



City of Appleton

225 N. Oneida Street
Appleton WI, 54911

Meeting Agenda - Final Library Board

Tuesday, September 20, 2022

4:30 PM

1. Call meeting to order
2. Roll call of membership
3. Approval of minutes from previous meeting
[22-1161](#) August 16, 2022 Meeting Minutes

Attachments: [August 16 2022 Library Board Meeting Minutes.pdf](#)

4. Public Participation and Communications

Establish Order of the Day

5. Action Items

- [22-1162](#) Bill Register - August 2022

Attachments: [August 2022 Bill Register.pdf](#)
[APL Financial Cash Flow YTD-August-2022.pdf](#)
[MTD-Report-August-2020-2022.pdf](#)

- [22-1163](#) Budget Amendment - September 2022

Attachments: [September 2022 Budget Amendment.pdf](#)

- [22-1164](#) OWLS / APL 2023 Resource Library Agreement

Attachments: [2023 Resource Library Agreement.pdf](#)

- [22-1165](#) OWLS / APL 2023 Services Agreement

Attachments: [2023 Service Agreement.pdf](#)

- [22-1166](#) City of Appleton Policy - Fringe Benefits Policy Updates

Attachments: [City Fringe Benefit Policy updates.pdf](#)

[22-1177](#) 2022-2023 Library Board Committee Assignments

Attachments: [2022 Board Committees 9-2022.pdf](#)

6. Information Items

A. Administrative Report

[22-1167](#) Library Building Project Update

Attachments: [Building Project Update September 2022.pdf](#)

[22-1168](#) APL Hiring Process Update

[22-1169](#) 2022 2nd Quarter Friends Grant Funded Program Summaries

Attachments: [Friends Grant Funded Program Summaries 2nd Quarter 2022 FINAL.pdf](#)

B. President's Report

[22-1175](#) Trustee Development

Attachments: [TE Handbook.pdf](#)

C. OWLS Update

[22-1170](#) Outagamie Waupaca Library System (OWLS) Overview

Attachments: [OWLS Advocacy.pdf](#)

[OWLSnet Map 8.5 x 11.pdf](#)

[OWLS Services and Fees 2022.pdf](#)

[22-1171](#) Intellectual Freedom

[22-1172](#) Outagamie Waupaca Library System (OWLS) Joint System Planning

D. Staff Updates

[22-1173](#) Summer Library Program (SLP) Update

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.



City of Appleton

225 N. Oneida Street
Appleton WI, 54911

Meeting Minutes Library Board

Tuesday, August 16, 2022

4:30 PM

100 N. Appleton Street
Appleton, WI 54911

1. Call meeting to order

President Nancy Scheuerman called the meeting to order at 4:32pm

2. Roll call of membership

Others Present: Owen Anderson, Nicole Casner, Ann Cooksey, Robert Edwards, Darrin Glad, Tina Krueger, Daniel McGinnis, Alex Niemi, Colleen Rortvedt, Tasha Saecker, Maureen Ward

Present: 9 - Looker, Kellner, Exarhos, Scheuerman, Mann, Nett, Keller, Brozek and Bunnow

Excused: 2 - Sivasamy and Van Zeeland

3. Approval of minutes from previous meeting

[22-1038](#)

July 19, 2022 Meeting Minutes

Attachments: [July 19 2022 Library Board Meeting Minutes.pdf](#)

Exarhos moved, seconded by Looker, that the July 19, 2022 Meeting Minutes be approved. Voice Vote. Motion Carried. (9-0)

4. Public Participation and Communication

Establish Order of the Day

President Scheuerman called for a motion to place Action Items 22-1039, 22-1040, 22-1041, 22-1042, 22-1043, 22-1044, 22-1049 and 22-1050 on a Consent Agenda.

Mann moved, seconded by Exarhos to place Action Items 22-1039, 22-1040, 22-1041, 22-1042, 22-1043, 22-1044, 22-1049 and 22-1050 on a Consent Agenda. Voice Vote. Motion Carried. (9-0)

5. Action Items

Kellner moved, seconded by Mann that the Consent Agenda be approved. Voice Vote. Motion Carried. (9-0)

[22-1039](#)

Bill Register - July 2022

Attachments: [Bill Register-July-2022.pdf](#)
 [APL Financial Cash Flow-July-2022.pdf](#)

This Report Action Item was approved

[22-1040](#)

August 2022 Budget Amendment

Attachments: [Budget Amendment Request August 2022.pdf](#)

This Report Action Item was approved

[22-1041](#)

APL OWLS Membership Agreement 2023-2025

Attachments: [APL OWLS membership agreement 2023-2025.pdf](#)

This Report Action Item was approved

[22-1042](#)

Report of the Finance Committee

Attachments: [8-4-2022 Finance Committee Meeting Minutes.pdf](#)
 [2023 Budget for Library Board working doc 7-15-2022.pdf](#)
 [2023 Budget for Library Board Utilities and Revenues.pdf](#)
 [2023 Library Narrative to Finance-Board July 2022.pdf](#)

This Report Action Item was approved

[22-1043](#)

Report of the Nominating Committee

Attachments: [August 9 2022 Nominating Committee Meeting Minutes.pdf](#)

This Report Action Item was approved

[22-1044](#)

Report of the Personnel & Policy Committee

Attachments: [August 9 2022 Personnel & Policy Committee Meeting Minutes.pdf](#)
 [TO Change August 2022 memo FINAL.pdf](#)

This Report Action Item was approved

[22-1049](#)

Table of Organization Change - Changing Library Safety Supervisor to Library Building Supervisor and Changing Business Manager to Administrative Support Specialist (Financials)

Attachments: [TO Change August 2022 action.pdf](#)

This Report Action Item was approved

[22-1050](#)

Endorse the Wisconsin Library Association Statement on the Freedom to Read and Intellectual Freedom as well as the American Library Association's Library Bill of Rights and Freedom to Read Statement.

Attachments: [WLA Statement on the Freedom to Read and Intellectual Freedom.pdf](#)
[LBOR FTR statement print ready NEW 0.pdf](#)

This Report Action Item was approved

6. Information Items

A. Administrative Report

[22-1045](#)

Library Building Project Update

Attachments: [Building Project Update August 2022.pdf](#)

[22-0895](#)

End of Year 2021 Collaborative Efforts List with New Criteria Key Performance Indicators

Attachments: [Library 2021 Year End Collaborative Cooperative Agreements FINAL.pdf](#)
[Collaborative ' Cooperative Agrmts Criteria.pdf](#)

[22-1046](#)

2022 Mid-Year Statistics (Jan - June)

Attachments: [JUNE 2022.pdf](#)

B. President's Report

[22-0896](#)

Trustee Development Part 2 of "What Does FOR ALL Mean?"

[22-1051](#)

Current and Upcoming Trustee Trainings and Retreat

D. Staff Updates

[22-0900](#)

Children's Services Program Updates

Closed Session

7. Adjournment

Exarhos moved, seconded by Mann that the meeting be Adjourned. Voice
Vote. Motion Carried. (9-0)

The meeting was Adjourned at 5:53pm

INVOICE LIST BY GL ACCOUNT

YEAR/PERIOD: 2022/8 TO 2022/8		ACCOUNT/VENDOR		INVOICE		PO	YEAR/PR		TYP	S	CHECK RUN CHECK		DESCRIPTION
16010													Library Administration
16010	630100												Office Supplies
	001583	UNITED STATES POSTAL	83299		0		2022	8	INV	P	8.40	pcard	Finance Committee P
	001583	UNITED STATES POSTAL	84912		0		2022	8	INV	P	5.28	pcard	Board Committee Mee
											13.68		
	001983	AMAZON	83300		0		2022	8	INV	P	64.19	pcard	Bulleting Board - S
	002034	OFFICE DEPOT	83298		0		2022	8	INV	P	25.06	pcard	Push Pins, wireless
	002034	OFFICE DEPOT	85047		0		2022	8	INV	P	19.14	pcard	Post it Sign Here f
	002034	OFFICE DEPOT	85048		0		2022	8	INV	P	105.99	pcard	Rolling Laptop Case
											150.19		
											ACCOUNT TOTAL	228.06	
16010	630700												Food & Provisions
	999990	FESTIVAL FOODS	84996		0		2022	8	INV	P	43.56	pcard	End of Summer Teen
											ACCOUNT TOTAL	43.56	
16010	632002												Outside Printing
	999990	COMPLIANCE SIGNS.COM	84981		0		2022	8	INV	P	34.62	pcard	Temporary Library s
											ACCOUNT TOTAL	34.62	
16010	641200												Advertising
	999990	VISTAPRINT	84900		0		2022	8	INV	P	272.99	pcard	Business Cards
	999990	FACEBK *2WEM7GPYX2	84901		0		2022	8	INV	P	12.20	pcard	Facebook Ad
											285.19		
											ACCOUNT TOTAL	285.19	
16010	641308												Cellular Phones
	999990	CELLCOM-WEB	84345		0		2022	8	INV	P	103.75	pcard	CELLCOM-WEB
											ACCOUNT TOTAL	103.75	
16010	659900												Other Contracts/Obligation
	001544	WOMEN'S FUND	1un9-8-2022		0		2022	8	INV	P	750.00	080322	554988 Women's Fund Lunche
	001957	IMBERSTEG PIANO	22APL001		0		2022	8	INV	A	429.75		Grand Piano Casters
	002229	STAR PROTECTION AND	203290		0		2022	8	INV	A	2,320.86		Security Guard
	002936	MIDWEST PROTECTION S	47780		0		2022	8	INV	P	985.55	081022	555058 Midwest Installatio
	002936	MIDWEST PROTECTION S	47901		0		2022	8	INV	P	163.54	081022	555059 Serv Labor to troub
	002936	MIDWEST PROTECTION S	47998		0		2022	8	INV	P	113.00	081022	555060 Serv Labor troubles
											1,262.09		

INVOICE LIST BY GL ACCOUNT

YEAR/PERIOD: 2022/8 TO 2022/8		ACCOUNT/VENDOR		INVOICE	PO	YEAR/PR	TYP	S	CHECK	RUN	CHECK	DESCRIPTION
002937	KINGSLEY COMPANIES	m19527			0	2022	8	INV A				Book Return, carts
								ACCOUNT TOTAL				25,467.70
						ORG 16010		TOTAL				26,162.88
16021								Library Children's Services				
16021	630100							Office Supplies				
999990	VISTAPRINT	85021			0	2022	8	INV P			40.99 pcard	Chang - Business Ca
								ACCOUNT TOTAL				40.99
16021	630100 3954							Office Supplies				
999990	BUILDING FOR KIDS	83281			0	2022	8	INV P			80.00 pcard	Membership for fami
								ACCOUNT TOTAL				80.00
16021	659900							Other Contracts/Obligation				
002502	CRAIG CLIFFORD	clifford 2022			0	2022	8	INV A			200.00	SLP Children's Prog
								ACCOUNT TOTAL				200.00
						ORG 16021		TOTAL				320.99
16023								Library Public Services				
16023	630100							Office Supplies				
001034	OUTAGAMIE WAUPACA LI 3964				0	2022	8	INV A			70.00	Receipt Paper, Bar
								ACCOUNT TOTAL				70.00
						ORG 16023		TOTAL				70.00
16024								Library Community Partnerships				
16024	630100							Office Supplies				
001583	UNITED STATES POSTAL	84995			0	2022	8	INV P			12.00 pcard	Stamps
001983	AMAZON	85049			0	2022	8	INV P			19.87 pcard	Teen Back to School
999990	AMZN MKTP US*NM4BR92	84997			0	2022	8	INV P			112.26 pcard	Teen Space Improvem
999990	AMZN MKTP US*CO74W6W	84998			0	2022	8	INV P			25.98 pcard	Back to School Bash
999990	BARNES & NOBLE #2977	85051			0	2022	8	INV P			50.00 pcard	TSLP Grand Prize
											188.24	
								ACCOUNT TOTAL				220.11
16024	659900							Other Contracts/Obligation				
000674	INDUS OF FOX VALLEY	August 2022			0	2022	8	INV A			250.00	Rhythms of the Worl
002348	CASA HISPANA INC.	August 2022			0	2022	8	INV A			75.00	2022 Latino Fest Re

INVOICE LIST BY GL ACCOUNT

YEAR/PERIOD: 2022/8 TO 2022/8											
ACCOUNT/VENDOR		INVOICE	PO	YEAR/PR	TYP	S	CHECK RUN CHECK		DESCRIPTION		
002598	DEBRA DUDEK	Dudek 2022	0	2022	8	INV A	100.00		Find Your Ancestors		
002638	CHRISTY SPROTTE	August 2022	0	2022	8	INV P	170.00 081022		555006	Teen SLP Performer	
999990	PAYPAL *MASIVEGATHE	84999	0	2022	8	INV P	350.00 pcard		Carlos Nieto Anime		
ACCOUNT TOTAL							945.00				
ORG 16024				TOTAL		1,165.11					
Library Building Operations											
Building Maint./Janitorial											
16031	630600										
002818	ARAMARK	6160036078	0	2022	8	INV P	18.54 082422		555230	ARAMARK Supplies	
002818	ARAMARK	6160038107	0	2022	8	INV P	18.54 082422		555229	Aramark Custodial s	
							37.08				
999990	THE HOME DEPOT 4928	84253	0	2022	8	INV P	-90.01 pcard		THE HOME DEPOT 4928		
999990	THE HOME DEPOT 4928	84254	0	2022	8	INV P	-217.94 pcard		THE HOME DEPOT 4928		
999990	THE HOME DEPOT #4928	84255	0	2022	8	INV P	-12.08 pcard		THE HOME DEPOT #492		
999990	THE HOME DEPOT #4928	84256	0	2022	8	INV P	-32.47 pcard		THE HOME DEPOT #492		
999990	THE HOME DEPOT #4928	84257	0	2022	8	INV P	-66.47 pcard		THE HOME DEPOT #492		
999990	THE HOME DEPOT #4928	84258	0	2022	8	INV P	-63.83 pcard		THE HOME DEPOT #492		
999990	TARTAN SUPPLY CO LLC	84259	0	2022	8	INV P	575.70 pcard		TARTAN SUPPLY CO LL		
999990	THE HOME DEPOT 4928	84260	0	2022	8	INV P	85.32 pcard		THE HOME DEPOT 4928		
999990	THE HOME DEPOT 4928	84261	0	2022	8	INV P	206.58 pcard		THE HOME DEPOT 4928		
999990	THE HOME DEPOT #4928	84262	0	2022	8	INV P	11.55 pcard		THE HOME DEPOT #492		
999990	THE HOME DEPOT #4928	84263	0	2022	8	INV P	29.80 pcard		THE HOME DEPOT #492		
999990	THE HOME DEPOT #4928	84264	0	2022	8	INV P	63.00 pcard		THE HOME DEPOT #492		
999990	THE HOME DEPOT #4928	84265	0	2022	8	INV P	59.00 pcard		THE HOME DEPOT #492		
							548.15				
ACCOUNT TOTAL							585.23				
Solid waste/Recycling Pickup											
16031	640700										
999990	GFL ENVIRONMENTAL IN	U30000066024	0	2022	8	INV P	82.88 pcard		June trash pick up		
999990	GFL ENVIRONMENTAL IN	U30000067634	0	2022	8	INV P	322.00 pcard		July recycling		
							404.88				
ACCOUNT TOTAL							404.88				
Leases											
16031	650200										
001593	PFEFFERLE COMPANIES	August 24 2022	0	2022	8	INV A	4,197.95		Electric 7/15-8/14		
001593	PFEFFERLE COMPANIES	F2411-2411-CU AUG 22	0	2022	8	INV P	12,500.00 081722		555192	Kensington August 2	
001593	PFEFFERLE COMPANIES	SEPT 2022	0	2022	8	INV A	12,500.00		September 2022 Leas		
							29,197.95				
ACCOUNT TOTAL							29,197.95				

INVOICE LIST BY GL ACCOUNT

YEAR/PERIOD: 2022/8 TO 2022/8													
ACCOUNT/VENDOR				INVOICE	PO	YEAR/PR TYP S			CHECK	RUN	CHECK	DESCRIPTION	
					ORG 16031	TOTAL			30,188.06				
					Library Materials Management								
16032					Other Reimbursements								
16032	503500												
000841	MARION PUBLIC LIBRAR	August 2022		0	2022	8	INV	A	3.99			Patron Material Rei	
001851	MARINETTE COUNTY	August 2022		0	2022	8	INV	P	10.00	081022	555054	Patron Material Rei	
999998	DAWN RETZLAFF	Retzlaff 2022		0	2022	8	INV	A	17.00			PATRON MATERIAL REI	
ACCOUNT TOTAL									30.99				
					Office Supplies								
16032	630100												
001034	OUTAGAMIE WAUPACA LI	3964		0	2022	8	INV	A	474.08			Receipt Paper, Bar	
002259	DEMCO SOFTWARE	84924		0	2022	8	INV	P	215.75	pcard		Spine Label Tape an	
ACCOUNT TOTAL									689.83				
					Books & Library Materials								
16032	631500												
000889	MIDWEST TAPE	83283		0	2022	8	INV	P	994.63	pcard		502439495	
000889	MIDWEST TAPE	83284		0	2022	8	INV	P	7,937.54	pcard		50233	
000889	MIDWEST TAPE	84909		0	2022	8	INV	P	775.58	pcard		502460211 50247336	
									9,707.75				
001983	AMAZON	83305		0	2022	8	INV	P	12.54	pcard		111-2595448-2576211	
001983	AMAZON	83306		0	2022	8	INV	P	-15.82	pcard		111-1210575-2348250	
001983	AMAZON	83307		0	2022	8	INV	P	14.00	pcard		111-7753521-9337801	
001983	AMAZON	83308		0	2022	8	INV	P	15.49	pcard		111-7500196-3817064	
									26.21				
002396	INGRAM LIBRARY SERV	83285		0	2022	8	INV	P	186.13	pcard		70599204	
002396	INGRAM LIBRARY SERV	83286		0	2022	8	INV	P	1,710.99	pcard		70621039	
002396	INGRAM LIBRARY SERV	83287		0	2022	8	INV	P	308.78	pcard		7064228	
002396	INGRAM LIBRARY SERV	83288		0	2022	8	INV	P	255.76	pcard		70649359	
002396	INGRAM LIBRARY SERV	83289		0	2022	8	INV	P	325.73	pcard		70692743	
002396	INGRAM LIBRARY SERV	84905		0	2022	8	INV	P	230.30	pcard		70734270	
002396	INGRAM LIBRARY SERV	84906		0	2022	8	INV	P	901.83	pcard		70740789	
002396	INGRAM LIBRARY SERV	84907		0	2022	8	INV	P	517.64	pcard		70740790	
002396	INGRAM LIBRARY SERV	84908		0	2022	8	INV	P	380.61	pcard		70796293	
002396	INGRAM LIBRARY SERV	84910		0	2022	8	INV	P	1,664.71	pcard		70807265	
									6,482.48				
002583	BLACKSTONE PUBLISHIN	2054934		0	2022	8	INV	P	371.10	081022	554999	Inv. 2054934 / CusI	
002583	BLACKSTONE PUBLISHIN	2055006		0	2022	8	INV	P	171.15	081022	554999	Inv. 2055006 / CusI	
									542.25				
999990	OVERDRIVE DIST	83290		0	2022	8	INV	P	1,483.94	pcard		00669C022283831	

INVOICE LIST BY GL ACCOUNT

YEAR/PERIOD: 2022/8 TO 2022/8											
ACCOUNT/VENDOR		INVOICE	PO	YEAR/PR	TYP	S	CHECK RUN		CHECK	DESCRIPTION	
999990	GAN*WINEWSPAPERCIRC	83302	0	2022	8	INV P	287.02	pcard		20220722PC	
999990	PAYPAL *BCHS	83303	0	2022	8	INV P	22.00	pcard		119	
999990	MDC*MAGNOLIA JOURNAL	83304	0	2022	8	INV P	20.00	pcard		20220722Mered	
							1,812.96				
ACCOUNT TOTAL							18,571.65				
ORG 16032 TOTAL							19,292.47				
Library Network Services											
16033	641800										
16033	001983	AMAZON	84267	0	2022	8	INV P	155.98	pcard	Dell Toner Cartridg	
ACCOUNT TOTAL							155.98				
Other Contracts/Obligation											
16033	659900										
001961	WELLS FARGO FINANCIA	5021183034	0	2022	8	INV A	399.74			Copier Lease	
ACCOUNT TOTAL							399.74				
ORG 16033 TOTAL							555.72				
FUND 100 General Fund							TOTAL:	77,755.23			

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



Appleton Public Library Cash Flow Report AUG-2022 Year to Date													
				JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUGUST		
GL Account	ACCOUNT DESCRIPTION	ORIGINAL APPROP	REVISED BUDGET	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	YTD TOTAL	% USED
423200	Library Grants & Aids	\$1,063,001.00	\$1,063,001.00	\$0.00	\$0.00	\$0.00	\$0.00	\$576,312.50	\$0.00	\$0.00	\$0.00	\$576,312.50	0
480100	General Charges for Ser	\$0.00	\$0.00	\$52.85	\$48.03	\$97.63	\$83.29	\$31.80	\$56.00	\$131.07	\$33.82	\$534.49	100
500100	Fees & Commissions	\$600.00	\$600.00	\$121.97	(\$4.10)	\$112.78	\$27.87	\$34.36	(\$3.82)	\$69.23	\$0.00	\$358.29	0
501500	Rental of City Property	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6,440.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6,440.00	100
502000	Donations & Memorials	\$0.00	\$0.00	\$0.32	\$80.35	\$0.70	\$1.50	\$0.00	\$0.01	\$1.83	\$4.16	\$88.87	100
503500	Other Reimbursements	\$43,900.00	\$107,629.00	\$1,766.70	\$2,710.20	\$41,914.37	\$28,956.61	\$1,221.96	\$1,327.81	\$12,452.39	\$8,909.58	\$99,259.62	92
	Total Revenue	\$1,107,501.00	\$1,171,230.00	\$1,941.84	\$2,834.48	\$42,125.48	\$35,509.27	\$577,600.62	\$1,380.00	\$12,654.52	\$8,947.56	\$682,993.77	
Expense				JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUGUST	YTD TOTAL	
610100	Regular Salaries	(\$2,322,874.00)	(\$2,322,874.00)	(\$83,283.51)	(\$168,976.32)	(\$247,492.05)	(\$172,831.61)	(\$174,205.93)	(\$166,871.46)	(\$156,518.64)	(\$151,359.53)	(\$1,321,539.05)	57
610400	Call Time Wages	\$0.00	\$0.00	(\$200.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$200.00)	100
610500	Overtime Wages	\$0.00	\$0.00	\$0.00	\$0.00	(\$258.30)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$258.30)	100
610800	Part-Time Wages	(\$191,499.00)	(\$197,499.00)	(\$9,318.19)	(\$18,939.47)	(\$29,964.89)	(\$14,003.18)	(\$2,463.35)	(\$15,617.47)	(\$17,379.07)	(\$18,345.67)	(\$126,031.29)	64
611400	Sick Pay	\$0.00	\$0.00	(\$3,180.97)	(\$1,264.44)	(\$529.66)	(\$455.46)	(\$1,018.40)	(\$173.08)	\$0.00	(\$510.71)	(\$7,132.72)	100
611500	Vacation Pay	\$0.00	\$0.00	(\$4,628.74)	(\$8,623.93)	(\$19,860.61)	(\$8,296.14)	(\$6,696.20)	(\$13,849.64)	(\$22,814.78)	(\$26,117.68)	(\$110,887.72)	100
615000	Fringes	\$0.00	(\$819,743.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0
615100	FICA	(\$819,743.00)	\$0.00	(\$12,389.47)	(\$12,453.44)	(\$19,172.76)	(\$12,624.16)	(\$12,431.94)	(\$12,514.65)	(\$12,459.06)	(\$12,538.42)	(\$106,583.90)	100
615200	Retirement	\$0.00	\$0.00	(\$10,921.04)	(\$10,941.80)	(\$16,470.58)	(\$11,139.63)	(\$11,105.51)	(\$11,040.61)	(\$10,987.56)	(\$10,925.94)	(\$93,532.67)	100
615301	Health Insurance	\$0.00	\$0.00	(\$19,454.35)	(\$37,785.21)	(\$37,807.23)	(\$38,092.93)	(\$38,933.16)	(\$38,648.48)	(\$38,832.77)	(\$38,870.46)	(\$288,424.59)	100
615302	Dental Insurance	\$0.00	\$0.00	(\$1,535.97)	(\$2,965.05)	(\$2,965.04)	(\$2,984.68)	(\$3,005.02)	(\$2,984.58)	(\$2,998.51)	(\$3,002.76)	(\$22,441.61)	100
615400	Life Insurance	\$0.00	\$0.00	(\$72.70)	(\$74.30)	(\$74.30)	(\$74.30)	(\$79.00)	(\$81.40)	(\$79.80)	(\$78.53)	(\$614.33)	100
	Personnel Services	(\$3,334,116.00)	(\$3,340,116.00)	(\$144,984.94)	(\$262,023.96)	(\$374,595.42)	(\$260,502.09)	(\$249,938.51)	(\$261,781.37)	(\$262,070.19)	(\$261,749.70)	(\$2,077,646.18)	

Expense			JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUGUST	YTD TOTAL		
620100	Training/Conferences	(\$23,234.00)	(\$26,234.00)	(\$628.76)	(\$152.59)	(\$92.59)	(\$3,399.21)	(\$1,273.54)	(\$399.00)	(\$2,110.00)	(\$2,343.99)	(\$10,399.68)	40
620200	Mileage Reimbursement	\$0.00	\$0.00	(\$180.00)	(\$180.00)	(\$180.00)	(\$192.00)	(\$282.00)	(\$282.00)	(\$222.00)	(\$1,257.00)	(\$2,775.00)	100
620600	Parking Permits	(\$12,000.00)	(\$12,000.00)	(\$1,820.00)	\$0.00	(\$1,820.00)	(\$1,855.00)	(\$1,260.00)	(\$1,540.00)	\$0.00	\$0.00	(\$8,295.00)	69
630100	Office Supplies	(\$39,676.00)	(\$56,551.00)	(\$785.39)	(\$1,665.33)	(\$1,673.91)	(\$332.59)	(\$1,895.10)	(\$6,420.10)	(\$1,434.39)	(\$2,341.87)	(\$16,548.68)	29
630300	Memberships & Licenses	(\$2,200.00)	(\$2,200.00)	(\$475.00)	(\$300.00)	(\$400.00)	\$0.00	\$0.00	\$0.00	\$0.00	(\$1,000.00)	(\$2,175.00)	99
630500	Awards & Recognition	(\$850.00)	(\$1,850.00)	(\$87.53)	(\$60.95)	\$0.00	(\$100.00)	(\$43.90)	\$0.00	\$0.00	\$0.00	(\$292.38)	16
630600	Building Maint./Janitor	(\$7,000.00)	(\$7,000.00)	\$0.00	(\$78.68)	(\$184.41)	(\$881.86)	(\$923.69)	\$0.00	\$0.00	(\$1,749.74)	(\$3,818.38)	55
630700	Food & Provisions	(\$1,135.00)	(\$3,071.00)	(\$12.00)	\$0.00	(\$230.20)	(\$803.95)	(\$578.21)	(\$35.81)	(\$137.12)	(\$155.44)	(\$1,952.73)	64
630902	Tools & Instruments	(\$150.00)	(\$150.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0
631500	Books & Library Materia	(\$475,000.00)	(\$513,429.00)	(\$42,557.13)	(\$48,877.14)	(\$16,513.05)	(\$25,294.50)	(\$12,828.34)	(\$27,900.09)	(\$19,208.85)	(\$22,730.79)	(\$215,909.89)	42
632001	City Copy Charges	(\$100.00)	(\$100.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0
632002	Outside Printing	\$0.00	(\$1,200.00)		(\$479.63)	(\$194.32)	(\$39.22)	(\$36.19)	(\$132.64)	(\$34.62)		(\$916.62)	76
632300	Safety Supplies	(\$550.00)	(\$550.00)	\$0.00	0	\$0.00	(\$110.00)	\$0.00	\$0.00	\$0.00	\$0.00	(\$110.00)	20
632700	Miscellaneous Equipment	(\$53,630.00)	(\$94,368.00)	\$0.00	(\$3,250.57)	(\$4,300.23)	\$0.00	(\$380.90)	\$0.00	\$0.00	(\$6,307.52)	(\$14,239.22)	15
640700	Solid Waste/Recycling P	(\$4,125.00)	(\$4,125.00)	\$0.00	(\$665.76)	\$0.00	(\$732.88)	(\$1,140.76)	(\$884.91)	\$0.00	(\$404.88)	(\$3,829.19)	93
641200	Advertising	(\$1,288.00)	(\$19,288.00)	(\$350.84)	\$0.00	(\$130.00)	(\$1,360.22)	(\$1,449.63)	(\$294.29)	(\$177.61)	(\$285.19)	(\$4,047.78)	21
641301	Electric	(\$24,778.00)	(\$24,778.00)	(\$6,742.00)	\$0.00	(\$13,625.90)	\$0.00	(\$6,742.43)	(\$12,895.11)	(\$23,146.31)	\$0.00	(\$63,151.75)	255
641302	Gas	(\$4,283.00)	(\$4,283.00)	(\$4,462.50)	\$0.00	(\$8,208.31)	\$0.00	(\$2,956.09)	(\$8,691.92)	(\$4,280.48)	(\$1,141.36)	(\$29,740.66)	694
641303	Water	(\$5,125.00)	(\$5,125.00)	\$0.00	(\$703.62)	\$0.00	\$0.00	(\$812.46)	\$0.00	\$0.00	(\$697.54)	(\$2,213.62)	43
641304	Sewer	(\$2,114.00)	(\$2,114.00)	\$0.00	(\$356.93)	\$0.00	\$0.00	(\$438.00)	\$0.00	\$0.00	(\$367.13)	(\$1,162.06)	55
641306	Stormwater	(\$3,700.00)	(\$3,700.00)	\$0.00	(\$793.97)	\$0.00	\$0.00	(\$776.71)	\$0.00	\$0.00	(\$785.34)	(\$2,356.02)	64
641307	Telephone	(\$2,948.00)	(\$2,948.00)	(\$295.55)	(\$288.12)	(\$285.80)	(\$286.84)	(\$284.92)	(\$286.79)	(\$290.87)	(\$289.09)	(\$2,307.98)	78
641308	Cellular Phones	(\$1,600.00)	(\$1,600.00)	(\$206.72)	\$0.00	(\$83.75)	\$0.00	(\$166.00)	\$0.00	\$0.00	(\$411.91)	(\$868.38)	54
641600	Build Repairs & Maint	(\$2,000.00)	(\$2,000.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$465.15)	(\$465.15)	23
641800	Equip Repairs & Maint	(\$79,953.00)	(\$79,953.00)	(\$18,518.84)	(\$261.44)	(\$2,010.16)	(\$1,253.96)	(\$9,254.44)	(\$421.73)	(\$605.25)	(\$1,922.76)	(\$34,248.58)	43
642000	Facilities Charges	(\$100,000.00)	(\$160,825.00)	(\$12,912.06)	(\$12,862.62)	(\$34,819.15)	(\$15,419.51)	(\$44,129.05)	\$0.00	\$0.00	(\$61.23)	(\$120,203.62)	75
	Leases	(\$258,663.00)	(\$492,910.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$12,500.00)	\$0.00	(\$41,697.95)	(\$54,197.95)	11
659900	Other Contracts/Obligat	(\$87,605.00)	(\$139,555.00)	(\$6,933.85)	(\$27,133.27)	(\$72,204.52)	(\$900.00)	(\$10,796.78)	(\$2,397.90)	(\$4,037.31)	(\$34,921.23)	(\$159,324.86)	114
681500	Software Acquisition	(\$4,498.00)	(\$4,498.00)	(\$2,039.50)	(\$5,780.31)	(\$40.00)	(\$782.50)	\$0.00	\$0.00	\$0.00	(\$13,352.33)	(\$21,994.64)	489
Operating Expense		(\$1,198,205.00)	(\$1,666,405.00)	(\$99,007.67)	(\$103,411.30)	(\$157,281.61)	(\$53,899.34)	(\$98,452.17)	(\$74,985.84)	(\$55,782.83)	(\$134,724.06)	(\$777,544.82)	
Personnel Services		(\$3,334,116.00)	(\$3,340,116.00)	(\$144,984.94)	(\$262,023.96)	(\$374,595.42)	(\$260,502.09)	(\$249,938.51)	(\$261,781.37)	(\$262,070.19)	(\$261,749.70)		
Operating Expense		(\$1,198,205.00)	(\$1,666,405.00)	(\$99,007.67)	(\$103,411.30)	(\$157,281.61)	(\$53,899.34)	(\$98,452.17)	(\$74,985.84)	(\$55,782.83)	(\$134,724.06)		
Total Expense		(\$4,532,321.00)	(\$5,006,521.00)	(\$243,992.61)	(\$365,435.26)	(\$531,877.03)	(\$314,401.43)	(\$348,390.68)	(\$336,767.21)	(\$317,853.02)	(\$396,473.76)		
Total Revenue		\$1,107,501.00	\$1,171,230.00	\$1,941.84	\$2,834.48	\$42,125.48	\$35,509.27	\$577,600.62	\$1,380.00	\$12,654.52	\$8,947.56		



2020-2022 MTD EXPENDITURES		August 2020-2022 comparisons		
		2020	2021	2022
ACCOUNT DESCRIPTION	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL
423200 Library Grants & Aids	\$0.00	\$481,717.00	\$0.00	\$0.00
480100 General Charges for Ser	\$92.95	\$312.08	\$33.82	\$33.82
500100 Fees & Commissions	\$0.00	(\$4.75)	\$0.00	\$0.00
501500 Rental of City Property	\$0.00	\$0.00	\$0.00	\$0.00
502000 Donations & Memorials	\$0.00	\$0.75	\$4.16	\$4.16
503500 Other Reimbursements	\$2,281.12	\$1,520.64	\$8,909.58	\$8,909.58
MTD-Total Revenue	\$2,374.07	\$483,545.72	\$8,947.56	\$8,947.56
610100 Regular Salaries	(\$164,151.86)	(\$147,648.03)	(\$151,359.53)	(\$151,359.53)
610400 Call Time Wages	\$0.00	\$0.00	\$0.00	\$0.00
610500 Overtime Wages	\$0.00	\$0.00	\$0.00	\$0.00
610800 Part-Time Wages	(\$14,899.39)	(\$19,479.81)	(\$18,345.67)	(\$18,345.67)
611400 Sick Pay	\$0.00	(\$1,245.64)	(\$510.71)	(\$510.71)
611500 Vacation Pay	(\$12,327.37)	(\$20,620.87)	(\$26,117.68)	(\$26,117.68)
615000 Fringes	\$0.00	\$0.00	\$0.00	\$0.00
615100 FICA	(\$12,386.55)	(\$11,918.76)	(\$12,538.42)	(\$12,538.42)
615200 Retirement	(\$11,250.94)	(\$10,723.31)	(\$10,925.94)	(\$10,925.94)
615301 Health Insurance	(\$38,563.01)	(\$36,572.70)	(\$38,870.46)	(\$38,870.46)
615302 Dental Insurance	(\$2,975.71)	(\$2,845.07)	(\$3,002.76)	(\$3,002.76)
615400 Life Insurance	(\$44.10)	(\$64.10)	(\$78.53)	(\$78.53)
620100 Training/Conferences	(\$315.00)	(\$451.00)	(\$2,343.99)	(\$2,343.99)
620200 Mileage Reimbursement	\$0.00	\$0.00	(\$1,257.00)	(\$1,257.00)
620600 Parking Permits	\$0.00	(\$5.00)	\$0.00	\$0.00
630100 Office Supplies	(\$2,564.24)	(\$8,317.47)	(\$2,341.87)	(\$2,341.87)
630300 Memberships & Licenses	\$0.00	\$0.00	(\$1,000.00)	(\$1,000.00)
630500 Awards & Recognition	\$0.00	(\$23.35)	\$0.00	\$0.00
630600 Building Maint./Janitor	(\$156.64)	(\$196.70)	(\$1,749.74)	(\$1,749.74)
630700 Food & Provisions	\$0.00	\$0.00	(\$155.44)	(\$155.44)
630902 Tools & Instruments	\$0.00	\$0.00	\$0.00	\$0.00
631500 Books & Library Materia	(\$21,617.07)	(\$38,427.71)	(\$22,730.79)	(\$22,730.79)
632001 City Copy Charges	\$0.00	\$0.00	\$0.00	\$0.00
632002 Outside Printing	(\$119.13)	(\$17.00)	(\$34.62)	(\$34.62)
632101 Uniforms	\$0.00	\$0.00	\$0.00	\$0.00
632300 Safety Supplies	(\$26.59)	\$0.00	\$0.00	\$0.00
632700 Miscellaneous Equipment	(\$1,387.64)	(\$7,502.01)	(\$6,307.52)	(\$6,307.52)
640700 Solid Waste/Recycling P	\$0.00	(\$324.00)	(\$404.88)	(\$404.88)
641200 Advertising	\$0.00	(\$80.51)	(\$285.19)	(\$285.19)
641301 Electric	(\$8,071.17)	(\$9,499.68)	\$0.00	\$0.00
641302 Gas	(\$355.79)	(\$1,120.45)	(\$1,141.36)	(\$1,141.36)
641303 Water	(\$307.82)	(\$591.75)	(\$697.54)	(\$697.54)
641304 Sewer	(\$99.15)	(\$290.51)	(\$367.13)	(\$367.13)
641306 Stormwater	(\$724.93)	(\$785.34)	(\$785.34)	(\$785.34)
641307 Telephone	(\$277.09)	(\$281.76)	(\$289.09)	(\$289.09)
641308 Cellular Phones	\$0.00	(\$193.22)	(\$411.91)	(\$411.91)
641600 Build Repairs & Maint	\$0.00	(\$15.06)	(\$465.15)	(\$465.15)
641800 Equip Repairs & Maint	(\$462.89)	(\$5,582.62)	(\$1,922.76)	(\$1,922.76)
642000 Facilities Charges	(\$12,665.02)	(\$5,841.73)	(\$61.23)	(\$61.23)
650200 Leases	\$0.00	\$0.00	(\$41,697.95)	(\$41,697.95)
659900 Other Contracts/Obligat	(\$1,707.00)	(\$10,784.11)	(\$34,921.23)	(\$34,921.23)
681500 Software Acquisition	(\$3,500.00)	\$0.00	(\$13,352.33)	(\$13,352.33)
MTD Total Expenditures	(\$310,956.10)	(\$341,449.27)	(\$396,473.76)	(\$396,473.76)

***CITY OF APPLETON
BUDGET AMENDMENT REQUEST
Budget Year 2022***

[illegible]

For the purpose of:

ARPA Reimbursement for CLC

Requested by:

Department Head

Date

Information:

Action:

Finance Director

Date _____

Mayor

Date

Reported to Finance Committee:

Date _____

Date _____

Finance comments:

Budget Entry (BE) No.: _____

2023 Resource Library Agreement
Outagamie Waupaca Library System • Appleton Public Library

THIS AGREEMENT is by and between the Outagamie Waupaca Counties Federated Library System, a public library system organized in accordance with Chapter 43 of the Wisconsin Statutes, hereinafter called "OWLS," and the Appleton Public Library, hereinafter called "APL."

WHEREAS, OWLS is organized under the authority of chapter 43 to provide for the improvement of public library services to residents of Outagamie and Waupaca Counties, and annually adopts a Plan of Library Service, and

WHEREAS, Section 43.16 Wisconsin Statutes requires that "each public library system shall have at least one system resource library," and

WHEREAS, APL is a member of OWLS and meets all of the statutory requirements to serve as a resource library,

NOW THEREFORE, IT IS MUTUALLY UNDERSTOOD AND AGREED as follows:

1. APL shall serve as the resource library for OWLS.

As the resource library, APL shall remain in compliance with Wisconsin State Statutes by providing backup reference and information and interlibrary loan services including the development of and access to specialized collections. This agreement meets the requirement of Section 43.24(2)(b) Wisconsin Statutes.

2. As resource library, APL shall name an APL library board member to the OWLS Board of Trustees.
3. This agreement shall be in effect as of January 1, 2023 and shall remain in effect until December 31, 2023. This agreement may be amended at any time by mutual agreement of both parties.

Dated this _____ day of _____, 2022

For the Appleton Public Library:

For the Outagamie Waupaca Counties
Federated Library System:

(President)

(Date)

(President)

(Date)

2023 Services Agreement
Outagamie Waupaca Library System
Appleton Public Library

Article I: General

The Outagamie Waupaca Library System Board and the Board of the Appleton Public Library do hereby enter into this agreement, for the purpose of defining the mutually agreed upon fees and services between the Appleton Public Library and the Outagamie Waupaca Library System. This agreement shall become effective January 1, 2023 or upon the approval by both Boards and shall work in concert with the approved resource library contract.

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, hereinafter known 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 known as APL, is the agency established under Section 43.52 of the *Wisconsin Statutes* by the City of Appleton to provide municipal public library service.
- (5) OWLSnet is a program established by OWLS to provide a shared, integrated library automation system to OWLS and Nicolet Federated Library System member libraries.

Article III: Appleton Public Library Responsibilities

It is mutually agreed that the Appleton Public Library shall:

- (1) Select and add up to \$21,000 worth of materials, paid for by OWLS, to the collection to enhance the Resource Library's ability to serve as a resource for the entire system and OWLSnet.
- (2) Contribute at least \$5,000 toward the purchase of digital content through the Overdrive Advantage program. This can be modified by mutual agreement should there be budgetary constraints. In addition to the \$5,000, APL staff select up to 50% of the OverDrive holds

reduction amount assigned by WPLC to OWLS to purchase copies of digital titles with high holds ratios for the system.

- (3) Provide \$25,000 in cataloging services to OWLSnet.
- (4) Allow OWLS to use library meeting spaces whenever available, for staff, board, or other library-related meetings. OWLS will have priority access to meeting space after APL programs and events.
- (5) Promote innovation and best practices in library service among other OWLS libraries by sharing staff expertise and new knowledge gained through OWLS-funded continuing education.

Article IV: OWLS Responsibilities

It is mutually agreed that OWLS shall:

- (1) Fund the acquisition of up to \$21,000 worth of materials to be added to APL's collection to enhance APL's ability to serve as a resource for the entire system and OWLSnet.
- (2) Contribute at least \$5,000 toward the purchase of digital content through the Overdrive Advantage program. This can be modified by mutual agreement should there be budgetary constraints. In addition to the \$5,000, OWLS staff select up to 50% of the OverDrive holds reduction amount assigned by WPLC to OWLS to purchase copies of digital titles with high holds ratios for the system.
- (3) Provide a credit of \$25,000 toward APL's OWLSnet fee for cataloging services provided.
- (4) Provide APL with up to \$6,000 of printing and photocopying services. Additional printing or photocopying will be billed at OWLS prevailing rates.
- (5) Provide Appleton Public Library staff with at least \$3,500 in continuing education funds.

