



Meeting Agenda - Final Library Board

Tuesday, June 20, 2017

4:30 PM

225 N. Oneida Street

1. Call meeting to order
2. Roll call of membership
3. Approval of minutes from previous meeting
[17-887](#) May 16, 2017 Meeting Minutes
Attachments: [May 16 2017 Meeting Minutes.pdf](#)
4. Public Participation and Communication
[17-888](#) Recognition of Yee Lee Vue Wisconsin Alumni Association Forward Under 40 award recipient
- i. Establish Order of the Day
5. **Action Items**
 - A. [17-889](#) Bill Register - May 2017
Attachments: [May Bill Register.pdf](#)
[May Revenue and Expense Summary.pdf](#)
[May Subledger Summary.pdf](#)
 - B. [17-890](#) Report of the meeting of the Planning Committee
Attachments: [Planning Committee Meeting Minutes 6-13-2017.pdf](#)
 - C. [17-891](#) City Policies: Bone Marrow and Organ Donation Leave Policy, Ergonomics Policy, Exit Interview Policy, Workplace Violence Policy
Attachments: [Bone Marrow and Organ Donation Leave Policy.pdf](#)
[Ergonomics Policy.pdf](#)
[EXIT INTERVIEW.pdf](#)
[Workplace Violence 2017.pdf](#)

- D. [17-892](#) Sole Sourcing of Contract to Magenta Keys LLC for Reach Out and Read Sustainability Process

Attachments: [Strategic Planning Contract Awarded to Magenta Keys LLC.pdf](#)

- E. [17-893](#) June 2017 Budget Amendment

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

6. Information Items

A. Director's Report

- i. [17-894](#) 2018 Budget Adoption Schedule
- ii. [17-895](#) Updates from Wisconsin Library Systems
- iii. [17-896](#) Wisconsin Trustee Training Week August 21-25, 2017
- iv. [17-897](#) Older Adult / Community Center Project Report

Attachments: [Project Report - Older Adult Community Center.pdf](#)

- v. [17-898](#) State of Wisconsin Budget Update
- vi. [17-899](#) Federal Budget Update

B. President's Report

- i. [17-900](#) Review and Discussion on Trustee Essentials Chapter 6: Evaluating the Director and Trustee Essentials Chapter 19: Library Director Certification

Attachments: [Trustee Essential 6 Evaluating the Director.pdf](#)
[Trustee Essential 19 Library Director Certification.pdf](#)

C. Assistant Director's Report

- i. [17-901](#) APL Hiring Processes Update
- ii. [17-902](#) OWLSnet Fees Update

- iii. [17-903](#) 2017 APL Public Survey Results

Attachments: [Appleton Public Library 2017 Public Survey Report.pdf](#)

- v. [17-904](#) Library APP

D. Friends Report

- i. [17-905](#) Friends of Appleton Public Library / APL Memorandum of Understanding

E. Staff Updates

- i. [17-906](#) Leadership Fox Cities Report - Tina Krueger

- ii. [17-907](#) Summer Library Program and POINT

[17-908](#) Hmong Culture Celebration

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, May 16, 2017

4:30 PM

225 N. Oneida Street

1. Call meeting to order

Vice President Looker called the meeting to order at 4:31 pm

2. Roll call of membership

Others Present: Jessica Brittnacher, Mayor Tim Hanna, Jan Quinlan, Colleen Rortvedt, Tasha Saeker, City Attorney Jim Walsh, Maureen Ward

Present: 9 - Bergman, Hietpas, Looker, Bloedow, Brault Pagel, Peterson, Dannecker, Kellner and Exarhos

Excused: 1 - Scheuerman

Others : 1 - Panella

3. Approval of minutes from previous meeting

[17-701](#)

Meeting Minutes 4-18-2017

Attachments: [April 18, 2017 Meeting Minutes.pdf](#)

Bloedow moved, seconded by Peterson, that the April 18, 2017 Meeting Minutes be approved. Voice Vote. Motion Carried. (9-0)

4. Public Participation and Communication

[17-702](#)

Re-Appointment of Alderperson Greg Dannecker to Library Board for 2017-2018

Establish Order of the Day

Vice President Looker changed the order of the meeting. Closed Session was moved ahead of Action Items. Items E. i., ii., iii., iv., v. - Staff Updates were removed from the meeting agenda.

Closed Session

Dannecker moved, seconded by Bergman that the Library Board meet in Closed Session for the purpose of deliberating or negotiating the purchasing of public property, the investing of public funds, or conducting other specified public business, where competitive or bargaining reasons require a closed session concerning the library building pursuant to the exceptions contained in section 19.85(1)(e) of the Wisconsin Statutes. The Board will then reconvene into open session and conduct such further business as may be pending. Voice Vote. Motion Carried. (9-0)
Roll Call was taken.

The meeting moved into Closed Session at 4:33 pm

Dannecker moved, seconded by Bloedow that the Library Board resume meeting in Open Session. Voice Vote. Motion Carried. (9-0)
Roll Call was taken.

The meeting resumed Open Session at 5:05 pm
No action was taken.

5. Action Items

A. [17-703](#) Bill Register - April 2017

Attachments: [April Bill Register.pdf](#)
 [April Revenue and Expense Summary.pdf](#)
 [April Subledger Summary.pdf](#)

Peterson moved, seconded by Dannecker, that the April 2017 Bill Register be approved. Voice Vote. Motion Carried. (9-0)

B. [17-704](#) Friends / Appleton Public Library Memorandum of Understanding

Attachments: [FRIENDS APL MOU \(5-10-17\).pdf](#)

Kellner moved, seconded by Dannecker, that the Friends / Appleton Public Library Memorandum of Understanding be approved. Voice Vote. Motion Carried. (9-0)

C. [17-705](#) Report of the meeting of the Planning Committee

Nothing reported and no action taken.

D. [17-706](#) May 2017 Budget Amendment

Attachments: [May Budget Amendment.pdf](#)

Peterson moved, seconded by Dannecker, that the May Budget amendment in the amount of \$17,000 be approved. Voice Vote. Motion Carried. (9-0)

6. Information Items**A. Director's Report**

- i. [17-707](#) President Scheuerman's Appointments to the Nominating Committee

Attachments: [President Scheuerman Memo 2017 Nominating Committee.pdf](#)
- ii. [17-708](#) Outagamie Waupaca Library System Staffing Updates
- iii. [17-709](#) Trustee Training - Trustee Essentials Chapter 8: Developing the Library Budget and Trustee Essentials Chapter 9: Managing the Library's Money

Attachments: [Trustee Essentials Chapter 8.pdf](#)
[Trustee Essentials Chapter 9.pdf](#)

C. Assistant Director's Report

- i. [17-710](#) APL Hiring Processes

D. Friends Report

- i. [17-711](#) Friends Annual Meeting, Thursday, May 25, 2017 - 4:00 pm

7. Adjournment

Bloedow moved, seconded by Exarhos that the meeting be adjourned. Voice Vote. Motion Carried. (9-0)
The meeting was adjourned at 5:40 pm

DocDocument		G/L	Explanation		Amount	Account	
Ty	Number	Date	Alpha Name	-Remark-			
JE	125701	05/19/17	5/18 PR TRAVEL REIMBURSEMENTS	HOLZ	110.21	16010 6201	
PU	1001	05/18/17	CHULA VISTA RESORT	VOLUNTEER RECOG.	82.00	16010 6201	
PU	1002	05/18/17	PAYPAL *WISCONSINVO	VOLUNTEER CONFERENCE	125.00	16010 6201	
PV	374866	05/31/17	CHARLES LATORRE CONSULTING LLC	leadership training	1,708.36	16010 6201	
PU	40	05/18/17	OFFICE DEPOT #142	VOLUNTEER CARDS	19.98	16010 6301	00003951
PU	144	05/18/17	OFFICEMAX/OFFICEDEPT#6	SPLIT - SHEET PROTEC	59.17	16010 6301	
PU	547	05/18/17	USPS PO 5602500943	POSTAGE	20.37	16010 6301	
PU	855	05/18/17	OFFICEMAX/OFFICEDEPT#6	SPLIT - PENS (68.81%	3.64	16010 6301	
PU	1350	05/18/17	SAMSClub.COM	COAT RACK	39.34	16010 6301	
PU	39	05/18/17	APPLETON TROPHY AND EN	VOLUNTEER RECOG.	16.00	16010 6305	00003951
PU	41	05/18/17	WPY*COMMUNITY FOUNDATI	VOLUNTEER RECONG.	210.00	16010 6305	00003951
PU	343	05/18/17	APPLETON TROPHY AND EN	VOLUNTEER RECOGN.	76.00	16010 6305	00003951
PU	344	05/18/17	WALGREENS #5102	VOLUNTEER RECOGN.	40.00	16010 6305	00003951
PU	515	05/18/17	TARGET.COM *	J.P. RETIREMENT GIFT	9.49	16010 6305	
PU	528	05/18/17	TARGET 00008078	RETURN	9.49-	16010 6305	
PU	545	05/18/17	ADI	J.P. RETIREMENT GIFT	75.00	16010 6305	
PU	648	05/18/17	SAMSClub #6321	STAFF REC. DAY	76.42	16010 6305	
PU	673	05/18/17	TARGET 00002386	STAFF APPREC. DAY	72.89	16010 6305	
PU	1020	05/18/17	TARGET.COM *	J.P. RETIREMENT GIFT	9.49	16010 6305	
PU	503	05/18/17	MANDERFIELDS HOME BAKE	FRIDAY STAFF MEETING	58.75	16010 6307	
PU	605	05/18/17	KWIK TRIP 18200001826	ICE FOR STAFF MEETIN	3.98	16010 6307	
PU	649	05/18/17	SAMS CLUB #6321	STAFF REC. DAY	39.24	16010 6307	
PU	670	05/18/17	PICK'N SAVE #187	STAFF REC. DAY	17.18	16010 6307	
PU	866	05/18/17	KWIK TRIP 74300007435	MOVIE POPCORN	6.00	16010 6307	00003951
PU	805	05/18/17	FASTSIGNS 300301	SLP BANNER	85.00	16010 6320 2	
PU	460	05/18/17	WWW.PUMPAUDIO.COM	SLP VIDEO MUSIC	40.00	16010 6412	
PU	1049	05/18/17	FACEBK ZMJU2CAYX2	FACEBOOK AD	20.00	16010 6412	
PU	1266	05/18/17	ADI	ADVERTISING GUIDE	100.00	16010 6412	
JE	125624	05/12/17	5/17 AT&T BILL		219.01	16010 6413 7	
JE	125640	05/12/17	4/17 LONG DISTANCE		151.58	16010 6413 7	
PU	948	05/18/17	CELLCOM	CELLPHONE	101.51	16010 6413 8	
PU	600	05/18/17	EB UNITED WAY FOX CIT	ANNUAL REPORT MEETIN	126.00	16010 6599	00003951

					3,712.12		
					=====		
16010					17.66	16021 6201	00003952
JE	125701	05/19/17	5/18 PR TRAVEL REIMBURSEMENTS	UNRUH			

DocDocument		G/L	Explanation				
Ty	Number	Date	Alpha Name	-Remark-	Amount	Account	
PV	374866	05/31/17	CHARLES LATORRE CONSULTING LLC	leadership training	194.44	16021	6201
PU	227	05/18/17	SCHOLASTIC EDUCATION	RO&R	346.20	16021	6301 00003952
PU	283	05/18/17	ALL ABOUT BOOKS, LLC	RO&R	464.69	16021	6301 00003952
PU	284	05/18/17	INTERSTATE BOOKS4SCHOO	RO&R	26.00	16021	6301 00003952
PU	856	05/18/17	OFFICEMAX/OFFICEDEPT#6	SPLIT - STAPLES (31.	1.65	16021	6301
PU	875	05/18/17	WM SUPERCENTER #2958	STORAGE BINS	23.13	16021	6301
PU	1042	05/18/17	ALL ABOUT BOOKS, LLC	RO&R	96.42	16021	6301 00003952
PU	1043	05/18/17	ALL ABOUT BOOKS, LLC	RO&R	194.84	16021	6301 00003952
PU	1141	05/18/17	ALL ABOUT BOOKS, LLC	RO&R	710.36	16021	6301 00003952
PU	1166	05/18/17	ALL ABOUT BOOKS, LLC	RO&R	1,648.25	16021	6301 00003952
PU	1167	05/18/17	AMAZON MKTPLACE PMTS	LEGOS	201.67	16021	6301 00003951
PU	1168	05/18/17	S3 STORES INC	KIDS FEELING CHART	42.06	16021	6301
PU	1213	05/18/17	WAL-MART #1982	PLAY&LEARN HOOKS	7.72	16021	6301
PU	1237	05/18/17	AMAZON.COM	EC REMODEL	258.75	16021	6301 00003951
PU	1264	05/18/17	ALL ABOUT BOOKS, LLC	RO&R	240.59	16021	6301 00003952
PU	1279	05/18/17	AMAZON MKTPLACE PMTS	FIDGET TOYS	53.90	16021	6301 00003951
PU	1289	05/18/17	SCHOLASTIC EDUCATION	RO&R	123.50	16021	6301 00003952
PU	1292	05/18/17	SCHOLASTIC EDUCATION	RO&R	281.00	16021	6301 00003952
PU	1330	05/18/17	SCHOLASTIC EDUCATION	RO&R	110.10	16021	6301 00003952
PU	1212	05/18/17	WAL-MART #1982	ELL DRINKS	8.87	16021	6307 00003955
PV	374780	05/24/17	UNIVERSITY OF WISCONSIN - MILW	app r2r final surver	5,000.00	16021	6599 00003951
16021					----- 10,051.80 =====		
JE	125701	05/19/17	5/18 PR TRAVEL REIMBURSEMENTS	CARPENTER	70.94	16023	6201
PU	784	05/18/17	WISCONSIN LIBRARY ASSO	B.C. WAPL	60.00	16023	6201
PV	374866	05/31/17	CHARLES LATORRE CONSULTING LLC	leadership training	194.44	16023	6201
PU	143	05/18/17	OFFICEMAX/OFFICEDEPT#6	SPLIT - WALL SIGNS (15.81	16023	6301
PU	166	05/18/17	OFFICEMAX/OFFICEDEPT#6	DRY ERASE MARKERS	24.79	16023	6301
PU	1132	05/18/17	SAMSClub.COM	TY BAGS	25.92	16023	6301
PV	374536	05/16/17	OUTAGAMIE WAUPACA LIBRARY SYST	receipt paper	45.00	16023	6301
PV	374732	05/24/17	OUTAGAMIE WAUPACA LIBRARY SYST	barcodes	254.87	16023	6301
PV	374925	05/31/17	CARPENTER, BETH	register tape	21.30	16023	6301
16023					----- 713.07 =====		
JE	125701	05/19/17	5/18 PR TRAVEL REIMBURSEMENTS	EISEN	88.06	16024	6201
JE	125701	05/19/17	5/18 PR TRAVEL REIMBURSEMENTS	MCCLEER	71.69	16024	6201

DocDocument		G/L	Explanation		Amount	Account	
Ty	Number	Date	Alpha Name	-Remark-			
PU	496	05/18/17	WISCONSIN LIBRARY ASSO	A.M. WAPL	118.00	16024	6201
PU	722	05/18/17	WISCONSIN LIBRARY ASSO	E.E. WAPL	118.00	16024	6201
PU	1029	05/18/17	LOWELL CENTER	POWER UP CONF	248.00	16024	6201
PV	374866	05/31/17	CHARLES LATORRE CONSULTING LLC	leadership training	194.44	16024	6201
PU	201	05/18/17	DBC*BLICK ART MATERIAL	ARTIST-IN-RES SUPPLI	65.29	16024	6301 00003951
PU	221	05/18/17	AMERICAN LIBRARY ASSN	LEGO BOOK MARKS	25.20	16024	6301 00003951
PV	374926	05/31/17	WITTHUHN, KARI	seed library	64.05	16024	6301 00003951
PU	1340	05/18/17	PAYPAL *CDFC	CDFC PROGRAM	10.00	16024	6599 00003951
PV	374409	05/08/17	HARVEY, STEPHANIE	artist in residence	200.00	16024	6599 00003951
PV	374412	05/08/17	THAO, SAI	musician	500.00	16024	6599 00003951
PV	374557	05/16/17	POHLKOTTE, TARA	storytelling	200.00	16024	6599 00003951
16024					----- 1,902.73 =====		
PV	374866	05/31/17	CHARLES LATORRE CONSULTING LLC	leadership training	194.44	16031	6201
PU	479	05/18/17	AMAZON.COM	PAINT ROLLERS	54.96	16031	6301
PU	986	05/18/17	AMAZON.COM	HOSE & SPACKLE	77.65	16031	6301
PU	285	05/18/17	UFIRST *LAUNDRY SVCS	MAT CLEANING	50.84	16031	6306
PU	345	05/18/17	TARTAN SUPPLY CO INC	DISINFECTING WIPES	399.62	16031	6306
PU	753	05/18/17	AMAZON MKTPLACE PMTS	TOILET BOWL CLEANER	12.05	16031	6306
PU	840	05/18/17	TARTAN SUPPLY CO INC	RETURN	69.48-	16031	6306
PU	908	05/18/17	NORTHSIDE TRUE VALUE	FLOOR STRIPPER	29.68	16031	6306
PU	915	05/18/17	UFIRST *LAUNDRY SVCS	MAT CLEANING	54.44	16031	6306
PU	916	05/18/17	AMAZON MKTPLACE PMTS	FLOOR STRIPPER	24.85	16031	6306
PU	947	05/18/17	AMAZON MKTPLACE PMTS	FLOOR FINISH	17.03	16031	6306
PU	714	05/18/17	AMAZON MKTPLACE PMTS	TOILET BRUSHES	7.99	16031	6309 2
PU	913	05/18/17	OFFICESUPPLY.COM	CARPET SHAMPOO	52.57	16031	6309 2
PU	1224	05/18/17	MENARDS APPLETON EAST	SAND TEXTURE	13.97	16031	6309 2
PU	804	05/18/17	4IMPRINT	OPS SHIRTS	227.75	16031	6321 1
JE	125609	05/12/17	RECYCLING APR 2017	236849	128.00	16031	6407
PV	374794	05/24/17	WE ENERGIES	4835-258-176	8,439.31	16031	6413 1
PV	374794	05/24/17	WE ENERGIES	5229-670-389	2,027.51	16031	6413 2
JE	125616	05/12/17	QRTLY CITY UTILITIES	201112400 LIBRARY	1,254.48	16031	6413 3
JE	125616	05/12/17	QRTLY CITY UTILITIES	201114400 LIBRARY	53.00	16031	6413 3
JE	125616	05/12/17	QRTLY CITY UTILITIES	201112400 LIBRARY	547.26	16031	6413 4
JE	125616	05/12/17	QRTLY CITY UTILITIES	201112400 LIBRARY	596.22	16031	6413 6

