

**\*\*\*ATTACHMENTS\*\*\***

**Minutes**  
**Mead Public Library**  
**Board of Trustees**  
**June 27, 2019**

A meeting of the Mead Public Library (MPL) Board of Trustees was held on Thursday, June 27, 2019 in The Loft. The following Board of Trustees members were present: Board President Maeve Quinn, Meg Albrinck, Chris Campe, Marcos Guevara, Nancy Mannchen, John Motiska, and Kyle Whelton. Staff members present: Director Garrett Erickson, Business Manager Debbie DeAmico, Support Services Manager Diane Kallas, Public Services Manager Melissa Prentice and Administrative Assistant Sydney Mehn. Board of Trustees members absent: Vice-President Kathie Norman, Alderperson Mary Lynne Donohue and Sherry Speth.

**1. OPENING OF MEETING:**

- 1.1 CALL TO ORDER AND DETERMINATION OF QUORUM. Quinn called the meeting to order at 3:45 p.m. She determined there was a quorum present.
- 1.2 PLEDGE OF ALLEGIANCE. Quinn led the Pledge of Allegiance.
- 1.3 PUBLIC COMMENT [5 PEOPLE AT 5 MINUTES EACH] (PLEASE SIGN IN PRIOR TO MEETING). There was no public comment.
- 1.4 APPROVAL OF MINUTES. Albrinck **moved** to approve the minutes from the May 23, 2019 meeting, Guevara **seconded** the motion. The motion **passed**.
- 1.5 CORRESPONDENCE, ANNOUNCEMENTS, AND COMMON COUNCIL REPORTS. Quinn read aloud a very nice thank you card from Dolcye Johnson.

**2. COMMITTEE REPORTS:**

- 2.1 FINANCE COMMITTEE – KYLE WHELTON, CHAIR, REPORT OF 6/27/19 MEETING. There was no finance meeting due to quorum. DeAmico reported that there were still no revenues put in, so she would be unable to provide a financial report until September's meeting.
- 2.2 STRATEGIC PLAN COMMITTEE – MAEVE QUINN, CHAIR. REPORT OF 6/5/19 MEETING. Quinn reported on the progress the committee had made. She discussed the board and staff collaboration work that had been done. She will expound on the plan in section 3.2

**3. ITEMS FOR DISCUSSION AND POSSIBLE ACTION:**

- 3.1 LIBRARY BOARD MEETING SCHEDULE 2019-2020. The 2019/2020 Board schedule was reviewed and found to be in good order. Whelton **moved** to approve the schedules as presented. Campe **seconded**. The motion **passed**.
- 3.2 2020-2022 STRATEGIC PLAN. Quinn presented on the proposed Strategic Plan document, noting that it was aimed internally and designed to be used by staff in operations planning. Whelton **moved** to approve the Strategic Plan. Guevara **seconded**. The motion **passed**.

- 3.3 2020 OPERATING BUDGET DeAmico presented on the 2020 budget proposal. She noted that she had included an increase of 2% for raises, but that everything else was flat. Whelton **moved** to approve the proposed budget with the caveat that all insurance costs would be subject to approval by the director. Albrinck **seconded**. The motion **passed**.

#### **4. DIRECTORS REPORT**

- 4.1 UPDATE ON SERVICES AND PROGRAMMING Prentice reported on the latest programs at Mead: The Summer Library Program was noted as being just slightly lower in numbers from last year at this time, but we are confident that we can surpass it. The kick off carnival for the SLP had been a success, with 140 people attending at Acuity. Tom Pease had about 200 people, and Zoozort had about 370 people. The Dewey Disco saw 135 people, and the Spelling Bee at 3 Sheeps had been a huge success, with 2 of our own board members tying for first place. Upcoming programs include the Family Nights on the City Green through the month of July, our 6-week Tai Chi program and our Scientist in residence through the summer in the Imaginarium. Prentice next presented some formats for reporting statistics through Project Outcome. It was explained that the program would help us quantify results of programs and help us to accomplish our strategic priorities.
- 4.2 UPDATE ON OUTSIDE/BUILDING PROJECTS Kallas reported on all the projects around the library: 2<sup>nd</sup> floor has new computer stations that are all put together now, carpet for 2<sup>nd</sup> floor and staircase is set to begin installation on July 22. The teen center wall is up and the plan will be to look at the spiral staircase next as it has been impacting the sound issues as well. The IT server room will begin being constructed next week. Finally, Lintereur has begun the final stage in the endcap signage, with 3<sup>rd</sup> floor being the last area to complete. Erickson further reported on the outside work being done on the Plaza. He reported that things had been going well, and that progress was being made. It was noted that the crew had begun working on the book drop driveway, and that would be a challenge for people to navigate for a while. It was suggested that there be more caution signs in the walkway to avoid accidents. Lastly, Erickson reported that Mead had begun the process of fixing the lighting system to shut off at night.

4:50 p.m. Campe left

- 4.3 MONTHLY STATISTICS Erickson reviewed the May statistics, noting the events of last month affecting numbers, and they were found to be in good order.

#### **5. LIAISON REPORTS**

- 5.1 MONARCH LIBRARY SYSTEM – NANCY MANNCHEN. Mannchen reported that the Monarch library system had not met. She did mention that she would be sending out some webinar information for any board members that were interested in attending.
- 5.2 MEAD PUBLIC LIBRARY FOUNDATION – MAEVE QUINN/KATHIE NORMAN. Quinn reported on the Foundation, noting that they do not meet June through August, and would resume meetings in September.
- 5.3 FRIENDS OF THE MEAD PUBLIC LIBRARY – SYDNY MEHN. Mehn attached the report and it was found to be in good order.

#### **6. UPCOMING MEETINGS**

6.1 LIBRARY BOARD OF TRUSTEES (6/27/19 @ 3:45PM)

**7. ADJOURN**

7.1 MOTION TO ADJOURN Whelton **moved** to adjourn the meeting, Mannchen **seconded**.  
The motion **passed**.

Being no further business the meeting adjourned at 4:59 p.m.

Generated by Sydney Mehn on Friday June 28, 2019.



## Wisconsin Public Library Standards

# Wisconsin Public Library Standards Sixth Edition

Developed by  
Public Library Development Team



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

This publication is available at <https://dpi.wi.gov/pld/boards-directors/library-standards>

Public Library Development Team  
Wisconsin Department of Public Instruction  
125 South Webster Street  
Madison, WI 53703  
(608) 266-7270

© March 2018 Wisconsin Department of Public Instruction  
First edition 1987. Second edition 1994. Third edition 2000. Fourth edition 2005.  
Fifth edition 2010. Sixth edition 2018.

The Wisconsin Department of Public Instruction does not discriminate on the basis of sex, race, color, religion, creed, age, national origin, ancestry, pregnancy, marital status or parental status, sexual orientation, or disability.

# Standards Task Force, 2016-17

We thank the following volunteers for their time and expertise. Without their contributions, this revision would not be possible.

**Steering Group:** Amy Birtell, Monarch Library System; Desiree Bongers, Ripon Public Library; Bruce Gay, Milwaukee County Federated Library System; Pete Loeffel, Wauwatosa Public Library; Stacey Lunsford, Irvine L. Young Memorial Library

**Governance and Administration:** Mark Arend, Winnefox Library System; Peggy J. Klein, School District of Holmen; Tom Bobrofsky, Wisconsin Valley Library System; Sherry Machones, Northern Waters Library Service; Angela Noel, Brodhead Memorial Public Library; Pamela Westby, L.E. Phillips Memorial Public Library

**Collections, Resources, and Services:** Rebecca Petersen, Manitowoc-Calumet Library System; Shawn Brommer, South Central Library System; Peg Burington, Waupaca Area Public Library; Nell Fleming, Wisconsin School for the Deaf; Christina Jones, Altoona Public Library; Julie Kinney, Marathon County Public Library; Eric Norton, McMillan Memorial Library; Rachel Muchin Young, Frank L. Weyenberg Library

**Access, Facilities, and Technology:** John Thompson, Indianhead Federated Library System; Jennifer Laatz, Beloit Public Library; Patricia Laughlin, Hales Corners Library; Patti Meyer, Larsen Family Public Library; Gretchen Raab, Neenah Public Library; Tasha Saecker, Appleton Public Library; Kristin Stoeger, Manitowoc Public Library; Jennifer Stoltz, Pewaukee Public Library

**Public Library Development Team:** John DeBacher, Director; Ryan Claringbole; Teresa Howe; Jamie McCanless; Tessa Michaelson Schmidt; Shannon Schultz



# Table of Contents

|   |           |
|---|-----------|
| Standards Task Force.....                               | iii       |
| <b>Section 1 Introduction .....</b>                     | <b>1</b>  |
| What Has Changed .....                                  | 1         |
| How to Use These Standards.....                         | 2         |
| <b>Section 2 Statutory Requirements.....</b>            | <b>5</b>  |
| <b>Section 3 System Membership Requirements.....</b>    | <b>7</b>  |
| <b>Section 4 Tier One Standards .....</b>               | <b>9</b>  |
| Governance.....   | 9         |
| Administration of the Library .....                     | 11        |
| Funding.....  | 12        |
| Staffing.....   | 12        |
| Collections and Resources.....                          | 13        |
| Programs and Services.....                              | 15        |
| Access .....  | 16        |
| Facility .....  | 16        |
| <b>Section 5 Tier Two Standards .....</b>               | <b>19</b> |
| Governance.....   | 19        |
| Administration.....                                     | 19        |
| Funding.....  | 20        |
| Staffing.....   | 20        |
| Collections and Resources.....                          | 21        |
| Programs and Services.....                              | 21        |
| Public Relations .....                                  | 21        |
| Access .....  | 22        |
| Facility .....  | 22        |
| <b>Section 6 Tier Three Standards .....</b>             | <b>23</b> |
| Governance.....   | 23        |
| Administration.....                                     | 23        |
| Funding.....  | 23        |
| Staffing.....   | 24        |
| Programs and Services.....                              | 24        |
| Public Relations .....                                  | 24        |
| Access .....  | 25        |
| Facility .....  | 25        |
| <b>Appendices</b>                                       |           |
| A: Quantitative Standards by Service Population.....    | 27        |
| B: Quantitative Standards by Municipal Population ..... | 29        |
| C: Calculating Service Population .....                 | 31        |
| D: Library Public Relations Checklist.....              | 33        |
| E: Technology Plan Checklist.....                       | 39        |
| F: Certification of Library Directors.....              | 41        |



# Introduction



This edition of the Wisconsin Public Library Standards revises and updates the work of the many people who developed earlier editions of the Standards. We reviewed the previous edition of the Standards, noted the increased levels of library compliance with the earlier standards, and compiled information on changes in library statistical information in Wisconsin libraries since the last edition was produced.

The Wisconsin Public Library Standards document has evolved gradually over the years. Some of the standards in this document have remained unchanged; however, since the public library environment has changed significantly, this edition updates quite a number of updates to reflect those changes. The development of this document was guided by the belief that Wisconsin's public libraries play a critical role in providing free access to knowledge, information, and diversity of ideas to all residents of the state. It was first published in 1987 and was updated in 1994, 2000, 2005, 2010, and now in 2018.

This sixth edition of the Wisconsin Public Library Standards has been in development for nearly two years. More than 32 library professionals, representing libraries and library systems across the state, came together to create this document. The process began with much discussion about the currently published standards—addressing both the document's strengths and its weaknesses. The steering group then tasked the subject focus teams with analyzing each standard for relevance and clarity. The focus teams presented their recommendations to the steering group at the Standards Revision Summit, held on April 5, 2017, in Windsor, WI. The steering group then determined the structure and format of the document, based on the recommendations set forth by the focus teams.

## What Has Changed

***This edition is more concise.*** Based on feedback received from the public library community, this edition of the Standards has been curtailed to contain only the information pertinent to public library standards. Important information included in past editions, such as planning, can be found in other resources offered by the Public Library Development team and other professional sources.

***Technology standards have been integrated into the other categories.*** The Standards Task Force deliberated over whether or not to have a separate section of technology standards, as was found in the public library

standards documents from other states. However, the task force determined that when technology standards were introduced in earlier editions, it was to encourage implementation of various technologies in libraries. Today, technology tools are now integrated into even the most basic of library services. As such, any standards relating to technology have been incorporated into other categories.

**Quantitative standards are more granular.** For many public libraries, the past model for quantitative standards is not granular enough to prove useful. The new model introduced in this edition provides the granularity necessary for libraries to more accurately assess their levels of service.

**Standards have a tier structure.** Perhaps the most significant change in this edition of the Public Library Standards is the application of a tier structure for the qualitative as well as the quantitative standards. The names of the tiers of service have also changed.

## How to Use These Standards

The **Wisconsin Public Library Standards** program is a self-evaluation tool. The purpose of this voluntary program for Wisconsin public libraries and librarians is to encourage the ongoing development of quality library service in the state by providing public libraries with a tool to identify strengths, recognize areas for improvement, and assist libraries in gaining community support.

This manual contains the following categories:

- Statutory Requirements
- System Membership Requirements
- Governance
- Administration of the Library
- Funding
- Staffing
- Collections and Resources
- Programs and Services
- Public Relations
- Access
- Facility

Each standard is presented as a statement, allowing the library to easily determine whether it meets or does not meet the criteria. There are three levels of service:

- Tier One—the minimum services that should be available to all residents of the state
- Tier Two—an expansion of services beyond the basic
- Tier Three—the highest level of service

To be considered a **Tier One** library, a library must meet all of the Tier One standards.

To be considered a **Tier Two** library, a library must meet all of the Tier One standards and all but two of the Tier Two standards. The two Tier Two standards that a library exempts from cannot be in the same category (i.e., governance, staffing, access).