Article V: Mutual Understandings

It is mutually understood and agreed that:

- (1) Implementation of this agreement is consistent with the provisions of Wisconsin law. Should any part of this agreement become inconsistent with any state law, the State of Wisconsin law shall take precedence over this agreement.
- (2) This contract shall continue in force through December 31, 2023. In the event that a new contract has not been signed by December 31, 2023, the term of the previous agreement shall be automatically extended through April 30, 2024 or until an agreement is approved

by both Boards.

(3) This contract may be amended at any time as is mutually agreeable to both parties.

For the Appleton Public Library:

(President) (Date)

For the Outagamie Waupaca Counties
Federated Library System:

(President) (Date)

CITY OF APPLETON POLICY	TITLE: FRINGE BENEFITS	
ISSUE DATE: April 6, 2000	LAST UPDATE: December 18, 2002, April 17, 2003 September 11, 2003, July 2004, February 2006 November 2006, September 2009, January 2010 November 2011, August 2012, April 2014, December 2015, September 2016, December 2017, April 2019, February 2021	SECTION: Human Resources
POLICY SOURCE: Human Resources Department	POLICY AUDIENCE: All Employees Excludes Valley Transit, Police and Fire protective employees covered by a collective bargaining agreement.	TOTAL PAGES: 17
Reviewed by Legal Services Date: March 2000 July 21, 2004 September 2009 June 27, 2014 December 2015 May 2021	Committee Approval Date: March 28, 2000 July 28, 2004 March 22, 2006 October 28, 2009 December 12, 2011 August 20, 2012 July 21, 2014 December 7, 2015 December 11, 2019 May 12, 2021	Council Approval Date: April 5, 2000 August 4, 2004 April 5, 2006 November 4, 2009 December 21, 2011 September 5, 2012 August 6, 2014 December 16, 2015 December 18, 2019 May 19, 2021

I. PURPOSE

To outline for employees the fringe benefits available to all employees, excluding represented Valley Transit, Police and Fire protective employees.

II. POLICY

It is the policy of the City of Appleton to make available fringe benefits as outlined in this policy. It is also the policy of the City of Appleton to provide incentives, recognize significant levels of responsibilities, and to attract and retain qualified employees by offering comparable benefits.

III. DISCUSSION

This policy provides the current fringe benefits available. These benefits are subject to change with approval of the Common Council.

IV. DEFINITIONS

- A. Regular Full-Time (exempt): Employees who work a minimum of 2080 hours per year or 80 hours bi-weekly and not eligible for overtime or compensatory time for any hours worked beyond 40 hours per week. A full-time exempt employee is expected to work whatever hours necessary to complete the job they have been hired for. Employees who are classified as exempt are paid on a “salaried basis” meaning that the person will be paid the same full salary for any week in which work is performed without regard to the number of hours worked.

- B. Regular Full-Time (non-exempt): Employees who work 2080 hours per year and are eligible for overtime after working 40 hours per week.
- C. Regular Part-Time (exempt): Employees who are normally scheduled to work a minimum 1040 hours per year but less than 2080 hours per year and are not eligible for overtime or compensatory time for any hours worked beyond their standard bi-weekly hours.
- D. Regular Part-Time (non-exempt): Employees who are normally scheduled to work a minimum 1040 hours per year but less than 2080 hours per year and are eligible for straight time pay for hours worked beyond their standard biweekly hours and for overtime after working 40 hours per week.
- E. Non-represented: All employees whose benefits are not covered by a Collective Bargaining Agreement.
- F. Represented: Employees whose benefits are covered by a Collective Bargaining Agreement. Those include: Valley Transit Teamster Local 662, Appleton Professional Police Non-supervisory Unit and the Appleton International Association of Firefighters Local 257.
- G. Domestic Partner: Persons without registration that meet the following criteria:
 - a. Each individual is at least 18 years old and competent to enter into a contract;
 - b. Neither individual is married to, or in a domestic partnership with, another;
 - c. They share a common residence
 - d. Their partnership must not violate Wisconsin Statutes which bar marriage between certain persons based on kinship and divorce;
 - e. They must consider themselves to be members of each other's immediate family and
 - f. They must agree to be responsible for each other's basic living expenses.

Employees who wish to utilize the funeral leave benefits available for domestic partners must submit in writing to the Human Resources Department proof that the criteria listed above in (a-f) are met. Human Resources will make a determination on eligibility based on the information provided by the employee.

- H. Look-Back Measurement Period: Rules set by Health Care Reform to offer coverage to an employee who at time of hire wasn't eligible for medical insurance coverage. If during measurement period the employee's hours increase to over 30 hours per week on average then must be offered medical insurance. Measurement Period is the 12 months the City will use to review hours worked in the calculation. Administrative Period is the 60 day period for the City to administratively compute hours work to know if insurance should be offered. Stability Period is the 12 month period of time that once an employee qualifies must be allowed to stay on medical insurance.

V. BENEFITS

A. Health and Dental Insurance

1. Health Insurance:

Regular full-time and part-time employees working 30 hours or more per week, shall be eligible for health insurance benefit plan options as outlined in Attachment A.

Effective January 1, 2013 part-time employees who are enrolled in the City health insurance program shall be grandfathered and will continue to be eligible for health insurance benefits

provided they maintain their enrollment in the plan. If said employee chooses to drop coverage the part-time employee must work 30 hours per week to re-enroll.

Health insurance is effective upon the 31st calendar day of employment. Employees not enrolling at this time will be required to provide a certificate of previous insurance coverage or will have to wait until the open enrollment period for coverage the following calendar year.

Premiums will be deducted from the employee's payroll check. All premiums will be taken on a pre-tax basis unless the employee notifies the Human Resources Department in writing of their desire to have the premium deducted on a taxable basis. Any payments for insurance premiums that cannot be taken through payroll, are due on or before the first of the month for the month of coverage to the Human Resources Department. Failure to make timely payments may cause cancellation of coverage.

Employees who have a spouse who also work for the City must select either one family plan or two single plans.

The City will follow the Health Care Reform Act look-back provision in order to determine if a previously not eligible employee becomes eligible for medical insurance. The Measurement Period will be November 1 through October 31. The Administrative Period will be November 1 through December 31. The Stability Period will be January 1 through December 31.

2. Dental Insurance:

Regular full-time and part-time employees shall be eligible for a dental insurance benefit plan as outlined in Attachment B.

Premiums will be deducted from the employee's payroll check. All premiums will be taken on a pre-tax basis unless the employee notifies the Human Resources Department in writing of their desire to have the premium deducted on a taxable basis. Any payments for insurance premiums that cannot be taken through payroll, are due on or before the first of the month for the month of coverage to the Human Resources Department. Failure to make timely payments may cause cancellation of coverage.

Dental insurance is effective upon the 31st calendar day of employment. Employees not enrolling at this time will have to wait until the open enrollment period for coverage the following calendar year.

Employees who have a spouse who also work for the City must select either one family plan or two single plans.

Life Insurance

1. Basic Life Insurance: Regular full-time and regular part-time employees are eligible for term life insurance in an amount equal to one times the employee's annual salary rounded to the next even thousand increment to a maximum of \$50,000. The City shall pay the full cost of the premium.

2. Optional Life Insurance: In addition to the \$50,000 term life insurance, regular full-time and regular part-time employees can purchase optional life insurance in \$10,000 increments. Optional life insurance can be purchased for spouse and dependent children. The employee must pay the full premium for all optional life insurance.

Life insurance is effective on the first of the month after thirty-one (31) calendar days of employment.

B. Long-Term Disability Insurance

Regular full-time and regular part-time employees will be eligible for long-term disability insurance. Coverage will be provided at 60 % of the employee's salary for non-work related injuries or illnesses after a ninety (90)-calendar day waiting period. The carrier must deem employees eligible. The City shall pay the full cost of the premium.

Long-term disability insurance is effective on the first of the month after ninety (90) (uninterrupted) calendar days of employment.

C. Wisconsin Retirement System

The City shall pay one half of all actuarially required contribution for funding benefits under the retirement system for regular full-time and regular part-time employees, this excludes Police and Fire protective employees. Participation in the Wisconsin Retirement System is mandatory.

D. Deferred Compensation Program (Section 457 Plan)/Roth

Regular full-time and regular part-time employees are eligible to participate in the City Deferred Compensation Program upon enrollment into the program anytime on or after their first day of employment. Any amounts contributed to the program, which must be by payroll deduction, are paid for fully by the employee. Under this plan, you may contribute money (on a pre-tax basis) in a tax deferred investment of your choice to earn tax deferred interest until you are ready to receive distributions, usually at retirement. There is also a Roth option that must be by payroll deduction and is paid for fully by the employee. This allows you to contribute money (on an after tax basis) to investments of your choice.

E. Post Employment Health Plan (PEHP)

The City of Appleton participates in the PEHP for Non-Represented Public Employees in accordance with the terms and conditions of the Plan's Participation Agreement.

1. Monthly Contributions:

The City agrees to contribute to the Plan on behalf of all regular full-time non-represented employees. The City shall contribute for each Eligible Employee the amount of ten dollars (\$10) per month.

The City shall pay the annual administration fee on behalf of the eligible active employee. The procedure for payment of the administration fee shall be accomplished by a deduction and reimbursement directly into the employee's account.

Regular part-time employees are not eligible for payment of the annual administration fee or the monthly contribution to the PEHP.

2. Additional Contributions:

In addition to the monthly contribution amount, the City will contribute upon retirement, the value of unused sick leave of an Eligible Employee's accumulated sick leave balance to the

maximum as follows:

90 days for formerly represented AFSCME employees;

90 days plus any accumulated physical fitness bonus incentive for Police Captains and Lieutenants and;

120 days plus any accumulated physical fitness bonus incentive for Police/Fire administrative protective status personnel and

120 days for all other employees

(For purposes of the additional contribution, an Eligible Employee is an employee who is qualified for an annuity under the Wisconsin Retirement System.)

PEHP contributions are not reportable earnings to the Wisconsin Retirement System.

Contributions to the PEHP may only be used after an employee leaves employment with the City of Appleton. Monthly contributions are placed into an account that may be used to pay for IRS qualified expenses. The additional contributions are placed into an account that may be used to pay for premium contributions only.

- F. Flexible Spending Account: All regular full-time and regular part-time employees are eligible to participate in the flexible spending account program. Enrollment shall be January 1 of each year for existing employees or within thirty (30) calendar days for newly hired employees or for qualifying status changes. This program allows the employee to use pre-tax funds to pay for IRS qualified expenses. It also allows pre-tax funds for dependent day care expenses for children under the age of thirteen (13) or day care expenses for disabled dependents.
- G. Worker's Compensation: Regular full-time employees and regular part-time employees shall receive worker's compensation benefits based on state worker's compensation laws, with the exception's that there shall be no cap on the weekly (TTD) temporary total disability payments and they be compensated for the first three days at 66 2/3% following the date of injury, after the 7 day period is met. All protected police and fire personnel shall receive the same benefit afforded to the represented employees in the department.
- H. Tuition Reimbursement: All regular full-time non-represented employees who successfully complete job related continuing education courses toward a degree program shall be reimbursed for fifty percent (50%) of the cost of tuition and books. The total amount reimbursed will not exceed fifty percent (50%) of the amount charged by the University of Wisconsin system for similar courses that is paid by the employee.

Library employees shall be reimbursed for up to 25% of the cost of tuition and books, paid by the employee, not to exceed that charged by the University of Wisconsin system for similar courses for graduate Library education.

The department head and the Director of Human Resources must approve participation in such courses, in advance. Successful completion shall mean a passing grade if the course or program is graded on a pass/fail basis or a grade of "C" or better if letter grades are issued. Class participation will be on the employee's own time.

All tuition reimbursement requests shall be subject to available departmental funds. Reimbursements from other sources will offset City contributions. (ie; grants).

- I. Direct Deposit: All employees are required to have their payroll checks direct deposited into a bank or credit union of their choice. The full amount of the deposit must go into one account.

- J. Employee Assistance Program (EAP): The City sponsors an EAP to help employees and those living in their households maintain healthy levels of emotional, work-life, and physical well-being, and to limit the effect of personal problems on job performance. All employees and those living in their households are eligible to utilize resources and services offered through the EAP. This benefit comes at no cost to the employee or participant and is designed to provide short-term confidential counseling and referral services, financial information and resources, legal support and resources, work-life solutions, and Guidance Resources Online. Services rendered by the EAP are provided through a contract with a private employee assistance consulting firm.
- K. Other Benefits: Other voluntary benefits may be offered based on the City's discretion.

VI. PAID LEAVE

Employees shall receive a total of twelve (12) holidays per year (this includes scheduled holidays, as listed below). When a holiday falls on Saturday or Sunday, it shall be determined by the Mayor in November of the previous year, if service to the public will be required on the Friday or Monday. If it is determined that service will be provided to the public, employees shall work those days as part of their normal workweek and will be given a floating holiday off in lieu of the Friday before and/or the Monday after a holiday to be scheduled with supervisory approval. Department Directors will inform employees the November prior to the beginning of the following year of any variations of the following schedules. For those employees who are not required to service the public as noted above, when New Years, Independence Day, or Christmas falls on Saturday they shall be observed on the preceding Friday and when they fall on Sunday they shall be observed on the following Monday.

- A. Holidays: the City (excluding Valley Transit and Library) shall observe the following holidays:
1. New Year's Day
 2. Memorial Day
 3. Independence Day
 4. Labor Day
 5. Thanksgiving Day
 6. Day after Thanksgiving
 7. Last working day before Christmas
 8. Christmas Day
 9. Four floating holidays
 10. Any additional holidays granted by the Common Council

Valley Transit shall observe the following holidays:

1. New Year's Day
2. Memorial Day
3. Independence Day
4. Labor Day
5. Thanksgiving Day
6. Christmas Day
7. Six floating holidays
8. Any additional holidays granted by the Common Council.

The Appleton Public Library shall observe the following holidays:

1. New Year's Day
2. Memorial Day
3. Independence Day
4. Labor Day
5. Thanksgiving Day
6. Christmas Eve
7. Christmas Day
8. New Year's Eve
9. Four floating holidays
10. Any additional holidays granted by the Common Council and Library Board

Regular full-time employees are eligible for holidays based on eight (8) hours for each of the above listed holidays. Police Lieutenants and Captains who are required to work (minimum staffing) on Thanksgiving Day, Day after Thanksgiving, Christmas Eve or Christmas Day shall be entitled to receive \$100 compensation and will be allowed to take an alternative day off.

Regular part-time employees are eligible for holidays pro-rated based on the approved budgeted position. If one of the above listed holidays falls on a regularly scheduled day off for a regular part-time employee, the employee may have the option, with department head approval, of taking pay for the holiday, taking an additional day off during the pay period or scheduling the holiday as a floating holiday to be used by December 31.

Floating Holidays may be charged in one quarter hour increments and/or pursuant to departmental policy. Floating Holidays must be used during the calendar year or they will be lost. Department directors/ or designee shall approve the number of employees off on a floating holiday at any one given time, as well as how employees will pick floating holidays and whether or not employees will be allowed to cancel scheduled floating holidays.

In order for regular full-time and regular part-time employees to be eligible for holiday pay, they must work their regularly scheduled work day immediately preceding and following the holiday, except in the case of an employee on an approved paid leave. Floating holidays will be pro-rated in the year of hire and termination/resignation/retirement as follows:

	Hired	Leaving
January-March	3	0
April-June	2	1
July-September	1	2
October-December	0	3

Non-exempt employees who work on any of the scheduled holidays shall receive double time pay for all hours worked on the holiday unless otherwise noted in departmental policies or have received an additional day off as noted above.

When an exempt employee is required to work one of the holidays listed above, that supervisor shall be given an additional floating holiday off, to be scheduled with supervisory approval. This provision shall not apply to Fire personnel working a 24-hour shift.

Non-represented Fire Personnel working a 24-hour shift shall be granted pay for scheduled holidays in accordance with the current International Association of Fire Fighters Local 257 collective bargaining agreement. In addition to the pay for scheduled holidays, 24-hour shift

personnel shall be entitled to floating holidays based on the following schedule:

Upon promotion or year of hire:	one (1) floating holiday
After five (5) years of city service:	two (2) floating holidays
After eight (8) years of city service:	three (3) floating holidays

Floating Holidays shall be charged in one quarter hour increments and/or pursuant to departmental policies or guidelines.

- B. Vacation: All regular full-time employees shall be entitled to paid vacation benefits as of January 1 of each year based upon their length of continuous service. For purposes of determining future vacation eligibility, the year of hire shall be treated as a full year of service.

Regular part-time employees are eligible for vacation pro-rated based on the approved budgeted position. Regular part-time employees shall use vacation based on the number of hours scheduled to work on the day or days for which the vacation is requested.

Paid vacations shall be provided in accordance with the following:

Vacation Schedules: Existing employees shall be placed on the schedule below effective January 1, 2012. Employees will not lose earned vacation as a result of that placement and shall move to the next increment based on their years of service on the schedule below.

Year of hire: Persons hired prior to July 1 of any year shall receive one week (5 working days) of vacation during their year of hire subject to approval of their department head or Mayor if appropriate and in accordance with department policies.

1. Non-exempt:

After one year of continuous service: one week of vacation (five working days.)

After two years of continuous service: two weeks of vacation (ten working days.)

After six years of continuous service: two weeks plus two days of vacation (twelve working days.)

After eight years of continuous service: three weeks of vacation (fifteen working days.)

After twelve years of continuous service: four weeks of vacation (twenty working days.)

After fifteen years of continuous service: four weeks plus two days of vacation (twenty-two working days.)

After twenty-years of continuous service: five weeks

2. Exempt:

After one year of continuous service: two weeks (ten working days.)

After five years of continuous service: three weeks (fifteen working days)

After eight years of continuous service: three weeks plus three days of vacation (eighteen working days.)

After twelve years of continuous service: four weeks plus two-days of vacation (twenty- two working days.)

After twenty years of continuous service: five weeks plus four days of vacation (twenty-nine working days.)

3. Fire Personnel working a 24-hour shift:

After one year of continuous service: three days of vacation.
After two years of continuous service: six days of vacation.
After five years of continuous service: seven days of vacation.
After eight years of continuous service: ten days of vacation.
After twelve years of continuous service: thirteen days of vacation.
After sixteen years of continuous service: fourteen days of vacation.
After twenty years of continuous service: sixteen days of vacation.

Administration of Vacation:

Department directors/or designee shall approve the number of employees off on vacation at any one given time, as well as how employees will pick vacations and whether or not employees will be allowed to cancel vacations.

With the exception of the year of hire, vacation credits are earned in one year and are available for use in the following year. All employees entitled to three (3) weeks or more of vacation must schedule and take at least two (2) weeks of vacation during the year of entitlement. All employees entitled to less than three (3) weeks of vacation must schedule and take at least one (1) week of vacation during the year of entitlement. Employees who do not schedule the minimum required vacation will have it scheduled for them at a time determined by the department. If a department is unable to schedule the minimum required vacation for the employee, the time will be lost.

Vacation benefits shall be charged in one quarter hour increments and/or pursuant to departmental policies or guidelines.

When a holiday falls during an employee's vacation, he/she shall not be required to use a vacation day in lieu of the holiday.

In the event an employee or family member becomes ill during an employee's vacation, the employee will not be allowed to substitute sick leave for vacation unless the need for sick leave commences prior to the start of the approved vacation.

Regular employees who move from one position to another by transfer, promotion, or demotion, in the City, shall be credited with accumulated vacation leave in their new position.

An employee whose employment status is changed from temporary to regular status without a break in service shall receive vacation credits from the original date of hire. Library employees whose status is changed from temporary to regular status will have their vacation based on their status effective date change.

No credit for vacation leave shall be granted for time worked by an employee in excess of their normal workweek.

Use of vacation time must be approved in advance by the department head.

Vacation Carry-Over:

Any employee may carry over, from one year to the next, up to a maximum of five (5) days (forty hours) vacation.

Non-represented Fire employees working a 24-hour shift may carry over, from one year to the

next, three (3) days.

Any vacation time that is carried over into a subsequent year shall be considered the first vacation time used by the employee in the subsequent year. The process at year end for employees who have unused vacation will be as follows:

1. Any unused eligible balance up to forty hours will automatically be carried over to the next year.
2. Any remaining balance up to forty hours may be paid to the employees PEHP or H.S.A. account. (No more than a total of up to 40 hours for the two plans combined)

Any employee wishing to have their remaining balance paid to the PEHP (up to 40 hours maximum), must enter the hours of the remaining balance in the payroll system on the payroll that includes 12/31 and use a code of "VT" in Iseries or 822 in Munis.

Any employee wishing to have their remaining balance paid to their H.S.A. account (up to 40 hours maximum), must enter the hours of the remaining balance in the payroll system on the payroll that includes 12/31 and use the code of "XV" in Iseries or 818 in Munis.

Fire personnel employees who have vacation balances as of December 31, will have the unused eligible balance up to three days for Fire personnel working a 24 hour shift, automatically carried over to the next year and any remaining balance up to three days for Fire personnel working a 24 hour shift may be paid to their PEHP account or their H.S.A. account: (No more than a total of up to 40 hours for the two plans combined)
In both payout options, Fire employees working a 24-hour shift will have their shift hours converted to a 40 hour paid work week.

All eligible vacation not used in the year in which it is available and not carried over, must be entered into the payroll system with the VT or XV codes for payment to their PEHP or H.S.A. account or the vacation time will be lost.

At termination or retirement, any unused vacation will be paid to the employee in a lump sum. Vacation cannot be used over payroll periods to extend the last day of employment.

Exceptions to the above vacation carryover and PEHP/H.S.A. contribution beyond forty hours and three days for Fire personnel working a 24 hour shift, may be made in unusual circumstances as pre-approved by the Department Director or Mayor as appropriate and the Human Resources Director.

The Human Resources Director may request exceptions to the vacation provisions as it relates to placement on the schedule, on a case-by-case basis with a report to the Human Resources Committee.

- C. Paid Time Off: (PTO) Employees shall receive six (6) PTO days January 1 of each year to be used as paid time off. Part-time employees shall receive a pro-rated amount based on their approved budgeted position. For newly hired employees, PTO days shall be pro-rated based on the month hired. Employees will be allowed to carryover three (3) PTO days not used as of December 31st. Any request made for PTO days shall follow the normal procedure for the type of leave being requested. (e.g. vacation, floating holidays and sick leave must follow the normal guidelines used for requesting that type of benefit)

PTO days shall be pro-rated in the year of hire/termination/resignation/retirement as follows:

	Hired	Leaving
January-February	5	0
March-April	4	1
May-June	3	2
July-August	2	3
September-October	1	4
November-December	0	5

Fire employees working a 24-hour shift shall receive four (4) PTO days on January 1st of each year to be used as paid time off. Fire employees will be allowed to carryover two (2) PTO days not used as of December 31st.

PTO days for Fire employees working a 24-hour shift shall be pro-rated in the year of hire/termination resignation/retirement as follows:

	Hired	Leaving
January-March	3	0
April-June	2	1
July-September	1	2
October-December	0	3

Employees who use more PTO than they are entitled to in the year they leave employment shall owe the City the time back unless the employee leaves employment as a result of physician certified disability.

PTO days shall be charged in one quarter hour increments and/or pursuant to departmental policies or guidelines.

- D. Sick Leave: Employees who have sick leave on the books will have that balance grandfathered as of December 31, 2011 and employees will no longer earn sick leave.

Sick leave that has been grandfathered may be used for an absence due to illness of, or injury to, the employee or an immediate family member living in the employee's residence, unless otherwise qualified under the Family Medical Leave Act.

Sick leave cannot be used until all Paid Time Off (PTO) days have been exhausted unless otherwise qualified under the Family Medical Leave Act. Employees must use the 2nd sick leave bank before accessing the regular bank;

1. PTO
2. 2nd sick leave bank
3. Regular sick leave bank

Sick leave and PTO may be used for doctor or dental appointments, which cannot be scheduled during an employee's regular time off. Employees are encouraged to schedule routine appointments that minimize the operational impact to the department.

Sick leave and PTO shall be charged in no less than one quarter-hour increments provided it is

pre-approved by the employee's supervisor and/or pursuant to departmental policies or guidelines

A regular employee who moves from one position to another by transfer, promotion, or demotion, in the City, shall have their total sick leave credits transferred to the new department.

Employees who wish to utilize the sick leave benefits available for domestic partners must submit in writing to the Human Resources Department proof that the criteria listed above in (a-f) under Definitions (G) are met. Human Resources will make a determination on eligibility based on the information provided by the employee.

- E. Funeral Leave: In the case of the death of the employee's spouse, domestic partner, child, or step child regular full-time employees may be paid for scheduled time lost up to ten (10) working days, but not to exceed (80) eighty hours, at the employee's regular straight time rate. Leave must be taken within 60 days of the death.

In the case of death in the immediate family of a regular full-time employee, the employee will be paid for the scheduled time lost up to three (3) scheduled work days, but not to exceed (24) twenty-four hours at the employee's regular straight time hourly rate.

For purposes of funeral leave, immediate family shall be defined as the employee's grandchild; grandparent; mother or step-mother; father or step-father; legal guardian; sister or brother; mother-in-law or father-in-law; any other relative living in the employee's residence at the time of death; or the mother or father of the employee's domestic partner.

Fire employees working a 24-hour shift shall be eligible for funeral leave based on the following:
Spouse, domestic partner, child or stepchild: 5 work days without loss of pay

Immediate Family: 2 work days

Employees who wish to utilize the funeral leave benefits available for domestic partners must submit in writing to the Human Resources Department proof that the criteria listed above in (a-f) under Definitions (G) are met. Human Resources will make a determination on eligibility based on the information provided by the employee.

Regular part-time employees are eligible for funeral leave pro-rated based on the approved budgeted position.

- F. Compensatory Time: Non-exempt regular full-time employees will be paid-overtime at time and one-half for all hours in excess of forty hours worked in a pay week. Non-exempt regular full-time employees, with the prior approval of their supervisor, may have the option of converting additional time worked to compensatory time off up to a maximum of 40 hours. Request for usage of compensatory time shall be pursuant to departmental policies.
- G. Jury Duty/Witness Duty: Regular full-time and regular part-time employees shall receive full pay for any work day the employee serves as a juror or if subpoenaed on witness duty if the employee was scheduled for work. In order for an employee to be eligible for witness duty pay, the reason for being a witness must be related to their employment with the City of Appleton. As a condition for such payment, the employee shall report for work for their regularly scheduled hours immediately before and following such duty when reasonably possible and shall immediately notify the Employer upon receipt of the jury summons or subpoena. The employee

shall complete a Jury Duty Request form and submit it to their supervisor as soon as they are notified by subpoena of their requested appearance.

In order to receive full pay the employee is required to, upon receipt of jury or witness pay, submit their jury or witness pay to the City payroll office. The payroll office will cash the employees check, retain the portion of the check representing per diem payments, and give the employee the mileage and meal reimbursement portions of the check.

Employees, at their option, may use paid time off for a day of jury or witness duty and thereby retain the jury or witness pay as well as full pay for the day(s).

VII. LEAVE OF ABSENCE

Leaves of absence may be granted without pay subject to the following conditions:

Leaves will be granted at the total discretion of the Department Head and the Human Resources Director. Any leave request from a Library employee must also be approved by the Library Board. A leave of absence must be requested at least 30 days prior to the taking of such leave, or in emergency cases as soon as reasonable or practicable. An acceptable physician's certification shall be required for all medical leaves of absences.

A leave of absence may be considered for up to one calendar year. If leave is needed beyond one calendar year and it is related to a medical condition, then employee may be placed on an inactive status. Inactive status may only be considered if:

- The employee is not permanently restricted from returning to their position.
- There is no financial impact to the City (e.g. salary or fringe benefits) while on an inactive status.
- The position will not be held vacant.
- All other requirements under Leave of Absence in this policy are followed.

Employees returning from an inactive status will be eligible to return to the same or a like position in that department, if one exists, when they are deemed fit for duty. The inactive status will end no later than three years from the date of leave, at which point employment will terminate.

The employee must exhaust all available paid time off benefits prior to the commencement of an unpaid leave of absence.

Return to work earlier than the scheduled termination of leave date may be arranged by the department head and the employee with the approval of the Human Resources Director, provided it does not conflict with the physician's certification.

Employees on an unpaid leave of absence with the City may not be employed elsewhere unless otherwise approved by the Human Resources Director.

If an employee is unable to return to work on the date stipulated, they may submit a written request to extend their leave of absence, subject to the approval of the Human Resources

Director. If, on the date following the expiration of the leave of absence, an extension is not requested and granted and the employee has not returned to their position, the employee shall be considered to have voluntarily resigned from City employment.

VIII. BENEFIT STATUS DURING LEAVE OF ABSENCE

Employees on an approved leave of absence without pay may elect to continue health, dental, and life insurance coverage during the period they are on leave beyond the first thirty days in addition to any voluntary insurance policies they may have elected. The employee shall be responsible for paying the full premium(s), due on or before the first of the month, in the Human Resources Department for all of the desired coverage. Failure to make timely payments will cause cancellation of coverage.

Paid time off and vacation shall not be earned by an employee during a leave of absence without pay, a suspension without pay, or when the employee is otherwise in a non compensable status, excluding approved FMLA, should such period without pay exceed thirty calendar days in any calendar month. In this case, the employee's vacation, floating holiday and PTO entitlement for the following year shall be pro-rated.

IX. PHYSICAL FITNESS PROGRAM-POLICE & FIRE SWORN PERSONNEL

Exempt non-represented protective status personnel shall have the option of participating in the Physical Fitness Salary Incentive and Physical Fitness Bonus Incentive program.

All participating protective status personnel will be tested on the schedule for the represented employees within their respective departments, either annually (Fire) or bi-annually (Police).

A. Physical Fitness Salary Incentive:

Annual Testing: Participating employees receiving a score of "excellent" will be paid a physical fitness salary incentive of 2% of base pay and those receiving a score of "good" will be paid a physical fitness salary incentive of 1% of their base pay until the next testing date. Such payment shall be in a lump sum payable within thirty (30) days of the finalization of the testing results and shall be calculated on the basis of 2% or 1% of the employee's annual base pay, calculated on the rate of pay at the time of the test. Employees receiving a score of "adequate" or "poor" will not be eligible for a physical fitness salary incentive.

Bi-Annual Testing: Participating employees receiving a score of "excellent" will be paid a physical fitness salary incentive of 2% of base pay and those receiving a score of "good" will be paid a premium of 1% of their base pay until the next testing date. Such payment shall be in a lump sum payable within thirty (30) days of the finalization of the testing results and shall be calculated on the basis of 2% or 1% of one half of the employee's annual base pay, calculated on the rate of pay at the time of the test. Employees receiving a score of "adequate" or "poor" will not be eligible for a physical fitness salary incentive.

B. Physical Fitness Bonus Incentive:

Annual Testing: Participating employees shall be eligible for eight (8) hours of physical fitness bonus pay for each testing period that the employee receives a score of "excellent" and four (4) hours of physical fitness bonus pay for each testing period that the employee receives a score of "good". Employees who score as "adequate" or "poor" will not be eligible for a physical fitness

bonus incentive.

Bi-Annual Testing: Participating employees shall be eligible for four (4) hours of physical fitness bonus pay for each testing period that the employee receives a score of “excellent” and two (2) hours of physical fitness bonus pay for each testing period that the employee receives a score of “good”. Employees who score as “adequate or “poor” will not be eligible for a physical fitness bonus incentive.

The accumulated total physical fitness bonus incentive shall be paid to the eligible employee upon retirement (as defined by WRS) to the PEHP. Such payment will be made in accordance with and in addition to the retirement benefits outlined in section V. (Benefits) E. (Post Employment Health Plan) and section XI. (Termination Benefits) of this policy.

X. TERMINATION BENEFITS

- A. Retirement: Employees retiring, with proper notice, at or above the normal retirement age established under the Wisconsin Retirement System and/or eligible for a retirement annuity from the Wisconsin Retirement System shall be eligible for the following benefits:
 - a. A lump sum pay-out of their accumulated and carry-over vacation balance *
 - b. A lump sum pay-out of floating holiday and PTO based upon the proration outlined in, Section IV-Paid Leave, of this policy.**
 - c. A lump sum pay-out of their accumulated compensatory time.
 - d. Accumulated and unused sick leave to a maximum of one hundred and twenty (120) days, (90 days maximum for formerly represented AFSCME employees and Police Captains and Lieutenants), shall be paid to the Post Employment Health Plan. Additionally, any accumulated physical fitness bonus incentive for protective status personnel shall be paid to the PEHP).
 - e. If the employee has completed at least five (5) years of service with the City, the employee may be eligible for a medical plan option exclusive of Dental. Such medical option may be made available to employees and spouses at their own expense, up to the time the employee and/or spouse turns age 65 or becomes eligible for Medicare, provided they exercise this option prior to their last day of work.
 - f. The option of continuing dental coverage for a period of eighteen (18) months following the month in which their retirement occurred, in accordance with state and federal laws.
- B. Resignation: Employees who resign their employment with proper notice shall be eligible for the following benefits:
 - a. A lump sum pay-out of their accumulated and carry-over vacation balance. *
 - b. A lump sum pay-out of floating holiday and PTO based upon the proration outlined in, Section IV Paid Leave, of this policy.**
 - c. A lump sum pay-out of their accumulated compensatory time.

- d. The option of continuing the medical and dental coverage for a period of eighteen (18) months following the month in which their resignation occurred, in accordance with state and federal laws.
- C. Retirement or Resignation without proper notice: Employees who retire or resign their employment without proper notice (unless the reason for lack of proper notice is due to a physician certified disability) may be eligible for the following benefits:
 - a. A lump sum pay-out of any carry-over vacation balance.*
 - b. A lump sum pay-out of any accumulated vacation balance based upon the following proration
 - 1. Employees required to give a (2) week notice will have a reduction of 10 days.
 - 2. Employees required to give a (30) thirty day notice will have a reduction of 30 days.
 - c. Floating holiday and/or PTO**
 - d. Employees will receive a lump sum pay-out of their accumulated compensatory time.
 - e. The option of continuing the medical and dental coverage for a period of up to eighteen (18) months following the month in which their retirement or resignation occurred, in accordance with state and federal laws.
 - f. Accumulated and unused sick leave to a maximum of one hundred and twenty (120) days, (90 days maximum for formerly represented AFSCME employees and Police Captains and Lieutenants), shall be paid to the Post Employment Health Plan. Additionally, any accumulated physical fitness bonus incentive for protective status personnel shall be paid to the PEHP).
- D. Termination: Employees benefits:
 - a. A lump sum pay-out of any carry-over vacation *
 - b. Floating holiday and/or PTO**
 - c. Employees will receive a lump sum pay-out of their accumulated compensatory time.
 - d. The option of continuing the medical and dental coverage for a period of up to eighteen (18) months following the month in which their termination occurred, in accordance with state and federal laws.
- E. Death of an employee: In the event of the death of an employee, the following benefits shall be direct deposited into the employee's account:
 - a. A lump sum pay-out of their accumulated and carry-over vacation balance.*
 - b. A lump sum pay-out of floating holiday and PTO based upon the proration outlined in, Section VI Paid Leave, of this policy.
 - c. A lump sum pay-out of their accumulated compensatory time.
 - d. A lump sum pay-out of accumulated and unused sick leave to a maximum of ninety (90)

working days. For those employees who are eligible, up to an additional thirty (30) days of accumulated sick leave (beyond the 90 days) and any accumulated physical fitness bonus incentive for protective status personnel shall be paid to the employee's spouse and if no spouse is living, the employee's estate.

- e. A medical plan option exclusive of Dental, may be made available to the employee's spouse at their own expense, up to the time the spouse turns age sixty-five (65) or becomes eligible for Medicare, provided they exercise this option within thirty days of the employee's death.
- f. The spouse shall have the option of continuing dental coverage for a period of eighteen (18) months following the month in which the employee's death occurred, in accordance with state and federal laws.

*Employees leaving with less than twelve (12) months of service shall owe the City back all vacation time used.

**Employees who have used more floating holiday and/or PTO benefit than they were entitled pursuant to Section VI Paid Leave, of this policy in the last year of their employment will have an amount equal to the paid but unearned benefit deducted from their final pay (unless the employee leaves employment as a result of a physician certified disability).

**APPLETON PUBLIC LIBRARY
BOARD OF TRUSTEES
SEPTEMBER 2022**

COMMITTEE APPOINTMENTS 2022

Offices

President	Scheuerman
Vice President	Mann
Secretary	Exarhos

Committee Appointments

Building & Equipment	Nett (chair), Kellner, Looker Van Zeeland
Finance	Keller (chair), Exarhos, Nett, Van Zeeland
Personnel & Policy	Mann (chair), Brozek, Kellner
Planning	Exarhos (chair), Brozek, Bunnnow, Looker
Scholarship	Bunnnow(chair), Keller, Sivasamy (Teen Rep), Chuck Erickson (Friends Rep)

Statutory Appointments

Common Council Appointment	Van Zeeland
AASD Appointment	Bunnnow
OWLS Board	Looker
Outagamie County Appointment	Exarhos

Additional Roles

Friends of the Appleton Public Library	Mann
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APPLETON PUBLIC LIBRARY

2411 S. Kensington Drive
Appleton, WI 54915
920-832-6170

TO: Members of the Appleton Public Library Board of Trustees
Members of the City of Appleton Common Council
FROM: Dean Gazza, Director of Parks Recreation and Facilities Management
Colleen Rortvedt, Library Director
DATE: September 14, 2022
RE: September Library Building Project Update

City staff continue to work with architects Skidmore, Owings and Merrill (SOM) and Boldt on the library project. The following progress has been made in the past month:

Timeline

The deadline for bids was extended at the request of prospective bidders who are working to prepare accurate and competitive proposals. Please remember the schedule may be impacted by many factors including lead time for products, supply chain, weather, etc. The current timeline is as follows:

9/20/2022– Bids Due

9/26/2022 – Finance Committee (request approval of construction contract)

10/5/2022 – Common Council (request approval of construction contract)

Fall 2022 – Groundbreaking and Construction Starts

Fall 2023 – Anticipated Substantial Completion

Early 2024 – Opening Day

Communication

Library and city staff, along with staff from Boldt and SOM are beginning to plan for groundbreaking. More information will be available in the coming weeks. We continue to promote our building project webpage – apl.org/building - as a place for community members to find information related to the project. The webpage includes news, renderings, project FAQs, project spotlights (such as parking, plans and permits, etc.), and an area to provide feedback/questions.

Capital Campaign

Friends of APL and the Capital Campaign Committee continue to connect with potential major donors during the quiet phase of the campaign. Friends also hired a part time staff member to serve as a Capital Campaign Manager. They will support the Friends and the Committee prepare for the public phase of the campaign which will likely launch in early 2023. Friends is working on its public facing materials between now and then.

Note: these updates will transition to a construction newsletter upon approval of bids.

Stay up to date on the library building project or sign up for email updates by visiting apl.org/building.

Adult Classes and Events

Cia Siab Storytelling

The library partnered with Cia Siab in Wisconsin: A HMoob Story to host a Hmong women storytelling session at Ban Vinai Restaurant and Bar. The storytellers shared a story and an object that represented their identity, resilience, or culture. The program created a safe space for Hmong women to share their stories. Friends' funds supported refreshments for the storytelling session.

Computer Help 1:1 Sessions

Computer Help is an in-person, one-to-one, drop-in and appointment service for up to 2 hours with library staff or volunteer to assist patrons with general computer and technology use. The goal is to reduce the digital divide and improve digital literacy among communities with limited access and information on how to use technology. Friends funds the position of the library assistant coordinating this service.

Find Your Ancestors: Civil War Genealogy

In April, the Find Your Ancestors series hosted Russell Horton from the Wisconsin Veterans Museum to present "Finding Those Who Served: Civil War Genealogy." Russ shared what details you might be able to find out about your Civil War veteran ancestors, including how to determine if they served or not. He showed several resources, such as muster rolls, pension files, and regimental histories, as well as how to obtain these resources since the vast majority of these are not available online. One attendee said his presentation was "easy to follow, informative and interesting." Friends provided financial support for this series.

Find Your Ancestors: Getting the Most out of Ancestry.com

The May Find Your Ancestors program was on "Getting the Most Out of Ancestry.com," by Katie Stilp, Local History Librarian. We had 241 attendees who learned tips and tricks on how to search more effectively, how to find collections that are relevant to their research, how to locate unique features of the site, and more. One attendee said, "Great presentation. I've used Ancestry for many years but you showed me stuff I've never used before." Friends provided financial support for this series.

Find Your Ancestors: Wisconsin Genealogy Resources

In June, the Find Your Ancestors program featured Angie Knutson, a local professional genealogist, and Katie Stilp, Local History Librarian, discussing Wisconsin genealogy resources. Angie led the program by discussing resources like the Area Research Centers, Wisconsin Historical Society, and the importance of local libraries and historical/genealogical museums. Katie demonstrated how to access the library's electronic genealogy resources, including the Obituary Index, Post-Crescent Index, NewspaperARCHIVE, Wisconsin Recollection, Wisconsin State Genealogical Society website and more. One attendee said, "What a terrifically comprehensive program! I think all of these suggestions would apply no matter what state you might be researching in. Well done!" Friends provided financial support for this series.

FRIENDS GRANTS PROGRAM SUMMARIES

2nd QUARTER 2022

Grand Opening: Rock Painting

To celebrate our Grand Opening at the Kensington location, we created a passive program called “APL Rocks”. This self-directed activity had patrons using stencils created for us by the Menasha Public Library with the words, “APL Rocks” and “Books are Magic,” and paint pens with the suggestion that they plant these rocks in public places in their community. Friends’ funds were used to purchase supplies.

Nuestras Historias/Our Stories: Latinx Book Discussion

The library launched, “Nuestras Historias/Our Stories” a discussion of Latinx stories. The summer series included a collection of books that highlighted a diversity of Latinx narratives and experiences. The book titles were selected from offerings in Hoopla to ensure multiple copies of the books are accessible. The discussions are held at a local Mexican treats shop and participants engaged in dialogue and learned how to download e-content from Hoopla. Friends’ funds support refreshments and patronage of the small business hosting the program.

