

GERMANTOWN COMMUNITY LIBRARY
N112 W16957 MEQUON ROAD
GERMANTOWN, WI 53022

MEETING: **GERMANTOWN COMMUNITY LIBRARY BOARD AGENDA**

DATE AND TIME: **Wednesday, November 18, 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: October 28, 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. 2021 Closed & Board Meeting Dates
 - C. Discussion of Benefits for Full-Time Library Employees
- XI. **NEW BUSINESS:**

None
- X. **ADJOURNMENT:**

Forthcoming meeting: December 16, 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

October 28, 2020

Germantown Community Library

The regular meeting of the Germantown Community Library Board was called to order by President Joyce Nelson at 6:01 p.m. on Wednesday, October 28, 2020. **Members present:** Joyce Nelson, Darlene Vosen, Charlene Brady, Joletta Kerpan, Brenda O'Brien, Christa Potratz, Jolene Pieper. **Members absent:** None **Also present:** Library Director Trisha Smith, Assistant Director Connie Lloyd. Proper notification of the meeting had been given.

MOTION (Vosen, Brady): Approve the agenda as printed. Motion carried (7-0).

MOTION (Vosen, Brady): Approve the minutes of the September 23, 2020 meeting as printed. Motion carried (7-0).

PUBLIC INPUT: None.

FINANCIAL MATTERS

TREASURER'S REPORT. Balances as of October 27, 2020: Board Checking Account - \$2,539.34; Board Savings Account - \$5,055.92; GCL Building Account - \$17,464.78 [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. The Building Fund CD Account #4 matures October 25, 2020. Vosen received two rate options from the bank: 13 months at 0.6% or 25 months at 0.85%. MOTION (Brady, Nelson): Renew CD #4 for a period of 13 months at 0.6%. Motion carried (7-0). MOTION (Pieper, Nelson): Accept the Treasurer's Report as printed. Motion carried (7-0). 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 O'Brien, aye; Trustee Pieper, aye; President Nelson, aye. Motion carried (7-0).

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

REPORTS

CORRESPONDENCE. Nelson. Nelson mailed a thank you card to North Shore Bank in Germantown for the coin collection drive donation to the library for \$1,407.05.

VILLAGE. Pieper. None.

COUNTY. Vosen and Smith. The Washington County Library Services Board met on October 15, 2020. The county library budget was passed with a flat levy of 1.6 million. The capital offset funding of \$116,000 will be redistributed to the circulation funding and divided up between the five Washington County libraries based on percentage of physical item checkout. The next meeting will be in January 2021.

SYSTEM. Nelson and Smith. The Monarch Library System Directors met on October 8, 2020 online. The system "Get Your Library Card" campaign is going well. The next campaign will be to promote the Libby application. The state required annual meeting between Germantown Community Library and Monarch Library System with Menomonee Falls Public library and Bridges Library System was held September 22,

2020 to discuss denial of services of Village of Germantown residents at Menomonee Falls Public Library. As of May 2018, Germantown Community Library lifted its ban on Menomonee Falls residents. Since that time Menomonee Falls residents checked out 2,659 items in 2019 and 2,377 in 2020 (January – September). No charges were made.

PRESIDENT'S. Nelson. None

DIRECTOR'S. Smith. September circulation statistics were provided. There was a 3.0% increase in overall physical + electronic circulation in September and a -20.2% decrease year-to-date. This was the first month since March that had an increase in circulation. Physical circulation continues to be impacted by COVID-19 pandemic and reduced hours. Digital circulation continues to increase. Smith provided an update related to COVID services which included hiring four temporary staff for the new Welcome Desk through December. Wisconsin DPI updated their quarantine recommendation of materials to 24 hours. We can accommodate 48 hours so will continue to quarantine for 48 hours. All plexiglass has been installed at all service desks. Most meetings continue to be held remotely. The library continues to focus on virtual and Grab & Go programming for the fall. The first Book Walk was a success. The Mystery/Thriller online book group is going well, and another adult evening online book group will begin in November. The Germantown Christmas Festival will be virtual this year with a variety of activities from November 14 – December 4. The Friends will start their annual Holiday Book & Basket Sale on November 14 with modifications due to COVID. The Friends are offering on-going sale of paperbacks now through mid-November. The library went fine free for all children's and young adult material and reduced all DVD/Blu-ray fines from \$0.50 to \$0.10. Planning has begun for the new video game collection. Six Circulation Desk computers were replaced as part of the technology strategic plan. The new roof replacement is complete. The shelving project was finalized and will be installed in December. Smith received the Washington County 3rd Qtr 2020 Reimbursement for \$74,032 and \$600 for the TEACH Data Lines to be applied to GCL County Revenue. The Germantown Area Chamber of Commerce donated \$292.92 reimbursement for Christmas Festival expenses and applied to the GCL Program Account. Library Board donations include \$500 from Mary Kugel and \$20 from the Johnson family to be applied toward programming supplies.

UNFINISHED BUSINESS

2021 BUDGET UPDATE – The Library portion of the budget was preliminary approved by the Village Board Finance committee. The final hearing will be Monday, November 16, 2020.