DocDocument		G/L	Explanation			
Ty	Number	Date	Alpha Name	-Remark-	Amount	Account
PU	914	05/18/17	GOOD HOUSE KEEPING SHO	DISHWASHER	650.00	16031 6416
PU	1265	05/18/17	A 1 VACUUM CENTER INC	FLOOR SWEEPS	79.98	16031 6418
JE	125762	05/31/17	APRIL 2017 FMD MONTHLY BILLING	LIBRARY	23,213.55	16031 6420

16031					38,137.67	
					=====	
PV	374818	05/24/17	JANDOUREK, JEFFREY	edu reimb	600.00	16032 6201
PV	374819	05/24/17	JANDOUREK, JEFFREY	edu reimb	600.00	16032 6201
PV	374866	05/31/17	CHARLES LATORRE CONSULTING LLC	leadership training	194.44	16032 6201
PU	359	05/18/17	DEMCO INC	TAPES AND DISPLAY	163.77	16032 6301
PU	958	05/18/17	PREMIUM WATERS E-BILL	DISTILLED WATER	61.44	16032 6301
JE	125627	05/12/17	APR PCARD ACCT CORRECTION		9,835.31	16032 6315
JE	125742	05/25/17	LIBRARY ACCT CORRECTION		54.96-	16032 6315
JE	125742	05/25/17	LIBRARY ACCT CORRECTION		718.50-	16032 6315
JE	125742	05/25/17	LIBRARY ACCT CORRECTION		13.74-	16032 6315
JE	125742	05/25/17	LIBRARY ACCT CORRECTION	INGRAM	54.96	16032 6315 00003951
JE	125742	05/25/17	LIBRARY ACCT CORRECTION		718.50	16032 6315 00003951
JE	125742	05/25/17	LIBRARY ACCT CORRECTION		13.74	16032 6315 00003951
PU	29	05/18/17	RDA*REIMAN BOOKS		32.98	16032 6315
PU	56	05/18/17	MIDWEST TAPE LLC		1,273.55	16032 6315
PU	57	05/18/17	STATE BAR OF WISCONSIN		72.35	16032 6315
PU	112	05/18/17	RECORDED BOOKS		56.90	16032 6315
PU	113	05/18/17	HOUCHEM BINDERY LTD		86.75	16032 6315
PU	128	05/18/17	UPS*1ZR449350393426576		13.44	16032 6315
PU	129	05/18/17	UPS*1ZR449350391174566		11.10	16032 6315
PU	140	05/18/17	AMAZON MKTPLACE PMTS		7.15	16032 6315
PU	197	05/18/17	INGRAM LIBRARY SERVICE		1,989.68	16032 6315
PU	198	05/18/17	AMAZON.COM		13.13	16032 6315
PU	199	05/18/17	AMAZON.COM		29.97	16032 6315
PU	213	05/18/17	MIDWEST TAPE LLC		1,946.31	16032 6315
PU	288	05/18/17	AMAZON MKTPLACE PMTS		23.89	16032 6315
PU	311	05/18/17	MULTI MEDIA CHANNELS L		45.00	16032 6315
PU	350	05/18/17	AMAZON MKTPLACE PMTS		10.88	16032 6315
PU	370	05/18/17	AMAZON MKTPLACE PMTS		49.44	16032 6315
PU	388	05/18/17	AMAZON MKTPLACE PMTS		20.75	16032 6315
PU	389	05/18/17	AMAZON MKTPLACE PMTS		12.83	16032 6315

DocDocument		G/L	Explanation		Amount	Account	
Ty	Number	Date	Alpha Name	-Remark-			
PU	390	05/18/17	AMAZON MKTPLACE PMTS		22.98	16032	6315
PU	391	05/18/17	AMAZON MKTPLACE PMTS		28.94	16032	6315
PU	428	05/18/17	AMAZON MKTPLACE PMTS		38.98	16032	6315
PU	429	05/18/17	AMAZON MKTPLACE PMTS		425.76	16032	6315
PU	430	05/18/17	AMAZON MKTPLACE PMTS		5.18	16032	6315
PU	434	05/18/17	INGRAM LIBRARY SERVICE		1,587.99	16032	6315
PU	435	05/18/17	AMAZON MKTPLACE PMTS		17.95	16032	6315
PU	436	05/18/17	AMAZON MKTPLACE PMTS		9.02	16032	6315
PU	437	05/18/17	AMAZON MKTPLACE PMTS		6.61	16032	6315
PU	438	05/18/17	AMAZON MKTPLACE PMTS		12.98	16032	6315
PU	439	05/18/17	AMAZON.COM		34.97	16032	6315
PU	440	05/18/17	AMAZON.COM		32.73	16032	6315
PU	449	05/18/17	AMAZON MKTPLACE PMTS		16.32	16032	6315
PU	450	05/18/17	AMAZON MKTPLACE PMTS		15.46	16032	6315
PU	451	05/18/17	AMAZON MKTPLACE PMTS		16.24	16032	6315
PU	452	05/18/17	AMAZON MKTPLACE PMTS		6.69	16032	6315
PU	453	05/18/17	AMAZON MKTPLACE PMTS		40.03	16032	6315
PU	454	05/18/17	AMAZON MKTPLACE PMTS		18.98	16032	6315
PU	455	05/18/17	AMAZON MKTPLACE PMTS		9.77	16032	6315
PU	457	05/18/17	AMAZON MKTPLACE PMTS		12.63	16032	6315
PU	458	05/18/17	AMAZON MKTPLACE PMTS		20.55	16032	6315
PU	459	05/18/17	AMAZON MKTPLACE PMTS		43.65	16032	6315
PU	482	05/18/17	RECORDED BOOKS		48.02	16032	6315
PU	483	05/18/17	RECORDED BOOKS		84.56	16032	6315
PU	484	05/18/17	RECORDED BOOKS		8,925.56	16032	6315
PU	485	05/18/17	RECORDED BOOKS		266.00	16032	6315
PU	486	05/18/17	AMAZON MKTPLACE PMTS		117.73	16032	6315
PU	487	05/18/17	INGRAM LIBRARY SERVICE		11.66	16032	6315
PU	490	05/18/17	AMAZON MKTPLACE PMTS		15.76	16032	6315
PU	504	05/18/17	MIDWEST TAPE LLC		2,584.70	16032	6315
PU	516	05/18/17	CQ ROLL CALL, INC.		3,449.00	16032	6315
PU	546	05/18/17	SCHOLASTIC EDUCATION		18.20	16032	6315
PU	554	05/18/17	INGRAM LIBRARY SERVICE		2,671.11	16032	6315
PU	555	05/18/17	THOMSON WEST*TCD		85.00	16032	6315
PU	556	05/18/17	THOMSON WEST*TCD		822.01	16032	6315

DocDocument		G/L	Explanation		Amount	Account	
Ty	Number	Date	Alpha Name	-Remark-			
PU	705	05/18/17	AMAZON.COM		79.98	16032	6315
PU	756	05/18/17	PUBLIC BROADCASTING SV		2.90-	16032	6315
PU	757	05/18/17	INGRAM LIBRARY SERVICE		534.75	16032	6315
PU	785	05/18/17	MIDWEST TAPE LLC		2,369.71	16032	6315
PU	922	05/18/17	INGRAM LIBRARY SERVICE		1,040.98	16032	6315
PU	971	05/18/17	INGRAM LIBRARY SERVICE		2,248.76	16032	6315
PU	1004	05/18/17	INGRAM LIBRARY SERVICE		412.57	16032	6315
PU	1016	05/18/17	INGRAM LIBRARY SERVICE		12.87	16032	6315
PU	1017	05/18/17	INGRAM LIBRARY SERVICE		852.91	16032	6315
PU	1018	05/18/17	INGRAM LIBRARY SERVICE		1,070.02	16032	6315
PU	1019	05/18/17	AMAZON.COM		13.93	16032	6315
PU	1026	05/18/17	INGRAM LIBRARY SERVICE		784.77	16032	6315
PU	1045	05/18/17	AMAZON MKTPLACE PMTS		14.95	16032	6315
PU	1046	05/18/17	INGRAM LIBRARY SERVICE		665.63	16032	6315
PU	1115	05/18/17	INGRAM LIBRARY SERVICE		762.84	16032	6315
PU	1129	05/18/17	MIDWEST TAPE LLC		67.47	16032	6315
PU	1130	05/18/17	MIDWEST TAPE LLC		1,066.67	16032	6315
PU	1148	05/18/17	RECORDED BOOKS		231.77	16032	6315
PU	1149	05/18/17	RECORDED BOOKS		56.90	16032	6315
PU	1150	05/18/17	RECORDED BOOKS		33.93	16032	6315
PU	1151	05/18/17	RECORDED BOOKS		266.10	16032	6315
PU	1152	05/18/17	BAKER-TAYLOR		30.60	16032	6315
PU	1153	05/18/17	INGRAM LIBRARY SERVICE		2,741.63	16032	6315
PU	1267	05/18/17	WAI LANA PRODUCTIONS		19.66	16032	6315
PU	1268	05/18/17	INGRAM LIBRARY SERVICE		1,056.68	16032	6315
PU	1278	05/18/17	AMAZON MKTPLACE PMTS		78.87	16032	6315
PU	1293	05/18/17	PUBLIC BROADCASTING SV		60.85	16032	6315
PU	1338	05/18/17	INGRAM LIBRARY SERVICE		1,505.96	16032	6315
PU	1339	05/18/17	INGRAM LIBRARY SERVICE		841.81	16032	6315
PV	374374	05/08/17	ELIAS SPORTS BUREAU, INC.	media	19.95	16032	6315
PV	374388	05/08/17	LITTLE CHUTE HISTORICAL SOCIET	media	80.00	16032	6315
PV	374525	05/16/17	HMONG GLOBE	media	12.00	16032	6315
PV	374861	05/31/17	BEYER'S HOPE UNLIMITED, LLC	media	22.94	16032	6315
PV	374913	05/31/17	WINNEBAGOLAND GENEALOGICAL SOC	media	214.00	16032	6315
PV	374548	05/16/17	UNIQUE MANAGEMENT SERVICES, IN	collection agency	411.70	16032	6599

DocDocument		G/L		Explanation		Amount	Account		
Ty	Number	Date	Alpha	Name	-Remark-				

16032						58,332.72			
						=====			
PV	374866	05/31/17	CHARLES LATORRE CONSULTING LLC	leadership training		194.44	16033	6201	
JE	125627	05/12/17	APR PCARD ACCT CORRECTION			9,835.31-	16033	6315	
PU	115	05/18/17	AMAZON MKTPLACE PMTS	COMMAND STRIPS		17.25	16033	6327	
PU	426	05/18/17	RICOH USA, INC	PUBLIC COPIER		148.71	16033	6327	
PU	427	05/18/17	RICOH USA, INC	PUBLIC COPIER		148.71	16033	6327	
PU	594	05/18/17	CDW GOVT #HML4029	NETWORK ADAPTER		13.97	16033	6327	
PU	614	05/18/17	RICOH USA, INC	PUBLIC COPIER		244.84	16033	6327	
PU	672	05/18/17	SMARTSHEET	SMARTSHEETS		447.00	16033	6327	00003951
PU	700	05/18/17	RICOH USA, INC	PUBLIC COPIER		297.42	16033	6327	
PU	701	05/18/17	RICOH USA, INC	PUBLIC COPIER		297.42	16033	6327	
PU	843	05/18/17	CDW GOVT #HLM9560	CABLE PLATES		2.74	16033	6327	
PU	925	05/18/17	AMAZON MKTPLACE PMTS	MAKERSPACE		189.64	16033	6327	00003951
PU	926	05/18/17	AMAZON MKTPLACE PMTS	FLASH LIGHT		16.99	16033	6327	
PU	927	05/18/17	AMAZON MKTPLACE PMTS	IPAD SCREEN PROTECT		20.98	16033	6327	
PU	972	05/18/17	AMAZON MKTPLACE PMTS	BATTERY		9.90	16033	6327	
PU	1011	05/18/17	AMAZON MKTPLACE PMTS	IPAD ACCESSORIES		50.97	16033	6327	
JE	125742	05/25/17	LIBRARY ACCT CORRECTION	EVANCED SOLUTIONS		3,970.00	16033	6418	
PU	497	05/18/17	CDW GOVT #HND9583	WEB FILTER		5,100.00	16033	6418	
PU	752	05/18/17	MODERN BUSINESS MACHIN	COPIER CONTRACT		1,872.75	16033	6418	
JE	125742	05/25/17	LIBRARY ACCT CORRECTION			3,970.00-	16033	6424	
PU	1341	05/18/17	CDW GOVT #HHP7666	VIDEO SOFTWARE		281.20	16033	6815	

16033						480.38-			
						=====			
						112,369.73			
						=====			

City of Appleton
Appleton Public Library
Revenue and Expense Summary
For the Five Months Ending May 31, 20171
06/05/17
16:36:52

Description		Prior Year Actual	Current Year Adopted Budget	Current Year Amended Budget	Current Year May Actual	Current YTD Actual	Percent of Budget
EXPENSES BY LINE ITEM							
Benefitted Personnel		2,180,305	2,266,806	2,284,583	261,501	910,972	39.87
Part-Time		279,623	206,653	206,653	33,103	119,272	57.72
Fringes		812,940	838,096	840,737	89,984	314,507	37.41
Salaries & Fringe Benefits		3,272,868	3,311,555	3,331,973	384,588	1,344,751	40.36
Training & Conferences	6201	22,583	18,314	21,814	5,167	9,630	44.15
Parking Permits	6206	18,112	19,920	19,920	0	19,560	98.19
Memberships & Licenses	6303	3,023	2,055	2,055	0	3,711	180.58
Awards & Recognition	6305	854	850	850	234	550	64.71
Food & Provisions	6307	986	1,135	1,135	119	1,200	105.73
Administrative Expense		45,558	42,274	45,774	5,520	34,651	75.70
Office Supplies	6301	48,167	60,336	60,336	943	16,327	27.06
Building Maintenance/Janitor	6306	11,343	7,344	7,344	519	4,155	56.58
Shop Supplies & Tools	6309	0	100	100	75	75	75.00
Books & Library Materials	6315	621,663	595,531	620,893	45,679	205,357	33.07
Printing & Reproduction	6320	20	100	100	85	85	85.00
Clothing	6321	0	0	0	228	228	.00
Safety Supplies	6323	171	200	200	0	0	.00
Miscellaneous Equipment	6327	54,866	67,250	67,250	1,270	7,843	11.66
Supplies & Materials		736,230	730,861	756,223	48,799	234,070	30.95
Collection Services	6407	2,855	1,545	1,545	128	852	55.15
Advertising	6412	899	1,288	1,288	160	315	24.46
Other Contracts/Obligations	6599	66,396	67,497	67,497	412	68,683	101.76
Purchased Services		70,150	70,330	70,330	700	69,850	99.32
Electric	6413.1	110,073	109,161	109,161	8,439	35,082	32.14
Gas	6413.2	24,433	23,169	23,169	2,028	14,381	62.07
Water	6413.3	4,924	4,871	4,871	1,307	2,529	51.92
Waste Disposal/Collection	6413.4	2,052	2,028	2,028	547	1,056	52.07
Stormwater	6413.6	2,418	2,444	2,444	596	1,206	49.35
Telephone	6413.7	2,734	2,719	2,719	371	1,344	49.43
Cellular Telephone	6413.8	1,138	945	945	102	408	43.17
Utilities		147,772	145,337	145,337	13,390	56,006	38.54
Bldng Repair & Maintenance	6416	2,096	3,000	3,000	650	650	21.67
Equipmt Repair & Maintenance	6418	66,090	73,415	73,415	11,023	64,299	87.58
CBM Charges	6420	148,232	178,037	178,037	23,214	67,773	38.07
Software Support	6424	0	0	0	3,970	0	.00
Repair & Maintenance		216,418	254,452	254,452	30,917	132,722	52.16
Software Acquisition	6815	10,608	8,498	8,498	281	791	9.31
Capital Expenditures		10,608	8,498	8,498	281	791	9.31
TOTAL EXPENSES		4,499,604	4,563,307	4,612,587	484,195	1,872,841	40.60
REVENUES							
Library Aids (County)		1,103,329	1,065,839	1,065,839	0	598,773	56.18
Library Fines		56,478	75,000	75,000	4,691	26,305	35.07
Space Rentals		30,000	30,000	30,000	10,000	20,000	66.67
Donations & Memorials		705	0	0	58	268	.00
Administration Reimbursements		25,591	0	3,500	0	3,500	100.00
Community Reimbursements & Reader/Prntr		217	300	300	0	40	13.33
Commissions (Vending)		1,473	1,500	1,500	127	639	42.60
Lost & Paid Materials	16032.5035	20,762	0	21,000	1,747	40,985	195.17
Network Reimbursements & Public Use Prtr		20,242	18,500	18,500	1,525	8,615	46.57
TOTAL REVENUES		1,258,797	1,191,139	1,215,639	18,148	699,125	57.51

City of Appleton
Appleton Public Library
Revenue and Expense Summary
For the Five Months Ending May 31, 2017

Friends - 3951

06/05/17
16:37:33

Description	Prior Year Actual	Current Year Adopted Budget	Current Year Amended Budget	Current Year May Actual	Current YTD Actual	Percent of Budget
EXPENSES BY LINE ITEM						
Benefitted Personnel	0	0	0	0	0	.00
Part-Time	0	0	20,000	0	0	.00
Fringes	0	0	1,000	0	0	.00
Salaries & Fringe Benefits	0	0	21,000	0	0	.00
Training & Conferences 6201	1,074	0	3,691	0	0	.00
Memberships & Licenses 6303	1,095	0	1,800	0	461	25.61
Awards & Recognition 6305	375	0	750	342	382	50.93
Food & Provisions 6307	1,248	0	375	6	199	53.07
Administrative Expense	3,792	0	6,616	348	1,042	15.75
Office Supplies 6301	6,617	0	11,500	689	6,861	59.66
Books & Library Materials 6315	0	0	0	787	787	.00
Printing & Reproduction 6320	4,750	0	2,000	0	0	.00
Miscellaneous Equipment 6327	8,002	0	5,825	637	1,823	31.30
Supplies & Materials	19,369	0	19,325	2,113	9,471	49.01
Advertising 6412	4,200	0	400	0	0	.00
Other Contracts/Obligations 6599	16,930	0	5,850	6,036	11,368	194.32
Purchased Services	21,130	0	6,250	6,036	11,368	181.89
Utilities	0	0	0	0	0	.00
Repair & Maintenance	0	0	0	0	0	.00
Software Acquisition 6815	3,200	0	8,600	0	8,540	99.30
Capital Expenditures	3,200	0	8,600	0	8,540	99.30
TOTAL EXPENSES	47,491	0	61,791	8,497	30,421	49.23
REVENUES						
Administration Reimbursements	78,182	0	3,575	0	6,275	175.52
Children's Reimbursements	19,555	0	5,700	3,700	11,700	205.26
Community Reimbursements & Reader/Prntr	7,000	0	5,900	0	12,900	218.64
Lost & Paid Materials 16032.5035	0	0	0	0	800	.00
Network Reimbursements & Public Use Prntr	0	0	1,825	0	2,325	127.40
TOTAL REVENUES	104,737	0	17,000	3,700	34,000	200.00

