

GERMANTOWN COMMUNITY LIBRARY
N112 W16957 MEQUON ROAD
GERMANTOWN, WI 53022

MEETING: **GERMANTOWN COMMUNITY LIBRARY BOARD AGENDA**

DATE AND TIME: **Wednesday, June 23, 2021 6:00 pm**

LOCATION: **GERMANTOWN COMMUNITY LIBRARY**

- I. **CALL TO ORDER:** This meeting has been given public notice in accordance with Wisconsin Statutes, Section 19.83 and 19.84 in such form that will apprise the general public and news media of subject matter that is intended for discussion and action.
- II. **ROLL CALL:**
- III. **APPROVAL OF AGENDA:**
- IV. **APPROVAL OF MINUTES: May 26, 2021**
- 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. Strategic / Facility Planning
 - B. Circulation Policy
- IX. **NEW BUSINESS:**
 - A. Outside Signage for Library Building
 - B. Internet Use Policy
 - C. Wireless Internet Policy
 - D. Exam Proctoring Policy
 - E. Staff Training Day
- X. **ADJOURNMENT:**

Forthcoming meeting: July 28, 2021 – Germantown Community Library

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

GERMANTOWN COMMUNITY LIBRARY BOARD

REGULAR MEETING

May 26, 2021

Germantown Community Library

The regular meeting of the Germantown Community Library Board was called to order by President Joyce Nelson at 6:00 p.m. on Wednesday, May 26, 2021. **Members present:** Joyce Nelson, Charlene Brady, Joletha Kerpan, Christa Potratz, Jan Miller, Brenda O'Brien. **Members absent:** Darlene Vosen, exc. **Also present:** Library Director Trisha Smith, Assistant Director Connie Lloyd. Proper notification of the meeting had been given.

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

MOTION (Miller, Kerpan): Approve the minutes of the April 28, 2021 as printed. Motion carried (6-0).

PUBLIC INPUT: None.

CLOSED SESSION:

WAGE COMPENSATION.

MOTION (Nelson, Brady): Move to adjourn to closed session. ROLL CALL VOTE: Trustee Brady, aye; Trustee Potratz, aye; Trustee Miller, aye; Trustee Kerpan, aye; Trustee O'Brien, aye; President Nelson, aye. Motion carried (6-0).

The Germantown Community Library was called into closed session by Nelson at 6:03 p.m.

MOTION (Nelson, Brady): Move to re-enter open session. ROLL CALL VOTE: Trustee Brady, aye; Trustee Potratz, aye; Trustee Miller, aye; Trustee Kerpan, aye; Trustee O'Brien, aye; President Nelson, aye. Motion carried (6-0).

The Germantown Community Library was called to re-enter into open session by Nelson at 6:36 p.m.

RECONVENE INTO OPEN SESSION WITH POSSIBLE ACTION.

MOTION (O'Brien, Miller): Accept the library part-time staff wage adjustments recommended by Smith. Motion carried (6-0).

FINANCIAL MATTERS

TREASURER'S REPORT. Balances as of May 26, 2021: Board Checking Account - \$1,107.22; Board Savings Account - \$5,059.12; GCL Building Account - \$7,554.99 [Penny Jug - \$1,923.53] [RAO Account - \$2,752.44]; Building Fund CD Account #1- \$16,514.41; Building Fund CD Account #2- \$16,361.35; Building Fund CD Account #3- \$16,329.59; Building Fund CD Account #4- \$16,112.76. Vosen moved \$10,000.00 from the GCL Building Account into a new CD label #5 on the Treasurer Report. It is an 18 month CD earning 0.50/.50% interest rate maturing on 10/31/22. CD #2 will mature on 5/31/21. Nelson reported on behalf of Vosen the current interest rates: 13 months at .45%, 18 months at .50%, and 25 months at .60%. MOTION (Nelson, O'Brien): Renew CD #2 for 25 months at .60% interest rate. Motion carried (6-0). MOTION (Nelson, O'Brien): Accept the Treasurer's Report as printed. Motion carried (6-0). Submitted report is attached.

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

BUDGET PRINTOUT. The monthly Revenue & Expense Report and the General Ledger Trial Balance – Capital Project Fund Report for May were reviewed. Discussions regarding the use of library impact fees have begun with the Village Administrator.

REPORTS

CORRESPONDENCE. Nelson. None.

VILLAGE. Miller. Miller summarized the most recent Village Board Meeting. The mask mandate expiration date was changed from June 4, 2021 to May 31, 2021. Christa Potratz was renewed for another 3-year term as a Library Trustee. Potratz was sworn in by Village Deputy Clerk Treasurer, Jennifer Rozek, prior to today's meeting. Item 'L' from the Village Consent Agenda pertaining to the Village of Germantown Electronic Message Sign passed which included \$35,000 funding from the Library Board approved in April. Trustee training was provided and included an overview of each Village department. Smith was included and presented an overview of the Library.

COUNTY. Smith. The Washington County Library Board will meet again in August. Washington County directors continue to meet monthly. The Directors continue to review the county contract to find opportunities to update the contract to reflect current library service structures. The five libraries prepared an advertisement for the Washington County Fun Guide and will share a booth at the Washington County Fair. They are planning a meeting with the County Executive.

SYSTEM. Nelson and Smith. The Monarch Library System Directors met on May 13, virtually. Discussions included digital magazines through Overdrive, NCOA files, Polaris/ILS settings returned to pre-COVID settings and the Monarch website. The Monarch System Board has five candidates for the Director position and are beginning interviews.

PRESIDENT'S. Nelson. None.

DIRECTOR'S. Smith. April monthly circulation statistics were provided. Comparisons to 2020 and 2019 follow. Overall physical + electronic: 2020 = 315.4%, 2019 = -3.6%; Physical items: 2020 = 1052.9%, 2019 = -1.8%; Digital items: 2020 = -8.7%, 2019 = 48.6%. Hoopla had 160 checkouts which was down from March. Smith also provided additional statistics for January thru April for programming and facility usage. Programming participation statistics: In-Person = 16, Virtual = 553, Pre-recorded = 3.814. Self-Directed participation statistics: Challenges = 4,533, Activities = 10,515, Grab 7 Go Kits = 17,278, Kits requiring registration = 1,740. DPI released 2022 Annual Report updates and include programming breakout for children ages 0-5 (instead of 0-11). Smith received a donation from Jane Schmidt for \$700 to be used to purchase large print material. Summer programming brochure is available. Grab & Go Kits will continue through the summer. In-person programming options will be available with small groups and registration. Summer Reading Challenge for all ages will run June 7 – August 21 using Beanstack online with some in-person components. The library returned to pre-COVID normal hours on May 3. Other restrictions were lifted including water fountains, children's bathroom, eliminating the temporary exit, making laptops available for checkout and adding additional seating throughout the library. The lobby Welcome Desk is scheduled to end on August 14. The Customer Service Survey was launched May 24. The survey for Grab & Go and Registration Kits received 200+ results. Smith provided a summary of the feedback. Three of four adult book clubs returned to in-person meetings. Virtual Memory Cafes continue with the first in-person event in July. The new Monarch2Go app was launched May 3. A kiosk for Beanstack was setup in the Youth Services area. The Friends of the Library Pop-up Book Sale will end at the end of May and resume in September. An Usborne book sale will take it's place during the summer months. The library has two vacant service desk positions that existing staff are covering. Full-time staff participated in the WAPL conference webinars.

UNFINISHED BUSINESS

VILLAGE OF GERMANTOWN ELECTRONIC MESSAGE SIGN – At the May 17 meeting, the Village Board approved the proposed new exterior Village Hall and Library Electronic Message Sign which included \$35,000 funding from the Germantown Community Library. Smith will receive an update on installation timing from DPW. Library Board members expressed a need to also place a 'Library' sign above the front doors of the library, like Village Hall. This will be discussed with DPW as well.

NEW BUSINESS

CIRCULATION POLICY – Smith presented an updated Circulation Policy which addresses digital library cards from outside Wisconsin, changes purging of patron records after three years rather than five years to match DPI Standards, specify material loan and renewals as physical material, change the return Grace Period to one day, and add requirement for 'realia' material. Wording was clarified to specify a photo ID is required when applying for a library card. Brady voiced concern about requiring a photo ID. Smith will further research state statutes and best practices for this and bring back to the next meeting.

GIFTS POLICY – Smith presented an updated Gifts Policy. The changes including the various recognitions that are outlined in the revised Gifts & Memorials brochure. It includes the Children's Area Tree, Donor Wall, Outdoor Patio, Material Gifts, Lobby Giving Tree and Naming Rights. MOTION (Nelson, Brady): Approve the Gifts Policy as printed. Motion carried (6-0).

STRATEGIC / FACILITY PLANNING – Smith has been working with the Village on discussions of the library impact fees now that the library building is paid off. The Village Administrator asked Smith about the feasibility of a new second floor or other library construction needs for designating future Impact Fees. Smith shared with the Library Board that when the building was built 20 years ago there was an intent to add a second floor to accommodate growth. During the past few years discussion of adding a second floor has surfaced as the library is experiencing a shortage of space for services as library use grows. The Library Board shared this is an important time to do a facilities strategic plan because the Village is working on strategic planning for the DPW and the Police Department facilities. The Library Board asked if there is a strategic plan when the building was constructed and if there are past proposals to add a second floor. Smith will go through her files and bring any documents she has to the next meeting. In addition, Smith proposed engaging WiLS (Wisconsin Library Services) who offer public library strategic planning resources. The Library Board was supportive and asked Smith to bring a written proposal from WiLS to the next meeting.

ANNOUNCEMENTS

The next regular meeting of the Library Board will be Wednesday, June 23, 2021, at 6:00 p.m. at the Germantown Community Library.

Meeting adjourned at 7:58 p.m.

Respectfully submitted,

Connie Lloyd
Assistant Director
Germantown Community Library

Germantown Community Library Board

Financial Report **May 26, 2021**

By Darlene Vosen

Bank Five Nine GCL Board Checking Account

Balance 4/27/21 per on-line statement		\$3,191.03
Check #1559 5/3 Lerner Publishing	-\$579.73	
Check #1560 5/3 Penworthy Co. LLC	-\$1,201.83	
Check #1561 5/3 Fun Express	- \$75.96	
Check #1562 5/3 Fun Express	- \$39.99	
Check #1563 5/3 Fun Express	- \$186.30	
Balance 5/26/21 per on-line statement		\$1,107.22

Bank Five Nine GCL Board Savings Account

Balance 4/27/21 per on-line statement		\$5,058.70
Interest April	+\$.42	
Balance 5/26/21 per on-line statement		\$5,059.12

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

Balance 4/27/21 per on-line statement		\$17,553.57
Withdrawal & transfer to #5 CD	-\$10,000.00	
Interest April	+\$1.42	
Balance 5/26/21 per on-line statement		\$7,554.99

***Penny Jug Fund (Penny Jug Deposit 1/8/21 +\$80.06) = \$1,923.53 (total)**

***RAO Account (technology/from Guaranty 7/27/18) \$6,984.96 - \$4,232.52 = \$2752.44 (total left)**

Bank Five Nine Building Fund CD Account

CD #1 (5708) Balance June 2020 per bank statement	\$16,514.41
.85/.85% Interest 13 months (mature 7/5/21)	
CD #2 (7285) Balance 4/30/20 per bank statement	\$16,361.35
.60/.60% Interest 13 months (mature 5/31/21)	
CD #3 (5608) Balance 1/06/21 per bank statement	\$16,329.59
0.60/0.60% Interest 13 months (mature 2/6/22)	
CD #4 (1404) Balance 10/25/20 per bank statement	\$16,112.76
0.60/.60% Interest 13 months (mature 11/25/21)	
CD #5 (8801) Balance 04/30/21 per bank statement	\$10,000.00
0.50/.50% Interest 18 months (mature 10/31/22)	

2019 GCLB Checking Account:

2019 GCL Usborne Book Sale SRP Funds (in GCLB checking account): \$553.32 - \$122.41 (Ck 1556) = \$430.91 (left)

Early Literacy Fund: (in GCLB check account) \$113.04 + \$293.92 (Chamber/xmas) = \$406.96 - \$102.88 (Ck 1557) = \$304.08 - (Cks. 1561, 1562, & 1563) = \$1.83 (left)

2020/21 Funds for Books &/or Materials (in GCLB checking account)

Dickerson Memorial (2/25/20): \$550.00 - (cost of \$250 brick = \$55.41) = \$494.59 - \$227.40 (Ck 1558) = \$267.19 - \$267.19 (Ck. 1559) = 0 (left)

***Library Staff Brick (7/21/20): \$100 - (cost of \$100 brick = \$34.80) = \$65.20 (left)**

Jil Postl/Vil of G'town (1/25/20): \$50 - \$50 (Ck. 1559) = 0 (left)

Cederle Donation (8/31/20): \$100 - \$100 (Ck. 1559) = 0 (left)

Page 2, continued;

2020/21 Funds for Books &/or Materials (in GCLB checking account)

Kugel Donation (10/27/20): \$500 - \$500 (Cks. 1559 & 1560) = 0 (left)

Ho Donation (12/10/20): \$500 - \$9.50 (plaque cost) = \$490.50 - \$490.50 (Ck. 1560) = 0 (left)

Lynch Donation (12/11/20): \$155 - (cost of brick?) = \$120.00 - \$120 (Ck. 1560) = 0 (left)

***Kugel Donation (1/29/21): \$500 - \$253.87 (Ck. 1560) = \$246.13 (left)**

TOTAL= \$311.33* (left to spend for 2021)

Director's Report: June 2021

STATE OF WISCONSIN

- Tessa Michaelson Schmidt has been named the Assistant State Superintendent for the Wisconsin Department of Public Instruction Division for Libraries and Technology. She was formally a public library consultant with Wisconsin DPI focusing on youth and inclusive services.

MONARCH LIBRARY SYSTEM

- The Monarch Library System Directors met on Thursday, June 10 (virtual). Discussions included reverting back to pre-COVID Polaris settings in the ILS, Monarch App billing and continuing with the NCOA files project to clean-up patron records.
- The Monarch Board is currently searching for a system director. Four candidates are scheduled to be interviewed.

WASHINGTON COUNTY LIBRARIES

- Washington County Libraries will have a booth at the Washington County Fair on Tuesday, July 20 – Sunday, July 25. If board members are interested in volunteering, a sign-up form is available through Google Forms: https://docs.google.com/spreadsheets/d/1DlbwLpxeeu7_i1JL2TA4-uxd2nF6Y6tLDHAqklr8j8/edit?usp=sharing

VILLAGE OF GERMANTOWN

- None

DONATIONS

- None

DEPOSITS

- None

STATISTICS

- Circulation (large increases due to COVID-19 closures in March - May 2020)
 - Physical: 22,394 (146.7% from 2020 / -5.4% from 2019)
 - Digital: 4,210 (-8.5% from 2020 / 37.6% from 2019)
 - Hoopla Checkouts: 233 (\$476)
 - Total: 26,604 (94.5% from 2020 / -0.5% from 2019)

SUMMER PROGRAMMING

- Summer Reading Challenge currently has 800+ patrons registered and runs through August 21.
- Upcoming Youth Programs:
 - Book Walks: June 14-26 (Wiedenbach) / July 12-24 (Hickory) / Aug 2-14 (Fireman's)
 - Performers (Fireman's): June 24 / July 8 / Aug 12
 - Storytime Live: June 18 / July 2 / July 26 / Aug 13 / Aug 26
 - Storytime on the Patio: June 8 / June 22 / July 6 / July 20 / Aug 3 / Aug 17
 - STEAM Club Kits: June 7 / June 21 / July 5 / July 19 / Aug 2 / Aug 16
 - Grab & Go Kits: Tuesdays / Thursdays / Saturdays

- Upcoming Teen/Adult Programs:
 - Script Reading: June 17, 2021
 - Author Event: Zhanna Slor (Schoen Laufen Park): July 7
 - Memory Café: July 13
 - Book Groups (4 total): monthly
 - Make It Kits: June 14 / June 28 / July 12 / July 26 / Aug 9 / Aug 23
 - Grab & Go Kits: Tuesday / Thursdays / Saturdays

COVID RELATED UPDATES & SERVICES

- The Large Study Room and Large Community Room is available for public use.
- The magazine exchange table is available.

DEPARTMENT UPDATES

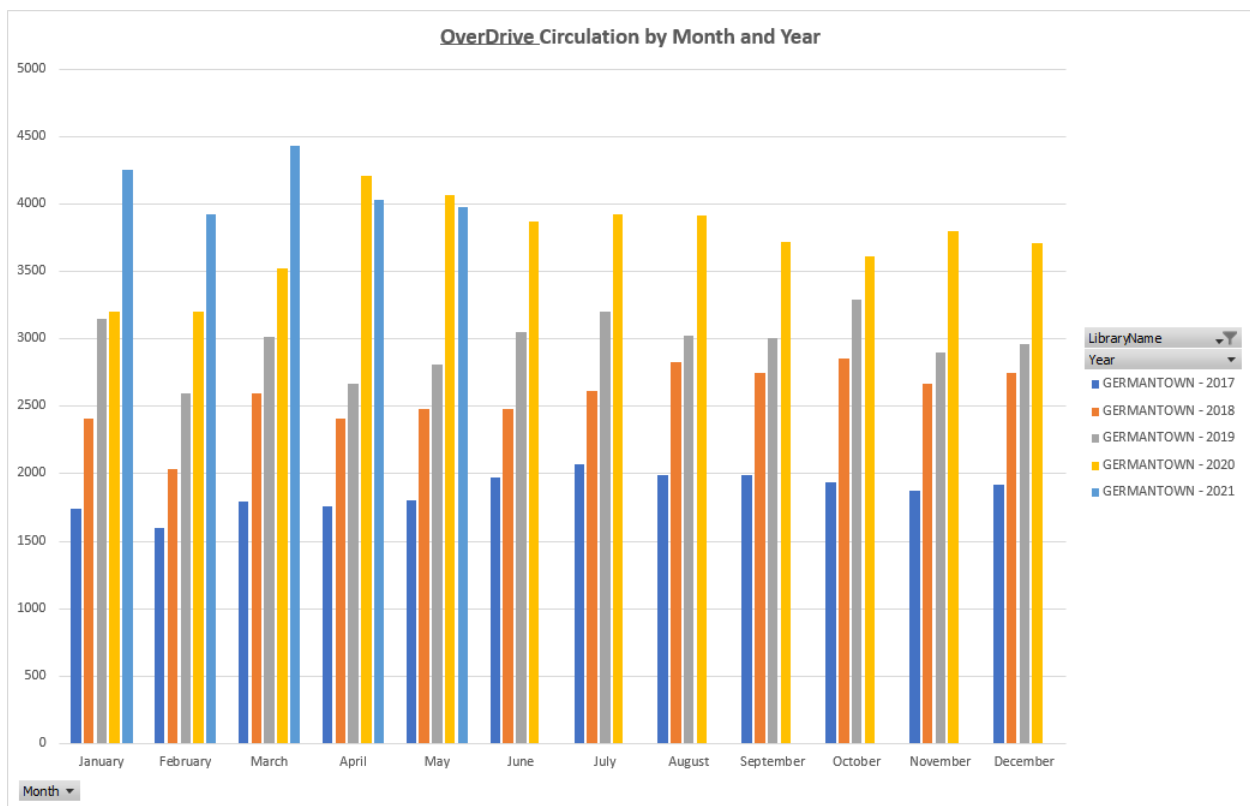
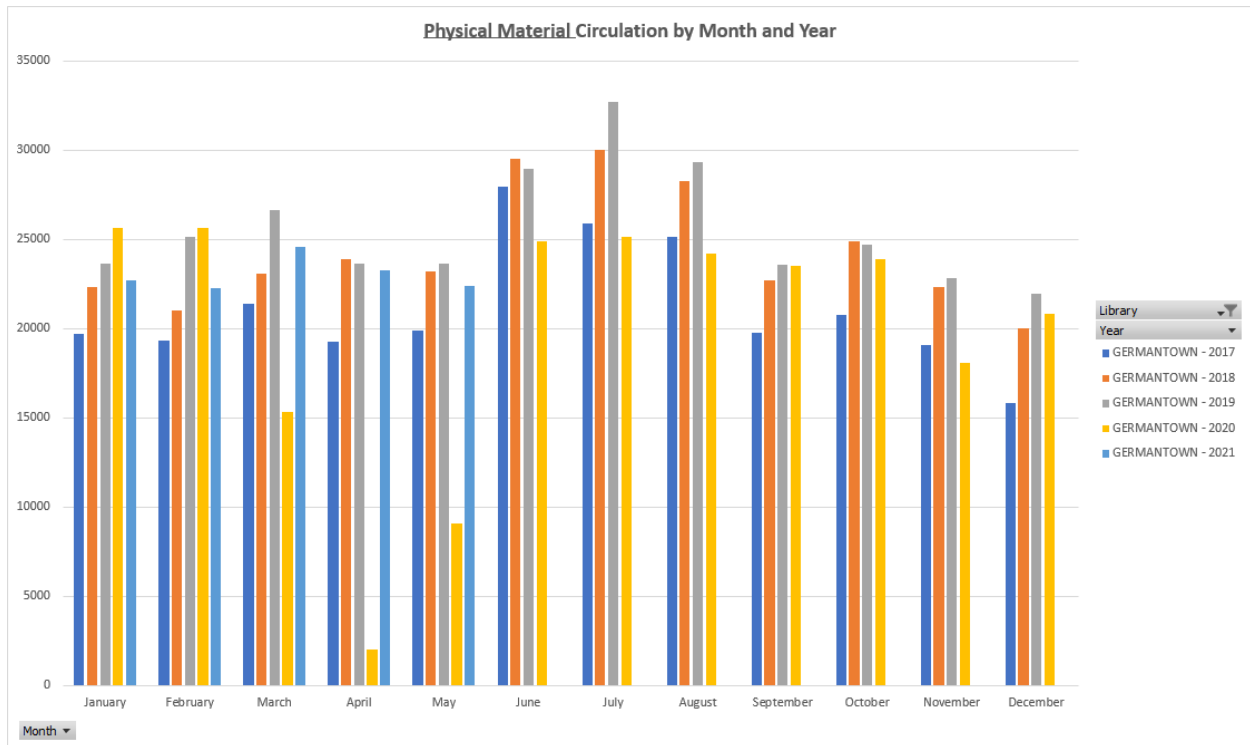
- Management & General Staff
 - Vacant positions: Library Specialist (applications due June 28) & Youth Services Assistant (current staff filling in).
 - Customer Service Survey for all service teams was launched on Monday, May 24 and currently have 95 responses.
- Adult Services & Youth Services (Lynn Ratzmann & Jackie Molitor)
 - The Library Memory Project was awarded a grant for \$35,000 for 2022 & 2023 through StoryCorps that the Adult Services Librarian will be participating in.
 - Adult Services Librarian lead a series of Roam with Readers walks through Park & Rec.
 - Book Bundles in the Youth Services Area continue to be extremely popular.
 - The library is pulling books for some local daycares and the Park & Rec Tyke Site program.
 - Our first Storytime on the Patio was held with registration on June 8 with 25 participants.
 - The library participated in Movies in the Park on June 11 through Park & Rec. This was our first Outreach event since March 2020.
 - Staff are working on some additional in-person programming options in July & August.
- Circulation (Diane Long & Connie Lloyd)
 - Circulation Manager is collecting and organizing results of the Customer Service Survey. Results and comments will be shared with the library management team monthly.
 - Circulation Manager has begun working on a “Get Your Library Card” campaign for September to coordinate with Library Card Signup month and involve local businesses.
- Tech Services (Connie Lloyd)
 - A Tech Services Assistant is working on a project involving creating a ‘Library of Things’ new collection that includes items to checkout (STEM kits, craft kits, board games, technology items, etc.). A presentation was made to the library management team on June 16. Research will continue including purchasing and cataloging items.
- Technology/Statistics (Connie Lloyd)
 - Assistant Director is working on a project with Monarch Library System regarding website recommendations and a new ticket support system.
 - The NCOA patron database files for the Monarch Library System were streamlined and organized by the Assistant Director and distributed to libraries to update patron records.
- Building Management & Grounds (Connie Lloyd)
 - Usborne Book Sale will run June 7 – August 21 (youth items).

- A preliminary meeting regarding facility planning took place with the Library Directors, Assistant Director, Village of Germantown Superintendent of Highways, Buildings and Grounds, Library Board President and Village Trustee/Library Board member. The Library Director will be reaching out to the original building architect to start the process of gathering information to see if building a second floor is feasible.
- A Water Bottle filling station will be installed at the end of June to replace one of the high Drinking Fountain units.
- Assistant Director met with several companies involving service desk signage, directional signage and furniture for the seating area where the paperback were previously shelved.
- Assistant Director began contacting companies regarding outside signage for the Library building.