NEW BUSINESS

CIRCULATION POLICY – Smith presented an updated Circulation Policy to include updated fine structure and wording for a new video game collection that the library will be offering in 2021. It was also suggested to reduce the maximum overdue fine limit per item from \$7.50 to \$5.00 as a result of reducing the overdue fines for DVDs/Blu-ray items. MOTION (Brady, Vosen): Approve the proposed Circulation Policy with the addition of adding wording on Page 1 under Library Card Registration regarding Digital Library Card availability. Motion carried (7-0).

EXTENSION OF FRIDAY LIBRARY HOURS – Smith presented a proposal to resume Friday hours to be open until 5:00 p.m. MOTION (Pieper, O'Brien): Approve the proposed change to be open Fridays until 5:00 p.m.. Motion carried (7-0).

2021 CLOSED & BOARD MEETING DATES – Smith presented proposed dates for the library to be closed in 2021 and for board meeting dates. July 4 falls on a Sunday and Christmas falls on a Saturday. At the time of the meeting the Village did not have their proposed closure dates. It was decided to defer further discussion until the November meeting.

DISCUSSION OF BENEFITS FOR FULL-TIME LIBRARY EMPLOYEES – Smith asked the board for their input regarding industry trends for hourly full-time employees working 32+ hours. She explained the library follows the village policy which offers hourly full-time employees working less than 40 hours, paid time off after 5 years of service. This applies to holiday, vacation and sick paid time. Smith will gather more information about trends in libraries and discuss with village administration trends in other villages. Discussion will continue at the November meeting.

ANNOUNCEMENTS

The next regular meeting of the Library Board will be Wednesday, November 18, 2020, at 6:00 p.m. at the Germantown Community Library.

Respectfully submitted,

Connie Lloyd
Assistant Director
Germantown Community Library

Director's Report: November 2020

MONARCH LIBRARY SYSTEM & STATE OF WISCONSIN

- The Monarch Library System Directors met on Thursday, November 12 (virtual). Discussions included updating the COVID-19 closure documents for patrons and staff, the Monarch Library System Database Management Librarian job description, billing of items that are lost in transit/delivery (currently about 300), extending the amount of renewals patrons are allowed to have from 2 to 3 or 4 (revisit next month) and the Monarch celebration in December.
- A new ILS from Demco called Quira was discussed. Quira offers an all-in-one ILS/library services product that includes many features in addition to the ILS including websites, program sign-up, room reservations, curbside pickup, discovery layers and an app. Pros and cons were given as to moving to a new ILS in 2022. Concerns arose with limited services and increased staff workload continuing through next year due to COVID-19. In response to the offer from Demco, our current ILS, Polaris, offered Monarch a 5-year contract at a savings of over \$112,000 over the next 5 years. It was also reported that Polaris has several updates in the early stages that will allow the system some of the same features that Quira offers. It was voted on to move forward with the 5-year contract with Polaris and also to switch to a new app through Innovative/Polaris.
- The results of the "Get Your Library Card" campaign with the Bridges Library System has been finalized (see attached). Circulation and new patron registration numbers were down due to COVID-19, but increases occurred in digital checkouts (22.4%) and online patron registrations (55.1%). While only 50% of the libraries offered online patron registration in 2019, 97% now offer this service.

WASHINGTON COUNTY LIBRARIES

- The Washington County libraries are collaborating with county administration on a Washington County Hero campaign in response to COVID-19.

DONATIONS/DEPOSITS

- Washington County (\$71,638) – 4th Qtr 2020 Reim / GCL County Revenue

STATISTICS

- **-1.3%** in overall circulation (physical + electronic) in October and **-18.3%** decrease year-to-date. Lower numbers are due to the COVID-19 pandemic and will continue during this time. November will see much lower numbers than in previous months due to the physical building being closed for 2 weeks.

FALL PROGRAMMING

- The Youth Services teams is having a Holiday Lights Book Walk during the Christmas Festival time of Monday, November 16 – Saturday, December 5 outside the library. Book Walk bags will also be provided at the Grab & Go table. The library handed out over Christmas Festival Pre-Parade Entertainment Kits to over 600 people that were sponsored by the Friends of the Germantown Community Library. Activities will continue through the first week in December and include the Christmas Parade, Chalk the Walk, Random Acts of Cookies and a Holiday video message (attached).
- The Friends will also be having their annual Holiday Book & Basket Sales starting Monday, November 16 with preview sales on Friday night and Saturday morning (attached)

