GERMANTOWN COMMUNITY LIBRARY
N112 W16957 MEQUON ROAD
GERMANTOWN, WI 53022

MEETING: **GERMANTOWN COMMUNITY LIBRARY BOARD AGENDA**

DATE AND TIME: **Wednesday, June 24, 2020 6:00 pm**

LOCATION: **GERMANTOWN COMMUNITY LIBRARY**

I. **CALL TO ORDER**: This meeting has been given public notice in accordance with Wisconsin Statutes, Section 19.83 and 19.84 in such form that will apprise the general public and news media of subject matter that is intended for discussion and action.

II. **ROLL CALL:**

III. **APPROVAL OF AGENDA:**

IV. **APPROVAL OF MINUTES: May 27, 2020**

V. **PUBLIC INPUT:** Please be advised per State Statute Section 19.84(2), information will be received from the public. It is the policy of this municipality that there will be a three minute time period, per person, with time extension per the Chief Presiding officer's discretion: be further advised that there may be limited discussion on the information received, however, no action will be taken under public comments.

VI. **FINANCIAL MATTERS:**
A. Treasurer's Report
B. Accounts Payable
C. Budget Printout

VII. **REPORTS:**
A. Correspondence
B. Village Reports
C. County Reports
D. System Reports
E. President's Report
F. Director's Report

VIII. **UNFINISHED BUSINESS:**
A. COVID-19 Update on Library Services

XI. **NEW BUSINESS:**

A. Library Board Member Contact Information on Website
B. Results of Virtual & Curbside Program Survey
C. Job Description & Starting Wage: Library Page I & Library Page II Positions
D. Allocation of 2019 County Carryover Funds to 2020 Budget
E. Allocation of 2019 4th Quarter County Funds, 2019 5% County Funds and 2020 1st Quarter County Funds to 2020 Budget

X. **ADJOURNMENT:**
Forthcoming meeting: July 22, 2020 – Germantown Community Library

UPON REASONABLE NOTICE, *efforts will be made to accommodate the needs of disabled individuals through appropriate aids and services including restrictions related to COVID-19. For additional information or to request this service please contact Assistant Director, Connie Lloyd, at (262)253-7760, ext. 2002 or clloyd@germantownlibrarywi.org at least 48 hours prior to the meeting.*

GERMANTOWN COMMUNITY LIBRARY BOARD
REGULAR MEETING
May 27, 2020
Germantown Village Hall and WebEx

The regular meeting of the Germantown Community Library Board was called to order by President Joyce Nelson at 6:03 p.m. on Wednesday, May 27, 2020. **Members present:** Joyce Nelson, Darlene Vosen, Charlene Brady, Joletta Kerpan (WebEx), Brenda O'Brien. **Members absent:** Christa Potratz (exc.), Jolene Pieper (exc). **Also present:** Library Director Trisha Smith, Assistant Director Connie Lloyd, Village of Germantown Support Services Manager, Michelle Tucker. Proper notification of the meeting had been given.

MOTION (Vosen, Brady): Approve the agenda as printed. Motion carried (5-0).

MOTION (Vosen, Brady): Approve the minutes of the April 22, 2020 meeting as printed. Motion carried (5-0).
MOTION (Vosen, Kerpan): Approve the minutes of the May 20, 2020 special meeting as printed. Motion carried (5-0).

PUBLIC INPUT: None.

FINANCIAL MATTERS
TREASURER'S REPORT. Balances as of May 26, 2020: Board Checking Account - $2,114.35; Board Savings Account - $5,053.80; GCL Building Account - $17,415.53 [Penny Jug - $1,801.53] [RAO Account - $2,752.44]; Building Fund CD Account #1- $16,084.87; Building Fund CD Account #2- $16,361.35; Building Fund CD Account #3- $16,024.07; Building Fund CD Account #4- $15,769.41. Vosen asked for recommendation for CD #1 which will expire 6/5/20. MOTION (Brady, Nelson): Recommend to rollover CD #1 to the shortest term available. Motion carried (5-0). MOTION (Brady, Nelson): Accept the Treasurer's Report as printed. Motion carried (5-0). Submitted report is attached.

ACCOUNTS PAYABLE. MOTION (Vosen, Nelson): Approve the schedule of operating vouchers and credit card transactions and forward them to Village Hall for payment. Smith mentioned that ordering of new materials was cut to 75% of normal monthly budget allowance due to less items being checked out during COVID-19. ROLL CALL VOTE: Trustee Vosen, aye; Trustee Brady, aye; Trustee Kerpan, aye; Trustee O'Brien, aye; President Nelson, aye. Motion carried (5-0).

BUDGET PRINTOUT. The monthly April 2020 Revenue & Expense Report and the General Ledger Trial Balance – Capital Project Fund Report were reviewed.

REPORTS
CORRESPONDENCE. Nelson. None.
VILLAGE. Pieper. None.
COUNTY. Vosen and Smith. None. The next meeting will be held August 20, 2020. Plans for the Washington County libraries study is on hold due to COVID-19.
SYSTEM. Nelson and Smith. Nelson indicated the Monarch Library System Board met May 14, 2020 online. The Monarch Library System Directors continue to meet online every Friday. Smith provided an updated list of Monarch library re-open dates and plans. Waukesha libraries have not re-opened yet. The earliest would be June 1. Discussions included: Curbside Pickup, re-opening plans, increased delivery service, online programs/summer reading, budgets and county funding, Fall marketing campaign and ILS server upgrade. The State of Wisconsin does not have a date to resume statewide delivery at this time. Interviews for the Monarch Library System Director open position will be scheduled in late May.
PRESIDENT'S. Nelson. None.

DRAFT

DIRECTOR'S. Smith. April statistics were provided. Due to the closure of the library, circulation statistics reflected a -91.5% decrease in overall circulation in April and -30.7% year-to-date. Germantown did have a 57.8% increase in the use of digital materials using Overdrive and a 151.7% increase using RB Digital. Patrons also have access to the Transparent Language digital service, and 7 video streaming channels through RB Digitial. All programs through August have been cancelled. Weekly virtual storytime continues through Facebook with an average of 500 views per week. Grab & Go craft kits are available at Curbside Pickup. Over 340 kits were handed out. Teen & adult kits will start later this week. Stay-at-Home Bingo runs through June 13. Over 225 patrons participated in our online programming survey. All staff have returned to work normal hours as of May 11 with exceptions for staff using FMLA. Adjustments have been made to assigned duties to account for added Curbside Pickup and phone services. Social distancing of staff and the requirement to wear face masks have been extended to all returning staff. Adult and Youth Services are working with the State to implement an online Summer Reading program called BeanStack to begin June 15, 2020. Many building, furniture layouts, and procedures were modified to prepare to open to the public on May 21. Updates to the YA Graphic Novels, YA audiobooks, Newspapers, Magazines, DVDs, Children's Music CDs and Adult Music CDs areas were completed during the closure to the public. Weeding of all Children's and Juvenile collections were also completed. Lloyd received a mini-grant to purchase three Hearing Loops to have one at each service desk. Staffing changes included the promotion of a Library Page I to fill an open Library Assistant position. A Library Page I was hired to fill that opening. Circulation is looking to hire two additional Page I positions to fill future vacancies on two high school seniors leaving for college.

UNFINISHED BUSINESS

COVID-19 UPDATE ON REOPENING OF LIBRARY – Smith provided an update on the status of the library re-opening. Patrons that have entered the building are very happy to be able to use some services again. Curbside Pickup continues to be used for patrons not ready to enter the building and are very appreciative that we are continuing to offer this service after we opened the building to the public. Smith provide details statistics of Curbside Pickup usage and in person traffic. We averaged 20-35 patron visits per day, 50-75 appointments per day and an average of 280 items checked out per day. Most patrons are doing quick browsing, using the Internet computers, and reading the newspaper. O'Brien mentioned that Curbside Pickup will continue to be needed and asked if we considered expanding this service. Smith indicated the hours and appointments we have available are meeting the patron demand but will monitor the need. Brady mentioned we may need to update our TXT notification messages to include the library phone number. Lloyd will look into this. Nelson asked the re-opening status of other libraries within the State. Smith indicated the majority remain closed with some planning to re-open in June or later.

NEW BUSINESS

NONE.

ANNOUNCEMENTS

The next regular meeting of the Library Board will be Wednesday, June 24, 2020, at 6:00 p.m. at the Germantown Community Library.

Meeting adjourned at 6:36 p.m.

Respectfully submitted,
Connie Lloyd
Assistant Director
Germantown Community Library

DRAFT

Germantown Community Library Board
Financial Report May 26, 2020
By Darlene Vosen

Bank Five Nine GCL Board Checking Account

Balance 4/20/20 per on-line statement		$2,114.35
No Activity		
Balance 5/26/20 per on-line statement		$2,114.35

Bank Five Nine GCL Board Savings Account

Balance 4/20/20 per on-line statement		$5,053.38
Interest April	+$.42	
Balance 5/26/20 per on-line statement		$5,053.80

Bank Five Nine GCL Building Account (*included in, but accounted for separately)

Balance 4/20/20 per on-line statement		$17,414.10
Interest April	+$1.43	
Balance 5/26/20 per on-line statement		$17,415.53

***Penny Jug Fund** (Penny Jug Deposit 2/10/20 +$47.88) = **$1,801.53 (total)**
***RAO Account** (technology/from Guaranty 7/27/18) $6,984.96 - $4,232.52 = **$2752.44 (total left)**

Bank Five Nine Building Fund CD Account

CD #1 (5708) Balance May 2019 per bank statement	**$16,084.87**
2.43/2.45% Interest 13 months (mature 6/5/20)*********	
CD #2 (7285) Balance 4/30/20 per bank statement	$16,361.35
.60/.60% Interest 13 months (mature 5/31/21)	
Earned interest $465.70	
CD #3 (5608) Balance 12/06/19 per bank statement	$16,024.07
1.74/1.75% Interest 13 months (mature 1/6/21)	
CD #4 (1404) Balance 9/25/19 per bank statement	$15,769.41
1.99/2.01% Interest 13 months (mature 10/25/20)	

2019 GCLB Checking Account:

2019 GCL Usborne Book Sale SRP Funds (in GCLB checking account)**: $553.32**
Early Literacy Fund: (in GCLB checking account) **$147.78 – (Ck. #1547) $134.74 = $13.04 (left)**
Costume Fund 5/9/19: (in GCLB checking account) **- $50.00**

2018/19 Funds for Books &/or Materials (in GCLB checking account)
Kugel (12/23/19) Donation: $1,000.00 - (Ck.#1550) $874.11 **= $125.89 (left)**
Pueringer 12/23/19) Donation: $500.00 - $7.50 (plaque) = **$492.50 (left)**
Dickerson Memorial (2/25/20): $550.00 - (cost of $250 brick +/- $70) = $480.00 (left)
TOTAL= $1,098.39 (left to spend for 2020)

FUND: GENERAL FUND

ACCOUNT NUMBER	DESCRIPTION	JUNE BUDGET	JUNE ACTUAL	% VARI-ANCE	FISCAL YEAR BUDGET	FISCAL YEAR-TO-DATE ACTUAL	% VARI-ANCE
LIBRARY							
EXPENSES							
SALARIES & WAGES							
10-551-510-1100	SALARIES-FULL TIME	17,295.08	685.91	96.0	207,541.00	69,854.21	66.3
10-551-510-1150	SALARIES COUNTY	12,460.67	1,618.37	87.0	149,528.00	53,981.71	63.9
10-551-510-1800	SALARIES-PART TIME	10,938.08	7,011.31	35.9	131,257.00	52,976.31	59.6
10-551-510-1810	SALARIES-LIBRARY BOARD	100.00	615.00	(515.0)	1,200.00	615.00	48.7
TOTAL SALARIES & WAGES		40,793.83	9,930.59	75.6	489,526.00	177,427.23	63.7
FRINGE BENEFITS							
10-551-520-2100	SOCIAL SECURITY	2,167.50	759.08	64.9	26,010.00	10,624.52	59.1
10-551-520-2110	SOCIAL SECURITY-COUNTY	953.25	0.00	100.0	11,439.00	4,005.80	64.9
10-551-520-2200	STATE RETIREMENT	1,117.75	335.64	69.9	13,413.00	5,588.48	58.3
10-551-520-2210	STATE RETIREMENT-COUNTY	958.58	0.00	100.0	11,503.00	4,793.21	58.3
10-551-520-2300	HEALTH INSURANCE	4,941.67	4,941.67	0.0	59,300.00	29,650.02	50.0
10-551-520-2400	DENTAL INSURANCE	376.25	376.25	0.0	4,515.00	2,257.50	50.0
10-551-520-2500	LIFE INSURANCE	75.83	101.05	(33.2)	910.00	422.65	53.5
10-551-520-2510	LIFE INSURANCE-COUNTY SYSTEM	27.50	0.00	100.0	330.00	137.50	58.3
TOTAL FRINGE BENEFITS		10,618.33	6,513.69	38.6	127,420.00	57,479.68	54.8
OPERATING SUPPLIES & EXPENSES							
10-551-530-3100	GENERAL SUPPLIES & EXPENSES	250.00	0.00	100.0	3,000.00	3,114.40	(3.8)
10-551-530-3110	SUPPLIES & EXP-STORYTIME PROG	0.00	0.00	0.0	0.00	0.00	0.0
10-551-530-3150	GENERAL SUPPLIES & EXP-COUNTY	833.33	1,618.01	(94.1)	10,000.00	10,032.63	(0.3)
10-551-530-3200	OFFICE SUPPLIES	416.67	443.64	(6.4)	5,000.00	2,573.63	48.5
10-551-530-3400	POSTAGE	83.33	0.00	100.0	1,000.00	383.36	61.6
10-551-530-3410	POSTAGE-COUNTY	83.33	0.00	100.0	1,000.00	0.00	100.0
10-551-530-3600	BOOKS	3,333.33	5,588.06	(67.6)	40,000.00	23,226.55	41.9
10-551-530-3610	BOOKS-COUNTY	1,250.00	0.00	100.0	15,000.00	0.00	100.0
10-551-530-3620	BOOK PROCESSING	416.67	866.51	(107.9)	5,000.00	4,306.79	13.8
10-551-530-3625	BOOK PROCESSING-COUNTY	416.67	0.00	100.0	5,000.00	0.00	100.0
10-551-530-3630	PERIODICALS	333.33	0.00	100.0	4,000.00	428.15	89.3
10-551-530-3635	PERIODICALS-COUNTY	333.33	0.00	100.0	4,000.00	142.55	96.4
10-551-530-3640	AUDIO VISUAL	500.00	577.75	(15.5)	6,000.00	3,969.73	33.8
10-551-530-3645	AUDIO VISUAL-COUNTY	833.33	0.00	100.0	10,000.00	722.63	92.7
10-551-530-3660	COMPUTER SERVICE	1,166.67	1,790.72	(53.4)	14,000.00	4,208.39	69.9
10-551-530-3665	COMPUTER SERVICE - COUNTY	1,333.33	766.75	42.4	16,000.00	2,090.68	86.9
10-551-530-3810	DONATIONS - EXPENSE	0.00	0.00	0.0	0.00	0.00	0.0
10-551-530-3820	PROGRAM SUPPLIES & EXPENSE	250.00	0.00	100.0	3,000.00	2,729.73	9.0
10-551-530-3821	PROGRAM SUPPLIES & EXP-COUNTY	666.67	1,279.64	(91.9)	8,000.00	6,179.48	22.7
10-551-530-3900	LIBRARY BOARD-OTHER EXPENSES	0.00	0.00	0.0	0.00	0.00	0.0
10-551-530-3950	OTHER SUPPLIES-CO.	0.00	0.00	0.0	0.00	0.00	0.0
10-551-530-5400	SYSTEM AUTOMATION	475.00	0.00	100.0	5,700.00	5,700.00	0.0

FUND: GENERAL FUND

ACCOUNT NUMBER	DESCRIPTION	JUNE BUDGET	JUNE ACTUAL	% VARI-ANCE	FISCAL YEAR BUDGET	FISCAL YEAR-TO-DATE ACTUAL	% VARI-ANCE
LIBRARY							
EXPENSES							
OPERATING SUPPLIES & EXPENSES							
10-551-530-5410	SYSTEM AUTOMATION-COUTY	1,500.00	0.00	100.0	18,000.00	15,517.99	13.7
10-551-530-7100	UTILITIES	5,833.33	62.93	98.9	70,000.00	18,790.74	73.1
10-551-530-7200	TELEPHONE	145.83	0.00	100.0	1,750.00	1,044.16	40.3
10-551-530-7250	OUTREACH - COUNTY SYSTEM	308.33	0.00	100.0	3,700.00	762.50	79.3
10-551-530-7300	INSURANCE & BONDS	650.00	0.00	100.0	7,800.00	5,011.24	35.7
10-551-530-7700	TRAINING & SEMINARS	166.67	0.00	100.0	2,000.00	391.66	80.4
10-551-530-7710	TRAINING - COUNTY	125.00	0.00	100.0	1,500.00	625.00	58.3
10-551-530-7800	TRAVEL	83.33	0.00	100.0	1,000.00	403.42	59.6
TOTAL OPERATING SUPPLIES & EXPENSES		21,787.48	12,994.01	40.3	261,450.00	112,355.41	57.0
CAPITAL OUTLAY							
10-551-570-8100	MISCELLANEOUS EQUIPMENT - CTY	0.00	0.00	0.0	0.00	0.00	0.0
TOTAL CAPITAL OUTLAY		0.00	0.00	0.0	0.00	0.00	0.0
TOTAL EXPENSES: LIBRARY		73,199.64	29,438.29	59.7	878,396.00	347,262.32	60.4

FUND: CAPITAL PROJECTS FUND
ACTIVITY THRU FISCAL PERIOD 05

ACCOUNT #	DESCRIPTION	TYPE	DR/ CR	BALANCE 01/01/20	NET DEBITS	NET CREDITS	BALANCE 05/31/20	COMMENTS
40-100-110-3000	TEMP INVEST - POOL	A	D	1,974,990.33	3,839,860.79	272,158.90	5,542,692.22	
40-100-110-3030	TEMP INVEST-LIBRARY	A	D	7,386.49	150.08	0.00	7,536.57	
40-100-110-3160	TEMP INVEST - TD AMERITRADE	A	D	166,384.02	4,498.05	0.00	170,882.07	
40-100-110-3161	TEMP INVEST-LIBRARY AMERITRADE	A	D	837,319.61	17,012.58	0.00	854,332.19	
40-100-110-3162	TEMP INVEST-ELM LN-AMERITRADE	A	D	55,000.00	0.00	0.00	55,000.00	
40-100-120-1000	TAXES RECEIVABLE-CURRENT	A	D	0.00	0.00	0.00	0.00	
40-100-120-2000	SPECIAL ASSESSMENT RECEIVABLE	A	D	0.00	0.00	0.00	0.00	
40-100-120-9000	CONTRACT RECEIVABLE - ASSET	A	D	0.00	0.00	0.00	0.00	
40-100-130-1000	ACCOUNTS RECEIVABLE-CURRENT	A	D	0.00	0.00	0.00	0.00	
40-100-130-3100	INTEREST RECEIVABLE-INTEREST	A	D	707.21	744.90	672.65	779.46	
40-100-130-3103	INT RCVBL - LIBRARY AMERITRAD	A	D	4,505.15	1,032.87	2,563.25	2,974.77	
40-100-130-9000	OTHER ACCOUNTS RECEIVABLE	A	D	23,293.50	0.00	23,293.50	0.00	
40-100-150-1000	DUE FROM/TO GENERAL FUND	I	D	56,491.75	306,725.43	369,949.88	-6,732.70	
40-100-150-8000	DUE FROM TAX AGENCY FUND	I	D	0.00	0.00	0.00	0.00	
40-100-160-2000	PREPAID EXPENSE	A	D	0.00	0.00	0.00	0.00	
40-200-210-1000	ACCOUNTS PAYABLE	L	C	171,237.62	171,237.62	0.00	0.00	
40-200-210-1100	RETAINAGES PAYABLE	L	C	101,040.88	0.00	0.00	101,040.88	
40-200-230-1200	DEFERRED DEBIT - ASSET MGMT	L	C	0.00	0.00	0.00	0.00	
40-200-260-1000	DEFERRED TAXES	L	C	0.00	0.00	0.00	0.00	
40-200-260-9000	OTHER DEFERRED REVENUE	L	C	0.00	0.00	0.00	0.00	
40-200-260-9100	OTHER DEFERRED REV-BLACKSTONE	L	C	0.00	0.00	0.00	0.00	
40-340-341-1100	RESERVED FOR ENCUMBRANCES	C	C	0.00	0.00	0.00	0.00	
40-340-342-2300	DESIGNATED-CAPITAL PROJECTS	C	C	0.00	0.00	0.00	0.00	
40-340-343-3000	UNRESERVED AND UNDESIGNATED	C	C	2,853,799.56	0.00	0.00	2,853,799.56	
40-410-411-1100	GENERAL PROPERTY TAX	R	C	0.00	0.00	0.00	0.00	
40-420-420-1000	SPECIAL ASSESSMENTS	R	C	0.00	0.00	0.00	0.00	
40-420-420-1100	SPECIAL ASSMNT - ASSET DEVEL	R	C	0.00	0.00	0.00	0.00	
40-430-431-4100	STATE AID / GRANTS	R	C	0.00	0.00	0.00	0.00	
40-430-431-4200	OTHER PUBLIC GRANTS	R	C	0.00	0.00	0.00	0.00	
40-430-431-7210	COUNTY LIBRARY CAPITAL OFFSET	R	C	0.00	0.00	0.00	0.00	
40-480-481-1100	INTEREST ON INVESTMENTS	R	C	0.00	3,235.90	32,269.72	29,033.82	
40-480-481-1200	INTEREST ON ASSESSMENTS	R	C	0.00	0.00	0.00	0.00	
40-480-481-1210	INTEREST ON ASSMT - ASSET	R	C	0.00	0.00	0.00	0.00	
40-480-483-3400	GENERAL FIXED ASSET SALES	R	C	0.00	0.00	0.00	0.00	
40-480-485-5520	CAPITAL DONATION	R	C	0.00	0.00	0.00	0.00	
40-480-485-5540	SENIOR CENTER DONATION	R	C	0.00	0.00	0.00	0.00	
40-480-485-5550	CAPITAL CAIC	R	C	0.00	0.00	0.00	0.00	
40-480-489-9900	MISCELLANEOUS REVENUE	R	C	0.00	0.00	0.00	0.00	
40-490-491-1200	GENERAL OBLIGATION BONDS	R	C	0.00	0.00	3,875,000.00	3,875,000.00	
40-490-491-1300	PREMIUM ON ISSUANCE	R	C	0.00	0.00	188,715.65	188,715.65	
40-490-492-1000	TRANSFER FROM GENERAL FUND	R	C	0.00	0.00	0.00	0.00	
40-490-492-2100	TRANSF FROM POLICE IMPACT FEE	R	C	0.00	0.00	0.00	0.00	
40-490-492-2200	TRANSFER FROM FIRE IMPACT FEE	R	C	0.00	0.00	0.00	0.00	
40-490-492-2300	TRANSF FROM LIBRARY IMPACT FEE	R	C	0.00	0.00	0.00	0.00	
40-490-492-2400	TRANSF FROM PARK IMPACT FEE	R	C	0.00	0.00	0.00	0.00	
40-490-492-2800	TRANSFER IN FROM SNR VAN FUND	R	C	0.00	0.00	0.00	0.00	
40-490-492-3000	TRANSFER IN FROM DEBT SERV	R	C	0.00	0.00	0.00	0.00	

Director's Report: June 2020

MONARCH LIBRARY SYSTEM & STATE OF WISCONSIN

- The Monarch Library System Directors met on Thursday, June 11 online.
- Directors have been meeting online every Friday and various other groups of library staff have been meeting as well.
- Discussion included: Curbside Plans for reopening of physical library buildings, online programs/Summer Reading, ILS server upgrade & ILS Replacement Fund, and CARE Act Grant technology options for Wisconsin libraries.
- Interviews for the Monarch System Director took place for the top three candidates.
- Monarch delivery service will run 3 days a week.

WASHINGTON COUNTY LIBRARIES

- The next Washington County Library Board Meeting is scheduled in August.
- The Washington County library directors meet on Thursday, June 18 & Tuesday, June 23 to discuss the Washington County Library Study. The directors are finalizing the study that will include recommendations for the Washington County contract.

DONATIONS/DEPOSITS

- None

STATISTICS

- **-49.0%** decrease in overall circulation (physical + electronic) in May and **-29.3%** decrease year-to-date. Lower numbers are due to the COVID-19 closures and will continue during this time.
- Germantown saw an increase in digital check outs in May:
    - **44.7%** increase in usage of Overdrive and **27.7%** increase year-to-date
    - **114.5%** increase in usage of RB Digital and **68.7%** increase year-to-date (now includes streaming options)

SUMMER PROGRAMMING

- Our virtual summer reading program is being run through Beanstalk. This was funded by the Wisconsin Department of Public Instruction for all public libraries. Participants can sign up through the website at https://germantownlibrarywi.beanstack.org/reader365 or use the app. Paper copies are also available at the library. As of June 19, there are 413 people signed up. Staff also launched an instructional video.
- Majority of in-person programs are on hold through August have been canceled due to COVID-19. Adult Book Groups will begin meeting in July.
- The following Virtual programs will be held this summer via Facebook and YouTube:
    - Virtual Storytime (6,088 attendance in May)
    - Virtual Make It Craft Kit Videos (starting June 15)
    - Virtual Tech Talks (starting June 16)
    - Virtual What to Read Next Videos (starting June 19)
- The following At Home Kits are available for registration:
    - STEAM Club (starting June 15)
    - Make It Kits for Teens/Adults (staring June 15)
- The following Grab & Go Kits are available anytime during open hours:
    - Kids (342 handed out in May)
    - Teens/Adults (154 handed out in May)
    - Movie Night at Home (begins June 25)
- Stay-at-Home Bingo ended Saturday, June 13 with 179 participants
- Staff will continue to add summer programming as we are able to do so

DEPARTMENT UPDATES

- Management & General Staff
    - All staff have been working through adjustments to schedules and job duties due to COVID-19 as well as additional services such as Curbside Pickup, Express Bags and increase Grab & Go Kits.
    - All regular staff have returned no normal hours with the exception of 15 minutes before and after each shift while we have adjusted hours to the public.
    - All staff are continuing to wear face masks when working in close proximity to other staff or working with the public.
- Adult Services (Lynn Ratzmann)
    - Book Groups will begin July 1.
    - The first virtual memory café program will be held on June 25 with the other Library Memory Project libraries.
    - Individual reference collection are being evaluated and weeded.
    - Ordering has returned to normal.
    - Library Express Bags continue to be popular (69 requests in May with 79 requests to date)
- Youth Services (Jackie Kolo)
    - Staff are seeing a dramatic increase in Grab & Go kits for kids picked up since the Summer Reading Program began on June 15 and are working to add more options.
    - Ordering has returned to normal.
    - Library Express Bags continue to be popular (186 requests in May with 250 requests to date).
- Circulation (Diane Long & Connie Lloyd)
    - Department is looking to hire 2-3 additional Page I positions to fill these vacancies as well as positions for 2 high school graduates.
    - Procedures continue to be changed to meet daily volume of patrons and phone calls.
- Tech Services (Connie Lloyd)
    - Department is looking to hire 1 Tech Services Assistant in August.
- Technology/Statistics (Connie Lloyd)
    - Mini grant was received to purchase 3 hearing-loop at each service desk.
- Building Management & Grounds (Connie Lloyd)
    - Ongoing adjustments for COVID-19 continue including moving furniture, placing plexiglass at service desks, and adding signage to direct patrons.
    - Additional plexiglass shields are being ordered for the adult and children's reference desks.

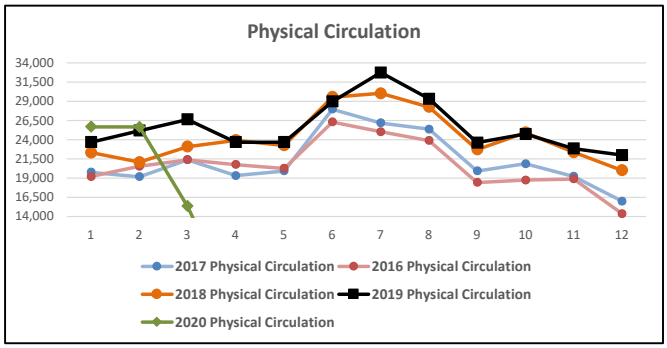
MAY DIRECTOR MEETINGS, CONTINUING EDUCATION & OUTREACH

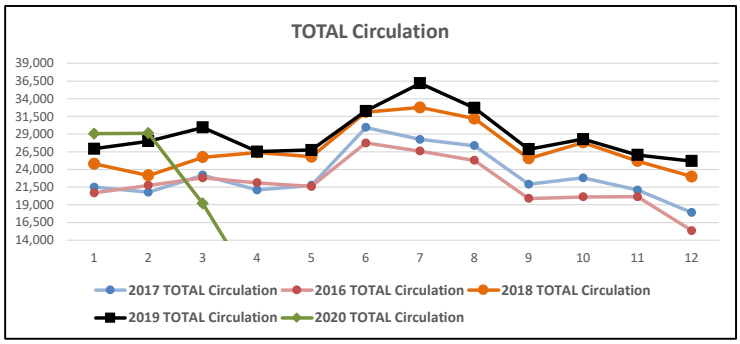
- June 5 - Monarch Director's Chat
- June 10 - Kiwanis
- June 10 - Village Department Heads
- June 11 - Kiwanis (Taste Committee)
- June 11 - Monarch Director's Council
- June 12 - Monarch Director's Chat
- June 18 - Kiwanis (Taste Committee)
- June 18 - Washington County Directors
- June 23 - Washington County Directors
- June 24 - Kiwanis

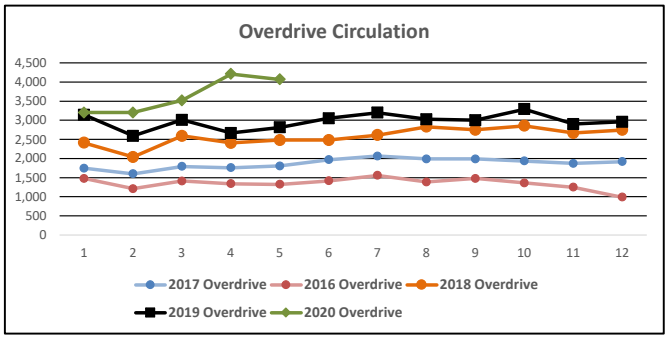
GCL Statistical Trends 2016-2020

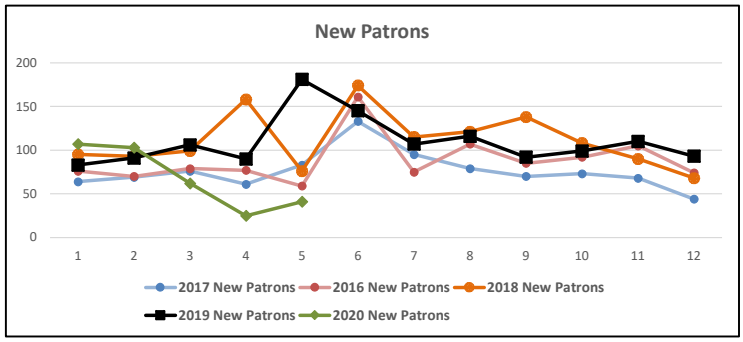
**COVID-19 Building closed 3/14 thru 5/20*

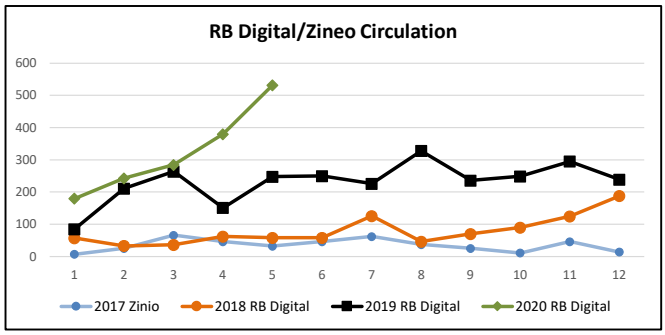
Stats	YTD	Jan	Feb	Mar*	Apr*	May	June	July	August	Sept	Oct	Nov	Dec
2020 New Patrons	338	107	103	62	25	41							
2020 Physical Circulation	77,778	25,676	25,668	15,340	2,018	9,076							
% over 2019	-36.7%	8.4%	2.0%	-42.4%	-91.5%	-61.7%							
2020 RB Digital	1,620	180	243	285	380	532							
2020 Overdrive	18,206	3,201	3,203	3,523	4,211	4,068							
2020 Hoopla		N/A	N/A	N/A	N/A	N/A							
2020 Gale Courses	63	12	8	13	18	12							
2020 TOTAL Circulation	97,604	29,057	29,114	19,148	6,609	13,676							
% over 2019	-29.3%	8.0%	4.1%	-36.0%	-75.1%	-48.8%							
2019 New Patrons	1,313	83	91	106	90	181	145	107	116	92	99	110	93
2019 Physical Circulation	307,128	23686	25174	26645	23688	23677	28,968	32,758	29,329	23,622	24736	22856	21989
% over 2018	5.3%	6.1%	19.5%	15.3%	-1.0%	1.8%	-2.0%	9.1%	3.7%	3.9%	-0.8%	2.2%	9.9%
2019 TOTAL Circulation	345,570	26,916	27,977	29,921	26,507	26,737	32,268	36,183	32,685	26,861	28,276	26,052	25,187
% over 2018	6.8%	8.5%	20.9%	16.3%	0.4%	3.7%	0.5%	10.4%	4.9%	5.1%	1.7%	3.4%	9.6%
2018 New Patrons	1335	95	93	99	158	76	174	115	121	138	108	90	68
2018 Physical Circulation	291,601	22,332	21,064	23,101	23,937	23,255	29,564	30,031	28,275	22,729	24,932	22,369	20012
% over 2017	14.3%	13.0%	9.9%	8.0%	23.9%	16.7%	5.7%	14.7%	11.5%	14.1%	19.5%	16.5%	25.3%
2018 TOTAL Circulation	323,423	24,800	23,134	25,729	26,407	25,795	32,103	32,769	31,169	25,550	27,809	25,189	22974
% over 2017	16.6%	15.4%	11.4%	11.0%	25.3%	18.7%	7.2%	16.1%	14.0%	16.6%	22.0%	19.5%	28.4%
2017 New Patrons	915	64	69	76	61	83	133	95	79	70	73	68	44
2017 Physical Circulation	255,030	19,755	19,174	21,386	19,321	19,932	27,965	26,173	25,364	19,920	20,858	19,209	15,973
% over 2016	2.9%	2.9%	-6.6%	0.0%	-6.9%	-1.6%	6.3%	4.6%	6.2%	8.2%	11.3%	1.7%	11.3%
2017 TOTAL Circulation	277,461	21,499	20,774	23,179	21,078	21,738	29,934	28,236	27,352	21,906	22,793	21,082	17,890
% over 2016	5.1%	4.0%	-4.4%	1.6%	-4.6%	0.7%	8.0%	6.2%	8.2%	10.1%	13.4%	4.7%	16.6%
*** 2016 Circulation monthly numbers were adjusted to match the annual figure reported on the DPI Annual Report*													
2016 New Patrons	986	76	70	79	77	59	161	75	107	85	92	105	74
2016 Physical Circulation	247,753	19,190	20,527	21,396	20,761	20,260	26,309	25,030	23,887	18,412	18,736	18,893	14,352
2016 TOTAL Circulation	263,946	20,667	21,738	22,806	22,100	21,582	27,724	26,586	25,274	19,889	20,099	20,140	15,341

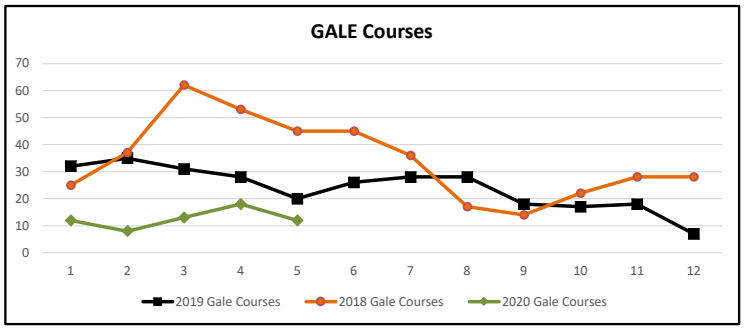












GERMANTOWN COMMUNITY LIBRARY

STATISTICAL REPORT

May 2020

***Statistics and Revenue impacted by COVID-19*

Building closed 3/14 - 5/20, curbside pickup available 4/24 - thru May

TOTAL CIRCULATION

Physical	9,076
Electronic	4,612
TOTAL	**13,688**

PRINT CIRCULATION

Monarch System		**Libraried**	**Non-Libraried**	**Total**
Washington County				
Germantown (Village)		5,985		5,985
Others		133	2,441	2,574
Dodge		0	17	17
Ozaukee	A	116	7	123
Sheboygan	A	3	0	3
Outside System				
Milwaukee	A	129	0	129
Waukesha	A	117	100	217
Fond du Lac	A	0	0	0
Rest of WI		28		28
Outside of WI		0		0
GRAND TOTAL		**6,511**	**2,565**	**9,076**

ELECTRONIC CIRCULATION

OVERDRIVE	**4068**
(Includes e-Book, video and audio)	
RB DIGITAL	**532**
(Includes magazines, audio, video, and Transparent Language)	
GALE COURSES	**12**
HOOPLA (not available yet)	**0**
(Includes video, music, and audio)	
GRAND TOTAL	**4,612**

REGISTRATIONS

Resident (Village of Germantown)	21
Non-Resident	20
TOTAL	**41**

REVENUE

Fines	$	3.10
Copies	$	27.70
Replacement Cards	$	3.00
Lost/Damage Fees	$	19.79
Faxes	$	1.00
Meeting Room	$	-
TOTAL FINES & FEES	**$**	**54.59**

GERMANTOWN COMMUNITY LIBRARY PROGRAMMING

MONDAY, JUNE 15 - SATURDAY, AUGUST 22

SUMMER READING CHALLENGE AVAILABLE ONLINE THROUGH **BEANSTACK**

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
BUILDING HOURS	Building: 10am-7pm Phones: 9am-8pm	Building: 10am-7pm Phones: 9am-8pm	Building: 10am-7pm Phones: 9am-8pm	Building: 10am-7pm Phones: 9am-8pm	Building: 10am-3pm Phones: 9am-4pm	Building: 10am-3pm Phones: 9am-4pm
PROGRAMS FOR KIDS & FAMILIES	**STEAM Club (at home)** *(ages 5+)* ***Registration required.*** *Pick up at the Welcome Table in the Lobby.* June 15 - Jack & the Beanstalk June 29 - Catapult July 13 - Tree Ring Exploration July 27 - Rock & Mineral Classification Aug 10 - Owl Pellet Dissection			**Movie Night (at home)** *Limited Supply - first-come-first-serve)* *Includes a Grab & Go craft, snack & activity list.* *Pick up at the Welcome Table in the lobby Thursday from 10am-7pm* June 25 - Frozen July 9 - Trolls July 23 - Toy Story Aug 6 - Willy Wonka Aug 20 - Swift	**Virtual Storytime with Miss Jackie & Friends** Fridays @ 10:30am via Facebook Live or recording. Available to view on Facebook/website for 30 days after premier	
PROGRAMS FOR TEENS & ADULTS	**Make It Kits (at Home)** *(geared for teens/adults)* ***Registration required.*** *Pick up at the Welcome Table in the Lobby.* June 15 - Suncatchers June 22 - Patriotic Wreaths June 29 - Wood Pineapples July 6 - Fairy Teacup Garden July 13 - Summer Coasters July 20 - Paint by Number July 27 - Dandelion Painting Aug 3 - Mosaic Turtles Aug 10 - Book Page Pots Aug 17 - Watermelon Jars	**Tech Talks** *(geared for teens/adults)* Recording released @ 2pm via YouTube/website June 16 - Monarch Catalog June 23 - A to Z Databases June 30 - Magazine Holds July 7 - Gale Courses July 14 - Ancestry July 21 - RB Digital Videos July 28 - Novelist Aug 4 - Auto Repair Aug 11 - Digital Newspapers Aug 18 - Consumer Reports			**What to Read** *(geared for teens/adult)* Recording released @ 2pm via YouTube/website June 19 - New Books June 26 - Fantasy/Sci-Fi July 3 - Historical Fiction July 10 - Suspense/Thriller July 17 - Nonfiction July 24 - Chick Lit/Romance July 31 - Young Adult Aug 7 - Christian Fiction Aug 14 - Mystery Aug 21 - Staff Picks	

See our full list of programs & registration: https://www.germantonwlibrarywi.org/online-programs

Book Groups start up in July. **Grab & Go Kits** are also available anytime the library is open for kids & teens/adults in the lobby.

Summer Reading Challenge

Our Summer Reading Program will look a little different this year as we follow social distancing guidelines and provide virtual options. Kids, teens & adults can sign up through our online program called Beanstack:
https://germantownlibrarywi.beanstack.org/

Paper copies will also be available at the Youth & Adult Service Desks.

Available Services

Curbside Pickup available by appointment.

Visit our website to fill out a Kids & Teen or Adult Library Express Bag form.

Digital Material

Meet **Libby** - a fresh and easy way to borrow and read ebooks & audiobooks from **Overdrive**.

RB Digital offers full-color digital magazines, audiobooks & access to 7 steaming channels including Acorn TV, The Great Courses, IndieFlix & LiveItLive, Concerts & Spanish Movies.

View all of our free online resources:
https://germantownlibrarywi.org/digital-material

Online Resources

A to Z Databases contains millions of listings ideal for sales leads, mailing lists, market research & employment.

Ancestry includes geneology and historical records. In-library only.

Gale Courses provides access to over 360 free online courses on multiple topics of interest, including certifications & career training programs.

Pronunciator is a fun and free way to learn any of 80 languages at your own pace with self-directed lessons, live teachers, movies, music & more.

View all of our free online resources:
https://germantownlibrarywi.org/databases

Library Services Summer 2020

GERMANTOWN
COMMUNITY LIBRARY

Learn. Share. Grow.

N112 W16957 Mequon Rd (Germantown, WI)
(262) 253-7760
www.germantownlibrarywi.org

CURRENT LIBRARY HOURS

Mon-Thurs: 10am - 7pm
Fri-Sat: 10am - 3pm

Stay Connected

Watch for updated services & programs:

Library Facebook Page:
https://www.facebook.com/GermantownCommunityLibraryWI/

Library YouTube Page:
https://www.youtube.com/channel/UCq3md_qVVtcjYHIImFuaUkw

Sign-Up for Our Online Newsletter:
https://tinyurl.com/gtlibrarynewsletter

From: Trisha Smith
Sent: Monday, June 8, 2020 3:46 PM
Subject: Mid-Meeting Library Circulation Report

Library Board Members:

The attached document shows our circulation, curbside pickups and number of people in the building since 4/24 (when we started curbside pickup again). Since our numbers are drastically different from usual (pre-COVID-19), I also included the average of Jan 1 - Mar 13 and data/percentages from other libraries to use as a comparison.

A few notes on the chart (page 2): Mon, June 1 has extremely high numbers including renewals due to all items checked out mid-Feb through May being due back on June 1. The chart also only includes data on days that were open and does not include Sundays and holidays (Memorial Day). The data on page 1 includes total circulation form Germantown and other libraries in the system.

Overall, Germantown and Washington County libraries are seeing higher numbers than libraries in Ozaukee, Dodge & Sheboygan Counties in comparison to percentages in 2019. There are still several libraries in the area that are not yet open or have very recently opened (Mequon, Menomonee Falls, Milwaukee Public, etc.) and many that have very limited services and/or limited book drop hours.

As of June 8, 2020, there are:

17 out of 32 Monarch libraries open
75 out of 418 Wisconsin libraries & branches open

Since we opened on Thursday, May 21, our Curbside Pickup appointments have dropped from 40-80 a day before we opened to 20-40 a day last week. Curbside Pickup continues to be used and very well-received. We have also received requests for almost 300 bags through our Library Express Bag service.

We are continuing to see our daily patrons in the building and general increase to circulation. Our management team leaders and library staff are working extremely hard to make constant adjustments to job duties and procedures to meet the needs of both patrons in the building and those using Curbside Pickup. There are many extra duties that continue to be very demanding and time consuming on staff including increased phone volume, increased number of holds placed, and increased number of bins received from other libraries as well as extra duties in processing Curbside Pickup and Library Express Bag requests and increased cleaning duties.

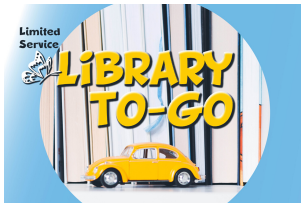
I will include updated number to date at the Library Board meeting on Wednesday, June 24, but wanted to send out an update on how opening the building has been going since we last met on Wednesday, May 27.

Please feel free to reach out if you have any questions.

Thank you,

Trisha Smith
Library Director
Germantown Community Library
Germantown, WI
(262) 253-7760

www.germantownlibrarywi.org
Find us on Facebook!



GERMANTOWN COMMUNITY LIBRARY
CURBSIDE PICKUP & OPENING

Fri, April 24 - Sat, June 6

Germantown

	Circulation	Appointments	Patrons in Building
Week #1	631	167	0
Week #2	1,606	437	0
Week #3	1,571	392	0
Week #4	1,908	391	0
Week #5	1,560	298	36
Week #6	3,429	230	347
Week #7	5,627	171	826
Total	**16,332**	**2,086**	**1,209**
Average per Day	*441.4*	*56.4*	*86.4*

Monarch Libraries
(Grade 1 & Washington County)

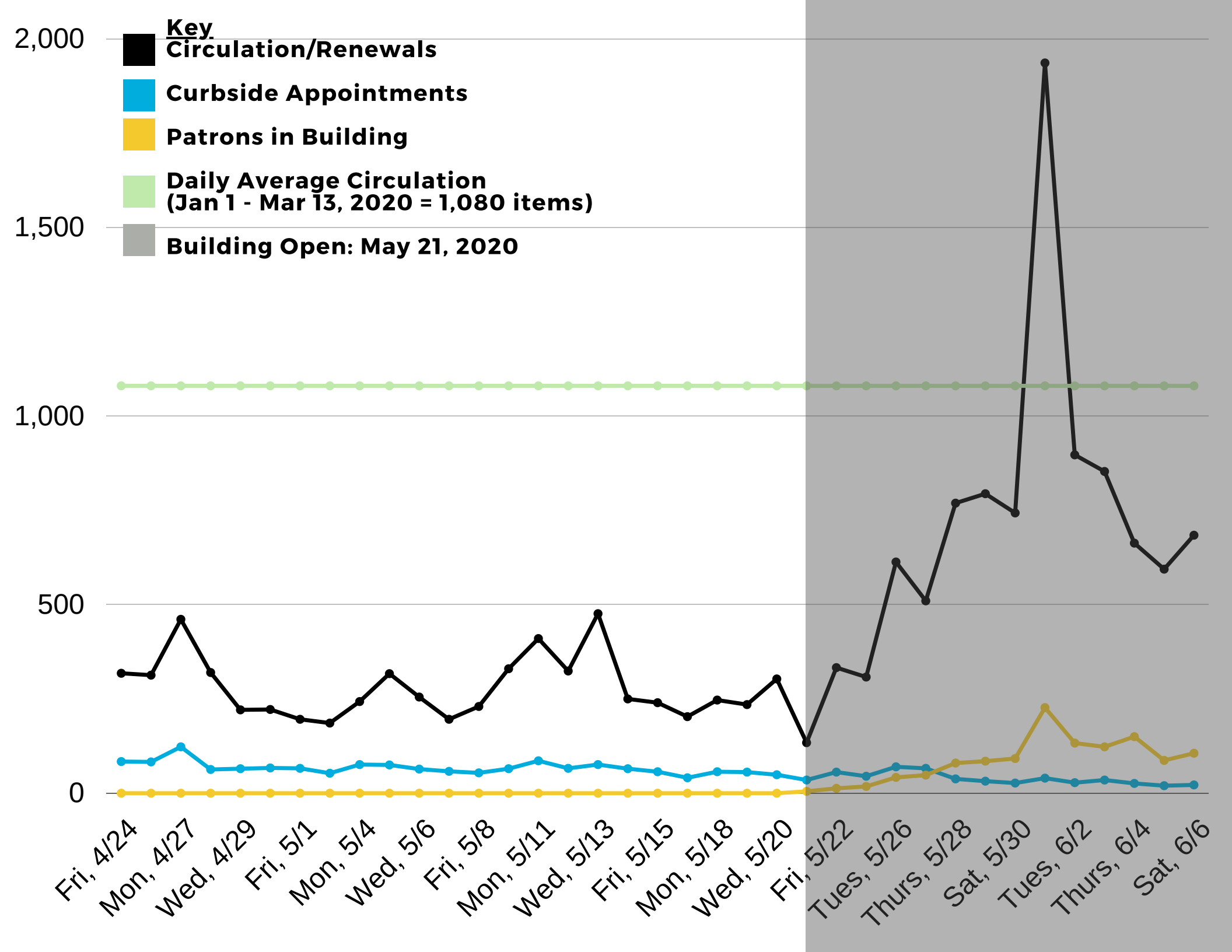
	2019 TOTAL	% OF TOTAL	1 QTR	% OF QTR	APRIL	MAY	JUNE (to 6/7)	2 QTR	% OF 2 QTR	% based on 2020	Curbside Start	Building Open
Kewaskum (4,024)	48,517	4.3%	10,341	4.2%	207	818	519	1,544	2.7%	-1.6%	4/27	6/1
Slinger (5,454)	84,107	7.5%	17,876	7.3%	572	2,793	1,420	4,785	8.5%	1.0%	4/27	5/20
Hartford (15,057)	219,587	19.6%	47,461	19.3%	2,218	5,765	2,980	10,963	19.5%	-0.1%	4/24	5/16
Germantown (19,965)	**307,114**	**27.4%**	**66,684**	**27.1%**	**2,018**	**9,076**	**5,730**	**16,824**	**29.9%**	2.5%	**4/24**	**5/21**
West Bend (31,546)	459,608	41.1%	104,128	42.2%	2,559	12,040	7,613	22,212	39.4%	-1.7%	4/27	5/20
	1,118,933		246,490		7,574	30,492	18,262	56,328				

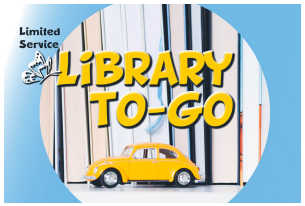
WASHINGTON COUNTY: NON-LIBRARIARIED CIRCULATION

	2019 TOTAL	% OF TOTAL	1 QTR	% OF QTR	APRIL	MAY	JUNE (to 6/7)	2 QTR	% OF 2 QTR	% based on 2020	Curbside Start	Building Open
Kewaskum (4,024)	16,265	4.6%	3,627	4.6%	46	349		395	3.1%	-1.5%	4/27	6/1
Slinger (5,454)	38,427	10.9%	8,108	10.2%	300	1,316		1,616	12.8%	1.9%	4/27	5/20
Hartford (15,057)	58,977	16.7%	11,959	15.1%	506	1,595		2,101	16.7%	0.0%	4/24	5/16
Germantown (19,965)	**82,549**	**23.4%**	18,465	**23.2%**	**538**	**2,441**		**2,979**	**23.7%**	0.3%	**4/24**	**5/21**
West Bend (31,546)	156,537	44.4%	37,265	46.9%	990	4,513		5,503	43.7%	-0.7%	4/27	5/20
	352,755		79,424		2,380	10,214	0	12,594				

MONARCH GRADE 1: TOTAL CIRCULAITON

	2019 TOTAL	% OF TOTAL	1 QTR	% OF QTR	APRIL	MAY	JUNE (to 6/7)	2 QTR	% OF 2 QTR	% based on 2020	Curbside Start	Building Open
Sheboygan Falls (7,883)	115,634	4.3%	26,229	4.5%	702	1,406	678	2,786	2.8%	-1.5%	4/27	TBD
Plymouth (8,455)	101,463	3.8%	22,087	3.7%	803	1,697	780	3,280	3.3%	-0.5%	4/27	TBD
Waupun (8,562)	118,404	4.4%	25,316	4.3%	447	1,332	308	2,087	2.1%	-2.3%	5/11	TBD
Cedarburg (11,537)	186,675	7.0%	41,357	7.1%	860	3,220	2,624	6,704	6.8%	-0.2%	4/27	5/26
Port Washington (11,633)	145,863	5.5%	30,501	5.2%	527	2,263	612	3,402	3.4%	-2.1%	4/27	6/8
Hartford (15,057)	219,587	8.3%	47,461	8.1%	2,218	5,765	2,980	10,963	11.1%	2.8%	4/24	5/16
Grafton (15,887)	172,517	6.5%	39,511	6.8%	210	2,825	3,182	6,217	6.3%	-0.2%	4/28	6/1
Germantown (19,965)	**307,114**	**11.5%**	**66,684**	**11.4%**	**2,018**	**9,076**	**5,730**	**16,824**	**17.0%**	5.5%	**4/24**	**5/21**
Mequon (27,046)	306,296	11.5%	62,054	10.6%	635	5,062	1,471	7,168	7.2%	-4.3%	4/28	6/15
West Bend (31,546)	459,608	17.3%	104,128	17.8%	2,559	12,040	7,613	22,212	22.4%	5.1%	4/27	5/20
Sheboygan (48,402)	528,396	19.6%	118,091	20.2%	596	9,056	7,801	17,453	17.6%	-2.0%	5/4	TBD
	2,661,557		583,419		11,575	53,742	33,779	99,096				


Key
Circulation/Renewals
Curbside Appointments
Patrons in Building
Daily Average Circulation
(Jan 1 - Mar 13, 2020 = 1,080 items)
Building Open: May 21, 2020
2,000
1,500
1,000
500
0
Fri, 4/24
Mon, 4/27
Wed, 4/29
Fri, 5/1
Mon, 5/4
Wed, 5/6
Fri, 5/8
Mon, 5/11
Wed, 5/13
Fri, 5/15
Mon, 5/18
Wed, 5/20
Fri, 5/22
Tues, 5/26
Thurs, 5/28
Sat, 5/30
Tues, 6/2
Thurs, 6/4
Sat, 6/6



GERMANTOWN COMMUNITY LIBRARY

CURBSIDE PICKUP & OPENING

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Week #3	1,571	392	0
Week #4	1,908	391	0
Week #5	1,560	298	36
Week #6	3,429	230	347
Week #7	5,627	171	826
Week #8	5,716	156	971
Week #9	3,639	81	764
Total	**25,687**	**2,323**	**2,944**
Average per Day	*546.5*	*49.4*	*122.7*

Monarch Libraries

(Grade 1 & Washington County)

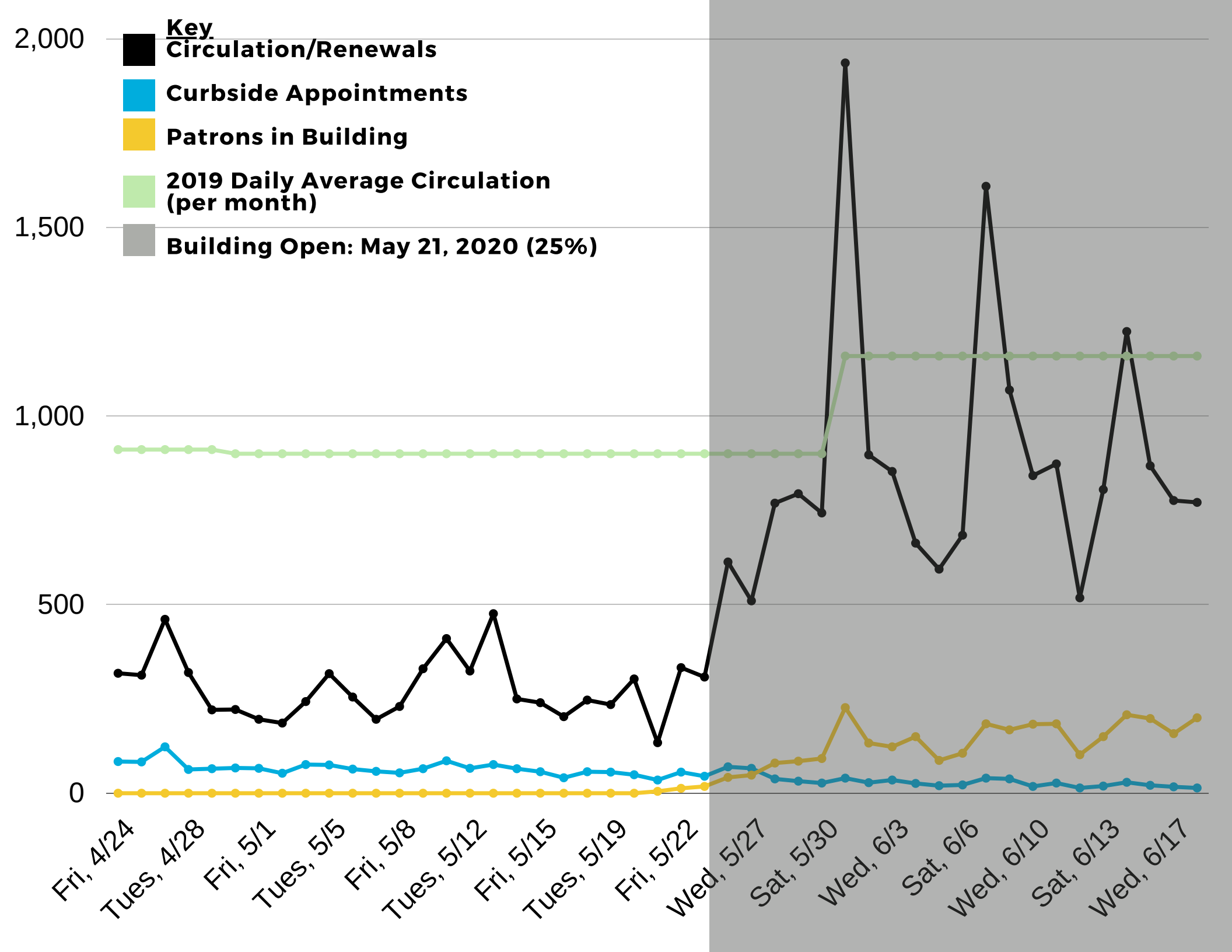
	2019 TOTAL	% OF TOTAL	1 QTR	% OF QTR	APRIL	MAY	JUNE (to 6/7)	2 QTR	% OF 2 QTR	% based on 2019	Curbside Start	Building Open
Kewaskum (4,024)	48,517	4.3%	10,341	4.2%	207	818	1,602	2,627	3.0%	-1.3%	4/27	6/1
Slinger (5,454)	84,107	7.5%	17,876	7.3%	572	2,793	4,222	7,587	8.7%	1.2%	4/27	5/20
Hartford (15,057)	219,587	19.6%	47,461	19.3%	2,218	5,765	8,471	16,454	18.8%	-0.8%	4/24	5/16
Germantown (19,965)	**307,114**	**27.4%**	**66,684**	**27.1%**	**2,018**	**9,076**	**15,465**	**26,559**	**30.4%**	3.0%	**4/24**	**5/21**
West Bend (31,546)	459,608	41.1%	104,128	42.2%	2,559	12,040	19,638	34,237	39.1%	-2.0%	4/27	5/20
	1,118,933		246,490		7,574	30,492	49,398	87,464				

WASHINGTON COUNTY: NON-LIBRARIARIED CIRCULATION

	2019 TOTAL	% OF TOTAL	1 QTR	% OF QTR	APRIL	MAY	JUNE (to 6/7)	2 QTR	% OF 2 QTR	% based on 2019	Curbside Start	Building Open
Kewaskum (4,024)	16,265	4.6%	3,627	4.6%	46	349		395	3.1%	-1.5%	4/27	6/1
Slinger (5,454)	38,427	10.9%	8,108	10.2%	300	1,316		1,616	12.8%	1.9%	4/27	5/20
Hartford (15,057)	58,977	16.7%	11,959	15.1%	506	1,595		2,101	16.7%	0.0%	4/24	5/16
Germantown (19,965)	**82,549**	**23.4%**	18,465	**23.2%**	**538**	**2,441**		**2,979**	**23.7%**	0.3%	**4/24**	**5/21**
West Bend (31,546)	156,537	44.4%	37,265	46.9%	990	4,513		5,503	43.7%	-0.7%	4/27	5/20
	352,755		79,424		2,380	10,214	0	12,594				

MONARCH GRADE 1: TOTAL CIRCULAITON

	2019 TOTAL	% OF TOTAL	1 QTR	% OF QTR	APRIL	MAY	JUNE (to 6/7)	2 QTR	% OF 2 QTR	% based on 2019	Curbside Start	Building Open
Sheboygan Falls (7,889)	115,634	4.3%	26,229	4.5%	702	1,406	2,648	4,756	2.9%	-1.4%	4/27	6/8
Plymouth (8,455)	101,463	3.8%	22,087	3.7%	803	1,697	2,352	4,852	3.0%	-0.8%	4/27	6/17
Waupun (8,562)	118,404	4.4%	25,316	4.3%	447	1,332	1,605	3,384	2.1%	-2.3%	5/11	6/29
Cedarburg (11,537)	186,675	7.0%	41,357	7.1%	860	3,220	7,631	11,711	7.3%	0.3%	4/27	5/26
Port Washington (11,639)	145,863	5.5%	30,501	5.2%	527	2,263	3,376	6,166	3.8%	-1.7%	4/27	6/8
Hartford (15,057)	219,587	8.3%	47,461	8.1%	2,218	5,765	8,471	16,454	10.2%	1.9%	4/24	5/16
Grafton (15,887)	172,517	6.5%	39,511	6.8%	210	2,825	8,198	11,233	7.0%	0.5%	4/28	6/1
Germantown (19,965)	**307,114**	**11.5%**	**66,684**	**11.4%**	**2,018**	**9,076**	**15,465**	**26,559**	**16.4%**	4.9%	**4/24**	**5/21**
Mequon (27,046)	306,296	11.5%	62,054	10.6%	635	5,062	7,153	12,850	8.0%	-3.5%	4/28	6/15
West Bend (31,546)	459,608	17.3%	104,128	17.8%	2,559	12,040	19,638	34,237	21.2%	3.9%	4/27	5/20
Sheboygan (48,402)	528,396	19.6%	118,091	20.2%	596	9,056	19,655	29,307	18.1%	-1.5%	5/4	TBD
	2,661,557		583,419		11,575	53,742	96,192	161,509				


Key
Circulation/Renewals
Curbside Appointments
Patrons in Building
2019 Daily Average Circulation (per month)
Building Open: May 21, 2020 (25%)
2,000
1,500
1,000
500
0
Fri, 4/24
Tues, 4/28
Fri, 5/1
Tues, 5/5
Fri, 5/8
Tues, 5/12
Fri, 5/15
Tues, 5/19
Fri, 5/22
Wed, 5/27
Sat, 5/30
Wed, 6/3
Sat, 6/6
Wed, 6/10
Sat, 6/13
Wed, 6/17

Germantown Community Library Board

MEETING DATE: May 20, 2020

PLACEMENT: New Business

AGENDA ITEM(S): VII. A. COVID-19 Update on Library Services

SUBMITTED BY: Trisha Smith, Library Director

SUMMARY EXPLANATION:

The physical library building has been open since Thursday, May 21, 2020.

Since the Library Board Meeting on May 27, 2020, the following updates have occurred:

- June 3, 2020: Wisconsin Public Libraries Reopening Guidelines released by the Wisconsin Department of Public Instruction (see attachment)
- June 17, 2020: Recommendations for Reopening released by the Washington Ozaukee Public Health Department (see attachment)

Based on the recommendations from the Washington Ozaukee Public Health Department to increase capacity for most categories to 50-75%, the library will be working over the next few weeks to expand library services based on these guidelines. Because some aspects of service fall in between Phase 4 and Phase 5, a Phase 4B was added. Changes are outlined in red below.

Staff will continue to make adjustments as needed. In general, we are seeing an increase in patrons in the building and overall circulation. There is a decrease in Curbside Pickup appointments, but the service is still being used and patrons that need it are very appreciative.

This update is for information only, as the Phase Plan for Reopening the Physical Building was approved at the May 27,2020 meeting.

PHASE 4B: REOPENING PHYSICAL BUILDING FOR ESSENTIAL SERVICES (at 50%)

Recommended Dates: Monday, June 29 to TBD

In Phase 4B, the physical building of the Germantown Community Library continues to be open for essential services outlined in Phase 4A:

- Browsing of material on shelves
- Picking up material placed on hold
- Checking out material
- Self-checkout machine
- Ability to pay fines & fees (not required to checkout)
- Printing, photocopying and faxing with change available

- Internet and computer access
- Individual use of seating areas and study rooms

The following services will also continue:

- Availability of library's online resources
- Virtual programming (including Storytime & Summer Reading)
- Increased presence on website, social media and electronic newsletter
- Phone service during opening & expanded hours
- Curbside Pickup service
- Library Express Bags available for requests

The following services are limited:

- Ongoing & 1-2 table book sales
- In-person programming below 20 people (limited to Adult Book Groups)
- Staff involvement at school, outreach and community events
- Traveling for in-person staff meetings and conferences

The following services are currently unavailable:

- Public use of Community Meeting Rooms and Large Study Room
- In-person programming above 20 people
- Early Literacy Area
- Coloring and puzzle areas
- Open holds shelf
- Organized Book Sales

All full-time and part-time staff were working regular scheduled hours. Staff will only be allowed to work from home on a case-by-case basis if approved by their supervisors and it has been determined by the Library Director or designee that the needs of the library are able to be met.

The following adjustments to services are recommended during this time:

SOCIAL DISTANCING

According to the *Blueprint for Reopening Washington and Ozaukee Counties (updated 6/17/2020),* it is recommended that common areas in libraries and municipal buildings "are permitted to be open, but maintain physical distancing guidelines."

Changes in social distancing continues as outlined in Phase 4A.

OCCUPANCY - **limited to 50% or 86 people**

According to the *Blueprint for Reopening Washington and Ozaukee Counties (updated 6/17/2020*), it is recommended that indoor recreation, large venues, special event & fundraisers and wellness & fitness facilities should "limit gatherings to 50% capacity."

It is estimated that roughly 2/3 of our 26,000 square foot building is available for public use equaling 17,333 square feet. The occupancy is based on areas that citizens have access to for the use of browsing, meeting in groups, and independent study. This does not include the Community Meeting

Room, Storytime Room, lobby, staff work area, and youth services work area. According to table 14.8.1.2 of NFPA 1, 2012 edition (Life Safety Code) the occupancy load factor for a library stack area is 100 square feet per person. The calculated occupancy for maximum capacity is 173(17,333 square feet/100 square feet per person = 173 people). At 50% occupancy, the total number of people recommended to be in the building is 86. This number includes library staff, volunteers and village workers working in the general library area.

Library staff will not be required to count patrons as they come into and out of the library. Staff at service desk areas will alert the their supervisor if it appears that the number of people in the building is reaching capacity. Communication will then occur with the staff member at the Welcome Table in the lobby to limit individuals coming in.

Virtual as well as contactless options will continue to be available including Curbside Pickup, Library Express Bags, virtual programming and use of online resources and services.

TIME LIMIT - **no time limit**

As a result of not having any in-person programming in the library, we are not seeing large crowds in the building. No time limit will be enforced during the 50% occupancy time. The public computers will be limited to normal guidelines of our Acceptable Internet Use Policy that states that computer usage is limited to one hour sessions with the ability to renew the time for an additional hour if the computer are not full.

LIBRARY HOURS - **temporary adjustment of hours**

To allow Germantown Community Library staff ample time to complete extra cleaning duties, pull material for curbside delivery, and make adjustments to changing procedures, it is recommended that the library temporarily reduce operating hours:

- Monday - Thursday: 10am - 7pm
- Friday - Saturday: 10am - 3pm

These hours will also be consistent with the services that patrons had access to during Curbside Pickup.

Phone service will be available for expanded hours:

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

ADDITIONAL HEALTH & CLEANING MEASURES

The Centers for Disease Control and Prevention currently recommends that individuals “stay at least 6 feet from other people” and “wearing face coverings in public settings where other social distancing measures are difficult to maintain especially in areas of significant community-based transmission.”

Changes in staff work area and public areas continues as outlined in Phase 4A.

QUARENTINE OF PHYSICAL MATERIAL

Returned library material will continue to be in quarantine for at least 48-hours after placed in the indoor or outdoor book drops. Returned library material from other libraries in the Monarch Library System will be in quarantine for at least 48-hours after returned to individual libraries.

LIBRARY CARD AND BORROWING PRIVILEGES

It is recommended that all loan periods be restored when the physical library is able to open. All checkout limits will be waived due to not being able to immediately check in returned items.

In response to the resulting economic stress placed on the community due to the COVID-19 outbreak and the inconsistency of services at libraries in the area, it is also recommended that the Germantown Community Library temporarily suspend charging fines for material returned past their due date. Fees will still occur for lost or damaged material. Fines and fees will be able to be collected, but payment is not required for patrons to continue to checkout material and use library resources.

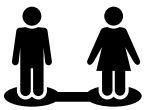
Germantown Community Library: COVID-19 Plan

Material

Staff Help

Computer

Programs


Distancing

Occupancy

Time Limit

Hours

Health

Returned Material

Fines

PHASE 1	Not Available	Limited Digital Support	Limited Outdoor Wi-Fi	Limited Virtual	Building Not Available	Building Not Available No Staff	Building Not Available	Building Not Available	Building Not Available	Building Not Available	Extended Due Dates No Fines
PHASE 2	Not Available	Digital Support Phone Support	Outdoor Wi-Fi	Virtual	Building Not Available	Building Not Available Limited Staff	Building Not Available	Building Not Available	Extra Cleaning Staff = Masks	Item Quarentine (24-72 hrs)	Extended Due Dates No Fines
PHASE 3	Curbside Pickup Express Bags	Digital Support Phone Support	Outdoor Wi-Fi	Virtual Grab & Go Kits	Building Not Available	Building Not Available Full Staff	Building Not Available	Building Not Available	Extra Cleaning Staff = Masks	Item Quarentine (24-72 hrs)	Extended Due Dates No Fines
PHASE 4	Return to Normal	Return to Normal	Wi-Fi Limited Computers Printing	Virtual Grab & Go Kits	Signage Place Markers Limited Seating	Limited People (25% = 43) Full Staff	Limited Time Recommended (1 hour/day)	Limited Hours M-Th: 10-7 F-S: 10-3	Extra Cleaning Staff = Masks Patrons = Masks Recommended	Item Quarentine (24-72 hrs)	No Fines
PHASE 5	Return to Normal	Return to Normal	Wi-Fi Limited Computers Printing	Virtual Grab & Go Kits Limited In-person	Signage Place Markers Limited Seating	Limited People (50% = 86) Full Staff	Return to Normal	Return to Normal	Extra Cleaning Staff = Masks Patrons = Masks Recommended	Item Quarentine (24-72 hrs)	No Fines
PHASE 6	Return to Normal	Return to Normal	Return to Normal	Return to Normal	Return to Normal	Return to Normal	Return to Normal	Return to Normal	Return to Normal	Return to Normal	Return to Normal

GERMANTOWN COMMUNITY LIBRARY

Learn. Share. Grow.

COLOR KEY

- No Service or Limited Services / Very High Impact on Public Access
- Very Limited Service / High Impact on Public Access
- Limited Service / Low to Medium Impact on on Public Access
- Services Return to Normal / Very Low or No Impact on Public Access

PHASE EXPLAINATION

1.) Library Services Suspended
2.) Physical Building Closed
3.) Curbside Pickup Service Available
4.) Reopening Physical Building for Essential Services
5.) Reopening Physical Building for Majority of Services
6.) Return to Normal Services (with possible modifications)

Approved: 5/22/20

[wispubdir] Public Libraries Reopening Guide Released

Schultz, Shannon M. DPI <Shannon.Schultz@dpi.wi.gov>
Wed 6/3/2020 10:15 A

The latest version of reopening guidelines for public libraries has been released. The Wisconsin Public Libraries Reopening Guide, a collaborative effort between the Department of Public Instruction (DPI) and the Wisconsin public library community, provides a process to help libraries develop their own reopening plans. This reopening guide focuses on the safety of staff and the community and is specific to the needs of libraries and library services during this COVID-19 public health event. The decision about how and when to reopen a library remains a local decision.

The overview document offers an "At-A-Glance" view of the process, presented as steps in decision-making at the local level, while the full Reopening Guide provides a "deep dive" into different aspects of reopening, including an occupancy calculator, which can help a library determine how many people it will allow in the library or a specific space.

Please NOTE **these documents replace the previous reopening guidelines** due to the cancellation of the DHS Safer at Home orders and the Badger Bounce Back Plan, this guide is no longer aligned with such orders. Further, while the Reopening Guide will evolve as additional information becomes available, scaled service levels no longer exist.

We encourage libraries to share this information with trustees to ensure informed decisions when planning future service offerings within the context of the pandemic.
A walkthrough webinar has been scheduled for **Thursday, June 4, at 10:30 a.m**. This webinar will be recorded and shared promptly. In-depth webinars will follow beginning next week, as needed.

Please contact your public library system if you require additional information.

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(It may be necessary to cut and paste the above URL if the line is broken)

or send a blank email to leave-355427-542440.8069ed8951267e4bfb9cc2880c13a882@lists.dpi.wi.gov

Wisconsin Public Libraries Reopening Guide At-A-Glance

Wisconsin Department of Instruction, Division for Libraries and Technology
June 2, 2020

The **Wisconsin Public Libraries Reopening Guide** , a collaborative effort between the Department of Public Instruction (DPI) and the Wisconsin public library community, provides a process to help libraries develop their own reopening plans. The information in the guide focuses on the safety of staff and the community and is specific to the needs and issues of libraries and library services during this COVID-19 public health event. **How and when to reopen a library is a local decision.**

Step 1 - Perform a general safety readiness assessment

The information in the guide provides links to public health resources and shares current health and safety information from CDC and DHS. This step will help libraries:

Assess Community Conditions

- Are there any local governmental orders related to COVID-19 that your library needs to follow?
- Are you aware of local community health conditions related to COVID-19?

Assess Library Safety Capacities and Abilities

- Are you able to ensure the safety of your staff?
- Are you able to set up and maintain your facility to be safe for staff and patrons?
- Have you developed amended temporary policies, as needed?

Step 2 - Determine level of access to the library and services based on safety readiness

Input from the Wisconsin library community and reopening plans from other states provided the basis for the information in this section. This step will help libraries make decisions about the following:

Occupancy

- How can the library determine how many people it can safely allow in the building or different spaces in the library at one time?

Service Levels

- What health and safety information should be considered to safely handle materials?
- If our library decides it can circulate materials to patrons, what are options we may consider to do so safely?
- What do systems and member libraries need to consider to safely coordinate and provide delivery between libraries?
- What information is there about the resumption of statewide resource sharing via ILL/WISCAT and statewide delivery?
- What service options should libraries consider to safely provide access to technology, training, programming, etc.?

Step 3 - Board and Communication Considerations

Leadership and communication are vital to the success of libraries as they reopen to the public. The information in this step is intended to help with:

Library Board Meetings

- How can the library board meet safely and legally to provide leadership and make decisions necessary for the library to be flexible and responsive to changing circumstances?

Messaging

- What are practices we should be considering to communicate with various stakeholders in our library and community?

Wisconsin Public Libraries Reopening Guide

Wisconsin Department of Instruction, Division for Libraries and Technology
June 2, 2020

Introduction

The Department of Public Instruction (DPI), in collaboration with the Wisconsin public library community, has developed this Reopening Guide containing general information, safety considerations and clarifications, and best practices for local public libraries in Wisconsin to each develop their own plans to safely reopen the library and provide services to their communities. The principles of personal safety, risk mitigation, transparency, and capacity guide the ongoing development and application of this Reopening Guide.

Every community in Wisconsin is unique and all library decisions are made by local library boards. This guide is intended to allow libraries to make the best possible decisions for their communities. Not all libraries will have the ability to offer services at the same level or along the same timeline as other libraries. The safety of library staff and communities is of paramount consideration while evaluating the services offered.

Libraries in Wisconsin should no longer refer to the previous set of guidelines shared by DPI. With the cancellation of the DHS Safer at Home orders and, subsequently, the Office of the Governor's Badger Bounce Back Plan, there no longer are statewide public health orders for which DPI is providing compliance guidelines to public libraries.

How and when to reopen a library is a local decision based on any local governmental orders and current community health conditions. Thus, this guide is not able to and **does not** provide prescriptive recommendations that libraries should follow **nor can** this guide provide the level of operational and procedural detail that may be needed by all the differently sized libraries in the state. While this guide attempts to be comprehensive, individual libraries are encouraged to review specific health and safety guidelines and procedural recommendations from CDC and DHS and communicate with local public health experts and officials to help guide the development of local library reopening plans.

Acknowledgements

DPI is continually grateful for the level of collaboration and sharing that happens in our Wisconsin public library community and the efforts to develop this Reopening Guide is another example of

the strength of our community. With great appreciation, we thank the following for their contributions with the development of this guide.

- Writing teams and reviewers
    - Dana Andersen-Kopczyk - Brown Deer Public Library
    - Kristen Anderson - Winding Rivers Library System
    - Corey Baumann - South Central Library System
    - Barb Brattin - Kenosha County Library System/Kenosha Public Library
    - Shawn Brommer - South Central Library System
    - Sandy Haase - Brown Deer Public Library
    - Anne Hamland - Wisconsin Valley Library Service
    - Steve Heser - Milwaukee County Federated Library System
    - Alison Hoffman - Monarch Library System
    - Leah Langby - IFLS Library System
    - Marge Loch-Wouters - Southwest Library System
    - Sherry Machones - Northern Waters Library Service
    - Lori Roholt - IFLS Library System
    - Colleen Rortvedt - Appleton Public Library
    - Tasha Saecker - Appleton Public Library
    - John Thompson - IFLS Library System
    - Tracy Vreeke - Nicolet Federated Library System
    - Maureen Welch - IFLS Library System
    - Katie Zimmermann - Wisconsin Valley Library Service
- SRLAAW - Public Library System and Resource Library Directors, who make up the System and Resource Library Administrators' Association of Wisconsin, provided invaluable input.

We were also fortunate to learn from others due to the amazing collaborative nature of libraries in Wisconsin and around the country. We strongly encourage libraries in Wisconsin to continue to learn from and share with their peers to continue to help all of us be stronger together.

- Reopening procedures shared by local Wisconsin libraries
- Reopening guidelines shared by other states used as a reference for Writing teams

Reopening Guide General Overview

This guide is laid out as a process public libraries in Wisconsin can follow to develop their own local plans for reopening, as aligned with local government orders, if any, and their current community health information. The desired outcome of this guide is to provide information, based on various guidelines from the CDC, DHS, and WEDC as they relate to libraries, to empower libraries to scale and scope their decisions for reopening within their capacity to safely do so. At the same time, the intent of this guide is to provide a flexible and responsive model for how

libraries can adjust levels of services and access to the library during the current public health event related to COVID-19.

Step 1: Perform a general safety readiness assessment

Overview

COVID-19 has had an unprecedented impact on libraries and the communities they serve. Libraries are an essential part of Wisconsin communities, so creating conditions for safe use remains critical. The primary consideration in this plan is maintaining the safety of library patrons and staff while finding ways to provide necessary services that the library is uniquely positioned to perform. Providing these conditions varies greatly by community; it is based on available resources, staff capacity, size, and layout of the facility. Please contact your library system staff or municipal officials for additional assistance.

Regardless of a library's approach to reopening, the following should be implemented:

- Improving hygiene procedures for cleaning and disinfecting common areas.
- Allowing, encouraging, or requiring staff to wear protective gear such as masks and gloves while administering public services.
- Continuing to allow teleworking when it makes sense.
- Encouraging monitoring for illness and testing for evidence of current or past infection.
- Providing accommodations for those individuals who need to take extra precautions. This may include patrons or staff. Such accommodations may include, but are not limited to:
    - Providing designated service hours for this group, ideally at the beginning of the day, when the facility is the cleanest.
    - Assigning staff to tasks with lowered exposure risks.

Assess Community Conditions

Are there any local governmental orders related to COVID-19 that your library needs to follow?

Frequent and clear communication at the local level is critical at this time. Library administration, including the library board, should consider guidance offered by the municipality and the county, particularly the county health department, as no statewide public health orders are in place.

Are you aware of local community health conditions related to COVID-19?

A number of sources are available for county data related to COVID19. DHS county data, including the number of positive cases and deaths by county, is found at https://www.dhs.wisconsin.gov/covid-19/county.htm.

A visual dashboard of outbreaks at the local level can be found at: https://www.dhs.wisconsin.gov/covid-19/cases-map.htm

If you are uncertain about local community health conditions, you can find details about your local public health department, including local contact information, at https://www.dhs.wisconsin.gov/lh-depts/counties.htm.

Assess Library Safety Capacities and Abilities

Are you able to ensure the safety of your staff?

Staff Safety

- Secure the necessary protective supplies needed, such as masks, gloves, disinfectant, hand soap, hand sanitizer, and facial tissue. Be sure to train your staff in the proper use of such items:
    - High risk staff may wish to use extra PPE protections. For higher risk situations, a face shield may be worn with a mask.
    - Face masks and cloth face coverings may be required of staff (but should be recommended for the public).
    - Gloves should be used only for specific handling functions such as processing the book drop.
        - Contaminated gloves offer no protection if touching face with gloved hands.
        - Gloves must be removed in a specific way in order to prevent contamination.
        - Hands must be washed after removing gloves.
- Encourage good hygiene practices:
    - Wash hands with soap and water or use hand sanitizer, especially after touching frequently used items or surfaces.
    - Avoid touching your face.
    - Sneeze or cough into a tissue and dispose of it in the trash.

    - Disinfect frequently used items and surfaces as much as possible.
    - Strongly consider using cloth face coverings while in public, and particularly when using mass transit.
- Be a responsible employer:
    - Use federal, state, and local regulations and guidance, informed by best practices and the Wisconsin Economic Development Corporation reopening guidelines, to develop and implement appropriate policies regarding:
        - Physical distancing and protective equipment
        - Temperature checks and symptom screening. Keep in mind that not all COVID cases present with a fever, and carriers may be asymptomatic. Other conditions may also cause fever.
        - Sanitation
        - Use and disinfection of common and high-traffic areas
        - Business travel
    - Do not allow symptomatic people to work. Send them home if they arrive at work and do not allow them to return until cleared by a medical provider.
    - Limit staff use of shared spaces such as breakrooms; address the use of open workrooms and areas and designate specific workspaces to specific employees to reduce exposure.
    - Consider scheduling models that group staff to ensure that illness in one group cannot spread to other groups.
    - Consider scheduling shelving and other non-public service tasks during hours when the library is not open to the public.
    - Develop a plan for accommodating/handling staff who refuse to use protective equipment such as face coverings. They may need to be assigned tasks that do not interact with the public.
- Anticipate resource needs as services are restored.

Staff Support and Preparation

- Continue to assess hiring needs as services are modified and restored. High risk staff may not be able to serve in public capacities so additional staff may be needed, but try to limit staff to the minimum number needed to provide a service, particularly regarding public service.
- Prepare talking points for staff to communicate why these measures are in place, as well as language about refusing access to those presenting symptoms.
- Prepare staff for how to handle potential conflicts between customers regarding social distancing, and train them in how to handle patrons who do not abide by safety protocols. Include de-escalation training.
- Consider adding or reassigning existing staff to address increased needs in security, behavior monitoring, and/or counting.
- Be sure that all staff understand and/or are trained in:
    - Procedures for each service the library offers

    - Materials quarantine techniques
    - Proper cleaning and disinfecting practices for hard and high touch surfaces (at a minimum)

Are you able to set up and maintain your facility to be safe for staff and patrons?

Each library will need to determine its level of service based upon its ability to abide by such safety protocols as staff capacity, personal protective supplies, and ability to maintain proper distancing. As a result, the library may need to adapt by instituting such service models as a staff-monitored approach to serving the public (such as having a staff member count the number of people in the building), an appointments only service model, or a "take a number" system, in which one person can only enter as another leaves.

Cleaning

- Use CDC guidance for Cleaning and Disinfecting Your Facility. While it is generally considered best practice to increase cleaning, the frequency of cleaning and disinfecting must be determined at the local level, based on CDC and OSHA guidelines. This link includes what to do if an employee gets sick after returning to the workplace.
- Increase custodial services as more people are allowed to enter the library. Be sure to communicate about cleaning expectations.
- Utilize CDC guidance for employers for other useful information, including how to maintain a healthy work environment, reducing transmission, and a workplace decision tool.

Entryway(s)

- Post signage on the front door letting customers know about changes to your policies and instructing them to stay away if they are experiencing COVID-like symptoms.
- Install sanitizing stations (with hand sanitizer that is at least 60% alcohol) at the entrance to your business and encourage patrons to use them.
- Tape off areas outside the entrance to reinforce social distancing for those waiting to enter.
- When a library has only one entrance/exit, consider designating IN and OUT door(s).
- When a library has multiple entrance/exit locations, consider designating the different entrance locations as IN or OUT doors. (Example: the East entrance is IN only; the West entrance is OUT only. Consider exceptions for those with disabilities or mobility issues.)
- Provide ample signage and directional tape to encourage one-way traffic patterns.

Spacing

- Consider offering contactless transactions whenever possible.
    - Consider suspending fines to minimize touching cash.
    - When exchanging items, do not touch your face afterward. Ask customers to place items on the counter rather than directly into your hand. Clean the counter after each patron at checkout and use hand sanitizer between transactions.
    - Consider having patrons scan and bag their own material (or hold it while staff scans).
- Modify service desks and access points:
    - Ensure that the layout of service points allow for social distancing, including space between employees and patrons.
    - Consider adding clear barrier protection.
    - Train staff to use hand sanitizer immediately prior to handling a patron's library card and have it available for patron use as well.
    - Remove brochures and other physical materials from common areas; provide on an as-needed basis.
    - Consider any reasonable accommodations necessary for individuals with disabilities (those hard of hearing may have difficulty with protective screens and being served by someone wearing a mask; plan for such encounters).
- Space computers out, increase the number of laptops, and begin preparing for job seekers.
- Remove most seating from the public space to discourage close contact. If this is not possible, space seating to ensure distancing requirements or put signs on seating if they are not to be used. (Consider using closed meeting rooms for furniture storage, as a possible option.)
- Add service line spacing guides (tape lines six feet apart on the floor, as done in stores) and walking paths to encourage one-way traffic flow and minimize interactions; cordon off collections or restricted areas.
- When you begin to allow collection browsing, consider placing well-labeled drop-off bins throughout the stacks. Include these items in your materials quarantine process.
- When computers become available to the public, make sure that the seating is spaced out enough to encourage social distancing.
    - If possible, separate computer workstations with protective barriers. Shower liners are inexpensive and washable.
    - Allow extra time between bookings for proper sanitation of high touch areas of the computer, keyboard, mouse, and barrier.
    - Consider disposable keyboard covers that are changed between uses.

Restricting/Limiting

- Determine which restrooms-- if any-- are available to the public. **Be sure to get local guidance from the municipality before closing public restrooms**. If closing restrooms is an

option, place a sign on the doors indicating that the library lacks the capacity to clean restrooms with the frequency required to provide a safe environment.
- Disable or block public drinking fountains from use.
- Limit or remove shared items from common-use areas:
    - Toys and other manipulatives
    - Headsets and other shared equipment that are not easily disinfected
    - Writing utensils, brochures, etc.

Other Facility Concerns

Frequently clean and sanitize **touchpoints** in all common areas. These include, but are not limited to: tables, desks, door handles, light switches, elevator call buttons, phones, and public restrooms (soap dispensers, faucets, handles, flushers).

Provide hand sanitizer at key locations and near **shared equipment:**

- Self checks
- Printers
- Copiers
- Computers
- Online catalogs

Modify **inside air** as much as possible, engineering controls to increase ventilation rates. Increase the percentage of outdoor air that circulates into the system. Workplaces should review guidance from the American Society of Heating, Refrigerating and Air-Conditioning Engineers and consult with HVAC professionals when considering ventilation changes to reduce the risk of COVID-19 (see The Risks- Know Them - Avoid Them for more information).

Common-use areas (such as lounge areas, meeting rooms, and child play areas) should be closed to the public if it is not possible to ensure proper social distancing. As services expand, consider reducing the number of tables, chairs, couches, etc., or moving them six feet apart.

Have you developed amended temporary policies, as needed?

As services gradually expand, various policies may need to be amended. This may be done by temporarily amending existing individual policies, or by developing a pandemic policy that supersedes specific details in multiple existing policies, should local conditions warrant such exceptions. Regardless of the approach, these policies should define the duration for which any changes will be in effect, and all must be approved by the library board.

Policies worthy of consideration may include:

Personnel

Personnel policies may be amended as needed to address modifications to routine work and job descriptions. Consider the following when temporarily amending your personnel policy to accommodate COVID-19 issues:

- Adjustments to work environments, such as teleworking.
- Accommodations for staff in high risk situations (either staff or family).
    - Limit or eliminate patron interaction
    - Provide work from home option
- Expectations regarding employee protective measures, such as social distancing, use of personal protective equipment (PPE) and cloth face coverings, temperature monitoring, etc.
- A protocol for addressing employee sickness and/or COVID exposure. This may include increased flexibility in using sick time, waiving "doctor's note" requirements (due to healthcare capacity issues), and clear details as to when an individual may return to work.

Consult with your local human resources or municipal attorney for additional guidance.

Circulation/Services

A circulation policy might include such temporary amendments:

- Reduced hours when the library is open to the public, to allow for more thorough cleaning, quarantining, and shelving; it also helps to limit exposure.
- Reduced hours for returning materials and accessing book drops.
- Dedicated hours for individuals (preferably at the beginning of the day, when the facility is at its cleanest).
- List of services available by appointment only. This may include computer use for job and government benefits seeking, but may also include other services, such as take-out materials orders.
    - Consider in your plan that not all people have access to phones and computers to make appointments, especially at this time.
- Time limits to remain in the library. Encourage brief and purposeful visits-- reducing conveniences that encourage lingering/browsing will help enforce this.
- Continuation of alternative services, to help mitigate the demand for in-person services:
    - Robust virtual programs and services
    - Curbside service
    - Books by Mail
    - Contactless home delivery
    - Bookmobile service
    - Take-out materials orders

Patron Behavior

An amended behavior policy might add certain restrictions on behavior that would otherwise be acceptable, or at least tolerated. Examples include observing social distancing rules, covering face when coughing or sneezing, and following traffic patterns and avoiding restricted areas. While these "misbehaviors" might be temporary, the penalty may not be different than for any infraction. Include clear language that anyone not adhering to the safety precautions outlined in the procedure may be asked to leave.

Sample language of an amended behavior policy:

Safety of our patrons and staff is our number one priority. Anyone not following established safe policies set forth may be asked to leave the facility. If you or any person in your household is not feeling well, please remain home for the safety of everyone.

- *Six feet social distancing must be maintained with anyone who is not a member of your household.*
- *Only "X" persons from the same household may enter together.*
- *Prolonged socializing is not permitted at this time.*
- *We will operate at a reduced capacity to comply with social distancing requirements.*
- *Restrictive tape or barriers of any kind may not be removed to accommodate access.*
- *A face covering is highly encouraged for anyone over the age of 2, unless a medical condition prevents its use.*

Privacy Implications

Any documents created by the library in response to policy, procedural, or documentational changes are public records and, therefore, are subject to Wis. Stat. Sec. 43.30 and the library's records retention procedures. For example, if the library opens by appointment only, those records are subject to s. 43.30 and records retention.

Step 2 - Determine level of access to the library and services based on safety readiness

Based on a library's safety assessments, a library can use the following information to guide the development of its reopening plan. Only the local public library has the authority to determine what, if any, level of service it will provide.

Occupancy

How can the library determine how many people it can safely allow in the building or different spaces in the library at one time?

Libraries should consider a slow and deliberate approach to reopening; as such, occupancy may be adjusted to ensure adequate social distancing and the risk of exposure. To safely do so, library administration should consider the following:

- Local conditions, such as gating criteria and health department guidance, should be used to determine the appropriate level of occupancy for the library.
- Reduced occupancy is only one aspect of safety, and should be used in accordance with **other safety protocols**, such as social distancing, use of personal protective equipment, cleaning and disinfecting protocols, and staff capacity.
- Staffing levels (FTE) should be considered when determining the best approach to monitoring occupancy. For example, libraries that are generally understaffed may not be able to dedicate staff to counting patrons at the door; in this case, service by appointment may be more efficient. To help determine this, refer to Wisconsin Public Library Standards, Appendix A (or B), page 27, and calculate FTE per 1,000 population. Libraries that fall below the Tier 2 value may wish to consider alternative approaches to dedicated staff door counters. Such alternatives might be service by appointment (allowing walk-ups for those who do not have access to a phone or computer), "take a number" options, or utilization of healthy volunteers.
- Large libraries should strongly consider starting at a lower capacity and increasing occupancy more gradually, as their facilities are inherently more difficult to monitor from an occupancy standpoint, and the risk of significant exposure is greater than in smaller facilities with greater visibility.

An occupancy calculator has been developed to assist Wisconsin public libraries to determine for themselves an acceptable number of patrons to occupy their public spaces at any given time. The calculator uses International Fire Code Section 1004 guidelines on maximum occupancy (an allowance of 60sqft per person), and then calculates the square footage of public space based on your input. Percentages of reduced occupancy are then calculated from the public space value, based on the widely accepted percentages recommended for retail and public spaces.

To use the calculator, perform the following steps:

1. Access the Occupancy Calculator spreadsheet. **This document is set to view only; you must make a copy of it for your own use.**
2. Find your library's square footage on the Total SQFT tab, if needed (Source: 2019 annual report). Branch locations are not on this spreadsheet.

3. If you know the approximate square footage of your restricted spaces, go to Tab 2 (SQFT). If you do not know the square footage, go to Tab 3 (Percent).
4. Enter the total square footage of your library (or the space you are calculating occupancy for) in the space provided.
5. Answer the questions on rows 3-5 in either square footage or percent, depending on the tab you have chosen to use.
6. The spreadsheet will automatically calculate the number of people who can occupy your public space at all three levels (10%, 25%, and 50%).

NOTE: Libraries may also use the Occupancy Calculator to determine capacity for well-defined areas/zones within the library, such as individual rooms, floors, or departments. When calculating occupancy for such spaces, use the total square of that space instead of the total square footage of the library, and then enter the square footage (or percent) of the space that is inaccessible to the public.

To manually calculate reduced occupancy, use the following three-part formula:

Total Square Footage - Sqft of Inaccessible Spaces = Public Space

Public Space / 60 = Maximum Occupancy of Public Space

Maximum Occupancy of Public Space X Percent Occupancy (0.10, 0.25, or 0.50) = Reduced Occupancy

Generally, libraries may choose to begin at 25% occupancy, based on the factors detailed at the beginning of this section. Large libraries, libraries in communities with a higher number of positive cases or trending upward in the number of cases, or those with recent outbreaks may choose to use 10% occupancy. Libraries in communities with little to no COVID-19 activity (some states have recommended those with fewer than 5 cases) may increase capacity to 50% occupancy. Look to your local health department and municipal officials for guidance when making this decision.

See the FAQ section to determine whether staff are to be included in your occupancy count.

Service Levels

Overview

By continually assessing library safety capacities and readiness, including establishing reduced occupancy limits for the library, a library establishes a framework to help guide the decisions about what level of services a library is able to provide in a safe manner. As part of this continual assessment mindset, a library will need to regularly consider new or temporary procedures for providing services.

- Determine what temporary procedures are needed for services not typically offered. Examples may include curbside service, take-out materials orders, virtual reference/readers advisory, and distanced computer assistance in early phases of reopening, but other procedures may need to be modified as services are restored.
- Consider variables out of your control. Even if your library is ready to reopen, other libraries or other partner organizations may still be in suspended-service mode, including: vendors, suppliers, schools, small businesses, and courier services. Consider how your library operations may be impacted and adapt procedures accordingly.

What health and safety information should be considered to safely handle library materials?

General Physical Materials Handling Information

Materials handling is a complex issue due to the potential for transmission and the need to handle different types of materials differently. In addition, some level of uncertainty exists in the amount of time necessary to quarantine materials, pending results of IMLS funded, library-specific research that is currently underway. Thus far, different lengths of time have been suggested for quarantining materials. For example, according to research by the National Institutes of Health, the virus that causes COVID-19 can last up to three days on plastic, and for a lesser amount of time on cardboard and other materials. Other research studies have also noted that the virus may live as long as up to seven days on some materials, such as the Lancet Study.

In light of this, the public library systems have determined that a quarantine of at least three days may be the most effective method of disinfecting library materials at this time. Library staff should have as little contact with materials as possible before quarantine is completed, and should wear appropriate Personal Protective Equipment (PPE) when handling unquarantined materials if possible. These are minimum recommended practices; local libraries and systems may choose to extend quarantine times based on capacity, comfort level, etc.

Quarantine research results will be shared as information becomes available.

Return of Materials to the Library by Patrons

Patrons should deposit materials in a well-marked, controlled receptacle to ensure proper materials handling. A controlled receptacle may be a book drop, wagon, or box. Having a designated and well-marked location for returns reduces the risk of contagion due to inconsistent handling. Returned items may then be quarantined.

Quarantine of Library Materials - Procedure

- Place all returned materials in some type of container that can be closed, if possible. If this is not possible, place items onto book carts and put filled carts in a designated quarantine area.
- Place tags on containers or carts to indicate the date the containers or carts were placed in the quarantine area. Container options could include:
    - Book drop bins
    - Cardboard boxes
    - Refuse/recycling containers - one library partnered with their city to use municipal containers of this type
    - Garbage cans with lids (clean/new)
- Establish a quarantine area for materials and train staff to avoid contact. Some libraries have designated their unused meeting and study rooms as quarantine areas; others are using their closed off stacks.
- Quarantine all materials for a minimum of 72 hours (3 days). Use some kind of system to seal, if possible, and date containers or whatever is being used to store items in quarantine.
- Follow recommended safety protocols when handling materials.
    - Instruct staff should regularly and frequently wash their hands.
    - If gloves are required to remove unquarantined materials from book drops, staff should be trained in their proper removal and instructed to wash hands afterward.
        - The use of gloves may serve as a reminder and deterrent to avoid touching one's face, which can help reduce exposure. However, They may also give a false sense of security that could lead to increased face touching. Consider these resources when making your decision.
            - https://health.clevelandclinic.org/why-you-shouldnt-wear-gloves-to-the-grocery-store/
            - https://pubmed.ncbi.nlm.nih.gov/20828485/
        - Libraries may wish to research options about the best types of gloves to purchase for staff use, if you choose to use them.
    - Ensure distancing between co-workers of at least six feet, ideally with separate workstations when processing returned materials.

New Materials Acquisitions

- Establish a quarantine area for your incoming materials from vendors and ensure staff know where it is located to avoid contact. Quarantine for 72 hours.
- Unbox materials from your shipment. Place items on the cart. You can wear gloves to do this, but whether you do or don't, you should wash your hands immediately afterward.
- Recycle or throw away the cardboard box. Since the virus can live on cardboard for up to 24 hours, staff emptying recycle bins or trash cans should take precaution and wear gloves and/or wash hands afterward when handling collection and disposal.

- Process them as normal, after quarantine is complete.

If our library decides it can circulate materials to patrons, what are options we may consider to do so safely?

Suspension of Physical Materials Circulation

A library may choose that, in the interest of staff and community safety, it is best to not lend physical materials to patrons or accept the return of materials from patrons until it is considered a safe option. If a library chooses to suspend circulation, it may:

- Work with its library system to change ILS settings as needed per the library system's specific ILS platform.
- Lock or restrict exterior book drops if possible.
- Communicate with the community about the library's decision and promote services that are available beyond materials lending.

Curbside Pickup

When offering curbside pick-up of books and other library materials:

- Ensure proper distancing of staff when processing materials.
- If feasible, have patrons schedule their pick-up time to control the workload for staff and vehicle traffic flow. If this is difficult for a library to do, consider providing a number patrons can call or text from their vehicles when they arrive at the library to pick up their materials.
- Place items in a predetermined location; patrons may pick up materials after staff is at least six feet away to ensure social distancing.
- Nontraditional items may also be considered for pick-up: computer printouts, special collection items that can be disinfected (cake pans, etc.), hotspots, laptops (if policy allows and disinfection is possible), and others.
- Patrons picking up materials may show a library card or ID; this can be done through a car window or glass library door.
- Materials may be bagged and labeled with the library card number to ensure privacy.
- Staff should be discouraged from accepting returns when delivering materials curbside when possible. Instruct patrons to place returns in a designated controlled receptacle (such as a book drop, wagon, box) to ensure that proper materials handling guidelines are followed.
- If staff are permitted to accept returns when delivering materials curbside, they should only do so if outfitted with the proper personal protective equipment, and should place

returns in the controlled receptacle to ensure that proper materials handling guidelines are followed.
- Materials available for lending may depend on availability of titles in your library's own collection, your library system's capacity to offer delivery, ILS activity, etc.

Books by Mail

- In a Books by Mail program, the materials placed on hold would then be mailed to the patron rather than picked up.
- This may be a valued option for those who are at higher risk for developing more serious complications from COVID-19 illness.
- Be advised that, while some patrons may qualify for a "Free Matter for the Blind and Other Physically Handicapped Persons" program, offering Books by Mail to non-qualifying individuals may be cost-prohibitive to your library.
- No fees may be charged for this service and proper quarantine of materials prior to mailing and upon receipt is necessary.

Home Delivery

Home delivery of books and other materials may be offered, based on the ability to abide by public health protocols for staff and patrons. Consideration should be given to whether:

- sufficient staff or trained volunteers are available to restart home delivery;
- protocols are in place to assure the person delivering uses protective equipment and both the person receiving and person delivering can maintain social distancing;
- appointments are used to assure sufficient staffing;
- collaborations/partnerships are possible with other community organizations that already have delivery services in place (e.g. meal deliveries).

Circulation Inside of the Library

As services expand, libraries will open the library building to the public with reduced or full occupancy, based on local health conditions and guidance. However, libraries may continue to provide contactless and reduced-contact services, such as curbside service, books by mail, and home delivery, as an enhanced service. This may be of particular importance to those individuals who need to take extra precautions.

What do systems and member libraries need to consider to safely have delivery happening between libraries?

This section relates the process of incrementally increasing or decreasing resource sharing within systems and statewide. Please note that "resource sharing" refers to the movement of materials between libraries.

Also, libraries must understand that **local delivery that libraries receive from their system is different from the statewide delivery network that connects the headquarters of the 16 systems.** The following definitions are intended to help with this differentiation.

- **Intra-ILS resource sharing and System Delivery** refers to resource sharing among libraries on the same ILS involving only local delivery provided by a library system to its member libraries. Each library system, in coordination with its members, is responsible for deciding what level of delivery it will provide as it restarts its services and to what extent it turns on the "spigot" of ILS holds.
- **Interlibrary loan (ILL) and Statewide Delivery** refers to resource sharing involving libraries on different ILS platforms where materials are shipped through the statewide delivery service or mail for delivery to out-of-state lenders.

Delivery Quarantining methodology

The library system delivery managers have agreed to the following two conditions related to quarantining bin/totes through delivery:

1. In the delivery supply chain, the quarantining period begins when a bin/tote has been filled and sealed. When a bin is opened to be sorted or processed, the items within it are considered unquarantined.
2. The quarantine time for sealed bins/totes is a minimum of 72 hours. Common practice is to seal the bin/tote with tape/sticker and write the date and time on the tape/sticker indicating when the bin/tote was sealed. This allows the receiver of the bin/tote to be assured that the quarantine has been completed.

System delivery services and member libraries should come to an agreement upon when the quarantine process occurs in the delivery supply chain, and develop a clear procedure that reduces confusion about whether quarantine is complete. (See the example of using tape/sticker above; if a bin/tote does not have a date on it, or the tape/sticker seal has been broken, the receiver of the tote should assume that quarantine was not fulfilled and should begin a quarantine of 72 hours.)

Delivery exchanges at libraries

- Library staff are encouraged to vacate the delivery exchange area if staff are present when deliveries are made. Drivers maintain a six-foot distance from others or wait until people clear their pathway inside.
- Drivers wear masks when entering and exiting libraries.
- Library staff clean door handles and any other surfaces touched by the delivery driver after the driver leaves.

Enroute procedures for delivery drivers

- Drivers sanitize their hands before and after every delivery (gloves are optional and come with guidelines for proper use and disposal), including disinfecting hands (wipes or sanitizer) before entering the cab of the van to reduce the amount of interior van cleaning required during the delivery route.
- Drivers log where they have been, noting approximate times, to facilitate contact tracing. This could include documenting any unusual encounters or concerns during the route to assist in additional training considerations for staff.
- If a driver is concerned about their safety for any reason, allow them to contact system/delivery management staff to discuss. It may be necessary to discontinue a delivery attempt if safety cannot be satisfactorily guaranteed.

Sorting and scheduling at system delivery hubs

- Where possible, utilize currently unused office areas or meeting rooms to provide additional social distancing for delivery sorting.
- Sorting staff should practice social distancing and wear masks when encountering other staff.
- If multiple sorters are working at the same time, have the same staff work with each other each day, as much as possible. For example, if you have three equal sized groups, they can be assigned to work in two separate shifts, while the third group is idle and would rotate weekly. This can be done a number of different ways. The goal is to keep groups the same in order to protect staff from sustained exposure; as a good means of contact tracing; and to suppress outbreak potential from the entire staff.
- Stagger delivery route start and end times farther apart to reduce numbers of staff present at one time.

Coordination between System Delivery and ILS

The resumption of filling non-local holds should be done in coordination with the system delivery service and member library capacities, to handle the volume flowing through delivery safely.

A great example is the SHARE Consortium (Arrowhead, Kenosha County, and Lakeshores Library Systems) COVID Delivery Plan. This plan details incremental steps for increasing the materials patrons can place holds on while also slowly increasing delivery frequency. Each step to move to a new phase of holds allowances and delivery frequency is based on successfully meeting gating criteria to help with decision making about whether to proceed to a higher level of service or to reduce service should conditions warrant.

What information is there about the resumption of statewide resource sharing via ILL/WISCAT and statewide delivery?

The resumption of regular statewide delivery and ILL/WISCAT services will be a collaborative decision between statewide delivery providers and WISCAT staff. In the meantime, the following information is provided to help libraries understand the current status of statewide resource sharing.

- WISCAT requests should not be placed for physical materials until WISCAT staff communicate that libraries can begin submitting requests as this is dependent upon the resumption of regular statewide delivery service.
- It is still possible to place requests for nonreturnables such as articles.
- Some libraries have received ILL materials prior to the shutdown that are now overdue, but have not yet been loaned out to patrons. Libraries in this situation may wish to contact the lender for information on how they would like the material handled.
- While requests for physical materials should NOT be sent through WISCAT at this time due to statewide delivery being suspended, DPI recognizes that if local delivery is again operational, without use of WISCAT, some libraries may not have a means of borrowing/lending with nearby libraries on their local delivery route if they are not part of the same shared ILS. WISCAT libraries in this situation are encouraged to contact the WISCAT team at dpirllill@dpi.wi.gov to discuss options.
- WISCAT staff and statewide delivery coordinators are meeting each week to determine when statewide delivery will resume to support interlibrary loan.
- WISCAT staff will send weekly updates to WISCAT users with information about the status of statewide delivery and WISCAT requesting and lending.

What service options should libraries consider to safely provide access to technology, training, programming, etc.?

When considering expanding services, a library may consider creative ways to utilize spaces and accommodate families:

- Allow same-household groups to “reserve” a common-use area for a set amount of time.

- Utilize common areas in alternative ways (i.e. Unemployment training, etc.) if able to do so while maintaining social distancing.

WiFi/Internet Access

Internet access is critical, particularly at times of economic uncertainty. The following are options for libraries to adapt and enhance methods for providing this access.

- Outside of the library access:
    - Libraries are strongly encouraged to boost wireless signals, provide additional points of access, and keep WiFi active 24/7 for community members to connect outside of the building.
    - Circulate hotspots, laptops, and smart devices whenever possible.
- Inside the library access:
    - You may consider prioritizing the needs of individuals who need to take extra precautions for access and/or time limits.
    - Access to public computers in the library may be offered as long as social distancing requirements are met.
    - Increased cleaning of public computers, following CDC guidelines (see electronics section of that page) or manufacturer specifications, is recommended.
    - Patron privacy, including the reason they need a computer, must be respected at all times.
    - In-house lending of internet-accessible devices (e.g. laptops, tablets) is recommended to facilitate social distancing.

Technology Training and Assistance

In-person technology training and assistance can be delivered as long as social distancing requirements are met, including wearing masks and not sharing keyboards and mice. Service options also include:

- Providing virtual training and assistance, assistance over the phone, or via email, webforms, and chat.
- You may consider prioritizing the needs of individuals who need to take extra precautions for access and/or time limits.
- Consider offering appointments for technology training and assistance.

Bookmobile services

If providing bookmobile services, the following are considerations of best practices:

- Consider only having one person--the driver-- permitted to travel inside the cab of the bookmobile; any additional staff would travel separately.

- Consider individuals who need to take extra precautions when planning your service routes.
- Bookmobiles may be used for curbside pickups and limited services if all social distancing, occupancy, and gathering recommendations are met.
- *Bookmobiles are encouraged to offer WIFI.*

Outreach visits

Libraries may choose to offer outreach visits based on the ability to abide by public health protocols for staff and outreach site patrons. This may involve:

- provision of virtual outreach programs, whether streamed live or recorded;
- working with administrators of facilities and organizations that work with individuals who need to take extra precautions (i.e. assisted living; daycare centers; shelters) to develop safe service models;
- consideration of staff capacity to deliver this service;
- and consideration of prioritizing the needs of individuals who need to take extra precautions when planning outreach visits.

Remote programming

The safest option for library programming continues to be remote programming-- programming that is conducted without library staff/volunteers and the public in the same physical space at the same time. Examples include:

- Grab & Go: It is recommended that disposable materials are provided, and not expected to be returned. Grab & Go materials should also be available via home delivery (if providing) or by post (if possible).
- Self-Directed Activities: Activities that encourage reading, learning, and recording activity on one's own. This may involve using a virtual reading challenge platform, or paper challenge sheets or reading logs that are returned to the library.
- Around Town Programming: Programs that can be done independently outside the home, without encouraging social interactions, such as library-created scavenger hunts or library-sponsored StoryWalks.
- Offline or Screen-Free Programming: Programs that can be done independently and without internet access. This might include any of the activities listed above, in addition to postal correspondence activities or activities like trivia questions, I Spy posters, or interactive displays in a library window or the door that encourage families to engage in activities on their own. It is recommended to provide some programming that does not rely on internet connection for the sake of equity and desire for limiting screen time.
- Virtual Programs: Programs that can be conducted online, streamed live, and/or recorded such as a book club with online meetings, virtual storytime, or streamed performance by a musician.

- Community Event Tech Support: Support community meetings or events by hosting via the library's online meeting platforms, providing technical assistance, and/or supplying equipment, if able.

In-person programming

Providing in-person programming inside the library requires thoughtful consideration by the library about its ability to do so safely. If a library does decide to provide in-person programming, the following criteria should be considered:

- The ability to do in-person programming within a library space according to a library's capacity to do so with social distancing and within the library's occupancy calculations.
- Offer outdoor activities whenever possible, where internal air is not circulating.
- Staff training in all aspects of social distancing protocol for themselves and others. Consider how expectations will be communicated to patrons, and how they will be enforced. In particular, be cognizant of how some age groups may have a harder time adhering to rules (e.g. toddlers, teens).
- Require registration in numerous formats (phone, email, online form, paper) for the following reasons:
    - Registration helps communicate safety protocols, including behavior expectations (e.g. smiles and high-fives from afar--no hugging).
    - Registration helps ensure that capacity is not breached.
    - Registration helps manage potentially higher than normal program attendance (people might be coming out of the woodwork).
    - Registration may help with contact tracing, if necessary.

Step 3 - Board and Communication Considerations

Library Board Meetings

How can the library board meet safely and legally to provide leadership and make decisions necessary for the library to be flexible and responsive to changing circumstances?

The library board may resume meeting in-person if they can comply with social distancing requirements and open meetings law. Such compliance includes allowing the public to monitor the

meeting in real time. If virtual meetings have been successful, then continuing them may be the easier path. Libraries should contact their public library system staff or municipality for guidance.

Messaging

What are practices we should be considering to communicate with various stakeholders in our library and community?

Libraries should keep communication channels open between the public, municipalities, library board, director, and staff and coordinate expectations as much as possible. The following are sample messages libraries can use to help with their communications.

Sample Message to the Public

Dear Library Friends,

The _____ Library may look quiet on the outside, but we are as busy as ever on the inside. Although we are no longer functioning with limits from Executive Orders, COVID-19 still is around. As we care about our library patrons and staff, we continue to take safety precautions. As we begin to re-open to the public, our plans and procedures are being informed by guidelines of county, state, and national health organizations, the (your municipality), and by the availability of adequate safety and cleaning supplies for conducting business in a way that protects patrons and staff.

Keep watching our website and social media for updates on the services we are offering and our reopening plans. As always, we are happy to provide _____, _____, ebooks through OverDrive & Libby, and more from our website (_____), and help for jobseekers through LearningExpress Job & Career Accelerator at badgerlink.dpi.wi.gov.

We love our library people and just can't wait to see you!

Stay safe,

Library Director

Sample Message to Decision Makers

Dear _____,

In past times of hardship, libraries have been the place people rely on to get them through. With this unprecedented health crisis, the _____ Library is needed now more than ever. Since the beginning of the Safer At Home Order, library staff have been working harder than ever behind the scenes to provide the public with the services they rely upon, in virtual form. Our library has been assisting the public with a myriad of requests, from health and government

information, to storytimes and homework help, to job assistance. We have been here every step of the way to help support and enrich the lives of (your municipality) residents.

As the (your municipality) reopens, please know that the _____ Library is working diligently to open its building safely, with regards to personal protective equipment, safe materials handling, and social distancing. We are also working on logistics on how to serve the great number of residents that will need assistance with job searching, small business resources, and assistance with various state and federal aid applications.

Here is what we have planned for our reopening:

(Dates and examples of levels of service that will resonate with decision makers)

Thank you for all of the support and investment in the _____ Library.

Sincerely,

Library Director/Library Board

Talking Points for Library Staff

- Staff and patron safety are our primary consideration at this time; all modifications to typical library services are necessary to protect our community and are guided by your local health department, DHS, and CDC safety protocols.
- Materials sharing, holds, ILL, and regional and statewide delivery are very complex, interconnected processes. Each of these moving pieces may be enacted at a different time. Just be aware that we are evaluating these important services on a weekly basis and will resume each of them when it is safe.
- All materials are quarantined for a minimum of 72 hours.
- We are doing our best to restore services. We will do so gradually, when it is safe for everyone.
- Some services may take longer to resume than others, based on the risk of exposure and the capacity of staff to mitigate the risk. In the meantime, we are offering _____.

FAQ

Are staff included in my occupancy calculation?

Yes and no. If your staff are in your public spaces, monitoring behavior and assisting patrons, then yes, they do. If your staff are only occupying spaces that you stated were inaccessible in your calculation, then no, they don't. Generally, though, if you have other criteria based on local input, such as a maximum number of people in a gathering, then staff will count in that number. The

Occupancy Calculator is not a hard, or defensible, number; it is just a way for libraries to determine a reasonable number of people to serve, within the context of local circumstances.

What is a traceable close contact if someone at the library tests positive?

Close contact is defined by DHS as being within approximately six feet (two meters) of a COVID-19 case for a prolonged period of time (usually 10-15 minutes) while they were symptomatic or in the two days prior to symptom onset.

Why is there a delay in receiving/processing/need to quarantine materials?

Because items in libraries are borrowed and then returned to the library, there is an added layer of precaution and procedure needed. Libraries plan to create best practices based on upcoming results of research being conducted on the federal level by the Institute of Museum and Library Services, regarding the virus's viability on library materials.

Can I require face coverings?

The CDC recommends wearing cloth face coverings in public settings, especially in areas of significant community transmission. A cloth face covering does not protect the wearer from viruses, but it may prevent the spread of viruses from the wearer to other people. Cloth face coverings do not filter the air and can still be a source of contamination if not used properly. Cloth face coverings are not PPE and are not appropriate substitutes where masks or respirators are required.

Libraries can choose to not address mask wearing at all, strongly recommend the wearing of masks, or consider a policy requiring patrons to wear a mask. This is a local decision; consult the municipality and/or municipal attorney for guidance.

If you strongly recommend or require the wearing of a mask, you may want to consider having disposable (or take home) masks available for those who do not have one. These could be provided freely or by request.

You will also want to be sure your signage makes this clear and contains the following language:

Any individual who is over the age of 2 years and able to medically tolerate a face-covering shall be required (or encouraged) to cover their nose and mouth with a mask or cloth face covering when in a public place where social distancing is difficult to maintain. Anyone not wearing a face covering is expected to maintain social distancing at all times.

Provide adequate touchless trash receptacles for disposing of used masks.

(More FAQ to Follow)

Sources

WASHINGTON OZAUKEE
PUBLIC HEALTH DEPARTMENT

Kirsten Johnson, MPH, CPH, CHES
Health Officer/Director

For Immediate Release
June 17, 2020

Contact: 262-284-8170
covid19@washozwi.gov

New Data Prompts Updated Guidance in Washington and Ozaukee Counties

Washington & Ozaukee Counties, WI – On Monday, the Wisconsin Department of Health Services (DHS) announced new data are available to all local and tribal health departments statewide. This data allows health departments to provide greater detail on their local dashboards on the number of cases in each county, the trajectory of cases, and current severity. This week's data shows the trajectory of cases in Ozaukee County is flat, without large decreases or increases in case numbers, and puts Ozaukee County in the moderate category for current severity or burden. Washington County remains in the moderately high category for case severity; however, the overall number of cases has decreased. The Washington Ozaukee Public Health Department will update the data on their website weekly.

Because Washington and Ozaukee Counties' data has shown improvement in the severity, burden and trajectory of the COVID-19 virus, the Washington Ozaukee Public Health Department has updated their recommendations.

Effective immediately, the Order of the Health Officer: Immediate Lockdown of All Long-Term Care Facilities, dated May 18, 2020 is lifted and no longer in effect. In addition, the capacity guidelines for businesses and gatherings have been increased.

In March, Kirsten Johnson issued Orders to "lock-down" all long-term care facilities, including nursing homes, assisted living facilities, and memory care facilities, and limit all in-person and non-essential outside visitation to protect the most vulnerable in our community. These guidelines mirror requirements of the Centers for Medicare and Medicaid Services (CMS), with which long-term care facilities licensed through CMS must abide. A second order required all staffing agencies or similar businesses, including health care providers who provide staff at long-term care facilities in Washington and Ozaukee Counties, to disclose to the facility whether assigned staff have been exposed to COVID-19. Additionally, all individuals who obtain employment at long-term care facilities or who provide health care or similar services in long-term care facilities were required to disclose to their employer(s) if they are working in more than one long-term care facility in these counties. Finally, under this Order, PPE was required to be worn by employees that transport residents of long-term care facilities, and all vehicles were required to be cleaned each day. The Washington Ozaukee Public Health Department still strongly recommends these protective approaches to be considered by long-term care facilities when reviewing their own policies. Facilities should look to guidance provided by CMS, DHS, and their own legal counsel.

(Continue to page 2)

WASHINGTON OZAUKEE
PUBLIC HEALTH DEPARTMENT

Kirsten Johnson, MPH, CPH, CHES
Health Officer/Director

Recommendations for Reopening – June 17, 2020

CATEGORY	CAPACITY	ADDITIONAL GUIDANCE
Entertainment *Festivals, Carnivals, Fairs, Concerts, Parades*	50%	➔ Practice physical distancing. ➔ Wear cloth face masks in spaces where physical distancing is difficult. ➔ Wash hands with soap and water or use hand sanitizer. ➔ Clean and disinfect often per CDC guidelines. ➔ Post signage to promote physical distancing and the use of facemasks. ➔ **If you have any symptoms of COVID-19 stay home and contact your healthcare provider.**
Food Service *Restaurants, Coffee Shops, Bars*	75%	
Indoor Recreation *Arcades, Bowling Alleys, Skating Rinks*	50%	
Large Venues *Theaters, Sporting Venues, Museums, Marinas, Zoos*	50%	
Outdoor Recreation *Amusement Parks, Waterparks, Pools*	50%	
Retail – Large *Department Stores, Malls, Arts & Craft Stores*	75%	
Retail – Small *Bookstores, Boutiques, Consignment, CBD, Tobacco/Vape, Florist & Garden Centers*	75%	
Special Events & Fundraisers *Weddings, Birthday Parties, Funerals, Retirement Parties*	50%	
Wellness & Fitness Facilities *Gyms, Yoga Studios, Martial Arts, Pilates, CrossFit*	50%	

The Blueprint FAQ for Reopening Washington and Ozaukee Counties is a "living" document that will continue to be updated to reflect the most recent guidance. The FAQ, along with the data dashboard can be found at: www.washozwi.gov. Questions pertaining to COVID-19 in Washington and Ozaukee Counties can be e-mailed to COVID19@washozwi.gov.

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Germantown Community Library Board

MEETING DATE: June 24, 2020

PLACEMENT: New Business

AGENDA ITEM(S): XI. A. Library Board Member Contact Information on Website

SUBMITTED BY: Trisha Smith, Library Director

SUMMARY EXPLANATION:

The Germantown Community Library website currently includes the name and date that their term expires for each board member:

Library Board

Per State of Wisconsin Chapter 43, Germantown Community Library Board of Trustees has authority over library funding and expenditures, policies and procedures, and the Library Director. Library Board meetings are typically held on the 4th Wednesday of every month and are open to the public.

Current members are as follows:

- Joyce Nelson, President (Term Expires 7/2023)
- Charlene Brady, Vice President (Term Expires 6/2022)
- Darlene Vosen, Treasurer (Term Expires 6/2022)
- Joletta Kerpan (Term Expires 6/2021)
- Christa Potratz (Term Expires 2021)
- Jolene Pieper, Village Trustee Representative (Term Expires 4/2021)
- Brenda O'Brien, Germantown School District Representative (Term Expires 6/2022)
- Trisha Smith, Library Director

Visit the Village of Germantown website to view monthly meeting agendas and minutes.

I am recommending that the website also include:

- Email address for each board member (will include library email address for general members, village email address for Village of Germantown Trustee Representative, and school email address for Germantown School District Representative)
- Email address & direct phone line for Library Director
- Email address & direct phone line for Assistant Director and wording to submit questions regarding open comments and accommodations.

The reason for this added information is to allow residents of the communities that we serve to contact library board members if they have comments, questions or complaints regarding library services. No contact information is currently available. Email address are currently includes for members of the Village Board, some Village committees, and Library Boards for the majority of area libraries.

Germantown Community Library Board

MEETING DATE: June 24, 2020

PLACEMENT: New Business

AGENDA ITEM(S): XI. B. Results of Virtual & Curbside Program Survey

SUBMITTED BY: Trisha Smith, Library Director

SUMMARY EXPLANATION:

Between May 5 - May 17, 2020, the Germantown Community Library had an online survey available for patrons to express interest in what types of virtual programing and curbside pickup options they would like to see at the library. The survey was a result of library staff wanting to gage interest in these types of programs while in-person library services are limited during COVID-19.

The survey was advertised through the library website, online newsletter and Facebook page. There was also a $15 Target gift card giveaway from those who participated.

There was a total of 226 responses (see attachment).

The highest level of interested in all 4 age groups were services that we will continue to provide throughout the remainder of the summer:

- Continue Curbside Pickup (between 53% - 89%)
- Grab & Go Craft / Activity Kits (between 28% - 54%)

Other areas of interested services that we are now providing include:

- Virtual Storytime (between 20% - 31%)
- Craft / Activity Videos for Teens & Adults (between 20% - 27%)
- Virtual Tech Talks (31%)

The survey also included 59 comments. Most comments were very positive. The most frequent comment including wanting to get items from other libraries. This service started up again in late May with longer wait times due to quarantine, large hold lists and staff availability. Many patrons also commented on being thankful for continuing Curbside Pickup and our Library Express Bag service that was started in May.

Staff and library management will continue to use the results of this survey to evaluate current services and add more virtual and curbside pickup options as we are able to do so.

Virtual Programs & Curbside Pickup Survey

(Available May 5 - May 17, 2020)

226 responses

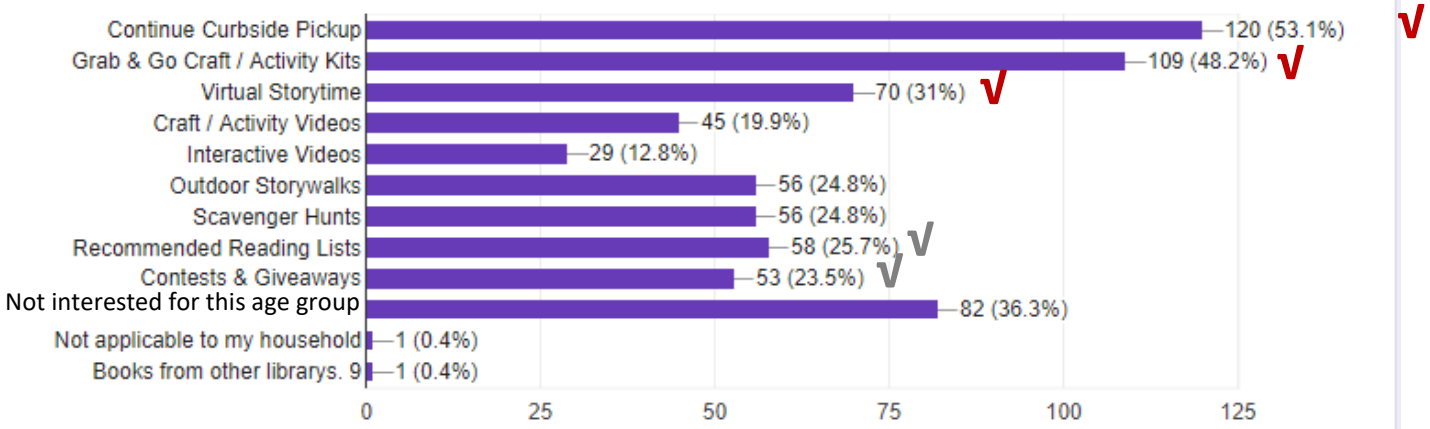
√ = Program in place √ = Program in progress

Accepting responses

Summary Question Individual

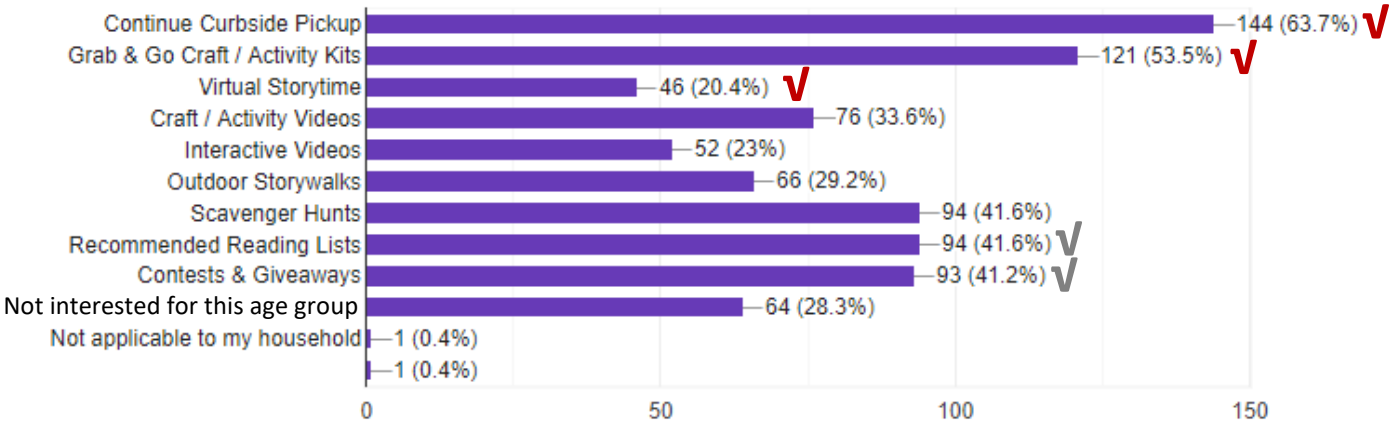
What types of programs would you like to see for babies, toddlers & preschoolers? (check all that apply)

226 responses



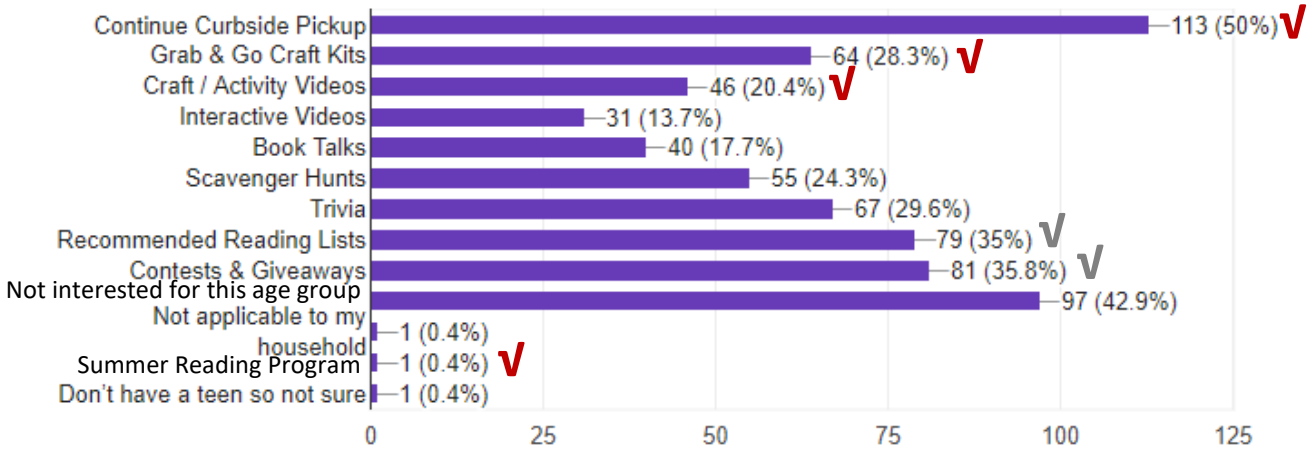
What types of programs would you like to see for elementary school students? (check all that apply)

226 responses



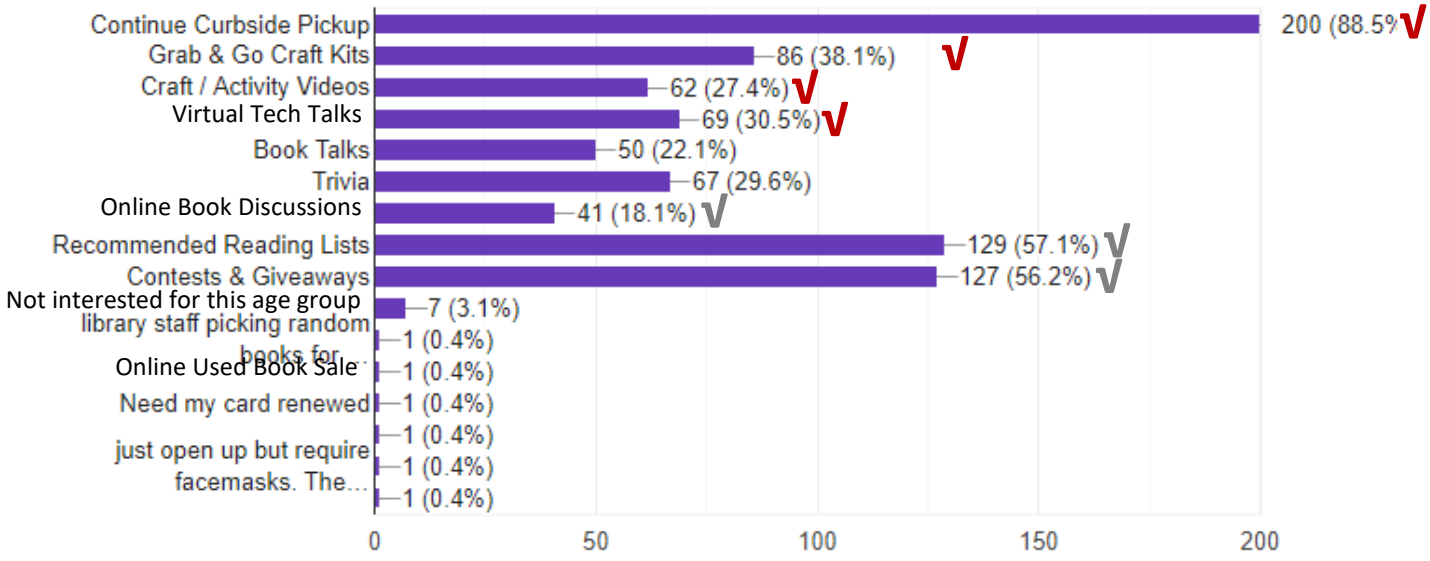
What types of programs would you like to see for teens? (check all that apply)

226 responses



What types of programs would you like to see for adults? (check all that apply)

226 responses



Comments: Please list any suggestions or feedback for improving our virtual and curbside programming.

59 responses

You are doing great!

May be helpful to have a basket to place items needed to be checked in near the pick up area to aid in convenience. Thanks for all you do!

√ Require masks or at least strongly encourage use for safety of all

No suggestions. You are doing awesome!! I am so happy to have curbside back and your system is very easy and safe. Can't wait to come back and browse, but this works great until then. Thank YOU!

I really appreciate everything you are doing. Please stay safe and healthy.

I love the library Express bags!

I think it is wonderful that you are trying to figure out how to best serve the community!

Love the curbside pick up! Fast and easy!

More copies of ebooks.

√ An hour window for pick up rather than a 15 minute window. Online scheduling system for pick up rather than calling.

Thank you for the curbside pick up

Can we get more books offered in the Libby App? Seems like the selection is limited.

Keep doing what you are doing!

Curbside pick up has been run so efficiently!

I haven't used curbside yet but want to thank you for your service to our community. Hoping to do so soon.

Your doing a great job

I think u r amazing during this awful time. Thank you

Someone I know said she has about 30 books at here house from the library. I said no wonder none of the ones I wanted were available. Isn't there a limit? One can't read 30 books at one time.

Love the curbside pickup option!

Keep up the great efforts supporting Gtown!

You do such a fantastic job with curbside pickup. I really appreciate this service. Thank you.

√ I think it's going well. Just wish inter library sharing was running.

√	I am so happy the library re-opened. I understand that social distancing is required while picking up books; however, I get closer to people at the grocery store than at the library. It would be nice to have pick-up times closer together or allow us to just pick-up items off the holds shelf and do self-check out. It is tough that I have to drive by the library and return hours later for my pick-up appointment. Again I know social distancing is a thing but this, and everything else, is difficult.
	Could you maybe have an outside gardening program?
	I love how hard you guys are working.
	You are doing great
	I am impressed with how well you made a transition to SAFE Curbside Pickup!
	Thank you for working to serve us with library materials
	I LOVE the curbside pick up!!! Please keep it up!!
	NA
	Great what your doing and thoughtfulness about your customers and our needs!
	I have not used it yet so I have no comments. I will be glad to get books or DVDs
√	So many people are doing puzzles. Not sure how it could be done, but puzzle exchange would be awesome
√	Make it possible to get books from other libraries.
√	Love your curbside pickup! Thank You! We have been there 2 or 3 times already. Not sure how you could do it but would be fine to not include brochures each time :)
	I think it was easy and quick I think you did a great job thanks
	Thanks for being open and doing curbside!!!
√	Have a hard time with books I would want with online service. Monarch Library
	N/A
√	Toddler themed for classroom
√	I wish books from other Monarch System libraries could be delivered to Germantown library

haven't used it yet

So far, pickup is working great and we appreciate all your efforts to keep us reading!

You are doing a fine job. Please keep up the good work. Stay safe!

√ We love your library express service! We just picked up our first bag last weekend and my boys were so excited at their "mystery pack". You totally nailed it with the books you picked! Thank you!

√ Ive had things requested for a month or 2 that are at the library but still haven't been allowed to pick up

The library is vital to our community and is truly missed!

The library is vital to our community and is truly missed!

Thank you!

√ This worked much better than I ever imagined. My major problem was that I wanted materials that were at different libraries. I also missed being able to look at the new book section in the library.
I will have to look at the virtual programs. Not sure where that is,

√ We love the curbside pickup, one small suggestion is to update welcome message on the phone to make it even easier to select options.

Thank you Thank you Thank you

Thank you for your help! Can't wait to get some new books etc.

Absolutely loved the grab & go! It was exciting to see what was selected for us.

You are doing a great job!

√ right now we need knowledge more than ever so it seems a poor choice to close completely. Kids are bored and looking for something to do.You had an opportunity to make the library a part of their lives.

Germantown Community Library Board

MEETING DATE: June 24, 2020

PLACEMENT: New Business

AGENDA ITEM(S): XI. D. Allocation of 2019 County Carryover Funds to 2020 Budget
XI. E. Allocation of 2019 4th Quarter County Funds, 2019 5% County Funds and 2020 1st Quarter County Funds to 2020 Budget

SUBMITTED BY: Trisha Smith, Library Director

SUMMARY EXPLANATION:

According to Wisconsin State Statue:

Chapter 43.58: Powers and duties.

(1) The library board shall have exclusive control of the expenditure of all moneys collected, donated or appropriated for the library fund, and of the purchase of a site and the erection of the library building whenever authorized. The library board also shall have exclusive charge, control and custody of all lands, buildings, money or other property devised, bequeathed, given or granted to, or otherwise acquired or leased by, the municipality for library purposes.

Washington County Library Funding

About $1,200,000 is budgeted annually and distributed between the five Washington County libraries located in West Bend, Germantown, Harford, Slinger and Kewaskum. Funding for the five libraries is based on each of their percentages of the total circulation from Washington County residents that do not reside in these five communities. These are called 'non-served' municipalities.

Washington County distributes payments to each of the five libraries quarterly. The payment is based on their percentage of the previous quarter's circulation of the 'non-served' residents. As a result, the monthly funding received changes each quarter. Even if our circulation increases, the library could receive less funding if other libraries in the county increase at a greater rate. Due to this uncertainty, the Germantown Community Library has traditionally calculated the Washington County funding amount by using the average of previous years. In addition, to avoid overspending, the library submits a conservative amount from this average for the budget.

How the Library Manages the Variance Between the Quarterly Budget Versus the Actual Funding

If the actual funding is lower than budgeted, expenditures can be reduced. If the funding is over the budgeted amount, the extra funds need to be allocated to specific accounts. This can become an issue at the end of the year if the amount is greater than the remaining expenditure needs. The remaining funds are then carried over into the next year. This is referred to as 'Washington County Carryover Funding'. The Library must submit a request for the Village to reallocate those funds to budgeted line items. The remainder of this document specifies the current allocation requests for the 2020 budget with the funding to date.

Amount of Funding Allocated to the 2020 Budget:

As reported on February 7, 2020 by Kim Rath, Village of Germantown Finance Director, the Washington County Carryover Funding totaled $16,533 for the 2019 budget year (see attachment: Library County Revenue - Unexpended 2019)

2019 County Funding: $336,209 (actual) - $319,675 (budgeted) = $16,533

The difference in the Washington County quarterly payments for the 2020 budget year to date are as follows (see attachment: Washington County Distribution)

2019 4th Quarter: $73,478 (actual) - $60,515 (budgeted) = $12,963

2019 5% Reserve Fund: $14,908 (actual) - $12,740 (budgeted) = $2,168

2020 1st Quarter: $69,825 (actual) - $60,515 (budgeted) = $9,310

The total Washington County Funding to be allocated totals $40,974

$16,533 + $12,963 + $2,168 + $9,310 = $40,974

Recommendation:

$16,500 in 2019 Carryover Funding to 2020 be allocated as follows:

10-551-530-3150 (GENERAL SUPPLIES & EXP-COUNTY): $15,000

10-551-530-7710 (TRAINING - MID WI - COUNTY): $1,500

$24,500 in 2019 4th Quarter, 2019 5% Reserve Funding and 2020 1st Quarter be allocated as follows:

10-551-530-3610 (BOOKS-CO.SYSTEM): $5,000

10-551-530-3645 (AUDIO VISUAL-COUNTY SYSTEM): $5,000

10-551-530-3665 (COMPUTER SERVICES - COUNTY): $2,500

10-551-530-3821 (PROGRAMS SUPPLIES & EXPENSE-COUNTY): $12,000

LIBRARY COUNTY REVENUE - UNEXPENDED 2019

	Received	Budget	
2019 Revenue	305,022	276,500	28,522
2018 General Fund Carry Over	31,187		
	336,209	276,500	

	Expenditures	Year End
10-551-510-1150	Salaries - County System	$142,737
10-551-520-2110	Social Security - County System	$10,903
10-551-520-2210	State Retirement - County	$11,503
10-551-520-2510	Life Insurance	$330
10-551-530-3150	General Exp County	$38,916
10-551-530-3410	Postage County	$378
10-551-530-3610	Books - County System	$23,105
10-551-530-3625	Book Processing	$8,450
10-551-530-3635	Periodicals	$4,411
10-551-530-3645	Audio Visual	$14,958
10-551-530-3665	Computer Service County	$15,960
10-551-530-3821	Program Supplies & Exp	$23,748
10-551-530-3950	Other Supplies - Co	$17,023
10-551-530-5410	Equipment Mnt	$3,624
10-551-530-7250	Telephone	$314
10-551-530-7710	Training County	$3,314
		$319,675
		$16,533

To: Trisha Smith, Library Director, Germantown Community Library
2/7/2019

Germantown Community Library - County Unexpended Funds Library Board

Allocation - Budget Amendment 2019 funds to 2020

Account Number	Description		Current Budget	Adjusted Budget
10-551-530-3150	GENERAL SUPPLIES & EXP-COUNTY	$15,000	$10,000	$25,000
10-551-530-7710	TRAINING - MID WI - COUNTY	$1,500	$1,500	$3,000

Total carry over funds	**$16,500**	$11,500	$28,000

$16,500

Germantown Community Library - County Unexpended Funds Library Board

Allocation - Budget Amendment 2019 & 2020 funds to 2020

Account Number	Description		Current Budget	Adjusted Budget
10-551-530-3610	BOOKS-CO.SYSTEM	$5,000	$15,000	$20,000
10-551-530-3645	AUDIO VISUAL-COUNTY SYSTEM	$5,000	$10,000	$15,000
10-551-530-3665	COMPUTER SERVICES - COUNTY	$2,500	$16,000	$18,500
10-551-530-3821	PROGRAMS SUPPLIES & EXPENSE-COUN	$12,000	$8,000	$20,000

Total carry over funds	**$24,500**	$49,000	$73,500

$24,500

Distribution of Washington County Funds Based on Circulation to Nonserved Municipalities
Report by Amy Salminen, Director (WB)
Updated 4/16/2020

Quarter/Year	West Bend		Germantown		Hartford		Kewaskum		Slinger		GT Dollars
2020 - 5%											
2020 - 4th qtr											
2020 - 3rd qtr											
2020 - 2nd qtr											
2020 - 1st qtr	46.92%	37,265	**23.25%**	**18,465**	15.06%	11,959	4.57%	3,627	10.21%	8,108	**$69,825.00**
2019 - 5%	44.37%		**23.40%**		16.72%		4.61%		10.89%		**$14,908.00**
2019 - 4th qtr	44.49%	37,083	**24.46%**	**20,390**	16.41%	13,674	4.91%	4,096	9.72%	8,101	**$73,478.00**
2019 - 3rd qtr	44.18%	42,172	**23.64%**	**22,571**	17.44%	16,654	4.30%	4,103	10.42%	9,947	**$72,114.00**
2019 - 2nd qtr	44.74%	40,360	**22.25%**	**20,068**	16.11%	14,529	4.63%	4178	12.27%	11,066	**$67,841.00**
2019 - 1st qtr	44.07%	36,922	**23.32%**	**19,534**	16.85%	14,120	4.64%	3,888	11.12%	9,313	**$71,104.00**
2018 - 5%	44.17%		**22.49%**		16.86%		4.86%		11.62%		**$13,212.00**
2018 - 4th qtr	43.80%	34,285	**23.06%**	**18,080**	17.06%	13,358	4.57%	3,579	11.50%	9,009	**$70,318.00**
2018 - 3rd qtr	44.97%	41,552	**22.34%**	**20,860**	16.89%	15,770	4.95%	4,620	11.33%	10,580	**$62,327.00**
2018 - 2nd qtr	43.41%	39,599	**22.56%**	**20,582**	16.69%	15,222	5.07%	4,621	12.27%	11,195	**$62,955.00**
2018 - 1st qtr	44.79%	37,155	**21.95%**	**18,209**	16.73%	13,879	5.24%	4,347	11.29%	9,365	**$61,245.00**
2017 - 5%	46.50%		**20.26%**		15.74%		5.00%		12.49%		**$12,003.00**
2017 - 4th qtr	45.28%	34,068	**20.59%**	**15,491**	16.65%	12,525	4.73%	3,561	12.75%	9,592	**$57,448.00**
2017 - 3rd qtr	45.65%	41,162	**20.48%**	**18,470**	16.32%	14,720	5.04%	4,548	12.51%	11,277	**$57,651.00**
2017 - 2nd qtr	47.55%	40,795	**20.75%**	**17,805**	13.88%	11,912	5.02%	4,310	12.79%	10,969	**$58,416.00**
2017 - 1st qtr	47.46%	39,474	**19.19%**	**15,965**	16.21%	13,489	5.20%	4,325	11.94%	9,929	**$54,022.00**
2016 - Average	46.33%		**18.75%**		16.90%		5.06%		12.96%		**$53,593.75**
2015 - Average	45.81%		**19.82%**		15.49%		5.31%		13.57%		**$56,580.50**
2014 - 4th qtr	46.75%		**18.85%**		16.26%		5.34%		12.80%		
2013 - 4th qtr	46.35%		**19.18%**		14.54%		6.15%		13.78%		
2012 - 4th qtr	46.28%		**20.90%**		14.00%		5.88%		12.94%		
Total 2019 Average	44.37%		**23.42%**	**20,641**	16.70%		4.62%		10.88%		$71,134.25
Total 2018 Average	44.24%		**22.48%**	**19,433**	16.84%		4.96%		11.60%		$64,211.25
Total 2017 Average	46.49%		**20.25%**	**16,933**	15.77%		5.00%		12.50%		$56,884.25
Last 4 Quarter Average			**23.40%**	**20,374**							**$70,814.50**

	2020 Budget	Actual	Difference
2019 4qtr	$60,515	$73,478	$12,963
2019 5%	$12,740	$14,908	$2,168
2020 1st qtr	$60,515	$69,825	$9,310
2020 2nd qtr	$60,515	$60,515	$0
2020 3qtr	$60,515	$60,515	$0
Total Circulation	$254,800	$279,241	$24,441
TEACH Lines (2)	$1,200	$1,200	$0
Adjacent Counties	$1,000	$4,620	$3,620
System Fees	$7,451	$9,392	$1,941
Total	$264,451	$294,453	$30,002

Green = 2021 Budget Year
Blue = 2020 Budget Year
Red = Payment Not Yet Received