To be considered a **Tier Three** library, a library must meet all of the Tier One standards, all of the Tier Two standards, and all but two of the Tier Three standards. The two Tier Three standards that a library exempts from cannot be in the same category (i.e., governance, staffing, access).

In order to determine the status of the quantitative standards in this document, a library must decide whether to use its municipal population or its service population. "**Municipal Population**" is the population of the city, town, village, or county establishing the library, or the total population of communities establishing a joint library. "**Service Population**" is the library's municipal population plus an additional population determined from circulation statistics for county residents without a library. In most cases, Service Population is a more accurate reflection of a library's service population, because it includes the municipal population as well as those who live in surrounding communities and travel to the nearest or most convenient municipal library for services. To calculate a library's Service Population, see [Appendix C](#) of this document.

The newly added categories of Statutory Requirements and System Membership Requirements have been included to increase awareness of public library requirements in Wisconsin. Statutory Requirements apply to *all public libraries*, while System Membership Requirements apply to any library that is a *member of a public library system*. As of this publication, every legally established library in Wisconsin is a member of a public library system, so these requirements currently apply to all Wisconsin public libraries.

Note that much deliberation took place about the terminology used in this document. Every attempt was made to use the most appropriate and consistent expressions available at the date of release.

The Wisconsin Department of Public Instruction's Public Library Development Team is prepared to assist public libraries in using this manual to its fullest potential and can answer any questions regarding the new standards.

Appendices and checklists are included.

# Statutory Requirements

# 2

Wisconsin public libraries must be governed and operated according to Chapter 43 of the Wisconsin Statutes. The following are the statutory requirements of all Wisconsin public libraries:

- The library is established under Wis. Stat. § [43.52](#) (municipalities), [43.54](#) (joint libraries), or [43.57](#) (consolidated county libraries and county library services).
- A legally appointed and constituted library board governs the operation of the library. The library's board membership complies with statutory requirements regarding appointment, length of term, number of members, and composition, per Wis. Stat. § [43.54](#) (municipalities) or [43.57](#) (consolidated county libraries and county library services), and [43.60](#) (county appointments to local library boards).
- The library board has exclusive control of the expenditure of all monies collected, donated, or appropriated for the library fund, per Wis. Stat. § [43.58\(1\)](#). All appropriated and collected funds are held by the municipal governing body and are disbursed upon approval by the library board.
- The library board supervises the administration of the library, hires the library director, and delegates active management of the library to the director. The library board determines the library's staff organization chart, approves job descriptions, and sets rates of compensation, per Wis. Stat. § [43.58\(4\)](#).
- The library collects the statistics and information required by the Division for Libraries and Technology and reports that information to the municipal governing body, the library system, and the Division, per Wis. Stat. § [43.58\(6\)](#).
- Residents have free access to tax-supported public library services, per Wis. Stat. § [43.52\(2\)](#). Such services include (but are not limited to):
  - free loan of print and non-print materials from the local circulation collection
  - general reference and information services
  - access to other library collections via interlibrary loan
  - access to a computer

- The library board reviews and approves bills presented for payment at each library board meeting, per Wis. Stat. § [43.58\(2\)](#).
- The library complies with other Wisconsin laws that affect library operations, such as laws relating to open meetings (Wis. Stats. § [19.81 to 19.98](#)), ethics (Wis. Stats. s. [19.59](#)), and public records (Wis. Stats. § [19.31 to 19.39](#)).
- The library complies with federal laws that affect library operations, such as the [Fair Labor Standards Act](#).
- The library makes reasonable accommodations in order to provide access to its collections and services to persons with disabilities, and meets relevant requirements of the Americans with Disabilities Act. (See the [ADA Accessibility Guidelines for Buildings and Facilities; Section 8](#) pertains to libraries.) Some examples of accommodations may include:
  - accessible meeting rooms
  - access to Braille materials
  - enhanced computer display for visually impaired
  - hearing augmentation system in meeting room
  - equipment necessary to use audiovisual materials in the library collection
  - home delivery of materials
  - interpreters for the hearing impaired
  - Large Print materials
  - a minimum of 36 inches of space between shelving stacks
  - story times and programs in accessible rooms or outside of the library

# System Membership Requirements

3

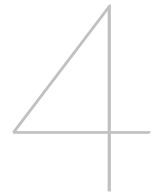
While Wisconsin public libraries are not required to belong to a library system, system membership offers enormous benefits to public libraries of all sizes. For a public library to participate in the library system that serves its county, the following statutory requirements must be met to retain system membership:

- The library must be located in a county that participates in a library system, per Wis. Stat. § [43.15\(4\)\(c\)2](#).
- The library director is present in the library at least 10 hours a week while the library is open to the public, less leave time, per Wis. Stat. § [43.15\(4\)\(c\)6](#).
- The library is authorized by the municipal governing board to participate in the public library system, per Wis. Stat. § [43.15\(4\)\(c\)3](#).
- The library has a written agreement with the public library system board to: (1) participate in the system and its activities, (2) participate in interlibrary loan of materials with other system libraries, and (3) provide, to any resident of the system area, the same library services, on the same terms, that are provided to the residents of the municipality or county that established the member library. This shall not prohibit a municipal, county, or joint public library from giving preference to its residents in library group programs if the library limits the number of persons who may participate in the group program, or from providing remote access to a library's online resources only to its residents, per Wis. Stat. § [43.15\(4\)\(c\)4](#).
- The library director holds the appropriate grade level of certification from the Department of Public Instruction, per Wis. Stat. § [43.15\(4\)\(c\)6](#) and Wis. Admin. Code sec. [PI 6.03](#). (See [Appendix F](#) for statutory certification levels.)
- The library annually is open to the public an average of at least 20 hours each week, per Wis. Stat. § [43.15\(4\)\(c\)7](#). (For exceptions, see the statute.)
- The library annually spends at least \$2,500 on library materials, per Wis. Stat. § [43.15\(4\)\(c\)8](#).



# Tier One Standards

To be considered a **Tier One** library, a library must meet all of the Tier 1 standards that follow.



## Governance

Public library trustees are public officers and as such are legally responsible for the governance of the library and the conducting of its operations in accordance with local, state, and federal laws. Generally, library boards have the power to:

- Hire and evaluate the library director
- Determine salaries and compensation for the director and library staff
- Establish a library budget
- Oversee spending and approve library expenditures
- Develop and adopt policies for the library's operation
- Engage in strategic planning for the library
- Exercise general oversight and governance of the library's operation

A well-informed library board is critical to the success of the library, as is the relationship between the library board and the director. Both must clearly understand their roles and responsibilities. The following standards relate to public library governance:

1. The library's Board of Trustees has written bylaws that outline its purpose and its operational procedures and address conflict-of-interest issues.
2. The library board adopts the following written policies for operating the library. All policies are available to all staff members and for public inspection (preferably online for accessibility). The items following each policy are suggestions of what the policy might cover. NOTE: if a library provides meeting room space to the public, a meeting room use policy must be included as well.
  - Circulation Policy
    - Borrower responsibilities and card eligibility
    - Confidentiality of Records

- Fines and fees
- Interlibrary Loan details
- Loan periods, including renewals
- Lost and damaged materials
- Recovery of unreturned materials
- Theft of materials
- Collection Management Policy
  - Purpose of collection
  - Evaluation methods
  - Reconsideration of Materials requests
  - Selection criteria
  - Weeding (deselection) schedule
  - Gifts and donations as they pertain to the collection
  - Intellectual freedom statements (Freedom to Read, ALA Bill of Rights, etc.)
- Computer/Internet Use Policy
  - Confidentiality of records
  - Privacy
  - Rules of use
  - Conduct (prohibited materials, etc.)
- Meeting Room Use (as necessary)
  - Scheduling
  - Rules and Conditions
  - Charges and Fees
- Personnel Policy
  - Employee benefits
  - Salaries and position classifications
  - Staff procedures, such as disciplinary procedures, grievances, dress code, conduct, etc.

- Public Behavior (Rules of Conduct)
  - Behavior guidelines (for all ages)
  - Consequences for inappropriate behavior
  - Unattended children/child safety
- 3. If the library elects to filter Internet content, it states so in its internet policy and a procedure is in place to allow patrons unfiltered access.
- 4. The library board meets no fewer than ten times per year (with the library director in attendance), at a time and in a physically accessible location convenient for the board and the community.

## **Administration of the Library**

A library director, who is hired by and is responsible to the library board of trustees, administers public libraries. The director is responsible for all of the day-to-day operations of the library, including:

- Hiring, supervising, training, evaluating, and dismissing library employees
- Preparing and submitting budgets to the board
- Recommending and executing library policies as adopted by the board
- Recommending and executing plans for library services
- Advocating for the library

The following standards relate to public library administration:

5. The library director provides written financial and statistical reports for review at library board meetings.
6. The library follows fiscal procedures consistent with state law, library policy, audit requirements, and local government requirements in preparing, presenting, and administering its budget.
7. The director has time away from the public service desk to perform administrative duties, attend system, state, county, and municipal meetings.

8. The library director conducts an orientation program for new board members. The orientation will include a tour of the library's public and staff areas and individual access to the DLT [Trustee Essentials](#).
9. The library director keeps the library's Board of Trustees informed of library services, programs, and issues.
10. The library keeps its borrowers' registrations up-to-date. Inactive registration records are removed at least every three years, in accordance with state annual report requirements. (This may be in coordination with system ILS staff.)

## Funding

A key responsibility of the library board is to seek and secure sufficient funding to support the local service goals of the library. The following standards relate to the funding of public libraries:

11. The library director is available to present the proposed budget to the municipal governing body.
12. The library board adopts an annual budget.
13. The library is supported on an ongoing basis by funds from the municipal governing body. Grants, donations and other revenue sources supplement, but do not supplant, local tax support.

## Staffing

Library staff are the library's most valuable asset. All *library staff*:

- are able to explain library policies to the public
- are committed to the provision of excellent service
- are well trained in the procedures required by their positions
- have a general understanding of the history and development of library services
- project an image of competence and courtesy

In addition, *public librarians* must be able to:

- assess the needs of the community
- communicate and work effectively with other staff
- evaluate and measure the effectiveness of public library programs and services
- assist in library planning efforts
- assist in fundraising efforts
- select materials and provide guidance in the use of all library resources

- use current and emerging technologies
- work within the political and social structure of the community

The following standards relate to the staffing of public libraries:

14. The library has regular, paid, and qualified staff, trained to fulfill their job responsibilities. The library is staffed during all hours that the library is open.

15. The library employs paid staff at the number of Full-Time Equivalents (FTE) outlined in [Appendix A](#) (or [B](#)).

Forty (40) hours per week is set as the measure of full-time employment. To determine FTE of employees, take the total number of hours worked by all paid employees and divide by forty (40).

For example, a library with 70 hours of paid employees is considered to have 1.75 total FTE.

16. The library board adopts written job descriptions that include educational and experience requirements, work hours, and a written salary range and benefits for each position.

17. Staff are trained in emergency procedures and protocols.

18. Library staff, volunteers, and trustees are trained to uphold patron privacy and confidentiality.

19. Employee performance is evaluated annually by the director or supervisor.

20. The library board conducts a performance evaluation of the library director annually.

## **Collections and Resources**

Community needs and local interests drive a library's collection management plan. A successful public library provides a wide range of materials and electronic resources in a variety of formats and in sufficient quantities to meet the needs of the members of its community.

Collection management requires a studied approach to the selection, maintenance, and development of the collection. Collection evaluation is the continuous process of analyzing use, age, condition, timeliness, and scope of library materials.

The library's position on Intellectual Freedom is clearly reflected in its collection management policy. Through this policy, the library maintains a current, thoroughly evaluated collection appropriate to the library's mission.

The following standards relate to the library's collections and resources:

21. A materials budget is designated for purchasing materials in a variety of formats and for accessing electronic resources based on the library's collection development policy.
22. The library allocates operating funds for purchasing materials for the library's collection as outlined in [Appendix A](#) (or [B](#)).
23. Materials are purchased at regular intervals throughout the year to ensure a steady flow of new materials for the public.
24. The library's collection is regularly evaluated for retention, replacement, or withdrawal, as at a rate determined by the library's adopted collection management schedule.
25. The library maintains a collection of print, audio, and visual materials per capita as outlined in [Appendix A](#) (or [B](#)).
26. The library maintains a collection of print volumes per capita as outlined in [Appendix A](#) (or [B](#)).
27. The library maintains a collection of print periodical titles per 1,000 population as outlined in [Appendix A](#) (or [B](#)).
28. The library maintains a collection of audio recordings per capita as outlined in [Appendix A](#) (or [B](#)).
29. The library maintains a collection of video recordings held per capita as outlined in [Appendix A](#) (or [B](#)).
30. The library uses interlibrary loan to supplement, but not supplant, local collection development.
31. The library provides online resources, including downloadable materials, appropriate to its community and promotes the use of online resources on their website and within the library.
32. The library provides access to resources in formats appropriate to the needs of all population groups in the community.
33. The library provides adaptive technology to ensure inclusive access to electronic resources.

## Programs and Services

Public services allow library staff to assist patrons in the use of its collections and resources. The library also provides resources beyond those owned by the library through interlibrary loan and other resource sharing arrangements.

The library offers educational, recreational, informational, and cultural programs sponsored by the library or in conjunction with other community organizations. These offerings may attract new users to the library, increase awareness and use of library resources and services, and provide a neutral public forum. Programs are commonly held in the library, but the needs of the community may require outreach outside of the library facility, with or without co-sponsorship from community partners.