COVID RELATED UPDATES & SERVICES

- The physical library building was closed on Monday, November 2 – Saturday, November 14 due to two staff members testing positive for COVID-19. Staff were notified of the first positive test on Saturday, October 31.
 - On October 31-November 2, the library director discussed options with Library Board President, Joyce Nelson, Village of Germantown Administrator, Steve Kreklow, and Village of Germantown Support Services Manager, Michelle Tucker. After evaluating the situation and following current Washington Ozaukee Health Center Guidelines (attached) it was decided that the library would close one week and move to Curbside Pickup only during this time. Two weeks were not necessary because the positive case had not been in the building the prior week. Even though the majority of staff members did not have 15 minutes a day with less than 6 feet of space with the infected staff member (defined as “close contact” and requires quarantine) it was decided that we would take extra precaution due to our high level of staff interactions across teams and being open in a public building. We did not know at this time how many other staff members were infected. The update was communicated to all library staff members and an announcement was made to the public before normal opening time on Monday, November 2 (attached).
 - Limited staff were allowed in the building on Monday, November 2 to update social media, answer phones and email and run Curbside Pickup. After a second staff member received a positive test result on Tuesday, November 3, all staff were sent home except for the Library Director, Assistant Director and Circulation Manager. It was then determined to extend our closure by an additional week. The three management staff ran Curbside Service during the times that the building was open during the first few days. They maintained 6 feet distance and always wore masks. The Youth Services Librarian and Adult Services Librarian shelved items and pulled holds alone in the building before and after these times.
 - At the end of the first week of Curbside Pickup, an additional Circulation staff member was brought in to inspect items in a closed study room. The staff member had not been scheduled to work with either positive case within the prior 14-day period and was no longer quarantined. Additional staff members were able to return to the library throughout the second week of Curbside Pickup as their quarantine time ending.
 - Most staff that were not working in the building were given work to complete at home as their job allowed. Those that did not have work from home qualified for Federal Emergency Sick Leave. Several staff elected not to file for this Federal benefit.
- The limited staff in the building were able to maintain answering phones/email, pulling holds, processing a small amount of delivery bins, emptying the book drop, inspecting returned items, checking in quarantined book drop items, shelving items, Curbside Pickup, Library Express Bags, Grab & Go Kits, and pickup of registered kits.
 - During the closure, the library continued Curbside Pickup service. Patrons could call the library to schedule an appointment or make one through our website. Staff were also able to pull and process items for patrons that called from the parking lot (either not knowing that the library was closed or being unaware of how Curbside Pickup works).
 - Through Thursday, November 12, the library checked out about **4,400 items** (including renewals) and had about **600 Curbside Pickup appointments**. These numbers were much higher than during the shutdown in April & May (see attached).
 - The Grab & Go table was moved into the lobby during this time. Over **1,000 kits** were picked up.

- We also had over **250 registered Grab & Go kits** picked up. Special hours occurred on Tuesday, November 10 from 7:30-9:30am & 7-9pm to pick up STEM Club, Make It Crafts & the Christmas Festival Pre-Parade Kits. Patrons could also schedule a Curbside Pickup appointment to pick up these items.
- Between Monday, November 2 – Saturday, November 14, the library director was in communication with the Library Board President and Village Administration. Library management made the best decisions possible to keep staff members and the public safe while providing limited library services to the public. Although the library building will remain open, we will be focusing on a marketing campaign over the next few weeks to encourage patrons to take advantage of Curbside Pickup and Library Express Bag services to limit contact in the building.
- Due to the closure and the State of Wisconsin Order made on Tuesday, November 10 management staff are looking at all areas of staff interactions and service to patrons to minimize exposure during this time of high COVID-19 cases in the area.

DEPARTMENT UPDATES (few updates listed due to COVID closure)

- Management & General Staff
 - Reviews will be conducted before the end of the 2020 calendar year. Library Director's self-evaluation will be sent to Library Board members in early December in preparation for the Annual Review at the December Library Board meeting.
- Adult Services (Lynn Ratzmann)
- Youth Services (Jackie Molitor)
- Circulation (Diane Long & Connie Lloyd)
- Tech Services (Connie Lloyd)
- Technology/Statistics (Connie Lloyd)
- Building Management & Grounds (Connie Lloyd)

NOVEMBER DIRECTOR MEETINGS, CONTINUING EDUCATION & OUTREACH

- Nov 12 – Monarch Director's Council
- Nov 13 & 14 – Friends Basket Preview Sale
- Nov 14 – Friends of the Library
- Nov 16 – Village Board & Budget Hearing
- Nov 17 – Kiwanis Breakfast with Santa
- Nov 18 – Library Board



2020 Library Card Ad Campaign EVALUATION REPORT

GetYourLibraryCard.org

Monarch Campaign Goals

2%

increase in new cardholders
in Sep-Oct 2020 compared to Sep-Oct 2019

1.5%

increase in library usage (circ & digital)
in Sep-Oct 2020 compared to Sep-Oct 2019

Project Overview

After a successful advertising campaign in 2019, the Bridges Library System, in partnership with the Monarch Library System, launched a second, similar ad campaign to encourage the public to get and use a library card. For this initiative, we created a targeted advertising campaign that focused on a quantifiable goal for our libraries: increasing our cardholder numbers system-wide. This campaign coincided with Library Card Sign-up Month in September, with a defined call to action of “getting a library card.” Due to the COVID-19 pandemic, we promoted the library’s digital and virtual services and materials, as well as directed our audience to sign up online for library cards at www.getyourlibrarycard.org.

