

City of Appleton

225 N. Oneida Street Appleton WI, 54911

Meeting Agenda - Final-revised Library Board

Tuesday, January 14, 2020 4:30 PM 225 N. Oneida Street

- 1. Call meeting to order
- 2. Roll call of membership
- 3. Approval of minutes from previous meeting

20-0029 December 17, 2019 Meeting Minutes

Attachments: December 17 2019 Meeting Minutes.pdf

4. Public Participation and Communication

Establish Order of the Day

5. Action Items

<u>20-0030</u> December 2019 Bill Register (Partial)

<u>Attachments:</u> December Bill Register.pdf

December Expense Report.pdf

6. Information Items

A. Director's Report

<u>20-0032</u> Public Library Fines: Current Trends and Approaches

20-0033 General Annual Trustees Calendar

Attachments: General Board Meeting Schedule (1-2020).pdf

B. Assistant Director's Report

20-0034 APL Hiring Processes

C. President's Report

<u>20-0035</u> Trustee Essentials - Chapter 2: Who Runs the Library? and Chapter 7: The

Library Board and Library Personnel

Attachments: Trustee Essentials 2 - Who Runs the Library.pdf

<u>Trustee Essentials 7 - The Library Board and Library Personnel.pdf</u>

D. Staff Updates

<u>20-0036</u>	FlipSide
<u>20-0037</u>	Workforce and Job Skill Development
<u>20-0038</u>	Civic Engagement
<u>20-0039</u>	Children's Services Program Updates

Closed Session

The Library Board will go into closed session according to State Statute § 19.85(1)(e) for the purpose of deliberating or negotiating the purchasing of public properties, the investing of public funds, or conducting other specified public business whenever competitive or bargaining reasons require a closed session regarding the mixed use library development and then reconvene into open session.

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, December 17, 2019

4:30 PM

225 N. Oneida Street

1. Call meeting to order

President Rebecca Kellner called the meeting to order at 4:30pm

Roll call of membership 2.

> Others Present: Ann Cooksey, Derik Henken, Tina Krueger, Adriana McCleer, Jan Quinlan, Colleen Rortvedt, Tasha Saecker, Maureen Ward

Present: 8 - Bergman, Peterson, Bloedow, Alderperson Croatt, Mann, Looker, Kellner

and Exarhos

Excused: 3 - Scheuerman, Hartjes and Panella

Approval of minutes from previous meeting 3.

> 19-1916 November 19, 2019 Meeting Minutes

> > November 19 2019 Meeting Minutes.pdf Attachments:

Bloedow moved, seconded by Exarhos, that the November 19, 2019 Meeting Minutes be approved. Voice Vote. Motion Carried. (8-0)

Public Participation and Communication 4.

Establish Order of the Day

President Kellner called for a motion to refer Action Item 19-1919 back to the Scholarship Committee.

19-1919 Report of the Scholarship Committee

> Attachments: Scholarship Committee Meeting Minutes 12-13-2019.pdf

Looker moved, seconded by Exarhos, that the Report of the Scholarship Committee be referred back to the Library Board Scholarship Committee.

Voice Vote. Motion Carried. (8-0)

5. Action Items

President Kellner called for a motion to place Action Items 19-1917,19-1918 and

19-1927 on a Consent Agenda. Voice Vote. Motion Carried. (8-0)

Exarhos moved, seconded by Mann that Action Items 19-1917, 19-1918 and

19-1927 be approved. Voice Vote. Motion Carried. (8-0)

19-1917 November 2019 Bill Register

<u>Attachments:</u> November Bill Register.pdf

November Library Accounts.pdf

This Report Action Item was approved

19-1918 Adopt Library Budget 2020 - Final

Attachments: 2020 Library.pdf

2020 Library Self Check CIP.pdf
2020 Lighting Upgrades CIP.pdf
2020 Roof Replacement CIP.pdf
2020 Downtown Development CIP.pdf

2020 Library Grants.pdf

This Report Action Item was approved

<u>19-1927</u> City Salary Administration Policy

<u>Attachments:</u> Salary Administration Policy 2019.pdf

This Report Action Item was approved

6. Information Items

A. President's Report

19-1921 Upcoming 2020 Personnel and Policy Committee Meeting

<u>19-1922</u> Trustee Essentials - Effective Board Meetings and Trustee Participation

<u>Attachments:</u> Trustee Essentials Effective Board Meetings and Trustee

Participation.pdf

B. Friends Report

19-1924 Next Generation Event - January 24, 2020

C. Staff Updates

<u>19-1925</u> Adult Programs & Events

<u>19-1926</u> Artist in Residence: Gregory Frederic

7. Adjournment

Bergman moved, seconded by Peterson that the meeting be adjourned. Voice

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Vote. Motion Carried. (8-0)

The meeting was adjourned at 4:58pm

City of Appleton

City of Appleton INVOICE LIST BY GL ACCOUNT



YEAR/PERIOD: 2019/12 TO 2019/12 ACCOUNT/VENDOR DOCUMENT PO YEAR/PR TYP S CHECK RUN CHECK DESCRIPTION 16010 Library Administration 16010 620100 Training/Conferences 2019 12 INV P 000260 CHARLES LATORRE CONS 25024 250.00 123119 541306 leadership consulta 999990 AMERLIBASSOC ECOMMER 25717 0 2019 12 INV P 644.00 pcard American Library As ACCOUNT TOTAL 894.00 16010 630100 Office Supplies 001583 UNITED STATES POSTAL 25676 0 2019 12 INV P 6.15 pcard Scholarship Committ 001583 UNITED STATES POSTAL 25677 0 2019 12 INV P 9.10 pcard Board Meeting Packe 15.25 001983 AMAZON 25667 0 13.35 pcard 2019 12 INV P Lost and Found tags 002034 OFFICE DEPOT 44.67 pcard Post Its, Napkins 25678 0 2019 12 INV P 25679 2019 12 INV P 002034 OFFICE DEPOT 0 5.09 pcard Sharpies 49.76 2019 12 INV P 999990 AMZN MKTP US*617M754 25551 0 23.78 pcard lost and found tags 102.14 ACCOUNT TOTAL 16010 630500 Awards & Recognition 000084 APPLETON DOWNTOWN, I 25758 0 2019 12 ĬNV P 50.00 pcard ADI ACCOUNT TOTAL 50.00 16010 630700 Food & Provisions 001198 SAM'S CLUB 25807 0 2019 12 INV P 35.96 pcard Teen Services Meet ACCOUNT TOTAL 35.96 Advertising 16010 641200 9.99 pcard 999990 FREEPIK & FLATICON 24456 0 2019 12 INV P Stock Images 999990 FACEBK *DLNGBQ2YX2 25552 0 2019 12 INV P 12.52 pcard Facebook Ad 22.51 ACCOUNT TOTAL 22.51 16010 659900 Other Contracts/Obligation 000203 BORN JOY 23669 0 2019 12 INV P 2019 12 INV P 150.00 120419 540908 mindfulness session 150.00 122619 541192 mindfulness session 000203 BORN JOY 24935 0 300.00 001957 IMOBERSTEG PIANO 25023 0 541322 piano tuning 2019 12 INV P 155.00 123119 002229 STAR PROTECTION AND 23667 0 2019 12 INV P 1,470.00 120419 540962 Security Services

01/07/2020 15:34 | City of Appleton MillerJJ | INVOICE LIST BY GL ACCOUNT



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16021 620100 Training/Conferences
001587 UNIVERSITY OF WISCON 24572 0 2019 12 INV P 162.50 pcard Lead the Way Regist Office Supplies
0 2019 12 INV P 39.69 pcard Special Program
0 2019 12 INV P 90.95 pcard Special Program
0 2019 12 INV P 90.95 pcard Special Program
0 2019 12 INV P 90.95 pcard Sackroom Supplies
0 2019 12 INV P 90.95 pcard Circ Kits
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0 2019 12 INV P -55.95 pcard Circ Kits
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YEAR/PERIOD: 2019/12 TO 2019/12 ACCOUNT/VENDOR DOCUMENT PO YEAR/PR TYP S CHECK RUN CHECK DESCRIPTION 4,094.08 ACCOUNT TOTAL 4,094.08 16021 630100 3955 Office Supplies ELL 999990 PICK'N SAVE #118 25526 0 2019 12 INV P 43.80 pcard PICK'N SAVE ELL ACCOUNT TOTAL 43.80 16021 630700 3955 Food & Provisions ELL 999990 MARCUS FUNSET BLVD T 25642 2019 12 INV P 20.00 pcard MARCUS FUNSET BLVD ACCOUNT TOTAL 20.00 ORG 16021 TOTAL 4,320.38 Library Public Services 16023 630100 16023 Office Supplies 2019 12 INV P 001034 OUTAGAMIE WAUPACA LI 23737 108.00 121119 541034 receipt paper ACCOUNT TOTAL 108.00 ORG 16023 108.00 TOTAL Library Community Partnerships 16024 16024 630100 Office Supplies 001983 AMAZON 25499 0 2019 12 INV P 14.49 pcard cups-programming su 999990 AMZN MKTP US*4R3WP0Q 25390 0 2019 12 INV P 18.99 pcard Paint pens for teen 999990 DOLLAR TREE 25391 2019 12 INV P 24.00 pcard Mugs for teen progr 0 2019 12 INV P 64.85 pcard Black Friday craft 999990 AMZN MKTP US*TW0VE7I 25392 Λ 999990 AMZN MKTP US*873KH43 25393 Λ 2019 12 INV P 13.76 pcard Mod Podge for teen 999990 AMZN MKTP US*L45RH6Y 25498 2019 12 INV P 31.98 pcard Tri-pod and Colored 0 999990 TARGET 000124 25776 2019 12 INV P 12.26 pcard Storage bins Cocoa 165.84 ACCOUNT TOTAL 180.33 16024 659900 Other Contracts/Obligation 002370 GREGORY FREDERIC 23733 0 2019 12 INV P 322.84 121119 541005 teen wall mural 999990 SQ *HOLA MEDIA AGEN 2019 12 INV P 87.50 pcard 24590 Spanish Instructor ACCOUNT TOTAL 410.34 ORG 16024 TOTAL 590.67 16031 Library Building Operations 16031 640700 Solid Waste/Recycling Pickup 000023 ADVANCED DISPOSAL SO 25531 0 2019 12 INV P 74.00 pcard Trash disposal

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City of Appleton INVOICE LIST BY GL ACCOUNT



YEAR/PERIOD: 2019/1	2 TO 2019/12				
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City of Appleton INVOICE LIST BY GL ACCOUNT



YEAR/PERIOD: 2019/12 TO 2019/12 CHECK RUN CHECK ACCOUNT/VENDOR DOCUMENT PO YEAR/PR TYP S DESCRIPTION 4,471.46

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 2019 12 INV P
 237.90 120419

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 2019 12 INV P
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City of Appleton INVOICE LIST BY GL ACCOUNT



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City of Appleton INVOICE LIST BY GL ACCOUNT



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			ACCOUNT TOTAL	2,183.73	
		ORG	16033 TOTAL	7,253.10	
FUND 100	General Fund		TOTAL:	======================================	

^{**} END OF REPORT - Generated by Jessica J. Miller **

City of Appleton YEAR-TO-DATE BUDGET REPORT 2019 YEAR TO DATE



FOR 2019 12

	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
160 Library	_						
423200 Library Grants & Aids 480100 General Charges for Service 500100 Fees & Commissions 501500 Rental of City Property 502000 Donations & Memorials 503500 Other Reimbursements 599900 Fund Balance Applied 610100 Regular Salaries 610400 Call Time Wages 610500 Overtime Wages 610800 Part-Time Wages 611400 Sick Pay 611500 Vacation Pay 615000 Fringes 615100 FICA 615200 Retirement 615301 Health Insurance 620100 Training/Conferences 620100 Training/Conferences 630100 Office Supplies 630300 Memberships & Licenses 630500 Awards & Recognition 630600 Building Maint./Janitorial 630700 Food & Provisions 630700 Foods & Instruments 631500 Books & Library Materials 632001 City Copy Charges 632002 Outside Printing 632300 Safety Supplies 632700 Miscellaneous Equipment 640400 Consulting Services 640700 Solid Waste/Recycling Pickup 641301 Electric 641302 Gas 641303 Water 641304 Sewer 641306 Stormwater 641307 Telephone 641308 Cellular Phones	-1,043,692 -65,000 -1,500 -1,500 -30,000 0 -104,736 2,303,032 0 200,903 0 843,692 0 0 25,534 20,880 48,781 2,200 850 10,187 1,135 636,069 100 550 69,630 4,600 2,507 16,288 101,444 24,676 4,996 2,083 2,781 3,290 1,428	0 0 0 0 0 0 0 0 105,546 -79,139 0 0 22,500 0 5,050 0 4,500 0 37,351 3,200 1,000 5,700 129,429 0 1,040 0 5,000	-1,043,692 -65,000 -1,500 -30,000 0 -210,282 -79,139 2,303,032 0 223,403 0 848,742 0 0 30,034 20,880 86,132 5,400 1,850 10,187 6,835 150 765,498 101,428	-1,045,947.40	.00 .00 .00 .00 .00 .00 .00 .00 .00 .00	2,255.40 -20,354.38 -495.01 12.50 587.21 11,748.13 -79,139.00 306,795.33 -9.60 -265.40 -30,480.82 -5,064.37 -209,713.17 257,320.73 -43,012.60 -37,552.13 -128,484.60 7,123.52 151.00 19,281.90 2,183.396 633.03 280.25 -294.43 491.43 32.62	68.7% 67.0%

|City of Appleton |YEAR-TO-DATE BUDGET REPORT | 2019 YEAR TO DATE



FOR 2019 12

	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
641600 Build Repairs & Maint 641800 Equip Repairs & Maint 642000 Facilities Charges 659900 Other Contracts/Obligation 681500 Software Acquisition	2,000 85,465 175,293 112,183 8,498	-20,000 0 51,580 0	2,000 65,465 175,293 163,763 8,498	2,424.00 72,366.64 126,349.98 161,762.66 2,304.53	.00 .00 .00 .00	-424.00 -6,901.64 48,943.02 2,000.34 6,193.47	121.2% 110.5% 72.1% 98.8% 27.1%
TOTAL Library	3,466,297	62,665	3,528,962	3,297,634.39	.00	231,327.61	93.4%
TOTAL REVENUES TOTAL EXPENSES	-1,244,928 4,711,225	-184,685 247,350	-1,429,613 4,958,575	-1,344,227.85 4,641,862.24	.00	-85,385.15 316,712.76	
GRAND TOTAL	3,466,297	62,665	3,528,962	3,297,634.39	.00	231,327.61	93.4%

^{**} END OF REPORT - Generated by Jessica J. Miller **

|City of Appleton |YEAR-TO-DATE BUDGET REPORT 2019 YEAR TO DATE



REPORT OPTIONS

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General Annual Trustee Calendar

Highlights of the general activities of a board member and significant library annual initiatives. Items designated to happen in specific months may shift to one of the surrounding months and other items will occur that are not on this list based on current issues. Action items - (A)

General monthly activities:

- Minutes (A)
- Bill Register (A)
- Trustee micro trainings and discussions
- Staff updates on recent and upcoming programs, services and topics relevant to Trustees

Quarterly:

- Friends grant report narratives
- Safety and Security Report

Semiannually

Statistics

As needed:

- State, system and legislative updates
- Approval of City Policies
- Collaborative and Cooperative Efforts (Prepared for the Mayor's Office)

Monthly activities:

January

- Materials Budget (A)
- Friends end of year grant report
- End of year partial budget (A)

February

- Policy/Personnel Committee
 - Director's goals for current year established(A)
 - Policy Updates (A)
- Friends grant budget adoption (A)
- Annual Report for the Department of Public Instruction (A)
- Fox Cities Reads selection is announced
- Wisconsin Library Association Legislative Agenda

Note: Friends annual fundraiser I Love My Library

March

- End of year final budget (A)
- Carryover from prior year (A)

April

- Volunteer Recognition
- Fox Cities Reads
- National Library Week

- Staff Recognition
- · Friends grant quarterly report
- New Council Appointment

Note: Friendship Month

May

President appoints Nominating Committee

Note: Friends Annual Meeting (election of board members, budgets, volunteer recognition)

Note: WAPL conference

June

Note: Summer Library Program begins

July

- Finance Committee
- Budget adoption for upcoming year to be submitted to Mayor (A)
- Policy/Personnel Committee
 - Directors midyear evaluation (A)
 - Policy revisions (A)
- Friends grant quarterly report

Note: New Board of Trustee terms begin

August

Nominating Committee meeting – Election of Officers (A)

September

- Summer summary of statistics and programs
- President appoints new committees

October

- Calendar of Open/Closed dates for next year (A)
- Fox Cities Book Festival
- Friends grant quarterly report

Note: Executive Budget published first Wednesday of the month. City of Appleton Finance Committee's Budget Saturday at end of the month.

Note: WLA Conference

November

Final Budget Adoption (A)

December

- Policy/Personnel Committee
 - Directors end of year performance evaluation (A)
 - Policy revisions (A)
- Scholarship Committee selects recipient (A)
- Board Meeting Schedule for upcoming year (A)

Note: Holiday brunch

Who Runs the Library?

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

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

Responsibilities of the Library Board

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

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

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

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

2

In This Trustee Essential

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

Who Runs the Library?

Responsibilities of the Director

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

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

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

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

The Division of Labor between the Library Board and the Director

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

evaluation process. (See <u>Trustee Essential #6</u>: Evaluating the Director for more information about the evaluation process.)

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

Responsibilities of Municipal Governments

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

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

One final point on finances: while the library board has full authority over the expenditure of funds, the municipality holds the money. The library board may take out a bank account and/or entrust library funds to a financial secretary, but only donations and other private funds. All other funds must be deposited in the municipality's (or county's) library fund. The library board has control over the use of the money in the municipality-held library fund, but it does not sign the checks or maintain physical control over the actual dollars and cents in the fund. (See <u>Trustee Essential #9</u>: Managing the Library's Money for more information.)

Who Runs the Library?

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

Discussion Questions

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

Sources of Additional Information

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

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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The Library Board and Library Personnel

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

Role of the Board / Role of the Director

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

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

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

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

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In This Trustee Essential

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

Lines of Communication

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

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

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

Staff Compensation Levels

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

Personnel Policy

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

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

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

Sample personnel policies are available from the Wisconsin Public Library Policy Resource Webpage at http://dpi.wi.gov/pld/boards-directors/policy-resources.

Library Employee Unions

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

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

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

Personnel Records and Board Meetings on Personnel Issues

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

Continuing Education for Library Staff

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

Discussion Questions

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

Sources of Additional Information

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

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

- Trustee Essentials: A
 Handbook for Wisconsin
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