



City of Appleton

225 N. Oneida Street
Appleton WI, 54911

Meeting Agenda - Final Library Board

Tuesday, June 15, 2021

4:30 PM

City Hall, 6th Floor A/B

1. Call meeting to order

2. Roll call of membership

3. Approval of minutes from previous meeting

[21-0813](#) May 18, 2021 Meeting Minutes

Attachments: [May 18 2021 Meeting Minutes.pdf](#)

4. Public Participation & Communications

Establish Order of the Day

5. Action Items

[21-0814](#) Bill Register - May 2021

Attachments: [May 2021 Bill Register.pdf](#)
[May 2021 Budget Report.pdf](#)

[21-0815](#) City Policies - Harrassment & Discrimination in the Workplace Policy,
Hearing Conservation Policy, Right To Know Policy

Attachments: [Harassment Discrimination in WorkplaceRoute.pdf](#)
[Hearing Conservation Policy - Suggested Changes.pdf](#)
[Right to Know changes 2021.pdf](#)

[21-0816](#) Proposal to Eliminate Overdue Fines for Appleton Public Library Materials

Attachments: [Fine Free Proposal Memo 6-8-2021.pdf](#)

[21-0817](#) APL Automaton Services Agreement 2021

Attachments: [APL Automation Agreement 2021.pdf](#)

6. Information Items

A. Administrative Report

[21-0818](#) Continuity of Operations and Library Service Update

[21-0819](#) Library Building Project Update

[21-0820](#) Strategic Communications Plan

Attachments: [StrategicCommunicationsPlan.pdf](#)

B. Staff Updates

[21-0821](#) Children's Program Updates

[21-0822](#) Community Partnerships Updates

C. President's Report

[21-0823](#) Appointment of Trustee Greg Hartjes as Chairperson of the APL Board Finance Committee

Attachments: [Finance Committee Chair Appointment.pdf](#)

[21-0824](#) Recognition of Trustees Terry Bergman and John Peterson

7. **Adjournment**

Notice is hereby given that a quorum of the Common Council may be present during this meeting, although no Council action will be taken.

Reasonable Accommodations for Persons with Disabilities will be made upon Request and if Feasible.



Meeting Minutes
Library Board

Tuesday, May 18, 2021

4:30 PM

City Hall, 6th Floor A/B

1. Call meeting to order

President Rebecca Kellner called the meeting to order at 4:32pm

2. Roll call of membership

Others Present: Owen Anderson, Ann Cooksey, Tina Krueger, Adriana McCleer, Colleen Rortvedt, Tasha Saecker, Nick Vande Castle, Michael Vang, Maureen Ward, Pa Ja Yang

Katie Van Zeeland arrived at 4:34pm

Present: 10 - Bergman, Peterson, Hartjes, Looker, Kellner, Exarhos, Scheurman, Mann, Nett and Van Zeeland

Excused: 1 - Sivasamy

3. Approval of minutes from previous meeting

[21-0660](#)

April 20, 2021 Meeting Minutes

Attachments: [April 20 2021 Meeting Minutes.pdf](#)

Scheurman moved, seconded by Mann, that the April 20, 2021 Meeting Minutes be approved. Voice Vote. Motion Carried. (9-0)

Establish Order of the Day

President Kellner moved Public Participation & Communication to later in the meeting.

President Kellner called for a motion to move Action Items 21-0662 and 21-0663 to a Consent Agenda.

Exarhos moved, seconded by Bergman that Action Items 21-0662 and 21-0663 be moved to a Consent Agenda. Voice Vote. Motion Carried. (10-0)

4. Action Items

Bergman moved, seconded by Mann, that the Consent Agenda be approved. Voice Vote. Motion Carried. (10-0)

[21-0662](#) Bill Register - April 2021

Attachments: [April Bill Register.pdf](#)
[April Budget Report.pdf](#)

This Report Action Item was approved

[21-0663](#) Approval of the 2021 Library Board Nominating Committee Appointments

Attachments: [President Kellner Nominating Committee Memo 2021.pdf](#)

This Report Action Item was approved

5. Public Participation & Communications

[21-0661](#) Alderperson Katie Van Zeeland - New City Council Appointment to the Library Board of Trustees

6. Information Items

A. Administrative Report

[21-0664](#) Continuity of Operations and Library Service Update

[21-0665](#) Building Process Update

Attachments: [Building Project Update May 2021 FINAL.pdf](#)

[21-0666](#) APL Hiring Processes

[21-0667](#) Book Donations

B. President's Report

[21-0668](#) American Rescue Plan Act Funds and Build America's Library Act Update

[21-0669](#) Trustee Training: Trustee Essentials Chapter 1: The Trustee Job Description and Chapter 27: Trustee Orientation and Continuing Education

Attachments: [Trustee Essential Chapter 1 Trustee Job Description.pdf](#)
[Trustee Essential Chapter 27 Orientation and CE.pdf](#)

C. Staff Updates

[21-0670](#) Hmong American Day

[21-0671](#) Children's Programming and Summer Library Program

[21-0674](#) Community Partnerships Updates

7. Adjournment

**Bergman moved, seconded by Exarhos, that the be adjourned. Voice Vote.
Motion Carried. (10-0)**

The meeting was adjourned at 5:15pm

INVOICE LIST BY GL ACCOUNT

YEAR/PERIOD: 2021/5 TO 2021/5		ACCOUNT/VENDOR	INVOICE	PO	YEAR/PR	TYP	S	CHECK RUN	CHECK	DESCRIPTION
16010										Library Administration
16010	620100									Training/Conferences
	999990	AMER LIB ASSOC-CAREE	56358	0	2021	5	INV P	205.00	pcard	Annual Conference -
	999998	Nancy Scheurman	Scheurman N. 5-2021	0	2021	5	INV A	194.54		APL Trustee - Chica
								ACCOUNT TOTAL		399.54
16010	630100									Office Supplies
	001583	UNITED STATES POSTAL	55912	0	2021	5	INV P	12.60	pcard	Board Packet Mailin
	001983	AMAZON	55909	0	2021	5	INV P	13.80	pcard	Mask P. Maas
	001983	AMAZON	55910	0	2021	5	INV P	11.99	pcard	Mask P. Maas
	001983	AMAZON	56341	0	2021	5	INV P	29.96	pcard	Sign Holders
	001983	AMAZON	56363	0	2021	5	INV P	-13.80	pcard	Face Mask Refund
								41.95		
	002034	OFFICE DEPOT	55640	0	2021	5	INV P	12.89	pcard	Wall Pocket
	002034	OFFICE DEPOT	55641	0	2021	5	INV P	17.98	pcard	Pens, Avery Mailing
								30.87		
	999990	TARGET.COM *	55403	0	2021	5	INV P	39.00	pcard	Photo Frames
								ACCOUNT TOTAL		124.42
16010	630500									Awards & Recognition
	999990	SQ *AMANO PRINT HOUS	56364	0	2021	5	INV P	512.59	pcard	SLP Tote Bags
								ACCOUNT TOTAL		512.59
16010	630700									Food & Provisions
	001198	SAM'S CLUB	55911	0	2021	5	INV P	35.94	pcard	Dove Chocolate Kind
	001198	SAM'S CLUB	56365	0	2021	5	INV P	42.32	pcard	Meeting Snacks and
								78.26		
								ACCOUNT TOTAL		78.26
16010	641200									Advertising
	001983	AMAZON	55404	0	2021	5	INV P	93.58	pcard	Promotional Sign Ho
	999990	FACEBK *LERGS3PYX2	55589	0	2021	5	INV P	17.00	pcard	Facebook Ad
								ACCOUNT TOTAL		110.58
16010	659900									Other Contracts/Obligation
	002229	STAR PROTECTION AND	202321	0	2021	5	INV P	2,775.44	052621	548608 Security Guard
								ACCOUNT TOTAL		2,775.44

INVOICE LIST BY GL ACCOUNT

YEAR/PERIOD: 2021/5 TO 2021/5		ACCOUNT/VENDOR	INVOICE	PO	YEAR/PR	TYP	S	CHECK	RUN	CHECK	DESCRIPTION
				ORG 16010	TOTAL						4,000.83
16021					Library Children's Services						
16021	630100				Office Supplies						
001983	AMAZON	55662		0	2021	5	INV P	33.96		pcard	Outreach Grab Bags
001983	AMAZON	55915		0	2021	5	INV P	5.97		pcard	Maker Quest Supplie
								39.93			
999990	FUN EXPRESS	55906		0	2021	5	INV P	127.09		pcard	Reading Program Pri
					ACCOUNT TOTAL			167.02			
16021	630100 3955				Office Supplies ELL						
000748	KISSER STONE & GARDE	55396		0	2021	5	INV P	9.50		pcard	KISSER STONE & GARD
					ACCOUNT TOTAL			9.50			
16021	659900				Other Contracts/Obligation						
002637	NENG THAO	Thao 2021		0	2021	5	INV A	500.00			Hmong American Day
002648	ASHTON MOVING LLC	54983		0	2021	5	INV P	2,500.00	051221	548301	Community Chords pi
002663	VONG THAO	Thao 2021		0	2021	5	INV P	500.00	052621	548628	Hmong American Day
002664	RITA MOUA	Moua 2021		0	2021	5	INV P	200.00	052621	548602	Hmong Language Clas
					ACCOUNT TOTAL			3,700.00			
				ORG 16021	TOTAL			3,876.52			
16024					Library Community Partnerships						
16024	630100				Office Supplies						
001583	UNITED STATES POSTAL	55642		0	2021	5	INV P	110.00		pcard	Postage for Digital
002034	OFFICE DEPOT	55641		0	2021	5	INV P	13.76		pcard	Pens, Avery Mailing
					ACCOUNT TOTAL			123.76			
16024	630100 3957				Office Supplies						
002653	TOU GER LOR	Lor 2021		0	2021	5	INV A	292.00			Numbers=\$292 Letter
					ACCOUNT TOTAL			292.00			
16024	659900				Other Contracts/Obligation						
002653	TOU GER LOR	Lor 2021		0	2021	5	INV A	8.00			Numbers=\$292 Letter
					ACCOUNT TOTAL			8.00			
				ORG 16024	TOTAL			423.76			

INVOICE LIST BY GL ACCOUNT

YEAR/PERIOD: 2021/5 TO 2021/5										
ACCOUNT/VENDOR	INVOICE	PO	YEAR/PR	TYP	S	CHECK	RUN	CHECK	DESCRIPTION	
16031									Library Building Operations	
16031	630600								Building Maint./Janitorial	
000274	CINTAS CORPORATION	55499	0	2021	5	INV	P	39.34	pcard	Rug Cleaning
000274	CINTAS CORPORATION	55637	0	2021	5	INV	P	39.34	pcard	Rug Cleaning and To
000274	CINTAS CORPORATION	55913	0	2021	5	INV	P	39.34	pcard	Rug Cleaning
000274	CINTAS CORPORATION	56366	0	2021	5	INV	P	39.34	pcard	Floor Mats and Towe
								157.36		
								ACCOUNT TOTAL		157.36
16031	632700								Miscellaneous Equipment	
000978	NIELSON COMMUNICATIO	55638	0	2021	5	INV	P	136.75	pcard	Duress Button - Sin
								ACCOUNT TOTAL		136.75
16031	641301								Electric	
001575	WE ENERGIES	0701172433-00271	may 0	2021	5	INV	P	6,028.93	052621	548631 00262
								ACCOUNT TOTAL		6,028.93
16031	641302								Gas	
001575	WE ENERGIES	0701172433-00271	may 0	2021	5	INV	P	3,590.70	052621	548631 00162
								ACCOUNT TOTAL		3,590.70
								ORG 16031 TOTAL		9,913.74
16032									Library Materials Management	
16032	503500								Other Reimbursements	
000278	CITY OF KAUKAUNA	May 2021	0	2021	5	INV	P	3.99	052621	548534 Patron Material Rei
000834	MANAWA MEMORIAL LIBR	54939	0	2021	5	INV	P	15.00	051221	548357 Patron Material Rei
001448	VILLAGE OF SHIOCTON	May 2021	0	2021	5	INV	P	10.00	052621	548625 Patron Material Rei
001615	DOOR COUNTY LIBRARY	May 2021	0	2021	5	INV	P	30.00	052621	548545 Patron Material Rei
001851	MARINETTE COUNTY	54941	0	2021	5	INV	P	23.00	051221	548359 Patron Material Rei
001851	MARINETTE COUNTY	May 2021	0	2021	5	INV	P	23.00	052621	548579 Patron Material Rei
001851	MARINETTE COUNTY	May 2021-1	0	2021	5	INV	A	15.00		Lorraine Steuck Pat
001851	MARINETTE COUNTY	May 2021-2	0	2021	5	INV	P	3.99	052621	548580 Patron Material Rei
001851	MARINETTE COUNTY	May 2021-3	0	2021	5	INV	P	5.00	052621	548578 Patron Reimbursemen
								69.99		
								ACCOUNT TOTAL		128.98
16032	630100								Office Supplies	
001983	AMAZON	56344	0	2021	5	INV	P	31.44	pcard	Replacement Blu-ray

