GERMANTOWN COMMUNITY LIBRARY
N112 W16957 MEQUON ROAD
GERMANTOWN, WI 53022

MEETING: **GERMANTOWN COMMUNITY LIBRARY BOARD AGENDA**

DATE AND TIME: **Wednesday, September 23, 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: August 26, 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. Washington County Joint Library Study
C. Donation Brochure

IX. **NEW BUSINESS:**
A. Update on of Hildebrand Claim. The Germantown Community Library Board may go into closed session as per Wis.Stats.19.85 (1) (f) Considering financial, medical, social or personal histories or disciplinary data of specific persons, preliminary consideration of specific personnel problems or the investigation of charges against specific persons except where par. (b) applies which, if discussed in public, would be likely to have a substantial adverse effect upon the reputation of any person referred to in such histories or data, or involved in such problems or investigations. The Germantown Community Library Board may reconvene into open session to take such action as it deems appropriate.

X. **ADJOURNMENT:**

Forthcoming meeting: October 28, 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
August 26, 2020
Germantown Community Library

The regular meeting of the Germantown Community Library Board was called to order by President Joyce Nelson at 6:03 p.m. on Wednesday, August 26, 2020. **Members present:** Joyce Nelson, Darlene Vosen, Charlene Brady, Joletta Kerpan, Christa Potratz, Jolene Pieper. **Members absent:** Brenda O'Brien (exc). **Also present:** Library Director Trisha Smith, Assistant Director Connie Lloyd. Proper notification of the meeting had been given.

MOTION (Brady, Vosen): Approve the agenda as printed. Smith requested addressing Agenda item VIII. B. (Unfinished Business, Fines & Fees) before VIII. A (Unfinished Business, 2021 Budget). because the decisions made in Item B impact the discussion for Item A. Motion carried (6-0).

MOTION (Vosen, Kerpan): Approve the minutes of the July 22, 2020 meeting as printed. Motion carried (6-0).

PUBLIC INPUT: None.

FINANCIAL MATTERS
TREASURER'S REPORT. Balances as of August 25, 2020: Board Checking Account - $2,439.34; Board Savings Account - $5,055.07; GCL Building Account - $17,461.86 [Penny Jug - $1,843.47] [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. Vosen requested the library save brick donations to be processed annually in April/May. MOTION (Nelson, Brady): Accept the Treasurer's Report as printed. Motion carried (6-0). Submitted report is attached.

ACCOUNTS PAYABLE. MOTION (Vosen, Kerpan): 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 Kerpan, aye; Trustee Pieper, aye; President Nelson, aye. Motion carried (6-0).

BUDGET PRINTOUT. The monthly July 2020 Revenue & Expense Report and the General Ledger Trial Balance – Capital Project Fund Report were reviewed. The re-roofing project is on schedule to begin in September.

REPORTS
CORRESPONDENCE. Nelson. Nelson mailed a thank you card to the Germantown Community Library Staff purchase of a $100 donation for a patio brick in memory of Jessie Kling and Jennifer and Justin Plassmeyer for a $200 donation.
VILLAGE. Pieper. None.
COUNTY. Vosen and Smith. The Library Directors presented the recommendations from the Washington County Library Study at the August 20, 2020 meeting. The 2021 budget will be the same as the 2020 budget. They requested $116,553 in capital funds be moved to meet library circulation needs. It must go to the attorney for approval. The ACT 420 payment was about the same as the previous payment equaling about $160,000.
SYSTEM. Nelson and Smith. The Monarch Library System Directors met on August 6 online. They also continue to meet online every Friday to discuss current topics regarding COVID impact on operations. Kimberly Young started and is doing well. Van delivery service will resume to 5 days per week starting September 1. The first billboard for the "Get Your Library Card' campaign is up in Washington County on Hwy 45.

DRAFT

PRESIDENT'S. Nelson. Smith indicated the Village has put all six-month reviews on hold due to the impact COVID has had on established performance goals. Administrator Kreklow will address at the Village Board meeting on September 24, 2020 and discuss performance competencies versus goals while addressing the COVID impact on village staff.
DIRECTOR'S. Smith. July statistics were provided. There was a -18.3% decrease in overall physical + electronic circulation in July and a -24.3% decrease year-to-date. Physical circulation continues to be impacted by COVID-19 pandemic and reduced hours. Digital circulation continues to increase. Germantown is experiencing percentages at or higher, in comparison to 2019, than other Grade 1 libraries in the Monarch Library System since opening at the end of May. The summer reading program using Beanstack ended August 22, 2020. Finalized participation numbers will be provided next month. Fall programming brochures will go out next week and focus on community book walks, virtual and grab/go options. All meetings and programs in the large community meeting room are on hold due to needed space for staff. Smith provided an update related to COVID services. Due to increased community COVID positive cases, capacity is reduced to 25%/43 people. Curbside pickup services and Library Express Bags continue to be popular and continue to be offered. An update to staff was sent on July 31 regarding Wisconsin Emergency Order #1 requiring residents to wear face coverings indoors. Smith provided a copy for the Board. Staffing changes include a few staff out with medical situations unrelated to COVID, filled the Tech Services position by Allison Wray, and interviewing for the Library Specialist position including consideration of temporary staff. The Welcome Desk will continue into the fall and staffing will be evaluated. Work continues with the virtual Library Memory Project and village book group. The Mystery Book Group is meeting via Zoom. Hoopla is in the final stages of implementation. As the need is identified, additional plexi-glass, stanchions and other PPE supplies are ordered. Lloyd is at the final stages of adding and replacing shelving in the library were needed. Most meetings continue to be held remotely.

UNFINISHED BUSINESS

FINES & FEES – Smith provided additional research requested by the Board last month. This included a summary and comparison of the fines and fees of surrounding communities and the impact on those libraries. She also provided an analysis of the financial impact of her recommendation on the library revenue with a summary of revenue by collection since 2017. She proposed dividing the $10,000 by thirds and reducing the following areas: Village, County Carryover and the Systems Technology Charge. Brady mentioned it would be ideal if new items could still have the fees but realizes this would be confusing for patrons and staff since that is a temporary status. Auto renewal was discussed and Smith indicated this our need to be a system wide implementation and is unlikely at this time. There was concern that when removing fines there is no incentive to 'renew' items. This impacts circulation statistics and funding. Smith indicated renewing items is still necessary to avoid falling into 'Lost' status after 60 days and getting billed. She will work on marketing the need to continue to renew items. MOTION (Vosen, Nelson): Move to approve Smith's recommendation to lower overdue fines for DVDs and Blu-rays to $.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. Motion carried (6-0).

2021 BUDGET UPDATE – Smith provided the updated budget from the Village with a summary of key points. A meeting was held August 21, 2020 between Smith, Nelson and Vosen to discuss the proposed budget. The budget is based on the assumption there will be a decrease in fine and fee revenue. The Washington County Budget has not been approved yet. Washington County Directors have proposed a change to base funding on the prior year (ex. 2019) and be paid in one or two installments rather than pay quarterly based on quarterly statistics which is a budget challenge. The Village reported that funds for 2021 staff increases are set aside for all Village staff at 1.3%. MOTION (Vosen, Kerpan): Approve the 2021 budget as presented. ROLL CALL VOTE: Trustee Vosen, aye; Trustee Potratz, aye; Trustee Brady, aye; Trustee Kerpan, aye; Trustee Pieper, aye; President Nelson, aye. Motion carried (6-0).

POTENTIAL CLOSURE OF LIBRARY ON TUESDAY, NOVEMBER 3 – MOTION (Nelson, Vosen): Move to close the library for business on Tuesday, November 3 if the library building is needed as a backup site for the presidential election. Motion carried (6-0).

WASHINGTON COUNTY JOINT LIBRARY STUDY – Smith provided a copy of the finalized draft Washington County Joint Library Study that was presented on August 20, 2020. The directors will be making several changes based on feedback from the Washington County Administrative Committee. A final report will then be distributed to the libraries, municipal and county boards and the Monarch Library System. Highlights in addition to the full report were included in the agenda packet. It was pointed out that only 1.26% of our service population are going outside Washington County for library services and this impacts 3.92% of the Washington County budget. This is primarily due to the geographic location. Therefore, it is important to make sure we are taking care of the 98% of our population that are not using libraries outside of the county. It was also pointed out that the cost per item has been increasing over the years which can be compared to a normal increase in the cost of business. Since the report is so extensive, it was recommended the directors create a summary with top key points for their presentation to Washington County. The directors plan to finalize next week.

NEW BUSINESS

DONATION BROCHURE – Deferred to future meeting.

ANNOUNCEMENTS
The next regular meeting of the Library Board will be Wednesday, September 23, 2020, at 6:00 p.m. at the Germantown Community Library.

Meeting adjourned at 7:34 p.m.

Respectfully submitted,
Connie Lloyd
Assistant Director
Germantown Community Library

DRAFT

FUND: GENERAL FUND

ACCOUNT NUMBER	DESCRIPTION	SEPTEMBER BUDGET	SEPTEMBER 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	607.00	96.4	207,541.00	119,195.18	42.5
10-551-510-1150	SALARIES COUNTY	12,460.67	1,396.03	88.8	149,528.00	86,835.78	41.9
10-551-510-1800	SALARIES-PART TIME	10,938.09	7,867.43	28.0	131,257.00	82,867.21	36.8
10-551-510-1810	SALARIES-LIBRARY BOARD	100.00	0.00	100.0	1,200.00	615.00	48.7
TOTAL SALARIES & WAGES		40,793.84	9,870.46	75.8	489,526.00	289,513.17	40.8
FRINGE BENEFITS							
10-551-520-2100	SOCIAL SECURITY	2,167.50	754.50	65.1	26,010.00	16,365.83	37.0
10-551-520-2110	SOCIAL SECURITY-COUNTY	953.25	0.00	100.0	11,439.00	6,536.14	42.8
10-551-520-2200	STATE RETIREMENT	1,117.75	314.26	71.8	13,413.00	8,171.48	39.0
10-551-520-2210	STATE RETIREMENT-COUNTY	958.59	0.00	100.0	11,503.00	7,668.66	33.3
10-551-520-2300	HEALTH INSURANCE	4,941.67	4,941.67	0.0	59,300.00	44,475.03	25.0
10-551-520-2400	DENTAL INSURANCE	376.25	376.25	0.0	4,515.00	3,386.25	25.0
10-551-520-2500	LIFE INSURANCE	75.84	98.46	(29.8)	910.00	627.75	31.0
10-551-520-2510	LIFE INSURANCE-COUNTY SYSTEM	27.50	0.00	100.0	330.00	220.00	33.3
TOTAL FRINGE BENEFITS		10,618.35	6,485.14	38.9	127,420.00	87,451.14	31.3
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	734.00	64.7	25,000.00	15,024.20	39.9
10-551-530-3200	OFFICE SUPPLIES	416.67	389.55	6.5	5,000.00	3,748.83	25.0
10-551-530-3400	POSTAGE	83.34	0.00	100.0	1,000.00	383.36	61.6
10-551-530-3410	POSTAGE-COUNTY	83.34	0.00	100.0	1,000.00	0.00	100.0
10-551-530-3600	BOOKS	3,333.34	6,786.19	(103.5)	40,000.00	38,772.77	3.0
10-551-530-3610	BOOKS-COUNTY	1,666.66	0.00	100.0	20,000.00	0.00	100.0
10-551-530-3620	BOOK PROCESSING	416.67	0.00	100.0	5,000.00	4,909.24	1.8
10-551-530-3625	BOOK PROCESSING-COUNTY	416.67	733.14	(75.9)	5,000.00	1,444.74	71.1
10-551-530-3630	PERIODICALS	333.34	971.78	(191.5)	4,000.00	1,633.93	59.1
10-551-530-3635	PERIODICALS-COUNTY	333.34	0.00	100.0	4,000.00	142.55	96.4
10-551-530-3640	AUDIO VISUAL	500.00	71.96	85.6	6,000.00	4,471.72	25.4
10-551-530-3645	AUDIO VISUAL-COUNTY	1,250.00	2,759.22	(120.7)	15,000.00	5,046.83	66.3
10-551-530-3660	COMPUTER SERVICE	1,166.67	1,789.19	(53.3)	14,000.00	7,914.24	43.4
10-551-530-3665	COMPUTER SERVICE - COUNTY	1,541.66	364.71	76.3	18,500.00	2,668.99	85.5
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	0.00	100.0	3,000.00	3,002.15	0.0
10-551-530-3821	PROGRAM SUPPLIES & EXP-COUNTY	1,666.66	1,331.02	20.1	20,000.00	18,070.67	9.6
10-551-530-3900	LIBRARY BOARD-OTHER EXPENSES	0.00	0.00	0.0	0.00	0.00	0.0
10-551-530-3950	OTHER SUPPLIES-CO.	0.00	0.00	0.0	0.00	0.00	0.0
10-551-530-5400	SYSTEM AUTOMATION	475.00	0.00	100.0	5,700.00	5,765.77	(1.1)

FUND: GENERAL FUND

ACCOUNT NUMBER	DESCRIPTION	SEPTEMBER BUDGET	SEPTEMBER ACTUAL	% VARI-ANCE	FISCAL YEAR BUDGET	FISCAL YEAR-TO-DATE ACTUAL	% VARI-ANCE
LIBRARY							
EXPENSES							
OPERATING SUPPLIES & EXPENSES							
10-551-530-5410	SYSTEM AUTOMATION-COUTY	1,500.00	0.00	100.0	18,000.00	16,109.99	10.5
10-551-530-7100	UTILITIES	5,833.34	5,916.10	(1.4)	70,000.00	42,241.14	39.6
10-551-530-7200	TELEPHONE	145.84	0.00	100.0	1,750.00	2,230.40	(27.4)
10-551-530-7250	OUTREACH - COUNTY SYSTEM	308.34	0.00	100.0	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	0.00	100.0	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	83.34	84.32	(1.1)	1,000.00	657.27	34.2
TOTAL OPERATING SUPPLIES & EXPENSES		25,204.22	21,931.18	12.9	302,450.00	185,780.54	38.5
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		76,616.41	38,286.78	50.0	919,396.00	562,744.85	38.7