Tales and Travels

In June, we began the first of a six-month, bi-weekly series in partnership with the Fox Valley Memory Project, titled “Tales and Travels”. Each month, we explore a different destination through culture, food, music, and stories. The second session of each month is hosted by our former Artist-in-Residence, Elyse Krista-Miche, who leads the group in an art project specific to the destination. Friends’ funds are used to provide art supplies and materials, as well as the artist honorarium for this program.

Teen Classes and Events

Downtown Creates Outdoor Film Screening

In collaboration with Appleton Downtown Incorporated and Downtown Creates Series, Appleton Public Library hosted a movie night in Houdini Plaza featuring the hit movie “Mean Girls.” The film was chosen by popular teen vote at this year’s Future Fox Cities Career Expo. The PAC was on-site distributing gift bags related to their upcoming show, “Mean Girls”. Participants brought chairs and blankets to enjoy the film. Friends’ funds were used to purchase the movie DVD, secure the movie license, and reserve parking spaces for setup.

Teen Ambassador Program (TAP)

Our Teen Ambassador Program (TAP) is growing! We had two new teen members joining us this month at our monthly meeting location, Copper Rock, bringing our total to eight Teen Ambassadors. We had a fun round of introductions, lively conversation about upcoming summer volunteer opportunities, the temporary building and other events. Friends’ funds support refreshments and patronage of the small business hosting the program.

FRIENDS GRANTS PROGRAM SUMMARIES

2nd QUARTER 2022

Teen Tuesday: Clay Botanical Impressions

Teen Services hosted the first Teen Tuesday of the summer series at the Scheig Center featuring clay botanical impressions. Teens were invited to bring flowers or plants of their choice and express their creative side! We had the helpful volunteer assistance of two Teen Ambassadors. The teens were engaged, had fun, and even got a little messy! Friends' funds support the Teen Tuesday series.

Teen Tuesday: Anime Your Way with Carlos Nieto III

APL welcomed artist Carlos Nieto III as part of a collaborative inter-library art program. Teen fans of anime and budding artists focused intently and followed along as Carlos demonstrated expert tips, tricks and how-tos about drawing and shared about his experience in professional animation. Drawing supplies were provided by Carlos, and each teen left with their own personalized drawing. Friends' Funds were used for the artist honorarium.

Teen Tuesday: Take n' Create Watercolor Flower Home Kits

Teen Tuesday featured twelve Take N' Create Kits, great for the summer teen on-the-go! Library staff assembled watercolor supply kits with instructions and online access for support from Rooster Dreams Visual Arts. Teens were encouraged to share their completed artwork with library staff via email. Kit supplies were purchased with Friends' funds.

Teen Tuesday: Oreo Taste-Off

Teen Tuesday featured a fun and unique Oreo Taste-Off. The original Oreo squared up against five unique flavors: Birthday Cake, Carrot Cake, Chocolate Peanut Butter Pie, Java Chip, and Toffee Crunch--served with milk! Teens were led through a guided tasting and asked to rate each cookie. Birthday Cake ranked first with Carrot Cake in last place. Upcoming programs and teen titles were shared. Friends' funded the program supplies.

Children's Classes and Events

Bouncing Beats Musical Storytime

Ukulele is a staple in the Bouncing Beats music storytime geared for 3–5-year-olds. During one activity, kids dance as fast as they can when they hear fast music and as slow as they can when they hear slow music. Playing/Strumming the ukulele quickly can be very hard on fingers, and felt picks help to protect staff's fingers during storytime. Friends' Funds were used to purchase Ukulele Felt Picks.

FRIENDS GRANTS PROGRAM SUMMARIES

2nd QUARTER 2022

Roaming Ruckus: a True Play Program

Friends' Funds were used to purchase new and interesting supplies including pool noodles, pool noodle connectors, interlocking foam mats, a fort building set, clips and clothespins. These additional materials provide the children more opportunities to learn both independently and through interactions with other children at the program. Each program begins with children playing separately, but by the end of the program they have all come together to engage creatively and cooperatively with the materials.

Spanish Storytime

Children's Services utilized Friends' funds to rent the Theater room at the Building for Kids on Tuesday mornings during the summer months for Spanish Language Storytime. Appleton Ready to Read Funds are also used to subsidize museum visits for participating families. This reboot of the Appleton Ready to Read Program provides families the opportunity to explore the Museum and learn through play after attending storytime and receiving early literacy tips from staff.

School-Age STEAM – June

School-Age STEAM is a new program this summer designed for children in grades K-6. It is held every Thursday in two different sessions. Each week has a unique theme with demonstrations and hands-on activities that highlight science, technology, engineering, art, and/or math. June's themes included All Hands-on Tech (with robots previously purchased with funds from Friends), Minute to Win It games, Planet Hoppers (with scale-sized planet simulations), and a very special Birds session with special guest, Craig Clifford. Craig Clifford led the students on a bird watching walk and then coached them in painting ceramic birds that he designed. Friends' funds paid for supplies and the artist stipend.

Multicultural Book Club with Boys and Girls Club of Appleton

Friends' funds were used to purchase craft supplies for a Multicultural Book Club in partnership with the Boys & Girls Club of Appleton. Program participants read books from different countries around the world and made crafts specific to that country. Patrons got the opportunity to learn how to use chopsticks, make Hmong hats, batik-inspired watercolor art, mooncakes and rakhi bracelets.

Storytime Bubbles

Friends' funds were used to purchase bubble solution for use in Toddler Storytime. Toddler Storytime ends with music and a room full of bubbles from our bubble machine. It is the highlight of every program brings joy to our young patrons. Bubble play is not only fun, but also a wonderful developmental activity that helps with visual tracking, fine and gross motor skills, hand-eye coordination, and social skills

Family Classes and Events

Children's Passive Program – April & May – Your Favorite Place in Appleton

The April and May passive programs invited families to share their favorite places in Appleton by placing a sticker on a large map of Appleton, share more about why they

FRIENDS GRANTS PROGRAM SUMMARIES

2nd QUARTER 2022

love that place in the notebooks provided, and use art materials to recreate their favorite place through art. These maps were on display at the Oneida location before the closure and at our community partner, JJ's Laundromat. Friends' funds were used to purchase large maps of Appleton on foam board and two journals for the program.

Grand Opening – Mystery Seed Planting Activity

The Children's Department had a Mystery Seed Planting station at the library's grand opening on Monday, June 6. 268 children (and adults) chose one of four mystery seeds to plant in a cup, take home and care for. The mystery seeds (Zinnia, Marigold, Forget Me Not and Cosmos) were announced on Facebook a month later. Many patrons called throughout the month inquiring about when the seeds would be announced and shared they had a lot of fun growing their mystery seeds. Friends' funds were used to purchase the dirt, cups, seeds and Ziploc bags for this activity.

Hmong American Day Festival Outreach

Friends' funds were used to purchase lollipops and tassels to make for the Hmong American Day Festival outreach event on 5/14/22 at Jones Park.

Summer Celebration

What better way to kick off the fun of our Summer Library Program than with an all-age Summer Celebration? This party had it ALL with outdoor games (including cornhole, vertical cornhole, hopscotch, Skittles, hula hoops, life-sized Connect Four, life-sized Checkers and ring toss), a tattoo station, a craft station, a ball pit, an obstacle course, a juggler and a balloon twister! Many of the items used for this party were previously purchased with funding from Friends. New purchases utilizing Friends' funds included some of the games, craft supplies, tattoos and the stipend for the juggler and balloon twister from Mischief and Magic.

Kiwanis Butterfly Festival

This year's Butterfly Festival was on Saturday, June 18. Over 300 people stopped by the APL table where we shared information about the library as well as a bit of science through our art project. Families created butterfly sun catchers, the delight was palpable as children, and adults immediately began experimenting with which way to hold their creation to cause the most colorful design to appear on the ground or tablecloth. Friends' funds were used to purchase supplies for this program and wings for staff.

April – June Memorial Park StoryWalk

In partnership with Appleton Parks & Rec, Children's Services utilized Friends' funds to purchase two copies of the following books:

April – Duck on a Bike by David Shannon

May – The Ugly Vegetables by Grace Lin

June – The Collectors by Alice Feagan

FRIENDS GRANTS PROGRAM SUMMARIES

2nd QUARTER 2022

These books were unassembled and then reassembled as StoryWalk pages for the months of April - June. Appleton Parks & Rec built and installed permanent sign holders along a trail at Memorial Park for the StoryWalk pages to be displayed. Families who walk the trail can read the story as they go. These titles are up for 1 month each. In addition to the story itself, each page has fun activities to engage families as they read and walk. Friends' funds provided the books for the Storywalks.

April – June ADI Downtown Storywalks

Children's is partnering with Appleton Downtown Inc. (ADI) to bring an engaging story walk downtown. It involves partnerships from local downtown businesses as each page of a story is displayed on a business's front window for public engagement. Children's utilized Friends' funds to purchase two copies of the following books:

April – The Neighbors by Einat Tsarfati

May - A Big Mooncake for Little Star by Grace Lin

June – Julian at the Wedding by Jessica Love

Programs for All Ages

Ongoing Classes, Events and Services

FlipSide

APL's online local music streaming collection, is accepting new music submissions this summer. Two community members were recruited to the FlipSide curators team to select submissions and promote FlipSide to musicians and music lovers. Library staff are attending music and community events to share FlipSide with musicians and the community at large. Friends' funds were used to purchase marketing materials for library staff use at outreach events.

Fox Cities Reads 2022

The 2022 Fox Cities Reads selections were *There, There* by Tommy Orange and *Apple in the Middle* by Dawn Quigley. Dawn Quigley did a virtual presentation for students and community members. Tommy Orange had an author visit with the Appleton Area School District's Native American students where the students had the opportunity to eat dinner and ask the author questions. Afterwards, Tommy presented to the community at the Appleton North High School's auditorium, where an individual from the indigenous community thanked him for writing a story about them. Friends provided financial support for copies of the Fox Cities Reads selections to be added to the library collection and supporting the author programming.

Animoto – Video Making Subscription

Children's used Friends' funds to extend APL's annual Animoto subscription until July 2022. Animoto is a video making website. Children's use it for video promotion and programming. All library departments have access to the service and encouraged to use it as needed.

FRIENDS GRANTS PROGRAM SUMMARIES

2nd QUARTER 2022

Pride Education

Sunday June 26th from 3pm - 7pm, Rainbow Alliance Advocacy held their first annual PRIDEducation event at River Tyme Bistro in downtown Appleton. The Children's Department hosted a booth with library information and a bookmark coloring craft. Friends' funds were used to purchase the bookmarks.

Special Projects

Activity Path

Friends' funds were used to purchase carpet protection film to create an activity path in the temporary library space. The activity path had a variety of movements for children (and adults!) to do on their way from the front of the building all the way to the Children's Department at the back of the building. Activities include tiptoeing past a sleeping lion, jumping on lily pads, waddling like a duck, flying like a bird and many more. The path proved popular with patrons and staff both.

Building Project Communications

Friends' funds paid for outside printing of various building project communications.

Constant Contact

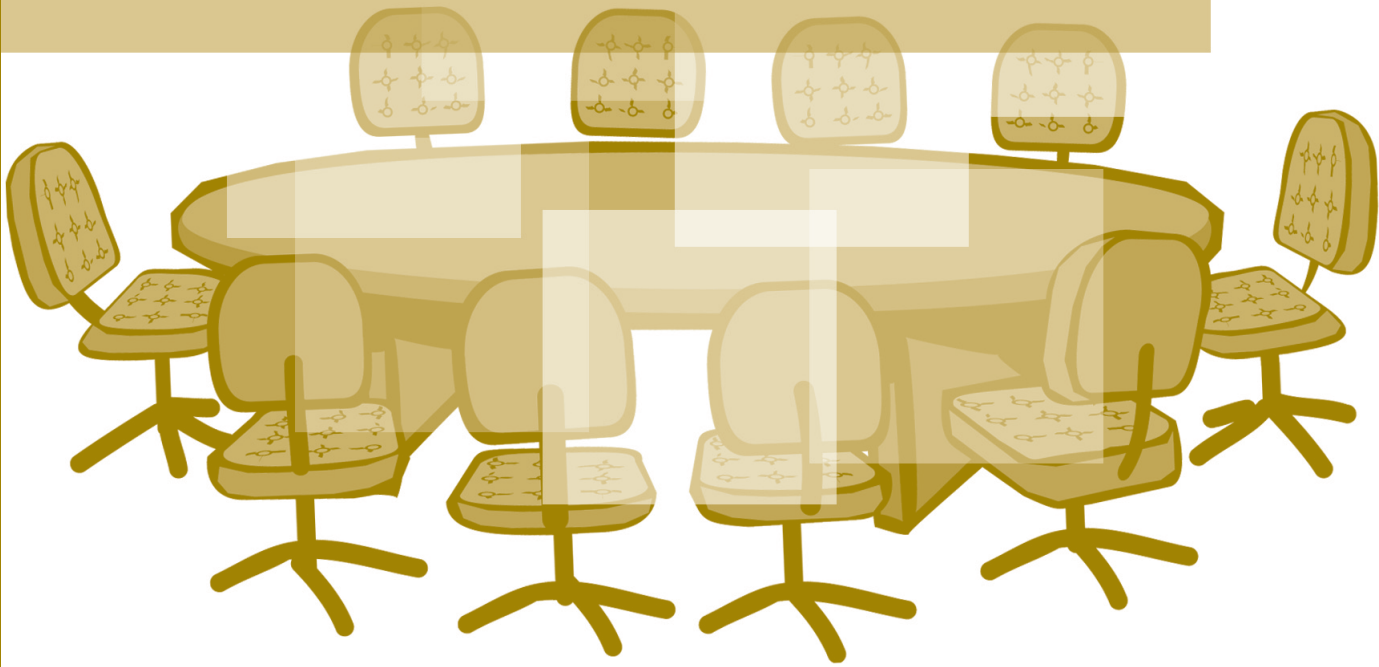
Friends' funds pay for our mass email service provider. We use this service to email our subscribers information about library news, classes, services and more.

Community Partnerships – Library Assistant Position:

This Friends funded, part time non-benefitted position has increased capacity for community engagement and outreach related to individual and community well-being. The staff member has increased capacity related to computer help service relationships with community partners, community initiatives, agency overview learning sessions for library staff, community partner outreach at the library, library programs, and outreach to promote well-being resources.

Summer Library Program T-Shirts

Friends' funds paid for staff Summer Library Program t-shirts to help advertise for the summer library programs.



Trustee Essentials

A HANDBOOK FOR WISCONSIN PUBLIC LIBRARY TRUSTEES

WISCONSIN DEPARTMENT OF PUBLIC INSTRUCTION
TONY EVERS, PHD, STATE SUPERINTENDENT

Trustee Essentials

A Handbook for Wisconsin Public Library Trustees

Developed by
Public Library Development Team



Wisconsin Department of Public Instruction
Tony Evers, PhD, State Superintendent
Madison, Wisconsin

This publication is available online at pld.dpi.wi.gov/pld_handbook

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Introduction

So you're a trustee! How did that happen, and what is expected of you now?

Your new job has the potential to be exciting, challenging, and rewarding, but it will also require effort. You have obtained this position because the elected officials of your municipality believe you have the ability and dedication to contribute positively to the management of the public library—one of the most accessible and beneficial institutions in your community. Your three-year term gives you an opportunity to help your friends and neighbors take advantage of a wide array of services from the comfort and convenience of their local library.

The municipal governing body has established the public library using laws from Chapter 43 of the Wisconsin Statutes, and this same chapter specifies the appointment procedure and the legal authority of the public library board. (See *Trustee Essential #2: Who Runs the Library?* and *Trustee Essential #18: Library Board Appointments and Composition*.) Your job as a trustee, then, has significant statutory authority vested in it, making it a powerful and important position.

The tasks involved in being a library trustee are varied; they are explained in more detail in the *Trustee Essentials* that comprise this publication. One of the most important things to remember, though, is that a library trustee is part of a decision making team: the library board. By statute, it is the board that has the authority and responsibility for managing the library. For a board to function, however, it must include active, enthusiastic trustees who are prepared to do their part to make the board effective.

Congratulations! And thank you from across Wisconsin for the dedication you have exhibited by accepting this appointment. Your library needs and appreciates you. Your efforts are invaluable.

How this handbook can help

This publication comprises a number of *Trustee Essentials*, along with additional appendices. As the name implies, these *Trustee Essentials* cover the basic, essential information needed by you, the trustee, to serve your community effectively. Almost every *Trustee Essential* includes sources of additional information that can help in case you run into an issue or question not addressed.

It is recommended that these *Trustee Essentials* be used during orientation sessions for new trustees. And, because even experienced trustees benefit from a review of the issues essential to library board operations and trustee duties, it is recommended that these *Trustee Essentials* be used for short continuing education sessions held during regular or special board meetings. (For more information on use of this handbook see *Trustee Essential #27: Trustee Orientation and Continuing Education*.)

To get a quick overview of the topics covered in these Trustee Essentials, start with *Trustee Essential #1: The Trustee Job Description*.

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The Trustee Job Description

1

Job Title

Public Library Trustee

General Function

Participate as a member of a team (the library board) to protect and advance the interests of the broader community by effectively governing the operations and promoting the development of the local public library.

Qualifications

- serious commitment to being a library trustee
- serious commitment to the provision of library services within your community
- ability to attend regularly scheduled board meetings and be an active member of the library board
- willingness to become familiar with Wisconsin library law, standards for libraries, and principles and practices for ensuring that the library provides broad and equitable access to the knowledge, information, and diversity of ideas needed by community residents
- commitment to freedom of expression and inquiry for all people

Principal Activities

1. Prepare for and attend regular board meetings.

The library board meeting will be the primary opportunity for you to contribute to the development of your library. To get the most from the meetings, and to be able to share your skills and knowledge, you must attend each meeting after having read and thought about the issues and topics that will be discussed. While you and your fellow trustees are busy people, it is important that the full board meet on a monthly basis to conduct business. You can contribute to the library by encouraging regular meetings and assuring that the meetings are properly noticed in accordance with Wisconsin's open meetings law. (See *Trustee Essential #4: Effective Board Meetings and Trustee Participation* and *Trustee Essential #14: The Library Board and the Open Meetings Law*.)

2. Work with the municipal governing body to obtain adequate library funding. Assist in the review and approval of the annual budget and monthly expenditures as presented by the library director.

One of the library board's most important responsibilities is to work to obtain adequate financial support so that the library can provide a meaningful program of services for the residents of the area. As a trustee, your focus should be on those services and what is required to provide them to the public in the most beneficial manner. Once a determination is made as to how much money will be needed, the request must be carefully and accurately prepared and then presented to the municipal governing body; for example, the village board or the city council. Trustees should attend the governing body meetings when budget requests are presented so that they can answer questions about need and account for how previous appropriations benefited the citizens and the community. After municipal funding has been approved, the library board must monitor the use of these public funds to assure that they provide what was intended. By law, only the library board has the authority to approve expenditures made by the library. (See *Trustee Essential #8: Developing the Library Budget* and *Trustee Essential #9: Managing the Library's Money*.)

3. Participate in the development and approval of library policies. Review policies on a regular, systematic schedule.

Certainly the money is important to pay staff, buy materials, and maintain the facilities, but a library cannot operate successfully without policies that assure consistent and equitable treatment of all users while at the same time protecting the resources of the institution. Developing and adopting these policies is another important responsibility of a library board. Each trustee acts as a contact with other members of the community and has the chance to hear about concerns or desires relating to the library. The comments you receive from the public can help you and the other members of the board address the community standards through thoughtful and fair policies. Understanding the feelings of community members and the challenges the staff faces in operating the library can prepare you to participate with other board members and the director in defending policies that may provoke controversy. As needs, processes, and services change within the library, there will be a need to review, revise, and add policies. It can be helpful for the board to establish a routine procedure for reviewing policies to be sure that they remain current. This is often accomplished by the board looking at individual policies at meetings throughout the year. (See *Trustee Essential #10: Developing Essential Library Policies*.)

4. Help determine and advocate for reasonable staff salaries and benefits.

If the library is to offer meaningful and accessible services to the residents of your community, it must have a trained, certified library director and other capable assistants to provide those services. To attract capable employees, and to keep them once they are hired and oriented, it will be crucial that the library board offer reasonable and competitive compensation, including a meaningful wage and benefits like health insurance, retirement, sick leave, and vacation. By

providing adequate compensation for staff, the library board will help local officials and the public generally to understand the importance of the library and the complexity of the tasks involved with providing good library services. (See *Trustee Essential #7: The Library Board and Library Personnel*.)

5. Assist in the hiring, supervising, and evaluating of the library director.

Though it is hopefully not a regular task, there may come a time when the library board must hire a new director. If this is required, deciding how the process is conducted and who is finally selected will be among the most important decisions a library board will ever make. A library director can be around for many years and have a significant impact on the tone and quality of library service. In the one-person library, the library director often becomes the personification of the entire institution. So it is important that this task be given serious consideration and that each trustee takes an active role in selecting and then welcoming and orienting the new director. Finally, in order to assure that you do not have to go through this process unnecessarily, the library board needs to establish a regular procedure and schedule for assessing the performance of the director and providing suggestions for improvements. Your willingness as a trustee to participate in these processes will greatly contribute to the library's overall effectiveness. (See *Trustee Essential #5: Hiring a Library Director*; *Trustee Essential #6: Evaluating the Director*; and *Trustee Essential #7: The Library Board and Library Personnel*.)

6. Study the needs and interests of the community and see that they are addressed, as appropriate, by the library.

As a community liaison, you are in a unique position to survey the community, learn of its needs and wants, and include those interests in discussions relating to library development. This opportunity and responsibility is satisfied at an informal and formal level. Informally, just being visible and accessible as a library trustee and communicating with your neighbors will allow you to gather important information about how the library can help its customers. In a more formal fashion, the library board may decide to conduct a community survey and/or call together a focus group to help it pinpoint important issues. Active participation by each trustee at both levels will be invaluable to the library's progress. (See *Trustee Essential #11: Planning for the Library's Future*.)

7. Act as an advocate for the library through contacts with civic groups and public officials.

Gathering information on community needs will certainly put you in contact with your community; the purpose of that activity is to focus development energies. Other kinds of contacts are also important, however, and their purpose will be to raise awareness of the library and promote its services. It has been written that the core of effective politics is the building of rapport. Since local politics are personal, your contacts on behalf of the library with public officials from the municipality, the county, and the state will advance the cause of your

institution. In the same way, building rapport and networking with civic and service groups will advance your cause with your customers and potential individual supporters. This is an area where an individual trustee can directly help the library in a significant way. (See *Trustee Essential #13: Library Advocacy*.)

8. Become familiar with principles and issues relating to intellectual freedom and equitable provision of public library services.

Public libraries in our country and state are founded on the principle that for a democracy to function properly it must have an educated electorate, and to be educated, people must have free access to the broadest possible array of information. Libraries, along with other institutions such as the press and the judiciary, have long stood as protectors of the individual's right to have the information that he or she requires to thrive in and contribute to society. Regardless of these basic rights, though, sometimes people seek to limit the access of others to certain ideas and presentations. It is a responsibility of your library board, and each member of that board, to make a commitment to the community's freedom of inquiry and expression, and to be prepared to address calmly and respectfully the challenges that may come before you. While the board must have a carefully devised process for addressing challenges and speak in a single voice on censorship issues to the public and the media, it is up to you as a trustee to take the time to become informed about the principles and issues. While it is said that a public library without something to offend everyone is not doing its job, it is not the job of the library board to offend, but rather to defend the rights of each citizen to search for the truth through his or her own journey. The nation's and the library's future relies on unrestricted access to information. (See *Trustee Essential #22: Freedom of Expression and Inquiry* and *Trustee Essential #23: Dealing with Challenges to Materials and Policies*.)

9. Assist in the formulation and adoption of a long-range plan for the library. Periodically review and revise long-range plan.

Working through the budget process, developing policies, and studying community needs and making contacts with individuals and groups prepares you for the valuable process of formulating plans for the library's future. Your library may be accomplishing great things already, but as the world changes, the library must change with it. Trustees, as the citizen representatives with detailed information about how the library functions, are in an ideal position to assist with planning. Your important role in planning will be to investigate, along with the library director, different planning options and then decide on the most appropriate process for your library. If additional resources are required to fulfill the plans, you can also help to establish the amount and identify sources. Finally, once proposed plans are approved by the full board, you can continue to participate by being active in the annual review of the library's plan, during which you can suggest revisions that will keep the library on course. A plan is a means to an end, and it will be the active participation of each trustee in the planning process that will offer ongoing strength and insight to the library board.

as it pursues its responsibility for library development. (See *Trustee Essential #11: Planning for the Library's Future.*)

10. Attend Wisconsin Library Association conferences, regional system workshops, and other training opportunities in order to expand knowledge of effective leadership, and consider membership in the Wisconsin Library Trustees and Friends (WLTF).

As you have probably concluded by now, the library trustee's job is complex and demanding. At the same time, though, it can be stimulating and exceedingly rewarding. One way to maintain energy and enthusiasm, as well as to increase understanding of trusteeship, is to participate in the various opportunities for education that are available to trustees. Through your director or direct mailings, you should be regularly informed of upcoming seminars, workshops, and conferences. Another method for gaining insights and ideas and also a great way to rejuvenate the spirit and not feel alone in the challenges you face is to get involved in the state library trustee association. The network of friends that can be developed through WLTF will keep you interested and vital; your participation in the association will strengthen the statewide library community, and that, in turn, will help your library as well.

So you're a public library trustee! Thank you.

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Who Runs the Library?

The mission of most public libraries is to support the educational, recreational, and informational needs of the community. Everyone is welcome at the library, from the preschooler checking out his or her first book to the hobbyist looking for a favorite magazine to the middle-aged breadwinner continuing her education by taking a class over the Internet.

Providing a large number of services to meet the needs of a diverse population requires a large supporting cast including trustees, the library director and staff, and representatives of the municipal government. When all members of the team know their responsibility and carry out their particular tasks, the library can run like a well-oiled machine. When one of the players attempts to take on the job of another, friction may cause a breakdown.

Responsibilities of the Library Board

The separate roles and responsibilities of each member of the team are spelled out in Wisconsin Statutes under Section 43.58, which is titled “Powers and Duties.” The primary responsibilities of trustees assigned here include:

- Exclusive control of all library expenditures.
- Purchasing of a library site and the erection of the library building *when authorized*.
- Exclusive control of all lands, buildings, money, and property acquired or leased by the municipality for library purposes.
- Supervising the administration of the library and appointing a librarian.
- Prescribing the duties and compensation of all library employees.

This charge from the legislature provides library boards, but not individual trustees, with considerable discretion to operate libraries as they deem necessary independent of direct control by other municipal players—city councils, town boards, mayors, village board presidents, etc. In providing this governance structure for libraries, the legislature was attempting to keep library operations under direct citizen control and as far as possible outside the political sphere of government. Compared with other appointed boards, library boards have extraordinary powers and responsibilities. Many other appointed boards can only recommend actions to an elected board or council higher up the ladder of government. Library board actions are made independently of any further approval by other government bodies or officials as long as such actions are within statutory authority.

The independent authority granted to public library boards is intended to protect the historic role of the public library as a source of unbiased information.

2

In This Trustee Essential

- Responsibilities of the library board
- Responsibilities of the library director
- The division of labor between the library director and the board
- Responsibilities of the municipal government

Responsibilities of the Director

While the library board is charged with the full responsibility for deciding what services the library will provide, and setting policy to regulate service for the benefit of all, it is the library director who should be delegated responsibility for supervising day-to-day operations of the library.

As stated above, the library board appoints a librarian who shall appoint other employees. This charge of the legislature sets up a clear chain of command between the library board and library employees. The library director is the chief operating officer of the library, reporting to and typically serving at the pleasure of the library board. All other employees report to the library director. The library director is the professional in charge of the library. His or her duties include (but are not limited to):

1. Oversight of the library budget and preparing reports as required by the board.
2. Managing of library collections, including selecting all library material according to policies approved by the board, oversight of the cataloging and classification of library material, and the operation of automated systems.
3. Hiring, training, supervising, and scheduling other library personnel.
4. Supervising circulation of material and record keeping.
5. Cooperating with the board, community officials, and groups in planning library services and publicizing library programs within the community.
6. Supervising the maintenance of all library facilities and equipment.

Depending on the size of the library, the director will provide public services either directly or with the assistance of other staff. In all cases, the library director is an ambassador to the community, the professional consultant to the board, a politician representing the library to municipal officers, and a person skilled in public relations. The days are long gone, even in the smallest library, where all the director is expected to do is to check out books and greet the public.

The Division of Labor between the Library Board and the Director

The *library board* decides what services the library will provide and to what lengths the director and his or her staff may go to provide those services. However, it is up to the *director*, as the hired professional, to create the procedures needed to carry out the policies of the board and ensure that services are provided effectively and efficiently. While the *board* alone can decide how many employees the library should have, according to Section 43.58(4) it is the *director* who hires and supervises other staff. Except in extreme situations, library trustees should not be discussing library business with employees other than the *director*. The library board may solicit library staff input on the

director's performance as part of a formal evaluation process. (See *Trustee Essential #6: Evaluating the Director* for more information about the evaluation process.)

Administration of the budget and expenditure of funds is a frequent source of misunderstanding regarding the division of labor between boards and directors. Section 43.58(2) states that "The library board shall audit and approve all expenditures of the public library." This statement is sometimes interpreted by individual boards to mean they must negotiate the necessity of every purchase with the library director, whether the purchase is an expensive computer system or a two-dollar box of pencils. Fortunately, in most libraries, the director is given reasonable latitude to administer the budget and expend funds according to board guidelines. The library board must review expenditures and keep an eye on the flow of funds, but should trust the judgment of the director when it comes to which books to purchase or which is the most economical office supply vendor.

Responsibilities of Municipal Governments

The most frequent source of misunderstanding between library boards and their municipal government regards expenditure of funds. This is actually one area where the statutes are quite clear on what is to happen. When the director, or his authorized staff, makes a purchase of material or service, an invoice is received from the vendor. The director will then prepare a group of invoices for review at the monthly meeting of the library board. Usually, the director will also provide a list of the invoices along with a financial statement indicating how much money will be left in each line of the budget after payment is made. According to Wisconsin Statutes Section 43.58(2), "The library board shall audit and approve all expenditures" and forward these to the appropriate municipal or county financial officer. The municipal or county officer must then pay the bill. No further approval is necessary by any municipal or county body or official.

At times, municipal and county boards believe that this procedure outlined in statute causes them to lose control over library spending. They are, after all, accustomed to approving the expenditures of other city/county departments. In fact, municipal governments maintain a great deal of leverage over library boards, since it is the municipal body that decides on the amount of the annual appropriation for library service. It is the chief municipal officer—mayor, village president, county board chair, etc.—who appoints the library board in the first place. Budgets may be cut in future years or trustees may not be re-appointed in cases where there is too much dissension between the library and its governing municipality. Therefore, close cooperation and communication between the two is essential.

One final point on finances: while the library board has full authority over the expenditure of funds, it is the municipality that holds the money. The library board may take out a bank account and/or entrust library funds to a financial secretary, but only donations and other private funds. All other funds must be deposited in the municipality's (or county's) library fund. The library board has control over the use of the money in the municipality-held library fund, but it does not sign the checks or maintain physical control over the actual dollars and

cents in the fund. (See *Trustee Essential #9: Managing the Library's Money* for more information.)

Besides acting as the “banker” for the library, municipalities can help out the library in an infinite variety of other ways. They may help with purchasing, or with private fund raising for a building addition; they may provide invaluable consulting on building maintenance issues; in many smaller communities they may even take over building maintenance for the library. By the same token, the most successful libraries are often partners in promoting municipal service agendas. For example, the library director will attend department-head meetings with other administrators. He or she may attend city council meetings and give a report. The library may provide services on behalf of the municipality, such as maintaining the village webpage. Just as the municipality is a partner in providing library service, the library can be a strong partner in providing municipal service to the community.

Discussion Questions

1. What are the pros and cons of citizen board control of the library?
2. How are requests for expenditures presented and approved at your library?
3. Who prepares the first draft of the library budget?
4. What is the education and background of your director?
5. How do library personnel and/or the board interact with your local government?
6. How can the library board promote a positive relationship with the municipality?
7. How involved, or uninvolved, is your director with the community and municipal government?
8. How is the annual budget and funding request presented to your municipal government?

Sources of Additional Information

- *Wisconsin Trustee Training Module #1: Library Board Powers and Duties* (pld.dpi.wi.gov/pld_trustee)
- Your regional library system staff (See *Trustee Tool B: Library System Map and Contact Information*.)
- Division for Libraries and Technology staff (See *Trustee Tool C: Division for Libraries and Technology Contact Information*.)

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Bylaws—Organizing the Board for Effective Action

3

Bylaw Basics

Library board bylaws are the rules established by the library board that govern the board's own activities. Well-crafted bylaws help provide for the smooth and effective functioning of a library board.

Library board bylaws must comply with all relevant statutes. The sample bylaws attached to this *Trustee Essential* note the state laws that are relevant to library board operation. Wisconsin Statutes Chapter 43 includes rules for board appointments, board terms, election of board officers, board quorum, etc. (See *Trustee Essential #18: Library Board Appointments and Composition*.) In addition, all board meetings and board committee meetings must comply with Wisconsin's Open Meetings Law (see *Trustee Essential #14: The Library Board and the Open Meetings Law*). State and federal laws supersede any local library bylaw provisions.

At a minimum, library board bylaws should spell out:

1. The library board officers to be elected, how they are elected, and the powers and responsibilities of each officer.
2. When meetings are held, and how meetings are conducted.
3. What committees are appointed, how they are appointed, and what they do.
4. How the bylaws are amended.

A Few Specific Legal Requirements

As mentioned above, state and federal laws supersede any local library bylaw provisions. Below are some of the provisions of Chapter 43 you should be aware of as you review your board bylaws.

Generally, no compensation may be paid to the members of a library board for their services. However, board members may be reimbursed for their actual and necessary expenses incurred in performing duties *outside* the municipality if so authorized by the library board. In addition, members may receive per diem, mileage, and other necessary expenses incurred in performing their duties *within* the municipality if so authorized by the library board *and* the municipal governing body (county board for a consolidated county public library board).

Normally, a majority of the membership of a library board constitutes a quorum, but the library board may, in your bylaws, legally provide that three or more members constitutes a quorum. For library boards in First Class Cities, seven members constitute a quorum.

Annually, within 60 days after the date of the beginning of local library board terms, your library board must hold an organizational meeting and elect

In This Trustee Essential

- Why up-to-date bylaws are needed for effective library board operation
- How your board can develop or update their bylaws

one of your members as board president and also elect any other officers provided for in your bylaws.

Crafting Your Library Board's Bylaws

Because bylaws are so fundamental to effective (and legal) library board operations, great care must be taken when developing new bylaws or amending existing bylaws. Bylaw language must be clear and unambiguous. Imprecise language can result in confusion and disorder.

For example, confusion can result if it is unclear who has the authority to make decisions for the library. Library board bylaws should make clear that actions by board committees are advisory only. A library board committee cannot act on behalf of the full board—only actions by the full board have legal authority. Likewise, individual board members and board officers can perform official actions on behalf of the board only with specific authorization from the full board.

If your board wants to develop new bylaws or amend existing bylaws, it is recommended that a special committee be appointed to develop drafts for full board review. To change your bylaws, you must follow any procedures required by your current bylaws. Library system staff may be available to review drafts of new or amended bylaws.

Discussion Questions

1. Can our board bylaws provide for library board membership to individuals who are not appointed according to the relevant provisions of Chapter 43?
2. Can our board bylaws provide for term limits for library board members? What are the pros and cons of library board member turnover?
3. How can your board encourage good meeting attendance?
4. What could you do if a board member regularly misses board meetings?

Sources of Additional Information

- *Sample Wisconsin Public Library Bylaws* (attached; also available online at pld.dpi.wi.gov/pld_bylaws)
- *Robert's Rules of Order* (chapter on the development and amendment of bylaws) or *The Standard Code of Parliamentary Procedure* by Alice F. Sturgis

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Sample Board Bylaws

Below are sample library board bylaws that can be adapted to local library use. (Note: Material in brackets is for purposes of explanation and should be removed from the final bylaws approved by the board.) A Microsoft Word version of this document is available online at pld.dpi.wi.gov/pld_bylaws.

Article I. Identification

This organization is the Board of Trustees of the _____ Library, located in _____ Wisconsin, established by the Wisconsin municipality [or municipalities, and/or county] of _____, according to the provisions of Chapter 43 of the Wisconsin Statutes, and exercising the powers and assuming the duties granted to it under said statute.

Article II. Membership

Section 1. Appointments and Terms of Office. Appointments and terms of office are as provided by the relevant subsections of Wisconsin Statutes Sections 43.54 [for municipal and joint libraries], 43.57 [for consolidated county public libraries], and 43.60 [for additional appointments by the county, based on the level of county funding].

Section 2. Meeting Attendance. Members shall be expected to attend all meetings except as they are prevented by a valid reason.

Article III. Officers

[**Note:** Wisconsin Statutes Section 43.54(2), requires the Board only to elect a president “and such other officers as they deem necessary.”]

[**Note:** Wisconsin Statutes Section 43.58(7), allows a library board to elect annually a “financial secretary” who may be given the authority to invest library gift, bequest, devise or endowment funds as permitted under Wisconsin Statutes Section 112.10. The library board must require a bond from the financial secretary to the library board of a dollar amount at least equal to the value of property held by the financial secretary. The bond must be in substantially the same form as the bond required from the treasurer of the municipality or county. By statute, the financial secretary must make an annual report to the Board showing in detail the amount, investment, income, and disbursements from the funds in his or her charge. The Board may wish to require, in the Bylaws, monthly or quarterly reports in addition to the annual report.]

Section 1. The officers shall be a president, a vice president, a secretary, and a treasurer, elected from among the appointed trustees at the annual meeting of the Board. No member shall hold more than one office at a time. No member shall be eligible to serve more than two consecutive terms in the same office. Vacancies

in office shall be filled by vote at the next regular meeting of the Board after the vacancy occurs.

Section 2. A nominating committee shall be appointed by the president three months prior to the annual meeting and shall present a slate of officers at the annual meeting. Additional nominations may be made from the floor at that time.

Section 3. Officers shall serve a term of one year from the annual meeting at which they are elected and until their successors are duly elected.

Section 4. The president shall preside at meetings of the Board, authorize calls for special meetings, appoint all committees, execute all documents authorized by the Board, serve as an ex-officio voting member of all committees except the nominating committee, co-sign all checks drawn on funds held in custody of the library (independently of the municipality), and generally perform all duties associated with the office of president.

Section 5. The vice president, in the event of the absence or disability of the president, or of a vacancy in that office, shall assume and perform the duties and functions of the president.

Section 6. The secretary shall keep true and accurate minutes of all meetings of the Board, shall issue notice of all regular and special meetings, and shall perform such other duties as are generally associated with the office of secretary. The library director or a member of the staff may be designated by the Board to perform any or all of the above duties.

Section 7. The treasurer shall co-sign all checks drawn on funds held by the library, sign all vouchers for disbursements from the library fund, and perform such duties as generally devolve upon the office. The treasurer shall be bonded in an amount as may be required by a resolution of the Board, and not less than the value of any property held by him or her. The treasurer shall make monthly reports to the Board showing in detail the amount and investment of, and income and disbursements from, the funds in his or her charge.

Article IV. Meetings

Section 1. Regular Meetings. The regular meetings shall be held each month, the date and hour to be set by the Board at its annual meeting.

Section 2. Annual Meeting. The annual meeting, which shall be for the purpose of the election of officers, shall be held at the time of the regular meeting in _____ (month) of each year.

Section 3. Agendas and Notices. Meeting agendas and notices shall indicate the time, date, and place of the meeting and indicate all subject matters intended for consideration at the meeting.

Section 4. Minutes. Minutes of all meetings shall, at a minimum, indicate board members present, all items of business, all motions (except those that were withdrawn), and the result of all votes taken. Current board minutes shall be posted on a bulletin board in the library.

Section 5. Special Meetings. Special meetings may be called at the direction of the president, and shall be called at the written request of _____ members, for the transaction of business as stated in the call for the meeting. Except in cases of emergency, at least 48 hours notice shall be given. In no case may less than two hours notice be given.

Section 6. Quorum. A quorum for the transaction of business at any meeting shall consist of _____ members of the Board attending the meeting. [For municipal and joint libraries, see the requirements of Wisconsin Statutes Section 43.54(1)(e). For consolidated county public libraries, see the requirements of Wisconsin Statutes Section 43.57(5)(c).]

Section 7. Open Meetings Law Compliance. All Board meetings and all committee meetings shall be held in compliance with Wisconsin's open meetings law (Wisconsin Statutes Sections 19.81 to 19.98).

Section 8. Parliamentary Authority. The rules contained in *Robert's Rules of Order*, latest revised edition [or *The Standard Code of Parliamentary Procedure* by Alice F. Sturgis], shall govern the parliamentary procedure of the meetings, in all cases in which they are not inconsistent with these bylaws and any statutes applicable to this Board.

Article V. Committees

Section 1. Standing Committees. The following committees: _____, shall be appointed by the president promptly after the annual meeting and shall make recommendations to the Board as pertinent to Board meeting agenda items. [Examples of possible standing committees are Personnel, Budget, Building, and Policy.]

Section 2. Nominating Committee. (See Article III, Section 2.)

Section 3. Ad Hoc Committees. Ad hoc committees for the study of special problems shall be appointed by the president, with the approval of the Board, to serve until the final report of the work for which they were appointed has been filed. These committees may also include staff and public representatives, as well as outside experts. [Examples of possible ad hoc committees are Planning and Automation.]

Section 4. No committee shall have other than advisory powers.

Article VI. Duties of the Board of Trustees

Section 1. Legal responsibility for the operation of the _____ Public Library is vested in the Board of Trustees. Subject to state and federal law, the Board has the power and duty to determine rules and regulations governing library operations and services.

Section 2. The Board shall select, appoint and supervise a properly certified and competent library director, and determine the duties and compensation of all library employees.

Section 3. The Board shall approve the budget and make sure that adequate funds are provided to finance the approved budget.

Section 4. The Board shall have exclusive control of the expenditure of all moneys collected, donated or appropriated for the library fund and shall audit and approve all library expenditures.

Section 5. The Board shall supervise and maintain buildings and grounds, as well as regularly review various physical and building needs to see that they meet the requirements of the total library program.

Section 6. The Board shall study and support legislation that will bring about the greatest good to the greatest number of library users.

Section 7. The Board shall cooperate with other public officials and boards and maintain vital public relations.

Section 8. The Board shall approve and submit the required annual report to the Division for Libraries and Technology, and the [city council, village board, town board, county board, and/or any other governing body].

Article VII. Library Director

The library director shall be appointed by the Board of Trustees and shall be responsible to the Board. The library director shall be considered the executive officer of the library under the direction and review of the Board, and subject to the policies established by the Board. The director shall act as technical advisor to the Board. The director shall be invited to attend all Board meetings (but may be excused from closed sessions) and shall have no vote.

Article VIII. Conflict of Interest

Section 1. Board members may not in their private capacity negotiate, bid for, or enter into a contract with the _____ Public Library in which they have a direct or indirect financial interest.

Section 2. A board member shall withdraw from Board discussion, deliberation, and vote on any matter in which the Board member, an immediate family member, or an organization with which the Board member is associated has a substantial financial interest.

Section 3. A board member may not receive anything of value that could reasonably be expected to influence his or her vote or other official action.

Article IX. General

Section 1. An affirmative vote of the majority of all members of the Board present at the time shall be necessary to approve any action before the Board. The president may vote upon and may move or second a proposal before the Board.

Section 2. Any rule or resolution of the Board, whether contained in these bylaws or otherwise, may be suspended temporarily in connection with business at hand, but such suspension, to be valid, may be taken only at a meeting at which two-thirds (_____) of the members of the Board are present and two-thirds of those present so approve.

Section 3. These bylaws may be amended at any regular meeting of the Board by majority vote of all members of the Board, provided written notice of the proposed amendment shall have been mailed to all members at least ten days prior to the meeting at which such action is proposed to be taken.

Adopted by the Board of Trustees of the _____ Library
on the _____ day of _____

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Effective Board Meetings and Trustee Participation

4

Preparation is Key

To a great extent, the work done *before* each library board meeting will determine the effectiveness of the board.

The board president and library director need to work together in preparing materials to be sent out to board members before each meeting. Typically, the library director will contact the library board president to discuss planned agenda subjects (including any items required because of previous board action). (See attached *Sample Board Meeting Agenda*.) The board president is given the opportunity to add agenda items. Board members wishing to have an item brought before the board should contact their board president.

The library director is usually delegated the responsibility for drafting the agenda and other materials to be included in the board mailing. Those materials should include minutes of the previous meeting, the monthly financial report, monthly bills, a detailed agenda and any other background materials needed to adequately inform the board. Providing detailed written information to the board before meetings allows board members time to consider carefully the issues to be discussed at the meeting. In addition, mailing written reports to the board prior to the meeting (such as the director's report and any committee reports) will save valuable meeting time for board questions and discussion.

Board members can contribute best if they have taken the time to adequately study the agenda and background materials *before* each meeting.

Follow the Law

The Wisconsin open meetings law places specific requirements on the content and type of public notice to be made before every board or committee meeting. The law also requires that meetings be open to the public unless the board follows the legally required procedures to hold a closed session. (See *Trustee Essential #14: The Library Board and the Open Meetings Law* for more information.) Also, be sure to avoid conflict of interest situations. (See *Trustee Essential #16: Ethics and Conflict of Interest Laws Applying to Trustees* for more information.)

At Meetings

Effective board meetings can begin with a quick review of the agenda to make sure there is adequate time to cover all items and to modify the order of business if necessary. Effective board meetings move at an appropriate pace. Time for questions and full discussion is allowed, but the president makes sure discussion remains focused and decisions are reached. The president also needs to ensure

In This Trustee Essential

- The keys to effective board meetings
- How individual trustees can contribute to the board and the library

that a few members do not dominate discussions, that all members have a chance to be heard, and that accountability for follow-through is assigned as needed.

Effective Decision-Making

It is important to keep in mind that legal responsibility for overall library operations rests in the library board, not individual trustees. Therefore, it is important for the board president to use leadership techniques that promote effective group decision-making on the part of the entire library board, not decision-making by a few board members, or the library director, or any other individual.

Board meetings are the place for you to raise questions and make requests of the library director and/or staff. Individual trustees should never make such requests or demands on their own—you are members of a governing body and must act as a body. Yet, as an individual trustee, you should not hesitate to raise concerns or questions at board meetings. By raising questions and/or concerns, you may help the board avoid rushing into an action without appropriate consideration of all of the ramifications or alternatives.

A “public comment” period during the meeting is not required, but it can be a helpful way for the board to hear about particular public concerns or needs. To avoid open meetings law violations, the board should limit itself to answering basic questions from the public and place any matter on a future meeting agenda if additional discussion or deliberation on the issue is needed. (See *Trustee Essential #14: The Library Board and the Open Meetings Law* for more information.)

More Legal Requirements

Wisconsin’s Public Records Law *requires* that written meeting minutes be kept and be made available to the public (see *Trustee Essential #15: The Library Board and the Public Records Law* for more information). At a minimum, meeting minutes must indicate board members present and all motions that were made and the result of any votes taken. Except for votes on the election of board officers, any board member can request that a roll call vote be taken on any vote, with the vote of each member recorded in the minutes.

Only legally appointed library board members can vote on board matters. Some library boards may consider certain officials *ex officio* board members, such as the library director or city manager. No official or any other person is an official library board member or is legally authorized to vote on library board matters unless he or she has been legally appointed according to the relevant portions of Chapter 43. (See *Trustee Essential #18: Library Board Appointments and Composition* for further details on the legally required process. *Trustee Essential #16: Ethics and Conflict of Interest Laws Applying to Trustees* discusses certain impermissible appointments under Wisconsin’s “incompatibility doctrine,” such as the appointment of a library director to the library board.)

Continuing Trustee Education

Board meetings can be an effective arena for continuing trustee education. For example, time could be set aside at a board meeting to review and discuss one of this series of *Trustee Essentials* or a chapter of the *Wisconsin Public Library Standards*. Staff members can be invited to make presentations to inform the board more fully about library operations and services. Outside experts, such as municipal personnel specialists, elected officials, or public library system staff, can be invited to make presentations about areas of interest or concern to the library board. (See *Trustee Essential #27: Trustee Orientation and Continuing Education* for other ideas.)

Discussion Questions

1. Could our board better organize and use our meeting time? How?
2. How can we encourage all board members to contribute to board discussions?
3. Could we incorporate continuing education into our board meetings? Could the board use a “refresher” on certain issues? What issues?

Sources of Additional Information

- Your library system staff (See *Trustee Tool B: Library System Map and Contact Information*.)
- Attached Sample Board Meeting Agenda
- Attached Sample Annual Library Board Calendar
- OWLS webpage on meetings at owlsnet.org/141/meetings (See especially the links on effective meetings.)
- *Robert’s Rules of Order* (latest edition) or *The Standard Code of Parliamentary Procedure* by Alice F. Sturgis, revised by the American Institute of Parliamentarians

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Sample Board Meeting Agenda

Below is a sample board meeting agenda. Wisconsin's open meetings law requires that the meeting notice include the time, date, place, and subjects to be discussed and/or acted upon at the meeting. (See *Trustee Essential #14: The Library Board and the Open Meetings Law* for more information on agenda, notice, and posting requirements of the law.)

NOTICE

Hometown Public Library Board Meeting

Date,

Time,

Place

Note: Please contact _____ at _____ if you need accommodations to attend the meeting.

1. Call to Order *Board President*
2. Roll call and introduction of guests *Board President*
3. Approval of minutes of previous meeting
[Provide copy of minutes to board members in advance of the meeting.]
4. Director's report and statistical report *Library Director*
[Provide copy of reports to board members in advance of the meeting.]
5. Financial report
Library Director and/or Board Treasurer or Financial Secretary
[Provide copy of report to board members in advance of the meeting.]
6. Audit and approval of monthly expenditures [Provide list of bills to board members in advance of the meeting.]
7. Committee reports or other reports [such as a report on legislative or other statewide issues] [Optional—include on agenda only if there is actually something to report]
8. Subject matter of issue to be considered by board [for example, "Consideration of revised library collection development policy"]
9. Additional issues to be considered by board [Be reasonably specific about all subject matters to be considered by board.]
10. Public comment period [This is not required, but it can be helpful for the board to hear about particular public concerns or needs. To avoid open meetings law violations, the board should limit itself to answering basic questions from the public and place the matter on a future meeting agenda if additional discussion or deliberation on the issue is needed.]

11. Board continuing education session to be held to review and discuss [for example] Trustee Essential #14: The Library Board and the Open Meetings Law
12. Roll call vote to hold **closed session** for board consideration of the performance evaluation and compensation of the library director as authorized by Wisconsin Statutes Section 19.85(1)(c).
13. Reconvene in open session
14. Approval of the performance evaluation and compensation of the library director.
15. Adjournment

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Sample Annual Library Board Calendar

(Note: The time frame for some of the activities listed below may be different for your library and municipality. Of course, your annual calendar should list the dates of your monthly library board meetings.)

January

- Director meets with personnel committee to review his/her annual goals and objectives and progress report on his/her prior year annual goals and objectives [see December].
- Board conducts annual performance review of director.

February

- Annual report reviewed, approved, and forwarded to municipal [or county] governing body, library system, and DLT.
- Nominating committee appointed.
- Appointing authority notified about upcoming expiring board terms and provided with a list of board-recommended appointees.

March

- March 1. Due date for libraries to receive county payments as required by Wisconsin Statutes Section 43.12.
- Library long-range plan and technology plan reviewed and revised, if necessary. Discussion of budgetary implications of plan activities that are scheduled for next year.

April

- April 1. Due date for a consolidated county public library providing notice to any public library from which it plans to request a payment.
- Appointments of new board members made by the municipality/county.
- Provide prior year usage and expenditure statistics to county [or to system or county library board to compile the statistics and forward them to county] as required by Wisconsin Statutes Section 43.12. Necessary statistics are due to county by July 1.
- Continue discussion of budget goals/needs for next year.

May

- May 1. New member board terms begin.
- Orientation sessions held for new board members.
- Board annual meeting held, board officers elected.
- Director provides board with preliminary recommendations for budget priorities for coming year, and recommended adjustments to staff salary schedule. Board discusses, revises (if necessary), and approves preliminary recommendations for budget priorities for coming year.

June

- Director provides board with draft budget for coming year. Board discusses and directs any needed changes.

July

- July 1. Due date for providing prior year usage and expenditure statistics to county.
- Budget and funding request approved for upcoming year.

August

- Discussion of needed trustee continuing education.

September

- Municipalities that levy a tax for public library service apply for an exemption from next year's county library levy.
- Board representatives attend municipal [or county] budget hearings to explain and advocate for budget.

October

- Library policies reviewed and revised, if necessary.
- Trustee continuing education session held during meeting.
- Municipality [or county] approves library appropriation.

November

- Budget revised, if necessary, based on actual funding approved.
- Library policies reviewed and revised if necessary.
- Long-range planning committee appointed, if necessary, and given charge and timetable.
- Trustee continuing education session held during meeting.

December

- Director provides board with his/her annual goals and objectives and progress report on his/her prior year annual goals and objectives.
- Trustee continuing education session held during meeting.

Hiring a Library Director

5

Basic Legal Requirements

Under Wisconsin law, library boards have the authority to hire, supervise, and, if necessary, fire the library director. The library director, in turn, has responsibility for the hiring and supervision of all other persons in library staff positions (provided the library board has authorized those positions). The library board also has the legal authority and responsibility for determining the compensation and general duties of the director (as well as of all other library positions).

Wisconsin statutes and administrative code rules *require* that all public library directors be properly certified by the Division for Libraries and Technology. Only libraries with a properly certified director can be library system members. (See *Trustee Essential #19: Library Director Certification*.)

Library trustees must comply with state and federal laws that prohibit discrimination in hiring. (See *Trustee Tool A: Important State and Federal Laws Pertaining to Public Library Operations* for a list of these laws and sources of information about these laws.) Any written or oral questions to be asked of job candidates should be reviewed in advance by a person familiar with state and federal employment and discrimination law. Your municipal attorney and library system staff should be knowledgeable about these laws.

ADA Compliance

The ADA requires reasonable accommodations in three areas of the employment process. The first involves the job application process. People with disabilities may only be asked questions asked of all applicants. Certain types of questions are not allowed. For instance, all applicants should be told the essential job functions and then asked whether there was any reason why they could not do perform those functions. But it would not be acceptable to single out someone who uses a wheelchair and ask how that person would do a particular task.

Examples of questions that can and cannot be asked during an interview are included on a document from the University of Wisconsin-Madison's Office for Equity and Diversity's website (www.oed.wisc.edu/documents/job-interview-questions.pdf). Essential functions are the fundamental, crucial job duties performed in a position. They do not include marginal functions, which are extra or incidental duties. Job descriptions should be written so that the essential functions are clear. If pre-employment testing is required, then accommodations must be made, if needed, for people to take the test.

The second area requires reasonable modification or adjustments to the work environment or job procedures and rules, to allow a qualified person with a disability to do the work.

The third area requires equal access to whatever insurance and benefits are offered to other employees.

The ADA does not require employers to drop essential functions of a position in an effort to accommodate a person with disabilities. Employers are

In This Trustee Essential

- The basic legal parameters for the hiring of a library director
- Recommended steps to follow when hiring a new director

not expected to provide personal items not available to other employees, but certain accommodations might be expected, such as adjustable chairs, wrist pads, or modified phones.

The ADA Wisconsin Partnership website has a helpful Frequently Asked Questions section that addresses employment issues under the ADA: www.adawipartnership.org/FAQs.htm.

The Long-Term Effects of this Decision

Not all library boards will face the responsibility of selecting a new director. However, trustees who undertake this process must understand that it is singularly important and will have far-reaching and often long-term effects. Be prepared for a great deal of diligent effort—effort that will be worthwhile if you succeed in hiring the best person for the job.

What to Look for in a New Director

A library director is the chief administrative officer of the library. The director is responsible both for day-to-day management of the organization and for assisting the library board with “big picture” issues like planning and policy-making. In developing the job description and assessing candidates, consider the following:

- experience working with library boards and governing bodies
- knowledge of budget preparation, policy development, administration, and employee supervision
- library experience in the following areas: public service, technical services, public relations, and automation experience
- demonstrated leadership ability and dependability

Steps to Follow When Hiring a New Director

1. Immediately contact your library system—it has experienced staff that will be happy to assist you through this process.
2. Appoint a search and screen committee to develop or revise a draft job description, job ad, etc.
3. Ideally, the next step is to review the library’s long-range plan (if you have one) and analyze progress in reaching the goals and objectives. Knowing where the library needs to go will help trustees define the qualifications needed in the next director.
4. The board must approve a position description that reflects the necessary qualifications and duties of the job (including the requirements for certification). A competitive salary range and fringe benefit package must be established if you hope to attract qualified applicants.

5. The board or board committee checks references of applicants, evaluates qualifications, and arranges interviews with promising candidates (paying part or all of necessary travel expenses). A uniform list of questions should be developed for use in the interviews and for contacting references. Be sure to have these questions reviewed by someone knowledgeable about employment and discrimination law.
6. The board should make clear to candidates any probationary status, performance evaluation and salary adjustment procedures, and all other terms of employment, such as the Wisconsin certification requirement.
7. In addition to contacting listed references, the board may wish to contact current or past colleagues of the top candidate or candidates to get a more complete picture of the qualifications of the applicant. If you plan to do this, you should first get written permission from the candidate.
8. Once the board has made a hiring decision, it contacts the selected applicant and confirms the appointment and starting date in writing. It promptly notifies applicants not selected. The employment contract and/or letter of appointment should specify that as a condition of employment the director must obtain and maintain the appropriate state certification.
9. A thorough orientation program for the new director, similar to that described for trustees in *Trustee Essential #27: Trustee Orientation and Continuing Education*, should be conducted.
10. A six-month or one-year probationary period is a common personnel practice. The board and director should mutually determine short- and long-term goals for this period. The board evaluates performance regularly throughout this period.
11. Assuming successful completion of probation, the board's supervision and evaluation responsibilities continue. Reviews of the director's performance and attainment of goals and objectives should be carried out annually. (See *Trustee Essential #6: Evaluating the Director*.)

Sources of Additional Information

- Your regional library system staff (See *Trustee Tool B: Library System Map and Contact Information*.)
- Division for Libraries and Technology staff (See *Trustee Tool C: Division for Libraries and Technology Contact Information*.)
- Trustee Essential #19: Library Director Certification
- Certification Manual for Wisconsin Public Library Directors *Appendix C Library Board Responsibilities and Certification* (pld.dpi.wi.gov/pld_cert)
- *Trustee Tool A: Important State and Federal Laws Pertaining to Public Library Operations*

- Great Lakes ADA Center (MC 728), 1640 W. Roosevelt Road, Room 408, Chicago, IL 60608, (312) 413-1407 or (800) 949-4232, www.adagreatlakes.org
- Your municipal or county personnel staff and attorney.

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Sample Job Description

[Note: This is an example of a director's job description for a small public library. The job description for your library director should reflect local needs. See *Trustee Essential #5: Hiring a Library Director* for more information.]

Job Title: Library Director

Job Summary: Under the direct supervision of the public library board of trustees, the library director is responsible for the operations of the library and the development and implementation of its service program, including: (A) assisting the board with long-range planning and policy development, and managing all library resources, including human resources; (B) organizing the acquisitions, access, storage, and control of collections; (C) designing and implementing services and programs for users of all ages; and (D) overseeing the maintenance and safety of the library building and grounds. The library director hires and supervises all assistants, substitutes, and volunteers who work in the library.

I. Specific Responsibilities

[Note: Priorities can be assigned to specific responsibilities or areas of responsibility, usually as priority A, B, or C, to help the employee manage time and address the board's most pressing concerns when the work load exceeds the available hours during certain periods of the year.]

Administrative Services

1. Serve as the library's executive officer.
2. Serve as the technical adviser to the board.
3. Implement the policies of the library as established by the board.
4. Prepare the draft of the annual library budget for board discussion and approval.
5. Participate in the presentation of the adopted budget to local officials.
6. Receive and expend library funds according to established guidelines, and maintain accurate and up-to-date records showing the status of library finances.
7. Recruit, select, hire, supervise, evaluate, and terminate if necessary, library staff in conformity with library policy and state and federal law (and any applicable local civil service regulations and/or union contracts).
8. Prepare library board meeting agendas and necessary reports in cooperation with the library board president, and notify board members of scheduled meetings.
9. Prepare state annual report for review and approval by the library board.

10. Inform and advise the library board as to local, regional, state, and national developments in the library field, and work to maintain communication with other area libraries and the library system.

Collection Management

1. Select or direct the selection of materials for all media and all age groups, based on the library's approved collection development policy.
2. Catalog and classify library materials according to accepted standards and maintain the public catalog.
3. Process materials to provide appeal, protection, and control.
4. Develop and maintain a regular weeding schedule.
5. Periodically review the collection development policy and make recommendations to the library board for revisions.
6. Oversee the shelving and organization of materials.
7. Prepare and distribute overdue notices to users with overdue or lost materials.
8. Maintain an accurate and up-to-date database of user registrations and activities, including information adequate to support reimbursement requests for nonresident borrowing.

Service and Service Promotion

1. Develop and execute an array of service programs to address the various needs of users and to make the library more accessible to all. These might include: preparation and dissemination of bibliographies of popular topics and genre collections; tours of the library for school, daycare, and homeschooling groups; inclusion of interesting displays of an educational or cultural nature; presentations to local organizations or groups on the benefits offered by the library; provision of storytime sessions for small children, and teen and adult book discussion sessions; support of a summer reading program; acquisition of special materials and provision of accommodations to encourage use of the library by individuals with special needs; development of a homebound service for residents unable to visit the library.
2. Provide friendly and efficient direct assistance to users checking out materials, requesting directional or community information, or seeking materials or information on specific topics.
3. Prepare news releases and submissions to the media to announce new or special services and events that spotlight the library.
4. Assist and guide local volunteer groups (e.g., Library Friends) who wish to help with library promotion, fundraising, and enhancement of services.

5. Prepare grant applications, when grant opportunities are offered, in order to supplement local funding of library operations and development.
6. Maintain records showing all programs offered and number of attendees at each program.
7. Continually investigate the value, costs, and logistics of adding library services, new media, and new technologies in order to keep the library current and proactive in its service provision to the public.
8. Conduct ongoing evaluations of existing library programs, services, policies, and procedures, and submit recommendations for improvements to the library board.

Facilities Management

1. Oversee care and maintenance of the library building and grounds.
2. Oversee the work of custodial staff.
3. Regularly review building needs and advise the board in its planning for future expansion or development.
4. Assess the adequacy of existing facilities in regard to the provision of automated services.

II. Essential Functions and Knowledge

1. Excellent interpersonal skills
2. Ability to effectively communicate ideas and information in both verbal and written form
3. Ability to work with governing boards, community groups and elected officials, and make presentations to them
4. Knowledge of public library philosophy, principles, and procedures which will allow effective recommendations to the board and sound decision making when faced with a wide range of circumstances
5. Ability to supervise staff and volunteers and delegate responsibility in an effective manner
6. Ability to read and comprehend print information, including technical, statistical, and financial information
7. Ability to locate and retrieve library materials in a variety of formats throughout the building, as well as from remote locations through networks including the Internet
8. Ability to assist patrons with location and retrieval of materials or information by title, subject, and interest of library patrons

9. Knowledge and ability to perform basic computer operations and troubleshoot problems, and to manage an automated circulation system and access external data bases
10. Ability to understand and implement instructions and directions
11. Ability to establish and maintain proper priorities and meet deadlines
12. Ability to work within a confidential environment
13. Ability to produce and maintain accurate files and reports
14. Ability to use and manage office equipment including a telephone system, fax machine, copier, and security systems
15. Ability to lift up to 40 pounds on a frequent basis (e.g., to retrieve books from outside book drop box, unload crates of interlibrary loan materials, accept delivery shipments of new library materials and supplies, pack and store materials for book sales, shovel snow and assist patrons with building evacuation in an emergency)
16. Knowledge and ability to type, sort and file
17. Ability to work hours and assignments as required by the library board

III. Required Education, Experience and Certification

1. Bachelor's degree from a liberal arts program
2. Grade 3 Wisconsin Public Librarian Certification (Grade 2 if population over 3,000; Grade 1 if population over 6,000) or eligibility for required certification
3. Maintenance of required Certification through necessary coursework and/or qualifying continuing education
4. Three years of progressively responsible public library experience, or five years of experience in a service institution with comparable demands and responsibilities; i.e., staff supervision, working directly with the public, working with governing boards or bodies.

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Evaluating the Director

Evaluating the library director is often one of the more difficult tasks faced by a public library board of trustees, but it doesn't need to be. It is only difficult when a board is unsure of the process to follow or the criteria to be used to evaluate the job performance of their director. The following is a discussion of the methodology and criteria a board may use to carry out the review. Though this *Essential* is a discussion of evaluating the director, some of these methods may be used by the director to evaluate other staff.

There are several good reasons for carrying out a review of your library director:

- A review provides the director with formal feedback on his/her job performance.
- A review can be a tool for motivation, encouragement, and direction.
- A review can provide the board with valuable information about the operations and performance of the library.
- A review can help to establish a record of unsatisfactory performance if there is ever cause to discipline the director or terminate employment.
- A review can give the board and the director a formal opportunity to evaluate the job description and adjust it as necessary.

A well-executed performance review is the culmination of formal and informal communication carried out throughout the year regarding the activities of the director. Problems are best brought to the attention of the director as they occur, rather than stored up for the annual review. Success, accomplishment, and simple hard work or dedication should be acknowledged as it is observed, as well as at the annual review.

Who Should Carry Out the Review?

Though it is the board as a whole that is responsible for oversight of library operations and the activities of the library director, often boards decide to delegate the task of developing a preliminary evaluation of the director to a personnel committee or specially appointed committee of the board. Whether the whole board takes part or a committee does the work depends on the makeup of the board and the time available to board members. Often a board may have experienced managers or human resource professionals among its members. Other board members may be less experienced in personnel management. The key here is consistency and deciding ahead of time who will take part. At any rate, the *entire* board should review, discuss, and approve the final written evaluation.

Those charged with carrying out the evaluation should avoid relying on chance comments from library employees. Comments solicited from employees

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In This Trustee Essential

- Reasons for evaluating the director
- Who should carry out the review
- The basis and criteria for the review
- Methods and questions to consider

with the knowledge of the director can be helpful when solicited in a formal, organized fashion. Board members should bear in mind that the director is hired to manage the daily operations of the library on behalf of the board and community. The chain of communications should always flow from library employees through the director to the board.

The Basis for the Review

The performance review should be based on three factors:

1. The director's performance as it relates to a written job description (see attached sample form, which incorporates points from the sample job description furnished with Trustee Essential #5).
2. A list of objectives for the preceding year jointly written and agreed upon by the director and the board.
3. The success of the library in carrying out service programs, as well as the director's contribution to that success.

The director's job description should be kept up to date and be a realistic statement of the work that needs to be done. The director needs to know what is expected. For example, what role will the director play in fundraising? Is the director the primary fundraiser, or is a volunteer or member of the board the primary fundraiser? Is the director expected to work a service desk? Is the director expected to attend every city council meeting? A director should not be faulted for failing to do something that was never officially decided at the time of hire or at a later board meeting.

Including a discussion of the director's job description at the time of hire and during the annual performance review provides an opportunity to change the job description as the needs of the organization change. Job descriptions need to change as technology and environmental factors affect them. The library director is the resident authority on what is new at the library and how tasks change in light of new priorities. Board members can learn a lot about the library by discussing changes in staff job descriptions with the director.

Establishing a list of objectives for the director is important to assure continued growth for the director as an individual as well as for the organization. Some objectives may be project oriented, such as completing a weeding of the collection in the coming year, or upgrading the automation system. Other objectives may be more personal, such as those contributing to professional development. Though the director should be the one primarily responsible for suggesting his or her objectives for the coming year, they should be discussed and agreed upon by the board.

The objectives of the director should be closely related to the long-range plan of the library. Establishing objectives can be an exercise in creativity in searching for new ways to improve the library. Failure to attain some objectives does not necessarily indicate poor job performance. Many times, outside factors may have prevented success or a director may simply have been too ambitious in the number of projects planned for a year. Some objectives may not be reached

because they were experimental in nature. The important factors to remember when evaluating objectives are progress, initiative, and the willingness of the director to expand the limits of his or her work and understanding. A director who accomplishes all of his/her objectives may be an exceptional employee or may simply have been quite conservative in what he or she set out to do.

Assessing the degree to which the director contributes to the success of the organization can be especially helpful to library boards as they evaluate the director. Library board members are continually viewing the library from the outside, since they do not participate in the daily management of the organization. Good board members are library users who experience library services first hand. As community leaders, they are aware of the image of the library within the community. The library board needs to be able to examine the resources of the library and the resourcefulness of the director and see how these have been utilized to manage library services successfully.

Examining resource management is a far more reliable tool for reviewing the library director than relying on subjective comments from individuals. The board has a variety of resources at its disposal by which to evaluate resource management. The monthly financial statement and statistical reports are good examples. Your library system office can also suggest a variety of output measures by which the board may judge the success of the library and, by extension, the success of the director.

How to Conduct the Review

When conducting the annual formal performance review, it is very helpful to have the director fill out review forms as a self-assessment. The board, or review committee, should fill out a second set of forms. By comparing assessments, the director and board can easily establish areas of agreement and work to resolve disagreements. All discussions of the director's job performance should be carried out in legally posted closed session meetings. (See *Trustee Essential #14: The Library Board and the Open Meetings Law*.)

The director's self-assessments may or may not be considered part of the permanent record; however, the director should have the opportunity to respond in writing to reviews placed in his or her permanent file. Written comments should always be part of the permanent record with one copy kept at the library and a second copy kept at city hall. No performance review should ever be placed in a personnel file without the knowledge of the director. The director should sign the review indicating that he or she has been given the opportunity to read and discuss the evaluation. Signing a review should not be construed as agreement.

The basis of the evaluation should be the up-to-date job description and the annual performance objectives agreed to by the director and board. See the *Sample Annual Library Board Calendar* (attached to *Trustee Essential #4: Effective Board Meetings and Trustee Participation*) for a possible evaluation timetable. There are many forms available for your adaptation and use when evaluating a director. Your library system office should be able to furnish you

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with some samples. (See also the attached *Sample Performance Appraisal Form*.) Here are some key questions to consider in the evaluation process:

- How well has the director utilized the resources available to him/her? Is library service provided efficiently and effectively at your public library?
- Does the community like and respect the director? Is he/she accessible? Do people enjoy coming to the library?
- Is the library in good financial shape? Does the director stay within the budget and provide clear and timely reports to the board? Does the annual budget, as initially drafted by the director, adequately reflect the needs for library service in the community? Is the director successful in obtaining necessary funding (with the help and involvement of the board)?
- Does the director communicate effectively to staff? Is he/she a good supervisor?
- Is use of the library increasing? If not, why not? (Success is not strictly the responsibility of the director, but of course he/she has much direct influence.)
- Is the director creative, willing to try new things, and does he or she give considerable effort to making programs work?
- Does the director accurately and fully provide the board with the information you need to do your job? Does the director provide the board with well-considered advice?
- Has the director put appropriate effort into achievement of the annual objectives agreed to between the board and director? Is the director striving to accomplish the goals and objectives of the library's long-range plan?

This *Trustee Essential* was written to give library trustees a brief overview of the general performance evaluation process. Those boards contemplating establishing a review process, or trustees taking part for the first time, are well advised to contact their system office for assistance.

Sources of Additional Information

- Attached Sample Performance Appraisal Form
- Your regional library system staff (See *Trustee Tool B: Library System Map and Contact Information*.)

Sample Performance Appraisal Form

[Note: This sample should be adapted to reflect the job description of your director and the needs of your local library.]

Job Title: LIBRARY DIRECTOR

Name: _____ Date: _____

Reason for Appraisal: End of Probation____ Annual____ Final____ Other____

Administrative Services

Specific Duties:

1. Act as the library board's executive officer.
2. Serve as the technical adviser to the board.
3. Implement the policies of the library as established by the board.
4. Prepare the draft of the annual library budget for board discussion and approval.
5. Participate in the presentation of the adopted budget to local officials.
6. Receive and expend library funds according to established guidelines, and maintain accurate and up-to-date records showing the status of library finances.
7. Recruit, select, hire, supervise, evaluate, and terminate if necessary, library staff in conformity with library policy and state and federal law (and any applicable local civil service regulations and/or union contracts).
8. Prepare library board meeting agendas and necessary reports in cooperation with the library board president, and notify board members of scheduled meetings.
9. Prepare state annual report for review and approval by the library board.
10. Inform and advise the library board as to local, regional, state, and national developments in the library field and work to maintain communication with other area libraries and the library system.

Rating: Excellent < 6 5 4 3 2 1 > Poor

Narrative evaluation and assessment of effort in achievement of annual objectives:

Collection Management

Specific Duties:

1. Select or direct the selection of materials for all media and all age groups, based on the library's approved collection development policy.
2. Catalog and classify library materials according to accepted standards and maintain the public catalog.
3. Process materials to provide appeal, protection, and control.
4. Develop and maintain a regular weeding schedule.
5. Periodically review the collection development policy and make recommendations to the library board for revisions.
6. Oversee the shelving and organization of materials.
7. Prepare and distribute overdue notices to users with overdue or lost materials.
8. Maintain an accurate and up-to-date database of user registrations and activities, including information adequate to support reimbursement requests for nonresident borrowing.

Rating: Excellent < 6 5 4 3 2 1 > Poor

Narrative evaluation and assessment of effort in achievement of annual objectives:

Service and Service Promotion:

Specific Duties:

1. Develop and execute an array of service programs to address the various needs of users and to make the library more accessible to all. These might include: preparation and dissemination of bibliographies of popular topics and genre collections; tours of the library for school, daycare, and homeschooling groups; inclusion of interesting displays of an educational or cultural nature; presentations to local organizations or groups on the benefits offered by the library; provision of storytime sessions for small children, and teen and adult book discussion sessions; support of a summer reading program; acquisition of special materials and provision of accommodations to encourage use of the library by individuals with special needs; development of a homebound service for residents unable to visit the library.

2. Provide friendly and efficient direct assistance to users checking out materials, requesting directional or community information, or seeking materials or information on specific topics.
3. Prepare news releases and submissions to the media to announce new or special services and events that spotlight the library.
4. Assist and guide local volunteer groups (e.g., Library Friends) who wish to help with library promotion, fundraising, and enhancement of services.
5. Prepare grant applications, when grant opportunities are offered, in order to supplement local funding of library operations and development.
6. Maintain records showing all programs offered and number of attendees at each program.
7. Continually investigate the value, costs, and logistics of adding library services, new media, and new technologies in order to keep the library current and proactive in its service provision to the public.
8. Conduct ongoing evaluations of existing library programs, services, policies, and procedures, and submit recommendations for improvements to the library board.

Rating: Excellent < 6 5 4 3 2 1 > Poor

Narrative evaluation and assessment of effort in achievement of annual objectives:

Facilities Management

Specific Duties:

1. Oversee care and maintenance of the library building and grounds.
2. Oversee the work of custodial staff.
3. Regularly review building needs and advise the board in its planning for future expansion or development.
4. Assess the adequacy of existing facilities in regard to the provision of automated services.

Rating: Excellent < 6 5 4 3 2 1 > Poor

Narrative evaluation and assessment of effort in achievement of annual objectives:

Certification:

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Board President's Signature _____ Date _____

Library Director's Signature _____ Date _____

The Library Board and Library Personnel

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The most important determinant of library service quality is the training, experience, attitude, and motivation of the library staff. Developing and maintaining a high-quality library staff requires careful decision-making and cooperation by both the library board and the library director.

Role of the Board / Role of the Director

The most direct personnel responsibility of the library board is the hiring and supervision of the library director (see *Trustee Essential #5: Hiring a Library Director* and *Trustee Essential #6: Evaluating the Director*), but the board's responsibilities extend to issues that affect all library staff. It is the library director who hires and supervises all other library staff, but the library board has the legal responsibility for establishing the duties and compensation, as well as the personnel policies, for all library staff.

While both the library board and the library director have significant personnel responsibilities, the library will operate most effectively if the two parties cooperate and communicate on important personnel matters, while avoiding intrusion into each other's area of responsibility. Keep in mind that:

- the library director can and should recommend personnel policy changes, but can implement only policies officially approved by the board.
- the library director has the authority to hire staff to fill positions authorized by the library board and to supervise those staff, but should keep the library board informed of important personnel issues and consult with the board, if possible, before making significant personnel decisions.
- the library board's unsolicited intrusion into the director's responsibility to select and supervise staff can undermine the authority of the director and create discord and disorganization in library operations.

Staff duties and compensation are another area where cooperation is essential. While the library board has the legal responsibility for establishing staff duties and compensation, your library will run most effectively if the library board delegates to the director the responsibility for the day-to-day assignment of staff duties and supports the recommendations of the director for changes in staff compensation (within the policies established by the board).

In This Trustee Essential

- The roles of the board and the library director on personnel issues
- How board decisions can affect the quality of library staff and library services

Lines of Communication

While trustees will want to know the individuals who comprise the staff and what they think about the library and its policies, services and collections, trustees must be very careful to avoid undermining the authority of the director if he/she is going to be able to manage effectively. Trustees should direct staff members who have complaints about the director, policies, or materials to discuss the situation with their supervisor or the director. If that does not resolve the issue, the staff should be encouraged to follow the library's grievance or complaint procedure provided in the library's personnel policy. Only in extreme situations should staff complaints go directly to the board.

Because the library board may want input from the staff on certain issues, the board should solicit such input through the director. In addition, the library board may decide to obtain library staff input on the director's performance as part of a formal evaluation process. (See *Trustee Essential #6: Evaluating the Director* for more information about the evaluation process.)

Except in unusual circumstances, communication between the library board and library staff about library business should be carried on through the library director. Going behind the director's back undermines the trust necessary for effective and orderly operation of the library.

Staff Compensation Levels

The ability to attract and retain high-quality staff depends partially on competitive and fair wages and benefits for library staff. Compensation for library staff should be competitive with compensation provided by similar-sized libraries in Wisconsin and nationwide (see the *Sources of Additional Information* section below for sources of this data). Compensation for library staff should be in line with other community positions that require similar training and responsibilities.

Personnel Policy

It is the responsibility of the library board to approve a personnel policy for library staff that formally establishes compensation and benefit policies, rules and conditions of employment for library staff, etc. It is important for these policies to be gathered into a written personnel handbook available to all library staff. These written policies ensure that all staff are treated according to the same rules.

Many state and federal laws govern the relationship between employer and employee, and it is essential that the library's personnel policy comply with these laws. (For more information, see *Trustee Tool A: Important State and Federal Laws Pertaining to Public Library Operations*.) Your municipality or county may have personnel department staff that keeps up to date on these laws. Knowledgeable individuals should review all proposed changes in the personnel policy. To simplify maintenance of their personnel policies, many library boards

adopt the personnel policy of their municipality as the library personnel policy, subject to those changes approved by the library board.

The library board should also approve a salary schedule that covers all staff positions and written job descriptions that list the essential job duties of each staff position, any educational and experience requirements, the physical and mental requirements of the job, and the salary range. Carefully prepared job descriptions will help the library comply with Title I of the Americans with Disabilities Act (ADA), which deals with employment issues. For more information about the employment-related requirements of the ADA including a sample job description, see *Trustee Essential #5: Hiring a Library Director*.

Sample personnel policies are available from the Wisconsin Public Library Policy Resource Webpage at: pld.dpi.wi.gov/pld_policies.

Library Employee Unions

The right to bargain collectively is guaranteed by federal and state law. The library board must not take actions that interfere with library employees' legal collective bargaining rights. Note: Under [2011 Wisconsin Act 10](#), collective bargaining for most public employees (including library staff) was sharply curtailed.

In Wisconsin, collective bargaining practices are subject to rulings of the Wisconsin Employment Relations Commission (WERC). The WERC has ruled on a number of occasions that the library board (and not the municipality) is considered the "employer" of library employees for collective bargaining purposes. Therefore, it is the library board (or a designee of the library board acting under library board supervision) that negotiates with any union(s) representing library employees. An individual familiar with Chapter 43, library board concerns, and collective bargaining law should handle all labor negotiations on behalf of the board. Knowledgeable individuals should assist in the development of library board collective bargaining strategy. The library board must ratify any union agreements involving library employees.

The library board may not abrogate or delegate its legal responsibilities for establishing library policies and personnel policies or for determining the duties and compensation of all library staff. In addition, the library board may not take away the library director's legal authority to hire and supervise all other library staff.

Personnel Records and Board Meetings on Personnel Issues

Wisconsin's public records law provides special rules for the handling of staff personnel records, and Wisconsin's open meetings law has special rules for library board proceedings involving collective bargaining and other personnel issues. See *Trustee Essential #14: The Library Board and the Open Meetings Law* and *Trustee Essential #15: The Library Board and the Public Records Law* for more information.

Continuing Education for Library Staff

Library staff members, regardless of their level of employment, should have the opportunity to continue to expand their knowledge of library practice, communication skills, and library technology related to their job responsibilities through participation in workshops, conferences, and other continuing education activities. It is recommended that the library adequately budget for staff continuing education and professional activities, including paid work time for attendance, registration fees, and travel costs. Wisconsin library directors must participate in continuing education as required by Wisconsin librarian certification and recertification rules. (See *Trustee Essential #19: Library Director Certification*.)

Discussion Questions

1. How can the library board help attract and retain high-quality library staff?
2. How can the library board help promote the professional growth of library staff?
3. What is the library board's role in disciplinary action concerning a library staff member?
4. How can the library board promote orderly functioning of library operations?

Sources of Additional Information

- Your regional library system staff (see *Trustee Tool B: Library System Map and Contact Information*)
- Your municipal attorney and municipal personnel staff.
- Sample personnel policies on the Wisconsin Public Library Policy Resource page (pld.dpi.wi.gov/pld_policies)
- Annual nationwide Public Library Data Service Statistical Report (available from the Public Library Association)
- Wisconsin Association of Public Libraries Sample Library Position Descriptions (contact WLA or your library system)
- State publications on employment laws (dwd.wisconsin.gov/er/)
- Federal Laws Prohibiting Job Discrimination: Questions and Answers (www.eeoc.gov/facts/qanda.html)

Great Lakes ADA Center (MC 728), 1640 W. Roosevelt Road, Room 408, Chicago, IL 60608, (312) 413-1407 or (800) 949-4232, www.adagreatlakes.org

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Developing the Library Budget

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The library budget is a tool for turning library dreams into reality. The budget determines the services that will be offered by your library and the resources devoted to each library program. A carefully developed budget will ensure that available funds are effectively utilized to realize your library's service objectives.

The Budget Development Process

The first step in developing a library budget is to look at what the library hopes to accomplish in the next year. The availability of a current long-range plan will make this step much easier, because the plan should already document your community's library service needs and the library activities necessary to meet those needs. So, at the point that the board wishes to begin planning the budget for the coming year, it should review the long-range plan and its chosen objectives, reflecting on the financial implications of the objectives for the coming year.

The second step is to determine the total financial resources necessary for what the library wants to accomplish in the coming year. Often, increased funding is necessary because of increased costs, increased usage, and/or new services that will be offered. Additional resources for new services can also be made available by shifting resources from a lower priority to a higher priority service.

Draft budget documents are prepared by the library director and library staff (following the format required by the municipality or county). (See attached *Sample Format of a Minimal Library Budget* for an example.) The library board and/or library board finance committee may have input into development of budget drafts. The board of trustees will then review the draft budget(s) with the director, propose changes, and finally approve a finished budget.

After the written budget documents are approved by the board and submitted to the municipality or county, the final step in the budget process is securing the funding needed to carry out the planned service program. Trustees, as volunteer public representatives, are especially effective budget advocates. Trustees should be involved in presenting, explaining, and supporting the library budget that was approved by the library board. (See also *Trustee Essential #13: Library Advocacy*.)

The board may need to make budget changes if the funding needed to balance the budget is not secured. Budget changes may also be required during the budget year if, for example, certain expenditures are higher than expected, or costs are lower than expected.

In This Trustee Essential

- Goals of budgeting
- Steps in the budget development process
- Sources of library funding
- Budget terminology

Sources of Funding

One of the most important responsibilities for library trustees is determining the appropriate level of funding for the library and working to secure that funding.

Public library service in Wisconsin is provided through cooperative efforts at the state, public library system, and county and local level. The bulk of the funding for most Wisconsin public libraries is provided by the municipality or county that established the library.

Counties must reimburse libraries within the county or in an adjacent county for at least 70% of the cost of service to county residents who do not live in a library municipality. Payment requests must be submitted by July 1. Requests should be submitted to the county clerk, but some library system or county library services coordinate the requests. Municipalities can exempt themselves from the county library tax if they tax themselves for library service at a higher tax levy rate than the county.

Fines may be a source of library revenue, but the policy of charging fines is the subject of debate concerning their effectiveness in encouraging the return of materials, and concerning their public relations effects. In establishing a fine policy, a library board should consider not only the possible revenue but also the potential negative public relations effects.

Under Wisconsin law, public libraries may not charge fees for information-providing services. Fees and charges for such things as making computer printouts and using a copy machine are legal. Most fees, charges, and sales by public libraries are subject to the Wisconsin sales tax and any county and special sales taxes. For details, see pld.dpi.wi.gov/pld_salestax.

Grants and gifts can be an excellent source of supplementary funds for special projects. In addition, community citizens are often willing to make significant donations to cover part or all of the costs of a new or remodeled library building.

Grants or donations should never be used to justify reducing or replacing the community's commitment to public funding. Donors will quit donating, volunteers will quit working, and granting organizations will quit awarding grants to your library if they see that their efforts are resulting in reduced public funding for the library instead of improved service. (See also *Trustee Essential #24: Library Friends and Library Foundations*.)

Desirable Budget Characteristics

There are four practical characteristics that your budget document should include.

1. **Clarity:** The budget presentation should be clear enough so every board member, every employee, and every municipal governing body member can understand what is being represented.
2. **Accuracy:** Budget documentation must support the validity of budget figures, and figures must be transcribed and reported carefully, without variation from the documentation.

3. Consistency: Budget presentations should retain the same format from period to period so that comparisons can be easily made. All budgets are comparative devices, used to show how what is being done now compares with what happened in the past and what is projected to happen in the future.
4. Comprehensiveness: Budget reports should include as complete a picture of fiscal activities as is possible. The only way to know the true cost of the library operation is to be certain that all revenue and expenditure categories are included within the budget.

Terms and Distinctions

Line item and program budgets

These are two of the most popular styles of budgets. The line item budget is organized around categories or lines of expenditures, and shows how much is spent on the various products and services that the library acquires. The program budget, designed to assist with planning, is organized around service programs (such as children's services, young adult services, reference services) and helps the library board and director see how much is spent on these individual areas. A program budget is usually subarranged in a line item style, so that the individual categories of expenditures for each program are also presented.

Operating vs. capital costs

In planning for the financial needs of the library and recording financial activities, it is important to keep operating and capital activities separated for reporting purposes. Operating activities are those that recur regularly and can be anticipated from year to year. Included as operating expenditures are staff salaries and benefits; books and other media acquired for the library; heating, cooling, and regular cleaning and maintenance of the building; and technology support contracts. Capital activities, in contrast, are those that occur irregularly and usually require special fundraising efforts. These would include new or remodeled library buildings, major upgrades of technology, and usually the purchase of computer hardware. You should present the operating and capital activities separately within your library budget. (See attached *Sample Library Budget* for an example.)

Income vs. expenditures

In both operating and capital budgets, you will need to show income (or revenues) and expenditures. Income should be broken down by the source of the funding—for instance, municipal appropriation, county reimbursement, system state aid, grant projects, gifts and donations, fines and fees. Expenditures are shown in categories (or lines) representing similar kinds of products or services—for instance, wages, benefits, print materials, audio and video materials, telecommunications, staff and board continuing education.

Municipal accounting vs. library accounting

As specified in state law, library boards must deposit most of their funds with their municipality. Since the municipality holds the funds, it will also keep records of how those funds are used. This municipal accounting should be available to the library board upon request. However, even though your city, village, or county is performing this accounting function, it is advisable for the library to also maintain its own set of records. This will allow the board and director to know the status of finances in a timely manner (if there is a delay in getting figures from the municipality) and to have a check to assure that the municipality is not inadvertently confusing transactions and balances. In addition, there are types of funds (gifts, bequests, devises, and endowments) which can be managed directly by the library board; if the board chooses to manage these funds it must, of course, keep records for accountability. (See also *Trustee Essential #9: Managing the Library's Money.*)

Discussion Questions

1. What factors will contribute to the size of the appropriation the library board will request from the municipality?
2. What should a trustee's role be in presenting the request for funding from the municipality?
3. How does the library's long-range plan affect budget decisions?
4. In your library, how formal is the pursuit of gifts and donations, and how are these funds most often used?

Sources of Additional Information

- Sample Format of a Minimal Library Budget (attached)
- Your regional library system staff (See *Trustee Tool B: Library System Map and Contact Information.*)
- Wisconsin Public Library Standards (pld.dpi.wi.gov/pld_standard)
- Wisconsin Public Library Statistics (pld.dpi.wi.gov/pld_dm-lib-stat)

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Sample Format of a Minimal Library Budget

Note: This simplified budget roughly corresponds to the *Wisconsin Public Library Standards* 2011 minimum operating budget of \$67,000. Actual amounts will vary depending on local needs.

Operating Income	2011 Actual	2012 Budget	2013 Budget
Municipality	\$ 47,500	\$ 48,200	\$ 48,925
County	\$ 13,400	\$ 13,600	\$ 13,800
State / library system	\$ 1,340	\$ 1,360	\$ 1,380
Federal (LSTA)	\$ 1,340	\$ 1,360	\$ 1,380
Funds carried forward	\$ 700	\$ 700	\$ 700
Fines	\$ 1,200	\$ 1,225	\$ 1,240
Donations	\$ 700	\$ 700	\$ 700
Fees/other*	\$ 150	\$ 175	\$ 175
Transfer from gift fund	\$ 670	\$ 680	\$ 700
Operating Income Total	\$ 67,000	\$ 68,000	\$ 69,000

Operating Expenditures	2011 Actual	2012 Budget	2013 Budget
Salaries and wages	\$ 30,820	\$ 31,280	\$ 31,740
Employee benefits	\$ 9,380	\$ 9,520	\$ 9,660
Books	\$ 9,000	\$ 9,110	\$ 9,250
Periodicals (including electronic)	\$ 1,800	\$ 1,880	\$ 1,930
Video materials	\$ 1,440	\$ 1,460	\$ 1,480
Audio materials	\$ 600	\$ 610	\$ 620
Software and other electronic materials	\$ 670	\$ 680	\$ 690
Contracted services	\$ 1,340	\$ 1,360	\$ 1,380
Staff and board continuing education	\$ 1,340	\$ 1,360	\$ 1,380
Public programming	\$ 670	\$ 680	\$ 690
Telecommunications	\$ 2,010	\$ 2,040	\$ 2,070
Utilities	\$ 5,250	\$ 5,300	\$ 5,350
Equipment repair	\$ 670	\$ 680	\$ 690
Supplies	\$ 2,010	\$ 2,040	\$ 2,070
Operating Expenditures Total	\$ 67,000	\$ 68,000	\$ 69,000

Capital Income	2011 Actual	2012 Budget	2013 Budget
Municipality	\$ 2,000	\$ 3,000	\$ 3,000

Capital Expenditures	2011 Actual	2012 Budget	2013 Budget
Computer equipment replacement	\$ 2,000	\$ 2,000	\$ 2,000
New shelving		\$ 1,000	\$ 1,000
Capital Expenditures Total	\$ 2,000	\$ 3,000	\$ 3,000

Total of All Expenditures	\$ 69,000	\$ 71,000	\$ 72,000
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*State law requires that all information-providing public library services be provided free of charge. (See *Trustee Essential #8: Developing the Library Budget* for details.)

Managing the Library's Money

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The library board has ultimate responsibility for all aspects of library financial management—from budgeting to spending to financial reporting. Your community will be much more willing to provide the resources necessary for high-quality library service when they know library finances are carefully controlled and monitored.

The board controls and monitors library finances by:

- Careful development and approval of the budget (see *Trustee Essential #8: Developing the Library Budget*).
- Review and approval of all library expenditures.
- Review and monitoring of monthly financial statements.
- Development of policies for the handling of gifts and donations.
- Accurate financial reporting.
- Careful attention to financial audits.

Approval of Library Expenditures

Wisconsin Statutes give the library board exclusive control of the expenditure of all moneys collected, donated, or appropriated for the library fund. The board exercises this control through the approval of the budget, the establishment of financial policies, and the audit and approval of vouchers for all library expenditures.

Basic library financial procedures are as follows:

1. The library board approves the annual budget and any budget adjustments necessary during the year. (See *Trustee Essential #8: Developing the Library Budget*.)
2. The library director is delegated authority to make purchases within the budget and according to board-approved purchasing policies.
3. The library director is responsible for preparing vouchers for all expenditures, a monthly list of all library expenditures, and a monthly financial statement.
4. At the monthly board meeting, the library board audits and approves payment of the expenditures, and reviews and approves the financial statement.
5. The board secretary, or other designee of the board, signs the vouchers and they are forwarded to the municipal clerk for payment.

In This Trustee Essential

- Responsibilities for library expenditures
- Responsibilities for library financial health and financial reporting
- Options for proper handling of gifts and donations

6. Expenditures approved by the board for payment out of any library-held trust/gift fund accounts are made by the board treasurer or other designee of the board. It is recommended that board policy or bylaws require two signatures (one being the board treasurer or president) for any payment or withdrawal out of a library-held account.

Financial Statements

To facilitate the board's monitoring of library finances, the director should present financial statements that the library board and the general public can understand. The library director should provide monthly financial reports that include:

- Last month and year-to-date expenditures for each line item
- Total income and expenditures last month and year-to-date
- Budget balances for each line item and the total budget

To oversee the finances adequately, the board should study financial statements carefully, ask questions, and be sure that they understand any unexpected or unusual expenditures or budget developments.

Gifts and Donations

Library boards may deposit gift, bequest, devise, and endowment funds in a savings or checking account held by the library. However, all other library income, including fines and fees, must be deposited with the municipality.

Wisconsin library law provides that library boards have exclusive *control* of all funds collected, donated, or appropriated for the library fund; however, library boards have the legal authority to maintain *custody* of only gift, bequest, devise, and endowment funds. Expenditures of funds held by the municipality for library purposes are made as approved by the library board, with actual disbursements made by the municipal treasurer.

Wisconsin Statutes Section 43.58 (7) provides five alternatives for the handling of a gift, bequest, devise, or endowment provided to the library. Before making such transfers, library boards should be careful to consider any special provisions of the original gifts, bequests, or endowments. As with other transfers and deposits, the library board retains control of these funds.

1. The library board may pay or transfer the gift, bequest, or endowment, or its proceeds to the treasurer of the municipality or county in which the library is situated.
2. The library board may deposit the gift, bequest, or endowment to a public depository under Chapter 34 (a bank, credit union or savings and loan in Wisconsin, or the Local Government Investment Pool).
3. The library board may transfer the gift, bequest, or endowment to a charitable organization, described in section 501 (c) (3) of the Internal

Revenue Code and exempt from federal income tax under section 501 (a) of the Internal Revenue Code.

4. The library board may instruct the board's financial secretary to invest the gift funds as permitted under Section 112.10. A financial secretary must be bonded for at least the value of the funds or property held. The financial secretary must also make at least annual reports to the library board showing in detail the amount, investment, income and disbursements from any funds held. This report must also be attached to the annual report provided to the municipality and the Division for Libraries and Technology.
5. The library board may pay or transfer the gift bequest, or endowment to a charitable organization or to a community foundation only if the library board and the charitable organization or the community foundation agree, in writing and at the time of the payment or transfer of the gift, bequest, or endowment, to the conditions outlined in the Statutes [s. 43.58 (7) (3)].

For any funds in library custody, it is important that a library adopt policies for financial practices and controls that meet municipal audit requirements. For example, library board policy should require two signatures for any payment or withdrawal out of a library-held account. Libraries holding substantial funds should have an investment policy approved by the library board. The League of Wisconsin Municipalities has some guidelines for development of an investment policy at: tinyurl.com/55uszs.

Annual Report

The library board is responsible for approving the state-required annual report and providing a copy to the library system, the DLT, and to the governing municipality. The library director prepares this report, but it is the library board's responsibility to ensure that the report is accurate and complete. It must show all library income by source and all expenditures in detail, as well as the status of all funds under library board control. Instructions and forms for the annual report are available at: pld.dpi.wi.gov/pld_annrpt. A *Sample Trust/Gift Fund Report* is attached.

Audit

In most communities, public library financial records should be audited along with all other records maintained by the municipality or county that serves as the library's fiscal agent. Funds controlled directly by the library board, such as gift funds or endowments, should be audited annually by the municipality, the county, or an outside auditor. If your municipality does not audit your library's financial records, you may want to ask that they do so, or you may budget for an outside auditor to conduct an annual audit. Municipal and library audits are public records and must be publicly available. The library board should examine audit reports and carefully follow any audit recommendations.

Discussion Questions

1. Why is careful control and monitoring of library expenditures important?
2. What should a library board member do if he/she doesn't understand part of the financial statement or doesn't know the purpose of a particular expenditure?
3. What can your library board do if your library has a large unexpected expenditure—for example, if the air conditioning unit fails and needs to be replaced immediately?

Sources of Additional Information

- Sample Trust/Gift Fund Report (*attached*)
- Your library system staff (See *Trustee Tool B: Library System Map and Contact Information.*)
- Division for Libraries and Technology staff (See *Trustee Tool C: Division for Libraries and Technology Contact Information.*)

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Sample Library Trust / Gift Fund Report

Note: A public library may maintain custody of gifts, donations, bequests, devises, or endowments. (See *Trustee Essential #9* for details.) The library's annual report must show the amount and investment of and income and disbursements from any funds under library board control, including transfers to foundations.

Date		1-Jan Beginning Balance	Deposits (New Donations)	Interest Earned	Expenditures	Balance
	Anytown Natl. Bank					
	CD #123456					
1-Jan		\$ 5,000				\$ 5,000
30-Dec				\$ 300		\$ 5,300
	Village Donation Account	\$ 800	\$ 1,450		\$ (1,200)	\$ 1,050
	Donations Trans- ferred to Community Foundation	\$ 3,700	\$ 1,200			\$ 4,900
	Anytown Natl. Bank					
	checking acct. #123456					
1-Jan		\$ 1,000				\$ 1,000
28-Feb	Ms. Smith donation		\$ 800			\$ 1,800
10-May	Mr. Brown donation		\$ 300			\$ 2,100
30-May	transfer to operating budget				\$ (500)	\$ 1,600
4-Jun	purchase of DVDs				\$ (300)	\$ 1,300
15-Jul	purchase of puppets				\$ (100)	\$ 1,200
20-Oct	purchase of chair				\$ (100)	\$ 1,100
Yearly total for all accounts		\$ 10,500	\$ 3,750	\$ 300	\$ (2,200)	\$ 12,350

Developing Essential Library Policies

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Policies guide the daily operation of the library and the decision-making of the library director and staff. Essentially, policies provide the framework for library operations and services. Carefully developed policies can help ensure high-quality library service that provides for community needs, wise use of library resources, and fair treatment of library staff and library users.

Library boards should approve policies to cover many issues, including the services offered by the library (such as the hours the library is open to the public), circulation of materials, selection of books and other resources, confidentiality of patron records, and use of electronic resources. The library personnel policy (see *Trustee Essential #7: The Library Board and Library Personnel*) and the board bylaws (see *Trustee Essential #3: Bylaws—Organizing the Board for Effective Action*) are two essential statements of policy relating to library and library board internal operations.

Wisconsin Statutes authorize the library board to establish both “external policies” (policies that determine how the library serves the public) and “internal policies” (policies that govern library board operations and library management). Wisconsin Statutes Section 43.52(2) provides that “[e]very public library shall be . . . subject to such reasonable regulations as the library board prescribes in order to render its use most beneficial to the greatest number. The library board may exclude from the use of the public library all persons who willfully violate such regulations.” Additional broad authority is granted by Section 43.58(4): “... [T]he library board shall supervise the administration of the public library and shall appoint a librarian... and prescribe [library employee] duties and compensation.”

Policy Development Steps

The following basic steps provide for careful development and review of library policies:

1. Director, with staff (and maybe public) input, develops recommended policies.
2. Board discusses, revises (if necessary), and approves policies.
3. Director makes sure staff and public are aware of policies.
4. Board reviews policies on a regular cycle so all policies are reviewed at least every three years (perhaps one or two policies could be reviewed per meeting until all of the policies have been reviewed, and revised if necessary).

In This Trustee Essential

- Who is responsible for developing and approving library policies?
- How do you develop good (and legal) policies?
- Who carries out policies?

The library board must approve all policies in properly noticed public meetings (see *Trustee Essential #14: The Library Board and the Open Meetings Law* for details).

In consideration of policy matters, it is important that you give adequate time and attention to the many complex issues that may be involved. All library policies should promote the best interests of the community and be consistent with the library's mission and long-range plan. You should be satisfied that a policy is legal, clear, and reasonable, and that all ramifications (including the effects on the public image of the library) are understood.

After a new policy is established, it is important that the policy be clearly documented and available to staff and public. It is helpful for a library to gather all library policies into a policy manual available to all staff and readily available to all library users. Many libraries are now posting their policies on their websites (see: pld.dpi.wi.gov/pld_policies for examples) to help make the public more aware of the library's services and policies.

Although disagreements during the development of policies are natural, each board member should support staff in implementation of policies once they are established. Challenges to policies are most common on the topics of material selection and public Internet access (see *Trustee Essential #23: Dealing With Challenges to Materials or Policies*).

Legally Defensible Policies

It is important for policies to be legal. Illegal policies can open the municipality to liability. (See *Trustee Essential #25: Liability Issues*, for more information.) Below are four tests of a legally defensible policy:

Test #1: Policies must comply with current statutes and case law. For example:

- A library policy charging patrons for use of computers in the library would be contrary to Wisconsin Statutes Section 43.52(2), which requires that public library services be provided free of charge.
- A policy that says the library's public meeting room cannot be used for religious purposes would be unconstitutional under a Wisconsin federal district court decision.

Test #2: Policies must be reasonable (and all penalties must be reasonable). For example:

- A library policy that says, "All talking in the library is prohibited, and anyone who talks in the library will permanently lose library use privileges," is clearly an unreasonable rule with an unreasonably harsh penalty.

Test #3: Policies must be clear (not ambiguous or vague). For example:

- A policy that says, “Library use privileges will be revoked if a patron has too many overdue books,” is too vague to be fairly administered.

Test #4: Policies must be applied without discrimination. For example:

- If a library charges fines, it cannot give preferential treatment to some individual patrons. For example, if the library sometimes waives fines, that waiver must be available to all patrons on an equal basis—not just to friends of library staff or to politically important people.

Many libraries find that it is helpful when developing or revising policies to review the policies of other libraries. Many examples of Wisconsin public library policies and other resources are available from the *Wisconsin Public Library Policy Resources Page* at pld.dpi.wi.gov/pld_policies.

Policies vs. Procedures

In addition to a policy manual, many libraries find it helpful to write up procedure manuals, especially for covering complex activities like the selection, ordering, and processing of new materials. Procedure manuals outline the steps necessary to accomplish various tasks and therefore are especially valuable to new staff.

Procedures must conform to the policies approved by the library board. While it is true that the library board is responsible for the entire administration of the library, your library will operate most effectively if the board delegates responsibility for the development of procedures and the day-to-day supervision of library operations to the library director. A properly trained library director is well equipped to handle this responsibility. “Micro-management” of library operations by the board is, in almost all cases, an unnecessary use of the board’s time and a practice that can undermine the authority of the library director. (See *Trustee Essential #6: Evaluating the Director* for recommended procedures for handling any concerns about the director’s performance.)

Discussion Questions

1. What steps can be taken to help a library develop good policies?
2. What would be an example of a “bad” library policy, and why would it be bad?
3. What should a library trustee do if he/she disagrees with a library policy?
4. Who is responsible for carrying out library policies?

Sources of Additional Information

- *Wisconsin Trustee Training Module #2: Development of Essential Policies for Public Libraries* (pld.dpi.wi.gov/pld_trustee)
- Your library system staff (See *Trustee Tool B: Library System Map and Contact Information*.)
- Your municipal or county attorney
- Wisconsin Public Library Policy Resources (pld.dpi.wi.gov/pld_policies)

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Planning for the Library's Future

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The Importance of Planning: Why Plan?

How often do you leave for the grocery store without a list and come back with dozens of items you didn't need, but without the one or two things you absolutely needed? Nobody would ever think of building a house or starting a business without a plan. Yet it is often hard to convince library directors and library boards to create a long-range plan. The most frequent excuse is "We don't have time" or "We are too busy getting our work done."

Information technology, publishing and the book industry, and society itself are in the middle of the greatest series of changes since the invention of the printing press. In 1990, few libraries had computers. Now, they are everywhere. In 1980, women were just entering the workforce in large numbers, and many smaller Wisconsin communities had few, if any, minority residents. Library services must change to reflect changes in our communities. They cannot exist in a vacuum. The library board or director that refuses to plan is like the shopper going to the store without a shopping list. The library may well be offering dozens of services that are not really needed by the community, while failing to offer the one or two services that might provide a great benefit.

Planning for libraries is a process of envisioning the future of both the community and the library and setting a direction for library movement toward a chosen future vision. Planning helps the staff and board understand the situation of their community, set priorities, and establish methods for achieving those priorities. The planning document provides a record of the decisions made during that process. The document also becomes a guide for decision-making and action by staff and the board.

Planning Essentials—Getting Started

Size doesn't matter. Every library needs a plan, no matter how small or how large the library and community may be. However, just as a shopping list will be different for the single person and the family of ten, the *process* followed to create a plan will depend on the size of library and community involved with the project. Large and even many medium-sized libraries, or those libraries accustomed to planning, may have the resources and experience to undertake a full-blown process such as that described in the *Planning for Results*¹ process. *Planning for Results* provides a blueprint for creating a vision of the future for a library and its community, along with a blueprint for creating the services that will enable a library achieve its vision. *Planning for Results*, because it is so thorough, describes a fairly time-intensive process involving a large cast of

In This Trustee Essential

- The importance of planning
- Planning essentials—getting started
- A plan outline
- Where to go for help

¹ Wilson, William James, et al. *Planning for Results: A Public Library Transformation Process*. ALA, 1998

players. Any library, including smaller libraries or those new to planning, will benefit from undertaking the process outlined in *Planning for Results* if its board and staff have the commitment, time, and resources to follow through. However, for novice planners, the process is less important than the fact that planning is carried out. First-time planners often want to follow a simplified process that is less time-intensive. Even a simplified process will help the board and staff gain vital information about the library and community, as well as the experience and confidence needed to expand the process during the next planning cycle.

Who should be involved?

The minimum number needed to draft a long-range plan is one. However, just as the grocery shopper benefits from consulting spouse and family before leaving for the store, the long-range plan for the library benefits from input from multiple individuals. The library director, with the help of system staff, can be relied on to gather statistics about a community. Important statistics include:

- Population size of community broken down by age, gender, racial heritage, etc.
- The existence of large or growing groups of newcomers to the community, whether they are urban or rural transplants, new ethnic groups, or other.
- Economic factors regarding the community, such as household incomes and source of payrolls.
- Educational profile of the community.

At the same time, the director and staff can gather facts about the library. Questions to ask include:

- What services are currently being offered?
- How have usage patterns been changing in the past few years?
- What is the composition of the collection? How many books does the library own? How many audiobooks? DVDs? Children's books, etc.?
- What is the *age* of the collection? What is the average publication date for each section of the nonfiction collection?

By discussing these and similar facts about the library and the community, the staff and board can come to some basic conclusions about the library on which to plan future services. A library with a small large-print collection in a community with a stable, aging population may want to buy more large-print books, for example. A science collection with relatively few titles less than one or two years old probably needs updating.

One of the best ways to gather insight regarding your library is to see how it stacks up against current state recommended standards. *Wisconsin Public Library Standards* is updated about every five years. The Standards are not mandatory requirements from the state; rather they are suggestions for basic levels of service organized by library or community size. They suggest such things as basic

collection size for a specific community size. They even recommend a minimum funding requirement for a basic level of library service in the smallest communities. The Standards allow planners to look beyond the confines of their community. (For more information, see *Trustee Essential #12: Library Standards*.)

By talking to other stakeholders, library planners can add to the strength and reliability of their plan as well as obtain buy-in from the public. There is an endless list of individuals and groups that *might* be consulted as part of a basic planning process. Which ones you choose will depend on your particular situation. Suggested players include:

- The mayor and city council (or equivalent)
- Municipal employees such as an economic development officer, senior center director, or recreation department director
- Representatives from the PTA and/or teachers union
- Representatives of active service groups such as Elks, Rotary, or Lions
- Representatives of other social/service organizations such as those representing growing minority populations
- Representatives of the religious community
- Current library users
- Those not currently using the library

You get the picture. The more people you talk to about the community, the more information you will have to create your long-range plan.

How do you gather information?

Probably the most common mistake library planners make when consulting the community in preparation for a long-range plan is to ask people about the library. Neophyte planners ask what library services people are looking for. The real purpose of consulting all of these community representatives is to find out about *them*—what *they* are doing and what is important in *their* lives and work. The library staff and board are the experts in the broad array of possible library services. It is up to the experts to be creative in proposing new services or changes in services to meet emerging needs. The mayor and city council may be interested in developing tourism in a community, but they may never think of the library as a vehicle for collecting and disseminating local information of interest to tourists. If you ask someone what the library should be like, they will answer based on their preconceptions about what a library is. Instead, inquire about community needs and then apply library resources to fashion the services to help the community fill those needs.

There are a variety of ways to ask this large array of players about community needs. One of the simplest but most effective is simply to invite them to the library or a neutral site and talk to them. Find someone who is experienced in conducting focus group interviews. Construct one or more groups built around

particular interests, such as the needs of children in the community or the needs of immigrants. Assist the interviewer in eliciting the opinions of interested parties regarding what is important to them.

Library planners probably most often gather information by means of surveys. If you decide to use a survey, consider the following:

- What is the specific question you are trying to answer? What hypothesis are you testing?
- Don't ask questions simply for the sake of asking. If you ask whether the respondent went to college, for example, how will having the information affect your investigation? How will you use the information?
- Will your survey reach the target audience? Surveys done in the library are useless for learning the needs and opinions of nonusers. Current library users do not necessarily represent a cross section of the community.
- How will your survey be distributed?
- How will your survey be tabulated?
- Do a pretest. Make sure that your respondents have the same understanding of the questions you do.

Again, consider enlisting the help of someone experienced in writing and conducting surveys before you get started. This doesn't have to cost anything. You may find a volunteer at a local chamber of commerce or a nearby university, or a local resident may be willing to help who has conducted surveys as part of his or her business. Your local library system should be able to offer assistance. If you write your own survey, at the very least have someone critique it for you. A poorly executed survey can have less value than no survey at all. It may even lead you to opposite conclusions from those you might have reached otherwise.

A Plan Outline

Okay, you've gathered all your information. What do you do with it? A simple plan might be organized like this:

Introduction:	Discuss the planning process: Who are you? What are your library and community like? How did you find this out? Who did you consult? How did you consult them? What did you find?
Mission Statement:	Which vision of the community are you are trying to support? What is the library's role in supporting that vision? What is the reason the library exists? (See <i>Sources of Additional Information</i> below for information about developing a mission statement.)

Service Responses:	What are the specific services you will offer and, why?
Activities:	Under each service, list the particular activities that will be carried out and what you intend to accomplish. How do these activities relate to the mission of the library?
Evaluation:	How will you measure the impact these services are having on the target population? How do you know if you are doing it right? What are your alternatives if you are not?

The specific time frame your plan should cover will depend on how ambitious your plan is, or how many activities you hope to carry out. There is no magic formula that dictates that your plan should last five years, three years, or even one year. Do what makes sense for your library and your community. The most important thing you can do is to be adaptive. Follow your plan and revisit it along the way. Make sure it is taking you where you want to go, and revise it as necessary. At the end of the planning cycle, when all evaluations are in, start over. Create a new plan and perhaps go a little farther in your information-gathering process.

Special Types of Planning

In addition to general long-range planning for the entire library, you may also want to consider planning projects focusing on special issues such as technology or disaster preparedness.

Many libraries participate in technology planning through their library system and therefore do not need to conduct their own technology planning project. Because new technologies can greatly expand the services and resources offered by a library, it is important that all libraries be involved in some type of technology planning.

Most libraries will rarely experience a severe emergency or natural disaster, but it is best to be prepared, just in case. Fires, floods, tornadoes, and hazardous material accidents can endanger lives, and it is important for libraries to have plans and/or policies in place for dealing with these types of emergencies. It is also important for staff to be trained to handle emergencies properly, including medical emergencies.

Plans and/or policies can also be established to prepare for recovery of library materials after an accident or disaster. The Wisconsin Public Library Policy Resources Page (pld.dpi.wi.gov/pld_policies) has links to examples of emergency and disaster policies. See below for resources to help with accident and disaster preparedness planning.

Discussion Questions

1. Has your library had a plan before? What did it deal with? When was it done?
2. Who should be involved on the ground floor? Which staff members? Which board members? Who is available with the necessary expertise, including outside volunteers that might be able to help with the plan?
3. What resources does your library system have to assist you with planning?
4. Are there any other plans out there that you might consult (e.g., a comprehensive development plan written for the municipality; a comprehensive plan written for the school system; any plan written by the chamber of commerce)?
5. What do you hope to accomplish? What will you do with the plan once it is written?
6. How does your library compare with other libraries in similar communities? Do you meet or exceed recommended state standards?
7. Can your library system obtain samples of other long-range plans for your committee to look at? After examining them, ask, What was good about them? What didn't you like?

Sources of Additional Information

- Your library system staff (See *Trustee Tool B: Library System Map and Contact Information*.)
- Wisconsin Public Library Standards (pld.dpi.wi.gov/pld_chapter1)
- OWLS webpage on planning (owlsnet.org/141/planning)
- McClure, Charles R., et al. *Planning and Role Setting for Public Libraries: A Manual of Options and Procedures*. Chicago, IL: ALA, 1987.
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- Zweizig, Douglas, et al. *Evaluating Library Programs & Services: TELL IT!* Madison, WI: UW School of Library and Information Studies, 1993.
- “Disaster Preparedness and Recovery.” American Library Association (www.ala.org/advocacy/govinfo/disasterpreparedness)

- Western New York Disaster Preparedness and Recovery Manual for Libraries and Archives, Third edition 2003, Western New York Library Resources Council (www.wnylrc.org/uploads/documents/preservation/disaster_preparedness/wnydisaster_manual2003.pdf)
- Conservation OnLine (CoOL), Disaster Preparedness and Response (palimpsest.stanford.edu/bytopic/disasters).

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Library Standards

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The development of the publication *Wisconsin Public Library Standards* (pld.dpi.wi.gov/pld_standard) was guided by the belief that Wisconsin's public libraries play a critical role in providing free access to knowledge, information, and diversity of ideas to all residents of the state. All Wisconsin residents need and deserve at least a basic level of library service. The standards provide a way to measure a basic level of quality for public library service and also provide a pathway to excellence in library service.

Thanks to tremendous advances in information technology and to the cooperation of all types of libraries in Wisconsin, even the smallest library can offer access to an almost unimaginable quantity of both electronic and traditional information resources. But while this new environment presents great opportunities, it also presents great challenges. Today's library staff must master not only the skills and knowledge necessary to provide traditional library services, but also the new and constantly changing skills and knowledge required to utilize the latest in information technologies. Challenges also face the trustees and other government officials responsible for securing the funding and other resources necessary to provide library service that meets current needs and expectations.

Wisconsin Public Library Standards attempts to cover the services, resources, and other requirements for basic library service that should be available to *all* residents of the state, including those who face physical or other barriers to their use of public libraries. Wisconsin's public library standards are entirely voluntary, but every library in Wisconsin is encouraged to meet the standards covered by the checklists in the *Standards* publication. Counties can establish minimum operating standards for libraries within the county under Wisconsin Statutes Section 43.11(3)(d). Libraries that fail to meet county standards may be denied exemption from the county library tax. For more information on county library standards, see pld.dpi.wi.gov/pld_coplan.

How to Use the *Standards*

The simplest way to use the *Standards* is to provide a photocopy of the checklists in the *Standards* document to each library board member and review those checklists at your board meetings. If one chapter is covered per board meeting, it will take five meetings to review the *Standards* checklists completely. If your library does not meet certain standards, you can work with your library director to develop a plan to work toward achieving those standards in the future.

Libraries that already meet the minimums represented by the standards can develop service goals based on local needs.

Quantitative standards are provided for a number of library service parameters, such as hours open, staffing levels, collection size, and collection expenditures. Quantitative standards are established at four levels of effort: basic, moderate, enhanced, and excellent. Your library can establish service

In This Trustee Essential

- How your library might benefit from use of library standards
- Different ways to use library standards
- How standards relate to library planning

targets by selecting the appropriate level of effort to apply to each standard or can use the levels to plan for progressive improvements over a period of time.

A handy tool developed by Rick Krumwiede, former Director of the Outagamie Waupaca Library System, automatically calculates service targets for your library. All you need to input is your library name, municipal population, and library service population. You can download this tool from: owlsnet.org/141/standards.

Library Planning and the *Standards*

It is most effective to use the *Standards* as a tool to assist with a locally developed planning process. In the context of a local planning process, your planning committee can use the checklists to gather information about the library and the community during the information-gathering phase of the planning process. The *Standards* can also help the planning committee establish objectives for the plan. Chapter 2 of the *Standards* discusses in more detail how to use the *Standards* as part of a planning process. See also *Trustee Essential #11: Planning for the Library's Future* for more information about the planning process.

Discussion Questions

1. Why should our library be concerned about state standards when those standards are voluntary?
2. Do new technologies reduce the need for your library to provide traditional library services? Why or why not?

Additional Sources of Information

- Your library system staff (See *Trustee Tool B: Library System Map and Contact Information*.)
- Wisconsin Public Library Standards (pld.dpi.wi.gov/pld_standard)
- Outagamie Waupaca Library System (OWLS) Public Library Standards webpage (owlsnet.org/141/standards)
- Wisconsin public library statistics (pld.dpi.wi.gov/pld_dm-lib-stat)
- IMLS national public library data (www.imls.gov/research/public-libraries-in-the-united-states-survey.aspx)

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Library Advocacy

One of your major responsibilities as a public library trustee is to act as an advocate for the library.

In simple terms, a library advocate is someone who understands the value and importance of public library service and who communicates that value and importance to the community, government leaders, and other decision-makers.

Your primary function as a library advocate will be to provide clear, accurate, and timely information on library issues to people who need it in order to make sound decisions on those issues. This information can be provided orally or in writing. It may have such diverse objectives as shaping public opinion in a general way or influencing a specific vote on a library issue by the local unit of government.

Libraries need their trustees to act as advocates for several reasons. Pressures on local, county, and state budgets makes it harder than ever for libraries to obtain adequate funding.

As a representative of the general public, you can make a more effective case on the importance of adequate funding for the library than the librarian who may be viewed as having a vested interest in a larger budget. Because public libraries have a unique place in local government, their needs may not be as readily understood by government officials as those of other units of government, and a greater effort is needed to tell the library story.

In addition, because library systems primarily provide “behind the scenes” services, an extra effort is sometimes needed to make government officials aware of their services and the value of those services to the public.

Establish Priorities for Advocacy

Since the advocacy role is a basic duty of a library board member, it’s important to channel these energies carefully. Early each year, the library board acting as a whole should decide which of its goals or positions to advocate most strenuously. Emphasis will vary by library. For instance, you and the library board might work for the adoption of an improved library budget, seek support for enhanced library technology, or inform the public of the need for a library building program. What is important is that you decide with other library board members what the areas of emphasis will be and how board members will go about advocating those goals or positions.

Your goal as an advocate is to shape the local decision-making process, which requires an understanding of how decisions are made in the community and who must be influenced in order to achieve favorable outcomes.

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In This Trustee Essential

- What are library advocates and why they are needed
- How to establish priorities for advocacy
- Ways to act as an advocate

Staying Informed

Your effectiveness as an advocate depends on being well informed about library issues at the local, state, and federal levels. See *Trustee Essential #27: Trustee Orientation and Continuing Education* for information on where to turn to stay informed about these issues.

Ways to Act as an Advocate

As an advocate, you can influence decision-makers by:

- speaking to civic groups about library needs and issues.
- talking to friends about the library, its role in the community, and its needs.
- writing letters to the editor of the local newspaper.
- testifying at local and state budget hearings.
- talking and writing to state and federal legislators about the needs of the library.
- contributing to a library newsletter that is sent to decision-makers.

If you choose to advocate a library-related position not agreed on by the board, be sure to make clear that you are speaking for yourself as an individual, not for the board.

Your work as a library advocate is never done. Each success leads to a new area of effort. Library advocacy does not represent a narrow commitment to a single issue—it's an ongoing commitment to supporting library issues in a wide range of ways.

Discussion Questions

1. How is library advocacy different from other basic trustee duties?
2. What are some issues being faced by your library on which library board members can exercise influence through advocacy?
3. How does the advocacy role of an individual board member differ from the role of the board as whole?

Sources of Additional Information

You and your fellow library board members are not alone in advocating for high-quality public library service. There are a number of groups that share your belief in the value of public library service and can provide information and support you in advocacy efforts. Some of these groups are listed below, along with other tools to help you advocate for your library.

- Your library system staff (See *Trustee Tool B: Library System Map and Contact Information*.)
- Division for Libraries and Technology staff (See *Trustee Tool C: Division for Libraries and Technology Contact Information*.)
- Wisconsin Library Association (WLA): wla.wisconsinlibraries.org
- Wisconsin Library Trustees and Friends (WLTF): wla.wisconsinlibraries.org/wltf
- The Association of Library Trustees, Advocates, Friends and Foundations (ALTAFF): www.ala.org/altaff
- Who Are My Legislators webpage: legis.wisconsin.gov/w3asp/waml/waml.aspx
- Resources on ethics and standards of conduct for local officials: gab.wi.gov
- Contact information for your United States Senators: www.senate.gov/general/contact_information/senators_cfm.cfm?State=WI
- Contact information for your United States Representatives: clerk.house.gov/member_info/index.aspx

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The Library Board and the Open Meetings Law

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Wisconsin's open meetings law supports the principle that the public is entitled to the fullest and most complete information regarding the affairs of government as is compatible with the conduct of government business. To this end, all meetings of all state and local government bodies (including library boards) must be held in places reasonably accessible to members of the public and must be open to the public, except as expressly provided by law. Wisconsin's open meetings law provides specific requirements for meeting notice, accessibility of meetings, the conduct of meetings, and legally holding closed sessions. Violations carry significant penalties, so careful adherence to these requirements is essential.

In This Trustee Essential

- The basics of compliance with Wisconsin's open meetings law
- When and how the board can legally conduct a closed session

Meeting Notice

Public notice of all library board and library board committee meetings is required at least 24 hours in advance of any meeting, except in cases of emergency, when at least two hours notice is required. Notice must be provided to the official local newspaper (if you have one) and to any news organization that has requested notice. If your municipality has no official newspaper, notice must be provided to a news organization likely to give notice in the area. The meeting notice must also be posted in at least one public place, and preferably several. Good locations might be the library, the city/village/town hall, and the post office.

The meeting notice must contain the time, date, place, and *all* subjects to be discussed and/or acted upon at the meeting. The notice should also indicate a phone number (including a TDD number if you have one) that individuals with disabilities can call if they need accommodations to attend the meeting. (See *Trustee Essential #4: Effective Board Meetings and Trustee Participation* for a sample board meeting notice and agenda.)

Location and Conduct of Meetings

Meetings must be held in a place reasonably accessible to the public. It is strongly recommended that you provide barrier-free access to the meeting room. The board must make a reasonable effort to accommodate any person desiring to record, film, or photograph the meeting as long as this will not interfere with the conduct of the meeting or the rights of the participants. The board may disallow recording of a closed session.

Some boards list an "other business" item on the meeting agenda to handle unforeseen issues that may arise after the agenda has been prepared. This is not advisable and can lead to open meetings law violations. Emergency items can be added to an amended meeting notice that is posted and provided to the media at

least two hours in advance of the meeting; however, it is better to postpone consideration of late-arising issues until the next meeting, if possible.

Discussion and consideration of issues at a meeting must be limited to subjects listed in the public notice. However, if the meeting agenda listed a “public comment” period, the board may briefly discuss issues raised by the public during that period.

All board discussions and actions must be conducted during properly noticed meetings open to the public, except that closed sessions are allowed for specific purposes, as long as the legally required procedures have been followed to conduct a closed session.

Email, “Walking Quorums” and Other Potential Open Meetings Violations

Email can be a time-saving communication tool and a wonderful convenience. However, the use of email to communicate among members of a library board may raise open meetings law concerns.

Under the Wisconsin open meetings law, a “meeting” of a governmental body occurs whenever: (1) there is a purpose to engage in governmental business, and (2) the number of members of the body involved in the “meeting” is sufficient to determine the body’s course of action. Based on this definition, Wisconsin courts have ruled that the open meetings law applies when a series of gatherings of groups of members of the governmental body (or “walking quorum”), each less than quorum size, agree to act together in sufficient number to reach a quorum.

Using email, it is quite possible that a quorum of a governmental body may receive a message – and therefore may receive information on a subject within the body’s jurisdiction – in an almost real-time basis, the way they would receive it in a meeting of the body. Such communications among members of a library board must take place in a legally noticed and a legally constituted meeting of the library board.

Because of the dangers posed by email, the Wisconsin Attorney General strongly discourages the members of any governmental body from using email to communicate about issues within the body’s realm of authority. The use of email by a library director to send information to library board members (such as a meeting agenda and other meeting materials) would not implicate the open meetings law.

An email concerning library business sent to or by a library board member (or library staff member) is subject to the requirements of the Wisconsin public records law. For more on the requirements of the Wisconsin public records law see *Trustee Essential 15: The Library Board and the Public Records Law*.

Meeting Minutes

Wisconsin law requires that meeting minutes be kept and be made available to the public as required by the Public Records Law (see *Trustee Essential #15: The Library Board and the Public Records Law* for more information). At a

minimum, meeting minutes must indicate the board members present, all motions that were made (except those that were withdrawn) and the result of any votes taken. Except for votes on the election of board officers, any board member can request that a roll call vote be taken on any vote, with the vote of each member recorded in the minutes.

Legal Reasons for Conducting a Closed Session

The specific statutory exemptions that may allow for a closed session are in Wisconsin Statutes Section 19.85. Wisconsin Statutes Chapter 19 is available in PDF format at www.legis.state.wi.us/statutes/Stat0019.pdf.

The most common reason for a closed session is to consider personnel-related issues. For most personnel-related issues, the relevant exemption is provided in Wisconsin Statutes Section 19.85(1)(c), which allows closed sessions when the employment, promotion, compensation, or performance evaluation data of any public employee under the jurisdiction of the particular government body is being considered.

Boards should be aware that if they will be considering the dismissal, demotion, or discipline of an employee, a closed session is possible under Section 19.85(1)(b), but the board must give the employee notice of any evidentiary hearing to be held prior to final action and to any meeting at which final action might be taken. The notice to the employee must include a statement that the employee can demand that the evidentiary hearing or meeting be held in open session.

In addition to the two personnel-related exemptions discussed above, closed sessions can be held for certain other reasons, including the following:

- Deliberating or negotiating the purchase of public properties, the investment of public funds, or the conduct of other specified public business, whenever competitive or bargaining reasons require a closed session.
- Preliminary consideration of specific personnel problems or the investigation of charges that would negatively affect the reputation of the person involved.
- Conferring with legal counsel for the governmental body who is rendering oral or written advice concerning strategy to be adopted by the body with respect to litigation in which it is or is likely to become involved.
- Consideration of requests for confidential written advice from an ethics board.

A closed session is *not* allowed for purposes of considering general personnel policies or general staff compensation decisions, such as the general library staff salary scale. Employee compensation discussions may be closed only when they concern a *particular* employee.

A closed session is allowed to formulate collective bargaining strategy, but board deliberations leading to approval of a tentative collective bargaining agreement, as well as the final ratification vote, must be held in open session.

Procedures for Holding a Closed Session

The following steps are **all** required for a library board (or any other government body) to conduct a closed session legally:

1. The meeting notice **must** indicate any contemplated closed session, the subject matter of the closed session discussion, and the specific statutory provision allowing a closed session. If a closed session was not planned, a board may still go into closed session on any subject contained in the meeting notice, whether the notice provides for a closed session or not, if the board follows the procedures below.
2. The board must first convene in open session.
3. The chief presiding officer must announce to all present at the meeting the intention of going into closed session and the purpose of the closed session.
4. The chief presiding officer must state the specific section of the law, by statute number (e.g., Section 19.85(1)(c) for a director evaluation session), which allows for the closed meeting. This announcement should be recorded in the minutes. It is good practice for library staff to prepare in advance the exact wording of the announcement to be used.
5. Going into closed session requires a motion, second, and **roll call vote** to reconvene in closed session. The vote of each board member on this motion must be recorded in the minutes and preserved. A majority vote is required to reconvene in closed session.
6. Attendance at the closed session is limited to the board, necessary staff, and any other persons whose presence is needed for the business at hand.
7. Closed session discussions must be limited to the subject announced in the meeting notice and the chief presiding officer's announcement.
8. Certain votes **may possibly** be legally taken in closed session. But it is a better practice and safer legally to take votes after reconvening into open session. At any rate, all board actions, whether taken in open or closed session, must be recorded in the minutes and be open to public inspection. Secret ballots are allowed only for the election of board officers.
9. The board may legally reconvene in open session as long as that intent was noted in the public notice of the meeting. If there was no advance public notice given that the board intended to reconvene in open session, the board is required to wait at least 12 hours after the completion of the closed session before reconvening in open session.

Avoiding Legal Penalties

Any library board member who knowingly attends a meeting in violation of the open meetings law will be required to forfeit, without reimbursement from the library or municipality, not less than \$25 and as much as \$300 per violation. In addition, a court may void board actions taken in an illegal closed session. You are not legally liable if you voted against those actions the board took which caused the violation. Therefore, it is recommended that if you believe the purpose stated for the motion to close a meeting is not legally sufficient you should vote against the motion. In addition, you should confirm that proper notice has been given for each board meeting.

Discussion Questions

1. What purposes does Wisconsin's open meetings law serve?
2. Is it legal to have a meeting agenda item for "other business" or "miscellaneous business"? Why or why not?
3. How might the required recorded roll call vote to hold a closed session protect you from personal liability for an open meetings law violation?

Sources of Additional Information

- Your library system staff (See *Trustee Tool B: Library System Map and Contact Information*.)
- Public records / open meetings information from the Wisconsin Department of Justice (www.doj.state.wi.us/dls/open-government)
- The League of Wisconsin Municipalities' very detailed discussions of Wisconsin's open meetings law available at tinyurl.com/y4hxaci
- Your municipal attorney, your district attorney, or the Wisconsin Attorney General.

This Trustee Essential provides only a general outline of the law and should not be construed as legal advice in individual or specific cases where additional facts might support a different or more qualified conclusion.

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The Library Board and the Public Records Law

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Wisconsin's public records law provides that almost all records of state and local government (which includes public libraries) be available for inspection and/or copying by the public.

Responding to Requests

Your library must respond to all requests to view or copy public records made by any person (except most requests from individuals who are committed or incarcerated). The request need not be in writing, and the requester need not be a resident of the state. Generally, you cannot require the requester to give his/her name or the purpose of his/her request. Acceptable identification may be required only when necessary for security reasons or when required by federal law or regulation.

Public records requests must be responded to “as soon as practicable and without delay.” Any denial of a written request for records must include a written statement of the reasons for denying the request and must inform the requester that the determination is subject to review by mandamus (a writ from a court ordering performance of an act) or upon application to the attorney general or district attorney.

What Records must be Made Available for Viewing or Copying?

Except as otherwise provided by law, any requester has the right to inspect or receive a copy of any public record. This applies to records in any format—paper, computer file, recording, email, etc.

An important exception to the public records law for libraries is the statutory prohibition on release of records that identify an individual who uses a publicly funded library (Wisconsin Statutes Section 43.30). This information can be released only with the consent of the individual or by court order or (under certain circumstances) to other libraries for interlibrary loan purposes. Any record produced in response to a public records request that contains patron information in addition to information which must be disclosed must first be edited to remove any information which could identify an individual library patron, such as a patron's name, address, or phone number.

The law does not require public access to staff notes, drafts, and similar items prepared for staff personal use. Also excluded are purely personal property having no relation to the owner's public office and material to which access is limited by copyright, patent, or bequest.

In This Trustee Essential

- Actions all boards must take to comply with the law—before and after receiving records requests
- Records that must be available to the public—and records that are confidential

Records Custodian Responsibilities

Every public library board must approve a resolution designating one or more legal custodians to respond to public records requests. If the board has failed to make such a designation, the library board president and the director are responsible for responding to public records requests. The mayor, village president, or town chair of your community may have the option of appointing the legal custodian for library records. The records custodian(s) must designate one or more deputies to act in his or her absence.

The library board must also approve and prominently display in the library a notice identifying the legal records custodian(s), establishing the time, place, and method for requesting records, and indicating any copying costs. Generally, public records must be available for inspection during all regular office hours.

Personnel Records

Common law (judge-made law) allows the denial of certain requests for access to public records if the balance of interests favors nondisclosure. Some of the cases in which the courts have upheld nondisclosure involve certain personnel records of public employees; however, the Wisconsin Supreme Court has also held that personnel records are not automatically excluded from disclosure.

The records custodian is required to balance the public interest in disclosure of the record against the interests that may weigh against disclosure. See the League of Wisconsin Municipalities article on personnel records and the public records law at [tinyurl.com/8jvks3o](https://www.tinyurl.com/8jvks3o) for more information.

If, after conducting the balancing test, you determine that a requester is entitled to the release of personnel records or other records with information compromising the privacy or reputation of a person, you should contact your municipal or county attorney. It is likely that you will be required to notify the person who is the subject of the records and give that person an opportunity to contest the release of the records in court.

You should also be aware that employees and former employees have the right to inspect some of the records in their personnel file. The limits to this right are spelled out in Wisconsin Statutes Section 103.13.

If you receive any request for access to personnel records, requests for information about applicants for a library position, or any other request that involves personal privacy interests, it is recommended that you consult with your municipal or county attorney.

Individuals may Inspect Information about Themselves

In addition to the right of citizens to examine public records, any individual or person authorized by that individual has a right to inspect most records containing “personally identifiable information pertaining to the individual.” There are limitations to this right, which are explained in detail in a League of Wisconsin Municipalities article available at [tinyurl.com/9kycjrd](https://www.tinyurl.com/9kycjrd). The

Department of Justice Compliance Outline also provides detailed information about the limitations at www.doj.state.wi.us/dls/open-government.

Personal Information Practices Act

This part of the Wisconsin public records law (Sections 19.62 to 19.80) requires state and local government organizations (including libraries) to develop procedures to protect the privacy of personal information kept by the organization. Libraries (and all other government organizations) are required to develop rules of conduct for employees involved in collecting, maintaining, using, and providing access to personally identifiable information. You are also required to ensure that employees handling such records “know their duties and responsibilities relating to protecting personal privacy, including applicable state and federal laws.”

Can We Charge for Copying and Other Costs?

You may charge a fee not to exceed “the actual, necessary and direct cost” of reproduction and mailing. A locating fee may be charged only if the “the actual, necessary and direct cost” of locating the records exceeds \$50.

Records Retention

The law strictly prohibits destruction of records that are the subject of a pending or recently handled records request.

Municipal and county governing bodies can adopt ordinances that provide for the destruction of obsolete public records. However, the period of time for retention provided by these ordinances cannot be less than seven years for most records. Library system official records need to be retained at least ten years, as required by the Wisconsin Administrative Code.

Libraries are advised to adopt a record retention schedule. The Wisconsin Public Records Board has approved a retention policy that may be used by local libraries. A library board must first formally adopt the [Record Retention Schedule](#), with or without modifications. Then, the [Notification of Adoption](#) can be completed and submitted, with two copies, to the State Archivist. Once the form is returned with approval of the State Historical Society of Wisconsin and the Wisconsin Public Records Board, the library may dispose of records in accordance with the approved schedule.

Tape recordings of meetings may be destroyed 90 days after the minutes have been approved and published, if the purpose of the recording was to make written minutes of the meeting.

Prior to destroying public records, you must give the State Historical Society at least 60 days written notice. The Historical Society may, upon application, waive this notice requirement. The Historical Society will preserve any records it determines to be of historical interest.

Penalties for Violations

An organization or legal custodian that improperly denies or delays a request may be ordered to pay the requester's attorney fees and other actual costs, besides damages of not less than \$100. In addition, an organization or legal custodian that arbitrarily and capriciously denies or delays response to a request, or charges excessive fees, may be required to forfeit not more than \$1000 in punitive damages. In addition, there are criminal penalties for destruction or concealment of public records with intent to injure or defraud or for deliberately altering public records.

Discussion Questions

1. What purpose is served by Wisconsin's public records law?
2. Why are library patron records kept confidential?
3. If the local press requests records related to disciplinary action taken against the library director, must those records be disclosed? Why or why not?
4. How long do we *need* to retain library board meeting minutes? How long *should* we retain library board meeting minutes?

Sources of Additional Information

- Your library system staff (See *Trustee Tool B: Library System Map and Contact Information*.)
- Public records / open meetings information from the Wisconsin Department of Justice at www.doj.state.wi.us/dls/open-government
- League of Wisconsin Municipalities FAQs on the public records law at tinyurl.com/8jvks3o
- The State Historical Society's Wisconsin Municipal Records Manual at www.wisconsinhistory.org/Content.aspx?dsNav=N:4294963828-4294963805&dsRecordDetails=R:CS3806
- Your municipal or county attorney, your district attorney, or the Wisconsin Attorney General

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Ethics and Conflict of Interest Laws Applying to Trustees

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Most library trustees will rarely encounter situations that invoke ethics or conflict of interest concerns, but familiarity with state and local laws on ethics and conflict of interest will alert you to potential problems. In addition, trustees should keep in mind the potential for damage to the image of the library if any board member or staff member takes an action that appears to involve a conflict of interest.

Wisconsin's ethics and conflict of interest laws for public officials (including library board members) are complex—and local ethics ordinances may add further complexity. Therefore, if you have concerns about the propriety of an action, be sure to seek advice from the municipal attorney, the municipal ethics board (if you have one), or the county corporation counsel.

Wisconsin's primary ethics and conflict of interest law is the code of ethics for local officials (Wisconsin Statutes Section 19.59), but many other laws also apply. Wisconsin's criminal code prohibits public officials from, among other things, private interests in public contracts, misconduct in public office, and bribery. In addition, the "incompatibility doctrine" prohibits library board members (or other municipal officials) from holding most other positions with the library or municipality.

Code of Ethics for Local Officials

Wisconsin's code of ethics for local officials prohibits a trustee from taking any official action that produces a substantial financial benefit to the trustee, the trustee's family, or an organization in which the trustee has a significant financial interest. (This law does not prohibit reimbursement of actual and necessary expenses incurred in performance of board duties outside the municipality, if the reimbursement is authorized by the library board. In addition, per diem payments and reimbursement of mileage and other necessary expenses incurred in performing board duties are legal if authorized by the library board *and* the municipal governing body.)

So, what should you do if you have a conflict of interest on an issue on a library board meeting agenda? The Wisconsin Ethics Board suggests that if a matter in which you should not participate comes before the board, you should leave for that portion of the board's meeting involving discussion, deliberations, or votes related to the matter. The meeting minutes should reflect your absence from that portion of the meeting.

In This Trustee Essential

- Actions you must not take as a library trustee
- Business and employment relationships with the library that are prohibited to the trustee

Acceptance of Gifts

Wisconsin law prohibits soliciting or accepting anything of value if it could reasonably be expected to influence your vote, official actions, or judgment or could reasonably be considered as a reward for any official action or inaction.

An even more stringent section of the law prohibits accepting anything of “substantial value” offered because of a public position.

The Wisconsin Ethics Board recommends that you answer the following questions to analyze a situation in which you are offered items or services:

1. With respect to the item or service offered:
 - a. Is it being offered because of my public position?
 - b. Is it of more than nominal or insignificant value?
 - c. Is it primarily for my personal benefit rather than for the benefit of my local unit of government?

If you answer “yes” to all three questions, you may not accept the item or service.

2. Would it be reasonable for someone to believe that the item or service is likely to influence my judgment or actions or that it is a reward for past action?

If you answer “yes,” you may not accept the item or service.

Private Interests in Public Contracts

As a library trustee, you must take great care if you conduct business with the library. It is a felony under Wisconsin Statutes Section 946.13(1)(b) for you, in your official capacity, to participate in the making of a contract exceeding \$15,000 if you have a direct or indirect financial interest in the contract.

In addition, this section provides that you may not in your **private** capacity negotiate or bid for or enter into such a contract in which you have a direct or indirect financial interest, if in your public capacity you are authorized or required by law to participate in the making of the contract. Because this section of the law applies to private actions, liability cannot be avoided merely by withdrawing from board involvement with the issue.

Note that Wisconsin’s law prohibiting public officials from having a private interest in public contracts includes certain exemptions, including an exemption for contracts involving receipts and disbursements of under \$15,000 per year.

Misconduct in Office

This section of Wisconsin's criminal law (Section 946.12) applies to both library trustees and library staff. This law makes it a felony to intentionally take actions in excess of your legal authority, or to intentionally make false records or statements. Intentional failure to perform a duty required by law is also prohibited. Moreover, it is a felony to take actions inconsistent with the rights of others and performed with intent to obtain a dishonest advantage.

Employment and “Incompatible” Positions

The Wisconsin Supreme Court has ruled that the same person cannot simultaneously hold two municipal offices or an office and a staff position where one post is superior to the other or where, from a public policy perspective, it is improper for one person to discharge the duties of both posts. Therefore, it is improper for a library board member to be employed by the library.

A good rule of thumb for you to follow is that you cannot hold more than one office or position with your library or municipality unless specifically authorized by statute.

You should also note that according to Wisconsin Statutes Section 43.17(1), no employee of a member library may be appointed to the board of the library system serving that library.

Penalties

Any person who violates Wisconsin's code of ethics for public officials may be required to forfeit up to \$1,000. Violations of the “private interests in public contracts” law can result in fines of up to \$10,000 or imprisonment for not more than two years, or both.

Discussion Questions

1. Why does state law make it generally illegal for a library board member to be financially involved with library business?
2. What should you do if you may have a conflict of interest with an item on the board meeting agenda?
3. Is it appropriate for a library board member to serve on the board if he/she has a relative on the library staff? Why or why not?

Sources of Additional Information

- Your municipal attorney, local ethics board, or county corporation counsel.
- The League of Wisconsin Municipalities' discussion of Wisconsin's ethics and conflict of interest law available at tinyurl.com/8plv763
- The Wisconsin Ethics Board overview of ethics and conflict of interest laws for local officials at ethics.state.wi.us/LocalOfficials/LocalOfficial1.htm

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Membership in the Library System

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Before the development of public library systems in Wisconsin, many state residents had no legal access to any public library. In addition, many other state residents only had access to substandard library service. The goal of library systems has been to provide all Wisconsin residents with access to the high-quality library service needed to meet personal, work, educational, and community goals.

To address the limitations of relying solely on local support and local coordination of library service, the Wisconsin legislature passed legislation in 1971 enabling the creation of regional public library systems. The actual creation and development of public library systems in Wisconsin was a voluntary and gradual process. No county or public library is required to be a member of a library system; yet, as of this writing, all of Wisconsin's 72 counties and 381 public libraries are library system members.

The basic dynamic of library system membership is simple, yet the results can be powerful: a public library agrees to certain membership requirements, including the agreement to serve all system residents equitably; in return, the library system provides a wide range of primarily state-funded services that enhance local library service. Ideally, through this relationship, all residents of the state gain improved library service, as well as the ability to use whichever library or libraries best serve their needs. Municipal libraries participate in library systems because their communities' residents benefit from this arrangement.

Cooperation vs. Competition

Competition among municipalities, counties, and other divisions of government is common. Unfortunately, that competition often leads to missed opportunities for cooperation, resource sharing, and economies of scale through cooperative projects.

Libraries, through library systems, have embraced cooperation instead of competition, and local library users (and taxpayers) are the beneficiaries. But, as noted by the Rolling Stones, you can't always get what you want. In all cooperative efforts, sacrifices are sometimes required. Often these sacrifices are for the greater benefit of regional or statewide library users.

In This Trustee Essential

- The benefits of system membership
- The requirements for system membership
- How you and your library can help make your library system stronger

Membership Requirements for Libraries

Your library must meet these statutory requirements to be a member of a library system:

1. Your library must be established and operated according to the requirements of Wisconsin Statutes Chapter 43. Among other things, Chapter 43 requires that a properly appointed library board control the library building, library expenditures, library policies, hiring and supervision of the library director, and determination of the duties and compensation of all library staff. (See other *Trustee Essentials* for details on these requirements, including *Trustee Essential #2: Who Runs the Library* and *Trustee Essential #18: Library Board Appointments and Composition*.)
2. Your county must belong to the library system and must meet the system membership requirements for counties (see below).
3. Your municipal governing body (or county board for a consolidated county public library) must approve a resolution authorizing your library to participate in the library system.
4. Your library board must approve an agreement with the library system to participate in the system and its activities, participate in interlibrary loan of materials with other system libraries, and provide to all residents of the system the same services, on the same terms, that you provide to local residents.
5. You must employ a library director with the appropriate certification from the Wisconsin Department of Public Instruction (see *Trustee Essential #19: Library Director Certification* for details) and whose employment requires that he or she be present in the library for at least 10 hours of each week that the library is open to the public, less leave time.
6. Beginning in 2008, your library annually must be open to the public an average of at least 20 hours each week except that for a library in existence on June 3, 2006, is open to the public an average of at least 20 hours or the number of hours each week that the library was open to the public in 2005, whichever is fewer.
7. Beginning in 2008, your library annually spends at least \$2,500 on library materials.

Membership Requirements for Counties

Your county must meet these statutory requirements to be a member in a library system:

1. Your county must approve a county library plan that meets the requirements of Wisconsin Statutes Sections 43.11(3) and 43.13(1) and provides the financial support needed to administer the plan (see pld.dpi.wi.gov/pld_coplan for details of these requirements).
2. Your county board must approve an agreement with the library system to participate in the system and its activities and to furnish library service to county residents who do not live in a library municipality.

Required System Services

Library systems must provide the following in order to receive state aid:

- Technology and resource sharing planning
- Referral or routing of reference and interlibrary loan requests
- Electronic delivery of information and physical delivery of library materials
- Training for member library staff and trustees
- Professional consultant services
- Support for library service to users with special needs
- Backup reference, information, and interlibrary loan services from the system resource library
- Planning with other types of libraries in the system area
- Service agreements with all adjacent library systems
- Agreements with each member library that require those libraries to serve all residents of the system area on the same basis as local residents

The Division for Libraries and Technology monitors compliance with these requirements. Each library system is allowed considerable flexibility in developing specific library system service programs so that each system can best meet the needs of the residents of its particular geographical area and the needs of its member libraries. For example, a system in a largely rural area with many small libraries will probably need to devote more resources to professional consultant services than a system in a largely urban area. Each area of the state will have unique needs that the library system can help address.

How to Be a Good System Member

Your library system must respond to the needs of system member libraries and the residents of the system area. This can be a very difficult task, often requiring the balancing of many competing needs and interests. Your library can help the library system with this difficult task by communicating your local needs effectively and constructively and by cooperating in system planning and problem-solving activities. Your board can help by encouraging your library staff to attend system workshops and contribute their time and talents to system committees. Your board should also budget for paid staff time and travel costs for these activities.

Your board may also decide that your library should participate in shared system services (such as a shared automated system) and cooperative activities (such as the sharing of summer reading program performers). Cooperation can often result in better, more cost-effective services to the public—as well as services that would not even be possible without cooperation.

You, as an individual trustee, can also benefit from attendance at system workshops and can contribute to the strength and success of the system by volunteering to serve on your library system's board and/or the system's advisory and planning committees. (For more information about being a system trustee, see *Trustee Essential #26: The Public Library System Trustee—the Broad Viewpoint*.)

Discussion Questions

1. What are examples of ways your community's residents have benefited from library system services?
2. What are examples of ways your system could better serve your library and your community's residents? How can you and/or your library board influence your system to do those things?

Sources of Additional Information

- Your library system staff (See *Trustee Tool B: Library System Map and Contact Information*.)
- Division for Libraries and Technology staff (See *Trustee Tool C: Division for Libraries and Technology Contact Information*.)

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Library Board Appointments and Composition

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In Wisconsin, as in most states, citizen boards govern public libraries. Citizen governance partially isolates the operation of the library from political pressure—an important concern especially in the development of your library’s collection and policies. Public library collections and policies have traditionally supported the ideals of freedom of expression and inquiry—free from any partisan or political pressures. Citizen control helps your library support these ideals. (For more information, see *Trustee Essential #22: Freedom of Expression and Inquiry*.)

Diversity of Viewpoint and Expertise

Another traditional public library ideal is that the library serves *all* members of the community equitably. A citizen board representing a cross section of the community should help your library do that. A library board composed of members with varying backgrounds and perspectives can contribute to the success of the library. For example, the school district administrator (or administrator’s designee) brings expertise in the field of education and often in the field of personnel management practice. A lawyer, a businessperson, a parent, an elected official, and many others, all have knowledge and experience that can contribute to effective library board decision-making.

It is appropriate for the library board to suggest potential appointees to fill upcoming vacancies on the library board. When developing lists of candidates for appointment, keep in mind the importance of having a board that is representative of the entire community and any special need for added expertise on the library board. See also *Trustee Essential #1: The Trustee Job Description* for additional qualities of a good library board member.

Statutory Requirements

The appointment, composition, and terms of office for all types of library boards in Wisconsin (municipal, joint, county, and system) must be in accordance with Chapter 43 of the Wisconsin Statutes. To qualify for membership in a library system, your library must have a legally appointed and constituted library board that exercises the statutorily required duties and powers. (See also *Trustee Essential #2: Who Runs the Library* and *Trustee Essential #17: Membership in the Library System*.)

In This Trustee Essential

- Why citizen boards control public libraries in Wisconsin
- The legally required procedures for appointment of library board members
- The legally required composition of library boards

Municipal Library Boards

The mayor, village president, town chair, or tribal chair makes appointments to a municipal² public library board, with the approval of the municipal governing body, for three-year terms. Not more than two board members may reside outside of the municipality. Terms of office for library trustees begin on the date set by local ordinance (usually May 1) and are for three years unless the appointment is to fill an unexpired term. Special terms of office apply for a newly formed library (see Wisconsin Statutes Section 43.54(1)(b)), and when a city council has voted to reduce the size of the board under Section 43.54(3).

One of the members must be a school district administrator or the administrator's representative, to represent the public school district(s) in which the public library is located. The school district administrator or the administrator's designee must still be formally appointed for a three-year term by the mayor, village president, town chair, or tribal chair, with the approval of the municipal governing body.

Although the law does not require that a member of the municipal governing body be appointed, this is a frequent practice and one that often improves communication between the library board and the municipality. The law does, however, specify that at any one time not more than one member of the municipal governing body can be a member of the library board.

If a board member leaves office before the expiration of his or her term, the appointment to fill the position is made in the same way as other appointments, but the term of office is for the unexpired portion of the term (which will be less than three years).

If a county (or another municipality) provides financial support to your library, it may have the option of appointing members to your board. Wisconsin Statutes Section 43.60 (3) provides that whenever a county (or another municipality) appropriates funds for a municipal library equaling at least one-sixth of the amount appropriated by the establishing municipality, the county (or other municipality) may appoint a library board member to serve in addition to those appointed by the municipality. Two board members may be appointed when the county (or another municipality) appropriates at least one-third the amount that was appropriated by the establishing municipality. These appointments are *in addition* to the municipal appointments. So, for example, if your board has seven municipal appointments, and the county appoints one member under the provisions of Section 46.60(3), your board would have a total of eight members.

² For purposes of Wisconsin library law, tribal governments and tribal associations are considered "municipalities." Public libraries in a First Class City have special rules for the appointing authority and for library board composition (see Section 43.54(am)).

Village, Town, and Tribal Libraries

Library boards established by a village, town, tribal government or tribal association have either five or seven members appointed by the village president, town chair, or tribal chair, respectively, with the approval of the municipal governing body.

Fourth Class Cities

Library boards established by a Fourth Class City have seven members appointed by the mayor, with approval of the city council.

Second and Third Class Cities

Library boards established by a Second or Third Class City have nine members appointed by the mayor, with approval of the city council. However, the city council may, by a two-thirds vote, reduce the number appointed by the mayor to seven.

First Class Cities

Library boards established by a First Class City have special rules for appointing authority and library board composition (see Wisconsin Statutes Section 43.54(am)).

Joint Library Boards

A joint public library can be established by two or more municipalities or a county and one or more municipalities located in whole or in part in the county, by appropriate agreement of their governing bodies. The library board of a joint library has seven to eleven members, and the composition of the board must be representative of the participants in the joint library. The joint library agreement must spell out the number of representatives for each participant. The head of each participating governing body appoints board members. The rules discussed above regarding length of terms, unexpired terms, and school district representation also apply to joint library boards.

County Library Boards

In counties with a consolidated county public library, the county board chair, with the approval of the county board, appoints a seven-member or nine-member county library board. In counties with a county library service, the county board chair, with the approval of the county board, appoints a seven-member county library board. Both types of county library boards must have at least one, but not more than two, county board members. In addition, the board must include at least one school district administrator (or that school district administrator's designee) of a school district located in whole or in part in the county.

The board of a county library *service* must also include representatives of municipal library boards of libraries in the county and also persons residing in municipalities not served by municipal libraries.

The same rules discussed above regarding length of terms and filling unexpired terms also apply to county library boards.

Federated Public Library System Boards for a Single-County Library System

In a single-county library system, a seven-member board is appointed by the county executive or the county board chair (in counties without a county executive) and approved by the county board. Board terms are three years. At least three members of the system board, at the time of their appointment, shall be active voting members of library boards governing public libraries of participating municipalities, and at least one of these shall be a member of the library board governing the resource library. At least one but not more than two members of the county board shall be members of the system board at any one time. No current employee of a member public library may serve on the board. Board terms begin on January 1. If a board member leaves office before expiration of term, the appointment to fill the position is made in the same way as other appointments, but the term of office is for the unexpired portion of the term (which will be less than three years).

Federated Public Library System Boards for a Multi-County Library System

In a multicounty library system, the board has between 15 and 20 members. Members are nominated by the county executive or the county board chair (in counties without a county executive) in each county in the system and approved by each county board. Board terms are three years. Appointments must be as closely proportionate to the populations of the respective counties as practical, but each county shall be represented by at least one member on the system board. Each county board may appoint one county board member to the system board. At least one of the appointees shall be a member of the library board governing the resource library. No current employee of a member public library may be appointed to the board. Board terms begin on January 1. If a board member leaves office before the expiration of his or her term, the appointment to fill the position is made in the same way as other appointments, but the term of office is for the unexpired portion of the term (which will be less than three years).

The board may consist of more than 20 members if the county boards, acting jointly, determine that each county in the system shall be represented by at least two members on the system board.

Discussion Questions

1. What are possible reasons why the statutes provide for a school district representative on the library board?
2. What are possible reasons why the statutes limit board membership to one elected official from the governing body?
3. What groups (demographic, occupational, etc.) are currently represented on the library board? When board positions become vacant, what community groups could be looked to for possible candidates?

Sources of Additional Information

- Your library system staff (See *Trustee Tool B: Library System Map and Contact Information*.)
- Division for Libraries and Technology staff (See *Trustee Tool C: Division for Libraries and Technology Contact Information*.)

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Library Director Certification

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Background

The Wisconsin Legislature has declared that it is the policy of the state to provide laws for the development and improvement of public libraries. Librarian certification has been part of Wisconsin law since 1921, when the legislature, at the urging of the Wisconsin Library Association, passed the first comprehensive state public librarian certification law. The concern was that the public libraries of the state be headed by qualified library personnel, assuring a high level of professional management and administration of Wisconsin's library resources, programs, and services.

Wisconsin's current public librarian certification law reflects a continuing interest in ensuring that qualified personnel direct Wisconsin's public libraries. The law requires a broad educational background, as well as coursework designed to focus on the issues and concerns relevant in a public library setting. The law also recognizes the need for public librarians to increase their skills and knowledge and be prepared for the challenges and responsibilities.

Library Board Responsibilities

Public library boards are required to hire library directors who are currently either appropriately certified or eligible for certification. Only libraries with properly certified library directors can be members of a library system.

Library boards recruiting for directors should specify that a required qualification for the job is eligibility for a Wisconsin regular or temporary public librarian certificate appropriate to the library's municipal, joint municipal, or county population. The employment contract and/or letter of appointment should specify that as a condition of employment the director will obtain and maintain the appropriate certification.

A regular certificate signifies that the holder meets all of the general education and library education requirements for the grade level. A temporary certificate signifies that the holder meets all of the general education requirements but not all of the library education requirements for the grade level. Temporary certificates are valid for only a limited time period before they must be replaced with regular certificates. An uncertified new library director needing a temporary certificate *must* apply for it within three months of the date of hire.

It is *not* the intent of the certification law that the various grade levels of certification be used either as conditions of employment for positions other than the library director or as requirements for advancement within an organization.

In This Trustee Essential

- Requirements for certifying your library director
- Continuing education to maintain certification

Summary of Certification Requirements

A regular certificate is valid for a period of five years, with legally prescribed requirements for recertification every five years.³ The required level (grade) of certification depends on the population⁴ of the library's community. The certification grades and their corresponding educational requirements and populations are:

Grade I: Administrators of municipal, joint, and county public libraries with a municipal, joint municipal, or county population of 6,000 or more, and administrators of public library systems are required to hold grade I certificates.

Educational requirements: Bachelor's Degree from a college or university approved by an accrediting association of more than statewide standing and a Master's Degree from a library school program accredited by the American Library Association (ALA) or a master's degree from an unaccredited library school program if the division is satisfied that the program leading to that degree is substantially equivalent and the applicant's professional experience is demonstrative of the ability to provide professional library services.

Note: Temporary certification will be granted for one year to applicants for Grade I certification to allow completion of the Library and Information Science Master's Degree.

Grade II: Administrators of municipal, joint, and county public libraries with a municipal, joint municipal or county population between 3,000 and 5,999 are required to hold at least grade II certificates.

Educational requirements: Bachelor's Degree from a college or university approved by an accrediting association of more than statewide standing, including or supplemented by twelve semester credits for the following courses:

- Basic Public Library Administration
- Advanced Public Library Administration
- Organization and Management of Collections
- Public and Community Services

OR

Bachelor's Degree with a minor in Library Science and completion of Advanced Public Library Administration

³While this summary should be helpful to you, you should see the latest edition of the *Certification Manual for Wisconsin Public Library Directors* for the most comprehensive and authoritative treatment of the certification requirements set forth in the *Wisconsin Administrative Code* Chapter PI 6.

⁴ For the purposes of this summary, "population" means the population of any village, city, township, or county which operates a public library or the combined population of municipalities participating in a joint public library.

Note: Temporary certification will be granted to:

- Applicants for Grade II certification in order for them to complete the four required courses. Temporary certification may be renewed on an annual basis up to three times for a total coverage not exceeding a period of four years, provided the applicant has completed a basic public library administration course by the end of the first year and at least one course by the end of each subsequent year, not to exceed four years. The certificate is not renewable a fourth time.
- An applicant for grade II certification who has a bachelor's degree with a minor in library science but has not earned three semester credits of coursework in advanced public library administration.

Grade III: Administrators of municipal, joint, and county public libraries with a municipal, joint municipal or county population representing a population under 3,000 are required to hold at least grade III certificates.

Educational requirements: For initial certification, 54 college semester credits (including at least 27 in the liberal arts and sciences) at a college or university approved by an accrediting association of more than statewide standing, including or supplemented by 12 semester credits of coursework or the equivalent, approved by the Division, in the following areas:

- Basic Public Library Administration
- Advanced Public Library Administration
- Organization and Management of Collections
- Public and Community Services

Note: Temporary certification may be renewed on an annual basis up to three times for a total coverage not exceeding a period of four years, provided the applicant has completed a basic public library administration course by the end of the first year and at least one course by the end of each subsequent year, not to exceed four years. The certificate is not renewable a fourth time.

A *temporary certificate* may be granted to an individual who was previously certified and whose certification has been expired for at least one year and who has not served as the administrator of a public library or public library system in Wisconsin during that period. For details, see the *Certification Manual for Wisconsin Public Library Directors*, Lapsed Certification.

Special *provisional certificates* are granted in certain circumstances, such as for an individual who is employed as the administrator for a public library in which he or she was originally certified at the appropriate grade level but who is no longer properly certified due to population growth.

Continuing Education

Library directors are required to participate in continuing education activities in order to maintain their certification. These activities may be library system workshops, college courses, Wisconsin Library Association general and unit conferences, or a variety of other educational programs—as long as the activities are directly related to the individuals’ position or will permit advancement in the profession. Every year, librarians should report their continuing education activities to their library system continuing education validator. Every five years, as part of the recertification process, librarians *must* report their participation in continuing education activities. Library directors in all grades must participate in 100 hours of continuing education including at least 10 hours of technology training over the five-year period.

The Division for Libraries and Technology recommends that, at a minimum, every library should budget sufficient annual funds for the continuing education needed to maintain the library director’s certification and improve his/her knowledge. Payment of certification fees is recommended, as well as paid leave time and payment for other expenses needed to pursue continuing education.

Discussion Questions

1. What is in jeopardy if the library does not have a certified library director?
2. Is it advantageous to look for a director with qualifications higher than your community population requires?
3. Should the library board take some responsibility for assisting its director to acquire continuing education? If yes, to what degree?

Sources of Additional Information

- *Certification Manual for Wisconsin Public Library Directors*. Department of Public Instruction, 2011 (also available at pld.dpi.wi.gov/pld_cert)
- Your library system continuing education validator (See *Trustee Tool B: Library System Map and Contact Information*.)
- Division for Libraries and Technology staff (See *Trustee Tool C: Division for Libraries and Technology Contact Information*.)

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The Library Board and Building Accessibility

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Role of the Board / Role of the Director / Role of the Municipality

As the governing body for the library, the board has a responsibility to ensure that the library and its policies are in compliance with all laws, including the federal Americans with Disabilities Act (ADA). The director has the responsibility to keep the board aware of current issues related to building accessibility. Although the municipality, as the parent agency for the library, is ultimately responsible for ADA compliance, it is very important that the board and director work closely with the municipality to ensure equitable access to the library for all people in the community.

ADA Background on Building Compliance

The Americans with Disabilities Act is a federal law passed in 1990. It is a civil rights law for people with disabilities that ensures people are not discriminated against because they have a disability. Two parts of the law apply particularly to public libraries. Title I requires equal employment opportunities for individuals with disabilities. Title II prohibits discrimination on the basis of disability in state and local government services (including public library buildings and services).

The law provides that all people, including those who have disabilities, have essentially the same rights of access to public buildings and services. The law requires certain universal design characteristics to make buildings accessible to people with disabilities. These building specifications are called ADAAGs (ADA Accessibility Guidelines) and the UFAS (Universal Federal Accessibility Standards). Since the 1970s, Wisconsin's building codes for public buildings have followed higher standards than the federal guidelines. For that reason, many Wisconsin library buildings were already in compliance with the federal law when it was passed. However, some older public libraries remain inaccessible.

The law requires funding agencies to write and maintain an ADA Accessibility Plan. The first step in developing a plan is to evaluate the building and identify areas that do not meet the standards. Then the plan has to specify how the building will be modified, or in some cases replaced, to attain compliance. Finally, the plan has to indicate a time frame within which the problem shall be addressed, typically within five years. The plan should also be updated regularly.

In This Trustee Essential

- The role of the board and the library director in ensuring that the library building is accessible
- How the library building can equitably accommodate all members of the community, including those with disabilities

The law requires “reasonable” modifications to buildings. The law permits buildings to remain unchanged if the modifications would be too costly, as long as the plan indicates that the problems are to be resolved if remodeling is undertaken or a new building is built.

While many libraries have made excellent progress toward compliance, some libraries have made little or no progress in making their buildings accessible. The responsibility to address and correct the problems is one that is shared by the board and the municipality.

General Access Issues

Below is a general overview of the requirements of the law. For details on each requirement, please refer to the Americans with Disabilities Act Technical Assistance Manual, or contact the Great Lakes ADA Center. See below for contact information.

All buildings open to the public must meet federal specifications, but government buildings are held to a higher standard by those specifications. There are some specific regulations for public libraries, which are discussed below. There are also some exceptions for designated historical buildings.

Outside the Library

Your review can start with consideration given to features outdoors. There should be appropriate curb cuts at the sidewalk, and there must be adequate parking reserved for people with disabilities. The law specifies how many parking stalls must be provided, the way the stalls must be painted, the wording on the signs for that parking area and their placement. The law also specifies how buildings must be signed to indicate accessible entrances.

The entrance itself is of critical importance to an accessible building. It may be necessary to create a new entrance if a ramp cannot easily resolve the problems steps create. Automatic door openers are not required by the ADA but are certainly very helpful to people who have disabilities. If the library does not have an automatic door opener, the law requires a doorbell or some other way for the person who uses a wheelchair or who cannot open the door to signal a need for assistance. The law specifies the acceptable weight limit for the door and the type of door handles that must be used.

Inside the Library

The federal specifications indicate that all *public* areas of the building should be accessible to those with physical disabilities; e.g., to someone who uses a wheelchair. However, if a staff person should become disabled, or a person with a disability is hired, all staff areas would have to be modified to make them accessible as well.

The regulations define an “accessible path” and specify the width of doorways and aisles, turn radius at certain points in the room, requirements for the floor surfaces, and bathrooms’ signage and design, including stalls, toilets, counter tops, legroom under counters and placement of grab bars, mirrors, soap, and towel dispensers. The law specifies the placement and design of water fountains and public telephones. The height of service desks is also specified. Lever door hardware must be used, rather than round doorknobs.

All levels of the building must be accessible, and all meeting rooms. The person with a disability should not be expected to leave the building and enter a lower level from an outside entrance; he or she should be able to get to different levels in the building using an elevator.

The federal law, updated in 2011, indicates that certain types of permanent directional signs must have certain font size and spacing, tactile characters and Braille, contrast, and positional mounting. The most common ones include labels on rooms, such as bathroom doors, and elevator instructions.

Specific ADA Regulations for Public Libraries

Public libraries must meet all the general requirements indicated above and address the following areas as well.

Reading and Study Areas—A certain percentage of the seating area must be accessible to people using wheelchairs so that they can sit at a table. Specific clearances must be allowed between pieces of furniture so people who use wheelchairs can move between them.

Checkout Areas—At least one part of the checkout desk has to be a specific height for people who use wheelchairs. Security gates must accommodate wheelchairs.

Library Catalogs— Accessible workstations must be available for use of an online catalog. (Though not specifically addressed in the technical guidelines, this point falls under the need to make services accessible.)

Magazine and Reference Areas—There must be access to these areas for people who use wheelchairs, and there is a maximum height for shelving in these areas.

Book Stacks—There is not a maximum height for the general book stacks, but the library staff must accommodate people by helping them get the materials they need. There are width specifications between the book stacks, and there must be a turn radius at the end of each one.

Everyone Benefits When the Libraries are Accessible

Generally, when the topic of accessible buildings comes up, people tend to think that the benefit of the modifications is for people who use wheelchairs or walkers, or perhaps people who use leg braces or crutches. But the reality is that accessible buildings make life easier for everyone. Most people become at least temporarily disabled at some point in life. They may break an arm and not be able to open a heavy door. They may be using crutches because they broke a leg, had a hip replacement, or had surgery for a sports injury.

When parents arrive at the library with a child in a stroller, they appreciate being able to walk right in and not having to squeeze through aisles and around tables. Healthy, active seniors appreciate not having to struggle with heavy doors and having safety bars in the bathroom. Children appreciate service counters that are at their height and don't force them to stand on tiptoe or look way up to talk to library staff. And busy library staff appreciate doors that open automatically when they approach with an armload of heavy books.

Discussion Questions

1. Has the municipality or board completed an ADA Plan and building assessment? If so, has it been updated?
2. What accessibility concerns were identified in the early 1990s and what has been done to resolve them? Can more progress be made?
3. How many taxpayers in the community are unable to access the services of their public library because they cannot enter or move freely through the building, due to a disability? What would the impact be on the library if it could increase its services to about ten percent more of the community who are not currently being served? (Ten percent is the general estimate of people with disabilities in most communities.)
4. Have board members experienced difficulty in getting themselves or family members into non-accessible buildings? Do board members appreciate electronic doors at the grocery store and elevators in multistory buildings? How do these features make life easier for them, and how might an accessible library building benefit the community?
5. Are other municipal buildings accessible? Are there community meeting rooms in other buildings that are accessible? Are area stores, doctors' offices, post offices, etc., accessible? How does the library building compare?

Sources of Additional Information

- *Americans with Disabilities Act*. The most helpful section for building accessibility questions is the *Title II Technical Assistance Manual* available at: www.ada.gov/taman2.html.
- *Pocket Guide to the ADA: Americans with Disabilities Act Accessibility Guidelines for Buildings and Facilities, Version 3.0* edited by Evan Terry Associates. International Code Council, 2010.
- Great Lakes ADA Center (MC 728), 1640 W. Roosevelt Road, Room 408, Chicago, IL 60608, (312) 413-1407 or (800) 949-4232, www.adagreatlakes.org
- Your library system staff (See Trustee Tool B: Library System Map and Contact Information.)
- Division for Libraries and Technology staff (See *Trustee Tool C: Division for Libraries and Technology Contact Information*.)

This Trustee Essential provides only a general outline of the law and should not be construed as legal advice in individual or specific cases where additional facts might support a different or more qualified conclusion.

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The Library Board and Accessible Services

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Role of the Board / Role of the Director

The board is the governing body for the library and, as such, has a responsibility to assure that the library and its policies are in compliance with all laws, including the federal Americans with Disabilities Act (ADA). The section of the ADA that will be discussed in this *Trustee Essential* requires that all library services must be accessible to people with disabilities. However, people with disabilities are not the only population in the community for whom using the library may be difficult, limited, or minimized.

The library should consider all special populations when discussing issues of access - physical and otherwise. Defining and identifying special populations depends on each library community. Special populations include - but are not limited to: English language learners, people who are homeless and/or live in poverty, people who are displaced or live in residential care, foster care, detention, or treatment facilities, people in underserved areas or with diverse backgrounds, people with disabilities, and people with limited literacy or information skills. The library director has the responsibility to stay abreast of current issues related to making services accessible and to present the options to the board for its consideration.

ADA Background on Accessible Services

The ADA, passed in 1990, was written to ensure that people who had disabilities would not be denied access to the services and buildings that everyone else had access to.

The requirement to provide accessible services is not dependent on a building's being accessible. Public library services must be made available in some way if the building is not accessible. The best way to provide access to most library services is to have an accessible building. But some accommodations can and must be made until such time as the building is remodeled or a new building is constructed. Provision of certain services may require accommodations even if the building is accessible.

Types of Disabilities that may Require Accommodations to Make Library Services Accessible

Mobility impairments

People who use wheelchairs, crutches, and/or braces may have difficulty accessing library services, even if they can get into the building. Other people may also need accommodations, if they have limited ability to walk, or to reach,

In This Trustee Essential

- How to make your library services accessible to all members of the community
- Your responsibility in regard to implementing ADA requirements for accessible services

or grasp, or turn pages. If the building itself is not accessible, the problem of providing access to services is more complicated. Some libraries offer services by phone and make selections for their patrons and then either bring the materials out to the people who cannot come into the building or else deliver them to their homes. Some libraries offer a drive-up window with customized service to make pickup and delivery easier for people with disabilities—and provide a great convenience to the general public. Many libraries offer outreach services to nursing homes. One helpful service public libraries can provide is to refer people with severe mobility limitations to the Wisconsin Talking Book and Braille Library, from which they can access recorded materials and automatic page turners if they are unable to hold a book or turn pages.

Tables and seating areas should be designed so those patrons who use wheelchairs have adequate access to them. Computer workstations can be adapted in several ways to make use of computers easier for people who use wheelchairs. The table must accommodate wheelchairs in terms of height and legroom under it. A long cord can be added to the keyboard so it can be lifted down onto the tray of a wheelchair. A trackball can be added as an alternative to a mouse, or in addition to one. Trackballs are easier for some people to manipulate. The service desk is required to have at least one section that is no higher than 36 inches. Service dogs (certified dogs should be wearing a collar or backpack that identifies them as trained service companions) must be allowed to accompany their owners in public buildings.

All library patrons, including those who have any type of disability, should be welcomed, and staff should try to talk directly to them, rather than to friends or family who may be with them. Children with physical disabilities should be welcomed at programs that are developmentally appropriate for them. Accommodations at story hours or other programs should be made to help every child feel comfortable, accepted, and an active participant in the program.

The library collection should include resource materials on physical disabilities. Some collections include toys adapted for children with mobility impairments. Library publicity should routinely include a phone number (and a TDD number if available) to call if accommodations are needed.

Blindness and vision impairments

Public libraries frequently act as an intermediary in connecting people who are blind with the Wisconsin Talking Book and Braille Library, where they can receive audio recordings of books and Braille materials. Computer workstations can be adapted with software that reads the text aloud. This feature can be very helpful to people with learning disabilities, adults who are just starting to learn to read, and people who are learning English. The library's webpage should follow universal design recommendations, so that it can be read easily by people who use a screen reader.

The library can purchase or borrow DVDs that have descriptive narration and captioning. Library materials in Braille can be added to the collection. The library's regular collection of CDs, computer software and recorded books can be made accessible to patrons who are blind if clear Braille labels are added. Brailist organizations may be able to do this for the library at very little cost.

Large-print materials should be available for both adult and child patrons who have some vision but can more easily read large-print. Library brochures and fliers should be routinely printed in large print, or large print versions should be made available. Audio materials may also be of interest to patrons who have limited vision. The library can also, upon request, be a referral point to the Wisconsin Center for the Blind and Visually Impaired in Janesville, especially if the patron is a child.

Computer workstations can easily be adapted for large print, often using the features built into the standard computer, although larger monitors also help. The ability to change the background colors and contrasts is also very helpful. Many libraries offer in-house magnifiers; some allow them to be checked out. An intensely bright table or floor lamp that can be moved around in the library is a very useful accommodation. Some libraries have machines that can enlarge photos or text. Some have machines that can read text out loud. Computer scanners can also be used to scan and then enlarge text and images. Photocopy machines can be used to enlarge pages of text for people who use large print. Some libraries have adapted toys for children who are blind or who have severe vision impairments.

Deafness and hearing impairments

As with many disabilities, the biggest barrier to service for people who are deaf is often other people's attitude. People who are deaf may use sign language, read lips, use an interpreter, write their communication, or use a combination of all of these when they want to access public library services. Service desk staff need training to understand how best to offer services to people who are deaf or who have a significant hearing loss. Patrons should be allowed to decide individually how they want to communicate, and the staff should try to work with each patron to meet his or her needs.

Programs for both adults and children and all public meetings should routinely include sound amplification by the use of a microphone. This single accommodation is typically enough to meet the needs of most people who are hearing impaired. A closed sound system (such as a hearing loop) which amplifies the sound only for the person using the equipment can also be used. Libraries must provide an interpreter for any programs or meetings when one is requested.

Libraries should routinely flash their lights when announcements are made, especially for emergency announcements, and to warn patrons that the library is closing soon. Flashing lights is a technique commonly used with people who are deaf to get their attention. It alerts the patron that something important is happening. Adaptations can be made in story hours to help a child who is deaf or hearing-impaired get more out of the program. Some libraries circulate special toys that light up or vibrate for children who are deaf. Libraries often order open- and closed-captioned videos. All libraries should have current information on deafness and hearing loss in their collections.

Developmental delays / brain injury / mental illness

People who have a developmental delay, have suffered a brain injury, or have emotional or mental illness may need accommodations when they are in the library. Staff should be trained to treat all patrons with respect, to enforce all rules fairly, and to be tolerant of behavior that may be unusual but not threatening or may be involuntary. Staff should strive to make all patrons feel welcome in the library.

Age restrictions for programs are sometimes relaxed for people who have developmental delays and for whom the programs might be appropriate for their mental age rather than their chronological age. Extra assistance and reminders are sometimes needed when patrons with developmental or emotional disabilities attend programs and meetings at the library. The library can be an important resource for families who have a member with a developmental delay, a brain injury, or an emotional illness. More importantly, the public library has a role in making the family and individual feel accepted and a part of the larger community. Being at a public library is a very “normalizing” experience.

Discussion Questions

1. What would the impact be on the library if it could increase its services to about ten percent more of the community who are not currently being served? (Ten percent is the general estimate of people with disabilities in most communities.)
2. If people in wheelchairs, or who are blind, or deaf, or have developmental disabilities are not currently using the library, what barriers do you think the library has to overcome so that these people become library patrons?
3. Make a list of at least five things that have no new cost the library could do to make its services accessible.

Sources of Additional Information

- The DLT Special Needs webpage at pld.dpi.wi.gov/pld_ys-sn has links to resources and agencies serving people with various types of disabilities.
- Wisconsin Talking Book and Braille Library, 813 West Wells Street, Milwaukee, WI 53233-1436, (414) 286-3045, toll-free within Wisconsin: (800) 242-8822, fax: (414) 286-3102, e-mail: wtbbl@milwaukee.gov
- Wisconsin Center for the Blind and Visually Impaired, 1700 W. State Street, Janesville, WI 53546-5344, (608) 758-6100, toll-free: (800) 832-9784, outreach toll-free: (866) 284-1107, fax: (608) 758-6161 www.wcbvi.k12.wi.us/
- Wisconsin School for the Deaf, 309 W. Walworth Avenue, Delavan, WI 53115, (262) 740-2066, e-mail: webmaster@wsd.k12.wi.us

- Wisconsin Outreach for the Deaf and Hard of Hearing, N25 W23131 Paul Road, Suite 100, Pewaukee, WI 53072-5734, (888) 656-8556.
- Great Lakes ADA Center (MC 728), 1640 W. Roosevelt Road, Room 408, Chicago, IL 60608, (312) 413-1407 or (800) 949-4232, www.adagreatlakes.org
- Your library system staff (See *Trustee Tool B: Library System Map and Contact Information.*)
- Division for Libraries and Technology staff (See *Trustee Tool C: Division for Libraries and Technology Contact Information.*)

This Trustee Essential provides only a general outline of the law and should not be construed as legal advice in individual or specific cases where additional facts might support a different or more qualified conclusion.

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Freedom of Expression and Inquiry

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Free access to ideas and freedom of expression are bedrock principles of this country. These principles must be upheld for democracy to survive and thrive. Public libraries are institutions dedicated to the ideal of freedom of expression and inquiry. The public library is the provider of access for *all* citizens to the full range of ideas, including controversial or unpopular ideas.

If we all knew for sure what the right answers were for important questions, there would be no controversies and no need to foster freedoms of inquiry and expression. But, because we cannot know for sure, our survival and progress as a culture and as a species require that we actively promote wide-ranging inquiry and the freest possible expression of ideas so that we may correct errors and continue to progress toward better answers. This requires that your library, within the limits imposed by budget, time, and space, seeks to represent the widest range of materials and to provide unrestricted access to electronic resources—so that inquiry is encouraged and creativity stimulated.

In Wisconsin, as in most states, citizen boards govern public libraries. Citizen governance partially isolates the operation of the library from political pressure—an important concern especially in the development of your library’s collection and policies. Citizen control is designed to help your library support the ideals of freedom of expression and inquiry—free from partisan and political pressure.

The federal and state Constitutions support the ideals of freedom of expression and inquiry, as do the Wisconsin statutes. The very beginning of Chapter 43 (Wisconsin’s library law) says: “The legislature recognizes: (a) The importance of free access to knowledge, information and diversity of ideas by all residents of this state; (b) The critical role played by public, school, special and academic libraries in providing that access; (c) The major educational, cultural and economic asset that is represented in the collective knowledge and information resources of the state’s libraries; (d) The importance of public libraries to the democratic process.”

Collection Development Policy

Every public library should have a collection development policy that supports the ideals of freedom of expression and inquiry. A sound collection development policy assures the continuous growth of a collection appropriate to your library’s defined mission and goals, while recognizing the cultural diversity and pluralistic nature of your community. It is recommended that, at a minimum, the policy cover the following points:

- purpose and scope of collection (separately defined for the adult and children’s sections)

In This Trustee Essential

- How the public library promotes freedom of expression and inquiry
- Library board-approved policies that help protect intellectual freedom

- types of materials to be purchased
- staff responsibility for selection; use of professional selection tools
- basis and method of withdrawing and disposing of materials
- acceptance of gift materials (usually with the understanding that the same selection standards will be applied to gift materials as to those purchased and that staff will have discretion in judging what gift materials will actually be added to the collection)
- affirmations of intellectual freedom, such as an endorsement of the Library Bill of Rights at: www.ala.org/advocacy/intfreedom/librarybill and the Freedom to Read Statement issued jointly by the American Library Association and Association of American Publishers available at: www.ala.org/advocacy/intfreedom/statementspols/freedomreadstatement

See *Trustee Essential #10: Developing Essential Library Policies* for guidelines on the process to follow when developing library policies. The collection development policy should include a procedure to follow if materials in the library collection are challenged. (See *Trustee Essential #23: Dealing with Challenges to Library Materials and Policies*.)

Internet Access Policy

The Internet brings a wealth of information to even the smallest library. It is recommended that every library develop an Internet “acceptable use policy.” The following questions may help your library in developing an “acceptable use policy.”

- Can children use the Internet independently, or do they need parental supervision or permission?
- Will the library adopt a code of conduct that must be signed by a parent and child before the child accesses the Internet?
- Will the library adopt a clear Internet use policy?
- Will users have to sign up to use Internet terminals?
- Will there be time limits on the use of Internet terminals?
- How does the library staff handle being a “go to” place to help troubleshoot devices?
- Will the results of users’ research be visible to other users or will the library install privacy screens or other means to restrict public viewing?
- What does the library do when a user is discovered using an Internet terminal for illegal or improper purposes?
- How does the library handle user and staff complaints about others gaining access to illegal or objectionable sites?

- How will the library handle false accusations about illegal or improper use?
- How will the library handle access to functions such as social media sites, peer-to-peer file sharing sites and email?
- How do the library and its governing board transmit concerns about Internet access to its funding authority?
- How will the library seek legal review of its Internet policy, both from its own legal counsel and from other legal experts?

Sample Internet use policies are available from the Wisconsin Public Library Policy Resources Page at pld.dpi.wi.gov/pld_policies.

Internet Filtering

Library boards should be aware that certain Internet filtering policies have been found by federal courts to violate First Amendment guarantees. On the other hand, Congress passed the Children’s Internet Protection Act (or CIPA) requiring library filtering in order to qualify for certain uses of federal aid (such as E-rate funding). That law has been challenged on First Amendment grounds. Libraries need to stay informed as cases are decided and as possible new legislation develops. See below for resources to help you stay informed about these issues.

Meeting Room, Exhibit, and Display Policies

Public library meeting room and display policies should also support the ideals of freedom of expression and inquiry. In fact, federal courts have ruled that certain public library meeting room and display policies are contrary to the First Amendment.

In an April 2000 case, a federal court ruled that a Wisconsin library violated an individual’s First Amendment rights when it refused him permission to use the public library’s meeting room for a program about creationism. The library’s policy prohibited use of the meeting room for religious services, religious instruction, and partisan political meetings.

The Federal District judge ruled that the library’s policies and practices permitting the use of the meeting room for various groups had created a “designated public forum.” In a designated public forum, content-based restrictions on speech are permissible only if they are the least restrictive means to a compelling government interest. The judge ruled that the city failed to show a compelling government interest in excluding the plaintiff from use of the meeting room.

“It may be that the exclusion of partisan political meetings and religious services or instruction is based on the library’s desire to avoid controversy,” the judge said. “However, the avoidance of controversy is not a valid ground for restricting speech in a public forum.”

Reasonable regulations on time, place, and manner of speech are permissible in a designated public forum. For example, the judge implied that the library’s prohibition on the use of the meeting room for regular meetings of clubs and

other organizations was probably a constitutional regulation because it was intended to make the room available to a wide variety of organizations. The judge also suggested that the policy excluding use of the meeting room for “commercial sales or presentations promoting specific companies or products” was also constitutionally acceptable.

Library exhibit and display policies must conform to the same basic constitutional principles that apply to meeting room policies. Libraries may wish to review their meeting room, exhibit, and display policies for conformance with constitutional requirements. Sample meeting room and exhibit and display policies are available from the Wisconsin Public Library Policy Resources Page (at pld.dpi.wi.gov/pld_policies).

Staff Development and Public Information

One of the keys to staff and community support for the principles of intellectual freedom is continuing education and public information on this topic. The better informed all parties are regarding the importance of freedom of expression and inquiry, and related library policies and practices, the less likely it is that your library will be required to defend the library’s collection or policies.

Discussion Questions

1. How does your library support the democratic ideal of a well-informed citizenry?
2. Does citizen (library board) control of the library help your library support the ideals of freedom of expression and inquiry? How else does citizen board control benefit your library?
3. Can the use of library Internet filters be consistent with the ideals of freedom of expression and inquiry, and the First Amendment? Why or why not?

Sources of Additional Information

- *Intellectual Freedom Manual*, latest edition, published by the Office for Intellectual Freedom, American Library Association
- CIPA, Filtering and “Safe Surfing” Issues in Public Libraries webpage at: pld.dpi.wi.gov/pld_cipafaq
- Wisconsin Public Library Policy Resources Page at pld.dpi.wi.gov/pld_policies
- Your library system staff (See *Trustee Tool B: Library System Map and Contact Information*.)
- Division for Libraries and Technology staff (See *Trustee Tool C: Division for Libraries and Technology Contact Information*.)

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Dealing with Challenges to Materials and Policies

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One of the most difficult tasks you may face as a public library trustee is that of dealing with an objection to materials in the library's collection, or an objection to library policies.⁵ This is why it is essential for every library to have a written policy in place that specifies how complaints will be handled, including a procedure to be used by concerned citizens.

The Challenge Policy

The policy should be written so that it calls for at least the initial steps of the process to be handled by staff; and in many, if not most, instances the issue can be resolved at that level. However, there may be times when the library board becomes involved more directly. Again, what is most important is for the board to have a policy and a corresponding procedure for dealing with either circumstance.

Regardless of the level of board involvement, it is important for you as a trustee to be committed to the principles of freedom of expression and inquiry that are fundamental to the role of public libraries. The entire community benefits collectively when democratic institutions uphold the right of access to information. Public libraries are for everyone and for every inquiry, and as such must include materials with varying points of view and a wide range of subjects. However, throughout history there have always been those who seek to limit what others may read, see, or listen to, and when this occurs in a public library setting it must be addressed thoughtfully and carefully by those ultimately responsible for all library operations, i.e., the library board.

When you became a library trustee, you may already have had considerable knowledge about intellectual freedom and censorship. However, many trustees need to learn more about these issues so that if an objection is raised they will be prepared. There are many resources; one of the most complete is the *Intellectual Freedom Manual* published by the Office for Intellectual Freedom of the American Library Association. The manual is updated frequently, and your library should have a copy of the latest edition. Other resources are listed at the end of this *Trustee Essential*. (See also *Trustee Essential #22: Freedom of Expression and Inquiry*.)

In This Trustee Essential

- The need to have a written policy to deal with challenges
- Your responsibility as a trustee in a challenge

⁵ While this *Trustee Essential* focuses primarily on complaints or challenges to materials, a similar procedure can be used for objections to library policies such as those governing use of meeting rooms, the Internet, etc.

The Trustee Role in Dealing with Challenges

So what is your role when a complaint against a specific book, music CD, DVD, or policy is made? In many communities (especially smaller ones) you may receive the complaint personally through a phone call or a face-to-face conversation rather than as an item of business at the next board meeting. If this happens, you will be better able to respond appropriately if there is a policy and procedure already in place.

An important first step is to communicate with the library director about the complaint, since you and your fellow trustees have, no doubt, delegated to the director the responsibility for selecting materials. This means that you should not express your own personal views to an individual citizen, but should instead refer the complaint to the director promptly. Inform the citizen that there is a policy for handling objections, and explain that you are not individually responsible for deciding what will be done. Make sure the objector understands there is a process, and that he/she has the right to use that process. See the attached *Sample Complaint/Concern Form*, which includes a sample policy for dealing with complaints.

In other instances, the complaint may be made directly to the library director, either orally or in writing. In both cases, the objection may become a formal challenge if it cannot be resolved through informal dialog. You and your fellow trustees should be informed by the director that a challenge has been received and kept informed of the steps in its resolution. Or the trustees may receive a challenge as a formal item of business, and the process will start from that point.

If a formal challenge has been received, it may become known to the general public, sometimes generating debate in the media and among other public officials. This can create great stress for library trustees, for you may be contacted for your opinion by members of the public or by the media, or even by members of the municipal board which confirmed your appointment. Again, it is your responsibility not to engage in public debate as an individual. Your library's policy for dealing with challenges should specify that all deliberations involving trustees will be made at open board meetings; it should also specify that there is an official spokesperson (often the library director, sometimes the board president) through whom all information will be given out, especially to the media.

Public Hearings

Most challenges are resolved before they become issues of public debate. Depending on your challenge policy, occasionally the library board may decide to hold a public hearing at which testimony is taken. This process must be carefully and thoroughly crafted to allow both sides of the issue to be heard, and to prevent (as much as possible) undue sensationalism. (The *Intellectual Freedom Manual* has an excellent section on planning a public hearing.) While the steps of this process need not be spelled out in your library's policy, there should be a statement that refers to the process.

If a hearing is held, it is important for trustees to listen as carefully as possible and not to participate in the debate. They should also defer any decision on the challenge until a later meeting. This meeting should be scheduled fairly soon after the hearing but allow enough time for trustees to consider the issues that have been raised in a less emotional atmosphere.

Regardless of how the challenge ultimately arrives before the trustees, it is probable that you will eventually make your views known through a vote that will decide the outcome. This is the time to make a public statement giving the reasons for your vote. Such a statement is not obligatory, but it gives trustees a forum to reiterate the principles of intellectual freedom, and why you do (or do not) support them in this instance. Once the board has decided the outcome, there is usually no further recourse for action by the challenger except a court case.

A formal challenge can be an opportunity for growth for all parties: the challenger, the library director and staff, and perhaps most of all for trustees. Having a policy in place that describes the process to be followed and the responsibilities of the various participants in a challenge will make it much easier for you and your fellow board members to deal with attempts at censorship.

Discussion Questions

1. Why is it important for a library to have a policy for dealing with challenges to library materials and policies?
2. Does your library have an adequate policy and procedure for handling challenges? Are there any ways your policy and procedure could be improved?

Sources of Additional Information

- Attached Sample Complaint/Concern Form
- Intellectual Freedom Manual, latest edition, published by the Office for Intellectual Freedom, American Library Association
- Your library system staff (See *Trustee Tool B: Library System Map and Contact Information.*)
- Children's Cooperative Book Center, University of Wisconsin-Madison (for challenged children's materials), www.education.wisc.edu/ccbc
- Division for Libraries and Technology staff (See *Trustee Tool C: Division for Libraries and Technology Contact Information.*)

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Sample Complaint / Concern Form *

Your complaint or concern is about (please check):

- ☐ Book
- ☐ Audio item
- ☐ Video item
- ☐ Internet website
- ☐ Library policy
- ☐ Other, please explain:

Please indicate (if relevant):

Title:

Author/Producer/URL:

What is your concern about this material, resource, or policy? (Please tell us all you can to help us understand your concerns.)

Please print your name and address:

Signature: _____

[On the back of the form, include the board-approved policy for dealing with written complaints about materials. See the next page for an example.]

* Sometimes called a material reconsideration or challenge policy.

Sample Board Policy for Handling Material Complaints / Concerns

The library director (or staff responsible for selecting materials in this area) will:

1. Examine the material, reviews, and other information about this title or similar titles.
2. Decide whether the item should be kept, moved to another section of the library, or withdrawn.*
3. Write the person who filed the complaint with a decision and explanation within ____days of receiving the complaint.

If the person who filed the complaint is not satisfied with the decision, he/she can appeal to the library board. Upon receiving an appeal, the board will:

1. Set up a committee with board members, library staff, and/or community members to examine the material.
2. Consider the committee's recommendation to the board.
3. Hold a public hearing if deemed desirable by the board.
4. Make a final decision on the material.*

*The U.S. Supreme Court has ruled that officials may not legally remove materials from a library collection "simply because they dislike the ideas contained in those books and seek by their removal to prescribe what shall be orthodox in politics, nationalism, religion or other matters of opinion."

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Library Friends and Library Foundations

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“Friends” Organizations

Friends of the Library organizations exist in many Wisconsin communities. Friends organizations are groups of citizens who join together to support, improve, and promote the library. Some are formally incorporated, not-for-profit bodies; some are informal groups of library supporters. (Information about establishing a Friends organization and ideas for Friends activities and projects is available from the Association of Library Trustees, Advocates, Friends and Foundations at www.ala.org/united/friends.)

As volunteers who actively support the library, Friends can be extremely helpful to the library in a number of ways. Friends often offer financial support for a special library program or service, advocate for the library budget or library capital project, and volunteer assistance with children’s summer reading programs and other services.

While the library board and the Friends share a common vision, they are separate, autonomous bodies—each with a distinct role. The two groups work together most effectively if they respect the distinct role of each organization. Below are a few suggestions that may help create an effective working relationship:

- Friends recognize that they do not perform a decision-making role for the library.
- The library board values and encourages input and opinions from the Friends.
- The library board appoints a liaison to the Friends (often the library director or other library staff member).
- Friends decide how to spend their funds only after conferring with the library director and library board.
- The library board provides the Friends with a “wish list” of items not included in the budget, to aid the Friends in their fund-raising efforts.
- The Friends’ activities support library board long-range plans and policies.
- The library board expresses appreciation to the Friends for their support and service.
- The library board invites and welcomes Friends to library board meetings, especially when discussing issues that may be of interest to the Friends.

In This Trustee Essential

- The role of Friends of the Library groups and library foundations
- How to develop a good relationship between the library board and support groups like the Friends of the Library or the library foundation
- Financial support from the Friends of the Library or the library foundation

Library Foundations

Individuals in some Wisconsin communities have created library foundations to solicit donations to support the library. Library foundations are independent nonprofit organizations established according to the relevant state and federal regulations. A separate library foundation may have certain benefits, including greater political independence. Establishing a foundation normally requires the assistance of a lawyer. A lawyer and/or accountant may also be needed to comply with the IRS 501(c)(3) filing requirements for a nonprofit foundation.

Because library foundations, like Friends groups, are autonomous organizations, many of the same suggestions discussed above for working with the Friends also apply to developing a positive working relationship with a library foundation.

The primary distinction between a Friends of the Library group and a library foundation is that a library foundation will typically have a single purpose: to raise private funds for the support of the library, often including support for library building projects. Friends organizations also often raise money for the library, but, in addition, Friends groups typically support the library through volunteer work in the library and through organized library advocacy work.

Community Foundations

Like a library foundation, a community foundation is a charitable organization described in IRS 501 (c) (3); however, a community foundation has a broader purpose for the betterment of the community at large and not just the library. This type of foundation is generally used in the absence of a library foundation to help raise funds or establish an endowment on behalf of the library and to invest those funds legally and effectively.

Financial Support from Friends and Library Foundations

It is important that library donations, including financial and material support from the Friends and any library foundation, be used to enhance or enrich library services. The availability of Friends' support should never be the occasion for reducing or replacing the community's commitment to public funding. Donors will quit donating and volunteers will quit working if they see that their efforts are resulting in reduced public funding for the library instead of improved service.

Often, Friends groups will underwrite a pilot project for a year or two until the value of the new service is proven in the community. They might provide assistance in the furnishing and/or decorating of the library building beyond bare necessities. They might make special collection enrichment gifts to help the library keep pace with an unanticipated increase in the need for special materials (to better serve Spanish-language residents or day-care centers, for example). In addition, Friends groups often provide financial support for special programming.

In many communities, the library donates withdrawn books to the local Friends organization for sale to the public. This practice probably falls within the authority of the library board; however, because public property is involved, special care should be taken. We recommend that the library board enter into a written agreement with the Friends that makes clear that all proceeds from sale of the books (and any other materials) be used to support the programs and services of the library.

Donations to the Library

Under Wisconsin law, the library board itself may accept and manage donations on behalf of the library. Donations to a public library, like donations to any government organization, meet the IRS definition of a “charitable contribution” to a “qualified organization.” No application to the IRS is needed to get this status. According to the IRS publication on Charitable Contributions (Publication #526): “To become qualified organizations, most organizations other than churches and governments, as described below, must apply to the IRS.” The publication goes on to define as one type of “qualifying organization” any state or any of its subdivisions that perform substantial government functions. A public library established and operated according to Wisconsin Statutes Chapter 43 clearly meets that definition. See *Trustee Essential #9: Managing the Library’s Money* for options for the deposit and handling of gifts and donations to the library.

Discussion Questions

1. Discuss the pros and cons of using donations from the Friends, a foundation, or another outside source to fund existing library services.
2. How can the Friends/foundation and the library board be sure that Friends/foundation expenditures provide the greatest benefit to the library?
3. What are the pros and cons of the establishment of a library foundation?

Sources of Additional Information

- Your library system staff (See *Trustee Tool B: Library System Map and Contact Information*.)
- The Association of Library Trustees, Advocates, Friends and Foundations (ALTAFF) at ala.org/united/friends has information about establishing a Friends organization and ideas for Friends activities and projects. It also has information on establishing a library foundation.
- Wisconsin Library Trustees and Friends (WLTF) at wla.wisconsinlibraries.org/wltf

- The Foundation Center has information on establishing a non-profit organization at www.grantSPACE.org/Tools/Knowledge-Base/Nonprofit-Management/Establishment/Starting-a-nonprofit

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Liability Issues

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Generally, library trustees need fear no personal loss or liability for the honest performance of their official duties and exercise of powers granted by law. Wisconsin Statutes (Section 893.80(4)) and court cases generally provide that public officials are immune from individual liability for actions performed within the scope of their office.

But personal liability is still possible for intentional or careless injuries or damages, illegal use of public funds or authority, ethics and conflict-of-interest law violations, public records law violations, and open meetings law violations. In the case of open meetings law violations, an individual board member who is found to be in violation of the law may be fined and must pay the fine personally, without reimbursement from the library or municipality.

Library boards must also avoid taking actions that violate rights guaranteed by the federal constitution or federal law. Special care must be exercised in actions that concern discrimination laws, employment laws, and First Amendment rights. Before taking any actions that may jeopardize these rights, it is strongly recommended that the board seek the advice of the municipal attorney (or county corporation counsel in the case of a consolidated county public library board).

Wisconsin Statutes provide that if a claim is brought against the library board because of an act or omission of the library board and the claim is disallowed by the library board, the claimant may bring action against the municipality or county (Section 43.58(3)). Because the municipality or county is ultimately liable for any legal missteps by the library board, municipal and county attorneys are very willing to assist the library board with any legal questions.

Under most circumstances, municipalities have a legal responsibility to provide legal counsel to officers and employees (including library officers and employees) in proceedings brought because of actions taken while carrying out the duties of the office or position. Generally, under these circumstances, the municipality must also indemnify or pay for judgments for damages as well as other costs and legal fees. (See Wisconsin Statutes Section 895.46(1) for the details, including the limitations, of this law.)

Protections from Liability

You can greatly lessen the possibility of liability if you, and your fellow board members, do all of the following:

- Become knowledgeable about the various laws that apply to library board actions and library operations (such as the state open meetings and public records laws, state and local ethics laws and state and federal employment laws). See *Trustee Essential* #7, #14, #15, and #16 for more information about these laws.

In This Trustee Essential

- Basic issues concerning trustee and municipal liability
- Actions you can take to limit liability

- Adopt written policies for operating the library and review all library policies on a regular cycle, ensuring that all policies (including the personnel policy) are reviewed at least every three years. See *Trustee Essentials #7* and *#10* for more information.
- Exercise care and diligence in board consideration of new or revised policies. Review each policy in light of the “four tests of a legally defensible policy” from *Trustee Essential #10: Developing Essential Library Policies*.
- Vote against any proposed board action that you believe is illegal or improper. Vote to table an issue if you believe insufficient information has been provided on which to base an informed opinion. Make sure the minutes reflect your vote.
- Act and speak for the library only when authorized to do so by the full board.
- Avoid even the appearance of conflict of interest. (See *Trustee Essential #16: Ethics and Conflict of Interest Laws Applying to Trustees* for more information.)
- Consult with library system staff and/or the municipal or county attorney if you have concerns about the legality of any action or failure to take an action.

Sources of Additional Information

- Your library system staff (See *Trustee Tool B: Library System Map and Contact Information*.)
- Division for Libraries and Technology staff (See *Trustee Tool C: Division for Libraries and Technology Contact Information*.)

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This Trustee Essential provides only a general outline of the law and should not be construed as legal advice in individual or specific cases where additional facts might support a different or more qualified conclusion.

The Public Library System Board—the Broad Viewpoint

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This *Trustee Essential* is primarily addressed to library system trustees.

As a library system trustee, you occupy a unique position in Wisconsin's pattern of library services. You can benefit from virtually all the other *Trustee Essentials* and the *Trustee Tools* (see in particular *Trustee Essential #1: The Trustee Job Description*), yet you must deal with relationships, authorities, and specific responsibilities that deserve separate treatment. Perhaps most important of all, when you represent the library system, you need to consider not only your community or your county, but the entire region served by your library system and the many libraries and users of that region.

Background

Before the development of public library systems in Wisconsin, many state residents had no legal access to any public library. In addition, many other state residents only had access to substandard library service. The goal of library systems has been to provide all Wisconsin residents with access to the high-quality library service needed to meet personal, work, educational, and community goals.

To address the limitations of relying solely on local support and local coordination of library service, the Wisconsin legislature passed legislation in 1971 enabling the creation of regional public library systems. The actual creation and development of public library systems in Wisconsin was a voluntary and gradual process. No county or public library is required to be a member of a library system; yet, as of this writing, all of Wisconsin's 72 counties and 381 public libraries are library system members.

The basic dynamic of library system membership is simple, yet the results can be powerful: a public library agrees to certain membership requirements, including the agreement to serve all system residents equitably; in return, the library system provides a wide range of primarily state-funded services that enhance local library service. Ideally, through this relationship, all residents of the state gain improved library service, as well as the ability to use whichever library or libraries best serve their needs. Municipal libraries participate in library systems because their communities' residents benefit from this arrangement.

In This Trustee Essential

- Background on the creation of public library systems
- System services and accountability
- Responsibilities of the library system board

In return for agreeing to the membership requirements, membership in a system brings benefits to libraries and their patrons because state aid:

- expands and improves the interlibrary loan network
- provides specialized staff assistance and continuing education opportunities to local library staff and trustees
- facilitates delivery services and communications
- guarantees mutual borrowing privileges
- expands the use of new technologies
- supports various other cooperative services and projects

The creation of public library systems fostered the establishment of a strong network of resource sharing and mutually beneficial interdependence. Wisconsin's seventeen public library systems developed in distinct ways in response to the needs of their member libraries and area residents. The systems have continued to evolve as changes in society, resources, and technology create new demands and opportunities.

System Services and Accountability

In Section 43.24(2) the statutes clearly state the services a public library system must provide. (For a list of these services, see *Trustee Essential #17: Membership in the Library System*.) However, considerable flexibility is allowed in setting priorities so that each system can meet the needs of its particular geographic area and member libraries. As a system trustee, you are called on to use your insight and judgment to the fullest in establishing your system's priorities.

The fact that systems receive significant funding directly from the state sets them apart from other public library institutions. It means that system boards are accountable to the Division for Libraries and Technology and must focus on the mandates of service itemized in Wisconsin Statutes Section 43.24(2). In addition to its participation in a statewide sharing network, the system's accountability to the state for funding means that system boards must maintain a broader view of the development and provision of services.

Many of you will also be serving on the boards of member libraries or on county governing boards. (See also *Trustee Essential #17: Membership in the Library System*.) Each of you has a responsibility to represent your constituency by bringing questions or concerns to the attention of the system board. At the same time, when that board deliberates and acts, it does so on behalf of the entire service area; and that service area is part of the larger statewide network. Thus, to be effective as a system trustee, you must strive for fairness and consider systemwide goals and the interests of all residents served by the system.

Responsibilities of the Public Library System Board

A public library system board of trustees has the same legal powers as a municipal library board with respect to systemwide functions and services that a municipal library board has with respect to local functions and services. Therefore, most of the other *Trustee Essentials* dealing with library board responsibilities also apply to system library boards.

Each public library system board of trustees must hire a thoroughly qualified system director to carry out the system's often-complex responsibilities. The director should possess a detailed knowledge of the profession and of the state's overall library program so that information, options, and explanations can be clearly presented for board deliberation. Library system directors must hold Grade I Certification from the Division for Libraries and Technology. (See also *Trustee Essential #5: Hiring a Library Director* and *Trustee Essential #19: Library Director Certification*.)

Library system boards have significant responsibilities for fiscal policy-making, fiscal planning, and fiscal oversight. In single-county public library systems (with the statutory exception of the Milwaukee County Federated Library System) the county's officers maintain custody of most funds and pay system bills. All other library systems, however, must develop and maintain their own policies and procedures for handling fiscal matters. Each operates its own business office, paying bills and wages, keeping personnel records, complying with state and federal tax regulations, and maintaining full records of income and disbursements. Library systems are required to have annual audits of their financial activities. All system employees involved in handling funds should be bonded appropriately. (See also *Trustee Essential #8: Developing the Library Budget*, *Trustee Essential #9: Managing the Library's Money*, and *Trustee Essential #11: Planning for the Library's Future*.)

Under Wisconsin law, public library system employees are eligible to participate in state retirement and insurance programs. If the system does not choose those options, it must provide its own coverage.

Public library systems must comply with Wisconsin and federal laws dealing with equal opportunity and nondiscrimination. In addition, the system must develop its own job descriptions, wage scales, vacation and sick leave policies, and other personnel policies. (See *Trustee Essential #7: The Library Board and Library Personnel* and *Trustee Essential #10: Developing Essential Library Policies*.)

Relationships to Member Libraries and Member Counties

Like your counterparts at other service levels, you are policy-makers. As a system trustee, however, you cannot make policies for any system member libraries. You should avoid any unnecessary interference with the autonomy of member libraries. (See also *Trustee Essential #10: Developing Essential Library Policies*.)

On the other hand, public library systems do have the power to expel, or reduce aid or service to, any member municipality or county that does not meet the system membership requirements (see *Trustee Essential #17: Membership in the Library System*).

For purposes of governmental cooperation, a public library system is defined as a “municipality” (Wisconsin Statutes Section 66.30) and therefore is able to enter into contracts with other “municipalities” (cities, towns, villages, counties, other library systems). Contracts entered into by public library systems include those for access and services with all member libraries, counties, adjacent and other systems, and the system’s resource library. These contracts form a large part of the operational structure of each system. You should be aware of the content, purpose, and effect of each contract entered into by the board.

You and the other system trustees, together with the system director, should be willing to meet with boards of member libraries whenever invited to explore topics of mutual concern, to explain system objectives and procedures, and to build strong bridges of communication. (See also *Trustee Essential #17: Membership in the Library System*.)

Public library systems are expected to take a leadership role in studying and implementing new capabilities and technologies which can help all members extend and enhance services to their customers. You need to develop your skills as a visionary and an evaluator in order to be open to opportunities for improvements in regional services. You will also need to help your board determine what priority will be placed on library enterprises of a regional nature which might require system investment. This is an area of responsibility where the broader viewpoint of the library system trustee is crucial.

Additional Responsibilities

Effective public library system trustees should be willing to assume a leadership role in legislative lobbying or advocacy at the state and federal level. Like other library trustees, you should recognize that the political process, at all levels, is the means by which scarce financial resources are distributed. Those who make the best case for their funding needs are heeded. “Lobbying” need not carry a negative connotation; informative communications (written and/or in person) to local, state, and federal representatives will keep them aware of citizen concern for access to high-quality library service. These elected representatives are, in the final analysis, just that: representatives. For them to represent the public, they will need to hear about public desires, needs, and values. (See also *Trustee Essential #13: Library Advocacy*.)

Public library systems are firmly in place as examples of effective resource sharing among public libraries. The systems are also vehicles for exploring means of cooperation among other types of libraries. You will need to become familiar with the other types of library organizations in your region.

These types can be defined as follows:

- *Academic libraries* are an integral part of a college, university, or other academic institution for postsecondary education. They are organized and administered to meet the learning and research needs of students, faculty, and affiliated staff of the institution.
- *School libraries / media centers* support the curricular needs of a single elementary or secondary school. Their collections and related equipment serve students, teachers, and affiliated staff.
- *Special libraries* can be found in business firms, professional associations, government agencies, research laboratories, and other organized groups and are established to serve a specialized clientele.

The degree to which formal agreements and contracts have been developed between a public library system and any or all of the other types of libraries within the system's service area varies greatly. You should recognize that investigations and decisions about this form of cooperation are part of your responsibility as a system trustee.

Sources of Additional Information

- Your library system staff (See *Trustee Tool B: Library System Map and Contact Information*.)
- Division for Libraries and Technology staff (See *Trustee Tool C: Division for Libraries and Technology Contact Information*.)

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Trustee Orientation and Continuing Education

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Trustee Orientation

To carry out their duties effectively, new trustees need information about the library's services, needs, and plans. They also need some understanding of the legal responsibilities of the library board and the relationship of the board to the municipality, and to the library director and other library staff. A good orientation will provide new trustees with the answers they need to undertake their duties confidently.

The orientation program should be planned step by step by the library board, with the assistance of the library director. Orientation should start as soon as possible after the new board member is appointed—before the first meeting, if possible. See the attached *Sample Trustee Orientation Outline* for ideas.

Trustee Continuing Education

Even the most knowledgeable and experienced library trustee needs continuing education to stay informed about new laws, new technologies, and new possibilities for library service. Library services and library policies must constantly change to keep pace with changing community needs, new laws, and new technologies. Library leaders, including library trustees, who stay informed of these changes, will be better able to provide high-quality library service to their community.

Probably the most valuable type of continuing education experience for trustees is attendance at system or statewide workshops or at conferences such as the annual Wisconsin Association of Public Libraries (WAPL) and Wisconsin Library Association (WLA) conferences. One of the most rewarding aspects of system and statewide workshops is the opportunity to share experiences and ideas with trustees from other libraries. Information about these workshops and conferences is available in your system newsletter.

Because trustees are busy people with many commitments, it may be difficult to find the time to participate in many workshops and conferences. Fortunately, there are many other ways to learn and stay informed.

Newsletters and Discussion Lists

Your library system's newsletter is a great source of regional and statewide library news and developments.

One of many benefits to membership in Wisconsin Library Trustees and Friends (WLTF) is the WLTF newsletter, which contains news and information important to Wisconsin library trustees.

In This Trustee Essential

- The importance of new trustee orientation
- Why continuing education is essential for all trustees
- Opportunities for continuing education even for busy trustees

The Division for Libraries and Technology has used a variety of methods to disseminate information to the Wisconsin library community. The newest method of communicating is the *Wisconsin Libraries for Everyone* blog (wilibrariesforeveryone.blogspot.com/); we encourage trustees to follow this blog. The final issue of the *Channel Weekly* electronic newsletter was published on December 18, 2014. *Channel Weekly* archives will be available indefinitely on the DPI website.

For many years the Division for Libraries and Technology has sponsored an email discussion list, WISPUBLIB, as a way to allow the Wisconsin public library community to share news and ideas and to get answers to questions about public library services, policies, laws, etc. Beginning in the fall of 2015 the Division is using the social media tool Google+ Communities as a way of offering an efficient, flexible venue for sharing news, ideas, and resources within in our Wisconsin public library community.

The Division encourages public library and library system staff and trustees, as well as anyone with an interest in public library issues, to subscribe to the various Google+ Communities sponsored by the Division.

Other Continuing Education Ideas

Short continuing education sessions can be held during library board meetings. This is a way to reach every trustee on the board (hopefully) and also a way to involve the board in brainstorming or problem-solving discussions on issues that may be important to the library.

The *Trustee Essentials* that make up this handbook can be used for short continuing education sessions held during regular or special board meetings. The meeting agenda should alert board members that a particular *Trustee Essential* will be reviewed at the next board meeting. Each board member should read the *Trustee Essential* in advance of the meeting and bring to the meeting any questions or thoughts concerning the issues raised by the *Trustee Essential*. Most of the *Trustee Essentials* include discussion questions. Perhaps a board member (especially one with experience on the topic to be covered) or the library director or a library system staff person could volunteer in advance to lead the discussion.

The DLT has produced “Trustee Training Modules” that can also be used to guide trustee continuing education sessions at regular or special board meetings. These modules are available in PowerPoint and web versions at pld.dpi.wi.gov/pld_trustee. These modules are designed to be used for continuing education sessions led by a knowledgeable trustee or librarian.

Keep in mind that your library system offers professional consulting services to member library staff and member library boards. These consultants are knowledgeable about a wide range of library practices and issues, as well as new laws and new technologies that may be of interest to your library. Consider inviting a library system consultant or other expert to lead a continuing education session at a regular or special board meeting.

Active involvement in an organization like the Wisconsin Library Trustees and Friends (WLTF) and/or the Association of Library Trustees, Advocates, Friends and Foundations (ALTAFF) is another excellent way to keep up to date on library issues and share ideas with fellow trustees.

Websites

The DLT maintains a Wisconsin Library Trustee Resource Page at pld.dpi.wi.gov/pld_trustee. This webpage features the Trustee Training Modules discussed above, as well as many other resources to support the activities of library trustees. Many library system websites also have important information for library trustees.

Budgeting for Trustee Continuing Education

The annual library budget should include funding for trustee continuing education. Funding should be provided to pay the expenses for trustees to attend library system workshops and send at least one trustee per year to the annual WAPL and/or WLA conferences. Funding should also be provided for at least one trustee's membership in WLTF (and WLA).

Discussion Questions

1. What issues do you want to learn more about? Where can you turn to learn more about those issues?
2. Should the Wisconsin Library Trustees and Friends look into voluntary certification for library trustees? If so, what should be required to earn certification?

Sources of Additional Information

- Attached Sample Trustee Orientation Outline
- Your regional library system staff (See *Trustee Tool B: Library System Map and Contact Information*.)
- Division for Libraries and Technology staff (See *Trustee Tool C: Division for Libraries and Technology Contact Information*.)
- Wisconsin Library Trustee Resource Page at pld.dpi.wi.gov/pld_trustee
- Wisconsin Library Trustees and Friends (WLTF) at wla.wisconsinlibraries.org/wltf
- Association of Library Trustees, Advocates, Friends and Foundations (ALTAFF) at www.ala.org/altaff

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Sample Trustee Orientation Outline

Your library's orientation program can generally follow these steps:

1. The board president (or library director or other board designee) should contact the new trustee to welcome him/her to the board and schedule the orientation session or sessions.
2. Immediately send the new trustee a packet that includes:

- a copy of this handbook
- bylaws of the board
- a list of board members, indicating terms of office and board officers
- board committee membership lists
- calendar of upcoming meetings

At a later point, you may also wish to share the following information with the new trustee:

- the library's latest annual report
 - the library's long-range/strategic plan and current technology plan (if any)
 - the library's policies
 - the library's current and previous year's budget
 - the board's meeting minutes for the previous six months
 - the director's reports for the previous six months
 - the latest monthly statistical report and financial report
 - an organizational chart of the library staff with names and titles
 - the library board's annual calendar, including legal requirements and deadlines
 - Wisconsin Statutes Chapter 43 (Wisconsin's library law)
 - access to the *Wisconsin Public Library Standards*
 - a copy of a brochure or other concise information about your library system
3. The orientation should include a tour of the library, with the director, to introduce staff and discuss library programs and services.

4. The orientation should include meetings with the library director (and perhaps a library board representative) to discuss library services, library plans, and other important issues. A possible plan for the remainder of the orientation program could be as follows:

a. A meeting/discussion with the library director to learn:

- how the library is organized and governed
- how the library is funded
- how the library is operated day to day
- how the library serves the needs of the community
- how the library is linked to other resources, other libraries, and the library system
- how the library could better serve the community

b. A meeting/discussion with one or more board representatives to talk about:

- library board statutory powers and duties (review *Trustee Essential #2: Who Runs the Library?*)
- board bylaws, organization, officers, and committees (review *Trustee Essential #3: Bylaws—Organizing the Board for Effective Action*)
- location, schedule, and conduct of meetings (review *Trustee Essential #4: Effective Board Meetings and Trustee Participation*)
- responsibilities and expectations of board members (review *Trustee Essential #1: The Trustee Job Description*)
- library long-range plans, and the status of activities to meet the objectives of those plans
- recent library accomplishments
- board relationship to the library director, the library staff, and the municipality (review *Trustee Essential #2: Who Runs the Library?*)

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Important State and Federal Laws Pertaining to Public Library Operations



The primary law concerning the establishment and operation of Wisconsin public libraries and public library systems is Wisconsin Statutes Chapter 43. Many of the provisions of Chapter 43 are summarized in this publication. The full text of Chapter 43 is available at docs.legis.wisconsin.gov/statutes/statutes/43.pdf.

Many other state and federal laws apply to aspects of public library operations, and to required as well as prohibited conduct of library boards, individual library trustees, and library employees.

Employment and Equal Rights Laws

An extensive body of both federal and state law applying to public library operations concerns employment law and equal rights law. The applicable *federal* laws prohibiting job discrimination are:

- Title VII of the Civil Rights Act of 1964, which prohibits employment discrimination based on race, color, religion, sex, or national origin.
- The Equal Pay Act of 1963 (EPA), which protects men and women who perform substantially comparable work in the same establishment from sex-based wage discrimination.
- The Age Discrimination in Employment Act of 1967 (ADEA), which protects individuals who are 40 years of age or older.
- Title I and Title V of the Americans with Disabilities Act of 1990 (ADA), which prohibit employment discrimination against qualified individuals with disabilities in the private sector and in state and local governments.
- The Civil Rights Act of 1991, which, among other things, provides monetary damages in cases of intentional employment discrimination.

Answers to frequently asked questions about these laws are available from the Federal Equal Rights Commission website at eeoc.gov/facts/qanda.html. Every employer covered by the nondiscrimination and equal employment opportunity laws is required to post on its premises the poster about these laws available at www.dol.gov/ofccp/regs/compliance/posters/pdf/eeopost.pdf.

The Federal Fair Labor Standards Act (FLSA) establishes minimum wage, overtime pay, record-keeping, and child labor standards. A *Handy Reference Guide to the Fair Labor Standards Act* is available at www.dol.gov/whd/regs/compliance/wh1282.pdf.

Most employers must provide certain types of family leave under both the state and the federal Family Medical Leave Acts (FMLA). A comparison of the

requirements of these two laws is available at dwd.wisconsin.gov/er/family_and_medical_leave/publication_erd_9680_p.htm. Employers that fall under both the state and the federal FMLA must comply with the provisions most beneficial to the employee.

Wisconsin has many other laws dealing with employment and employment discrimination. The Wisconsin Department of Workforce Development has many publications on employment laws and equal rights laws available at dwd.wisconsin.gov/uitax/.

As discussed in *Trustee Essentials* #20 and #21, the federal Americans with Disabilities Act (ADA) has two parts that apply to public libraries. Title I requires equal employment opportunities for individuals with disabilities. Title II prohibits discrimination on the basis of disability in state and local government buildings and services (including public library buildings and services).

Other State Laws

Below are other Wisconsin laws that must be followed by Wisconsin library boards, individual library trustees, library employees, and others.

Public records and property law. Wisconsin Statutes Sections 19.21 to 19.39. See *Trustee Essential* #15.

Code of ethics for public officials and employees. Wisconsin Statutes Sections 19.41 to 19.59. See *Trustee Essential* #16.

Personal information practices act. Wisconsin Statutes Sections 19.62 to 19.80. See *Trustee Essential* #15.

Open meetings law. Wisconsin Statutes Sections 19.81 to 19.98. See *Trustee Essential* #14.

Municipal officials' procedures for payment of public library (and other) expenditures. Wisconsin Statutes Section 66.0607(4):

Except as provided in sub. (3m), if a board, commission or committee of a county, city, village, town or school district is vested by statute with exclusive control and management of a fund, including the audit and approval of payments from the fund, independently of the governing body, payments under this section shall be made by drafts or order checks issued by the county, city, village, town or school clerk upon the filing with the clerk of certified bills, vouchers or schedules signed by the proper officers of the board, commission or committee, giving the name of the claimant or payee, and the amount and nature of each payment.

Open personnel records law. Wisconsin Statutes Section 103.13. (See dwd.wisconsin.gov/er/labor_standards_bureau/records_open_to_employees.htm for explanation.)

Misconduct in office. Wisconsin Statutes Section 946.12. See *Trustee Essential* #16.

Private interests in public contracts. Wisconsin Statutes Section 946.13(1)(b). See *Trustee Essential* #16.

Theft of library materials. Wisconsin Statutes Section 943.61:

(1) In this section:

(a) “Archives” means a place in which public or institutional records are systematically preserved.

(b) “Library” means any public library; library of an educational, historical or eleemosynary institution, organization or society; archives; or museum.

(c) “Library material” includes any book, plate, picture, photograph, engraving, painting, drawing, map, newspaper, magazine, pamphlet, broadside, manuscript, document, letter, public record, microform, sound recording, audiovisual materials in any format, magnetic or other tapes, electronic data processing records, artifacts or other documentary, written or printed materials, regardless of physical form or characteristics, belonging to, on loan to or otherwise in the custody of a library.

(2) Whoever intentionally takes and carries away, transfers, conceals or retains possession of any library material without the consent of a library official, agent or employee and with intent to deprive the library of possession of the material may be penalized as provided in sub. (5).

(3) The concealment of library material beyond the last station for borrowing library material in a library is evidence of intent to deprive the library of possession of the material. The discovery of library material which has not been borrowed in accordance with the library’s procedures or taken with consent of a library official, agent or employee and which is concealed upon the person or among the belongings of the person or concealed by a person upon the person or among the belongings of another is evidence of intentional concealment on the part of the person so concealing the material.

(4) An official or adult employee or agent of a library who has probable cause for believing that a person has violated this section in his or her presence may detain the person in a reasonable manner for a reasonable length of time to deliver the person to a peace officer, or to the person’s parent or guardian in the case of a minor. The detained person shall be promptly informed of the purpose for the detention and be permitted to make phone calls, but shall not be interrogated or searched against his or her will before the arrival of a peace officer who may conduct a lawful interrogation of the accused person. Compliance with this subsection entitles the official, agent or employee effecting the detention to the same defense in any action as is available to a peace officer making an arrest in the line of duty.

(5) Whoever violates this section is guilty of:

(a) A Class A misdemeanor, if the value of the library materials does not exceed \$1,000.

(b) A Class E felony, if the value of the library materials exceeds \$1,000 but not \$2,500.

(c) A Class C felony, if the value of the library materials exceeds \$2,500.

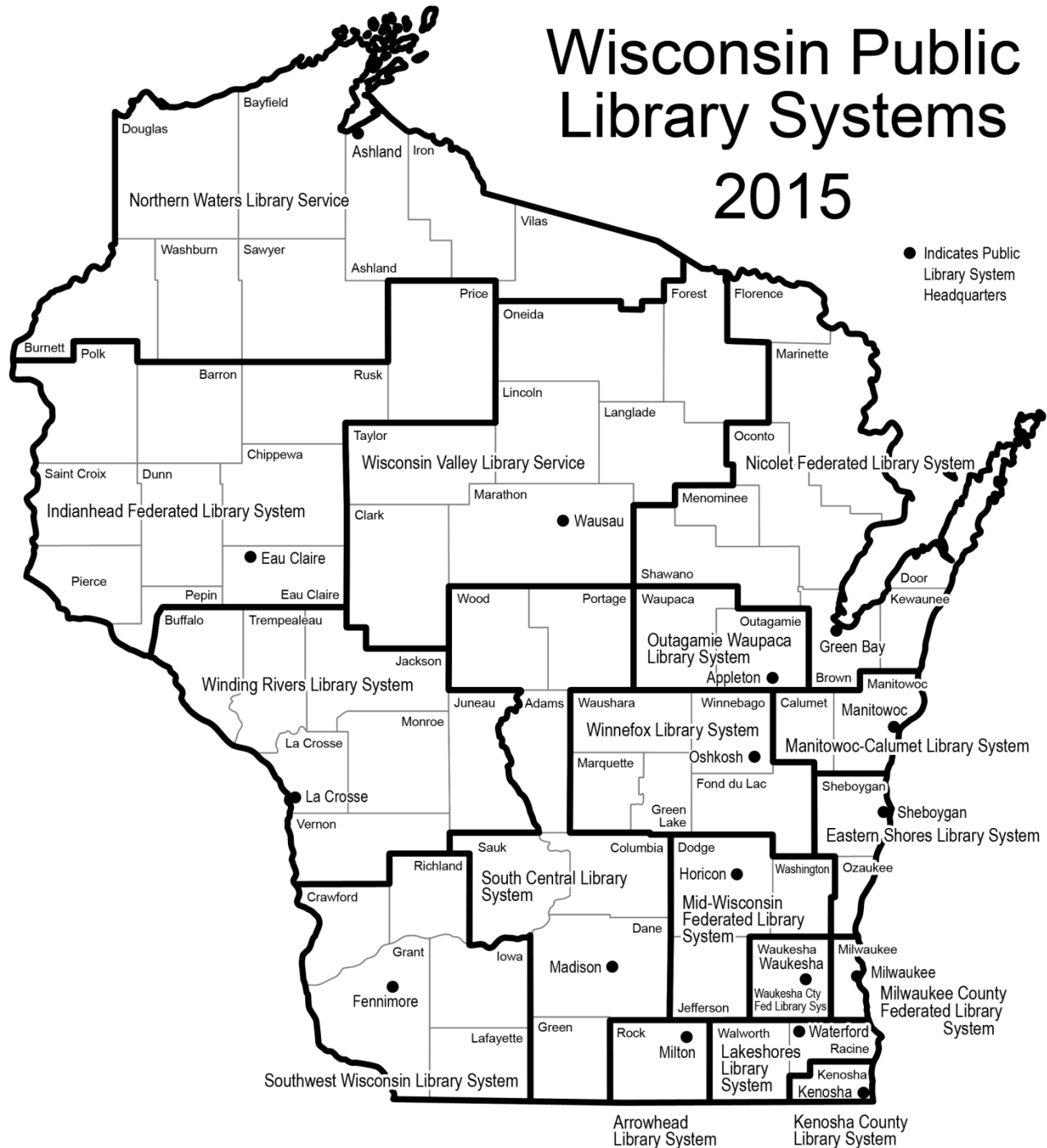
This Trustee Tool provides only a general outline of the law and should not be construed as legal advice in individual or specific cases where additional facts might support a different or more qualified conclusion.

Trustee Essentials: A Handbook for Wisconsin Public Library Trustees was prepared by the DLT with the assistance of the Trustee Handbook Revision Task Force.

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Library System Map and Contact Information

B



Contact Information for the Library Systems

Arrowhead Library System

430 E. High Street
Suite 200
Milton, WI 53563-1579
(608) 868-2872
Website: als.lib.wi.us

Eastern Shores Library System

4632 S. Taylor Drive
Sheboygan, WI 53081-1107
(920) 208-4900
Website: www.easternshoreslibsys.org

Indianhead Federated Library System

1538 Truax Blvd.
Eau Claire, WI 54703-1569
(715) 839-5082
Toll-free: (800) 321-5427
Website: www.iflweb.org

Kenosha County Library System

812 56th St., PO Box 1414
Kenosha, WI 53141-1414
(262) 564-6385
Website: www.kcls.lib.wi.us

Lakeshores Library System

725 Cornerstone Crossing., Suite C
Waterford, WI 53185-4584
(262) 514-4500
Website: www.lakeshores.lib.wi.us

Manitowoc-Calumet Library System

707 Quay Street
Manitowoc, WI 54220-4539
(920) 686-3052
Website: mclsweb.org/mclsweb

Mid-Wisconsin Federated Library System

112 Clinton Street, PO Box 177
Horicon, WI 53032-0177
(920) 485-0833
Website: www.mwfls.org

Milwaukee County Federated Library System

709 N. 8th Street
Milwaukee, WI 53233-2414
(414) 286-3210
Website: www.mcfls.org

Nicolet Federated Library System

1595 Allouez Avenue, Suite 4
Green Bay, WI 54311-6267
(920) 448-4410
Website: www.nfls.lib.wi.us

Northern Waters Library Service

3200 East Lake Shore Drive
Ashland, WI 54806-2510
(715) 682-2365
Toll-free: (800) 228-5684
Website: nwls.wislib.org

Outagamie Waupaca Library System

225 N. Oneida Street
Appleton, WI 54911-4780
(920) 832-6190
Website: owlsweb.org

South Central Library System

4610 S. Biltmore Lane, Suite 101
Madison, WI 53718-2153
(608) 246-7970
Toll-free: (855) 516-7257
Website: www.scls.info

Southwest Wisconsin Library System

1300 Industrial Drive, Suite 2
Fennimore, WI 53809-9579
(608) 822-3393
Website: swls.wordpress.com

Waukesha County Federated Library System

741 N. Grand Avenue, Suite 210
Waukesha, WI 53186-4841
(262) 896-8080
Website: www.wcfls.org

Winding Rivers Library System

800 Main Street
La Crosse, WI 54601-4122
(608) 789-7151
Website: www.wrlsweb.org

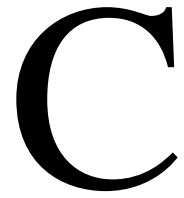
Winnefox Library System

106 Washington Avenue
Oshkosh, WI 54901-4985
(920) 236-5220
Website: www.winnefox.org

Wisconsin Valley Library Service

300 North First Street
Wausau, WI 54403-5405
(715) 261-7250
Website: wvls.org

Division for Libraries and Technology Contact Information



The following are the primary staff dealing with public library and public library system issues.

Kurt J. Kiefer, Assistant State Superintendent,
Division for Libraries and Technology

Public Library Development Team Staff	Areas of Responsibility
John DeBacher (608) 267-9225 john.debacher@dpi.wi.gov	Director, Public Library Development Team
Denise Anton Wright (608) 266-7270 denise.wright@dpi.wi.gov	Public Library Administration
Terrie Howe (608) 266-2413 teresa.howe@dpi.wi.gov	Library Services and Technology Act (LSTA), Public Librarian Certification and Continuing Education
Tessa Michaelson Schmidt (608) 267-5077 tessa.schmidt@dpi.wi.gov	Public Library Youth and Special Services
Ryan Claringbole (608) 266-9534 ryan.claringbole@dpi.wi.gov	Public Library Technology, E-rate
Jamie McCanless (608) 266-3939 jamie.mccanless@dpi.wi.gov	Public Library Data and Finance

The fax number for all Public Library Development Team staff is (608) 267-9207.

Glossary of Terms and Acronyms

D

Acquisition	The process of acquiring the library materials that make up the library's collection.
ALA	American Library Association, the national professional library organization.
ALTAFF	Association for Library Trustees, Advocates, Friends and Foundations, a division of the American Library Association (ALA).
Automation	Use of a computer system for such tasks as circulation, cataloging, acquisitions, and interlibrary loans.
BadgerLink	A program supported and funded through the Department of Public Instruction, Division for Libraries and Technology. Its goal is to provide Wisconsin residents with increased access to electronic information sources free of charge, in cooperation with the state's library community.
BCN	BadgerNet Converged Network. A statewide network serving all 72 Wisconsin counties by providing wide area network, Internet transport and video applications to state government and education entities.
Bequest	Money or property given by will. In Wisconsin a library board can retain custody of bequests to the library.
Cataloging	The process of describing an item in the collection and assigning it a classification (call) number.
Capital Funds	Funds for acquisition of or additions to fixed assets, such as building sites, new buildings and building additions, new equipment (including major computer installations), initial book stock, furnishings for new or expanded buildings, and new vehicles. This excludes replacement and repair of existing furnishings and equipment, regular purchase of library materials, and investments for capital appreciation. Note: Municipal accounting practices determine whether a specific item is a capital expense or an operating expense regardless of examples in the definitions. Expenditures for books, other than initial book stock, are not capital expenditures.
CCBC	Cooperative Children's Book Center. A review center for books published in the U.S. for children, administered by the UW–Madison School of Education and partially supported by the Department of Public Instruction.

CE	Continuing Education.
Certified Library Director, Librarian, or Library Administrator	A librarian maintaining proper certification from the DPI, as prescribed by the Wisconsin Administrative Code to fulfill the requirements of <i>Wisconsin Statutes</i> Chapter 43 for library membership in a public library system.
Chapter 43	The chapter of <i>Wisconsin Statutes</i> governing the establishment and operation of public libraries and library systems.
CIPA	Children's Internet Protection Act. To receive E-rate discounts and some LSTA grant funding, school and library authorities must certify that they are enforcing a policy of Internet safety that includes measures to block or filter Internet access for both minors and adults to certain visual depictions.
Circulation	The act of loaning material from the library's collection for use outside the library. This activity includes either manual or electronic checkout of an item to a patron, and also its renewal, each of which is reported as a circulation transaction. Interlibrary loan of an item to one library by another is NOT counted as a circulation, but the recipient library's checkout of the item to a patron is counted as a circulation by the recipient library.
COLAND	Council on Library and Network Development. An advisory council to the DPI, the governor, and the state legislature on libraries and other information services, appointed by the governor and including library professionals and lay people.
Collection	The total accumulation of all library materials and electronic resources provided by a library for its clientele.
Crossover Borrowing	A term often used to describe the borrowing of materials from a library by residents of another community which has its own library.
Devise	Real estate given by will (or the clause in a will which thus bestows real estate). In Wisconsin a library board can retain custody of and hold title to property given to the library in a will.
DLT	Division for Libraries and Technology, part of DPI.
DPI	Department of Public Instruction, State of Wisconsin.
DVD	Digital video (or versatile) disc. Essentially a high-capacity CD requiring a special (DVD) player, often used for video recordings.
E-Book	A general term used to describe a text or monograph which is available in an electronic form and is read using a computer or other electronic device.

sE-rate	Also known as the Schools and Libraries Universal Services Support Mechanism, E-rate is a federal program that provides discounts to assist schools and libraries in Wisconsin and throughout the United States in obtaining affordable telecommunications service and Internet access.
Endowment	Donated funds providing for the continuing support and/or maintenance of the library. In Wisconsin a library board can retain custody of endowments given to the library.
FTE	Full-time equivalent. A standard measurement of staff size, determined by summing the total hours worked per typical week by all library employees and dividing by forty.
ILL or Interlibrary Loan	A transaction in which library material is loaned by one library to another outside its branch system for the use of an individual patron.
IMLS	Institute of Museum and Library Services. The federal agency that administers the Library Services and Technology Act (LSTA).
LAN	Local area network. A network of computers within an office or building (or other small area) linked together so as to be capable of direct communication with one another to share resources.
LC	Library of Congress. The national library for the United States.
LD&L	Library Development and Legislation Committee. The committee of the Wisconsin Library Association that recommends, monitors, and lobbies for library legislation.
Linked System	A general term for a system formed by linking two or more separate automated library systems together to allow at least the simultaneous searching of the linked catalogs.
LSTA	Library Services and Technology Act. The major federal library funding law. The abbreviation LSTA is often also applied to the grant program funded by the act.
MARC	Machine Readable Cataloging. The standard formats approved by the Library of Congress for the representation and communication of bibliographic and related information in computerized (automated) library systems.
MLS	Master of Library Science. An advanced degree for librarians.
Municipal Population	<i>(see Resident Population)</i>
NLW	National Library Week.

Nonresident	A library user who lives outside the library's legal service jurisdiction, that is, the governmental unit(s) establishing the public library.
OCLC	Online Computer Library Center, Inc. Producers of an international bibliographic utility (often itself called OCLC) used by libraries for cataloging information and a variety of related services.
OPAC	Online Public Access Catalog. A computer-based library catalog.
Periodical	A publication with a distinctive title intended to appear in successive numbers or parts at stated or regular intervals and, as a rule, for an indefinite time; magazines and newspapers are periodicals.
PLA	The Public Library Association. A division of ALA.
PLDT	Public Library Development Team. A team in the DPI's Division for Libraries and Technology providing coordination of consulting, legislation, and funding for the improvement of public libraries and public library systems.
Processing	The carrying out of the various routines to be performed before material is ready for circulation, including cataloging and physical preparation.
Public Access Workstation	Any computer or terminal available exclusively for public use in the library.
RL&LL	Resources for Libraries and Lifelong Learning. A team within the Division for Libraries and Technology coordinating interlibrary loan, a statewide online catalog database, reference services, the state government document depository program, and online and full-text database resources.
Resident	A person who lives within the library's legal service jurisdiction, that is, the governmental unit(s) establishing the public library.
Resident Population	The total number of persons who live within the library's legal service jurisdiction; that is, the governmental unit(s) establishing the public library.
Resource Library	A (usually) large public library that serves a special function within a library system.
Selection	The process of choosing the books and other materials to be bought for a library.

Service Population

The municipal population (see above) plus an estimated value for an additional service area population.

Shared System

A computerized catalog and circulation system shared by a number of libraries.

SLP

Summer Library Program, an umbrella term for youth activities and programs that a public library carries out during the summer.

Special Population

Any population whose access of the public library is difficult, limited, or minimized based on specific demographics.

SRLAAW

System and Resource Library Administrators' Association of Wisconsin. An organization composed of the administrators (directors) of all Wisconsin public library systems and the corresponding resource libraries.

TEACH

Technology for Educational Achievement in Wisconsin. A program administered by the Wisconsin Department of Administration, Division of Enterprise Technology which subsidizes much of the cost to provide telecommunication access to eligible schools, libraries, and educational institutions.

Title

A title is a publication that forms a separate bibliographic whole, whether issued in one or in several volumes, discs, or parts. The term applies equally to printed materials, such as books and periodicals, and to audiovisual materials and microforms. Duplicate copies represent one title.

Union Catalog A consolidated catalog of holdings from several libraries.

Volume

Volumes are the physical units or items in a collection. Items that are packaged together as a unit, e.g., two compact discs, two films, or two videocassettes, and are generally checked out as a unit, should be counted as one physical unit, one volume.

WAN

Wide area network. A network of computers connecting widely separated offices or buildings (such as separate libraries across a region) and linked together so as to be capable of direct communication with one another to share resources.

WAPL

Wisconsin Association of Public Libraries. A division of WLA.

WERC

Wisconsin Employment Relations Commission.

Weeding

The selection of library material from the collection to be discarded, sold, or transferred to storage because of poor physical condition, outdated content, or limited popularity.

WiLS	<i>(formerly Wisconsin Library Services)</i> A non-profit membership organization that facilitates collaborative projects and services, and to advance library service, primarily in the state of Wisconsin. Most of their members are libraries, but they also work with cultural institutions, government agencies, and other non-profits to develop partnerships and projects.
WISCAT	Wisconsin Catalog. The statewide database of holdings contributed to by Wisconsin libraries of all types.
WiscNet	A not-for-profit organization that connects many Wisconsin libraries, educational agencies, and other government organizations to the Internet.
Wisconsin Talking Book and Braille Library	A federally-funded library located in Milwaukee which provides books and periodicals in audio formats and in Braille to blind and physically handicapped citizens of all ages throughout Wisconsin.
WLA	Wisconsin Library Association. The state professional library association.
WLTF	Wisconsin Library Trustees and Friends. A division of the Wisconsin Library Association.

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OWLS PROVIDES ACCESS

Through InfoSoup, your library's patrons have access to more than 700,000 titles which they can request online and receive within days via OWLS's 5-day-a-week delivery service.



OWLS PROVIDES EXPERTISE

OWLS staff is available 45 hours per week to support network access, library computers, circulation software, and electronic resources. Emergency support is available on evenings and weekends.



OWLS IS YOUR PARTNER IN ADVOCACY

OWLS works with member libraries, other public library systems, and the WLA to promote favorable legislation and increased funding at the municipal, county, and state levels.



OWLS SAVES LIBRARIES MONEY

OWLS awards scholarships for continuing education, grants for collaborative summer library programs, and coordinates group discounts for summer library materials.

OWLS FACILITATES COLLABORATION

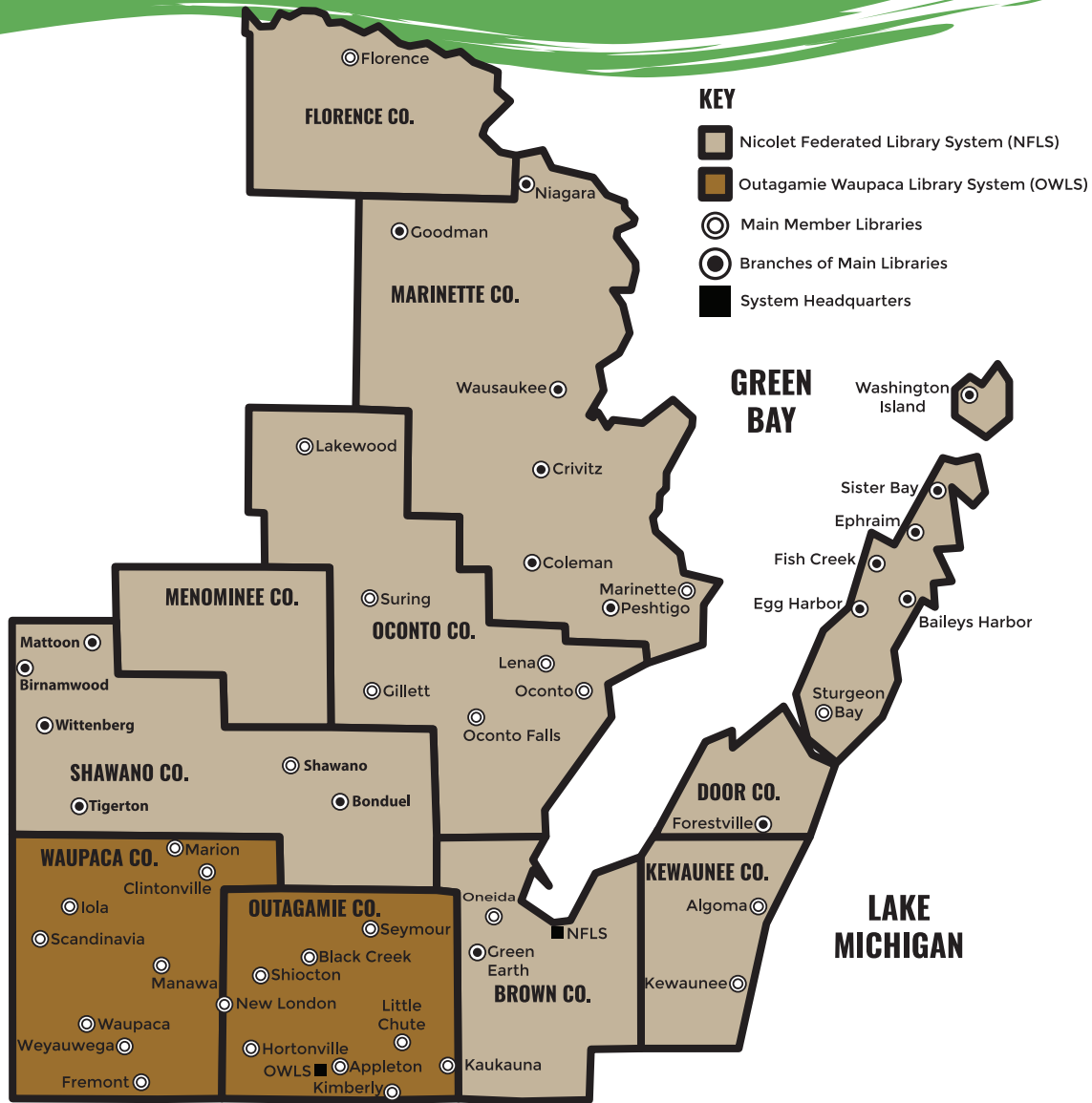
OWLS hosts regular meetings of member library directors, children's librarians, and library staff. We provide email lists for asking questions and sharing best practices.





OWLSnet

a network of access and innovation



OWLSnet

a partnership of public libraries serving Northeastern Wisconsin
(libraries listed alphabetically by location)

Algoma (ALG)
Appleton (APL)
Baileys Harbor (BAI)
Birnamwood (BIR)
Black Creek (BCL)
Bonduel (BON)
Clintonville (CPL)
Coleman-Pound (COL)
Crivitz (CRI)
Egg Harbor (EGG)
Ephraim (EPH)
Fish Creek (FIS)
Florence (FLO)
Forestville (FOR)
Fremont (FPL)
Gillett (GIL)

Goodman (GOO)
Green Earth (ON2)
Hortonville (HPL)
Iola (IVL)
Kaukauna (KAU)
Kewaunee (KEW)
Kimberly (KIM)
Lakewood (LAK)
Lena (LEN)
Little Chute (LIT)
Manawa (MAN)
Marinette (MRT)
Marion (MAR)
Mattoon-Hutchins (MAT)
New London (NLP)
Niagara (NIA)

Oconto (OCO)
Oconto Falls (OCF)
Oneida (ONE)
Peshtigo (PES)
Scandinavia (SCA)
Seymour (SEY)
Shawano (SHA)
Shiocton (SHI)
Sister Bay/Liberty Grove (SIS)
Sturgeon Bay (STR)
Suring (SUR)
Tigerton (TIG)
Washington Island (WSH)
Waupaca (WAU)
Wausaukee (WAS)
Weyauwega (WEY)
Wittenberg (WIT)

Outagamie Waupaca Library System

3373 W. Brewster Street · Appleton, WI 54914 · 920.832.6190

OWLS SERVICES AND FEES

Revised November 6, 2020

OWLS and its member libraries have a complex financial relationship. Consequently, there are many reasons why a member library might be paying OWLS, and there are several reasons why OWLS might be paying a member library. This document attempts to clarify the financial relationship between OWLS and member libraries by explaining the services OWLS provides, the charges to libraries for some services, and the payments that are exchanged between the system and its members.

Statutory Service Requirements – Provided for Free

In order to qualify for state funding, OWLS is required to provide ten statutorily mandated services to its member libraries. OWLS does not charge its member libraries for any of these services, i.e. they are provided for free.

1. *Backup reference, information and interlibrary loan services from the system resource library, including the development of and access to specialized collections.*

OWLS has a contract with Appleton Public Library that makes their resources and services available to all member libraries.

2. *Referral or routing of reference and interlibrary loan requests from libraries within the system to libraries within and outside the system.*

OWLS purchases WISCAT subscriptions for member libraries so they can send and receive interlibrary loan materials outside of OWLSnet.

3. *In-service training for participating public library personnel and trustees.*

As a member of the Northeast Wisconsin (NEWI) Continuing Education Partnership, OWLS sponsors numerous workshops and webinars for member library directors, staff, and trustees. OWLS also provides continuing education scholarships to member library staff and one-on-one training on many topics.

4. Electronic delivery of information and physical delivery of library materials to participating libraries.

OWLS contracts with Waltco and South Central Library System to provide systemwide and statewide delivery services for member libraries. Delivery services enable the efficient sharing of resources among libraries which is necessary for filling patron requests in a timely and cost-effective manner.

5. Service agreements with all adjacent library systems.

OWLS has service agreements with adjacent systems that allow system residents to use libraries in neighboring systems, allow member library staff to attend programs and workshops in neighboring systems, and provide access to resources of neighboring systems.

Some of these agreements result in OWLS libraries being paid for serving residents of adjacent systems. In these cases, OWLS collects usage data, bills neighboring systems, and distributes their payments to OWLS libraries.

6. Professional consultant services to participating public libraries.

OWLS professional staff is available to provide consultant services in many different areas, including library administration, collection building, space utilization, optimizing workflows, planning, legislation, legal issues, marketing, social media, staff training, and more.

7. Promotion and facilitation of inclusive library service.

OWLS regularly contracts with a member library director to facilitate the sharing of information about inclusive services. OWLS coordinates projects, provides training, obtains grants, and shares information with member libraries about providing inclusive services for underserved populations.

8. Cooperation, planning, and agreements with other types of libraries in the system area for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.

OWLS facilitates communication and collaboration between area public, academic, and special libraries.

9. Planning with the division and with libraries in the area in regard to library technology and the sharing of resources.

OWLS regularly engages in planning that results in the development of a new state-approved systemwide Technology and Resource Sharing Plan every five years.

10. Written agreements with member libraries stating that they agree to provide the same services to any resident of the system area that they provide to local residents and to interlibrary loan materials to other libraries in the system.

Such agreements ensure that member libraries have access to the materials of other member libraries and that their local residents can use other system libraries.

Non-mandated Services – Provided for Free

It is also permissible for OWLS to provide any other service programs designed to meet the needs of participating public libraries and the residents of the system area, as determined by the system board after consultation with participating public libraries.

Coordination of County Budget Requests and Payments

OWLS is one of several systems that coordinates countywide library service, i.e., developing county library service plans, collecting data, preparing county budget requests, and distributing county payments to libraries. In many systems, county library boards fill this role. However, in areas where the system functions as the de facto county library board, counties pay considerably higher reimbursement rates. OWLS libraries are currently reimbursed for 100% of their costs for providing countywide library service. Many counties in the state pay closer to the 70% statutory minimum.

Computer Support and Technical Assistance

OWLS staff assists local libraries in selecting, ordering, installing, troubleshooting, and repairing local library computers and other hardware. While local libraries pay for and own their hardware, there is no charge for OWLS assistance and support.

Web Support

OWLS designs websites, purchases and maintains domain names, and provides website hosting

services for member libraries. OWLS staff trains library staff to maintain their websites and provides troubleshooting and support for their sites.

Digital Media Support

OWLS is a founding member of the Wisconsin Public Library Consortium (WPLC) that has established and funded a statewide collection of e-books and downloadable audiobooks. OWLS also provides E-book reader and digital audiobook player training and support to member libraries.

Support for Youth Services

OWLS regularly contracts with a member library youth services librarian to facilitate the sharing of information about services to children and young adults. OWLS also provides grants for summer library program (SLP) programming and provides SLP materials to libraries.

Non-mandated Service – Minimal Charges Apply

Graphic Arts Services

OWLS provides professional graphic design and reproduction services for member libraries. All design services are free, and minimal charges apply for printing and production. Basically, member libraries are only charged for the cost of supplies, which makes OWLS reproduction services much less expensive than a commercial print shop.

OWLSnet – Non-mandated Service – Charges Apply

OWLSnet is the shared library automation network that OWLS operates for libraries in the OWLS and Nicolet systems. Participating libraries pay an annual OWLSnet membership fee to help pay for this program. It costs just over \$1,000,000 annually to operate this program. The two systems pay approximately 47% of the cost, and the 30 participating libraries pay approximately 53% of the cost.

OWLSnet provides non-mandated, technology-related services to participating libraries that far exceed those provided by many other Wisconsin public library systems. While it's difficult to

list all the services included in OWLSnet membership, they can be best understood by listing them in a few different categories.

Integrated Library System (ILS)

- OWLSnet uses TLC's CARL-X ILS software to provide its members with online circulation control, patron registration, patron database, cataloging, acquisitions, bibliographic database, and an online public access catalog named InfoSoup.
- OWLSnet pays all annual maintenance charges for ILS-related hardware and software and pays for necessary upgrades.
- OWLS staff administers the ILS and monitors daily operations.
- OWLS and Appleton Public Library cooperate to provide professional cataloging services.
- A variety of standard reports, notices, and custom reports are provided to meet library needs.
- Training and support is provided to member library staff in all aspects of ILS operation.
- Library cards, registration forms, other forms, and publicity materials for shared resources are provided to members.
- Email notifications and SMS (text messaging) notifications are available to local library patrons.
- OWLS staff coordinates the development or addition of content to InfoSoup to enhance patrons' experience with the catalog, e.g., booklists, research and job assistance pages, access to digital materials, readers' advisory tools, and announcement of events of interest to readers and library users.

Network Infrastructure

- OWLSnet maintains an environmentally controlled computer room with a bank of servers needed to provide services to participating libraries. Servers are administered, backed up, and have an automatic shutdown system for power failures.

- OWLSnet provides, manages, and maintains the telecommunications network for participating libraries, including central site equipment and routers and switches at local libraries. Libraries are connected via the BadgerNet Converged Network, and rates are subsidized by the TEACH Wisconsin program.
- OWLSnet manages the wireless networks in member libraries and maintains local library wireless access points.
- OWLSnet provides Internet access over its network infrastructure.

Software

- OWLSnet provides and supports email service for local library staff.
- OWLSnet provides antivirus software for all local library computers.
- OWLSnet provides MyPC workstation management software, Deep Freeze security software, and manages Windows and other software updates for public access computers, which are unable to update automatically due to management and security software.

Additional Content

- OWLSnet provides additional content to member libraries and patrons, e.g., Overdrive Advantage Program, Ancestry Library Edition, Newspaper Archive, and TumbleBooks.
- OWLSnet is a member of the Recollection Wisconsin partnership, which allows local libraries to share unique local resources online. OWLS staff trains library staff on digitization best practices and facilitates uploading new content to CONTENTdm software hosted on servers at the Milwaukee Public Library.

Cooperative Purchasing and Pass-Through Payments

Local library payments to OWLS are often reimbursements for equipment and supplies that have been purchased by libraries or payments that have been made on their behalf.

Equipment

OWLS regularly orders computers, printers, receipt printers, and barcode scanners for member libraries. OWLS pays for this equipment and then bills member libraries for reimbursement.

Supplies

In order to take advantage of economies of scale and larger discounts, OWLS frequently purchases and stocks specialized supplies that are re-sold to member libraries, e.g., receipt paper, barcode labels for library materials, and spine labels.

Pass-Through Payments

It's not uncommon for OWLS to pay for a project that involves multiple libraries and then bill the libraries for their shares.

Beginning in 2012, libraries statewide have started contributing a portion of their materials budgets to the statewide digital media buying pool. These funds are being used to purchase E-books and downloadable audiobooks that are available to patrons throughout the state. This is a good example of pass-through payments, as OWLS pays all of its member libraries' shares, and the libraries are billed and reimburse OWLS.