INVOICE LIST BY GL ACCOUNT

YEAR/PERIOD: 2021/5 TO 2021/5		ACCOUNT/VENDOR	INVOICE	PO	YEAR/PR	TYP	S	CHECK RUN	CHECK	DESCRIPTION
002259	DEMCO SOFTWARE	55409	0	2021	5	INV	P	150.28	pcard	NEW Stickers and Ta
002259	DEMCO SOFTWARE	56300	0	2021	5	INV	P	183.84	pcard	NEW stickers and ta
								334.12		
999990	PREMIUM WATERS INC	55590	0	2021	5	INV	P	199.32	pcard	Distilled water for
ACCOUNT TOTAL								564.88		
16032	631500	Books & Library Materials								
000889	MIDWEST TAPE	55859	0	2021	5	INV	P	721.24	pcard	
000889	MIDWEST TAPE	55860	0	2021	5	INV	P	6,516.66	pcard	
000889	MIDWEST TAPE	55861	0	2021	5	INV	P	996.90	pcard	
000889	MIDWEST TAPE	55897	0	2021	5	INV	P	539.27	pcard	
000889	MIDWEST TAPE	56357	0	2021	5	INV	P	692.87	pcard	
								9,466.94		
000979	NL PRESS STAR/MULTI	56372	0	2021	5	INV	P	54.00	pcard	
001983	AMAZON	55537	0	2021	5	INV	P	-.13	pcard	
001983	AMAZON	55538	0	2021	5	INV	P	33.99	pcard	
001983	AMAZON	55539	0	2021	5	INV	P	13.31	pcard	
001983	AMAZON	55540	0	2021	5	INV	P	11.69	pcard	
001983	AMAZON	55541	0	2021	5	INV	P	10.49	pcard	
001983	AMAZON	55542	0	2021	5	INV	P	15.74	pcard	
001983	AMAZON	55543	0	2021	5	INV	P	181.01	pcard	
001983	AMAZON	55651	0	2021	5	INV	P	18.95	pcard	
001983	AMAZON	55917	0	2021	5	INV	P	13.99	pcard	
001983	AMAZON	55918	0	2021	5	INV	P	27.00	pcard	
001983	AMAZON	55919	0	2021	5	INV	P	15.99	pcard	
001983	AMAZON	55920	0	2021	5	INV	P	19.99	pcard	
001983	AMAZON	55921	0	2021	5	INV	P	25.00	pcard	
001983	AMAZON	55922	0	2021	5	INV	P	19.86	pcard	
001983	AMAZON	56368	0	2021	5	INV	P	14.99	pcard	
001983	AMAZON	56369	0	2021	5	INV	P	24.90	pcard	
001983	AMAZON	56370	0	2021	5	INV	P	23.04	pcard	
001983	AMAZON	56371	0	2021	5	INV	P	14.58	pcard	
								484.39		
002396	INGRAM LIBRARY SERV	55415	0	2021	5	INV	P	584.39	pcard	
002396	INGRAM LIBRARY SERV	55416	0	2021	5	INV	P	236.33	pcard	
002396	INGRAM LIBRARY SERV	55417	0	2021	5	INV	P	2,529.64	pcard	
002396	INGRAM LIBRARY SERV	55418	0	2021	5	INV	P	428.67	pcard	
002396	INGRAM LIBRARY SERV	55862	0	2021	5	INV	P	712.30	pcard	
002396	INGRAM LIBRARY SERV	55863	0	2021	5	INV	P	829.63	pcard	
002396	INGRAM LIBRARY SERV	55864	0	2021	5	INV	P	304.05	pcard	
002396	INGRAM LIBRARY SERV	55865	0	2021	5	INV	P	1,753.06	pcard	
002396	INGRAM LIBRARY SERV	55866	0	2021	5	INV	P	315.29	pcard	
002396	INGRAM LIBRARY SERV	55867	0	2021	5	INV	P	193.28	pcard	
002396	INGRAM LIBRARY SERV	55868	0	2021	5	INV	P	348.70	pcard	

INVOICE LIST BY GL ACCOUNT

YEAR/PERIOD: 2021/5 TO 2021/5										
ACCOUNT/VENDOR	INVOICE	PO	YEAR/PR	TYP	S	CHECK RUN	CHECK	DESCRIPTION		
002396 INGRAM LIBRARY SERV	55869	0	2021 5	INV	P				251.15	pcard
002396 INGRAM LIBRARY SERV	55888	0	2021 5	INV	P				687.03	pcard
002396 INGRAM LIBRARY SERV	55889	0	2021 5	INV	P				524.51	pcard
002396 INGRAM LIBRARY SERV	55890	0	2021 5	INV	P				510.04	pcard
002396 INGRAM LIBRARY SERV	55891	0	2021 5	INV	P				241.99	pcard
002396 INGRAM LIBRARY SERV	55892	0	2021 5	INV	P				2,430.93	pcard
002396 INGRAM LIBRARY SERV	55893	0	2021 5	INV	P				343.93	pcard
002396 INGRAM LIBRARY SERV	55894	0	2021 5	INV	P				247.09	pcard
002396 INGRAM LIBRARY SERV	55895	0	2021 5	INV	P				442.86	pcard
002396 INGRAM LIBRARY SERV	55896	0	2021 5	INV	P				496.21	pcard
002396 INGRAM LIBRARY SERV	56348	0	2021 5	INV	P				-9.69	pcard
002396 INGRAM LIBRARY SERV	56349	0	2021 5	INV	P				894.04	pcard
002396 INGRAM LIBRARY SERV	56350	0	2021 5	INV	P				283.21	pcard
002396 INGRAM LIBRARY SERV	56351	0	2021 5	INV	P				1,544.81	pcard
002396 INGRAM LIBRARY SERV	56352	0	2021 5	INV	P				296.99	pcard
002396 INGRAM LIBRARY SERV	56353	0	2021 5	INV	P				524.24	pcard
002396 INGRAM LIBRARY SERV	56354	0	2021 5	INV	P				251.95	pcard
002396 INGRAM LIBRARY SERV	56355	0	2021 5	INV	P				605.88	pcard
									18,802.51	
999990 PBS WISCONSIN	55536	0	2021 5	INV	P				35.00	pcard
999990 VIDEOLIBRARIAN.COM	55544	0	2021 5	INV	P				50.00	pcard
999990 THOMSON WEST*TCD	55648	0	2021 5	INV	P				1,054.95	pcard
999990 THOMSON WEST*TCD	55649	0	2021 5	INV	P				521.07	pcard
999990 BARCHART.COM, INC	55650	0	2021 5	INV	P				249.00	pcard
999990 WISCONSIN WETLANDS	55923	0	2021 5	INV	P				30.50	pcard
999990 OVERDRIVE DIST	56356	0	2021 5	INV	P				1,088.39	pcard
									3,028.91	
ACCOUNT TOTAL									31,836.75	
ORG 16032 TOTAL									32,530.61	
16033								Library Network Services		
16033	630100							Office Supplies		
001983 AMAZON	55501	0	2021 5	INV	P				157.00	pcard Laptop Bags for Cir
ACCOUNT TOTAL									157.00	
16033	632700							Miscellaneous Equipment		
001619 CDW GOVERNMENT, INC.	55935	0	2021 5	INV	P				320.68	pcard Server Room UPS Bat
001619 CDW GOVERNMENT, INC.	55936	0	2021 5	INV	P				32.24	pcard USB Hub
									352.92	
001983 AMAZON	56381	0	2021 5	INV	P				50.29	pcard Emely monitor stand
999990 CDW GOVT #C902824	55937	0	2021 5	INV	P				36.66	pcard USB Display port ad
ACCOUNT TOTAL									439.87	

INVOICE LIST BY GL ACCOUNT

YEAR/PERIOD: 2021/5 TO 2021/5		ACCOUNT/VENDOR		INVOICE	PO	YEAR/PR	TYP	S	CHECK RUN	CHECK	DESCRIPTION
16033	641800										Equip Repairs & Maint
000911	MODERN BUSINESS MACH	55563	0	2021	5	INV	P		180.87	pcard	Parts, Labor, Toner
000911	MODERN BUSINESS MACH	56382	0	2021	5	INV	P		158.46	pcard	MODERN BUSINESS MAC
000911	MODERN BUSINESS MACH	56383	0	2021	5	INV	P		17.43	pcard	MODERN BUSINESS MAC
000911	MODERN BUSINESS MACH	56384	0	2021	5	INV	P		201.00	pcard	MODERN BUSINESS MAC
									557.76		
001619	CDW GOVERNMENT, INC.	55877	0	2021	5	INV	P		2,080.00	pcard	Office 365 renewal
001619	CDW GOVERNMENT, INC.	55934	0	2021	5	INV	P		398.98	pcard	Adobe Creative Clou
									2,478.98		
									ACCOUNT TOTAL		3,036.74
16033	659900										Other Contracts/Obligation
999990	DNH*GODADDY.COM	55500	0	2021	5	INV	P		42.34	pcard	.ORG Domain Renewal
									ACCOUNT TOTAL		42.34
									ORG 16033 TOTAL		3,675.95
	FUND 100 General Fund								TOTAL:		54,421.41

** END OF REPORT - Generated by Maureen Ward **

YEAR-TO-DATE BUDGET REPORT

FOR 2021 05								
ACCOUNTS FOR:	ORIGINAL	TRANFRS/	REVISED			AVAILABLE	PCT	
100 General Fund	APPROP	ADJSTMTS	BUDGET	YTD ACTUAL	ENCUMBRANCES	BUDGET	USE/COL	
423200 Library Grants & Aids	-1,091,736	0	-1,091,736	-610,019.00	.00	-481,717.00	55.9%	
480100 General Charges for Service	-30,000	0	-30,000	-1,883.94	.00	-28,116.06	6.3%	
500100 Fees & Commissions	0	0	0	-90.92	.00	90.92	100.0%	
501500 Rental of City Property	-30,000	0	-30,000	-30,000.00	.00	.00	100.0%	
502000 Donations & Memorials	0	0	0	-260.37	.00	260.37	100.0%	
503500 Other Reimbursements	-19,500	0	-19,500	-67,078.07	.00	47,578.07	344.0%	
610100 Regular Salaries	2,337,611	0	2,337,611	840,211.73	.00	1,497,399.27	35.9%	
610400 Call Time Wages	0	0	0	600.00	.00	-600.00	100.0%	
610800 Part-Time Wages	204,006	0	204,006	73,402.73	.00	130,603.27	36.0%	
611400 Sick Pay	0	0	0	1,832.56	.00	-1,832.56	100.0%	
611500 Vacation Pay	0	0	0	49,516.46	.00	-49,516.46	100.0%	
615000 Fringes	851,796	0	851,796	.00	.00	851,796.00	.0%	
615100 FICA	0	0	0	67,474.46	.00	-67,474.46	100.0%	
615200 Retirement	0	0	0	60,885.73	.00	-60,885.73	100.0%	
615301 Health Insurance	0	0	0	170,229.57	.00	-170,229.57	100.0%	
615302 Dental Insurance	0	0	0	13,244.94	.00	-13,244.94	100.0%	
615400 Life Insurance	0	0	0	280.50	.00	-280.50	100.0%	
620100 Training/Conferences	23,234	3,000	26,234	3,236.83	.00	22,997.17	12.3%	
620600 Parking Permits	23,100	0	23,100	23,102.00	.00	-2.00	100.0%	
630100 Office Supplies	45,781	8,659	54,440	11,374.18	.00	43,065.82	20.9%	
630300 Memberships & Licenses	2,200	0	2,200	1,066.08	.00	1,133.92	48.5%	
630500 Awards & Recognition	850	0	850	735.34	.00	114.66	86.5%	
630600 Building Maint./Janitorial	11,084	0	11,084	4,245.78	.00	6,838.22	38.3%	
630700 Food & Provisions	1,135	4,085	5,220	308.12	.00	4,911.88	5.9%	
630902 Tools & Instruments	150	0	150	81.97	.00	68.03	54.6%	
631500 Books & Library Materials	597,644	14,745	612,389	236,790.17	.00	375,598.83	38.7%	
632002 Outside Printing	100	0	100	2,058.89	.00	-1,958.89	2058.9%	
632300 Safety Supplies	550	0	550	110.00	.00	440.00	20.0%	
632700 Miscellaneous Equipment	68,630	4,000	72,630	1,390.66	.00	71,239.34	1.9%	
640700 Solid Waste/Recycling Pickup	4,005	0	4,005	1,296.00	.00	2,709.00	32.4%	
641200 Advertising	1,288	5,000	6,288	4,261.61	.00	2,026.39	67.8%	
641301 Electric	95,890	0	95,890	30,039.27	.00	65,850.73	31.3%	
641302 Gas	22,283	0	22,283	13,834.20	.00	8,448.80	62.1%	
641303 Water	5,125	0	5,125	384.42	.00	4,740.58	7.5%	
641304 Sewer	2,114	0	2,114	133.54	.00	1,980.46	6.3%	
641306 Stormwater	3,700	0	3,700	811.23	.00	2,888.77	21.9%	
641307 Telephone	2,948	0	2,948	1,124.63	.00	1,823.37	38.1%	
641308 Cellular Phones	1,600	0	1,600	380.00	.00	1,220.00	23.8%	
641600 Build Repairs & Maint	2,000	0	2,000	.00	.00	2,000.00	.0%	
641800 Equip Repairs & Maint	84,931	0	84,931	59,559.22	.00	25,371.78	70.1%	
642000 Facilities Charges	183,973	0	183,973	47,654.34	.00	136,318.66	25.9%	
659900 Other Contracts/Obligation	153,309	70,727	224,036	97,100.24	.00	126,935.76	43.3%	
681500 Software Acquisition	4,498	0	4,498	.00	.00	4,498.00	.0%	
TOTAL General Fund	3,564,299	110,216	3,674,515	1,109,425.10	.00	2,565,089.90	30.2%	
TOTAL REVENUES	-1,171,236	0	-1,171,236	-709,332.30	.00	-461,903.70		
TOTAL EXPENSES	4,735,535	110,216	4,845,751	1,818,757.40	.00	3,026,993.60		

YEAR-TO-DATE BUDGET REPORT

FOR 2021 05

	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL
GRAND TOTAL	3,564,299	110,216	3,674,515	1,109,425.10	.00	2,565,089.90	30.2%

** END OF REPORT - Generated by Maureen Ward **

CITY OF APPLETON POLICY	TITLE: HARASSMENT & DISCRIMINATION IN THE WORKPLACE	
ISSUE DATE: June 17, 1999	LAST UPDATE: May 2, 2001 July 2008 October 2008 November 2012 March 2015 April 2021	SECTION: Human Resources
POLICY SOURCE: Human Resources Department	AUDIENCE: Applies to all employees and volunteers	TOTAL PAGES: 7
Reviewed by Legal Services Department Date: September 1999 February 2014 April 2015	Committee Approval Date: June 10, 1999 August 13, 2008 February 10, 2014 May 11, 2015	Council Approval Date: June 16, 1999 August 20, 2008 February 19, 2014 May 20, 2015

I. PURPOSE

The purpose of this policy is to ensure that the City of Appleton maintains a healthy work environment in which all individuals are treated with respect and dignity, while providing procedures for reporting, investigating, and resolving complaints of harassment and discrimination. Federal and state law provides for the protection of classes of persons discriminated against based on race, color, creed, religion, national origin, ancestry, age, sex/gender, handicap or disability, arrest/conviction record, marital status, sexual orientation, gender identity and gender expression, political affiliation, results of genetic testing, honesty testing, pregnancy, childbirth or related medical condition, military service, disabled veteran or covered veteran status service in the U.S. Armed Forces, the State Defense force, National Guard of any state, or any other reserve component of the United States or State military forces, use or nonuse of lawful products off the employer’s premises during non-working hours.

II. POLICY

It is the policy of the City of Appleton that all employees have the right to work in an environment free of all forms of harassment. The City of Appleton will not tolerate, condone, or allow harassment by any employees or other non-employees who conduct business with the City. The City of Appleton considers harassment and discrimination of others forms to be serious employee misconduct. Therefore, the City will take direct and immediate action to prevent such behavior, and to remedy all reported instances of harassment and discrimination. A violation of this City policy can lead to discipline up to and including termination, with repeated violations, even if “minor,” resulting in greater levels of discipline as appropriate.

A. Prohibited Activity

1. No employee shall either explicitly or implicitly ridicule or belittle any person.
2. Employees shall not make offensive or derogatory comments to any person, either directly or indirectly, based on race, color, creed, religion, national origin, ancestry, age, sex/gender, handicap or disability, arrest/conviction record, marital status,

sexual orientation, gender identity and gender expression, political affiliation, results of genetic testing, honesty testing, pregnancy, childbirth or related medical condition, military service, disabled veteran or covered veteran status, service in the U.S. Armed Forces, the State Defense force, National Guard of any state, or any other reserve component of the United States or State military forces, use or nonuse of lawful products off the employer's premises during non-working hours. Such harassment is a prohibited form of discrimination under state and federal employment law and/or is also considered misconduct subject to disciplinary action by the City of Appleton.

3. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:
 - a. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; or
 - b. Submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting the employee; or
 - c. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.
4. This policy covers all employees whether the unwelcome conduct originates from an employee or non-employee. Examples: customers, citizens, contractors, etc.
7. This policy covers any incident that occurs as an extension of the workplace. (See definition.) All conduct at this extension of the workplace, whether before, during, or after the event, will be considered under this policy.

B. Supervisory Responsibilities

1. Each supervisor shall be responsible for preventing acts of harassment. This responsibility includes the following:
 - a. Monitoring the work environment for signs of harassment;
 - b. Informing employees on the types of behavior prohibited, and the City procedures for reporting and resolving complaints of harassment;
 - c. Stopping any observed behavior that may be considered harassment, and taking appropriate steps to intervene and report behavior, whether or not the involved employees are within ~~his or her~~ **manager's** line of supervision, and
 - d. Taking immediate action to prevent retaliation toward the complaining party and to eliminate any similar conduct where there has been a complaint of harassment, pending investigation. If a situation requires separation of the parties, care shall be taken to avoid actions that appear to negatively impact the complainant. Transfer or reassignment of any of the parties involved shall be voluntary if possible and, if non-voluntary, shall be temporary pending the outcome of the investigation.
 - e. Failing to carry out these responsibilities will be considered in any performance evaluation or promotional decisions and may be grounds for

discipline, up to and including discharge.

2. Each supervisor is responsible for assisting any employee of the City who comes to that supervisor with a concern of harassment in documenting and filing a complaint with the Human Resources Department or other reporting authority as designated by the City.

C. **Employee Responsibilities:**

1. Each employee, including supervisors, of the City is responsible for assisting in the prevention of harassment by taking the following steps:
 - a. Refraining from participation in, or encouragement of, actions that could be perceived as harassment;
 - b. Reporting to a supervisor super-offensive behavior such as physical grabbing, pinching or touching another employee's private areas or communication of sexual, racial, ethnic, religious or gender-based slurs;
 - c. Encouraging any employee who confides ~~that he or she is~~ **they are** being harassed or discriminated against to report these acts to a supervisor.
2. Employees are expected to cooperate fully in any investigation, whether or not they are directly involved in the incident.

III. **DEFINITIONS**

- A. **Verbal Harassment:** Sexual innuendoes, degrading or suggestive comments, repeated pressure for dates, jokes of a sexual nature, unwelcome sexual flirtations, degrading words used to describe an individual, obscene and/or graphic descriptions of an individual's body or threats that job, wages, assignments, promotions or working conditions could be affected if the individual does not agree to a suggested sexual relationship.
- B. **Non-Verbal:** Sexually suggestive or offensive objects or pictures, inappropriate usage of voicemail, e-mail, the internet or other such sources as a means to express or obtain sexual material, comments etc., printed or written materials including offensive cartoons, suggestive or offensive sounds, whistling, catcalls or obscene gestures. Any material which inappropriately raises the issues of sex or discrimination. Treating an employee differently than other employees when they have refused an offer of sexual relations.
- C. **Physical:** Unsolicited or unwelcome physical contact of a sexual nature, which may include touching, hugging, massages, kissing, pinching, patting, or regularly brushing against the body of another person.
- D. **Other Forms of Harassment:** Persistent and unwelcome conduct or actions on the basis of disability, sex, arrests or conviction record, marital status, sexual orientation, gender identity and gender expression, membership in the military reserve, or use or nonuse of lawful products away from work is prohibited under this policy and s.111.31-111.39, Wis. Stats.
- E. **Harassment on any basis (race, sex, age, disability etc.) exists whenever:** Submission to harassing conduct is made, either explicit or implicit, a term or condition of an individual's employment; submission to or rejection of such conduct is used as the basis for an employment decision affecting an individual; the conduct interferes with an employee's work or creates an intimidating, hostile, or offensive work environment. Such conduct is

prohibited under this policy and §111.31 -- 111.39 Wis. Stats.

- F. **Unwelcome:** Sexual conduct is unwelcome whenever the person subjected to it considers it unwelcome. The conduct may be unwelcome even though the victim voluntarily engages in it to avoid adverse treatment.
- G. **Extension of the Workplace:** This policy covers any incident that occurs as an extension of the workplace. An extension of the workplace is defined as any event sponsored by the City of Appleton.

IV. PROCEDURES

- A. Any employee encountering harassment is encouraged but not required to inform the person that his or her actions are unwelcome and offensive. The employee is to document all incidents of harassment to provide the fullest basis for investigation.
- B. Any employee who believes that ~~he or she is~~ **they are** being harassed shall report the incident(s) to ~~his or her~~ **their** supervisor as soon as possible so that steps may be taken to protect the employee from further harassment, and so that appropriate investigative and disciplinary measures may be initiated. Where doing so is not practical, the employee may instead report the conduct to the Human Resources Director, Human Resources Deputy Director, Human Resources Generalist, City Attorney, Deputy City Attorney, Assistant City Attorney or another supervisor from the City.

1. The supervisor or other person to whom a complaint is given shall meet with the employee and document the incident(s) complained of, the person(s) performing or participating in the harassment, any witnesses to the incident(s) and the date(s) on which it occurred.
2. Any employee who believes it is not practical to file their complaint directly within their departmental structure must file the complaint with the Human Resources Director, Human Resources Deputy Director, Human Resources Generalist, City Attorney, Deputy City Attorney, ~~or~~ Assistant City Attorney.

After the complaint has been filed with any of the above-named positions, and the complainant does not feel it has been resolved in an acceptable manner, they may file the complaint with the following:

- a. EQUAL RIGHTS DIVISION
201 East Washington Avenue Room 407
P.O. Box 8928
Madison, WI 53708-8928
Voice: (608) 266-6860
TDD (Hearing Impaired) (608) 264-8752
- b. EQUAL RIGHTS DIVISION
819 North Sixth Street Room 255
Milwaukee, WI 53203
Voice: (414) 227-4384
TDD (Hearing Impaired) (414) 227-4081
- c. EEOC
Milwaukee District Office
310 West Wisconsin Avenue

Suite 800
Milwaukee, WI 53203-2292
Voice: (414) 297-1111
TDD (Hearing Impaired) (414) 297-1115

If the employee exercises the reporting options of a, b, or c above of this section, they must file a copy of the complaint with the City Attorney within 24 hours of the filing of the complaint.

