

**Village of New Glarus  
Minutes of the Library Board of Trustees  
New Glarus Public Library  
Tuesday, April 14, 2015**

President Linda Hiland called the meeting to order at 6:30 p.m. in the New Glarus Village Hall Board Room. Trustees present (in addition to Hiland) were: Kevin Budsberg, Jody Hoesly, Suzi Janowiak, Lexa Speth, Petra Streiff and Becky Weiss. Library Director Lauren White was also in attendance.

**APPROVAL OF AGENDA:** The agenda was approved on a motion by B. Weiss, second by S. Janowiak. Motion Carried.

**COMMENTS & QUESTIONS FROM THE PUBLIC:** There were no comments or questions.

**NEW BUSINESS:**

- A. DISCUSSION & CONSIDERATION: PRIVACY POLICY:** Prior to the meeting a draft of the "Donor Privacy Policy" had been emailed. Trustees made suggested edits and formatting changes that K. Budsberg incorporated into the document during the discussion. Moved to approve the "Donor Privacy Policy," incorporating the changes made tonight, by B. Weiss, second by L. Speth. Motion Carried. K. Budsberg will forward the final version after this meeting.
- B. DISCUSSION & CONSIDERATION: PAGE HIRING:** Director White reported that Katie Hartman will be leaving so Director White will be going thru the hiring process. K. Budsberg gave Director White an example of how the Friends of NGPL subsidized an employee to man a tent as part of summer's staffing. B. Weiss asked if any past pages had inquired about coming back to work during their summer break; no, replied Director White. We then did an overview of the hiring process and who was responsible for taking action on items such as: posting the position, conducting interviews, work permits, and putting together a resolution.
- C. DISCUSSION & CONSIDERATION: VILLAGE CELLULAR PHONE POLICY:** Village Clerk-Treasurer Lynne Erb asked Director White to bring this policy to our attention. Director White asked if this was a policy we wanted Library staff to sign. L. Speth asked was this a policy that the all the Village Departments were signing; to her knowledge, yes replied Director White. J. Hoesly asked if Director White saw any reason in the policy not to sign; no. K. Budsberg pointed out that if Director White ever receives a complaint that this would then be the policy that she has to use. Moved that we adopt the Village "Cellular Phone Policy" for Library employees by S. Janowiak, second by J. Hoesly. Motion Carried.
- D. DISCUSSION & CONSIDERATION: LIBRARY BUILDING PROJECT:** L. Hiland started by asking for input on the next steps. P. Streiff asked if the Village had an update from the school on the softball diamond. Trustees also commented on: borrowing, budgets, fundraising, the architect's schedule, tours of libraries, etc. L. Hiland will contact Village President Roger Truttmann for an update on the items mentioned. Also she is planning on asking if will we having joint meetings, utilizing the sub-committee and scheduling timeframes. L. Hiland will reach out to Dimension IV and B. Weiss will contact Wayne Duerst and provide an update on the project.
- E. DISCUSSION & CONSIDERATION: 2015 MOWING PLAN:** B. Weiss started by summarizing who has provided mowing services in the past. Consensus of the Board was

that B. Weiss was to check with the same individuals to confirm availability and rates and authorized to ask them to perform mowing services in 2015.

#### **OLD BUSINESS:**

**A. DISCUSSION & CONSIDERATION: INFORMATION REQUEST:** L. Hiland summarized the information and documents that will be included in the response to the information request.

**BILLS / FINANCIAL REPORT:** There were two sets of bills presented: the March 24, 2015 bills totaled \$1,922.37 and the April 14, 2015 bills totaled \$2,554.40. The bills were initialed by trustees to show approval for payment. Prior to the meeting Director White had emailed the monthly financial report prepared by L. Erb. There was no discussion on the 2015 budget.

#### **DIRECTOR'S REPORT:**

**Green County Library Board Meeting:** This meeting was the first for the year and their main goal was to discuss strategic planning, which was scheduled to be completed by December 2014. So, the board began discussing their goals and ideas and talked about forming a sub-committee to work on the smaller pieces of this project. They will meet again in May to discuss the progress that they have made. Several members also plan to finish their terms on the board and then step down, so the library directors have been asked to come up with names of individuals that would be well suited for the positions.

