working draft of a significantly revised and rewritten policy that better meets contemporary MCL needs and processes. After some detailed inquiries from the Committee were answered, the Committee feels that the policy better meets the needs of the library and is easier for staff to manage and utilize and recommends that the revised policy be forwarded to the Board for approval and adoption at its March meeting.

Motion by Whalen, second by Magolan. Approved unanimously.

III. REFERRAL ITEMS

After the topic was raised during the discussion of the circulation policy, it was requested that the question of the availability of cards and an associated fee for Milwaukee County residents be referred to the Board for initial discussion.

IV. NEXT MEETING DATE

The next meeting of the Policy Committee will be scheduled after the March Board meeting.

V. ADJOURNMENT

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

Minutes submitted by Howard Pringle, March 1, 2023

Library Director Report: April 2023

Director Meetings and Activities

This was an extremely busy month for me as I had many big meetings including preparing for very large committee meetings, Tribe consultations, attending the COW for preliminary discussions on fiber internet, continuing hearing loop training for our newest staff members with Angela Meyers, coordinating a new work study student, and learning about the new Café App upgrade coming in May. I also conducted shelve interviews, gathered proposals for the Board, and shared the Library's time study with the Village Department Heads. You may notice that several of my initiatives based on the Strategic Plan start around now including having all the programmers and performers use the microphones in the Community Room so visitors can use the hearing loop for every program, improving the user-friendliness of the program flier bulletin board (now a slatwall), using Microsoft Teams for a more timely way to communicate amongst staff, and improving the new customer experience when they apply for a library card.

There are some big happenings with the NAGPRA and the Grutzmacher Collection: on April 11, we will officially transfer legal control of the Hollister Mound item to Wilton Rancheria and enter into a care-and-trust agreement to keep the item until they are able to physically retrieve it. This is the Library's very first repatriation and is a huge landmark in the history of the Grutzmacher Collection. We had a couple more consultations with other Tribes in California and we have begun to get a reputation of being a great organization to work with. I anticipate that we will soon get another Request for Repatriation for other cultural items that come from California.

On April 5 I attended the Joint Finance Listening Session for the next state budget. Advocating for appropriate library and library system funding is a vital part of my job as the leader of this library, and we had almost 20 representatives holding their library cards aloft while our representative speakers spent 5 minutes telling our legislators how libraries impact all parts of the community.

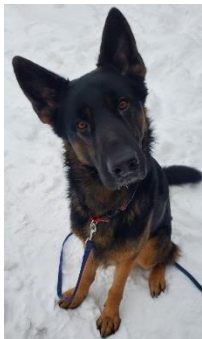
Circulation (Emily Ceithamer)

In circulation we went through the hiring process for two new 10-hour-a-week shelvees. We were planning on having just a summer shelvee and we were able to flex those hours throughout the year to help with the current demand of returned items. Now that we have a better grasp of what we need for hours, I have a strong feeling we will be able to better address that when we go into the next budget season. We've had two people accept the new positions so now onto paperwork and training! This will help get them trained before the hectic time that is summer!

I've been working with Eric on the process that is the new patron experience when getting a library card. We have new rack cards that narrow down what information they need about the library. This has really helped and also saved us paper by letting the new patron pick what they want to learn about instead of giving them one of everything ourselves. The new marketing material has been very popular. We also are going to be having a promotion going out for new

card holders where if they return and check out ten items, they get a Friends of the Library sponsored tote bag! I'm excited to see how the promotion goes and get feedback from patrons. We also had the marketing team make us new signs for our self-checkout machines. We have a lot of patrons who do not leave their items on the glass screen long enough to desensitize the tag inside, so we've worked on new signage to help patrons understand that they need to only check out one or two items at a time and leave it on the glass screen longer. It's early on, but I really think this will help in the long run.

I'm very excited to announce that we are anticipating having our smartlockers officially launch on May 1st! We are working on making an instructional video as well as working with the marketing team on signage and education materials to teach everyone how to use them. It's quite easy and we wanted to highlight the ease of use by an instructional video. I'm very excited to see it all come together and to have an official launch as this is a project a year in the making for me!



Children's Department (Jane DeAngelis)

The Library is going to the dogs. We now have four certified Therapy Dogs visit the library throughout the month: Skye the Golden Retriever, Hank the Maltese Mix, Cole the German Shepherd (pictured), and Corona the Golden Retriever. Everyone—readers and non-readers alike—is invited to spend time with a dog, reading a poem, reading a book chapter, singing a song, or simply giving a hug. Woof!

Reference and Adult Services (Chris Stape)

We finally hit a breaking point in the Spice of the Month Club. We handed out 126 kits in the first 13 business days of the month. Going forward, I will choose a limit of kits (about 100) and make that the end. I'll change up the wording on our marketing to reflect that. It's great there is so much interest, but it's become a little overwhelming time-wise. The Seed Library is in full swing. By mid-March I had bagged and labeled 500 seed packs. The majority of those have been taken already. I will continue to add more as time allows. Also beginning in March was our One Seed, One Wisconsin experiment. It's proven popular and we have distributed about 50 seed packs of the Wisconsin 55 tomato. That will continue until all seeds have been given away. We had a few bigger events in March. A program about plant-based diets was very well attended and we've had a chance to show some big name movies during Friday Flicks. "A Man Named Otto" drew our biggest movie crowd since before COVID. Both showings combined drew 80-90 folks. Our March Madness bracket "Wisconsin Edition" just concluded. I have yet to tally the winner but it looks like a tight contest between "Kringle" and "The Bronze Fonz." I changed the way I created the bracket from previous years and people really seemed to enjoy the silliness of it. And as always the never-ending follow-up calls to Tribes regarding the Grutzmacher Summary continue. I'd hoped to have them all completed by the start of summer.

Technical Services and Thingery (Mary Jo Isely)

595 new items were processed and catalogued in March. Continued the reviewing & editing of the troubleshooting manual for Thingery items as well as the Tech Services Manual. Green Bay Packer Hall of Fame Pass & the Schlitz Audubon Nature Center passes were added to the Explore Passes. The Wisconsin State Historical Society's Library Experience Passes just arrived and will be available to the public soon. We are also researching pass possibilities with the Retzer Center's Horwitz-Deremer Planetarium. A Metal Stamping Kit is a new addition to the Create! collection in the Thingery. A Bubble Machine is ready & will be added to Outdoor Fun after Abby test drives it during Bubble Boogie. A kit called "Today I Feel Like..." was added to the Little Sprouts Kit collection. The theme is dealing with various feelings and emotions & how to channel those feelings for a positive outcome. Backroom Thingery storage is being revamped to accommodate additions and ease of access. Space is an issue. This month's fiction book display highlighted read-a-likes for authors such as Kristin Hannah, Robert Crais, Stephen King, C. J. Box, Fredrick Backman & the Military genre. Authors changed after a 2-week stretch. Adult fiction weeding and shifting continues.

MetaSpace 511 & Technology (Nancy Aycock)

MetaSpace 511 is excited to support Innovator in Residence Intern Jack as he and the FIRST Robotics Team 930 Mukwonago Bears compete in regional competitions, getting ready for the FIRST Championship competition in Houston, Texas, in April. In March, Team 930 won their first regional match in 19 years! This spirit of teamwork and collaboration is shown in Jack's work in MetaSpace 511.

There are new programs in MetaSpace 511, Paper Marbling with families and homeschoolers, a Homeschool Mom's Night Out where they laser engraved tumblers, and needle felting with a guest teacher, Mark A. We're happy to be able to add a variety of programs for the community.



The area right outside of MetaSpace 511 has been updated with fresh orange paint and a modern white slat wall. Thank you to the painters, and the Department of Public Works (DPW) for hanging up the slat wall. This will be a nice new focal point to help people learn more about MetaSpace 511 and create a cohesive look and feel with the front entryway information slatwall for a user-friendly experience.

MetaSpace 511 is struggling with how to provide more makerspace appointments for patrons than the makerspace is able to offer right now. There is more demand for use than we have capacity and resources unless something radically changes. The community is excited about the space, and use of MetaSpace 511 has grown over the last year and half. Patrons are developing friendships, coming together to work on projects, and patrons who haven't used the makerspace are excited to come in and learn how to use the equipment and resources. It is difficult to hear the questions of "when will there be more appointments" and "can you run another program since I couldn't get in." It's a challenge in how to answer patrons, and to say no we don't have any appointments available or staff time to add additional programs. Lead Innovator Nancy is exploring options and working on improving appointment booking.



One other area that needs improvement is the sink and faucet in MetaSpace 511 which were not designed with the needs of the special equipment and programs in mind. The sink is not wide enough or deep enough to properly wash makerspace equipment and tools. Currently staff are using large bins to do clean things and when there is a lot of washing happening the sink leaks around the edges under the cabinet.

Lead Innovator Nancy and Intern Kendal tested and set up Microsoft Teams so library staff could use it to communicate easily and quickly. They tested other applications and Teams was the best solution. Department channels were set up along with the general channel for all staff. A training document and video were given to staff along with one-on-one assistance. Director Armour moved shared documents over to Teams to enhance collaboration. This staff-wide implementation will help keep all staff members in the loop on important matters.

Community Engagement Coordinator (Eric Huemmer)

Community Engagement: We are well into Summer Library Program planning. With Department Heads doing a great job of getting their programs and events formally on the calendar, the Marketing Team is now shifting into high gear getting promotional materials for the summer and the SLP Kick-Off event. We also have our partner letters going out to ask for monetary and prize donation, with the intent on swinging by newer businesses to introduce and hand-deliver partner letters as well.

With the renovation of the foyer and addition of the slatwall, the Marketing Team will have a more user-friendly approach to our marketing efforts just in time for SLP. The intent is to make it easier for our patrons to find what they're looking for while promoting other resources and services that they didn't realize they wanted.

Finally, we're thankful to the Village for allowing us to set up another Library display at Village Hall on Election Day. While having a little display is a simple gesture, it's still another reminder to the hundreds of residents voting of what the Library has to offer and what's coming up. Warmer weather will bring more opportunities for outreach such as the Farmer's Market, so we're excited to get back out into the community!

Events & Programs: The AARP Tax Aide Program is wrapping up. So far, we've signed up 314 appointments with one final day to go. We'll do a last post to fill those slots, but with their new process, we've increased attendee numbers and still have slots available heading into the final week.

The Teen Advisory Board (TAB) has had fantastic feedback with teens from MASD, East Troy, and homeschooled. We still have plenty of room for growth when it comes to serving teens, but their help with events, insights, and support have been helpful in making what programming and offerings popular, so we want to keep that momentum going.

Finally, our Summer Library Program events and programs are coming together. To better promote the reading challenges and line-up of activities, we're finalizing all the details for the SLP Kick-Off event on Saturday, June 10, 2023. More information is to come, but we're looking to expand our offerings from last year so as to provide entertainment for all ages.

Statistics

On the next page

STATISTICS MARCH 2023

Physical Item Circulation



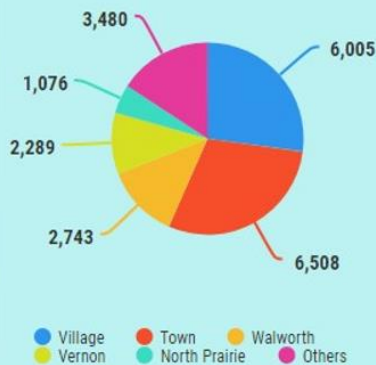
22,101

MARCH CIRCULATION -5.4%
DECREASE OVER 2022

61,798

YEAR-TO DATE CIRCULATION

Circulation by Area



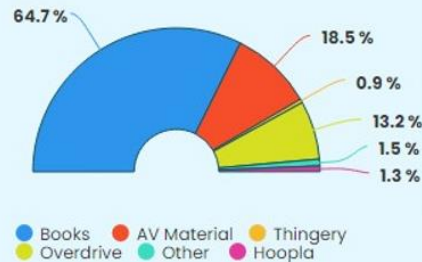
Circulation Trends



80

new library
cards this
month

All Circulation



Programs This Month

68

ATTENDANCE:

General 564

Kids 619

Young Adult 38



542

People used the
Community and
Study Rooms

Locker Pick up

565

New Items Added

595

Renewals

7210

Items loaned to other Libraries

2633



10,015

**patron
visits**

Peak times

4:00 - 5:00 on Mondays Avg 104 Checkouts

Slowest times

8:00 - 8:30 Wednesdays Average 4 Checkouts

Strategic Plan 2023-2025 Operational Priorities and Implementation Updates

Prepared by: Abby Armour

Updated for Library Board April 16, 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
		<ul style="list-style-type: none"> 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 examined Time Study Analysis on April 6. Library Director presented staff reorganization chart designed to address issues identified in the study. Personnel Committee will next meet to consider the proposal and determine next steps. 			
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

		<ul style="list-style-type: none"> • Grutzmacher Collection Committee met April 6 to review drafts of policy from Driftless Pathways. Determined broad objectives of policy which will be narrowed into a final draft for consideration at the next meeting on April 27. Danielle of Driftless Pathways will visit the Red Brick Museum. • Have engaged in four (4) consultations with Tribes this year. • Adult Services Librarian is continuing follow-up calls to Tribes regarding NAGPRA Summary. Anticipate to finish before summer. • First ever repatriation on April 11. Transfer of control and care-and-trust agreements signed and in place. Working on physical retrieval. 			
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 directed Adult Services Librarian (who built the current website) to document his experiences as well as staff feedback about website usability. Review of data showed that several webpages are used the most and Adult Services Librarian has ideas for easy updates. Will research options for gathering survey data/impressions of website visitors for a pre-change benchmark, then make changes in May. Post-change data will be collected to determine if easy fixes solved the issue or if we need to recommend contracting out for bigger work.			
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
		<ul style="list-style-type: none"> • 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. • Angela Meyers revisited to train newest staff in April. 			
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
		<ul style="list-style-type: none"> MetaSpace 511 Lead Innovator began 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
		<ul style="list-style-type: none"> McAdams family approved proposal to move McAdams photo to nearby the front door. Awaiting signage to go above photo. Entryway painted, slatwall installed with directives to staff to improve organization and user-friendliness of flier presentation, unused mobile display relocated to entry for marketing purposes 			
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
		Technical Services Librarian rearranged storage of Thingery items in work area and repurposed old fixtures. Flow is improved, but still not enough space.			
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
		Library Director directed Communications Team to install a display and handouts at April election. Plans with Village Clerk to make this a regular occurrence.			
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
		<ul style="list-style-type: none"> • Café App upgrades coming in May. Library Director acting as point person to improve app experience for Mukwonago portal. • Library Director advocating for discovery layer at Café Council. Bridges arranging three (3) demos in the next month. 			
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 2023-02
CAPITAL FUNDING TRANSFER FOR SAFETY SYSTEM 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 to the fire suppression system and to replace an obsolete automated external defibrillator (AED) in 2023;

NOW THEREFORE BE IT RESOLVED, that the Library Board of Trustees will withdraw \$8,132.15 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
USA Fire Protection Invoice #1046-F099452 (fire suppression repair)	\$6,015.00
Stryker (replacement AED)	\$2,117.15
Total	\$8,132.15

PASSED AND ADOPTED by the Library Board of the Mukwonago Community Library this 13th day of April, 2023.

Library Board President



USA Fire Protection, Inc.

A Subsidiary of APi Group, Inc.

3/8/2023

Village of Mukwonago
440 Rivercrest Ct.
Mukwonago, WI 53149

Attention: Owner/Manager

REFERENCE: Renewal Contract for the following location:

Village of Mukwonago - Library 511 Division St Mukwonago, WI 53149

Thank you for the continued opportunity to provide you with excellent service on the referenced inspections below.

Quoted Inspection:

1 Fire Alarm Inspection Annual - \$ 1235.00
DUE: September 2023

Backflow Certification:

On newer installations, where backflow equipment has been installed, the State of Wisconsin requires that these devices be certified for proper operation upon installation and at least annually thereafter (ILHR 82.21).

1 Backflow Certification Annual - \$ 205.00
DUE: August 2023

Quoted Inspection:

These inspections are required by the Wisconsin Administrative Code ILHR 51.23 (6), pursuant to the National Fire Protection Association Pamphlet #25. (Standard for Inspection, Testing and Maintenance of Water-Based Fire Protection Systems - 2011 Edition).

1 Wet Sprinkler System Inspection Annual - \$ 435.00
DUE: August 2023

Full flood every 3 years if performed \$175 per dry system. Due 2024

If third party reporting service is required, this includes permit, there will be an additional charge for the reporting and admin fee. Any repairs or maintenance to the system or equipment can be done on a time and material basis or a quoted price at your request.

15775 W. Schaefer Ct. - New Berlin, WI 53151 - 262/782-3311 - Fax 262/782-3539

Design/Installation • Testing • Maintenance • Inspections • 24 Hr Emergency Service



USA Fire Protection, Inc.

A Subsidiary of APi Group, Inc.

Our pricing is based on maintaining a 2-year service agreement. Any scheduled inspection that is canceled without notice is subject to a service trip charge. Unless otherwise required due to the type of periodic inspection, the inspection will not cover every piece of fire protection equipment or parts but is limited to visual, external inspection of only a representative number or sample of the fire sprinklers, valves, pipe, hangers, and/or other devices and equipment in their installed positions.

THE COMPANY DOES NOT GUARANTEE OR WARRANT THE CONDITION OR OPERATION OF ANY PIPE, SYSTEM FIRE SPRINKLER EQUIPMENT, ATTACHMENTS OR PORTIONS THEREOF TO BE INSPECTED HEREUNDER. IT IS HEREBY EXPRESSLY AGREED THAT THE LIABILITY, IF ANY, THE COMPANY TO THE SUBSCRIBER AND/OR OTHER OCCUPANTS OR VISITORS OF THE BUILDING FOR ANY INSPECTION, REPORT, ACT OR OMISSION TO ACT, OR ANY CLAIMED BREACH OF THIS AGREEMENT BY THE COMPANY OR ITS OFFICERS, EMPLOYEES OR AGENTS HEREUNDER SHALL IN NO EVENT EXCEED THE FEE PAID UNDER THIS AGREEMENT FOR THE SPECIFIC INSPECTION SERVICES THAT GIVE RISE TO ANY LIABILITY.

The company, following each inspection, will provide to the subscriber a written "Report of Inspection" (Report). If desired, a copy of the Report will be forwarded to the Subscriber's insurance company. The Report and recommendations by the company are only advisory in nature and are intended to assist the subscriber in reducing the possibility of loss to property by indicating obvious defects or impairments to the system(s) and/or equipment attached thereto, which should receive prompt attention.

Please indicate the services you would like us to perform, sign the Customer Acceptance block and fax or mail to our office. We will schedule your inspection, and/or backflow recertification program upon receipt of signature.

If you have any questions or need any additional information regarding the above mentioned codes or your fire protection needs, please feel free to contact me.

Village of Mukwonago - Library 511 Division St Mukwonago, WI 53149

☐ Annual Fire Alarm Inspection
☐ Annual Backflow Certification
☐ Annual Wet Sprinkler System Inspection

Customer Acceptance:

Date: _____

Signature: _____

Printed Name: _____

Phone: _____

Site Contact: _____

Site Contact Phone: _____

USA Fire Protection, Inc.

Your Full Service Fire Protection Contractor
Inspection Sales Representative
yvonne.priest@usafp.us

Terms of Payment are net thirty (30) days from date of invoice. Invoices may be rendered on a progress basis for work completed through the date of invoicing and purchaser agrees to pay such progress billings in full. Purchaser agrees that payment to seller shall not be contingent upon settlement of insurance claim or reimbursement by another party. A service charge will be charged and added to the price on all payments past due and owed by the purchaser under this contract at a monthly rate of 1.5% or at a rate allowed under applicable law. Purchaser shall pay any reasonable attorney fees incurred in the collection of past due accounts.

15775 W. Schaefer Ct. - New Berlin, WI 53151 - 262/782-3311 - Fax 262/782-3539

Design/Installation • Testing • Maintenance • Inspections • 24 Hr Emergency Service

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

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

Library Name:	Mukwonago			
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Description	Annual Report Reference	2022 Actuals (Per Annual Report)	2023 Municipal Adopted Budget	Library Notes or Comments
Revenues				
Local Municipal Library Operating Revenue	Section V, 1 (for 2022) and Section V, 9 (for 2023)	\$474,105	\$518,315	
Home County Operating Revenue	Section V, 2(a)	\$443,227	\$486,624	
Other County Payments for Library Services	Section V, 2(b)	\$122,859	\$80,455	
State Funds (e.g. Innovation & Hoopla Grants)	Section V, 3	\$6,342	\$2,732	Hoopla grant: \$2,732
Federal Funds	Section V, 4	\$3,712	\$0	
Contract Income	Section V, 5	\$0	\$0	
Funds Carried Forward for Operations	Section V, 6	\$0	\$0	
All Other Operating Income	Section V, 7	\$37,505	\$23,500	
Indirect Cost Funding (If applicable and if not already counted in Municipal Operating Revenue)	N/A - Field should match Indirect Cost field in Expenditures listed below			
Total Revenues		\$1,087,750	\$1,111,626	
Expenditures				
Operating Expenditures	Section VI, 6	\$1,064,758	\$1,111,626	
Indirect Costs (If applicable and if not already counted in another field)	N/A - Field should match Indirect Cost Funding in Revenues listed above			
Total Operating Expenditures		\$1,064,758	\$1,111,626	
Library Capital and Debt	Section VII (1 & 2)	\$57,278		
Total Expenditures		\$1,122,036	\$1,111,626	

The information listed above is a correct statement of the Library's spending for 2022 actuals and 2023 budget. Please provide any additional comments in the box below.

Board President

Date

Library Director

Date



Bernstein & Associates
NAGPRA Consultants

ADDENDUM TWO

TO CONSULTING SERVICES AGREEMENT

Bernstein & Associates, LLC, DBA Bernstein & Associates NAGPRA Consultants ("Consultant"), and Mukwonago Community Library ("Client") agree to the following change(s) to the Consulting Services Agreement signed and dated June 17, 2022.

ENGAGEMENT

Client engages the Consultant, and the Consultant agrees to perform the services (the "Services") specified below. The Period of Service will extend through May 31, 2024 (the "Period of Service") with the option to extend for an additional one-year Period of Service by mutual written agreement by Consultant and Client.

SERVICES

Consultant will:

- Provide Client with ongoing NAGPRA technical assistance
- Plan, facilitate, and document consultations
- Develop Notices of Intent to Repatriate in response to valid repatriation claims

Client will:

- Reach out to Summary recipients and record responses
- Fulfill Tribal requests for images and additional documentation
- Document requests and request fulfillments in the digital data management system

All other terms of use and restrictions outlined in the Consulting Services Agreement are herewith incorporated by references as the terms of this Addendum and will be in full effect for the term of the consulting Services Agreement and this Addendum.

AGREED TO AND ACCEPTED

For Client

By:

Abby Armour, Library Director

Date

For Bernstein & Associates, LLC

By:

Jan Bernstein, Sole Member/Managing Director

Date



ROMAN ELECTRIC CO., INC.
Since 1929

Outdoor Festival Power

Electrical Proposal

March 1, 2023

PREPARED FOR



511 Division Street
Mukwonago, WI 53149

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

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 cited by the Authority Having Jurisdiction (AHJ).



ROMAN ELECTRIC CO., INC.

Since 1929

- The contractor shall not be held liable for errors or omissions in designs by others, nor inadequacies of materials and equipment specified or supplied by others.
- Equipment and materials supplied by the contractor are warranted only to the extent that the same are warranted by the manufacturer.
- The contractor shall not be liable for indirect loss or damage.
- Unless included in this proposal, all bonding and/or special insurance requirements are supplied at additional cost.
- If a formal contract is required, its conditions must not deviate from this proposal without our permission and will incur additional cost for processing.
- Any conditions (verbal or written) expressed or implied elsewhere, which are contrary to these conditions shall be null and void.

LIEN NOTICE

AS REQUIRED BY THE WISCONSIN CONSTRUCTION LIEN LAW, ROMAN ELECTRIC CO., INC. HEREBY NOTIFIES OWNER THAT PERSONS OR COMPANIES FURNISHING LABOR OR MATERIALS FOR THE CONSTRUCTION ON OWNER'S LAND MAY HAVE LIEN RIGHTS ON OWNER'S LAND AND BUILDING IF NOT PAID. THOSE ENTITLED TO LIEN RIGHTS, IN ADDITION TO THE UNDERSIGNED ROMAN ELECTRIC CO., INC., ARE THOSE WHO CONTRACT DIRECTLY WITH THE OWNER OR THOSE WHO GIVE THE OWNER NOTICE WITHIN SIXTY CALENDAR DAYS AFTER THEY FIRST FURNISH LABOR OR MATERIALS FOR THE CONSTRUCTION. ACCORDINGLY, OWNER WILL PROBABLY RECEIVE NOTICES FROM THOSE WHO FURNISH LABOR OR MATERIALS FOR THE CONSTRUCTION AND SHOULD GIVE A COPY OF EACH NOTICE RECEIVED TO THE MORTGAGE LENDER, IF ANY. ROMAN ELECTRIC CO., INC. AGREES TO COOPERATE WITH THE OWNER AND THE OWNER'S LENDER, IF ANY, TO SEE THAT ALL POTENTIAL LIEN CLAIMANTS ARE DULY PAID.

Your approval is required within 10 days from the date of receipt. This estimate covers direct costs of work described in the above scope and we reserve the right to claim for impact and consequential costs as well as the right to correct this estimate for errors and omissions.

Please Note: Certain construction materials are currently subject to unusual and severe price volatility and availability due to conditions that are beyond the control of Roman Electric. If there is an increase in any electrical materials to be used in this project between the date of this proposal and the start date, the amount of this proposal/contract may be increased. This will reflect the additional cost to obtain the components upon advance notice and submittal of written documentation to you, the customer.

If the above terms are acceptable, your signature and date are mandatory. Please and return this document to me via email or fax listed below my signature, for the proposal to be enacted. Include the proper invoicing address for accounts payable. As always, should there be any further questions, please do not hesitate to call me. We value our relationships and look forward to working with you on this or any future project you might have.

Sincerely,

Robert Bueno
Commercial Service Manager
ROMAN ELECTRIC CO., INC.

Accepted by:

Name

Date



March 27, 2023

SUBMITTED TO:

Cathryn Kim
511 Division Street
Mukwonago, WI 53149

PROJECT:

Mukwonago Community Library
511 Division Street
Mukwonago, WI 53149

Primary Phone Number: 262-363-6411 x 4105
Primary E-Mail Address: ckim@mukwonagolibrary.org

Proposal Number: 77656
Salesperson's Name: Kevin Coe

LANDSCAPING SERVICES AGREEMENT - 2023

SECTION 1. GENERAL CONDITIONS - PER OCCURRENCE PRICING

INTRODUCTION

Thank you for allowing Bret Achtenhagen's Seasonal Services the opportunity to present you with an agreement for the services listed below. This is a "PER OCCURRENCE" agreement, meaning that each project(s) and/or task(s) listed below will be performed one time for the price listed. This proposal defines the scope of work, terms and conditions for the project(s) and/or task(s) requested by the individual(s) defined above. Bret Achtenhagen's Seasonal Services will provide all equipment, labor and materials necessary to properly execute the project(s) and/or task(s) defined below using proven, technically correct landscaping principles. Comprehensive liability, worker's compensation and other required insurance is carried. A certificate of insurance will be provided upon request. In addition, Seasonal Services possesses and maintains the necessary licenses required by federal, state and local regulations and agencies.

SERVICES

As your landscaping professionals, it is our objective to ensure that your landscape achieves its full potential. To help you protect your investment, Seasonal Services recommends ongoing maintenance programs that preserve and protect structural landscape features. In addition, we offer ornamental plant care programs that reduce stress to your plants caused by diseases and insects while increasing their vitality. We offer a full spectrum of customized programs designed to free up your time and enhance your outdoor environment.

EDUCATION, TRAINING, CERTIFICATION & LICENSES

Bret Achtenhagen's Seasonal Services embraces knowledge and responsible business practices. Our clients may rest assured that every Seasonal Services employee is appropriately trained and has the proper certifications and licenses required to perform their duties.

SECTION 2. SERVICE TITLES & DESCRIPTIONS

SITE WORK

REMOVAL - TREE & SHRUB

SERV. ID# 1.01

REMOVAL - TREE & SHRUB

THE SERVICES DESCRIBED IN THIS PROPOSAL ARE BASED ON THE PLAN DATED 3/16/2023

Please refer to **SPECIFIC SERVICES** section below for variances that apply to your project.

W336 S8510 HWY E

MUKWONAGO, WI 53149

PHONE: 262.392.3444

PO BOX 400

EAGLE, WI 53119

WWW.SEASONALSERVICES.COM

STANDARD SERVICES:

1. Designated trees and shrubs will be cut flush to the ground.
2. Stumps will remain in ground.
3. An additional charge will be presented to the client to grind stumps below ground level.

STANDARD SERVICES NOTES:

1. Diggers Hotline will be called by Seasonal Services to mark all public utilities.
2. It is the responsibility of the client to mark all underground private pipes, wires and utility lines, such as buried downspouts, gas lines, invisible dog fences, irrigation heads, lamp post wires, etc.
3. Seasonal Services is not responsible for any damage to unmarked private pipes, wires or utility lines.

SPECIFIC SERVICES:

1. Remove shrubs per removal plan.

Material / Service Details:**Quantity****Unit**

REMOVAL - TREE & SHRUB

0.00

Task - Occurrence

REMOVAL - TREE & SHRUB

The price to provide the service described above before sales tax is:

\$1,608.63

This service IS _____ IS NOT ☒ subject to state and local sales

tax. Please Initial Upon Acceptance of this Service _____

NURSERY STOCK INSTALLATION**NURSERY STOCK - SHRUBS ONLY**

SERV. ID#

1.03

NURSERY STOCK - SHRUBS ONLY**THE SERVICES DESCRIBED IN THIS PROPOSAL ARE BASED ON THE PLAN DATED 3/16/2023**Please refer to **SPECIFIC SERVICES** section below for variances that apply to your project.**STANDARD SERVICES:**

1. The following shrubs will be provided and installed as shown on the landscape plan.
2. All plant beds will be prepared with a minimum of two inches of topsoil and one inch of compost, which will be rototilled into the existing soil.
3. A granular pre-emergent herbicide will be applied to the soil surrounding the new plantings. The pre-emergent will be effective for 4 to 6 weeks. Nevertheless, the client is responsible for all weed control. Additional pre-emergent can be applied by Seasonal Services for an additional cost at the owner's expense.
4. Shredded hardwood bark mulch will be applied to the beds and a mulch ring will be installed around each new tree.
5. This service includes (1) Soil and Root Nutrition for all trees and shrubs installed by Seasonal Services. Application will be applied in the fall, following the installation.

STANDARD SERVICES NOTES:

1. Diggers Hotline will be called by Seasonal Services to mark all public utilities.
2. It is the responsibility of the client to mark all underground private pipes, wires and utility lines, such as buried downspouts, gas lines, invisible dog fences, irrigation heads, lamp post wires, etc.
3. Seasonal Services is not responsible for any damage to unmarked private pipes, wires or utility lines.
4. Additional bark mulch will be needed next spring as the first layer of bark mulch in a new plant bed decomposes rapidly.

SPECIFIC SERVICES:

1. Place plants according to landscape plan.
2. This includes compost (4 c.y.) for amending beds and mulch (8 c.y.) for new plantings.

STANDARD WARRANTY:

All trees, shrubs and perennials installed by Bret Achtenhagen's Seasonal Services have a 100% conditional replacement warranty for a period of **one year** with options to extend the warranty. Seasonal Services will provide a quotation for a horticultural management program for the subsequent years. This program, performed by Seasonal Services, is necessary to validate the extended warranty. Deceased plants will be replaced one time only.

Material / Service Details:

	Quantity	Unit
Juniper, Youngstown Andorra Compact	8.00	Cont. #5
Juniper, Kallay Compact Pfitzer	5.00	Cont. #5
Honeysuckle, Bush 'Kodiak Orange'	6.00	Cont. #3 15" Wide
Sumac, Gro-Low Fragrant	9.00	Cont. #3
Lilac, Miss Kim	2.00	Cont. #5 15" Tall
Hydrangea, Little Quick Fire	13.00	Cont. #3 15"

NURSERY STOCK - SHRUBS ONLY

The price to provide the service described above before sales tax is: \$10,544.02
 This service IS _____ IS NOT ___x___ subject to state and local sales
 tax. Please Initial Upon Acceptance of this Service _____

RETAINING WALL, STEP, & ACCENTS**ACCENTS - BOULDERS**

SERV. ID# 1.04

ACCENTS - BOULDERS

THE SERVICES DESCRIBED IN THIS PROPOSAL ARE BASED ON THE PLAN DATED 3/16/2023

Please refer to **SPECIFIC SERVICES** section below for variances that apply to your project.

MATERIALS SELECTED:

- Boulders - Blue Rip Rap Granite 12" - 24"

STANDARD SERVICES:

1. Accent boulders will be installed as shown on the landscape plan.
2. The boulders will be installed to create a very natural effect that compliments the home and natural elements of the property.

STANDARD SERVICES NOTES:

1. The following price includes all excavation, labor and materials.
2. Diggers Hotline will be called by Seasonal Services to mark all public utilities.
3. It is the responsibility of the client to mark all underground private pipes, wires and utility lines, such as buried downspouts, gas lines, invisible dog fences, irrigation heads, lamp post wires, etc.
4. Seasonal Services is not responsible for any damage to unmarked private pipes, wires or utility lines.

SPECIFIC SERVICES:

1. Boulders will be placed as shown on the landscape plan. They will take the place of the existing 6"10" granite cobbles.
2. Existing cobble boulders will be removed from the site.

WARRANTY:

Bret Achtenhagen's Seasonal Services provides a five-year warranty on craftsmanship related to the installation.

Material / Service Details:

	Quantity	Unit
Weed Barrier - 3' x 300' 3 oz. Black	1.00	Each

Boulders - Blue Rip Rap Granite 12" - 24"

6.00

Ton(s)

ACCENTS - BOULDERS

The price to provide the service described above before sales tax is:

\$2,867.22

This service IS _____ IS NOT ☒ subject to state and local sales

tax. Please Initial Upon Acceptance of this Service _____

DECORATIVE GRAVEL FEATURES

MAINTENANCE STRIP INSTALLATION

SERV. ID#

1.05

MAINTENANCE STRIP INSTALLATION - REPLENISH EXISTING MAINTENANCE STRIP

THE SERVICES DESCRIBED IN THIS PROPOSAL ARE BASED ON THE PLAN DATED 3/16/2023

Please refer to **SPECIFIC SERVICES** section below for variances that apply to your project.

MATERIALS SELECTED:

- Spardust - Red

STANDARD SERVICES:

1. Stone mulch will be delivered and installed. Approximately 1" of stone mulch will be used unless otherwise noted in the specific services section below.

STANDARD SERVICES NOTES:

1. The following price includes all excavation, labor and materials needed.
2. Diggers Hotline will be called by Seasonal Services to mark all public utilities.
3. It is the responsibility of the client to mark all underground private pipes, wires and utility lines, such as buried downspouts, gas lines, invisible dog fences, irrigation heads, lamp post wires, etc.
4. Seasonal Services is not responsible for any damage to unmarked private pipes, wires or utility lines.

SPECIFIC SERVICES:

1. Clean the debris from the existing maintenance strip.
2. Topdress the existing spardust with a 1" layer per landscape plan.

Material / Service Details:

Quantity

Unit

Spardust - Red

6.00

Ton(s)

MAINTENANCE STRIP INSTALLATION

The price to provide the service described above before sales tax is:

\$3,396.27

This service IS _____ IS NOT ☒ subject to state and local sales

tax. Please Initial Upon Acceptance of this Service _____

CONCRETE INSTALLATION

CONCRETE WALK - STANDARD/BROOMED

SERV. ID#

1.06

CONCRETE WALK - STANDARD/BROOMED

THE SERVICES DESCRIBED IN THIS PROPOSAL ARE BASED ON THE PLAN DATED 3/16/023

Please refer to **SPECIFIC SERVICES** section below for variances that apply to your project.

STANDARD SERVICES

1. A new concrete walkway will be installed as shown on the landscape plan.
2. Four to six inches of new gravel will be installed and compacted.
3. Additional gravel, if needed, will be provided and installed at an additional cost.
4. A four-inch (4") layer of 4000-pound, low-chert, fiber-mesh concrete will be installed with hand troweled edges and broomed finish.
5. An opaque dissipating cure compound will be applied to the concrete to enhance the curing process.
6. Approximately 4 weeks after the installation of the concrete, the surface will be washed (**if needed**) and a silane-based sealer will be applied. The sealer helps minimize the effects of water, deicing chemicals and freeze-thaw exposure.

STANDARD SERVICES NOTES:

1. Seasonal Services DOES NOT warranty concrete cracking, staining or spalling.
2. The following price includes all excavation, labor, necessary gravel, rebar, curing agent and a high-quality sealer.
3. Diggers Hotline will be called by Seasonal Services to mark all public utilities.
4. It is the responsibility of the client to mark all underground private pipes, wires and utility lines, such as buried downspouts, gas lines, invisible dog fences, irrigation heads, lamp post wires, etc.
5. Seasonal Services is not responsible for any damage to unmarked private pipes, wires or utility lines.

SPECIFIC SERVICES:

1. Place a concrete sidewalk per plan.

[] Check box if picture framing option is selected.

WARRANTY:

DEFECTS INCLUDED IN WARRANTY

- Major Cracking - Cracks $\frac{1}{4}$ inch or greater in width or vertical displacement.
- Major Scaling/Spalling - Any substantial surface disintegration that covers more than 10% of the surface area of the concrete feature or more than 50% of any single panel in the concrete feature.

DEFECTS NOT INCLUDED IN WARRANTY

- Minor Cracking - Cracks less than $\frac{1}{4}$ inch in width or vertical displacement.
- Minor Scaling/Spalling - Any substantial surface disintegration that covers less than 10% of the surface area of the concrete feature or less than 50% of any single panel in the concrete feature.
- Pop Outs - small conical defects in the surface of concrete that are related to soft aggregate used in standard residential concrete mixes.

METHODS OF REMEDYING DEFECTS:

FOR DEFECTS INCLUDED IN WARRANTY

- Major Cracking - The Contractor will repair cracks exceeding $\frac{1}{4}$ inch in width or vertical displacement by replacing, filling, patching, or grinding the effected Panel of concrete for a period of one year from the date the last pour. A "Panel" shall be defined as an area bordered by expansion joints and/or the edge of the concrete area that contains the crack.
- Major Scaling/Spalling - The Contractor will repair scaling and/or spalling by replacing the effected Panel of concrete for a period of one year from the date the last pour.

WARRANTY IS VOID IF CONCRETE SURFACES ARE NOT SEALED

Material / Service Details:

Concrete Pour & Finish - 4" #1 Stone

Quantity

200.00

Unit

Feet - 1 Sq. Ft.

CONCRETE WALK - STANDARD/BROOMED

The price to provide the service described above before sales tax is:

\$5,309.63

This service IS _____ IS NOT x subject to state and local sales

tax. Please Initial Upon Acceptance of this Service _____

HORTICULTURAL PRUNING

PRUNING - THINNING/STRUCTURAL - APRIL

SERV. ID#

1.08

HORTICULTURAL PRUNING - THINNING & STRUCTURAL PRUNING

STANDARD SERVICES:

1. THINNING & STRUCTURAL PRUNING - MULTI STEM DECIDUOUS SHRUBS

One method to encourage and enhance flowering is annual thinning. The objective is to remove one-third of the oldest wood to the ground each year, which in turn stimulates new and better flowering stems. It also promotes new growth from the base of the shrub. Thinning and structural pruning is typically performed immediately after flowering. However, depending on the species, can be performed at other times throughout the year.

2. THINNING & STRUCTURAL PRUNING - SINGLE STEM DECIDUOUS SHRUBS

One method to encourage and enhance flowering is annual thinning. The objective is to prune in a manner that allows better light penetration into the canopy, which encourages desired growth of interior branches and improves the structure of the shrub. This improves trunk taper and increases the general vigor of primary branches and the trunk. Reduction pruning reduces the weight on large branches, giving the shrub resilience to snow loading. Thinning and structural pruning is typically performed immediately after flowering. However, depending on the species, can be performed at other times throughout the year.

3. THINNING & STRUCTURAL PRUNING - DECIDUOUS TREES

Thinning and structural pruning reduces the canopy density but generally has little influence on height. Thinning and structural pruning allows better light penetration into the canopy, which encourages desired growth of interior branches and improves the structure of the tree. This improves trunk taper and increases the general vigor of primary branches and the trunk. Removal cuts reduce the weight on large branches, giving the tree resilience to snow loading. The primary use of removal cuts is in structural pruning of small, middle-aged and older trees and on shrubs. Thinning and structural pruning is typically performed immediately after flowering. However, depending on the species, can be performed at other times throughout the year. Pruning will occur up to 12 feet.

4. THINNING & STRUCTURAL PRUNING - DECIDUOUS HEDGES

One method to encourage hedge flowering is annual thinning. The objective is to remove one-third of the oldest wood to the ground each year, which in turn stimulates new and better flowering as well as promotes growth from the base of the shrub. Thinning and structural pruning is typically performed immediately after flowering. However, depending on the species, can be performed at other times throughout the year.

5. THINNING & STRUCTURAL PRUNING - SHRUB ROSES

One method to encourage healthy roses is annual thinning. The objectives include removing some of the canes that are growing into the center of the plant, removing canes that are touching or crossing and removing diseased or damaged canes. This practice stimulates new and better flowering as well as promotes growth from the base of the shrub rose. Thinning and structural pruning is typically performed immediately after flowering. However, depending on the species, can be performed at other times throughout the year.

STANDARD SERVICES NOTES:

1. Hand pruning of all roses along east facing front parking lot.

Material / Service Details:

Quantity

Unit

PRUNING - THINNING/STRUCTURAL - APRIL

1.00

Task - Occurrence

PRUNING - THINNING/STRUCTURAL - APRIL

The price to provide the service described above before sales tax is:

\$507.99

This service IS _____ IS NOT _____x_____ subject to state and local sales

tax. Please Initial Upon Acceptance of this Service _____

PRUNING - THINNING/STRUCTURAL - MAY

SERV. ID#

1.09

HORTICULTURAL PRUNING - THINNING & STRUCTURAL PRUNING

STANDARD SERVICES:**1. THINNING & STRUCTURAL PRUNING - MULTI STEM DECIDUOUS SHRUBS**

One method to encourage and enhance flowering is annual thinning. The objective is to remove one-third of the oldest wood to the ground each year, which in turn stimulates new and better flowering stems. It also promotes new growth from the base of the shrub. Thinning and structural pruning is typically performed immediately after flowering. However, depending on the species, can be performed at other times throughout the year.

2. THINNING & STRUCTURAL PRUNING - SINGLE STEM DECIDUOUS SHRUBS

One method to encourage and enhance flowering is annual thinning. The objective is to prune in a manner that allows better light penetration into the canopy, which encourages desired growth of interior branches and improves the structure of the shrub. This improves trunk taper and increases the general vigor of primary branches and the trunk. Reduction pruning reduces the weight on large branches, giving the shrub resilience to snow loading. Thinning and structural pruning is typically performed immediately after flowering. However, depending on the species, can be performed at other times throughout the year.

3. THINNING & STRUCTURAL PRUNING - DECIDUOUS TREES

Thinning and structural pruning reduces the canopy density but generally has little influence on height. Thinning and structural pruning allows better light penetration into the canopy, which encourages desired growth of interior branches and improves the structure of the tree. This improves trunk taper and increases the general vigor of primary branches and the trunk. Removal cuts reduce the weight on large branches, giving the tree resilience to snow loading. The primary use of removal cuts is in structural pruning of small, middle-aged and older trees and on shrubs. Thinning and structural pruning is typically performed immediately after flowering. However, depending on the species, can be performed at other times throughout the year. Pruning will occur up to 12 feet.

4. THINNING & STRUCTURAL PRUNING - DECIDUOUS HEDGES

One method to encourage hedge flowering is annual thinning. The objective is to remove one-third of the oldest wood to the ground each year, which in turn stimulates new and better flowering as well as promotes growth from the base of the shrub. Thinning and structural pruning is typically performed immediately after flowering. However, depending on the species, can be performed at other times throughout the year.

5. THINNING & STRUCTURAL PRUNING - SHRUB ROSES

One method to encourage healthy roses is annual thinning. The objectives include removing some of the canes that are growing into the center of the plant, removing canes that are touching or crossing and removing diseased or damaged canes. This practice stimulates new and better flowering as well as promotes growth from the base of the shrub rose. Thinning and structural pruning is typically performed immediately after flowering. However, depending on the species, can be performed at other times throughout the year.

STANDARD SERVICES NOTES:

1. Hand pruning of Hawthorne trees and crab apple trees along foundation, front entrance and east facing parking lot.

Material / Service Details:**Quantity****Unit**

PRUNING - THINNING/STRUCTURAL - MAY

1.00

Task - Occurrence

PRUNING - THINNING/STRUCTURAL - MAY

The price to provide the service described above before sales tax is:

\$743.73

This service IS _____ IS NOT ___x___ subject to state and local sales

tax. Please Initial Upon Acceptance of this Service _____

SECTION 3. PRICING, TERMS, CONDITIONS & ACCEPTANCE

Proposal Number: 77656

NOTICE REGARDING THE FUTURE IMPACT OF ONGOING VOLATILITY AND ESCALATION OF LANDSCAPE MATERIAL PRICES.

APPLIES TO: PROJECTS THAT COMMENCE MORE THAN 60 DAYS FROM THE DATE OF ACCEPTANCE

The contract price for this landscaping project has been calculated based on the current prices of landscape materials. However, the market for landscaping materials has undergone and continues to undergo considerable volatility resulting in suppliers demanding sudden price increases.

Given that the entire construction industry has, and will continue, to face unprecedented escalation in material pricing as we rebound from supply chain, fuel, and labor issues. The likelihood is that the pricing of materials will continue to escalate and unpredictable increments. As such Bret Achtenhagen's Seasonal Services is currently unable to predict the impact of these increases as we prepared this proposal. Rest assured that Seasonal Services will use its best efforts to purchase materials in such a manner as to limit the impact of the escalation. However, Seasonal Services is reserving the right to seek an equitable change order for price increases if our suppliers are unable to supply these products at the same or similar costs as carried in this proposal.

This is an unfortunate and unpleasant situation. Seasonal Services has always provided our clients with guaranteed pricing for 12 months and we have always honored our fall proposal pricing the following spring. Unfortunately, this extraordinary time has presented extraordinary circumstances. These matters are further complicated by the reality that landscape industry suppliers historically present their annual updated pricing to their end users between February and March. This forces Seasonal Services to present proposals in the fall and winter for projects that are to be completed the following spring and summer using prices that will be outdated when the materials are ordered. Previously, supplier price increases could be accurately predicted, and Seasonal Services priced future projects accurately using these predictions. Unfortunately, price increases have become unpredictable.

Therefore, Seasonal Services is notifying our clients that, until further notice, projects which commence more than 60 days from the date of acceptance may be subject to price increases. The client will only be subject to price increases on the price increases levied by our material suppliers, not the cost to install these materials. Seasonal Services will absorb other price increases to direct costs or indirect costs pertaining to the other primary elements of this project such as fuel and labor.

Following is Seasonal Services' best estimate of the potential percent of future price increases over current prices for various landscape material categories.

1. Nursery Stock and Incidentals	10% to 15%
2. Hardscape, Aggregate, and Incidentals	8% to 13%
3. Irrigation, Lighting, and Incidentals	12% to 17%
4. Concrete and Incidentals	12% to 17%
5. Lumber and Incidentals	5% to 10%
6. Lawn Installation and Incidentals	5% to 10%

PAYMENT EXPECTATIONS

Payment of the contract price shall be made in the following manner. A down payment of thirty percent (30%) is due upon acceptance of this proposal. Fifty percent (50%) is due at 1/2 completion and the balance, twenty percent (20%) plus applicable sales taxes, is due immediately upon completion. The percentage complete milestone will be defined by the Project Manager.

FORMS OF PAYMENT

The pricing provided in this proposal assumes that payment will be made using cash type funds such as a personal check, money order or cash. Any unpaid account over 30 days is subject to a service charge of 1.5% of the unpaid balance per month. In the event that any or all of the amount due under this Contract has to be collected by an attorney, the owner agrees to pay all legal and other expenses required to collect the past due balance.

CREDIT & DEBIT CARDS

All debit and credit card transactions are subject to an automatic 3% transaction fee.

EXPIRATION

This proposal is valid for thirty days and subject to negotiation thereafter.

LIEN LAW: [Wisconsin Statutes 779.02(2)]

AS REQUIRED BY THE WISCONSIN CONSTRUCTION LIEN LAW:

CONTRACTOR HEREBY NOTIFIES OWNER THAT PERSONS OR COMPANIES FURNISHING LABOR OR MATERIALS FOR IMPROVEMENTS TO OWNER'S LAND MAY HAVE LIEN RIGHTS ON OWNER'S LAND AND BUILDINGS IF NOT PAID. THOSE ENTITLED TO LIEN RIGHTS, IN ADDITION TO THE UNDERSIGNED LANDSCAPE CONTRACTOR, ARE THOSE WHO CONTRACT DIRECTLY WITH THE OWNER OR THOSE WHO GIVE THE OWNER NOTICE WITHIN SIXTY (60) DAYS AFTER THEY FIRST FURNISH LABOR AND MATERIALS FOR THE CONSTRUCTION. ACCORDINGLY, NOTICES MAY BE RECEIVED FROM THOSE WHO FURNISH LABOR OR MATERIALS FOR THE CONSTRUCTION, AND OWNER SHOULD GIVE A COPY OF EACH NOTICE RECEIVED TO THE MORTGAGE LENDER, IF ANY. CONTRACTOR AGREES TO COOPERATE WITH THE OWNER AND THE OWNER'S LENDER, IF ANY, TO SEE THAT ALL POTENTIAL LIEN CLAIMANTS ARE DULY PAID.

ATCP 110 025 NOTICE - NOTICE OF CONSUMERS RIGHT TO RECEIVE LIEN WAIVERS

If a consumer requests lien waivers, a seller of home improvement services must provide lien waivers from all contractors, subcontractors, and material suppliers. This Wisconsin law protects consumers from having liens filed against their property. Lien waivers prevent the filing of a lien on your home in the event that a contractor does not pay suppliers or subcontractors. For more information about home improvement law, contact the Wisconsin Consumer Protection Bureau at 1-800-422-7128 or www.datcp.wi.gov.

Acknowledged and received by _____, on _____, 20____
Print Owner's Name Print Month, Date and Year

Accepted by: _____
Owner or Owner's Agent's Signature

Date Accepted: _____

WORK SCHEDULE

Bret Achtenhagen's Seasonal Services, Ltd. will schedule the work upon receipt of the deposit. The work will be completed in a good and workmanlike manner and also within a reasonable time after commencement. Notwithstanding this assurance, commencement and completion shall be extended due to changes or delays requested by the owner or public authorities, abnormal site conditions, weather conditions, theft, fire, vandalism or any other conditions beyond control of the contractor.

WORK STOPPAGE

Should the Work be stopped by any court or public authority, by the Client's instructions, or by Client's failure to fulfill any obligation under this Contract, the Contractor shall then have the right to stop Work (a "Work Stoppage"). The parties shall make a good faith effort to resolve any and all causes of a Work Stoppage. Contractor is entitled to collect payment for the value of all Work completed and materials ordered as of the date Work is stopped, plus Contractor's profit to date of Work Stoppage. Client's unreasonable failure to sign Change Orders or Client's failure to make payment, or any other cause beyond Contractor's sole control, shall also be cause for Work Stoppage by Contractor. A Work Stoppage shall not extend the time of any warranties that were given to the Client under this Contract.

WORK TERMINATION

Should a Work Stoppage remain unresolved, the Contractor shall have the right to terminate the Contract. If Contractor elects to terminate, the Contractor must notify the Client in writing via certified mail, return receipt requested. If the Contractor terminates the Contract, the Contractor need perform no further Work. If the construction on the Project Site has, at the point of termination, reached the stage of Substantial Completion, the Client shall immediately pay to Contractor the entire contract price, including Change Orders, less amounts previously paid. In the event that termination of the Contract occurs prior to Substantial Completion, the Client shall immediately submit payment to Contractor for all Work performed to date, and materials ordered or delivered, together with a markup of the amount equal to that indicated in the signed Contract. If Contractor is collecting monies for time and material costs, the Contractor must provide documentation to justify the charges. The termination of the Contract may void warranties given to the Client under the Contract or in any other contract or document.

THREE DAY RIGHT OF RESCISSION

You may cancel this Contract by personal delivery or mailing via certified mail a written notice to Bret Achtenhagen's Seasonal Services Ltd. P.O. Box 400, Eagle, WI 53119 before midnight of the third day of business after you signed and dated this Contract. This proposal may be used as the notice by writing, "I hereby cancel" and writing your name and address.

ACCEPTANCE

After acceptance and signing by the parties, this proposal becomes a binding contract between the parties. No changes will be made to the contract except upon written change order setting forth in detail the description of the change and the cost addition or deletion as a result of the change. This proposal is valid for thirty days and subject to negotiation thereafter.

The undersigned parties understand and agree to this proposal and its terms. Bret Achtenhagen's Seasonal Services, Ltd. shall furnish owner with proper waivers of lien to the extent of payment as work progresses and upon final payment shall furnish a final lien waiver. ALL GUARANTEES ARE VOID IF PAYMENT IS NOT MADE IN ACCORDANCE TO THE TERMS SET IN THIS CONTRACT.

Kevin Coe

Authorized representative(s) of
Bret Achtenhagen's Seasonal Services Ltd.

Date Presented: 3.27.2023

Accepted by:
Owner or Owner's Agent's Signature

Date Accepted: _____

IMPORTANT CONTACT INFORMATION

From time to time we may need to contact you so we can share important information with you about your property. Please help us by providing us with your preferred phone number and e-mail address. If you are providing us with a cell phone or a work phone number, please let us know whose number we're calling. For example, Bob's Cell Phone, Linda's Work Phone or Home Phone. We respect the fact that you've placed your trust in us and we promise that we will never share your information with anyone... ever.

Please Provide The Best Primary Telephone Number

Reference (Whose Phone Number Is This?)

Please Provide The Best Primary E-Mail Address

Reference (Whose E-Mail Address Is This?)



PRICING SUMMARY

262-392-3444

Project Name:	Mukwonago Community Library
Present Date:	3.27.23
Sales/Designer:	Kevin Coe

Installation Project Elements

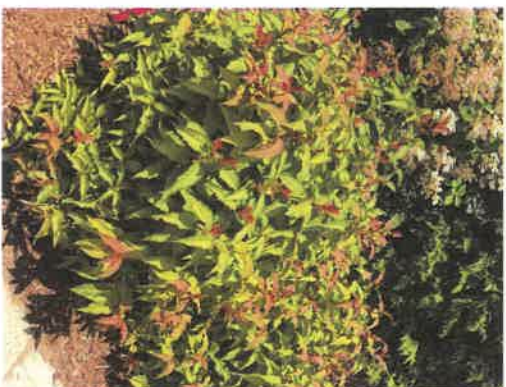
	Contract Price	Sales Tax	Contract Price
Project Description 1	\$ 1,608.63	-	\$ 1,608.63
Project Description 2	\$ 10,544.02	-	\$ 10,544.02
Project Description 3	\$ 2,867.22	-	\$ 2,867.22
Project Description 4	\$ 3,396.27	-	\$ 3,396.27
Project Description 5	\$ 5,309.63	-	\$ 5,309.63
Project Description 6	\$ 2,984.67	-	\$ 2,984.67
Project Description 7	\$ 507.99	-	\$ 507.99
Project Description 8	\$ 743.73	-	\$ 743.73
Totals	\$ 27,962.16	-	\$ 27,962.16



KALLAY'S COMPACT JUNIPER
JUNIPERUS X PFT ZERIANA KALLAY'S COMPACT



JUNIPER YOUNGSTOWN ANDORRA
JUNIPERUS HORIZONTALIS



KODIAK ORANGE
DIERVILLA RIVULARIS 'KODIAK ORANGE'



KODIAK ORANGE
DIERVILLA RIVULARIS 'KODIAK ORANGE'



MISS KIM LILAC
SYRINGA PATULA 'MISS KIM'



LITTLE QUICK FIRE HYDRANGEA
HYDRANGEA PAN. 'LITTLE QUICK FIRE'



GROLOW SUMAC
RHUS AROMATICA 'GROLOW'



GROLOW SUMAC
RHUS AROMATICA 'GROLOW'

MUKWONAGO COMMUNITY LIBRARY

262.392.3444

WWW.SEASONALSERVICES.COM

W336 S8510 HWY E, MUKWONAGO, WI 53149



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
Approved by Policy Committee March 1, 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. Study Rooms**
- 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. This responsibility includes but is not limited to the choice and use of library materials by children; the use of library spaces with designated uses by children, including but not limited to the library grounds, the children's area, the teen area, and MetaSpace 511; and all internet usage by children.
- 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 a “MetaSpace 511 User Agreement” form indicating that they understand all policies, rules, and safety guidelines.
 1. Adult users eighteen (18) years of age and older may sign the User Agreement themselves.
 2. Minor users under the age of eighteen (18) must have a legal parent/guardian sign the 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

- a. 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. 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.

E. 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 an “Request for Room Reservation” application and submitted to the administrative office
 - a. The Application 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 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:
 - 1. Civic improvement and community groups and organizations
 - 2. Cultural, historical, and artistic groups and organizations
 - 3. Educational and literacy groups and organizations
 - 4. 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:
 - c. Local businesses conducting a meeting
 - d. Homeowners Associations or Condominium Associations conducting member meetings
 - e. Individuals or businesses to conduct classes, workshops, or seminars

F. 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.
- 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.
- 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.

G. 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.

H. 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

III. 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.

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
Approved by Policy Committee March 1, 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

- A. 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.
- B. Any resident of the State of Wisconsin is eligible to receive one (1) free library card.
- C. All applicants must be physically present at the time of registration.
- D. 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 seventeen (17) must have a legal parent/guardian with a valid ID physically present to sign for the Library card.
- ii. 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.
- iii. 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.

E. 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.

F. 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 overdue items that are ineligible for renewal 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. Parents/legal guardians of minors may check their child's account at any time by logging into the Café Catalog on a computer or via the app.
- 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 checked out per library card at any given time 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, are 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

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	14 days	No renewals
Video games, DVDs/Blu-rays, Magazines	7 days	3 renewals

Most Thingery items	7 days	No renewals
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- 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 and DVDs, 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 irretrievably 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. A "Request to Waive or Reduce Library Fines or Fees" form is available at the Circulation Desk. Requestors must complete and sign the form and submit it to the Circulation Team. The request 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 (see VII. C.) 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 Agreement" 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 at any given time 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 (except Explore Passes) 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 interlibrary loan 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
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July 20, 2017	Revised Section IX (D) to reflect changes to overdue materials notifications.
August 17, 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.

- January 17, 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.”
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.”
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.
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- December 12, 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.
- July 9, 2020** Revised Section VII, Item B. Total holds for all library materials changed from 40 to 50.
- August 12, 2021** Revised throughout to be consistent with increased Thingery scope.
- April 13, 2023** Policy updated for clarity and consistency throughout.
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.

Library Standards

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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.

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Wisconsin Public Library Standards

Wisconsin Public Library Standards Sixth Edition

Developed by
Public Library Development Team



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

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Standards Task Force, 2016-17

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Introduction



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

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

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

What Has Changed

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

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

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

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

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

How to Use These Standards

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

This manual contains the following categories:

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

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

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

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

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

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

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

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

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

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

Appendices and checklists are included.

Statutory Requirements

2

Wisconsin public libraries must be governed and operated according to Chapter 43 of the Wisconsin Statutes. The following are the statutory requirements of all Wisconsin public libraries:

- The library is established under Wis. Stat. § [43.52](#) (municipalities), [43.54](#) (joint libraries), or [43.57](#) (consolidated county libraries and county library services).
- A legally appointed and constituted library board governs the operation of the library. The library's board membership complies with statutory requirements regarding appointment, length of term, number of members, and composition, per Wis. Stat. § [43.54](#) (municipalities) or [43.57](#) (consolidated county libraries and county library services), and [43.60](#) (county appointments to local library boards).
- The library board has exclusive control of the expenditure of all monies collected, donated, or appropriated for the library fund, per Wis. Stat. § [43.58\(1\)](#). All appropriated and collected funds are held by the municipal governing body and are disbursed upon approval by the library board.
- The library board supervises the administration of the library, hires the library director, and delegates active management of the library to the director. The library board determines the library's staff organization chart, approves job descriptions, and sets rates of compensation, per Wis. Stat. § [43.58\(4\)](#).
- The library collects the statistics and information required by the Division for Libraries and Technology and reports that information to the municipal governing body, the library system, and the Division, per Wis. Stat. § [43.58\(6\)](#).
- Residents have free access to tax-supported public library services, per Wis. Stat. § [43.52\(2\)](#). Such services include (but are not limited to):
 - free loan of print and non-print materials from the local circulation collection
 - general reference and information services
 - access to other library collections via interlibrary loan
 - access to a computer

- The library board reviews and approves bills presented for payment at each library board meeting, per Wis. Stat. § [43.58\(2\)](#).
- The library complies with other Wisconsin laws that affect library operations, such as laws relating to open meetings (Wis. Stats. § [19.81 to 19.98](#)), ethics (Wis. Stats. s. [19.59](#)), and public records (Wis. Stats. § [19.31 to 19.39](#)).
- The library complies with federal laws that affect library operations, such as the [Fair Labor Standards Act](#).
- The library makes reasonable accommodations in order to provide access to its collections and services to persons with disabilities, and meets relevant requirements of the Americans with Disabilities Act. (See the [ADA Accessibility Guidelines for Buildings and Facilities; Section 8](#) pertains to libraries.) Some examples of accommodations may include:
 - accessible meeting rooms
 - access to Braille materials
 - enhanced computer display for visually impaired
 - hearing augmentation system in meeting room
 - equipment necessary to use audiovisual materials in the library collection
 - home delivery of materials
 - interpreters for the hearing impaired
 - Large Print materials
 - a minimum of 36 inches of space between shelving stacks
 - story times and programs in accessible rooms or outside of the library

System Membership Requirements

3

While Wisconsin public libraries are not required to belong to a library system, system membership offers enormous benefits to public libraries of all sizes. For a public library to participate in the library system that serves its county, the following statutory requirements must be met to retain system membership:

- The library must be located in a county that participates in a library system, per Wis. Stat. § [43.15\(4\)\(c\)2](#).
- The library director is present in the library at least 10 hours a week while the library is open to the public, less leave time, per Wis. Stat. § [43.15\(4\)\(c\)6](#).
- The library is authorized by the municipal governing board to participate in the public library system, per Wis. Stat. § [43.15\(4\)\(c\)3](#).
- The library has a written agreement with the public library system board to: (1) participate in the system and its activities, (2) participate in interlibrary loan of materials with other system libraries, and (3) provide, to any resident of the system area, the same library services, on the same terms, that are provided to the residents of the municipality or county that established the member library. This shall not prohibit a municipal, county, or joint public library from giving preference to its residents in library group programs if the library limits the number of persons who may participate in the group program, or from providing remote access to a library's online resources only to its residents, per Wis. Stat. § [43.15\(4\)\(c\)4](#).
- The library director holds the appropriate grade level of certification from the Department of Public Instruction, per Wis. Stat. § [43.15\(4\)\(c\)6](#) and Wis. Admin. Code sec. [PI 6.03](#). (See [Appendix F](#) for statutory certification levels.)
- The library annually is open to the public an average of at least 20 hours each week, per Wis. Stat. § [43.15\(4\)\(c\)7](#). (For exceptions, see the statute.)
- The library annually spends at least \$2,500 on library materials, per Wis. Stat. § [43.15\(4\)\(c\)8](#).

Tier One Standards

To be considered a **Tier One** library, a library must meet all of the Tier 1 standards that follow.

Governance

Public library trustees are public officers and as such are legally responsible for the governance of the library and the conducting of its operations in accordance with local, state, and federal laws. Generally, library boards have the power to:

- Hire and evaluate the library director
- Determine salaries and compensation for the director and library staff
- Establish a library budget
- Oversee spending and approve library expenditures
- Develop and adopt policies for the library's operation
- Engage in strategic planning for the library
- Exercise general oversight and governance of the library's operation

A well-informed library board is critical to the success of the library, as is the relationship between the library board and the director. Both must clearly understand their roles and responsibilities. The following standards relate to public library governance:

1. The library's Board of Trustees has written bylaws that outline its purpose and its operational procedures and address conflict-of-interest issues.
2. The library board adopts the following written policies for operating the library. All policies are available to all staff members and for public inspection (preferably online for accessibility). The items following each policy are suggestions of what the policy might cover. NOTE: if a library provides meeting room space to the public, a meeting room use policy must be included as well.
 - Circulation Policy
 - Borrower responsibilities and card eligibility
 - Confidentiality of Records



- Fines and fees
- Interlibrary Loan details
- Loan periods, including renewals
- Lost and damaged materials
- Recovery of unreturned materials
- Theft of materials
- Collection Management Policy
 - Purpose of collection
 - Evaluation methods
 - Reconsideration of Materials requests
 - Selection criteria
 - Weeding (deselection) schedule
 - Gifts and donations as they pertain to the collection
 - Intellectual freedom statements (Freedom to Read, ALA Bill of Rights, etc.)
- Computer/Internet Use Policy
 - Confidentiality of records
 - Privacy
 - Rules of use
 - Conduct (prohibited materials, etc.)
- Meeting Room Use (as necessary)
 - Scheduling
 - Rules and Conditions
 - Charges and Fees
- Personnel Policy
 - Employee benefits
 - Salaries and position classifications
 - Staff procedures, such as disciplinary procedures, grievances, dress code, conduct, etc.

- Public Behavior (Rules of Conduct)
 - Behavior guidelines (for all ages)
 - Consequences for inappropriate behavior
 - Unattended children/child safety
- 3. If the library elects to filter Internet content, it states so in its internet policy and a procedure is in place to allow patrons unfiltered access.
- 4. The library board meets no fewer than ten times per year (with the library director in attendance), at a time and in a physically accessible location convenient for the board and the community.

Administration of the Library

A library director, who is hired by and is responsible to the library board of trustees, administers public libraries. The director is responsible for all of the day-to-day operations of the library, including:

- Hiring, supervising, training, evaluating, and dismissing library employees
- Preparing and submitting budgets to the board
- Recommending and executing library policies as adopted by the board
- Recommending and executing plans for library services
- Advocating for the library

The following standards relate to public library administration:

5. The library director provides written financial and statistical reports for review at library board meetings.
6. The library follows fiscal procedures consistent with state law, library policy, audit requirements, and local government requirements in preparing, presenting, and administering its budget.
7. The director has time away from the public service desk to perform administrative duties, attend system, state, county, and municipal meetings.

8. The library director conducts an orientation program for new board members. The orientation will include a tour of the library's public and staff areas and individual access to the DLT [Trustee Essentials](#).
9. The library director keeps the library's Board of Trustees informed of library services, programs, and issues.
10. The library keeps its borrowers' registrations up-to-date. Inactive registration records are removed at least every three years, in accordance with state annual report requirements. (This may be in coordination with system ILS staff.)

Funding

A key responsibility of the library board is to seek and secure sufficient funding to support the local service goals of the library. The following standards relate to the funding of public libraries:

11. The library director is available to present the proposed budget to the municipal governing body.
12. The library board adopts an annual budget.
13. The library is supported on an ongoing basis by funds from the municipal governing body. Grants, donations and other revenue sources supplement, but do not supplant, local tax support.

Staffing

Library staff are the library's most valuable asset. All *library staff*:

- are able to explain library policies to the public
- are committed to the provision of excellent service
- are well trained in the procedures required by their positions
- have a general understanding of the history and development of library services
- project an image of competence and courtesy

In addition, *public librarians* must be able to:

- assess the needs of the community
- communicate and work effectively with other staff
- evaluate and measure the effectiveness of public library programs and services
- assist in library planning efforts
- assist in fundraising efforts
- select materials and provide guidance in the use of all library resources

- use current and emerging technologies
- work within the political and social structure of the community

The following standards relate to the staffing of public libraries:

14. The library has regular, paid, and qualified staff, trained to fulfill their job responsibilities. The library is staffed during all hours that the library is open.
15. The library employs paid staff at the number of Full-Time Equivalents (FTE) outlined in [Appendix A](#) (or [B](#)).

Forty (40) hours per week is set as the measure of full-time employment. To determine FTE of employees, take the total number of hours worked by all paid employees and divide by forty (40).

For example, a library with 70 hours of paid employees is considered to have 1.75 total FTE.
16. The library board adopts written job descriptions that include educational and experience requirements, work hours, and a written salary range and benefits for each position.
17. Staff are trained in emergency procedures and protocols.
18. Library staff, volunteers, and trustees are trained to uphold patron privacy and confidentiality.
19. Employee performance is evaluated annually by the director or supervisor.
20. The library board conducts a performance evaluation of the library director annually.

Collections and Resources

Community needs and local interests drive a library's collection management plan. A successful public library provides a wide range of materials and electronic resources in a variety of formats and in sufficient quantities to meet the needs of the members of its community.

Collection management requires a studied approach to the selection, maintenance, and development of the collection. Collection evaluation is the continuous process of analyzing use, age, condition, timeliness, and scope of library materials.

The library's position on Intellectual Freedom is clearly reflected in its collection management policy. Through this policy, the library maintains a current, thoroughly evaluated collection appropriate to the library's mission.

The following standards relate to the library's collections and resources:

21. A materials budget is designated for purchasing materials in a variety of formats and for accessing electronic resources based on the library's collection development policy.
22. The library allocates operating funds for purchasing materials for the library's collection as outlined in [Appendix A](#) (or [B](#)).
23. Materials are purchased at regular intervals throughout the year to ensure a steady flow of new materials for the public.
24. The library's collection is regularly evaluated for retention, replacement, or withdrawal, as at a rate determined by the library's adopted collection management schedule.
25. The library maintains a collection of print, audio, and visual materials per capita as outlined in [Appendix A](#) (or [B](#)).
26. The library maintains a collection of print volumes per capita as outlined in [Appendix A](#) (or [B](#)).
27. The library maintains a collection of print periodical titles per 1,000 population as outlined in [Appendix A](#) (or [B](#)).
28. The library maintains a collection of audio recordings per capita as outlined in [Appendix A](#) (or [B](#)).
29. The library maintains a collection of video recordings held per capita as outlined in [Appendix A](#) (or [B](#)).
30. The library uses interlibrary loan to supplement, but not supplant, local collection development.
31. The library provides online resources, including downloadable materials, appropriate to its community and promotes the use of online resources on their website and within the library.
32. The library provides access to resources in formats appropriate to the needs of all population groups in the community.
33. The library provides adaptive technology to ensure inclusive access to electronic resources.

Programs and Services

Public services allow library staff to assist patrons in the use of its collections and resources. The library also provides resources beyond those owned by the library through interlibrary loan and other resource sharing arrangements.

The library offers educational, recreational, informational, and cultural programs sponsored by the library or in conjunction with other community organizations. These offerings may attract new users to the library, increase awareness and use of library resources and services, and provide a neutral public forum. Programs are commonly held in the library, but the needs of the community may require outreach outside of the library facility, with or without co-sponsorship from community partners.

Public libraries provide programs and services to all members of the community. The following standards relate to the library's programs and services:

34. Library staff assist all patrons with the effective use of technologies necessary to access and use the Internet and other electronic and non-print resources.
35. The library provides Internet computers for public use per 1,000 population as outlined in [Appendix A](#) (or [B](#)).
36. The library provides interlibrary loan services to customers of all ages. The library submits its holdings information to shared databases and participates as a lender and a borrower.
37. Library staff connect patrons with community resources and service agencies.
38. Information services (including reader's' advisory and technology assistance) are available to residents of all ages, abilities, and levels of literacy.
39. The library plans and evaluates programming for adults, teens, and children, considering all of the following factors: the community's needs, goals, and aspirations; intended outcomes; community demographics; and availability of programming from other organizations in the community.

Access

The public library provides full, convenient access to a complete range of its services. “Access” refers to the library’s location, hours, and services, as well as its collections and the collections of other libraries. The following standards relate to access to the library:

40. Library hours are fixed and prominently posted. Hours are set based on community needs.
41. Library provides internet access and personal computing applications to patrons free of charge. Access to a printer is also available.
42. The library provides free wireless internet access.
43. The library has a publicly available telephone number.
44. Key staff have library email accounts provided by the library.
45. The library maintains a website or similar online presence, which includes access to an online catalog, information about the library, and links to local, state, or national resources.
46. The library has an integrated library system (ILS) including an automated catalog of all of its holdings that is easily accessible to all users.
47. Public programs provided by the library are in physically accessible locations for children, teens, and adults. The library provides the necessary accommodations to enable persons with disabilities to participate in a program and advertises the availability of the accommodations in the program announcement.
48. The library has directional signs and instructions for the use of collections, online catalog, and other library services.

Facility

The facility housing the library’s collections and services has a direct effect on access. The public library is a community gathering place that offers a compelling invitation to enter. A model library building is flexible enough to respond to changing use and service patterns. The building is designed for user efficiency and comfort to encourage extensive public use. The following standards relate to the library facility:

49. The library provides a book return available to the public 24/7. It is recommended that a book return that is attached to the library or inside the building is fire retardant.

50. The library building incorporates appropriate safety features in both public and staff areas.
51. The exterior and entrance of the library is well lighted and identified with signs clearly visible from the street.
52. The library provides adequate handicapped accessible parking spaces, per Wis. Stat. § [346.503\(1\)](#), and any local ordinance.
53. The library has proper environmental control throughout the year.
54. The library has accessible public meeting space available for its programming.
55. The library provides adequate space to implement the full range of library services that are consistent with the library's strategic plan.
56. The library provides designated workspace for staff.

Tier Two Standards

5

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

Governance

57. The library board adopts written policies for operating the library. In addition to the four essential policies (see Tier One Standard #2), they may include the following. All policies are available to all staff members and for public inspection.

- Handling of gifts
- Programming
- Bulletin board
- Public records
- Inclement weather

The Public Library Development Team has sample policies on its website at <https://dpi.wi.gov/pld/boards-directors/policy-resources>.

Administration

58. The director is paid to perform library board-designated duties for no fewer than 25 hours per week, which includes scheduled hours away from a public service desk.

59. The director has time away from the public service desk to participate in professional activities such as continuing education opportunities, municipal and/or county board meetings, mentoring, service organizations, etc.

60. The library director informs the board of pending legislation on the local, state, and national levels that affects libraries and explains how the proposed legislation might affect local library service.

61. The library director makes the library board aware of upcoming library-related continuing education.

62. The library director coordinates or provides trustee training during library board meetings at least twice per year.

63. The library maintains written procedures regarding the services it provides, based on board policies. Examples may include handling of lost items, opening and closing procedures, etc.
64. The library has a written strategic plan, which contains a mission statement, and outlines goals and objectives to meet the community's needs.
65. The library actively participates in its library system's program of service, such as serving on committees, attending meetings, etc.
66. The library participates in system-level and county-level planning for library services.

Funding

67. The director and library board of trustees are available to present the proposed budget to the municipal governing body.
68. The library receives permanent and equitable funding for services to rural residents from the county (if the county is not the governing body, such as a county consolidated library) at a funding rate higher than the minimum required by statute.
69. The library seeks supplemental funding to support its program of service (e.g. grants, gifts, foundations, Friends of the Library).
70. The library provides funding for professional memberships, conferences, or continuing education, including travel and other necessary expenses.

Staffing

71. The library has a planned orientation program for new employees. The program introduces employees to the library's mission, philosophy, goals, and services, in addition to job responsibilities.
72. Library staff are trained in inclusive services and ability awareness, to serve all patrons and coworkers equitably.

Collections and Resources

73. The library develops collections unique to the needs of the community, and is aware of other unique collections available within the system area. Examples may include:

- Adult basic skills materials (i.e., adult new readers)
- English language learning materials
- Specialized collections, such as seed libraries, cake pan collections, toy libraries, etc.

Programs and Services

74. The library maintains, upgrades, and replaces needed library equipment and software on a regular schedule.

75. Information services (including reader's' advisory and technology assistance) are available to residents of all ages, abilities, and levels of literacy, during all the hours that the library is open.

76. The library provides or has convenient access to equipment that reproduces or transmits documents.

77. The library partners with local schools, community agencies and other organizations in the local area in planning, implementing, and promoting programs and services for the community.

Public Relations

Public relations efforts help to communicate a positive image of the library, and promote the library's materials, services, and programs. The library evaluates all policies and procedures in terms of their effect on the public and on the library's public relations.

The following standards relate to the library's public relations strategy:

78. The library promotes its collections and services by using a variety of approaches to publicity. To meet this standard, at least four (4) items must be achieved.

- Annual reports attractively packaged and made available to the public
- Attractive and frequently changed exhibits, displays, and bulletin boards
- Newspaper articles, columns, or advertisements

- Posters, flyers, brochures, and bookmarks advertising library services
- Social networking presence (Facebook, MySpace, Twitter, blogs, etc.)
- TV and/or radio exposure
- Visually appealing printed materials and graphics
- Engaging, dynamic website
- Walk-throughs in the library to assess the image it projects
- An identifiable branding strategy, such as a library logo or slogan
- Targeted materials that reflect the diversity of the community (i.e., Spanish language signage; posters reflecting Latinos)

Access

79. Key library staff information, such as job title and email address, can be located on the library website.
80. The library's catalog is available via the internet and is accessible 24 hours per day, seven days per week.
81. The library provides free wireless internet access to all, regardless of whether a cardholder or of cardholder status.

Facility

82. The library provides non-public workspace for staff.
83. Adequate and convenient parking is available to the library's patrons and staff. Generally, one parking space is available for every 500 square feet of building is recommended.
84. The library provides reader seating per guidelines found in the most current edition of Public Library Space Needs: A Planning Outline, or other national standards.

The suggested guidelines listed below are taken from the 2009 edition of [Public Library Space Needs: A Planning Outline](#) by Anders C. Dahlgren.

Seats per 1,000 Population

Population	Up to 10,000	10,001 to 25,000	25,001 to 50,000	50,001 to 100,000	100,000 and over
Seats	5.0	4.50	3.00	2.25	1.50

Tier Three Standards

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



Governance

- 85. The bylaws of the library's Board of Trustees are reviewed at least every three years.
- 86. The library board reviews and/or revises its policies every three years.
- 87. The library board reflects the demographics of the community.

Administration

- 88. The library director coordinates or provides trustee training during library board meetings at least quarterly.
- 89. The director regularly attends meetings of the municipal governing body and reports on the library.
- 90. Development of the library's strategic plan involves library staff, trustees, and the public.
- 91. The library's strategic plan is reviewed and/or updated annually by the library's Board of Trustees.
- 92. The library adopts a technology plan. This plan may be developed in coordination with the library system.
- 93. The library adopts and adheres to a records retention schedule, such as the [Records Retention Schedule for Wisconsin Public Libraries](#), which has been approved by the Wisconsin Public Records Board.

Funding

- 94. The library advocates for permanent and equitable funding for services to non-librarians from the county (if the county is not the governing body, such as a county consolidated library) at a funding rate of 100 percent reimbursement or greater.

95. The director and library board attend annual budget hearing of the municipal governing body.
96. Library staff compensation packages are comparable with other community positions requiring similar education, preparation, and job assignments, and with other libraries from statistically similar communities.

Staffing

97. In addition to the director, key employees participate in continuing education and professional activities each year.

Programs and Services

98. The library offers outreach services, which includes collections and programs provided at other community locations, such as daycare facilities for children and adults, mental health facilities, nursing homes, prisons, jails, and schools.

Public Relations

99. The library develops good community relations by regularly communicating with elected officials, business leaders, and civic organizations. Ideas for developing good community relations include:
 - Attending municipal meetings other than when making a budget request
 - Giving presentations to community groups and organizations
 - Inviting the municipal governing body (i.e., common council) to meet in the library
 - Participating in community organizations and activities
 - Serving as a bridge to bring people from different demographics together
 - Regularly assessing community assets and needs
 - Including local leaders in library planning
 - Participating in municipal comprehensive planning

Access

100. The library's integrated library system is part of a regional shared ILS.
101. The library makes bibliographic and holdings information available via a searchable statewide interface.

Facility

102. The library allocates age and inclusion appropriate spaces including furnishings, signage, and technology.
103. The library provides signs on main community thoroughfares that indicate the direction to the library.
104. The library has humidity control features (in addition to HVAC) for enhanced protection of library materials.
105. The library has accessible public meeting space available for use by community groups.
106. The library director completes and shares a written space needs assessment with the library board at least every five years, per guidelines found in *Public Library Space Needs: A Planning Outline* or other national standards.

Appendix A

Quantitative Standards by *Service Population*

Based on 2016 public library annual report data

**To calculate Service Population, see Appendix C*

Hours Open

	999 and under	1,000 to 1,999	2,000 to 2,999	3,000 to 4,999	5,000 to 6,499	6,500 to 8,999	9,000 to 12,999	13,000 to 18,999	19,000 to 34,999	35,000 to 69,999	70,000 to 99,999	100,000 and over
Tier 1	25	30	37	40	46	50	53	58	60	63	66	67
Tier 2	29	35	40	45	50	54	58	60	63	65	67	69
Tier 3	36	42	47	52	56	58	62	65	67	69	70	71

Volumes Held per Capita (Print)

	999 and under	1,000 to 1,999	2,000 to 2,999	3,000 to 4,999	5,000 to 6,499	6,500 to 8,999	9,000 to 12,999	13,000 to 18,999	19,000 to 34,999	35,000 to 69,999	70,000 to 99,999	100,000 and over
Tier 1	8.0	6.6	5.5	5.0	4.0	3.5	3.2	2.7	2.5	2.4	2.2	2.0
Tier 2	10.7	9.0	7.4	6.2	5.1	4.2	3.6	3.2	2.8	2.6	2.4	2.2
Tier 3	15.0	12.3	10.5	8.8	7.2	6.0	5.0	4.2	3.7	3.2	2.8	2.7

FTE Staff per 1,000 Service Population

	999 and under	1,000 to 1,999	2,000 to 2,999	3,000 to 4,999	5,000 to 6,499	6,500 to 8,999	9,000 to 12,999	13,000 to 18,999	19,000 to 34,999	35,000 to 69,999	70,000 to 99,999	100,000 and over
Tier 1	1.0	0.8	0.6	0.6	0.5	0.6	0.5	0.5	0.5	0.4	0.4	0.4
Tier 2	1.3	1.0	0.8	0.7	0.6	0.6	0.5	0.5	0.5	0.5	0.5	0.5
Tier 3	1.9	1.6	1.3	1.1	1.0	0.8	0.8	0.7	0.7	0.6	0.6	0.6

Materials Expenditures per Capita

	999 and under	1,000 to 1,999	2,000 to 2,999	3,000 to 4,999	5,000 to 6,499	6,500 to 8,999	9,000 to 12,999	13,000 to 18,999	19,000 to 34,999	35,000 to 69,999	70,000 to 99,999	100,000 and over
Tier 1	\$6.56	\$5.50	\$4.75	\$4.25	\$4.00	\$3.80	\$3.75	\$3.68	\$3.56	\$3.32	\$3.28	\$3.18
Tier 2	\$9.50	\$7.62	\$6.43	\$5.84	\$5.50	\$5.12	\$4.88	\$4.85	\$4.76	\$4.52	\$4.25	\$3.72
Tier 3	\$15.00	\$12.00	\$10.00	\$8.68	\$7.76	\$7.37	\$7.00	\$6.78	\$6.41	\$6.00	\$5.41	\$4.63

Collection Size (Print, Audio and Video) per Capita

	999 and under	1,000 to 1,999	2,000 to 2,999	3,000 to 4,999	5,000 to 6,499	6,500 to 8,999	9,000 to 12,999	13,000 to 18,999	19,000 to 34,999	35,000 to 69,999	70,000 to 99,999	100,000 and over
Tier 1	11.8	8.5	6.7	5.6	4.4	3.9	3.8	4.0	3.8	3.3	3.1	2.3
Tier 2	18.4	13.0	9.3	6.8	5.8	4.7	4.4	4.3	4.3	3.7	3.4	2.8
Tier 3	20.5	15.6	12.1	9.9	8.3	7.3	6.2	5.9	5.2	4.3	3.7	3.2

Periodical Subscriptions Held per 1,000 Population (Print)

	999 and under	1,000 to 1,999	2,000 to 2,999	3,000 to 4,999	5,000 to 6,499	6,500 to 8,999	9,000 to 12,999	13,000 to 18,999	19,000 to 34,999	35,000 to 69,999	70,000 to 99,999	100,000 and over
Tier 1	15.8	14.6	13.5	12.1	10.9	9.3	8.0	6.8	5.7	4.6	3.8	3.5
Tier 2	29.6	24.0	20.0	16.2	13.2	10.9	9.2	7.8	6.7	5.7	4.7	3.7
Tier 3	43.9	36.4	28.2	23.3	18.6	15.3	12.3	10.1	8.9	7.2	5.7	4.5

Audio Recordings Held per Capita

	999 and under	1,000 to 1,999	2,000 to 2,999	3,000 to 4,999	5,000 to 6,499	6,500 to 8,999	9,000 to 12,999	13,000 to 18,999	19,000 to 34,999	35,000 to 69,999	70,000 to 99,999	100,000 and over
Tier 1	0.44	0.32	0.30	0.27	0.23	0.22	0.21	0.20	0.20	0.19	0.17	0.15
Tier 2	0.78	0.52	0.50	0.41	0.37	0.35	0.32	0.30	0.29	0.28	0.27	0.23
Tier 3	0.92	0.83	0.68	0.59	0.52	0.50	0.47	0.41	0.35	0.31	0.28	0.25

Video Recordings Held per Capita

	999 and under	1,000 to 1,999	2,000 to 2,999	3,000 to 4,999	5,000 to 6,499	6,500 to 8,999	9,000 to 12,999	13,000 to 18,999	19,000 to 34,999	35,000 to 69,999	70,000 to 99,999	100,000 and over
Tier 1	1.28	0.93	0.77	0.64	0.52	0.48	0.40	0.31	0.28	0.23	0.21	0.17
Tier 2	2.39	1.33	0.93	0.71	0.58	0.50	0.42	0.36	0.34	0.33	0.31	0.26
Tier 3	2.93	2.15	1.58	1.19	0.89	0.74	0.63	0.61	0.52	0.42	0.36	0.34

Public Use Internet Computers per 1,000 Population

	999 and under	1,000 to 1,999	2,000 to 2,999	3,000 to 4,999	5,000 to 6,499	6,500 to 8,999	9,000 to 12,999	13,000 to 18,999	19,000 to 34,999	35,000 to 69,999	70,000 to 99,999	100,000 and over
Tier 1	6.61	3.20	2.30	1.56	1.34	1.13	0.93	0.88	0.78	0.77	0.75	0.73
Tier 2	8.36	4.56	2.92	2.07	1.64	1.42	1.25	1.10	1.02	0.97	0.78	0.74
Tier 3	10.80	5.68	3.82	2.92	2.37	2.00	1.68	1.54	1.39	1.24	1.02	0.84

Appendix B

Quantitative Standards by *Municipal Population*

Based on 2016 public library annual report data

Hours Open

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

Volumes Held per Capita (Print)

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

FTE Staff per 1,000 Service Population

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

Materials Expenditures per Capita

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

Collection Size (Print, Audio and Video) per Capita

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

Periodical Subscriptions Held per 1,000 Population (Print)

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

Audio Recordings Held per Capita

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

Video Recordings Held per Capita

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

Public Use Internet Computers per 1,000 Population

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

Appendix C

Calculating Service Population

NOTE: Any of these methods will produce a more accurate reflection of the library's service population than the strict use of municipal population.