DIRECTOR MEETINGS, CONTINUING EDUCATION & OUTREACH:

- | | |
|--------------------------------------|---|
| • June 7 - Village Board | • June 15 - WiLS Strategic Planning |
| • June 9 - Facility Planning | • June 16 - Village Departments |
| • June 9 - Kiwanis | • June 17 - Chamber Golf Outing |
| • June 10 - Chamber Education Series | • June 17 - Washington County Directors |
| • June 10 - Monarch Director's | • June 22 - Village Administrator |
| • June 11 - Movies in the Park | • June 23 – Library Board |
| • June 14 - Monarch Marketing | |

Germantown Community Library – May 2021 Circulation Statistics and Multi-Year Trends



The calculations below omit circulations to cards with no patron statistical class code as well as circulations to the following patron statistical class codes: "Interlibrary Loan", "[Library name] outgoing ILL", and "Library Use"

Total circulation	22394
Village of Germantown circulation	14759
Washington county libraried circ minus local municipality	413

Circulation to libraried and non-libraried patrons by Monarch county

Dodge county libraried circ	2
Dodge county non-libraried circ	51
Washington county libraried circ	15172
Washington county non-libraried circ	5625
Ozaukee county libraried circ	655
Ozaukee county non-libraried circ	45
Sheboygan county libraried circ	31
Sheboygan county non-libraried circ	12
Total:	21593

Circulation to patrons by Monarch county other than home county (includes: Dodge, Ozaukee, and Sheboygan counties)

In-System libraried circ	688
In-System non-libraried circ	108
Total:	796

Adjacent county circulation (includes Milwaukee and Waukesha counties)

Adjacent county libraried circ	691
Adjacent county non-libraried circ	79
Total:	770

Other Wisconsin county circulations (includes all counties not listed above)	22
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Non-Wisconsin circulations	9
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Non-Libraried cross-county circulations

Dodge	51
Fond du Lac	16
Ozaukee	45
Sheboygan	12
Waukesha	63

Milwaukee	0 All Milw is c
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Non-System Libraried cross-county circulations

Fond du Lac	0
Milwaukee	138
Waukesha	553

Germantown Community Library Board

MEETING DATE: June 23, 2021

PLACEMENT: Unfinished Business

AGENDA ITEM(S): VIII. A. Strategic / Facility Planning

SUBMITTED BY: Trisha Smith, Library Director

SUMMARY EXPLANATION:

A number of factors have contributed to recent discussions regarding possible expansion of the library building between Germantown Community Library Staff, Village of Germantown Administration and the Library Board:

- The debt retirement of the building was paid off in March 2020 and library impact fees are available for future use
- The library currently has significant funding in Washington County Capital dollars
- There is increased library usage and need for additional space
- As library services continue to grow, there is an increased need for creating a quiet area of the library primarily for quiet study, research, reading and computer usage

The original building was built to someday have a second floor in the future. After 20 years, many questions remain:

1. Is it feasible to build a second floor?
 - a. What is the cost?
 - b. How long would the library need to be shut down?
 - c. What would the impact be to the current building?
 - d. What would additional ongoing costs be (including staff)?
2. Is it more feasible to look at other options to expand the library space and services including:
 - a. Relocating the building
 - b. Expanding the building outward
 - c. Building branches in other areas of the Village
 - d. Investing in additional mobile options (bookmobile, etc.)
 - e. Investing in additional outreach
 - f. Investing in additional technology
 - g. Investing in additional digital material
3. Should the Washington County Capital dollars be saved for future expansion or spent on other building improvements?

The director has begun to investigate options to answer the above questions including:

- Strategic Planning through WILS in October or November 2021 through Spring 2022 (see attached information & proposal)
- Feasibility of second floor construction
- Facility Planning (TBD)

Information WiLS (Wisconsin Library Services) - <https://www.wils.org>

ABOUT WiLS:

- **WiLS MISSION:** We believe libraries, cultural institutions, and their partners make the world a better place. We build relationships and provide services so they can do more with their time and money. We help our members turn ideas into action.
- **EXPANDING POSSIBILITIES THROUGH COLLABORATION:** WiLS (formally Wisconsin Library Services) is a non-profit membership organization that facilitates collaborative projects and services to save our members time and money and to advance library service, primarily in the state of Wisconsin. Most of our members are libraries, but we also work with cultural institutions, government agencies, and other non-profits to develop partnerships and projects.

Examples of Strategic Planning:

- Cedarburg Public Library: <https://cedarburglibrary.org/wp-content/uploads/Strategic-Plan-2019-2-4-2020.pdf>
- Jack Russell Memorial Library (Hartford): <https://www.hartfordlibrary.org/strategic%20plan.pdf>
- Frank L. Weyenberg Library (Mequon): <https://www.flwlib.org/DocumentCenter/View/2345/Strategic-Plan-2019-2021?bidId=>
- Waukesha County Library Services Plan: <https://bridgeslibrarysystem.org/waukesha-county-planning-committee-2016-act-150/>
- Milwaukee Public Library 2020: https://mpl.org/content/MPL%202020/MPL2020_InfoGraphic_WEB.pdf
- Madison Public Library: <https://www.madisonpubliclibrary.org/about/tell-us>

STRATEGIC PLANNING

In today's library, funding resources are limited, but the opportunities to serve your community are great. If you have a planning project, WiLS can help you identify planning goals and develop a process customized for your library, community, and budget.

Library planning is an ongoing business activity necessary for your library to thrive and deliver the best services that you can to your community. WiLS works closely with you to employ the right tools to create your strategic plan, whether that's library data analytics, surveys, studies, or community engagement through facilitated conversations.

PROPOSAL FOR STRATEGIC PLAN DEVELOPMENT, CONSULTING AND FACILITATION SERVICES

The library director met with Melissa McLimans, Consulting Team Lead at WiLS to develop a proposal for the Germantown Community Library (see attached).

Consulting services and facilitation services would create a five-year strategic plan with an emphasis on community assessment for library services and data gathering for possible building expansion.

- Project Timeline: October or November 2021 through Spring 2022
- Recommended Costs: \$8,630

Recommendation (Next Steps):

1. Answer any questions regarding the proposal
2. Approve Memorandum of Understanding (MOU) through WiLS
3. Form Strategic Planning Committee
4. Library and Community Landscape Questionnaire & Initial Project Meeting would take place in October/November 2021.

June 2021

Proposal for Strategic Plan Development, Consulting and Facilitation Services

Germantown Public Library



Overview

WiLS, in partnership with the Germantown Public Library, will provide consulting and facilitation services in order to create a five year strategic plan. The planning process project will have three main phases, with a potential for a fourth:

1. Initial project meeting and information and data gathering focused on the library
2. Community assessment
3. Strategic plan development
4. Plan implementation

The Germantown Public Library and WiLS will engage various community stakeholders in order to learn more about their aspirations for the community as well as their needs for the library. Community engagement will be supplemented with robust qualitative data collection and analysis to ensure the strategic plan will be data informed and meet the needs of the community and the library.

Deliverables and Cost

Each phase is customizable in order to make sure your library has the process that will result in an inspirational and achievable strategic plan. The items that we minimally recommend are bolded. Please note that travel costs have not been included. For any meetings that require travel, the cost will reflect travel time and mileage (\$500 per travel event). Not all meetings benefit equally from being in person and WiLS is able to conduct all aspects of the planning process virtually.

Phase I Deliverables (Library Usage Data)

1. Library and Community Landscape Questionnaire - \$297.00

- a. WiLS will administer a questionnaire to the planning committee to develop an understanding of library and community aspirations, issues and needs.
- b. WiLS will compile and theme the information gathered.

2. Initial Project Meeting - \$396.00

- a. WiLS will meet with the planning committee for a 2-hour session to start the planning process.

3. Library Standards Evaluation - \$200.00

- a. WiLS will provide a form for the library to complete as a self-evaluation of library offerings, support and capacities related to the Wisconsin Public Library Standards. WiLS will compile a summary of the information gathered.

4. Demographic and Economic Data Assessment - \$297.00

- a. Using data from the U.S. Census, WiLS will identify and assess relevant demographic and economic information in the library's community.

5. DPI Annual Report Data - \$198.00

- a. Option 1: Public Library Benchmarking Dashboard
 - i. This option gives you access to a dashboard created and hosted by WiLS. This dashboard takes the spreadsheet of DPI data (publicly available in Excel format on the DPI website) and puts it into a visualized format that allows you to see your own individual library's data for up to the previous 5 years, as well as the ability to self-select

other individual libraries you would like to compare yourself to. The dashboard also includes some basic descriptive statistics of certain measures, in addition to the DPI Service Data.

- ii. This option includes access to the dashboard for the period of your project as well as an hour-long onboarding tutorial with WiLS' Data Analyst to walk you through how to use the dashboard.
- b. Option 2: Library Cohort Comparisons - \$495.00
 - i. This option provides a look at your library compared to a cohort average of similar libraries, identified through statistical modeling. While benchmarking library data (a la Track 1) against individual libraries is a useful practice, this option is a little meatier in ensuring those comparisons are statistically significant and meaningful.
 - ii. Cohort Comparisons include a slidedeck of curated charts and graphs comparing your library to the cohort, as well as access to the dashboard in Track 1.
 - iii. This option includes up to 2 hours of time with WiLS' Data Analyst in creating a data product specifically tailored to your strategic planning process with up to 5 additional data visualizations based on your library and its Cohort Comparison group.