- C. The Human Resources Department shall be responsible for investigating any complaint alleging harassment or discrimination and shall do the following:
1. The internal Human Resources Department shall immediately notify the Legal Services Department if the complaint contains evidence of criminal activity, such as battery, rape, or attempted rape.
 2. The investigation shall include a determination as to whether other employees are being harassed by the person, and whether other persons covered by this policy participated in or encouraged the harassment.
 3. The internal investigative authority shall inform the parties involved of the outcome of the investigation.
 4. A file of harassment and discrimination complaints shall be maintained in a secure location. The Legal Services Department shall be provided with an annual summary of these complaints.
 5. There shall be no retaliation against any employee for filing a harassment or discrimination complaint, or for assisting, testifying, or participating in the investigation of such a complaint.
 6. The complaining party's confidentiality will be maintained throughout the investigatory process to the extent practical and appropriate under the circumstances.
 7. This policy does not preclude any employee from filing a complaint or grievance with an appropriate outside agency.
- D. Retaliation
1. Retaliation against any employee for filing a harassment or discrimination complaint, or for assisting, testifying, or participating in the investigation of such a complaint, is illegal and is prohibited by the City of Appleton and by federal statutes.
 2. Retaliation is a form of employee misconduct. Any evidence of retaliation shall be considered a separate violation of this policy and shall be handled by the same complaint procedures established for harassment and discrimination complaints. Retaliation may subject an individual to additional punishment up to and including discharge.
 3. Monitoring to ensure that retaliation does not occur is responsibility of the supervisors.
- E. Falsification or Misrepresentation of Information

An employee will be subject to disciplinary action up to and including discharge for falsifying any information or mis-representing any information required or requested as part of a complaint, investigation, or proceeding under this policy.



INVESTIGATION GUIDELINES

We are in the process of doing an investigation related to information that has been brought to the attention of the Human Resources Department.

We will be collecting the facts today. As a City employee you have an obligation to be truthful, honest and share what you know about the situation.

We will keep the information as confidential as we are able. We cannot guarantee total confidentiality but this information will be released to only those persons with a need to know. This is an ongoing investigation and, in order to preserve the integrity of the investigation, you are expected to also keep the information confidential.

Any retaliation from any parties with regard to this matter is prohibited and you should contact either the Legal Services Department or the Human Resources Department immediately if this occurs.

Intentional withholding of information or dishonesty as well as retaliation could result in discipline, up to and including termination.

I have received a copy of the INVESTIGATION GUIDELINES:

Name

Date

CITY OF APPLETON PERSONNEL POLICY	TITLE: HEARING CONSERVATION PROGRAM OSHA 29 CFR 1910.95	
ISSUE DATE: May 1988	LAST UPDATE: July 12, 1994 October 1, 1998 August 2, 1999 August 28, 2002 March 12, 2007 June 2011 March 2017 April 2021	SECTION: Safety
POLICY SOURCE: Human Resources Department	POLICY AUDIENCE: All City Employees	TOTAL PAGES: ?
Reviewed by Attorney’s Office Date: December 2, 1999 May 23, 2007 July 8, 2011 June 2017 ?	Committee Approval Date: December 9, 1999 June 27, 2007 August 22, 2011 July 26, 2017 ?	Council Approval Date: December 15, 1999 July 5, 2007 September 7, 2011 August 2, 2017 ?

I PURPOSE:

The purpose of this policy is to eliminate or minimize employee exposure to occupational noise and to prevent the occurrence of work-related hearing loss. The administration of this program will be the responsibility of the Human Resources Department as well as supervisory staff and the safety coordinators at each applicable city department/division.

~~The purpose of this policy is to prevent hearing loss and comply with OSHA Standard 29 CFR 1910.95 “Occupational Noise Exposure,” Hearing Conservation Amendment.~~

II POLICY:

The City of Appleton is committed to providing a safe and healthy work environment for all our employees. In addition, the City of Appleton will comply with OSHA’s Standards 29 CFR 1910.95 and 29 CFR 1904.10, as incorporated by reference in SPS 332.15 for Public Employee Safety and Health. Violation of this policy will be subject to disciplinary action, up to and including discharge. ~~The administration of the program will be the responsibility of the Human Resources Department as well as the supervisors and staff/safety coordinator at each major department/division.~~

III DISCUSSION:

This policy outlines the regulations, testing and training requirements mandated by OSHA 29 CFR.1910.95, 29 CFR 1904.10 and SPS332.50 and addresses how the City will administer its hearing conservation program.

IV DEFINITIONS:

Standard threshold shift (STS) – an average shift of 10 decibels or more at 2000, 3000, 4000 Hz.
OSHA – Occupational Safety and Health Association
ANSI – American National Standards Institute
DSPS – Department of Safety and Professional Services

V PROCEDURES

A. The Human Resources Department will **conduct or** coordinate the following:

1. Yearly **hearing audiometric** tests for all employees identified as being in the field a major portion of their working day or employees who are exposed to an eight-hour time-weighted average of 85 decibels or greater noise level. (Fire Department Operations employees will complete annual tests as part of the annual NFPA physicals.)
2. Record-keeping: **maintaining noise exposure monitoring, OSHA 300 log, audiometric testing and training records.**
3. **Monitoring workplace noise levels to determine employee's risk exposure to noise.**
4. Identify employees to be included in this hearing conservation program.
- ~~3. Evaluating the program on a yearly basis.~~
 - ~~a. Coordination of and supervision of noise exposure monitoring.~~
 - ~~b. Identify employees to be included in the Hearing Conservation Program.~~
5. **Coordination of annual employee training.**
6. **Reviewing the effectiveness of the hearing conservation program and making sure that it satisfies the requirements of all applicable federal, state or local hearing conservation requirements.**

B. Departments will be responsible for the following:

1. **Providing a variety of suitable hearing protection that will reduce an employee's noise exposure at least to an 8-hour time-weighted average of 90 decibels. For employees who have experienced a standard threshold shift, hearing protection must reduce the employee's noise exposure to an 8-hour time weighted average of 85 decibels or below. - Ordering and selecting at least three different kinds of hearing protection.**
2. Development of departmental policies relating to the use of hearing protection, **as needed.**
3. ~~Providing employee training programs annually.~~ **Ensuring applicable employees are provided with and complete annual hearing conservation training.**
4. **Encourages and monitors their respective employees to complete the annual audiometric tests.**
5. ~~Where and~~ **Whenever possible, using engineering (e.g., sound barriers, etc.) and administrative controls (e.g., job rotation, etc.) to reduce noise exposures.**

6. Promote the use of hearing protection by setting a good example.

C. Employees are responsible for the following aspects of the hearing conservation program:

1. Properly wearing hearing protection in work areas requiring it.

2. Properly care for hearing protection, including routine care and cleaning, storage and replacement.

3. Participate in annual hearing conservation training and audiometric testing (both baseline and annual testing – see the section on audiometric testing for more information).

DE. The following guidelines have been established to ensure hearing protection for all City employees.

1. Noise Level ~~Readings~~ Monitoring – ~~Readings~~ Monitoring will be conducted:
 - a. When requested by an employee,
 - b. When requested by a department supervisor or safety representative,
 - c. When new equipment or processes is purchased/implemented in an area not previously requiring hearing protection or
 - d. When a hearing test audiometric tests detects a significant loss in a group of employees within the same work area/work group.
2. Individuals who are familiar with the testing equipment will conduct the monitoring. Noise exposure monitoring will be conducted using either of the following methods:
 - a. Area monitoring: Measuring the noise level in an area by use of a sound-level meter.
 - b. Personal monitoring: Measuring an employee's noise exposure by use of a dosimeter. A dosimeter is worn by an employee to evaluate noise levels that the employee is exposed to when doing their job.
3. The results of the monitoring will be kept in the Human Resources Department.
4. Affected employees or their representatives shall be provided with an opportunity to observe any noise monitoring.

ED. Audiometric Testing:

1. The purpose of audiometric testing is to figure out each employee's hearing threshold by determining the employee's response to noise at several frequencies. The initial audiogram (which is normally completed during an employee's pre-employment test) will be used as a baseline measurement to which all subsequent audiograms will be compared. Audiometric tests shall be performed by a licensed or certified audiologist, otolaryngologist, or other physician or by a technician who is certified by the Council of Accreditation in Occupational Hearing Conservation. The following permanent City employees will receive a baseline and an annual audiometric test:

- All Fire Personnel (excluding clerical)
- All Police Officers
- Public Works (all field personnel)
- Environmentalists, Weights and Measures
- Valley Transit Mechanics and Service Person
- Water Plant personnel (excluding clerical)
- Waste Water personnel (excluding clerical)
- ~~Facilities Grounds and Construction Management personnel~~ PRFM Personnel (excluding recreation and clerical staff)

2. Employees will have the opportunity to be tested during regular work hours. The test will be provided at no cost to the employee. ~~Employees who fail to attend a scheduled appointment in the mobile unit will be sent to ThedaCare At Work and the cost of this visit will be paid by their department.~~

3. Both OSHA and WI DSPS require that baseline audiograms be provided to all applicable employees within 6 months of their first occupational noise exposure at or above OSHA's action level (8-hour time-weighted average of 85 decibels). During the 14 hours prior to an employee's baseline audiogram test, employees should refrain from any noisy work or non-work exposures. Hearing protection may be worn as a substitute to this requirement to limit an employee's noise exposure.

4. The annual audiogram will be compared to the baseline audiogram to determine if the audiogram is valid and if a standard threshold shift (STS) has occurred. An STS is defined as the average hearing loss of 10 decibels or more at the tested frequencies of 2,000, 3000 and 4,000 Hertz in either ear. If an audiogram shows and employee has a STS, the person will be retested within 30 days to determine if the shift is persistent. The following steps will be taken if a comparison of the baseline audiogram indicates a persistent standard threshold shift:

- a. Employees not using hearing protection will be trained, fitted, and required to use hearing protection per city policy.
- b. Employees already using hearing protectors will be retrained, refitted, required to use hearing protectors and if necessary, provided with hearing protection which offers greater attenuation (noise reduction rating).
- c. Written notification of the permanent STS will be given to the employee within 21 days.
- d. The employee will be counseled on the need to use hearing protection and provided further clinical evaluation if necessary.
- e. The employee's standard threshold shift will be recorded on the city's OSHA 300 log as required under OSHA 29 CFR 1904.10.

~~3. Personnel certified in hearing conservation and testing will conduct audiometer testing and training. Testing will be conducted with equipment that meets the specifications of ANSI S3.6-1969 and OSHA. The technician will be responsible to a physician.~~

~~4. Tests will be pure tone, air conduction, hearing threshold examinations at test frequencies of 500, 1000, 2000, 3000, 4000, 5000 and 6000 Hz. Each ear will be tested separately.~~

~~5. The functional operation of the audiometer will be checked by biological calibration prior to~~

each day's use. An acoustic check will be performed if the biological calibration indicated deviations of 10 dB or greater, and an exhaustive calibration will be performed if the biological calibration indicated deviations of 15 dB or greater.

6. If an STS (an average shift in either ear of 10dB or more at 2000, 3000 and 4000 Hz) is identified:
 - a. The employee will be notified in writing.
 - b. The use of hearing protection will be mandatory and this shall be enforced.
 - c. The employee will be refitted and retrained in the use of hearing protection.

FE. Hearing Protection:

1. The City shall make hearing protection available to all employees exposed to an eight-hour time-weighted average of 85 decibels or greater and for those who work in the field. Hearing protection will be provided at no cost to the employee.
2. Employees will be able to select their hearing protection from a variety of suitable hearing protectors. Hearing protection provided must be able to reduce an exposure's noise exposure to at least a 90-decibel average over 8 hours. For employees who have an experienced a standard threshold shift, hearing protectors must attenuate employee exposure to an 8-hour time weighted average of 85 decibels or below. ~~(Per law at least three different types of hearing protection must be available.)~~ Hearing protection will be available in an accessible place at all times.
3. ~~The supervisor/safety coordinator at each major department/division shall ensure that hearing protection is worn by any employee who is exposed to an eight hour time weighted average of 85 decibels or greater.~~ The use of hearing protection will be required for employees who have not yet had a baseline audiogram, who have experienced a standard threshold shift, or whose exposures exceed an 8-hour time-weighted average of 85 decibels.