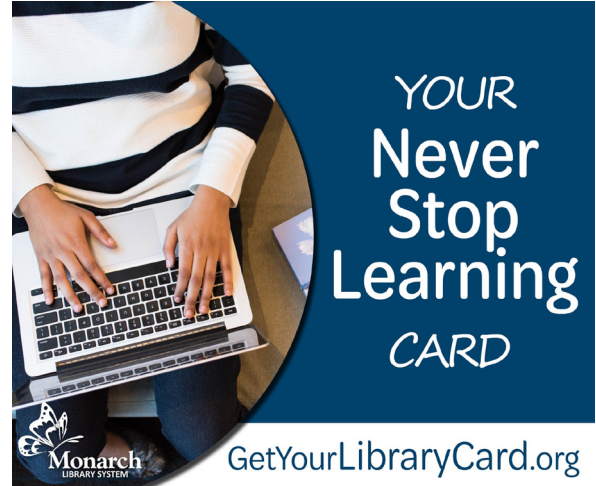
The primary audience was residents of Dodge, Jefferson, Ozaukee, Sheboygan, Washington, and Waukesha counties without a library card. We aimed our messaging primarily at people in this area with lower income and less education, as well as those who are job-hunting. The secondary audience was lapsed library users in these counties whose cards have expired or who have not visited the library recently. We focused on all age groups and demographics, but aimed our messaging toward several key audiences who would benefit particularly from the services a library card provides in the wake of the COVID-19 crisis: those looking for jobs; those struggling with financial security; job seekers; small business owners; and those seeking free learning opportunities.

The campaign ran from September 1-30, 2020 with some billboard ads starting two weeks early and continuing for several weeks after the end of September.

Partners

Monarch Library System partnered with Bridges Library System in order to broaden the reach of the campaign message and share costs.

-MONARCH- MARKETING CHANNELS



<i>Format</i>	<i>Results</i>	<i>Total CPM/CPC*</i>
-Monarch- Billboards	7 billboards** \$6,515.00 cost 1,491,735 impressions	CPM: \$4.37
-Monarch & Bridges- Web Ads/ Display	3 ads \$3,200.00 total cost*** 323,305 impressions 6,486 engagements	CPM: \$9.90
-Monarch- Facebook Ads	3 ads \$500.00 cost 65,360 impressions 451 clicks	CPC: \$1.11

*CPM= Cost per 1000 Impressions. CPC= Cost per click.

**I-43 location removed from report due to inability to use as a valid billboard throughout Sept (corn).

***The cost of web/display advertisements was divided evenly between the two library systems.



-MONARCH- CAMPAIGN IMPACT

MONARCH NEW PATRON RECORDS

*Online
registrations
are booming!*

Monarch started 2020 with
less than 50% of libraries
offering online registration.
Now we are at 97%!

Adjustment to September 2020 totals:

The following have been removed from the campaign
totals because they may be for new student records:

- 3897 Juvenile Online Only patron code | Mead
- 5935 Young Adult Online Only patron code | Mead
- 20 Student patron code | Lakeland

Note: Beaver Dam new patron records are reported for 2020 only | Data not available for 2017 | 2018 | 2019



SEPTEMBER & OCTOBER | 2017 | 2018 | 2019 | 2020

BY THE NUMBERS!	Sept-Oct 2017	Sept-Oct 2018	Sept-Oct 2019	Sept-Oct 2020
Registrations @ Libraries	2,323	2,596	2,042	1,151
Registrations Online	44	231	428	664
New Registrations Total	2,367	2,827	2,470	1,815

2020 data reflects effect of COVID-19 pandemic on limited library services, library usage, and patronage