6. SOAR analysis with library staff - \$792.00

- a. WiLS will coordinate a process and facilitate a 3-hour virtual meeting of library staff to perform a Strengths, Opportunities, Aspirations, and Results analysis.
- b. WiLS will document and theme information gathered during this process to be shared with the planning committee as part of the information gathered for developing the strategic plan.

7. Library Board Community Conversation (virtual) - \$792.00

- a. WiLS will facilitate a 1.5-hour discussion of the library board. This discussion will focus on gathering information about the challenges and aspirations of the community and for the library. The information gathered will be used for the development of the strategic plan.

-
- b. Alternate: WiLS will provide a Library and Community Landscape Questionnaire for the library board to gather input (\$297)

Phase I Cost (recommended) \$1,980.00

Phase II Deliverables (Community Assessment)

1. Community Survey -\$1,200.00

- a. This is a survey of convenience, meaning it is not sent to selected lists, but is available for anyone to complete. WiLS will work with the library planning committee to finalize the survey and provide a print and online version. The library, with input from WiLS, will promote the survey to area residents. The base community survey has a certain level of standardization that needs to be maintained at this cost. Any requests for customization may result in the need for an adjusted quote.
- b. WiLS will compile the results of the survey into both raw and visualized data for analysis.

2. Community Virtual Conversation - \$396.00 per virtual conversation / \$896 for in-person.

- a. WiLS, with assistance from the library, will coordinate one or more 1.5-hour community conversations with selected community participants (number of conversations held to be determined with the planning committee) to gather information about how the library can align its resources and services to best support community aspirations and needs.
- b. WiLS will provide the platform (Zoom), a facilitator to lead the conversation(s), and document the input gathered during the conversations. WiLS will compile and theme the results of the conversations.
- c. Based on the library's needs, WiLS recommends 3 community conversations, which can be a mix of virtual and in-person. WiLS can also make arrangements to do two conversations in one day, saving travel cost. For example, WiLS could do a morning session and a late afternoon session and the costs would only include a single travel charge.

-
- d. Should the library wish to add conversations, this MOU will be modified. The recommended cost below includes three conversations, one virtual and two scheduled on the same day.
 - 3. Community Interviews - \$792.00
 - a. WiLS will provide training and a tool kit for the library to perform one on one community interviews. This includes:
 - i. Participant invitation and conversation logistic best practices
 - ii. Facilitation guide and questions
 - iii. Facilitated conversation among staff that performed interviews to look for themes in the data collected
 - 4. County, City, Village Leaders Questionnaire - \$297.00
 - a. WiLS will provide a community and library landscape questionnaire for city leaders to gather input.

Phase II Cost (recommended): \$2,888.00

Phase III Deliverables (Strategic Plan Development)

1. Data and Information Webinar Review - \$1,188.00

- a. WiLS will develop and deliver a 1.5-hour webinar to review the data and information gathered with the library planning committee before the strategic plan development meeting.
- b. The committee will be provided a slide deck of the compiled information along with the data used for the slide deck.

2. Strategic Plan Development Meeting - \$990.00

- a. WiLS will develop processes and provide facilitation services for a 4-hour strategic plan development meeting of the library strategic planning committee.
- b. The result of this meeting will be the finalization of strategic service goals for the library and initiatives that can be done to reach the goals.

3. Writing the Strategic Plan Document - \$1,584.00

- a. WiLS will compile the results of the planning meetings to include with other documentation (including, when relevant, the data and information gathered,

assessed and summarized during the course of the planning process) to develop and write a strategic plan document.

- b. WiLS will coordinate a schedule with the library to finish writing the plan. WiLS will develop an initial draft of the plan and will work in coordination with the library planning committee to create a final draft for presentation to the library board.
- c. WiLS allocates 16 hours for writing the strategic plan document. If additional writing time is requested beyond the 16 hours as it will be scheduled with the library in the previous bullet point, an adjusted cost for this component will be required.

Phase III Cost (recommended): \$3,762.00

Optional Phase IV Ongoing Planning Process Development

- 1. Implementation and Ongoing Planning Process Development (Virtual) - \$990.00
 - a. Following the development of the strategic plan, WiLS will facilitate the development of a framework for an ongoing planning assessment, prioritization, implementation and communication process that will be scheduled and coordinated on an annual basis to align with the library's budget planning calendar. This may include administering a plan activity prioritization survey prior to a 4-hour online session to provide the library with a toolkit for the library to project plan and assess strategic plan goals and activities. WiLS will work with the director to select 6-8 staff participants for this session.
- 2. Meaningful Assessment of Your Strategic Plan (Virtual) - \$495.00
 - a. Regular assessment and evaluation of your plan can provide clarity on implementing your strategic plan and seeing your library's achievements of its goals. Working with WiLS' data analyst, the library will learn how to set meaningful benchmarks and assess their strategic plan efforts. This will include a two hour training session with up to 6-8 staff participants and tools and templates to easily and routinely assess efforts.

Total costs (recommended) \$8,630.00

Project Timeline (Estimated)

Project would start with the planning team meeting in October or November of 2021 and would be completed, depending on library availability and data collection, in Spring 2022.

Our Approach and Expertise

WiLS philosophy of work is evident in our mission:

We believe libraries, cultural institutions, and their partners make the world a better place. We build relationships and provide services so they can do more with their time and money. We help our members turn ideas into action.

We work hard so our project partners can have more, do more, and be more for their own communities. We harness our internal expertise, bringing in staff and their skills as the project requires, as well as expertise from among our partners if needed, to get the work done, to do it well, and to do it affordably.

Our work is guided by [our organizational values](#). We are optimistic and direct, unafraid to learn from our own occasional mistakes, who will ask after your families and pets. We sincerely care about your mission, we will do our best to support it, and we want our working relationship to continue after the project outputs are delivered; we want you to want to work with us again and to collaborate with our members and partners. We will learn from and with you as we work together and share that knowledge with our members. We really do believe that we are all in this together and that a strong community of practice amplifies work.

When you hire us, you get the whole team. WiLS' service experts have diverse skills and experiences and can be brought in, as needed, on any project. This keeps us flexible and responsive to the needs of different projects and helps us keep our eyes on the horizon to emerging and innovative practices from a variety of different vantage points.

Key Personnel and Contact Information



Melissa McLimans, Consulting Team Lead, has nearly six years of experience leading strategic planning processes with public libraries and library systems across the state of Wisconsin. Melissa has worked with dozens of libraries and community stakeholders to develop, complete and implement strategic plans that are achievable and reflect the needs of the organization and its stakeholders. Melissa is well-experienced in data collection, including administering community surveys, leading focus groups, and conducting interviews, as well as facilitating planning meetings and writing strategic plans. She has a deep knowledge of library and library system needs.



Laura Damon-Moore, Community Liaison & Service Specialist, Consulting Team, partners with her WiLS consulting team colleagues to offer manageable and dynamic planning projects that are community and asset-based. She brings to the table a background in community engagement, community-led program development, and youth services, as well as significant project coordination, communications, and writing experience as co-founder of the Library as Incubator Project and @IArtLibraries.



Kim Kieseewetter, Data Analyst, works on a variety of library-centric, data-driven projects with the WiLS consulting team. She brings with her over a decade of research and evaluation experience. Her background in the social sciences provides a foundation for her work, including extensive training in evaluation, research methods, and statistical analysis. Her approach to projects is warm, open, and accessible and focuses on intuitive and accessible deliverables.

Germantown Community Library Board

MEETING DATE: June 23, 2021

PLACEMENT: New Business

AGENDA ITEM(S): VIII. B. Circulation Policy

SUBMITTED BY: Trisha Smith, Library Director

SUMMARY EXPLANATION:

Attached is the proposed revised Circulation Policy. Requirement of a photo ID was questioned at the May 26, 2021 meeting. Information from other Monarch Library polices was collected and the results are attached. DPI/State of Wisconsin was contacted asking the position of the State and Library Standards. Their response is also attached.

It is recommended to approve the proposed Circulation Policy which includes the requirement of a photo ID to receive a library card.

GERMANTOWN COMMUNITY LIBRARY CIRCULATION POLICY

A primary function of any public library is to circulate materials to the users, i.e., allow library users to “check out” library materials for a defined period. Policies and procedures surrounding the circulation process should be flexible enough to accommodate special needs and unusual circumstances, yet firm enough to ensure fairness of access to materials. These policies and procedures should also attempt to fairly balance the needs of the user with the needs of the library. They should also be as “user-friendly” as possible, without sacrificing library organization and efficiency.

NOTE: All circulation policies and procedures are subject to the judgement of the Library Director under special circumstances. Any decision by the Library Director, which is disputed, may be taken to the Library Board for a decision. Decisions made by the Library Board are final.

LIBRARY CARD REGISTRATION

1. Individuals wishing to check out materials from the Germantown Community Library must have a valid public library card from a library within the Monarch Library System. Any patron will be eligible to obtain a Germantown Community Library card and will be subject to all policies and procedures as outlined in this document.
 - *Patrons may hold only one valid library card from the libraries participating in the Monarch Library System with the exception of Business or Teacher Cards.*
 - Children who wish to register for a library card must be at least 5 years of age. A custodial parent is required to sign his/her child's library card application for all children under age 18. Alternate methods of consent, such as separate notes, phone calls or caregiver's signature will not be accepted.
2. Adults (age 18 and over) and custodial parents of minors are required to present a current form of identification **including their photo and indicating their current address when applying for a new library card or requesting a replacement card.** Examples of such identification can be in print or electronic format and include:
 - Current driver's license, state photo ID, passport, employee ID or student ID
 - Checkbook or bank statement
 - Piece of personal mail or online statement
 - Property title or lease
- ~~3. A proper form of identification with current address is required to receive a replacement library card.~~
4. **Library cards applied for on-line can only be used for digital materials until proof of residency and the physical card is picked up from the library.**
5. **Digital materials are available to patrons that have a primary or secondary address in Washington County or an adjacent county (Waukesha, Milwaukee, Dodge, Fond du Lac, Ozaukee, or Sheboygan).**
6. **Special exceptions are at the discretion of the Library Director or designee.**
7. Patrons are required to update their information every 18 months.
8. A proper form of identification with current address is required when their address has changed.
9. Inactive library card registration records will be purged ~~five~~ **three** years after the account has expired as part of ongoing database maintenance. Library cardholders who attempt to use a library card after its record has been purged will be required to re-register.

SPECIAL CARD POLICY

Provisions for Digital Library Cards: Patrons can register online for a digital material only library card. If the patron decides to also acquire a physical card, and if their primary or secondary address is not within Washington County, they need to provide the necessary proof of identification in person as outlined previously in the 'Library Card Registration' section.

Provisions for Businesses: Written confirmation and acceptance of responsibility from the business owner must be obtained before the card is issued. The card will not "be kept on file"; it will be physically issued on a "one card per business" basis. It will be the responsibility of the business owner to make the card available to employees.

Provisions for Teacher Cards: The Library offers teacher cards as a service to teachers, preschools, licensed childcare centers, homeschool families and public and private schools serving students in grade K-12. A teacher card makes it possible to have a library card for professional use as well as one for personal use. Teacher cards can only be used for curriculum-related materials. The Library reserves the right to withdraw this privilege if abused.

1. To apply for a teacher card, you will need:
 - A personal library card in good standing from a library within the Monarch Library System.
 - Proof of employment at an educational facility, a homeschool state certificate, or a childcare license. (Updated documents must be provided by September 1 each year for renewal of services.)
2. Teacher cards have the following exceptions to the standard policy.
 - The card will expire September 1 if updated proof of employment or certificates are not provided for the new school year
 - The card will not be charged overdue fines
 - The teacher is responsible for charges related to lost or damaged items
 - The teacher card is only valid at the Germantown Community Library

LOST/REPLACEMENT CARDS

Cardholders reporting lost cards or requesting a new card will be charged a replacement fee of \$3.00. Replacement cards will be issued only if all materials checked out on the old card have been returned and all fines/fees paid. If the patron has moved within the Monarch Library System, the fee will be waived.

PHYSICAL MATERIAL LOANS REQUIREMENT

1. Registered Monarch Library System patron adults aged 18 and older may use a current photo I.D. in the form of a valid driver's license, state issued I.D., passport, or green card to check out items if they do not have their Library Card.
2. For minors without their library card, the Library will accept current school ID cards, driver's license or learners permit as alternate IDs. For minors without any acceptable alternative ID, such as elementary school aged children, Library staff shall ask for the minor's full name, home address, phone number and birthday, including year, to verify minor's identification.
3. Library staff may refuse to accept alternative IDs.
4. If a cardholder does not have their library card or proof of identification at checkout, staff should offer to put the materials on reserve.

PHYSICAL MATERIAL LOAN PERIODS AND LIMITS

1. Items that have been checked out may be kept for varying periods of time, depending on the item and the owning library. The chart below illustrates the different items and their loan periods for Germantown materials.

LOAN PERIODS	ITEMS
4 weeks	Fiction & Non-Fiction Books/Audiobooks
2 weeks	New Adult Fiction books/Non-fiction & TV series DVDs/Blu-rays/ Music CDs/ Magazines/Video Games/Realia
1 week	Feature Film DVDs/Blu-rays
3 days	Adventure Passes/HotSpots/Tablets

2. The number of items that can be checked out per card may be limited depending on the item. The chart below illustrates the different items and their limits.

LIMIT	ITEMS
100	Books –Children’s & Adult combined
25	Music CDs
25	Magazines
25	Audiobooks
10	DVDs/Blu-rays (total)
5	DVDs/Blu-rays (new)
5	Video Games/Realia

PHYSICAL MATERIAL RENEWALS

Any library item may be renewed twice for the original loan period from the renewal date provided there are no reserves on that item. Renewals may be done in person, over the telephone or online if provided by automation vendor.

PHYSICAL MATERIAL RESERVES

1. Any Cardholders may reserve (be put on a waiting list) any library item that is in the catalog and marked as holdable. ~~checked out or On Order~~. Up to fifty items may be reserved. No item may be reserved by or for a specific date.
2. Cardholders will be notified by telephone, e-mail, or text message when reserved items are available for their use.
3. Once a cardholder has been contacted regarding the availability of a reserved item, that item will be held for seven working days.

FINES, OVERDUES, DAMAGED AND LOST PHYSICAL MATERIALS

1. All materials receive a one day grace period to allow staff sufficient time to process returned materials. In addition, overdue fines are not assessed for days the library is closed to the public.
2. Fines are charged on materials that are not returned on time. The overdue fine rate is \$0.10 per item per day for all adult material. Overdue fines are not charged for youth and teen materials. At no time shall the amount of the fine exceed \$5.00. Fines are accumulated on scheduled days of operation.
3. Reminder notices on delinquent materials are sent via phone or email according to the following schedule:

1 st notice:	7 days after due date
2 nd notice:	14 days after due date
3 rd notice:	28 days after due date

4. Items not returned by the 60th day after the due date will be declared lost. The cardholder account will have the overdue charges removed and be billed the full value of the item according to the following schedule.

Final notice/bill:	60 days after due date
May send to collection agency:	74 days after due date

5. If the cost of the item is not in the item record, the charges will be assessed as follows:

\$75.00	Audiobook/Video Game
\$30.00	DVD/Blu-ray
\$30.00	Adult Hardcover Book
\$20.00	Children/YA Hardcover Book
\$ 8.00	Paperback Book
\$20.00	Music CD
\$10.00	Individual Audiobook CD

NO REFUNDS WILL BE GIVEN FOR MATERIALS THAT ARE LOST, PAID FOR AND THEN RECOVERED

6. Charges may be assessed on library materials that are returned damaged. If an item has been damaged to the point of complete physical unattractiveness, is beyond repair, and is no longer usable, charges shall be assessed according to the item record. Examples of this would include, but are not limited to:

- Books with numerous torn pages
- Heavily warped book
- Books with more than 2 pages which have been defaced
- Warped or deeply scratched discs

EXCEPTIONS: If the cosmetic appearance of an item has not been fundamentally affected, if damage can be repaired, and if the item can still be used for its intended purpose, no charges shall be made. Examples of this would include, but are not limited to:

- Minor pen or pencil marks, especially in the case of children's books
- Minor surface scratches on discs
- Very slight water damage (NOTE: in most cases, water damage will render a book unusable due to the weakening of the binding and the subsequent loss of pages.)

7. Miscellaneous charges will be assessed on the following items:

\$1.00	Music CD/DVD/Blu-ray/Video Game case (single)
\$3.00	Music CD/DVD/Blu-ray/Video Game case (multi)
\$7.00	Audiobook case
\$1.00	Barcode
\$7.00	Plastic kit bag
\$20.00	Realia container
\$2.00	Music CD/DVD/Blu-ray/Video Game/Audiobook cover or insert
\$5.00	Music CD/Video Game booklet/liner notes

8. Library borrowing privileges may be suspended to any cardholder who has more than \$5.00 in fines/fees or after library materials are ten days overdue.
9. Any damage/replacement/processing fines or fees accumulated from items not owned by the Germantown Community Library are under discretion of the owning library.
10. Annually, fines over three years old will be waived and removed from the cardholder account.

ADOPTED: 8/24/94

REVISED AND ADOPTED: 3/26/97; 4/23/97; 8/26/98; 6/28/00; 7/26/00; 5/22/02; 2/22/06; 10/27/10; 8/24/11; 11/16/16; 9/27/17; 12/13/17; 5/23/18; 7/24/19; 10/28/20

Monarch Library System
Library Card Application Requirements
As of June 2021

LIBRARY	PHOTO ID	PROOF OF ADDRESS
Brownsville	Yes - Link to online app*	Yes
Cedarburg	Yes	Yes
Cedar Grove	Yes	Yes
Grafton	Yes	Yes
Germantown		Yes
Hartford	Yes	Yes
Horicon	Yes	Yes
Hustisford	Yes	Yes
Juneau	Yes – link to online app*	Yes
Kewaskum	Suggested	Yes
Elkhart Lake	Yes	Yes
Kohler	Not required	Yes
Iron Ridge	Yes (for adults only)	No
Fox Lake	Yes	Yes
Lakeland University	Library ID required	
Lomira	Yes	Yes
Mayville	Yes	Yes
Mequon	Yes	Yes
Oostburg	Yes	Yes
Plymouth	Yes – link to online app*	Yes
Port Washington	Yes	Yes
Reeseville	Yes	Yes
Saukville	Suggested	Yes
Sheboygan (Mead)	Yes – link to online app*	Yes
Sheboygan Falls	Preferred	Yes
Slinger	Yes	Yes
Theresa	Yes	Yes
Waupun	Yes	Yes
West Bend	Yes	Yes
Random Lake	Yes – link to online app*	Yes
Monarch System online registration	Yes	Yes

*Online application states a photo Id is required.

RE: New Public Library Card Requirements

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

Wed 6/16/2021 12:10 PM

To: Connie Lloyd <clloyd@germantownlibrarywi.org>

Hi Connie,

I am glad you are considering this. I have to say that the state/DPI does not have a position on this, as it is a policy issue and a matter of local control. I will add, however, that this would be of concern to the system, particularly as a member of a shared ILS. You would need to check with them before moving forward with removing the ID requirement, as there are pros and cons both ways. I think a bigger con would be that, if you grant a card to someone without an ID and they falsify information, you may end up losing money through lost items. That may not be a big deal to you because it was your decision, but if the person you issued the card to stole another library's items and they do require ID, they may be very angry with your library and even pursue payment for the incurred expenses. This may be a hot button, so I would check your system membership agreement to see what it says and then discuss with them. Personally, from an equity and access standpoint, I would encourage using any means that allows one to confidently identify an individual. But, system cooperation is an important and powerful thing.

Shannon M. Schultz, Public Library Administration Consultant

Public Library Development

Wisconsin Department of Public Instruction

P: 608-266-7270 shannon.schultz@dpi.wi.gov

From: Connie Lloyd <clloyd@germantownlibrarywi.org>

Sent: Tuesday, June 15, 2021 10:33 AM

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

Subject: New Public Library Card Requirements

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning Shannon,

We are updating our library policies and one of our library board members questioned if we have to require a photo ID to receive a new public library card. Currently, we require proof of address and have always asked for a photo ID as well. What is the position of the state and DPI on requiring photo IDs to receive a new public library card? Is it required, recommended, preferred, or not needed?

Thanks for your assistance,

Connie

Connie Lloyd

Assistant Director

Germantown Community Library

Germantown Community Library Board

MEETING DATE: June 23, 2021

PLACEMENT: New Business

AGENDA ITEM(S): IX. B. Internet Use Policy

SUBMITTED BY: Trisha Smith, Library Director

SUMMARY EXPLANATION:

It is proposed to combine the Acceptable Internet Use Policy and the Wireless Internet Policy to a new policy called Computer/Internet Use Policy. Attached is the proposed policy. The original Acceptable Internet Use Policy is also attached. The Wireless Internet Policy is found in Item IX. C.

GERMANTOWN COMMUNITY LIBRARY COMPUTER/INTERNET USE POLICY

Internet access is available at the Germantown Community Library on public workstations. It is also available on library laptops and patrons' personal devices using the Library's WiFi service. Internet access via desktop or WiFi is unsecured and unfiltered.

Information accessible on the internet may be current and reputable; some may be obsolete, illegal, and even offensive. It is the patron's responsibility to determine the validity and appropriateness of the information. By accessing the Internet through the Library, patrons agree that the Library will not be responsible for any direct, indirect, consequential, special, or punitive damages or losses which may arise in connection with such use.

Use of the Internet at Germantown Community Library is a privilege, not a right. Inappropriate use or failure to follow this policy may result in revocation of this privilege and/or legal prosecution. Violators of this agreement will have their Internet privileges revoked for six (6) months on the first offense and for 12 months on subsequent offenses. Illegal acts involving Library computing resources may also be subject to prosecution by local, state, or federal authorities.

To use the public Internet at the Germantown Community Library you must agree to the following guidelines:

1. Internet service is available during library open hours. However, the library cannot guarantee the service will be operational at any specific time.
2. Limited WiFi service is available from the outside patio next to the building between 6 am – 9 pm.
3. Use of Internet services are for educational, informational, and recreational purposes only. The Internet is not to be used for illegal, unauthorized, or unethical purposes. All rules and regulations set forth by the Library are to be followed.
4. Patrons may not misrepresent themselves as another user by seeking unauthorized access to any computer system, files, passwords, data belonging to others, damaging, or altering software components or any network or database.
5. Patrons may not send, receive, or display graphic materials depicting full nudity and/or sexual acts which are portrayed obviously and exclusively for sensational or pornographic purposes.
6. Patrons may not display threatening, harassing, or abusive language and images.
7. Game playing may be prohibited if it severely diminishes the speed of the library consortium's network.
8. Virus, security and privacy protection are the responsibility of the patron.

To use the Germantown Community Library public computers you must agree to the following guidelines:

1. Youth under 18 **must** have parental permission to use the internet. The Internet Use Permission Form must be signed by the parent or legal guardian. This form must be signed in front of a staff member. The signature on this form is legally binding and indicates the party has read and understands its significance. The Germantown Community Library assumes no responsibility for the use of the internet by children.
2. Patrons can only use library computers using their own library card. For guest use, see requirements below.
3. Patrons must respect the privacy of others using public workstations at the library by not interfering with their use. This includes distracting behavior as determined by library staff.
4. Patrons must adhere to the established time limits.
5. Patrons must provide their own storage device for documents created or downloaded. The computer storage is erased when a patron logs off the computer.
6. Per the Copyright Law of the United States (Title 17, United States Code) patrons can only make authorized copies of copyrighted or licensed materials.
7. Patrons must provide their own headsets to listen to audio content.
8. Patrons may not install/download software or applications on the Library's computers.
9. Patrons may not change the setup or configuration of the library's software or hardware.
10. Software, documents and email may contain a virus. The library is not responsible for damage to a patron's equipment, for any loss of data, damage or liability that may occur from the individual's use of the internet or library computer equipment.
11. Users are liable for costs arising from malicious damage to library equipment and/or software.

Time Limits for Library Computers:

1. **Public Workstations** – Patrons can automatically log themselves into the public workstations using their library barcode and pin. Patrons are initially allocated 90 minutes. As long as other computers are available, a patron may auto extend their time by 15-minute increments for a maximum of four times. This provides a patron up to 2½ hours per day. Additional time may be granted at the Adult Service Desk staff's discretion. Computers are automatically shutdown 10 minutes prior to closing.
2. **Public Laptops/Tablets** – Patrons may check out a public laptop/tablet with their library card for use inside the library for up to two hours. Additional time may be granted at the Circulation Desk staff's discretion. Equipment must be returned 10 minutes before closing.

Guest Use of Library Computers:

Visitors to the Germantown Community Library who reside outside of the Monarch Library System can use all computer resources by supplying a valid photo ID and signing the Guest Log agreeing to follow this policy. Patrons who do not have a permanent address may receive privileges at the discretion of library management. Guests must abide by the same policy as library card holders. Residents cannot

use computer resources as a 'guest' unless it is being used in a single occurrence. To use the resources on a regular daily or weekly basis, the patron must register for a library card.

Other Computer Services:

Black and white printing is available and charged \$.10 per side printed.

Library staff will assist patrons as time permits and to the extent of their knowledge. However, staff will not configure or download applications to patron's equipment. Staff are not trained on all hardware and software that are available to patrons.

Adopted: 10/21/98

Reviewed and Revised: 2/27/02; 3/28/12

DRAFT

Germantown Community Library Acceptable Internet Use Policy

Use of the Internet is a resource that we provide. However, the Library has no control over this resource or complete knowledge of all that is available online. Some information may be current and reputable, some may be obsolete, illegal and even offensive. It is the patron's responsibility to determine the validity and appropriateness of the information. By accessing the Internet through the Library, patrons agree that the Library will not be responsible for any direct, indirect, consequential, special, or punitive damages or losses which may arise to connections with such use.

Use of the Internet is a privilege, not a right. Inappropriate use or failure to follow this policy or the associated procedures may result in the suspension of library privileges, expulsion from the library and/or legal prosecution.

Children under 18 must have parental permission to use the Internet. The Internet Use Permissions portion of a registration form is to be signed by the parent or legal guardian. This form is to be signed in front of a staff member. The signature on this form is legally binding and indicates the party has read and understands the terms and conditions of the Germantown Community Library's Internet Use Policy and understands its significance. The 'Internet' option on the patron's account will be set to 'YES' and the appropriate 'Patron Code' will be applied. Changes to Internet access for existing patrons will be handled verbally between an adult, or parent/guardian of a minor and library staff. The Germantown Community Library assumes no responsibility for the use of the internet by children. The Library does not monitor, and has no control over, the information accessed through the internet and cannot be responsible for its content. It is not possible for library staff to control specific information young children or young adults may locate on the internet. Just as libraries do not promote the viewpoints of written material in their collection, they do not do so for electronic information. Selection policies, which serve to govern the library's purchase of written materials, do not apply to resources accessed electronically. Therefore, parents are expected to monitor and supervise minor's use of the internet.

Requests for Internet or technical assistance will be provided based on reasonable and timely requests. This is at the discretion of library staff. Library staff is not authorized to complete electronic forms, official documents or specific work for a patron.

To use the public Internet computers at the Germantown Community Library, patrons must agree to the following guidelines.

- Use of Internet resources are for educational, informational and recreational purposes only. The Internet is not to be used for illegal, unauthorized or unethical purposes. All rules and regulations set forth by the Library are to be followed.
- No one may misrepresent oneself as another user by seeking unauthorized access to any computer system, files, passwords, data belonging to others, damaging or altering software components or any network or database.
- No one may send, receive, or display graphic materials depicting full or partial nudity and/or sexual acts which are portrayed obviously and exclusively for sensational or pornographic purposes.
- No one may display threatening, harassing or abusive language and images.
- No one may install their own software on the Library's computers.
- Only authorized copies of copyrighted or licensed software or data is allowed.
- No one may change the setup or configuration of the Library's software or hardware.

Printing is allowed and patrons will be charged per page.

A library card and PIN (personal identification number or password) are needed to log onto the computers. The computers have a limit of 60 minutes with extra minutes available at the library staff's discretion if no one else is waiting. Patron accounts with fines \$5.00 or greater will be blocked by the system. The library staff may use their discretion to allow those patrons to temporarily access a computer as a 'Guest'. Library visitors without a library card may use the public computers as a 'Guest' at the discretion of the library staff. Photo ID is required.

Persons requesting Internet access must agree to this policy.

Adopted: 10/21/98

Revised and Adopted: 2/27/02; 3/28/12; 8/22/18

Germantown Community Library Board

MEETING DATE: June 23, 2021

PLACEMENT: New Business

AGENDA ITEM(S): IX. C. Wireless Internet Access Policy

SUBMITTED BY: Trisha Smith, Library Director

SUMMARY EXPLANATION:

The information in this policy is covered in the proposed Computer/Internet Use Policy. If that policy is approved, it is recommended this policy be discontinued.

If the Library Board decides to keep this policy, the only recommended change would be to add the available hours outside on the patio next to the building from 6 am to 9 pm to Item #1.

Germantown Community Library Wireless Internet Access

FREE Wireless Internet access is available throughout the library building during library open hours to anyone who has the necessary devices and software, via an open, **unsecured** network. The library makes the Internet available to the public as an informational and educational source in support of its role as the community's information and lifelong learning center.

Limitations & Disclaimers

1. Wireless service is intended to be available during normal operating hours of the library. However, the Library cannot guarantee that service will be available at any specific time or that you will be able to make a wireless connection.
2. The Library's wireless network is not meant to be used as a primary network connection for individual library patron use. Patrons are expected to avoid applications that will use large amounts of network bandwidth.
3. Due to liability issues, the Library's staff will not configure patrons' electronic devices or install any devices or software on those devices.
4. The Library's wireless network is an open network and not secure and is used at the patron's own risk. Virus, security and privacy protection are the responsibility of the patron and are not provided by the Library.
5. The Library is not responsible for any alterations or interference with a device's configuration, operation, or data files resulting from connection to the wireless network.
6. The Library assumes no responsibility for damage, theft or loss of any kind to a user's equipment, software, and data files or other personal property brought into or used at the Library.
7. Printing is available via the wireless connection. The cost is the same as the public internet computer rates.
8. All patrons are expected to use the Library's wireless access in a legal and responsible manner, consistent with the educational and informational purposes for which it is provided. Patrons will not violate federal, Wisconsin or local laws, including the transmission or receiving of pornography or harmful materials, fraud or downloading of copyrighted material.
9. Parents are solely responsible for the independent use of the wireless network by minors.

Unacceptable use of the wireless internet service may result in the suspension of library privileges and/or expulsion from the library.

Adopted: 4/22/09

Revised and Adopted: 8/22/18

Germantown Community Library Board

MEETING DATE: June 23, 2021

PLACEMENT: New Business

AGENDA ITEM(S): IX. D. Exam Proctoring Policy

SUBMITTED BY: Trisha Smith, Library Director

SUMMARY EXPLANATION:

Germantown Community Library offers exam proctoring services. However, we do not have an official policy stating the guidelines of the service. It is recommended to adopt this new policy to provide patrons and educational institutions the scope of the library's services.

GERMANTOWN COMMUNITY LIBRARY EXAM PROCTORING POLICY

The Germantown Community Library offers exam proctoring services. Exams should be scheduled at least seven (7) days in advance. The library cannot provide same day testing. To schedule an exam proctoring, please call 262-253-7760 and speak with the Circulation Manager or send an email to circulationdesk@germantownlibrarywi.org.

The Germantown Community Library is not responsible for any costs to receive or return any test materials. All fees and costs are the responsibility of the student.

If the exam is to be returned by mail, the student must also provide a postage paid envelope (if not already provided by the institution).

Exams may be taken any time the library is open depending upon the availability of the *Circulation Manager* to administer the exam.

It is the student's responsibility:

- To provide photo ID to the proctor.
- To coordinate transfer of the exam from the issuing institution to the library.
- To allow sufficient time for the test to be taken and to meet any deadlines imposed by the issuing institution.
- To arrive promptly at the agreed-upon time, prepared with the items required to taking the exam. These may include pens, pencils, scratch paper and a calculator. The library cannot provide these materials.
- To verify that the library has received the exam.
- To allow sufficient time to take the exam before the deadline that has been established by the institution; the library will hold tests for seven (7) days.

The Germantown Community Library will only retain completed exams if requested by the professor or institution and will only keep a completed exam for up to seven (7) days.

The Germantown Community Library is not responsible for any delayed exam or any completed exams once they leave the library.

Proctors will not monitor a student continuously during the exam, but may check on the student periodically. A proctor cannot read the exam aloud to the student, but will make reasonable accommodation for a person with disabilities. Constant monitoring of a student taking an exam is not provided. The Germantown Community Library will provide a small study room and laptop (if required).

Proctors will enforce any time limits that are placed on the exam, as well as other rules set forth in the examination materials. The use of cell phones or visiting with others is prohibited. Any perceived violation of these rules for the exam will be reported to the educational institution.

Tests offered in a computer format must be compatible with the hardware and software available on library public workstations and laptops. Applications or programs cannot be downloaded onto library

equipment. Tests taken using Wi-Fi will be connected via an unsecured public wireless connection. Public computers automatically shut down 10 minutes before closing.

With regard to the required proctor information for some tests, the proctor will provide the necessary library and proctor information excluding personal information such as social security number or driver's license number.

Any uncompleted exams will be returned to the issuing institution, if postage has been provided; if not, they will be destroyed.

ADOPTED:

DRAFT