Public libraries provide programs and services to all members of the community. The following standards relate to the library's programs and services:

34. Library staff assist all patrons with the effective use of technologies necessary to access and use the Internet and other electronic and non-print resources.
35. The library provides Internet computers for public use per 1,000 population as outlined in [Appendix A](#) (or [B](#)).
36. The library provides interlibrary loan services to customers of all ages. The library submits its holdings information to shared databases and participates as a lender and a borrower.
37. Library staff connect patrons with community resources and service agencies.
38. Information services (including reader's' advisory and technology assistance) are available to residents of all ages, abilities, and levels of literacy.
39. The library plans and evaluates programming for adults, teens, and children, considering all of the following factors: the community's needs, goals, and aspirations; intended outcomes; community demographics; and availability of programming from other organizations in the community.

## **Access**

The public library provides full, convenient access to a complete range of its services. “Access” refers to the library’s location, hours, and services, as well as its collections and the collections of other libraries. The following standards relate to access to the library:

40. Library hours are fixed and prominently posted. Hours are set based on community needs.
41. Library provides internet access and personal computing applications to patrons free of charge. Access to a printer is also available.
42. The library provides free wireless internet access.
43. The library has a publicly available telephone number.
44. Key staff have library email accounts provided by the library.
45. The library maintains a website or similar online presence, which includes access to an online catalog, information about the library, and links to local, state, or national resources.
46. The library has an integrated library system (ILS) including an automated catalog of all of its holdings that is easily accessible to all users.
47. Public programs provided by the library are in physically accessible locations for children, teens, and adults. The library provides the necessary accommodations to enable persons with disabilities to participate in a program and advertises the availability of the accommodations in the program announcement.
48. The library has directional signs and instructions for the use of collections, online catalog, and other library services.

## **Facility**

The facility housing the library’s collections and services has a direct effect on access. The public library is a community gathering place that offers a compelling invitation to enter. A model library building is flexible enough to respond to changing use and service patterns. The building is designed for user efficiency and comfort to encourage extensive public use. The following standards relate to the library facility:

49. The library provides a book return available to the public 24/7. It is recommended that a book return that is attached to the library or inside the building is fire retardant.

50. The library building incorporates appropriate safety features in both public and staff areas.
51. The exterior and entrance of the library is well lighted and identified with signs clearly visible from the street.
52. The library provides adequate handicapped accessible parking spaces, per Wis. Stat. § [346.503\(1\)](#), and any local ordinance.
53. The library has proper environmental control throughout the year.
54. The library has accessible public meeting space available for its programming.
55. The library provides adequate space to implement the full range of library services that are consistent with the library's strategic plan.
56. The library provides designated workspace for staff.



# Tier Two Standards

# 5

To be considered a **Tier Two** library, a library must meet all of the Tier One standards above and all but two of the Tier Two standards that follow. The two Tier Two standards that a library exempts from cannot be in the same category (i.e., governance, staffing, access, etc.).

## Governance

57. The library board adopts written policies for operating the library. In addition to the four essential policies (see Tier One Standard #2), they may include the following. All policies are available to all staff members and for public inspection.

- Handling of gifts
- Programming
- Bulletin board
- Public records
- Inclement weather

The Public Library Development Team has sample policies on its website at <https://dpi.wi.gov/pld/boards-directors/policy-resources>.

## Administration

58. The director is paid to perform library board-designated duties for no fewer than 25 hours per week, which includes scheduled hours away from a public service desk.

59. The director has time away from the public service desk to participate in professional activities such as continuing education opportunities, municipal and/or county board meetings, mentoring, service organizations, etc.

60. The library director informs the board of pending legislation on the local, state, and national levels that affects libraries and explains how the proposed legislation might affect local library service.

61. The library director makes the library board aware of upcoming library-related continuing education.

62. The library director coordinates or provides trustee training during library board meetings at least twice per year.

63. The library maintains written procedures regarding the services it provides, based on board policies. Examples may include handling of lost items, opening and closing procedures, etc.
64. The library has a written strategic plan, which contains a mission statement, and outlines goals and objectives to meet the community's needs.
65. The library actively participates in its library system's program of service, such as serving on committees, attending meetings, etc.
66. The library participates in system-level and county-level planning for library services.

## **Funding**

67. The director and library board of trustees are available to present the proposed budget to the municipal governing body.
68. The library receives permanent and equitable funding for services to rural residents from the county (if the county is not the governing body, such as a county consolidated library) at a funding rate higher than the minimum required by statute.
69. The library seeks supplemental funding to support its program of service (e.g. grants, gifts, foundations, Friends of the Library).
70. The library provides funding for professional memberships, conferences, or continuing education, including travel and other necessary expenses.

## **Staffing**

71. The library has a planned orientation program for new employees. The program introduces employees to the library's mission, philosophy, goals, and services, in addition to job responsibilities.
72. Library staff are trained in inclusive services and ability awareness, to serve all patrons and coworkers equitably.

## **Collections and Resources**

73. The library develops collections unique to the needs of the community, and is aware of other unique collections available within the system area. Examples may include:

- Adult basic skills materials (i.e., adult new readers)
- English language learning materials
- Specialized collections, such as seed libraries, cake pan collections, toy libraries, etc.

## **Programs and Services**

74. The library maintains, upgrades, and replaces needed library equipment and software on a regular schedule.

75. Information services (including reader's' advisory and technology assistance) are available to residents of all ages, abilities, and levels of literacy, during all the hours that the library is open.

76. The library provides or has convenient access to equipment that reproduces or transmits documents.

77. The library partners with local schools, community agencies and other organizations in the local area in planning, implementing, and promoting programs and services for the community.

## **Public Relations**

Public relations efforts help to communicate a positive image of the library, and promote the library's materials, services, and programs. The library evaluates all policies and procedures in terms of their effect on the public and on the library's public relations.

The following standards relate to the library's public relations strategy:

78. The library promotes its collections and services by using a variety of approaches to publicity. To meet this standard, at least four (4) items must be achieved.

- Annual reports attractively packaged and made available to the public
- Attractive and frequently changed exhibits, displays, and bulletin boards
- Newspaper articles, columns, or advertisements

- Posters, flyers, brochures, and bookmarks advertising library services
- Social networking presence (Facebook, MySpace, Twitter, blogs, etc.)
- TV and/or radio exposure
- Visually appealing printed materials and graphics
- Engaging, dynamic website
- Walk-throughs in the library to assess the image it projects
- An identifiable branding strategy, such as a library logo or slogan
- Targeted materials that reflect the diversity of the community (i.e., Spanish language signage; posters reflecting Latinos)

### Access

79. Key library staff information, such as job title and email address, can be located on the library website.
80. The library's catalog is available via the internet and is accessible 24 hours per day, seven days per week.
81. The library provides free wireless internet access to all, regardless of whether a cardholder or of cardholder status.

### Facility

82. The library provides non-public workspace for staff.
83. Adequate and convenient parking is available to the library's patrons and staff. Generally, one parking space is available for every 500 square feet of building is recommended.
84. The library provides reader seating per guidelines found in the most current edition of Public Library Space Needs: A Planning Outline, or other national standards.

The suggested guidelines listed below are taken from the 2009 edition of [Public Library Space Needs: A Planning Outline](#) by Anders C. Dahlgren.

*Seats per 1,000 Population*

| Population | Up to 10,000 | 10,001 to 25,000 | 25,001 to 50,000 | 50,001 to 100,000 | 100,000 and over |
|------------|--------------|------------------|------------------|-------------------|------------------|
| Seats      | 5.0          | 4.50             | 3.00             | 2.25              | 1.50             |

# Tier Three Standards



To be considered a **Tier Three** library, a library must meet all of the Tier One standards, all of the Tier Two standards, and all but two of the Tier Three standards. The two Tier Three standards that a library exempts from cannot be in the same category (i.e., governance, staffing, access, etc.).

## Governance

- 85. The bylaws of the library's Board of Trustees are reviewed at least every three years.
- 86. The library board reviews and/or revises its policies every three years.
- 87. The library board reflects the demographics of the community.

## Administration

- 88. The library director coordinates or provides trustee training during library board meetings at least quarterly.
- 89. The director regularly attends meetings of the municipal governing body and reports on the library.
- 90. Development of the library's strategic plan involves library staff, trustees, and the public.
- 91. The library's strategic plan is reviewed and/or updated annually by the library's Board of Trustees.
- 92. The library adopts a technology plan. This plan may be developed in coordination with the library system.
- 93. The library adopts and adheres to a records retention schedule, such as the [Records Retention Schedule for Wisconsin Public Libraries](#), which has been approved by the Wisconsin Public Records Board.

## Funding

- 94. The library advocates for permanent and equitable funding for services to non-librarians from the county (if the county is not the governing body, such as a county consolidated library) at a funding rate of 100 percent reimbursement or greater.

95. The director and library board attend annual budget hearing of the municipal governing body.

96. Library staff compensation packages are comparable with other community positions requiring similar education, preparation, and job assignments, and with other libraries from statistically similar communities.

### **Staffing**

97. In addition to the director, key employees participate in continuing education and professional activities each year.

### **Programs and Services**

98. The library offers outreach services, which includes collections and programs provided at other community locations, such as daycare facilities for children and adults, mental health facilities, nursing homes, prisons, jails, and schools.

### **Public Relations**

99. The library develops good community relations by regularly communicating with elected officials, business leaders, and civic organizations. Ideas for developing good community relations include:

- Attending municipal meetings other than when making a budget request
- Giving presentations to community groups and organizations
- Inviting the municipal governing body (i.e., common council) to meet in the library
- Participating in community organizations and activities
- Serving as a bridge to bring people from different demographics together
- Regularly assessing community assets and needs
- Including local leaders in library planning
- Participating in municipal comprehensive planning

## Access

100. The library's integrated library system is part of a regional shared ILS.
101. The library makes bibliographic and holdings information available via a searchable statewide interface.

## Facility

102. The library allocates age and inclusion appropriate spaces including furnishings, signage, and technology.
103. The library provides signs on main community thoroughfares that indicate the direction to the library.
104. The library has humidity control features (in addition to HVAC) for enhanced protection of library materials.
105. The library has accessible public meeting space available for use by community groups.
106. The library director completes and shares a written space needs assessment with the library board at least every five years, per guidelines found in *Public Library Space Needs: A Planning Outline* or other national standards.



# Appendix A

## Quantitative Standards by *Service Population*

### Based on 2016 public library annual report data

\*To calculate *Service Population*, see Appendix C

#### Hours Open

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 25            | 30             | 37             | 40             | 46             | 50             | 53              | 58               | 60               | 63               | 66               | 67               |
| Tier 2 | 29            | 35             | 40             | 45             | 50             | 54             | 58              | 60               | 63               | 65               | 67               | 69               |
| Tier 3 | 36            | 42             | 47             | 52             | 56             | 58             | 62              | 65               | 67               | 69               | 70               | 71               |

#### Volumes Held per Capita (Print)

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 8.0           | 6.6            | 5.5            | 5.0            | 4.0            | 3.5            | 3.2             | 2.7              | 2.5              | 2.4              | 2.2              | 2.0              |
| Tier 2 | 10.7          | 9.0            | 7.4            | 6.2            | 5.1            | 4.2            | 3.6             | 3.2              | 2.8              | 2.6              | 2.4              | 2.2              |
| Tier 3 | 15.0          | 12.3           | 10.5           | 8.8            | 7.2            | 6.0            | 5.0             | 4.2              | 3.7              | 3.2              | 2.8              | 2.7              |

#### FTE Staff per 1,000 Service Population

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 1.0           | 0.8            | 0.6            | 0.6            | 0.5            | 0.6            | 0.5             | 0.5              | 0.5              | 0.4              | 0.4              | 0.4              |
| Tier 2 | 1.3           | 1.0            | 0.8            | 0.7            | 0.6            | 0.6            | 0.5             | 0.5              | 0.5              | 0.5              | 0.5              | 0.5              |
| Tier 3 | 1.9           | 1.6            | 1.3            | 1.1            | 1.0            | 0.8            | 0.8             | 0.7              | 0.7              | 0.6              | 0.6              | 0.6              |

#### Materials Expenditures per Capita

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | \$6.56        | \$5.50         | \$4.75         | \$4.25         | \$4.00         | \$3.80         | \$3.75          | \$3.68           | \$3.56           | \$3.32           | \$3.28           | \$3.18           |
| Tier 2 | \$9.50        | \$7.62         | \$6.43         | \$5.84         | \$5.50         | \$5.12         | \$4.88          | \$4.85           | \$4.76           | \$4.52           | \$4.25           | \$3.72           |
| Tier 3 | \$15.00       | \$12.00        | \$10.00        | \$8.68         | \$7.76         | \$7.37         | \$7.00          | \$6.78           | \$6.41           | \$6.00           | \$5.41           | \$4.63           |

### Collection Size (Print, Audio and Video) per Capita

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 11.8          | 8.5            | 6.7            | 5.6            | 4.4            | 3.9            | 3.8             | 4.0              | 3.8              | 3.3              | 3.1              | 2.3              |
| Tier 2 | 18.4          | 13.0           | 9.3            | 6.8            | 5.8            | 4.7            | 4.4             | 4.3              | 4.3              | 3.7              | 3.4              | 2.8              |
| Tier 3 | 20.5          | 15.6           | 12.1           | 9.9            | 8.3            | 7.3            | 6.2             | 5.9              | 5.2              | 4.3              | 3.7              | 3.2              |

### Periodical Subscriptions Held per 1,000 Population (Print)

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 15.8          | 14.6           | 13.5           | 12.1           | 10.9           | 9.3            | 8.0             | 6.8              | 5.7              | 4.6              | 3.8              | 3.5              |
| Tier 2 | 29.6          | 24.0           | 20.0           | 16.2           | 13.2           | 10.9           | 9.2             | 7.8              | 6.7              | 5.7              | 4.7              | 3.7              |
| Tier 3 | 43.9          | 36.4           | 28.2           | 23.3           | 18.6           | 15.3           | 12.3            | 10.1             | 8.9              | 7.2              | 5.7              | 4.5              |

### Audio Recordings Held per Capita

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 0.44          | 0.32           | 0.30           | 0.27           | 0.23           | 0.22           | 0.21            | 0.20             | 0.20             | 0.19             | 0.17             | 0.15             |
| Tier 2 | 0.78          | 0.52           | 0.50           | 0.41           | 0.37           | 0.35           | 0.32            | 0.30             | 0.29             | 0.28             | 0.27             | 0.23             |
| Tier 3 | 0.92          | 0.83           | 0.68           | 0.59           | 0.52           | 0.50           | 0.47            | 0.41             | 0.35             | 0.31             | 0.28             | 0.25             |

### Video Recordings Held per Capita

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 1.28          | 0.93           | 0.77           | 0.64           | 0.52           | 0.48           | 0.40            | 0.31             | 0.28             | 0.23             | 0.21             | 0.17             |
| Tier 2 | 2.39          | 1.33           | 0.93           | 0.71           | 0.58           | 0.50           | 0.42            | 0.36             | 0.34             | 0.33             | 0.31             | 0.26             |
| Tier 3 | 2.93          | 2.15           | 1.58           | 1.19           | 0.89           | 0.74           | 0.63            | 0.61             | 0.52             | 0.42             | 0.36             | 0.34             |

### Public Use Internet Computers per 1,000 Population

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 6.61          | 3.20           | 2.30           | 1.56           | 1.34           | 1.13           | 0.93            | 0.88             | 0.78             | 0.77             | 0.75             | 0.73             |
| Tier 2 | 8.36          | 4.56           | 2.92           | 2.07           | 1.64           | 1.42           | 1.25            | 1.10             | 1.02             | 0.97             | 0.78             | 0.74             |
| Tier 3 | 10.80         | 5.68           | 3.82           | 2.92           | 2.37           | 2.00           | 1.68            | 1.54             | 1.39             | 1.24             | 1.02             | 0.84             |

# Appendix B

## Quantitative Standards by *Municipal Population*

**Based on 2016 public library annual report data**

### Hours Open

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 28            | 40             | 46             | 50             | 53             | 56             | 59              | 61               | 63               | 64               | 65               | 66               |
| Tier 2 | 31            | 43             | 48             | 52             | 55             | 59             | 61              | 63               | 64               | 66               | 67               | 68               |
| Tier 3 | 44            | 50             | 54             | 58             | 60             | 63             | 65              | 67               | 68               | 69               | 70               | 71               |

### Volumes Held per Capita (Print)

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 14.8          | 11.4           | 9.2            | 7.7            | 6.8            | 5.9            | 5.0             | 4.5              | 3.9              | 3.2              | 3.0              | 2.2              |
| Tier 2 | 18.4          | 14.1           | 11.2           | 9.5            | 8.0            | 6.9            | 6.1             | 5.3              | 4.5              | 3.4              | 3.2              | 2.4              |
| Tier 3 | 27.4          | 20.3           | 16.1           | 13.1           | 10.7           | 8.9            | 7.5             | 6.0              | 4.9              | 4.2              | 3.6              | 3.0              |

### FTE Staff per 1,000 Service Population

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 1.5           | 1.4            | 1.2            | 1.1            | 0.9            | 0.8            | 0.8             | 0.7              | 0.6              | 0.6              | 0.5              | 0.4              |
| Tier 2 | 1.8           | 1.7            | 1.5            | 1.3            | 1.2            | 1.1            | 0.9             | 0.8              | 0.8              | 0.7              | 0.6              | 0.5              |
| Tier 3 | 2.8           | 2.4            | 2.2            | 1.8            | 1.6            | 1.4            | 1.2             | 1.1              | 0.9              | 0.8              | 0.7              | 0.6              |

### Materials Expenditures per Capita

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | \$11.58       | \$10.31        | \$9.17         | \$8.62         | \$7.91         | \$7.37         | \$6.29          | \$5.92           | \$5.37           | \$4.71           | \$4.06           | \$3.12           |
| Tier 2 | \$16.34       | \$14.26        | \$12.32        | \$11.47        | \$9.81         | \$9.07         | \$7.71          | \$7.34           | \$6.42           | \$5.98           | \$4.96           | \$3.31           |
| Tier 3 | \$24.80       | \$21.32        | \$17.41        | \$14.34        | \$13.32        | \$11.47        | \$10.75         | \$9.17           | \$8.57           | \$7.95           | \$6.12           | \$3.83           |

**Collection Size (Print, Audio and Video) per Capita**

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 15.3          | 13.2           | 11.1           | 9.2            | 8.2            | 7.0            | 6.3             | 5.4              | 4.7              | 3.7              | 3.2              | 2.7              |
| Tier 2 | 18.8          | 16.1           | 13.6           | 11.1           | 10.0           | 8.7            | 7.6             | 6.3              | 5.5              | 4.2              | 3.7              | 3.0              |
| Tier 3 | 26.3          | 22.1           | 17.4           | 15.0           | 12.6           | 10.8           | 9.1             | 7.2              | 6.6              | 5.0              | 4.6              | 3.6              |

**Periodical Subscriptions Held per 1,000 Population (Print)**

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 37.6          | 27.4           | 22.7           | 18.7           | 14.9           | 12.2           | 10.7            | 8.7              | 6.8              | 5.1              | 4.9              | 3.4              |
| Tier 2 | 61.8          | 43.5           | 34.9           | 27.0           | 21.8           | 17.2           | 12.9            | 10.0             | 7.9              | 6.3              | 5.5              | 3.7              |
| Tier 3 | 81.1          | 57.2           | 45.2           | 36.0           | 28.1           | 23.8           | 17.8            | 12.5             | 10.2             | 7.1              | 5.6              | 4.9              |

**Audio Recordings Held per Capita**

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 0.77          | 0.68           | 0.63           | 0.56           | 0.47           | 0.43           | 0.37            | 0.34             | 0.31             | 0.29             | 0.22             | 0.18             |
| Tier 2 | 1.00          | 0.87           | 0.82           | 0.71           | 0.59           | 0.50           | 0.47            | 0.42             | 0.39             | 0.35             | 0.32             | 0.21             |
| Tier 3 | 1.61          | 1.37           | 1.18           | 1.09           | 0.92           | 0.81           | 0.69            | 0.62             | 0.54             | 0.48             | 0.42             | 0.27             |

**Video Recordings Held per Capita**

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 2.14          | 1.49           | 1.18           | 1.03           | 0.67           | 0.63           | 0.58            | 0.52             | 0.36             | 0.29             | 0.25             | 0.16             |
| Tier 2 | 2.93          | 2.14           | 1.69           | 1.20           | 1.03           | 0.95           | 0.96            | 0.59             | 0.43             | 0.39             | 0.29             | 0.19             |
| Tier 3 | 5.16          | 4.00           | 3.55           | 2.72           | 2.19           | 1.79           | 1.38            | 0.95             | 0.82             | 0.43             | 0.39             | 0.31             |

**Public Use Internet Computers per 1,000 Population**

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 6.17          | 4.78           | 3.42           | 3.02           | 2.28           | 1.89           | 1.52            | 1.11             | 0.94             | 0.86             | 0.81             | 0.75             |
| Tier 2 | 8.92          | 6.04           | 5.11           | 3.78           | 3.10           | 2.34           | 1.88            | 1.52             | 1.29             | 1.19             | 0.91             | 0.86             |
| Tier 3 | 13.28         | 9.42           | 7.43           | 5.61           | 4.32           | 3.52           | 3.01            | 2.27             | 1.89             | 1.68             | 1.35             | 0.92             |

# Appendix C

## Calculating Service Population

NOTE: Any of these methods will produce a more accurate reflection of the library's service population than the strict use of municipal population.

### **Use the Service Data Population**

Since 2000, the service population reported in the annual Wisconsin Public Library Service Data is based on each library's share of total circulation to county residents who do not live in a library community. For example, if the ABC Public Library accounts for 20 percent of the total circulation from libraries in the county to county residents who do not live in a library municipality, then 20 percent of the county nonresident population is allocated to the ABC Public Library. This number is then added to the library's municipal population to derive an estimate of the library's total service population. This estimate should, in most cases, be a more accurate estimate of service population than estimates used in previous Service Data editions. However, libraries with significant usage by residents of other library communities and/or residents of other counties may wish to use one of the alternative methods discussed below.

### **Use System-wide Nonresident Usage Data**

If nonresident use data is gathered on a system-wide basis in a multicounty system, an allocation of the system nonresident population can be made, based on the library's share of the total system circulation to nonresidents. This variation has the advantage of rendering county boundaries within the system invisible.

### **Base Estimates on Local Circulation Patterns**

A library also can examine resident borrowing as a proportion of total circulation and extrapolate a rough, circulation-based estimate of its overall service population. If residents and nonresidents can be assumed to borrow material at roughly the same rate per capita, and residents account for 85 percent of the library's total circulation, then it can be said that residents also account for 85 percent of the total population. If the library's municipal population is divided by the proportion of circulation transactions that go to residents, the result will be an estimate of the library's total

service population. For example, a library with 85 percent resident circulation and a municipal population of 7,500 will have a service population of 8,824 ( $7,500 \div 0.85 = 8,824$ ).

### **Add the Population of Surrounding Unserved Areas**

If, through the observation of nonresident use, the staff of a municipal library is aware that a majority of residents of an adjacent town or towns use the library, it may simply add the population of the town or towns to its municipal population.

# Appendix D

## Library Public Relations Checklist

The following list is intended to help answer the following questions:

- Is this library welcoming?
  - What is our message?
  - What is our style?
1. **Accessibility**—Can people with disabilities easily use the library building and website?
  2. **Brand/Identity**—Does the library have a clear and consistent image? Includes consistent use of logo, full location info including web address.
  3. **Customer service**—Is the library's commitment to excellent customer service reflected in the courtesy and helpfulness shown to customers? Are there ID tags for staff? Can staff members articulate the library message? Are they encouraged to share their favorite books and other materials with users? Does front-line staff provide feedback on customer wants, complaints, compliments?
  4. **Décor, decoration**—Is the library too light or too dim? Is the library clean, clutter free? Is there effective use of posters, banners, art, and other promotional tools such as screen savers?
  5. **Display**—Are books and other materials displayed face out? Are there "shelf talkers?"
  6. **Local ownership**—How well does the library reflect the community, including its diversity? Is there a bulletin board? Displays of local art? Are there opportunities for the users to give feedback on library service/ interact with other users? Share their comments on books?
  7. **Message**—Does your library have a key message that expresses its mission? Does everyone on the staff know it? Are library policies clearly and widely communicated?

8. **Media**—Does your library have a presence in relevant media? Is someone assigned to work with the press? Does your library initiate stories, interviews and placements of public service announcements/advertising?
9. **Outreach**—Does the library have a life outside the building? Does it have a presence in the life of the community?
10. **Programming**—Does the library actively offer and promote programs and/or training sessions? How are programs promoted?
11. **Print materials**—Are there too many? Too few? What is the message? How is it communicated on...bookmarks and flyers? Letterhead and business cards? Newsletters?
12. **Signage: Internal and External**—Is the library easy to find? Is it easy to find what you are looking for? Is the library mission visible? Does signage reflect awareness of diversity?
13. **Telephone**—Does a person or a machine answer the phone? If it's a machine, does your telephone greeting help or harm your image? Is it clear? Easy to follow?
14. **Website**—Is the image/message consistent with other library communications? Does it take advantage of the unique qualities of the web? Is the website a “branch library?” Does it pass “usability testing?”
15. **Body Language**—What unspoken message is being delivered by staff?

## **Sample Public Relations Plan**

The Somewhere Public Library  
June 2018-2020

### *Introduction*

The Somewhere Public Library has come a long way in a short time. Since moving to its current site two [2] years ago, library visitors have increased almost 300 percent and the number of cardholders has grown by 700 percent from 245 to 2,178—still only about 10 percent of the community's residents. Some residents still remember the library as a volunteer “card table” operation in the school basement. Some still drive to libraries that are bigger but farther away. The library board has set a goal of expanding its facility, either at its present site or at another location to be determined. There is a clear need and a tradition of library support among community residents and leaders. A preliminary feasibility study indicates there is

excellent potential for a ballot measure supplemented by private fundraising. Building a strong base of community awareness about what the library offers, its needs and the possibilities is key to building momentum.

### *Goals*

- The Somewhere Public Library will enjoy a high profile in the community. It will be seen as an important and popular destination for learning and enjoyment.
- Community leaders and all residents will be aware of and use library services.
- Community leaders and residents will approve a library expansion plan and support a funding campaign.

### *Objectives*

- The library will secure financial support for a new library.
- The number of cardholders will increase 600 percent for a total of 60 percent registration.
- The library will develop partnerships with three [3] or more new community groups.

### *Positioning*

The Somewhere Public Library provides big city service close to home in a comfortable, welcoming atmosphere. In addition to books, it offers audio books, CDs, videos and other multimedia resources. Its “online branch” is open 24/7. Most importantly, there are professional librarians to provide expert assistance. The Somewhere Public Library is a community center for lifelong learning, literacy and enjoyment for families and people of all ages. Although bigger than it looks, the library is not as big as it needs to be. With more space, the library could offer much more. The library is a best value and deserves the community’s support.

### *Key Message(s)*

- The Somewhere Public Library provides big city service close to home.
- We’re bigger than we look—but not as big as we need to be.

### *Key Audiences*

Internal: Staff, Board, Friends, Volunteers

External: County officials and community leaders;

Community groups with influential members;

Families with children from preschool-high school; Business and professional community

## Year 1—June 2018-19

### *Objectives*

- The number of cardholders will increase by 80 percent.
- Attendance at programs will increase by 30 percent.
- Twenty influential individuals and community groups will endorse the building project.
- City officials/other key leaders will approve an expansion plan for the library and endorse a funding plan.
- The library “family” will understand and actively support the library’s new communication focus.
- Local papers will carry at least three [3] feature stories.

### *Strategies*

1. Begin a consistent, planned program of two-way communication.
  - Establish a citizens group to advocate support for a bigger library.
  - Encourage and prepare staff, board members, Friends and volunteers to deliver the library’s message to library users, their families, friends, neighbors, key officials. Involve them in planning activities. Provide updates.
  - Invest in professional graphic design for formatting promotional materials, e.g. the newsletter, bookmarks. Have a consistent look and message. Publish a dynamic brochure with the emphasis on benefits, not just a listing of services. Distribute it outside the library—at meetings of community groups and other community locations.
  - Conduct a customer satisfaction survey. Use quotes in promotional materials.
  - Provide evaluation forms at all programs asking how the audience members heard about the program, its quality and suggestions for other programs.
  - Invite customer comments in the library and on the library’s home page. Respond to all comments in writing and with action, when appropriate.

2. Seek a higher profile in the media.
  - Make a media plan with dates for seeking news stories in connection with special events, feature stories and editorial endorsements.
  - Place at least three [3] feature stories about services such as “databases” or homework help for kids and—what they are and what they can do for you.
  - Invite local newspapers to send a photographer for special kids events or take and submit photos.
  - Offer reporters a demonstration of how the library’s databases work.
  - Seek a story comparing the library’s facilities with communities of similar size.
3. Reach out to elected officials, community leaders and groups with influential members.
  - Communicate at least once a month with key officials in person and print. Provide regular updates. Offer to demonstrate the library’s databases at their desk.
  - Present a state-of-the-library report to the county board and key organizations.
  - Recruit three [3] partners, including at least one [1] new partner, to cosponsor/underwrite activities for National Library Week, Library Card Sign-up Month, etc. Present six programs/host tours for county officials, members of the Chamber of Commerce and other influential groups.
4. Reach out to families.
  - Sponsor a library card sign-up drive during national Library Card Sign-up Month in September. Offer rewards for library users who recruit new card registrants.
  - Visit all day care centers, kindergarten and first grade classrooms. Provide library card registration, booklists and other promo materials for teachers and for kids to take home to parents.
  - Display photos of families holding their library cards in the library and post them on the website.
  - Sponsor a contest “Why My Family Uses the Library” and award prizes underwritten by partners.

### *Evaluation*

- A stronger, more consistent look and message in library publications.
- Feedback from users and target audiences, customer satisfaction surveys, word of mouth.
- See objectives.

# Appendix E

## Technology Plan Checklist

### **Library Name, Location, and Date Range for the Technology Plan**

**Mission Statement**—Provide the mission statement for the library. In most cases, the mission statement can be taken verbatim from the library's current long-range or strategic plan. Link your library's mission statement to your Technology Plan.

**Plan Justification**—In one or two brief paragraphs discuss the library's technology goals in conjunction to the overall mission of the library and discuss the role technology plays in the library's services.

**Technology Strategic Plan**—Discuss how technology will be integrated into the services provided to staff and for users. A strong plan will include goals, objectives, and strategies/activities. Goals are the broad statements regarding technology in the library and may extend beyond the lifetime of the Plan. Objectives are specific measurable activities to be undertaken to reach the goals. Strategies are the steps to be taken to meet the objective.

**Technology Inventory**—This section should be broken down into two sections: current technology and future technology. In the first section list current computing and telecommunication technology being used at the library. If relevant, include a breakdown by branch. The future technology piece encompasses hardware, software, telecommunications, and information technologies the library hopes to implement during the lifetime of the Plan. If necessary, the future technology section should include a discussion of upgraded electrical systems required to handle new technologies.

**Budget**—Includes approximate costs associated with the desired level of technology, both ongoing as well as upgrade and maintenance costs for current technology, as well as costs for intended new technologies. Also indicate from where funding will be derived. This is probably the section of the Plan most likely to require revision. Make sure mention is made of any maintenance contracts.

**Evaluation**—Provide an overall evaluation statement as to how the library plans to determine if the Technology Plan goals are being implemented and their degree of success. Additionally, indicate how you will know if technology is having a positive impact on staff, users, and the community, and how well technology is helping you address your overall library goals. Also indicate how often the Plan will be reviewed and updated and by whom.

**Training**—Provide detail on training for staff and patrons on current technology. Include information on what types of training are offered, by whom, and how often. Types of training provided could include, but is not limited to, programs on searching databases, word processing, using the catalog, etc.

# Appendix F

## Certification of Library Directors

### Grade III

*Required in municipalities with populations of fewer than 3,000*

Fifty-four (54) semester credits, half of which must be in the liberal arts and sciences, and twelve (12) semester credits in :

- Basic public library administration
- Advanced public library administration
- Organization and management of collections
- Public and community services

Basic public library certification must be completed in the first year; thereafter, at least one course must be taken annually.

**OR**

Bachelor's Degree with a minor in library science **and** advanced public library administration course.

### Grade II

*Required in municipalities with populations between 3,000 and 5,999*

Bachelor's Degree and twelve (12) semester credits in:

- Basic public library administration
- Advanced public library administration
- Organization and management of collections
- Public and community services

Basic public library certification must be completed in the first year; thereafter, at least one course must be taken annually.

**OR**

Bachelor's Degree with a minor in library science **and** advanced public library administration course.

## **Grade I**

*Required in municipalities with populations of 6,000 or more*

Master's Degree in librarianship from a graduate library program accredited by the American Library Association.

## **Continuing Education Requirements**

One hundred (100) hours of professional continuing education, at least ten (10) hours of which must be technology-related, are required every five (5) years for recertification (*regardless of grade level*).

Temporary and provisional certifications may be granted in certain situations. For more information, see the *DPI Certification Manual for Wisconsin Public Library Directors*.

# Appendix A

## Quantitative Standards by Service Population

65,763

### Based on 2016 public library annual report data

\*To calculate Service Population, see Appendix C

Hours Open  $3344 / 52 = 64.3$  hrs

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 25            | 30             | 37             | 40             | 46             | 50             | 53              | 58               | 60               | 63               | 66               | 67               |
| Tier 2 | 29            | 35             | 40             | 45             | 50             | 54             | 58              | 60               | 63               | 65               | 67               | 69               |
| Tier 3 | 36            | 42             | 47             | 52             | 56             | 58             | 62              | 65               | 67               | 69               | 70               | 71               |

Volumes Held per Capita (Print)  $223,259 / 65,763 = 3.4$

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 8.0           | 6.6            | 5.5            | 5.0            | 4.0            | 3.5            | 3.2             | 2.7              | 2.5              | 2.4              | 2.2              | 2.0              |
| Tier 2 | 10.7          | 9.0            | 7.4            | 6.2            | 5.1            | 4.2            | 3.6             | 3.2              | 2.8              | 2.6              | 2.4              | 2.2              |
| Tier 3 | 15.0          | 12.3           | 10.5           | 8.8            | 7.2            | 6.0            | 5.0             | 4.2              | 3.7              | 3.2              | 2.8              | 2.7              |

FTE Staff per 1,000 Service Population  $(38 \text{ FTE} \times 1000) / 65,763 = .58$

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 1.0           | 0.8            | 0.6            | 0.6            | 0.5            | 0.6            | 0.5             | 0.5              | 0.5              | 0.4              | 0.4              | 0.4              |
| Tier 2 | 1.3           | 1.0            | 0.8            | 0.7            | 0.6            | 0.6            | 0.5             | 0.5              | 0.5              | 0.5              | 0.5              | 0.5              |
| Tier 3 | 1.9           | 1.6            | 1.3            | 1.1            | 1.0            | 0.8            | 0.8             | 0.7              | 0.7              | 0.6              | 0.6              | 0.6              |

Materials Expenditures per Capita  $\$418,074 / 65,763 = \$6.36$

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | \$6.56        | \$5.50         | \$4.75         | \$4.25         | \$4.00         | \$3.80         | \$3.75          | \$3.68           | \$3.56           | \$3.32           | \$3.28           | \$3.18           |
| Tier 2 | \$9.50        | \$7.62         | \$6.43         | \$5.84         | \$5.50         | \$5.12         | \$4.88          | \$4.85           | \$4.76           | \$4.52           | \$4.25           | \$3.72           |
| Tier 3 | \$15.00       | \$12.00        | \$10.00        | \$8.68         | \$7.76         | \$7.37         | \$7.00          | \$6.78           | \$6.41           | \$6.00           | \$5.41           | \$4.63           |

**Collection Size (Print, Audio and Video) per Capita**  $260,534 / 65,763 = 4.0$

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 11.8          | 8.5            | 6.7            | 5.6            | 4.4            | 3.9            | 3.8             | 4.0              | 3.8              | 3.3              | 3.1              | 2.3              |
| Tier 2 | 18.4          | 13.0           | 9.3            | 6.8            | 5.8            | 4.7            | 4.4             | 4.3              | 4.3              | 3.7              | 3.4              | 2.8              |
| Tier 3 | 20.5          | 15.6           | 12.1           | 9.9            | 8.3            | 7.3            | 6.2             | 5.9              | 5.2              | 4.3              | 3.7              | 3.2              |

**Periodical Subscriptions Held per 1,000 Population (Print)**  $(385 \times 1000) / 65,763 = 5.9$

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 15.8          | 14.6           | 13.5           | 12.1           | 10.9           | 9.3            | 8.0             | 6.8              | 5.7              | 4.6              | 3.8              | 3.5              |
| Tier 2 | 29.6          | 24.0           | 20.0           | 16.2           | 13.2           | 10.9           | 9.2             | 7.8              | 6.7              | 5.7              | 4.7              | 3.7              |
| Tier 3 | 43.9          | 36.4           | 28.2           | 23.3           | 18.6           | 15.3           | 12.3            | 10.1             | 8.9              | 7.2              | 5.7              | 4.5              |

**Audio Recordings Held per Capita**  $14,557 / 65,763 = .22$

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 0.44          | 0.32           | 0.30           | 0.27           | 0.23           | 0.22           | 0.21            | 0.20             | 0.20             | 0.19             | 0.17             | 0.15             |
| Tier 2 | 0.78          | 0.52           | 0.50           | 0.41           | 0.37           | 0.35           | 0.32            | 0.30             | 0.29             | 0.28             | 0.27             | 0.23             |
| Tier 3 | 0.92          | 0.83           | 0.68           | 0.59           | 0.52           | 0.50           | 0.47            | 0.41             | 0.35             | 0.31             | 0.28             | 0.25             |

**Video Recordings Held per Capita**  $22,718 / 65,763 = .35$

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 1.28          | 0.93           | 0.77           | 0.64           | 0.52           | 0.48           | 0.40            | 0.31             | 0.28             | 0.23             | 0.21             | 0.17             |
| Tier 2 | 2.39          | 1.33           | 0.93           | 0.71           | 0.58           | 0.50           | 0.42            | 0.36             | 0.34             | 0.33             | 0.31             | 0.26             |
| Tier 3 | 2.93          | 2.15           | 1.58           | 1.19           | 0.89           | 0.74           | 0.63            | 0.61             | 0.52             | 0.42             | 0.36             | 0.34             |

**Public Use Internet Computers per 1,000 Population**  $(72 \times 1000) / 65,763 = 1.09$

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 6.61          | 3.20           | 2.30           | 1.56           | 1.34           | 1.13           | 0.93            | 0.88             | 0.78             | 0.77             | 0.75             | 0.73             |
| Tier 2 | 8.36          | 4.56           | 2.92           | 2.07           | 1.64           | 1.42           | 1.25            | 1.10             | 1.02             | 0.97             | 0.78             | 0.74             |
| Tier 3 | 10.80         | 5.68           | 3.82           | 2.92           | 2.37           | 2.00           | 1.68            | 1.54             | 1.39             | 1.24             | 1.02             | 0.84             |

# Appendix B

## Quantitative Standards by Municipal Population

48,846

Based on 2016 public library annual report data

Hours Open  $3344 / 52 = 64.3$

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 28            | 40             | 46             | 50             | 53             | 56             | 59              | 61               | 63               | 64               | 65               | 66               |
| Tier 2 | 31            | 43             | 48             | 52             | 55             | 59             | 61              | 63               | 64               | 66               | 67               | 68               |
| Tier 3 | 44            | 50             | 54             | 58             | 60             | 63             | 65              | 67               | 68               | 69               | 70               | 71               |

Volumes Held per Capita (Print)  $223,259 / 48,846 = 4.6$

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 14.8          | 11.4           | 9.2            | 7.7            | 6.8            | 5.9            | 5.0             | 4.5              | 3.9              | 3.2              | 3.0              | 2.2              |
| Tier 2 | 18.4          | 14.1           | 11.2           | 9.5            | 8.0            | 6.9            | 6.1             | 5.3              | 4.5              | 3.4              | 3.2              | 2.4              |
| Tier 3 | 27.4          | 20.3           | 16.1           | 13.1           | 10.7           | 8.9            | 7.5             | 6.0              | 4.9              | 4.2              | 3.6              | 3.0              |

FTE Staff per 1,000 Service Population  $(38 \text{ FTE} \times 1000) / 48,846 = .78$

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 1.5           | 1.4            | 1.2            | 1.1            | 0.9            | 0.8            | 0.8             | 0.7              | 0.6              | 0.6              | 0.5              | 0.4              |
| Tier 2 | 1.8           | 1.7            | 1.5            | 1.3            | 1.2            | 1.1            | 0.9             | 0.8              | 0.8              | 0.7              | 0.6              | 0.5              |
| Tier 3 | 2.8           | 2.4            | 2.2            | 1.8            | 1.6            | 1.4            | 1.2             | 1.1              | 0.9              | 0.8              | 0.7              | 0.6              |