GF. Employee Training

1. ~~Personnel certified in hearing conservation and testing as well as departmental supervisors and the City Safety Coordinator will conduct annual training for employees who are tested yearly.~~ Employees included in the hearing conservation program will receive annual training. Information covered in this training will include: the effects of noise on hearing, the role of engineering and administrative controls in hearing conservation, the purpose and the use of hearing protectors, the advantages and the disadvantages of various hearing protection types, instructions in the selection, fitting, use and care of hearing protectors, the purpose of noise exposure monitoring and audiometric testing and an explanation of these test procedures.

HG. Record Keeping

1. Audiogram tests records will be retained in the employee medical file for the duration of a worker's employment. At the time of separation, the medical file will be kept for an additional 30 years.
2. Noise exposure monitor results will be maintained by the Human Resources Department for a minimum of 2 years.

3. All records required by this section shall be provided upon request to employees and former employees or representatives designated by the individual employee.

CITY OF APPLETON PERSONNEL POLICY	TITLE: RIGHT TO KNOW 29 CFR 1910:1200 & Wis. Stats. 101.58 <u>& DSPS Code 332.15</u>	
ISSUE DATE: 1986	LAST UPDATE: -2007 2015 <u>2021</u>	SECTION: Safety
POLICY SOURCE: Human Resources Department	POLICY AUDIENCE: All City Employees	TOTAL PAGES: 5
Reviewed by Legal Services Date: December 2, 1999 May 23, 2007 November 2015 <u>2021</u>	Committee Approval Date: December 9, 1999 June 27, 2007 December 7, 2015 <u>2021</u>	Council Approval Date: December 15, 1999 July 5, 2007 December 16, 2015 <u>2021</u>

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- I. **PURPOSE:**
 The purpose of “The Right to Know” policy is to establish guidelines and assign responsibilities, ~~thereby protecting employees who work with toxic substances, infectious agents and pesticides, as they relate to the federal and state law.~~
- II. **POLICY:**
 The policy is written to ensure that the city is in compliance with OSHA ~~and Wisconsin Statutes relating to the “Hazard Communication Standard” commonly referred to as “The Right to Know” law~~ Hazard Communication Standard 29 CFR 1910.1200 incorporated by reference is SPS 332.15 for Public Employee Safety and Health and Wisconsin Statutes 101.58-Employees’ Right to Know. ~~thereby protecting employees who work with toxic substances, infectious agents and pesticides.~~ Violations of this policy will be subject to disciplinary action, up to and including discharge.
- III. **DISCUSSION:**
 This policy outlines the regulations and training requirements, ~~mandated by the Hazard Communication Rule OSHA 29 CFR 1910.1200 and Wis. Stats. 101.586—101.599 commonly known as the “Right to Know” law. This in addition to other mandated laws is subject to change.~~
 The City of Appleton has contracted with an on-line company to store/make available all SDS documents. The link to the SDS online system can be accessed on the menu bar from the Intranet or via the back-up jump drive located in all facilities.
- IV. **DEFINITIONS:**
- A. **Employee:** Any person whose service is currently or was formerly engaged by an employer.

- B. Employee Representative:** An individual or organization to whom an employee gives written authorization to exercise his or her rights to request information, i.e. parent of a minor employee or a recognized or certified collective bargaining agent.
- C. Employer:** Any person with control or custody of an employment or workplace who engages the services of an employee.
- D. Overexposure:** Any chronic or acute exposure to a toxic substance or infectious agent, which results in illness or injury.
- E. Workplace:** Any location where an employee performs a work-related duty in the course of his or her employment, except a personal residence.
- F. Infectious Agent:** A bacterial, mycoplasmal, fungal, parasitic or viral agent identified by DWD and OSHA as causing illness in humans or human fetuses or both, which is introduced by an employer to be used, studied or produced in the workplace. “Infectious Agent” does not include such an agent in or on the body of a person who is present in the workplace for diagnosis or treatment.
- G. Pesticide:** Any substance or mixtures of substances which are registered with the Federal Environmental Protection Agency or the Department of Agriculture, Trade and Consumer protection and which is labeled, designed or intended to prevent, destroy, repel or mitigate any pest or is a plant regulator defoliant (chemical sprayed or dusted on plants) or desiccant (drying) agent.
- H. Toxic Substance:** Any substance or mixture containing a substance regulated by the Federal Occupational Safety and Health Administration under Title 29 of the Code of federal regulations part 1910, subpart z, which is introduced by an employer to be used, studied or produced in the workplace.
- I. Contact Person:** The individual responsible for the program at each major City facility. Please refer to the poster on departmental bulletin boards that lists the individual’s name.
- J. PPE:** Personal Protective Equipment.
- K. ~~DWD: Abbreviation for Department of Workplace Development.~~ DSPS: Abbreviation for Department of Safety and Professional Services**
- L. OSHA:** Abbreviation for Occupational Safety/Health Association.
- M. SDS:** Safety Data Sheet. These documents contain the following sections:
1. Identification
 2. Hazard(s) Identification
 3. Composition Ingredients
 4. First Aid Measures
 5. Fire Fighting Measures
 6. Accidental Release Measures
 7. Handling and Storage
 8. Exposure Controls and PPE
 9. Physical and Chemical Properties
 10. Stability and Reactivity

11. Toxicological Information

12. Ecological Information

13. Disposal Information

14. Transport Information

15. Regulatory Information

16. Other Information

V. PROCEDURES:

A. RESPONSIBILITIES OF DEPARTMENT AND CONTACT PERSON

1. **Post a Notice:** Each major department or City facility post a notice entitled "Employee's Right to Know Law" (see Exhibit I, page 6). This informs employees of their right to request information about toxic substances, infectious agents and pesticides. The notice will also list whom to contact for additional information.
2. Train all employees within your department/division on an annual basis or when using a new chemical.
3. Keep all SDSs updated in the electronic system. When a new product requiring a SDS is purchased or stored in a City facility, the SDS shall be provided to the department safety representative so it can be entered into the SDS database and will be retained for 30 years beyond the last use.
4. Be familiar and know how to interpret all SDSs.
5. Adhere to all the policies and procedures set forth in this document.
6. Forward Training Sign-in Sheet to Human Resources Generalist or maintained in Fire Department records system.
7. Notify parents of a minor (in writing) about the use of pesticides, toxic substances, or infectious agents prior to any minor working with these products.
8. **Respond to Inquiries:** Employees have the right to ask for information relating to a product they are using. This inquiry must be in writing and the supervisor or individual who is listed as the contact person must respond in the following manner:
 - a. **Toxic Substances:** If the contact person has the information in house, (SDS) it must be provided within 15 days (excluding holidays and weekends) after receiving a written request from the employee. If the contact person does not have the information, he/she is allowed 30 days (exclusive of weekends and holidays) to respond. If the information cannot be obtained from the manufacturer or supplier, there is no longer any obligation to provide the information. However, the contact person must inform the employee that the information was requested but not available.
 - b. **Infectious Agents:** If the contact person has the information (SDS), it must be provided to the employee within 72 hours after receiving a written request from the employee. If the contact person does not have the information, he/she is allowed 30 days after the request to respond in writing (exclusive of weekends and legal holidays). Again if the contact person cannot get the information, then he/she is no longer obligated to provide the information. But as stated above, the employee must be notified in writing that the contact person has not received it, and does not otherwise have the information.

- c. Pesticide Information Requirements: employer or agricultural employer to employee: Within 72 hours of a request from an employee or employee representative, (exclusive of weekends and legal holidays) an employer or agricultural employer shall provide the requesting employee or employee representative with access to the container label or the information required by the federal environmental protection agency or the department of agriculture, trade and consumer protection to be on the container label, for any pesticide with which the employee works or to which the employee is likely to be exposed.

B. TRAINING

Each employee who works with or is potentially exposed to hazardous chemicals, infectious agents or pesticides will receive initial training upon hire or before using the product and then yearly thereafter. The training will include the following:

1. Explain how to access and use the online electronic system and the backup system.
2. Identify and create a list of potentially hazardous materials employees may encounter. The materials must be identified with warning labels and SDSs.
3. Inform employees of any operations in the work area where hazardous materials are present.
4. Explain the methods and observations that may be used to detect the presence or release of a hazardous chemical.
5. Inform employees of ways to protect themselves using safe work practices, emergency procedures and PPE.
6. Explain the location and availability of the City's written policy including details of the labeling system, SDSs and how to use this information effectively.
7. Provide additional training whenever a new material is introduced into the workplace and whenever any hazard regarding a material changes.

C. WARNING LABELS

A label on a chemical container will provide important warnings about potential hazards. The label will be legible, prominently displayed and include the following information:

The preferred method of labeling will be labels from the manufacturer or those generated by the on-line system.

1. The identity or name of the chemical.
2. The appropriate warnings such as **FLAMMABLE** or **EXPLOSIVE**.
3. The name and address of the chemical manufacturer, importer or other responsible party.
4. If any of the information changes, it will be the departmental contact person's responsibility to make sure that the labels are updated.

When Warning Labels are not required:

- a. Pipes are not considered containers so they don't have to be labeled. Employees should not assume the chemical inside is safe just because there is no label.

- b. Portable containers do not have to be labeled if the chemicals inside were transferred from a labeled container and immediately used by the employee who transferred them. Employees should never leave an unmarked container of hazardous material unattended.
- c. Individual process containers can be marked with other signs, placards, process sheets, batch tickets, operating procedures, or other written forms – instead of labels – but only under two conditions:
 - 1. The placard or other written method must identify which containers the warnings refer to.
 - 2. The written method used must contain some information that would be on a warning label, such as the physical and health hazards.

EMPLOYEES' RIGHT TO KNOW LAW

- TOXIC SUBSTANCES
- INFECTIOUS AGENTS
- PESTICIDES

Any employee may request information about these materials in the workplace.

INFORMATION AVAILABLE INCLUDES:

- The identity of any toxic substances and infectious agents you work with or are likely to come into contact with or have been exposed to.
- A description of the hazardous effects of the toxic substances and infectious agents.
- Handling precautions for toxic substances and infectious agents.
- Procedures for emergency treatment in the event of overexposure.

An agricultural employer using pesticides shall provide employees who work with or are exposed to the pesticides with access to the information on the label of the pesticide's container.

For details on how to request information on toxic substances, infectious agents and pesticides in your workplace, contact:

Exhibit I



APPLETON PUBLIC LIBRARY
225 North Oneida Street
Appleton, WI 54911-4780
(920) 832-6170 | FAX: (920) 832-6182

TO: Members of the Appleton Public Library Board of Trustees
FROM: Colleen Rortvedt, Library Director
DATE: TBD
RE: Proposal to eliminate overdue fines for Appleton Public Library materials

I am proposing that the Appleton Public Library (APL) stop collecting fines on overdue materials. Should this proposal be approved:

- APL will stop assessing fines on late materials.
- Staff will clear existing fines on patron accounts.
- There will be the following exceptions:
 - We cannot waive billed items, or some select fines incurred at other libraries.
 - We cannot waive bills for lost or damaged items so there will still be an incentive to return materials in good condition.

Library overdue fines are generally \$.10 per day/per item. Each item can accumulate up to \$5.00 in fines and patrons are blocked from checking out materials after accumulating \$5.00 or more in fines. The library's fine revenue has declined over the past decade for several reasons. In 2021 the projected fine budget is \$30,000 however the library has not been collecting overdue fines during the pandemic and expect to not achieve this revenue even if we would reinstate fines.

Overdue fines have a long history and communities that consider going fine free tend to have similar questions about the cost/benefit relationship to overdue fines. Below I will address the most commonly asked questions.

1. If we get rid of fines, won't materials come back more slowly or never come back?

There is a lack of data to support this fear. Research and experience from fine-free libraries show that libraries that have gone fine-free are experiencing either the same return rates, or improved return rates because patrons do not have to have the embarrassing conversation with staff about fines.

Some libraries have experienced an increase in circulation since patrons are no longer worried about checking out books out of fear of getting a fine. This can be an especially empowering to children, teens people who have lower incomes or fixed incomes. Chicago Public Library experienced a 240% increase in returned books when they eliminated fines in September 2019.

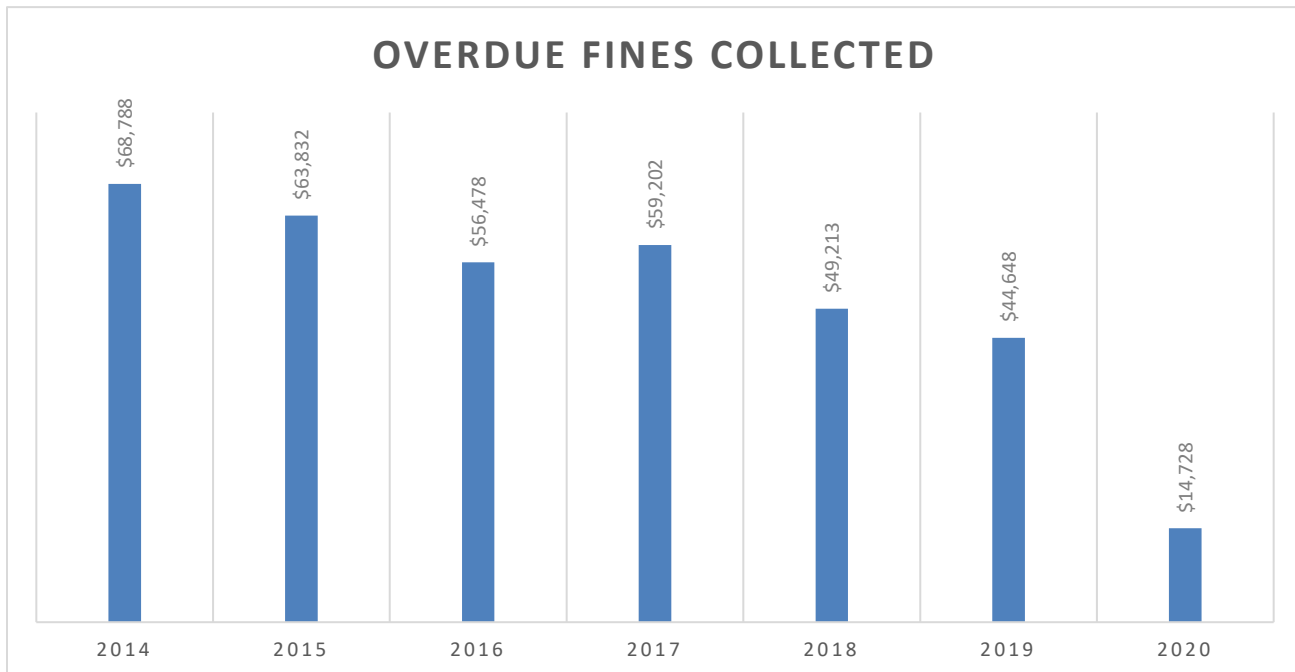
It is important to remember that the library is not going to stop billing patrons for long overdue, damaged or never returned items. Eliminating library fines is different from billing. There will still be due dates and timelines for initiating the billing and collection process.

2. Don't fines help fund the library?

The simple answer is that overdue fines have a very small impact on the library's operational budget. They are not sustainable or a reliable source of revenue.

The technical answer is that overdue fines are part of the city's general revenue and help offset our city's expenses including the operational cost of APL. APL's 2021 operating budget is \$4.7 million. Our overdue fine revenue budget is \$30,000.

Overdue fine revenue has been in decline for many years and reasons. This decline is a good thing. Today's automated systems provide convenient ways (email, text notification, online renewal, etc...) to help patrons avoid becoming overdue. Below is APL's recent fine revenue:



Notes:

2016/2017 – This increase resulted from starting to work with a collection agency in April 2016 for patrons who owe more than \$50. This tends to be for billed materials but at the time of initiating this, we experienced a temporary bump in fine revenue.

2020 – We initially suspended fines due to multiple complex public health reasons including the impact that quarantining had on our ability to have accurate return dates. In addition, we had an inability to collect overdue fines during periods where the building was closed to the public. Patrons have been grateful as many of them are experiencing economic hardships and this holiday from fines has allowed them to continue to access resources throughout the pandemic.

Fines are also a source of staff time that could be spent in better ways serving the public. The library's priority is to continue to offer a high-quality collection to the community. Every item we have has been purchased, labeled and cataloged so our priority is maintaining these items. Collection maintenance takes time, and the best-case scenario is that we can maintain these items as long as they are relevant, in demand and in good condition. Ordering replacements is less efficient and requires redundant efforts to reacquire materials. It results in delays in getting items into the next patron's hands while we wait for replacement items and creates backlogs of processing for new materials.

3. Shouldn't fines instill personal responsibility?

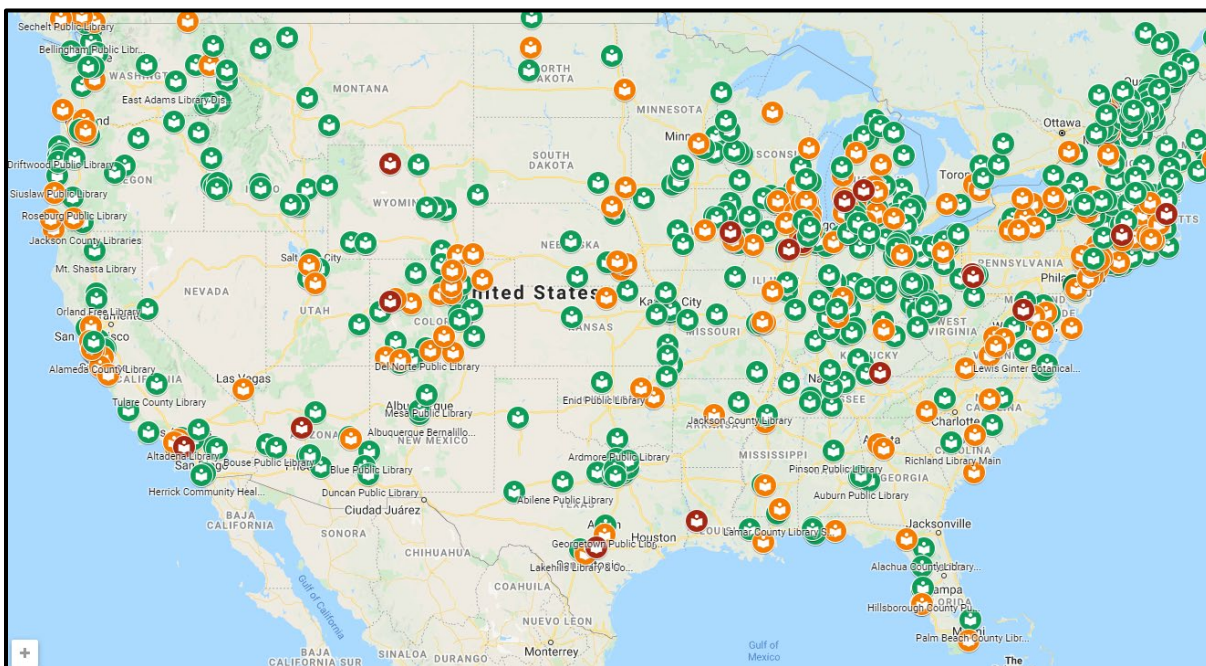
This is an interesting debate and there are people who think it is the library's job to teach this kind of personal and moral responsibility. Overdue fines were instituted at a time when libraries perceived that one of their roles was to instill personal and moral responsibility and fines were thought to be an incentive to the timely return of materials. Regardless of where people fall on this belief system, if overdue fines served as an effective deterrent, we would not collect any fines.

Patrons keep materials past the due date for a myriad of reasons. We are all human beings and juggle a lot of priorities and sometimes something other than getting to the library takes priority.

The effectiveness of overdue fines in instilling personal and moral responsibility has never been the outcome and consequences are ultimately in place as bills will still be assessed to ensure materials return.

4. Is this a trend?

This is a national long-term movement. Libraries across the country have been going fine free for years. Some have never charged fines. In recent years it has gained momentum. We have not identified any library in the nation that has returned to charging fines after going fine free and most regret not doing it sooner.



-  **Fine Free Libraries**
-  **Partially Fine Free**
-  **In Process of Going Fine Free**

Locally the following libraries are already fine-free:

- Kaukauna
- Menasha
- Little Chute

- Oshkosh

All local library administrations have expressed a desire to become fine-free or are actively pursuing it.

This is not about jumping on the bandwagon of a trend. Since we are in shared automated systems it is only a matter of time that the libraries that do not become fine-free will be at a disadvantage and may lose patrons.

APL staff began researching this issue in 2019 and began educating the library board on the issue. We have read research, interviewed fine-free libraries and evaluated our patron data regarding fines to understand the issue.

5. What does it matter? Who is it hurting to collect overdue fines?

APL's organizational values are as follows:

- Welcoming - Everyone belongs here
- Literacy - The City of Appleton is the city of literacy and learning
- Community - The library is essential to every person and organization achieving their goals
- Access - The library is accessible physically, culturally and intellectually

A core intent of public libraries is to provide equitable service to everyone in the community. Overdue fines conflict with this philosophy and the data shows that children are disproportionately disadvantaged by fines and that fines drive patrons away.

11.65% of the library's patron database is blocked from checking out materials due to fines. Concerningly, 16.47% of juvenile patrons are blocked showing that there is a disproportionate impact on children. Of those that are blocked for fines, they owe an average of \$15.20 for materials that have been returned to the library. These patrons have expired cards that were last used on average in 2014 showing that most of these patrons gave up using the library because of their fines.

Overdue fines impact those who can least afford them including individuals that are low-income or children. Both populations have unique challenges in getting materials back to the library on a specific date such as juggling jobs, family needs, no transportation and unstable housing. Many patrons have expressed relief during the pandemic that we did not charge fines.

Conclusion

To summarize, overdue fines:

- are cumbersome to collect for a nominal return
- are not an incentive to return materials and may be a disincentive to getting them back
- require staff to spend time on fine-related responsibilities rather than providing direct service to the public
- result in negative interactions with patrons
- create stigma for patrons who may not want to have a conversation about the titles for which they are being fined so they stop checking out materials
- serve as an economic barrier to information access for those who can least afford fines such as those who are unemployed, low income, or children

Eliminating fines will represent a loss of \$30,000 of budgeted revenue to the City's General Fund. In recent years we have not met our budgeted fine projection. In consultation with the City's Finance Director, to offset the reduction in

revenue the library will provide a four-year transition period shifting a portion of Lost and Paid funds to the City's general fund.

- 2021: will be offset by decreased expenses due to the pandemic
- 2022: \$25,000
- 2023: \$15,000
- 2024: \$5,000

Should this be approved, the Library's Financial Policy will be updated to reflect this variance until the four-year transition period is completed.

I propose that the Appleton Public Library eliminates the collection of fines, clears existing fines on patron accounts and welcome everyone back to the library with a clean slate and fresh start.

Automation Services Agreement
Outagamie Waupaca Library System
Appleton Public Library

Article I: General

The Outagamie Waupaca Library System and the Appleton Public Library do hereby enter into an agreement as authorized by Chapter 43, *Wisconsin Statutes*, for the purpose of participating in a library automation network providing, but not limited to, the following functions and services: resource sharing, circulation control, cataloging, online public access catalog, acquisitions, and Internet access.

Article II: Definitions

For the purposes of this agreement:

- (1) Outagamie Waupaca Library System Board is the body established by the Boards of Supervisors of Outagamie County and Waupaca County in accordance with Section 43.19 of the *Wisconsin Statutes*.
- (2) Outagamie Waupaca Library System, also referred to as OWLS, is the agency established under Section 43.15 of the *Wisconsin Statutes* and operating under the System Board to provide and administer the public library system for Outagamie and Waupaca Counties.
- (3) The Appleton Public Library Board is the body, established under the provisions of Section 43.54 of the *Wisconsin Statutes*, that administers the Appleton Public Library.
- (4) The Appleton Public Library, also referred to as APL, is the agency established under Section 43.57 of the *Wisconsin Statutes* by the City of Appleton to provide municipal public library service.
- (5) The shared library automation network, also known as OWLSnet, is a program established by OWLS to provide an integrated library automation system and network services to OWLS, NFLS and other area libraries.

Article III: Outagamie Waupaca Library System Responsibilities

It is mutually agreed that OWLS shall:

- (1) Provide to APL all of the automated library functions available from OWLSnet during all hours that APL is regularly open. All reasonable efforts will be made to minimize the amount of time in which OWLSnet, or any portion of OWLSnet, is unavailable for normal operations.
- (2) Abide by the terms specified in this agreement, the OWLSnet bylaws, and OWLSnet policies and procedures.
- (3) Contribute financially to the operation of OWLSnet in accordance with the annual OWLSnet budget.
- (4) Acquire appropriate products from vendors as requested by APL and deliver or install the products at the desired branch public library location according to a mutually agreed upon schedule.
- (5) Invoice APL for any products ordered upon delivery of such orders. Any product ordered will become the property of APL upon payment of the invoice.

- (6) Investigate the feasibility of providing additional products or services to OWLSnet members.
- (7) Provide staff services to support APL's participation in OWLSnet.
- (8) Provide for ongoing training of APL staff in the use of software and hardware.
- (9) Determine the annual membership fee for any given calendar year prior to July 1 of the preceding year.
- (10) Work with APL to develop an efficient, effective, and equitable method for cataloging materials and adding records to the OWLSnet database.

Article IV: Appleton Public Library Responsibilities

It is mutually agreed that the Appleton Public Library shall:

- (1) Abide by the terms specified in this agreement, the OWLSnet bylaws, and OWLSnet policies and procedures.
- (2) Meet all applicable requirements for participation in the TEACH Wisconsin and federal E-rate programs and designate OWLS to be APL's agent for TEACH Wisconsin and federal E-rate participation.
- (3) Place orders for appropriate products through OWLS and pay all invoices for such orders, including transportation and handling charges, within 60 days after the date of the invoice unless other arrangements have been made with OWLS.
- (4) Hold title to all items acquired upon payment of invoice for such items.
- (5) Be responsible for all internal cabling necessary to connect APL equipment to the OWLSnet's telecommunication network, unless other arrangements have been agreed to by OWLS.
- (6) Attach only devices approved by OWLS to the OWLSnet network. APL shall not inter-connect OWLSnet with any other network without the consent of OWLS. APL shall be responsible for any costs resulting from an unauthorized connection to another network.
- (7) Be responsible for the maintenance or repair of all local equipment, including performing regular operating system software updates, unless other arrangements have been agreed to by OWLS.
- (8) Pay an annual membership fee, unless otherwise agreed upon by OWLS. The annual membership fee represents APL's share of ongoing operational costs.
- (9) Retain ownership of all APL bibliographic, item, and patron records held in the shared automation network database.
- (10) Send a representative to attend Administrative Advisory Committee meetings. Representatives are responsible for disseminating meeting information to other APL staff.
- (11) Comply with all applicable federal and state laws regarding confidentiality and the privacy of public library records. APL agrees to hold all library staff and volunteers accountable for complying with such laws.

Article V: Mutual Understandings

It is mutually understood and agreed that:

- (1) The OWLS Board has legal authority for the establishment, operation, and maintenance of OWLSnet. An Administrative Advisory Committee, including representation from all network participants, shall make recommendations to the OWLS Board or staff regarding the administration of the network in accordance with the procedures specified in the shared automation network bylaws.
- (2) Implementation of this agreement is consistent with the provisions of state and federal law. Should any part of this agreement that does not impede OWLSnet’s ability to provide services and equitably recover costs become inconsistent with any state or federal law, such law shall take precedence over that part of this agreement, but the balance of this agreement shall remain in full force and effect. If such state or federal law impedes OWLSnet’s ability to provide services or recover costs equitably, this agreement shall be void.
- (3) All libraries participating in OWLSnet have a responsibility to develop their local materials collections to support the basic needs of their patrons. It is unfair for libraries to rely primarily on other members of the network to meet their patrons’ basic needs.
- (4) OWLS and APL have a responsibility to monitor compliance of the parties with OWLSnet agreements, bylaws, policies, and procedures. The systems may take appropriate action in the case of APL noncompliance with OWLSnet agreements, bylaws, or policies. APL has the right to appeal to the OWLS Board if it believes that either system does not comply with OWLSnet agreements, bylaws, or policies.
- (5) This agreement shall become effective upon signing of the agreement by all parties. This agreement shall continue in force through December 31, 2024 or until superseded by a new agreement. In the event that a new agreement has not been signed by December 31, 2024, the term of this agreement will be automatically extended through December 31, 2025.
- (6) This agreement may be terminated by any party, effective December 31 of the year, by notifying the other two parties in writing of intent to terminate, prior to July 1 of the same year.
- (7) This agreement may be amended at any time as is mutually agreeable to the parties.

For the Appleton Public Library:

(President)

(Date)

For the Outagamie Waupaca Library System:

(President)

(Date)

Appendix
Outagamie Waupaca Library System
OWLSnet Shared Automation Network
Bylaws

Article I: Name and Authority

The shared automation network, to be known as OWLSnet, is a service program of the Outagamie Waupaca Library System (OWLS). As a program of OWLS, the shared automation network is established, operated, and maintained under the legal authority of the Outagamie Waupaca Library System Board of Trustees.

Article II: Purpose

OWLS shared automation network is established to provide a shared, integrated library automation system to OWLS member libraries, Nicolet Federated Library System (NFLS) member libraries, and such other area libraries as may participate, for the purposes of 1) facilitating resource sharing among network participants and 2) increasing the efficiency and effectiveness of participant library operations and services. The shared automation network shall provide functions to participating libraries including, but not limited to, circulation control, online public access catalog, cataloging, and acquisitions.

Article III: Participation

- (1) Any member library of OWLS may become a participant in the shared automation network by executing an agreement for this purpose with the OWLS Board. Any member library of NFLS may become a participant in the shared automation network by executing an agreement for this purpose with the NFLS Board and the OWLS Board.
- (2) Any area library which is not a member of OWLS or NFLS may become a participant in the shared automation network by executing an agreement for this purpose with the OWLS Board. The OWLS Board reserves the right to refuse the participation of any library not a member of OWLS or NFLS.
- (3) Any participant in the shared automation network may elect to terminate participation.
 - (a) Participation may be terminated effective December 31 of the year, by giving notification writing of intent to terminate, prior to July 1 of the same year.
 - (b) Any library which has terminated its participation in the network shall have no claim to any assets of the network.
 - (c) Any library which has terminated its participation in the network shall retain ownership of its local hardware.

- (d) Any library which has terminated its participation in the network shall pay OWLS the cost of extracting a copy of the library's records from the database and purging the library's data from the library from the remaining database.
- (4) The Outagamie Waupaca Library System and the Nicolet Federated Library System shall also be deemed participants in the shared automation network.

Article IV: Participant Obligations

Participants in the shared automation network shall:

- (1) Abide by the policies of OWLSnet established by the Board of Trustees and the procedures of OWLSnet established by the Administrative Advisory Committee.
- (2) Comply with national standards for machine-readable cataloging and form of entry when entering bibliographic data into the OWLSnet database.
- (3) Agree to share machine-readable bibliographic records with other participants in OWLSnet.
- (4) Agree to lend circulating materials listed in the OWLSnet database to other participants in OWLSnet.
- (5) Comply with state and federal law regarding the privacy of and access to library records.
- (6) Attach only devices approved by OWLS or NFLS to OWLSnet. Participants may not inter-connect OWLSnet with any other network without the written consent of OWLS.
- (7) Designate an official contact person for OWLSnet participation to work with OWLS and NFLS staff, to serve on the Administrative Advisory Committee, and to vote at AAC meetings. Any participant may also choose to designate an alternate contact person.

Article V: OWLSnet Operation

The shared automation network shall:

- (1) Provide to any participating library all of the automated library functions available from OWLSnet during all hours that the participating library is regularly open.
- (2) Ensure that bibliographic data entered into OWLSnet complies with national standards for machine-readable cataloging and form of entry.
- (3) Provide daily backup of data, with one copy of all data files stored off-site each week.
- (4) Make all possible efforts to minimize the amount of time in which OWLSnet, or any portion of OWLSnet, is unavailable for normal operations.
- (5) Schedule the installation of vendor-provided software and hardware updates as agreed upon

by the Administrative Advisory Committee.

- (6) Comply with state and federal law regarding the privacy of and access to library records.
- (7) Provide to any participant, upon request, copies of any agreements in force between OWLS or NFLS and any automation vendors.

Article VI: Administration

The shared automation network, and all associated policies enacted by the Board of Trustees, shall be administered by OWLS director and staff. An Administrative Advisory Committee, including representation from all OWLSnet participants, shall make recommendations to the OWLS Board or staff regarding the administration of OWLSnet.

- (1) The Administrative Advisory Committee shall hold at least four regularly scheduled meetings per year.
 - (a) Any OWLSnet participant may submit items for inclusion in meeting agendas.
 - (b) Additional meetings will be called upon the request of the majority of participating libraries, and such meetings will be held within two weeks of the request.
 - (c) OWLS director or his designee shall preside over meetings of the Administrative Advisory Committee, and OWLS automation staff shall provide staff functions for the committee.
- (2) The Administrative Advisory Committee shall approve the establishment and constitution of ad hoc technical advisory committees for the purpose of considering technical operational issues and making recommendations to the Administrative Advisory Committee.
 - (a) An OWLS designated staff member shall be an ex officio member of all ad hoc technical advisory committees.
 - (b) OWLS automation staff shall provide staff functions for all ad hoc technical advisory committees.
- (3) The Administrative Advisory Committee shall attempt to arrive at its recommendations by consensus. When consensus cannot be achieved, action will be taken by vote.
 - (a) A roll call vote may be taken at any meeting of the Administrative Advisory Committee, providing that the vote is scheduled on the meeting agenda and announced at least one week prior to the meeting.

- (b) Any participating library unable to be present for a scheduled vote may submit its vote in writing prior to the meeting.
- (c) All actions shall require the affirmative vote of a two-thirds majority of participating libraries and a two-thirds majority of annual membership fee shares for approval. Each library's annual membership fee share is calculated by dividing its last annual membership fee payment by 1,000 and rounding up to the next whole number.
- (d) No action shall be approved if more than one-third of participating libraries or more than one-third of annual membership fee shares cast a negative vote.
- (e) When less than two-thirds of participating libraries and annual membership fee shares vote affirmative and less than one-third of participating libraries or annual membership fee shares vote negative, the vote shall be deemed inconclusive.
- (f) Whenever a vote is inconclusive, the official contacts, or alternates, from all participating libraries not in attendance when the vote is taken will be polled for their votes. The vote count will become final after the official contacts, or alternates, from all participating libraries have been polled.
- (g) At any meeting of the Administrative Advisory Committee, if there is a consensus that an issue not scheduled for a vote needs to be voted upon prior to the next regularly scheduled meeting, an emergency vote may be conducted via email one week following the meeting. Any action taken by emergency email vote shall be subject to the same requirements as actions taken by vote at meetings.

Article VII: Amendment

These bylaws may be amended at any time upon recommendation of the Administrative Advisory Committee and adoption by the OWLS Board.

Adopted 8/15/91
Revised 3/16/95
Revised 8/17/95
Revised 1/21/99
Revised 6/21/01
Revised 9/18/03
Revised 5/17/07

Appleton Public Library

Strategic Communications Plan

Strategic Communications Plan

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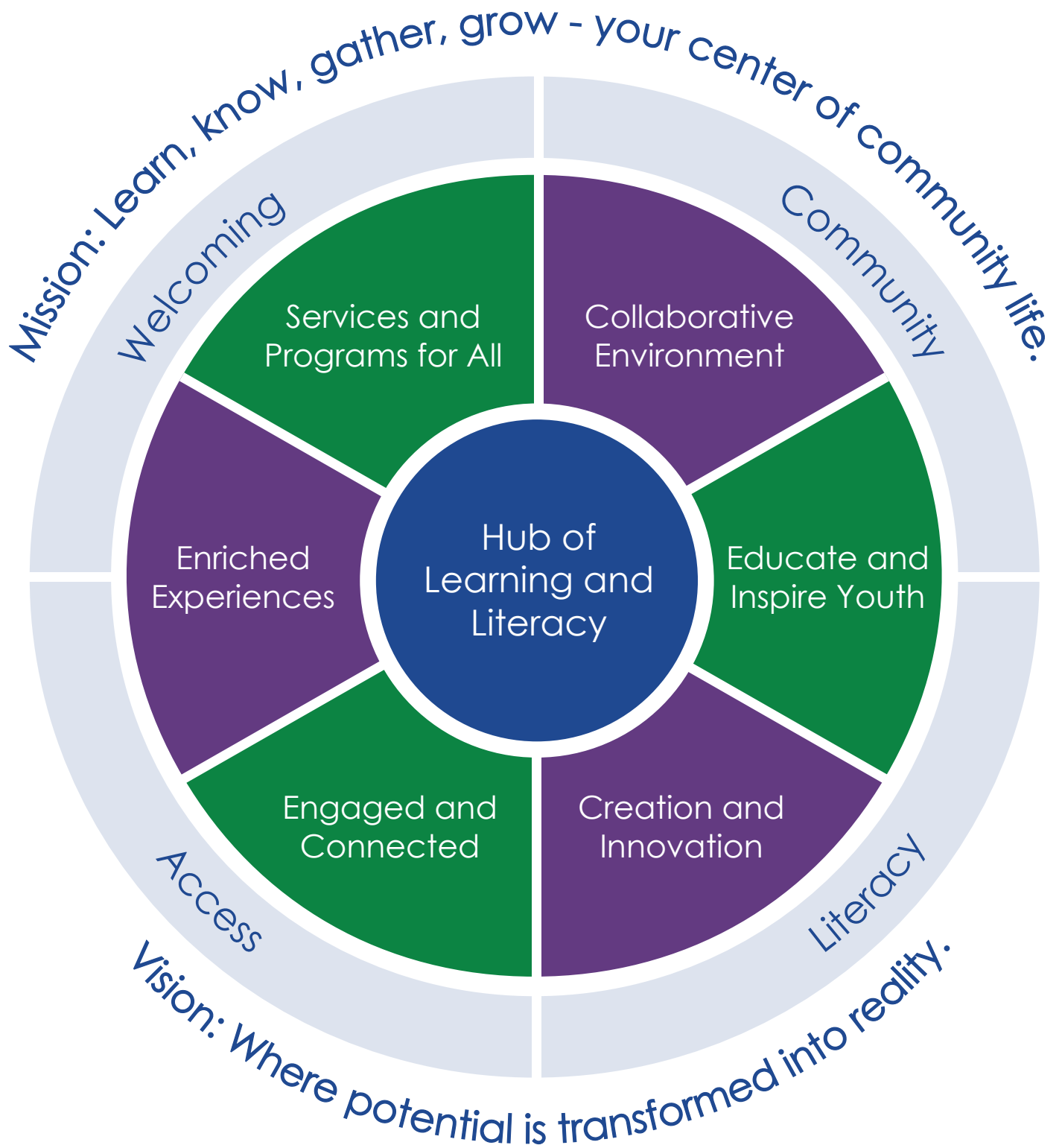
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Mission, Vision, Organizational Values and Strategies



Organizational Values

Welcoming

Everyone belongs here.

Community

The library is essential to every person and organization achieving their goals.

Literacy

The City of Appleton is the city of literacy and learning.

Access

The library is accessible physically, culturally and intellectually.

Strategic Pillars

Hub of Learning and Literacy

We support and sustain education for all ages.

Collaborative Environment

We connect with partners to share knowledge and information.

Educate and Inspire Youth

We ensure that children and teens find a supportive place for their futures.

Creation and Innovation

We are a platform that sparks discovery, development and originality.

Engaged and Connected

We focus on how to make a difference in people's lives.

Enriched Experiences

We provide experiences that are timely, inclusive and aligned with community interests.

Services and Programs for All

We give our community opportunities for growth, self-instruction and inquiry.

Purpose

Our strategic communications plan is a multi-faceted approach that guides us through making decisions about communications and marketing. It provides clear and concise structure and direction based on customer and community research, data and best practices. The plan will support the library's mission, vision, organizational values and strategic pillars with forward-thinking, proactive communication strategies.

The success of the plan is strongly dependent on the support and involvement of library staff, library board of trustees and the Friends of Appleton Public Library. We all have a role in communications and community relations, and have an impact on how the library informs and is perceived by the public.

Situational Analysis

Over the last several years we have witnessed a rise in the use of digital communication platforms. Every year we collect data from our customers on their preferred communication methods. The top three answers continue to reflect the rise of digital platforms - email, our website, and our social media channels. Many of these communication platforms are relatively new to us. We must learn and understand how each are intended to function, so we continue to build equitable communication.

In addition to the shift in communication methods, we are seeing a shift in strategy across the marketing and communications field. As digital communication and density of information continues to rise, customers are becoming less responsive to traditional promotional messages. Reaching an audience in this landscape requires a focus on engagement – or a two-way conversation.

The goals in this plan provide a framework for how to begin to build equitable communication systems and refine our messaging strategy to achieve increased visibility and awareness of our brand and services.



SWOT - Strengths, Weaknesses, Opportunities, Threats

Strengths

- Creative staff with innovative ideas.
- APL widely respected institution.
- Mayoral and city department support.

Weaknesses

- Wide range of offerings; information overload.
- Inefficiencies in communication methods and efforts.
- Digital communication accessibility.

Opportunities

- Cross-promote messaging with targeted library and community partners.
- Build capacity for communication and marketing needs.

Threats

- Funding for communication and marketing projects and initiatives.
- Capacity to engage in communication activities.

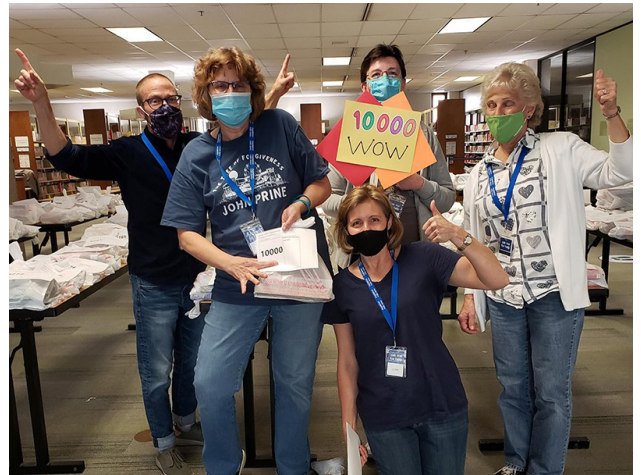
Stakeholders

External Audiences

- Current APL Customers
- Library Supporters
- Community Partners
- Prospective APL Customers
- Prospective APL Supporters
- Media

Internal Audiences

- APL Staff
- Volunteers
- Library Board of Trustees
- Friends of APL Staff
- Friends of APL Board of Directors



Channels

Primary External



Website/App

- www.apl.org
- App



Outreach

- Service Desks
- Program Partnerships
- Board Memberships



Social Media

- Facebook
- Twitter
- Instagram
- YouTube
- LinkedIn



Print

- Fliers/Posters/Bookmarks
- Brochures/Rack Cards



Email

- Constant Contact
- askus@apl.org



Phone

- Service Desk Phone Lines

Secondary External

Media Relations

Library TV Screens

Indoor/Outdoor Signage

Internal

Email

Intranet

Yammer

Teams/Share Point



Strategic Recommendations - Goals, Objectives & Action Steps

Cultivate the Brand

Focus Communications

Increase Engagement

Goal One: Cultivate the Brand

We will be champions for our developing brand in order to better establish an identity for the library that is woven into the fabric of our community.

Objective

Establish a clear identity and increase transparency with stakeholders through consistent branding and key messages.

Action Steps

- Participate in potential City of Appleton rebrand initiative to create alignment between the library and the city.
- Update and redistribute official brand guide and standards to library staff and OWLS.
- Train staff on how to use brand guide and standards.
- Work with OWLS to create branded promotional templates - including options for digital and print collateral.
- Create a cohesive identity and shared language throughout external channels.
- Create a robust annual report that serves as a tool for internal audiences to help demonstrate key messages to external audiences.
- Provide training opportunities for staff with a focus on equitable communications.

Objective

Build the foundation for an efficient, accessible, mobile-friendly website that reflects the Appleton Public Library brand.

Action Steps

- Simplify content on the website. Look for duplications, unnecessary or outdated information.
- Update the language and tone of the website to reflect the library brand.
- Research website layouts that provide improved efficiency and accessibility.
- Work with website committee to develop opportunities for community input to guide website redevelopment strategy.
- Maintain communication with OWLS for possible website needs.

Goal Two: Focus Communications

Through improved communications processes and procedures, our communications efforts will become more strategic, effective and efficient to better meet the needs of our community.

Objective

Prioritize the use of digital primary communication channels to engage, educate and gain insight from our community.

Action Steps

- Research and make a recommendation for a social media management platform that provides social media team user-friendly access to library social media sites, organizes content and provides an increase in access to customer analytics.
- Provide training to staff or volunteers on email communication platform.
- Create a campaign that highlights email communication service availability.
- Develop best practices guides for primary external channels to better meet the needs of intended audiences.
- Evaluate and provide feedback on new library app.
- Create a plan to organize data to evaluate the use of primary communication channels.

Objective

Continue to expand social media expertise by building an informed social media team.

Action Steps

- Research current social media demographics.
- Create a social media guide that details demographics and best practices for each site.
- Provide social media guide and training to social media team.
- Provide social media management platform training and resources to social media team.

Objective

Formulate building process communications strategy with a focus on proactive communication to internal and external audiences.

Action Steps

- Inventory and evaluate internal and external communication methods.
- Evaluate and, if needed, update written internal communication plan.
- Provide necessary tools and training to internal stakeholders.
- Provide timely, consistent and accurate updates to internal and external stakeholders.
- Meet with internal stakeholders as needed.

Goal Three: Increase Engagement

Through engagement and collaboration with internal and external audiences, we will increase the consistency of key messages. We'll seek meaningful engagement that fosters equitable communications and leads to improvements in the ways we communicate and deliver services.

Objective

Create a social media messaging strategy that humanizes the library and builds connection with the community.

Action Steps

- Work with staff to post fresh and timely content that promotes a dialog with customers.
- Communicate outcomes of large library programs and initiatives.
- Highlight library customers, staff and volunteers on social media outlets.
- Provide training opportunities to social media team that focus on increasing engagement.

Objective

Create a website messaging strategy that incorporates customer and staff insight.

Action Steps

- Track Google Analytics to see how the community is using the current website.
- Install heat mapping tool on website to gather data on website use and navigation.
- Survey the community to understand what they want/need in a library website.
- Work with staff to understand what they need in a website/intranet.
- Document community and organizational website/intranet goals to guide us through the transition to a new website.
- Work with staff to create content marketing opportunities based on customer interests.

Objective

Create a strong email messaging strategy that incorporates customer insights.

Action Steps

- Create email segmentation based on customer interest.
- Create a best practices guide for email marketing.
- Provide training opportunities to staff for email marketing.
- Work with staff to create content marketing opportunities based on customer interests.

Evaluation

At the end of each year we'll pause to evaluate our action steps and adjust our strategy as needed.

Questions?

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TO: Members of the Appleton Public Library Board of Trustees

FROM: Rebecca Kellner, Library Board President

DATE: June 9, 2021

RE: Appointment of Greg Hartjes as Chairperson of the APL Board of Trustees Finance Committee

Terry Bergman's term as an APL Trustee will end on June 30. Terry is the current chair of the Finance Committee. Terry will resign from his role as chair of the Finance Committee at the end of this meeting.

The Finance Committee meets in July to review and approve the library's budget proposal for the next year. To ensure continuity of this committee I am appointing current committee member and former chair Greg Hartjes to assume the chairperson role on this committee. He will take over this role immediately.