FUND: CAPITAL PROJECTS FUND
ACTIVITY FOR FISCAL PERIOD 09

ACCOUNT #	DESCRIPTION	TYPE	DR/ CR	BALANCE 09/01/20	NET DEBITS	NET CREDITS	BALANCE 09/30/20	COMMENTS
40-100-110-3000	TEMP INVEST - POOL	A	D	5,516,814.85	0.00	1,023,669.40	4,493,145.45	
40-100-110-3030	TEMP INVEST-LIBRARY	A	D	7,540.32	0.00	0.00	7,540.32	
40-100-110-3160	TEMP INVEST - TD AMERITRADE	A	D	170,994.56	0.00	0.00	170,994.56	
40-100-110-3161	TEMP INVEST-LIBRARY AMERITRADE	A	D	878,062.76	0.00	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	125,923.00	0.00	0.00	125,923.00	
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	1,016.26	0.00	0.00	1,016.26	
40-100-130-3103	INT RCVBL - LIBRARY AMERITRAD	A	D	3,905.05	0.00	0.00	3,905.05	
40-100-130-9000	OTHER ACCOUNTS RECEIVABLE	A	D	0.00	0.00	0.00	0.00	
40-100-150-1000	DUE FROM/TO GENERAL FUND	I	D	-1,023,669.40	1,023,669.40	14,232.00	-14,232.00	
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	0.00	0.00	0.00	0.00	
40-200-210-1100	RETAINAGES PAYABLE	L	C	88,231.13	0.00	0.00	88,231.13	
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	125,923.00	0.00	0.00	125,923.00	
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	23,293.50	0.00	0.00	23,293.50	
40-480-481-1100	INTEREST ON INVESTMENTS	R	C	32,688.20	0.00	0.00	32,688.20	
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	130,000.00	0.00	0.00	130,000.00	
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	3,875,000.00	0.00	0.00	3,875,000.00	
40-490-491-1300	PREMIUM ON ISSUANCE	R	C	188,715.65	0.00	0.00	188,715.65	
40-490-492-1000	TRANSFER FROM GENERAL FUND	R	C	128,500.00	0.00	0.00	128,500.00	
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	

GERMANTOWN COMMUNITY LIBRARY

STATISTICAL REPORT

August 2020

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

TOTAL CIRCULATION

Physical	24,225
Electronic	4,392
TOTAL	**28,617**

PRINT CIRCULATION

Monarch System		**Libraried**	**Non-Libraried**	**Total**
Washington County				
Germantown (Village)		16,095		16,095
Others		270	6,426	6,696
Dodge		0	16	16
Ozaukee	A	692	27	719
Sheboygan	A	2	11	13
Outside System				
Milwaukee	A	110	0	110
Waukesha	A	421	115	536
Fond du Lac	A	0	2	2
Rest of WI		30		30
Outside of WI		8		8
GRAND TOTAL		**17,628**	**6,597**	**24,225**

ELECTRONIC CIRCULATION

OVERDRIVE	**3918**
(Includes e-Book, video and audio)	
RB DIGITAL	**465**
(Includes magazines, audio, video, and Transparent Language)	
GALE COURSES	**9**
HOOPLA (not available yet)	**0**
(Includes video, music, and audio)	
GRAND TOTAL	**4,392**

REGISTRATIONS

Resident (Village of Germantown)	43
Non-Resident	27
TOTAL	**70**

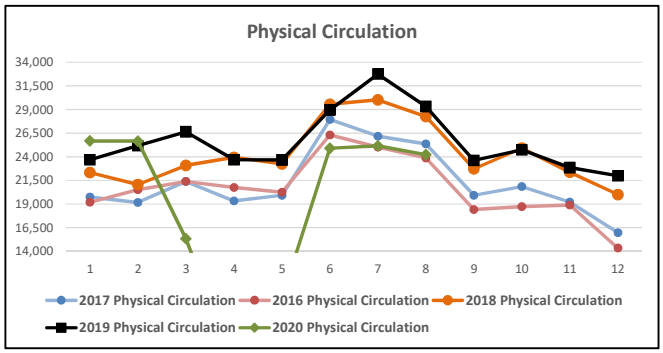
REVENUE

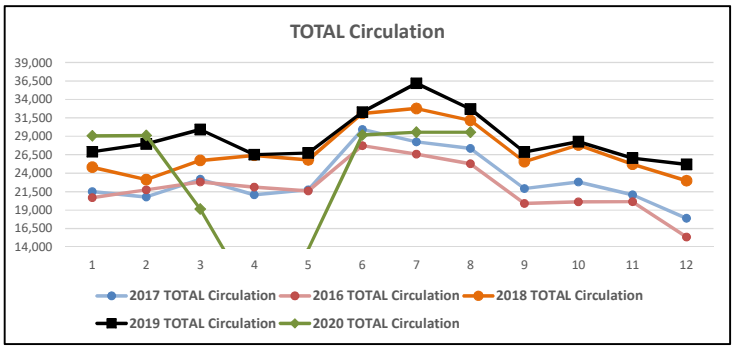
Fines	$	155.75
Copies	$	138.71
Replacement Cards	$	21.00
Lost/Damage Fees	$	127.00
Faxes	$	31.00
Meeting Room	$	-
TOTAL FINES & FEES	**$**	**473.46**

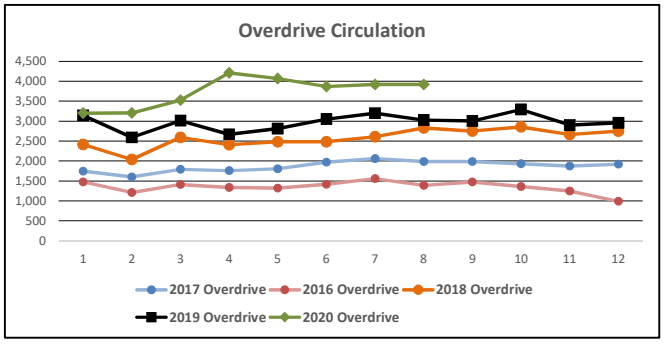
GCL Statistical Trends 2016-2020

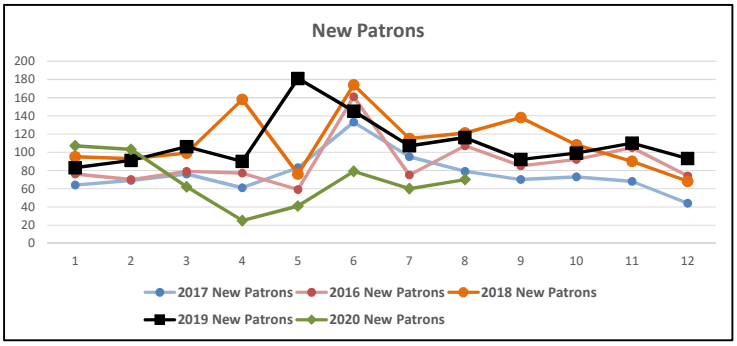
**COVID-19 Building closed 3/14 thru 5/20*

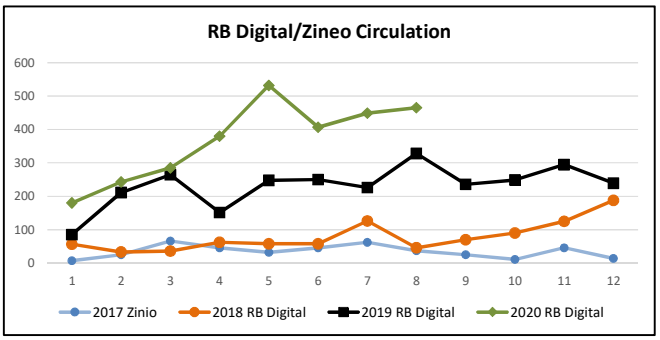
Stats	YTD	Jan	Feb	Mar*	Apr*	May	June	July	August	Sept	Oct	Nov	Dec
2020 New Patrons	547	107	103	62	25	41	79	60	70				
2020 Physical Circulation	152,069	25,676	25,668	15,340	2,018	9,076	24,899	25,167	24,225				
% over 2019	-28.9%	8.4%	2.0%	-42.4%	-91.5%	-61.7%	-14.0%	-23.2%	-17.4%				
2020 RB Digital	2,941	180	243	285	380	532	407	449	465				
2020 Overdrive	29,910	3,201	3,203	3,523	4,211	4,068	3,866	3,920	3,918				
2020 Hoopla		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				
2020 Gale Courses	108	12	8	13	18	12	25	11	9				
2020 TOTAL Circulation	184,920	29,057	29,114	19,148	6,609	13,676	29,172	29,547	29,547				
% over 2019	-10.5%	8.0%	4.1%	-36.0%	-75.1%	-48.8%	-9.6%	-18.3%	-9.6%				
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

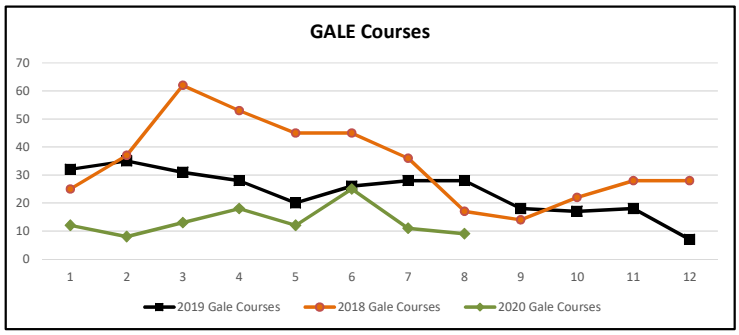












Director's Report: September 2020

MONARCH LIBRARY SYSTEM & STATE OF WISCONSIN

- The Monarch Library System Directors met on Thursday, September 10 (virtual).
- The "Get Your Library Card" campaign will be launched in September with the Bridges Library System is going well.
- Mark Hanson, the Monarch System Director, will be stepping down and there is an opening on the Monarch Board.

WASHINGTON COUNTY LIBRARIES

- The library directors presented the Washington County Library Study to the Washington County Administrative Committee on Thursday, September 17. Meetings also took place earlier in the week with the 5 municipal administrators and Washington County Executive and Clerk.
- The library budget was passed with a flat amount of $1.6 million.
- A special meeting will be held regarding approval of the 2021 budget and changes to the Washington County Library Services Board Contract.
- The directors will be meeting to regroup and plan services going forward.

DONATIONS/DEPOSITS

- Northshore Bank ($1,400)

STATISTICS

- **-12.6%** decrease in overall circulation (physical + electronic) in July and **-22.7%** decrease year-to-date. Lower numbers are due to the COVID-19 pandemic and will continue during this time.
- Germantown continues to see increases in digital circulation.

FALL PROGRAMMING (statistics reported at meeting)

- Our virtual summer reading program ended on Saturday, August 22.
- An Early Literacy Book Walk is being held at Kinderberg Park in September.
- This fall, the library is focusing on virtual and pick-up and Grab & Go programs. Virtual storytime started back up on Friday, September 18.
- Fall Programs
    - Virtual Programs:
        - Youth: Storytime Live
        - Teen/Adult: Tech Talks, Memory Cafe
    - At Home Kits (Registration Required):
        - Youth: Adventures in Art, STEM Club
        - Teen/Adult: Make It Crafts
    - Grab & Go Kits (additional activities also available during all opening hours)
        - Youth: Story Walk Activities, Recipe Club, Movie Night
        - Teen/Adult: Recipe Club, Movie Night

COVID RELATED UPDATES & SERVICES

- The library continues to rarely see over 25% capacity due to few programs, no early literacy area and a continue "in & out" model from the majority of our patrons while visiting the building. Days we are seeing over this number per hour include Saturdays and Monday mornings.
- 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.
- Staff are continuing to evaluate quarantine and direction after the state mask mandate ends.

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.
    - The library has hired a temporary position to fill the Welcome Desk and Circulation Desk. We are currently still hiring for a Library Specialist and Library Page II and looking at temporary positions to fill needs at the Welcome Desk.
    - Additional plexiglass has been installed at the Welcome Desk.
    - With our summer staff limited, youth & adult services staff are working to fill in at the Welcome Desk. The desk continues be very useful for kit pickup, masks and general questions. We also feel that it is dramatically reducing patrons in the general library building and at the service desks.
- Adult Services (Lynn Ratzmann)
    - An additional plexiglass barrier has been installed at the left of the Adult Reference Desk to minimize staff exposure to patrons due to COVID-19.
    - Staff is working on new Grab & Go kits for adults & teens for fall.
- Youth Services (Jackie Kolo)
    - Staff is working on new Grab & Go kits for adults & teens for fall.
    - An Early Literacy Book Walk is being held at Kinderberg Park in September.
- Circulation (Diane Long & Connie Lloyd)
    - The library went fine free for all children's and young adult material and reduced all DVD fines to $0.10/day on Monday, September 14. Feedback from patrons has been positive.
- Tech Services (Connie Lloyd)
    - Allison started as a Tech Services Assistant at the beginning of September.
- Technology/Statistics (Connie Lloyd)
    - Hoopla is in the finalize 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.
    - The library will be getting a new roof starting Monday, September 21. The front entrance will be unavailable for a few days and patrons will be using the small community room.

MAY DIRECTOR MEETINGS, CONTINUING EDUCATION & OUTREACH

- Sept 1 - Wash. Co. Directors
- Sept 3 - Wash. Co. Library Board President
- Sept 3 - Wash. Co. Outreach
- Sept 8 - Wash. Co. Directors
- Sept 9 - Northwest Now
- Sept 10 - Monarch Directors
- Sept 12 - Friends of the Library
- Sept 14 - Wash. Co. Directors & Administrators
- Sept 14 - Wash. Co. Directors & County Staff
- Sept 16 - Village Department Heads
- Sept 17 - Wash. Co. Directors

- Sept 17 - Wash. Co. Directors at Admin Committee
- Sept 21 - Village Board
- Sept 21-25 - Wash. Co. Library Board President
- Sept 21-25 - Wash. Co. Library Directors
- Sept 23 - Kiwanis
- Sept 23 - Library Board
- Sept 30 - Village Department Head

CHECKOUT OUT OUR FALL CHALLENGE ON BEANSTACK : SEPT 14 - NOV 7

GERMANTOWN COMMUNITY LIBRARY PROGRAMMING

SEPTEMBER - DECEMBER 2020

ALL KITS CAN BE PICKED UP AT THE WELCOME TABLE IN THE LOBBY OF THE LIBRARY.

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
HOURS	Building: 10am-7pm Phones: 9am-8pm	Building: 10am-7pm Phones: 9am-8pm	Building: 10am-7pm Phones: 9am-8pm	Building: 10am-7pm Phones: 9am-8pm	Building: 10am-3pm Phones: 9am-5pm	Building: 10am-3pm Phones: 9am-4pm
PROGRAMS FOR KIDS & FAMILIES	**STEM Club (at home)** *(ages 5+)* ***Registration required & opens 2 weeks before.*** *Item held for 7 days.* Sept 21 - Labyrinth Oct 5 - Bird Feeder Oct 19 - Balloon Rockets Nov 2 - Tangrams Nov 16 - Stick Bomb Nov 30 - Goop Dec 14 - Snowflake Crystals		 **Movie Night (at home)** *(all ages)* ***Kits includes a list of movies and related activities to do at home. Actual movie will NOT be shown.*** ***Limited Supply - first-come-first-serve*** Sept 2 - Back to School Sept 16 - Food Oct 7 - Romance Oct 21 - Halloween Nov 4 - Space Nov 18 - Thanksgiving Dec 2 - Animals Dec 16 - Christmas	**Adventures in Art (at home)** *(ages 5+)* ***Registration required & opens 2 weeks before.*** *Item held for 7 days.* Sept 17 - Coffee Filter Art Oct 15 - Halloween Gnomes Nov 19 - Tic Tac Toe Dec 17 - Origami Snowflakes	**Storytime Live** FRIDAYS AT 10:30 A.M. ON FACEBOOK LIVE SEPTEMBER 18 - DECEMBER 4 Available to view on Facebook & website for 30 days after premiere	
PROGRAMS FOR TEENS & ADULTS	**Make It Kits (at home)** *(geared for teens/adults)* ***Registration required & opens 2 weeks before.*** *Item held for 7 days.* Sept 14 - Art Journal Oct 12 - Upcycled Mummy Votives Nov 9 - Paper Drawing Tiles Dec 14 - Scrabble Tile Ornaments	**Tech Talks** *(geared for teens/adults)* Recording released @ 2pm via YouTube & website Sept 15 - Cyber Security Oct 20 - Cut the Cable Nov 17 - Hoopla Dec 15 - Novelist & Goodreads			**Recipe Club (at home)** *(all ages)* ***Kids kits contain most supplies needed to make a simple snack. Teens/adult kits contain one item listed below and 3-4 recipe ideas to make at home.*** ***Limited Supply - first-come-first-serve*** Sept 11 & 12 - Back-to-School Snacks (kids) or Granola & Recipes (teens/adult) Oct 2 & 3 - Caramel Apple Kit (kids) or Apples & Recipes (teens/adult) Oct 30 & 31 - Halloween Snacks (kids) or Pumpkin & Recipes (teens/adults) Dec 11 & 12 - Mini Gingerbread Kits (kids) or Candy Canes & Recipes (teens/adults)	

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

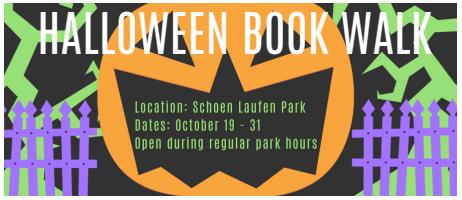
Grab & Go Kits are also available anytime the library is open for kids, teens & adults in the lobby.

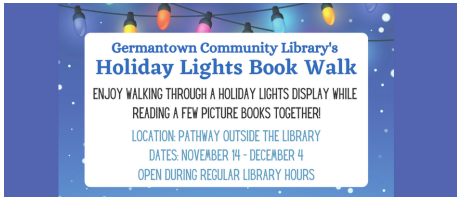
Germantown Community Library and
Germantown Park & Rec Presents

Fall 2020 Book Walks

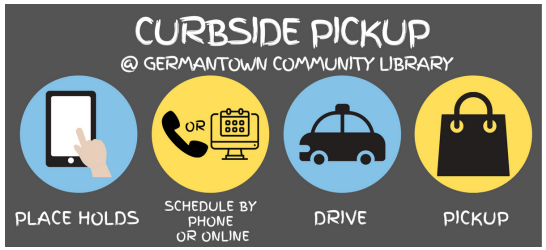
Discover. Play. Grow.

Activity kits available at the Welcome Desk during dates listed below.





Available Services



Curbside Pickup available by appointment at https://www.germantownlibrarywi.libcal.com/reserve/curbside or (262) 253-7760

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

Digital Material

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

- Lucky Day (no holds / wait lists!): https://wplc.overdrive.com/collection/1046004
- Kids Collection https://wplc.overdrive.com/library/kids

Watch for **hoopla** coming soon! TV shows, movies, comics, ebooks, audiobooks, music & more!

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

Online Resources

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

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

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

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

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

Library Services Fall 2020

GERMANTOWN COMMUNITY LIBRARY

Learn. Share. Grow.

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

CURRENT LIBRARY HOURS
Mon-Thurs: 10am - 7pm
Fri-Sat: 10am - 3pm

Stay Connected

Watch for updated services & programs:

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

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

NEW THIS FALL

AT THE GERMANTOWN COMMUNITY LIBRARY

FINE FREE FREQUENTLY ASKED QUESTIONS

Starting Monday, September 14, 2020, the Germantown Community Library will be lowering all overdue fines for adult material to $0.10 per item per day and eliminating all overdue fines on children's and young adult material. Below you will find information about this new policy and how it affects you.

What is the fine if I do not return library items on the due date?

All overdue fines for adult items (books, audiobooks, magazines, DVDs, etc.) are $0.10 per item per day. There are no longer any overdue fines for youth material (including children and young adult).

How is this different from the previous amount of overdue fines?

Prior to September 14, 2020, all DVDs & Blu-Rays were $0.50 per item. All other children, young adult and adult material including books, audiobooks, magazines and CDs were $0.10 per item.

Does this mean that I no longer have to pay <u>any</u> fines at the library?

No, overdue fines on adult material as well as fees for any lost or damaged items will still occur. If any item is over 60 days overdue, you will receive a final notice/bill and you will be charged for the cost of that item. The library will also continue to charge fees for services such as printing, copying, faxing, library card replacement and meeting room rental for profit groups or businesses.

Do I still need to return items to the library?

Yes! You are still responsible for returning any item (children, young adult or adult) back to the library. We want to ensure that all community members have access to the items in our library.

Do I still need to renew items if I would like to keep them for a longer time?

Yes! Please still renew items if you are not able to return them on the due date. Even if they are youth items, we would appreciate if you renew them through your library account. This helps the library keep track of where items are and helps other people have a better idea of when they can expect items to be returned back to the library.

The library also receives about 1/3 of its funding based on the number of checked out and renewed items each year. Renewing items if you need to keep them past the due date helps the library stay funded so that we can continue to provide the community with material, programs and other services.

Do I still need to pay overdue fines on items from other libraries?

You will not be charged for youth items checked out at the Germantown library that were placed on hold from other libraries and checked out at Germantown. You may need pay overdue fines if you go to another library to check out items. Each library has their own fine & fee policy.

Germantown Community Library
N112 W16957 Mequon Rd
(262) 253-7760 www.germantownlibrarywi.org

What happens if I don't return items to the library?

You will receive a reminder notice after the item is 7, 14 & 28 days overdue. After the item is 60 days overdue, you will receive a final notice/bill and we will charge your library account for the cost of that item. Your library card will be blocked if this amount is over $5 and you will not be able to check out any additional items. The library may also send your account to collections if the item is not paid for after 74 days.

Where can I find out when my library items are due?

You can log into your account at https://www.monarchcatalog.org. Go to "My Account." Under "Barcode," enter your 16-digit library card number. Under "Password/Pin," enter your pin number. This is usually the last 4 digits of the phone number that you used to sign up for you library card. Click on "Log In."

You can also check when your items are due through the Monarch2Go app or by calling the library at (262) 253-7760 (press 2 for the Circulation Desk).

How can I renew my library items?

Once you are logged into your library account, select the items that you want to renew. Scroll down and click on "Renew Selected Items." You can also click on "Renew All Items" if you want to renew all of the items that are checked out on your account. Items may not renew if another person has a hold on that item or if you have already renewed the item 2 times.

You can also renew your items through the Monarch2Go app or by calling the library at (262) 253-7760 (press 2 for the Circulation Desk).

Do I still need to pay my overdue fines that occurred prior to September 14, 2020?

Yes! Previous fines will still be on your library account. Due to COVID-19, no overdue fines were charged from March through August of 2020.

Why lower the overdue fines to $0.10 on all adult material?

When the current fine structure was set decades ago, DVDs were a very small collection in the library and were in high demand. They were often more expensive to purchase and the fine structure was more in line with video rental services in the area. This is no longer the case and the reasoning to have a higher overdue fine for DVDs and Blu-Rays is not relevant. A number of neighboring libraries have also made overdue fines consistent on all material.

Why eliminate overdue fines on children's and young adult material?

The mission of the Germantown Community Library is to provide our community with access to material, services and information regardless of their income level. Strong libraries build strong communities. The community is stronger when all residents have equal access to information. Charging overdue fines can be seen as a barrier to access for these services. Youth items are not typically as high in-demand as adult DVDs or books. Studies have also shown that small fines have little or no impact on return rates. Eliminating fines for youth material is especially important when providing the children and families of our community with library material and resources. We hope eliminating overdue fines for youth material will encourage prior users to come back to the library.

Germantown Community Library
N112 W16957 Mequon Rd
(262) 253-7760 www.germantownlibrarywi.org

Why not eliminate overdue fines on all library material?

Good question! Currently, new adult items (especially DVDs and fiction) have a high number of other people on the hold list waiting for that item. This is something we may look at in the future.

If there are no overdue fines on children's and young adult material won't people just keep the items forever?

If an item is not returned on time, the person will receive a reminder notice after the item is 7, 14 & 28 days overdue. After the item is 60 days overdue, they will receive a final notice/bill and we will charge their library account for the cost of that item. Their library card will also be blocked if this amount if over $5 and they will not be able to check out any additional items.

Who made the decision to lower and eliminate overdue fines?

This decision was recommended by the Library Director to the Germantown Community Library Board on Wednesday, August 26, 2020 based on current practices and data. The Library Board voted unanimously to lower all overdue fines to $0.10 per day per item and eliminate overdue fines for all youth items.

Have other libraries eliminated fines?

Each library is different and has their own fines & fee policy. A number of libraries throughout the nation and Wisconsin have gone fine free or are looking to do so. Many libraries in the area charge overdue fines, but about 1/4 of the libraries in Washington County and adjacent counties (Dodge, Milwaukee, Ozaukee,Sheboygan and Waukesha) are completely fine free. A little less than 1/2 of these libraries are fine free for youth material and/or have lowered the overdue fine rates on DVDs and Blu-Rays.

Isn't the library funded by overdue fines? How will lowering and eliminating overdue fines affect library services?

The library is primarily funded by taxes - both from residents in the Village of Germantown and in areas in Washington County that do not have a library (such as Jackson and Richfield). Overdue fines make up only about 1% of the annual budget and this change will have very little impact on library material, programs and services. In comparison to overdue fines, other sources of reimbursement that make up about 1/3 of the annual budget equal between $2.33 and $3.50 per item that is checked out.

I see paying overdue fines as a donation to the library. Can I still donate money to the library?

Yes! We have a change jar available at the Circulation Desk. We can also accept checks made out to the Germantown Community Library Board.

Who can I contact if I have additional questions about this decision?

The following individuals are available if you have additional questions about any of the information listed above:

Diane Long, Circulation Manager
dlong@germantownlibrarywi.org
(262) 253-7760 (ext. 2017)

Trisha Smith, Library Director
smithp@germantownlibrarywi.org
(262) 253-7760 (ext. 2005)

Joyce Nelson, Library Board President
jnelson@germantownlibrarywi.org

10 Facts About Library Service in Washington County

Compiled from the Washington County Public Library Study by the Washington County Library Directors (Aug 2020)

1. Wisconsin provides library services for all.

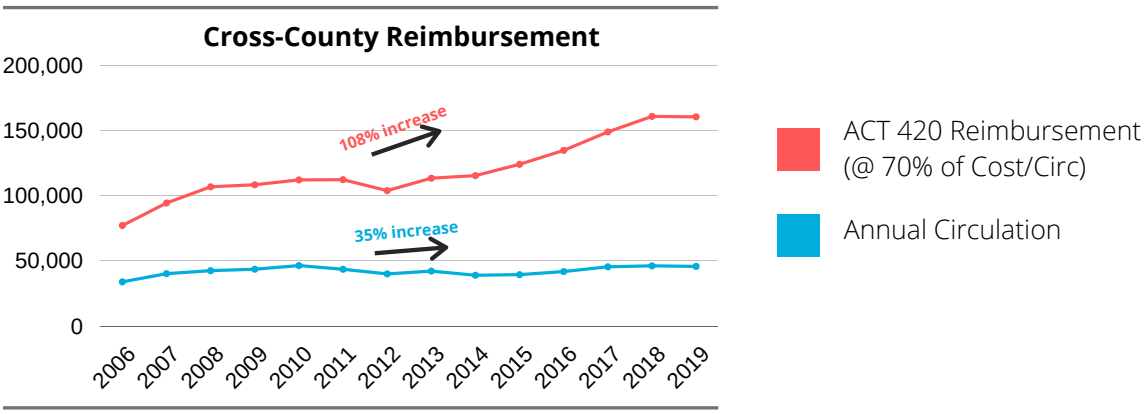
Since 1872, Wisconsin has been committed to providing tax supported public library service for all residents. Taxes for Washington County residents that live in a municipality with a library go directly to that library. Taxes for residents without a library are distributed to libraries in Washington County by circulation (number of items checked out).

2. ACT 420 works & saves money.

For residents that use a library outside of Washington County, Cross-County reimbursement (ACT 420) is requested from that library at 70% of the cost per circulation. This cost efficient option at a 30% discount allows Washington County residents access to libraries - especially those that do not live near a Washington County library - and is much less expensive than other options.

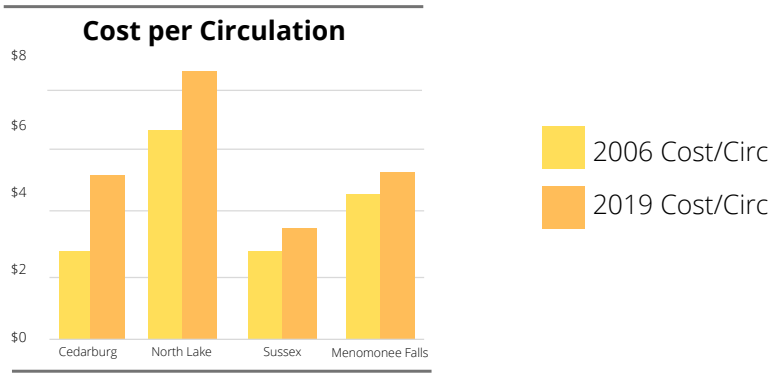
3. Cross-County circulation remains steady.

Since ACT 420 started in 2006, the amount of items checked out by Washington County residents at libraries outside of the county remains fairly steady. There has been an overall increase of 35%, but the number of items checked out in 2019 at 45,790 is less than the year 2010 at 46,442.



4. Adjacent county library operating costs have increased.

Since 2006, Cross-County reimbursement has increased 108% from $77,199 in 2006 to $160,640 in 2019. While there have been some increases in circulation, this is largely to do the increase in the cost of operating a library.

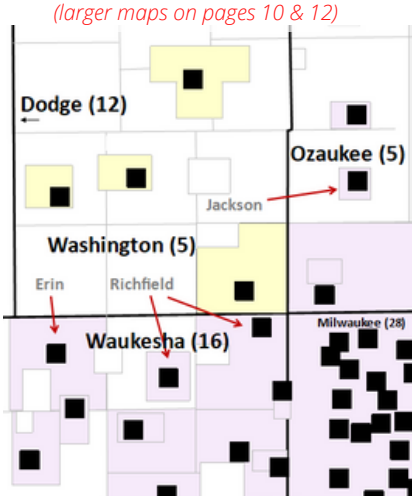


5. Washington County is underdeveloped.

With 5 public libraries serving just over 136,000 residents, Washington County is underdeveloped compared to adjacent counties. This is also the case when looking at shopping, dining and entertainment options. The county has large municipalities where there are no libraries and this is where the majority of Cross-County use is coming from. Library card data shows 98.74% of residents use libraries in Washington County, while 1.26% use libraries outside of the county.

Libraries by County

(larger maps on pages 10 & 12)



Libraried Municipalities (Washington County)

Libraried Municipalities (Adjacent Counties)

Non-Libraried Municipalities

Library

Majority of Cross-County Funding Requested for Circulation

6. Location is important

Llibrary location is extremely important for residents. When surveying 2,337 residents, 84.55% selected location when asked what factors determine why they visit a library in Washington County. When taking out those that do not visit a library outside the county, 43.88% selected location when asked why they use a library outside of the county.

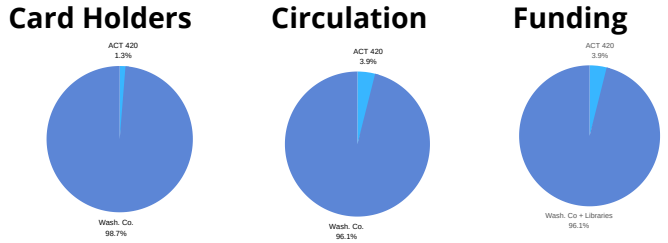
7. Joint Libraries do not distribute funding by usage.

Joint Libraries in Washington County will create funding imbalances between libraries and would not be funded by circulation like the current model. The county has many large areas that would be difficult to assign such as Erin, Richfield and Jackson where residents use multiple libraries.

8. Other options cost more.

When researching options to provide library service in Washington County, the solutions would cost significantly more for county tax payers compared to the current rate of $160,000. Libraries have to maintain standards. At about $50,000 each, this would not even cover adequate staffing for three additional libraries in Erin, Richfield and Jackson let alone the cost of a building and annual expenses.

2019 Cross-County Usage vs. Funding



CROSS-COUNTY CARD HOLDERS	CROSS-COUNTY CIRCULATION	CROSS-COUNTY FUNDING
1.26%	**3.93%**	**3.92%**
(1,718 residents)	(45,790 items)	($160,640)

9. Funding follows access.

The approximately $160,000 of cross-county reimbursement accounts for only 1.26% of card holders, 3.93% of circulation and 3.92% of total library funding in Washington County. Cross-County reimbursement works and provides all Washington County residents equitable access to library service - both in and outside of the county borders.

10. Washington County libraries serve 98.74% of citizens.

Washington County libraries are effectively serving 98.74% of Washington County residents. The material, programming, online services and access that the five libraries in the county provide is working for the vast majority of our residents. The remaining 1.26% of residents typically live in areas that border other county lines and are served by Cross-County reimbursement.

Washington County Library Services Recommendations

Compiled from the Washington County Public Library Study by the Washington County Library Directors (Aug 2020)

1. Transition the administrative workload of Cross-County library fees.

The Washington County Library Directors recommend transitioning the administrative workload of cross-county library fee distribution to the Monarch Library System. This includes duties from the Washington County Clerk's office and the Resource Library through the West Bend Library for payments to each library, verifying data, annual reports and sending fees. Transitioning the workload would save both county staff and Washington County tax payers money. As a member of the Monarch Library System, this is a service provided to counties at no charge.

2. Move to an annual payment structure.

The Washington County Library Directors recommend to move circulation reimbursement 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 using the last complete year of circulation. This will allow each library to budget their funding based on actual service. Like the cross-county library fee distribution, these payments could also be handled by the Monarch Library System.

3. Capital offset payments are absorbed.

The Washington County Library Directors recommend that the current capital offset payments are absorbed into the circulation line starting in 2021 and removed from the library contract going forward. With the exception of Kewaskum, all the libraries in the county have facilities that have been updated in the last 20 years. Many of the libraries have a large sum of funding that is difficult for the municipalities to match. This change would allow libraries to use the funding to meet the operational needs of their communities.

4. Cross-County payments continue.

The Washington County Library Directors recommend that cross-county (ACT 420) payments be made under the current law Wisconsin Statute 43.12. This model is less expensive for county residents that do not have a library than it is to build additional libraries or provide alternative access. ACT 420 allows libraries to only be reimbursed for the services that residents use at a 30% discount while providing all residents access to library services.

5. Washington County Library Committee

The Washington County library directors recommend that 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. There is work to be done to bring the contract up-to-date to better align with current library operations and services.

Cross-County Payments Benefit Washington County Libraries & Residents!

Sharing library services through cross-county cooperation...

...distributes funding and **saves tax payers money...**

...while providing **all** Washington County residents **access to vital services.**

Washington County Reimbursement for Library Services

The amount of funding requested for the 45,790 items checked out at adjacent county libraries was $160,640 in 2019. This amounts to:

- **1.26%** of Washington County residents that have a library card at a library in an adjacent county
- **3.93%** of circulation - when combining items checked out at libraries in Washington County with those checked out from Washington County residents at libraries in adjacent counties
- **3.92%** of the total library funding in Washington County amounting to $4,1098,162 from all 20 municipalities in the county

98.74% of Washington County residents use libraries in the county, while the remaining live in areas where it is closer and/or more convenient to use a library outside of the county.

Wisconsin State Statute 43.12 allows allows Washington County to reimburse adjacent county libraries at a **30% discount** based on actual usage. This is a much lower rate in comparison to building new libraries in non-libraried municipalities, funding annual cost or offering other service options.

Cross-County reimbursement works and provides all Washington County residents equitable access to library service - both in and outside of the county borders.

Compiled from the Washington County Public Library Study by the Washington County Library Directors (Aug 2020)
All numbers based on the most recent Library Services Data from the Wisconsin Department of Public Instruction (2019).

Washington County Library Services Study Final Report

August 2020

West Bend Community Memorial Library

630 Poplar St. West Bend, WI 53095
262-335-5151
www.westbendlibrary.org

Jack Russell Memorial Library

100 Park Ave. Hartford, WI 53027
262-673-8240
www.hartfordlibrary.org

Kewaskum Public Library

206 First Street Kewaskum, WI 53040
262-626-4312
www.kewaskum.lib.wi.us

Germantown Community Library

N112W16957 Mequon Rd. Germantown, WI 53022
262-253-7760
www.gemantownlibrarywi.org

Infinite Possibilities @ Your Washington County Libraries

"Transforming Library Service"
Monarch
LIBRARY SYSTEM

Slinger Community Library

220 Slinger Rd. Slinger, WI 53086
262-644-6171
www.slingerlibrary.org

From September 2019 - August 2020, library access and services to citizens living in the 15 non-libraried municipalities was studied. Research and data collection was completed through a collaborative effort by the five municipal Library Directors. Countless hours have been spent thoroughly reviewing library services to the approximately 136,000 people who call Washington County home.

Germantown Community Library - Trisha Smith
Jack Russell Memorial Library (Hartford) - Jennifer Einwalter
Kewaskum Public Library - Lori Kreis
Slinger Community Library - Leslie Schultz
West Bend Community Memorial Library - Amy Salminen

August 31, 2020

Introduction

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 access. 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 from Washington County

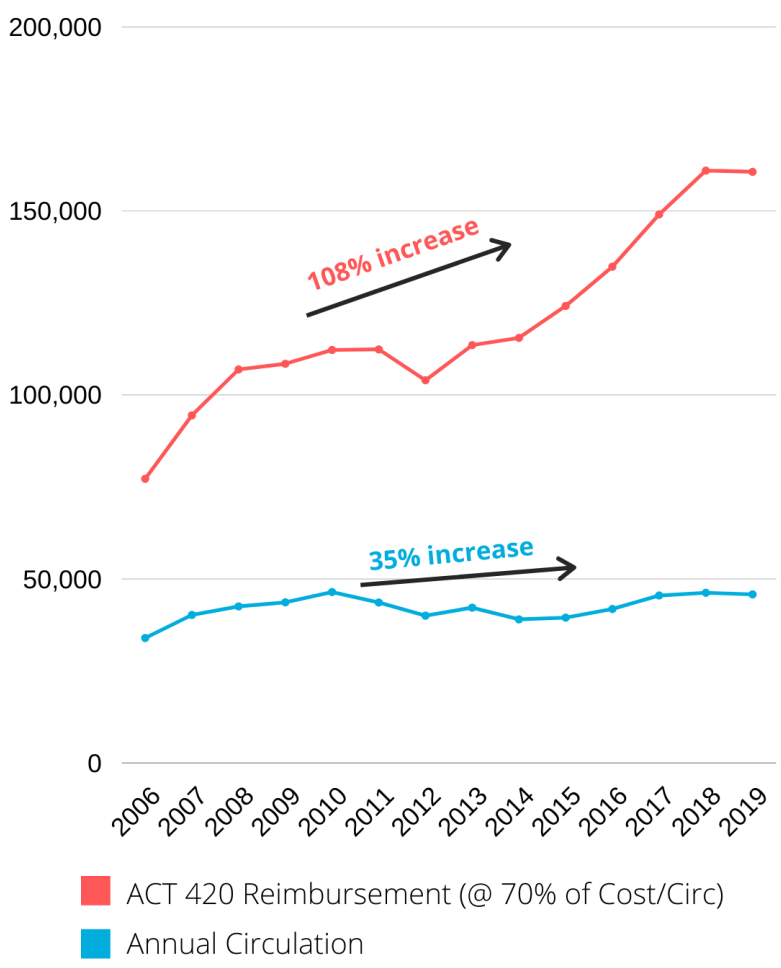
(Request in 2008 - 2021 for 2006 - 2019 Data)

YEAR	PAID IN	CIRCULATION	COST (@ 70%)
2006	2008	33,933	$77,199
2007	2009	40,222	$94,462
2008	2010	42,536	$106,936
2009	2011	43,632	$108,485
2010	2012	46,441	$112,220
2011	2013	43,595	$112,387
2012	2014	40,034	$103,983
2013	2015	42,197	$113,536
2014	2016	39,014	$115,513
2015	2017	39,481	$124,202
2016	2018	41,846	$134,878
2017	2019	45,491	$149,053
2018	2020	46,240	$160,984
2019	2021	45,790	$160,643

REIMBURSEMENT COST:
$77,199 (2006) to $160,643 (2019)
= **108% increase**

CIRCULATION:
33,933 (2006) to 45,790 (2019)
= **35% increase**

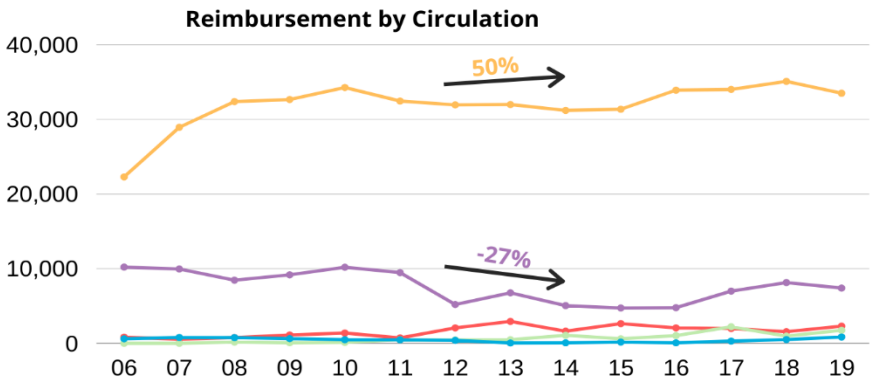
WHY THE DIFFERENCE IN AMOUNT?
Some increases in circulation, but higher increases in cost/circulation of each library
= Library service costs more than it did 13 years ago



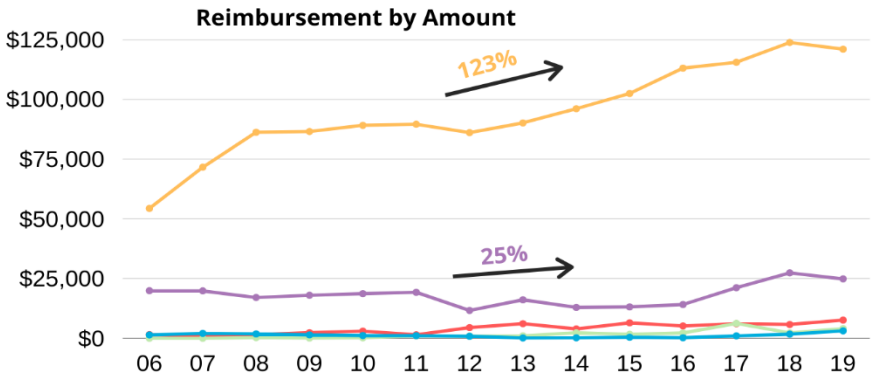
Inter-County Library Request for Reimbursement by County

(2006 - 2019 Data)

	2006	2019	% INCREASE
Waukesha	22,299	33,502	50%
Ozaukee	10,204	7,402	-27%
Dodge	823	2,293	179%
Fond du Lac	0	1,750	174900%
Sheboygan	607	843	39%



	2006	2019	% INCREASE
Waukesha	$54,382	$121,053	123%
Ozaukee	$19,914	$24,852	25%
Dodge	$1,509	$7,598	404%
Fond du Lac	$0	$4,028	402700%
Sheboygan	$1,393	$3,112	123%

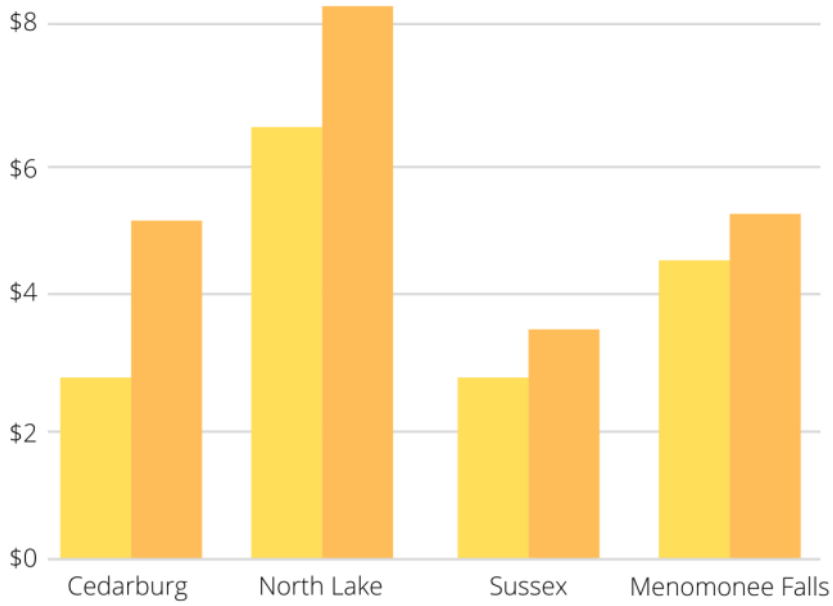


The chart below illustrates the increase in cost per circulation comparing 2006 to 2019.

Cost per Circulation for Select Adjacent and Washington County Libraries

(2006 - 2019 Data)

	2006	2019	% INCREASE
Cederburg	$2.74	$5.12	87%
North Lake	$6.30	$8.14	29%
Sussex	$2.80	$3.43	23%
Menomonee Falls	$4.40	$5.11	16%
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%
Ozaukee County	**$2.87**	**$4.28**	**49%**
Waukesha County	**$3.19**	**$4.15**	**30%**
Washington County	**$2.79**	**$3.52**	**26%**
State Average	**$3.53**	**$5.30**	**50%**



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 conversations 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. *Please see Appendix H for an explanation as to how this number is calculated.*

Washington County Contract

To understand how library services started in Washington County, we have go back 39 years starting with the 1980 Census. The official Census from this year reported there were 84,848 people living in Washington County. Five municipalities were supporting and providing citizens with access to public libraries, the Village of Germantown, the City of Hartford, the Village of Kewaskum, the Village of Slinger and the City of West Bend. At the time of the Census, 51% of the population were living in a municipality with a public library and 49% were not.

Municipality Name	Total Population 1980 Census	Total percentage of County Population	Total Population 2019 est.	Total percentage of County Population	Percentage of growth between 1980 and 2019
Germantown, Village	10,729	13%	20,116	15%	87%
Hartford, City	7,159	8%	15,445	12%	116%
Kewaskum, Village	2,394	3%	4,264	3%	78%
Slinger, Village	1,612	2%	5,565	4%	245%
West Bend, City	21,484	25%	31,563	24%	47%
Rest of Washington County	41,470	49%	54,934	42%	32%
Total population	84,848		131,887		55%

This chart illustrates the population growth from 1980 through 2019. Source: census.gov .

In 1982, a statewide analysis showed that of the 354 public libraries in Wisconsin, 25 were not participating in a Library System, including Washington County.

Between 1982 and 1985, a County-Wide Library Committee was established by the County with citizen members from unserved areas and municipal library representatives. In October 1985, Resolution no.51-85-86 was approved by the County Board of Supervisors by a vote of 26-1 (3 absent) to place the following question on the November election ballot. "**Do you favor creation of a county-wide public library system?"** The results of the election showed 6,600 people were in favor of the referendum, while 2,863 were not.

The timeline below is intended to provide a broad overview of how the library service was formed and funded over the next thirty-four years

- April 21, 1986 - Washington County Administrative Committee approved introducing a resolution to the County Board asking for the County-Wide Library Planning Committee to be reactivated to do a study of the cost of a county wide library system plan. This motion was passed unanimously.

- May of 1986 - County Board of Supervisors unanimously approved the resolution to bring the library planning committee back and include $180,000 in the 1987 budget for library services.

- July of 1986 – Unanimous approval granted for Washington County to join Mid-Wisconsin Federated Library System (MWFLS) on January 1, 1987. Work starts on Washington County Library Services Contract.

- December 1986 – Five municipal libraries approve Washington County Library Services Contract and agree to join MWFLS in 1987.

- January 1, 1987 - Washington County joins MWFLS, the second to last county to join a library system, with Florence County being the very last in 1990.

- September 12, 1989 – County Library Contract was amended to include Appendix A. The municipalities requested a three year contract for the years 1990-1992. Resolution 32-89-90 was approved by the County Board of Supervisors 27 ayes, two no's and one absent member.

- 1997 - The legislature finished work on a formula to bring internal county reimbursement to aid local municipal libraries with the cost to provide library access to residents in non-served areas. This is known as ACT 150 and was passed in 1997 to take effect in 1998.

  ACT 150 aligned all county library services in the State of Wisconsin to provide at least 70% reimbursement for services provided to residents inside county borders. Former Governor Tommy Thompson signed SB269 which became law as 1997 ACT 150. Please see: https://dpi.wi.gov/pld/legislation-funding/county-library.

- June of 1998 - County Board of Supervisors amended the Washington County Contract to comply with ACT 150 and approved a 90% reimbursement rate to the five municipal libraries. While all of the these changes took place with internal county library funding, there were still pockets of communities sitting on Washington County borders requesting and accessing library services at the Town Hall and Sussex Public Libraries. The Menomonee Falls Library closed its doors to all Washington County residents in 1992, whether they lived in a community with a library or not.

- July of 2000 - Former Waukesha System Director, Tom Hennen, made a funding request from Washington County to reimburse libraries in Waukesha County for access being provided to Washington County Residents. His $40,000 request was denied.

- 2005 – Legislation proposed to extend county library funding requirements to adjacent counties. Governor Jim Doyle signed SB272 which became law as 2005 ACT 420. Reimbursement started in 2007 using 2005 data. Menomonee Falls Public Library opens it's doors to Washington County Residents without municipal libraries.

- 2007 – ACT 420 goes into effect.

- September 12, 2007 - Washington County tried to get ACT 420 repealed due to the cost. 2007 Resolution 29 supporting to repeal or amend 2005 Wisconsin ACT 420 passed with 26 ayes, one no and three were absent. The resolution was sent to the Wisconsin Counties Association.

- 2006 – 2011 - Washington County Public Libraries worked hard to advertise services provided locally and educate local residents about staying within the county for library access. The County Library Board was actively engaged in conversations to find ways to spread the word to residents about public library access where they live.

- 2012 & 2013 - County Library Board denied payment requests due to the requests arriving after the deadline and/or circulation statistics not being able to be verified or reported incorrectly. As a result of this, in 2012 Mequon Library closed their doors to all Washington County Residents until 2018 when the Monarch Library System was formed.

- August 2013 - For a number of years, the county library levy utilized non-lapsing funds to offset ACT 420 increases. In 2013 all non-lapsing funds were utilized to make up for part of the 2% reduction in the library levy from then County Administrator Doug Johnson.

- August of 2017 - County Board of Supervisors voted to send a resolution to the Counties Association to express support to create one statewide library system. The perception was that by changing the library system configuration in the state, this would repeal ACT 420. However, Library Systems and ACT 420 are two separate issues.

- August 2019 – ACT 420 requests reach $160,000. Washington County Staff propose forming Joint Libraries in the County as a way to mitigate cross county payments.

- September 2019 – Washington County Library Directors granted permission to study County wide library services and report back in May 2020. COVID-19 hits, delaying the report.

When looking at the 2020 Washington County budget, the equalized value for the County has seen increases since the 2014 levy year even though the mill rate trended down. Starting with the same year, the Library levy amount has remained flat and decreased the library tax rate through 2019. Standardizing the rate and allowing for growth in the funding would help to stabilize the contract.

TAX RATE & EQUALIZED VALUE SUMMARY

			COUNTY TAX		COUNTY BRIDGE AID TAX		LIBRARY SERVICES	
BUDGET YEAR	LEVY YEAR	EQUALIZED VALUE	LEVY AMOUNT	MILL RATE	LEVY AMOUNT	BRIDGE AID TAX RATE	LEVY AMOUNT	LIBRARY TAX RATE
2020	2019	15,802,887,000	36,236,559	2.2930	100,000	0.0185	1,642,617	0.2056
2019	2018	14,857,327,200	35,553,566	2.3930	100,000	0.0193	1,642,617	0.2164
2018	2017	14,192,751,000	35,341,777	2.4901	100,000	0.0201	1,642,617	0.2265
2017	2016	13,477,083,300	34,738,233	2.5776	0	0.0000	1,642,617	0.2396
2016	2015	12,888,367,800	33,534,316	2.6019	0	0.0000	1,642,617	0.2467
2015	2014	12,550,082,400	33,784,316	2.6920	0	0.0000	1,642,617	0.2567
2014	2013	12,156,751,200	34,807,091	2.8632	0	0.0000	1,631,917	0.2632
2013	2012	12,417,786,550	35,751,216	2.8790	0	0.0000	1,631,917	0.2522
2012	2011	12,867,455,950	36,760,851	2.8569	0	0.0000	1,631,917	0.2429
2011	2010	13,062,061,350	37,327,982	2.8577	25,000	0.0053	1,631,917	0.2408

Source: https://www.co.washington.wi.us/uploads/docs/final-budget-book-2020web.pdf

Monarch Library System Services

Monarch Library System works with 32 member libraries in Dodge, Ozaukee, Sheboygan, and Washington counties to help make them more effective as they provide services to their customers. Monarch promotes resource sharing, provides a delivery service to help libraries share materials, helps provide leadership in areas of automation and telecommunication, helps manage the Monarch Catalog, and helps provide consulting services and quality continuing education programs. Monarch also brings bookmobile service to areas in Ozaukee and Sheboygan counties without a local public library.

Monarch Library System formed in January 2017 as the result of a merger between Eastern Shores Library System (Ozaukee and Sheboygan counties) and Mid-Wisconsin Federated Library System (Dodge and Washington counties). They strive to provide a variety of services (described below) to member libraries and are continuously seeking opportunities to maximize resources, leverage buying power, and share costs.