Materials Expenditures per Capita  $\$418,074 / 48,846 = \$8.56$

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | \$11.58       | \$10.31        | \$9.17         | \$8.62         | \$7.91         | \$7.37         | \$6.29          | \$5.92           | \$5.37           | \$4.71           | \$4.06           | \$3.12           |
| Tier 2 | \$16.34       | \$14.26        | \$12.32        | \$11.47        | \$9.81         | \$9.07         | \$7.71          | \$7.34           | \$6.42           | \$5.98           | \$4.96           | \$3.31           |
| Tier 3 | \$24.80       | \$21.32        | \$17.41        | \$14.34        | \$13.32        | \$11.47        | \$10.75         | \$9.17           | \$8.57           | \$7.95           | \$6.12           | \$3.83           |

$$260,534 / 48,846 = 5.3$$

**Collection Size (Print, Audio and Video) per Capita**

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 15.3          | 13.2           | 11.1           | 9.2            | 8.2            | 7.0            | 6.3             | 5.4              | 4.7              | 3.7              | 3.2              | 2.7              |
| Tier 2 | 18.8          | 16.1           | 13.6           | 11.1           | 10.0           | 8.7            | 7.6             | 6.3              | 5.5              | 4.2              | 3.7              | 3.0              |
| Tier 3 | 26.3          | 22.1           | 17.4           | 15.0           | 12.6           | 10.8           | 9.1             | 7.2              | 6.6              | 5.0              | 4.6              | 3.6              |

**Periodical Subscriptions Held per 1,000 Population (Print)**  $(385 \times 1000) / 48,846 = 7.9$

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 37.6          | 27.4           | 22.7           | 18.7           | 14.9           | 12.2           | 10.7            | 8.7              | 6.8              | 5.1              | 4.9              | 3.4              |
| Tier 2 | 61.8          | 43.5           | 34.9           | 27.0           | 21.8           | 17.2           | 12.9            | 10.0             | 7.9              | 6.3              | 5.5              | 3.7              |
| Tier 3 | 81.1          | 57.2           | 45.2           | 36.0           | 28.1           | 23.8           | 17.8            | 12.5             | 10.2             | 7.1              | 5.6              | 4.9              |

**Audio Recordings Held per Capita**  $14,557 / 48,846 = .30$

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 0.77          | 0.68           | 0.63           | 0.56           | 0.47           | 0.43           | 0.37            | 0.34             | 0.31             | 0.29             | 0.22             | 0.18             |
| Tier 2 | 1.00          | 0.87           | 0.82           | 0.71           | 0.59           | 0.50           | 0.47            | 0.42             | 0.39             | 0.35             | 0.32             | 0.21             |
| Tier 3 | 1.61          | 1.37           | 1.18           | 1.09           | 0.92           | 0.81           | 0.69            | 0.62             | 0.54             | 0.48             | 0.42             | 0.27             |

**Video Recordings Held per Capita**  $22,718 / 48,846 = .47$

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 2.14          | 1.49           | 1.18           | 1.03           | 0.67           | 0.63           | 0.58            | 0.52             | 0.36             | 0.29             | 0.25             | 0.16             |
| Tier 2 | 2.93          | 2.14           | 1.69           | 1.20           | 1.03           | 0.95           | 0.96            | 0.59             | 0.43             | 0.39             | 0.29             | 0.19             |
| Tier 3 | 5.16          | 4.00           | 3.55           | 2.72           | 2.19           | 1.79           | 1.38            | 0.95             | 0.82             | 0.43             | 0.39             | 0.31             |

**Public Use Internet Computers per 1,000 Population**  $(72 \times 1000) / 48,846 = 1.47$

|        | 999 and under | 1,000 to 1,999 | 2,000 to 2,999 | 3,000 to 4,999 | 5,000 to 6,499 | 6,500 to 8,999 | 9,000 to 12,999 | 13,000 to 18,999 | 19,000 to 34,999 | 35,000 to 69,999 | 70,000 to 99,999 | 100,000 and over |
|--------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| Tier 1 | 6.17          | 4.78           | 3.42           | 3.02           | 2.28           | 1.89           | 1.52            | 1.11             | 0.94             | 0.86             | 0.81             | 0.75             |
| Tier 2 | 8.92          | 6.04           | 5.11           | 3.78           | 3.10           | 2.34           | 1.88            | 1.52             | 1.29             | 1.19             | 0.91             | 0.86             |
| Tier 3 | 13.28         | 9.42           | 7.43           | 5.61           | 4.32           | 3.52           | 3.01            | 2.27             | 1.89             | 1.68             | 1.35             | 0.92             |

## 2019 Network Upgrade Proposal

### Justification

June 24, 2019

#### Overview:

The network equipment at our 31 member libraries varies widely across the system and most hardware has reached or surpassed the recommended replacement cycle of six years. The hardware we are focusing on are routers, switches, and wireless access points. Best practices for a system like ours is to standardize hardware across all libraries allowing MLS IT staff the ability to specialize in hardware support while also keeping replacement hardware on-hand at the system office for IT staff to replace at member libraries experiencing hardware failure.

To aid in standardization, the Monarch Library System board has approved the purchase of three pieces of network equipment to enhance each member library. MLS reserve funds will support the purchase of one router, one switch, and one access point per library. Additional hardware is available for interested libraries, at their own expense. MLS will bill each library for the annual required vendor maintenance as well as a modest annual replacement contingency fund that will build each year in anticipation of eventual hardware replacement (best practices is a six year replacement cycle).

#### Advantages of this proposal include:

- Ability to secure favorable pricing in bulk order
- Minimizes response time during network failure (IT expertise in hardware and software support) with standardized equipment
- Minimizes down time with replacement devices on hand
- MLS upgrades all library equipment at one time – we will know the age of our network equipment
- Better planning for future replacement
- Aligns with other library system IT service operations

Ultimately it is up to each library to accept this hardware grant from the system. No library will be forced to participate. However, library boards need to understand that the offer to pay for this equipment is a one-time offer, and support for non-replaced hardware may be impacted. Additionally, cost for hardware replacement will undoubtedly be higher if purchased outside of the bulk pricing order.

Questions can be directed to Robert Nitsch, IT Specialist, 920-208-4900 x311 or Jennifer Chamberlain, Interim Director, 920-203-4900 x312.

25551150--53801-25170



# QUOTE CONFIRMATION

DEAR CHASE DEVROU,

Thank you for considering CDW•G for your computing needs. The details of your quote are below. [Click here](#) to convert your quote to an order.

Thanks.



**ACCOUNT MANAGER NOTES:** Adam Flynn  
Executive Account Manager  
866-723-3621  
adamfly@cdwg.com

| QUOTE # | QUOTE DATE | QUOTE REFERENCE      | CUSTOMER # | GRAND TOTAL |
|---------|------------|----------------------|------------|-------------|
| KKSG034 | 2/11/2019  | AEROHIVE 2020 BUDGET | 4669212    | \$15,755.00 |

| QUOTE DETAILS  |     |         |            |             |
|--|-----|---------|------------|-------------|
| ITEM   | QTY | CDW#    | UNIT PRICE | EXT. PRICE  |
| <b>Aerohive AP250 - wireless access point</b><br>Mfg. Part#: AH-AP-250-AC-FCC<br>UNSPSC: 43223108<br>Contract: Sourcewell Formerly NJPA 100614#CDW Tech Catalog (100614#CDW)   | 23  | 4040471 | \$450.00   | \$10,350.00 |
| <b>Aerohive HiveManager NG Cloud Service - subscription license (5 years) + 5</b><br>Mfg. Part#: AH-NGCS-SL-5Y<br>UNSPSC: 43233204<br>Electronic distribution - NO MEDIA<br>Contract: Sourcewell Formerly NJPA 100614#CDW Software only (100614#CDW) | 23  | 4633500 | \$235.00   | \$5,405.00  |

| PURCHASER BILLING INFO  |  | SUBTOTAL  | \$15,755.00 |
|---|--|---|-------------|
| <b>Billing Address:</b><br>CHASE DEVROU<br>MEAD PUBLIC LIBRARY<br>710 N 8TH ST<br>SHEBOYGAN, WI 53081-4505<br>Phone: (920) 459-3400<br>Payment Terms: Master Card         |  | SHIPPING  | \$0.00      |
|   |  | SALES TAX   | \$0.00      |
|   |  | GRAND TOTAL   | \$15,755.00 |
|   |  | <b>Please remit payments to:</b><br>CDW Government<br>75 Remittance Drive<br>Suite 1515<br>Chicago, IL 60675-1515 |             |
| DELIVER TO  |  |   |             |
| <b>Shipping Address:</b><br>MEAD PUBLIC LIBRARY<br>CHASE DEVROU<br>710 N 8TH ST<br>SHEBOYGAN, WI 53081-4505<br>Phone: (920) 459-3400<br>Shipping Method: DROP SHIP-GROUND |  |   |             |

Need Assistance? CDW•G SALES CONTACT INFORMATION

|  |            |  |                |  |                  |
|--|------------|--|----------------|--|------------------|
|  | Adam Flynn |  | (866) 723-3621 |  | adamfly@cdwg.com |
|--|------------|--|----------------|--|------------------|

# QUOTE CONFIRMATION



DEAR CHASE DEVROU,

Thank you for considering CDW•G for your computing needs. The details of your quote are below. [Click here](#) to convert your quote to an order.

Thanks.



**ACCOUNT MANAGER NOTES:**

Adam Flynn  
 Executive Account Manager  
 866-723-3621  
 adamfly@cdwg.com

| QUOTE # | QUOTE DATE | QUOTE REFERENCE      | CUSTOMER # | GRAND TOTAL |
|---------|------------|----------------------|------------|-------------|
| KKSG034 | 2/11/2019  | AEROHIVE 2020 BUDGET | 4669212    | \$15,755.00 |

| QUOTE DETAILS  |     |         |            |             |
|--|-----|---------|------------|-------------|
| ITEM   | QTY | CDW#    | UNIT PRICE | EXT. PRICE  |
| <b>Aerohive AP250 - wireless access point</b><br>Mfg. Part#: AH-AP-250-AC-FCC<br>UNSPSC: 43223108<br>Contract: Sourcewell Formerly NJPA 100614#CDW Tech Catalog (100614#CDW)   | 23  | 4040471 | \$450.00   | \$10,350.00 |
| <b>Aerohive HiveManager NG Cloud Service - subscription license (5 years) + 5</b><br>Mfg. Part#: AH-NGCS-SL-5Y<br>UNSPSC: 43233204<br>Electronic distribution - NO MEDIA<br>Contract: Sourcewell Formerly NJPA 100614#CDW Software only (100614#CDW) | 23  | 4633500 | \$235.00   | \$5,405.00  |

| PURCHASER BILLING INFO   |  | SUBTOTAL  |                    |
|--|--|---|--------------------|
| <b>Billing Address:</b><br>CHASE DEVROU<br>MEAD PUBLIC LIBRARY<br>710 N 8TH ST<br>SHEBOYGAN, WI 53081-4505<br>Phone: (920) 459-3400<br><b>Payment Terms:</b> Master Card         |  |   | \$15,755.00        |
|  |  | <b>SHIPPING</b>   | \$0.00             |
|  |  | <b>SALES TAX</b>  | \$0.00             |
|  |  | <b>GRAND TOTAL</b>  | <b>\$15,755.00</b> |
| DELIVER TO   |  | Please remit payments to:   |                    |
| <b>Shipping Address:</b><br>MEAD PUBLIC LIBRARY<br>CHASE DEVROU<br>710 N 8TH ST<br>SHEBOYGAN, WI 53081-4505<br>Phone: (920) 459-3400<br><b>Shipping Method:</b> DROP SHIP-GROUND |  | CDW Government<br>75 Remittance Drive<br>Suite 1515<br>Chicago, IL 60675-1515 |                    |

Need Assistance? CDW•G SALES CONTACT INFORMATION



Adam Flynn

(866) 723-3621

adamfly@cdwg.com

This quote is subject to CDW's Terms and Conditions of Sales and Service Projects at <http://www.cdw.com/content/terms-conditions/product-sales.aspx>  
For more information, contact a CDW account manager

© 2019 CDW•G LLC, 200 N. Milwaukee Avenue, Vernon Hills, IL 60061 | 800.808.4239

## DeAmico, Debbie

---

**From:** Erickson, Garrett  
**Sent:** Monday, April 29, 2019 9:54 AM  
**To:** Devrou, Chase; DeAmico, Debbie  
**Subject:** FW: Proposal to the Monarch Finance Committee  
**Attachments:** 2019 Network Proposal.pdf

FYI

---

**From:** Robert Nitsch [mailto:rnitsch@monarchlibraries.org]  
**Sent:** Monday, April 29, 2019 9:48 AM  
**To:** \*MLS Directors <mlsdirectors@monarchlibraries.org>  
**Subject:** Proposal to the Monarch Finance Committee

I brought a network proposal to the Monarch Finance Committee in order to get consistent network hardware into each of Monarch's libraries. The benefits to most of the libraries is having the updated technology and better communication speeds. This will also assist in the administration of the Monarch network and updating of this equipment.

The Finance Committee for Monarch Library System has tentatively approved the 2019 Network Proposal I have made to them. The network proposal was that Monarch Library System would purchase one router, one switch, and one access point for each library in the system. Along with this, each library would have to agree to put money aside into a network replacement fund. Currently the proposed yearly contribution is \$370/year for 6 yrs. The network replacement fund contributions would begin in 2020.

If a library chooses not to participate in the replacement fund, the system will not make this initial purchase of 1 switch, 1 router, and 1 access point for that library. The initial purchase of the equipment comes with the stipulation that each library participating will contribute to the fund for their next generation of equipment.

If a library is not interested, let's say, in the access point because they just purchased an equivalent or better access point, then that purchase would not be made for that library. This would bring down the cost to the system for this initial purchase. If the library wants to participate in the initial purchase of a switch and a router, they will still be required to participate in the network replacement fund.

If a library requires more than the one device Monarch is offering, than it is up to the library to purchase any additional devices. For example, if a library needs 3 access points, they will need to pay for 2 of the access points. Monarch will modify the yearly network replacement fund contributions, per the libraries request, so they have the funds to replace any additional devices the library purchases.

There are also 11 libraries that have been awarded a TEACH Infrastructure Grant. Each of these grants had listed on them at least two of the devices Monarch is looking at purchasing. This will help fulfill the grant and lower the cost to System's purchase.

If you have any questions, please let me know. We can discuss this at the Directors Meeting on May 9<sup>th</sup>. I would like to have a motion to approve this proposal during this meeting. I also would like to discuss this with the Governess Committee about possibly adding this into the 2020 Monarch Library System Membership Agreement.

*Robert Nitsch*

## 2019 NETWORK PROPOSAL

|                            | Router              | Switch              | Access Point        | Grant Value          | 3-Devices           | Network Contingency | Yearly Maintenance |
|----------------------------|---------------------|---------------------|---------------------|----------------------|---------------------|---------------------|--------------------|
| <b>TOTALS</b>              | <b>\$ 23,779.17</b> | <b>\$ 25,263.45</b> | <b>\$ 14,430.42</b> | <b>\$ (6,096.00)</b> | <b>\$ 57,377.04</b> | <b>\$ 10,501.25</b> |                    |
| SL                         | \$ 767.07           | \$ 814.95           | \$ 534.46           |                      | \$ 2,116.48         | \$ 370.38           | Checking on        |
| PL                         | \$ 767.07           | \$ 814.95           | \$ 534.46           |                      | \$ 2,116.48         | \$ 370.38           | Checking on        |
| CB                         | \$ 767.07           | \$ 814.95           | \$ 534.46           |                      | \$ 2,116.48         | \$ 370.38           | Checking on        |
| RE                         | \$ 767.07           | \$ 814.95           | \$ 534.46           | \$ (350.40)          | \$ 1,766.08         | \$ 370.38           | Checking on        |
| LM                         | \$ 767.07           | \$ 814.95           | \$ 534.46           | \$ (467.20)          | \$ 1,649.28         | \$ 370.38           | Checking on        |
| FL                         | \$ 767.07           | \$ 814.95           | \$ 534.46           | \$ (388.50)          | \$ 1,727.98         | \$ 370.38           | Checking on        |
| RA                         | \$ 767.07           | \$ 814.95           | \$ 534.46           | \$ (1,027.60)        | \$ 1,088.88         | \$ 370.38           | Checking on        |
| CG                         | \$ 767.07           | \$ 814.95           |                     | \$ (632.50)          | \$ 949.52           | \$ 276.85           | Checking on        |
| BR                         | \$ 767.07           | \$ 814.95           | \$ 534.46           | \$ (620.80)          | \$ 1,495.68         | \$ 370.38           | Checking on        |
| TH                         | \$ 767.07           | \$ 814.95           |                     | \$ (467.20)          | \$ 1,114.82         | \$ 276.85           | Checking on        |
| IR                         | \$ 767.07           | \$ 814.95           | \$ 534.46           | \$ (388.50)          | \$ 1,727.98         | \$ 370.38           | Checking on        |
| HU                         | \$ 767.07           | \$ 814.95           | \$ 534.46           | \$ (934.40)          | \$ 1,182.08         | \$ 370.38           | Checking on        |
| LW                         | \$ 767.07           | \$ 814.95           | \$ 534.46           | \$ (262.50)          | \$ 1,853.98         | \$ 370.38           | Checking on        |
| EL                         | \$ 767.07           | \$ 814.95           |                     | \$ (556.40)          | \$ 1,025.62         | \$ 276.85           | Checking on        |
| ME                         | \$ 767.07           | \$ 814.95           | \$ 534.46           |                      | \$ 2,116.48         | \$ 370.38           | Checking on        |
| OO                         | \$ 767.07           | \$ 814.95           | \$ 534.46           |                      | \$ 2,116.48         | \$ 370.38           | Checking on        |
| PT                         | \$ 767.07           | \$ 814.95           | \$ 534.46           |                      | \$ 2,116.48         | \$ 370.38           | Checking on        |
| SF                         | \$ 767.07           | \$ 814.95           |                     |                      | \$ 1,582.02         | \$ 276.85           | Checking on        |
| SH                         | \$ 767.07           | \$ 814.95           | \$ 534.46           |                      | \$ 2,116.48         | \$ 370.38           | Checking on        |
| SK                         | \$ 767.07           | \$ 814.95           | \$ 534.46           |                      | \$ 2,116.48         | \$ 370.38           | Checking on        |
| KH                         | \$ 767.07           | \$ 814.95           | \$ 534.46           |                      | \$ 2,116.48         | \$ 370.38           | Checking on        |
| GR                         | \$ 767.07           | \$ 814.95           | \$ 534.46           |                      | \$ 2,116.48         | \$ 370.38           | Checking on        |
| GT                         | \$ 767.07           | \$ 814.95           | \$ 534.46           |                      | \$ 2,116.48         | \$ 370.38           | Checking on        |
| HF                         | \$ 767.07           | \$ 814.95           |                     |                      | \$ 1,582.02         | \$ 276.85           | Checking on        |
| HC                         | \$ 767.07           | \$ 814.95           | \$ 534.46           |                      | \$ 2,116.48         | \$ 370.38           | Checking on        |
| KE                         | \$ 767.07           | \$ 814.95           | \$ 534.46           |                      | \$ 2,116.48         | \$ 370.38           | Checking on        |
| MA                         | \$ 767.07           | \$ 814.95           | \$ 534.46           |                      | \$ 2,116.48         | \$ 370.38           | Checking on        |
| WA                         | \$ 767.07           | \$ 814.95           | \$ 534.46           |                      | \$ 2,116.48         | \$ 370.38           | Checking on        |
| WB                         | \$ 767.07           |                     | \$ 534.46           |                      | \$ 1,301.53         | \$ 227.77           | Checking on        |
| JU                         | \$ 767.07           | \$ 814.95           | \$ 534.46           |                      | \$ 2,116.48         | \$ 370.38           | Checking on        |
| MO                         | \$ 767.07           | \$ 1,629.90         | \$ 1,068.92         |                      | \$ 3,465.89         |                     | Checking on        |
| <b>Management Software</b> |                     |                     |                     |                      |                     |                     |                    |

# Patron Privacy Policy

Mead Public Library is committed to user confidentiality. The confidentiality of library records is a core part of the [Code of Ethics](#) of the American Library Association.

## Personally identifiable information (PII) and Library Usage

Mead Public Library circulation and other records which indicate the identity of library users, especially as they connect library users with material or services used, are confidential. This confidentiality extends to information sought or received, including library materials consulted or borrowed, database search records, reference interviews, circulation records, registration records and all other personally identifiable uses of library materials, facilities or services. The following PII is required to open and maintain a library user account: full name, address, date of birth, phone number OR email address.

Such information may not be accessed or disclosed, except to:

- Staff members acting within the scope of their duties in the administration of the library or library system.
- An agency or individual or any local, state or federal government, pursuant to a process, subpoena or court order authorized pursuant to a federal, state, or local law relating to civil, criminal, administrative or legislative investigative power. Library staff will seek legal counsel from the City Attorney's Office in the event of such request for release of library records, and will respond to the request according to advice of counsel.
- Persons authorized by the individual to inspect the individual's record.
- A custodial parent or guardian who requests library records relating to the use of the library documents or other materials, resources, or services of a child under the age of 16.

The Library occasionally conducts promotional campaigns to inform the community of our services. The Library uses patron email or postal addresses for the mailing lists, which are voluntary and opt-in only.

The Library does not sell, lease, or otherwise distribute or disclose patron name, email address, postal address, telephone number, or other PII to outside parties.

## Video Surveillance in the Library:

- Only authorized library personnel shall actively review video recordings made for security purposes and then only when it is reasonable for them to assume that personal, collection or building security has been adversely affected by actions that are likely to have been recorded.
- The Library shall retain such items in the manner set forth in WI Department of Public Instruction's "Records Retention Schedule for Wisconsin Public Libraries and Public Library Systems."
- Security cameras used for video recording or live monitoring shall be installed in such a manner that their presence is readily evident to Library personnel and the general public.

## Release of Information

- It is Library policy not to yield any information about individual library use to any agency of government, whether local, state or federal without a valid order from a court of competent

jurisdiction, including court orders brought by agents of the Federal Bureau of Investigation (FBI) in the form of search warrants issued under the Foreign Intelligence Surveillance Act (FISA). It is illegal to disclose to any other person (other than those persons necessary to produce the tangible things sought in the warrant) that the FBI has sought or obtained records or other items under the FISA.

- Pursuant to the Wisconsin Personal Information Practices Act (Sections 19.62 to 19.80) it is the responsibility of all Library employees to safeguard from public view records that contain personal information, including segregation of such materials for shredding or redaction prior to their leaving the custody of the Library.

*See below: Wisconsin Statute 43.30, Public Library Records, and statement from the American Library Association on release of records.*

### [Wisconsin Statute 43.30. Public library records.](#)

(1) Records of any library which is in whole or in part supported by public funds, including the records of a public library system, indicating the identity of any individual who borrows or uses the library's documents or other materials, resources or services may not be disclosed except by court order or to persons acting within the scope of their duties in the administration of the library or library system, to persons authorized by the individual to inspect such records or to libraries as authorized under subs. (2) and (3).

(2) A library supported in whole or in part by public funds may disclose an individual's identity to another library for the purpose of borrowing materials for the individual only if the library to which the individual's identity is being disclosed meets at least one of the following requirements:

(a) The library is supported in whole or in part by public funds.

(b) The library has a written policy prohibiting the disclosure of the identity of the individual except as authorized under sub. (3).

(c) The library agrees not to disclose the identity of the individual except as authorized under sub. (3).

(3) A library to which an individual's identity is disclosed under sub. (2) and that is not supported in whole or in part by public funds may disclose that individual's identity to another library for the purpose of borrowing materials for that individual only if the library to which the identity is being disclosed meets at least one of the requirements specified under sub (2) (a) to (c).

History: 1981 c. 335; 1991 a. 269.

### [From the American Library Association:](#)

"Confidential library records should not be released or made available in any format to a federal agent, law enforcement officer, or other person unless a court order in proper form has been entered by a court of competent jurisdiction after a showing of good cause by the law enforcement agency or person seeking the records."

|  |  |
|--|--|
| <p>Title: <b>Privacy of Library Service</b><br/> Chapter: <b>Services</b><br/> Approved By: <b>Library Board of Trustees</b></p> | <p>Document Type: <b>Policy</b><br/> Document Number: <b>10.08</b><br/> Original Effective Date:<br/> Date of Last Revision:</p> |
|--|--|

## **Privacy of Library Service**

1. It is the policy of the Library Board to protect, as far as possible, the privacy of any person who uses the Library and not to make any inquiry into the purposes for which a person requests information or books. Records which may be required in controlling the use of books and other materials or services either on or off the premises of the Library are for the sole purpose of protecting public property, and such records are not to be used directly or indirectly to identify the kinds of materials used by an individual library customer, except insofar as the Library may be helpful to such person. The Library shall not answer to a third party about what a customer of the Library is reading or calling for from the Library's collections except as provided by Section XVIII. B. Such information is considered to be privileged.
  - a. Video recordings and related images made by the Library in relation to personal, collection and building security shall be stored and reviewed by authorized Library personnel in an area secured from public access.
    - i. The Library shall retain such items in the manner set forth in "Records Retention Schedule for Wisconsin Public Libraries and Public Library Systems".
    - ii. Only administrative, managerial and building services personnel shall actively review video recordings made for security purposes and then only when it is reasonable for them to assume that personal, collection or building security has been adversely affected by actions that are likely to have been recorded. As appropriate, other library staff members, witnesses or authorized Library security contractors may be asked to participate in such review.
    - iii. Notwithstanding Section XVIII. A. 1. b., Library personnel or the Library's authorized service representatives may operate video recording systems or view related images for purposes of video camera or video system installation, preventive maintenance and repair.
  - b. Display of live video images designed to support personal, collection or building security may occur in public service areas of the Library.
  - c. Security cameras used for video recording or live monitoring shall be installed in such a manner that their presence is readily evident to Library personnel and the general public. The Library may use protective camera domes or other such equipment.
  
2. The administration of Library records is subject to Wisconsin Revised Statutes 43.30 "Public library records" which is included herein by reference.

- a. This law requires the Library to release information regarding use of the Library by a minor aged 15 years or less to that child's custodial parent or legal guardian upon request of the custodial parent or legal guardian. The Library may require the requesting party to certify that legal standing through completion and submission of a form designed for the purpose. Any costs incurred by the Library in any search through records under a court order shall be chargeable to the agency demanding such search.
  - b. This law requires the Library to disclose to requesting law enforcement officers' records produced by a surveillance device under the control of the library that are pertinent to criminal conduct alleged to have occurred at the Library.
  - c. This law allows the Library to disclose to law enforcement officers whose assistance it has requested records produced by a surveillance device when the Director determines that such records under the Library's control may assist the officer(s) to render the requested assistance.
3. Except as set forth in Section XVIII. B., it is Library Board policy not to yield any information about individual library use to any agency of government, whether local, state or federal without a valid order from a court of competent jurisdiction, including court orders brought by agents of the Federal Bureau of Investigation (FBI) in the form of search warrants issued under the Foreign Intelligence Surveillance Act (FISA). It is illegal to disclose to any other person (other than those persons necessary to produce the tangible things sought in the warrant) that the FBI has sought or obtained records or other items under the FISA.
4. In response to a report from a law enforcement officer(s) that human life or safety is at risk, library records may be released to law enforcement or judicial officials without a court order.
5. Pursuant to the Wisconsin Personal Information Practices Act (Sections 19.62 to 19.80) it is the responsibility of all Library employees to safeguard from public view records that contain personal information, including segregation of such materials for shredding or redaction prior to their leaving the custody of the Library. The types of information that employees must safeguard from public view and must keep confidential include a library users name, physical image, library card number, social security number, telephone number, street address, post-office box number or 9-digit extended zip code.

