

**MINUTES**  
**Waukesha Public Library Board Meeting**  
**Thursday, December 10, 2020 4:45 PM**  
**Virtual Meeting Conducted Via Zoom**

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

Trustees Absent: E. Helgestad and C. Lombardi

Others Present: Library Director B. Gay, Assistant Director J. Klima, Special Projects Coordinator J. Quinlan, Technical Services Manager C. Peil, Circulation Supervisor T. Lyons and Librarians K. Iyengar, P. Mason and C. Rymkus

**1. Call to order**

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

**2. Public Comments**

There were no public comments.

**3. Approval of the minutes for October November 12, 2020**

**Trustee Miller moved to approve the Library Board minutes for November 12, 2020 as presented. Trustee Ammerman seconded; motion carried unanimously.**

**4. Correspondence**

Included in the Board correspondence was a thank you note from a child for the fun activities that the Library is providing. There was also a Freeman article on the Library's new guidelines for limiting time in the building and reducing services due to the increase in COVID-19 cases. Jill Fuller, Marketing and Communications Coordinator for the Bridges Library System wrote a piece on being thankful for libraries. Patrons in Waukesha County shared their thoughts online why they are thankful for their library.

**5. Bills**

**a. Approval of the bills for December 2020**

Library Director Gay reported that the bill list for December was straightforward. There was \$23,000 in roof repair expenses which were charged to the operating budget. There were also costs associated with design work done by Engberg Anderson. **Trustee Deatrick moved to approve the December 2020 bills for \$145,157.90 and write offs of \$4,161. Trustee Sura seconded; motion carried with a unanimous roll call vote.**

**6. Financial Reports**

**a. Approval of the financial report for December 2020**

Library Director Gay reported that there wasn't much difference in the financial reports from the past couple of months. The Library is still anticipating a shortage in revenue and expenditures. The Library has saved on personnel expenses with vacancies and with not having security in the building since March. **Trustee Deatrick moved to approve the financial reports for December 2020. Trustee Baxter seconded; motion carried with a unanimous roll call vote.**

**7. Old Business**

**a. Discussion/action regarding reorganization update**

Director Gay reported that the decisions have been made regarding where the new units will be located in the building. The timing is good as the Library has taken advantage of the upcoming City Hall move and employees have earmarked furniture from there that they

would like to repurpose. The Library will work with the City on moving the furniture to the library building. The Library's new organizational units met on staff ed day with their assigned teams. Managers have been asked to submit their 2021 SMART goals and tie some of their new responsibilities to these goals. Director Gay acknowledged that it's easy to say that change is hard, but it is true. He believes that the Library will work through the upcoming changes to become a stronger presence in the community. Trustee Ammerman commented that involving the team leaders and having them buy in to the changes will ensure its success and make it easier on staff.

**b. Discussion/action regarding pandemic response**

Director Gay reported that the Library will continue with its current hours, no computer access and asking patrons to limit their time in the building to 15 minutes. The 7-day positive case average has been fluctuating up and down. Director Gay said that what the Library is doing is sustainable for now. With the vaccine on the horizon, he is looking forward to being able to offer more services. Trustee Guilfooy said that he has found the process of picking up holds to be straight forward, with easy instruction to get in and out quickly. Director Gay said that he understands that the Library is not reaching the underserved as well as he would like to; the Library must be patient as it waits this out. Board President Riebel commented that she has appreciated Director Gay's thoughtful implementation of the Library's pandemic response and for keeping the Library Board informed.

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

Director Gay reported that he had a phone meeting with Stu Wilson from Library Strategies. The consultant has begun the interview process and was surprised that he has not received any negative feedback, which is highly unusual. Director Gay said that he is excited to read the final report at the end of the year. Included in the packet were some sample naming rights policies/documents. There will be naming rights opportunities with the first-floor renovation, including for the large community room, the Carnegie room, the Makerspace and some of the smaller meeting spaces. He stressed that he would like to put a policy in place. Trustee Baxter commented that in the first policy that the duration of 10 years seemed short to her. If someone is making a sizable donation, the naming rights are typically in perpetuity. Board President Riebel said that the terms for commercial or sports venues is usually shorter. Trustee Guilfooy asked if there would be a clause to remove the name if something untoward happens. Director Gay replied that this issue was addressed in one of the sample policies. Trustee Baxter said that it is a good idea to have naming rights guidelines in place. Director Gay said that a template with appropriate levels was also included. Trustee Baxter said that half of the cost of the space is standard. Trustee Deatrick asked if there was verbiage included that addressed company mergers. Director Gay responded that yes and that there is also a clause for not allowing company logos. He asked what direction the Board would like to take to move this forward. Trustee Baxter said that she would be happy to help and could gather some useful resources. Trustee Kasprowicz asked if the Library's policy would be run by the City Attorney. Trustee Baxter asked if there was a City policy on naming rights. Director Gay will investigate this further. It was determined that the Library's Ad hoc Fund Committee will put together a draft policy with input from the City Attorney. The Library's Planning & Policy Committee will review it before bringing it to the Library Board for approval. Trustee Ammerman asked if there was anything that might help with the direction the policy should take. Director Gay believed that the final report from the consultant will be useful.