City of Appleton
Appleton Public Library
Revenue and Expense Summary
For the Five Months Ending May 31, 2017

ROVR - 3952

06/05/17
16:37:33

Description	Prior Year Actual	Current Year Adopted Budget	Current Year Amended Budget	Current Year May Actual	Current YTD Actual	Percent of Budget
EXPENSES BY LINE ITEM						
Benefitted Personnel	20,867	0	21,493	2,574	8,521	39.65
Fringes	1,490	0	1,535	42	138	8.99
Salaries & Fringe Benefits	22,357	0	23,028	2,616	8,659	37.60
Training & Conferences 6201	522	0	960	18	288	30.00
Administrative Expense	522	0	960	18	288	30.00
Office Supplies 6301	20,437	0	37,723	4,242	10,782	28.58
Supplies & Materials	20,437	0	37,723	4,242	10,782	28.58
Other Contracts/Obligations 6599	0	77,694	77,694	0	0	.00
Purchased Services	0	77,694	77,694	0	0	.00
Utilities	0	0	0	0	0	.00
Repair & Maintenance	0	0	0	0	0	.00
Capital Expenditures	0	0	0	0	0	.00
TOTAL EXPENSES	43,316	77,694	139,405	6,876	19,729	14.15
REVENUES						
Children's Reimbursements	78,069	77,694	92,196	2,300	92,196	100.00
TOTAL REVENUES	78,069	77,694	92,196	2,300	92,196	100.00

City of Appleton
Appleton Public Library
Revenue and Expense Summary
For the Five Months Ending May 31, 2017

ELL-3955

5
06/05/17
16:37:33

Description	Prior Year Actual	Current Year Adopted Budget	Current Year Amended Budget	Current Year May Actual	Current YTD Actual	Percent of Budget
EXPENSES BY LINE ITEM						
Benefitted Personnel	0	0	0	0	0	.00
Part-Time	1,175	0	2,500	0	0	.00
Fringes	90	0	150	0	0	.00
Salaries & Fringe Benefits	1,265	0	2,650	0	0	.00
Food & Provisions 6307	270	0	3,239	9	101	3.12
Administrative Expense	270	0	3,239	9	101	3.12
Office Supplies 6301	5,176	0	5,900	0	60	1.02
Supplies & Materials	5,176	0	5,900	0	60	1.02
Purchased Services	0	0	0	0	0	.00
Utilities	0	0	0	0	0	.00
Repair & Maintenance	0	0	0	0	0	.00
Capital Expenditures	0	0	0	0	0	.00
TOTAL EXPENSES	6,711	0	11,789	9	161	1.37
REVENUES						
Children's Reimbursements	9,500	0	9,000	0	9,000	100.00
TOTAL REVENUES	9,500	0	9,000	0	9,000	100.00



City of Appleton

225 N. Oneida Street
Appleton WI, 54911

Meeting Minutes Library Board

Tuesday, June 13, 2017

4:00 PM

225 N. Oneida Street

Planning Committee Meeting

1. Call meeting to order

Chair person Brian Looker called the meeting to order at 4:03pm

2. Roll call of membership

Others present: Jessica Brittnacher, Tina Krueger, Kyle Lobner, Adriana McCleer, Michael Nitz, Jan Quinlan, Colleen Rortvedt, Tasha Saecker, Jim Walsh, Maureen Ward

Present: 4 - Looker, Bloedow, Brault Pagel and Kellner

Others : 6 - Bergman, Hietpas, Scheuerman, Peterson, Dannecker and Exarhos

3. Action Items

A. [17-797](#) Discussion of Options Moving Forward with Library Building Process

Attachments: [Evaluation Options Grid for June Planning Committee Meeting 6-7-2017.pdf](#)

Brault Pagel moved, seconded by Kellner, that the Planning Committee recommend staff to bring back a proposal on how to move forward with mixed-use RFPs for the library. Voice Vote. Motion Carried. (4-0)

4. Adjournment

Bloedow moved, seconded by Kellner that the meeting be adjourned. Voice Vote. Motion Carried. (4-0)

The meeting was adjourned at 4:27pm

CITY OF APPLETON POLICY	TITLE: Bone Marrow and Organ Donation Leave Policy	
ISSUE DATE: (Day after Council)	LAST UPDATE: November 2016	SECTION: HR
POLICY SOURCE: Human Resources Department	AUDIENCE: All City Employees	TOTAL PAGES: 5
Reviewed by Legal Services Date:	Committee Approval Date:	Council Approval Date:

I. PURPOSE

To outline the policies, procedures and obligations of the City of Appleton and the rights and obligations of employees under the Wisconsin Bone Marrow and Organ Donation Leave law.

II. POLICY

It is the policy of the City of Appleton to comply with the Bone Marrow and Organ Donation Leave law (Section 103.11 Wis. Stats.)

Employees are entitled to bone marrow and organ donation leave benefits if they have been employed by the City for at least 52 consecutive weeks and for at least 1000 hours during that 52-week period.

An employee may take bone marrow or organ donation leave for up to 6 weeks in a 12-month period.

III. DISCUSSION

This policy provides an introduction to the rights and provisions of the Bone Marrow and Organ Donation Leave law. Specific questions an employee may have about this law should be directed to the City Human Resources Department.

IV. PROCEDURE

If an employee intends to take leave for the purpose of serving as a bone marrow or organ donor, the employee shall do the all of the following:

- A. **Employee's Request:** Employees requesting leave must submit a completed health care provider certification (Exhibit 1) and submit to the employee's supervisor or Human Resources at least 30 days before the need. If the 30-day notice is not possible, the employee will notify his/her supervisor as soon as reasonable and practical. This should be interpreted to mean within one to two working days of the employee learning of the need for leave.

Employees who take medical leave should make reasonable efforts to schedule planned medical treatments so as not to unduly disrupt business operations.

- B. **Status while on Leave:** During the leave the employee must update their supervisor at least every 30 days of his/her status with health care provider certification and the intention to return

to work.

- C. **Return to Work:** The employee will be required to provide a “return to work” certification (Exhibit II) before they return to work indicating that the essential functions of the job can be performed. This must be obtained from the health care provider.
- D. **Approval:** Human Resources must approve or deny all requests.
- E. **Group Health Coverage:** Group health care coverage will continue for employees on leave as if they were still working. If applicable, employees who are granted a leave under this policy are advised to arrange to pay their share of premiums during the absence. If the leave is paid, premiums will continue to be paid through payroll deductions. If the leave is unpaid, employees are responsible for making sure the City receives premium payments by the normal payroll dates. If payments are not received within 30 days of the due date, coverage may be discontinued. This includes other benefits such as life, dental, flexible spending accounts, etc.
- F. **No Return to Work from Leave:** If an employee chooses not to return to work (i.e. return to work for 30 calendar days) after an approved leave, the City may recover from the employee the cost of any premiums made to maintain the employee’s health insurance, unless the failure to return is because of a serious health condition or reasons beyond the employee’s control. Benefit entitlements based on length of service will be calculated as of the last paid workday before the start of the unpaid absence. If the employee substitutes leave, the length of service will be calculated as of the last paid workday substituted.

V. FALSIFICATION OF FORMS

An employee will be subject to disciplinary action up to and including discharge for falsifying any information required or requested as part of the application process, or receiving leave or benefits under this policy.

Exhibit I Note to provider: Job descriptions are available at www.appleton.org (City Employment, job descriptions)

MEDICAL LEAVE (for Bone Marrow & Organ Donation Leave)

HEALTH CARE PROVIDER CERTIFICATION

Employee requesting leave: _____ Date: _____

I, _____, confirm that _____
(Name of Health Care Provider or Christian Science Practitioner) (Patient's name)

is under my care for _____ Bone Marrow Donation _____ Organ Donation treatment.

Accordingly, I confirm that:

My area of medical practice is: _____

1. The health condition commenced on _____ and has the probable duration through _____.
2. The patient was/is being treated on an _____ inpatient _____ outpatient basis.
3. Was the procedure/treatment scheduled in advance or on an emergency basis? If scheduled in advance, please indicate how many days in advance the treatment was scheduled.
 Scheduled in advance _____ Emergency basis _____
 Date scheduled: _____
- Is the employee unable to work to work at this time _____ yes _____ no
- If the employee is able to work please describe limitations here: _____

- Is the employee limited in the number of hours per day he/she may work? _____ yes _____ no
 If yes, please describe the limitation _____.
- Is an intermittent or reduced leave schedule needed? If yes, please describe: _____

- Was medication, other than over-the-counter medication, prescribed? _____ No _____ Yes

Notice: The Genetic Information Nondiscrimination Act of 2008 (GINA) prohibit employers and other entities covered by GINA Title II from requesting or requiring genetic information from an individual or family member of the individual, except as specifically allowed by law. To comply with this law, we are asking that you not provide any genetic information when responding to this request for medical information. "Genetic Information" as defined by GINA includes an individual's family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic service and genetic information of a fetus carried by an individual or individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services.

Dated this _____ day of _____, 20__

 Signature of Health Care Provider

 Telephone & Fax Number

 Address

 City/State

Medical Authorization Release

I, _____, hereby authorize the above-reference health care provider, or others to which I am directed to for care relative to the health condition set forth above, to confer with medical representatives of the City of Appleton to clarify or supplement any information set forth herein without liability. I also authorize the use or disclosure of my health information (which may also be referenced as protected health information “PHI”) as described in this authorization. I also agree to provide such further authorizations as the Company may request to process and classify my requested time off for FMLA purposes.

HIPAA Authorization

I understand that I have the right to revoke this authorization at any time by notifying my supervisor or the Human Resources Department. I also understand that the revocation will only become effective after it is received and recorded by the City of Appleton. I understand that any use or disclosure made prior to the time that such revocation becomes effective will not be affected by that revocation. If I do not revoke this authorization, it will expire at the end of my FMLA leave or shortly thereafter if additional time is needed to process documentation related to my leave (for example, verification of fitness for duty). If the City of Appleton’s representatives require additional information related to my health condition after my leave request and all related documentation is completed, they must request that new authorization be signed by me.

I understand that I am entitled to receive a copy of this authorization form and acknowledge receipt of one.

Dated this _____ day of _____, 20__

Signature
(print name):_____

RETURN TO WORK - EMPLOYEE WORK RESTRICTION/AUTHORIZATION*Must be completed and submitted to HR prior to return to work.*

Patient Name: _____

Current Job: _____

Physician Name (please print): _____

Phone: _____

Fax: _____

Date you saw patient: ____-____-____ Time In: _____ Injury Date: ____-____-____

Full Time ☐ 2nd shift ☐ Mon ☐ Fri ☐
 Part Time ☐ 1st shift ☐ Sun ☐ Thurs ☐
 Seasonal ☐ 3rd shift ☐ Tues ☐ Sat ☐
 Temporary ☐ Swing ☐ Wed ☐
 Next scheduled work day ____ Shift ____
 Shift Supervisor: _____

Patient Description of Injury: _____

Diagnosis: _____

Treatment: _____

Prescription strength meds orders ☐ Yes ☐ No

Meds: _____

Plan: _____

- DISPOSITION:
1. ☐ Patient is unable to work at this time.
 2. ☐ Recommend his/her return to work with no limitations on (DATE): _____
 3. ☐ He/She may return (DATE) _____ with a daily time limitation of _____ and/or with the following limitations until _____ or until re-evaluation on _____.

Notice: The Genetic Information Nondiscrimination Act of 2008 (GINA) prohibit employers and other entities covered by GINA Title II from requesting or requiring genetic information from an individual or family member of the individual, except as specifically allowed by law. To comply with this law, we are asking that you not provide any genetic information when responding to this request for medical information. "Genetic Information" as defined by GINA includes an individual's family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic service and genetic information of a fetus carried by an individual or individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services.

CHECK ONLY AS RELATES TO ABOVE CONDITION

- ☐ **SEDENTARY WORK.** Lifting 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers, and small tools. Although a sedentary job is defined as one which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.
- ☐ **LIGHT WORK.** Lifting 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may be only a negligible amount, a job is in this category when it requires walking or standing to a significant degree or when it involves sitting most of the time with a degree of pushing and pulling of arms and/or leg controls.
- ☐ **LIGHT MEDIUM WORK.** Lifting 30 pounds maximum with frequent lifting and/or carrying of objects weighing up to 20 pounds.
- ☐ **MEDIUM WORK.** Lifting 50 pounds maximum with frequent lifting and/or carrying of objects weighing up to 25 pounds.
- ☐ **LIGHT HEAVY WORK.** Lifting 75 pounds maximum with frequent lifting and/or carrying of objects weighing up to 40 pounds.
- ☐ **HEAVY WORK.** Lifting 100 pounds maximum with frequent lifting and/or carrying of objects weighing up to 50 pounds.

N=Never/Not Able				F=Frequent up to 30x/hr.			
O=Occasional up to 4 times/hr.				C=Constant over 30x/hr.			
Specify Restrictions for 24 day							
	N	O	F	C			
Sitting/Driving					Lab Work	Yes ___	No ___
Standing/Walking							
Climbing					X - Rays	Yes ___	No ___
Bending							
Kneeling/Squatting/Crawling							
					R	L	BIL
Reaching-Horiz./push-pull							
Reaching-Vert./above shoulder							
Gross Handling							
Finger Manipulation							
Single Grasping							
Repetitive Foot Movement							

OTHER INSTRUCTIONS AND/OR LIMITATIONS:**SCHEDULED APPOINTMENTS:****SCHEDULED APPOINTMENTS:**

☐ Referral ☐ Clinic _____ Date: _____ Time: _____ ☐ Referral ☐ Clinic _____ Date: _____
 Time: _____
 Time Out: _____ ☐ Called Employer Date _____ Signature _____

I hereby authorize my attending physician and/or hospital to release any information or copies thereof acquired in the course of my examination or treatment for the injury identified on this form to my employer or his representative.

PATIENT'S SIGNATURE

Date

PHYSICIAN'S SIGNATURE

Date

CITY OF APPLETON POLICY	TITLE: Ergonomics Policy/Program	
ISSUE DATE: July 2001	LAST UPDATE: December 18, 2002 April 5, 2007 February 2011	SECTION: Safety
POLICY SOURCE: Human Resources Department	POLICY APPLICATION: All City Employees	TOTAL PAGES: 4
Reviewed by Attorney's Office Date: June 2001 June 2011	Committee Approval Date: June 26, 2001 August 22, 2011	Council Approval Date: July 18, 2001 September 17, 2011

I. PURPOSE

The purpose of this policy is to increase employee awareness of ergonomic issues and to proactively address the musculoskeletal disorders that employees may experience as a result of workplace conditions and job demands.

II. POLICY

The City is committed to providing a safe and healthy workplace free from recognized hazards or harmful conditions and to incorporate employee involvement in the prevention relating to safety and ergonomics in the workplace.

III. DISCUSSION

The City shall make every effort to increase ergonomic awareness and lessen the risk of injury due to design of equipment, tools or work motions.

IV. DEFINITIONS

- A. Ergonomics: The science of fitting workplace conditions and job demands to the capabilities of the work force.
- B. WMSD: Work Related Musculoskeletal Disorder.
- C. Ergonomics Program: Systematic process for anticipating, identifying, analyzing and controlling WMSD hazards.
- D. Process: Activities, procedures and practices set up to control WMSD hazards.
- E. MSD: Musculoskeletal Disorders. These are disorders of the muscles, nerves, tendons, ligaments, joints, cartilage, or spinal discs that are not typically the result of any instantaneous or acute event (such as a slip, trip, or fall) but reflect a more gradual or chronic development. Musculoskeletal disorders include those with several distinct features, such as carpal tunnel syndrome, as well as those defined primarily by the location of the pain, as with low back pain.
- F. WMSD Management – The process of ensuring that employees with work related musculoskeletal disorders receive effective evaluation.
- G. Symptoms Survey Form – the form used to perform an ergonomic assessment (Exhibit I).

V. PROCEDURES

A. Policy Responsibilities

1. ~~The Human Resources R. Generalist~~ shall:
 - a. Develop, evaluate and periodically review the policy and program.
 - b. Coordinate training.
 - c. Respond promptly to reported MSD problems.
 - d. Perform and/or coordinate ergonomic evaluations as needed.
 - e. Research new products in the field of ergonomics.
 - f. Maintain records relating to the ergonomics program.
 - g. Review all injury reports.
 - h. Solicit employee input for possible solutions to ergonomic problems.
 - i. Provide input for ~~possible~~ solutions to ergonomic problems.
 - j. Check with the Facilities department ~~when necessary~~ to explore workstation structural changes when necessary.
2. Department Directors/Supervisors shall:
 - a. Solicit employee input for possible solutions to ergonomic problems.
 - b. Prohibit practices that discourage employees from participating in the policy/program, and making reports or recommendations.
 - c. Report any problem areas to the H.R. Generalist
 - d. Attend Ergonomics training ~~involved with the Ergonomics~~ and ensure employees attend scheduled training.
3. Department Safety Coordinator or Central Safety Committee Member shall:
 - a. Review the Symptoms Survey form completed by that their department employees ~~complete~~.
 - b. Report any problems to the H.R. Generalist.
 - c. ~~Proactively a~~ Address any potential ergonomic problems.
 - d. Provide input for possible solutions to ergonomic problems.
 - e. Implement and follow recommendations made by the H.R. Generalist or outside consultant.
 - f. Attend ~~any~~ applicable training involved with the ergonomics policy/program.
4. Employees shall:
 - a. ~~Initially e~~ Complete a Symptoms Survey Form if requested
 - b. Attend all applicable training involved with the ergonomics policy/program.
 - c. Provide input for possible solutions to ergonomic problems.
 - d. Assist with ergonomic evaluations as needed.
 - e. Notify the Supervisor or H.R. Generalist of any problems ~~that may or may not~~ related to ergonomics.
 - f. Implement and follow the recommendations provided through the ergonomic assessment.

B. Program Responsibilities

1. Records Retention:

- a. Completed Symptoms Survey Forms shall be sent to the H.R. Generalist who will keep them on file.
- b. Accident/Injury records will be reviewed ~~periodically~~ by the H.R. Generalist to note any trends in incidents or ~~to note~~ any possible cumulative trauma or musculoskeletal related injuries.

2. Symptoms Survey Analysis Form follow-up:

- a. Supervisors, department Safety Coordinators or H.R. Generalist should ask employees having WMSD concerns the following:
 - Are they experiencing signs or symptoms of MSDs?
 - Are they having difficulty performing the physical work activities of the job?
 - Can they describe which physical work activities they associate with the problem?
 - Have they observed employees performing the jobs in order to identify factors that need to be evaluated?
 - Have they evaluated those job factors to determine which ones are reasonably likely to be causing or contributing to the problem?
 - Have they controlled the cause of the problem?

C. Training

1. Initially upon hire, and periodically thereafter the H. R. Generalist will provide training to include what ergonomics is, what to watch for and steps take the ~~appropriate steps~~ to eliminate problem areas if they are found.

D. Program Evaluation

1. After implementing changes in tools, work areas or workstations, the H.R. Generalist will follow up on any changes to determine if the changes have improved the condition.
 - a. Follow up shall include a verbal interview with person(s) performing the work task.
 - b. Re-evaluation of the workstation, work area or tool.
 - c. Observing the work being performed.
2. If it is determined that the changes have not improved the work situation then further evaluations shall be performed following the same process and/or obtaining outside ergonomic professional assistance.

Symptoms Survey: Ergonomics Program

Employee Name _____ Department _____

Supervisor _____ Date ____/____/____

Job Title _____

Hours worked/week _____ Time on THIS job: _____ years _____ months

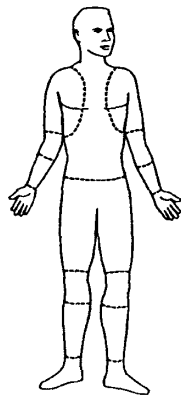
Other jobs you have done in the last year (for more than 2 weeks):

Job Title _____ Time on this job: _____ months _____ weeks

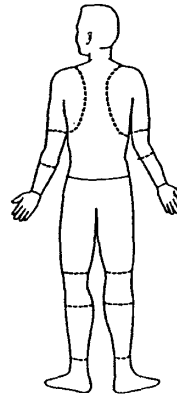
Job Title _____ Time on this job: _____ months _____ weeks
(If more than 2 jobs, include those you worked on the MOST)

Have you had any pain or discomfort during the last year?
_____ YES _____ NO (If NO, stop here)

If YES, carefully shade in the area of the drawing which bothers you the MOST.



Front



Back

Check area: _____ Neck _____ Shoulder _____ Elbow/Forearm _____ Hand/Wrist _____ Fingers _____ Eyes
_____ Upper back _____ Low back _____ Thigh/Knee _____ Low leg _____ Ankle/Foot

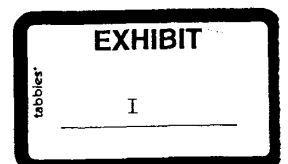
*Fill out a separate page for each area that bothers you

1. Put a check by the word(s) that best describe your problem:

_____ Aching _____ Burning _____ Cramping _____ Dry _____ Loss of Color _____ Numbness(asleep)

_____ Pain _____ Stiffness _____ Swelling _____ Tingling _____ Weakness _____ Other –

F:\PERSON\WPWIN\Policies\Ergonomics Symptoms Survey.doc



CITY OF APPLETON PERSONNEL POLICIES		TITLE: EXIT INTERVIEW	
ISSUE DATE: August 16, 2001		LAST UPDATE:	SECTION: Human Resources
POLICY SOURCE: Human Resources Department		AUDIENCE: All Regular FT & PT employees	TOTAL PAGES: 1
Reviewed by Attorney's Office Date: May 2007 September 2011		Committee Approval Date: August 7, 2001 June 27, 2007 December 12, 2011	Council Approval Date: August 15, 2001 July 5, 2007 December 21, 2011

I. PURPOSE

The exit interview shall be used to gain insight into the effectiveness of City resources and managerial practices, to determine where Human Resources policies and procedures are in need of review or revision, and to determine where supervisory or managerial practices need modification or improvement.

II. POLICY

The Human Resources Department shall initiate either a written or personal exit interview for all regular full-time and part-time employees who retire or voluntarily terminate their employment with the City.

III. DISCUSSION

Information gathered from the exit interview process may be shared with the applicable supervisor, Department Head, and Human Resources staff.

IV. PROCEDURE

A. An exit interview shall be conducted when possible regardless of length of service, or position.

- (1) Department Heads shall notify the Human Resources Director or designee as soon as they learn that one of their employees is leaving. Human Resources staff shall then schedule a time and place for the exit interview ~~and if applicable, schedule a hearing test~~, which shall normally take place prior to the employee's last workday.
- (2) The Human Resources Director or designee shall analyze the results of each exit interview.
- (3) If a face-to-face interview is not possible or preferred by the employee, Human Resources shall send an exit interview form to the employee with a return envelope to be returned to the Human Resources Department.
- (4) All exit interview notes will be kept in the former employee's personnel file.

Commented [JR1]: This is scheduled by the Supervisor and is a separate process from the exit interview. The reminder to schedule the exit hearing test is on the Supervisor Termination Checklist.

CITY OF APPLETON POLICY		TITLE: WORKPLACE VIOLENCE	
ISSUE DATE: 11-03-99		LAST UPDATE: 2-19-04 08-05 02-10 10-11	SECTION: Human Resources
POLICY SOURCE: Human Resources Department		AUDIENCE: All City Employees	TOTAL PAGES: 3
Reviewed by Attorney's Office <u>Legal Services</u> Date: 10-21-99 08-10-05 03-08-10 10-27-11		Administrative Services Committee <u>Approval</u> Date: 10-28-99 02-25-04 08-24-05 03-24-10 12-12-11	Council Approval Date: 11-03-99 03-03-04 09-07-05 04-07-10 12-21-11

I. PURPOSE

The purpose of this policy is to provide a preventive plan to protect all employees, visitors, and customers from aggressive behavior and violent acts.

II. POLICY

It is the policy of the City of Appleton to provide an environment free from violence. All aggressive behavior and violent acts are unacceptable conduct and will not be tolerated. Under this policy, no acts or threats of physical ~~or verbal~~ violence, ~~including bullying~~, which affect City of Appleton employees, visitors or customers will be tolerated. Employees who demonstrate such conduct will be subject to corrective action up to and including termination and/or possible civil/criminal prosecution.

The City of Appleton will take appropriate steps to prevent workplace violence from occurring, to enable employees to respond appropriately in the event of workplace violence, and to provide for follow up in the event workplace violence does occur.

III. DEFINITIONS

- A. Violent behavior or conduct – any action or threat which is intended to harm or intimidate any person. Violent behavior is also any action or threat to damage property. It does not matter who owns the property that was damaged.
- B. Aggressive behavior or conduct – any action that is threatening in nature and includes, but is not limited, to: verbal assaults, harassment and intimidation, threats, hazing and other forms of verbal abuse.

- C. Weapons – something used to injure, defeat, or destroy (e.g., any type of gun, archery or hunting equipment, non-household purpose knife with a blade more than 3” long, electronic weapons, brass knuckles, throwing stars, billy club, etc.).

IV. PROCEDURES

A. Prevention

1. City of Appleton employees are expected to conduct themselves in a manner conducive to positive relationships and effective teamwork. Behavior that escalates a situation toward aggressive or violent acts is not appropriate for employees or visitors.
2. City of Appleton employees are required to report all restraining orders that they file. The report should be made to any supervisor or the Human Resources (H.R.) Department. The restraining order will be kept in the employee’s confidential personnel file and disposed of when it expires.
3. City of Appleton employees are prohibited from bringing firearms or weapons into any City-owned or occupied building or facility, or carrying firearms or weapons in/on any City-owned vehicle or City equipment during the course of their job duties unless a weapon is part of the standard equipment required for the job. If a City employee chooses to bring a firearm in their personal vehicle on to City grounds, the firearm must be unloaded and stored out of sight in the vehicle.

Notes: Employees may carry pepper spray or other similar legal products for purposes of personal protection. With the Department Director’s authorization, members of the Appleton Fire Department, Appleton Police Department Facilities, Grounds and Construction Management Department Operations staff may carry a non-household purpose knife with a blade up to 4” long to assist in performing their job responsibilities.

B. Awareness

City of Appleton employees should be aware of behaviors that may be early warning signals of potentially aggressive or violent conduct. Training will be provided to help all employees understand potential warning signs. Such behaviors may include but are not limited to:

1. Verbal or written threats
2. Threatening actions to intimidate or instill fear in coworkers
3. Bizarre or obsessive behavior.

A sign prohibiting employees and visitors from bringing firearms and weapons into City buildings and facilities shall be posted at the entrances of every City-owned or occupied building.

C. Reporting

All Civilian Employees:

1. For any situation that involves an immediate threat of violence, an employee should notify local law enforcement immediately.
2. Employees who believe they have been or are currently subjected to aggressive or violent conduct should report the occurrences to any available supervisor or H.R. immediately.
3. An employee who receives information of a potential occurrence involving aggressive or violent conduct towards them or another employee should contact any available supervisor or H.R. immediately.
4. An employee who is threatened outside of work is advised to report the occurrence to law enforcement. The employee is also encouraged to contact any available supervisor or H.R. immediately regarding the threat.
5. If an employee sees another employee or visitor with a firearm or dangerous weapon and there is an imminent threat, the employee should call 911 immediately. If there is not an immediate threat, the employee should contact the police department non-emergency number (832-5500) as soon as possible to report the incident, and notify his/her supervisor. The supervisor should then contact ~~Human Resources~~ H.R.

Sworn Employees:

1. Citizen vs. Employee Violence
City of Appleton police officers have the statutory authority and responsibility to investigate crimes committed against them. If the investigating officer determines that a violation of the law has occurred, then the officer may make a custodial arrest, refer the complaint to the district attorney's office, or issue a municipal summons. He/she should follow the reporting procedures set by the Appleton Police Department to report such crimes.
2. Employee vs. Employee Violence
 - a. Employees who believe they have been or are currently subjected to aggressive or violent conduct or for any situation that involves an immediate threat of violence should ~~call 911, then~~ report the occurrences promptly to an on-duty supervisor or H.R.
 - b. An employee who receives information of a potential occurrence involving aggressive or violent conduct towards them or another employee should contact an on-duty supervisor or H.R. immediately.
 - c. If an employee is threatened outside of work, the employee should notify an on-duty supervisor or H.R. immediately.

D. Response and follow-up

The nature and circumstances of each occurrence involving aggressive or violent conduct will dictate the response.

1. If an employee is injured (physically or psychologically) by aggressive or violent conduct, he/she should seek appropriate medical care. The employee will be required to complete an accident investigation report to be given to his/her immediate supervisor. A copy of this report should be forwarded to H.R. within 48 hours of the incident.
2. Employees who have been affected by aggressive or violent conduct will be encouraged to utilize the City's Employee Assistance Program (EAP).
3. Employees who are victims of aggressive or violent behavior should report the incident to a supervisor or H.R. so that steps may be taken to protect the employee and co-workers from further aggressive or violent behavior. Depending on the circumstance, considerations will be given to notifying law enforcement. Supervisors should notify ~~the H.R. Department~~ of any threats made towards his/her employees.
4. With the assistance of the Appleton Police Department, the H.R. Director will evaluate the need for additional security measures after an incident. (The Appleton Police Department will evaluate and determine the need for additional security measures for all sworn personnel incidents.)
5. All victims will also receive information regarding the options available to them, both civil and criminal.



*meeting community needs
enhancing quality of life*

APPLETON PUBLIC LIBRARY

225 North Oneida Street
Appleton, WI 54911-4780
(920) 832-6170 * FAX: (920) 832-6182

To: Appleton Public Library, Board of Trustees

From: Colleen Rortvedt, Library Director

Date: June 12, 2017

Re: Recommendation to approve proposal from Magenta Keys Consulting, LLC for \$4,000 (\$3,950 and for sustainability planning for the United Way Reach Out and Read – Fox Cities project

In late 2015, Reach Out and Read Partners – Fox Cities (RORP-Fox Cities) received a three year innovation grant from United Way Fox Cities to implement the Reach Out and Read program across the Fox Cities. As part of the grant requirements, RORP-Fox Cities needs to create a plan for the program funding starting in 2019, in order to ensure the continued sustainability of the program, after the grant period ends in 2018.

The Appleton Public Library coordinates the program and worked with the United Way to find a facilitator that could bring this planning process to completion in accordance with the timelines required by the grant. To ensure that the sustainability plan incorporates all participants' needs we sought out a third party planner and facilitator to develop a detailed funding sustainability plan that identifies specific funding partners, anticipated levels of financial support and timelines for successful completion.

I recommend sole sourcing this award to Magenta Keys, LLC who has recent experience with both Appleton Public Library and The United Way Fox cities in leading the Older Adult/Community Center Taskforce. Funding for this project is being provided entirely by Thrivent Financial and was secured thanks to The United Way Fox Cities and appears as a June 2017 budget adjustment request.

Summary of Project Costs:

\$3,600	Project Contracting Fee
\$ 350	Lunch Expenses for Sub-committee Meetings
\$ 50	Contingency
\$4,000 Total	

We expect to complete this process by November.

Budget Year 2017

- Amend spending authority for Materials Management to purchase materials with lost and paid revenue received so far this year
- Amend spending authority for Materials Management to purchase materials with donations received so far this year
- United Way check to contract a facilitator for Reach Out & Read program

Date _____

Approved by:

Date _____

Date _____

Date _____

For the Appleton Public Library operating budget, transfers of \$15,000 or less between budget lines and / or between budget programs require written approval by the Library Director. Transfers in excess of \$15,000 and all new library appropriations funded by grants user fees or other non-tax revenues require the approval of the Library Board Finance Committee and two-thirds of the full Library Board. All Library budget changes will be reported to the Council Finance Committee as informational items.

Older Adult/ Community Center Project Report

Prepared for: The Older Adult/Community Center Taskforce

Denise Nelson – Magenta Keys LLC
5/19/2017

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Project Overview

The Thompson Community Center (TCC) on College Avenue was closed, in March 2016, by the operating organization, Lutheran Social Services, due to financial issues for the center and the cost of maintaining the aging building. A taskforce, comprised of various organizations (non-profits, city officials, and businesses) and community members, was formed to identify the type of center that should replace TCC, specifically considering the future needs of the community and financial sustainability. This taskforce received a planning grant from the Community Foundation for the Fox Valley Region, Inc. United Way Fox Cities was the fiscal agent for the project.

The Taskforce wanted to take a strategic approach to this project to really understand what would be needed and how to plan for the future. In particular, the taskforce needed to define a model that could evolve with the:

- Dramatic growth rate and increasing size of the 65+-year-old population in the Fox Cities
- Trends like living healthier, longer and "phased retirements"
- Changing generational expectations

The project process involved conducting community input meetings and focus groups, visiting several centers with various models, and identifying best practices through literature and attendance at the National Institute of Senior Centers annual conference. The process provided for input from a local, statewide, and national perspective.

A brief summary of each step is included below with additional summaries in the appendices.

COMMUNITY INPUT MEETINGS and FOCUS GROUPS – Two community input meetings were conducted in December 2016 and several focus groups were conducted during November and December 2016, with participants from Thompson Center on Lourdes (newly established and located at St. Bernadette's former school), caregivers, and members of the Outagamie County Aging Advisory Board. These discussions to gather community input provided perspective on what people valued about the former Thompson Community Center, why people first started exploring participation or events at either TCC or Thompson Center on Lourdes, and what they would like to see in a future center. See Appendix A for a full summary.

SITE VISITS – Eight site visits were conducted to learn about the organizational and funding models of various centers, to learn how they are meeting the unique needs of their communities and the Baby Boomer generation, and to explore several new or recently renovated building designs. Organizational models varied in their target audience (community overall compared to senior specific) and in organizational structure (non-profit run, municipality run, or a mix). Centers visited included *Ashwaubenon, Beaver Dam, Deforest Area, Fitchburg, Menasha, Plymouth, Waunakee, and Wisconsin Rapids*. See Appendix B for photos and highlights from the visits.

NATIONAL CONFERENCE – Denise Nelson, Project Manager, attended the National Institute of Senior Centers annual conference in Philadelphia, PA, in September 2016. The conference theme was "*Life,*

Liberty, and the Pursuit of Excellence". Many presentations centered on the importance of engaging more "younger, older adults", young professionals, community leaders, and whole communities to help evolve the role of "senior centers" and their connections within their communities. There were also several presentations sharing best practices or new/emerging programs. In particular, the President and CEO of the National Council on Aging shared nine strategies for evolving from being seen as "senior" centers to "longevity" centers (Firman). These strategies provided a framework for the taskforce to consider the value of innovative new approaches and the importance of redefining the target audience, center's purpose, business model, and role within the community.

The research and insights from these phases was used by the taskforce to create a recommendation that was shared in a Community Update presentation on March 30, 2017.

This report summarizes the planning project research learning, the recommendation for the future center, and the recommended next steps.

Background

When Neola Thompson and the Civic League established the organization that evolved into the Thompson Community Center, they did so without government funding. It was an intentional decision to decline federal funding from the Older Americans Act (over 50 years ago), in order to maintain their independence and autonomy in programming. TCC was one of a few senior centers in the state to not receive support from government funding. However in later years, that decision contributed, in part, to the year-on-year fiscal challenges. In 2007, Lutheran Social Services took over operation of TCC in an effort to provide financial stability. At the end of 2015, Lutheran Social Services announced it would be closing TCC, due to the ongoing financial losses and the cost of trying to maintain the aging building.

TCC provided a location for a combination of services (many provided by Lutheran Social Services) and social activities. This created an environment where people could come to participate in a social activity or class and stay for lunch or make use of services like the walk-in health clinic or counseling. In looking at best practices from other centers, this combination of services and activities really was "best in class" and "ahead of its time". Many other centers nationally are trying to extend into offering more health and wellness type services, in addition to the typical foot care, blood pressuring screening, and social activities they currently provide. In the 2011 LIFE Study, experts and older adult panels/focus groups "stressed the importance and quality of programs and services offered at the Thompson Center, urging expansion of these efforts to outlying areas of the Fox Cities". Unfortunately, this community treasure closed at a time when the community was, and would continue to be, experiencing unprecedented growth in the older adult population. The former Thompson Community Center truly was a "community" center. While it focused on meeting the needs of older adults, it included use for community activities, especially in the evenings and on weekends. It was also home to other agencies that served the community like Easter Seals, Office of the Blind and Visually Impaired, and Options for Independent Living.

Project Objectives

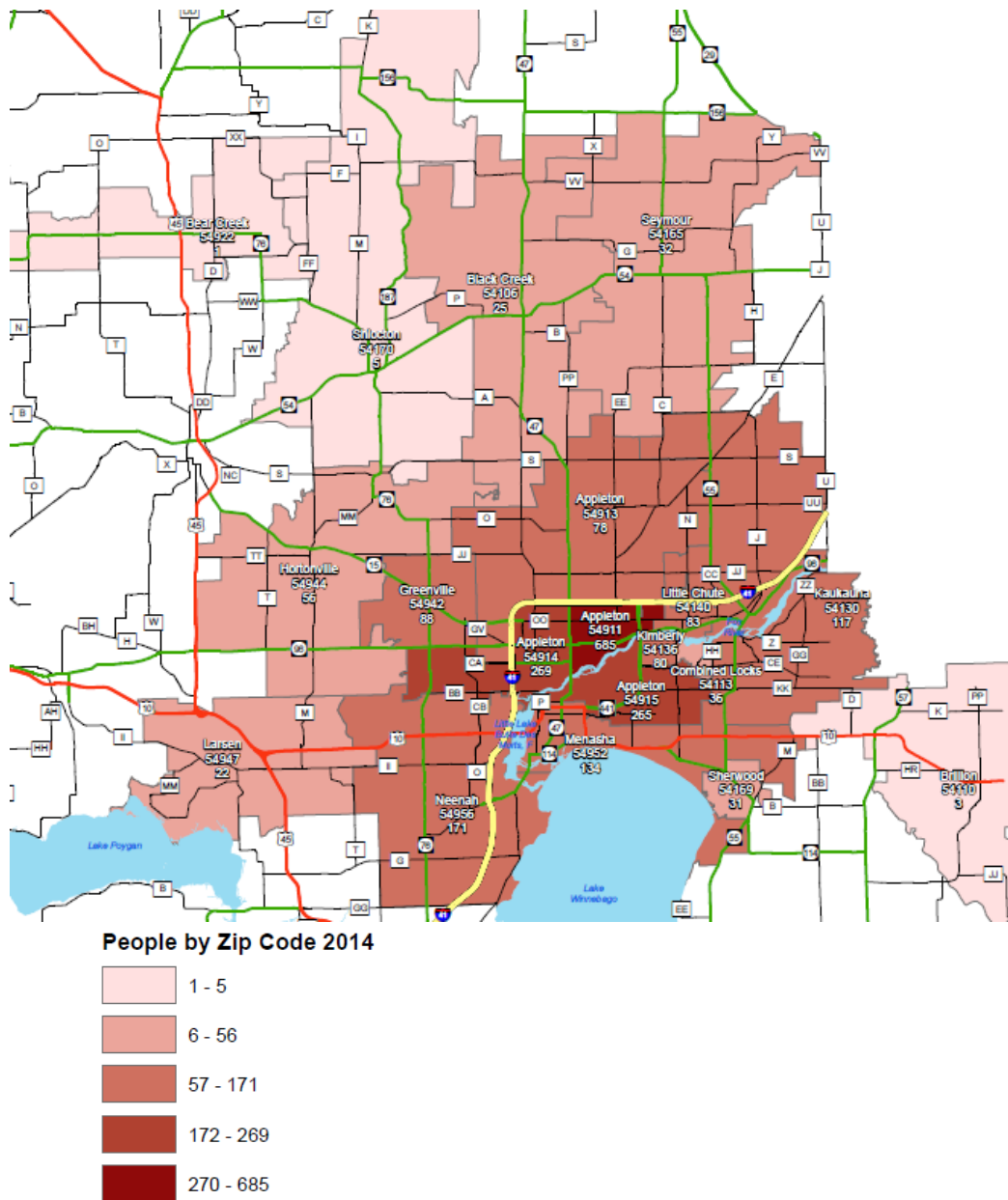
Prior to the start of the project, a few proposals emerged as potential ways to fill the need created by the closing of the Thompson Community Center. While these options had many promising aspects to consider, the taskforce team wanted to ensure due diligence in understanding the current and future needs, as well as best practices from other centers, prior to deciding which, if any, of the proposed options should be pursued. Based on this background, the taskforce team set the following objectives:

- Look broadly at different models and develop a scenario for a sustainable center that meets present and future needs of the community, with a particular focus on needs of 50+-year-old community members.
- Make a recommendation and engage key stakeholders in the community. This recommendation would focus on the model and structure of the center organization and funding model, not the specific provider organization, geographic location, or building design.

Key Research Insights

Participation at the Former Thompson Community Center

- Participants attended from across the Fox Cities. Figure 1 shows the number of people in each zip code that attended TCC in 2014 (based on data from Lutheran Social Services). The darker red on this map corresponds to more people. The areas that had the most people attending TCC are in the central portion of the map (area between Highways 41 and 441), but also extended out quite a distance into surrounding communities.



Source: Lutheran Social Services of WI & Upper MI, Inc.
Base data from ECWRPC counties

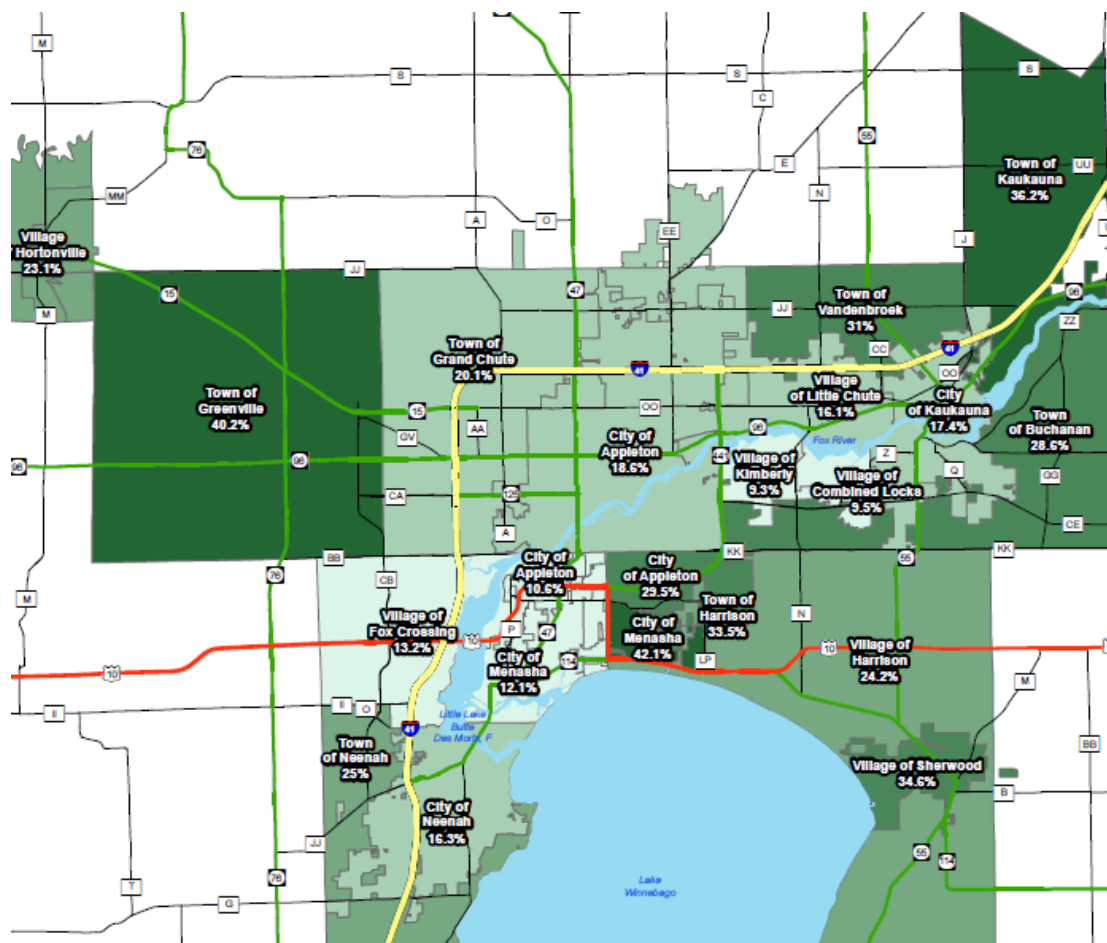
Figure 1. Map showing where people were from that attended Thompson Community Center in 2014. Data was from Lutheran Social Services for approximately 2,200 people that recorded addresses as part of their registration.

- At TCC, Lutheran Social Services provided client services like counseling and support, Making the Ride Happen, Senior Connection, Side by Side Program, a walk-in health clinic, and Adult Day Services. In 2014, there were at least 2,200-3,000 clients of these services.

- Based on 2014 and 2015 data from Lutheran Social Services, there were 26,000-35,000 visits per year for activities like the YMCA programs and Civic League social activities/events and participation at the Thompson Café and Grandpa’s Grill. Community rentals and clients of Easter Seals, Office of the Blind and Visually Impaired, and Options for Independent Living would be in addition to these numbers.
- Based on the research of best practices from other centers, this combination of services and activities really was “best in class” and “ahead of its time”. Many other centers nationally are trying to extend into offering more of the health and wellness type services.

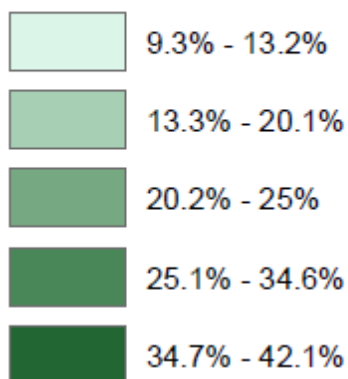
Projected Five Year Population Growth Rates

- In addition to knowing what was offered and who was participating, the taskforce needed to look ahead and understand the population projections. Figure 2 shows the projected growth rates across the Fox Cities, within the 65+-year-old age group. The darker green areas, like Greenville, Kaukauna, Sherwood and Menasha-Calumet County, are the areas with higher projected growth rates. Overall, there is a projected 19% growth rate for the 65+-year-old age group compared to a 3% growth rate for the total population.



Municipality

Projected Population Growth



Source: Esri Business Analyst 10.4.1, 2016 data
Base data from ECWRPC counties

Figure 2. Map of the projected populated growth rates, from 2016-2021 for the 65+-year-old age group, by municipality by county.

- Table 1 shows the number of 65+-year-old residents by county and municipality. The largest projected populations of 65+-year-old residents are expected in Appleton, Grand Chute, and Neenah.

- This growth is an increase across the Fox Cities of approximately 6,000 people in the next 5 years, for a total of almost 39,000 65+-year-olds. If the 50-64-year-old age group is included, the total is more than 80,000 people.

Table 1. Projected growth rates from 2016-2021 and population size in 2021 for the 65+-year-old range by county and municipality.

Outagamie									
	Appleton	Buchanan	Combined Locks	Grand Chute	Greenville	Hortonville	KaukaunaC	Kimberly	LittleChute
% Growth 65+ (from 2016)	19%	29%	10%	20%	40%	23%	17%	9%	16%
Number Overall in 2021	10,149	912	586	4,391	1,525	474	2,526	1,192	1,731
Calumet									
	Appleton	HarrisonV	HarrisonT	Menasha	Sherwood				
% Growth 65+ (from 2016)	30%	24%	33%	42%	35%				
Number Overall in 2021	1,548	622	566	280	568				
Winnebago									
	Appleton	Menasha	Fox Crossing	NeenahC	NeenahT				
% Growth 65+ (from 2016)	11%	12%	13%	16%	25%				
Number Overall in 2021	199	2,317	3,570	4,308	729				

Source: Esri Business Analyst 10.4.1, 2016 dataset

Innovation Trends related to Future Opportunities

- The importance of staying physically active for healthy aging was well-known among those who participated in the focus groups and community input meetings. While this is an important step for healthy aging, there is an opportunity to bring a new focus forward to help people move into new emerging aspects of preventative health and wellness, like focusing on cognitive and brain health. What if more people were aware of ways to reduce risks and work to preserve or improve brain health? What if participation while in ones 40s, 50s, or 60s could help maintain ones cognitive health for later years? For example, participating in professionally facilitated participatory art programs has shown benefits of improving overall health, reducing doctor visits, medication use, and loneliness, and reducing risk factors driving the need for long-term care (Cohen et al. 733).
- There is growing interest in how preventive health actions can help reduce healthcare costs over the entirety of an older adult's life, for the individual and for the businesses involved. The need to reduce costs, by keeping people healthier, longer, opens up partnership opportunities for organizations and centers to work together to have a measurable role in maintaining or improving individual and community health (Lawler 15).
- A recent study on the best cities for successful aging ([Best Cities for Successful Aging 2017 Milken Institute](#)) evaluated over 380 U.S. metropolitan areas on how well they serve the needs and meet the expectations of older adults. Interestingly, many of the top ranked cities tended to be college towns. College towns tend to have strong centers of employment, strong health infrastructure with university hospitals, strong transit systems, and innovative housing options. When looking at Baby Boomer trends, like staying active, engaging in part-time employment, having many activity choices, and wanting to live and play in "walkable" environments, these are the same types of things college students need as well. Cities have the ability to change the

landscape of aging and be incubators of innovation. Innovating in this health, wellness, and lifelong learning space will create solutions that work better for older residents and young residents as well.

- A key aspect of the taskforce work was to consider what is currently offered today (as the facilities operating today provide very important programs and activities), what the gaps are, and what are the future opportunities knowing the size of the rapidly growing population and the diversity of needs and interests. Looking ahead, much of the research reviewed pointed to even more emphasis in the future on incorporating health and wellness trends in order to help older adults stay healthier, longer and to increase participation with the younger, older adults.

Funding Model Insights

- There is an opportunity to do more of a public/private funding mix. A non-profit led model with funding from municipalities, and potentially counties, tends to provide the most flexibility for sustainability. The non-profit organization would have a clear identify and mission, so funders would be clear on what they are funding. It also provides the opportunity to be led by a local Board of Directors that represent a cross-section of the community for more community ownership and connectedness.
 - Although centers that are municipally funded and led are a common model, they tend to have limited flexibility in funding. Government budgets are not likely to increase enough in the future, to keep up with the need of the growing older adult population. Additionally, finding other sources of revenue can be challenging, as private sector organizations tend to be more reluctant to provide funding for public sector budgets.
- There is an innovation opportunity for new partners and funding streams, especially when partners are aligned to the same outcomes (Firman). Lawler ([Transforming Senior Centers into 21st Century Wellness Centers](#)) suggests “reducing costs by keeping people healthier, longer” could be an opportunity for partnerships with businesses and organizations, like health care systems, insurance companies, local government, and employers, that are also involved in trying to manage costs while improving individual and community health.

Summary of Recommendations

While it seems like the easy solution would be to replicate TCC in another building, that alone would not solve the financial issues. The scope of this taskforce work was to identify the type of center, keys for financial sustainability, and the role of this center among the other offerings that exist in the community. Given the objectives of the project and the nature of the type of center being recommended, this proposal does not include a specific building or property location as part of the recommendation. That will come in a later phase of development.

A key consideration for the future is how to plan for the rapidly growing aging population and their diverse needs and interests. The National Council on Aging (NCOA) anticipates that the growing need will outpace organizations’ abilities to serve the need. In order to manage this need, transformational change is needed. Centers across the nation are being challenged to evolve and adapt to better serve

the changing needs while working to ensure financial sustainability. Many have relied mainly on government funding and are constrained by flat or decreasing budgets. NCOA has shared several strategies to aid in creating this transformational change (Firman). These strategies provided a framework for the taskforce to consider how to redefine the target audience, the center's purpose, the business model, and the role within the community.

To create this transformational change, stereotypes like “going to a center is for old people” and “I’m not old enough yet” need to be broken down. This is done by rethinking purpose and audience. Additional aspects, important for sustainability and community building, involve rethinking the business model and how this organization can operate as part of a community-wide network rather than in isolation or completing with other organizations. Each of these aspects played an important role in the recommendation the taskforce developed.

PURPOSE FOR THE CENTER

The taskforce team identified several leading edge opportunities for the center's purpose based on the culmination of community input and best practices research. These opportunities were identified through the research to be drivers of innovative models, align with Baby Boomers' interests, and generate strong interest from community members. They also create a unique purpose for this new center that is complementary to other facilities (like Thompson Center on Lourdes and Menasha Senior Center) and programs in the area.

These leading edge opportunities are centered on advancing the options for “health and wellness across life's experiences and ages” including:

- Providing more diverse lifelong learning options
- Providing more preventive and lifestyle health and wellness education
- Facilitating the role of early intervention and health care connections
- Encouraging creativity and participation in the arts, as part of living well for healthy aging

The opportunities the center would focus on are in addition to the programs and activities offered at facilities today. This new center would combine the benefit of services and activities, in the areas listed above, to really drive health and wellness outcomes and provide ease of use and access via co-locating with collaborative organizations that have a mutual interest in these outcomes.

The purpose is exemplified by this purpose statement:

“Living Well and Staying Connected” - Engage people in learning, raising awareness of and improving their health and wellness, making friends, traveling, advocating, sharing their talents, and contributing to the well-being of their community.

TARGET AUDIENCE

This community-minded center would ensure a focus on older adults, while creating strong connections with the whole community. The target audience would be 65+-year-old residents, with an additional focus on connecting with more 50-64-year-olds, who are drawn in based on interests. The center would seek to have all ages in the community be drawn to volunteer, participate, and engage.

By reaching across ages, it creates an opportunity to develop an awareness and comfort with the center, even before retirement. Being comfortable at the center and having an awareness of resources available can help reduce isolation and help people connect easier during times of need. Additionally, creating a center with new opportunities for lifelong learning, health, and wellness will not only serve older residents, but will also provide valuable opportunities for younger people as well.

BUSINESS MODEL

While TCC was a community treasure, its financial existence was a challenge, and towards the end, was the responsibility of one organization. The new center model needs to be a true community partnership to be sustainable. The business model needs to be more diversely funded and involve new types of partnerships for co-locating, co-operating, collaborative programming, and services. The taskforce work has been mostly focused on the facility and the model. Work on programming and services would be part of the implementation phase.

The new center is recommended to be a nonprofit-led organization with a strong public/private funding mix. The non-profit would develop partnerships and collaborations that drive outcomes, diversify funding sources, and provide mutual benefit to all engaged parties. The new center would also seek operational funding support from local government — potentially, multiple municipalities and counties. The goal would be to create collaborations where the outcomes of the whole would be more impactful than what each part could do alone.

Given this new type of model, more planning work is needed to identify the main collaborative partners. These partners will be instrumental in helping to develop the specifics of this facility. Based on the purpose and target audience outlined, potential collaborations are envisioned with health care related organizations, education related organizations, as well as any other organization that has a strategic focus on the health and wellbeing of older adults. Examples of on-site partnerships could include the Aging and Disability Resource Center (ADRC), Lutheran Social Services, Fox Valley Memory Project, and medical services.

CONNECT AND COMPLEMENT

One of the transformational strategies was about working as a connected network, rather than in isolation or with loose connections. This was also a key need identified by community members as they often searched multiple sources to find out information and attended multiple facilities to participate in services, programs, and activities. They expressed frustration with the amount of time and effort it takes to find information and this can be intensified when a person is depressed or grieving.

It is recommended that the new center should create better ways to connect and complement other organizations in the Fox Cities, to better serve more needs and interests. This area, Appleton and the surrounding Fox Cities, is large enough that one place cannot meet all needs, especially with the rapidly growing 50+-year-old population. Consideration needs to be given on to how to integrate, connect, and navigate across organizations and opportunities. There needs to be a simple way for community members to gain variety and richness in participation without building it all in one place. The new facility would not have to build all of the facility amenities desired by the community, if some are already offered by other facilities. For example, there may not be a need for a gym or a large room for the Civic League potlucks, if the YMCAs and Thompson Center on Lourdes already offer those options. Instead, this new center could focus on spaces that aid lifelong learning options and the health and wellness services and activities. This network could work to co-promote each other's programs and activities.

BUILDING AND LOCATION

The new center is recommended to be located in its own building or within another organization's building. It should include an atmosphere of hospitality and social engagement to draw people in. It should also facilitate the connections for health and wellness needs. A primary location consideration would be the proximity to collaboration partners and other amenities, like entertainment, arts, and outdoor recreational spaces. Accessibility by public transportation and personal vehicles, with ample, easy parking is also critical. Additional considerations would be for walking and biking accessibility.

The primary preference for geographical location would be Appleton and Outagamie County based on population density, central location within the Fox Cities, and a large portion of the Fox Cities population is supported through services and programs of Outagamie County. Appleton also represents the "core" of the Fox Cities. From past participants, there is a pride in Appleton having a vibrant center and TCC used to be that center. Using creativity and arts to aid healthy aging also fits with the strategic focus for downtown Appleton. However, pending future collaboration discussions, other options may be considered.

Next Steps

Given this new type of model, additional planning work is needed to identify the main collaborative partners in this model. These partners will be instrumental in helping to develop the specifics of this facility and business model.

Recommended next steps are:

- Recruit additional team members for the next project phase to help champion creating this type of "Living Well and Staying Connected" center, as a focal point in this community
- Complete a second phase of planning to develop more detailed plans for partnerships, business model, and location:
 - Identify the collaborative organizations interested in partnering to create this new center
 - Develop the business plan, including location, capital needs, and on-going operation
 - Create the nonprofit organization

Acknowledgements

A special thanks to East Central Wisconsin Regional Planning Commission for their assistance with the population data analysis and mapping.

A special thanks to all of the taskforce members for their time and dedication. The taskforce was comprised of representatives from United Way Fox Cities, YMCA Fox Cities, Mosaic Family Health, ThedaCare, Fox Valley Memory Project, Lutheran Social Services, City of Appleton, Appleton Public Library, Outagamie County, Goodwill NCW, Thompson Center on Lourdes, Civic League, and Community Members.

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Appendices

- A. Focus Group and Community Input Summary
- B. Highlights of Visits to Area Centers
- C. 2016 National Institute of Senior Centers Conference Summary

Appendix A: Focus Group and Community Input Summary

Older Adult/Community Center Taskforce Meeting: Community Needs Summary and Discussion

1/12/17
Denise Nelson

Community Input Methodology

Focus Groups conducted, total of 71 participants:

- o 49 "Current Users" were interviewed as part of 8 discussion groups at Thompson Center on Lourdes (TCoL)
- o 7 "Caregivers" were interviewed during a Focus Group held at the Thompson Community Center (TCC) and 1 Individual Phone Interview
- o 15 "Aging Advisor Representatives" were interviewed at the 11/14/16 meeting Outagamie County Aging Advisory Board

Community Input Meetings, approx. 70 participants:

- o Open to the public with all ages encouraged to attend
- o 12/6/16 Meeting - at the former Thompson Community Center - Approx. 40 participants (not including Taskforce members)
- o 12/8/16 Meeting - at the Appleton Public Library - Approx. 30 participants (not including Taskforce members)

Reasons for First Attending TCC or TCoL

- **New to the area and wanting to meet people and get involved**
 - They looked for somewhere that had their favorite activity from where they previously lived (ex: line dancing or pickle ball)
- **A friend encouraged them to attend an activity or event because the friend enjoyed it so much**
 - For one person, her neighbor introduced her before she even retired
- **Wanted to learn a new activity or skill**
 - Ex: There were instructors for bridge, painting, crocheting, etc.

Reasons for First Attending TCC or TCoL

- **Had a variety of exercise classes that were affordable, easy location, and liked the group setting**
 - "At places like Curves, you go it alone."
 - "I don't use a gym like a young person."
- **Nurse recommended the balance class**
- **Spouse passed away or is in memory care facility, need to socialize**
 - If you knew who to meet, you'd set a time and place to meet. But if you don't know who to meet, you need a place to go to just "run into people hanging out".
- **And once they attended for one thing, they realized how much was there!**

Community Input on Needs

- **A place to socialize and connect – recognition that socializing helps prevent depression. Having a place to go allows for meeting up with people, without having to know who exactly you are meeting up with**
 - o Meeting your “group” or new people – “Talking with others is good for your heart and mind”
 - o Finding others with common interests
 - o Just having a place to go where you can be by people – “I don’t care where I sit and crochet, but I like to be by people because it is too quiet at home”
- **“Easy to get to” and “centrally located” – to encourage frequent use and enable ride sharing**
 - o This is subjective. For some, TCC/Downtown fits this description. For others, something closer to 41/441 would fit this description.
 - o Roads that are easy to navigate; roundabouts raise concern
 - o Accessible via bus; enclosed bus stops are nice
 - o Needs to be visible to the community

Community Input – cont’d

- **Facility designed for accessibility – aids participation**
 - o Mobility and Communication Access (vision and hearing), as well as considerate of chemical sensitivities – Easy parking, Hearing Loop, Lighting, 1 story or mainly on 1 floor
 - o Conveniences like covered drop off area big enough for buses
- **“Services” located at the same place as the “social activities” like at TCC - many would use the services as long as they were already going to be there**
 - o Convenient way to make sure older adults are making use of services like foot care, mental health screenings, legal advice, etc.
- **The benefit of others observing each other for mental health changes – can intervene earlier**
 - o Opportunity to catch changes earlier and connect people to resources sooner due to more frequent (and informal) observations

Community Needs – cont'd

- **Information about what is available for older adults and knowing all the resources in one place – so much available and not in one place**
 - o Still learning and it's hard to know what you should know about. You don't know what you don't know.
 - o Ex: Need help with turning 65 and navigating Medicare.
 - o Many participants and caregivers search multiple websites (multiple towns/cities, libraries, churches, etc.) to try to find out what is going on. It takes time, causes frustration, and they feel like they are still missing things.
- **Quality life-long learning options – there is a recognition you need to keep learning**
 - o Want more than just seminars on planning for the aging needs. Ex: interested in history or genealogy classes

Community Needs – cont'd

- **Intergenerational activities – some see this as a way for different age groups to learn from each other and others feel the mix of ages keeps the “youthful” feeling**
 - o Older adults can serve as role models and mentors. Youth may not have had the opportunity to grow up close to grandparents and may not have experience interacting with older adults.
 - o *Intergenerational activities* were accepted, but a primarily intergenerational facility was polarizing.
- **Assurance this will have a focus on “older adults”**
 - o Don't want older adults to have to settle. There are a lot of “youth” offerings in the area and concerned the seniors will get pushed aside if combined.

Community Needs – cont'd

- **A vibrant, inviting place – a place you are drawn to**
 - o Many say they miss the welcoming front desk and openness of TCC, as well as someone to help direct them when they would first walk-in.
 - o Include options for nights and weekends as they can be lonely.
- **Café or meal options, especially Grandpa's Grill – food was good, met new people, and "We felt like a part of the community" when downtown business people joined**
 - o Grandpa's Grill generates a lot of passion. And it was the people involved that spark this reaction. From the people who put it on, to those participating from the downtown businesses. Several mentioned the Mayor or County Exec would even stop by.
 - o The mix of people participating made this an activity that validated they were still a valued part of the community.
 - o Food on-site provides a convenience, ensures an option for a hot meal daily, and is an additional opportunity to socialize before or after class.

Community Needs – cont'd

- **Affordable prices**
 - o Some are on a careful budget due to fixed (limited) income
 - o Others are on a careful budget due to uncertainty with future financial needs
 - o Others choose the price they are willing to pay based on the frequency of use or the "value" they feel it is worth
 - "I have paid \$200-300 for a painting class in Door County. At this age, I'm not going to be a professional so I don't need to pay that much for classes. Now it's just for the mental challenge."
- **Ways to be active and exercise**
 - o Walking space (and an indoor option would be nice for in the winter) – the mall is ok for some, but too busy or too far away for others
 - o Flexibility and Balance classes
 - o Line Dancing, Dinner Dances, Pickle ball
 - o Weight equipment
- **Outdoor space – opportunity for exercise and relaxation outdoors**

Community Needs – cont'd

- **Need a continuum of activities for range of physical abilities and variety**
 - o Aquatic center exclusive for older adults – can feel pushed out by the younger ages at other places
- **Support groups**
 - o Examples: Grief support, Parkinson's support, helping with transitions, care at home, spouse vs child caregiving, etc.
 - o Peer support is sometimes more meaningful than counselors support
- **Ways to provide breaks for caregivers**
- **Affordable meeting space for community groups**
- **Kitchen for events and potlucks**
- **Possibly an Adult Day Center**

General Feedback

- **Financial support sources to consider**
 - o Residents from many municipalities used TCC and should be considered as a source of support
 - "You can't tell the difference when you go from Grand Chute to Appleton" – implying that boundaries are typically invisible in daily life.
 - o "Appleton is large enough to support a center"
- **TCC was viewed as a community center**
 - o It didn't have "senior" in its name (good thing for many), although with activities during the day, many knew it was mostly retired people
 - o Other community groups used the facility, including at night
- **TCC Location**
 - o Many liked the location of the former TCC. It was close enough to downtown to be central, but was just outside of the busy traffic area and parking congestion.
 - o Was nice to be close to drugstore, restaurants, etc.

General Feedback

- **Menasha Senior Center did a gap analysis and identified two gaps**
 1. They don't offer programs for dementia on a regular basis - they do offer a Memory Café
 2. They don't offer respite care options for caregivers
- **Need to keep community informed and involved in this process. There is a sense of urgency – “We aren't getting any younger.”**

Key Insights

- **It's important to feel “part of *the* community” – it's about feeling “respected” and “valued”**
 - “Senior citizen, we are a forgotten group in the community”
 - Not wanting to only be a part of the “senior citizen community”
 - It's about bringing back a cultural respect for “older adults”
 - Desire to be involved in ways of importance. To be viewed as intellectual (especially those with cognitive or physical health issues)
 - On-going, the community needs to be aware of what is happening at the center
- **A key reason for continued participation is camaraderie**
 - “Children have grown up, moved out or moved away”
 - “I came to learn to crochet and stayed for all of the people coming and going.”
 - Today's “not retired yet” or “retired but too busy” group has a hard time imagining a future where they would go to a “center”, but they will likely have a need for camaraderie at some point

Key Insights

- **Need to get people aware of what is available. Being exposed to possible activities, services, and options, even prior to retirement/loss/health issues, gives people a head start on how to connect and be involved**
 - "Semi-retired" is a new reference
 - Need to get people aware of what is available before they are isolated
- **Having an ADRC resource available on-site would be a great way to reach people and help them navigate their way**
 - "Every senior needs something and today's it's a separate trip"
 - Having people come to the center for ADRC help on navigating retirement and benefit eligibility questions can be a way to expose them to what the center has to offer. Plus, it creates additional awareness of what the ADRC offers.

Key Insights

- **Appleton represents the "core" of the Fox Cities. You can come in from each direction and it's at the "center"**
 - Given the size of Appleton, many feel it should have it's own center
 - There is a pride in Appleton having a vibrant center (TCC was that center)
 - Appleton has the opportunity to be seen as a leader in supporting aging needs in the Fox Cities
 - Using creativity and arts to aid healthy aging fits with the strategy for downtown
- **For those familiar with what exists in other Active Older Adult communities, in places like Florida or New Mexico, they expect more**
 - Some are relocating back to the Fox Cities to be closer to family and they had experienced these other Active Older Adult communities and what they offer.

Key Insights

- **The model of services and activities that existed at TCC was a really good model and is reflected in many of the community “needs”**
- **There are many individual and community benefits to multi-generational interactions and activities.**
 - “Senior” centers still isolate within an age group

Key Insights

- **Opportunity for centralized communications across organizations and across communities**
 - About events, services, seminars, etc.
 - The former “The Bridge” newsletter was a great resource
- **Opportunity for easier navigation across resources, services, and activities, especially when a person is in need like when depressed, grieving, or frustrated**
- **Many people are hopping from facility to facility to participate in what they like, at the price they want**
 - Need to consider how to integrate, connect, and navigate across
 - This area (Appleton/Fox Cities) may be large enough to consider more than one site, especially if they specialize in different “outcomes”

Key Insights

- **There will be transitions that need to be managed to keep the good and improve as needs and interests change**
 - Potentially "rebranding" to attract the younger older adults who are still somewhat busy and not thinking about going to a "center"
 - "Learning Centers" is an example of "reframing" what it is
- **As the population ages, and fewer have children in the area, a center could supplement for family**

Trends To Consider

- **More older adults, and these older adults have fewer children**
- **Age-friendly communities**
- **"People are younger now when they are older"**
- **Intergenerational**
- **A means to monitor because people change over time - observation of participation and abilities can help with interventions**
- **Central mission but not all things need to be at a central location**
 - Some centralized services/some decentralized - could be virtual
- **"Use it or Lose it" - both physical and mental**
 - Artistic endeavors to help people stay vital and connected as they age

Appendix B: Highlights of Visits to Area Centers

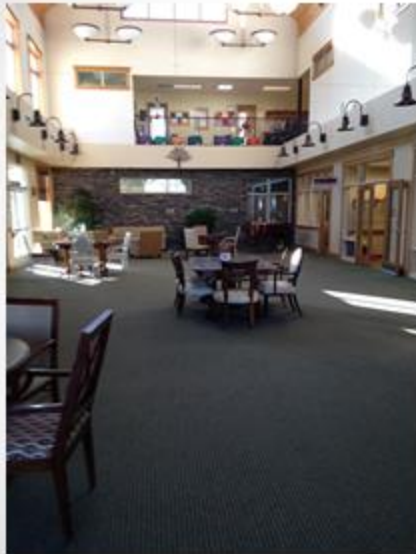
Highlights of Visits to Area Centers

12/1/2016

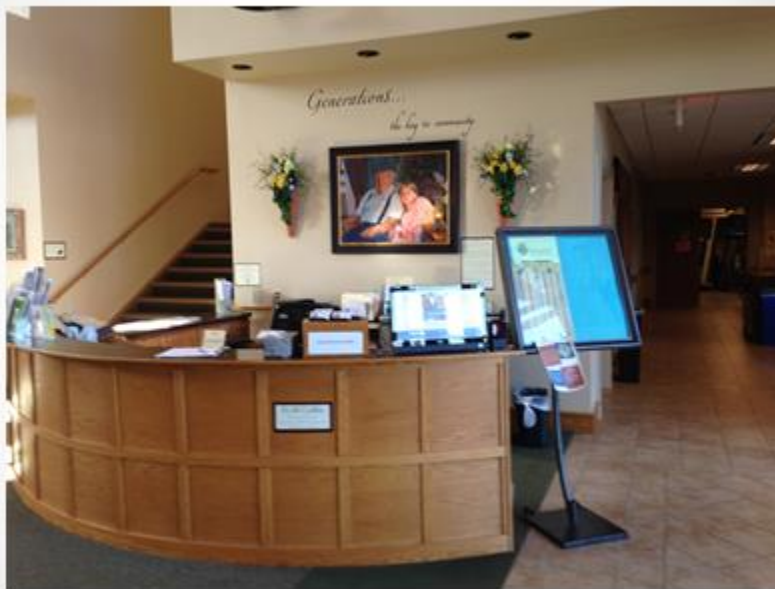
Plymouth - Generations



Plymouth - Generations



Plymouth - Generations



DeForest Area Community and Senior Center



DeForest Area Community and Senior Center



DeForest Area Community and Senior Center



DeForest Area Community and Senior Center



Waunakee Senior Center in Village Center



Waunakee Senior Center in Village Center



Waunakee Senior Center in Village Center



Waunakee Senior Center in Village Center



Wisconsin Rapids – Lowell Senior Center



Wisconsin Rapids – Lowell Senior Center



Wisconsin Rapids – Lowell Senior Center



Wisconsin Rapids – Lowell Senior Center



Beaver Dam Community and Senior Center



Beaver Dam Community and Senior Center



Beaver Dam Community and Senior Center



Beaver Dam Community and Senior Center



Fitchburg Senior Center

Located on a Civic Campus so it is connected to City Hall and adjacent to a new Library



Fitchburg Senior Center





Fitchburg Senior Center



Fitchburg Senior Center



Early Insights from Site Visits

- Most want to attract “more” and “younger, older adults” – “wonderful things can happen when we engage this population”.
 - But some felt the older adults will come when they are ready.
- Many of the centers had a primary focus on older adults, even if they also included the rest of the community
 - Older adults during the day, youth and family in the evening (with the exception of Plymouth)
 - Community events held there to raise awareness

Early Insights from Site Visits

- Many centers told us “people are mobile” and will go to the place hosting what they like and with the “right” prices
- Many have very “active” users – especially those with fitness spaces (Waukegan, Fitchburg)
- Schools were collaboration partners
- Much discussion on the value of interacting across generations even if the center is labelled “intergenerational”

Early Insights from Site Visits

- Opportunity to consider this “center” as a selling point for people considering relocating to the area (i.e. what do you have for older adults)
- A lot of suggestions on building features and programming
 - Ex: Electronic check in very valuable in collecting and analyzing usage data
 - Covered drop-off/pick-up tall enough for a bus

Early Insights from Site Visits

- No one really has a “magic” bullet for attracting “Baby Boomers”
- Many still struggle with the perception “that is for old people, not for me” or “I’m too busy”
- Being exposed to the possible activities, services, and options, even prior to retiring gave people a “head start” on how to connect and be involved
- But we saw some very welcoming facilities that have a great start
 - Beaver Dam believes their age profile is getting younger

Early Insights from Site Visits

- Camaraderie – it's the people that keep you coming back, ways to meet new people
- Seeing activity – areas to mingle and lounge
- It's important to feel like a valued part of the community
- Boomers:
 - Vibrant, inviting spaces
 - A focus on exercise and learning
 - Time to accomplish things I haven't take time for before
 - Travel opportunities

Appendix C: 2016 National Institute of Senior Centers Conference Summary

Senior Centers 2016 *Life, Liberty, and the Pursuit of Excellence*

National Institute of Senior Centers (NISC)
in partnership with
The Philadelphia Corporation for Aging (PCA)




A Wealth of Information

- 2 days
- 8 presentations
- 23 speakers/organizations
- 7 additional contacts via exhibitors and other conference attendees
- ...leading to numerous avenues for further exploration



Overall

- Many presentations on engaging more...younger older adults, young professionals, community leaders, whole communities
- Several presentations on specific programs or topics that are considered best practices or sharing new/emerging programs



Senior Centers as Longevity Centers: A Vision for the Future

James Firman, President and CEO of National Council on Aging (NCOA)

- Model of “Retirement” needs to change
 - Living longer and in better health
 - Need to prepare people for the “Third Age”
- We need to expect more and move from “retirement” to “another graduation”
 - Need to provide guidance and help to navigate longer lives



9 Strategies for Transformation

1. **Clarify Your Purpose**
 - Focus on desired outcomes, not just the services you provide
2. **Rethink Your Target Population**
 - Maintain commitment to older adults who are struggling, but add private-pay market opportunities
3. **Commit to a Big Goal and Chart your Impact**
 - Committing to bold social impact goals requiring you to think and act differently



Strategies continued

4. **Change Your Business Model**
 - Deliver outcomes/services that result in private-pay and insurance-based revenue
 - Think beyond the walls of the center
5. **Expand Strategies for Delivering Services**
 - Empower via self-help options on-line and enable family and friends to help loved ones easier
6. **Combine Service and Advocacy**
 - Promote broad reaching change by being the trusted voice on the issues of aging population



Strategies continued

7. **Embrace Social Entrepreneurship and Business Partnerships**
 - Social enterprise for social impact and revenue
 - Partnerships with businesses to meet consumer needs
8. **Engage, Empower, and Support Older Adults to Help Themselves and Each Other**
 - Shift to see baby boomers and older adults as a resource vs. a service/program user
9. **Form or Join Networks That Add Unique Value**
 - Organization collaboration is key!



NCOA Aging Mastery Program[®] (AMP)

- Program where individuals create their own playbook for aging well via actionable goals, sustainable behaviors, peer support, and incentives
 - 10 week program from NCOA
- Provides opportunities to:
 - Position senior centers as vibrant communities attractive to baby boomers and older adults,
 - Link with other organizations
 - Help change societal expectations of roles of baby boomers and older adults



Kerby Centre - Best Practices in Multi-Purpose Senior Centers


Luanne Whitmarsh, CEO, Kerby Centre, Calgary, CA

- Visited 14 centers in N. America as part of their relocation planning effort
- Spanned a wide range of characteristics:
 - Operating from 5-96 years
 - Operating budgets from \$210,000 - \$9 million
 - # of Employees: 1.5 -130
- Comprehensive template for gathering information during their visits, plus talked with clients while at the center




Kerby Centre Study - Unique/Innovative Programs/Tools

- Benefit Card programs – special interest from Boomers
- Mobile Doctor Clinic– Delivering in-home service calls
- Physician Consult Room in the center
- Volunteer-led, online courses
- After care for knee/hip replacements – still evaluating compared to the for-profit options
- Spa and Therapeutic Services – desired by Boomers in their study
- Certified Medical Fitness Facility – wing attached to the hospital
- Adult Day incl. Alzheimer's and Dementia – most had



Kerby Centre Study - Important for Attracting Baby Boomers

- Appropriate marketing/branding (ageless marketing)
- Enhanced fitness programs and facilities
- Offer holistic wellness programming
- Provide higher-learning classes
- Upgrade the facility (contemporary and modern)
- Extended operating hours (evenings and weekends)
- Build strong relationships with adult children



Kerby Centre Study - Important for Attracting Baby Boomers

- Use social media to increase awareness
- Develop volunteer opportunities that leverage baby boomers skill sets
- Have special events and entertainment geared towards them
- Caregiver workshops
- Organized travel opportunities
- Provide dance classes, pickle ball, and/or golf
- Lunch and learns with guest speakers (for a fee)
- A center “app” for mobile devices



Kerby Centre Study - Social Enterprise Opportunities

- Facility Rentals
- In-Home Care Services/Home Delivered Meals
- Fitness Center
- Personalized Case Management
- Thrift Shop
- Home Maintenance Program
- Wellness Clinic



Kerby Centre Study - Facility Ownership

- Only 5 of 14 facilities maintained ownership of their own facility
- Of those owned by another party, most prevalent was government owned.
 - Hospital and Business were the two other examples



GenPhilly – Engaging the Next Generation of Leaders

Program designed to connect young professionals and senior centers

- Young Professionals benefit by:
 - Leadership and resume building opportunities
 - Knowledge on issues in the aging community
- Senior Centers benefit by:
 - Broader support and advocacy for aging services
- Communities benefit by:
 - Breaks stereotypes about working with older adults



Shades of Gray: Redefining Aging...and Your Center

Laura Kopp, Pres/CEO, Center for Active Seniors, Inc (CASI) – Davenport, IA

- On-site café is key– easy reason to stop in...meet a friend, come for coffee/breakfast
- “Wheelie’s Adventure Squad” – golf cart driving activity serves to regain sense of freedom for those not driving anymore
- Maintain activities loved by the 70+, while adding others like evening wine/food event to reach the 50+ interests

Shades of Gray: Redefining Aging...and Your Center

- Lease space out for a variety of uses to get “non-traditional” people in your doors

- Hospitals
- Walgreens
- Travel agent
- Blood donation site
- Wedding receptions



Trends Shared

K Jean Williams, Engaging Horizons

Telly Walker, Peoples Health Insurance (Medicare Advantage Plan provider)

- Boomers will hop centers and use/attend what they want
- Don't assume people won't pay
- New approaches to attract “younger older adults”
 - Programs moving into shopping areas
 - Cafes with programming – Ex: Mather LifeWays Café Plus Model)
- Hospitals and insurance companies - offering or sponsoring programming to get older adults introduced to their “brand” and comfortable for when future need arises



A Glimpse into some Insights

To be prepared for future needs, we need to:

- Create awareness in the community for “why the community should care today about aging needs”
- Create reasons for those not in your target audience to walk through your doors, for awareness and changing misperceptions of what “senior centers” are really like
- Reframe the name – not using the word “senior”

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 *with the knowledge of the director* can be helpful when solicited in a formal, organized

6

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

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 strategic 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 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 strategic 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.

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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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 story time 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:

Board President's Signature _____ Date _____

Library Director's Signature _____ Date _____

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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
- 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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Appleton Public Library 2017 Public Survey

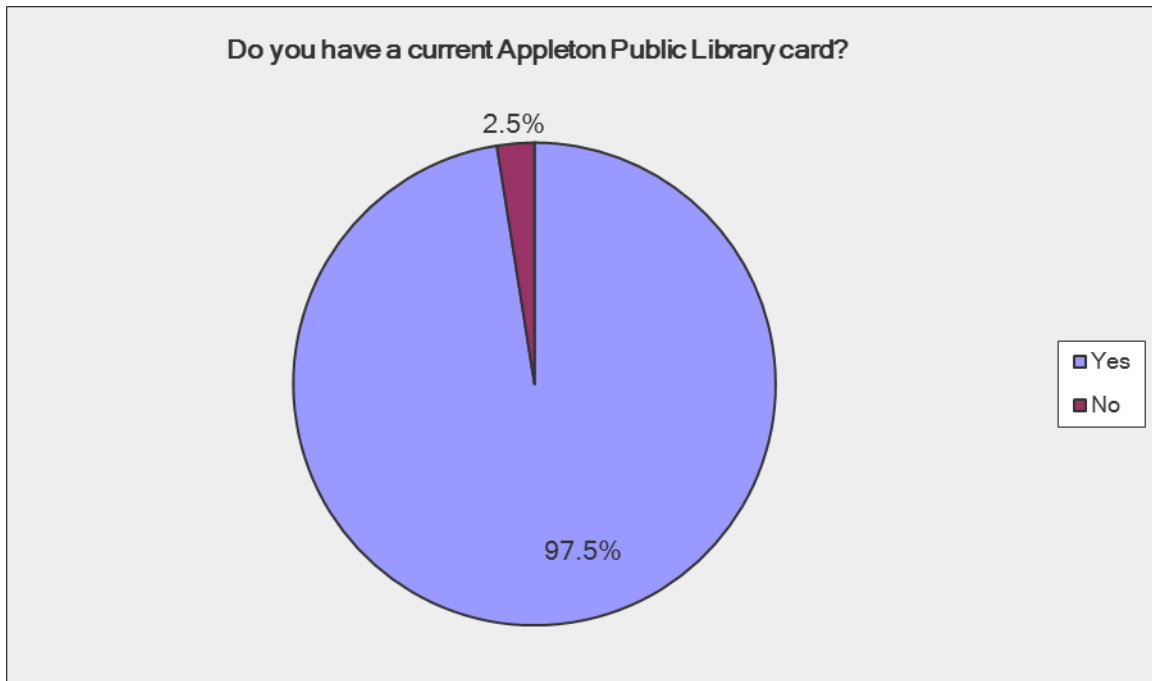
A survey was conducted among the Appleton Public Library patrons in the month of April, 2017. The purpose of the survey was to obtain demographic data and to measure patron satisfaction.

A fifteen - question survey was generated and made available online. A total of 836 responses were collected.

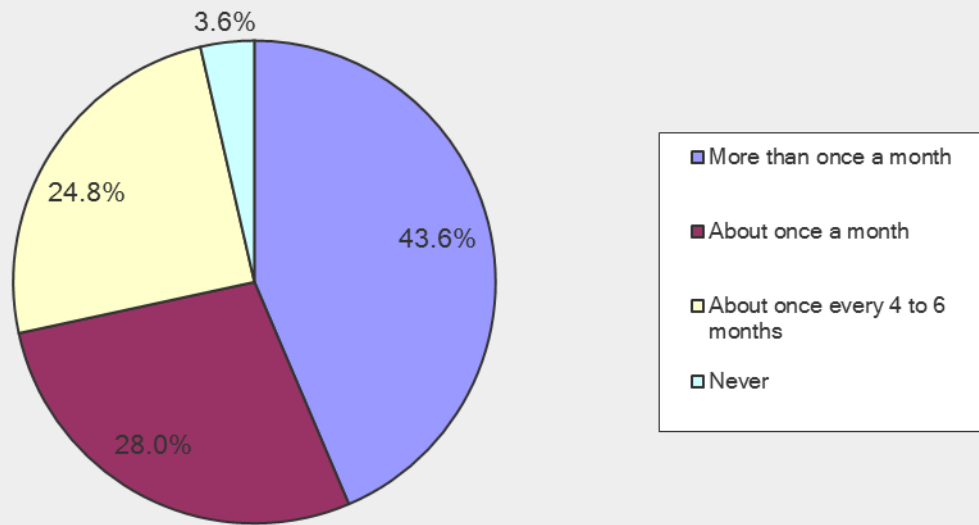
The findings are as follow:

Patron Demographic Data

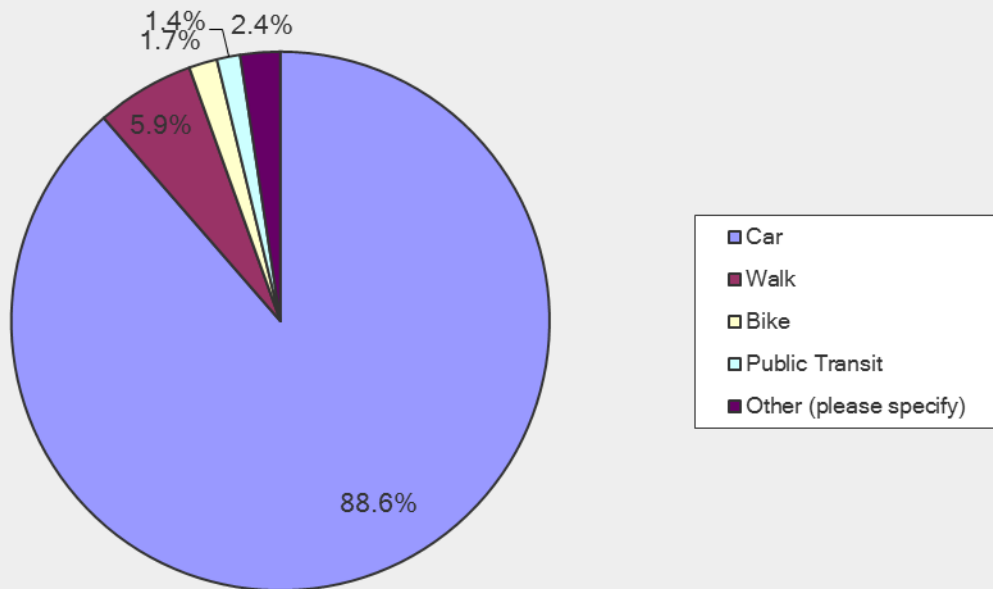
Area	Response Percent
Appleton	82.4%
Greenville, Hortonville	4.4%
Kaukauna, Kimberly, Little Chute, Combined Locks	4.2%
Menasha	3.2%
Neenah, Oshkosh	2.3%
Hilbert, Sherwood, Stockbridge	1.1%
Other	2.4%



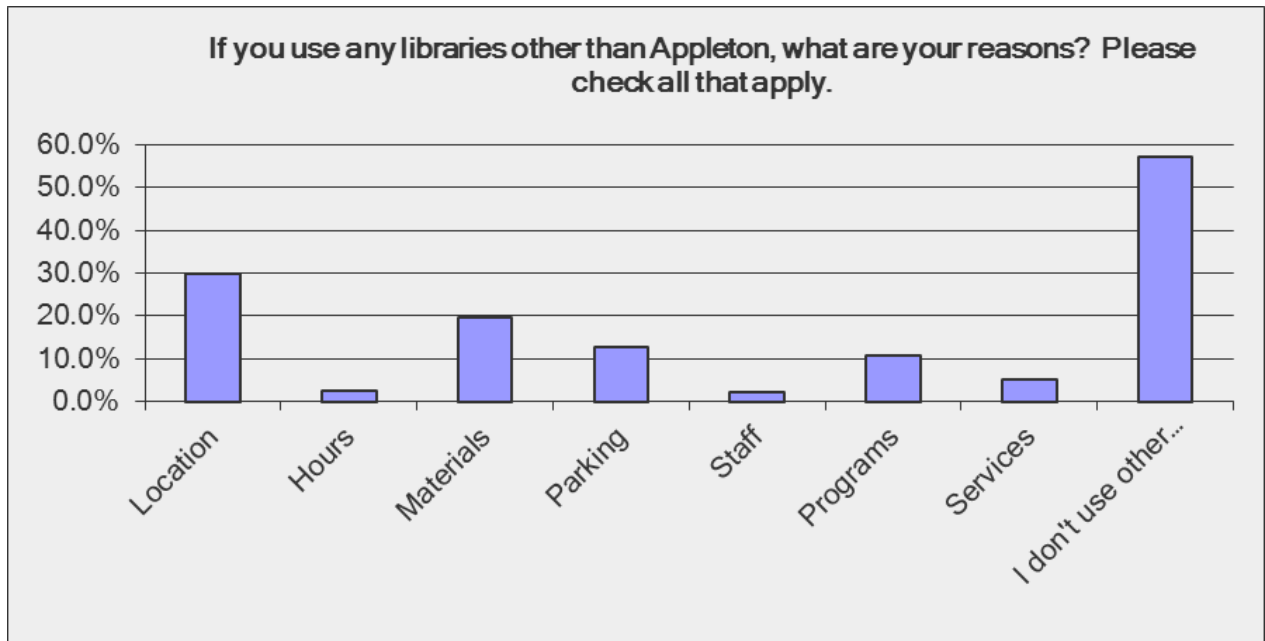
How often do you usually visit the Appleton Public Library?



How do you usually get to the library?

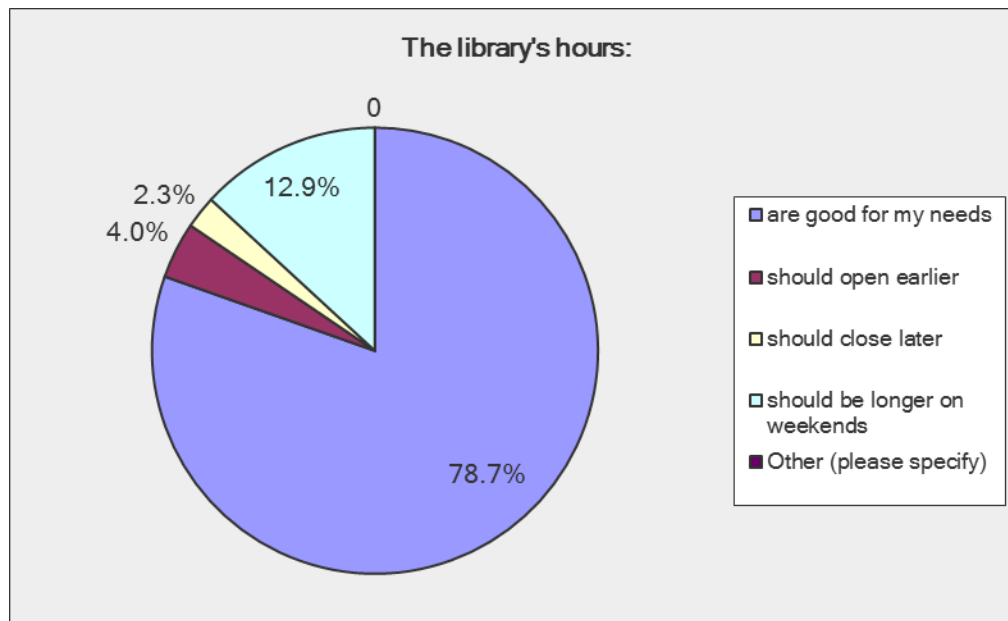


Other: Access library digitally, use all of the options



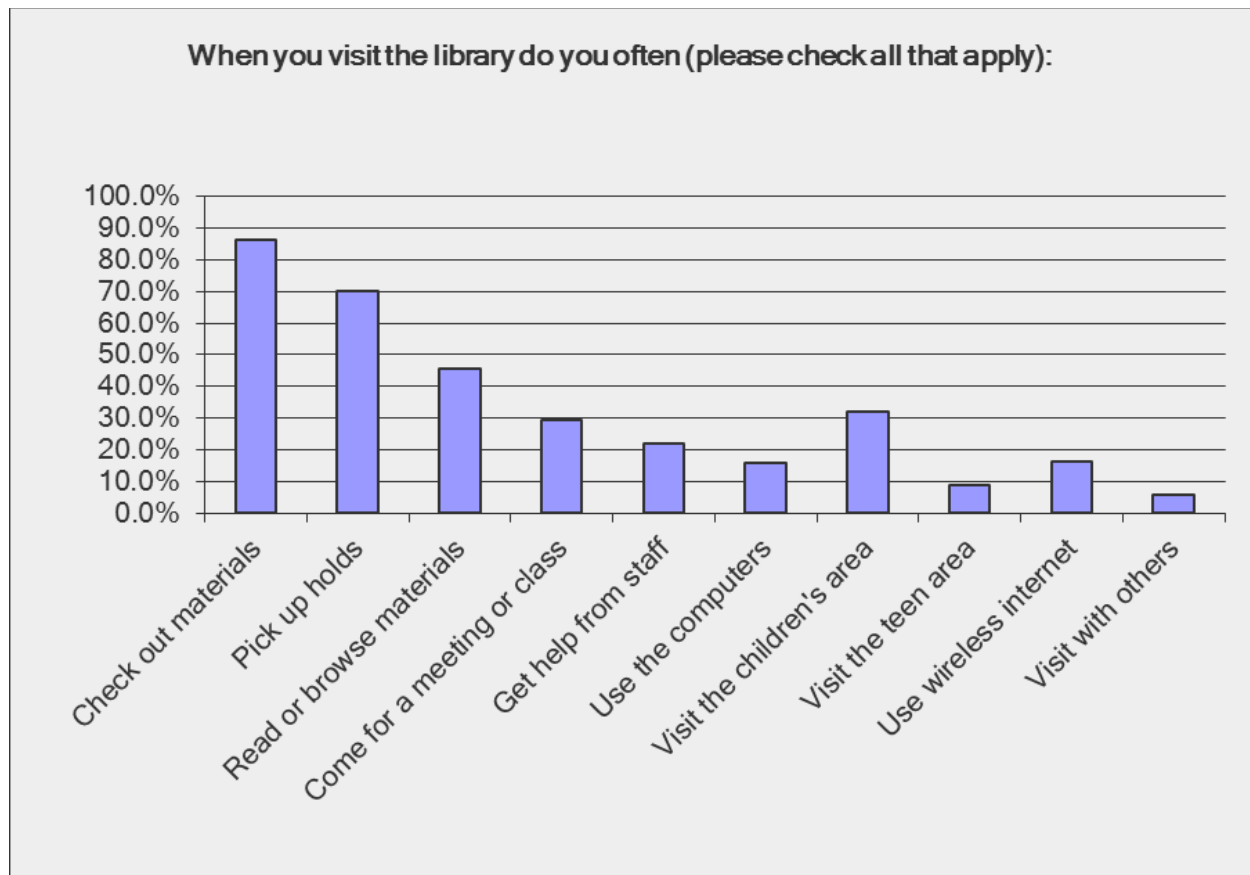
Other responses:

- Better ambiance and seating.
- Cleaner, more welcoming, more accessible, better staffed children's area.



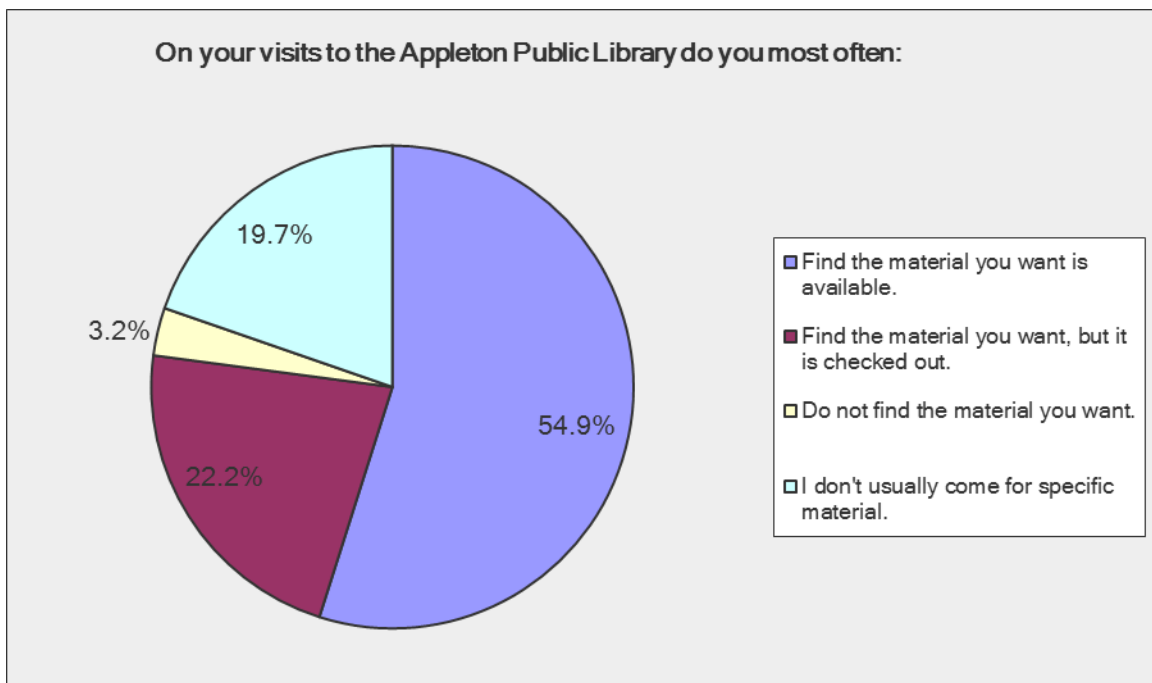
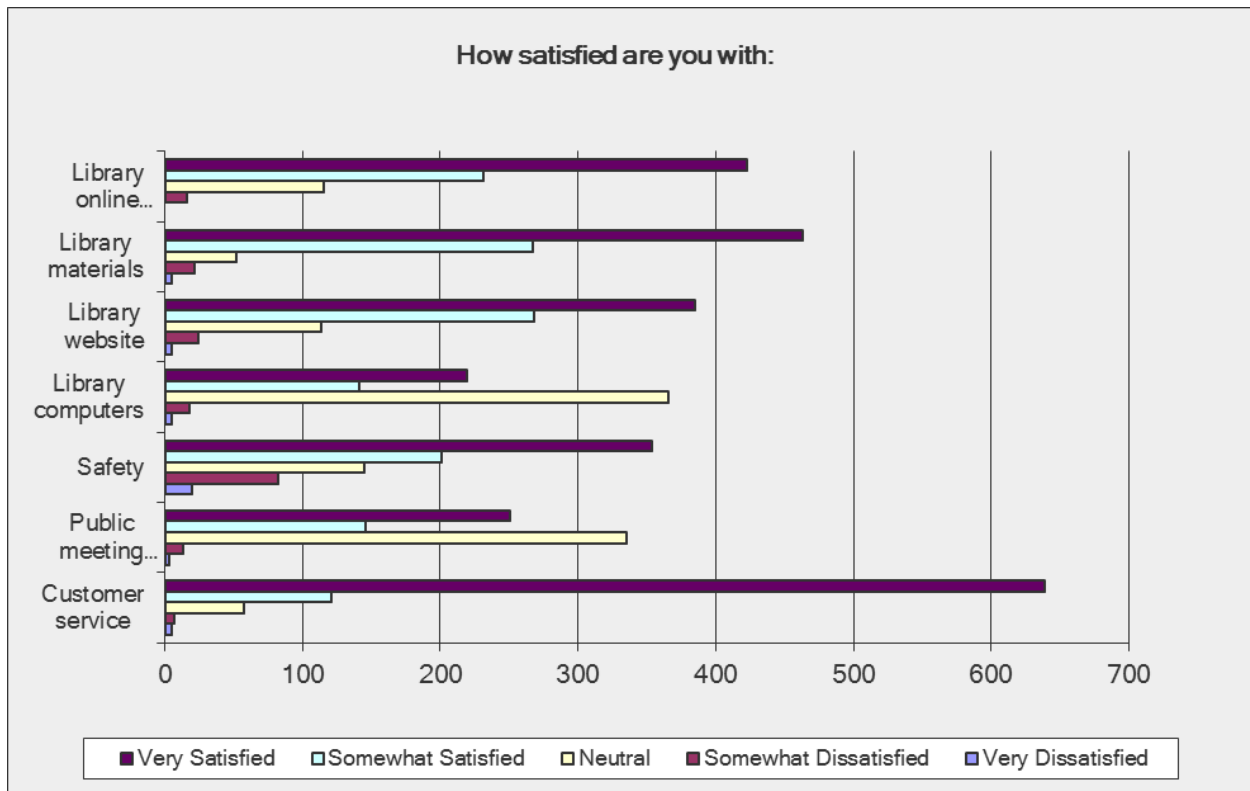
Other responses:

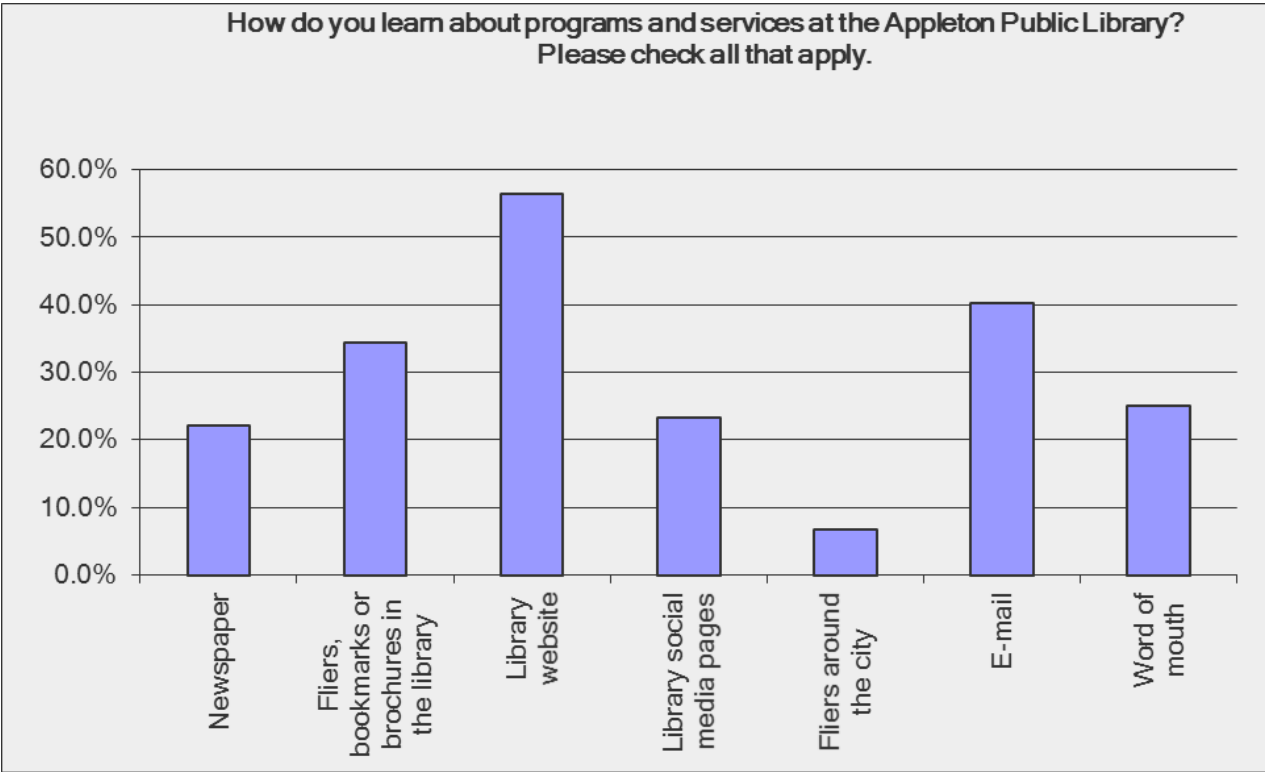
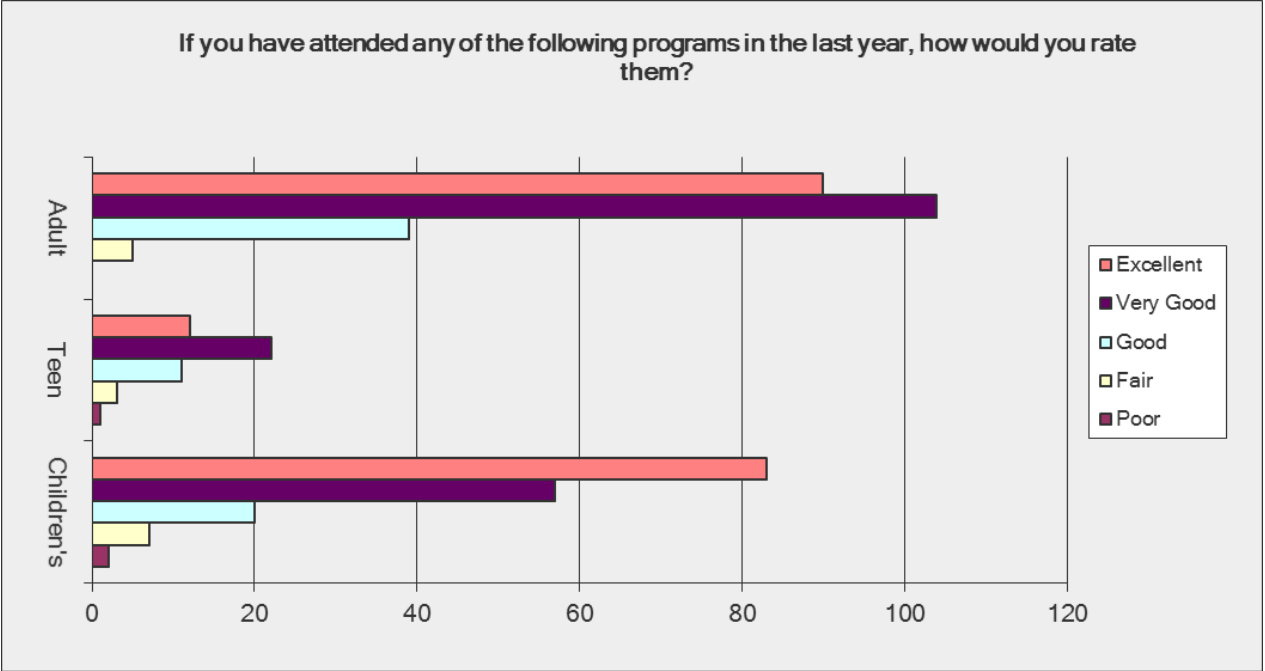
- Need longer summer hours
- Open Sundays all year long
- Not applicable (access library digitally)



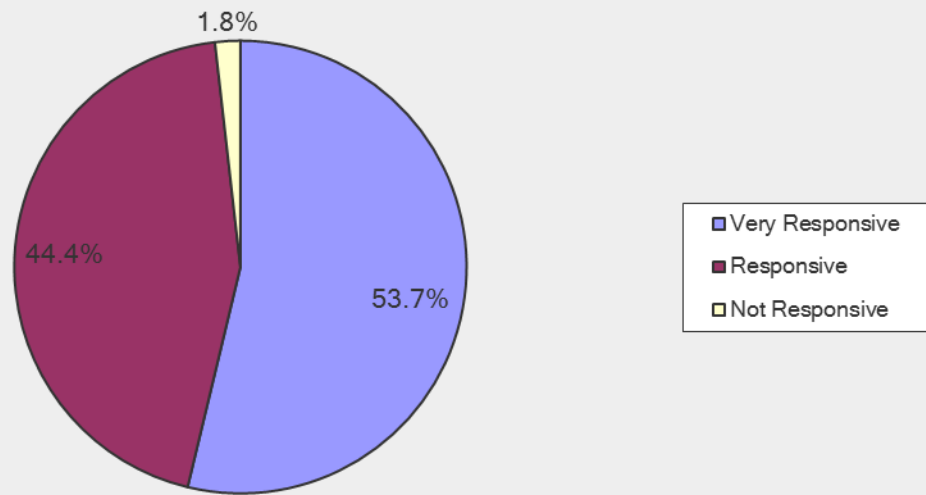
Other responses:

- To volunteer
- Not applicable (access library digitally)





How would you rate the Appleton Public Library overall in terms of its responsiveness to your needs?



Did you do any other business in downtown Appleton today?

308 responses are recorded. 115 patrons did not visit downtown.

193 patrons visited downtown. The following table lists the purpose of the visit:

Purpose	Number of people	Percentage
Dining, Banking, Retails, Services	114	59%
Work , Volunteer	32	17%
Use YMCA	23	12%
Post Office	15	8%
Business in City Hall	9	5%

How can we improve your satisfaction with library service?

355 responses are recorded.

Answer	Response	Response Percentage
Satisfied	79	22%
Improve collection, programming, service	59	17%
Improve facility, change location	55	15%
Offer free parking	40	11%
Improve online service and collection	32	9%
Improve safety	29	8%
Improve staff friendliness	23	6%
Improve policy regarding cell phone, computer usage and eating/drinking	11	3%
Improve hours of operation	12	3%
Improve communication	9	3%
Improve shelving system	6	2%

Answer	Response	Response Percentage
Satisfied	79	22%
Improve collection, programming, service	59	17%
Improve facility, change location	55	15%
Offer free parking	40	11%
Improve online service and collection	32	9%
Improve safety	29	8%
Improve staff friendliness	23	6%
Improve policy regarding cell phone, computer usage and eating/drinking	11	3%
Improve hours of operation	12	3%
Improve communication	9	3%
Improve shelving system	6	2%