Services Provided to Members include but are not limited to:

County Library Planning and County Funding Administration	*E-Content Management and Support*
Online, Instructor-Led "Gale Courses" Classes	*Interlibrary Loan and Delivery Service*
Marketing	*Continuing Education*
Inclusive Services	*Youth Services*
Reference Services	*Internet and Email*
Cooperative Purchasing	*Database Management Services*

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 including comment.*

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 communities without public libraries in Washington County. When taking out those that do not visit a library outside the county, 43.88% selected location as the reason why they visit a library outside of the county.

Location is not a factor that is as easily remedied by the five Washington County Libraries as other choices such as program offerings or hours open. This is a mobile world where people have numerous options to shop, dine out and participate in 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 stopping 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.

Question 1

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

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		

Question 2

Do you visit a public library?

Answered: 2,337 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	96.28%	2,250
No	3.85%	90
Total Respondents: 2,337		

Question 3

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

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 Libary		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)	Responses	5.43%	127
Total Respondents: 2,337			

Noteworthy comments:

- Would like a library in Jackson
- I don't visit a public library in Washington County.
- I am not allowed to check out materials from Menomonee Falls, but would like too
- I don't visit one because there isn't one in Richfield

Question 4

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

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)	Responses	8.77%	205

Noteworthy comments:

- I don't use any Washington County libraries due to their location vs. where I live and work.
- It varies, sometimes it is because of the hours, but it can also be because of services offered.
- Do NOT visit libraries in Washington county, we live near Q and 164, so location is the factor.
- 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.
- We only use Cedarburg Library. It's closest to where we regularly travel.
- 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.

Question 5

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

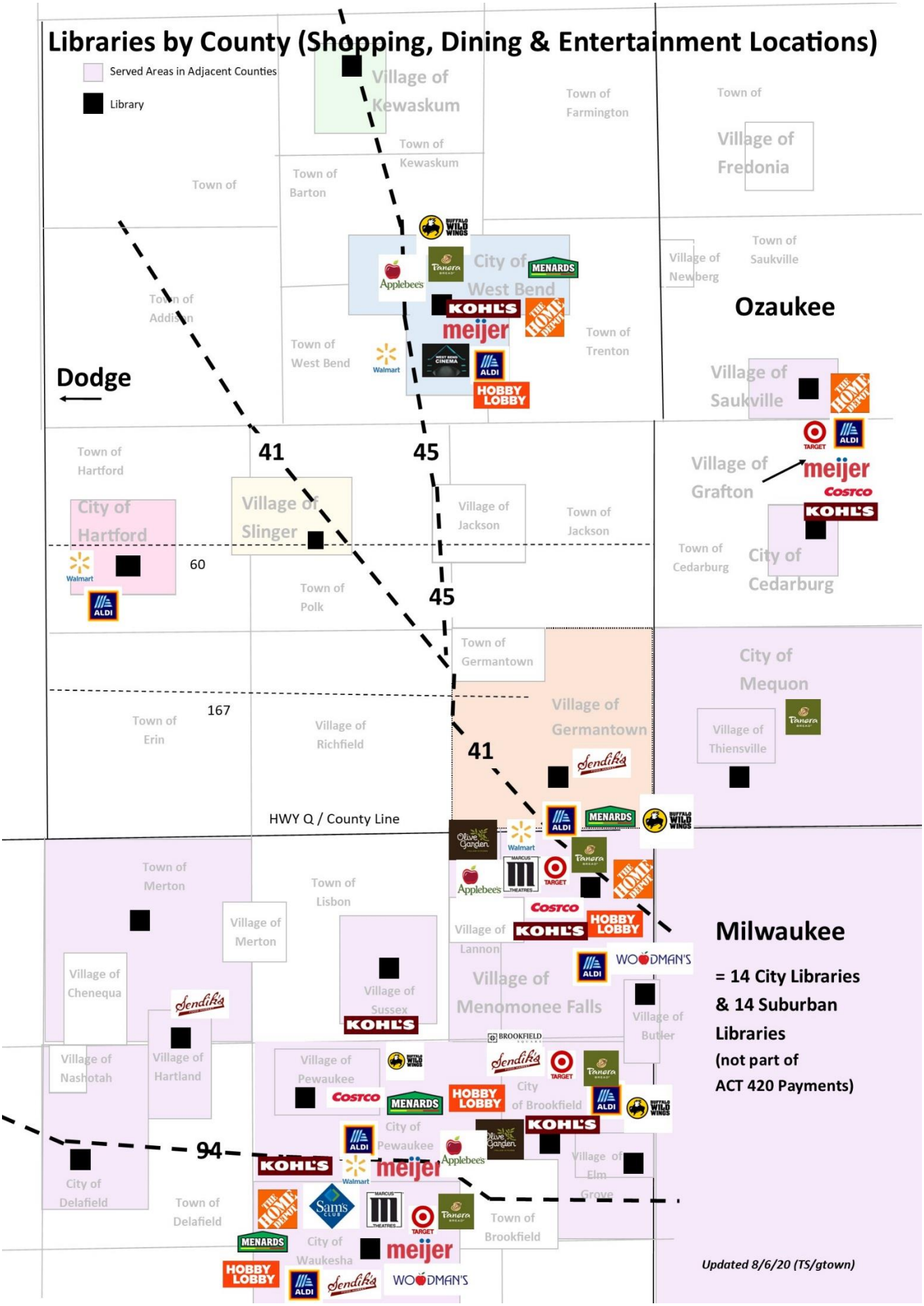
Hours open	10.88%	248
Location (i.e. near home, work, school, family and/or shopping)	19.56%	446
Services provided to the public	8.33%	190
Digital/E-content Services (i.e. Ancestry.com, Gale Course, streaming movies & music)	2.85%	65
Program offerings (adult, children & teen)	8.51%	194
Friendliness of staff	4.34%	99
Availability of items for checkout	12.89%	294
Library facility	5.79%	132
I do not visit libraries outside of Washington County.	56.89%	1,297
Other	8.29%	189
Total Respondents: 2,280		

Comments (276)

Noteworthy comments:

- Did not know we could go to Library's outside of our County .
- The Sussex library is more convenient for me. It has all the services above.
- 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?
- 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.
- 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.
- 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.

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-libraried 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-libraried 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.


Libraries by County (Shopping, Dining & Entertainment Locations)
Served Areas in Adjacent Counties
Library
Village of Kewaskum
Town of Farmington
Town of
Village of Fredonia
Town of Kewaskum
Town of Barton
Town of
Town of Addison
City of West Bend
Village of Newberg
Town of Saukville
Ozaukee
Town of West Bend
Town of Trenton
Dodge
Village of Saukville
Town of Hartford
41
45
Village of Grafton
City of Hartford
Village of Slinger
Village of Jackson
Town of Jackson
Town of Cedarburg
City of Cedarburg
60
Town of Polk
45
Town of Germantown
City of Mequon
167
Town of Erin
Village of Richfield
Village of Germantown
Village of Thiensville
41
HWY Q / County Line
Town of Merton
Town of Lisbon
Village of Merton
Village of Lannon
Village of Chenequa
Village of Sussex
Village of Menomonee Falls
Village of Butler
Milwaukee
= 14 City Libraries
& 14 Suburban
Libraries
(not part of
ACT 420 Payments)
Village of Nashotah
Village of Hartland
Village of Pewaukee
City of Brookfield
City of Pewaukee
94
Village of Elm Grove
City of Delafield
Town of Delafield
Town of Brookfield
City of Waukesha
Updated 8/6/20 (TS/gtown)

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 (DPI) 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 from DPI*.

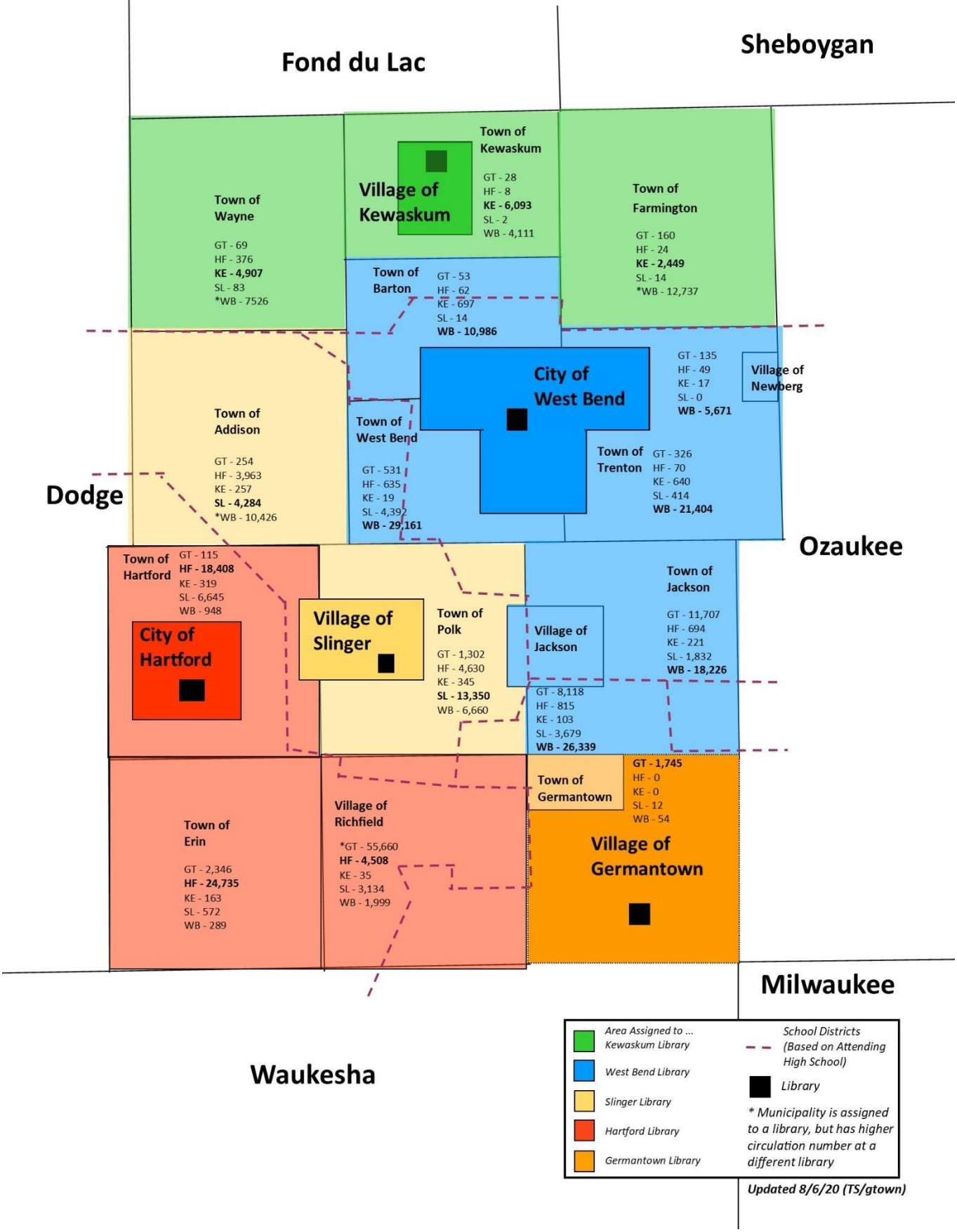
Joint libraries are created when two or more municipalities come together by choice as they have determined there is a mutual benefit to share in the cost of providing public library services to their residents. Examples of current joint libraries include the Frank L Weyenburg Library of Mequon-Thiensville 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 on the next page 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 (source: https://dpi.wi.gov/pld/boards-directors/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 bring library access to 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.

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, e-books, programs, meeting rooms, etc.

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.

Village of Richfield

Scenario (11,703 Population)	Standard	Estimated Startup Cost	Estimated Annual Cost	2019 Apportionment
Print Volumns	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 Volumns	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

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, asking 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%

Director 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*.

<u>Cross County Library Fee Distribution</u>
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 and/or at the 70% rate.

Library	**2019 Cost to Circulate an item**	Compared to $5.30 State Average for 2019	Difference between cost to circulate an item and state average (+/-)	70% Cost to Circulate an Item in 2019	70% cost as compared to the 2019 State Average
Cedarburg	**$5.12**	-$0.18	-3.40%	$3.58	-38%
North Lake	**$8.14**	$2.84	+45%	$5.70	+7%
Menomonee Falls	**$5.11**	-$0.19	-3.70%	$3.58	-38%
Sussex	**$3.43**	-$1.87	-43%	$2.40	-75%

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 1.26% of Washington County's population of 136,034.

We delved deeper into library card holders and learned how many Washington County residents have cards at the following libraries in Waukesha and Ozaukee County:

- **149 at Town Hall Library**
- **434 at the Sussex Public Library**
- **562 at the Menomonee Falls Public Library**
- **258 at the Cedarburg Public Library**

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

- **.9836% use a Waukesha County Public Library.**
- **.28% use Ozaukee County Public Libraries**

	Cedarburg	Menomonee Falls Public	Pauline Haass Library (Sussex)	Town Hall Library
Addison, Town of		6	1	
Barton, Town of	2	1	1	
Erin, Town of		33	31	135
Farmington, Town of	3	3		
Germantown, Town of	1	3	1	1
Hartford, Town of		6	5	3
Jackson, Town of	196	42	3	
Jackson, Village of	49	61	2	
Kewaskum, Town of		1		
Newburg, Village of				
Polk, Town of	2	24	5	1
Richfield, Village of	2	359	383	9
Trenton, Town of	3	5	1	
Wayne, Town of		9		
West Bend, Town of		9	1	
	258	562	434	149

	Ozaukee County Totals	Waukesha County Totals
Addison, Town of		13
Barton, Town of	4	3
Erin, Town of		268
Farmington, Town of	14	3
Germantown, Town of	1	7
Hartford, Town of	1	22
Jackson, Town of	231	55
Jackson, Village of	86	74
Kewaskum, Town of	3	2
Newburg, Village of	11	1
Polk, Town of	5	33
Richfield, Village of	14	820
Trenton, Town of	8	8
Wayne, Town of	1	9
West Bend, Town of	1	20
Totals	380	1,338

This chart shows the number of cardholders at Ozaukee and Waukesha public libraries from Washington County Residents.

The chart to the left shows the number of cardholders at the four public libraries accessed most by Washington County Residents

Total population with cards outside of Washington County is 1.26%.
Total population with cards inside Washington County is 37%.

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 acts a pass through to ensure the dollars collected follow library use.

Card Holders

CROSS-COUNTY CARD HOLDERS

1.26%

(1,718 residents)

ACT 420	1,718
Wash. Co.	134,316
Total	136,034

Circulation

CROSS-COUNTY CIRCULATION

3.93%

(45,790 items)

ACT 420	45,790
Wash. Co.	1,118,819
Total	1,164,609

Funding

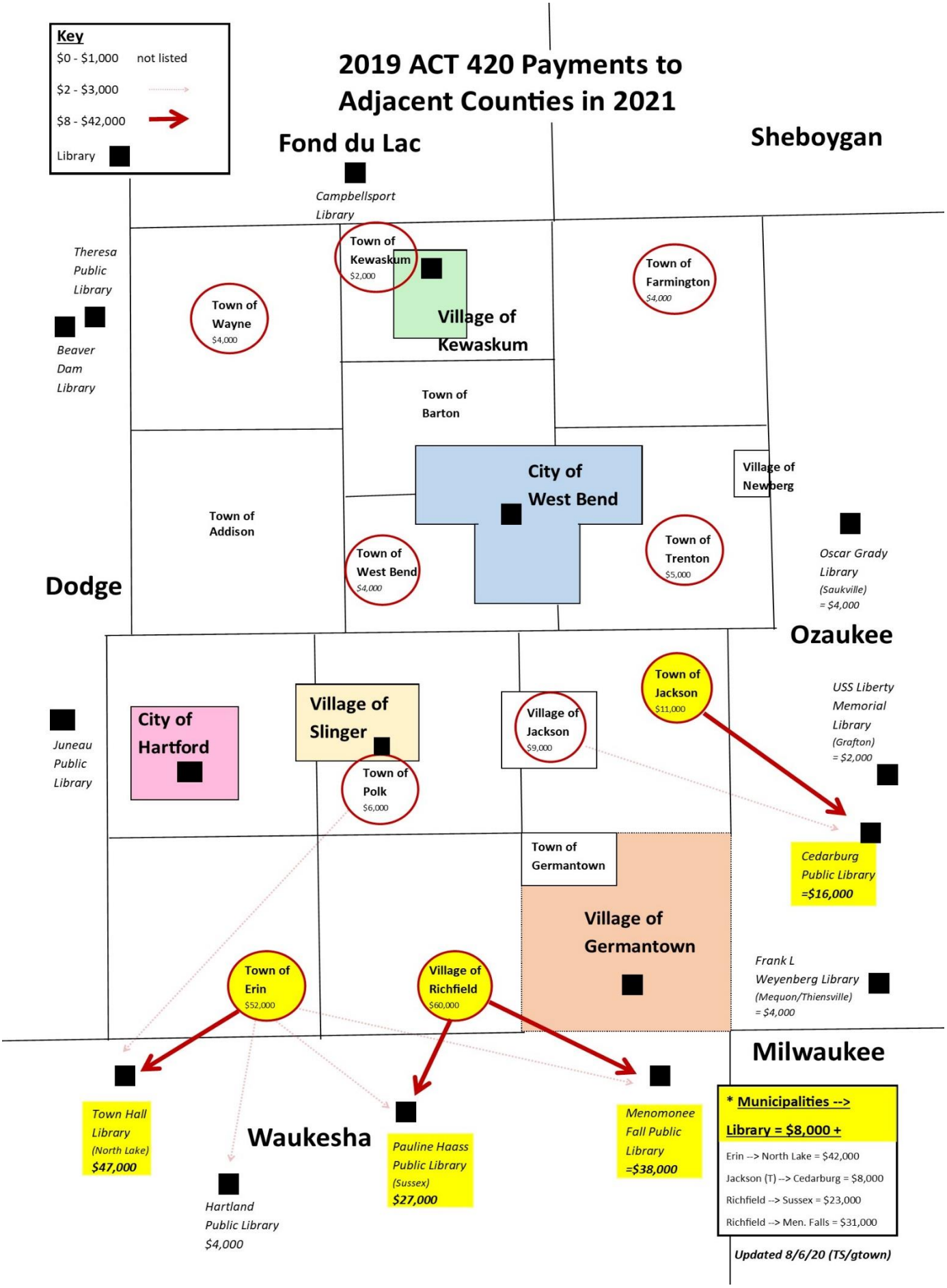
CROSS-COUNTY FUNDING

3.92%

($160,640)

ACT 420	$160,640
Wash. Co. + 5 Libraries	$3,937,522
Total	$4,098,162

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. Data shows 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 access libraries outside of the county thus, their access to information, resources and services is significantly increased.

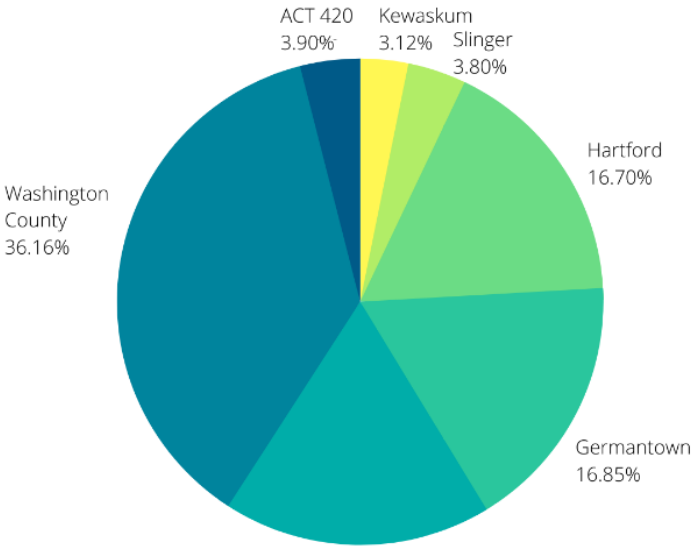

Key
$0 - $1,000 not listed
$2 - $3,000
$8 - $42,000
Library
2019 ACT 420 Payments to Adjacent Counties in 2021
Fond du Lac
Sheboygan
Campbellsport Library
Theresa Public Library
Beaver Dam Library
Town of Kewaskum $2,000
Village of Kewaskum
Town of Wayne $4,000
Town of Farmington $4,000
Town of Barton
City of West Bend
Village of Newberg
Town of Addison
Town of West Bend $4,000
Town of Trenton $5,000
Oscar Grady Library (Saukville) = $4,000
Dodge
Ozaukee
Town of Jackson $11,000
USS Liberty Memorial Library (Grafton) = $2,000
Juneau Public Library
City of Hartford
Village of Slinger
Village of Jackson $9,000
Town of Polk $6,000
Cedarburg Public Library =$16,000
Town of Germantown
Village of Germantown
Frank L Weyenberg Library (Mequon/Thiensville) = $4,000
Town of Erin $52,000
Village of Richfield $60,000
Milwaukee
Town Hall Library (North Lake) $47,000
Waukesha
Pauline Haass Public Library (Sussex) $27,000
Menomonee Fall Public Library =$38,000
Hartland Public Library $4,000
* Municipalities --> Library = $8,000 +
Erin --> North Lake = $42,000
Jackson (T) --> Cedarburg = $8,000
Richfield --> Sussex = $23,000
Richfield --> Men. Falls = $31,000
Updated 8/6/20 (TS/gtown)

Finally, as the chart illustrates below 1.26% of county residents are cardholders at libraries in either Ozaukee or Waukesha county libraries. When looking at the total circulation from these cardholders from 2019 in comparison to the total amount of circulation at the five municipal libraries in Washington County, the rate of usage across county lines was 3.93%. When comparing this to the total 2019 ACT requests, this represents 3.92% of the total amount appropriated by all five municipalities and the county for library access and service.

Washington County Residents Using Libraries in Other Counties

2019 Funding

Kewaskum	$128,000
Slinger	$156,000
Hartford	$685,000
Germantown	$691,000
West Bend	$717,000
ACT 420	$160,000
Washington County	$1,483,000
Other	$81,000
Total	$4,101,000



1.26% of Washington County Residents Use Libraries Outside of the County

& amounts to **3.93% of Total Circulation** **3.92% of Total Library Funding in Wash. Co.**

Washington County Library Services Recommendations

Compiled from the Washington County Public Library Study by the Washington County Library Directors (Aug 2020)

1. Transition the administrative workload of Cross-County library fees.

The Washington County Library Directors recommend transitioning the administrative workload of cross-county library fee distribution to the Monarch Library System. This includes duties from the Washington County Clerk's office and the Resource Library through the West Bend Library for payments to each library, verifying data, annual reports and sending fees. Transitioning the workload would save both county staff and Washington County tax payers money. As a member of the Monarch Library System, this is a service provided to counties at no charge.

2. Move to an annual payment structure.

The Washington County Library Directors recommend to move circulation reimbursement 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 using the last complete year of circulation. This will allow each library to budget their funding based on actual service. Like the cross-county library fee distribution, these payments could also be handled by the Monarch Library System.

3. Capital offset payments are absorbed.

The Washington County Library Directors recommend that the current capital offset payments are absorbed into the circulation line starting in 2021 and removed from the library contract going forward. With the exception of Kewaskum, all the libraries in the county have facilities that have been updated in the last 20 years. Many of the libraries have a large sum of funding that is difficult for the municipalities to match. This change would allow libraries to use the funding to meet the operational needs of their communities.

4. Cross-County payments continue.

The Washington County Library Directors recommend that cross-county (ACT 420) payments be made under the current law Wisconsin Statute 43.12. This model is less expensive for county residents that do not have a library than it is to build additional libraries or provide alternative access. ACT 420 allows libraries to only be reimbursed for the services that residents use at a 30% discount while providing all residents access to library services.

5. Washington County Library Committee

The Washington County library directors recommend that a committee be 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. There is work to be done to bring the contract up-to-date to better align with current library operations and services.

Appendices

Appendix A – Proposed Joint Library Model for Washington County by county staff.

Appendix B – Washington County Public Library Card Survey distributed online, through tax bills and other in person locations throughout the area.

Appendix C – Raw data collected in Public Library Card Survey.

Appendix D – Consolidated County Public Libraries: Guidelines in Decision Making document.

Appendix E – Two examples of approved resolutions for joint libraries approved –Town of Erin and Village of Jackson.

Appendix F – Correspondence from the Wisconsin Department of Public Instruction (DPI) regarding resolutions to pursue development of joint public libraries with West Bend Community Memorial Library and the Kewaskum Public Library (two examples included of denial letters from DPI).

Appendix G – Letter from Bridges Library System regarding their positon on cross county reimbursement for library service and access.

Appendix H – Explanation of average cost per circulation for Wisconsin Public Libraries using 2019 data.

Appendix A

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WASHINGTON COUNTY WISCONSIN

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.

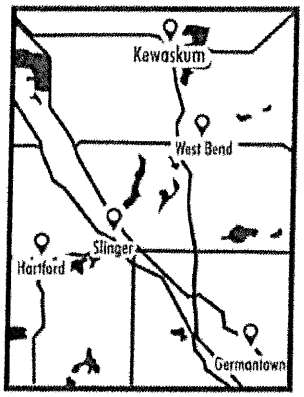
Under a joint library model, the exemption formula changes to: *The city, village, town, or school district levies a tax for public library service, less the amount levied for public library capital expenditures, and appropriates and spends for a library fund during the year for which the county tax 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

WEST BEND COMMUNITY MEMORIAL LIBRARY

GERMANTOWN COMMUNITY LIBRARY
Learn. Share. Grow.

Kewaskum Public Library

JACK RUSSELL MEMORIAL LIBRARY

Slinger Community Library
Your source for Information, Inspiration and Entertainment

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
- ☐ Town of Barton
- ☐ Town of Erin
- ☐ Town of Farmington
- ☐ Town of Germantown
- ☐ Town of Hartford
- ☐ Town of Jackson
- ☐ Village of Jackson
- ☐ Town of Kewaskum
- ☐ Village of Newburg
- ☐ Town of Polk
- ☐ Village of Richfield
- ☐ Town of Trenton
- ☐ Town of Wayne
- ☐ Town of West Bend
- ☐ Village of Germantown
- ☐ City of Hartford
- ☐ Village of Kewaskum
- ☐ Village of Slinger
- ☐ City of West Bend
- ☐ Other ***(please specify)***

2. **Do you visit a public library?**

☐ Yes ☐ No

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

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

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

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

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

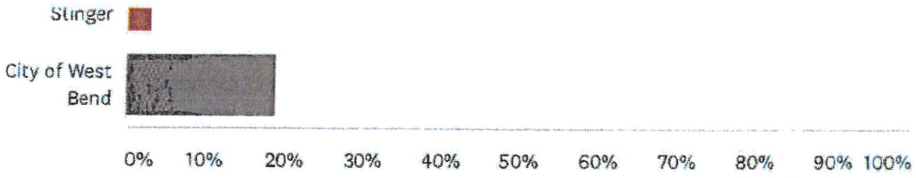
- ☐ Hours open
- ☐ Location *(i.e. near home, work, school, family and/or shopping)*
- ☐ Services provided to the public
- ☐ Digital/E-Content Services *(i.e. Ancestry.com, Gale Courses, streaming movies & music)*
- ☐ Program offerings *(adult, children and teen)*
- ☐ Friendliness of staff
- ☐ Availability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

Appendix C

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

Answered: 2,337 Skipped: 0

Washington County Public Library Card Survey



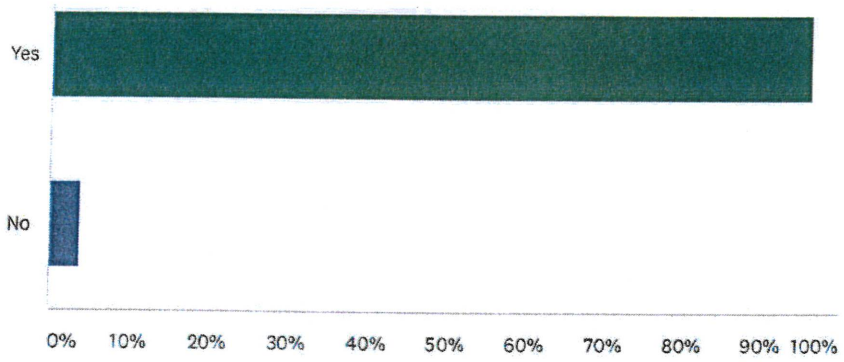
ANSWER CHOICES	RESPONSES	
Town of Addison	1.33%	31
Town of Barton	1.80%	42
Town of Erin	2.91%	68
Town of Farmington	1.93%	45
Town of Germantown	4.28%	100
Town of Hartford	2.70%	63
Town of Jackson	7.15%	167
Village of Jackson	6.08%	142
Town of Kewaskum	1.37%	32
Village of Newburg	0.68%	16
Town of Polk	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

#	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 "l" was really a 1.	12/12/2019 12:34 PM
24	Colgate	12/2/2019 6:06 PM

Q2 Do you visit a public library?

Answered: 2,337 Skipped: 0

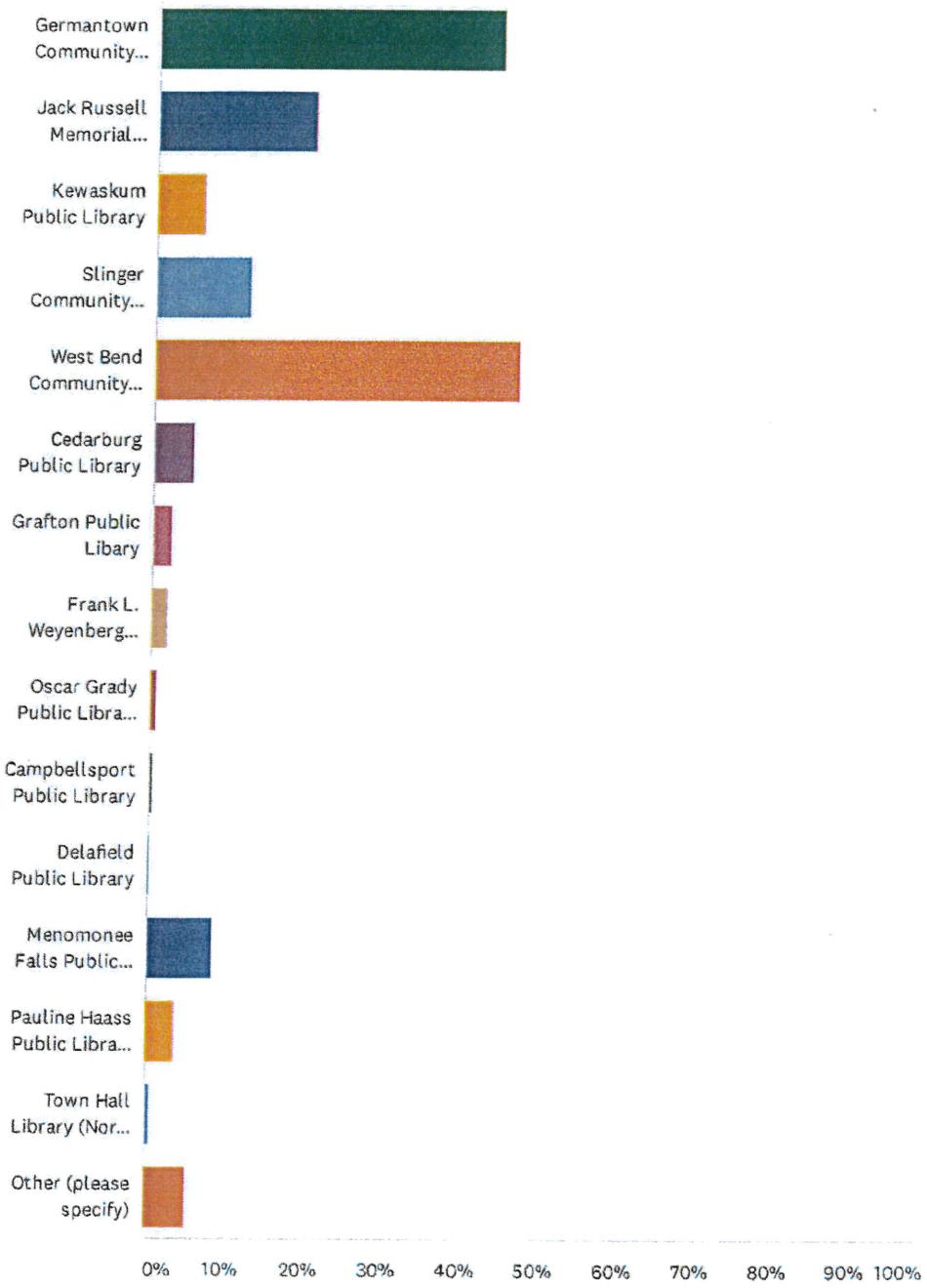


ANSWER CHOICES	RESPONSES	
Yes	96.28%	2,250
No	3.85%	90

Total Respondents: 2,337

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

Answered: 2,337 Skipped: 0



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 Libary	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

#	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 , wl public library	2/12/2020 9:49 AM
15	Park Falls , wl 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 dowtown 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

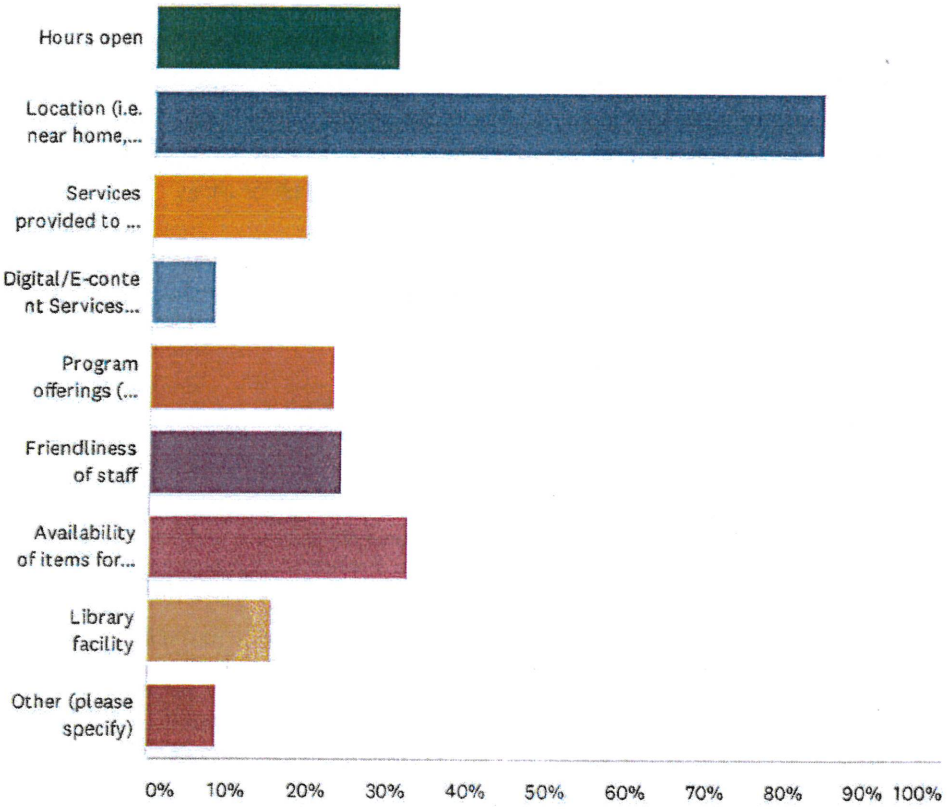
37	Brookfield, Milwaukee (various)	1/20/2020 2:22 PM
38	None	1/20/2020 10:36 AM
39	Don't use West Bend Library	1/18/2020 12:00 PM
40	MATC School Library	1/13/2020 2:08 PM
41	Demmer Memorial Library, Three Lakes WI	1/12/2020 11:40 AM
42	VA	1/8/2020 10:07 PM
43	Juneau	1/8/2020 9:48 AM
44	None	1/6/2020 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 bould 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 of had to	12/23/2019 7:35 AM

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 relavent.	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 mounth down south, we ocassionally 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 librarys for pickup in WB.	12/14/2019 6:10 AM

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

#	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

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

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

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

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. cty.	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

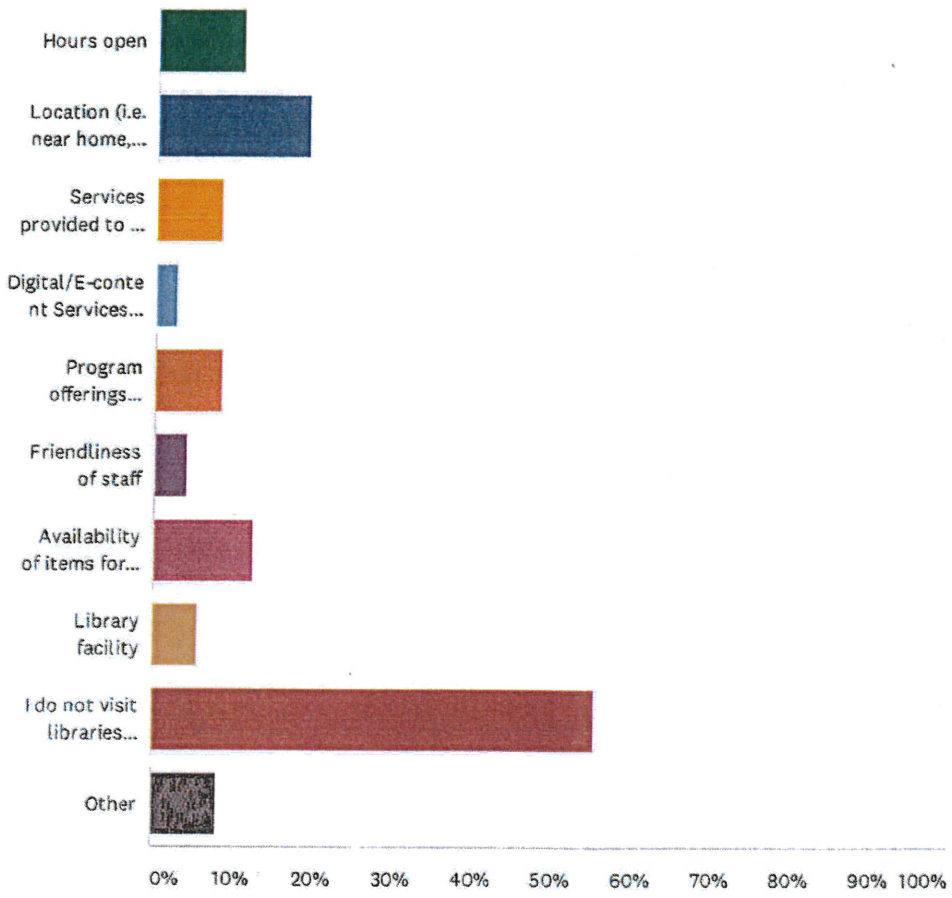
159	I do not and have never been to one of these libraries. Need to closed most, if not all of them.	12/14/2019 3:20 PM
160	none	12/14/2019 1:19 PM
161	Libby is awesome and allows me to access more than West Bend, but if I need a library, I want a local library.	12/14/2019 11:37 AM
162	The numerous quiet 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

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

3

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

Answered: 2,337 Skipped: 0



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

#	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

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

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

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 is 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 libary 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

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

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

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

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

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.

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: Tr. Lippold

Seconded by: Tr. Olsen

Vote: 5 Aye 0 Nay

Passed and Approved: Sept. 10, 2019

Michael E. Schwab – Village President

Attest: 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.

Village Official

September 11, 2019
Date

Appendix F

WISCONSIN DEPARTMENT OF PUBLIC INSTRUCTION

Carolyn Stanford Taylor, State Superintendent

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

WISCONSIN DEPARTMENT OF PUBLIC INSTRUCTION

Carolyn Stanford Taylor, State Superintendent

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

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 Connie Meyer
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.

2019 AVERAGE COST PER CIRCULATION FOR WISCONSIN PUBLIC LIBRARIES

The Wisconsin Public Library Annual Report is intended to provide a general description of public libraries and services provided to library users during the 2019 calendar year (report year). Library boards are required to file reports with the Wisconsin Department of Public Instruction's (DPI's) Division for Libraries and Technology (DLT) and the libraries' municipal governing body within 60 days of the conclusion of the fiscal year, under Wis. Stat. 43.58 (6) (a). The report deadline is March 1 of each year. The information supplied by public libraries and public library systems is published online on the Wisconsin Public Library Service Data and the Wisconsin Public Library Directory pages. Selected data elements are cooperatively shared with the Institute of Library and Museum Services (IMLS) to add to a national database of public library information as part of the national Public Libraries Survey (PLS).

Annual Report Data can be found at:https://dpi.wi.gov/pld/data-reports/service-data

FORMULA

$$\frac{\text{Total Expenditures}}{\text{Total Circulation}} = \text{Average cost to circulate an item}$$

FORMULA USING 2019 ANNUAL REPORT DATA

$$\frac{\$254{,}755{,}995}{48{,}071{,}722} = \$5.30$$