**8. New Business**

**a. Discussion/action regarding the following job descriptions: Building Maintenance Coordinator, Community Engagement Services Manager, Finance Analyst, Head of Operations, Makerspace Coordinator, Marketing & Communications Manager,**

**Materials Collection Services Manager, Public Services Manager, Special Projects Coordinator, Technology Manager (HR Committee)**

Board President Riebel reported that the Human Resources Committee met to review changes to some of the library's job descriptions. These changes have been in the works for a while and are due to the organizational structure changes as well as the first-floor renovation and shift to a more customer-centered service plan. Director Gay explained that all library job descriptions will be revised. Consistent language was added which aligns to the Library's vision, mission, service values and goals. In addition, all job descriptions include a uniform statement outlining expectations for employees to ensure the success of all services that we provide to our patrons. Some job descriptions will have only minor changes reflecting the reporting structure while others, being new positions, have significant modifications made to them. He will work with the City HR Department to determine what grade each position falls into and what the salary range will be.

In the Community Engagement Manager job description, Director Gay reviewed a recommendation to remove the reference to 'those who are home schooled' as it falls under the umbrella of educational organizations. He added that the Makerspace Coordinator position will report to this new unit. In the Makerspace Coordinator job description, he pointed out a recommendation to add the word 'request' to the sentence regarding developing the budget. Director Gay outlined the responsibilities of the positions and the reporting structure for each one. There were no other recommended changes to the job descriptions. **Trustee Kasprovicz moved to approve the job descriptions as amended and presented by the Human Resources Committee. Trustee Sura seconded; motion carried unanimously.**

**b. Discussion/action regarding library competencies change**

Director Gay explained that he would like to replace the five Library competencies with three new ones. There is considerable overlap and redundancy with the City competencies. Because of the number of competencies (City, Library and position-specific) Library managers have struggled because each competency is rated with a comment in the evaluation system. Initially, the Library was asked for five competencies; the Library has an opportunity to reduce the number if we believe it makes more sense. The three proposed competencies are: Helpfulness, Customer-Centered Service, and Action-oriented Initiative. These attributes are how he wants all staff to approach their work. Helpfulness where employees assume shared responsibility for collaborative work and value the individual contributions made by team members; Customer-Centered Care where employees understand that the Library's purpose is to serve its customers, both external and internal; Action-oriented Initiative where employees actively seek and identify opportunities to contribute to and achieve goals, take personal responsibility, show initiative and is self-directed. Employees will be evaluated on the five City competencies, these three new Library competencies, their position-specific competencies and their goals for the year. **Trustee Deatrick moved to approve the library competencies as presented. Trustee Ammerman seconded; motion carried unanimously.**

**c. Discussion/action regarding process and timeline for the Library Director evaluation (HR Committee)**

Board President Riebel reported that the process and timeline would remain the same for the Director evaluation. The evaluation will be conducted through Survey Monkey and must be completed by January 10. The HR Committee will meet prior to the January Board to review the submissions. They will have a recommendation for the Library Board in February. **Trustee Miller moved to approve the process and timeline for the Library Director evaluation as discussed. Trustee Sura seconded; motion carried unanimously.**

## **9. 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 Library was closed to the public on Friday, December 4 for staff training. Despite being all virtual, the sessions worked well. The Library's technology team made sure that everyone had the necessary tools to attend via Zoom. There were about 20 staff members in the building with the rest attending from home. The sessions focused on Informed Trauma Care, the Library's new customer service initiative, and EDI (equity, diversity and inclusion) training. Director Gay thanked T. Lyons, J. Quinlan, C. Braun, T. Chiantello, and J. Klima for ensuring the success of the day.

- Binge Boxes are now available for checkout. The collection contains four to six DVDs with a similar theme (Christmas, Disney animated films) in a single box.
- Library Assistant Laura Sumpter won the City's jack-o-lantern contest.
- Library Associate Olivia Langby began her new role in the Outreach position. She is doing a great job. Trustee Sura noted that Diane, the former Library Associate in Outreach was well loved.

### **c. Bridges Library System**

Trustee Sura reported that the Bridges Library System Board approved funding for the Library Aware marketing tool. Director Gay said that this is graphic design tool with an email/social media feature as well as templates. Waukesha will take advantage of this service and he noted that Bridges is funding it through 2021. Trustee Sura also reported that the System Board also completed the Director's evaluation.

### **d. Friends of the Library**

Trustee Deatrick reported that the Friends acknowledged Culvers and Meijer's for their generosity. The group worked on including a fundraising letter with their annual membership drive. The Friends are still discussing how to move forward after a year with no major fundraising efforts. Trustee Sura asked how many Library Board Trustees are currently Friends members. She suggested that Trustee Deatrick could encourage the Board to join if they are not members.

### **e. Communication to the Council**

Director Gay asked Trustee Miller to convey the Library's appreciation for the furniture from City Hall. Trustee Miller reported that at the last Common Council meeting, the subject of installing the Franklin Boggs sculpture relief in the Library's Carnegie room was suggested again, but the discussion did not go anywhere. The Landmarks Commission and Public Art Committee are trying to figure out what to do. The piece has an intrinsic value and would cost \$40,000 to replicate today. They are looking to see if the Waukesha County Museum, the Jewish Temple or a downtown business might be interested in the piece.

## **10. Adjournment**

Absent any objections, the meeting adjourned at 5:32 p.m.

Prepared by: J. Quinlan Approved: