



City of Appleton

225 N. Oneida Street
Appleton WI, 54911

Meeting Agenda - Final Library Board

Monday, February 17, 2020

1:00 PM

225 N. Oneida Street

Personnel & Policy Committee

1. Call meeting to order
2. Roll call of membership

3. **Action Items**

[20-0198](#) Library Table of Organization Change Request - Safety Manager

Attachments: [TO Change February 2020 memo.pdf](#)

[Attachment - June 2019 memo.pdf](#)

[Attachment - January 2018 memo.pdf](#)

[20-0199](#) Establishment of the Library Director's 2020 Performance Goals

4. **Information Items**

[20-0201](#) Inclusive Services Assessment: Discussion of Governance Items Related to the Personnel and Policy Committee

- a. Library Director Job Position
- b. Interpreter Policy

Attachments: [Inclusive Services Assessment Trustee Pages October 2019.pdf](#)

[APL Library Director Job Description.pdf](#)

[City of Appleton Interpreter Policy.pdf](#)

[20-0202](#) Discussion of Library Safety and Security

- a. Social Worker in the Library Needs Assessment Update
- b. Discussion of how the library's strategic plan guides safety and security

Attachments: [StrategicPlan_OnePage.pdf](#)

Closed Session

The Committee may meet in Closed Session pursuant to WI Statute 19.85(f)(c) to discuss personnel matters and then resume meeting in Open Session.

5. Adjournment

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



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, DIRECTOR – APPLETON PUBLIC LIBRARY

DATE: FEBRUARY 12, 2020

RE: LIBRARY TABLE OF ORGANIZATION CHANGE REQUEST – Safety Manager

All library staff are expected to deal with issues related to safety and security as part of their job. However, the primary safety and security responsibilities at the library are currently divided between multiple staff. This workload has grown in volume and complexity and is no longer sustainable. The need for continuous attention to procedures, ongoing training, maintaining relationships with neighborhood collaborations, oversight of the guards and the contract with the security company deserve the dedicated time and attention of an individual that can provide a cohesive, clear and appropriate approach to safety and security.

For to the above reasons, I am recommending the following additions to the table of organization totaling \$93,805

- Adding 1 FTE Library Safety Manager in an amount not to exceed \$51,376 plus benefits in Pay Grade “I” in Library Administration (16010.610100). Salary projection is based on the mid point of the pay grade.
- Adding \$15,000 to the existing Operations Part Time Sub budget (16031.6108000)

Due to recent retirements, I propose the following eliminations to fund the above changes totaling \$93,805

- vacant .5 FTE Library Clerk – Public Services (projected at \$16,562)
- vacant .5 FTE Library Page Clerk – Materials Management (projected at \$15, 619)
- vacant 1 FTE Operations Clerk – Operations (projected at \$61,624 / includes benefits)

The Library Safety Manager position will oversee the safety and security of staff, patrons and the library facility. They will be responsible for coordinating, planning, directing and training all library staff in issues related to safety and security. They will provide supervisory leadership to our contracted security staff to protect library patrons, staff, collections, moveable property and the facility. Part of their role will include maintaining relationships with law enforcement, library and security staff, as well as other city agencies.

Providing safety and security in an environment that prioritizes welcoming and inclusiveness is complicated and it is important that as we hire for this position, that we do it with the expectations that the library board has in accordance with our library’s strategic plan mission, vision, values and objectives. The Library Board President has referred additional discussion of how the library’s strategic plan guides safety and security at the library to occur at this meeting. This discussion will be helpful to us as we search for the ideal candidate and oversee their approach to this work.

Safety and security issues have evolved and become increasingly time consuming and more complicated. Staff are expected to respond to safety and security issues as they arise and over the years staff have risen to that expectation admirably. However, we needed to recognize that we hire staff with expertise in different library specialty areas and that this was an area where we needed to do the same. I request you approve these changes to the library's table of organization.

Note: Since 2017 library staff have been providing updates regarding the status of safety and security at the library at library board meetings. Most of you are already familiar with this history so rather than repeat this information I have provided copies of the relevant memos in conjunction with this memo.



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TO: Appleton Public Library Board of Trustees
FROM: Colleen Rortvedt, Library Director
DATE: June 18, 2019
SUBJECT: Library Safety and Security Update

The Appleton Public Library Building and Equipment Committee met on May 29 to discuss library safety and security. At that meeting the committee asked me to provide an update at the board meeting as well as describe any necessary board action that would be taken. I currently have no recommendations for actions for the library board to take.

Discussions about safety and security at the library are not new and all public entities have an obligation to make safety and security a priority. While we are all grappling with the recent horrors and heroism that occurred in our neighborhood last month, our focus has been on the long-term safety and security needs of the library.

The library hasn't embarked on this work alone. We have had enormous support from our Facilities Department, Police Department and the Milwaukee Public Library (MPL) who serves as a Resource Library to the State of Wisconsin. MPL provided us their Security Manager to participate in our security assessment and procedure and training updates.

In brief:

- We have updated procedures, will be developing a mandatory staff training and offering opportunities for staff to become familiar with aspects of the building they may not use often.
- The security guard is covering all operating hours.
- A security assessment of the building was completed with APD, Facilities and the MPL Security Manager. Updates currently being evaluated and prioritized.
- An evaluation of the neighborhood was done last week and we anticipate additional changes including an added camera, signage, removing or trimming trees that have made it difficult to monitor the neighborhood and removal of small structures that tend to encourage loitering.
- Library staff are researching alternative service models including the possibility of an in house or contracted community resource specialist to focus on connecting people facing poverty or experiencing homelessness with critical services, making referrals, serving as a conduit to other community agencies
- Staff are receiving training on compassion resilience

I will continue to provide you with regular updates. If there is any information you would like please let me know.

For more details about the above please read below.

Procedures and Training

Proper procedures and enforcement of policy are possibly the most important things we can do to ensure a safe library. We have updated library policies over the years to be in line with national library standards and our local need will continue to do so.

In the past month we have reviewed and updated our active threat procedure with the help of APD's Threat Assessment Officer and the MPL Security Manager. This procedure will be incorporated into an updated mandatory annual training.

Since a key part of any emergency is staff familiarity with the facility, regular opportunities for staff to have tours of rarely accessed emergency exits, stairways and alternative routes will be provided. Our new staff orientation will be updated to address safety and security procedures as well.

Security Guards

As you may recall, in January of 2018, the APL Board of Trustees approved a pilot to work with a contracted security company due to increased incidents within the library over the past several years. This funding provided a guard afternoons, nights and weekends. That pilot was successful in reducing calls for service to APD. Initially we also experienced a decrease in incidents within the library from 2017 but 2019 has returned to 2017 levels.

Importantly, while all staff are still expected to address issues they encounter, the guards allow staff to focus on their library work and allow an expert in security to address the behavior issues. Many of the issues the guards deal with are de-escalated by their interaction. The guards also take the lead on coordination with medical emergencies. While usually not security related, these issues are very time consuming and tend to disrupt the building, entrance and parking lot.

After it was determined that additional funding would not be available for security in 2019, staff identified a way to continue providing guards in 2019 for the same hours as in 2018 through reducing part time staff hours, the library's materials budget and a one-time savings in our network services contracts.

Following the tragedy outside the library in May, the library director directed the guards to be here during all library operating hours. This will require an additional \$10,000 and staff are still working to identify the source of the funding and will bring that forward in the future as a budget adjustment.

Security Assessment of Building

The current library facility has had security related upgrades over the years including cameras, a door access system, modifications to create doors to staff areas where there were none and other smaller security modifications. However, staff has been careful to do the minimum updates due to the ambiguous status of the library building project.

Regardless of what happens with the mixed-use library project the Appleton Public Library will be in this current facility for several more years. Consequently, city Facilities and library staff are working diligently to prioritize necessary security upgrades and implement different safety and security tools. We will do this with an understanding that we still do not know the future of the library building but must balance the public and staff's safety. I will be able to update you more at future meetings.

Neighborhood

The library neighborhood is a highly visited area with multiple public entities located adjacent to each other. Over recent years our neighbors have disappeared as multiple buildings adjacent to us have been

demolished. The potential for redevelopment in the neighborhood is exciting but in the meantime the library works hard to be good stewards of our neighborhood.

Library property ends at the sidewalk in front of the library. Library staff works closely with our fellow city departments of Valley Transit, Department of Public Works, Facilities Management and Appleton Police Department as well as private stakeholders and Appleton Downtown Inc to address safety needs outside the library's doors. This partnership resulted in the neighborhood's longstanding security guard collaboration.

An evaluation of the neighborhood was done last week and we anticipate additional changes including an added camera, signage, removing or trimming trees that have made it difficult to monitor the neighborhood and removal of small structures that tend to encourage loitering.

Alternative Service Models

A public library serves as an essential component of the civic and educational foundation of a community. For some a library is a place to simply get books, attend programs or access the internet. For others it is a lifeline, serving as a place where people turn for help during life transitions and where people in need of resources come for assistance.

For many years the library has been involved in partnerships and initiatives to respond positively to the changing needs of our community and we continue to work in a proactive way to balance safety and security needs with progressive approaches to serving our entire community.

One way libraries are increasingly responding is by employing or contracting with an agency to provide a social worker or in-house community resources specialist that focuses on connecting people facing poverty or experiencing homelessness with critical services, making referrals, serving as a conduit to other community agencies in areas of physical and mental health, housing and providing training to library staff. This position coordinates with local agencies to increase their presence within the library as well, something APL has been doing with local agencies in recent years. Eau Claire recently became the first library in the state to employ a community resources specialist.

Locally we are evaluating what type of position might be appropriate and feasible based on local needs. The United Way Fox Cities recently hosted a meeting on our behalf with a variety of providers in these areas to discuss this issue and we are evaluating next steps and potential partners. We are still in preliminary discussions on this and any future recommendations will be brought back to the board.

Finally, supporting our staff in new ways will be essential. Library work has evolved over the years as our community's needs have evolved and we are a key piece of our community's social safety net. Earlier this year we began working with the Wisconsin Initiative for Stigma Elimination and Rogers Behavioral Health to be the first library in the state to focus on compassion resilience. This program trains in-house staff as facilitators and peer supporters to learn from their work in groups or one-on-one as staff understand compassion fatigue and develop wellness and resilience strategies.



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TO: Appleton Public Library Board of Trustees

FROM: Colleen Rortvedt, Library Director

DATE: January 9, 2018

SUBJECT: Request to approve budget adjustment and to single source safety and security services to Securitas for the balance of 2018 in an amount not to exceed \$47,000

A public library serves as an essential part of the civic and educational foundation of a community. For some a library is a place to simply get books, attend programs or access the internet. For others it is a lifeline, serving as a place where people turn for help during life transitions and where individuals and families in need seek access to resources.

The Appleton Public Library (APL) continues to respond to our community's changing needs. The strategies we use embrace the evolving role of public libraries as part of the social safety net, serving people in need via a community-wide approach. Embracing this role, APL uses a multi-faceted approach to safety and security including:

- Keeping policies relevant. The Security and Safety Policy was updated in the fall of 2017.
- Exploring opportunities for utilizing and providing space for APD's behavioral health officer.
- Seeking alternative sources of funding to accomplish goals. APL and City staff attempted to secure Community Development Block Grant funds in 2017 to work through issues in the neighborhood but learned APL was ineligible for funding.
- Working proactively with populations that may not be familiar with library rules to familiarize them with library services and appropriate library behavior in a positive way.
- Offering regular programming and events connecting populations that are in need to area services.
- Exploring opportunities for agency street outreach staff to provide service in the library.
- Working to eliminate barriers to library access:
 - Expanding time limit for internet access to 3 hours a day
 - Eliminating fine restrictions on internet access
- Hosting "office hours" for social service agencies and non-profits serving in-need and at-risk populations.
- Holding training for staff by the Appleton Police Department (APD) and social service organizations on relevant issues of trauma, crisis, mental illness, homelessness, de-escalation, bomb threats and active threats.
- Working directly with homeless shelters on issues and communicating any emergency closures.
- Participating in local coalitions such as Housing Coalition meetings, Hmong Interagency meetings, Hispanic Interagency meeting, refugee resettlement and the Community Early Learning Center
- Collaborating on APD's Summer of Service.
- Participating in the Washington Square Neighborhood Group for over a decade, including contributing to the public-private partnership for the neighborhood security guard since 2012.

In 2010/2011, APL created the position of Operations Clerk in response to increased security incidents. This hybrid position looks after the overall library environment including; cleaning staff areas, setting up meeting rooms, supporting small facility projects, enforcing library policies, and serving as support for staff dealing with behavior issues that do not rise to the level of police intervention. This was an innovative approach and the Operations Clerks were very effective in mitigating the increases in behavior issues at that time.

Over the past two years, security incidents rising to the level of police intervention or leading to library restrictions have doubled. This adds stress on staff to complete their work, provide quality service for the public and to have a general sense of safety. The public is also concerned. In our biannual survey, safety is cited as the top concern from the public. The needs that we have today require a new level of expertise in safety and security.

In order to respond to these needs I am proposing:

A. APL contract with a company specializing in security to provide an unarmed security guard for the remainder of 2018 during the library's afternoon, evening and weekend hours for an average of 57 hours a week.

B. An internal budget adjustment from Materials Management – Books and Library Materials (16032.6315) to Administration – Other Contracts/Obligations (16010.6599) in the amount of \$47,000 in order to pilot this program with the approved funding for the 2018 budget. While we need to continue to have strong collections, safety and security are of paramount importance.

C. APL single-source this position to Securitas USA, providing the following advantages:

Securitas provides excellent service as the security guard provider for the Washington Square collaboration. They are familiar with the neighborhood and the security issues we face. They have a workstation within Valley Transit and monitor the interior of transit and the parking structures in the surrounding neighborhood.

While APL has unique statutory requirements in regards to privacy and confidentiality, integration between the proposed library security guard, the Washington Square security guard, Library Administration and the Appleton Police Department to the extent possible by law will be improved by utilizing the same provider.

In addition, Securitas has experience working within public libraries across the country and is committed to working with the unique needs of a public library environment. The library would move forward in a similar manner as done in the hiring of the Washington Square security guard and involve Appleton Police Department in the hiring process and training. APD and Securitas have worked well together through this partnership.

I request approval of this proposal as a pilot for 2018 that will be evaluated for continuation in future years. Evaluation will include impact on staff's perception of safety at work, number of incidents recorded during the year, and whether this position allows library staff to focus on their direct work rather than on security functions.

Thank you for your consideration of this important request.

Who Is Responsible

3

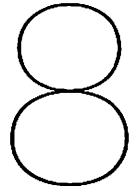
The checklist is organized by areas of library service identified in the Wisconsin Public Library Standards. Each section provides a straightforward checklist that can be answered with Yes, No, In Progress, or Not Applicable. Use the [Scoring Rubric](#) to score each topic/section. See [How to Use the Inclusive Services Assessment and Guide](#) for examples.

Governance

1. Library board has read and discussed DPI's <i>Inclusive Services Statement</i> , an interpretation of Wis. Stat. sec. 43.24(2)(k) "Promotion and facilitation of library service to users with special needs"	Y	N		
2. Does the library board reflect the demographics of the community?	Y	N	IP	NA
3. Is the need for <u>diversity</u> (ie. <u>dimensions of identity</u>) among library trustees communicated to the municipal governing body who makes trustee appointments (e.g. mayor/city council, village president/board, county executive, etc)?	Y	N	IP	NA
4. Are the bylaws available in the languages used by the community, including <u>ASL</u> and <u>braille</u> if necessary?	Y	N	IP	NA
5. Are the bylaws written in <u>gender neutral</u> language?	Y	N	IP	NA
6. Do the bylaws have language on <u>equity</u> and inclusion being foundational to the purpose of the library?	Y	N	IP	NA
7. Does the library regularly review all policies to determine if they are creating unnecessary barriers?	Y	N	IP	NA
8. Are policies regularly updated to reflect the needs of the community the library serves?	Y	N	IP	NA
9. Are the policies accessible to all members of the community, including languages used, reading ability, etc.?	Y	N	IP	NA
10. Do the policies refer to users in a respectful, <u>gender neutral</u> , unbiased way?	Y	N	IP	NA
11. Does the library offer meeting space at the library for a variety of community group meetings to take place?	Y	N	IP	NA
12. Does the library budget reflect the values of the community?	Y	N	IP	NA
13. When creating or revising the library director position description, are members of the community who reflect the population demographics included?	Y	N	IP	NA

14. Is the library director position description <u>gender neutral</u> ?	Y	N	IP	NA
15. Is the library director position description translated into the languages used by the community, including <u>braille</u> if necessary?	Y	N	IP	NA
16. Is community demographic information included in the library director job advertisement?	Y	N	IP	NA
17. Does the library director job advertisement include a description of the accessibility of the library facility/facilities in accordance with the Americans with Disabilities Act (<u>ADA</u>)?	Y	N	IP	NA
18. Do library director candidates have an opportunity to meet community members who reflect the population demographics?	Y	N	IP	NA
19. Are members of the community included in the decision-making process of choosing the new library director?	Y	N	IP	NA
20. Upon hire, are there opportunities for the new director to meet members of the community not just at the library, but through invitations to events or places of the community's choosing? (e.g. a PrideFest celebration, a Hindu service, the local Irish bar, a rehab center, etc.)	Y	N	IP	NA
21. Does the library director's evaluation tool ask how they interact with members and organizations reflecting the demographics of the community?	Y	N	IP	NA
22. Does the evaluation instrument ask how the library director is interacting with members and organizations reflecting the demographics of the community?	Y	N	IP	NA
23. Are salaries <u>equitable</u> for all staff?	Y	N	IP	NA
24. Are part-time staff salaries <u>equitable</u> with salaries for those working full-time in similar positions?	Y	N	IP	NA
25. When the library board begins to develop its strategic plan, are community members that reflect the demographics of the community invited to participate?	Y	N	IP	NA
26. Are inclusive services goals and objectives included in the strategic plan to meet the community's needs?	Y	N	IP	NA
TOTAL				

Reflection Worksheet



Area of Concern: _____

1. Describe the area of concern as it exists right now:
2. How do you want the area of concern to exist in the future?
3. Why is this important to your library and community?

4. What steps need to be taken?

What assets do you have to work on this topic?

What information do you have or need to work on this topic? E.g., demographic data, anecdotal data, survey results, acknowledging invisible populations?

What is a realistic timeline?

How will you measure the outcome(i.e. how will change be visible)?