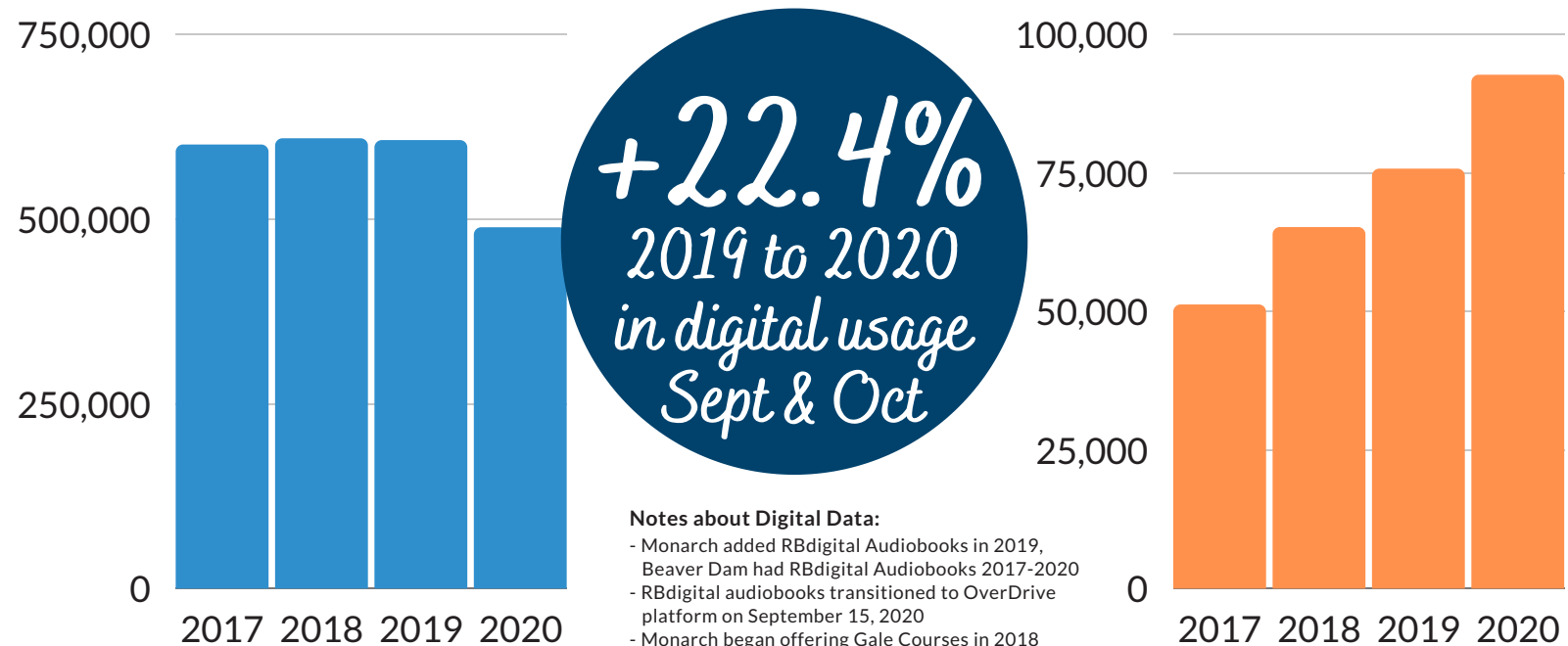
-MONARCH- CAMPAIGN IMPACT



MONARCH CIRCULATION & DIGITAL

Physical Circulation

Digital: OverDrive eBooks & Audiobooks | RBdigital Magazines & Audiobooks | Gale Courses Enrollments



SEPTEMBER & OCTOBER | 2017 | 2018 | 2019 | 2020

BY THE NUMBERS!

	Sept-Oct 2017	Sept-Oct 2018	Sept-Oct 2019	Sept-Oct 2020
Physical Circulation	599,909	608,329	605,913	487,879
OverDrive: eBooks & Audio	49,070	61,844	68,819	84,149
RBdigital: Magazines & Audio	2,051	3,053	6,669	8,277
Gale Courses Enrollments	NA	196	147	153
Total Circulation and Digital	651,030	673,422	681,548	580,458

2020 data reflects effect of COVID-19 pandemic on limited library services, library usage, and patronage



YOUR
Library
on the
Go
CARD

GetYourLibraryCard.org

2020 Library Card Ad Campaign CONCLUSION

Monarch Campaign Results

26.5%

decrease in new cardholders
in Sep-Oct 2020 compared to Sep-Oct 2019

14.8%

decrease in usage (circ & digital)
in Sep-Oct 2020 compared to Sep-Oct 2019

COVID-19 Pandemic Impact

Due to the COVID-19 pandemic causing a large shift in our daily lives, along with temporary library closures and limited library services, the 2020 data in this report shows a significant decrease in new cardholders, library patronage and usage overall. However, it is important to focus on the small victories that we can see. Monarch added 1,815 new cardholders during September and October of 2020. It is a 26.5% decrease compared to the same time last year, but did you notice that 236 more patrons used our online platform to sign up for their library cards? That is a 55.1% increase in digital cards from 2019 to 2020! Physical circulation has been trending downward for a while, but look at the digital numbers: 16,944 more digital uses logged in 2020. That is a 22.4% increase for usage of our digital offerings including OverDrive eBooks and audiobooks, RBdigital magazines and audiobooks, and enrollments in Gale Courses! We didn't come close to meeting our original goals, but even with the uncertainty brought forth with every day, we still brought our communities the best in library service that we were able. Let's focus on the those small victories and applaud a job well done!



YOUR
Library At Home
CARD

GetYourLibraryCard.org

Christmas Festival Activities



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 Last day to sign up for 5K Candy Cane Run/Walk to be guaranteed a t-shirt	2 November	3	4	5	6	7
8 Sign up at Germantown Library for Pre-Parade Goodie Bags	9	10 Candy Cane 5K registration deadline	12	13	14 5K/Reverse Parade Santa Corner & Mailbox through Dec 5 - Library	15 Adult & Kid Coloring Sheets Online Library Holiday Book Walk until Dec 5
15 Adult & Kid Coloring Sheets Online Library Holiday Book Walk until Dec 5	16 Chalk the walk November 16-22 THE GABLES OF GERMANTOWN a (capri) community	17 Need some chalk inspiration? Check out our FB event for some!	18 Share your pictures of your masterpieces! #gtownxmas	19 Going for a book? Chalk the library's sidewalk and send a letter to Santa!	20 Spread good chalk tidings to a Gtown business!	21 Decorate a friend's sidewalk! Bring holiday cheer!
22 Last day for Chalk the Walk!	23 Show off your own Tree Lighting Nov 23 - Dec 5	24 Where's Santa?	25 Random acts of cookies	26 Happy Thanksgiving!	27 Show us your best hot chocolate drink concoction!	28 Don't forget to do your coloring sheets and send a letter to Santa at the library!
29 Elf on the Shelf Shenanigans - Show us your elf pictures through Dec 5	30 Festive Front Door Nov 30 - Dec 5	1 December Where's Santa's elf?	2 Bust out that Ugly Sweater and show us in front of your Festive Front door!	3 Merry Christmas and Happy Holidays Videos from our Gtown businesses	4 Merry Christmas and Happy Holidays Videos from our Gtown businesses	5 Official Tree Lighting Video Posted!
6 Luminary Night Windsong Subdivision	7	Don't forget to support your favorite non-profits on Amazon Smile! #gtownxmas - When you participate in our activities, show it off! #shopgtownwi - If you shop or dine in Gtown, share it with pride! Follow us on Facebook Germantown Area Chamber of Commerce WI				

Guidance for Businesses: COVID-19 Positive Staff and/or COVID-19 Exposures

This document provides guidance for businesses when an employee tests positive for COVID-19 or when an employee has had an exposure to someone with COVID-19. Businesses should work with their human resources department and staff to develop a COVID-19 response procedure should an employee test positive for COVID-19 or has an exposure. Additionally, businesses are responsible for identifying if/when it is appropriate to notify their customers, clients, or patients when an employee tests positive.

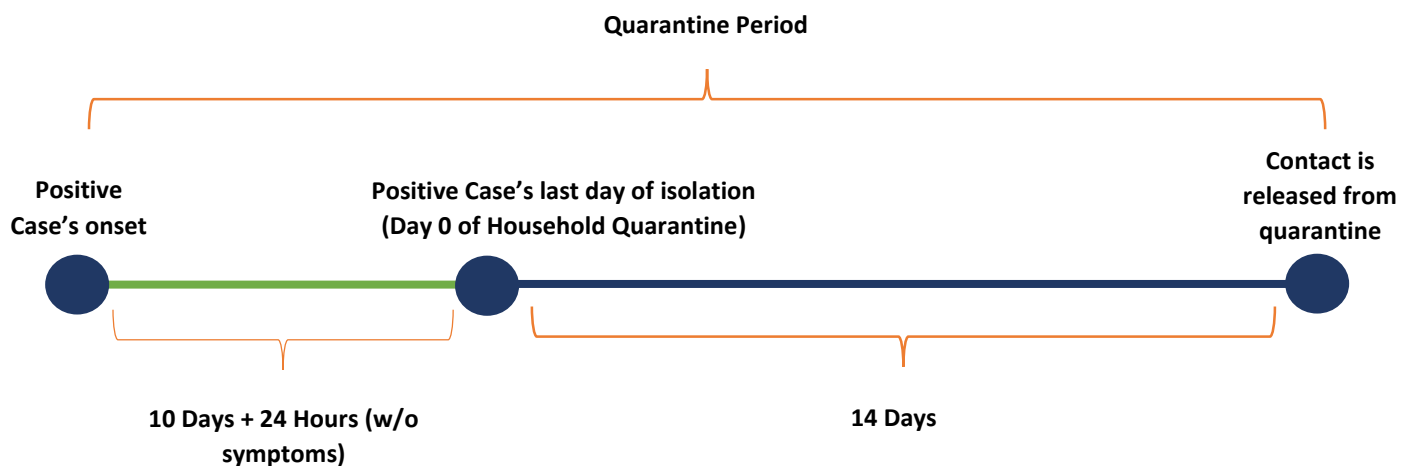
Cases (Confirmed, Probable, Suspect)

Minimum of 10 days since their date of symptom onset AND must be well (free of fever, productive cough and other acute symptoms of respiratory infection) for at least 24 hours.

Household Contacts of Symptomatic Cases

People living in the same home as a symptomatic confirmed or probable case should immediately follow quarantine procedures. The **quarantine** period is often **>14* days because of continued exposure while the household member is infectious. Day 0 of the mandated 14-day quarantine would be the **day the case ends their isolation**.

**If household contacts and cases are able to diligently follow CDC home isolation guidance at all times, then Day 0 would be the last day they had close contact or were in the same indoor living environment. For many household situations it will be impossible or very difficult to fully implement these guidelines at all times, especially if the home has only 1 bathroom, the case is a child, or the home has a single caregiver.*



Non-Household Contacts of Symptomatic Cases

Close contacts that remain asymptomatic can be released from quarantine 14 days AFTER the last time they were in close contact or shared an indoor living environment with the case.

Any Contact who becomes ill and is not tested during quarantine period (e.g. Probable & Suspect Cases)

Must complete their Isolation Period and Quarantine Period, whichever is the later date. Follow isolation requirements during Isolation Period.

IF	THEN	Calendar days excluded from in-person work.
You test positive for COVID-19	You should stay home for at least 10 days since your symptoms started. If you are asymptomatic, it is 10 days since the date of your test. The 24 hours prior to your return, you must be symptom-free.	At least 10 from date of test or onset date
Someone in your household tests positive for COVID-19	You should stay home during the time any members of the household that test positive are isolating plus an additional fourteen calendar days after the infected member/s of the household are released from isolation. <i>This assumes you continue to be in direct, close contact with the household member while they are infectious. If the COVID-19 positive household member is able to isolate separately from you, follow the guidelines for "close contacts." This also assumes you do not develop symptoms during the quarantine period.</i>	At least 24 From date of household members onset date
Someone you have been in "close contact" with tests positive for COVID-19	You will be asked to stay home for 14 days following last exposure. If you are symptom-free throughout this time you can return to work upon completion of their quarantine. <i>This assumes you do not develop symptoms during the quarantine period.</i>	At least 14 From date of exposure

For more info:

www.washozwi.gov

[Wisconsin Department of Health Services](#)

www.cdc.gov/covid19

MONDAY, NOVEMBER 2, 2020: MESSAGE TO PUBLIC

The Germantown Community Library is temporarily closed until further notice due to a staff member testing positive for COVID. Due to the majority of our staff needing to be in quarantine, we will be providing limited services until we are able to reopen.

Phones and Curbside Pickup will be available Mon-Thurs from 10am-7pm & Fri-Sat from 10am-3pm. Curbside Pickup appointments can be made online through our website or by calling the library at (262) 253-7760. The outdoor book drop will remain open 24/7. Patrons will still be able to place items on hold. Holds that have arrived at the library will be kept until we reopen. All overdue fines will be waived during this time.

Library Express Bags will also continue to be available for request, but may take 1-2 days to process depending on the volume. Our digital material, databases, virtual Storytime and online book discussions will continue to be available online

A limited amount of Grab & Go kits will be available near the Curbside Pickup tables. If you have a registered STEM Club kit that you would like to pick up through our Curbside Pickup service, please leave a message in the note field mentioning STEM Club kits or call the library to arrange a Curbside Pickup appointment. All registered kits will be held at least one week after we open.

Thank you for your patience and understanding as we work through this situation with limited staff. Wait time for phones and Curbside appointments may be longer than usual. We hope to reopen the physical library building as soon as possible. Watch our website, Facebook page & online newsletter for further updates.

If you have any questions, please call the library at (262) 253-7760 or email circulationdesk@germantownlibrarywi.org

Thank you,
Trisha Smith, Library Director

**The Germantown
Community Library is
temporarily closed until
further notice due to a
COVID-19 case.**

**Phones & Curbside Pickup Available:
Mon-Thurs 10am-7pm / Fri-Sat 10am-3pm**

The outdoor book drop will remain open.
Holds will be kept until we reopen.

Watch our website,
Facebook page & newsletter
for further updates.





GERMANTOWN COMMUNITY LIBRARY CURBSIDE PICKUP

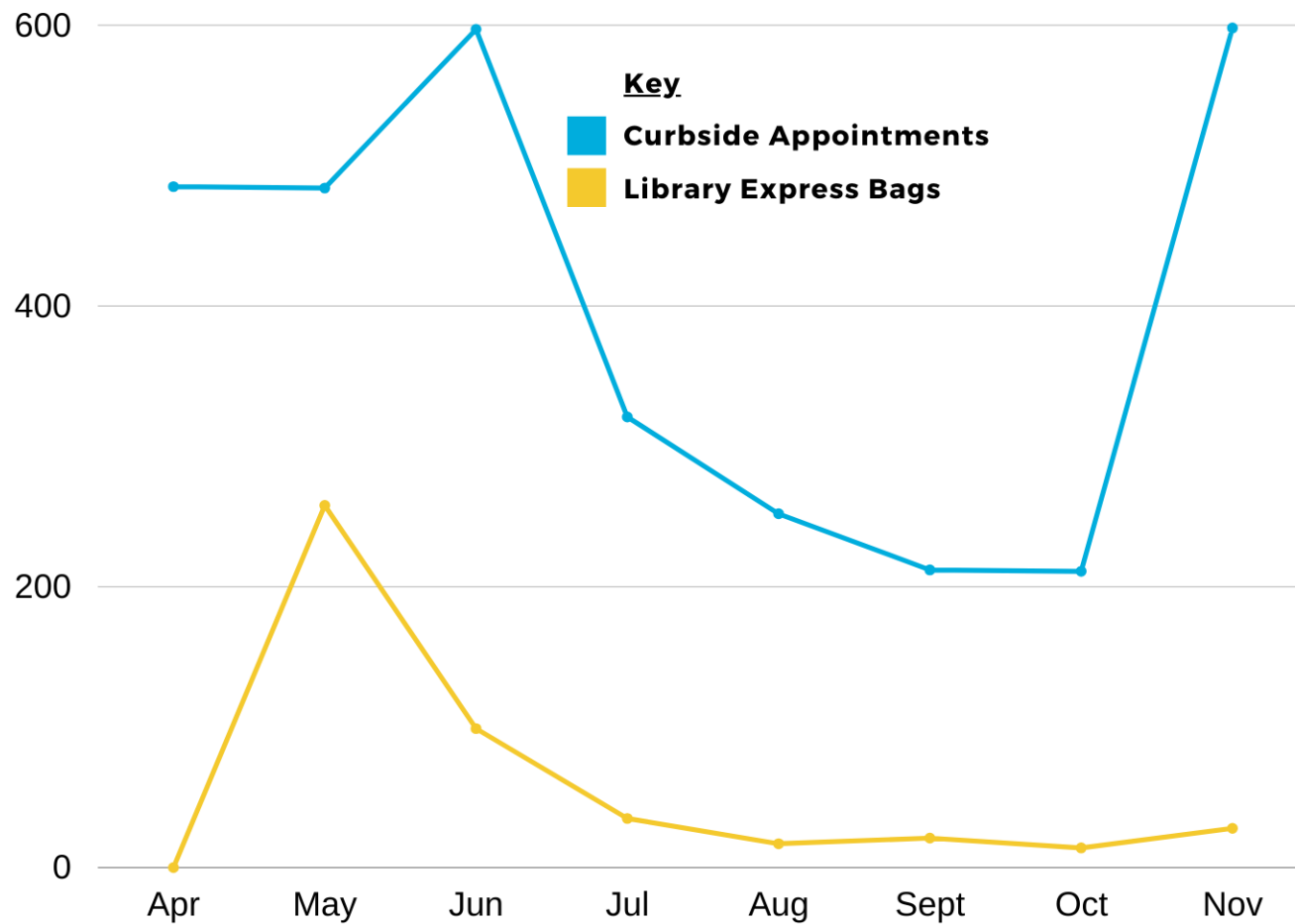
April - November 2020 (through 11/13)

Total Numbers During Curbside-Only Days

	Circulation (includes renewals)	Appointments
Apr	1,855	1,685
May	5,421	1,200
Nov (11/1-11/12)	4,371	598

Daily Averages During Curbside-Only Days

	Circulation (includes renewals)	Appointments
Apr	309	81
May	271	60
Nov (11/1-11/12)	437	60



GERMANTOWN COMMUNITY LIBRARY

STATISTICAL REPORT

October 2020

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

TOTAL CIRCULATION

<u>Physical</u>	<u>23,920</u>	<u>Patron Visits</u>	<u>5,694</u>	<u>2019</u>
<u>Electronic</u>	<u>3,991</u>	<u>WiFi uses</u>	<u>516</u>	<u>8,471</u>
<u>TOTAL</u>	<u>27,911</u>			

DAILY CIRCULATION SNAPSHOT FOR CURRENT MONTH

Average Daily Circulation	886
Highest Circulation Days	
Sat, Oct 3	1,127
Mon, Oct 19	1,110
Mon, Oct 26	1,070
Lowest Circulation Days	
Fri, Oct 9	499
Fri, Oct 2	623
Fri, Oct 23	678

PRINT CIRCULATION

Monarch System	Librariied	Non-Librariied	Total
Washington County			
<i>Germantown (Village)</i>	15,685		15,685
<i>Others</i>	345	6,465	6,810
Dodge	13	22	35
Ozaukee A	605	99	704
Sheboygan A	1	21	22
Outside System			
Milwaukee A	179	0	179
Waukesha A	396	63	459
Fond du Lac A	0	0	0
Rest of WI	26		26
Outside of WI	0		0
GRAND TOTAL	17,250	6,670	23,920

ELECTRONIC CIRCULATION

OVERDRIVE	3,614 (Includes e-Book, video and audio)
RB DIGITAL	366
	(Includes magazines, audio, video, and Transparent Language)
GALE COURSES	11
HOOPLA (not available yet)	0 (Includes video, music, and audio)
GRAND TOTAL	3,991

REGISTRATIONS

Resident (Village of Germantown)	52
Non-Resident	31
TOTAL	83

REVENUE

Fines	\$ 45.80
Copies	\$ 133.10
Replacement Cards	\$ 15.10
Lost/Damage Fees	\$ 115.90
Faxes	\$ 30.00
Meeting Room	\$ -
TOTAL FINES & FEES	\$ 339.90

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	715	107	103	62	25	41	79	60	70	85	83		
2020 Patron Visit Count	56,350	8,963	9,638	4,750	612	1,923	6,125	6,654	6,598	5,393	5,694		
2020 WiFi Uses	6,769	855	910	683	153	252	1,282	703	602	813	516		
2020 Physical Circulation	199,550	25,676	25,668	15,340	2,018	9,076	24,899	25,167	24,225	23,561	23,920		
% over 2019	-23.9%	8.4%	2.0%	-42.4%	-91.5%	-61.7%	-14.0%	-23.2%	-17.4%	-0.3%	-3.3%		
2020 RB Digital	3,705	180	243	285	380	532	407	449	465	398	366		
2020 Overdrive	37,240	3,201	3,203	3,523	4,211	4,068	3,866	3,920	3,918	3,716	3,614		
2020 Hoopla		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
2020 Gale Courses	120	12	8	13	18	12	25	11	9	1	11		
2020 TOTAL Circulation	240,495	29,057	29,114	19,148	6,609	13,676	29,172	29,547	29,547	27,676	27,911		
% over 2019	-18.3%	8.0%	4.1%	-36.0%	-75.1%	-48.8%	-9.6%	-18.3%	-9.6%	3.0%	-1.3%		
2019 New Patrons	1,313	83	91	106	90	181	145	107	116	92	99	110	93
2019 Patron Visit Count	34,596	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	9529	8306	9841	6920
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	-18.3%	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