**Staff Soft Skills: Excellent Customer Service Webinar:** *Extreme Customer Service, Every Time* is the next webinar that all staff will be required to take as part of our ongoing soft skills trainings. I went ahead and took this webinar before asking staff to complete it because I wanted to make sure that it would touch on the points I think are important and because it is over an hour long, I wanted to make sure that it was worth everyone's time. I cannot say enough good things about this webinar and the presenter—**Gretchen Caserotti**, director, Meridian Library District (ID), who has served from frontline librarian to policy maker, was trained at the Darien Library (CT) and was a 2010 *Library Journal* Mover & Shaker. Her presentation style is really engaging and I'm hoping that staff will greatly benefit from this. The presenter really makes a point of saying that it's our duty as library employees working on the front lines to truly engage and communicate with patrons and to find ways to extend the experience above and beyond their expectation. There's a lot of emphasis on the individual in our transactions and how we should use that to navigate, which is see a lot of value in. There were also several points made about being flexible and adaptable in tricky situations, which is something I love advocating for and hope that staff are able to understand that customer service isn't a one size fits all method after participating in this webinar.

**All Director's Meeting:** There were several things on the agenda for the March All Director's Meeting in DeForest. One of the large discussion items was on internet filtering and whether or not the libraries were interested in it. If we agreed, the system, and in turn the libraries, would receive a small amount of money, but there was no way of knowing what that amount would be. Almost unanimously, we agreed that filtering was something we weren't interested in and that we all feel very strongly about the freedom to access information. Another discussion item was on providing the space to host local history materials (e.g. newspapers, photos, etc) and librarians seemed very interested in this. There would be a fee that each library would have to pay, but that amount is unknown until further investigation. There was also discussion on the ways libraries can measure service without talking about circulation. In this, there was also an infographic presented by a statistician at SCLS that showed that all of the system libraries experience the same valleys and peaks in their circulation, which is really interesting. Some things that we talked about were programs that we provide, the free WIFI that we have, public computer terminals,

printing, faxing, copying, etc. Another way people encouraged us to talk about our worth is with anecdotal stories when someone has given us good feedback (i.e. those who used the library to look for jobs and then were hired, homeschool families that use the library as their “school” library, etc.).

**Green County Library Director’s Meeting:** The Green County library director’s met on Wednesday, March 25<sup>th</sup> along with the marketing firm M45 to discuss moving forward with a county-wide library visibility initiative. At this meeting, they were really interested to know about each of our libraries, how they operate, the challenges, and how we work together. So, they polled a lot of us on the services we see with highest priority and value as well as good services that we provide, but don’t take the highest priority. They also had us do an activity where we were supposed to identify positive, potential, and problems for our libraries and interestingly enough, many of us had the same issues, which seemed to make the director’s feel better knowing that they didn’t struggle alone. M45 now plans to develop a marketing plan for the county libraries and present that to us within the next month or so. We still don’t know what shape this project will take, but we look forward to highlighting our services in a unified way.

**March/April Staff Meeting:** Because this was a combined meeting, staff covered quite a bit of information in a short amount of time. The first thing staff discussed was the previous communication webinar and how they felt about that—there were also questions from the webinar to guide the conversation. Overall, everyone said that they felt like the information presented was helpful and that it was interesting to look at how communication was personal, situational, and organizational. Ignacia and Erica gave a short presentation on the Summer Reading Program this year and highlighted some of the changes that will be coming. This is the first time that some of the staff members have heard about this year’s program, even though we’ve been planning behind the scenes, so I’m much more comfortable now that everyone seems to know what’s going on with it. Staff members were also given general reminders about being aware of the desk even when they aren’t assigned to work at it because the pages feel pressure to handle every transaction because they’re on the floor. It was also during this meeting that I presented the next webinar to staff and they were able to ask questions about the topics at our staff meeting. Erica and Ignacia also let staff know that they are ready to begin putting new labels on the children’s picture books and are asking for staff input on which label design they like better (especially the pages, since they are the primary shelvees). They’ve created a few samples for staff to look over and vote on and once a decision has been made, labeling will begin.

### **New Glarus Public Library Program Attendance**

**March 2015**

<b>Activity</b>	<b>Date</b>	<b>Number of Attendees</b>
<b>Scrabble</b>	Tuesday, March 3rd	Cancelled by group
<b>Preschool Story Time</b>	Friday, March 6th	13C/ 5A
<b>Middle School Visit</b>	Tuesday, March 10th	14C/ 2A
<b>Scrabble</b>	Tuesday, March 10th	Cancelled by group
<b>Adult Book Club</b>	Wednesday, March 11th	9

<b>Preschool Story Time</b>	Friday, March 13th	11C/ 6A
<b>Scrabble</b>	Tuesday, March 17th	3
<b>Preschool Story Time</b>	Friday, March 20th	10C/ 4A
<b>Scrabble</b>	Tuesday, March 24th	Cancelled by group
<b>Preschool Story Time</b>	Friday, March 27th	12C/ 6A
<b>Teen Movie Event</b>	Tuesday, March 31st	7C/ 1A
<b>Scrabble</b>	Tuesday, Mary 31st	Cancelled by group

<b>TOTAL LIBRARY INVESTMENTS</b>	<b>55,783.29</b>
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**FOR INFORMATIONAL PURPOSES (Not recorded in Village accounting at this time)  
Community Foundation of Southern Wisconsin [most recent information available]**

Library Capital Campaign Fund	
CASH Deposits thru 1/31/15	561,318.85
Interest Income from 2/15	97.93
Less fees from 2/15	-44.76
Gifts received	76.30
Pledges paid 2/15	525.00
CASH Available 2/28/15	<u>561,973.32</u>

Year to Date NGPL statistics appear at the end of these minutes.

**APPROVAL OF MINUTES:**

- A.** Moved to approve the March 10, 2015 Library Board minutes by S. Janowiak, second by P. Streiff. Motion Carried.
- B.** Moved to approve the March 24, 2015 Library Board minutes by P. Streiff, second by K. Budsberg. Motion Carried.

**ADJOURNMENT:** Meeting adjourned on a motion by B. Weiss, second by L. Speth. Motion carried at 8:21 p.m.

*Respectfully Submitted,  
Becky Weiss, Secretary*

*MINUTES APPROVED AT THE MAY 12, 2015 LIBRARY BOARD MEETING*

<b>New Glarus Public Library 2015</b>	<b>Items Added</b>	<b>Items Deleted</b>	<b>Circulation</b>	<b>Circ. by PSTAT Other</b>	<b>Village of New Glarus</b>	<b>Town of New Glarus</b>	<b>Town of York</b>	<b>Town of Exeter</b>	<b>Dane Co. No Library</b>
January	438	115	6113	1642	1337	1130	453	207	161
February	298	847	5570	792	2754	963	641	293	127
March	235	334	6356	116	3267	1773	792	258	150
April									
May									
June									
July									
August									
September									
October									
November									
December									
Total:									
Total:	971	1296	18039	2550	7358	3866	1886	758	438
<b>2015</b>	<b>Patron ILL Requests</b>	<b>ILL Requests Rec'd</b>	<b>ILL Requests Unable to Fill</b>	<b># Unique Website Visitors</b>	<b># Website Visits</b>	<b>WiFi Sessions</b>	<b>Public Computer Sessions</b>	<b>Public Computer Hours</b>	<b>New Patrons Register</b>
January	6	4	2	555	832	1819	201	104	14
February	6	6	0	572	831	2348	192	118	7
March	5	4	1	771	1101	2743	198	106	9
April									
May									
June									
July									
August									
September									
October									
November									
December									
Total:	17	14	3	1898	2764	6910	591	328	30
<b>2015</b>	<b>Patron Visits</b>	<b>Hours Open</b>	<b>Patrons/Hour</b>	<b># Adult Programs</b>	<b># Adults Count</b>	<b># Children Programs</b>	<b># Children Count</b>	<b>Total Programs</b>	<b>Total # Attend</b>
January	2554	196	13	5	21	4	51C/21A	9	93
February	2599	200	13	5	39	5	62C/39A	10	101
March	2724	191	14	1	33	6	67C/33A	8	103
April									
May									
June									
July									
August									
September									
October									
November									
December									
Total:	7877	587	N/A	11	93	15	180C/93A	27	297