5. To whom will you report the reflection on this area of concern, ie. this worksheet?
How and when?



Library Director

Class Code:
350-11 (CC-1)

Bargaining Unit: Non-Union Exempt

CITY OF APPLETON
Revision Date: May 21, 2014

SALARY RANGE

\$41.36 - \$62.04 Hourly
\$86,028.80 - \$129,043.20 Annually

NATURE OF WORK:

This is a department head position for the City, reporting to the Library Board of Trustees, accountable for the overall operation of the public library. The Director serves as the chief executive officer of the library and is responsible for the administration of all library functions within the goals, policies and guidelines established by the Library. Responsibilities include the organization and dissemination of information and services, effective utilization of library resources via development of policies, procedures and operating budget and oversight of overall library operations, including supervision of other administrative staff.

JOB FUNCTIONS:

ESSENTIAL JOB FUNCTIONS

- Directs all library operations, providing a balanced program of library services to meet the goals of the library and community
- Demonstrates leadership to the staff and community, developing a positive work environment, promoting staff morale, and serving as a model of professionalism, ethics and service improvement
- Employs effective management techniques in directing, planning, organizing, staffing, coordinating, budgeting, and evaluating library operations
- Establishes all staff duties and compensation, in conjunction with the City and the Library Board, and directly supervises administrative staff
- Maintains awareness of library and community trends to improve library operations and services
- Works with Trustees to establish policies, long-range goals and priorities; plans, formulates and implements library goals, objectives and procedures
- Acts as a resource for Trustees, providing orientation, support, and technical library advice
- Prepares annual budget request, administers approved budget and monitors expenditures and other financial matters, reporting to the Board of Trustees; seeks out additional revenue sources
- Investigates complaints from the public and explains library policies
- Encourages staff professional growth at all levels through participation in professional and community activities
- Coordinates operations with other City departments, the Outagamie Waupaca Library System, the Wisconsin Department of Public Instruction, and other library organizations and agencies
- Meets on a regular basis with the Mayor; maintains good relationships with the Common Council and other city, county, and state government entities
- Represents the library by establishing and maintaining effective working relationships with other governmental agencies, educational, civic and community groups and the general public; seeks opportunities for appropriate collaborations
- Coordinates closely with the Friends of Appleton Public Library, supporting and facilitating

their work

- Maintains regular punctual and predictable attendance, works overtime and extra hours as required.

OTHER JOB FUNCTIONS

- Other tasks as assigned

REQUIREMENTS OF WORK:

Must be visionary regarding library trends, the impact of changing information technology and introduction and implementation of new ideas, Master's degree in Library Science, eligible for DPI Public Library Grade I Certification, eight to nine years of professional library experience including management and supervisory experience, as well as demonstrated:

- Knowledge of professional library science and administration
- Knowledge of buildings, grounds and equipment maintenance
- Knowledge of library automation technology
- Ability to develop, oversee and coordinate projects and supervise the work of others
- Ability to coordinate library services with other City and community activities
- Effective interpersonal skills consisting of creative and diplomatic management abilities
- Ability to develop and administer library budget
- Ability to think analytically and to develop new services
- Ability to exercise initiative and independent judgment
- Considerable knowledge of computers and networking, especially in regard to library applications, proficiency in use of personal computers, internet and digital communications.
- Highly developed verbal and written communication skills, social skills and adaptability, including ability to prepare comprehensive written and oral reports that present ideas clearly and concisely and to communicate effectively with people at various levels both within and outside the organization
- Ability to make administrative decisions, develop policies and supervise staff
- Dynamic motivational leadership skills, including ability to establish and maintain effective working relationships with associates, supervisors, volunteers, other community agencies, governmental bodies and the general public
- Ability to process information effectively to learn new materials, handle complex concepts, understand consequences, and see the big picture
- Desire to meet and serve the public

SUPPLEMENTAL INFORMATION:

COMPETENCIES

Communication

Visionary

Political Savvy

Strategic Skills

Decision Maker

To learn more about these competencies click [here](#)

CITY OF APPLETON PERSONNEL POLICY	TITLE: INTERPRETER POLICY	
ISSUE DATE: 2007	LAST UPDATE: Date: November 2008 June 2009 May 2013	SECTION: Human Resources
POLICY SOURCE: Human Resources Department	AUDIENCE: All employees and volunteers	TOTAL PAGES: 8
Reviewed by Legal Services Date: March 2007 June 2013	Committee Approval Date: June 27, 2007 December 10, 2008 July 15, 2013	Council Approval Date: July 5, 2007 December 17, 2008 July 24, 2013

I. PURPOSE

The purpose of this policy is to provide City of Appleton Employees with direction in providing services to customers with Limited English Proficiency (LEP) and to the Hearing Impaired.

II. POLICY

It shall be the policy of the City of Appleton to use interpreters to ensure quality of service when language exists as a barrier to such service. It shall also be the policy to comply with Title VI of the Civil Rights Act of 1964; Policy Guidance on the Prohibition Against National Origin Discrimination As It Affects Persons With Limited English Proficiency; and the City of Appleton Civil Rights Compliance Plan. The City of Appleton Civil Rights Compliance Plan is posted throughout the City with other State and Federal Postings.

III. DISCUSSION

This policy will direct City employees in the appropriate use of interpreters and translation services. Some departments may supplement this policy with department specific policies to address their unique needs.

Responsibility for coordinating existing Interpreter programs are as follows:

Health: Public Health Nursing Supervisor

Mayor: Diversity Coordinator

Police: Clerical Assistance

Police: Deputy Chief

Fire: Deputy Chief
Human Resources: Deputy Director of Human Resources
Attorney: Assistant City Attorney

IV. DEFINITIONS

- A. Limited English Proficiency- (LEP) Those customers who cannot speak, read, write, or understand the English language at a level that permits them to interact effectively with program service providers.
- B. Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d.et.seq. and its implementing regulation at 45 CFR part 80- The law that protects individuals from discrimination based on their race, color, or national origin under any program or activity that receives Federal financial assistance.
- C. Qualified Interpreters- Qualified interpreters have: demonstrated proficiency in English and the second language; demonstrated knowledge in both languages of relevant specialized terms or concepts; and documentation of completion of training on the skills and ethics of interpretation; and awareness of relevant cultural issues.
- D. Confidential Information- All information relating to “personal facts” obtained by the staff in the conduct of official business shall constitute privileged communications and shall be held confidential and shall not be divulged without the person’s consent except as may be necessary to provide services needed by the individual or when legally permissible. Information obtained relating to individually identifiable health information shall be subject to the terms and conditions of the Health Insurance Portability and Accountability Act of 1996.

All information relating to “personal facts” obtained by the staff in the conduct of official business shall constitute privileged communications and shall be held confidential and shall not be divulged without the person’s consent except as may be necessary to provide services needed by the individual.

Personal facts shall be defined as any information ordinarily construed as part of a medical history and physical examination and positively identifying an individual with such medical data.

- E. Sensitive Information- Any information that, upon disclosure, could cause any individual or business undo embarrassment or harm, either emotionally, socially, or financially.
- F. Oral Interpretation- An individual is assisted with verbal communication by another party fluent in the language of the individual and English.
- G. Written Translation- Conversion of written documents to or from English into the language of an individual allowing the individual to understand the document.
- H. Hearing Impaired- An individual is assisted with communication by another party with the ability to communicate through sign language or other acceptable method.

- I. Vital Documents- Any paper or electronic form that contains information that is critical for accessing the recipient's programs, services or benefits; letters or notices that require a response; letters and notices pertaining to approval, denial, reduction, or termination of services or benefits; and documents that inform participants of free language assistance.
- J. CDAC- City Department Advisory Committee.
- K. TDD- A Telecommunications Device for the Deaf is a teleprinter, an electronic device for text communication over a telephone line, that is designed for use by persons with hearing or speech difficulties.

V. PROCEDURES

A. Qualifying Interpreters

1. City of Appleton staff shall utilize independent interpreters or interpreter agencies that have contracted with the City of Appleton. The listed interpreters should provide a variety of services including oral interpretation, sign language and written translation.
2. Background checks will be completed by the Appleton Police Department before any services are provided for the City of Appleton.
3. Representatives of the CDAC, including Community and Economic Development, Health, Police, Fire, Attorney, and Human Resources shall meet annually to review the program and contracts.
4. A current list of interpreters will be kept by the Diversity Coordinator who will post the list to the City's internal website Annually, Community and Economic Development's Diversity Coordinator will provide Directors and Deputy Directors with a list of contracted interpreter agencies.

B. Utilizing Interpreter Services

1. To initiate interpreter services, employees should obtain prior approval from their department supervisor (or as provided by their department-specific policy). (Health, Police and Fire shall follow department specific Interpreter Policies and Procedures.).

After obtaining approval, employees should choose an interpreter from the list of contracted interpreter agencies. Prior to working with the interpreter, employees should refer to *Attachment I* (Guidelines for working with interpreters).

Language Line services are appropriate in situations where the phone call is less than 10- minutes. If the situation may require more than 10 minutes an interpreter

should be called with the approval of the department supervisor or based on a department specific policy.

TDD Lines are available at the Police Department (920) 832-5805 and at the Library Reference Desk (920) 832-6173.

2. When working with the interpreter, City of Appleton staff shall work with the interpreter to complete a form to document start and completion time of the interpreter services. If the interpreter does not have a form, Attachment II City of Appleton Interpreter Services Report may be used. Staff should ensure the interpreter and department name are clearly documented and have the form signed by both the interpreter and City of Appleton employee with the documented start and completion times. This should also be followed for telephone interpretation with City employee clearly identifying their name and department.
3. When an invoice is received from the interpreter, staff should review the start and end times to ensure it matches the amount billed and check for City employee signature as well as contacting either the Diversity Coordinator or City Attorney Department contact to ensure the contracted rate matches the billed rate. If billing information is correct, continue to process for payment using the normal City Finance procedures.
4. An evaluation of the level of service is optional but encouraged. Comments should be shared with the Diversity Coordinator or City Attorney contacts.
5. City of Appleton staff will receive training or communication related to this policy and procedures for working with interpreters.

ATTACHMENT I

Guidelines For Working With Interpreters

Reference: Southeast Asian Health Care: A Cultural Guide, Indochinese Cultural and Service Center, Portland, Oregon, 1982, p. 38-40.

1. Choose an interpreter of the same gender as the client when possible. If it is a health matter, these issues are generally more openly communicated between members of the same gender.
2. Try not to ask a child to interpret for a parent. Although children learn new languages faster than adults, it may be a matter of shame or loss of face for the parent to require the help of a child for interpretation.
3. Schedule extra time for appointments when using an interpreter. Translated sessions, especially when teaching is done, take longer than non-translated appointments. Taking the extra time to achieve accurate information will ultimately save time and energy.
4. When assisting a customer with an interpreter, face both the client and the interpreter. Speak to the customer.
5. Observe both the interpreter and the customer during the interview for visual cues that can help increase understanding.

6. Ask the interpreter to interpret sentence by sentence. Give lengthy explanations one sentence at a time. Give instructions in small units, asking the customer to repeat the information through the interpreter to insure understanding. Unless you know the interpreter is very familiar with the information, do not allow him/her to paraphrase long explanations as this can lead to inaccurate communication.
7. Use basic words and concrete versus absolute terms. Conditional words like “maybe”, “if”, “could” and “would” may have difficult implications in other languages. Be wary of using phrases that are idioms or metaphors as these are usually not translatable.
8. Speak slowly and clearly in short, simple sentences. Speak in a normal tone of voice.
9. Because English and Southeast Asian languages generally are not directly translatable, a brief question or short description may sometimes result in a lengthy translation. If mistranslation is suspected, ask the same question again using different words or ask the customer to repeat the information through the interpreter.
10. Use a trained interpreter when possible rather than a friend or family member. A health interpreter should be trained in medical terminology as well as confidentiality.

ATTACHMENT II

City of Appleton Interpreter Service Report

Date: _____

Interpreter: _____

Incident # / Client Name: _____

Type of Service: _____ Language: _____

Circle One: Scheduled Appointment / Emergency

Service began: _____ am/pm ended: _____ am/pm

Staff Signature _____

Department _____

ATTACHMENT III

City of Appleton Interpreter Information & Background Check Form

All interpreters are required to complete the following information (please print).

Please list your FULL NAME as it appears on your driver's license or social security card.

Name _____
Last First Middle Initial Social Security # or Employer Identification #

Other Names Used _____ Date of Birth _____
Or Maiden Name (Nee)

Gender M F (Circle One)

Driver's License # _____ State of Issue _____ Expiration Date _____

Is Driver's License currently valid? ____ yes ____ no

Do you have transportation available? ____ yes ____ no

Current Address _____
Number and Street City State Zip

Home Phone # _____ Work Phone # _____

Have you lived out of state in the last 10 years? ____ yes ____ no

If yes, please list below:

Number and Street City State Zip

Number and Street City State Zip

Please list **ALL** instances in which you were convicted as an **ADULT** for crimes (misdemeanors or felonies), ordinance violations, traffic violations and the like. Also, please list all criminal charges (misdemeanors or felonies) currently pending against you. Failure to include all information requested under this section may result in denial of your request to be an interpreter.

☐ **CHECK HERE IF NOT APPLICABLE.**

Approximate dates may be listed: (you may attach another sheet if necessary)

Date	Location	Charge	Court	Disposition of case

Note: A conviction record or pending arrest record does not constitute an automatic bar to interpreting and will be considered only if there is substantial relationship to the circumstances of the particular position.

Current Employer: _____

Position Title: _____

Interpreter agency you are employed by: _____
(If different than above)

List any languages, other than English, that you speak fluently:

Do you currently translate for any other clients or municipalities? Yes No (Circle one)
If yes, Who?

List three (3) references other than family:

Name & Address

Relationship

Phone Number

Educational Background: High School Diploma/GED: Yes No (Circle one)

Name and Location of College

Degree Received

Certifications (please attach): _____

READ CAREFULLY BEFORE SIGNING:

I certify that all answers to the above questions are true and complete and authorize the City of Appleton to use the information I have provided. I understand that falsification of, or omissions from this form may result in disqualification or cancellation of my contract.

PRINTED NAME _____

Signature _____

Date _____

Emergency Contact: _____ Phone # _____
(Name and Relationship)

INDEPENDENT INTERPRETERS ONLY

Cell Phone # _____ Pager # _____

Days Available: Su ____ Mo ____ Tu ____ We ____ Th ____ Fr ____ Sa ____

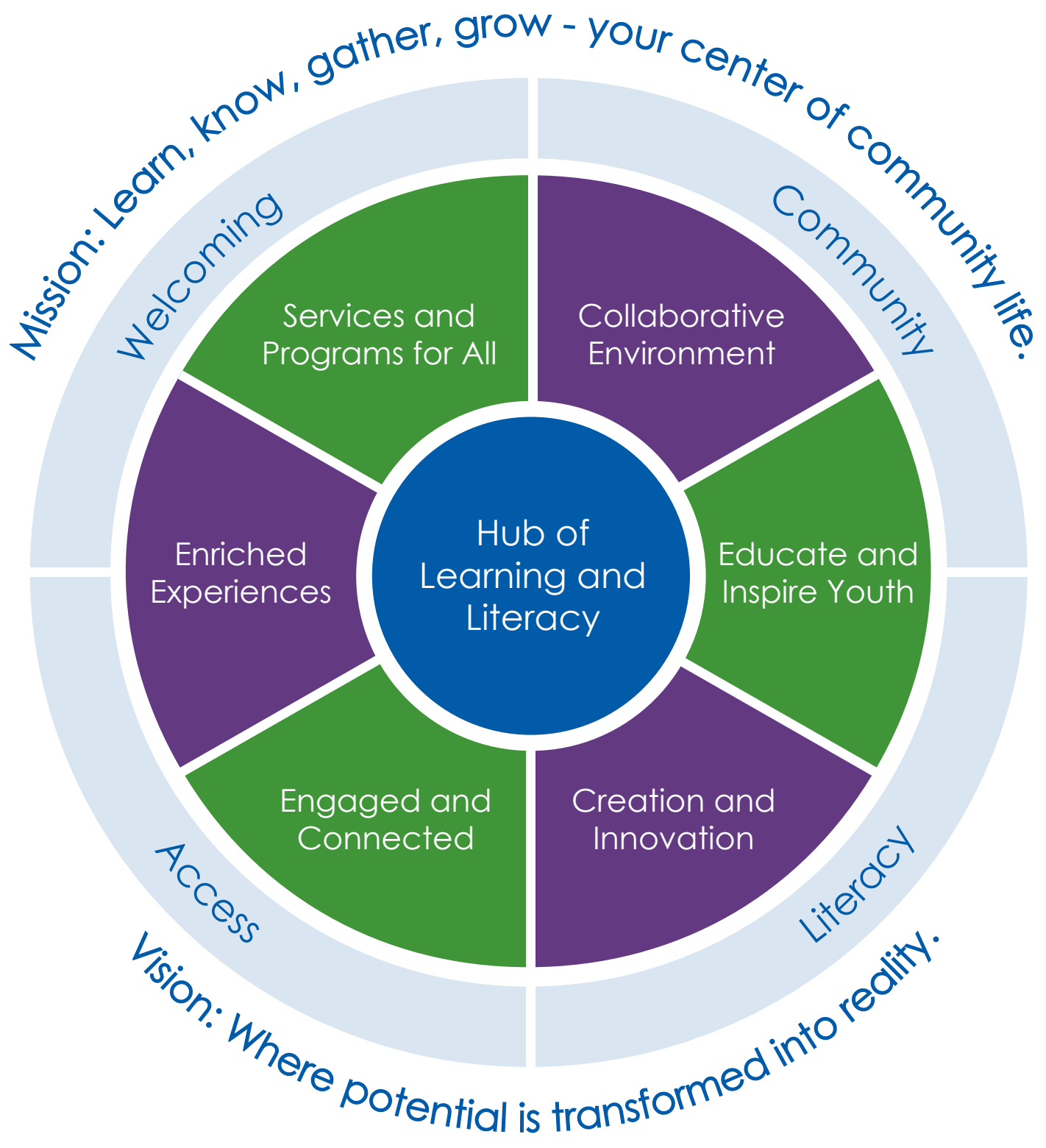
Hours available to translate: _____

What City departments are you interested in interpreting for? Check all that apply

Police _____ Fire _____ Health _____ Any _____

Appleton Public Library Strategic Plan

Vision, Mission, Values and Pillars



Organizational Values

Welcoming

Everyone belongs here.

Community

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

Literacy

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

Access

The library is accessible physically, culturally and intellectually.

Strategic Pillars

Hub of Learning and Literacy

We support and sustain education for all ages.

Collaborative Environment

We connect with partners to share knowledge and information.

Educate and Inspire Youth

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

Creation and Innovation

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

Engaged and Connected

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

Enriched Experiences

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

Services and Programs for All

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