

**MINUTES**  
**Waukesha Public Library Board Meeting**  
**Thursday, May 17, 2018 4:45 PM**  
**Library Board Meeting Room**

Members Present: Trustees S. Ammerman, M. Baxter, C. Deatrick, J. Fowle K. Guilfooy, E. Helgestad, P. Kasprowicz, A. Riebel, M. Ryan and R. Sura

Members Absent: Trustee C. Lombardi

Others Present: Library Director B. Gay, Assistant Director J. Klima, Technical Services Manager C. Peil, Children's Services Manager K. Pinkner, Librarian I K. Bolter and Special Projects Coordinator J. Quinlan

**1. Call to order**

Board President Kasprowicz convened the meeting at 4:45 p.m.

**2. Public Comments**

There were no public comments.

**3. Approval of the minutes for April 12, 2018**

**Trustee Ryan moved to approve the Library Board minutes for April 12, 2018. Trustee Sura seconded, motion carried unanimously.**

**4. Correspondence**

The Board packets consisted of a news brief announcing that the Library would close early on May 3 for the Wisconsin Association of Public Libraries conference event. A picture of the event was included. Pictures from the popular Dia de los Niños program were also highlighted.

**5. Library Board education: Public Library Association Report**

Director Gay said that three staff members (Kerry Pinkner, Kelly Bolter and Paula Mason) attended the Public Library Association's national conference in Philadelphia in March. Paula was unable to be at the Board meeting, so Kerry and Kelly presented their report to the Library Board. Children's Services Manager Kerry Pinkner thanked the Board for the opportunity to attend the conference. She reported that libraries must learn how to think outside the box when looking at how they approach solutions. One of the things that came out of the conference was how libraries can look for other funding opportunities. Angela Meyers from the Bridges Library System approached Waukesha Public Library to see if the Library would consider partnering with them on applying for a \$10,000 Wisconsin Department of Public Instruction grant where Waukesha Public Library would collaborate with the School District of Waukesha. (Trustee Deatrick arrived at 4:48 p.m.)

Manager Pinkner noted that the theme for the conference was "Imagine the Possibilities". A recurrent vision throughout the conference focused on "A Library Without Walls - removing barriers to representation and improving access to library resources". She was particularly impressed with Tempe Arizona's efforts to reach the homeless population by initiating a book bike service. They hired a veteran as the bike ambassador to deliver the books throughout the community. A library card was not a requirement to check out books and there have not been any significant issues with getting the materials back. The service has since grown to go beyond the homeless community and she wondered how could Waukesha Public Library imagine using a book bike at Friday night Live, the Farmer's Market, Salvation Army, the Women's Center, etc. (Trustee Baxter arrived at 4:57 p.m.)

Librarian Kelly Bolter spoke to the Library Board about civic engagement and how libraries can remove barriers by offering programs and services which are meant to broaden a person's

perspectives. She explained that civic engagement includes a deeper, more critical understanding of how civic institutions operate; broader, more empathic knowledge of how issues, policies, and decisions affect lives; and an increased awareness of and confidence in one's ability to take an active role in civic discourse and community decision-making. There are simple ways that libraries can engage their patrons, such as offering pop up civic labs where the library can be an unbiased source of information and to facilitate dialog on a variety of current issues facing the community. The Library could also offer voter registration, tax assistance, town hall meetings with local representatives or healthcare enrollment. One library offered a citizenship corner where patrons could get information on what steps they can take to become a U.S. Citizen. Libraries have also presented "Coffee & Conversations" discussions; bringing patrons together in a safe, neutral environment to share divergent perspectives via facilitated dialogue. Librarian Bolter concluded with this thought: what would civic engagement look like at Waukesha Public Library?

The Library Board thanked Manager Pinkner and Librarian Bolter for their presentations. Trustee Helgestad said that City staff from various departments were present last year at the beer gardens to showcase what they did and what services that they provide. He really liked the idea of having town hall discussions with constituents.

## **6. Bills**

Library Director Gay reported that the monthly bill list included two new TVs, one to replace the one behind the Circulation desk and one for the teen Zone. The Library purchased a bug heater that when heated to 120° is capable of killing bed bugs in books. The Library was recently notified through the Outreach Department that a care facility had an infestation. Also included in the bill list were printing expenses associated with the Summer Reading Club brochures, reimbursement for attendance at the Wisconsin Association of Public Libraries conference and Family Fund Day performances for the summer. **Trustee Helgestad moved to approve the May 2018 bills for \$74,712.32 and write offs of \$3,175.00. Trustee Sura seconded, motion carried with a unanimous roll call vote.**

## **7. Financial Reports**

Library Director Gay reported that the year-to-date numbers all look good, however, the fines and fees income is below the annual projections. Personnel costs for March and April have not yet been entered. Per Financial Analyst Cindy Braun's estimate, he reported that the personnel budget will have an excess of about \$20,000 by year end. **Trustee Deatrick moved to approve the Financial Reports for May 2018 as presented. Trustee Guilfoxy seconded, motion carried with a unanimous roll call vote.**

## **8. Old Business**

### **a. Discussion/action regarding Library Director job description (Human Resources Committee)**

Human Resources Committee Chair Riebel reported that the Committee made some revisions to the Library Director's job description and are recommending that the Library Board approve the job description with two minor changes. **Trustee Riebel moved to approve the Library Director job description as amended. Trustee Baxter seconded, motion carried unanimously.**

### **b. Discussion regarding Library Director's 2018 goals (Human Resources Committee)**

Human Resources Committee Chair Riebel shared the list of the Library Director's goals for 2018. The number of groups that he will meet with was reduced from four to three. He met one of those today when he spoke to the Kiwanis Club. City Attorney Brian Running, who is a member of that group, told Director Gay that he was impressed that he came prepared for his presentation. A small change was made to the Director's third goal indicating that he

would develop a full understanding of Waukesha Public Library operations. The Committee is recommending approval of these goals as written. **Trustee Riebel moved to approve the Library Director's 2018 goals as presented. Trustee Ammerman seconded, motion carried unanimously.**

**c. Discussion regarding Library Director evaluation process**

Human Resources Committee Chair Riebel reported that the Committee is making progress on developing a tool to use as for the Library Director's evaluation. The Committee looked at how the job description fits into the form that they selected. They will continue the discussion next month.

**9. New Business**

**a. Library Board education: presentation by Assistant Director John Klima**

Library Director Gay said that with the exception of Assistant Director John Klima, who was Interim Director at the time, all of the Library Managers had an opportunity to do a presentation for the Library Board on their roles within the Library.

Assistant Director Klima provided the Board with some background information on how his career arrived at librarianship. He previously held a job as a bookseller, worked for a publisher, and did computer programming before finding his way to being a librarian. At Waukesha Public Library, he oversees the Technology Department, the Technical Services Department and the Circulation Department. His role is to provide the guidance and resources for the staff to do their jobs. As the IT Director, he deals with equipment maintenance, including the book return sorting system, making sure that everything is running smoothly. The Library recently added dedicated label printers in the Technical Services Department. He noted that Technician II Erin Shepard does the bulk of the technical work and that he could not do his job without her. As part of the services offered to the public, he oversees the scanning stations, copiers and Wi-Fi, troubleshooting any issues. Assistant Director Klima added that he works closely with the Library Director on the strategic plan and the budget. The Library Board thanked John for his presentation.

**b. Library Board education: Discussion regarding Trustee Essentials #13: Library Advocacy**

Library Director Gay explained that many Boards struggle to understand their role in library advocacy. He would like the Library Board to consider this as the Library finalizes its strategic plan. Advocacy will be especially important to get support for future funding. He suggested that the Library Board set goals for advocacy, in particular in response to question #2 under discussion: "What are some issues being faced by your library on which library board members can exercise influence through advocacy?" Trustee Helgestad remarked that having a good marketing plan and having the Library Board have a cohesive voice is important. Trustee Baxter said that advocating for public funds is important with a foundation. Director Gay said that as the strategic plan process moves forward, advocacy could be a component to include. There has been a lot of interest in expanding the meeting room space to meet the Library's programming needs. Trustee Helgestad reported that during the City Hall space needs meetings, the public expressed interest in having public meeting space available there as well. He has also encouraged the other council members to meet with Director Gay.

**c. Discussion regarding Public Library System Redesign project (PLSR)**

Library Director Gay explained that the Public Library System Redesign Project has been an immense undertaking. The creation of public library systems in 1971 fostered the establishment of a strong network of resource sharing and mutually beneficial interdependence. During the biennial budget, the Department of Public Instruction was

tasked with exploring and determining optimal ways to deliver the best services to Wisconsin public library patrons. WiLS, along with a steering committee came up with a comprehensive process where workgroups focused on specific aspects of library services and made recommendations on what they believed to be the best way to provide these services. The initial recommendation will be completed by June 8. Between June 11 and July 20, community members can review the recommendations and provide feedback. Between July 30 and 31, the steering committee and other participants will further develop the recommendations and a final report will be submitted to the DPI Superintendent in August. One recommendation on the table is to get rid of System Resource Libraries, which would have an impact on Waukesha. Director Gay has met with Connie Meyer, the Bridges Library System Director to see what services the Library could provide as the Resource Library.

**d. Discussion strategic planning timeline**

Library Director Gay provided the Library Board with an update on the strategic planning process, including the timeline as outlined by the consultants. He said that the members of the staff completed the SWOT analysis and he was pleased to report that it went extremely well. The survey questions are prepared and a Spanish language version will be available. The survey will run June 4-July 14. He is working on the list of people for the community conversations and asked the Board members to forward him names of people who they believe would be interested in participating. There will be three community conversations, the first one will be led by WiLS; the other two will be led by the Library. The strategic planning committee will meet in August and early September to review the data and work on developing the strategic plan elements. WiLS will compile the results and write the final strategic plan in September. The final plan should be ready for approval in October.

**10. Reports**

**a. Library Board Committees: Building, Executive, Finance, Human Resources, Planning & Policy, Public Art, Ad hoc Fund Development**

The Human Resources Committee met. There were no other Committee reports.

**b. Director's Report**

Director Gay reported that the new public chairs were installed on the first floor and look great. April and early May were busy months with the Library hosting three well-attended events, including the Volunteer Luncheon, the Friends Mystery Mingle and the WAPL Conference event. The last event raised the profile of the Library in the state's library community.

**c. Bridges Library System**

Trustee Sura reported that the Bridges Library System continues to work on their strategic plan.

**d. Friends of the Library**

Trustee Deatrick reported that the Friends meet on Monday, May 21.

**e. Communication to Common Council**

Trustee Helgestad will report on the Public Library System Redesign project (PLSR).

**11. Adjournment**

**Trustee Helgestad moved to adjourn. Trustee Deatrick seconded, motion carried unanimously.** The meeting adjourned at 5:55 p.m.

Prepared by: J. Quinlan

Approved: