

GERMANTOWN COMMUNITY LIBRARY
N112 W16957 MEQUON ROAD
GERMANTOWN, WI 53022

MEETING: **GERMANTOWN COMMUNITY LIBRARY BOARD AGENDA**

DATE AND TIME: **Wednesday, August 26, 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: July 22, 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. 2021 Budget
 - B. Fines & Fees
 - C. Potential Closure of Library on Tuesday, November 2
 - D. Washington County Joint Library Study
- XI. **NEW BUSINESS:**
 - A. Donation Brochure
- X. **ADJOURNMENT:**

Forthcoming meeting: September 23, 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.

Notice is given that a majority of the Village Board may attend this meeting to gather information about an agenda item over which they have decision making responsibility. This may constitute a meeting of the Village Board per State ex rel. Badke v. Greendale Village Board, even though the Village Board will not take formal action at this meeting.

GERMANTOWN COMMUNITY LIBRARY BOARD

REGULAR MEETING

July 22, 2020

Germantown Community Library

The regular meeting of the Germantown Community Library Board was called to order by President Joyce Nelson at 6:01 p.m. on Wednesday, July 22, 2020. **Members present:** Joyce Nelson, Darlene Vosen, Charlene Brady, Brenda O'Brien, Christa Potratz, Jolene Pieper. **Members absent:** Jolenta Kerpan (exc). **Also present:** Library Director Trisha Smith, Assistant Director Connie Lloyd. Proper notification of the meeting had been given.

MOTION (Vosen, Brady): Approve the agenda as printed. Motion carried (6-0).

MOTION (Pieper, Vosen): Approve the minutes of the June 24, 2020 meeting with two typing corrections and correcting Brady to Pieper for the second motion to approve the minutes. Motion carried (6-0).

PUBLIC INPUT: None.

FINANCIAL MATTERS

TREASURER'S REPORT. Balances as of July 22, 2020: Board Checking Account - \$2,214.35; Board Savings Account - \$5,054.64; GCL Building Account - \$17,418.44 [Penny Jug - \$1,801.53] [RAO Account - \$2,752.44]; Building Fund CD Account #1- \$16,514.41; Building Fund CD Account #2- \$16,361.35; Building Fund CD Account #3- \$16,024.07; Building Fund CD Account #4- \$15,769.41. MOTION (Nelson, O'Brien): Accept the Treasurer's Report as printed. Motion carried (6-0). Submitted report is attached.

ACCOUNTS PAYABLE. MOTION (Pieper, Brady): Approve the schedule of operating vouchers and credit card transactions and forward them to Village Hall for payment. ROLL CALL VOTE: Trustee Vosen, aye; Trustee Potratz, aye; Trustee Brady, aye; Trustee O'Brien, aye; Trustee Pieper, aye; President Nelson, aye. Motion carried (6-0).

BUDGET PRINTOUT. The monthly June 2020 Revenue & Expense Report and the General Ledger Trial Balance – Capital Project Fund Report were reviewed. MOTION (Pieper, Nelson): Accept the Revenue & Expense and General Ledger reports as printed. Motion carried (6-0).

REPORTS

CORRESPONDENCE. Nelson. Nelson mailed a thank you card to Glenn and Ann Scharfenberger for their \$100 donation for a patio brick.

VILLAGE. Pieper. The Village Board approved the roof replacement project for the Library and Village Hall by Integrity Roofing. The Library portion approved is \$124, 950.

COUNTY. Vosen and Smith. The next meeting will be held August 20, 2020. The Library Directors continue work to finalize their Washington County Library Study and recommendations to be presented at the August 20, 2020 meeting.

SYSTEM. Nelson and Smith. The Monarch Library System Directors met on July 9 online. They also continue to meet online every Friday to discuss current topics regarding COVID impact on operations. Kimberly Young was hired as the new director of the Monarch Library System on July 2. She will start on July 20. Beaver Dam will be joining the Monarch System ILS in 2021 after 5 years as a stand-alone system. The WLA conference in October has been cancelled. The system has joined a campaign with Bridges like last year called "Get Your Library Card" that will be in September 2020. The Monarch Library Board approved spending \$5,575 which includes website and social media advertising and one billboard for each county.

PRESIDENT'S. Nelson. Nelson asked Smith about the deadline for her six-month performance review. Smith will check with Village Hall.

DIRECTOR'S Smith. June statistics were provided. Due to the reduced hours of the library and the COVID pandemic concerns, physical circulation statistics continue to be lower than past years while digital circulation continues to be higher. There was a -9.6% decrease in overall circulation in June and -25.6% year-to-date. It is expected circulation will continue to be below previous years as the COVID pandemic continues. Germantown did have a 26.6% increase in the use of digital materials using Overdrive and a 51.2% increase using RB Digital during June. RB Digital was acquired by Overdrive. Smith also provided updated Curbside Pickup statistics. The service continues to be used regularly and is appreciated by those patrons that are not ready to enter the library due to COVID-19. Staff participated in the Village of Germantown "Reverse" 4th of July Parade. Adult book clubs began meeting this month. Library Express bags, Grab & Go Kits, Virtual programs, Facebook & YouTube Videos and At Home Kits continue to be popular. Potratz commented how nice the craft kits have been and she wanted to recognize the staff for their great job making them and continuing to get them out to the patrons. Smith reported statistics of all the programs in her report. The online Summer Reading program, BeanStack, currently has 700+ participants. The library is currently hiring for: Library Specialist, Tech Services Assistant and two Library Page I. Hearing loops were installed at each service desk. The adult non-fiction collection is being significantly weeded to allow for shifting in the adult fiction and non-fiction areas. Ongoing adjustments for COVID-19 continue in procedures and PPE equipment. A shelving project has been started to use extra shelving to replace mismatched shelves and purchase shelving to complete remaining open areas in current sections.

UNFINISHED BUSINESS

COVID-19 UPDATE ON LIBRARY SERVICES – Smith provided an update on the status of the library re-opening plan presented and approved in May 2020. The library increased capacity from 25% to 50%, re-opened the Open Holds shelves on July 6, re-opened the Friends ongoing Book Sale on July 6, and added on-line Curbside Pickup scheduling for patrons on July 20. Operations continue to go well. The primary concern of staff is patrons that are not wearing masks inside the library. Smith asked if the Library Board would like to consider requiring patrons to wear masks inside the library. The Board mentioned that many large retailers have announced the requirement to wear masks. They felt more patrons would start wearing them at the library as it becomes more common and people get comfortable wearing them. It was discussed that the library is following the current CDC, State, County and Village guidelines which do not require masks. However, to increase safety for staff and patrons, Smith will change signage to highly recommend wearing masks. This will be readdressed at the next meeting.

NEW BUSINESS

2021 BUDGET UPDATE – Smith attended a preliminary budget meeting with Village Administrator Kreklow and his staff Braunschweig and Rath. The Library is not asked to make budget cuts at this time. Smith is waiting for the Washington County budget figure for libraries. The status of staff raises is unknown at this time.

FINES & FEES (discussion) – Smith provided a background on the current movement of many libraries within the Monarch Library System and surrounding systems that are reducing or eliminating overdue fines to patrons. Smith indicated she wanted to start the discussion to determine how the Germantown Community Library would like to approach this topic. The Board requested Smith present at the next meeting the reports she offered that summarize the fines & fees of surrounding communities, the impact on those libraries, and our fine revenue by collection for each year beginning in 2017.

ELECTION OF OFFICERS – MOTION (Brady, O'Brien): Nominate Nelson as President, Vosen as Treasurer and Potratz as Vice President to replace Brady. Motion carried (6-0).

ANNOUNCEMENTS

The next regular meeting of the Library Board will be Wednesday, August 26, 2020, at 6:00 p.m. at the Germantown Community Library.

Meeting adjourned at 7:16 p.m.

Respectfully submitted,
Connie Lloyd
Assistant Director
Germantown Community Library

DRAFT

Germantown Community Library Board

Financial Report July 22, 2020

By Darlene Vosen

Bank Five Nine GCL Board Checking Account

Balance 6/23/20 per on-line statement		\$2,114.35
Deposit 7/6 Scharfenberger brick	+\$100.00	
Balance 7/21/20 per on-line statement		\$2,214.35

Bank Five Nine GCL Board Savings Account

Balance 6/23/20 per on-line statement		\$5,054.20
Interest June	+\$.44	
Balance 6/23/20 per on-line statement		\$5,054.64

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

Balance 6/23/20 per on-line statement		\$17,416.91
Interest June	+\$1.53	
Balance 7/21/20 per on-line statement		\$17,418.44

***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 June 2020 per bank statement	\$16,514.41
.85/.85% Interest 13 months (mature 7/5/21)	
Earned interest \$429.54	
CD #2 (7285) Balance 4/30/20 per bank statement	\$16,361.35
.60/.60% Interest 13 months (mature 5/31/21)	
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**

2019/20 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)**

Scharfenberger Brick (6/21/20) : **\$100 – (cost of \$100 brick +/- \$45) = \$65.00 (left)**

TOTAL= \$1,208.39 (left to spend for 2020)

FUND: GENERAL FUND							
ACCOUNT NUMBER	DESCRIPTION	AUGUST BUDGET	AUGUST 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	619.14	96.4	207,541.00	103,349.90	50.2
10-551-510-1150	SALARIES COUNTY	12,460.67	1,631.25	86.9	149,528.00	75,646.14	49.4
10-551-510-1800	SALARIES-PART TIME	10,938.08	7,968.71	27.1	131,257.00	72,939.64	44.4
10-551-510-1810	SALARIES-LIBRARY BOARD	100.00	0.00	100.0	1,200.00	615.00	48.7
TOTAL SALARIES & WAGES		40,793.83	10,219.10	74.9	489,526.00	252,550.68	48.4
FRINGE BENEFITS							
10-551-520-2100	SOCIAL SECURITY	2,167.50	781.16	63.9	26,010.00	14,513.59	44.2
10-551-520-2110	SOCIAL SECURITY-COUNTY	953.25	0.00	100.0	11,439.00	5,662.14	50.5
10-551-520-2200	STATE RETIREMENT	1,117.75	329.74	70.5	13,413.00	7,357.99	45.1
10-551-520-2210	STATE RETIREMENT-COUNTY	958.58	0.00	100.0	11,503.00	6,710.08	41.6
10-551-520-2300	HEALTH INSURANCE	4,941.67	4,941.67	0.0	59,300.00	39,533.36	33.3
10-551-520-2400	DENTAL INSURANCE	376.25	376.25	0.0	4,515.00	3,010.00	33.3
10-551-520-2500	LIFE INSURANCE	75.83	88.09	(16.1)	910.00	556.79	38.8
10-551-520-2510	LIFE INSURANCE-COUNTY SYSTEM	27.50	0.00	100.0	330.00	192.50	41.6
TOTAL FRINGE BENEFITS		10,618.33	6,516.91	38.6	127,420.00	77,536.45	39.1
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	2,083.33	1,802.99	13.4	25,000.00	14,271.20	42.9
10-551-530-3200	OFFICE SUPPLIES	416.67	385.38	7.5	5,000.00	3,359.28	32.8
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	4,043.10	(21.2)	40,000.00	31,986.58	20.0
10-551-530-3610	BOOKS-COUNTY	1,666.67	0.00	100.0	20,000.00	0.00	100.0
10-551-530-3620	BOOK PROCESSING	416.67	252.54	39.3	5,000.00	4,909.24	1.8
10-551-530-3625	BOOK PROCESSING-COUNTY	416.67	711.60	(70.7)	5,000.00	711.60	85.7
10-551-530-3630	PERIODICALS	333.33	234.00	29.8	4,000.00	662.15	83.4
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	132.43	73.5	6,000.00	4,399.76	26.6
10-551-530-3645	AUDIO VISUAL-COUNTY	1,250.00	2,335.98	(86.8)	15,000.00	2,287.61	84.7
10-551-530-3660	COMPUTER SERVICE	1,166.67	1,355.20	(16.1)	14,000.00	6,125.05	56.2
10-551-530-3665	COMPUTER SERVICE - COUNTY	1,541.67	168.75	89.0	18,500.00	2,304.28	87.5
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	45.65	81.7	3,000.00	3,002.15	0.0
10-551-530-3821	PROGRAM SUPPLIES & EXP-COUNTY	1,666.67	525.56	68.4	20,000.00	13,604.59	31.9
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	65.77	86.1	5,700.00	5,765.77	(1.1)

VILLAGE OF GERMANTOWN
DETAILED REVENUE & EXPENSE REPORT
BUDGET VS. ACTUAL WITH PERCENT VARIANCE
FOR 8 PERIODS ENDING AUGUST 31, 2020

FUND: GENERAL FUND

ACCOUNT NUMBER	DESCRIPTION	AUGUST BUDGET	AUGUST 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	592.00	60.5	18,000.00	16,109.99	10.5
10-551-530-7100	UTILITIES	5,833.33	454.03	92.2	70,000.00	30,551.29	56.3
10-551-530-7200	TELEPHONE	145.83	0.00	100.0	1,750.00	2,098.08	(19.8)
10-551-530-7250	OUTREACH - COUNTY SYSTEM	308.33	152.50	50.5	3,700.00	915.00	75.2
10-551-530-7300	INSURANCE & BONDS	650.00	0.00	100.0	7,800.00	6,379.89	18.2
10-551-530-7700	TRAINING & SEMINARS	166.67	115.80	30.5	2,000.00	507.46	74.6
10-551-530-7710	TRAINING - COUNTY	250.00	0.00	100.0	3,000.00	625.00	79.1
10-551-530-7800	TRAVEL	83.33	122.38	(46.8)	1,000.00	572.95	42.7
TOTAL OPERATING SUPPLIES & EXPENSES		25,204.16	13,495.66	46.4	302,450.00	154,789.23	48.8
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		76,616.32	30,231.67	60.5	919,396.00	484,876.36	47.2

DATE: 08/11/2020
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VILLAGE OF GERMANTOWN
GENERAL LEDGER TRIAL BALANCE

PAGE: 1
F-YR: 20

FUND: CAPITAL PROJECTS FUND
ACTIVITY THRU FISCAL PERIOD 07

ACCOUNT #	DESCRIPTION	TYPE	DR/ CR	BALANCE 01/01/20	NET DEBITS	NET CREDITS	BALANCE 07/31/20	COMMENTS
40-100-110-3000	TEMP INVEST - POOL	A	D	1,974,990.33	3,841,175.78	324,667.28	5,491,498.83	
40-100-110-3030	TEMP INVEST-LIBRARY	A	D	7,386.49	153.83	0.00	7,540.32	
40-100-110-3160	TEMP INVEST - TD AMERITRADE	A	D	166,384.02	4,610.54	0.00	170,994.56	
40-100-110-3161	TEMP INVEST-LIBRARY AMERITRADE	A	D	837,319.61	40,743.15	0.00	878,062.76	
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	
40-100-120-9001	RECEIVABLE- HISTORICAL SOCIET	A	D	0.00	255,923.00	100,000.00	155,923.00	
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	981.70	672.65	1,016.26	
40-100-130-3103	INT RCVBL - LIBRARY AMERITRAD	A	D	4,505.15	1,963.15	2,563.25	3,905.05	
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	459,233.81	619,528.54	-103,802.98	
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	
40-200-230-1211	DEFERRED DEBIT-HIST SOCIETY	L	C	0.00	100,000.00	255,923.00	155,923.00	
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	23,293.50	23,293.50	
40-480-481-1100	INTEREST ON INVESTMENTS	R	C	0.00	3,235.90	35,305.10	32,069.20	
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	100,000.00	100,000.00	
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	

Director's Report: August 2020

MONARCH LIBRARY SYSTEM & STATE OF WISCONSIN

- The Monarch Library System Directors met on Thursday, August 6 (virtual).
- Van delivery services will resume to 5 days a week beginning September 1.
- The "Get Your Library Card" campaign will be launched in September with the Bridges Library System. The first billboard is up in Washington County on Hwy 45.



WASHINGTON COUNTY LIBRARIES

- The Washington County Library Board Meeting met on Thursday, August 20.
- A presentation was made on the Washington County Library Study.
- A special meeting will be held regarding approval of the 2021 budget.

DONATIONS/DEPOSITS

- \$100 Jeffrey & Madeline Cederle

STATISTICS

- **-18.3%** decrease in overall circulation (physical + electronic) in July and **-24.3%** decrease year-to-date. Lower numbers are due to the COVID-19 pandemic and will continue during this time. Number continue to be similar to summer 2016 / January & February 2020. Germantown has been consistently seeing percentages at or higher in comparison to 2019 numbers than other Grade 1 libraries in the Monarch Library System since opening at the end of May.
- Germantown continues to see increases in digital circulation.

SUMMER/FALL PROGRAMMING

- Our virtual summer reading program is being run through Beanstalk and ended on Saturday, August 22.
- Fall programming brochures will go out next week and will focus on virtual and grab/go options.
- All programs and meetings in the large community room are on hold due to needed space for staff.
- Statistics for Virtual/Grab & Go programs since 6/15/2020 ([Youth in Blue](#)). Finalized numbers will be reported next month.
 - o Virtual programs (Facebook):
 - [Storytime: 6,394](#)
 - o Videos (Facebook & YouTube):
 - [Family Movie Night: 780](#)
 - Make It Crafts: 1,964
 - Tech Talks: 1,025
 - What to Read Next: 727
 - o At Home Kits (Registration Required):
 - [STEAM Club: 259](#)
 - [Family Programs: 415](#)
 - Make It Crafts: 739
- The following Grab & Go Kits are available anytime during open hours:
 - o [Youth: 1,712 in July \(3,329 total\)](#)
 - o Teens/Adults: 543 in June (1,436 total)

COVID RELATED UPDATES & SERVICES

- The library reduced capacity to 25%/43 people. We are rarely seeing this number due to few programs, no early literacy area and a continue "in & out" model from the majority of our patrons while visiting the building.
- Curbside Pickup continues with the ability to sign-up online.
- Library Express Bags continue to be popular and duties have moved to the youth & adult services teams.
- An update to staff was sent on Friday, July 24 regarding increased health and safety procedures for staff and patrons (attached).
- An update to staff was sent on Friday, July 31 regarding Wisconsin Emergency Order #1 requiring residents to wear face coverings indoors (attached).

DEPARTMENT UPDATES

- Management & General Staff
 - All staff continue to work through daily adjustments to schedules and job duties due to COVID-19 and additional services such as Curbside Pickup, Express Bags and increase Grab & Go Kits. We have had many staff out on medical situations.
 - Allison has been hired to fill the Tech Services Assistant position. The library is currently hiring for a Library Specialist and Library Page II. Temporary positions are being considered.
 - Staff meetings for Circulation/Tech Services staff and Youth/Adult Services staff were held on Wednesday, August 19. Library Director and Assistant Director were present at both meetings as well as team supervisors. Topics included updated COVID procedures, responding to the face covering requirement and fine free options.
- Adult Services (Lynn Ratzmann)
 - Work continues with virtual Library Memory Project programs and village book group.
 - Our Mystery Book Group will be meeting online through Zoom. The Google book groups is being monitored.
- Youth Services (Jackie Kolo)
 - Staff have been working to cover the Welcome Desk and a new schedule will be finalized for fall.
- Circulation (Diane Long & Connie Lloyd)
 - None
- Tech Services (Connie Lloyd)
 - None
- Technology/Statistics (Connie Lloyd)
 - Hoopla is in the final stages of an agreement.
- 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 have been ordered for the Reference Desk. All staff now have personal face shields.
 - Shelving project has been mostly completed to replace mismatched shelves and fill in empty areas. About half of the shifting was completed in the Adult Nonfiction Area.

MAY DIRECTOR MEETINGS, CONTINUING EDUCATION & OUTREACH

- | | |
|--|---------------------------------------|
| • Aug 3 - Village Board | • Aug 21 - Director's Chat |
| • Aug 4 - Hoopla | • Aug 26 - Kiwanis |
| • Aug 7 - Director's Chat | • Aug 26 - Chamber Christmas Festival |
| • Aug 12 - Kiwanis | • Aug 26 - Library Board |
| • Aug 12 - Village Department Heads | • Aug 28 - Director's Chat |
| • Aug 12 - Wash. Co. Directors | • July 24 - Washington County |
| • Aug 13 - Monarch Directors | |
| • Aug 14 - Director's Chat | |
| • Aug 17 - Village Board | |
| • Aug 20 - Washington County Library Board | |

Germantown Community Library Board

MEETING DATE: August 26, 2020 (draft to staff on July, 24,2020)

PLACEMENT: Reports

AGENDA ITEM(S): VII. F. Director's Report

SUBMITTED BY: Trisha Smith, Library Director

SUMMARY EXPLANATION:

PLEASE NOTE: New items are listed in red.

As of Monday, July 20, 2020 the Germantown Community Library will be going back down to 25% capacity or 43 people.

CORONAVIRUS (COVID-19) INFORMATION & UPDATES

For COVID-19 Testing Information visit: [IMPACT 2-1-1](#)

Under the direction of the Ozaukee County Board Chair, the Ozaukee County Administrator, and the Washington County Executive, the Washington Ozaukee Public Health Department will issue no countywide orders limiting the public or businesses in response to the current status of the COVID-19 pandemic in our counties. The health department will address any localized COVID-19 outbreaks on an individual basis and continue to provide follow up for positive cases and conduct contact tracing. We urge you to refer to our [Blueprint FAQ](#) for recommendations on how to safely reopen our counties. Email covid19@washozwi.gov if you have any other questions.

	Ozaukee	Washington
Burden	High	High
Trajectory	No Change	High
Case Status	High	High
Overall Risk	High	High

Last update: 07/22/2020 1600

Next update: 07/29/2020 1600

Burden is the total number of confirmed cases in the last 2 weeks

Trajectory is the percent (%) change in the last two weeks

Case Status is the total number of confirmed cases compared to % change in the last two weeks

Overall Risk please reference "Capacity Recommendations" for additional guidance

Data retrieved from: <https://www.dhs.wisconsin.gov/covid-19/local.htm>

[Washington Ozaukee Capacity Recommendations](#) - updated 7/21/2020

Since opening up the physical library building on May 21, 2020, we have rarely seen capacity levels near 25% and do not believe that this change will have a high impact on access to library items and services to the public.

Due to increases in cases in Washington County and the Village of Germantown, numerous changes to safety measures were put into place on Monday, July 27, 2020. The goal of these changes was to further protect the health of both staff and patrons during this time. Staff will continue to make adjustments as needed.

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 UPDATE: REOPENING PHYSICAL BUILDING FOR ESSENTIAL SERVICES (at 25%)

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 station
- Open Holds area
- 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
- 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 (unless authorized)
- All in-person programming
- Early Literacy Area
- Coloring and puzzle areas
- 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 (new additions implemented on Monday, July 27, 2020 in red):

SOCIAL DISTANCING

According to the *Blueprint for Reopening Washington and Ozaukee Counties (updated 7/22/2020)*, it is recommended that common areas in libraries and municipal buildings “are permitted to be open, but maintain physical distancing guidelines.”

The Centers for Disease Control and Prevention currently states that a space of at least 6 feet be maintained between individuals to ensure that social distancing takes place.

The following adjustments have been made to the Germantown Community Library physical building to encourage social distancing between patrons and staff members:

Social Distancing Signage & Pathways

- Barriers added to encourage patrons to use a separate traffic flow for entering and exiting the building
- Place markers added 6 feet apart to all service counters
- Barriers added to separate the Open Holds area from the Self-Checkout station and New Adult Fiction/Nonfiction area

Barriers of staff to public

- Plexiglass installed at all service desk areas (additions added in July)

Public Areas

- All seating areas have been adjusted to maintain a distance of 6 feet
- All interactive toys and seating have been removed from the Early Literacy Area

Limit of Computer Areas

- Public computers reduced from 10 to 6
- Public catalog computers reduced with unable to social distance
- AWE computers in the children’s area removed

OCCUPANCY - limited to 25% or 43 people

According to the *Blueprint for Reopening Washington and Ozaukee Counties (updated 7/22/2020)*, it is recommended that indoor recreation, large venues, special event & fundraisers and wellness & fitness facilities should “limit gatherings to 25% 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).

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. 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 (see attached information) that everyone should:

- Wash your hands often
- Avoid close contact (Put 6 feet of distance between yourself and people who don't live in your household)
- Cover your mouth and nose with a cloth face cover when around others (Continue to keep about 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.)
- Cover coughs and sneezes
- Clean and disinfect
- Monitor your health daily

The Germantown Community Library has taken the following measures to ensure as germ-free environment as possible for staff members and patrons:

Public Facilities

- Increased areas and cleaning tools of professional cleaning staff in the evening
- Signage on lobby bathroom indicating that cleaning takes place daily after closing
- Bathroom in the Children's Area has been closed
- Water fountains in the lobby have been closed

Changes in Public Areas

- Additional cleaning of wiping down surfaces will be conducted by the Village cleaning service
- Adult Services Staff will wipe down tables and public computers when patrons alert them that they are done using the table
- Hand sanitizer will be provided to the public at the entrance of the building
- Additional floor standing plexiglass will be purchased to temporarily close a row of shelves while staff are working in a specific area

Use of Masks or Face Coverings

- Staff will be required to wear a face mask when working with the public or when unable to maintain a distance of 6 feet between other staff
- It will be highly recommended for patrons to wear masks. (Signage will be updated to allow for the recommendation of masks to become more visible. Higher emphasis will also be displayed on social media, website & library newsletter. When patrons ask if they are required to wear a mask, staff will respond with "Masks are highly recommended" instead of "No, they are not required.")
- Masks and a garbage can will be provided for the public at the Welcome Desk.
- Based on the current recommendations of the CDC, "masks should cover your mouth and nose when 6 feet of social distancing is difficult to maintain". It is also noted that, while helpful in spreading the disease, "cloth face coverings are not a substitute for social distancing."

Changes in Staff Work Areas

- When possible, staff members will not share work areas and will wipe down common areas after each use
- Staff will continue to practice social distancing and handwashing
- Gloves will be offered when emptying the book drop and delivery bins
- Volunteers suspended to reduce the number of people in the workroom with the exception of two Friends members that handle donations
- Only two staff members will be able to use the staff lunchroom during their breaks (unless grabbing items from the refrigerator or using the microwave). Only one staff member should be seated at the table. Staff may use the Large Community Room, study rooms, outside table or another approved area during this time. Staff members with individual desks should eat at their desks.

Public Service Desks

- Circulation checkout stations reduced from 4 to 2
- Additional plexiglass and barriers were added to each service desk to avoid contact with patrons
- Additional floor standing barriers will be added the Adult Reference and Youth Services Desks to further avoid contact with patrons
- Staff will be required to stay behind the plexiglass and will be unable to assist patrons in the stacks and on the computers. Alternative methods include asking patrons to wait while staff retrieves items from the stacks, pointing staff to specific areas from behind the desk, or using a map to inform patrons where the items they need area located. If patrons are not happy with this, staff should respond with something along the lines of "I understand you are frustrated and unhappy with this decision. Due to increased COVID-19 procedures and safety measures, I have been directed that I am not able to assist patrons outside of the service desk area. I will do my best to assist you from behind the desk."

- Examples: Patron needs help with self-checkout = offer to check out the materials at the desk
- Alternative options also include using gloves when assisting patrons, asking the patron for their name or barcode number instead of scanning their library card, and visor shields.
- Only one staff member will be allowed at the Adult Services Desk and the Youth Services Desk at one time. If any additional staff members are scheduled, they should use a laptop in the storytime room, a study room or another approved area during this time.
- Staff with offices should keep their doors closed or partly closed if another staff member is at the service desk or nearby in the staff workroom

Staff Duties & Scheduling

- Tasks requiring staff members to leave the staff workroom or service desk should be restricted to when the library is closed to the public. (This includes pulling holds, filling displays, straightening shelves, shelf reading, and pulling items for Library Express Bags. Tasks including shelving holds, shelving, weeding and shifting restrictions will be discussed with supervisors as we are able to purchase additional barriers for protection.)
- Staff shelving will be scheduled primarily when the library is closed to the public
- Staff should make every effort possible to keep at least 6 feet of distance between themselves. Exceptions will be discussed with supervisors and will include training staff.
- When staff are not able to complete tasks in the stacks while the library is closed to the public, staff will make every effort to keep as much distance as possible between staff and patrons.

QUARANTINE OF PHYSICAL MATERIAL

Based on the recommendation of the Wisconsin Library Association on Wednesday, July 22, 2020, returned library material will be quarantined for at least **4 days** after placed in the indoor or outdoor book drops. Returned library material from other libraries in the Monarch Library System that are transferred through the delivery services will also be in quarantine for at least **4 days**. (see attached information)

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.

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. Staff members have been given permission to waive balances for patrons when paying for fines, printing, copying or faxing for patrons if they do not feel comfortable accepting money from an individual.

[wispubdir] Recommended Quarantine Time Update



This message was sent with High importance.

Schultz, Shannon M. DPI <Shannon.Schultz@dpi.wi.gov>

Wed 7/22/2020 2:14 PM

'wissysdir@lists.dpi.wi.gov';

DPI DL DLT Libraries <DPIDDLTLibraries@dpi.wi.gov>

Library Directors,

On July 21, 2020, scientists at Battelle Labs released the results of [Test 2](#) of the REALM Project. Library materials tested included Braille paper pages, glossy book pages, magazine pages, children's board books, and archival folders, in varying environmental conditions. While most of these results came back acceptable under current recommended quarantine practices, the SARS-CoV-2 virus that causes COVID-19 showed a trace amount of virus at four days on certain materials. In light of these results, DPI and the system directors have determined that the **recommended quarantine time for library materials be increased to four days.**

We realize that an increase in quarantine time may be burdensome to many libraries; this decision was not made lightly. Because the public library is an institution that people trust, honoring that trust by being cautious with protocols involving public safety, particularly when the science supports doing so, is of utmost importance.

We continue to encourage libraries to communicate with their public library systems to make sure they are consistent with regional quarantine practices. For more information, please see the [Wisconsin Public Libraries Reopening Guide](#) and the [COVID-19 page for Wisconsin public libraries](#).

Shannon M. Schultz, Public Library Administration Consultant
Division for Libraries & Technology
Wisconsin Department of Public Instruction
P.O. Box 7841
Madison, WI 53707-7841
P: 608-266-7270 shannon.schultz@dpi.wi.gov

REALM Project (Test 2) Link:

<https://www.webjunction.org/content/dam/WebJunction/Documents/webJunction/realms/test2-report.pdf>

Centers for Disease Control and Prevention: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>

How to Protect Yourself & Others

Updated Apr. 24, 2020

Older adults and people who have severe underlying medical conditions like heart or lung disease or diabetes seem to be at higher risk for developing serious complications from COVID-19 illness. More information on [Are you at higher risk for serious illness](#).

head side cough light icon

Know how it spreads

- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- **The best way to prevent illness is to avoid being exposed to this virus.**
- The virus is thought to [spread mainly from person-to-person](#).
 - o Between people who are in close contact with one another (within about 6 feet).
 - o Through respiratory droplets produced when an infected person coughs, sneezes or talks.
 - o These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
 - o Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

Everyone Should

hands wash light icon

Wash your hands often

- [Wash your hands](#) often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- It's especially important to wash:
 - o Before eating or preparing food
 - o Before touching your face
 - o After using the restroom
 - o After leaving a public place
 - o After blowing your nose, coughing, or sneezing
 - o After handling your cloth face covering
 - o After changing a diaper
 - o After caring for someone sick
 - o After touching animals or pets

- If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol**. Cover all surfaces of your hands and rub them together until they feel dry.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.

people arrows light icon

Avoid close contact

- **Inside your home:** Avoid close contact with people who are sick.
 - If possible, maintain 6 feet between the person who is sick and other household members.
- **Outside your home:** Put 6 feet of distance between yourself and people who don't live in your household.
 - Remember that some people without symptoms may be able to spread virus.
 - [Stay at least 6 feet \(about 2 arms' length\) from other people.](#)
 - Keeping distance from others is especially important for [people who are at higher risk of getting very sick.](#)

head side mask light icon

Cover your mouth and nose with a cloth face cover when around others

- You could spread COVID-19 to others even if you do not feel sick.
- The cloth face cover is meant to protect other people in case you are infected.
- Everyone should wear a [cloth face cover](#) in public settings and when around people who don't live in your household, especially when other [social distancing](#) measures are difficult to maintain.
 - Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- Do NOT use a facemask meant for a healthcare worker. Currently, surgical masks and N95 respirators are critical supplies that should be reserved for healthcare workers and other first responders.
- Continue to keep about 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.

box tissue light icon

Cover coughs and sneezes

- **Always cover your mouth and nose** with a tissue when you cough or sneeze or use the inside of your elbow and do not spit.
- **Throw used tissues** in the trash.
- Immediately **wash your hands** with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

spraybottle icon

Clean and disinfect

- **Clean AND disinfect [frequently touched surfaces](#) daily.** This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- **If surfaces are dirty, clean them.** Use detergent or soap and water prior to disinfection.
- **Then, use a household disinfectant.** Most common [EPA-registered household disinfectantsexternal icon](#) will work.

head side medical light icon

Monitor Your Health Daily

- **Be alert for symptoms.** Watch for fever, cough, shortness of breath, or [other symptoms](#) of COVID-19.
 - Especially important if you are [running essential errands](#), going into the office or workplace, and in settings where it may be difficult to keep a [physical distance of 6 feet](#).
- **Take your temperature** if symptoms develop.
 - Don't take your temperature within 30 minutes of exercising or after taking medications that could lower your temperature, like acetaminophen.
- Follow [CDC guidance](#) if symptoms develop.

To: Germantown Community Library Staff

From: Trisha Smith, Library Director

Date: Friday, July 31, 2020

Subject: Face Covering Requirement in the Library in Response to Emergency Order #1

On Thursday, July 30, 2020, the State of Wisconsin and Governor Tony Evers issues Emergency Order #1 requiring face coverings in certain situations. This order will enter into effect on Saturday, August 1, 2020 at 12:01 a.m. and will expire on Monday, September 28, 2020, or by a subsequent superseding emergency order.

The following documents are attached:

- Press Release: Gov. Evers Issues Executive Order Declaring Public Health Emergency and Requiring Face Coverings Statewide
- State of Wisconsin Executive Order #82: Relating to Declaring a Public Health Emergency
- State of Wisconsin Emergency Order #1: Relating to Preventing the Spread of COVID-19 by Requiring Face Coverings in Certain Situations
- Face Covering Frequently Asked Questions (FAQ)

A copy of all documents will be available for staff or patron use at the following service desks and on the library website:

- Welcome Desk (in lobby)
- Circulation Desk
- Youth Services Desk
- Adult Reference Desk

EXECUTIVE ORDER #82: PUBLIC HEALTH EMERGENCY

The State of Wisconsin Executive Order #82: Relating to Declaring a Public Health Emergency proclaims that "a public health emergency, as defined in Section 323.02(16) of the Wisconsin Statutes, exists for the State of Wisconsin. The order "shall remain in effect for 60 days or until it is revoked by the Governor or by joint resolution of the Wisconsin State Legislature."

EMERGENCY ORDER #1: REQUIRING FACE COVERINGS

The State of Wisconsin Emergency Order #1: Relating to Preventing the Spread of COVID-19 by Requiring Face Coverings in Certain Situations "shall enter into effect at 12:01 a.m. on Saturday, August 1, 2020" and "expire on (Monday) September 28, 2020, or by a subsequent superseding emergency order."

The Order States:

- Wisconsin residents ages 5 and older are required to wear a face covering when they are indoors or in an enclosed space with anyone outside their household or living unit.

The following individuals are exempt from face coverings (paraphrased):

- Individuals who are eating/drinking, communicating with those that are hard of hearing, or giving a public presentation
- Children between the ages of 2 and 5

- Individuals who have trouble breathing, are unable to remove the face covering without assistance, and those with medical conditions or sensory sensitivities
- Individuals in a closed room when no one else is present

COMMUNICATION OF ORDER #1

The library will have signage that states the “Under Wisconsin Emergency Order #1, Wisconsin residents ages five and older are required to wear a face covering when inside the library building.” Signage will be available at the:

- Front Entrance/Welcome Table
- Service Desks
- Library Website
- Library Newsletter
- Library Social Media

Adult & kid-sized masks will be available free of charge for patrons at the:

- Front Entrance/Welcome Table (out for public)
- Service Desks (behind desks available by request)

ENFORCEMENT OF ORDER #1

Based on direction from the Village of Germantown Administration, library staff are directed to not enforce the order requiring patrons to wear a mask when entering the library building. We are to follow Governor Evers’ response in the Face Covering FAQ document that states the following:

- Question: “What do I do if I see someone not wearing a mask, even though they should be?”
- Answer: “Nothing. Some people have conditions or circumstances that would make wearing a cloth face covering difficult or dangerous...wear your mask and stay six feet away.”

As a department of a municipality, libraries are being directed on how to enforce masks by their Village/City/Town and their local police department. Some area libraries will not be enforcing masks and some area libraries will not allow individuals into the building without one.

As a library, we want to provide patrons with information regarding the order and equipment enabling them to follow the order, but it is not our job to enforce an individual to follow the mask requirement. Do not ask someone why they are not wearing a mask. Do not ask someone to put a mask on. Do not offer someone a mask. Do not engage in extensive conversations with patrons or other staff members regarding masks or enforcing the order that requires masks.

If patrons are unhappy with how the library is handling enforcement of masks (either because they do think individuals should be required to wear them or because they want library staff to enforce other patrons to wear them) use the examples listed on the next page to respond. If a patron becomes extremely angry, direct them to the supervisor on duty or myself. Police may be called if a patron is being disruptive/disorderly, but not to enforce a patron to wear a mask or leave the building for not doing so.

Additional Contact Information Available to Patrons

- Joyce Nelson, Library Board President: jnelson@germantownlibrarywi.org
- Dean Wolter, Village Board President: dwolter@village.germantown.wi.us
- Steve Kreklow, Village Administrator: skreklow@village.germantown.wi.us or (262) 250-4750

EXAMPLES OF RESPONSES

Patron: Does the library require people to wear masks in the building?

Staff: Yes, the library is following the Wisconsin Order that states that people are required to wear masks whenever they are indoors or in an enclosed space.

Patron: I forgot my mask at home. Do you have one available?

Staff: Yes, we have masks available free of charge for adults and kids.

Patron: My son is 4. Is he required to wear a mask?

Staff: The State of Wisconsin currently requires all residents ages 5 and older to wear a mask. The CDC recommends children ages 3 & 4 to wear a mask, but it is not required in the building.

Patron: What do you think about this whole mask situation? Isn't it crazy!

Staff: I hope COVID goes away soon. As a staff member, we are required to follow local and state guidelines at the library. What can I help you with today?

Patron: It is required by the state that people wear masks and it says on your front door that they are required. That man in a yellow hat working in the corner is not wearing one.

Staff: Yes, it is required that residents wear face coverings in certain situations when inside a building. We are requiring individuals to wear masks in the building, but there are individuals that are exempt.

Patron: Why isn't the man in the yellow hat wearing a mask? Why is he exempt?

Staff: I am not sure. As a library staff member, I am not able to ask why individuals are not wearing masks.

Patron: He is my neighbor and I know he doesn't have a health condition to exempt him from the requirement! Can you please go tell him to put a mask on?

Staff: No, I'm sorry but I am not able to do that.

Patron: I will not continue staying in the building unless he puts on a mask.

Staff: I understand that you are frustrated with the situation. Would you like me to get a supervisor to discuss this further with you?

Patron: I don't agree that the library is not enforcing masks for everyone in the building. I talked to a supervisor yesterday and they told me there are exceptions and they are not able to enforce the order and make people wear masks.

Staff: I am sorry that you are frustrated with the situation. Would you like me to get the library director to discuss this further with you.

Patron: I already talked to her yesterday and she told me the same thing.

Staff: The library director reports to the Library Board and the Village of Germantown. I can give you the contact information for the individuals in charge of these organizations if you would like.

Patron: I heard that COVID is a government conspiracy and that it doesn't actually exist. Isn't it dumb that people have to wear masks?

Staff: I haven't heard that before. The library has new COVID requirements based on state and local guidelines. Is there anything in the library that I can help you with today?

Patron: Did you hear what so-and-so politician said this morning about masks?

Staff: No, I have been working here at the desk all morning. Do you have a question regarding library services that I can help you with today?

Gov. Evers Issues Executive Order Declaring Public Health Emergency and Requiring Face Coverings Statewide

FOR IMMEDIATE RELEASE: July 30, 2020

Contact: GovPress@wisconsin.gov or 608-219-7443

MADISON — Gov. Tony Evers today declared a Public Health Emergency and issued an Emergency Order requiring individuals to wear face coverings when indoors and not in a private residence, with some exceptions as clarified and defined in the order. The order is effective at 12:01 a.m. on Saturday, August 1, 2020, and will expire on September 28, 2020 or by a subsequent superseding order. Executive Order #82 declaring a public health emergency is available [here](#) and Emergency Order #1 requiring face coverings statewide is available [here](#).

“While our local health departments have been doing a heck of a job responding to this pandemic in our communities, the fact of the matter is, this virus doesn't care about any town, city, or county boundary, and we need a statewide approach to get Wisconsin back on track,” said Gov. Evers. “We’ve said all along that we’re going to let science and public health experts be our guide in responding to this pandemic, and we know that masks and face coverings will save lives. While I know emotions are high when it comes to wearing face coverings in public, my job as governor is to put people first and to do what's best for the people of our state, so that's what I am going to do.”

Wisconsin is seeing new and significant community spread and increase in cases of COVID-19 which requires that we declare a new public health emergency and require face coverings. Wisconsin has experienced a drastic rise in COVID-19 cases throughout the entire state, with 61 of 72 counties (84 percent) representing 96 percent of the state’s population experiencing high COVID-19 activity. All regions of Wisconsin have high COVID-19 activity levels. This is a dramatic increase from where Wisconsin was in June, when only 19 of 72 counties (26%) were experiencing high COVID-19 activity.

The average number of new confirmed cases of COVID-19 has drastically increased throughout July, with an average of 556 new cases each day between July 1-7, an average of 764 new cases each day between July 8-14 (a 37% increase from the previous week), an average of 890 new cases each day between July 15-21 (a 16% increase from the previous week), and an average of 938 new cases each day between July 22-26 (a 5% increase from the previous week).

Under this order, Wisconsin residents ages five and older are required to wear a face covering when they are indoors or in an enclosed space with anyone outside their household or living unit. Face coverings are strongly recommended if you are outdoors and maintaining physical distancing is not possible. The order also enumerates exceptions to the requirement, listing activities such as when an individual is eating, drinking, or swimming. Individuals with health conditions or disabilities that would preclude the wearing of a face covering safely are also exempt from the requirement. A frequently asked questions (FAQ) document is available [here](#).

“The data is what drives our decisions, and that data tells us we have significant community spread in

Wisconsin and need to take statewide action,” said DHS Secretary-designee Andrea Palm. “Community spread means that any interaction out in the community can mean exposure, and because people can spread COVID-19 without symptoms or even knowing they are sick, we need to take universal precautions in order for wearing face coverings to be effective.”

As the COVID-19 pandemic continues, the medical and scientific community continues to learn more about the virus, including how to best prevent its transmission. Recent scientific studies show that wearing face coverings is very effective in preventing the spread of COVID-19.

“Staying home, limiting interactions, practicing physical distancing, and washing your hands thoroughly are still the most effective ways to stop the spread,” said Dr. Ryan Westergaard, Wisconsin’s Chief Medical Officer and the State Epidemiologist for Communicable Diseases. “But we learn something new about this virus every day. A growing number of scientific studies tell us that face coverings, when used correctly and consistently by a large percentage of the community, are extremely effective for preventing the spread of COVID-19 through respiratory droplets.”

For up-to-date information about Wisconsin’s COVID-19 response, visit the DHS [COVID-19 webpage](#). We also encourage you to follow @DHSWI on [Facebook](#) and [Twitter](#), or dhs.wi on [Instagram](#) for more information on COVID-19.

Office of the Governor - 115 East Capitol, Madison, WI 53702

Press Office: (608) 219-7443 - Email: GovPress@wisconsin.gov

<https://evers.wi.gov>



EXECUTIVE ORDER #82

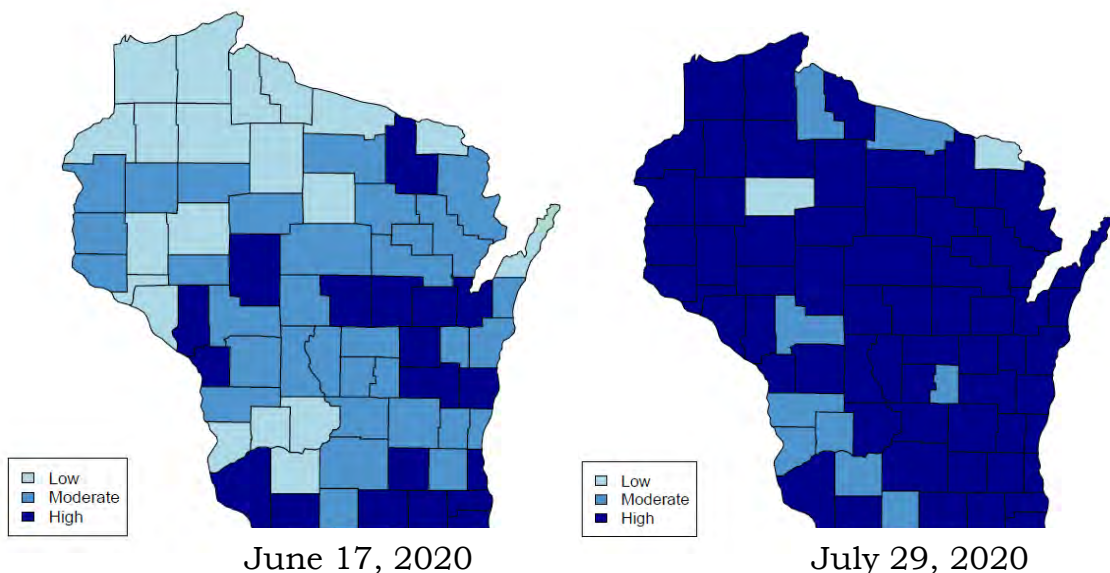
Relating to Declaring a Public Health Emergency

WHEREAS, the COVID-19 pandemic has impacted the lives of Wisconsinites throughout the state;

WHEREAS, despite the hard work Wisconsinites have done to slow the spread of COVID-19, data shows a new and concerning spike in infections;

WHEREAS, based on data collected by the Department of Health Services, the State of Wisconsin has experienced a drastic rise in COVID-19 cases throughout the entire state, with 61 of 72 counties (84 percent) representing 96 percent of the state's population experiencing high COVID-19 activity;

WHEREAS, this is a dramatic increase from where Wisconsin was in June, when only 19 of 72 counties (26%) were experiencing high COVID-19 activity, as depicted in the maps below:

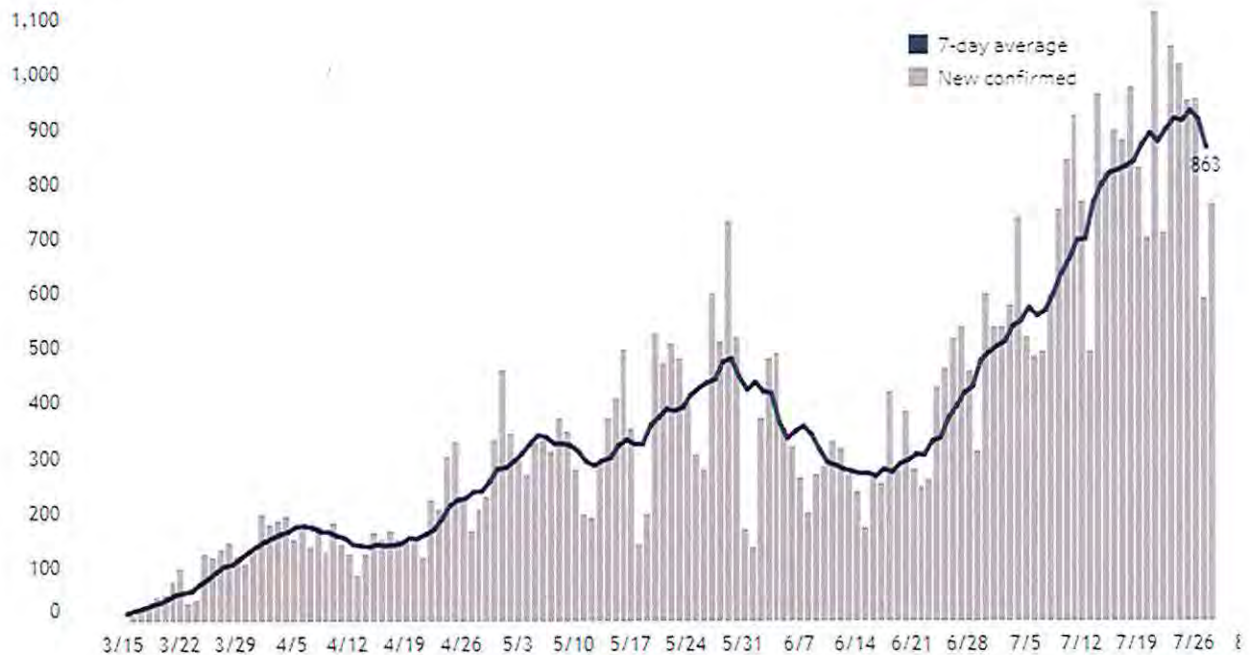


WHEREAS, on June 1, 2020, there were 18,543 confirmed cases of COVID-19 in Wisconsin; on July 1, 2020, there were 29,199 confirmed cases of COVID-19, a 57 percent increase from June 1; and on July 29, 2020, there were 51,049 confirmed cases of COVID-19, a 75 percent increase from July 1;

WHEREAS, Wisconsinites successfully “bent the curve” in May, but a drastic new spike has occurred due to the unprecedented number of new confirmed COVID-19 cases, including 43 percent of all Wisconsin COVID-19 cases occurring since July 1:

New confirmed COVID-19 cases by date confirmed, and 7-day average

Updated: 7/28/2020



WHEREAS, the average number of new confirmed cases of COVID-19 has drastically increased throughout July, with an average of 556 new cases each day between July 1-7, an average of 764 new cases each day between July 8-14 (a 37 percent increase from the previous week), an average of 890 new cases each day between July 15-21 (a 16 percent increase from the previous week), and an average of 938 new cases each day between July 22-26 (a 5 percent increase from the previous week);

WHEREAS, in a report dated July 26, 2020, the President’s COVID-19 Task Force identified Wisconsin as a “red zone” state, along with 21 other states where there is significant, uncontrolled spread of COVID-19;

WHEREAS, the federal report noted that the increasing number of cases “continues to be driven by increases in Milwaukee and Green Bay [core-based statistical areas], but also includes an increasing number of counties throughout the state, including in the west (Trempealeau, Pepin) and northwest (Iron County)”;

WHEREAS, with the increase in COVID-19 cases, there is also an increased strain on our health care system, with a growing number of hospitalized patients and patients in intensive care units;

WHEREAS, the number of confirmed deaths as a result of COVID-19 has also drastically increased; from the first death in March to June 1, 595 Wisconsinites having passed away, and by July 29, 911 people having lost their lives;

WHEREAS, an increase in deaths serves as an indicator of increased disease burden; growth in deaths from the last two weeks of July was 1.9 times the growth in deaths for the first two weeks of July, a statistically significant measure of accelerating death rates;

WHEREAS, the Centers for Disease Control has forecasted that with Wisconsin’s current disease growth, deaths will continue to increase and could reach 1,800 deaths by fall;

WHEREAS, pandemics come in waves of acceleration and deceleration of disease; because COVID-19 is a novel virus and there remain only limited effective treatments for infection and no vaccines to prevent spread of the disease, community mitigation strategies are the recommended intervention during acceleration phases;

WHEREAS, the vast majority of Wisconsin is now experiencing high virus activity levels, with some experiencing uncontrolled spread, and without quick intervention, there will be uncontrolled spread of COVID-19 infections statewide, which will lead to unnecessary serious illness or death, overwhelm our healthcare system, prevent schools from fully reopening, and unnecessarily undermine economic stability; and

WHEREAS, in order to protect the health and wellbeing of its residents, and to secure our best chances for economic success, Wisconsin must avail itself of all resources needed to respond to and contain the presence of COVID-19.

NOW, THEREFORE, I, TONY EVERS, Governor of the State of Wisconsin, by the authority vested in me by the Constitution and laws of this state, and specifically by Sections 321.39, 323.10, 323.12, and 323.13 of the Wisconsin Statutes, hereby:

1. Proclaim that a public health emergency, as defined in Section 323.02(16) of the Wisconsin Statutes, exists for the State of Wisconsin.
2. Designate the Department of Health Services as the lead agency to respond to the public health emergency and direct the Department to take all necessary and appropriate measures to prevent and respond to COVID-19.
3. Authorize the Adjutant General to activate the Wisconsin National Guard as necessary and appropriate to assist in the State's response to the public health emergency, including providing personnel to support the August 11 primary election and personnel to operate community testing sites throughout Wisconsin.
4. Direct all state agencies to assist as appropriate in the State's ongoing response to the public health emergency.
5. Pursuant to Section 323.10 of the Wisconsin Statutes, this Public Health Emergency shall remain in effect for 60 days, or until it is revoked by the Governor or by joint resolution of the Wisconsin State Legislature.



IN TESTIMONY WHEREOF, I have hereunto set my hand and caused the Great seal of the State of Wisconsin to be affixed. Done at the Capitol in the City of Madison this thirtieth day of July in the year of two thousand twenty.

TONY EVERS
Governor

By the Governor:

Douglas La Follette
DOUGLAS LA FOLLETTE
Secretary of State



EMERGENCY ORDER #1

Relating to preventing the spread of COVID-19 by requiring face coverings in certain situations

WHEREAS, on July 30, 2020, I issued Executive Order #82, declaring a public health emergency to combat the uncontrolled spread of COVID-19 throughout the State of Wisconsin;

WHEREAS, on July 26, 2020, the President's COVID-19 task force recommended that Wisconsin consider adopting a statewide face covering requirement due to the increasing number of confirmed COVID-19 cases;

WHEREAS, face coverings are a proven, effective way to slow the spread of COVID-19 without having a significant impact on people's day-to-day lives;

WHEREAS, the Centers for Disease Control (CDC) has called on Americans to wear face coverings, with the CDC director stating, "[c]loth face coverings are one of the most powerful weapons we have to slow and stop the spread of the virus – particularly when used universally within a community setting. All Americans have a responsibility to protect themselves, their families, and their communities";

WHEREAS, published scientific research has shown that the probability of transmission during exposure between a person infected with COVID-19 to an uninfected person is 17.4 percent if face coverings are not worn, and 3.1 percent if face coverings are worn;

WHEREAS, modeling by the University of Washington's Institute for Health Metrics and Evaluation estimates that a face covering requirement in Wisconsin could save more than 500 lives by October 1 if 95 percent of Wisconsinites wear a face covering in public;

WHEREAS, states across the nation have recognized the importance and effectiveness of face coverings, with 31 states implementing requirements for face coverings in different settings, including: Alabama, Arkansas, California, Colorado, Connecticut, Delaware, Hawaii, Illinois, Indiana, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Montana, Nevada, New Jersey, New Mexico, New York, North Carolina, Ohio, Oregon, Pennsylvania, Rhode Island, Texas, Vermont, Virginia, Washington, and West Virginia;

WHEREAS, Wisconsin must do its part to stop the spread of COVID-19 in the United States, which is leading the world in COVID-19 cases and deaths;

WHEREAS, COVID-19 is not only a threat to public health, but also to our economy;

WHEREAS, widespread use of face coverings will slow the spread of COVID-19, allowing Wisconsin's economy to move forward by making sure businesses can stay open and jobs are available;

WHEREAS, all Wisconsinites are called upon to join in the collective effort to stop the devastating impact of COVID-19 by wearing a face covering, not harassing or threatening Wisconsinites who wear a face covering, and showing patience and compassion for those who are unable to wear a face covering safely;

WHEREAS, “Our Constitution principally entrusts ‘[t]he safety and the health of the people’ to the politically accountable officials of the States ‘to guard and protect.’” *S. Bay United Pentecostal Church v Newsom*, 140 S. Ct. 1613, (Mem)-1614 (2020) (quoting *Jacobson v. Massachusetts*, 197 U.S. 11, 38 (1905));

WHEREAS, Section 323.12(4)(b) of the Wisconsin Statutes authorizes the Governor to issue “such orders as he or she deems necessary for the security of persons and property” during an emergency; and

WHEREAS, based on input from state and local public health officials, medical professionals, and business leaders, I have determined that a statewide face covering requirement is necessary to protect persons throughout the State of Wisconsin from COVID-19.

NOW, THEREFORE, I, TONY EVERS, Governor of the State of Wisconsin, by the authority vested in me by the Constitution and the laws of this state, and specifically Section 323.12 of the Wisconsin Statutes, hereby order the following:

1. DEFINITIONS.

- a. “Enclosed space” means a confined space open to the public where individuals congregate, including but not limited to outdoor bars, outdoor restaurants, taxis, public transit, ride-share vehicles, and outdoor park structures.
- b. “Face covering” means a piece of cloth or other material that is worn to cover the nose and mouth completely. A “face covering” includes but is not limited to a bandana, a cloth face mask, a disposable or paper mask, a neck gaiter, or a religious face covering. A “face covering” does not include face shields, mesh masks, masks with holes or openings, or masks with vents.
- c. “Physical distancing” means maintaining at least six feet of distance from other individuals who are not members of your household or living unit.

2. FACE COVERING REQUIRED. Every individual, age five and older, in Wisconsin shall wear a face covering if both of the following apply:

- a. The individual is indoors or in an enclosed space, other than at a private residence; and
- b. Another person or persons who are not members of individual’s household or living unit are present in the same room or enclosed space.

Face coverings are strongly recommended in all other settings, including outdoors when it is not possible to maintain physical distancing.

3. EXCEPTIONS.

- a. Individuals who are otherwise required to wear a face covering may remove the face covering in the following situations:
 - i. While eating or drinking.
 - ii. When communicating with an individual who is deaf or hard of hearing and communication cannot be achieved through other means.

- iii. While obtaining a service that requires the temporary removal of the face covering, such as dental services.
 - iv. While sleeping.
 - v. While swimming or on duty as a lifeguard.
 - vi. While a single individual is giving a religious, political, media, educational, artistic, cultural, musical, or theatrical presentation for an audience, the single speaker may remove the face covering when actively speaking. While the face covering is removed, the speaker must remain at least 6 feet away from all other individuals at all times.
 - vii. When engaging in work where wearing a face covering would create a risk to the individual, as determined by government safety guidelines.
 - viii. When necessary to confirm the individual's identity, including when entering a bank, credit union, or other financial institution.
 - ix. When federal or state law or regulations prohibit wearing a face covering.
- b. In accordance with [CDC guidance](#), the following individuals are exempt from the face covering requirement in Section 2:
- i. Children between the ages of 2 and 5 are encouraged to wear a mask when physical distancing is not possible. The CDC does not recommend masks for children under the age of 2.
 - ii. Individuals who have trouble breathing.
 - iii. Individuals who are unconscious, incapacitated, or otherwise unable to remove the face covering without assistance.
 - iv. Individuals with medical conditions, intellectual or developmental disabilities, mental health conditions, or other sensory sensitivities that prevent the individual from wearing a face covering.
 - v. Incarcerated individuals. The Wisconsin Department of Corrections shall continue to comply with COVID-19 protocols to ensure the health and safety of its staff and individuals in its care. Local governments are strongly encouraged to continue or create COVID-19 protocols to ensure the health and safety of their staff and individuals in their care.

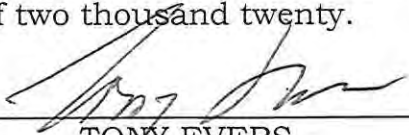
4. LEGISLATURE AND JUDICIARY. State facilities or offices under the control of the Wisconsin State Legislature or the Wisconsin Supreme Court are exempt from this Order. The Wisconsin State Legislature and the Wisconsin Supreme Court may establish guidelines for face coverings that are consistent with the specific needs of their respective branches of government.

5. PRESERVATION OF MEDICAL SUPPLIES. To conserve limited supplies of N95 masks and other medical-grade supplies, individuals are discouraged from using such supplies as face coverings.

6. LOCAL ORDERS. This Order supersedes any local order that is less restrictive. Local governments may issue orders more restrictive than this Order.

- 7. ENFORCEMENT.** This order is enforceable by civil forfeiture of not more than \$200. Wis. Stat. § 323.28.
- 8. SEVERABILITY.** If any provision of this Order or its application to any person or circumstances is held to be invalid, the remainder of the Order, including the application of such part or provision to other individuals or circumstances, shall not be affected and shall continue in full force and effect. To this end, the provisions of this Order are severable.
- 9. DURATION.** This Order shall enter into effect at 12:01 am on Saturday, August 1, 2020. This Order shall expire on September 28, 2020, or by a subsequent superseding emergency order.

IN TESTIMONY WHEREOF, I have hereunto set my hand and caused the Great seal of the State of Wisconsin to be affixed. Done at the Capitol in the City of Madison this thirtieth day of July in the year of two thousand twenty.



TONY EVERS
Governor

State of Wisconsin



Why are face coverings required?

Cloth face coverings (or face masks) are recommended by the Centers for Disease Control (CDC), the Wisconsin Department of Health Services (DHS), and healthcare professionals as an easy way to help prevent respiratory droplets from traveling into the air and onto other people when the person wearing the cloth face covering coughs, sneezes, talks, or raises their voice.

Rates of COVID-19 have significantly increased in Wisconsin as more people return to work and have more interactions in public. Wearing face coverings is the simplest way to slow and prevent the spread of COVID-19 virus without requiring people stay in their homes.

When do I need to wear a face covering?

You need to wear a face covering whenever you are indoors or in an enclosed space, other than a private residence, and other people are present in the same room or space. For example, you must wear a mask while you are shopping in a store or using a taxi.

When do I *not* need to wear a face covering?

You do not need to wear a face covering if:

- you are at a private residence;
- you are outside; or
- you are indoors and no one else is present.

You can also remove your face covering in the following situations:

- When you are eating or drinking.
- When you are communicating with someone who is deaf or hard of hearing and you cannot communicate while wearing a mask.
- While sleeping (e.g., firefighters sleeping at a fire station).
- While swimming or being on duty as a life guard.
- When you are giving a religious, political, media, educational, artistic, cultural, musical, or theatrical presentation for an audience, so long as you have at least 6 feet between you and other individuals.
- When you are working if wearing a face covering poses a safety risk, as determined by government safety guidelines or regulations.
- When you need to temporarily remove your face covering to confirm your identify, such as entering a bank, credit union, or other financial institution or when having to show that you match your identification card when buying alcohol.
- When engaging in activities where federal or state law or regulations prohibit wearing a face covering.

Do I need to wear a face covering indoors, even if I can physically distance from other people at all times?

Yes, you need to wear a face covering indoors unless you are at a private residence or you're the only person in the room.

Do I need to wear a face covering when I exercise?

It depends on where you are exercising. You do not need to wear a face covering if you are exercising in a private residence or outdoors. For example, you do not need to wear a mask if you are riding your bike on a trail. But you do need to wear a face covering if you are exercising indoors or in an enclosed space and other people are present, such as a gym, a cycling studio, or hotel workout room.

Do I need to wear a face covering when eating, drinking, or sleeping in indoor places other than my home?

No. But you must put your face covering on again when you are done with these activities. For example, while you're waiting for your table or waiting for a server to come take your order, keep your mask on. This includes outdoor restaurant and bar areas.

I have a medical condition that prevents me from wearing a face covering. Do I need documentation to prove that I don't need to wear a face covering in public?

No. You are not required to carry documentation to prove that you do not need to wear a face covering in public.

Does this order apply to private residences that are also used for business activity, such as a massage therapist who operates out of their home?

No, the order does not apply to private residences.

Where can I get a face covering?

You can make a face covering. The CDC provides both [sew and no-sew instructions](#).

You can buy a face covering from a store, including online stores.

Also, many communities have programs where individuals can get a face covering for free. Check your neighborhood groups and community organizations for such programs.

Can I wear a face shield instead of a face covering?

No. A face shield does not provide the same protections as a face covering. You are free to wear a face shield *in addition* to a face covering. But a face shield cannot be used in place of a face covering that would otherwise be required by this order.

There may be situations where a face shield can be used instead of a face covering if you are engaging in work where wearing a face covering would create a risk to you, as determined by government safety guidelines, or if you are engaging in activities where federal or state law or regulations prohibit wearing a face covering. But that will depend on the specific government safety guidelines.

Are face coverings required inside businesses and office spaces?

Yes, unless an exception applies.

Do I need to wear a face covering when in my car, in a ride-share service, or on public transportation?

The only time you need to wear a face covering in your own car is if you're traveling with people from another household. You have to wear a mask if you're using a ride-share or on public transportation.

Where can I get more information on how to wear a face covering, safe practices for putting it on and taking it off, and when to wash face coverings?

The Wisconsin Department of Health Services (DHS) has information on its website on wearing, cleaning, and making face coverings (<https://www.dhs.wisconsin.gov/covid-19/protect.htm>). Additional information can be found on the US. Centers for Disease Control (CDC) website (<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover-guidance.html>).

Will businesses be required to provide face coverings for their employees or customers?

No. But many businesses may decide to offer face coverings to employees or customers and are encouraged to do so.

How will the face covering order be enforced?

Local and state officials may enforce the order. Violating the order may result in a civil fine up to \$200.

What do I do if I see someone not wearing a mask, even though they should be?

Nothing. Some people have conditions or circumstances that would make wearing a cloth face covering difficult or dangerous. Just wear your mask and stay six feet away.

What do I do if someone is harassing me for wearing a mask?

No one should have to endure harassment, for any reason. Contact your local law enforcement.

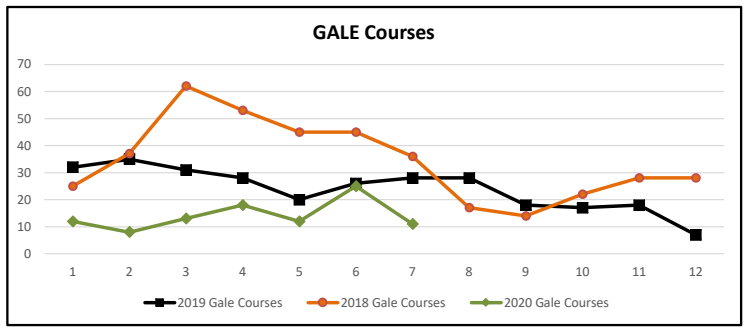
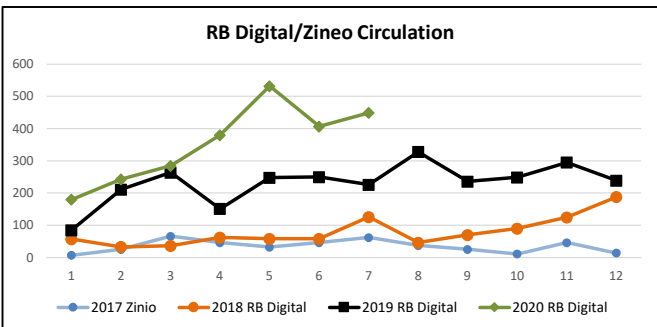
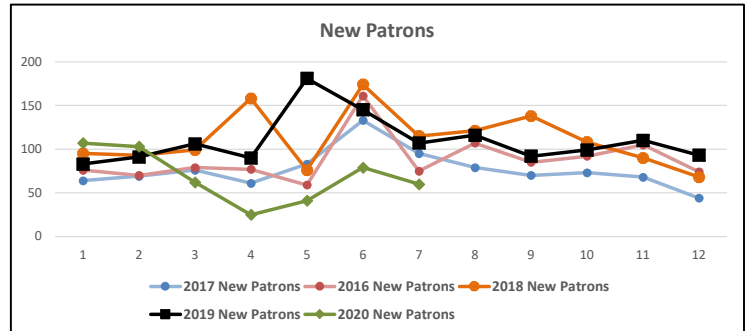
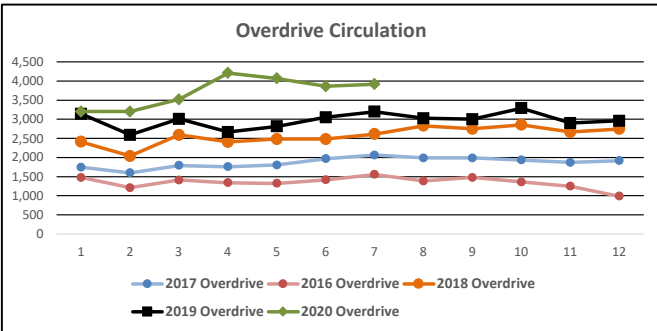
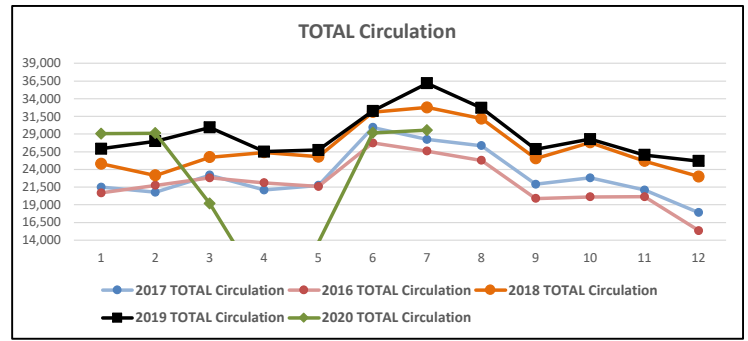
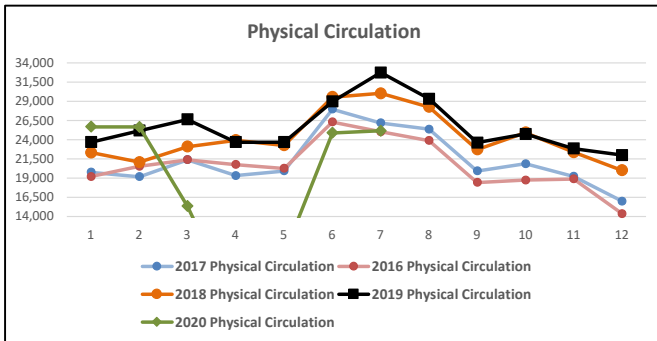
What if the town or city I live in already has a face covering or mask order?

The Governor's order sets a minimum bar. If your local government has stricter requirements, those requirements must be followed.

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	477	107	103	62	25	41	79	60					
2020 Physical Circulation	127,844	25,676	25,668	15,340	2,018	9,076	24,899	25,167					
% over 2019	-30.7%	8.4%	2.0%	-42.4%	-91.5%	-61.7%	-14.0%	-23.2%					
2020 RB Digital	2,476	180	243	285	380	532	407	449					
2020 Overdrive	25,992	3,201	3,203	3,523	4,211	4,068	3,866	3,920					
2020 Hoopla		N/A	N/A	N/A	N/A	N/A	0	0					
2020 Gale Courses	99	12	8	13	18	12	25	11					
2020 TOTAL Circulation	156,312	29,057	29,114	19,148	6,609	13,676	29,172	29,547					
% over 2019	-24.3%	8.0%	4.1%	-36.0%	-75.1%	-48.8%	-9.6%	-18.3%					
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

July 2020

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

TOTAL CIRCULATION

Physical	25,167
Electronic	4,380
TOTAL	29,547

PRINT CIRCULATION

Monarch System		Librariad	Non-Librariad	Total
Washington County				
	Germantown (Village)	16,252		16,252
	Others	321	7,212	7,533
	Dodge	7	16	23
	Ozaukee A	722	13	735
	Sheboygan A	0	18	18
Outside System				
	Milwaukee A	123	0	123
	Waukesha A	355	112	467
	Fond du Lac A	0	0	0
	Rest of WI	13		13
	Outside of WI	3		3
GRAND TOTAL		17,796	7,371	25,167

ELECTRONIC CIRCULATION

OVERDRIVE	3920
(Includes e-Book, video and audio)	
RB DIGITAL	449
(Includes magazines, audio, video, and Transparent Language)	
GALE COURSES	11
HOOPLA (not available yet)	0
(Includes video, music, and audio)	
GRAND TOTAL	4,380

REGISTRATIONS

Resident (Village of Germantown)	42
Non-Resident	18
TOTAL	60

REVENUE

Fines	\$ 1,268.34
Copies	\$ 260.78
Replacement Cards	\$ 264.35
Lost/Damage Fees	\$ 185.01
Faxes	\$ 113.40
Meeting Room	\$ -
TOTAL FINES & FEES	\$ 2,091.88

Germantown Community Library Board

MEETING DATE: August 26, 2020

PLACEMENT: Unfinished Business

AGENDA ITEM(S): VIII. A. 2021 Budget

SUBMITTED BY: Trisha Smith, Library Director

SUMMARY EXPLANATION:

The following documents are attached regarding the 2021 Germantown Community Library budget
(Increases compared to the 2020 Amended Budget are in green and decreases are in red):

- 2021 Revenues
- 2021 Expenditures
- 2021 Expenditure Justification
- 2021 Capital Items

The following document is attached regarding the 2021 Germantown Community Library Board Budget:

- 2021 Library Board Accounts (Revenue & Expenses)

2021 Budget Personnel Data will be handed out at the meeting.

A few items to take note of:

- The 2021 budget expenditure justification increases and decreases are based on the 2020 Amended Budget.
- The 2021 budget is based on the assumption that there will be decreased fine & fee revenue based on the COVID-19 pandemic and potential changes in the library fine structure.
- The 2021 Washington County Budget has not been approved. After a request from the Washington County library directors, the Clerk's department and Washington County Library Services Board are looking to fund 2021 circulation based on 2019 data (included in budget) and absorb the capital funding into the circulation line (not included in budget).
- It has been reported that funds for 2021 staff increases are set aside for all Village staff at 1.3%

A meeting to discuss the general budget took place on July 8, 2020 between myself, Village Administrator Steve Kreklow, Village Support Services Manager Michelle Tucker, Village Finance Director Kim Rath and Village Clerk Deanna Braunschweig.

A meeting to discuss the proposed budget took place on Friday, August 21, 2020 between myself, Library Board President Joyce Nelson and Library Board President Darlene Vosen.

LIBRARY

2021 BUDGET LINE ITEM WORKSHEET REVENUES

ACCOUNT	DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 ACTUAL JAN-JUN	2020 PROJECTED JUL-DEC	2020 PROJECTED TOTAL	2020 BUDGET	2021 BUDGET	% INCR 2021 BUDGET VS 2020 PROJ	% INCR 2021 BUDGET VS 2020 BUDGET
INTERGOVERNMENTAL REVENUES										
10-430-431-7210	COUNTY LIBRARY REVENUE	269,238	306,022	172,823	132,000	304,823	294,798	0	-100.00%	-100.00%
10-430-431-7220	MID-WI FED LIB SYS-CONT ED GRANT	0	0	0	0	0	0	0		
TOTAL INTERGOVERNMENTAL REVENUES		269,238	306,022	172,823	132,000	304,823	294,798	0	-100.00%	-100.00%
PUBLIC CHARGES FOR SERVICES										
10-460-467-7110	LIBRARY FINES AND FEES	21,429	24,775	5,657	8,000	13,657	14,000	0	-100.00%	-100.00%
10-460-467-7120	LIBRARY SYSTEM REVENUE	0	0	0	0	0	0	0	#DIV/0!	#DIV/0!
TOTAL PUBLIC CHARGES FOR SERVICES		21,429	24,775	5,657	8,000	13,657	14,000	0	-100.00%	-100.00%
MISCELLANEOUS REVENUES										
10-480-485-5710	LIBRARY DONATIONS	0	0	0	0	0	0	0	#DIV/0!	#DIV/0!
TOTAL MISCELLANEOUS REVENUES		0	0	0	0	0	0	0	#DIV/0!	#DIV/0!
DEPARTMENT TOTAL		290,667	330,796	178,480	140,000	318,480	308,798	0	-100.00%	-100.00%

JUSTIFICATION

EXPLANATION FOR BUDGET REQUEST

10-430-431-7210	COUNTY LIBRARY REVENUE	294,798	23.4012% Germantown Circulation for Wash. Co. Non-Libraried Usage of \$1,259,804 + \$3,000 ACT 420 Reimbursement
10-430-431-7220	MID-WI FED LIB SYS-CONT ED GRANT	0	
TOTAL INTERGOVERNMENTAL REVENUES		294,798	
PUBLIC CHARGES FOR SERVICES			
10-460-467-7110	LIBRARY FINES AND FEES	14,000	Decrease due to COVID-19 & Possible Change of Fine Structure
10-460-467-7120	LIBRARY SYSTEM REVENUE	0	
TOTAL PUBLIC CHARGES FOR SERVICES		14,000	
MISCELLANEOUS REVENUES			
10-480-485-5710	LIBRARY DONATIONS	0	
TOTAL MISCELLANEOUS			

LIBRARY

2021 BUDGET LINE ITEM WORKSHEET EXPENDITURES

ACCOUNT	DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 ACTUAL JAN-JUN	2020 PROJECTED JUL-DEC	2020 PROJECTED TOTAL	2020 AMENDED BUDGET	2021 BUDGET	% INCR 2021 BUDGET VS 2020 PROJ	% INCR 2021 BUDGET VS 2020 BUDGET
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SALARIES AND WAGES

10-551-510-1100	SALARIES - FULL TIME	188,062	206,234	86,595	120,946	207,541	207,541	204,636	-1.40%	-1.40%
10-551-510-1150	SALARIES - COUNTY	121,658	142,737	62,389	87,139	149,528	149,528	149,528	0.00%	0.00%
10-551-510-1800	SALARIES - PART TIME	100,862	108,727	54,766	76,491	131,257	131,257	134,706	2.63%	2.63%
10-551-510-1810	SALARIES - LIBRARY BOARD	1,060	1,220	615	585	1,200	1,200	1,200	0.00%	0.00%
TOTAL SALARIES AND WAGES		411,642	458,918	204,365	285,161	489,526	489,526	490,070	0.11%	0.11%

FRINGE BENEFITS

10-551-520-2100	SOCIAL SECURITY	21,045	22,805	11,817	14,193	26,010	26,010	26,051	0.16%	0.16%
10-551-520-2110	SOCIAL SECURITY - COUNTY	9,307	10,903	4,773	6,666	11,439	11,439	11,437	-0.02%	-0.02%
10-551-520-2200	STATE RETIREMENT	14,330	10,500	6,128	7,285	13,413	13,413	12,229	-8.83%	-8.83%
10-551-520-2210	STATE RETIREMENT - COUNTY	10,061	11,503	5,752	5,752	11,503	11,503	11,503	0.00%	0.00%
10-551-520-2300	HEALTH INSURANCE	76,800	66,100	29,650	29,650	59,300	59,300	84,000	41.65%	41.65%
10-551-520-2400	DENTAL INSURANCE	5,205	4,515	2,258	2,258	4,515	4,515	4,320	-4.32%	-4.32%
10-551-520-2500	LIFE INSURANCE	649	710	395	515	910	910	852	-6.37%	-6.37%
10-551-520-2510	LIFE INSURANCE - COUNTY	330	330	165	165	330	330	330	0.00%	0.00%
TOTAL FRINGE BENEFITS		137,728	127,366	60,937	66,483	127,420	127,420	150,722	18.29%	18.29%

OPERATING SUPPLIES AND EXPENSES

10-551-530-3100	GENERAL SUPPLIES AND EXPENSES	6,744	1,508	3,114	0	3,114	3,000	3,000	-3.67%	0.00%
10-551-530-3110	STORYTIME PROGRAM - SUPPLIES	376	0	0	0	0	0	0	#DIV/0!	#DIV/0!
10-551-530-3150	GENERAL SUPPLIES & EXPENSE - CTY	9,009	38,916	10,691	0	10,691	25,000	15,000		
10-551-530-3200	OFFICE SUPPLIES	5,719	4,990	2,574	2,426	5,000	5,000	5,000	0.00%	0.00%
10-551-530-3400	POSTAGE	621	560	383	617	1,000	1,000	1,000	0.00%	0.00%
10-551-530-3410	POSTAGE - COUNTY	451	378	0	1,000	1,000	1,000	1,000	0.00%	0.00%
10-551-530-3600	BOOKS	39,999	39,998	23,227	16,773	40,000	40,000	40,000	0.00%	0.00%
10-551-530-3610	BOOKS - COUNTY	22,021	23,105	0	20,000	20,000	20,000	20,000	0.00%	0.00%
10-551-530-3620	BOOK PROCESSING	5,522	5,000	4,307	693	5,000	5,000	5,000	0.00%	0.00%
10-551-530-3625	BOOK PROCESSING - COUNTY	10,199	8,450	0	5,000	5,000	5,000	5,000	0.00%	0.00%
10-551-530-3630	PERIODICALS	4,436	4,000	428	3,572	4,000	4,000	4,000	0.00%	0.00%
10-551-530-3635	PERIODICALS - COUNTY	5,978	4,411	143	3,857	4,000	4,000	4,000	0.00%	0.00%
10-551-530-3640	AUDIO VISUAL	4,997	5,910	3,970	2,030	6,000	6,000	6,000	0.00%	0.00%
10-551-530-3645	AUDIO VISUAL -- COUNTY	24,825	14,958	723	14,277	15,000	15,000	15,000	0.00%	0.00%
10-551-530-3660	COMPUTER SERVICE	13,939	13,942	4,208	9,792	14,000	14,000	14,000	0.00%	0.00%
10-551-530-3665	COMPUTER SERVICE - COUNTY	22,965	15,960	2,091	16,409	18,500	18,500	20,000	8.11%	8.11%
10-551-530-3810	DONATIONS - EXPENSE	0	0	0	0	0	0	0	#DIV/0!	
10-551-530-3820	PROGRAMS SUPPLIES & EXPENSE	3,001	3,590	2,862	138	3,000	3,000	3,000	0.00%	0.00%
10-551-530-3821	PRGRAMS SUPPLIES & EXPENSE - COUNTY	5,344	23,748	8,828	0	8,828	20,000	15,000	69.92%	-25.00%
10-551-530-5400	SYSTEM AUTOMATION	5,417	5,000	5,700	0	5,700	5,700	1,000	-82.46%	-82.46%
10-551-530-5410	SYSTEM AUTOMATION - COUNTY	25,307	17,023	15,518	2,482	18,000	18,000	20,000	11.11%	11.11%
10-551-530-7100	UTILITIES	66,095	65,019	23,876	40,000	63,876	70,000	68,000	6.46%	-2.86%
10-551-530-7200	TELEPHONE	1,630	2,010	1,802	1,802	3,604	1,750	3,604	0.01%	105.94%
10-551-530-7250	OUTREACH - COUNTY	2,918	3,624	763	2,938	3,700	3,700	4,000	8.11%	8.11%

LIBRARY

2021 BUDGET LINE ITEM WORKSHEET EXPENDITURES

ACCOUNT	DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 ACTUAL JAN-JUN	2020 PROJECTED JUL-DEC	2020 PROJECTED TOTAL	2020 AMENDED BUDGET	2021 BUDGET	% INCR 2021 BUDGET VS 2020 PROJ	% INCR 2021 BUDGET VS 2020 BUDGET
10-551-530-7300	INSURANCE AND BONDS	7,037	7,653	6,380	1,917	8,297	7,800	8,300	0.04%	6.41%
10-551-530-7700	TRAINING AND SEMINARS	498	1,977	392	1,608	2,000	2,000	2,000	0.00%	0.00%
10-551-530-7710	TRAINING - COUNTY	2,514	3,314	625	2,375	3,000	3,000	3,000	0.00%	0.00%
10-551-530-7800	TRAVEL	1,230	737	403	597	1,000	1,000	1,000	0.00%	0.00%
TOTAL OPERATING SUPPLIES		298,793	315,783	123,006	150,304	273,310	302,450	286,904	4.97%	-5.14%

CAPITAL ITEMS

10-551-570-8100	MISCELLANEOUS EQUIPMENT - COUNTY	0	0	0	0	0	0	0	#DIV/0!	#DIV/0!
TOTAL CAPITAL ITEMS		0	0	0	0	0	0	0	#DIV/0!	#DIV/0!

DEPARTMENT TOTAL		848,163	902,067	388,307	501,948	890,256	919,396	927,696	4.21%	0.90%
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County Expense	County Allocation Total 2021	294,798					Revised Budget			
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Village Expense 632,898 927,696 w/ carry over
 Library Custodial - Bldg Grounds Budget
 Library Building - Bldg Grounds - Gen Bld Mnt
 Major Repairs - Bldg Grounds 866,927
 2020 Total before carry over
 Total Village Expense 632,898
 Capital Roof Repair - Pending 1/2 cost paid by Library 632,898
 2019 Cty Carryover 16,500
 2020 Addl Cty Rev 24,500
 Contingency wage 11,469
 County Allocation lines should equal County Revenue 52,469
 0

Library Accounts - Village Funded - History

2015 563,672
 2016 568,880
 2017 588,196
 2018 594,250
 2019 599,408
 2020 601,927

Fully Funded Village w/ Bld Grnds

625,272
 628,480
 653,908
 694,212
 695,120
 687,588

LIBRARY
2021 EXPENDITURE JUSTIFICATION

SALARIES AND WAGES

EXPLANATION OF BUDGET REQUEST

10-551-510-1100	SALARIES - FULL TIME	204,636	Increase Due to 2020 Raises
10-551-510-1150	SALARIES - COUNTY	149,528	
10-551-510-1800	SALARIES - PART TIME	134,706	Increase Due to 2020 Raises
10-551-510-1810	SALARIES - LIBRARY BOARD	1,200	
TOTAL SALARIES AND WAGES		490,070	

FRINGE BENEFITS

10-551-520-2100	SOCIAL SECURITY	26,051	
10-551-520-2110	SOCIAL SECURITY - COUNTY	11,437	
10-551-520-2200	STATE RETIREMENT	12,229	
10-551-520-2210	STATE RETIREMENT - COUNTY	11,503	
10-551-520-2300	HEALTH INSURANCE	84,000	Increase Due to Change in Health Insurance
10-551-520-2400	DENTAL INSURANCE	4,320	
10-551-520-2500	LIFE INSURANCE	852	
10-551-520-2510	LIFE INSURANCE - COUNTY	330	
TOTAL FRINGE BENEFITS		150,722	

OPERATING SUPPLIES AND EXPENSES

10-551-530-3100	GENERAL SUPPLIES AND EXPENSES	3,000	
10-551-530-3150	GENERAL SUPPLIES AND EXPENSES - CTY	15,000	(- \$10,000) Use of 2019 Wash. Co. Carryover Funds in 2020 Budget
10-551-530-3200	OFFICE SUPPLIES	5,000	
10-551-530-3400	POSTAGE	1,000	
10-551-530-3410	POSTAGE - COUNTY	1,000	
10-551-530-3600	BOOKS	40,000	
10-551-530-3610	BOOKS - COUNTY	20,000	
10-551-530-3620	BOOK PROCESSING	5,000	
10-551-530-3625	BOOK PROCESSING - COUNTY	5,000	
10-551-530-3630	PERIODICALS	4,000	
10-551-530-3635	PERIODICALS - COUNTY SYSTEM	4,000	
10-551-530-3640	AUDIO VISUAL	6,000	
10-551-530-3645	AUDIO VISUAL - COUNTY	15,000	
10-551-530-3660	COMPUTER SERVICE	14,000	
10-551-530-3665	COMPUTER SERVICE - COUNTY	20,000	(+ \$1,500) Increase in Wash. Co. Funding = Increase Digital Library Services
10-551-530-3820	PROGRAMS SUPPLIES & EXPENSE	3,000	
10-551-530-3821	PROGRAMS SUPPLIES & EXPENSE - COUNTY	15,000	(- \$5,000) Use of 2019 Wash. Co. Carryover Funds in 2020 Budget
10-551-530-5400	SYSTEM AUTOMATION	1,000	(- \$4,700) Transfer Funds to Wash. Co. Line to Balance Decrease in Village Revenue Line
10-551-530-5410	SYSTEM AUTOMATION - COUNTY	20,000	(+ \$2,000) Decrease in Total System Automation Fees & Transfer funds to Wash. Co.
10-551-530-7100	UTILITIES	68,000	Reported by Finance Director (- \$2,000) Trends of last 3 years
10-551-530-7200	TELEPHONE	3,604	Reported by Finance Director
10-551-530-7250	OUTREACH - COUNTY	4,000	(+ \$300) Yearly Wage Increase of Outreach Librarian at West Bend
10-551-530-7300	INSURANCE AND BONDS	8,300	Reported by Finance Director
10-551-530-7700	TRAINING AND SEMINARS	2,000	
10-551-530-7710	TRAINING - MID WI FED LIB GRANT	3,000	
10-551-530-7800	TRAVEL	1,000	
TOTAL OPERATING SUPPLIES		286,904	

CAPITAL OUTLAY

10-551-570-8100	MISCELLANEOUS EQUIPMENT - COUNTY	0	
TOTAL CAPITAL OUTLAY		0	

LIBRARY

2021

CAPITAL ITEMS

ACCOUNT	DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 ACTUAL JAN-JUN	2020 PROJECTED JUL-DEC	2020 PROJECTED TOTAL	2020 BUDGET	2021 BUDGET	% INCR 2021 BUDGET VS 2020 PROJ	% INCR 2021 BUDGET VS 2020 BUDGET
CAPITAL OUTLAY										
40-551-570-8200	BUILDING IMPROVEMENTS	4,760	5,343		0	0	0	0	#DIV/0!	#DIV/0!
40-551-570-8210	NEW BLDG FURNITURE/EQUIP - COUNTY	0	0		0	0	0	0	#DIV/0!	#DIV/0!
40-551-570-8310	LAND IMPROVEMENTS	0	0		0	0	0	0	#DIV/0!	#DIV/0!
40-551-570-8410	FURNITURE	0	21,533		0	0	0	0	#DIV/0!	#DIV/0!
40-551-570-8430	COMPUTER HARDWARE	0	0		0	0	0	0	#DIV/0!	#DIV/0!
40-551-570-8435	AUTOMATION EQUIPMENT - COUNTY	0	0	0	0	0	0	0	#DIV/0!	#DIV/0!
40-551-570-8440	COMPUTER SOFTWARE	0	0	0	0	0	0	0	#DIV/0!	#DIV/0!
TOTAL CAPITAL OUTLAY		4,760	26,876	0	0	0	0	0	#DIV/0!	#DIV/0!
DEPARTMENT TOTAL		4,760	26,876	0	0	0	0	0	#DIV/0!	#DIV/0!

JUSTIFICATION

CAPITAL OUTLAY			EXPLANATION OF BUDGET REQUEST
40-551-570-8200	BUILDING IMPROVEMENTS		
40-551-570-8210	NEW BLDG FURNITURE/EQUIP - COUNTY		
40-551-570-8310	LAND IMPROVEMENTS		
40-551-570-8410	FURNITURE		
40-551-570-8430	COMPUTER HARDWARE		
40-551-570-8435	AUTOMATION EQUIPMENT - COUNTY		
40-551-570-8440	COMPUTER SOFTWARE		
TOTAL CAPITAL OUTLAY		0	

VILLAGE OF GERMANTOWN

LIBRARY BOARD ACCOUNTS

REVENUE

2021

ACCOUNT	DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 ACTUAL JAN-JUN	2020 PROJECTED JUL-DEC	2020 PROJECTED TOTAL	2020 BUDGET	2021 BUDGET	% INCR 2021 BUDGET VS 2020 BUDG	% INCR 2021 BUDGET VS 2020 PROJ
DONATIONS										
83-480-485-5710	REVENUES	3,818	1,564	0	1,000	1,000	1,000	0	-100.00%	-100.00%
TOTAL CHARGES FOR SERVICES		3,818	1,564	0	1,000	1,000	1,000	0	-100.00%	-100.00%
INTEREST REVENUE										
83-480-481-1100	INVESTMENT INTEREST	1,797	1,545	0	300	300	700	0	-100.00%	-100.00%
TOTAL INTEREST REVENUE		1,797	1,545	0	300	300	700	0	-100.00%	-100.00%
DEPARTMENT TOTAL										
DEPARTMENT TOTAL		5,615	3,110	0	1,300	1,300	1,700	0	-100.00%	-100.00%

VILLAGE OF GERMANTOWN

LIBRARY BOARD ACCOUNTS

EXPENSE

2021

ACCOUNT	DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 ACTUAL JAN-JUN	2020 PROJECTED JUL-DEC	2020 PROJECTED TOTAL	2020 BUDGET	2021 BUDGET	% INCR 2021 BUDGET VS 2020 BUDG	% INCR 2021 BUDGET VS 2020 PROJ
GENERAL EXPENDITURES										
83-551-530-3100	GENERAL SUPPLIES & EXPENSE	1,987	293	0		0	1,000	0	-100.00%	#DIV/0!
83-551-530-3600	BOOKS	2,430	2,899				0	0		
83-551-570-8420	EQUIPMENT	0	27,944	0	0	0	0	0	#DIV/0!	#DIV/0!
TOTAL EXPENDITURES		4,417	31,136	0	0	0	1,000	0	-100.00%	#DIV/0!
DEPARTMENT TOTAL										
DEPARTMENT TOTAL		4,417	31,136	0	0	0	1,000	0	-100.00%	#DIV/0!

Germantown Community Library Board

MEETING DATE: August 26, 2020

PLACEMENT: Unfinished Business

AGENDA ITEM(S): VIII. B. Fines & Fees

SUBMITTED BY: Trisha Smith, Library Director

SUMMARY EXPLANATION:

The following pages include an examination of the Fine Free movement in libraries and options that the Germantown Community Library can take to move towards increasing library services, eliminating barriers currently in place to use library services and resources and gain new library users.

I recommend that the Germantown Community Library lower overdue fines for DVDs and Blu-Rays to \$0.10 per item per day to be consistent with fines for other items in the library and eliminate overdue fines for all children and young adult material (further explained on page 11-12).

APPENDIX

WHAT DOES 'FINE FREE' LOOK LIKE?	Page 2
FINE STRUCTURE UNDER THE CURRENT POLICY	Page 2
DO PATRONS HAVE TO RETURN THE ITEM IF LIBRARIES ARE FINE FREE?	Page 3
BACKGROUND	Page 3
WHY ELIMINATE / REDUCE FINES?	Page 4
FINE STRUCTURE OF SURROUNDING LIBRARIES	Page 5
FINES IN COMPARISON TO COUNTY & ACT 420 REVENUE	Page 8
FINE IMPACT ON LIBRARY BUDGET	Page 9
HOW WOULD THE LIBRARY MAKE UP THE LOSS OF REVENUE?	Page 10
OPTIONS	Page 11
STAFF SURVEY	Page 13
SURVEY RESULTS	Page 14
DIRECTOR FEEDBACK	Page 18
ADDITONAL RESOURCES	Page 21

WHAT DOES 'FINE FREE' LOOK LIKE?

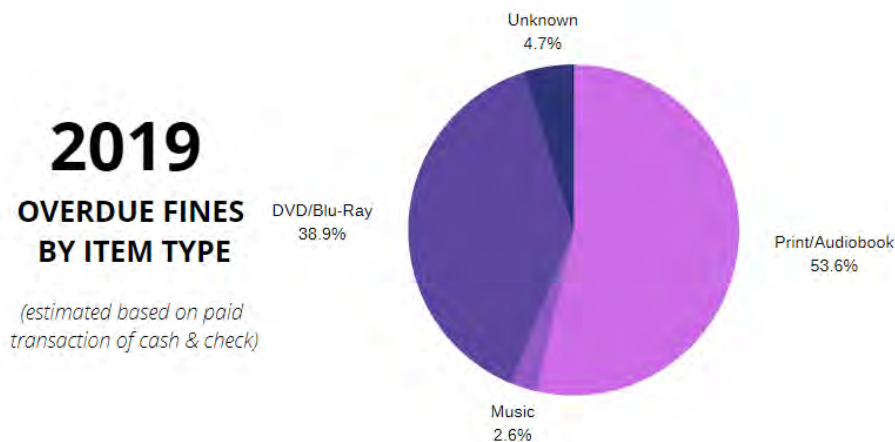
Fine Free libraries do not charge patrons any overdue fines for items that are not returned to the library on time. Fees for lost or damaged items still occur. Libraries also continue to charge fees for services such as printing, copying, faxing, library card replacement and meeting room rental.

FINE STRUCTURE UNDER THE CURRENT POLICY:

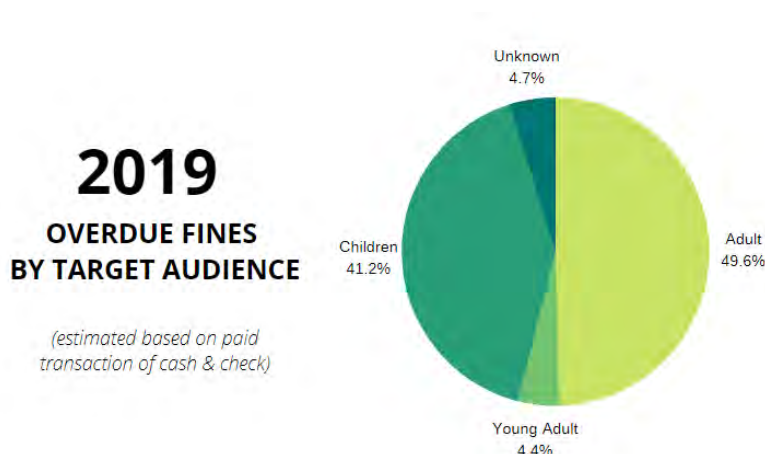
When a library item is checked out to a patron, each item has a due date (typically either 1, 2 or 4 weeks). If the patron does not return the item on its due date, a fine is charge to the patron's account. The fines for each item cannot exceed \$7.50. The current fine structure for the Germantown Community Library is as follows:

- \$0.10 per item (books, audiobooks, music CDs, magazines, etc.)
- \$0.50 per DVD / Blu-Ray

The following chart illustrates the estimated percent of overdue fines for each type of item in 2019 for a total of \$16,570. Print/Audiobook fines make up the highest percentage at 53.6% followed by DVD/Blu-Ray at 38.9%.



The following chart illustrates the estimated percent of overdue fines by target audience of the material in 2019 for a total of \$16,570. Fines on Adult items make up the highest percentage at 49.6% followed by Children at 41.2%. Both charts are fairly constant with circulation data.



When a patron reaches \$5.00 in fines or fees, a block is placed on their account. This will stop the patron from checking out any additional library material. Patrons can pay their overdue fines in person by cash or check at the Circulation Desk or through the Monarch Catalog using credit card for transactions over \$5.00.

DO PATRONS HAVE TO RETURN THE ITEM IF LIBRARIES ARE FINE FREE?

Yes, patrons are still required to return their overdue library material.

Patrons have several options to check the due date of an item that includes the printed receipt that they receive at checkout, monitoring their online account, or calling/emailing the library. Items can be renewed twice for the original loan period from the renewal date, provided there are no holds on that item.

When an item is not returned after 60 days, the item is declared lost and that patron is automatically billed for the replacement cost of the item. The library also has the option of sending the charge to a collection agency if the item is over 74 days overdue.

The following notices are also sent via phone or email for items checked out at the Germantown Community Library:

- | | |
|-----------------------------------|------------------------|
| • 1 st reminder notice | 7 days after due date |
| • 2 nd reminder notice | 14 days after due date |
| • 3 rd reminder notice | 28 days after due date |
| • Final notice/bill | 60 days after due date |

BACKGROUND

The 'Fine Free' movement has been a common theme in libraries over the past several years. Some libraries, such as the Town Hall Public Library in North Lake, have been fine free for decades, but the majority of libraries have traditionally charged overdue fines for late items. The Fine Free movement is often the topic of discussion at library conferences and webinars and it has recently gained national attention in 2019 when larger library systems such as Chicago and San Diego eliminated overdue fines. Many libraries are also opting to go Fine Free for children's material and/or are lowering the amount charged for each item. The current COVID-19 pandemic has also pushed more libraries to eliminate or reduce fines due to library closures, added quarantine of items and the added burden for some patrons to visit the physical library building.

Over the past three years, the Germantown Community Library has taken a more 'fine friendly' approach to fines. All staff are allowed to waive disputed fines and fees under \$1 at the Circulation Desk. If the amount is over \$1, patrons have the option of filling out our Fine Dispute Form that is handled by our Circulation Manager. The Circulation Manager then follows up with the patron to discuss the situation and often times part or all of the fine is waived if the patron does not have a history of overdue fines and/or unreturned items.

This topic of eliminating or reducing fines has been discussed briefly at Germantown Community Library Board meetings for the last 2 years in the Director's Report and was formally on the agenda at the July 22, 2020 meeting. Library Board members were interested in learning more about this topic and required information for the fines & fees at surrounding libraries, data on fines & fees collected, fine free studies, results of nearby libraries that have gone fine free and staff feedback.

WHY ELIMINATE / REDUCE FINES?

The following have been viewed as reasons to eliminate or reduce overdue fines of library material:

- Charging patrons overdue fines does not support the overall mission of the library to provide patrons access to information and checkout of library material.
- Overdue fines have been shown to disproportionately affect low-income families and individuals and can create a barrier to these populations revisiting the library and using services.
- Research indicates that overdue fines are not highly unlikely encourage library users to bring items back on time. When research shows that patrons return items after the due date, items are typically only a few days late.
- When collecting a small amount of fines, there are often more expenses that occur due to staff time needed to collect fines and handle fine disputes.
- Late fees are not a reliable source of income in the annual budget and can vary from year to year.

FINE STRUCTURE OF SURROUNDING LIBRARIES

The chart and map on the following pages show the current fine & fee structures for libraries in neighboring counties.

Fine Structure for Libraries in Neighboring Counties

(updated 8/17/2020)

WASHINGTON	Population	Grade	Book/Other	DVD	Childrens/YA	Book/DVD Rate
West Bend	31,546	1	\$0.25	\$1	same	
Germantown	19,965	1	\$0.10	\$0.50	same	
Hartford	15,057	1	\$0.10	\$1	same	
Slinger	5,454	2	\$0.10	\$0.10	same	x
Kewaskum	4,024	2	\$0.10	\$1	same	

WAUKESHA	Population	Grade	Book/Other	DVD	Childrens/YA	Book/DVD Rate
Waukesha	72,043	1	\$0.25	\$0.50	FINE FREE	
New Berlin	40,596	1	\$0.15	\$1	FINE FREE	
Brookfield	39,951	1	\$0.15	\$1	FINE FREE	
Menomonee Falls	38,999	1	\$0.10	\$0.10	same	x
Muskego	24,999	1	\$0.15	\$1	FINE FREE	
Pewaukee	22,696	1	\$0.15	\$1	FINE FREE	
Oconomowoc	17,212	1	\$0.20	\$0.20	\$0.05	x
Sussex	11,273	1	\$0.20	\$1	FINE FREE	
Hartland	9,286	1	\$0.10	\$0.10	same	x
Town Hall	8,486	1	FINE FREE		FINE FREE	FINE FREE
Mukwonago	8,137	1	\$0.25	\$0.50	same	
Delafield	7,177	1	\$0.10	\$0.50	same	
Elm Grove	5,884	2	\$0.10	\$1	same	
Eagle	5,637	2	\$0.15	\$0.50	same	
Butler	1,808	3	\$0.15	\$1	FINE FREE	
Big Bend	1,468	3	\$0.15	\$0.50	\$0.05	

OZAUKEE	Population	Grade	Book/Other	DVD	Childrens/YA	Book/DVD Rate
Mequon	27,046	1	\$0.25	\$0.25	same	x
Grafton	15,887	1	\$0.10	\$0.25	same	
Port Washington	11,639	1	\$0.10	\$1	\$0.05	
Cedarburg	11,537	1	\$0.15	\$0.15	same	x
Saukville	4,411	2	\$0.10	\$0.25	same	

MILWAUKEE	Population	Grade	Book/Other	DVD	Childrens/YA	Book/DVD Rate
Milwaukee Public	592,025	1	\$0.15	\$0.15	FINE FREE	x

OZAUKEE	Population	Grade	Book/Other	DVD	Childrens/YA	Book/DVD Rate
Mequon	27,046	1	\$0.25	\$0.25	same	x
Grafton	15,887	1	\$0.10	\$0.25	same	
Port Washington	11,639	1	\$0.10	\$1	\$0.05	
Cedarburg	11,537	1	\$0.15	\$0.15	same	x
Saukville	4,411	2	\$0.10	\$0.25	same	

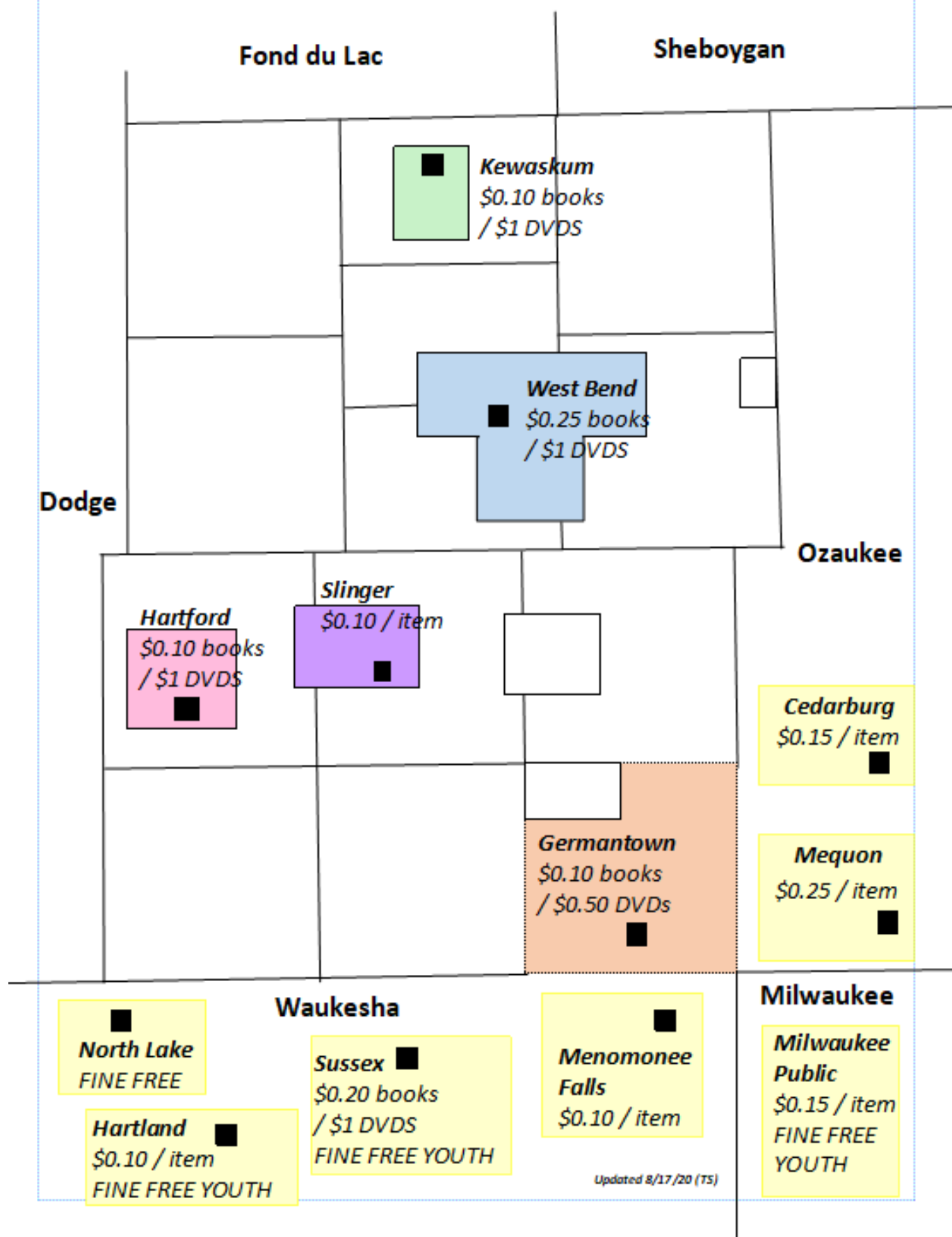
MILWAUKEE	Population	Grade	Book/Other	DVD	Childrens/YA	Book/DVD Rate
Milwaukee Public	592,025	1	\$0.15	\$0.15	FINE FREE	x

DODGE	Population	Grade	Book/Other	DVD	Childrens/YA	Book/DVD Rate
Beaver Dam	16,928	1	FINE FREE		FINE FREE	x
Waupun	8,562	1	FINE FREE		FINE FREE	x
Mayville	5,087	2	\$0.10	\$1	FINE FREE	
Horicon	3,775	2	FINE FREE		FINE FREE	x
Juneau	2,734	3	FINE FREE		FINE FREE	x
Lomira	2,510	3	FINE FREE		FINE FREE	x
Hustisford	2,495	3	\$0.25	\$1	same	
Theresa	2,335	3	\$0.10	\$1	same	
Fox Lake	1,500	3	\$0.10	\$1	same	
Iron Ridge	923	3	\$0.20	\$1	same	
Reeseville	718	3	\$0.10	\$1	same	
Brownsville	597	3	\$0.10	\$1	FINE FREE	

SHEYBOYGAN	Population	Grade	Book/Other	DVD	Childrens/YA	Book/DVD Rate
Sheboygan	48,402	1	\$0.10	\$0.10	FINE FREE	x
Plymouth	8,455	1	FINE FREE		FINE FREE	FINE FREE
Sheboygan Falls	7,889	1	FINE FREE		FINE FREE	FINE FREE
Lakeview	5,417	2	\$0.10	\$0.50	same	
Oostburg	3,007	2	\$0.05	\$0.05	same	x
Cedar Grove	2,114	3	\$0.05	\$0.05	same	x
Kohler	2,094	3	FINE FREE		FINE FREE	FINE FREE
Elkhart Lake	1,003	3	FINE FREE		FINE FREE	FINE FREE
Bookmobile	n/a	n/a	FINE FREE		FINE FREE	FINE FREE

Libraries Highly Impacted by Circulation in Relation to Germantown

Neighboring Library Overdue Fine Structure



While the Germantown Community Library is fairly consistent with fine structures at other libraries in Washington County, it is clear that there is a growing trend of libraries in the Monarch Library System and surrounding areas in moving towards offering Fine Free options and/or lowering overdue rates for all items available at the library.

Germantown is uniquely located to boarder Waukesha, Ozaukee and Milwaukee County. Comparing the library data and policies at libraries in these counties is crucial to providing the patrons of our community with current and equitable library information, services and programs in addition to looking at libraries in Washington County. Germantown is also bordered by the non-librariated municipalities of the Town of Germantown, Village of Richfield and the Town of Jackson that highly impact the ACT 420 payment requests from Washington County when these residents use libraries in other adjacent counties.

When reviewing the fine structures of boarding Waukesha County libraries:

- Town Hall Public Library in North Lake is completely Fine Free
- Hartland Public Library and the Pauline Haas Public Library in Sussex are Fine Free for children's material
- Hartland Public Library and the Menomonee Falls Public Library have lowered rates of \$0.10/item
- All 15 branches of the Milwaukee Public Library charge \$0.15/item and are Fine Free for children's material
- Cedarburg Public Library is at a lower rate of \$0.15/item and the Frank L. Weyenburg Library in Mequon/Theinsville is at \$0.25/item
- Slinger Community Library in Washington County also lowered their fines on DVDs to \$0.10/item earlier this year

The following chart describes the total number of libraries in each neighboring county are currently Fine Free for all material or only youth material. Almost half of the libraries are either Fine Free for youth material or have consistent fines for all item types.

	Fine Free	Fine Free Youth	Book/DVD Rate is the Same?
Washington	0/5	0/5	1/5
Waukesha	1/16	8/16	4/16
Ozaukee	0/5	0/5	2/5
Milwaukee	0/1	1/1	1/1
Dodge	6/12	8/12	7/12
Sheboygan	4/9	5/9	6/9
Total	11/48	22/48	21/48
	23%	46%	44%

The following chart shows Fine Free libraries in Wisconsin Library Systems that was conducted by the Wisconsin Department of Public Instruction in October of 2019. Since this date, the number of Monarch libraries Fine Free has increased from 3 to 10 overall and 1 to 3 for children only. Other libraries in Wisconsin that are Fine Free include La Crosse, Racine, Kaukauna and (most recently in August of this year) Madison.

	2018		2019	
System	Fine Free	FF Children Only	Fine Free	FF Children Only
Arrowhead	0	0	0	1
Bridges	1	7	1	10
IFLS	16	0	18	1
Kenosha	0	1	0	1
Lakeshores	3	2		
ManCal	0	0	0	1
MCFLS	0	1	0	2
Monarch	3	0	3	1
NWLS	5	3	12	2
Nicolet	4	2	4	0
OWLS	5	1	1	2
SCLS	9	0	17	6
SWLS	14	0		
WRLS	5	0	5	0
Winnefox	4	1	4	1
WVLS	1	2	1	2
TOTAL:	70	20	66	30

More examples of Fine Free libraries in Wisconsin, the United States and world-wide can be found at:
<https://www.endlibraryfines.info/fine-free-library-map>

FINES IN COMPARISON TO COUNTY & ACT 420 REVENUE

While overdue fines do add up, the amount collected can be viewed as very low when compared to other sources of revenue. The following chart shows the difference between the cost per item and total cost in 2019 for overdue fines compared to the numbers for Washington County and ACT 420 Reimbursement.

	Cost per Item	Number of Items	2019 Total Cost
Print/Other Overdue Fines	\$0.10	79,870	\$7,987
DVD/Blu-Ray Overdue Fines	\$0.50	10,184	\$5,092
Washington County Reimbursement	\$3.50	83,645	\$292,758
ACT 420 Reimbursement	\$2.33	1,983	\$4,620

The amount of funding that the library receives from Washington County is significantly higher than any combination of overdue fines. For example, if a family living in the Village of Richfield (a non-librarians municipality in Washington County) checks out 30 books and returns them one day late, the library would potentially receive \$3.00 at \$0.10 per day per item. The library would receive \$105.00 from Washington County at \$3.50 per item. If a family checks out 30 books a month, the amount jumps to \$1,260 for the entire year. This number vastly outweighs losing \$3.00 in overdue fines and risk losing the family's reimbursement funding for years to come.

FINE IMPACT ON LIBRARY BUDGET

The following charts report paid transactions for overdue fines between 2017 and August 17, 2020. It is anticipated that this number will be lower in 2021 due to further influence of the COVID-19 pandemic on decreased circulation, in-person programming and general library use.

Patron Charges Summary 2017 through 8-17-20

Paid Transactions (Cash & Check Only)

	2017	2018	2019	2020
	Overdue	Overdue	Overdue	Overdue
Adult				
Print	\$2,987	\$3,273	\$3,139	\$752
Music	\$193	\$298	\$253	\$91
DVD/Blu-ray	\$2,966	\$3,033	\$3,094	\$755
YA				
Print	\$435	\$512	\$571	\$112
Juvenile				
Print	\$4,077	\$3,012	\$3,304	\$932
Music	\$80	\$64	\$88	\$11
DVD/Blu-ray	\$1,845	\$2,316	\$1,998	\$393
Unknown	\$306	\$913	\$615	\$28
Other	\$40	\$19	\$17	\$6
TOTALS	\$12,930	\$13,440	\$13,079	\$3,080

ESTIMATED LOSS (\$0.10/DVD)

AD DVD	\$2,389	\$2,444	\$2,498	\$615
JV DVD	\$1,487	\$1,864	\$1,619	\$320
	\$3,876	\$4,308	\$4,117	\$935

ESTIMATED LOSS (JV & YA FINE FREE)

YA Print	\$435	\$512	\$571	\$112
JV Print	\$4,077	\$3,012	\$3,304	\$932
JV Music	\$80	\$64	\$88	\$11
JV DVD	\$1,845	\$2,316	\$1,998	\$393
	\$6,437	\$5,904	\$5,961	\$1,448

ESTIMATED LOSS (\$0.10/DVD + JV & YA FINE FREE)

	\$8,827	\$8,348	\$8,459	\$2,063
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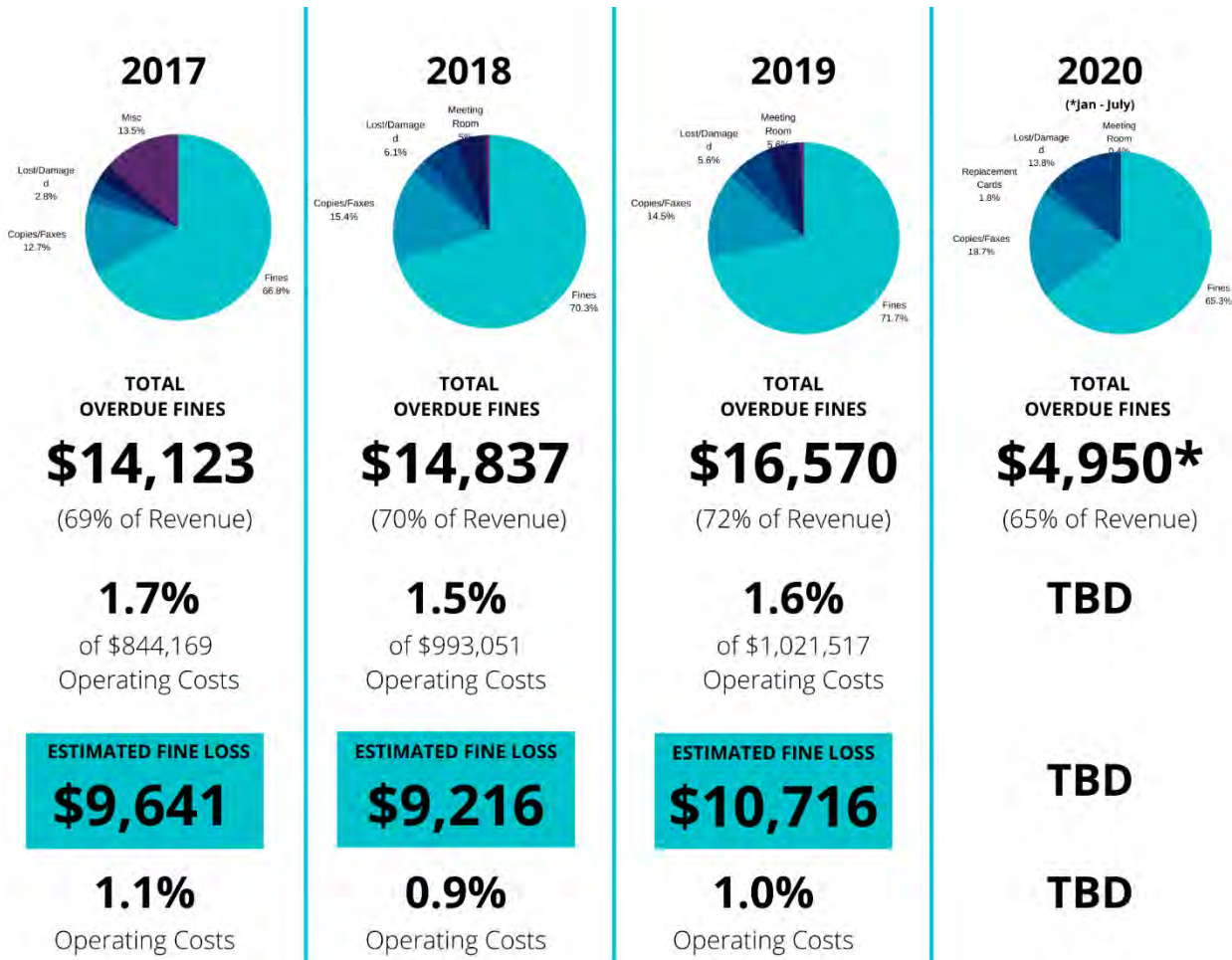
TOTAL PAID WITH CREDIT CARD TRANSACTIONS

	2017	2018	2019	2020
	\$14,123	\$14,837	\$16,570	\$4,950

ESTIMATED LOSS IN COMPARISON TO PAID WITH CREDIT CARD TRANSACTIONS

	\$9,641	\$9,216	\$10,716	\$3,316
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The second chart shows that overdue fines made up \$16,570 in 2019. This amount was 72% of the total Village revenue collected from the library and 1.6% of the \$1,021,517 operating expenditures for that year. The estimated fine loss if lowering the DVD & Blu-Ray fines to \$0.10 and eliminating fines of youth material is estimated at \$10,716. Due to COVID-19, this number will most likely be less. While this is a significant amount of funding, it only comes out to about 1% of the total operating cost. This percent is consistent with data from 2017 and 2018.



HOW WOULD THE LIBRARY MAKE UP THE LOSS OF REVENUE?

I am proposing that Germantown Community Library make up for the loss of approximately \$10,000 in revenue from overdue fines in the following ways:

1. Reduce Village line 10-551-530-5400: System Automation by \$4,000. This line traditionally was used to fund the Integrated Library System and other services support through the Monarch Library System. The library has seen a decrease in this line item since merging systems in 2017.
2. Budget \$3,000 in ACT 420 funding that the Germantown Community Library receives as reimbursement for services from residents in adjacent counties.
3. Consider utilizing a collection agency service to collection unpaid fees for damaged or lost items not returned within 72 days (funding unknown).
4. Work with Village administration and finance department to lower the Public Charges for Services: Library Fines and Fees by approximately \$3,000 to make up the estimated difference in lost revenue.

OPTIONS:

I do not anticipate that the Fine Free movement will slow down anytime soon and predict that more and more libraries will move towards all or partially fine free models or lowering of overdue fines. Our society continues to become mobile and convenience is often a priority when deciding what services to use. Residents of Germantown and surrounding communities have more choices than ever when utilizing public libraries, including the decision to gain access to information and material from other sources such as streaming and Amazon. As we work to reduce barriers to access, a change in fine structure can give our current patrons another positive reason to take advantage of library services and encourage new or returning residents to take advantage of what we have to offer.

1.) ELIMINATING ALL FINES

While going completely fine free is an option, this change would be a big step for our library. Even at 1.6% in 2019, overdue fines made up about \$16,000 of our overall operating budget and would be challenging to absorb. There is also the concern of our high-demand adult fiction and non-fiction books as well as new DVDs that often have very high holds. I am proposing that we take steps to reduce fines while continuing to monitor the data as well as changes in fine structures at neighboring libraries.

2.) LOWERING FINES ON DVD & BLU-RAYS

The idea that libraries charge a higher amount of fines for DVDs dates back many years decades to when DVDs (and previously VHS tapes) were new. These collections were often very small in libraries and fines were typically more in line with video rental services. Fast forward to 2020 and this is no longer that case. DVDs are relatedly inexpensive and are often cheaper than other types of material in the library such as books, audiobooks and playaways. The estimated loss of revenue based on 2019 data is approximately \$4,000.

Not only is our DVD collection vast in size, but patrons have many more options when accessing material and information in this format. If an individual family checks out 10 DVDs and returns them only one day late, they will be charge \$5.00. This automatically puts a block on their account and can be a financial burden to many residents. When comparing this cost to monthly streaming services such as Netflix or Disney+, patrons may opt to discontinue using the library and instead subscribe to other services to avoid additional charges. The estimated loss of revenue based on 2019 data is between \$4,000 -\$5,000.

3.) ELIMINATING FINES FOR YOUTH MATERIAL

As stated previously, libraries in neighboring communities such as Sussex and Milwaukee are currently fine free for youth material. Eliminating fines for children and young adult material is especially important when providing the youth of our community with library material and resources. The library does not want to be a barrier to access to this age group when the responsibility of following due dates falls fall to their parents or guardians. Children and teens often do not have access to transportation and have very little control over when their items are able to be returned to the library.

The COVID-19 pandemic has increased the need for library material to aid in education and reading skills for the youth of our community. When schools unexpectedly closed in March, the majority of school libraries were closed as well. Public libraries became even more essential in providing students with the resources essential for continuing their education. The start of the 2020-2021 leaves many families with uncertainties as to if school will be able to remain open and parents are finding themselves faced with the challenges or providing virtual learning for their children. The library want to be as prepared as possible to provide families with the tools they need to have a successful school year among the uncertainties that they face. The estimated loss of revenue based on 2019 data is between \$6,000 -\$7,000.

4.) ELIMINATING FINES FOR YOUTH MATERIAL & LOWERING FINES ON DVD & BLU-RAYS

By combining option #2 & #3, the library would be in a unique situation to market this change to the residents of our community as a joint effort for the library to increase service to our patrons, eliminate barriers using library resources and gain new library users. The estimated loss of revenue based on 2019 data is approximately \$10,000.

5.) LEAVE FINE STRUCTURE AS IS

Leave the current fine structure at the Germantown Community Library at \$0.50/DVD & Blu-Ray and \$0.10/item for all other items.

STAFF SURVEY (DUE THURSDAY, AUGUST 20 @ 8 PM)

1.) Do you think the Germantown Library should consider taking steps to reduce and/or eliminate fines?

- A.) Yes, the library should be completely Fine Free
- B.) Yes, the library should reduce all DVD fines to \$0.10/item
- C.) Yes, the library should eliminate fines for youth material
- D.) Yes, the library should reduce all DVD fines to \$0.10/item AND eliminate fines for youth material
- E.) No, the library should continue to fine patrons following our current policies

Comments:

2.) Do you feel that lowering fines to \$0.10 would help you with your position as a staff member (limited time spend on fine disputes/collecting fines, better “goodwill” towards patrons, marketing library services, etc.)

- A.) Yes
- B.) No

Comments:

3.) Do you feel that eliminating fines for youth material would help you with your position as a staff member (limited time spend on fine disputes/collecting fines, better “goodwill” towards patrons, marketing library services, etc.)

- A.) Yes
- B.) No

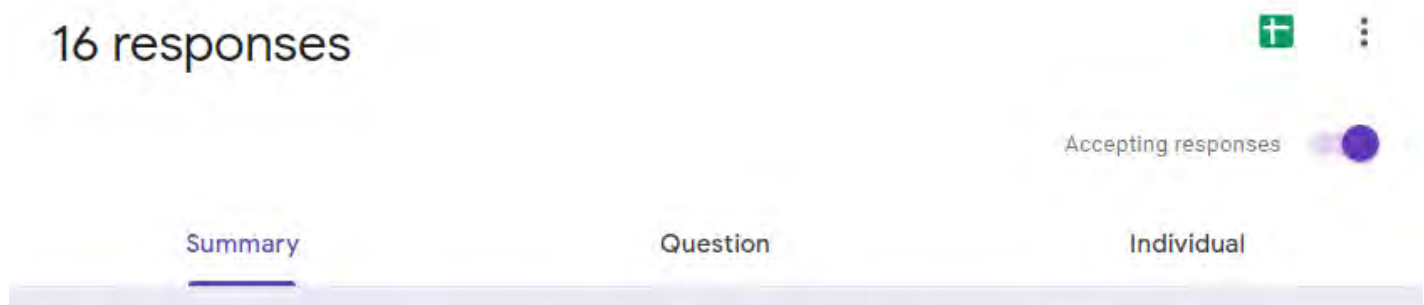
Comments:

Please feel free to leave additional comments on the back.

SURVEY RESULTS

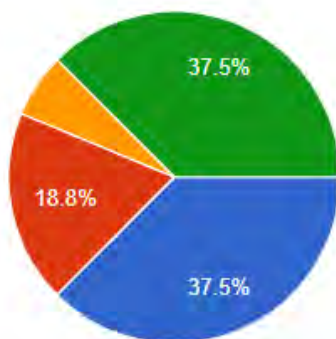
A total of 16 responses to the Staff Survey were submitted between Wednesday, August 19 - Friday, August 21. One regular part-time employee was out on medical leave and the 4 library pages (majority of whom are in high school) were not involved in the staff meeting on Wednesday, August 19 and were not asked to complete the survey.

Responses are listed below:



Do you think the Germantown Library should consider taking steps to reduce and/or eliminate fines?

16 responses



- Yes, the library should be completely Fine Free
- Yes, the library should reduce all DVD fines to \$0.10/item
- Yes, the library should eliminate fines for youth material
- Yes, the library should reduce all DVD fines to \$0.10/item AND eliminate fine...
- No, the library should continue to fine patrons following our current policies

Comments on taking steps to reduce and/or eliminate fines:

9 responses

I have helped patrons with a blocked card who are unable to use the computer. They will go to other libraries and use their computer. They often leave mad.

I think the ultimate goal could be Fine Free, but a progressive slide to that would give us the opportunity to evaluate how our patrons react to lower/no fines.

One consistent price for ALL items would help circulation staff and be so much easier for patrons to understand. I think we'd have less hassle.

Comments on taking steps to reduce and/or eliminate fines:

9 responses

It looks like our DVD fines are pretty low compared to other libraries. Even if they're 2 days late, it's still cheaper than a 1 night Redbox rental. They new releases have such a long waiting lists that I worry that people won't be motivated to return them on time if there are no fines. Full confession - I never had a late library book until I started working here and went fine free. And I know of another staff member who had a NEW movie out for over a year. I had to leave a note in their box with a polite request for its return...so, I believe fines do motivate people. Otherwise why would they feel they need to return it by the due date?

I don't think we can eliminate fines only for youth material, because that discriminates on the basis of material choice. I think we should consider fines for overdue "NEW" materials. We want those items back so others can use them as soon as possible.

Can we do fines for just NEW adult and DVDs?

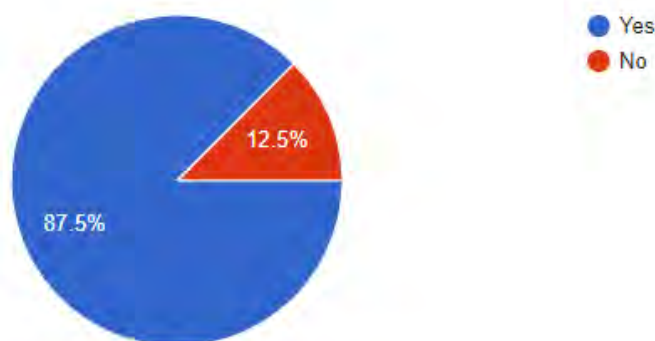
Everything should be 10c per day per item.

However, when a return period is over the replacement cost of the item should be put on their account. If that isn't removed or paid, after a long period there should be some other consequence.

Youth materials tend to incur the most fines and may lead to families turning away from their libraries. The mission of the library should always come first and fines can be a form of social inequality.

Do you feel that lowering fines to \$0.10 would help you with your position as a staff member (limited time spend on fine disputes/collecting fines, better "goodwill" towards patrons, marketing library services, etc.)

16 responses



Comments on lowering fines to \$0.10:

6 responses

I don't work with these issues.

Of course patrons would like free or no fines. But I think we are pretty generous in forgiving fines anyways.

The research backs up that patron's goodwill increases and returns go up.

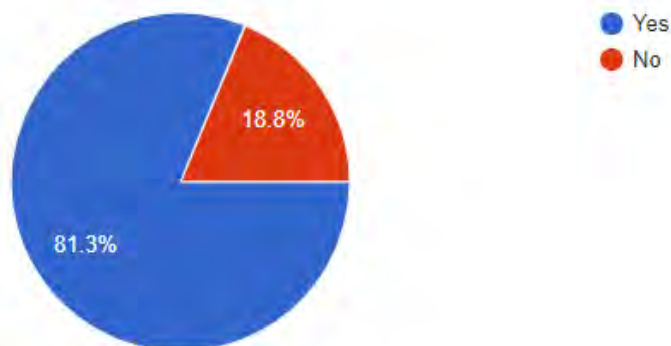
It is a step in the right direction!

I don't deal with it as much, but I'm sure it would increase goodwill with patrons.

Will definitely help with good will.

Do you feel that eliminating fines for youth material would help you with your position as a staff member (limited time spend on fine disputes/collecting fines, better "goodwill" towards patrons, marketing library services, etc.)

16 responses



Comments on eliminating fines for youth material:

10 responses

Computer blocks are a problem for youth that come in with out parents.

I don't work with these issues, but it is a good thing for families.

Comments on eliminating fines for youth material:

10 responses

Free materials gives the impression that it's no big deal to use/abuse/forget/not return the items. We do no one any favors by teaching kids that there are no consequences for returning items late. Then as they get older, we have to train them to there are charges for things returned late. We have already really great service to help renew and work with people who want more time. The library fines are already a deal and only affect those who do not need notices.

I think it would make moms and dads very happy. Most of the things in that department are not high in demand anyway. With the quantities checked out the fines can go up very steeply if they're a few days late.

Yes, but as I noted in #1, I don't think we should only eliminate fines for youth material.

We should be trying to teach our "youth" and adults to be responsible. And part of that is returning items on time or pay a small fine. After all, youth items go out for 4 weeks and you have 2 renewals.

Considering how many patrons with families checkout a huge amount of youth materials, those fines being gone would be a relief.

Eliminate the "mean librarian" stigma on collecting fines. Welcome non-users back to the library. Promotes literacy for youth and allows guardians peace of mind.

Not sure about eliminating fines altogether but would support whatever decision is made.

Increases good will, minimizes disputes.

Additional general comments:

4 responses

I do think that reducing fines and getting rid of fines is a great first step, but I also think that getting rid of fines completely should be on the consideration. Matching what other libraries are doing is one thing, but leading the charge is different. Matching Sussex is great, but we should be leading the area with that sort of thing. Just something to consider.

Overdue books are most likely to be returned if there is no fine. We may also retain patrons.

I like the idea of a fine free week if we don't eliminate fines. But what if something is returned damaged? We should be clear that only fines for overdue status are waived, not for damage.

Please see my paper "Overdue: Why Public Libraries are Eliminating Fines" for more information. I have highlighted what I find pertains to our library.

DIRECTOR FEEDBACK

An email was sent to the Monarch Library System directors asking for feedback from libraries that have gone fine free or fine free for youth material. Emails from the 5 library directors that responded are below (names and libraries left out due to confidentiality).

From: [Trisha Smith](#)
Sent: Tuesday, August 18, 2020 6:38 PM
To: [*MLS Directors](#); [*MLS Circulation](#)
Subject: Fine Free Success Stories

Good Evening -

Germantown will be continuing the discussion of fine free libraries at our board meeting next week. Due to financial constraints, I am not looking to go completely fine free at this time, but we will be discussing the options of going fine free for youth material and/or lowering fines for DVDs in the future. Currently we are at \$0.50 for DVDs and \$0.10 for books and everything else.

I know many of you are either completely fine free or fine free for youth material and am wondering if anyone would be able to provide me with information as to how this is going for you (especially those that have gone fine free in the past year or two).

Any increase in circulation? Added "goodwill" feelings of the library and library staff? Success (or horror...) stories? How has staff buy-in of this been going?

Any information would be appreciated. My board is interested in hearing how this change is going for libraries in our system that have recently made the switch to all or partially fine free and how it is impacting the patrons of your communities.

Thank you!

Trisha Smith
Library Director

We went fine free the end of March 2020. It is hard to say with everything going on if it has increased circulation. However, we have started to get a lot of long overdue items (we're talking lost items from 2016) back and it is nice for staff to not have to remind people of late fines every interaction. I feel checking items out has become a much more positive experience for everyone. Staff has been very positive. Let me know if you have any other questions.

-Leslie

██████████ went fine free on children's books and YA books earlier this year. I have many patrons who take out 10-20 children's books at a time. They were really excited about the fine free and I believe now take more books out. I would like to go fine free on adult books as well. I am very nervous to go fine free on DVDs as I believe we have many patrons who will ignore due dates and habitually return them late. This concerns me with new DVDs that have numerous holds.

Our budget is less than 1% fines so it is really not affecting us. We are much smaller than you though.

I believe eventually we will be completely fine free. But I prefer to take baby steps in doing so.

Good luck!

██████████ Director

We went fine free in March. Thank goodness. We were well into promoting our fine free policy when we closed because of COVID. Of course, many libraries waived fines during this time, but it was nice to be able to tell people not to worry because we no longer charged overdue fines. Since reopening we have found we are sending out fewer overdue notices on a weekly basis and rarely a bill for a lost book. Patrons have voiced their appreciation that we are not charging fines during this time. I'm not sure they understand that it is permanent.

As far as staff, they were very skeptical when I first approached them about going fine free. Since we implemented the policy, they realize that fining people didn't really change the patron's behavior. Those patrons who always kept books out late, still do so. Those patrons who always return their book on time, still do so. Those patrons who return a book a few days late and always pay their fines, still do so. Those patrons who always try to get out of paying fines (even as small as \$0.10) by accusing us of making a mistake, no longer do so! We are finding less items on the shelf when we search overdue notices and bills before mailing them out.

Staff is happy not to be collecting fine money. I'm happy not handling all that change every month and so is my Village Clerk. Staff is happy not stopping children from checking out books because they have over \$10 in fines.

Go for it!

██████████

Ditto, Betty's comments in Horicon. We went totally fine-free in May. We are watching, though, how things are going with a couple of patrons who have blatantly stated they will ignore due dates and notices.

Alex

We went fine free March 23, right after we closed for COVID. No materials were due until July 1, so we are still not getting a good grasp of patron behavior. Quarantining items has also put a wrench in knowing whether or not things are returned on time. We changed our overdue notice frequency because of COVID quarantines, so that is also not a good indicator for comparison.

Our circulation is way down because of COVID, so we cannot speak on whether eliminating fines would have increased or will increase circulation of materials.

We sent postcards in July to 240 patrons that we believe stopped using the library because of high overdue fines (overdue fines only, not replacement or damaged fees). There were 34 of those patrons that we no longer had a correct address and return service requested didn't produce an updated address. Some of the other patrons have returned and are using the library again.

We do enjoy telling people that there are no fines and we believe that encourages return of items when they are late and takes out the fear of high overdue fines. I DO think there are a few patrons that the fines were an incentive for them to return things on time, so we will have to watch those accounts to be sure they are not abusing the system. I think some of this is also related to COVID delays and quarantines, so we won't be looking at this closely until all the COVID stuff is over.

Overall, I feel it will be a positive change--when we can take COVID out of the equation. Bottom line for us is that the percentage of revenue realized in overdue fines was not worth the problems the fines created with negative patron interactions and preventing individuals from checking out material.

Hope this helps,



ADDITIONAL RESOURCES

The following are additional resources that were used in researching Fine Free options.

https://www.ted.com/talks/dawn_wacek_a_librarian_s_case_against_overdue_book_fines

Libraries have the power to create a better world; they connect communities, promote literacy and spark lifelong learners. But there's one thing that keeps people away: the fear of overdue book fines. In this thought-provoking talk, librarian Dawn Wacek makes the case that fines don't actually do what we think they do. What if your library just ... stopped asking for them altogether?

This talk was presented to a local audience at TEDxUWLaCrosse, an independent event. TED's editors chose to feature it for you.

<https://sfpl.org/about-us/fine-free-library>

Includes a 41 page report on eliminating fines on overdue materials to improve access.

<https://endlibraryfines.info/>

Includes interviews & articles, resources and map of all registered libraries that are fine free, fine free for youth material and in the process of going fine free.

END LIBRARY FINES

It's time to end library fines for everyone

INTERVIEWS AND ARTICLES RESOURCES FINE FREE LIBRARY MAP ABOUT & CONTACT STORE

WHY END LIBRARY FINES?

Library fines are a pressing social equality issue for the modern library. There is no study or research which shows that library fines function as a mechanism to encourage timely return of materials. Instead, they serve as an economic barrier that impedes access to library materials and services for the financially disadvantaged people within our communities, particularly minors. In addition, it creates conflict points between staff and the community, acts as a poison to public relations, and utilizes valuable staff time applying, collecting, and managing what can only be described as a regressive tax.

It's 2020. It's time to end library fines for everyone.

January 3, 2019 ·

August 12, 2020

Madison Public Library Eliminates Overdue Fines

Effective immediately, Madison Public Library will no longer charge overdue fines on library materials.

“Madison Public Library is proud to support our commitment to equity and literacy. By eliminating nearly all overdue fines and ceasing to use a collections agency, we want to encourage even more Madisonians to use the library by removing those barriers to library services,” said Library Director Greg Mickells. “Especially now, we need to make our libraries more accessible.”

“Madison Public Library has joined public libraries across the nation that recognize library fines as an equity issue,” said Mayor Satya Rhodes-Conway. “By eliminating fines, nearly 10,000 library users will be able to check out library materials again and take advantage of all that our award-winning libraries have to offer.”

In August of 2019, the Library Board and library staff began to explore the costs and benefits of moving to a fine free model, and in July 2020, the Library Board passed a proposed 2021 operating budget that included the elimination of fine revenue. At its August 6, 2020, board meeting, the Library Board formally passed an updated policy eliminating the charging of overdue fines and eliminating the use of a collections agency, which had been used to collect outstanding library charges of over \$50.00. The library has not assessed fines since closing due to COVID-19 on March 17, 2020.

In 2019, library staff reviewed data on borrowing trends, cardholder trends, use patterns of other fine free libraries, and revenue generated by overdue fines. At that time, it became clear that overdue fines, and the blocked library cards that often result from fines, disproportionately affected libraries serving neighborhoods with lower incomes and higher percentages of residents of color.

“We know that some library customers are unable to check out library materials due to fines, and in keeping with our commitment to equity and access to public libraries, we felt that this was the right time to eliminate overdue fines and the use of a collection agency,” said Jaime Healy-Plotkin, Madison Public Library Board President. “We made this decision during a particularly difficult budget discussion, but now more than ever, public libraries are valuable community assets that should be available for all.”

Two exceptions to this policy include:

- Items checked out from South Central Library System libraries that still charge overdue fines
- Items borrowed from non-South Central Library System libraries

In addition, library customers will still be charged replacement costs for items that are lost or damaged.

Library staff will work with all partners and vendors in the month of August and will work with affected customers during the transition period. Library customers may not notice an immediate change to their library records. Questions about library accounts can be addressed to the library at madcirc@madisonpubliclibrary.org or 608-266-6357

As recently as a decade ago, for a library to abolish overdue fines was a radical move. Some libraries have been fine-free for years—a few for their entire existence. But for many, the idea has gathered momentum recently, along with the growing awareness that fines and fees are an equity issue, raising barriers to those who need the library most.

Apart from “this is how we’ve always done it,” there are three common reasons given for collecting fines and fees: to generate revenue, to ensure that books are returned, and to teach responsibility. These are the same across all types of libraries—public and academic, large and small, urban and rural. Yet as more libraries go fine-free, their experiences challenge all three.

Much has changed even since *LJ*’s January 2017 Fines and Fees survey (see “Doing Fines(s)?” at ow.ly/7Cah30LABBD). Those results showed 92 percent of the more than 450 respondents collecting fees. Only five percent of those did not charge for children’s materials. Although responding libraries estimated that around 14 percent of materials were returned late, the majority—88 percent—were returned within one week of the due date. Daily fines for lateness were typically small, approximately 17¢, but could be up to a maximum of \$5–\$10, or the cost of replacement.

Recently, large systems such as the San Diego Public Library; Enoch Pratt Free Library (EPFL), Baltimore; Salt Lake City Public Library (SLCPL); Nashville Public Library; and more have eliminated fines entirely, as have many suburban, small-town, and rural libraries. Academic libraries from private universities to small community colleges have elected to stop collecting late fees from students. Some libraries that have eliminated fines for books still charge

that they have examined their budgets, card registration patterns, renewal rates, and circulation statistics; reviewed before and after numbers and testimonials from peer libraries; and then stepped up to challenge the assumptions for collecting fines in the first place. Increasingly, they have found that eliminating fines has raised circulation numbers, brought lapsed users back to the library, and boosted goodwill, which can lead to substantial funding gains at the ballot box.

REMOVING BARRIERS

In 2014, the Colorado State Library (CSL) undertook a two-year project, funded by the Institute of Museum and Library Services (IMLS), to promote early learning among low-income children. The resulting study and report, Project SPELL (Supporting Parents in Early Literacy Through Libraries), scrutinized barriers to public library use among

THE END OF FINES?

As more and more libraries are finding, eliminating fees lowers barriers while still bringing books back into circulation

By Lisa Peet

parents and caregivers in low-income communities and discovered that fines and fees were among the greatest obstacles.

Many parents and caregivers surveyed said that although they did use the library, they didn’t let their children check out books because they didn’t want to risk late fines and were afraid they wouldn’t be able to return them in time—whether because of work schedules, mobility issues, or lack of reliable transportation. Other parents, explains CSL youth and family services consultant Beth Crist, told them, “We do let our kids check out books, but as soon as we get home we put them high up on the shelf and don’t let the kids touch them because we don’t want them damaged or lost.”

The study led to a white paper, “Removing Barriers to Access: Eliminating Library Fines and Fees on Children’s Materials,” issued in 2015, and many libraries have used it as a starting point for analyzing whether they can—and should—go fine-free.

REVENUE, RETURNS, RESPONSIBILITY

Revenue from fines and fees has been falling steadily for years as more e-materials—which are returned automatically—enter circulation, and more libraries institute auto-renewal for physical materials without holds. The income generated by fines currently averages one percent or less across all types and sizes of libraries. Many that have gone fine-free have easily made up the shortfall by other means, such as offering passport services or holding fundraisers. Some even find that the cost of collecting fines equals or even exceeds the revenue thus generated, so that eliminating them doesn’t leave any shortfall to overcome.

HAS YOUR LIBRARY CONSIDERED DOING AWAY WITH FINES?

One third of libraries currently charging fines have considered doing away with them.

		POPULATION		
	TOTAL*	SMALL (<25K)	MIDSIZE (25K–99K)	LARGE (100K+)
YES	34.3%	25.9%	31.6%	53.5%
NO	57.6	66.2	57.9	39.5
DON'T KNOW	8.1	7.9	10.5	7.0

SOURCE: *LJ* FINES & FEES SURVEY 2017 *Weighted

fees on items such as DVDs or Playaways; others do not. Some place a freeze on holds until an item is returned; some don’t. (Nearly all fine-free libraries charge for lost or damaged items.) In her recent editorial “Farewell to Fines” (*LJ* 7/18), *LJ* editor in chief Rebecca T. Miller asked readers about their experiences going fine-free. Several of the responding libraries are included in this article.

What all fine-free libraries have in common, however, is

Lisa Peet is Associate News Editor, *LJ*

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Late fees can encourage returns and thus put books back in circulation, but they can also backfire, as patrons who can't afford to pay the accumulated fines may decide not to return a book at all. Amnesty periods, reading down fines, or "food for fines" donation programs don't always serve the people who need them most. EPFL had held a number of food for fines initiatives over the years, and these proved solid partnerships with local food banks, reports CEO Heidi Daniel. The problem, she explains, "was that you can't ask a customer who themselves might benefit from the services of a food bank to participate in that program."

The concept of promoting responsibility is the hardest to quantify and inspires debate over whether it ought to be a library job even if fines were effective at doing so. Notes SLCPL executive director Peter Bromberg, "The library is an arm of the government, and I believe that the teaching of morals and behavior is really the purview of the family and the church. I would want to be very sensitive about the government stepping in and seeing itself as having a role to teach morals and moral responsibility." Even for those who are comfortable seeing libraries in that role, questions of equity arise: Is it fair to put a freeze on the card of a five-year-old who can't get to the library to return a book on time? Or to punish a patron who might need to choose between paying a fine and eating?

STARTING ANEW

A number of recent fine-free initiatives originated with a new director who brought fresh eyes and a creative take on breaking down service barriers to their system.

Bromberg arrived at SLCPL in 2016 with the initial goal of laying the groundwork for a budget increase, imagining he'd save the question of fines for the following year. As he met with board members, city council, community leaders, and employees, however, he found himself casually bringing up the idea of going fine-free, and people were interested to hear more. In the process of discussing the budget, "I was workshopping the [fine-free] messaging a little bit," Bromberg explains. "I could start to see what was resonating and what wasn't."

By the time Bromberg gave his formal budget presentation in spring 2017, he recalls, the city council executive director was all in: "We want you to do this fine-free thing now. It's a great idea—why wait?" Surprised, Bromberg only had a few months to put a policy together, but it was passed and implemented by the beginning of July 2017. Bromberg elected to wipe all fines clean and go forward fine-free and immediately saw an increase in checkouts, new cards, and returning borrowers. He has been collecting statistics since then and gladly shares them, adding, "I feel like I have a part-time unpaid consulting gig...helping libraries go fine-free."

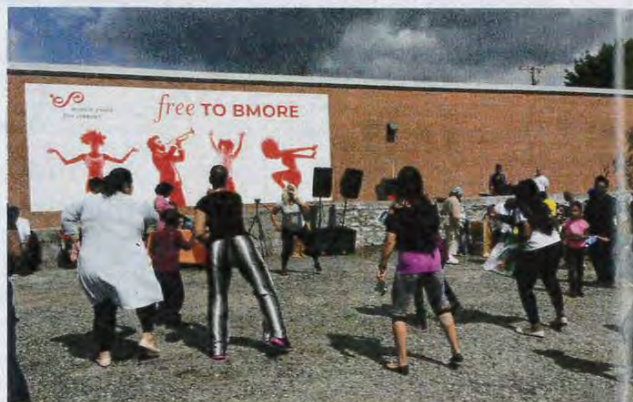
Sharing both quantitative and qualitative data on the transition is critical to assisting more libraries to move forward on eliminating fines. When then adult services director Bobbi Perryman wanted to take the Vespaian Warner Public Library District (VWPLD), Clinton, IL, fine-free in 2009, she reports, there was little hard or anecdotal data on the subject. The director at the time had a background in law enforcement, she says, "so her knee-jerk reaction was, 'They've broken the rules. They have to be punished somehow.'"

Perryman, now VWPLD executive director, did her own research. She pointed out that the library's overdue

fees, maxing out at \$2 per item, accounted for .0016 percent of its income while taking up large amounts of staff time. Perryman recalls college students who had lost library privileges as children coming in to pay their fines once they had jobs of their own.

Another groundbreaker, Colorado's Anythink Libraries, also decided to go fine-free in 2009—the change initiated by staff who had begun experimenting with the idea the previous summer. Fines were waived for children and teens who signed up for summer reading, recalls Director Pam Sandlian Smith, and "the response from the community was so positive that it set the conversation in motion to create a fine-free policy." The library formed a task force, made a recommendation to the administrative team, and developed a draft policy to present to the Board of Trustees.

"When people discover that they aren't going to be penalized for forgetting to return their books on time, they are always a bit surprised and always grateful," notes Sandlian



Smith. "We want people to remember the library for the fabulous experiences they encounter, not the grief of having to pay a fine for returning books a few days late."

FINE-FREE FOR LIFE

Sometimes, however, the library convinces the director. When Cheryl Schoenhaar stepped into her role at the helm of the Town Hall Library (THL), North Lake, WI, in 2013, she had spent most of her 30 years of librarianship in fine-based institutions. THL, however, had been fine-free since it opened in 1966. At her welcoming reception, she recalls, "Over half of the 90 people who attended felt the need to get me into a quiet corner so that they could share two main themes over and over again—how truly wonderful the staff were...and how important it was to remain a no-fines library. As one member of the Friends of the Town Hall Library commented, 'Why would we want to fine our neighbors? That's just not the community we want to have.'"

THL serves a largely agricultural population that poses multiple challenges to due dates. Farmers' schedules don't always align with that of the library, Schoenhaar says, vacation home owners take books back to their home states by mistake, and homeschoolers tend to keep materials for an entire semester. Instead of fees, the library employs a "high touch" system of personal phone calls to remind patrons: "Hey, those books are a little overdue right now. If you

could get those back to us, we'd really appreciate it." Return rates average around 95 percent, says Schoenhaar.

EASING STUDENT BURDENS

Academic libraries are also realizing the additional stresses overdue fines can place on students who are already struggling to manage their time—not to mention meeting extra expenditures on top of tuition and textbooks. Because academic libraries often need to maintain separate fiscal accounts for different kinds of transactions, maintaining those accounts involves another set of costs.

When Jeff Wahl, library director at the Front Range Community College (FRCC) Westminster Campus Library, CO, brought up the idea of going fine-free, he was pleasantly surprised that the college's fiscal department jumped at the idea. FRCC was already working to simplify financial procedures on campus, he explains, and the library was an easy item to cross off the list. The largest community

majority of those exchanges do not feel positive to either party—a more difficult cost to quantify but a critical one.

Augment the quantitative data with testimonials, Crist advises. "If you can collect some compelling stories about how fines have negatively affected people in your communities, that can be powerful."

A board or city council may respond positively to the idea of a pilot period. Crist suggests a full year, if possible, as borrowing habits can vary seasonally. Starting with children's materials can also help sway reluctant officials, she adds.

THE CASE FOR EQUITY

The most compelling reason, of course, is the need for everyone in a community to have access to the library, regardless of their ability to pay.

When EPFL set out to make a case for going fine-free, the library's Innovation Team interviewed staff at other systems that had eliminated fines, reviewed those libraries' policies and procedures, and looked internally at how much revenue EPFL's fines were generating (in this case, less than one quarter of one percent of the overall budget). A public advisory council of city residents offered input from a patron perspective. Finally, the team gathered statistics on not only which neighborhoods were seeing the most fines collected but where the greatest number of blocked users lived—which proved to be in the library's lowest-income communities. (Similarly, SLCPPL found that its three branches serving a predominantly lower-income population accounted for 14 percent of circulation and 32 percent of blocked cards.)

Erin Schmändt, director of the Caro Area District Library (CADL), MI, considered going fine-free for several years before deciding the library board would be open to the idea. The CADL service area is largely rural and low income, with a state mental hospital and a number of group homes in the area. Library policy was to block patrons who owed more than \$10 not only from checkouts but from in-library computer use; in a community with low Internet access, this impacted everyone from schoolchildren to job hunters.

Schmändt gathered articles about libraries that had made the transition, printed them out, and made packets for her board members in September 2017. When the board met in October it had some reservations, chiefly about losing revenue. She crunched the numbers to show that the library would only lose \$2,000 a year out of a \$515,000 budget—an amount the library could easily absorb—and stressed that the library would still bill for lost items. That November, the seven-member board agreed to a trial period of one year, which was implemented on January 1.

Although that year is not yet over, Schmändt doesn't imagine the board will want to return to collecting fees. "I have fewer people in collections than I did in the past," she notes, pointing out that since the spring, card sign-ups are up by about 50 percent.

Still, it's the stories that resonate most. Shortly after CADL waived fines, Schmändt recalls, a girl came in who would be starting at the nearby middle school that fall. A constant reader, she had racked up so many fines that her parents had taken away her library card. "And she was just ecstatic that we were going fine-free," says Schmändt. "She...said, 'I'm going to be reading so much, I'll be here after school every day!' She was so happy to come back." ■



FINE-FREE IS FINE The Enoch Pratt Free Library celebrated doing away with fines with a block party featuring performances, food trucks, a DJ, and a new mural at its Walbrook branch; fine-free announcements from the Salt Lake City Public Library and San Diego Public Library

college in the state, it employs only five library staff members, who share reference, circulation, and teaching duties. "I can't justify having any time taken away from that to put toward processing credit card receipts and putting together financial statements for the small amount of money we bring in," says Wahl.

The dual use Westminster Campus Library shares space with a local public library that still collects fines, but navigating different fine policies with a shared integrated library system (ILS) hasn't been difficult. Students who don't return a book after a month have their college accounts frozen and won't be allowed to register or drop classes until it is returned; members of the public who don't return books are blocked on the shared ILS.

MAKING THE CASE

The advice CSL's Crist has for libraries looking to make the case to their boards or city council is to begin with as much research as possible on their own system, starting with basic numbers: how much of the library's operating or materials budget comes from fines, and the accumulated time, energy, and financial costs to the library to collect them. At a minimum of 30 seconds per transaction, collecting fines can significantly eat into the time of desk staff. With the additional expense of credit card transactions or collection agencies, fiscal costs add up. And the

Welcome Back to the Library!

NOW EXTENDED THROUGH SUNDAY, OCTOBER 16, 2016!

Bring back overdue books to any Milwaukee Public Library location between Monday, September 26 and Sunday, October 16, 2016 and library staff will forgive eligible fines and fees for Milwaukee Public Library-owned materials.

Patrons interested in participating in the program must visit a [Milwaukee Public Library location](#) in person and speak to a staff member. Children under the age of 15 are eligible, but will need a parent or guardian to sign their library card application. Families are encouraged to visit together, as only those present will be eligible for forgiveness.

Patrons should bring:

- Any overdue books, videos, or other library materials.
- Library Card or proof of legal name and Milwaukee County residence.
Learn more about how to [Get a Library Card](#).

Library Staff will:

- Accept any overdue materials.
- Evaluate the library account and forgive eligible fines and fees on Milwaukee Public Library-owned items.
- Update or re-activate library card accounts that meet qualifications.
- Provide information on current library programs, services, and policies.

Exclusions:

- Items placed in book drops will not be eligible for this program.
- Fines and fees on [suburban library](#) items, Milwaukee County Federated Library System (MCFLS), cannot be waived – only City of Milwaukee fines/fees may be forgiven.
- Items returned between September 26, 2016 and October 16, 2016 at MPL Express at Silver Spring will not be eligible for this program, please visit a full-service branch.

Please contact Ready Reference (414) 286-3011 with additional questions.

Milwaukee Public Library's message: All is forgiven

Meg Jones

Milwaukee Journal Sentinel

Library scofflaws who skipped out on overdue book fines in Milwaukee are getting the equivalent of a "get out of jail free" card.

Milwaukee Public Library officials want folks who stopped going to the library because they never returned books and other materials or owe money for late fees to come back. The message? All is forgiven.

It's the first time since 1998 that the Milwaukee Public Library is in such a forgiving mood.

"We want to make it easy for people to come back and reinstate their library card so they can benefit from all the fabulous resources we have at the library," said Milwaukee City Librarian Paula Kiely.

The last time the library offered to forgive fines, nearly 13,000 materials, mostly books, were returned and around \$33,000 in fines wiped clean from patrons' accounts. That was offered for a six-day period.

This time, Milwaukee library users have until Oct. 9 to walk in to their local branch, ask to have their fines forgiven and get a new library card. They also can ask for forgiveness of fines on their children's cards.

Items placed in book drops and fines on suburban Milwaukee materials are not eligible.

Milwaukee Public Library spokeswoman Eileen Force Cahill saw the first person come in to the central library downtown Monday morning, the first day of the fine forgiveness program. The woman had owed more than \$100 and came in periodically over the years to chip away at her fines. She had suffered a brain injury and accompanying short-term memory loss, had forgotten she checked out books and by the time the fines had reached \$100, it was too late.

"She was really excited when she heard the fine could be waived completely. She got a new card and used it to check out a book," Cahill said.

The woman, who has a modest income, said the library is her favorite place and she frequently came to look over books while knowing she couldn't check them out because of her fines. Sometimes she purchased used books. But she still owed \$50 on her tab.

"When she found out this was a possibility for her, she lit up. It took less than two minutes for her to get another library card and in less than two minutes, a whole world opened up for her," Cahill said.

It takes fines of only \$5 or more to block use of library cards. Kiely didn't know how many patrons have blocked cards for fines but she's hoping as many as possible decide to take advantage of the "Welcome Back" program by Oct. 9.

While the library would like to see the return of outstanding books, DVDs and other materials, anyone who comes in and talks to their local librarian will have the opportunity to get another card even if they can't bring in what they checked out. Librarians will explain the rules and encourage patrons to check out materials and return them on time.

"The Library Board really sees the fine situation being used to encourage people to bring the materials back in a timely way," Kiely said. "Just come in and don't worry about it. I have been in that situation myself. I checked out a book and I could swear I returned it but I ended up paying for it. But not everyone can afford to do that."

Waukesha Public Library goes fine-free for children's materials

By: Tess Klein

Posted at 10:18 AM, Sep 05, 2019

and last updated 11:51 AM, Sep 05, 2019

You can hold onto your copy of 'Goodnight Moon' longer than you thought. The Waukesha Public Library will no longer charge overdue fines on children's materials.

Children's materials were officially fine-free starting Tuesday.

The library says they don't have any programs in place to help with older fees as of now, but anyone with questions can call 262-524-3684.

Doing Fine(s)? | Fines & Fees

by [Jennifer A. Dixon](#), [Steven A. Gillis](#)

Apr 04, 2017 | Filed in [Leadership](#)

FEES AND FINES have traditionally been a fact of life for public libraries in America, even though a nonnegligible proportion of librarians and patrons have long considered fines at best an unpleasant hassle and at worst a serious barrier to access to resources for those unable to pay them. A number of libraries nationwide from High Plains Public Library in Colorado to Columbus, OH, to Ipswich, MA, have recently made news by eliminating charges for late returns. Others are creating fine-free cards for certain categories of patrons, such as California's Peninsula Library System's for kids and teens, or Toledo Lucas County Public Library's for active duty military personnel and veterans. As many libraries continue to assess and overhaul their fine and fee structures, sponsored by Comprise Technologies, *LJ* surveyed a random selection of public librarians in January 2017 to learn about their libraries' approaches to fines and fees. *LJ* received 454 responses.

Slightly over half of the libraries responding, approximately 60 percent, are classified as "small," serving a population of 25,000 or less. Slightly over 20 percent were midsize, serving a population of 25,000 to 99,000; the remainder are classified as "large." Responses came from locations across the United States and ranged from suburban branches to rural libraries to a slightly smaller percentage of urban library systems.

OVERDUE FINES STILL IN THE MAJORITY

A substantial majority of public libraries continue to depend on fines and fees for some portion of revenue, with 92 percent of survey respondents reporting fine collection for late returns. Eight-eight percent of small libraries collect overdue fees, and 98 percent of large libraries, serving populations over 100,000, do so. Not all libraries charge fines for every type of material—for example, some (five percent) do not charge fines for juvenile materials—but libraries almost universally charge late fees for DVDs.

Librarians in the *LJ* survey estimated that about 14 percent of borrowed materials are returned late, with patrons in larger library systems slightly more likely to return items after their due date. The vast majority of overdue materials, 88 percent, are returned within one week of the due date. Only three percent of libraries reported an average late period exceeding three weeks. The daily fines for lateness are typically small, approximately 17¢, but can add up to a maximum of \$5 to \$10, or the cost of item replacement.

AVERAGE FINE & FEE COLLECTIONS

	TOTAL*	SMALL (<25K)	MIDSIZE (25K–99K)	LARGE (100K+)
Fines	\$3,345	\$449	\$2,691	\$9,788
Fees	\$1,758	\$291	\$1,241	\$6,770

SOURCE: *LJ* FINES & FEES SURVEY 2017; *Weighted

Monthly revenue from fines was roughly proportionate to the size of the system. Libraries serving populations under 25,000 reported an average of \$449 in fines collected each month, libraries serving from 25,000 to 99,000 reported an average of \$2,691, and libraries serving over 100,000 reported an average of \$9,788. Based on responses to this survey and the number of libraries in the United States, *LJ* has projected the amount of money collected in monthly fines at approximately \$11.8 million. This calculation is based on the total number of library systems in the United States and not the number of individual library buildings, making this a very conservative estimate.

Larger libraries are far more likely to accept credit or debit cards for fine payments than their smaller counterparts, with 88 percent of larger libraries accepting credit or debit cards, 65 percent of midsize, and 39 percent of smaller libraries. Nearly all responding libraries—99.5 percent—accept cash, 95.5 percent take checks.

Sixty-one percent of libraries also accept other ways to satisfy fines without monetary payment, although alternatives are less common in large systems, where just 37 percent offer such approaches. When they do, though, the results can be quite impressive: in recent amnesty programs, Chicago Public Library received at least 20,000 returned items, worth roughly \$500,000; Los Angeles Public Library received 64,633 books, and 13,701 patrons had fines forgiven and accounts unblocked. Options include activities such as food drives, participation in programs in which patrons—usually children or teens—can “read down” their fines, donations representing a portion of the fine, or through amnesty periods. Multiple survey respondents referenced periodic fine amnesty periods as a powerful means of recovering overdue materials, which patrons may otherwise hang on to for fear of financial consequences. Indeed, the San Francisco Public Library recently held a six-week amnesty and recovered 699,563 overdue items, including 12,246 items that were more than 60 days past due.

WHERE THE MONEY GOES

The money collected is allocated to the general fund in about three-quarters of libraries. According to Jenny Paxson, readers’ advisory librarian at Webster Public Library, NY, “The money we get from fines helps us through the year. We use it as operating costs.” About 15 percent reported that funds go to materials, five percent that the money goes to programming, and six percent wrote in that fine money goes back to the city or county

general fund. There have also been examples of libraries using fine revenue for other purposes—in 2016, for example, the Central Arkansas Library System donated a week’s worth of fine collections to help those affected by the extreme flooding in Louisiana earlier that summer.

Fines were originally instituted to dissuade patrons from bringing materials in late, depriving others of limited shared resources. It causes frustration for patrons and librarians alike, respondents noted, when they request items to find they are overdue and unavailable. There is a “responsibility factor,” says an Indiana library director. These are “community materials to be shared with all.”



Libraries will also take steps beyond fines for patrons who consistently hold on to their materials. Almost all libraries—97 percent—will suspend patron borrowing privileges when fines accumulate past a particular threshold, frequently around \$10. Some refer patrons to a collection agency for outstanding fines long past due or over a certain amount. This is true of 67 percent of large libraries, 57 percent of midsize libraries, and 22 percent of small libraries. The typical threshold for such action is \$42, and 54–90 days past due. Some libraries use a combination of dollar amount owed and number of days past due to determine whether they

should take tougher action. A small percentage, 12 percent, have taken legal action to recoup overdue fines.

One factor leading to a decline in fine revenue for some libraries is the increasing prevalence of digital materials, which automatically “return” to the library at the end of the borrowing period. Nearly a third of responding libraries stated that digital materials have reduced their fine collections.

FINE COLLECTION STRESS

The majority of libraries (90 percent) have circulation staff communicate with patrons about fines, with fewer using email (67 percent), snail mail (55 percent), or phone calls (40 percent). In some libraries, patrons receive notification via text message, on their checkout slip, or through their online account. For many library staff members, the process of collecting and enforcing fines can prove stressful. The vast majority of libraries train their staff in how to handle it, particularly in libraries serving over 100,000, where 98 percent of staff receive training, although 88 percent of staff in midsize libraries and 79 percent in smaller libraries receive training as well.

Fine collection may also present a barrier to community goodwill toward the library. Said one staffer, “It’s not worth the severed relationships when responsible customers have a one-time occurrence, when families incur huge fines because of a vacation, or when the word of mouth messaging spreads because of any of these situations. Libraries have enough to combat, this is a matter of hospitality and being supportive of our customer needs.” Staff also feel concern about a negative effect on patrons’ use of their libraries. Says Monica Baughman, deputy director of Worthington Libraries, OH, fines can “impact those who can least afford it.” Bearing out Baughman’s point, when San José Public Library lowered fines and instituted a program for working down the amount owed through volunteering, nearly 100,000 residents had their library access restored. (For more, see “Jill Bourne: *LJ*’s 2017 Librarian of the Year,” *LJ* 1/17, p. 28.)

DAILY FINE FOR EACH TYPE OF MATERIAL

	\$ AVERAGE	\$ MEDIAN	\$ MAXIMUM
Adult Print Material	0.17	0.15	5.00
Juvenile Print Material	0.14	0.10	5.00
Adult DVD/Blu-ray/VHS	0.67	1.00	6.00
Music CDs	0.21	0.20	5.00
Audiobooks	0.21	0.20	5.00
Games	0.51	0.25	5.00
Devices	2.23	1.00	10.00

SOURCE: LJ FINES & FEES SURVEY 2017

The time spent collecting these fees can use up hundreds of dollars in staff time from library budgets. Some libraries have found that the effort expended to enforce fines is not worth the small amount charged per day. Not surprisingly, about a third of librarians contemplate doing away with the practice entirely.

However, with budgets tight, many libraries are concerned about losing that source of revenue. Hollis Helmecki, director, Rusk County Community Library, WI, writes, “We would have to eliminate staff if we cut fines.” In particular, some referenced resistance to such a cutback from administrators, trustees, and local government. Others emphasized a belief that fines facilitate the timely return of library materials and patron accountability, with Mary - Geragotelis, director, Scotland Public Library, CT, writing that “we believe that patrons will ignore due dates completely if there is no penalty imposed for late items.”

Some librarians compromise by waiving patron fines for those who cannot pay or restructuring the fines to pose less of a burden. As Cheryl Napsha, former director of the South Fayette Township Library, PA, writes, one deterrent to removing fines entirely is “board/local government expectation that fines are part of library service. It’s easier to waive fines than to deal with the board. While our system blocks people who owe \$10 or more, we just override that or reduce fines to keep it below \$10.”

LIFE WITHOUT FINES

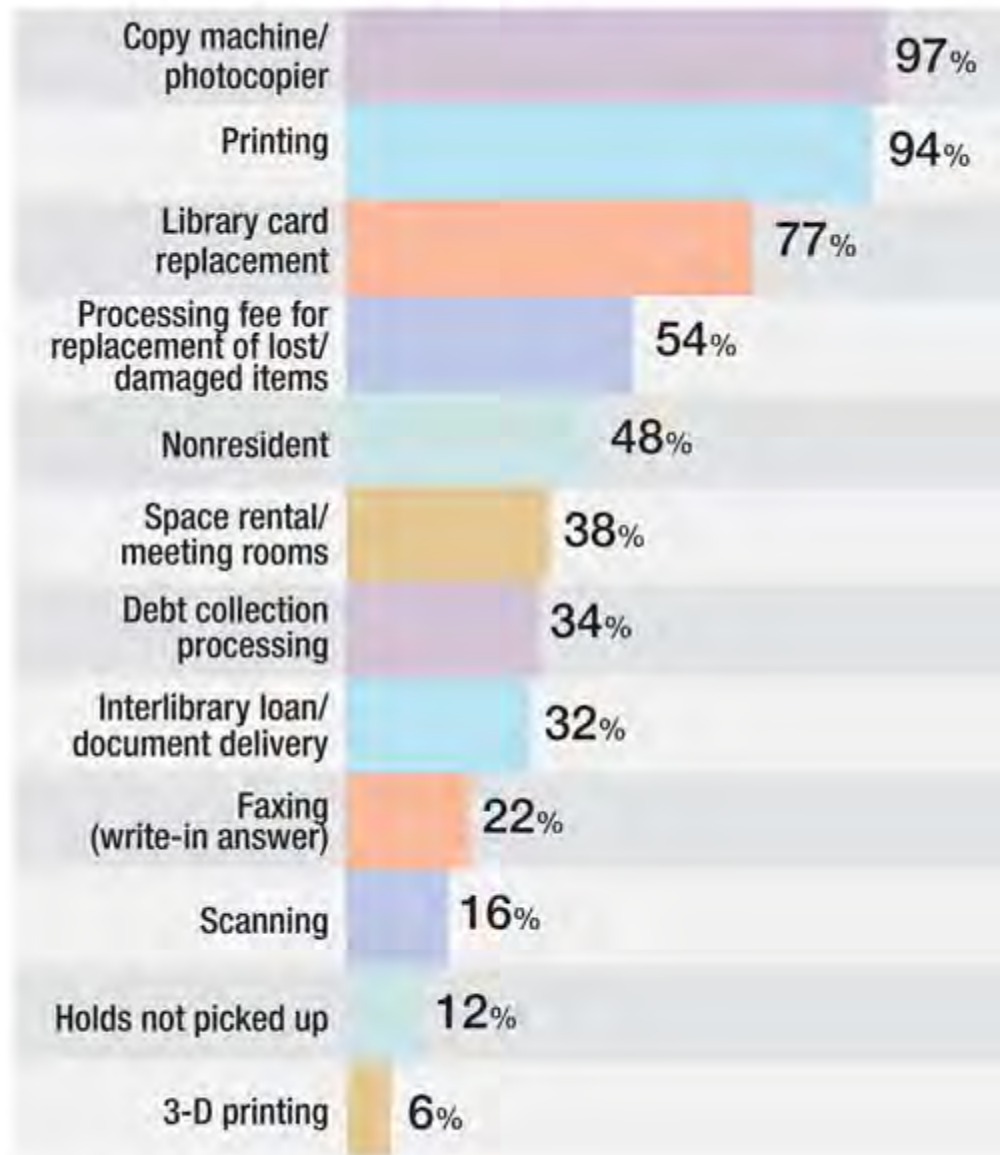
Of those libraries that do not impose overdue fines, 45 percent had done so in the past. Most eliminated fines more than two years prior to the survey. The majority were unsure as to whether this change had impacted their circulation and instead focused on improving customer relations. Napsha observes, “Fines and fees should not be part of a library’s revenue stream,” as they have become “a barrier to service” and to a “cordial, positive atmosphere.”

Lisa Richland, director, Floyd Memorial Library, Greenport, NY, which has done away with fines but does restrict the borrowing privileges of those who have overdue nonrenewable

items, reports, “folks who are dilatory about returns have not changed their habits, but the interaction at the circulation desk is much less fraught. My staff is not put in the position of punishing those who return items late, and we have a donation box for people who still have a need to pay a fine.”

Even without fines, the majority of library materials do make their way back to the library eventually. Not only does this reduce staff stress levels, Richland explains, but it also helps the library maintain a “good name” in the community. “You never know what burdens people have, so we try not to judge or act in a hectoring manner.”

LIBRARY CHARGES A FEE



SOURCE: LJ FINES & FEES SURVEY 2017

Contrary to concerns that fines are the key to patron accountability, Kathy Dulac of the Milton Public Library, VT, reports that after doing away with fines, more people returned books on time, and others felt more welcome in the library space. She explains, “We also found some

patrons that had not been in because of fines were again coming to use the library.” While some patrons take advantage and keep books out, she explains that “we have the best results getting books back by keeping on top of overdue notices.”

To offset the lost revenue from eliminating overdue fines, a small majority of fine-free institutions have started to collect voluntary donations at the circulation desk [see “Can Your Library Go Fine-Free?” below]. Others simply adjust their operating budget, as the amount collected through fines represented a minimal percentage of the overall budget.

THE INCREASING USE OF FEES

A majority of the responding public libraries—86 percent—also collect fees for library services. Based on survey responses and the number of library systems in the country, *LJ* projected the amount of fees collected by U.S. public libraries each month as \$6.5 million.

Most of those fees are for in-library copying and printing, with some also charging to replace lost or damaged library cards or damaged materials or to grant access for nonresident users. Of those charging for nonresident use, six percent reported determining the fee based on tax rates. Smaller libraries in particular charge fees for faxing and scanning, while larger libraries are more likely to charge for services such as interlibrary loan (ILL) or debt collection processing. For ILL or document delivery, about eight percent will assess the charge from the lending institution, while eight percent will charge the cost of return shipping. Over a third of libraries, particularly larger systems, also charge for the rental of meeting rooms or event spaces. The revenue collected from such fees enables libraries to provide services they might not otherwise be able to offer, for instance, Wi-Fi kits or 3-D printing.

One in five libraries also charges admission fees for programs or events. Common events include classes such as art or yoga, field trips, or author talks. Other examples provided by survey respondents include driver safety courses, genealogy seminars, “paint n’ sip” gatherings, and concerts. Libraries also host free events at which participants pay for materials, like craft classes, or organize fundraisers for which attendees pay a fee or a donation.

SERVICE FEES CHARGED

	\$ AVERAGE	\$ MEDIAN
Nonresident (per year)	46.96	32.00
Space rental/Meeting rooms for Businesses (per hour)	40.24	30.00
Debt collection processing fees	12.21	10.00
Space rental/meeting rooms for nonprofits (per hour)	8.48	10.00
Processing fee for replacement of lost/damaged items	5.58	5.00
Interlibrary loan/document delivery	3.27	3.00
Library card replacement	1.92	2.00
Faxing	1.23	1.00
Holds not picked up	1.02	1.00
Scanning	.58	.25
Color printing	.50	.50
B/W printing	.16	.15
Color copies	.49	.50
B/W copies	.16	.15

SOURCE: L/ FINES & FEES SURVEY 2017

Some libraries take a flexible approach to how they charge for common services like printing and copying. Steven Harsin, director, Grand Marais Public Library, MN, describes operating “on an honor system, so we don’t know for certain whether patrons pay nor not....

Undoubtedly, some do not pay. On the other hand, there are patrons who print a couple of pages and drop \$5 in the bucket.” The library also will negotiate lower rates for large printing jobs and allows patrons to bring one copy of a tax form to be duplicated for free during tax season. Overall, library staff report efforts to adjust their fee structures in a manner that facilitates the best possible services for patrons and emphasize that these charges are never instituted to make a profit.

Many libraries are still testing what works best for their community when it comes to fee programs. Lisa Eck, Roseville Public Library, CA, notes that her library used to charge for held materials not picked up and for the processing of lost items, damages, and ILLs. However, she writes, “we have dropped [those charges] because we found that they didn’t warrant the staff time, and they caused negative experiences with our customers.”

As is the case with overdue fines, for many libraries the money collected in fees helps to support a tight institutional budget. Explains a public services librarian in Wisconsin, “As our city continues to slash our budget, our meeting room fees (collected for private events usually held on the weekends) are helping to plug the holes.”

The results of the *LJ* survey provide a picture of the ways in which libraries nationwide assess and adjust their approaches to fines and fees in order best to serve their patrons. The clearest trend from these results is that libraries benefit from open-mindedness about these revenue sources and a willingness to move away from entrenched traditional methods. There is a cost, in staff time and effort particularly, to collecting fines and fees from patrons, and libraries must balance this by collecting in a way that makes sense for the individual library and community.

Jennifer A. Dixon is a librarian and recent graduate of the School of Information, Pratt Institute, New York

Can Your Library Go Fine-Free?

By Steven A. Gillis

Many library administrators feel that fines are a barrier to access (especially for low-income families), cost the library significant staff time, are antithetical to our mission and principles, set up an adversarial relationship, or prevent implementation of services such as autorenewal. Nonetheless, they may fear that eliminating fines is impossible owing to funding issues. That is not necessarily the case. In the face of declining budgets and increasing costs, how can a library justify removing a revenue stream? A close look at the business situation may allow for a step-by-step transition, especially as fines collected often represent less than one percent of total budgets. A small trial period may be the answer.

At the Orange Beach Public Library (OBPL), we instituted such a trial, with rigid data tracking. Even if the project were a complete disaster, the board considered six months a minimal risk. We compared collected data to a baseline averaged from our 2010–12 calendar years. Our primary data points were circulation and average time materials stayed off the shelf, but we also examined the cost of the initiative and took note of staff and patron opinions, including patron email surveys in 2013 and 2016 that collected over 2,000 responses. Most important for concerns over revenue reduction, we tracked data on fines plus donations collected in our baseline vs. our donations collected during the experiment.

ALTRUISM VS. PUNISHMENT

Initially, we used a “waive-and-request” method. Fines were unchanged in our library automation software, but we would inform patrons that we were waiving the charges and asked if they would like to make a donation. While some chose not to donate, others donated at least the fine amount, often rounding up to the nearest dollar rather than receiving change. This method served to advertise our fine-free status, helped tracking, and sparked many questions from patrons. It also changed the tone of the interaction from punitive to altruistic, which was more pleasant for everyone.

Data from the first six months showed an overall decrease of only \$265 compared to our baseline of combined fines and donations after excluding large or organizational gifts. This amounted to a 12 percent loss for these combined revenue streams. Almost 88 percent of fine

income was recovered in donations through “waive-and-request” or from increased general giving. Comparing fines actually waived in our ILS reports vs. donations collected showed that 49.9 percent of the fine values were recovered through “waive-and-request.” After six months, the experiment was considered successful enough to go forward. We continued tracking and did see some ongoing falloff. After nine months, our recovery dropped to only 41.8 percent. It may be a good idea to anticipate and plan for a drop once the novelty wears off.

Revenue from the combined streams for the same six-month season of the original experiment did decline slightly. Because our library is located at the beach, our usage can be very seasonal, so we made sure to compare the same six months for each year and included our highest fine-generating months in the snapshot. Losses for fine incomes compared with donations fluctuated from 15 percent to 32 percent for 2014–16 (\$330–\$713). Even the highest percentage loss in 2016 was actually an increase in small donations by more than 25 percent over 2012, with this increase making up for 68 percent of our previous fine incomes. Our “waive-and-request” period ended in 2015, and in April 2015, we removed all fines at the direction of the library board.

Our test indicates that increases in donations may help mitigate the losses in fine income with the proper framing. Instead of planning for a one to two percent loss in total income, you may experience a surge in donations and goodwill. There is no real way to know if this will occur without trying a test period.

GOODWILL GROWS SUPPORT

At OBPL we were able to leverage increased goodwill with our city council. While there are many reasons for the raises in funding for our library, the goodwill of the community and the change in the overall environment from removing fines is a significant factor.

In the first year of the project, our municipal funding increased by nine percent over funding in 2012. Over the next three years, our municipal support has increased by nearly 30 percent. We currently anticipate a continuing budget of almost \$140,000 greater than our 2012 funding. With this increased revenue and support from our city, we also anticipate remaining fine free.

Steven A. Gillis is Director, Orange Beach Public Library, AL

<https://www.npr.org/2019/11/30/781374759/we-wanted-our-patrons-back-public-libraries-scrap-late-fines-to-alleviate-inequity>

'We Wanted Our Patrons Back' - Public Libraries Scrap Late Fines to Alleviate Inequity

For nearly a decade, Diana Ramirez hadn't been able to take a book home from the San Diego Public Library. Her borrowing privileges were suspended, she was told, because of a mere \$10 in late fees, an amount that had grown to \$30 over the years.

Ramirez, who is now 23 and stays in Tijuana with her mother, attends an alternative education program in San Diego that helps students earn high school diplomas. To her, the debt she owed to the library system was an onerous sum. Even worse, it removed a critical resource from her life.

"I felt disappointed in myself because I wasn't able to check out books," Ramirez said. "I wasn't able to use the computers for doing my homework or filling out job applications. I didn't own a computer, so the library was my only option to access a computer."

In April, Ramirez finally caught a break. The San Diego Public Library wiped out all outstanding late fines for patrons, a move that followed the library system's decision to end its overdue fines. Ramirez was among the more than 130,000 beneficiaries of the policy shift, cardholders whose library accounts were newly cleared of debt.

The changes were enacted after a city study revealed that nearly half of the library's patrons whose accounts were blocked as a result of late fees lived in two of the city's poorest neighborhoods. "I never realized it impacted them to that extent," said Misty Jones, the city's library director.

For decades, libraries have relied on fines to discourage patrons from returning books late. But a growing number of some of the country's biggest public library systems are ditching overdue fees after finding that the penalties drive away the people who stand to benefit the most from free library resources.

From San Diego to Chicago to Boston, public libraries that have analyzed the effects of late fees on their cardholders have found that they disproportionately deter low-income residents and children.

"A form of social inequity"

Acknowledging these consequences, the American Library Association [passed a resolution](#) in January in which it recognizes fines as "a form of social inequity" and calls on libraries nationwide to find a way to eliminate their fines.

"Library users with limited income tend to stay away from libraries because they may be afraid of incurring debt," said Ramiro Salazar, president of the association's public library division. "It stands to reason these same users will also stay away if they have already incurred a fine simply because they don't have the money to pay the fine."

Lifting fines has had a surprising dual effect: More patrons are returning to the library, with their late materials in hand. Chicago saw a 240% increase in return of materials within three weeks of implementing its fine-free policy last month. The library system also had 400 more card renewals compared with that time last year.

"It became clear to us that there were families that couldn't afford to pay the fines and therefore couldn't return the materials, so then we just lost them as patrons altogether," said Andrea Telli, the city's library commissioner. "We wanted our materials back, and more importantly, we wanted our patrons back."

The Chicago Public Library started looking at data that showed socioeconomic disparities within its system. Telli said low-income communities had more overdue fines than some of the more affluent neighborhoods of Chicago. It wasn't that Chicagoans in poorer areas were necessarily racking up more fines, she said, but rather, those patrons were unable to pay the overdue balances.

According to [Chicago Public Library's internal analysis](#), some 30% of people living on the South Side of Chicago couldn't check out materials because they had reached the \$10 fine limit for overdue materials. That ratio, however, dropped roughly 15% among cardholders on the more affluent North Side. Nearly a quarter of blocked accounts belonged to children under 14.

Having library fines stand in the way of people searching for jobs and social services "just seemed counterintuitive to us," Telli said.

The end of personal responsibility?

The fine-free movement isn't without its detractors. Mark Mitchell, a longtime user of Baltimore's Enoch Pratt Free Library, which eliminated fines last summer, worries that the end of fines removes the incentive to return library property.

"It encouraged me to return the books or the DVDs in a timely fashion rather than just keep them," said Mitchell, who restores antique clocks and lives two blocks from a Pratt library branch. "As it stands now, you won't be fined and you can return the DVD — or the book, or what have you — more or less whenever you want, I guess."

Mitchell acknowledged that some people are not able to easily return books on time, but fears libraries will be shortchanged.

"The library deserves as much money as it can muster," he said.

Some libraries have taken that philosophy to extremes. In November, a woman in southern Michigan [faced criminal charges and possible jail time](#) for not returning two books to the Charlotte Community Library.

After a national outcry, prosecutors dropped the charges. While library advocates say there is a real difference between fine forgiveness and failing to return a book, the case underlines the tensions libraries face between balancing patron accommodation and the need for deterrence.

And add this complicating factor to the equation: The fact that many libraries can't afford to collect most of the fines they're owed. This month, Boston Public Library joined the 5% of public libraries to stop charging minors late fees after a year of receiving just 10% of its nearly \$250,000 owed from those under 18.

And in San Diego, officials calculated that it actually would be saving money if its librarians stopped tracking down patrons to recover books. The city had spent nearly [\\$1 million to collect \\$675,000](#) in library fees each year.

In some public library systems, dropping fines is part of a larger policy of moving away from a punitive model. Chicago's cardholders have seven days past the due date to return items before their card is blocked from use. In the case of lost materials, patrons must pay to replace the book or provide a new copy of the same edition.

"We're really putting the focus on the physical object that needs to come back to the library rather than the revenue stream — that really wasn't a revenue stream," Telli said.

Clean slates

Some libraries have successfully lured back patrons by offering fine-forgiveness days. During a 2017 [amnesty campaign in San Francisco](#), the public library recovered nearly 700,000 of its items over six weeks and restored the accounts of more than 5,000 patrons. The recouped materials included a long-lost copy of F. Hopkins Smith's *Forty Minutes Late* — which, despite its title, was a century overdue.

Back in San Diego, Ramirez is putting her renewed library card to use.

Germantown Community Library Board

MEETING DATE: August 26, 2020

PLACEMENT: Unfinished Business

AGENDA ITEM(S): VIII. C. Potential Closure of Library on Tuesday, November 2

SUBMITTED BY: Trisha Smith, Library Director

SUMMARY EXPLANATION:

The next election is scheduled for Tuesday, November 2, 2020. While the Germantown Community Library is not an official election site, our building is a backup location. While I do not anticipate that this will be needed, there is current in increased chance that our building will be need that day due to uncertainly of the COVID-19 pandemic.

COVID-19 has increased our health precautions at the library including a separate exit through the Community Room, limited capacity to 43 people in the building and a heightened need for social distancing. Hosting the election would create difficulties in following these procedures and create a higher concern for health of staff and patrons.

The election would require set up and take down for additional days, but I feel that we would be able to work around this and continue service on days before and after the election.

I am recommended to close the library building on Tuesday, November 2, 2020 due to the presidential election if it is needed for an election site.

Germantown Community Library Board

MEETING DATE: August 26, 2020

PLACEMENT: Unfinished Business

AGENDA ITEM(S): VIII. D. Washington County Joint Library Study

SUBMITTED BY: Trisha Smith, Library Director

SUMMARY EXPLANATION:

A study on Joint Libraries has been conducted by the 5 Washington County library directors since October of 2019. The report was scheduled to be presented to the Washington County Administrative Committee in May of 2020, but was delayed due to the COVID-19 pandemic.

A draft of the study was finalized last week and presented to the Washington County Library Services Board on Thursday, August 20, 2020.

The Washington County Library Directors will be making some additional changes to the study based on feedback from the Washington County Library Services Board and Monarch Library System Director. A report will be made to the Washington County Administrative Committee in the near future and a finalized report will be distributed to library, municipal and county boards as well as the Monarch Library System and library community. We welcome any feedback that you have regarding the report.

Highlights of the study include:

- Wisconsin Statue 43.22 (ACT 420) allows sharing of services through cross-county cooperation. It distributes costs and saves counties money while providing all residents of the county vital library access. It also creates a cost savings of 70% for services two years in the past.
- While there have been some increases in circulation numbers from Washington County residents using adjacent counties since 2006 (35%), the overall increase of payment is largely due to the rising cost per circulation of each library (108%). Just as the cost to operate a public library has increased for libraries in Washington County, the same is true for libraries in other counties. Circulation numbers in 2019 at 45,790 are slightly lower than numbers in 2010 at 46,441.
- Up until 2019, the State average to circulate an item was approximately \$5. With the release of the 2019 annual report statistics in summer of 2020, the State notified libraries the average increased to \$5.30 per item.
- A study of 2,340 responses showed that the main reason they use other libraries is because of location (19%).
- Washington County is underserved in libraries in comparison to counties like Waukesha. With only 5 libraries in the county, there are many large municipalities that do not have a library including Town of Erin, Village of Richfield, Town of Jackson and Village of Jackson. These areas are on borders of the county line and have the highest amounts of funding going to libraries in other county including Menomonee Falls, Sussex, North Lake and Cedarburg.

- During this study, the following options were analyzed: 1) Creation of a Consolidated County Library System 2) Creation of Joint Libraries 3) Building additional libraries in Washington County 4) Formation of school/public libraries and 5) Negotiating a contract with Waukesha County.
- Of the total Washington County population of 136,034 as of 2019 0.9835% use a Waukesha County Public Library and 0.19% use Ozaukee County Public Libraries. This means that our libraries are effectively serving about 99% of our Washington County residents.
- The approximately \$160,000 is being used to serve about 1% of Washington County residents that use libraries outside of the county. While this is a significant number at 12% of the total Washington County budget, it is a much more cost effective alternative than creating joint libraries or building additional libraries in the county.

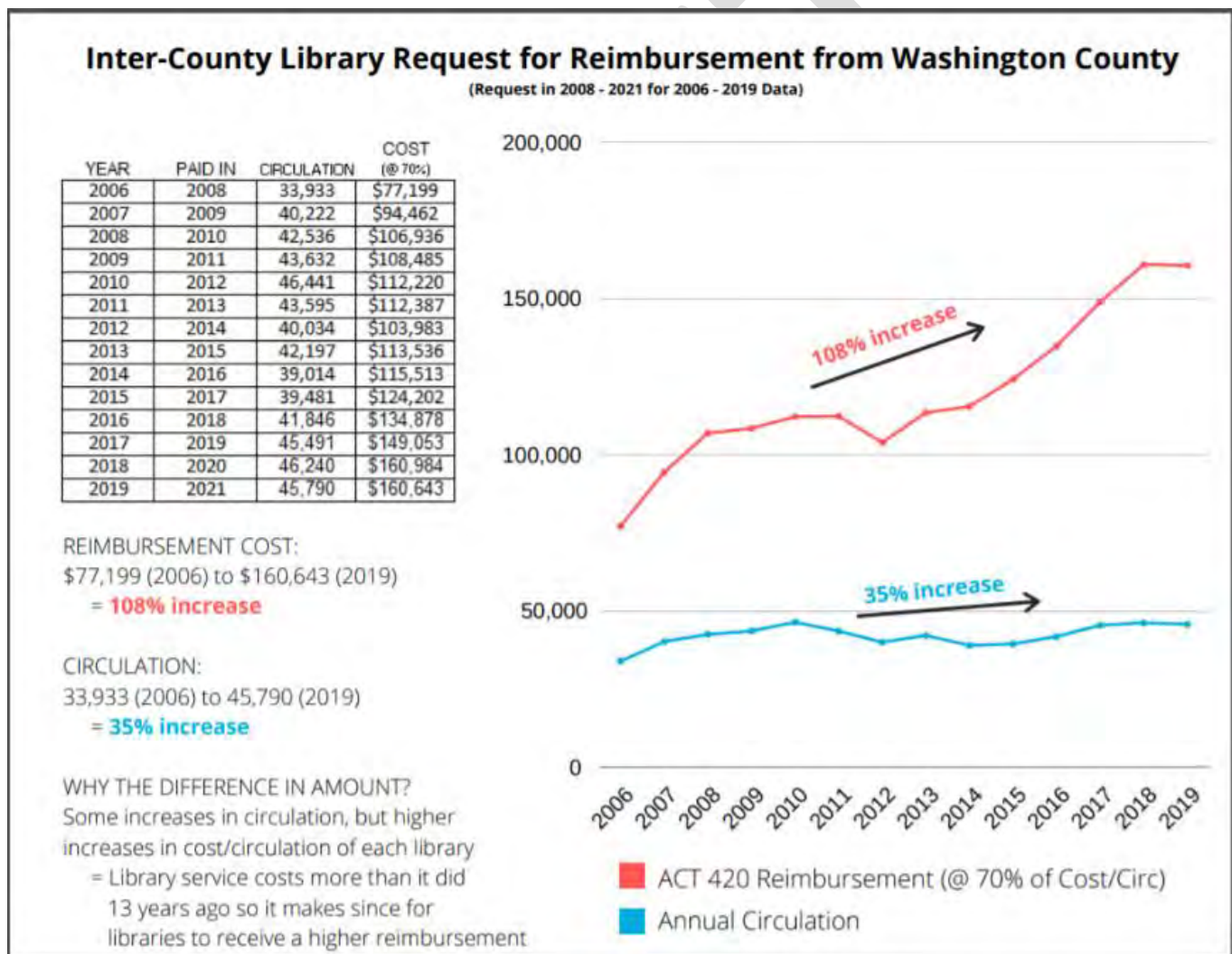
The Washington County Library Services Agreement must be refreshed to reflect funding based on service, access and usage and we, the five municipal library directors, recommend the following:

1. Transition the administrative workload of cross county library fee distribution including payments to, verifying data, annual reports and sending fees to Monarch Library System. As a member of the System this is a service provided to the other three counties in Monarch at no charge.
2. Move to an annual payment structure for each municipal library based on the last full year of circulation. Payments are made by March 1 of each year. Like the cross-county library fee distribution, these payments could also be handled by Monarch Library System.
3. Capital offset payments are adsorbed into the circulation line item starting in 2021 and removed from the library contract going forward. With the exception of Kewaskum, all the libraries in the county have facilities updated in the last 20 years and some of the libraries, such as Slinger, have a large sum that is difficult for the Village to match.
4. ACT 420 payments continue to be made under the current law. It is less expensive to pay for access to an existing library than to build and fund more libraries within the county borders.
5. A committee is formed in the fall of 2020 to refresh the contract and make recommendations to continue providing robust library services for the 2022 contract year. The contract is over 25 years old in its current format with the exception of adding the cross-county fees and there is work to be done to bring it up to date.

Overview

Since 1872, Wisconsin has been committed to providing tax supported public libraries for all. Wisconsin residents contribute to public library operations through local property taxes if they reside in a municipality with a library, or through their county's library tax if they live in a municipality without a library. Most citizens choose to use libraries that are convenient to their home, workplace, or school, irrespective of geographic and/or tax boundaries. Sometimes that library is across a county line.

Since 2007, Wisconsin Statute 43.22 allows libraries to invoice an adjacent county when residents of a non-library community borrow items from libraries across county borders. This provision is often known as "cross county payments" and it covers some of the costs of providing library services and materials. For the last decade or more, Washington County has seen a rise in payment request for libraries in adjacent counties. The charts below show that while there have been some increases in circulation numbers from Washington County residents using adjacent counties since 2006, the overall increase of payment is largely due to the rising cost per circulation of each library. Just as the cost to operate a public library has increased for libraries in Washington County, the same is true for libraries in other counties.

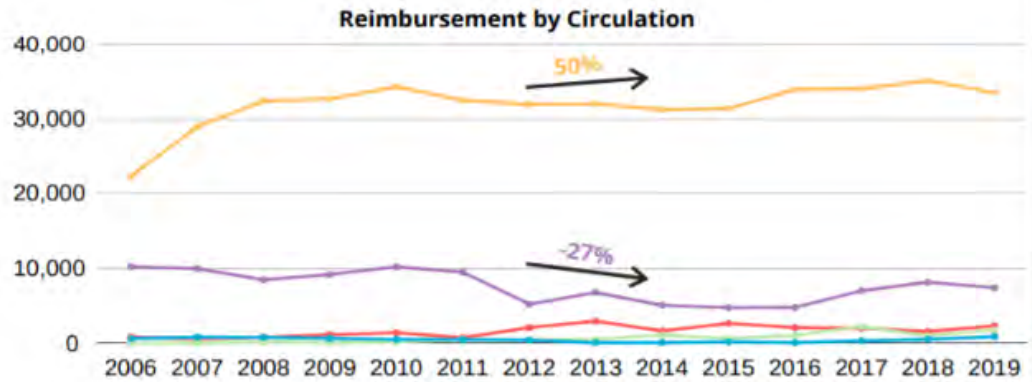


Inter-County Library Request for Reimbursement by County

(2006 - 2019 Data)

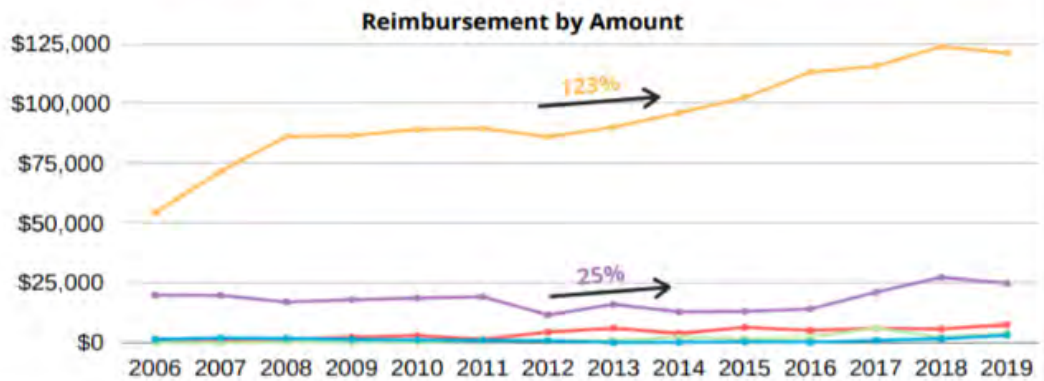
	2006	2019	% INCREASE
Waukesha	25,295	31,552	50%
Ozaukee	10,294	7,452	-27%
Dodge	923	2,293	171%
Fond du Lac	9	1,750	17,444%
Sheboygan	637	943	39%

■ Waukesha
■ Ozaukee
■ Dodge
■ Fond du Lac
■ Sheboygan



	2006	2019	% INCREASE
Waukesha	\$54,302	\$121,253	123%
Ozaukee	\$19,914	\$24,852	25%
Dodge	\$1,539	\$7,598	494%
Fond du Lac	\$0	\$4,628	462,800%
Sheboygan	\$1,393	\$3,112	123%

■ Waukesha
■ Ozaukee
■ Dodge
■ Fond du Lac
■ Sheboygan

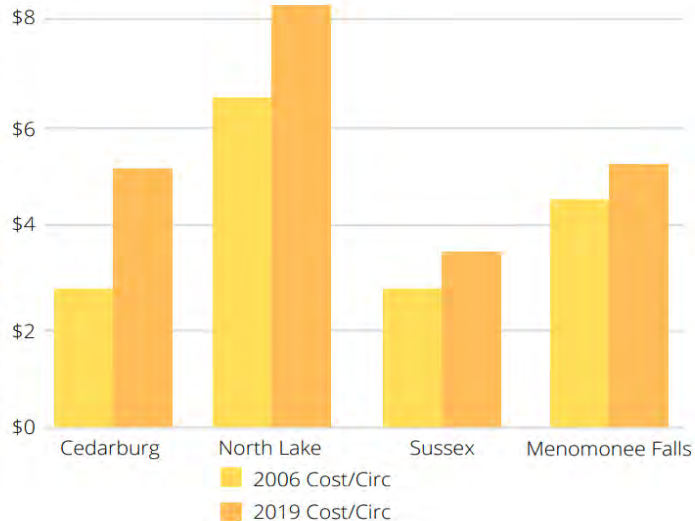


The chart below illustrates the increase in cost per circulation comparing 2006 to 2019.

Cost per Circulation for Select Adjacent and Washington County Libraries

(2006 - 2019 Data)

	2006	2019	% INCREASE
Theresa	\$2.61	\$3.80	46%
Lomira	\$2.75	\$5.87	113%
Honon	\$3.25	\$5.25	62%
Beaver Dam	\$2.44	\$3.23	32%
Brownsville	\$1.70	\$4.42	160%
Juneau	\$5.12	\$6.48	27%
Fox Lake	\$6.30	\$9.54	53%
Hustford	\$2.98	\$4.68	57%
Campbellsport	\$3.05	\$3.29	8%
Cedarburg	\$2.74	\$5.12	87%
Grafton	\$2.89	\$4.33	50%
Maquon	\$2.92	\$3.83	31%
Saukville	\$2.94	\$4.97	69%
Sheboygan	\$4.20	\$6.84	63%
Lakeview	\$3.05	\$4.88	60%
Pewaukee	\$2.99	\$4.08	36%
Butler	\$8.98	\$3.11	-65%
North Lake	\$6.30	\$8.14	29%
Waukesha	\$2.44	\$3.99	64%
Brookfield	\$3.71	\$4.78	29%
Sussex	\$2.80	\$3.43	23%
Hartland	\$2.97	\$3.63	15%
Oconomowoc	\$3.59	\$3.74	4%
Menomonee Falls	\$4.40	\$5.11	16%
Elm Grove	\$4.60	\$5.05	10%
Delafield	\$3.75	\$3.13	-17%
West Bend	\$2.31	\$3.23	40%
Germantown	\$2.78	\$3.33	20%
Hartford	\$4.03	\$4.23	5%
Slinger	\$2.92	\$3.68	26%
Kewaskum	\$2.70	\$3.96	47%



As a way to mitigate cross county payments, the concept of joint libraries came to the forefront by Washington County staff in August of 2019. After a couple of lengthy meetings and conversation with County staff and elected officials, the Administrative Committee approved a request from the five municipal Library Directors to study library services in Washington County and investigate possible solutions and present options. The original plan was to present the findings of this study in May 2020, however COVID-19 set the timeline back a few months as public libraries have been focused on pivoting library access and services for citizens. *Please see Appendix A – Joint Library Model for Washington County.*

Up until 2019, the State average to circulate an item was approximately \$5. With the release of the 2019 annual report statistics in summer of 2020, the State notified libraries the average increased to \$5.30 per item.

Gathering Data

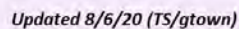
The first step was to survey Washington County citizens on their use of public libraries in Washington County as well as across tax boundaries. On December 1, 2019, the Washington County Library Directors released a survey to better understand factors that determine the public library our residents visit. It was released in an online version and paper copies were also available in locations throughout the county. Over the course of three months, 2,340 responses were received. We owe a debt of gratitude to the Town of Jackson, Villages of Jackson and Richfield for including the survey in the 2020 property tax bills. The Town of Erin declined our request. *Please see Appendix B for a copy of the actual survey and Appendix C for a copy of the raw survey results.*

The purpose of the survey was to determine the leading reasons why our county citizens access public libraries outside of Washington County. It was especially important to collect this information from the unserved communities in the county in relation to the funding for cross county payments. The survey was as far-reaching as possible to attempt to gather statistics from the unserved communities. A little more than half of the respondents stated that they do not use a library outside of Washington County. After that, the main reason they use other libraries is because of Location, 19% in fact. Factoring out the responses that stated they do not use libraries outside Washington County, that comprises almost half of the remaining replies.

Location is not a factor that is as easily remedied by the five Washington County Libraries as other choices such as program offering, increased services or hours. Under normal circumstances, this is a mobile world where people have numerous options to shop, dine out and complete recreational activities. This is also a time of convenience; citizens have busy lives and if it is quicker to complete a task without going out of their way (such as shopping at a store or library on the way home from work) then the majority will do that. This is demonstrated in the survey results where the respondents chose location as the ultimate reason they go to the library of their choice, whether inside or outside Washington County.

The map on the following page provides an overview of the location of libraries in Washington County and adjacent counties. With five libraries, Washington County has many large areas that are non-librariated in comparison to counties such as Waukesha. When looking at a variety of shopping, dining and recreational options, it is clear that residents in non-librariated municipalities may need to travel north to the City of West Bend, east to the Village of Grafton or south to Waukesha County areas such as the Village of Menomonee Falls to shop or dine at certain places. It is fair to assume that some Washington County residents stop at libraries outside of the county in addition to visiting the establishments shown.

☐ Served Areas in Adjacent Counties
☒ Library



Options Researched

During this study, the following options were analyzed:

- 1) Creation of a Consolidated County Library System
- 2) Creation of Joint Libraries
- 3) Building additional libraries in Washington County
- 4) Formation of school/public libraries
- 5) Negotiating a contract with Waukesha County

Creation of a Consolidated County Library System

A Consolidated County Library System would be administered by a seven or nine-member county library board appointed by the county board chairperson or county executive and function as an agency of the county. In this model, a uniform county tax is applied on all of the taxable property of the county and library services are coordinated for all county residents under one administration and one plan for library services. Due to a consolidation, it would be expected that library services and access would be improved for citizens whose tax rates increase. *Please see Appendix D consolidated county public library guidelines for decision making for more information*

Creation of Joint Public Libraries

After meeting with County Staff in September 2019, work began to get a joint library resolution passed to include creating joint libraries and requesting the Wisconsin Department of Public Instruction to conduct a feasibility study for forming joint libraries. Five of the 15 townships in Washington County approved the resolution and the Department of Public Instruction denied the requests. Based on Wis. Stat. sec 43.52(1) only a municipality that maintains and operates a public library prior to December 17, 1971 can make such a request. *Please see Appendix E for the Town of Erin and Village of Jackson's approved resolutions and Appendix F for denial letters sent to the Town of Barton, Town of Farmington and Village of Jackson.*

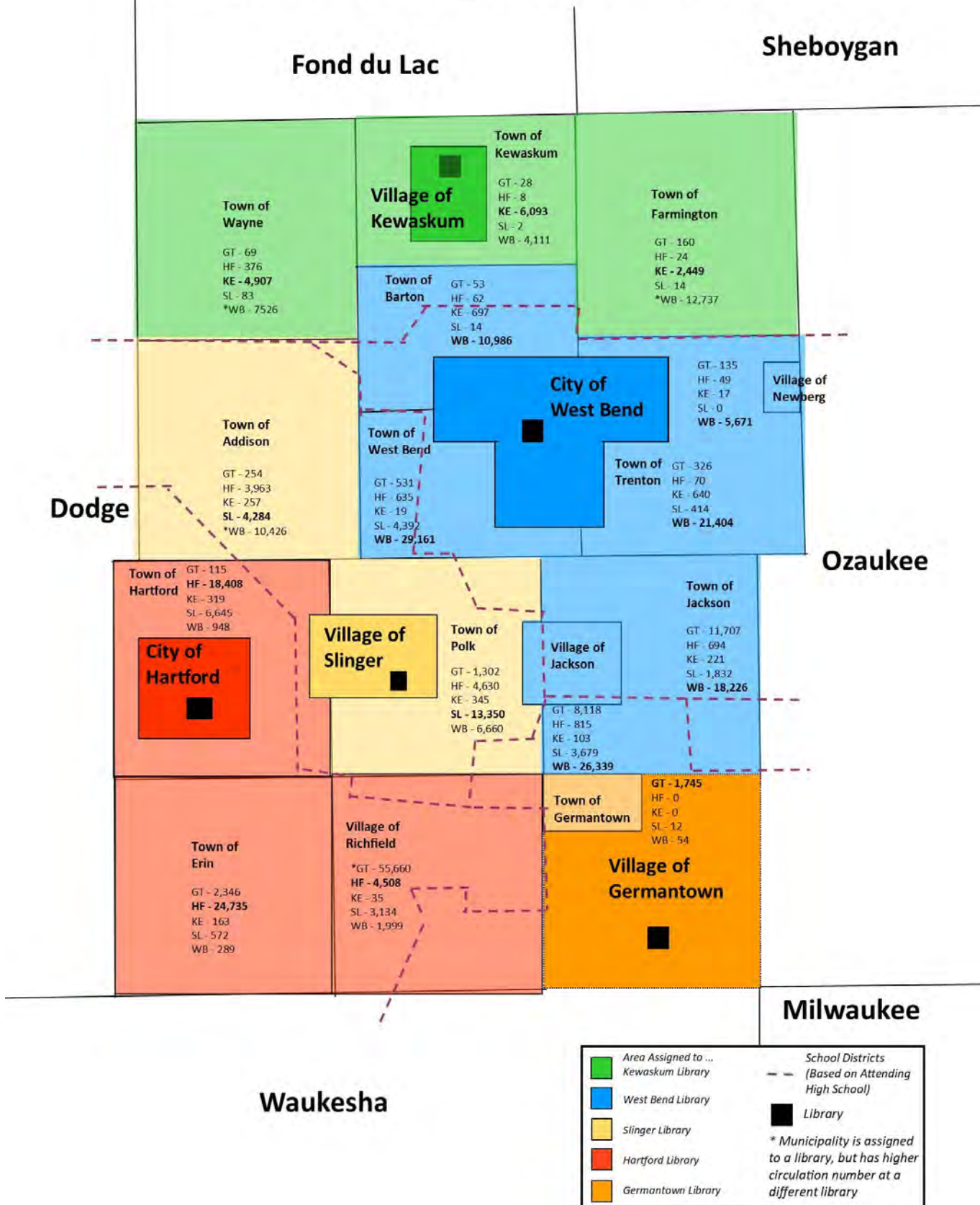
Joint libraries are created when two or more municipalities come together by choice as they have determined there is a mutual benefit to share in the cost of providing public library services to their residents. Examples of current joint libraries include the Frank L Weyenburg Library of Mequon-Thiensville and the USS Liberty Memorial Library in Grafton that is funded by both the Village and Town of Grafton. Both libraries report having positive support from their respective partners through long-standing agreements.

On the flipside, there are libraries where agreements to operate jointly ended. For example, Cedarburg Public Library was a joint library with the Village and Town Cedarburg until dissolution of their agreement due to the lack of support from the Town to expand the library facility in 2010. Another example happened in 2014 when the Town of Lisbon dissolved its joint library agreement with the Village of Sussex after a four year legal battle over a donated parcel of property in the Town to the Library.

While investigating how joint libraries might be formed in Washington County, Washington County staff suggested drawing boundaries by school districts. While on paper and in theory this seems to work, it will create a funding imbalance between the City of Hartford and Village of Germantown by re-directing \$250,000 of library fees to Hartford and leaving Germantown with a loss of almost \$200,000. When assigning large unserved municipalities to one library when the data shows these citizens travel all over the county for access to services, there is no equitable way to assign the geographical area. For example, Town of Jackson in 2019 had approximately 18,000 checkouts to the West Bend Library and almost 12,000 to Germantown. Under a joint library model, which municipal library would become these citizens' home library? As shown on the map there are many areas that do not primarily utilize one library over another.

Proposed Joint Library Model - August 2019

(2019 Circulation Data to Non-Served Washington County Residents)



In determining forming joint libraries as suggested by County staff, each municipal library examined their current level of services against the Wisconsin Public Library Standards. The results show that each library is still working towards meeting all the qualifications to be a Tier 1 library. Thus, taking on additional municipal populations in a joint library scenario may result in libraries not having the funding capacity to serve the robust needs of the multiple municipal populations.

Cities and Villages with libraries have financially committed and invested into their public library infrastructure in their community. In the last two decades four out of the five municipal libraries have either renovated their interior to accommodate additional services or completed a building project. Joint libraries would also create new library boards with up to nine residents from all served municipalities, where the original municipality may no longer be in the majority.

Within this area of the study, branch libraries and installing vending machines with books were also considered. While in theory these options seem like they could work in the southern area of the county, the following questions posed challenges:

1. How would funding be distributed to maintain these services?
2. Which municipality would be responsible for the ongoing maintenance, staff time to manage and maintain the service?
3. Who pays for the initial infrastructure?

While the County does support an outreach program through the current library services contract, its sole purpose right now is to meet the information needs of older adults in Washington County who are unable to visit a local public library.

Building Additional Libraries in Washington County

Investigating additional libraries was explored during the study. As funding models, data and populations were examined more closely, it became apparent that Washington County is underbuilt for the population of the county in terms of public libraries. There are only five public libraries located in this county whereas, Waukesha County has 16 libraries all located in communities offering more shopping, dining and restaurant options than available in Washington County.

Investigating the option to build additional libraries near the southern border was reviewed. Starting a library is more than just a room with books. While technology has moved into the palms of our hands, citizens expect the same robust experience from their public library. Robust services include computers for internet access, wireless printing, payment with a debit or credit card, free Wi-Fi, desktop computers, streaming content, eBooks, programs, meeting rooms, etc.

Village of Richfield

Scenario (11,703 Population)	Standard	Estimated Startup Cost	Estimated Annual Cost	2019 Apportionment
Print Volumes	37,450	\$749,000		
Audio Recordings	2,458	\$147,480		
Video Recordings	4,681	\$93,620		
Materials Expenditures			\$43,886.00	
Computers	19	\$13,300		
FTE Staff	6		\$229,932.00	
Other Expenditures			\$248,637.00	
		\$1,003,400	\$522,455	\$369,058

Town of Erin

Scenario (3,776 Population)	Standard	Estimated Startup Cost	Estimated Annual Cost	2019 Apportionment
Print Volumes	37,450	\$377,600		
Audio Recordings	2,458	\$61,200		
Video Recordings	4,681	\$48,340		
Materials Expenditures			\$16,048.00	
Computers	6	\$4,200		
FTE Staff	2		\$99,770.00	
Other Expenditures			\$21,462.00	
		\$491,340	\$137,280	\$128,425

Using the Wisconsin Public Library Standards costs to build and maintain public libraries in the Village of Richfield and Town of Erin were reviewed. The chart to the right illustrates the startup costs, annual costs as compared to the costs being paid through the county wide library apportionment. It's far cheaper for the Town of Erin and Village of Richfield to pay the county library fee versus investing into a library facility and service in their own communities.

Formation of School/Public Libraries

As is the case with building a library, there are clear challenges with creating a School/Public Library. The library would need to have the requirements met in Chapter 43 and be able to be accessed by the public. School administrators are concerned about security and safety in this day and age with schools on lockdown during the day. It could be difficult for the public to access this type of library, especially when factoring in the investment municipalities with libraries have made into facilities and services. With the recent pandemic, health concerns and safety of students and staff are added to the list of challenges.

Negotiating a Contract with Waukesha County

The last option investigated was a contract with Waukesha County for library services to county citizens who do not have a library in their municipality. After two meetings with Connie Meyer, the newly retired Bridges Library System Director, it was clear that the libraries in Waukesha County will not negotiate less than what the law requires for reimbursement of fees, 70%.

When meeting with Director Meyer, our starting point of \$5 cost per circulation, based on the 2017 State average to circulate an item, is less than what the law requires for the Town Hall Library in North Lake. Their 2019, seventy percent cost to circulate an item was \$5.70. Just as Washington County public libraries would be unable to accept less than 70% reimbursement for services provided, this library is in the same position.

On the other hand, Menomonee Fall's 2019 seventy percent cost was \$3.57, the Sussex Public Library was at \$2.40 and Cedarburg was \$3.58. In all three cases, the County would be reimbursing more than 70% of the cost for library services if using the state average. While all five public libraries in Washington County have a 100% cost to operate under \$5.30, to ask our libraries to take less than what the law requires or reimburse libraries in adjacent counties at a higher rate than what is currently being paid, creates another funding imbalance.

For the last several contracts with the municipal libraries, Washington County has been reimbursing each of the five libraries at \$3.50 per circulation. While this is more than the 70% threshold as required, each library is not receiving the same rate of reimbursement for circulation as illustrated in the chart below.

Library	2019 cost to circulation an item	2019 rate from Washington County	Difference between actual cost	Actual reimbursement rate for each library from the County in 2019
Germantown	\$3.33	\$3.50	\$.17 more per item	105%
Hartford	\$4.23	\$3.50	\$.73 less per item	83%
Kewaskum	\$3.96	\$3.50	\$.46 less per item	88%
Slinger	\$3.68	\$3.50	\$.18 less per item	95%
West Bend	\$3.23	\$3.50	\$.27 more per item	108%

Meyer submitted a letter of explanation to the Washington County Library Directors dated March 18, 2020 explaining the Waukesha County Libraries position on reimbursement of library fees. *Please see Appendix G.*

Cross County Library Fee Distribution

Act 420 is the mechanism by which libraries in adjacent counties are reimbursed for services provided to adjacent county residents. These fees are for services that occurred two years prior and are charged at a rate of 70% of the cost to circulate an item at the requesting library. Thus, the home county is receiving a 30% discount for services rendered. This method of fee distribution gives county citizen's library access they may not otherwise have due to their home or work location. Citizens are charged library fees through their county of residence tax bill, the county collects the library fees and then distributes based on actual usage. This process for dispersal also applies to libraries within the county.

The top four libraries requesting payment from the County are Cedarburg Public Library, Town Hall Public Library in North Lake, Menomonee Falls Public Library and Pauline Haas Public Library in Sussex. When reviewing their local 2019 cost per circulation and comparing it to the \$5.30 state average, three of the four libraries are below the state average at 100% and/or at the 70% rate.

Library	2019 Cost to Circulation an Item	Compared to \$5.30 State Average	Circulation an Item (@ 70%)	Compared to \$5.30 State Average
Cedarburg	\$5.12	-\$0.18	\$3.58	-\$1.72
North Lake	\$8.14	\$2.84	\$5.70	\$0.40
Menomonee Falls	\$5.11	-\$0.19	\$3.58	-\$1.72
Sussex	\$3.43	\$1.87	\$2.40	-\$2.90

The number of Washington County residents with cards at libraries in adjacent counties is smaller than was originally assumed. For example, there are 1,338 Washington County residents with cards at Waukesha County Public libraries and 380 Washington County residents with cards in Ozaukee County public libraries. Bringing the total number of cards holders in these two counties to 1,718 which is 1.2629% of Washington County's population of 136,034.

We delved deeper into library card holders and learned there are **149 Washington County residents with cards at Town Hall Library, 434 at the Sussex Public Library, 562 at the Menomonee Falls Public Library and 258 at the Cedarburg Public Library.**

Of the total Washington County population – 136,034 as of 2019:

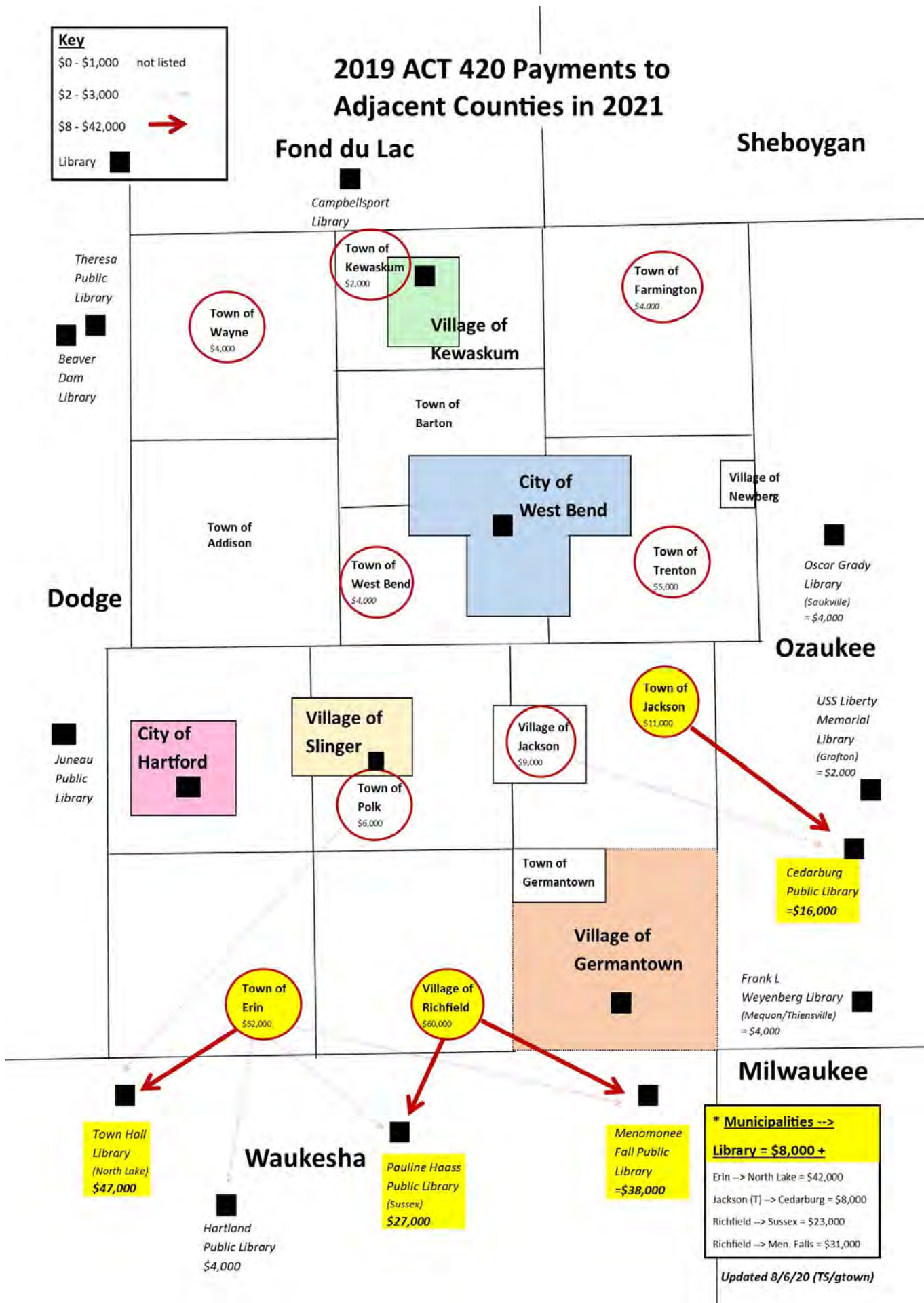
.9835% use a Waukesha County Public Library.

.19% use Ozaukee County Public Libraries

Cross-county library payments are exempt from levy limits per Wisconsin State Statute 66.0602(3)(e)(4), thus they need not reduce a county's commitment to fund its in-county libraries. The payments follow the county citizen who may not have a library in their municipality for services received. Sharing services through cross-county cooperation distributes costs and saves counties money while providing all citizens vital library access.

After careful study, discussions and data review about Act 420 and its requirements, it is clear the current law allows for freedom of movement and citizens to choose which library they utilize. The library tax is levied and collected on behalf of the 15 municipalities and then distribution of those fees is based on actual use of the libraries in adjacent counties at a discounted rate of 70%. The county is a pass through for making sure the dollars collected follow library use.

The 2019 ACT 420 or Cross County Library Fee Distribution for payment in 2021 can be found on the next page. Municipalities without a library highlighted in yellow represent areas that have the highest usage at libraries across the county border. These areas include Town of Erin, Village of Richfield and Town of Jackson - all of which are located near the border of Washington County. That data shows that the highest amount of funding leaving the county is going to libraries in Waukesha or Ozaukee that are near the border as well. When looking at residential data, it is clear that there are many patrons in these municipalities that live closer to libraries in other counties than they do to libraries in Washington County. This fact combined with work, school or shopping locations creates a reality in which some Washington County residents will go to libraries outside of the county. Because of ACT 420, residents are able to utilize libraries outside of the border and the in access to library information, resources and services is significant increased.



Recommendations

The Washington County Library Services Agreement must be refreshed to reflect funding based on service, access and usage and we, the five municipal library directors, recommend the following:

1. Transition the administrative workload of cross county library fee distribution including payments to, verifying data, annual reports and sending fees to Monarch Library System. As a member of the System this is a service provided to the other three counties in Monarch at no charge.
2. Move to an annual payment structure for each municipal library based on the last full year of circulation. Payments are made by March 1 of each year. Like the cross-county library fee distribution, these payments could also be handled by Monarch Library System.
3. Capital offset payments are adsorbed into the circulation line item starting in 2021 and removed from the library contract going forward. With the exception of Kewaskum, all the libraries in the county have facilities updated in the last 20 years and some of the libraries, such as Slinger, have a large sum that is difficult for the Village to match.
4. ACT 420 payments continue to be made under the current law. It is less expensive to pay for access to an existing library than to build and fund more libraries within the county borders.
5. A committee is formed in the fall of 2020 to refresh the contract and make recommendations to continue providing robust library services for the 2022 contract year. The contract is over 25 years old in its current format with the exception of adding the cross-county fees and there is work to be done to bring it up to date.



Appendix A

Office of the County Administrator

Herbert J. Tennes Government Center
432 E. Washington Street
P.O. Box 1986
West Bend, WI 53095-7986
(262) 306-2200

Joint Library Model for Washington County

Thursday, September 5, 2019

Prepared by Ethan Hollenberger, Public Affairs Coordinator

Generally, under Wisconsin State Statute 43.53, municipalities, including towns, may create a "joint library."

Creating joint libraries that generally overlap school districts would ensure Washington County taxpayers do not have to pay other county libraries under ss. 43.13, known as 2005 Act 420. Each of the five Washington County Libraries correspond with the five public high school districts in the county: West Bend, Hartford Union, Germantown, Slinger and Kewaskum.

Under this joint library proposal, each library continues to operate independently of each other and the county.

The proposed joint libraries would be:

West Bend: city of West Bend, town of Barton, town of West Bend, town of Trenton, town of Jackson, village of Jackson and village of Newburg

Hartford: city of Hartford, town of Hartford, town of Erin and village of Richfield*

Germantown: village of Germantown and town of Germantown

Slinger: village of Slinger, town of Polk and town of Addison

Kewaskum: village of Kewaskum, town of Kewaskum, town of Wayne and town of Farmington

* The village of Richfield could be placed into Germantown.

Process to create a Joint Library

Each municipality must pass a resolution declaring their intent to pursue a joint library and obtain:

- 1) Opinion of Feasibility and Desirability" from the Division of Libraries and Technology at the Department of Public Instruction
- 2) Approval of the County Library Services Board
- 3) Approval of the County Board

Final action may occur after all three are obtained by all municipalities creating the specific joint library. The DPI process will not begin until all municipalities have requested directly to the DPI to create a joint library. DPI has thirty days to provide the opinion. The opinion is not legally binding.

Following the approval of the County Board and County Library Services Board, municipalities would have to act again on a joint library agreement. The joint library agreement is negotiated between each municipality and town who have agreed to create a joint library. The County would help facilitate discussions and understand the agreements to ensure the current library payments from the county levy continue to make sense under a joint library model.

County Library Tax Levy

Outside of the general fund is the library tax on property taxes. Each municipality participating in the joint library is treated differently when determining an exemption. Under the current model, a municipality must levy more than the county tax for the joint library to be exempt.

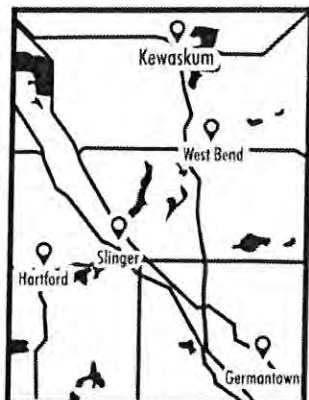
Under a joint library model, the exemption formula changes to: *The city, village, town, or school district levies a tax for public library service, less the amount levied for public library capital expenditures, and appropriates and spends for a library fund during the year for which the county tax levy is made an amount that is not less than the average of the previous 3 years.*

In short, it is unlikely the pot of money decreases to libraries under this model.

Appendix B

Washington County
Public Libraries

We need your input!



PLEASE TAKE OUR Washington County Public Library Card Survey

As part of a study being conducted by the Directors of the five Public Libraries in Washington County, we are interested in knowing how you use your library. As a Washington County taxpayer, we invite you to take the survey online:

<https://bit.ly/36EplBM>

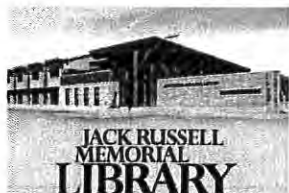
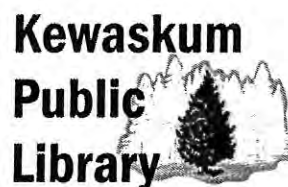
The survey will be available until February 22, 2020

It only takes 2 minutes to complete!

Online responses are strongly preferred; however, a hard copy of the survey is on the back of this flyer. Additional copies are available at the County Clerk's office and at each public library listed below. Please return completed surveys to your local Washington County Public Library by February 22, 2020. *Thank you for your time.*

For more information please contact:

Germantown Community Library	262-253-7760
Jack Russell Memorial Library	262-673-8240
Kewaskum Public Library	262-626-4312
Slinger Community Library	262-644-6171
West Bend Community Memorial Library	262-335-5151



Washington County Public Library Card Survey | Please return the completed survey to your local Washington County Public Library by February 22, 2020

As part of a study being conducted by Washington County Library Directors, we are interested in knowing how you use your library.

1. Where do you vote/live/own property in Washington County?

- | | | |
|--|---|--|
| ☐ Town of Addison | ☐ Village of Jackson | ☐ Town of West Bend |
| ☐ Town of Barton | ☐ Town of Kewaskum | ☐ Village of Germantown |
| ☐ Town of Erin | ☐ Village of Newburg | ☐ City of Hartford |
| ☐ Town of Farmington | ☐ Town of Polk | ☐ Village of Kewaskum |
| ☐ Town of Germantown | ☐ Village of Richfield | ☐ Village of Slinger |
| ☐ Town of Hartford | ☐ Town of Trenton | ☐ City of West Bend |
| ☐ Town of Jackson | ☐ Town of Wayne | |
| ☐ Other <i>(please specify)</i> | | |

2. Do you visit a public library?

- ☐ Yes ☐ No

3. What library do you visit? *Please select all that might apply*

- | | | |
|---|--|--|
| ☐ Germantown Community Library | ☐ Cedarburg Public Library | ☐ Delafield Public Library |
| ☐ Jack Russell Memorial Library
<i>(Hartford)</i> | ☐ Grafton Public Library | ☐ Menomonee Falls Public Library |
| ☐ Kewaskum Public Library | ☐ Frank L. Weyenberg Library
<i>(Mequon-Thiensville)</i> | ☐ Pauline Haass Public Library
<i>(Sussex)</i> |
| ☐ Slinger Community Library | ☐ Oscar Grady Public Library
<i>(Saukville)</i> | ☐ Town Hall Library <i>(North Lake)</i> |
| ☐ West Bend Community
Memorial Library | ☐ Campbellsport Public Library | |
| ☐ Other <i>(please specify)</i> | | |

4. What factors determine the public library you visit IN Washington County? *Please pick up to three (3)*

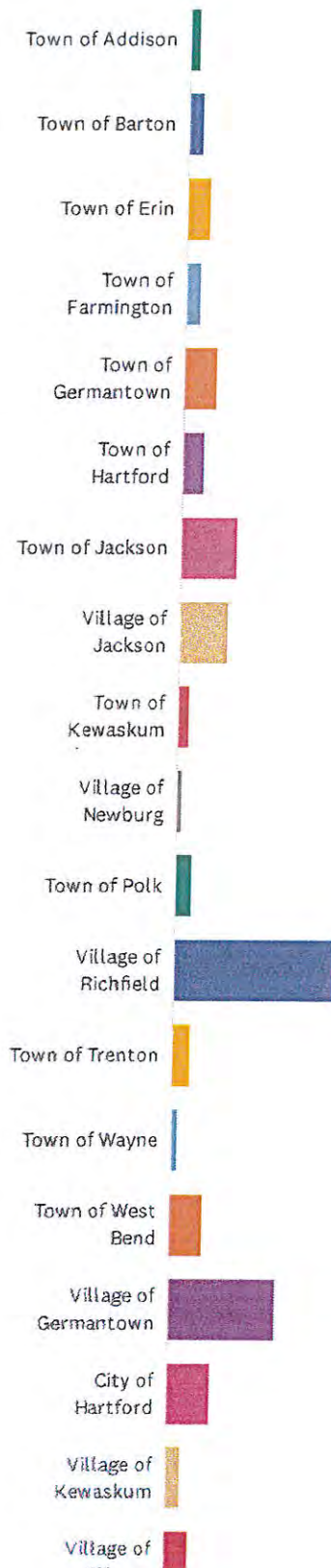
- | | |
|--|--|
| ☐ Hours open | ☐ Program offerings <i>(adult, children and teen)</i> |
| ☐ Location <i>(i.e. near home, work, school, family and/or shopping)</i> | ☐ Friendliness of staff |
| ☐ Services provided to the public | ☐ Availability of items for checkout |
| ☐ Digital/E-Content Services <i>(i.e. Ancestry.com, Gale Courses, streaming movies & music)</i> | ☐ Library facility |
| ☐ Other <i>(please specify)</i> | |

5. What factors determine the public library you visit OUTSIDE of Washington County? *Please pick up to three (3)*

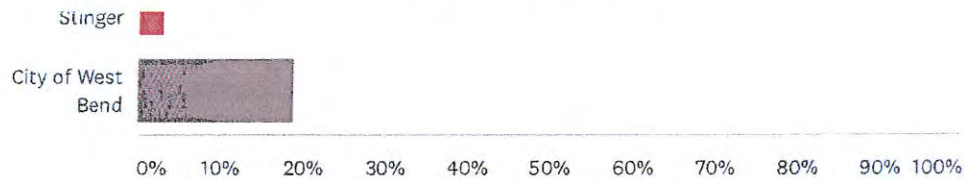
- | | |
|--|--|
| ☐ Hours open | ☐ Program offerings <i>(adult, children and teen)</i> |
| ☐ Location <i>(i.e. near home, work, school, family and/or shopping)</i> | ☐ Friendliness of staff |
| ☐ Services provided to the public | ☐ Availability of items for checkout |
| ☐ Digital/E-Content Services <i>(i.e. Ancestry.com, Gale Courses, streaming movies & music)</i> | ☐ Library facility |
| ☐ Other <i>(please specify)</i> | |

Q1 Where do you vote/live/own property in Washington County?

Answered: 2,337 Skipped: 0



Washington County Public Library Card Survey



ANSWER CHOICES	RESPONSES	
Town of Addison	1.33%	31
Town of Barton	1.80%	42
Town of Erin	2.91%	68
Town of Farmington	1.93%	45
Town of Germantown	4.28%	100
Town of Hartford	2.70%	63
Town of Jackson	7.15%	167
Village of Jackson	6.08%	142
Town of Kewaskum	1.37%	32
Village of Newburg	0.68%	16
Town of Polk	2.14%	50
Village of Richfield	20.24%	473
Town of Trenton	2.31%	54
Town of Wayne	0.81%	19
Town of West Bend	4.11%	96
Village of Germantown	13.35%	312
City of Hartford	5.35%	125
Village of Kewaskum	1.80%	42
Village of Slinger	3.12%	73
City of West Bend	18.74%	438
Total Respondents: 2,337		

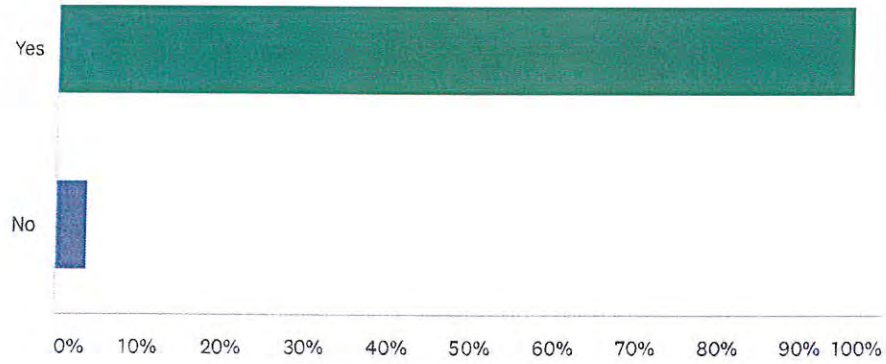
Washington County Public Library Card Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	Random lake	3/6/2020 10:05 PM
2	I'm a cheating liberal and vote all over the place, where I can, as many times as I can.	2/6/2020 2:05 PM
3	I'm a Democrat I vote in all of the above	2/6/2020 12:16 PM
4	Hubertus	2/5/2020 1:04 PM
5	Colgate mailing address	2/5/2020 9:02 AM
6	Hubertus	2/4/2020 10:50 PM
7	Sussex.	2/4/2020 10:30 PM
8	Sussex	2/4/2020 9:23 PM
9	Waukesha	2/3/2020 2:10 PM
10	Colgate	1/13/2020 2:08 PM
11	Colgate, WI	1/8/2020 1:49 PM
12	Town of Rubicon	1/8/2020 10:51 AM
13	Campbellsport mailing address	12/29/2019 8:44 PM
14	We just moved from West Bend to Jackson	12/23/2019 7:35 AM
15	Cedarburg	12/21/2019 3:23 PM
16	Hubertus	12/19/2019 10:47 AM
17	Colgate	12/18/2019 2:41 PM
18	Hubertus	12/18/2019 8:02 AM
19	hubertus	12/17/2019 4:53 PM
20	Hubertus	12/17/2019 9:35 AM
21	Colgate	12/15/2019 11:15 AM
22	Just outside of Kewaskum in Fond Du Lac county. Town of Auburn.	12/14/2019 7:43 AM
23	FYI, the URL was tricky for this survey. the second "I" was really a 1.	12/12/2019 12:34 PM
24	Colgate	12/2/2019 6:06 PM

Washington County Public Library Card Survey

Q2 Do you visit a public library?

Answered: 2,337 Skipped: 0



ANSWER CHOICES

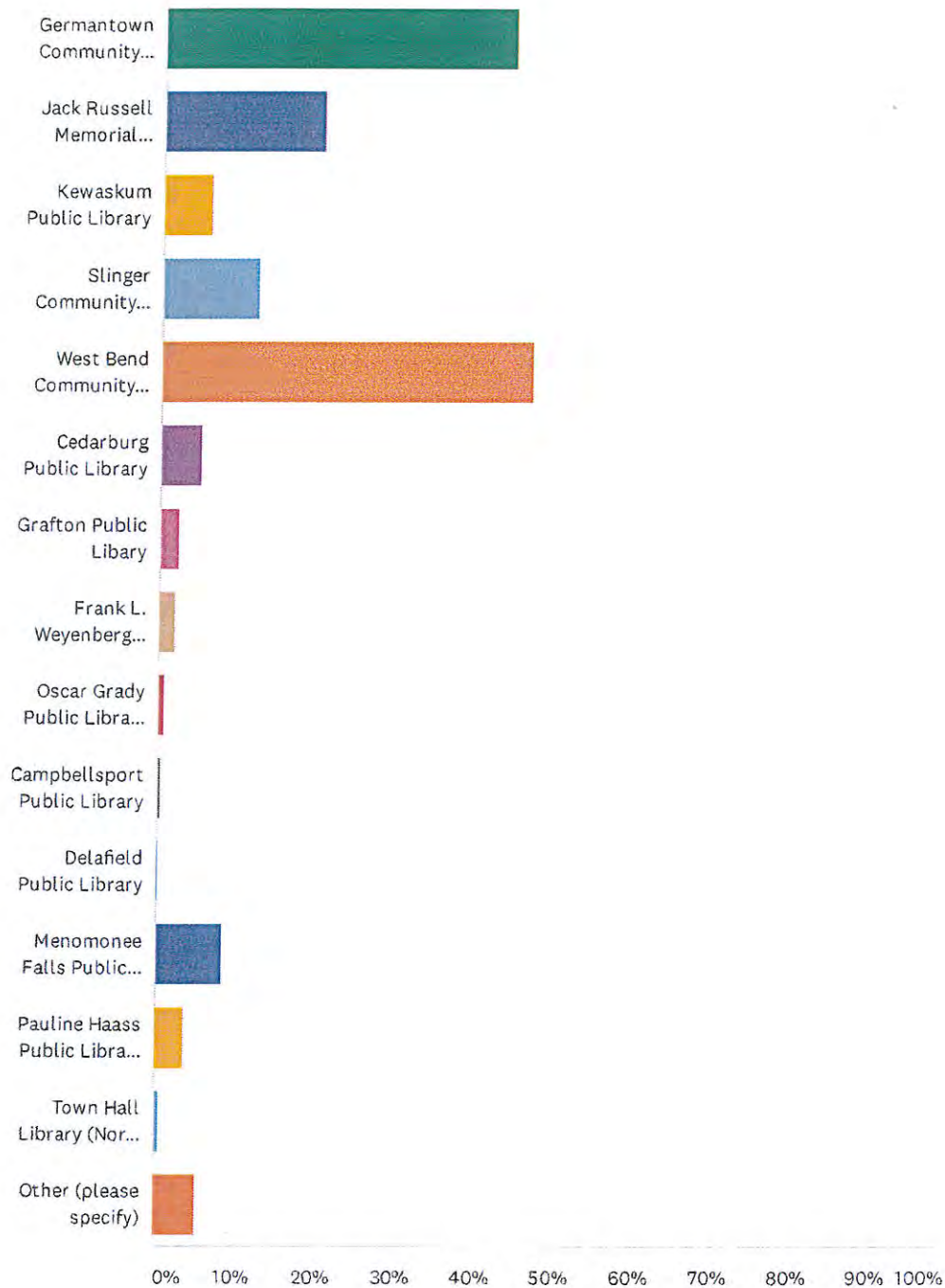
Yes	96.28%	2,250
No	3.85%	90

Total Respondents: 2,337

Washington County Public Library Card Survey

Q3 What library do you visit? Please select all that might apply.

Answered: 2,337 Skipped: 0



Washington County Public Library Card Survey

ANSWER CHOICES	RESPONSES	
Germantown Community Library	44.63%	1,043
Jack Russell Memorial Library (Hartford)	20.54%	480
Kewaskum Public Library	6.29%	147
Slinger Community Library	12.37%	289
West Bend Community Memorial Library	47.03%	1,099
Cedarburg Public Library	5.18%	121
Grafton Public Library	2.48%	58
Frank L. Weyenberg Library (Mequon/Thiensville)	2.10%	49
Oscar Grady Public Library (Saukville)	0.77%	18
Campbellsport Public Library	0.39%	9
Delafield Public Library	0.17%	4
Menomonee Falls Public Library	8.60%	201
Pauline Haass Public Library (Sussex)	3.85%	90
Town Hall Library (North Lake)	0.73%	17
Other (please specify)	5.43%	127
Total Respondents: 2,337		

Washington County Public Library Card Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	Horicon Library, Mayville Library	3/8/2020 7:10 AM
2	Brookfield	3/7/2020 10:25 AM
3	Random lake	3/6/2020 10:05 PM
4	Hartland Public Library	3/3/2020 6:45 AM
5	Hartland	3/2/2020 3:03 PM
6	Hartland Public Library	2/29/2020 8:13 AM
7	East Troy, WI	2/24/2020 1:14 PM
8	Library's are a relic of the past. I believe public funding should be pulled.	2/19/2020 8:16 PM
9	None	2/16/2020 7:08 PM
10	Would like a library in Jackson	2/16/2020 8:33 AM
11	I do not visit any library	2/13/2020 3:45 AM
12	Elkhart Lake Public Library	2/12/2020 2:03 PM
13	Lomira Quad/Graphics Community Library	2/12/2020 12:30 PM
14	Park Falls , wI public library	2/12/2020 9:49 AM
15	Park Falls , wI public library	2/12/2020 9:03 AM
16	May visit other libraries when traveling or exploring	2/11/2020 6:37 AM
17	None	2/10/2020 4:33 PM
18	Seems like the library is always empty when I do visit. Perhaps downsize, remove expensive periodicals?	2/10/2020 11:28 AM
19	Didn't know we had access to one. Just found out we can use Germantown so will use it	2/8/2020 11:37 PM
20	Mead Public Library	2/8/2020 10:37 PM
21	Sussex	2/8/2020 10:54 AM
22	Only when in prison.	2/6/2020 2:05 PM
23	Brookfield	2/6/2020 1:19 PM
24	I use it to park my vehicle during downtown events	2/6/2020 12:16 PM
25	Waste of taxpayers dollars.	2/5/2020 6:44 AM
26	None	2/5/2020 1:00 AM
27	No	2/4/2020 10:50 PM
28	Waukesha Public Library	2/4/2020 9:47 PM
29	Not a library patron.	2/4/2020 12:04 PM
30	Hartland and Waukesha	2/3/2020 2:10 PM
31	Lomira	2/2/2020 7:55 PM
32	Hartford	2/2/2020 5:42 PM
33	I don't visit a public library in Washington County.	1/30/2020 9:08 PM
34	Sheboygan too!	1/30/2020 7:46 PM
35	Sheboygan	1/29/2020 7:02 AM
36	West Bend Community Memorial Library (typing here because the form is requiring that I enter a comment)	1/28/2020 9:09 AM

Washington County Public Library Card Survey

37	Brookfield, Milwaukee (various)	1/20/2020 2:22 PM
38	None	1/20/2020 10:36 AM
39	Don't use West Bend Library	1/18/2020 12:00 PM
40	MATC School Library	1/13/2020 2:08 PM
41	Demmer Memorial Library, Three Lakes WI	1/12/2020 11:40 AM
42	VA	1/8/2020 10:07 PM
43	Juneau	1/8/2020 9:48 AM
44	None	1/6/2020 12:31 PM
45	None	1/6/2020 12:28 PM
46	None	1/6/2020 12:27 PM
47	There is not longer a need for these money sucking entities. Maybe just one in the county could be acceptable	1/6/2020 12:25 PM
48	do not visit libraries	1/6/2020 12:21 PM
49	I am not allowed to check out materials from Men Falls, but wld like too	1/6/2020 11:47 AM
50	Elkhart lake, Plymouth	1/4/2020 2:45 AM
51	We enjoy the summer reading programs & shows.	1/2/2020 6:44 PM
52	Don't use libraries	1/2/2020 1:21 PM
53	Hartland	1/2/2020 12:54 PM
54	Pewaukee	1/2/2020 12:50 PM
55	none....use internet	1/2/2020 12:41 PM
56	Port Washington and Veterans Hospital and Clinics in Milwaukee	1/2/2020 10:54 AM
57	Milwaukee	1/2/2020 10:47 AM
58	Theresa	1/2/2020 10:39 AM
59	Don't get there often as out of my way or no time, but if I did go more often this is the one i would use	1/1/2020 1:29 PM
60	Sheboygan	1/1/2020 9:26 AM
61	Slinger has the friendliest librarians so we tend to frequent that one the most.	1/1/2020 7:00 AM
62	none	12/30/2019 12:44 PM
63	Butler	12/29/2019 10:19 PM
64	Rusk County Library	12/29/2019 11:16 AM
65	Google	12/28/2019 8:45 PM
66	Random Lake	12/28/2019 2:45 PM
67	None	12/27/2019 5:32 PM
68	When I was going to college I visited West Bend Library, if I needed a library now it would be Germantown or Menomonee Falls	12/26/2019 9:45 PM
69	N/A	12/26/2019 7:07 AM
70	Brookfield	12/24/2019 11:50 AM
71	I think we have too much invested in libraries	12/24/2019 6:10 AM
72	I listen to audiobooks during work each day, I use my card to access.	12/23/2019 6:25 PM
73	Only would go to West Bend library if had to	12/23/2019 7:35 AM

Washington County Public Library Card Survey

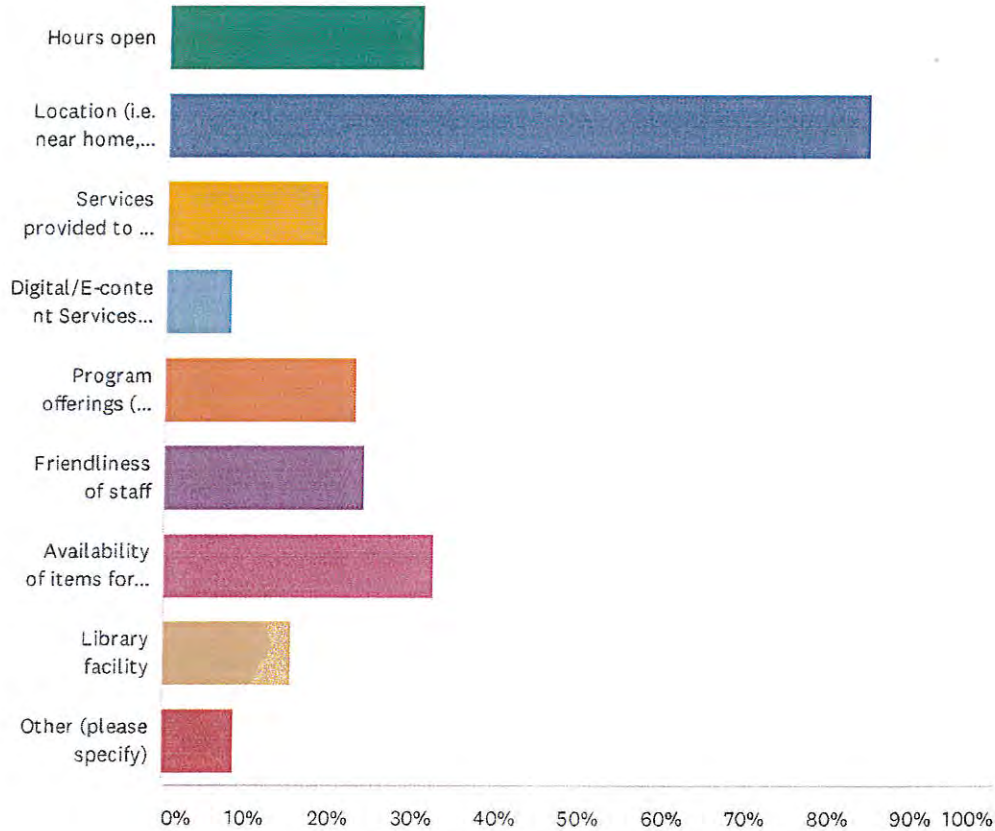
74	None	12/21/2019 8:50 PM
75	Horicon Library	12/20/2019 7:03 PM
76	I have not gone to a library in a long time.	12/19/2019 1:02 PM
77	I don't go to libraries	12/19/2019 11:04 AM
78	Kaukauna	12/19/2019 10:22 AM
79	Kindle and internet for content	12/18/2019 8:01 PM
80	I visit Hartford 95% of the time.	12/18/2019 10:37 AM
81	Reference/Genealogy	12/18/2019 8:57 AM
82	Waukesha Public Library	12/18/2019 7:26 AM
83	I only use Libby to listen to audio books	12/18/2019 12:08 AM
84	I would visit Germantown if I was able to get a library card	12/17/2019 4:28 PM
85	I use libraries weekly as I work from home but as a case manager need to have safe places to meet people in the community as well as to get away from home to work on occasion.	12/17/2019 2:47 PM
86	Brookfield Public Library	12/16/2019 9:15 PM
87	I don't use the library.	12/16/2019 7:18 PM
88	Sussex	12/16/2019 6:56 PM
89	With so much, mostly free content on the internet, the need for brick and mortar libraries is minimal. Libraries will need to reinvent themselves if they want to remain relevant.	12/16/2019 3:00 PM
90	I don't go to public libraries.	12/16/2019 1:50 PM
91	None	12/16/2019 1:30 PM
92	None	12/16/2019 10:32 AM
93	Do not go to a library	12/16/2019 9:18 AM
94	I don't visit one because there isn't one in Richfield	12/16/2019 8:19 AM
95	Brookfield Public Library	12/15/2019 6:57 PM
96	Don't use libraries	12/15/2019 6:39 PM
97	NA	12/15/2019 6:04 PM
98	While spending 3 month down south, we occasionally us Mission, TX.	12/15/2019 12:01 PM
99	Wauwatosa	12/15/2019 10:41 AM
100	None	12/15/2019 9:59 AM
101	I do not visit any libraries	12/15/2019 9:11 AM
102	I have never been to a Washington county library in the 12 years I lived here	12/15/2019 8:42 AM
103	Pewaukee Public Library	12/15/2019 8:34 AM
104	N/A	12/14/2019 5:23 PM
105	Port republic library in Maryland	12/14/2019 5:11 PM
106	L. Luedke.	12/14/2019 3:42 PM
107	We do not use the library	12/14/2019 3:29 PM
108	I do not and have never been to one of these libraries. Need to closed most, if not all of them.	12/14/2019 3:20 PM
109	none	12/14/2019 1:19 PM
110	We use the Monarch to order content at other libraris for pickup in WB.	12/14/2019 6:10 AM

Washington County Public Library Card Survey

111	Fond du Lac, Milwaukee	12/12/2019 3:35 PM
112	North Shore	12/12/2019 5:21 AM
113	Butler library	12/11/2019 9:43 PM
114	None	12/9/2019 3:15 PM
115	I download books from the west bend public library through the Libby app	12/8/2019 7:48 AM
116	Survey says I have to answer these questions even though I said I do attend libraries survey is flawed	12/6/2019 12:11 PM
117	Mayville Library	12/6/2019 6:51 AM
118	Hartland Public Library	12/4/2019 8:53 AM
119	Mount Mary University Library	12/3/2019 11:08 AM
120	I dont	12/3/2019 7:57 AM
121	Waukesha Public Library	12/2/2019 6:05 PM
122	Milwaukee Public - Central	12/2/2019 2:53 PM
123	Random lake library, brownsville library, cedar grove library and campbellsport	12/1/2019 8:28 PM
124	Brookfield WI	11/29/2019 2:10 PM
125	N/a	11/29/2019 1:44 PM
126	N/A	11/28/2019 8:53 AM
127	but rarely... I answered no to the previous question. If there was a library in Richfield I would visit more often.	11/22/2019 10:19 AM

Q4 What factors determine the public library you visit IN Washington County? Please pick up to three (3).

Answered: 2,337 Skipped: 0



ANSWER CHOICES

RESPONSES

Hours open	30.51%	713
Location (i.e. near home, work, school, family and/or shopping)	84.55%	1,976
Services provided to the public	19.21%	449
Digital/E-content Services (i.e. Ancestry.com, Gale Courses, streaming movies & music)	7.96%	186
Program offerings (adult, children and teen)	22.98%	537
Friendliness of staff	24.01%	561
Availability of items for checkout	32.43%	758
Library facility	15.45%	361
Other (please specify)	8.77%	205

Total Respondents: 2,337

Washington County Public Library Card Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	interactive children's area	4/7/2020 5:36 PM
2	Belong to book club, visit library weekly	3/14/2020 3:09 PM
3	I don't use any Washington County libraries due to their location vs. where I live and work.	3/8/2020 1:16 PM
4	I do not visit Washington County libraries because they do not provide all of the items specified in 5. Other (below)	3/7/2020 10:25 AM
5	Able to receive books and movie outside the library is very helpful. Only drawback is trying to get a book on wiscat.	3/7/2020 6:09 AM
6	My wife works at the Jack Russell library - so, convenience is also a factor.	3/2/2020 4:54 PM
7	I'd like to know if there is a way to request a book (new title) be added to the library. I follow personal finance writers and they often write books but I can't get them through the library system. Please add more personal finance authors to your requests!	3/2/2020 12:07 PM
8	Y	2/24/2020 1:06 PM
9	In	2/23/2020 4:46 PM
10	Unfortunately there isn't one in Jackson, where we live.	2/22/2020 6:19 PM
11	I love ordering my books for book club reading from home on my computer..	2/21/2020 4:43 PM
12	See comment in previous question	2/19/2020 8:16 PM
13	Everything is available on line. Why would anyone drive to a library?????	2/16/2020 7:08 PM
14	Everything above. To pick 3 is ridiculous. Our library offers just wonderful programs and that's just for a start. Without it and the wonderful people that work there, it would NEVER be the same PERIOD!!!!	2/16/2020 9:03 AM
15	I visit Jack Russell #1) because I am no longer allowed to check out books at the Menomonee Falls library as I don't live in Waukesha county. I prefer the MF library as it is close to where I work and the MF library is large and has a great selection of books so I typically don't have to wait for the books I want to be brought in from another library and #2) I go to Jack Russell because it is the largest library close to my home in Slinger, Town of Hartford where I live.	2/13/2020 8:43 PM
16	I do no visit any library	2/13/2020 3:45 AM
17	If I am with someone from Cedarburg or Menomonee Falls, I will visit their library.	2/12/2020 9:54 PM
18	Very friendly and helpful!	2/12/2020 2:41 PM
19	Book clubs	2/12/2020 2:37 PM
20	I have low vision and can only read big print, I do object to the placing of the b0oks as I can not see high up or ,low down. It is very difficult and frustrating for me. I get shaky and dizzy from straining to see even with my magnifying glass , and when y0u have a book sale, please keep the large print desperate I have a hard time looking through all of them	2/12/2020 9:49 AM
21	I enjoy the 2nd Friday movies.	2/12/2020 9:04 AM
22	I have low vision and can only read big print, I do object to the placing of the b0oks as I can not see high up or ,low down. It is very difficult and frustrating for me. I get shaky and dizzy from straining to see even with my magnifying glass , and when y0u have a book sale, please keep the large print desperate I have a hard time looking through all of them	2/12/2020 9:03 AM
23	Comfortable environment for working on professional projects	2/11/2020 5:22 PM
24	heritage quest on line	2/11/2020 10:56 AM
25	It's pretty sad the Germantown allows parents to hoard the Youth Programs (i.e. Adventures in Art) during the beginning of the year and other children are never allowed to attend, because registration is FULL! Registration for upcoming classes shouldn't be available until after 1 class has been completed. It's very frustrating to pay taxes for 21 years and I can never take advantage of the activities. The same parents are registering their children and filling up the slots.	2/11/2020 10:16 AM

Washington County Public Library Card Survey

26	Overdue fines on children books	2/10/2020 4:33 PM
27	Private cubby/coves for working with access to wi-fi	2/10/2020 4:13 PM
28	Friendliness and facility are big too. When I lived In town of Hartford I would go to west bend for library because I didn't think the staff was very friendly in Hartford but, that was 15 years ago - ha	2/10/2020 8:01 AM
29	Sussex is the main location and their children section is amazing with the interactive stations and book selection. My child asks to go to the library. We take out a ton of books because of it. The interesting art shows and expert lectures have us visiting the libraries.	2/9/2020 10:54 PM
30	So many good things for children, books, programs, computers, and play area.	2/8/2020 9:58 PM
31	Creativity lab w/ 3D printing	2/8/2020 7:53 PM
32	Kids play area	2/8/2020 1:02 PM
33	Being able to use the computers for research of information	2/7/2020 1:23 PM
34	High speed internet	2/7/2020 11:56 AM
35	I also work there	2/6/2020 10:39 PM
36	Large porn selection	2/6/2020 2:05 PM
37	Most recent non-fiction section.	2/6/2020 1:27 PM
38	I carry my library with me in my cell phone	2/6/2020 12:16 PM
39	Just always go to West Bend library if I go to a library.	2/6/2020 11:32 AM
40	Grandkids love to play in the children's section!	2/5/2020 1:04 PM
41	Ability to request items from other libraries and pick up at Germantown	2/5/2020 11:32 AM
42	I need to visit libraries other than Slinger. The last few times I went to Slinger there was a very snippity/bitchy lady working there. I did not return. It been 5 years now if not more. First time, I thought maybe she's having a bad day. I do not need that in my life, so I did not go back. I used to use the audiobooks. I rarely went into the actual library because the audiobooks were online, there was a problem with my card. I joined audible.	2/5/2020 10:36 AM
43	Unreasonable fees	2/5/2020 7:43 AM
44	Waste of taxpayers dollars	2/5/2020 6:44 AM
45	I dont visit any	2/5/2020 1:00 AM
46	They come to our senior complex. Love the convenience of the outreach program.	2/4/2020 10:57 PM
47	Price is free for items	2/4/2020 10:02 PM
48	LOVE programs for babies/toddlers!	2/4/2020 9:09 PM
49	Meeting space availability No libraries are close to my home so I rarely go.	2/4/2020 7:39 PM
50	L	2/4/2020 7:14 PM
51	Not a library patron.	2/4/2020 12:04 PM
52	Children's programming is wonderful! Staff is amazing and helpful.	2/4/2020 12:00 PM
53	audio tapes	2/4/2020 11:42 AM
54	A quiet place to study. I come here about 3-4 days a week.	2/3/2020 12:52 PM
55	New Connection meetings Documentaries	1/31/2020 11:28 AM
56	I don't visit a public library IN Washington County.	1/30/2020 9:08 PM
57	Don't visit Washington County Libraries	1/29/2020 10:59 AM
58	Used book sales	1/28/2020 10:27 AM

Washington County Public Library Card Survey

59	magazines	1/23/2020 10:11 AM
60	not applicable	1/22/2020 4:22 PM
61	I haven't visited Washington County libraries.	1/21/2020 7:56 PM
62	Own a library card from that library	1/20/2020 5:23 PM
63	Book Exchange at West Bend Library	1/20/2020 11:30 AM
64	Please have the West Bend Library open longer on Saturdays	1/20/2020 11:29 AM
65	Hartford only has good staff in kids dept.	1/20/2020 11:24 AM
66	I have seen people drinking inside of the libraries in this county.	1/20/2020 11:22 AM
67	Do not visit	1/20/2020 10:36 AM
68	Quiet rooms	1/18/2020 2:25 PM
69	Unfriendly staff, no followup to requests, unfair hiring practices. Not going to patronize any organization that treats people like that.	1/18/2020 12:00 PM
70	The Monarch cross-library catalog is excellent! Interlibrary loans are as well.	1/15/2020 4:49 PM
71	Library Policy - A few years ago I went in with my child to get a book she wanted to read. I got out my phone to show the librarian the name of the book. The librarian said phone where not allowed to be used in the library. I said even to check my notes and get the name of the book? She said yes that's our policy. We left and never came back. Now we use the Menomonee Falls Library.	1/15/2020 12:59 PM
72	Computer services needed more	1/8/2020 7:07 AM
73	I do all of my research on the internet. As such, libraries are becoming less and less valuable as each year passes. Occasionally, I will stop in to use the facility for a quiet place to complete some work-related items (1-2 times/year).	1/7/2020 7:54 PM
74	It varies, sometimes it is because of the hours, but it can also be because of services offered.	1/7/2020 2:50 PM
75	Blu-ray, dvd selection.	1/7/2020 1:38 PM
76	Dont go to any in Washington County	1/6/2020 7:14 PM
77	N/A	1/6/2020 12:32 PM
78	N/A	1/6/2020 12:31 PM
79	None	1/6/2020 12:28 PM
80	None	1/6/2020 12:27 PM
81	we live in the Cedarburg School District and the kids used the Cedarburg Library System	1/6/2020 12:27 PM
82	no need	1/6/2020 12:25 PM
83	only one I know	1/6/2020 12:23 PM
84	do not visit libraries	1/6/2020 12:21 PM
85	Since the board approved concealed carry of firearms inside the library, I choose to not patronize West Bend when I have alternatives.	1/5/2020 2:29 PM
86	Any library that does not allow firearms.	1/5/2020 11:29 AM
87	I want a library that is safe....not one that allows guns as in West Bend Library!	1/5/2020 10:56 AM
88	Ability to reserve books online from libraries around Wisconsin and then pick them up from the West Bend Library.	1/3/2020 8:20 PM
89	When we moved to Richfield in 1990, I was told that Germantown was the library to use. Menomonee Falls, for instance, was not available to Richfield residents. Began using Germantown Library, like it, and continue to use it.	1/3/2020 1:53 PM
90	Children's play space	1/3/2020 10:29 AM

Washington County Public Library Card Survey

91	volunteer with children's and adults activities	1/2/2020 5:32 PM
92	Always used Menomonee Falls library.	1/2/2020 1:24 PM
93	Don't use libraries.	1/2/2020 1:21 PM
94	The internet has made libraries obsolete. Fund free county-wide internet instead.	1/2/2020 12:41 PM
95	Clean bathrooms	1/2/2020 12:38 PM
96	Love reserving books online	1/2/2020 11:02 AM
97	internet access quality, printing capability, study rooms, Friendliness of staff	1/1/2020 7:46 PM
98	toddler times	12/31/2019 10:10 AM
99	none	12/30/2019 12:44 PM
100	periodicals	12/30/2019 10:45 AM
101	No need for physical library visit	12/28/2019 8:45 PM
102	Love the SHARE program giving me access to books at other locations.	12/28/2019 10:36 AM
103	We are not conveniently located to visit a library so we do not. We generally purchase the books that we read.	12/27/2019 5:32 PM
104	We	12/27/2019 9:01 AM
105	Table areas for study (with power source available close by) and also public computer for our school age children to do homework on.	12/26/2019 1:34 PM
106	Nice childrens area. Love the Germantown children Library, the programs they offer and the area itself it so kids friendly and so many fun things to explore.	12/26/2019 12:56 PM
107	N/A	12/26/2019 7:07 AM
108	I search for books on their online database and request for pickup at Germantown because it is closest to me. I wouldn't go to the other libraries d/t distance but I enjoy still being able to get books from them.	12/24/2019 3:40 PM
109	I do not visit a Washington County library but your survey requires an answer to this question.	12/24/2019 11:50 AM
110	I utilize the Libby App on my phone more often than visiting in person. I love the app.	12/24/2019 7:38 AM
111	Libraries are over built	12/24/2019 6:10 AM
112	I don't go to a physical library anymore. I'm sorry. I download books using Overdrive thru the Wisconsin Library system.	12/23/2019 6:25 PM
113	Efficiency of staff putting returned items away properly and not claiming that items have not been returned, when in fact they were. And then being charged for said items. It's ridiculous that I have to take a picture of what I am returning as I return it to have proof of the return... number one reason I refuse to go to the West Bend Library. Plus, the staff isn't very warm and friendly...	12/23/2019 7:35 AM
114	Did not know I had a choice. Thought it had to do with where you lived. I mostly borrow E-books from E book link through Germantown library.	12/22/2019 10:40 PM
115	None	12/21/2019 8:50 PM
116	I especially like the highly organized wide selection of audio books available.	12/20/2019 3:27 PM
117	Do NOT visit libraries in Washington county, we live near Q and 164, so location is the factor.	12/20/2019 1:03 PM
118	Ability to reserve books for branch transfer to the West Bend library	12/20/2019 9:13 AM
119	AARP Tax Service	12/19/2019 2:25 PM
120	I don't	12/19/2019 1:02 PM
121	I don't go to libraries	12/19/2019 11:04 AM
122	Don't use libraries	12/18/2019 8:01 PM

Washington County Public Library Card Survey

123	Very happy Hartford is now open at 9am thank you	12/18/2019 10:38 AM
124	I haven't gone to a library in Wash. ct.	12/18/2019 9:26 AM
125	Ease of getting to library/staff	12/18/2019 8:57 AM
126	I haven't been to the WB library since I finished my bachelors degree in 2012. At that time, West Bend didn't offer eBooks for use on my Samsung tablet. WB also doesn't have a digital lab. Would love to go to WB which is much more convenient.	12/18/2019 8:23 AM
127	Last minute need access to computer, printer or kids books	12/18/2019 6:21 AM
128	I wish the WB Library was open later on Saturdays	12/18/2019 6:18 AM
129	Audio book ease and availability	12/18/2019 12:08 AM
130	Free WiFi and use of study rooms	12/17/2019 2:47 PM
131	I don't have a need to visit a library. I use the internet to look things up.	12/16/2019 7:18 PM
132	I don't use very often at all. Maybe 1 time a year	12/16/2019 6:56 PM
133	Kindle books to check out	12/16/2019 3:59 PM
134	See above comment	12/16/2019 3:00 PM
135	I don't go to public libraries.	12/16/2019 1:50 PM
136	book sleection, movie selection, activities for toddlers	12/16/2019 1:30 PM
137	N/A	12/16/2019 1:30 PM
138	Cannot take out items from the Menomonee Falls library due to some disagreement on trading funds???	12/16/2019 1:12 PM
139	Large network of libraries	12/16/2019 10:53 AM
140	Use of their Conference Rooms	12/16/2019 10:44 AM
141	Do not use	12/16/2019 10:43 AM
142	None	12/16/2019 10:32 AM
143	E-Books	12/16/2019 10:29 AM
144	Do not go to a library	12/16/2019 9:18 AM
145	We haven't gone to any of the Washington County libraries yet.	12/16/2019 9:02 AM
146	If we did visit a library i would like it to have childrens programs	12/16/2019 8:19 AM
147	Don't visit Washington county libraries	12/15/2019 6:39 PM
148	NA	12/15/2019 6:04 PM
149	N/A	12/15/2019 4:20 PM
150	Printing & Email Service.	12/15/2019 12:01 PM
151	History Room	12/15/2019 10:36 AM
152	History Room and all of the available material on area history and family genealogy!	12/15/2019 10:11 AM
153	none	12/15/2019 9:59 AM
154	I do not visit any libraries	12/15/2019 9:11 AM
155	See question 3	12/15/2019 8:42 AM
156	I don't use the library	12/14/2019 5:23 PM
157	I can put items on hold, renew etc. on-line	12/14/2019 4:11 PM
158	We do not use the library	12/14/2019 3:29 PM

Washington County Public Library Card Survey

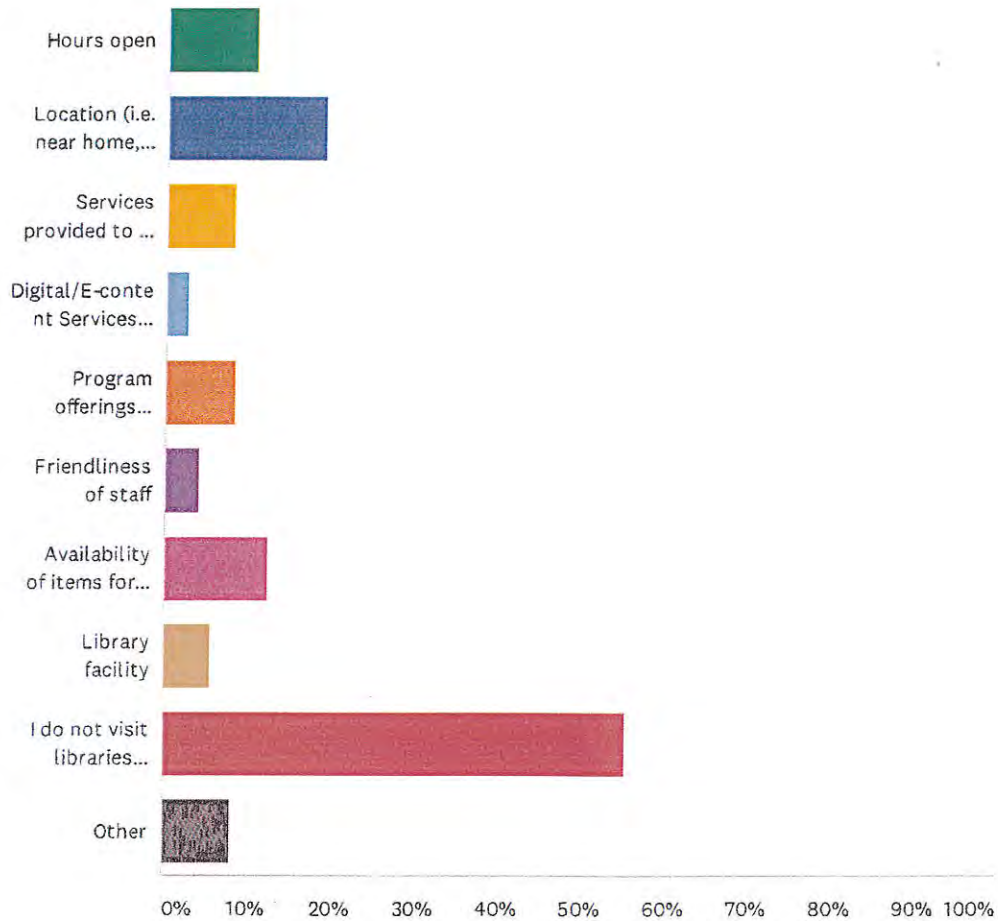
159	I do not and have never been to one of these libraries. Need to closed most, if not all of them.	12/14/2019 3:20 PM
160	none	12/14/2019 1:19 PM
161	Libby is awesome and allows me to access more than West Bend, but if I need a library, I want a local library.	12/14/2019 11:37 AM
162	The numerous quiet spaces to sit and plug into an outlet in West Bend. Best Library anywhere.	12/14/2019 7:43 AM
163	We only use Cedarburg Library. It's closest to where we regularly travel.	12/14/2019 7:34 AM
164	West Bend has the back issues of the Washington County news from the last year	12/14/2019 6:10 AM
165	I do not visit libraries in Washington County	12/12/2019 8:01 PM
166	Use to visit slinger for miss patty they now took all services away she offered and the staff don't make you feel welcome my son even said mom it's not the same. Sad someone drove her out I know lots of people that won't return because of this	12/12/2019 5:42 PM
167	ability to get books through Monarch	12/12/2019 4:10 PM
168	play area for children	12/12/2019 4:01 PM
169	The Libby app for audiobooks is AWESOME. I drive a lot and use this many times per week.	12/12/2019 5:55 AM
170	How I'm treated when I occasionally have overdue materials. West Bend Library has quite the negative reputation on this.	12/12/2019 5:52 AM
171	I like the fact I can order books from other libraries outside Washington County and pick them up from Hartford public library	12/12/2019 5:11 AM
172	Rooms available for use for a non profit group	12/11/2019 9:43 PM
173	I mostly borrow movies (DVD) to watch at home.	12/11/2019 7:40 AM
174	None	12/9/2019 3:15 PM
175	I only check out audio titles. I've checked out three or four hard copy books in 4 years that we've lived here. More more more audiobooks PLEASE!!!	12/9/2019 1:25 PM
176	It is vital to maintain decency in the materials and programs available. The recent surge of profane and immoral programs held at libraries ought never to occur in Washington County. Building up families and decency for the good of all is of utmost importance. You are accountable for what you allow in the libraries. We count on you to make decisions that build decency in the community. Thank you for your concern.	12/9/2019 10:35 AM
177	Knitting group	12/9/2019 1:12 AM
178	All of the above	12/8/2019 10:40 AM
179	Survey says I have to answer these questions even though I said I do attend libraries. survey is flawed	12/6/2019 12:11 PM
180	Meeting room availability	12/5/2019 7:33 PM
181	To get books that we don't have at home	12/4/2019 3:34 PM
182	West Bend library needs more hours open on the weekends. The 1:00 pm closing time on Saturdays and not open at all on Sundays is too little time to bring children in to check out books on the weekends. It's very inconvenient for families. Children have AM sports, swimming lesson, etc on Saturday AMs and then the library is closed at 1:00.	12/4/2019 12:09 PM
183	I do not use public library's in Washington County.	12/4/2019 10:35 AM
184	Use internet computers.	12/3/2019 3:54 PM
185		12/3/2019 9:06 AM
186	I carry my library in my pocket and we don't need to waist anymore tax payer money on such an outdated concept	12/3/2019 7:57 AM
187	I use my community library	12/2/2019 2:58 PM

Washington County Public Library Card Survey

188	Had to "pick 3" and didn't like any other answer	12/1/2019 5:11 PM
189	Grew up in Germantown and still have a card	12/1/2019 2:19 PM
190	Children's areas	12/1/2019 9:01 AM
191	I only want too select one which is location. But this survey is requesting I fill out 3.	12/1/2019 7:08 AM
192	I use the Share library system quiet a bit and have items delivered to my local library.	12/1/2019 6:45 AM
193	Available study rooms	11/30/2019 11:37 PM
194	I utilize Monarch to request books that I would like to read. I have found the digital books have long wait times.	11/30/2019 1:34 PM
195	I've always thought that the West Bend Library's hours are too limited, especially over holiday weekends & even on Fridays & Saturdays.	11/30/2019 12:09 PM
196	Requesting materials online and being able to pick them up when available from many other libraries is what I use the most and I use it weekly.	11/30/2019 7:31 AM
197	I see little use for a massive public library as most of the research info is online. I have not been in the WB Library for 10+ years	11/30/2019 7:07 AM
198	Programs offered	11/30/2019 5:22 AM
199	N/a	11/29/2019 1:44 PM
200	N/A	11/28/2019 8:53 AM
201	Love the ability to get materials from all over the area delivered to my local library for pick up. This is an excellent service.	11/28/2019 8:09 AM
202	Prefer Hartford & West Bend (for location); but have visited Germantown for adult programming open to the general public that fits the hours of my special needs clients (see below). West Bend (Nancy in particular) has been fantastic about offering a monthly movie for clients of the Threshold Senior Day. I am so grateful for that service.... they love it. Personally, I visit West Bend because of the location and friendly staff. Love it!	11/28/2019 7:43 AM
203	I use it as a warming shelter in the winter and hook up to the wifi. Most recently I've found magazine archives and I get lost in that section with all the great reading.	11/27/2019 10:35 PM
204	I use it as a warming shelter in the winter and hook up to the wifi. Most recently I've found magazine archives and I get lost in that section with all the great reading.	11/27/2019 9:47 PM
205	none just location and if it's open while i'm in the area	11/23/2019 8:25 AM

Q5 What factors determine the public library you visit OUTSIDE of Washington County? Please pick up to three (3).

Answered: 2,337 Skipped: 0



Washington County Public Library Card Survey

ANSWER CHOICES	RESPONSES	
Hours open	10.61%	248
Location (i.e. near home, work, school, family and/or shopping)	19.08%	446
Services provided to the public	8.13%	190
Digital/E-content Services (i.e. Ancestry.com, Gale Course, streaming movies & music)	2.78%	65
Program offerings (adult, children & teen)	8.30%	194
Friendliness of staff	4.24%	99
Availability of items for checkout	12.58%	294
Library facility	5.65%	132
I do not visit libraries outside of Washington County.	55.50%	1,297
Other	8.09%	189
Total Respondents: 2,337		

Washington County Public Library Card Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	interactive children's area	4/7/2020 5:36 PM
2	They offer Acorn TV. This would be a great options for those of us in Washington County	3/8/2020 7:10 AM
3	Brookfield & Menomonee Falls have all of the following: Value Line Investment Survey (paper copy), Wall Street Journal, Milwaukee Journal Sentinel and current and preferably 1 years prior issues of Barron's weekly newspaper, Forbes, Fortune and Consumer Report magazines.	3/7/2020 10:25 AM
4	I do not visit libraries outside of Washington Co.	3/3/2020 5:53 AM
5	In general, I do not visit other libraries outside of Washington county with the one exception being that if I find myself in a location for an extended period, I might (as I have done) avail myself of the facility and/or collections of the local library for the duration of my stay. Also, since it is possible to reserve materials from other library locations through the use of the Monarch application, I do not find it necessary to travel outside my local area.	3/2/2020 4:54 PM
6	I have requested books that I have picked up at the Germantown location that were from other libraries	2/19/2020 12:14 PM
7	I reserve items using online service to ensure availability at my preferred location -- so I can avoid traveling to other locations	2/17/2020 6:31 AM
8	I live in the Village of Germantown, and work in the Falls, so i give blood there once or twice a year, i go there to read or page through its collection (ex: of different and specific travel books) and or go to a public movie there or attend an interesting-to- me program.	2/16/2020 9:08 PM
9	Why would anyone drive to a library?? They are costing the tax payers way too much money.	2/16/2020 7:08 PM
10	SORRY, I Have to stay in West Bend. . If I could, I would visit them all.I LOVE LIBRARY'S !	2/16/2020 9:03 AM
11	I sure would love to be able to join up with and go to the Menomonee Falls library again, along with the Hartford library. Keeping my fingers crossed that perhaps it will happen as a result of this survey.	2/13/2020 8:43 PM
12	I do not visit any library	2/13/2020 3:45 AM
13	Receive books from them as part of the library share programs	2/12/2020 11:20 AM
14	genealogy reseach	2/11/2020 10:56 AM
15	Enjoy when libraries bring in speakers or authors or have art/creative activities available to experience.	2/11/2020 6:37 AM
16	The Liberians are very helpful with any service I'm having questions with!!	2/11/2020 5:56 AM
17	Understanding	2/10/2020 4:33 PM
18	Play opportunities for my children	2/10/2020 9:18 AM
19	Don't use any library outside of Washington County	2/10/2020 8:37 AM
20	I only go to the Washington county libraries.	2/9/2020 11:42 PM
21	I was brought up visiting every library in the Milwaukee county. Books were the main reason but it exposed me to the different offerings at the locations.	2/9/2020 10:54 PM
22	I sometimes meet at the Menononee Falls library for small meetings.	2/9/2020 1:42 PM
23	Would like to access another library thru the overdrive/Libby app....can't seem to do it	2/9/2020 10:53 AM
24	I don't visit other librarys	2/9/2020 7:57 AM
25	I do not visit outside of Washington county.	2/8/2020 9:58 PM
26	Don't visit any	2/8/2020 6:40 AM
27	Free cell phones and cigarettes	2/6/2020 2:05 PM
28	Only if I need to park my vehicle for free	2/6/2020 12:16 PM
29	I love using the online libby. If i had children I'd use in house more.	2/6/2020 12:02 PM

Washington County Public Library Card Survey

30	Do not visit other libraries	2/6/2020 10:45 AM
31	The only other library we typically visit is up north near our cottage.	2/5/2020 10:29 PM
32	Book sale	2/5/2020 9:03 AM
33	When I am in northern Wisconsin I visit Mjnocqua Public Library due to location, services and staff	2/5/2020 8:29 AM
34	Waste of taxpayers dollars	2/5/2020 6:44 AM
35	I dont use libraries	2/5/2020 1:00 AM
36	Genealogy	2/4/2020 10:57 PM
37	Did not know we could go to Library's outside of our County??	2/4/2020 8:15 PM
38	Easy to request books from other libraries	2/4/2020 8:07 PM
39	Not a library patron.	2/4/2020 12:04 PM
40	In the area and just feel like visiting.	2/2/2020 7:31 PM
41	They have toddler story time on Tuesdays and I have off on Tuesdays.	1/31/2020 12:21 PM
42	n/a	1/30/2020 9:22 AM
43	Do not visit other libraries. No need.	1/30/2020 9:11 AM
44	I use only Slinger	1/27/2020 1:24 PM
45	Wish there were Sunday afternoon hours in West Bend	1/26/2020 2:32 PM
46	I don't visit any libraries outside Washington County.	1/24/2020 3:27 PM
47	Cedarburg - We like it because of the light, bright atmosphere.	1/24/2020 2:52 PM
48	I visit other libraries for meetings.	1/23/2020 10:58 AM
49	Kewaskum only library I go to	1/21/2020 11:22 AM
50	When there are better, more useful programs/ activities offered - ie. computer classes with instructor.	1/20/2020 2:29 PM
51	Menomonee Falls library offers a wider variety and more classes, including computer classes, than the library in our village, and has done so for many years.	1/20/2020 2:25 PM
52	Menomonee Falls offers wider variety & more programs (including basic computer classes) & has done so for many years. All library staff at any library should be friendly, helpful, patient, & professional. I am glad to see the recent positive changes at the Gtown library re: programs & activities for families & various ages. Thank you!	1/20/2020 2:22 PM
53	Family Safety	1/20/2020 11:22 AM
54	Need more books available on overdrive!	1/20/2020 5:35 AM
55	I don't visit any library outside Washington county	1/19/2020 3:13 PM
56	NA	1/18/2020 4:26 PM
57	Respected, friendly.	1/18/2020 12:00 PM
58	The excellent interlibrary loan system allows me to access materials throughout the system and pick them up in West Bend, so all of the libraries in the system are available to me without needing to visit them!	1/18/2020 8:17 AM
59	Meetings held there.	1/18/2020 8:13 AM
60	When we are traveling, I try to check out the local library just to see if they have services/offerings we do not have at our local libraries.	1/17/2020 11:11 AM
61	Relax and read magazines about Health and cooking.	1/16/2020 1:07 PM
62	If I'm visiting someone and have extra time on my hands, I'll visit an out of town library.	1/16/2020 11:05 AM

Washington County Public Library Card Survey

63	I only use Kewaskum.	1/15/2020 9:54 PM
64	Do not visit outside of county.	1/15/2020 11:13 AM
65	AARP tax service and movies at Menomonee Falls.	1/14/2020 1:44 PM
66	Mercer WI....summer home.	1/14/2020 11:05 AM
67	I am a full time student so it is convenient to use the school library.	1/13/2020 2:08 PM
68	Not applicable	1/12/2020 12:25 AM
69	I use Overdrive or Libby	1/8/2020 3:12 PM
70	Really nice outdoor playground and lots of fun indoor children's activities.	1/8/2020 1:49 PM
71	Weve recently moved to The Town of West Bend and I haven't visited all of the local libraries. I'm a strong believer in libraries... love them!!!	1/8/2020 9:48 AM
72	I do not use libraries outside of Washington County.	1/7/2020 7:54 PM
73	I do not visit any other library outside of Washington county	1/7/2020 5:20 PM
74	I tutor for the Literacy Center, and this is the best location/time for my student.	1/7/2020 2:50 PM
75	I visit libraries while on vacations.	1/7/2020 1:26 PM
76	Quiet area.	1/7/2020 1:23 PM
77	The Susses library is more convenient for me. It has all the services above.	1/6/2020 7:14 PM
78	on-line books, both audio and e-books through the Monarch system.	1/6/2020 6:10 PM
79	There are libraries available to me which have expanded (compared with West Bend) holdings indicative of adequate funding.	1/5/2020 2:29 PM
80	Libraries that do not allow firearms.	1/5/2020 11:29 AM
81	No guns!	1/5/2020 10:56 AM
82	no comment	1/4/2020 12:29 PM
83	I do not visit libraries outside of Washington county because I can order books to be shipped to the West Bend library. Best thing that ever happened to the library!	1/3/2020 8:20 PM
84	I do not visit other libraries in the Monarch System. Yet I have requested library materials for use that are available from other libraries and appreciate that I am able to utilize them when I read to the senior citizens at Cedar Community. Marvelous services and staff and materials from all the libraries I am in communication with. I am so appreciative for Washington County's marvelous web of services from neighboring community libraries.	1/2/2020 9:26 PM
85	Ability to return items at any location	1/2/2020 9:26 PM
86	We love the Slinger library & the people who work there!	1/2/2020 6:41 PM
87	Don't use libraries.	1/2/2020 1:21 PM
88	Campbell library, East Grand Forks, MN	1/2/2020 12:59 PM
89	Our grandchildren live in Pewaukee.	1/2/2020 12:50 PM
90	I generally don't visit libraries outside of Washington County unless when traveling. We have used libraries for wifi and just a nice place to collect ourselves when traveling.	1/1/2020 8:23 PM
91	internet access quality, printing capability, study rooms, Friendliness of staff	1/1/2020 7:46 PM
92	Don't visit libraries outside Washington County.	1/1/2020 6:48 PM
93	Again, I don't frequent libraries often due to limited time in my busy schedule	1/1/2020 1:29 PM
94	I like libraries!	1/1/2020 9:26 AM
95	none	12/30/2019 12:44 PM
96	size of collection	12/30/2019 10:45 AM

Washington County Public Library Card Survey

97	I am incredibly thankful for the inter-library system. I live in West Bend and use this library, but over 70% of the books I read are shipped from other libraries.	12/28/2019 9:23 PM
98	N/A	12/28/2019 8:45 PM
99	None	12/28/2019 2:51 PM
100	None	12/27/2019 5:32 PM
101	I do not visit libraries outside of Washington County in person. However, I have had books transferred from Ozaukee county libraries to Washington county libraries for me to pick up.	12/27/2019 5:58 AM
102	I don't visit other libraries. I put books on hold using the Monarch catalog that gets books from all libraries, then pick them up at Germantown library.	12/26/2019 9:20 AM
103	Liberal ALA ideology permeates our public library as well as all libraries across the nation. The internet affords me the ability to use an online source for all of my literary needs without having my personal core values violated at every turn. #nothankyouALA I no longer utilize ANY public library.	12/26/2019 7:07 AM
104	NA	12/26/2019 6:42 AM
105	Do not visit other libraries	12/25/2019 1:01 PM
106	I do not normally visit any libraries outside of Washington county.	12/24/2019 8:29 PM
107	I had to put that I live in Village of Slinger because the survey would not take Town of Herman. I put it in the other box but it did not recognize my answer.	12/23/2019 9:05 AM
108	Too many ten day books. It's hard to read large books that quickly!	12/23/2019 7:53 AM
109	Having a staff that is warm, kind and friendly is huge. And a warm and friendly environment. Staff that is ready and willing to help you find whatever you are looking for	12/23/2019 7:35 AM
110	Atmosphere, little and airy	12/21/2019 3:23 PM
111	Horicon offers Brit Box and I can't get this in Washington county	12/20/2019 7:03 PM
112	To shop their selection of used books for sale, as well as to donate newer, gently used books we've read.	12/20/2019 3:27 PM
113	Stopped visiting the Germantown library when our son was little b/c of unpleasant story time lady and the lady at Sussex was amazing.	12/20/2019 1:03 PM
114	AARP Tax Service	12/19/2019 2:25 PM
115	I will visit other libraries when on vacation or out of the area. The library system is a great place for information, audiobooks, newspaper and reference material. Thanks for being there	12/19/2019 11:41 AM
116	If I cannot get materials to take out I don't use other libraries.	12/19/2019 11:24 AM
117	I don't go to libraries	12/19/2019 11:04 AM
118	When I lived in Germantown 3 years I stopped visiting the Germantown library due to how unfriendly the staff was. Zero customer service. Absolutist library rules. Even being barked at for my handwriting. Occurred in multiple occasions over the last 3-5 years ago. Luckily we moved and the West Bend library is a complete 180! Love the staff. Always smiling and friendly and helpful. Libraries face competition with other educational service providers, retail, and activities in general. Sometimes, libraries, like the Germantown library, need to remember that they serve the public. If their unfriendly attitude persists, the public will take their precious time elsewhere.	12/19/2019 12:39 AM
119	Libraries are a thing of the past. There is so much available content on the internet there is no need to drive to a library and waste fuel when I can access so much on-line.	12/18/2019 8:01 PM
120	i do not use a library outside Washington county	12/18/2019 10:41 AM
121	If I drive thru Slinger or West Bend - I may stop at the library.	12/18/2019 10:37 AM
122	Digital Lab which is used to convert photos, 8 mm film, VHS, and slides.	12/18/2019 8:23 AM
123	Last minute need access to computer, printer or kids books	12/18/2019 6:21 AM

Washington County Public Library Card Survey

124	I pretty much stick to Kewaskum - the best	12/17/2019 3:04 PM
125	Free WiFi and study room to work privately in	12/17/2019 2:47 PM
126	do not visit libraries outside of Washington County	12/17/2019 1:49 PM
127	do not visit any outside of Washington county	12/17/2019 10:39 AM
128	Meeting Rooms available to various organizations.	12/16/2019 9:15 PM
129	None	12/16/2019 7:31 PM
130	I can't remember the last time i used a public library.	12/16/2019 7:18 PM
131	I use Sussex. staff is much Warmer to the kids. Clinical feel to the Gtown one to me. Sussex has better atmosphere...comfortable.	12/16/2019 6:56 PM
132	Far too many Washington County residents use libraries in Waukesha County. Uneven charges between the libraries cost Washington County libraries in excess of \$120,000 per year. This is backdoor taxation. If libraries were truly public, a system needs to be put in place that allows citizens, regardless of their address, the ability to use any public library without unfair taxation of "out of county" residents that pilfers money from out of county libraries.	12/16/2019 3:00 PM
133	N/A	12/16/2019 1:30 PM
134	Visit the Meno. Falls library but cannot get a checkout card there.	12/16/2019 1:12 PM
135	Don't need to now since I can make requests to other libraries	12/16/2019 10:57 AM
136	Large network of libraries	12/16/2019 10:53 AM
137	None	12/16/2019 10:32 AM
138	I do not go to a library	12/16/2019 9:18 AM
139	When we are on vacation in Door County, I will visit their library to pick up books to read.	12/15/2019 8:04 PM
140	Due to their location (near home, family, shopping) and other reasons, I have wanted at times to visit and check out items from the Menomonee Falls and Sussex branches of the Waukesha County library system but I have been denied because I wasn't a resident of that county. This denial of service based on county residence is very frustrating even though I am led to believe that the libraries are all funded solely by county taxes, thus the denial. Seems to me there could be some way to work out being able to provide service to non-county residents and serve all patrons, regardless of residence. Is there no state-wide oversight/funding of some level that would negate the parochial & narrow view of only serving county residences? Dennis Kanten (ps19dkanten@gmail.com)	12/15/2019 7:52 PM
141	I don't visit libraries	12/15/2019 6:39 PM
142	NA	12/15/2019 6:04 PM
143	Occasionally I visit the West Allis Library simply because we used to live in WA and I have many fond memories of it.	12/15/2019 5:33 PM
144	N/A	12/15/2019 4:20 PM
145	While down south we use printing & email service.	12/15/2019 12:01 PM
146	NA	12/15/2019 9:59 AM
147	See question 3	12/15/2019 8:42 AM
148	I do not visit any libraries outside Washington County. If you I am looking a book outside the county, I use the free service to get the book to the library.	12/15/2019 8:39 AM
149	I visit the Pewaukee library because it is on my direct path to work in Waukesha; not out of my way like going to Germantown library. I like the online renewal at Pewaukee and the after hours drop off (on way to work can drop things off.) I will go back to Germantown library when I retire. Please don't close Germantown library. I visit libraries once a month.	12/15/2019 8:34 AM
150	Do not use out of the county	12/14/2019 6:32 PM

Washington County Public Library Card Survey

151	I have never been to any other than West Bend	12/14/2019 6:21 PM
152	I use Germantown first but if items are not available there I am able to 99% of the time find it thru Sussex	12/14/2019 4:11 PM
153	We do not use the library	12/14/2019 3:29 PM
154	I do not and have never been to one of these libraries. Need to closed most, if not all of them.	12/14/2019 3:20 PM
155	Art guild KMFAg meetings.	12/14/2019 2:55 PM
156	Don't visit outside of my local library. There is no reason to. We need to keep our community libraries in our communities. Consolidation seems like the county's way of shirking it's responsibility to its citizens. Literacy is too important. What are we getting for our tax dollars if the County continues to get rid of services?	12/14/2019 11:37 AM
157	I have checked out ebooks from other library's when West Bend Community Memorial Library doesn't have them available.	12/14/2019 7:44 AM
158	Washington D.C. it was a must tour.	12/14/2019 7:43 AM
159	Only once did I go outside the county just because there was A seminar I was in	12/14/2019 5:15 AM
160	I do not visit a library outside of Washington County	12/13/2019 7:24 AM
161	none	12/12/2019 4:05 PM
162	play area	12/12/2019 4:01 PM
163	Access to Winnefox, South Central, & Milwaukee Library systems which offer larger much larger collections.	12/12/2019 3:35 PM
164	Menomonee Falls offers WI-FI boxes. I would love it if Germantown would get some also. Thanks!	12/12/2019 3:18 PM
165	Summer Reading Programs/events, Kids play area	12/12/2019 12:34 PM
166	E-book/kindle availability	12/12/2019 10:53 AM
167	We do not use the public library outside Washington County	12/12/2019 5:38 AM
168	Use of rooms and ability to book a room online for use as a non profit event	12/11/2019 9:43 PM
169	When traveling I might visit another location.	12/11/2019 9:17 AM
170	I don't visit libraries outside Washington County	12/9/2019 5:27 PM
171	I do not visit outside Washington county	12/9/2019 3:15 PM
172	Don't visit any outside of Washington County	12/9/2019 2:43 PM
173	Family library	12/9/2019 10:35 AM
174	I wish consumer reports was available digitally so that I could search for products. If I could visit another library for that purpose, I would.	12/8/2019 5:54 PM
175	Have not used library outside Washington	12/7/2019 12:05 PM
176	Survey says I have to answer these questions even though I said I do attend libraries survey is flawed	12/6/2019 12:11 PM
177	n/a	12/6/2019 10:47 AM
178	My hometown is Mayville	12/6/2019 6:51 AM
179	I don't visit other libraries. No matter where I've lived I've always frequented the library in my own "town", since I live in West Bend that is the library I use. I often request books that are gotten from other branches. I very much appreciate public libraries.	12/5/2019 7:32 PM
180	Attend meetings there.	12/4/2019 4:12 PM
181	I don't think we go to one besides Germantown's one	12/4/2019 3:41 PM
182	In don't think we go tho one outside of washing county	12/4/2019 3:34 PM

Washington County Public Library Card Survey

183	I visit libraries in the Monarch system so I can check out books. I usually stay in Washington Co.	12/4/2019 12:05 PM
184	I only occasionally visit Milwaukee's library when i need something not available elsewhere like a research item on Milwaukee properties..	12/4/2019 12:37 AM
185	When I do child care for my grandsons, depending on the day, we may visit the toddler hour in Sussex.	12/3/2019 9:21 PM
186	Magazine GT doesn't have	12/3/2019 3:44 PM
187	I am a student at Mount Mary	12/3/2019 11:08 AM
188	I don't go to any other libraries	12/3/2019 9:06 AM
189	I use my cell phone it has internet access	12/3/2019 7:57 AM
190	The children's area in Waukesha Public Library is fantastic! We stop at libraries as a place for quiet play when visiting/shopping in other communities.	12/2/2019 6:05 PM
191	I would like to be able to check out materials from the library in North Lake. It is only 6 miles from my home and I pass it frequently. The next closest (Jack Russell) is 7 and not on a route that I usually take. My usual is to request books online and pick them up at Jack Russell.	12/2/2019 3:24 PM
192	I don't visit other libraries outside of Washington County	12/2/2019 1:48 PM
193	I do not visit any libraries outside of Washington County.	12/2/2019 1:47 PM
194	I don't use any other libraries; at least not directly. I am interested in seeing which libraries are sending items that I place holds for online. ☺☺	12/2/2019 1:25 PM
195	Do not visit another library	12/2/2019 12:50 PM
196	Only really use the one near my house	12/2/2019 12:18 PM
197	Na	12/2/2019 12:04 PM
198	Do not visit libraries outside of West Bend	12/2/2019 11:58 AM
199	I do not visit libraries outside of Washington County.	12/2/2019 11:39 AM
200	I dont visit other libraries	12/2/2019 11:22 AM
201	My childhood library	12/2/2019 11:17 AM
202	I don't visit another library	12/2/2019 11:05 AM
203	I don't (except for killing time in Fond du Lac years ago while driving special needs children) ...occasionally on vacation in a different area/state	12/2/2019 10:59 AM
204	Don't visit others	12/2/2019 10:56 AM
205	N/A	12/2/2019 10:56 AM
206	Meeting up with friends who live closer to other libraries.	12/2/2019 10:41 AM
207	I do not physically visit libraries out of Washington County, but the majority of books I read are sent to WB from other libraries.	12/2/2019 10:39 AM
208	I only go to WBCM	12/2/2019 10:38 AM
209	We don't.	12/2/2019 10:37 AM
210	I don't visit a library outside of Washington county	12/2/2019 10:33 AM
211	I like libraries and we are able to use different libraries with our library card.	12/2/2019 7:28 AM
212	I don't visit libraries outside of Washington county.	12/2/2019 6:24 AM
213	Don't visit other libraries.	12/2/2019 6:19 AM
214	I don't visit libraries outside of Washington County.	12/1/2019 9:30 PM
215	Do not visit any other library - only West Bend.	12/1/2019 9:00 PM

Washington County Public Library Card Survey

216	I only go outside the monarch library system if i can't find what i want online. Otherwise location is most important.	12/1/2019 8:28 PM
217	Don't visit other libraries	12/1/2019 7:15 PM
218	We don't visit libraries outside of Washington County.	12/1/2019 5:38 PM
219	I don't use libraries outside of Washington County except for inter library loan within our library system.	12/1/2019 2:30 PM
220	I don't visit other libraries	12/1/2019 2:19 PM
221	Does not apply.	12/1/2019 10:59 AM
222	I don't	12/1/2019 9:01 AM
223	This survey is way too generic. Yes, we visited a public library but just 2-4 times a year! Just close all of them expect West Bend and Hartford. Face it public libraries along with middle and high school should all close.	12/1/2019 7:08 AM
224	I do not give to a library outside of Washington county.	12/1/2019 6:45 AM
225	N/A	12/1/2019 6:41 AM
226	Available study rooms	11/30/2019 11:37 PM
227	I do not visit any public library outside of Wahington County.	11/30/2019 9:56 PM
228	Have no need for using other libraries.	11/30/2019 8:52 PM
229	I do not use library outside Washington county	11/30/2019 7:04 PM
230	I don't go to libraries outside of Washington County	11/30/2019 4:26 PM
231	I do not visit any other Washington County libraries	11/30/2019 4:10 PM
232	Never go to others, only West Bend	11/30/2019 3:15 PM
233	Doesn't apply to me	11/30/2019 2:12 PM
234	I don't go to other libraries outside of Wash. County.	11/30/2019 12:09 PM
235	I don't go to other libraries	11/30/2019 11:49 AM
236	When a friend who uses the Menomonee Falls library has needed computer help, we've met in one of the study rooms there.	11/30/2019 8:23 AM
237	I don't use libraries outside Washington county.	11/30/2019 7:56 AM
238	N/A	11/30/2019 7:44 AM
239	I sometimes receive books or movies from these libraries but do not visit them.	11/30/2019 7:31 AM
240	There's no reason for me to use a library outside of Washington County since the one I use is 4 blocks from my house.	11/30/2019 5:22 AM
241	I don't visit libraries outside of the county.	11/29/2019 10:06 PM
242	I don't go to other libraries	11/29/2019 9:37 PM
243	I don't visit other public libraries.	11/29/2019 9:22 PM
244	I like the Mequon Thiensville library because they do not threaten to call the police if I have lost a magazine as happened to me once with the Slinger library. They also do not charge more than the cost of replacing a damaged book as at West Bend library ... also only once, but it made me angry.	11/29/2019 5:14 PM
245	I don't ever go to the library outside of washington county. But if I did, it would be for a program offering.	11/29/2019 3:12 PM
246	When we are out of town or vacationing, I usually take my daughter to the area libraries to read and learn, but do not check out items.	11/29/2019 2:53 PM
247	I only visit JRML.	11/29/2019 2:00 PM

Washington County Public Library Card Survey

248	I never need to visit any other library due to the wonderful library in West Bend.They have a terrific staff all the things i am looking for. If not i can use the Monarch system and put out a request and the item usually arrives in a speedy manor.	11/29/2019 1:46 PM
249	Don't really go to other libraries yet beause of travel time and nap times.	11/29/2019 1:44 PM
250	I do not visit other libraries.	11/29/2019 12:31 PM
251	Don't use any outside Washington County currently	11/29/2019 12:24 PM
252	Don't really visit another library. If I do, it's my hometown library when I'm visiting family because my mom works there.	11/29/2019 11:30 AM
253	I don't.	11/29/2019 10:24 AM
254	I don't use a library outside of Washington County	11/29/2019 9:44 AM
255	on vacation.	11/29/2019 8:01 AM
256	Don't visit. Get books from all libraries through hold process	11/29/2019 6:46 AM
257	None	11/28/2019 9:53 PM
258	Don't	11/28/2019 9:06 PM
259	I do not visit any.	11/28/2019 7:20 PM
260	Do not visit outside of county	11/28/2019 5:18 PM
261	Will not visit	11/28/2019 1:14 PM
262	I use the Wisconsin digital library I can download books, return with out even leaving my home. Plus it's eco friendly Maybe the library should look at that rather than getting the printed books that after a few years get recycled.	11/28/2019 10:43 AM
263	I don't visit other libraries.	11/28/2019 8:53 AM
264	Do not visit other	11/28/2019 8:25 AM
265	Don't "physically" visit outside of Washington County but do have materials transferred to West Bend from other libraries in the Monarch system.	11/28/2019 8:09 AM
266	I would not visit a library outside of my own city. I usually go there with my child, and my local library is convenient and has everything we need.	11/28/2019 7:48 AM
267	Specifically, I work with adults with special needs in a day program. I would love to bring a small group to adult movies, presenters or entertainers or a craft program in Hartford or West Bend, but the timing usually doesn't fit our day program schedule. We need to be done by 1:30p.m; (M-F) But I am thankful for our beautiful libraries, staff and how welcome we feel. Thank you!	11/28/2019 7:43 AM
268	I don't visit libraries outside of Washington County	11/28/2019 6:24 AM
269	Do not visit any other library	11/28/2019 5:54 AM
270	I never go to others, WB has all I need	11/28/2019 5:16 AM
271	If I'm traveling and need time to find a safe space and jump online until my next meeting I choose the local library.	11/27/2019 10:35 PM
272	If I'm traveling and need time to find a safe space and jump online until my next meeting I choose the local library.	11/27/2019 9:47 PM
273	Don't visit other libraries at all.	11/22/2019 6:17 PM
274	None	11/22/2019 4:13 PM
275	I only visit West Bend library	11/21/2019 4:03 PM
276	While I visit other libraries because I'm curious, I only checkout from my local library.	11/21/2019 3:26 PM

Appendix D

Consolidated County Public Libraries:

Guidelines in Decision Making

Introduction

The Wisconsin Department of Public Instruction's Division for Libraries and Technology has recently received a number of requests for information on the legality and desirability of combining public library services within a county, thereby creating a consolidated county public library. This document offers some guidelines for considering county consolidation.

Legal Basis

Chapter 43.57(1) of the Wisconsin statutes provides a legal mechanism for consolidated county libraries and county library services. According to the statutes, "a county board may establish and maintain a consolidated public library for the county, and may for such purpose adopt, take over and acquire any libraries already established, by consent of the authorities controlling those libraries." In this arrangement, a consolidated county public library is administered by a seven or nine member county library board appointed by the county board chairperson or county executive and functions as an agency of the county. The county library board must include at least one school district administrator (or the district administrator's representative) and one or two county board supervisors. The consolidated county library board has the same powers as a municipal library board. A uniform county library tax is applied on all of the taxable property of the county.

Items for Consideration

Before the decision to offer consolidated county public library service is made, the following should be considered:

All county residents would pay at the same rate for library services. Under the municipal public library model, property owners in municipalities with libraries pay a considerably higher tax rate for library services, while residents of municipalities without libraries pay lower tax rates. Under a consolidated county public library model, all county property owners would pay the same tax rate.

This means that the cost of library support would go up for properties located in municipalities that currently do not have a library, and for the county's rural residents. Tax rates for those properties located in municipalities that currently support libraries may go up or down, depending on their level of support.

Library service could be more consistent and equitable across the county, if planned as such.

Under the municipal public library service model, great variance in library services may occur across the county. Non-library community members use municipal libraries, at a discounted rate, and each of these locally managed and funded municipal libraries offers the services that its municipality values and pays for. Under a consolidated county public

library model, the consolidated libraries would provide coordinated service for all county residents under one administration and one plan for library service, which would address ways to balance services throughout the county. Consideration should be given to the likely expectation that library services and access would be improved for residents whose tax rates increase due to consolidation.

Administrative costs may go down (or up), depending on several factors. Under a consolidated county library model, municipalities with libraries could elect to be part of the county consolidation, and would thereafter be administered as a single agency. This would require only one certified public library director, likely with a Grade 1 certification, which requires a library Master's degree. All public library staff would become county employees, which may or may not reduce costs. Administrative tasks currently performed at each library would be performed centrally, and costs attendant to holding library board meetings could be reduced, as there would be only one library board in the county. It is important to conduct a detailed cost/benefit analysis to determine whether consolidation of county library services will meet the financial and service goals identified in the plan.

Municipalities with libraries are not obligated to join the consolidated county public library. If the county decides to pursue offering consolidated public library service to its residents, municipalities with local public libraries are under no obligation to join. That municipality would continue to govern its own local library and would be completely independent from the consolidated county library. Special consideration should be given to this concept; municipalities with libraries may fear the perceived loss of local control inherent in the consolidated county public library model, as the county would assume control of all assets owned by the local libraries who participate in the consolidated service model.

Planning

Before a consolidated county library is established, the county's plan for library service must be revised via a county board appointed planning committee per s. 43.11. The revised plan should address:

- ***Number of library outlets (branch libraries and/or bookmobiles) and types of services offered at outlets.*** The consolidated county library service plan should indicate how current, participating libraries will operate, whether new sites would be opened or current sites would be closed. Location of outlets can help to encourage use within the county and minimize use of libraries in adjacent counties. Levels of service for each branch should also be identified.
- ***Minimum number of municipalities.*** If desired, the plan could specify the minimum number of municipalities with libraries required to join the consolidation agreement before it can be established. Of the eight counties currently operating consolidated county public libraries in Wisconsin, five of them have an independent library that elected not to enter into the consolidation agreement.
- ***County assumption of assets owned by local libraries.*** Municipalities with libraries have invested substantially in their facilities, collections, furnishings, equipment, and other resources, yet

assets may be turned over to the county library board. The county should negotiate the conditions under which local library assets would be turned over to the county, including gifts, bequests, and endowments to specific libraries. Special consideration should be given to libraries located within multi-use municipal buildings, which share the use of certain spaces. Vendor contracts with individual libraries should be renegotiated.

- *Possible municipal sharing of library support.* In some Wisconsin consolidated county public libraries, funding comes solely from the county. In others, the municipalities where branches are located provide additional support, such as sharing or assuming the costs of building maintenance or utilities. The terms of such support should be negotiated and addressed in the plan.
- *Personnel.* The plan should address the retention or reorganization of staff and the conversion of staff to the county payroll, which may have an impact on pay scales and benefits of library employees. This may include the library director, who may be required to hold a higher level of certification by the DPI Division for Libraries and Technology. Individual staff members' participation in the Wisconsin Retirement System may need to be maintained. Others who currently may not have benefits may be eligible under the aegis of the county.

For more information, contact:

Shannon M. Schultz, Public Library Administration Consultant
Division for Libraries & Technology
Wisconsin Department of Public Instruction
P: 608-266-7270 shannon.schultz@dpi.wi.gov

Appendix E

TOWN OF ERIN RESOLUTION 2019-07

Pursue of a Joint Library with Hartford Library

WHEREAS, the purpose of the public library system law is to make quality library resources and services readily available to all of the citizens of the State of Wisconsin and to promote the development and improvement of public libraries in order to encourage the most effective use of library resources in the state; and

WHEREAS, in 2020, Washington County is required to subsidize other counties' libraries in the amount of \$160,989 for unserved residents due to 2005 Act 420; and

WHEREAS, such subsidies result in many residents paying for out-of-county libraries they do not utilize while Washington County libraries' resources are cut; and

WHEREAS, Chapter 43 of the Wisconsin Statutes allows counties and municipalities to create joint libraries in an effort to serve the entire population; and

WHEREAS, joint libraries could reduce Washington County library levy dollars from leaving the county and improve services to Washington County residents; and

NOW, THEREFORE, BE IT RESOLVED by the Town of Erin Town Board pursues a joint library with

*Hartford: the city of Hartford, town of Hartford, town of Erin & village of Richfield;
West Bend: city of West Bend, town of West Bend, town of Barton, town of Trenton, town of Jackson, village of Newburg & village of Jackson;
Slinger: village of Slinger, town of Addison & town of Polk;
Kewaskum: village of Kewaskum, town of Kewaskum, town of Farmington & town of Wayne
Germantown: village of Germantown & town of Germantown.*

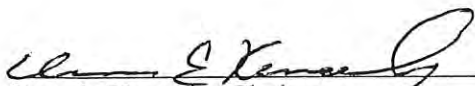
BE IT FURTHER RESOLVED that the Town of Erin Town Board seeks approval from the Washington County Board and Washington County Library Services Board to create a joint library.

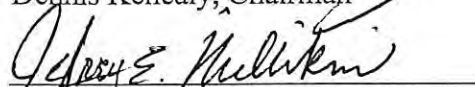
BE IT FURTHER RESOLVED that Town of Erin Town Board requests an opinion of the Department of Public Instruction on the feasibility and desirability of establishing the joint public library.

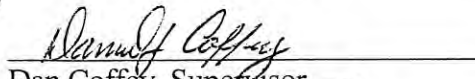
BE IT FURTHER RESOLVED that a copy of this resolution be sent to the Washington County Clerk, each clerk of the proposed joint library and the Department of Public Instruction Division for Libraries and Technology.

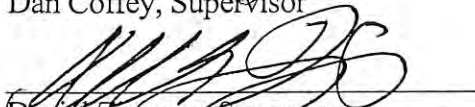
Adopted by the Town Board of the Town of Erin this 16th day of September, 2019.

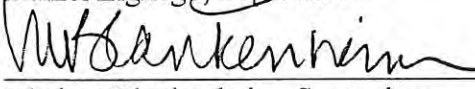
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Dennis Kenealy, Chairman

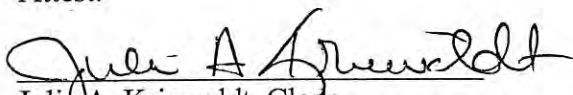

Jeff Millikin, Supervisor


Dan Coffey, Supervisor


Daniel Zignego, Supervisor


Maripat Blankenheim, Supervisor

Attest:


Julie A. Kriewaldt, Clerk

RESOLUTION #19-26

A RESOLUTION TO PURSUE DEVELOPMENT OF A JOINT PUBLIC LIBRARY WITH WEST BEND COMMUNITY MEMORIAL LIBRARY

WHEREAS, the purpose of the public library system law is to make quality library resources and services readily available to all citizens of the State of Wisconsin and to promote the development and improvement of public libraries in order to encourage the most effective use of library resources in the state; and

WHEREAS, in 2020, Washington County will be required to subsidize other counties' libraries in the amount of \$160,989 for unserved residents, due to 2005 Act 420; and

WHEREAS, such subsidies result in many residents paying for out-of-county libraries they do not utilize, while Washington County libraries' resources are cut; and

WHEREAS, Chapter 43 of the Wisconsin Statutes allows counties and municipalities to create joint libraries to serve the entire population; and

WHEREAS, joint libraries could reduce Washington County library levy dollars from leaving the county, and improve services to Washington County residents;

NOW, THEREFORE, BE IT RESOLVED by the Village Board that the Village of Jackson pursues the development of a Joint Public Library with the City of West Bend, town of West Bend, town of Barton, town of Trenton, town of Jackson, and Village of Newburg.

BE IT FURTHER RESOLVED that the Village Board seeks approval from the Washington County Board and Washington County Library Services Board to create a Joint Public Library.

BE IT FURTHER RESOLVED that the Village Board requests an opinion of the Department of Public Instruction on the feasibility and desirability of establishing a Joint Public Library.

BE IT FURTHER RESOLVED that a copy of this resolution be sent to the Washington County Clerk, each clerk of the participating municipality for the development of the proposed Joint Library, and the Department of Public Instruction Division for Libraries and Technology.

Introduced by: Ta. Hippold

Seconded by: Ta. Olsen

Vote: 5 Aye 0 Nay

Passed and Approved: Sept. 10, 2019

Michael E. Schwab
Michael E. Schwab – Village President

Attest: Jilline S. Dobratz
Jilline S. Dobratz – Village Clerk

Proof of Posting:

I the undersigned, certify that I posted this Resolution on bulletin boards at the Village Hall, Post Office, and one other location in the Village.

Jilline S. Dobratz
Village Official

September 11, 2019
Date

October 15, 2019

Richard L. Bertram, Chairman
Town of Barton
3482 Town Hall Road
Kewaskum, WI 53040

Subject: Resolution to Pursue Development of a Joint Public Library with West Bend Community Memorial Library

This letter is in response to your request for an opinion regarding the establishment of a joint public library, pursuant to section 43.53 of the Wisconsin Statutes, for the Town of Barton, City of West Bend, Town of West Bend, Town of Trenton, Town of Jackson, Village of Newburg, and Village of Jackson.

Per Wis. Stat. sec. 43.52(1), "Any municipality desiring to establish a new public library shall obtain a written opinion by the division regarding the feasibility and desirability of legally establishing a public library before action is taken." "Municipality" is defined in s. 43.01(3) as "a city, village, town, tribal government or tribal association, or a school district that maintained and operated a public library facility prior to December 17, 1971." Further, s. 43.53(3) states that "[a] joint library may not be established unless it includes at least one municipality with a public library established before May 8, 1990."

In light of these references in statute, the Division for Libraries and Technology denies the request for an opinion, as only a municipality that maintained and operated a public library facility prior to December 17, 1971 can make such a request.

Considering the list of municipalities provided in your resolution, only City of West Bend meets this requirement. If a request is made by the City of West Bend, the Division will offer its written opinion at such time.

If we can be of further assistance, please let us know.

Sincerely,

Shannon Schultz, Public Library Administration Consultant, Public Library Development
Division for Libraries and Technology

Cc: Kurt Kiefer, Assistant State Superintendent, Division for Libraries and Technology
John DeBacher, Director, Public Library Development
Michael E. Schwab, President, Village of Jackson
Jay Schambeau, Administrator, City of West Bend
James Heipp, Chair, Town of West Bend
Joseph Gonnering, Chair, Town of Trenton

Raymond Heidtke, Chair, Town of Jackson
Rena Chesak, President, Village of Newburg
Deb Bartnikowski, President, West Bend Community Memorial Library Board
Amy Salminen, Director, West Bend Community Memorial Library
Jennifer Chamberlain, Interim Director, Monarch Library System

October 15, 2019

Chris Elbe, Chairman
Town of Farmington
2171 County Road A
West Bend, WI 53090

Subject: Resolution to Pursue a Joint Public Library with Kewaskum Library

This letter is in response to your request for an opinion regarding the establishment of a joint public library, pursuant to section 43.53 of the Wisconsin Statutes, for the Town of Farmington, Village of Kewaskum, Town of Kewaskum, and Town of Wayne.

Per Wis. Stat. sec. 43.52(1), "Any municipality desiring to establish a new public library shall obtain a written opinion by the division regarding the feasibility and desirability of legally establishing a public library before action is taken." "Municipality" is defined in s. 43.01(3) as "a city, village, town, tribal government or tribal association, or a school district that maintained and operated a public library facility prior to December 17, 1971." Further, s. 43.53(3) states that "[a] joint library may not be established unless it includes at least one municipality with a public library established before May 8, 1990."

In light of these references in statute, the Division for Libraries and Technology denies the request for an opinion, as only a municipality that maintained and operated a public library facility prior to December 17, 1971 can make such a request.

Considering the list of municipalities provided in your resolution, only the Village of Kewaskum meets this requirement. If a request is made by the Village of Kewaskum, the Division will offer its written opinion at such time.

If we can be of further assistance, please let us know.

Sincerely,

Shannon Schultz, Public Library Administration Consultant, Public Library Development
Division for Libraries and Technology

Cc: Kurt Kiefer, Assistant State Superintendent, Division for Libraries and Technology
John DeBacher, Director, Public Library Development
Kevin Scheunemann, President, Village of Kewaskum
Scott J. Wollner, Chairperson, Town of Kewaskum
Carl Klemme, Chairperson, Town of Wayne
Teresa Meltz, President, Kewaskum Public Library Board
Lori Kreis, Director, Kewaskum Public Library
Jennifer Chamberlain, Interim Director, Monarch Library System

October 18, 2019

Michael E. Schwab, President
Village of Jackson
PO Box 637
Jackson, WI 53037

Subject: Resolution to Pursue Development of a Joint Public Library with West Bend Community Memorial Library

This letter is in response to your request for an opinion regarding the establishment of a joint public library, pursuant to section 43.53 of the Wisconsin Statutes, for the Village of Jackson, City of West Bend, Town of West Bend, Town of Barton, Town of Trenton, Town of Jackson, and Village of Newburg.

Per Wis. Stat. sec. 43.52(1), "Any municipality desiring to establish a new public library shall obtain a written opinion by the division regarding the feasibility and desirability of legally establishing a public library before action is taken." "Municipality" is defined in s. 43.01(3) as "a city, village, town, tribal government or tribal association, or a school district that maintained and operated a public library facility prior to December 17, 1971." Further, s. 43.53(3) states that "[a] joint library may not be established unless it includes at least one municipality with a public library established before May 8, 1990."

In light of these references in statute, the Division for Libraries and Technology denies the request for an opinion, as only a municipality that maintained and operated a public library facility prior to December 17, 1971 can make such a request.

Considering the list of municipalities provided in your resolution, only City of West Bend meets this requirement. If a request is made by the City of West Bend, the Division will offer its written opinion at such time.

If we can be of further assistance, please let us know.

Sincerely,

Shannon Schultz, Public Library Administration Consultant, Public Library Development
Division for Libraries and Technology

Cc: Kurt Kiefer, Assistant State Superintendent, Division for Libraries and Technology
John DeBacher, Director, Public Library Development
Jay Schambeau, Administrator, City of West Bend
James Heipp, Chair, Town of West Bend
Richard Bertram, Chair, Town of Barton
Joseph Gonnering, Chair, Town of Trenton

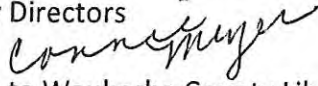
Raymond Heidtke, Chair, Town of Jackson
Rena Chesak, President, Village of Newburg
Deb Bartnikowski, President, West Bend Community Memorial Library Board
Amy Salminen, Director, West Bend Community Memorial Library
Jennifer Chamberlain, Interim Director, Monarch Library System



Appendix G

741 N. Grand Ave., #210
Waukesha, WI 53186

P 262.896.8080
W bridgeslibrarysystem.org

To: Washington County Library Directors
From: Connie Meyer, Director 
Re: Reimbursement for Service to Waukesha County Libraries
Date: March 18, 2020

I applaud you for studying the use of libraries by the residents of Washington County. I know how hard you've worked to examine and understand the issue. Because some of the residents of Washington County have historically used Waukesha County libraries, especially near the county line areas, we appreciate being brought into the conversation about the ways your residents are best served by libraries.

As you know, Wisconsin counties are required to reimburse libraries at least 70% of their operating cost to provide services to residents who live in municipalities *without libraries*. Sometimes that reimbursement is across a county line. It's important to note that in addition to receiving a discounted rate for library service, Wisconsin counties are not required to fund capital expenditures.

There are numerous advantages for counties with this arrangement:

- Payments to libraries across a county line are an extremely cost effective way to purchase services while offering citizens access to libraries exactly where the residents want services. It is less expensive to pay a reduced percentage of operating costs—and no capital costs—of an existing library across a county line than to build new libraries in underserved areas within the county and fund their operations.
- Counties are able to tax residents who live in municipalities *without libraries* only for actual use. If those residents don't use the services, there is no reimbursement.
- County library funding is assessed with a non-countywide tax to residents who live in municipalities *without libraries*, and the tax is not subject to levy limits under the provisions of Wis. Statute 66.0602(3)(e)(4). This ensures that the county has the ability to tax its residents who live in municipalities *without libraries* according to their usage regardless of borders, and in no way precludes fully reimbursing the in-county libraries for their use.

- County payments to libraries provide stability and predictability in the county budget process because invoices are based on actual use and are submitted to counties well in advance of the budget cycle in which they need to be paid.

As you are aware, Bridges Library System has an existing intersystem agreement with its southern neighboring library system, Lakeshores Library System, to address the reimbursement to libraries in Racine, Walworth, and Waukesha Counties. A similar agreement could be put in place between Waukesha and Washington Counties directly or through the library systems. However, the libraries would have to agree to abide by it. It's unlikely that the Waukesha County libraries impacted the most by the Washington County usage would be willing to provide service without a guaranteed 70% reimbursement rate. Receiving less than the statutory minimum puts the residents who live in the municipalities *with libraries* in the unfair position of subsidizing usage to an even greater extent than is happening currently.

We continuously seek collaboration and shared services opportunities, and think the solution provided in Wisconsin Statute 43.12 is actually an innovative and cost effective solution that is fair enough to the municipalities *with libraries* to continue to provide services, and offers the residents who live in municipalities *without libraries* access to libraries in locations that best serve their needs. We urge Washington County to consider how the current arrangement meets the spirit of the regional shared services concept it has sought with its neighboring counties in the past.

I know we all can agree the well-being of the individual and the community is improved in important ways due to libraries. Strong libraries really do build strong communities! Finding ways to fairly fund libraries—even across county lines—is important to all of our residents and all of our taxpayers, and is one of the best possible investments citizens can make for the public good.