Use the Service Data Population

Since 2000, the service population reported in the annual Wisconsin Public Library Service Data is based on each library's share of total circulation to county residents who do not live in a library community. For example, if the ABC Public Library accounts for 20 percent of the total circulation from libraries in the county to county residents who do not live in a library municipality, then 20 percent of the county nonresident population is allocated to the ABC Public Library. This number is then added to the library's municipal population to derive an estimate of the library's total service population. This estimate should, in most cases, be a more accurate estimate of service population than estimates used in previous Service Data editions. However, libraries with significant usage by residents of other library communities and/or residents of other counties may wish to use one of the alternative methods discussed below.

Use System-wide Nonresident Usage Data

If nonresident use data is gathered on a system-wide basis in a multicounty system, an allocation of the system nonresident population can be made, based on the library's share of the total system circulation to nonresidents. This variation has the advantage of rendering county boundaries within the system invisible.

Base Estimates on Local Circulation Patterns

A library also can examine resident borrowing as a proportion of total circulation and extrapolate a rough, circulation-based estimate of its overall service population. If residents and nonresidents can be assumed to borrow material at roughly the same rate per capita, and residents account for 85 percent of the library's total circulation, then it can be said that residents also account for 85 percent of the total population. If the library's municipal population is divided by the proportion of circulation transactions that go to residents, the result will be an estimate of the library's total

service population. For example, a library with 85 percent resident circulation and a municipal population of 7,500 will have a service population of 8,824 ($7,500 \div 0.85 = 8,824$).

Add the Population of Surrounding Unserved Areas

If, through the observation of nonresident use, the staff of a municipal library is aware that a majority of residents of an adjacent town or towns use the library, it may simply add the population of the town or towns to its municipal population.

Appendix D

Library Public Relations Checklist

The following list is intended to help answer the following questions:

- Is this library welcoming?
 - What is our message?
 - What is our style?
1. **Accessibility**—Can people with disabilities easily use the library building and website?
 2. **Brand/Identity**—Does the library have a clear and consistent image? Includes consistent use of logo, full location info including web address.
 3. **Customer service**—Is the library's commitment to excellent customer service reflected in the courtesy and helpfulness shown to customers? Are there ID tags for staff? Can staff members articulate the library message? Are they encouraged to share their favorite books and other materials with users? Does front-line staff provide feedback on customer wants, complaints, compliments?
 4. **Décor, decoration**—Is the library too light or too dim? Is the library clean, clutter free? Is there effective use of posters, banners, art, and other promotional tools such as screen savers?
 5. **Display**—Are books and other materials displayed face out? Are there "shelf talkers?"
 6. **Local ownership**—How well does the library reflect the community, including its diversity? Is there a bulletin board? Displays of local art? Are there opportunities for the users to give feedback on library service/ interact with other users? Share their comments on books?
 7. **Message**—Does your library have a key message that expresses its mission? Does everyone on the staff know it? Are library policies clearly and widely communicated?

8. **Media**—Does your library have a presence in relevant media? Is someone assigned to work with the press? Does your library initiate stories, interviews and placements of public service announcements/advertising?
9. **Outreach**—Does the library have a life outside the building? Does it have a presence in the life of the community?
10. **Programming**—Does the library actively offer and promote programs and/or training sessions? How are programs promoted?
11. **Print materials**—Are there too many? Too few? What is the message? How is it communicated on...bookmarks and flyers? Letterhead and business cards? Newsletters?
12. **Signage: Internal and External**—Is the library easy to find? Is it easy to find what you are looking for? Is the library mission visible? Does signage reflect awareness of diversity?
13. **Telephone**—Does a person or a machine answer the phone? If it's a machine, does your telephone greeting help or harm your image? Is it clear? Easy to follow?
14. **Website**—Is the image/message consistent with other library communications? Does it take advantage of the unique qualities of the web? Is the website a "branch library?" Does it pass "usability testing?"
15. **Body Language**—What unspoken message is being delivered by staff?

Sample Public Relations Plan

The Somewhere Public Library
June 2018-2020

Introduction

The Somewhere Public Library has come a long way in a short time. Since moving to its current site two [2] years ago, library visitors have increased almost 300 percent and the number of cardholders has grown by 700 percent from 245 to 2,178—still only about 10 percent of the community's residents. Some residents still remember the library as a volunteer "card table" operation in the school basement. Some still drive to libraries that are bigger but farther away. The library board has set a goal of expanding its facility, either at its present site or at another location to be determined. There is a clear need and a tradition of library support among community residents and leaders. A preliminary feasibility study indicates there is

excellent potential for a ballot measure supplemented by private fundraising. Building a strong base of community awareness about what the library offers, its needs and the possibilities is key to building momentum.

Goals

- The Somewhere Public Library will enjoy a high profile in the community. It will be seen as an important and popular destination for learning and enjoyment.
- Community leaders and all residents will be aware of and use library services.
- Community leaders and residents will approve a library expansion plan and support a funding campaign.

Objectives

- The library will secure financial support for a new library.
- The number of cardholders will increase 600 percent for a total of 60 percent registration.
- The library will develop partnerships with three [3] or more new community groups.

Positioning

The Somewhere Public Library provides big city service close to home in a comfortable, welcoming atmosphere. In addition to books, it offers audio books, CDs, videos and other multimedia resources. Its “online branch” is open 24/7. Most importantly, there are professional librarians to provide expert assistance. The Somewhere Public Library is a community center for lifelong learning, literacy and enjoyment for families and people of all ages. Although bigger than it looks, the library is not as big as it needs to be. With more space, the library could offer much more. The library is a best value and deserves the community’s support.

Key Message(s)

- The Somewhere Public Library provides big city service close to home.
- We’re bigger than we look—but not as big as we need to be.

Key Audiences

Internal: Staff, Board, Friends, Volunteers

External: County officials and community leaders;

Community groups with influential members;

Families with children from preschool-high school; Business and professional community

Year 1—June 2018-19

Objectives

- The number of cardholders will increase by 80 percent.
- Attendance at programs will increase by 30 percent.
- Twenty influential individuals and community groups will endorse the building project.
- City officials/other key leaders will approve an expansion plan for the library and endorse a funding plan.
- The library “family” will understand and actively support the library’s new communication focus.
- Local papers will carry at least three [3] feature stories.

Strategies

1. Begin a consistent, planned program of two-way communication.
 - Establish a citizens group to advocate support for a bigger library.
 - Encourage and prepare staff, board members, Friends and volunteers to deliver the library’s message to library users, their families, friends, neighbors, key officials. Involve them in planning activities. Provide updates.
 - Invest in professional graphic design for formatting promotional materials, e.g. the newsletter, bookmarks. Have a consistent look and message. Publish a dynamic brochure with the emphasis on benefits, not just a listing of services. Distribute it outside the library—at meetings of community groups and other community locations.
 - Conduct a customer satisfaction survey. Use quotes in promotional materials.
 - Provide evaluation forms at all programs asking how the audience members heard about the program, its quality and suggestions for other programs.
 - Invite customer comments in the library and on the library’s home page. Respond to all comments in writing and with action, when appropriate.

2. Seek a higher profile in the media.
 - Make a media plan with dates for seeking news stories in connection with special events, feature stories and editorial endorsements.
 - Place at least three [3] feature stories about services such as “databases” or homework help for kids and—what they are and what they can do for you.
 - Invite local newspapers to send a photographer for special kids events or take and submit photos.
 - Offer reporters a demonstration of how the library’s databases work.
 - Seek a story comparing the library’s facilities with communities of similar size.
3. Reach out to elected officials, community leaders and groups with influential members.
 - Communicate at least once a month with key officials in person and print. Provide regular updates. Offer to demonstrate the library’s databases at their desk.
 - Present a state-of-the-library report to the county board and key organizations.
 - Recruit three [3] partners, including at least one [1] new partner, to cosponsor/underwrite activities for National Library Week, Library Card Sign-up Month, etc. Present six programs/host tours for county officials, members of the Chamber of Commerce and other influential groups.
4. Reach out to families.
 - Sponsor a library card sign-up drive during national Library Card Sign-up Month in September. Offer rewards for library users who recruit new card registrants.
 - Visit all day care centers, kindergarten and first grade classrooms. Provide library card registration, booklists and other promo materials for teachers and for kids to take home to parents.
 - Display photos of families holding their library cards in the library and post them on the website.
 - Sponsor a contest “Why My Family Uses the Library” and award prizes underwritten by partners.

Evaluation

- A stronger, more consistent look and message in library publications.
- Feedback from users and target audiences, customer satisfaction surveys, word of mouth.
- See objectives.

Appendix E

Technology Plan Checklist

Library Name, Location, and Date Range for the Technology Plan

Mission Statement—Provide the mission statement for the library. In most cases, the mission statement can be taken verbatim from the library's current long-range or strategic plan. Link your library's mission statement to your Technology Plan.

Plan Justification—In one or two brief paragraphs discuss the library's technology goals in conjunction to the overall mission of the library and discuss the role technology plays in the library's services.

Technology Strategic Plan—Discuss how technology will be integrated into the services provided to staff and for users. A strong plan will include goals, objectives, and strategies/activities. Goals are the broad statements regarding technology in the library and may extend beyond the lifetime of the Plan. Objectives are specific measurable activities to be undertaken to reach the goals. Strategies are the steps to be taken to meet the objective.

Technology Inventory—This section should be broken down into two sections: current technology and future technology. In the first section list current computing and telecommunication technology being used at the library. If relevant, include a breakdown by branch. The future technology piece encompasses hardware, software, telecommunications, and information technologies the library hopes to implement during the lifetime of the Plan. If necessary, the future technology section should include a discussion of upgraded electrical systems required to handle new technologies.

Budget—Includes approximate costs associated with the desired level of technology, both ongoing as well as upgrade and maintenance costs for current technology, as well as costs for intended new technologies. Also indicate from where funding will be derived. This is probably the section of the Plan most likely to require revision. Make sure mention is made of any maintenance contracts.

Evaluation—Provide an overall evaluation statement as to how the library plans to determine if the Technology Plan goals are being implemented and their degree of success. Additionally, indicate how you will know if technology is having a positive impact on staff, users, and the community, and how well technology is helping you address your overall library goals. Also indicate how often the Plan will be reviewed and updated and by whom.

Training—Provide detail on training for staff and patrons on current technology. Include information on what types of training are offered, by whom, and how often. Types of training provided could include, but is not limited to, programs on searching databases, word processing, using the catalog, etc.

Appendix F

Certification of Library Directors

Grade III

Required in municipalities with populations of fewer than 3,000

Fifty-four (54) semester credits, half of which must be in the liberal arts and sciences, and twelve (12) semester credits in :

- Basic public library administration
- Advanced public library administration
- Organization and management of collections
- Public and community services

Basic public library certification must be completed in the first year; thereafter, at least one course must be taken annually.

OR

Bachelor's Degree with a minor in library science **and** advanced public library administration course.

Grade II

Required in municipalities with populations between 3,000 and 5,999

Bachelor's Degree and twelve (12) semester credits in:

- Basic public library administration
- Advanced public library administration
- Organization and management of collections
- Public and community services

Basic public library certification must be completed in the first year; thereafter, at least one course must be taken annually.

OR

Bachelor's Degree with a minor in library science **and** advanced public library administration course.

Grade I

Required in municipalities with populations of 6,000 or more

Master's Degree in librarianship from a graduate library program accredited by the American Library Association.

Continuing Education Requirements

One hundred (100) hours of professional continuing education, at least ten (10) hours of which must be technology-related, are required every five (5) years for recertification (*regardless of grade level*).

Temporary and provisional certifications may be granted in certain situations. For more information, see the *DPI Certification Manual for Wisconsin Public Library Directors*.