## Erickson, Garrett

---

**Subject:** FW: Social stats through june

---

**From:** Lintereur, Joshua  
**Sent:** Monday, July 01, 2019 9:23 AM  
**To:** Erickson, Garrett <garrett.erickson@meadpl.org>  
**Subject:** Social stats through june

|          | <u>Facebook</u> | <u>Instagram</u> | <u>E-<br/>Newsletter</u> | <u>Twitter</u> |
|----------|-----------------|------------------|--------------------------|----------------|
| December | 3738            | 459              | 2810                     | 735            |
| January  | 3780            | 475              | 2911                     | 741            |
| February | 3815            | 495              | 2918                     | 743            |
| March    | 3862            | 525              | 2973                     | 744            |
| April    | 3906            | 559              | 3033                     | 750            |
| May      | 3931            | 594              | 3077                     | 747            |
| June     | 3966            | 613              | 3125                     | 755            |

Josh Lintereur  
Communications Specialist  
Mead Public Library  
Sheboygan, WI 53081  
920-459-3400, ext. 2043  
[www.meadpl.org](http://www.meadpl.org)

**Facebook:** @meadpl  
**Instagram:** meadpubliclibrary  
**Twitter:** @meadlibrary



# Mead Public Library

Survey Results and Community Implications

## REPORT INFORMATION

Topic: Education/Lifelong Learning

Programs: See full list on page 2

Date Range: 06/01/2019 to 06/30/2019

## MEAD PUBLIC LIBRARY SURVEY WORK

Mead Public Library staff distributed surveys to program participants to collect data and insights about how their education and lifelong learning services and programs are supporting community needs. Mead Public Library surveyed patrons using the Project Outcome Education and Lifelong Learning Survey, which measures the impact of services designed to impart new knowledge and skills, improve academic performance, and engage in a variety of leisure learning activities. A total of **30** survey responses were collected.

### Results

A total of **30** survey responses were collected. Of the percentage of patrons surveyed who either **agreed or strongly agreed** that they benefited from the service or program:



**97%** learned something that was helpful



**85%** intend to apply what they learned

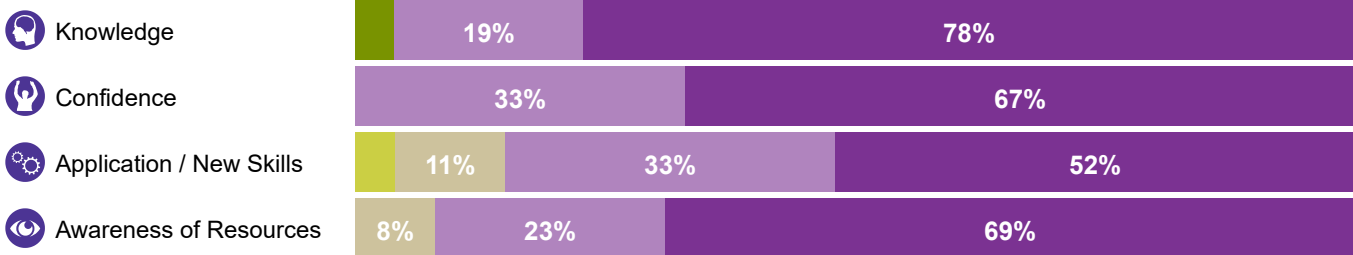


**100%** felt more confident about what they learned



**92%** were more aware of resources and services provided by the library

The full results of the survey(s) are shown below. (Note that due to rounding, percentages may not add up to 100%)



SCORING: ■ Strongly Disagree ■ Disagree ■ Neither ■ Agree ■ Strongly Agree



### Selected Criteria Average



### Education/Lifelong Learning Topic Averages

|                          | Library | Library | State/Province | National |
|--------------------------|---------|---------|----------------|----------|
| Knowledge                | 4.7     | 4.6     | 4.6            | 4.6      |
| Confidence               | 4.7     | 4.5     | 4.5            | 4.5      |
| Application / New Skills | 4.3     | 4.5     | 4.4            | 4.5      |
| Awareness of Resources   | 4.6     | 4.4     | 4.4            | 4.4      |

AVERAGES: Ranges from 1.0 (Strongly Disagree) to 5.0 (Strongly Agree)

Survey topic averages represent all data under the survey topic and type and are based on the library location (e.g. United States, Canada). Selected criteria average represents data under any additional criteria applied to the report, such as date range, program or survey name.

A total of **30** survey responses were collected across **4** surveys. The list of programs surveyed are shown in the table below.

| Program Name   | Survey Name   | Attendance | Response Rate |
|--|---|------------|---------------|
| Dewey Disco Dance Party - 6/14/2019                  | Dewey Disco Dance Party - 06/14/2019                  | 106        | 8.50%         |
| Living and working in space - For adults - 6/22/2019 | Living and working in space - For adults - 06/22/2019 | 4          | 75.00%        |
| Living and working in space - For kids - 6/22/2019   | Living and working in space - For kids - 06/22/2019   | 12         | 50.00%        |
| Swing Dancing for Beginners - 6/14/2019              | Swing Dancing for Beginners - 06/14/2019              | 18         | 66.70%        |

## Additional Survey Information

The library also asked the following questions:

1. What did you like most about the program?
2. What could the library do to better assist you in learning more?
3. How did you learn about this program? (select all that apply)

**Library website: 18% | Social media: 21% | Signs or flyers in the library: 11% | Newspaper: 3% | Library newsletter: 8% | Online ad: 0% | Library staff: 0% | Word of mouth: 21% | Don't know/Not applicable: 3% | Other: 16%**

## Open-Ended Responses

Open-ended responses are listed in chronological order and grouped by survey and then by question.

### Living and working in space - For kids - 06/22/2019

#### 1. What could the library do to better assist you in learning more?

- They could help me find books about Space.
- More of this world programs! more educational programs & new opportunities.
- Advertising
- making it more explanatory.
- Do this more often.
- ?

#### 2. What did you like most about the program?

- All
- Learning about daily life in Space humor, asking questions so we could learn.
- Visuals
- Learning about how your body changes.
- Learning how to sleep in space.
- Learning

### Living and working in space - For adults - 06/22/2019

#### 1. What could the library do to better assist you in learning more?

- Time machine



- update resources.

## 2. What did you like most about the program?

- The actual piece of Space hardware.
- Major learning opportunity.Fascinating the whole time.
- Good presentation

## Dewey Disco Dance Party - 06/14/2019

### 1. What could the library do to better assist you in learning more?

- They do an"awesome" job!
- more activities.
- I think it was great!
- Advertise.
- More knowledge about events.

### 2. What did you like most about the program?

- Inter action with adults and children.
- The activity for kids so they can learn more have fun and learning.
- Child and parent interaction.
- The preschool glow-in-dark party was awesome.Great songs/activities that really engaged the kids.They had so much fun,the use of the scarves,shakers,glow necklaces,parachutte was great.we'd love to do this again.
- The preschool glow-in-dark party was awesome.Great songs/activities that really engaged the kids.They had so much fun,the use of the scarves,shakers,glow necklaces,parachutte was great.we'd love to do this again.
- My kids love coming to the library because the programing is exciting for them.
- Excellent dance party and guided movement for the kids. They had a great time and prachced following directions. Thank you to the wonderful teachers!
- Free,good for all ages.
- Interactive with kids and parents.

## Swing Dancing for Beginners - 06/14/2019

### 1. What could the library do to better assist you in learning more?

- more of everything!
- more dancing
- provide additional dance opportunities.
- more classes.
- continue more of these dance classes.
- nothing
- Nothing!The flyers&posting were inrormative.
- more often,whether more times with or without instructor.Every other with an instructor or instructional while alternate weekens practice.
- Offer stuff like this2X/ month.

### 2. What did you like most about the program?

- lots of fun.
- Dancing
- I really engaged it,and I think they did a very good job accommodating people/o partners.
- The instruitor is great!the idea of dancing in the library is great.
- Free, freindly.
- My partner and the instructor.



- Presented at a very good pace. clearly explained.
- Simple, clear instructions with demos. +
- I like that Sue broke down the steps slowly, added on more transitions and then used music to "get the swing of things; Literally. Great progression!
- Both the assistants were so helpful
- That we could stay with your partner we came with.
- I like the ability to practice dancing w/my partner(spouse).



| Type   | Name   | June 2018 | June 2019 | Monthly 2018 vs 2019 | Year-to-date 2018 | Year-to-date 2019 | YTD 2018 vs 2019 |
|--|--|-----------|-----------|----------------------|-------------------|-------------------|------------------|
| <b>Circulation Transactions</b>              | Adult Materials                                      | 27457     | 26481     | -4%                  | 183627            | 170624            | -7%              |
|  | Teen Materials                                       | 1454      | 1419      | -2%                  | 7064              | 6643              | -6%              |
|  | Children's Materials                                 | 20500     | 17277     | -16%                 | 93472             | 88497             | -5%              |
|  | Total Adult/Teen/Children's Materials                | 49411     | 45177     | -9%                  | 284163            | 265764            | -6%              |
| <b>Materials Shared With Other Libraries</b> | Items provided to other libraries from Mead          | 4712      | 5075      | 8%                   | 31615             | 32254             | 2%               |
|  | Items received for Mead patrons from other libraries | 4970      | 5084      | 2%                   | 31335             | 35997             | 15%              |
|  | Total Interlibrary Loans (Transits)                  | 9682      | 10159     | 5%                   | 62950             | 68251             | 8%               |
| <b>E-Content Checkouts</b>                   | Books and audiobooks (Libby, Hoopla, RB Digital)     | 4966      | 5995      | 21%                  | 28989             | 37342             | 29%              |
|  | Music (Hoopla)                                       | 115       | 87        | -24%                 | 694               | 1012              | 46%              |
|  | Video (Hoopla, Kanopy)                               | 195       | 618       | 217%                 | 1438              | 4979              | 246%             |
|  | Magazines (RB Digital)                               | 76        | 151       | 99%                  | 638               | 823               | 29%              |
|  | Total E-Content Checkouts                            | 5352      | 6851      | 28%                  | 31759             | 44156             | 39%              |
| <b>Library Visits</b>                        | Gate count   | 25876     | 21440     | -17%                 | 152846            | 135086            | -12%             |
| <b>Research Inquiries</b>                    | Research Inquiries                                   | 1796      | 2691      | 50%                  | 12810             | 17549             | 37%              |
| <b>Internet Usage Provided</b>               | Library Workstation Sessions                         | 4779      | 3896      | -18%                 | 25498             | 23522             | -8%              |
|  | Wireless Sessions                                    | 13972     | 13033     | -7%                  | 85165             | 78107             | -8%              |
| <b>Number of Library Card Holders</b>        | Sheboygan Residents                                  |           |           |                      | 23370             | 22114             | -5%              |
|  | Non-Sheboygan Residents                              |           |           |                      | 9239              | 9108              | -1%              |
|  | Total Number of Library Card Holders                 |           |           |                      | 32609             | 31222             | -4%              |
| <b>Classes, Seminars, Workshops, Events</b>  | Children (0-11) Quantity                             | 51        | 37        | -27%                 | 396               | 393               | -1%              |
|  | Children (0-11) Participants                         | 2247      | 1887      | -16%                 | 13207             | 11430             | -13%             |
|  | Teen (12-18) Quantity                                | 10        | 11        | 10%                  | 33                | 33                | 0%               |
|  | Teen (12-18) Participants                            | 563       | 433       | -23%                 | 1254              | 1082              | -14%             |
|  | Adult (18+) Quantity                                 | 22        | 29        | 32%                  | 232               | 259               | 12%              |
|  | Adult (18+) Participants                             | 267       | 1745      | 554%                 | 4588              | 6351              | 38%              |
|  | Total number of Classes, Seminars, Workshops, Events | 83        | 77        | -7%                  | 661               | 685               | 4%               |
|  | Total number of Participants                         | 3077      | 4065      | 32%                  | 19049             | 18863             | -1%              |
| <b>Conference Room Utilization</b>           | Rocca Meeting Room                                   | 40%       | 31%       | -9%                  | 36%               | 31%               | -5%              |
|  | Loft Meeting Room                                    | 37%       | 30%       | -7%                  | 33%               | 32%               | -2%              |
|  | 2nd Floor Small Meeting Room                         | 35%       | 27%       | -8%                  | 33%               | 31%               | -3%              |
| <b>Study Rooms Utilization</b>               | Study Rooms Hours Used                               | 352       | 465       | 32%                  | 2501              | 2839              | 14%              |
|  | Percent Utilization                                  | 33%       | 39%       | 6%                   | 32%               | 34%               | 3%               |
| <b>Volunteer Hours</b>                       | Volunteer Hours                                      | 560.28    | 367.03    | -34%                 | 3132.53           | 3433.36           | 10%              |

### **Friends of the Mead Public Library Meeting Report-7/17/19**

- Friends are considering running a 50-50-50 fundraiser to raise money, perhaps for ukuleles for the Lil' Rev classes.
- A Strategy Committee has been formed in order to propel the Friends forward. It will include outreach ideas, promotional material creation, and brand awareness strategies.
- Friends will be participating in the Night Market on August 16, and will be doing giveaways in addition to sales of branded merchandise.