

**MINUTES**  
**Waukesha Public Library Board Meeting**  
**Thursday, July 9, 2020 4:45 PM**  
**Virtual Meeting Conducted Via Zoom**

Trustees Present: S. Ammerman, M. Baxter, K. Guilfooy, P. Kasproicz, L. Miller, M. Helgestad, C. Lombardi, A. Riebel, M. Ryan and R. Sura

Trustees Absent: C. Deatrick

Others Present: Library Director B. Gay, Assistant Director J. Klima, Head of Community Engagement and Program Development K. Hall, Children's Services Manager K. Pinkner, Technical Services Manager C. Peil, Circulation Supervisor T. Lyons, Information Services Manager A. Welch, Librarian C. Rymkus and Special Projects Coordinator J. Quinlan

**1. Call to order**

Board President Riebel convened the meeting at 4:51 p.m.

**2. Annual meeting and election of officers**

Board President Riebel reported that the nominating committee for Library Board officers met the previous week to discuss a slate of officers for the Library Board. She said that she spoke with the both Trustee Kasproicz and Ryan and they expressed interest in continuing to serve in their same roles. She is also willing to remain serving as Board President. The current slate of officers is: Trustee Riebel, Board President; Trustee Kasproicz, Board Vice-President; and Trustee Ryan as Board Secretary. Board President Riebel asked if there were any other nominations from the floor. Hearing none, Trustee Miller moved to approve the slate of officers as read; Trustee Baxter seconded, motion carried with a unanimous roll call vote.

**3. Committee assignments**

Board President Riebel asked that Board members let her know via e-mail which Library Board committees they are interested in serving on no later than Friday, July 17.

**4. Public Comments**

There were no public comments.

**5. Approval of the minutes for June 11, 2020**

**Trustee Miller moved to approve the Library Board minutes for June 11, 2020 as presented. Trustee Helgestad seconded; motion carried with a unanimous roll call vote.**

**6. Correspondence**

Included in the Board correspondence were two articles referencing Waukesha Reads. The first article in the Waukesha Freeman was the official press release announcing that Waukesha Public Library had received another Big Read grant from the National Endowment for the Arts. Kori Hall and the new Marketing Associate Sarah Popple have been working on planning a variety of virtual offerings for this years' Waukesha Reads events. The second Journal Sentinel article highlighted the most popular Big Read titles across the Milwaukee area. Waukesha Public Library has read seven of the eight titles listed. The Library was mentioned as one of the libraries receiving an NEA grant this year for reading *When the Emperor was Divine*. The Waukesha Freeman article that was sent out to the Board today reported that the cost of removing the City Hall mural is \$80,000. The article mentioned that relocating the artwork to the Library would not be a good fit. Trustee Miller stated that the Landmarks Commission will not make a decision on spending the money to remove the artwork until an appraisal of the piece is completed.

## 7. Bills

### a. Approval of the bills June 2020

Library Director Gay reported that expenditures for the month included maintenance costs for the microfilm machines as well as additional roof repair. The roof repairs are ongoing; there are 17 different roof sections and 16 are within five years of end of life. This is a concern that will need to be addressed with a capital request. Director Gay confirmed that the mobile beacons listed in the bills are the Library's circulating hot spots. **Trustee Miller moved to approve the July 2020 bills for \$56,725.40 and write offs of \$1,532. Trustee Sura seconded; motion carried with a unanimous roll call vote.**

## 8. Financial Reports

### a. Approval of the financial report for July 2020

Library Director Gay reported that library revenue continued its downward trend. Expenses are also down, but just slightly. The personnel costs have been updated through the month of May. He anticipates ending the year under budget. **Trustee Miller moved to approve the financial reports for July 2020. Trustee Baxter seconded; motion carried with a unanimous roll call vote.**

## 9. Old Business

### a. Discussion/action regarding pandemic and library services plan

Director Gay reported that the Library team spent a lot of time discussing and planning for the next steps in reopening the library. Included for the Board to review were three documents: The Stage 4 Services Plan, a CNN article supporting the importance of wearing masks, and a Freeman article highlighting Mayor Reilly's public service announcement on the rationale for wearing masks. Director Gay said that he initially anticipated that moving to the Stage 4 plan would begin on July 20. However, due to the increasing trend of COVID-19 positive cases within Waukesha County and the City, he would like to delay that decision. He said that he has spoken to the City Administrator regarding this increase in cases. Director Gay said that he does not want to provide more access to the library and then find it necessary to reverse the decision and pull back on services. He is hoping that the Library Board will make a recommendation on the Stage 4 Services Plan, but without attaching a definitive start date. One of the biggest requests that the Library is getting from patrons is to have the option of browsing through the collection. The Stage 4 Services Plan would allow access to the entire collection for browsing, while limiting the number of seats available to deter lingering. The meeting room and study rooms would remain unavailable for use and the total allowable capacity in the building would be 250. This is based on the occupancy calculator from the Department of Public Instruction.

Trustee Lombardi asked if masks were encouraged for patrons. Director Gay replied that masks are strongly encouraged, but not required. The Library currently has a manager in the lobby welcoming patrons as they enter. If patrons are not wearing a mask, the manager on lobby duty will offer them one. He added that they took a recent count over a couple of days and he reported that there was an estimated 80% compliance rate of people entering the building either wearing a mask or taking one. New signs were posted on the entrance doors kindly asking patrons to wear a mask for their safety as well as the safety of library employees. The few people who are not wearing masks or refuse to take them are typically using the restrooms or picking up their hold items and then leaving. Director Gay said that they will continue to strongly encourage patrons to use masks and he estimated that the Library is handing out about 50 masks per day. He asked if the Board would consider requiring masks for computer users. These patrons are typically in the library for a longer period and often require interaction with the desk staff. There have been some instances

where computer users are not wearing masks. He added that the logistics of taking this step would need to be worked out. Trustee Kasprovicz said that he would be in favor of allowing Director Gay to use his discretion when implementing the Stage 4 plan at a time that he deems is appropriate.

Trustee Baxter asked if there was a process in place if a patron exhibits symptoms; would staff have training to deal with those situations and could they ask someone to leave? This is a concern for her, and she added that there is a higher risk as the library opens more fully. Director Gay said that there are no provisions in the Stage 4 Plan addressing that issue. He wanted the Board to know that he is also recommending shortened hours in Stage 4 to limit staff exposure and to ensure that there is adequate time for cleaning. Trustee Baxter shared that the 'no mask' requirement at a lot of establishments keeps her at home. She agreed that it is wise to be cautious in making the decision to expand services. Trustee Guilfooy said that he would approve of the plan if staff would be able to refuse service to someone not wearing a mask. Trustee Helgestad agreed that the slow and steady approach is good. He asked if security would handle other issues that arise with patrons who are not complying with wearing a mask. Trustee Baxter wondered if the City had anything in place addressing this issue that the Library could model after. The City has implemented a mask requirement for any visitor meeting with staff. Director Gay said that he will check with the City Attorney to see if the Library can ask someone to leave if they appear sick. He said that he does not want employees policing symptoms as they are not medical personnel. Board President Riebel said that she and Bruce have had discussions on the difficulty of making masks a requirement and also enforcing a mandatory mask policy but, they decided against it for now. She said that it makes sense to require masks for computer use. She recognized that there is a higher risk with someone who stays for a length of time on the computers where staff are serving them in close proximity. Trustee Lombardi said that she has confidence that the Library Director will work with the appropriate City authorities to develop a policy addressing these issues. Trustee Guilfooy asked if there were wipes at the computer stations. Director Gay said that both wipes and sanitizer are available, and the stations are wiped down after each use. Trustee Baxter stated that Director Gay's leadership has been great throughout the pandemic crisis; especially his decisions on how to best serve the public while keeping the employees safe. **Trustee Kasprovicz moved to approve the Stage 4 Services Plan with the date of implementation to be at the discretion of the Library Director. Trustee Guilfooy seconded; motion carried with a unanimous roll call vote.**

**b. Discussion/action regarding first floor redesign update**

Director Gay said that the architects are preparing the bids for the front entrance repair to be released shortly. The Building Committee will need to meet to approve the bid before it goes to the Common Council in August for approval. He will have mockups for the Board to look at in August.

Director Gay reported that the management team has had two virtual meetings with Engberg Anderson to begin the planning process for the first-floor redesign. The first meeting reintroduced the project to the team. The second meeting centered on discussing in depth how we imagine that the spaces in the library would be utilized. The team will meet every Tuesday for the next four weeks. The management team was given a list of very detailed tasks to complete before the second meeting; the make and model of the security gates, the CAD drawings for the sorter, and a list of equipment and supplies that are necessary for the service desks were just a few of the assignments. There was a lengthy debate about the necessity of having vending machines in the building. The Library Board will have an opportunity to review the plans in August and September.

The discussion also included whether to make the demonstration kitchen all stainless for easier cleaning, what kinds of activities will the Maker Space be used for and what types of programming would the Carnegie Room host. The topic of a fireplace for the Carnegie space was also brought up. The goal is to allow the architects to develop a more accurate capital request estimate for the budget and bidding documents.

**c. Discussion/action regarding feasibility study update**

Director Gay reported that he is still in the process of contacting potential members to be part of the feasibility study committee. After several meetings, Library Strategies will conduct interviews with potential donors.

**10. New Business**

**a. Discussion/action regarding library's 2021 CIP budget requests**

Director Gay reported that the agenda included four documents under consideration for CIP funding. The Library renovation amount is based on the pre-design and will be revised in September. The architect has shared that bids have been coming in lower than anticipated. A request of \$20,000 annually for roof maintenance is also included until 2025 when a full replacement should be completed. In the meantime, the roof will be periodically patched over in the next 4-5 years. The \$10,000 request for shelving will be folded into the first-floor redesign project. The last request is \$51,000 for ongoing technology costs. Trustee Helgestad asked if the Library had received any feedback on cutting back the budget. Director Gay said that he has not received any instructions on the budget yet, but that the City Administrator is optimistic about the City's finances. **Trustee Miller moved to approve the Library's capital improvement project requests as submitted. Trustee Helgestad seconded; motion carried with a unanimous roll call vote.**

**b. Discussion/action regarding 125<sup>th</sup> anniversary plans**

Director Gay announced that both the City of Waukesha and the Waukesha Public Library will be celebrating their 125<sup>th</sup> Anniversaries in 2021. Cindy Braun is on the City's planning committee and the City has asked that the Library plan special programming during the month of April. The Library is anticipating that they will host an open house as well as a fundraising event. Other ideas including designing a limited edition 125<sup>th</sup> anniversary library card and the possibility of conducting sales from canvas totes. The Library opened on May 7, 1896 in Fannie Els home on Carroll St. Director Gay displayed the 1904 celebration document of the new Carnegie Library, which included a short history of the Library. He asked the Board to let him know if they have any ideas. He will also reach out to the Beacon Lights Club as the founding organization of the Library.

**11. Reports**

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

There were no Committee reports.

**b. Director's Report**

Library Director Gay congratulated trustees Ryan, Baxter, Guilfooy and Ammerman on their reappointments to the Library Board. The statistics for e-circulation were not available before the agenda was sent out, but Director Gay provided those to the Board; there was a 21% increase in June from last year and a 16.5% increase year-to-date. Trustee Baxter asked if there was an effort to advocate for libraries to include e-books in the circulation count that might affect funding for the Library. Director Gay responded that states are required to report statistics nationally and these are uniform across the country. This makes it difficult to change the reporting process. He explained by including the e-circulation, the cost per circulation for

the library would go down and could affect County funding. Many libraries are recognizing that e-circulation is part of a good library story and marketing it as a positive service.

Since the last meeting, the Library has made several changes; because the number of holds being processed has gone down, the new books are back in their original location for browsing and a small children's browsing collection is in the lobby; both changes have been very popular. The number of holds that the library filled was the highest since 2003. There appears to be a new group of library patrons using this service. The virtual Summer Reading program at all levels is going well. The adult program numbers are higher this year. Parents are given the option of signing up for the adult program when they sign their children up. Children's staff are manning an "Imagination Station" two times a week where pre-school and school age children can pick up activity bags. The Teens are also provided with craft bags. Director Gay credits the Library staff's creativity during this challenging time. Director Gay asked the Library Board to save the date for a virtual trustee appreciation event scheduled for October 1. Author Nickolas Butler will speak; all trustees who attend will receive a copy of his latest book.

**c. Bridges Library System**

Trustee Sura reported that the Bridges Library System continues to meet virtually via Zoom. The Bridges team is working on marketing materials to promote libraries. There is a new app for checking out library materials on your phone. Director Gay said that the app would not work for Waukesha because it is unable to follow policies and procedures for individual libraries. In addition, the app cannot provide any statistics.

**d. Friends of the Library**

Director Gay reported that the Friends met and approved \$850 for a program request from the Equity, Diversity & Inclusion Committee. Reggie Jackson from the Milwaukee Black Holocaust Museum will speak at a virtual event. The book sale proceeds have recently been on the honor system. There is a large donation jar that people can put their money in to pay for books and/or donate. In June, the Friends netted \$285 in sales and discussed continuing this even after the library opens fully.

**e. Communication to the Council**

Trustee Miller will support Library's CIP budget requests.

**12. Adjournment**

Absent any objections, the meeting adjourned at 5:47 p.m.

Prepared by: J. Quinlan

Approved: