

LIBRARY BOARD MEETING

Gordon Granroth
Scottie Ard
Vicki Gjovik
Marla Hall
Jarell Kuney
Jeff Peplau
Patty Van Nevel

This is to inform you that there will be a Library Board meeting on **Tuesday, September 25, 2018 at 4:30 p.m.** in the ED Lab of the Civic Center, 156 East First Street, New Richmond, WI 54017.

AGENDA:

1. Call to Order
2. Roll Call
3. Adoption of Agenda
4. Public Comment (limit 2 minutes per citizen)
5. Approve minutes from 08.28.18
6. Library Board Elections
7. Closed Session per State Statute 19.85 (1)(c)(e) –
 - a. Redevelopment of 243 Paperjack Drive and possible expenditure of public funds
 - b. Staff compensation
 - c. Increase staff hours temporarily
 - d. Assistant Director position
8. Open Session Action on Closed Session
9. Library Project
10. Approve Monthly Expenditures
11. Financial Report
12. Discussion and Possible Action on Bill paying process and approval of library invoices
13. Review and Consideration of Student Work Awards Program Language and Funding Options
14. Review and Discussion of Library Director job description
15. Library Director hiring process
16. Discussion and Vote on 2019 Closed Dates
17. 2019 Budget Update
18. Discussion and Possible Action on Staffing levels for 2019 budget
19. Discussion and Vote on Circulation Policy Update
20. Director's Report
21. Set date for next regular meeting
22. Communications
23. Library Services and Materials Overview
24. Adjourn

The C.A. Friday Memorial Library will attempt to provide accommodations to the public who wish to attend meetings, provided reasonable notice of need is given.

To request such accommodation, contact Jennifer Rickard at 715-243-0431.

A majority of the members of the New Richmond City Council may be present at the above meeting. Pursuant to State ex re. Badke v. Greendale Village Board, 173 Wis. 2d 553, 494 N.W. 2nd 408(1993) such attendance may be considered a meeting of the City Council and must be noticed as such, although the Council will not take action at this meeting.

Minutes of the C.A. Friday Memorial Library Board of Trustees
Tuesday, August 28, 2018, 4:30 pm

Trustees Attending: Granroth, Ard, Hall, Kuney, Peplau, Van Nevel

Trustees Absent: Gjovik

Also Attending: Jennifer Rickard, Interim Library Director; Sarah Reese, City of New Richmond HR Manager; John Thompson, IFLS Director

Call to order: Granroth called the meeting to order at 4:30 pm. Quorum was established and the meeting was properly noticed under Wisconsin Open Meeting Law.

Approve Agenda: (Hall/Peplau) Motion to amend the agenda. Move agenda item 20) Library Project after item number 10) Open Session Action on Closed Session. Agenda items number 13, 14 15 to follow Library Project agenda item; passed unanimously by voice. (Ard/Hall) Motion to approved amended agenda; passed unanimously by voice.

Public Comment: (limit 5 minutes per citizen) None.

Approve Minutes from 05.29.18: (Van Nevel/Ard) Motion to approve minutes; passed unanimously by voice.

Approve Minutes from 07.31.18: (Peplau/Ard) Motion to approve minutes; passed unanimously by voice.

OLD BUSINESS:

Review and Consideration of Student Work Awards Program Language and Funding Options:

Ard presented proposed language for Student Work Awards Program (SWAP). Discussion to add Scholarship as part of the name and language to ensure we are complying with the City of New Richmond Employee Handbook. Sarah Reese will follow up on policy. Send any revisions or changes to Granroth prior to the meeting. Recommended changes and policy review will come back to the next meeting.

Discussion and Potential Vote on Loan Rules and Processing Fees: (Hall/Ard) Motion to eliminate \$5.00 processing fee on billed materials effective September 15, 2018 or sooner as MORE staff time allows. Motion passed unanimously by voice.

(Peplau/Ard) Motion to change checkout period for new music from 2-weeks to 3-weeks effective September 15, 2018 or soon as MORE staff time allows. Motion passed unanimously by voice.

Director's Report – July:

MORE/Technology

- MORE did a software upgrade to our Sierra platform on July 10. The upgrade provided us with a few new features and bug fixes.
- The service provider for Badgernet, our internet connection with the state, transitioned to AT&T. The switch went well and all services were restored before opening the library on July 10.

Personnel

- Maggie Scanlan has been hired as our Shelver. Her first day with us was June 21.
- Todd Kittel, our Reference & Information Assistant has had increased hours over the summer. He is working 29 hours per week through August 25. At that time he will revert to his previous schedule of 20 hours per week.
- The City hired Carlson Dettmann as a consultant to do a Compensation & Benefit Study of all City positions. The initial informational meeting for all staff was held on Tuesday, July 10. All of our current job descriptions have been submitted to them as part of the process. The tentative timeline is to have the process finalized September/October, 2018.
- Julie Irwin, has been hired as our Youth Services Assistant. Her first day with us will be Monday, August 6.

Classes/Events

July has been a busy month with events for all ages. Below are a few highlights of our Summer Reading Program for the month.

- Summer Reading Registrations (as of report date)
 - Birth through 3 years – 85 registrants
 - Age 4 through Grade 5 – 434 registrants
 - Grade 6 through 12 – 118 registrants
 - Adults – 243 registrants
- Carnival – 275 attendees
- DIY Creative Workshop, Henna – 23 attendees (full class)
- Giant Bubble Show – 305 attendees
- Rocktastic Crafts, Sensory bottles – 67 attendees
- Geological Wonders of Western Wisconsin
- Voter Registration events on Fridays, provided by the League of Women Voters
- Reading for Charity
- Books & Brews, July – This meeting was canceled due to weather and was the last meeting for this group.

Building/Facilities

- Library closed early on Thursday, July 12 due to power outage in town. We waited 1 hour and power had not been restored. We closed at 6:45 pm. Signs were posted on our doors, on our Facebook page as well as the City's Facebook page informing the public of our early closing.

Funding

- The Friends of the Library presented us with a check for \$650.00. This check was for their sponsorship of our July 25 Summer Reading Performer, Colossal Fossils as well as books for monthly prizes for the Summer Reading Program.

NEW BUSINESS:

Closed Session: (Ard/Hall) Motion to go into closed session per State Statute 19.85 (1)(e) – Consideration of property proposal and possible expenditure of public funds. Roll call to enter closed session.

Open Session Action on Closed Session: No action on closed session.

Review and Discussion of Library Director job description: Discussion about the essential functions of the job, prioritizing duties and recognizing some bullets should be categorized under skills rather than responsibilities. Rickard will work with Reese and bring back revisions to next meeting.

Discussion of Assistant Director Position: Open discussion about the need for an Assistant Director position given the responsibilities of the director. Will continue to consider and review while looking into an organization chart of the staffing structure with the added role. Documentation will be brought back to next meeting.

Library Director Hiring Process: Will follow up on the hiring process for the Library Director once finalizing the job description.

Approve Monthly Expenditures: (Peplau/Van Nevel) Motion to approve the monthly expenditure minus the Legal Fees expense. Granroth to follow up with Darrow. Motion passed unanimously by voice.

Financial Report: Rickard presented financial reports for Signator and our two New Richmond Area Community Foundation accounts.

Library Hours New Year's Eve: (Peplau/Ard) Motion to close at 5:00 pm on Monday, December 31, 2018. Motion passed unanimously by voice.

2019 Budget: Rickard provided an update of recommended budget adjustments for the 2019 budget. The line item modifications focus on increased technology, continuing education and building maintenance.

Trustee Training Recap: Trustee Training Week was August 13-17. A great selection of webinars were provided. Recordings can be viewed from the Wisconsin Trustee Training Week website, but can also be used for educational work sessions at a later date.

Discussion of Public Comment Time Limit: (Ard/Van Nevel) Motion to amend the time limit for public comment on future agendas to 2 minutes. Motion passed unanimously by voice.

Director's Report:

Personnel

- Julie Irwin, our Youth Services Assistant, started with us on Monday, August 6.

Continuing Education

- Jessi and Nora attended the Minnesota Field Trip Expo. They got some great contacts and ideas for upcoming library programs and classes.
- Jennifer attended four of the five Trustee Training sessions. All were great sessions and would recommend watching the recordings.

Classes/Events

This year has been the first in many that we have continued our Summer Reading activities and reading tracking through the month. Overall, it has been well received and have had wonderful participation and increased daily visits.

- National Night Out – Jennifer set up a booth at the Police Station for National Night out. Many people stopped by. It was a great opportunity to share about library services.
- DIY Creative Workshop – Kindness Rocks and game stones – 24 people
- Rocktastic Crafts – This was the last of the Rocktastic Craft events of the year. They made mini stepping stones.
- Mayor's Reading Challenge – 89 kids completed the 4th Annual Mayor's Reading Challenge and were presented with their medals and certificates at the August 13 City Council Meeting.
- Reading for Charity – This program was such an overwhelming success, we ended early. Our adult and teen participants raised the following for our community charities. Thank you to Bremer Bank, First National Community Bank and WESTconsin Credit Union for sponsoring.
 - New Richmond Fine Arts Council - \$335.00
 - Heritage Center - \$399.00
 - The Gap Fund - \$503.00
- Art of Stone Balancing – This great class was held in the Council Chambers to ensure we could accommodate the demand.

- Movie in the Park – Coco canceled due to weather
- 1000 Books before Kindergarten – Meet Curious George
- Back to School Fine Sale – ½ off overdue fines, August 20-31

Building/Facilities

- Thursday, August 16, Countryside replaced our broken boiler. The process went well and did not disrupt any functions of the library.
- Mark Evans tested our security system and found that one panic buttons was not functioning. Unit was replaced and tested functional.
- New bike racks were installed outside the library by the Parks Department. Racks were made by WITC welding students as part of a grant.

Funding

- The Friends of the Library presented us with a check for \$950.00. This check was for their sponsorship of our 1000 Books before Kindergarten program, an iPad for technology programs for youth services and sponsorship of our Mark Moran Appraisal event on October 12.
- The Rotary Club presented us with a check for \$260.00 to purchase books in honor of guest speakers at their meetings.
- The Kiwanis Club of New Richmond presented us with a check for \$250.00 for our 1000 Books before Kindergarten program.

Set date for next regular meeting: Tuesday, September 25, 2018 4:30 pm

Communications: Discussion about Letter to the Editor and kids on the roof of the library.

Adjourn: (Peplau/Ard) moved to adjourn at 6:20 pm passed by voice.

Library Tour: Ard, Kuney, Peplau and Van Nevel joined Rickard for a tour of the library. No business was conducted during tour.

To: Library Board

From: Jennifer Rickard, Interim Director

Date: 09.21.2018

RE: Library Board Elections

Our Annual Meeting with election of officers is held annually in September.



Library Board

Member		Term Expiration	Email
Gordon Granroth, President	Non-City Representative	2021	gordyg@frontiernet.net
Scottie Ard	City Council Representative	2019	aldermanard@newrichmondwi.gov
Vicki Gjovik	School District Representative	2019	vickig84@gmail.com
Marla Hall		2020	upstander2@gmail.com
Jarell Kuney		2020	jekuney1@frontier.com
Jeff Peplau	Non-City Representative	2021	jeffpeplau@gmail.com
Patty Van Nevel		2019	pattyvannevel@gmail.com

General Bills - August, 2018

	46710 Somerset Public Library		\$ 48.95		Lost & Paid reimbursement - 3 items
	Stanley Public Library		\$ 13.99		Lost & Paid reimbursement
				\$ 62.94	
55110-220	New Richmond Utilities		\$ 792.27		
				\$ 792.27	
55110-315	TNT Trophies	982	\$ 550.00		Reading Challenge
				\$ 550.00	
55110-318	Ladysmith Public Library Rusk County Community Library		\$ 22.00		Damaged book - Prodigal Comes Home
				\$ 22.00	
55110-319	Midwest Tape	96330320	\$ 15.99		
				\$ 15.99	
55110-373	Countryside Plumbing & Heating	104693	\$ 5,775.00		Boiler Install (\$200.00 less than quote)
				\$ 5,775.00	
55110-390	Eckberg Lammers		\$ 1,710.00		Legal expenses
				\$ 1,710.00	

TOTAL \$8,928.20

Amazon statement
8/10/18

55110-

315	316	317	318	319
\$ (18.96)	\$ 166.66	\$ 19.84	\$ 25.41	\$ 39.92
		\$ 9.97	\$ 19.99	\$ 39.92
			\$ 22.93	\$ 64.90
			\$ 45.30	\$ 159.70
			\$ 11.19	\$ 129.82
			\$ 33.96	\$ 105.89
			\$ (3.20)	\$ 51.94

\$ (18.96)	\$ 166.66	\$ 29.81	\$ 155.58	\$ 592.09
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TOTAL \$ 925.18

P-Card Purchases - August, 2018

Account	Pcard #		Invoice #	Amount	Subtotals	Notes
55110-310	1	Findaway	260830	\$ 2.99		Launchpad label
	1	Demco	6421471	\$ 96.28		7 rolls fast tape
	1	Baker & Taylor	2033852617	\$ 14.16		
	1	Quill	80890464	\$ 99.95		5 cartons paper
	1	Baker & Taylor	2033889357	\$ 11.21		
	1	Baker & Taylor	2033872445	\$ 7.67		
	1	Baker & Taylor	2033899465	\$ 7.67		
	2	Walmart		\$ 27.38		Paper plates and cups
				TOTAL	\$ 267.31	
55110-315	2	Walmart		\$ 57.39		Craft supplies
	2	Walmart		\$ 68.67		Mayor's Reading Challenge
	2	Dollar Tree Stores		\$ 4.00		Babygarten & supplies
	2	Walmart		\$ 6.75		Supplies
	3	Walmart		\$ 6.95		Donuts
	3	Walmart		\$ 4.97		DIY class supplies
	3	Dollar Tree Stores		\$ 10.00		Rocktastic Mini Stepping Stones
					TOTAL	\$ 158.73
55110-316	1	Baker & Taylor	2033853192	\$ 345.54		
	1	Baker & Taylor	2033857536	\$ 126.55		
	1	Baker & Taylor	2033873713	\$ 234.14		
	1	Baker & Taylor	2033897662	\$ 198.71		
				TOTAL	\$ 904.94	
55110-317	1	Baker & Taylor	B94861020	\$ 22.06		
	1	Baker & Taylor	B94871720	\$ 13.48		
	1	Baker & Taylor	H01706170	\$ 11.89		
				TOTAL	\$ 47.43	
55110-318	1	Center Point Large Print	1604977	\$ 83.13		
	1	Baker & Taylor	2033852616	\$ 659.02		
	1	Baker & Taylor	2033889356	\$ 392.60		
	1	Baker & Taylor	2033899464	\$ 462.35		
	1	Baker & Taylor	2033872444	\$ 281.38		
	1	Gale/Cengage	64322677	\$ 252.62		Will receive a credit for \$15.11 on next statement for shipping charges.
					TOTAL	\$ 2,131.10
55110-319	1	Baker & Taylor	H00493380	\$ 7.91		
	1	Baker & Taylor	H02729980	\$ 112.20		
	1	Baker & Taylor	H01078850	\$ 35.93		
	1	Baker & Taylor	H01706170	\$ 12.22		
				TOTAL	\$ 168.26	
55110-321	1	Findaway	263661	\$ 419.94		6 Replacement LaunchPads
				TOTAL	\$ 419.94	
55110-330	3	Chipotle		\$ 23.51		Lunch Nora & Jessi - MN Field Trip Expo
	3	Ramp MPLS Parking		\$ 7.00		Parking Nora & Jessi - MN Field Trip Expo
				TOTAL	\$ 30.51	

55110-373	1	Floyd Security Systems	1253551	\$ 110.85	Services 8/18/18-11/17/18
	1	Countryside Plumbing & Heating	103837	\$ 1,208.66	Spring maintenance and repairs on air units
	1	Northern Business Products	320033-0	\$ 65.77	Paper towels, rolls and folded
	1	Floyd Security Systems	1257085	\$ 116.48	Panic button replacement & remote programming
	2	Doyle's Farm & Home	J80594	\$ 19.99	Electrical ballast
	3	Doyle's Farm & Home	J81112	\$ 14.99	Battery - panic button
	3	Walmart		\$ 8.41	Magnets & sanitizer
	3	Menards		\$ 16.87	Wood
	3	Doyle's Farm & Home	J88346	\$ 34.98	Door handles - bathrooms (used \$25.00 coupon)
				TOTAL	\$ 1,597.00

55110-391	1	MinuteMan Press	55932	\$ 238.00	StoryWalk - A Rock Can Be...
	1	MailChimp	MC00408545	\$ 50.00	
				TOTAL	\$ 288.00

810-00-					
55110-315	2	Dollar Tree		\$ 5.00	Curious George Supplies
	2	Walmart		\$ 11.44	Curious George Supplies
				TOTAL	\$ 16.44

TOTAL \$6,029.66

Account summary	
55110-310	\$ 267.31
55110-315	\$ 158.73
55110-316	\$ 904.94
55110-317	\$ 47.43
55110-318	\$ 2,131.10
55110-319	\$ 168.26
55110-321	\$ 419.94
55110-330	\$ 30.51
55110-373	\$ 1,597.00
55110-391	\$ 288.00
810-00-55110-315	\$ 16.44

Financial Report

Date: 8/31/2018

Account: Signator

	This Period	Year-to-Date
Beginning Account Value	\$ 278,231.18	\$ 263,162.99
Deposits	\$ -	\$ 5,600.00
Dividends, Interest and Other Income	\$ 489.02	\$ 3,570.78
Fees	\$ 2.78	\$ (2,514.24)
Net Change in Portfolio	\$ 6,028.90	\$ 14,932.35
Ending Account Value	\$ 284,751.88	\$ 284,751.88

To: Library Board

From: Gordon Granroth and Jennifer Rickard, Interim Director

Date: 09.15.18

RE: Bill paying process and approval of library invoices

We would like to review our current practice of processing monthly invoices to ensure Library Board of Trustee approval prior to payment.

Currently all library invoices are paid by a Purchasing card issued by the City at the time of order or as the invoice is received in the mail. They are coded with our account numbers for the City, entered into our software and added to the monthly bills spreadsheet. All invoices and spreadsheets are brought to the City Clerk one week prior to the City Council meeting. Checks (if applicable) are cut and mailed. Monthly billing spreadsheets are brought to the Library Board of Trustees following the payments being processed.

MEMORANDUM

To: Library Board

From: Jennifer Rickard, Interim Library Director

Date: September 21, 2018

Subject: Student Work Awards Program (SWAP)

Discussion and review of Student Work Awards Program recommendation.

SWAP

The Carlton A. Friday Memorial Library Student Work Awards Program - SWAP is dedicated to providing student workers with the incentive to serve their community library while earning an ^a ~~award~~ ^{Scholarship} to assist with post-secondary ^{education.} ~~expenses.~~

Eligibility:

Each SWAP award is \$250.00 for one semester (based on the 2018 student hours of 12 hours per week with additional summer volunteer program hours determined based on programming).

The program is open to students age 16 – 21 who are employees in good standing of the Carlton A. Friday Memorial Library and ~~in good standing in~~ ^e their educational program.

Eligibility Loss:

The loss of eligibility for the SWAP program will include the following:

Poor work performance, excessive absenteeism, no call/no show, and not following policies. Failure to fulfill the minimum 12 hours of work per week and failure to participate in (summer programming) Resigning or termination from the ^{Library Shelves} ~~appointed~~ position before the required semester hours are met. (Completed semester hours will be credited for resignations in good standing). Termination will result in immediate loss of eligibility.

Requirements:

Eligible students must apply for SWAP every year to maintain eligibility and proper crediting of hours worked ~~and voluntary summer program participation.~~

Each semester the ~~student staff supervisor~~ ^{Circulation Coordinator} will submit an evaluation form to the students SWAP application. ^{in addition to}

The student will submit an essay addressing the question: How has working at the Carlton A. Friday Memorial Library affected your work ethic? Please give at least one example, demonstrating the evolution of your work ethic. Essays will be evaluated on originality, creativity and enthusiasm as well as quality of writing.

SWAP Awards:

SWAP will be awarded following the successful graduation of the student employee (generally in May) and the successful completion of the required work and summer ~~program~~ hours.

Awards may be prorated based on the length of service time, work ethic, participation and absence from work which may result in failing to meet the required SWAP hours of eligibility. Substitution

Summer

Change question applications per week

of volunteer hours is at the discretion of the ~~Student Supervisor~~ and the SWAP Committee. Award totals which may be prorated are at the discretion of the SWAP Committee.

SWAP participants are required to attend the SWAP Award Celebration in May to accept their award. SWAP participants agree to allow their essays and likeness to be used in library publicity about the SWAP program.

at NRHS

DRAFT

MEMORANDUM

To: Library Board

From: Jennifer Rickard, Interim Library Director

Date: September 21, 2018

Subject: Review and Discussion of Library Director job description

The Library Director Job description is attached to review and consider for updates or changes.

**C.A. Friday Memorial Library
 Job Description**

Position Title: Library Director	Department: Library
Reports To: Library Board of Trustees	FLSA Code: Exempt

Position Summary: To manage the operations of the Library and the development and implementation of its service programs, and to provide leadership and advocacy for quality, state-of-the-art library service.

Essential Functions: These functions will comprise approximately 70-100% of your time on an average work day, but may fluctuate as business needs change.
➤ Developing and directing library policies, planning and programs consistent with the directives of the Library Board of Trustees.
➤ The overall direction, organization and coordination of actions within the public library.
➤ Assessing long-range library needs, recommending staffing levels and hiring professional staff.
➤ Coordinate fundraising and grant writing.
➤ Developing and overseeing a variety of services designed to meet the needs of a diverse public.
➤ Advocate and promote the Library and its services to the community and surrounding area(s).
➤ Operating the library under a philosophy of service which puts the needs of library users first and responding to those needs in a positive, helpful and friendly manner. In addition to the lending of a wide variety of materials to users of all ages, the library provides reference and information services, public programming and access to electronic information. Library services are designed to be accessible to everyone in the community and surrounding area(s) including individuals with various types of disabilities.
➤ Develop and administer a budget effectively.
➤ Work effectively with library trustees, elected officials and community groups and organizations.
➤ Work with the public tactfully and courteously; interact effectively with people; and foster and maintain positive public relations for the Library within the community.
➤ Supervise and motivate library staff.
➤ Manage a progressive and dynamic library environment and guide and direct the growth and development of the library.
➤ Leverage cutting edge technology and resources to keep the library competitive.

➤ Excellent leadership, oral and written communication, interpersonal, presentation and technology skills.
➤ Evaluates future needs for library services and resources to meet those needs.
➤ Continually evaluates the effectiveness of library services in relation to changing needs of the community and develop plans to meet those needs.
➤ Communicates to the Indianhead Federated Library System the needs of the library in its role as resource library for the ten-county system and contributes to the formulation and revision of the Indianhead Federated Library System policies and budgets through the Advisory Council of Librarians.
➤ Serves in a leadership role on the MORE Directors Council.
➤ Maintains effective working relationships with the City Council and County Board officials in addition to regional and state organizations.
➤ Maintains contact with and works with the Friends of the Library for the betterment of the library.
➤ Works with the Library Board of Trustees and New Richmond Area Community Foundation to manage and grow the library's Endowment Fund.
➤ In general advocates for and promotes the library. Establishes and maintains effective working relationships with schools, agencies, civic, community and professional groups, the general public and the news media.
➤ Represents the Library at official functions.
➤ Works to establish effective communications through news releases, e-mail or print newsletters, blogs, web sites, etc.
➤ Represents the library at and speaks before community, civic and other groups regarding the objectives and activities of the library.
➤ Handles complaints from the public when referred from another level. Monitors public perceptions of the library and its services. Addresses public criticism of the library when necessary.
➤ Keep current in library trends including, but not limited to, participation in professional and other meetings, conferences and seminars as appropriate, membership in state and national library organizations and networking with regional and state librarians.

Other Responsibilities: These functions will comprise up to 25% of your time.
➤ Facilitate and coordinate the fundraising for and building of a new library.
➤ Prepare various reports, records, and correspondence to meet City and State requirements, community needs, and applicable laws.

The City of New Richmond has reviewed this job description to ensure that essential functions and other responsibilities have been included. It is not intended to serve as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate and as business needs change.

Knowledge: Current, comprehensive knowledge of the principles and practices of Library Science, including cataloging and classification; reference and research; reader's advisory; collection development; library information networks; censorship and copyright laws; library automation and technologies; electronic and web-based resources; data and patron privacy laws; and public library management and marketing. Knowledge of accepted supervisory and

personnel management practices and the ability to use them effectively. Knowledge of the principles and practices of budget development and administration.

Skills & Abilities: Skill in communicating effectively both orally and in writing. Skill in the use and application of library technologies and equipment, and use of personal computer. Skill in effectively managing multiple projects. Skill in managing the daily operations of a library. Skill in developing and maintaining effective working relationships with Library and City staff, the library board, professional organizations, other outside agencies, and the general public. Skill in organizing, analyzing, and evaluating data to formulate and execute plans. Skill in making public presentations and in public media relations.

- Ability to estimate costs and prepare budget projections.
- Ability to analyze and effectively solve problems.
- Ability to analyze and evaluate operations, procedures and policies.
- Ability to plan, organize, assign, coordinate and manage activities of library staff.
- Ability to maintain a positive and flexible approach to changing needs within the community and to a changing information environment.
- Ability to work effectively in collaborative groups.
- Ability to effectively use computers and standard applications software.

General Core Competencies: Communication, Cooperation and Teamwork, Commitment to Quality, Customer Service, Professionalism, Critical Thinking and Problem Solving.

- **Communication** – Uses communication styles and methods effective for the situation and audience.
- **Cooperation and Teamwork** – Works effectively with diverse teams to achieve collective goals.
- **Commitment to Quality** – Improves work practices to achieve desired results.
- **Customer Service** – Ability to respond to our clients and anticipate their needs.
- **Professionalism** – Meets or exceeds workplace guidelines, standards and specifications.
- **Critical Thinking and Problem Solving** – Demonstrates the ability to make decisions, identify, analyze and solve problems, and take action as appropriate.

Position Evaluation Factors:

Organization Contacts: Library customers, library staff, City of New Richmond staff, partner and stakeholder groups, Friends of the Library, and the Library Board.

Education and Experience: A Master's degree in Library Science from an American Library Association accredited library school; eligible for grade 1 Wisconsin Public Library Certification as provided under the Wisconsin Administrative Code, Sec. PL 6.03

Physical Requirements: This position consistently requires the ability to stand, work with hands and fingers to manipulate objects and the ability to retrieve and replace materials on shelves at various heights. Must possess visual acuity sufficient to see at close-up levels and perceive depth. Position frequently requires walking, bending at the waist, twisting the upper body,

reaching, talking, hearing and the ability to adjust vision as needed. Occasional sitting, lifting and carrying up to 35 pounds, climbing, balancing, and crawling. Some pushing of up to 75-100 pounds, kneeling and crawling.

Working Conditions: Work in a library environment directly with the public; sustained posture in a standing, walking or seated position for prolonged periods of time; perform bending, lifting and pushing; perform repetitive hand and arm motions for prolonged periods of time; exposure to computer screens for prolonged periods of time. Occasional exposure to heights, heat, cold, temperature changes, noise, odors and dust.

*The Friday Memorial Library is a department of the City of New Richmond.
The Library is an Equal Opportunity employer.*

MEMORANDUM

To: Library Board

From: Jennifer Rickard, Interim Library Director

Date: September 21, 2018

Subject: Library Director Hiring Process

Open discussion about the next steps of the Library Director hiring process.

To: Library Board

From: Jennifer Rickard, Interim Director

Date: 09.04.2018

RE: 2019 Closed Dates

The City of New Richmond is closed the following days for holidays.

Tuesday, January 1 – New Year’s Day

Friday, April 19 – Good Friday

Monday, May 27 – Memorial Day

Thursday, July 4 – Independence Day

Monday, September 2 – Labor Day

Thursday, November 28 – Thanksgiving

Friday, November 29 – Day after Thanksgiving

Tuesday, December 24 – Christmas Eve

Wednesday, December 25 – Christmas Day

Tuesday, December 31 – New Year’s Eve – close early at 5:00 pm

Rickard recommends the Library closes all of the dates listed above.

MEMORANDUM

To: Library Board

From: Jennifer Rickard, Interim Library Director

Date: September 21, 2018

Subject: 2019 Budget Update

Rickard will provide an update of our 2019 budget.

To: Library Board

From: Jennifer Rickard, Interim Director

Date: 09.15.2018

RE: Staffing Levels –Consideration of positions and hours for 2019 Budget

Youth Services Assistant –

Proposed increase from 19 hours per week to 23 hours per week. With the proposed increase in hours, not only would we need to budget for additional wages through for the year, but also for benefits including holiday pay and PTO.

There are numerous reasons that additional hours for the Youth Services Assistant would benefit the youth services department as well as the library as a whole.

- Currently there are 59 hours scheduled for youth services staff each week and the library is open 59 hours per week. One of the main functions of the position is customer service which is always important in the children's area. The current schedule does not allow for full coverage of the youth services desk and time for the staff to plan, organize and collaborate on library and team projects.
- The Youth Services Assistant is responsible for many other tasks as well including developing and facilitating Little University, program planning and preparation, collection development, marketing and promotion of events and resources, and much more. We would love to expand these responsibilities and overall library services without creating a stressful environment.
- With our goal of cross-training positions, the Youth Services Assistant would be available more to fill in at the front desk during team meetings in other departments. This would assist with communication between departments and a better understanding of what is going on throughout the building and an improved vision of how youth services contributes to the greater library services.
- Employee morale, while not a deciding factor, should also be considered. Each of the assistant positions throughout the library should be compensated at a similar benefit level. The Youth Services Assistant's function, although different in scope and duties, is similar to that of the Circulation Assistants and Reference & Information Assistant and much of the job description is similar.

Budgetary impact with increase of 208 hours for this position - \$3795.00

Summer Reading Intern –

Proposed reinstating this position for the 2019 budget year. This position was originally approved with the 2014 budget then removed from the budget in 2018. Without this position for the year, we realized the importance of having an additional staff member during our busy season of events and while kids are out of school. This position provides support for all Summer Reading duties throughout the library. Tasks include assistance, preparation and clerical duties for all programs and events.

I recommend adding this limited-term, 19 hour per week position into our 2019 Budget. This position would have a maximum of 150 hours over the summer at a pay rate of \$9.50.

Budgetary impact of position - \$2332.00

Library Shelves –

We currently have three Library Shelver positions. Each works 12 hours per week, giving us a total of 36 hours for shelving, maintaining shelves, pulling paging slips, checking in materials and inventory projects. Prior to 2018 we had 44 hours for our Shelver positions, which was also limiting to get all tasks completed, but gave us a little more time and flexibility. As our circulation is increasing, the reduced hours for these positions causes many backlogs with shelving and customer service. The backlogs negatively impact the customers as well as staff. When materials are shelved timely, we know exactly where to locate materials, rather than spending time checking various carts numerous times per day.

I recommend increasing each Shelver position to 15 hours per week for the 2019 budget cycle.

Budgetary impact of increased hours – \$4785.00

To: Library Board

From: Jennifer Rickard, Interim Director

Date: 09.15.18

RE: Circulation Policy Update

Updates to the policy reflect the elimination of our \$5.00 processing fee and removal of the 2-week new music checkout period. I also expanded our list of materials we check out for variable loan periods and put the materials into a chart format for easier formatting.

CIRCULATION POLICY

Adopted by C.A. Friday Memorial Library Board of Trustees: 2/26/1998

Revised: 3/26/1998, 3/30/2000, 12/28/2006, 9/30/14, 10/28/2014, 4/24/18, 9/25/18

Library Cards

The Carleton A. Friday Memorial Library issues a library card without charge to anyone using the library.

Applicants must present proper identification and proof of address when they register. Children under the age of 18 must have a parent/guardian sign for them.

All library cards expire one year from the date of issue, and will be renewed on an annual basis. Cardholders will be asked to update their ~~patron record (name, address, telephone)~~ **contact information** before the card is renewed.

Lost cards will be replaced for a \$1.00 fee. Stolen cards or cards worn out from repeated use will be replaced at no charge. Staff may also choose to waive the \$1.00 fee at their discretion.

Confidentiality of Circulation Records

Library records are confidential. Library records for individual users are for the sole purpose of protecting public property.

No library records shall be made available to the public, press, or a governmental agency, except by such process, order, or subpoena authorized by federal, state, or local law. The Library Director will resist such process, order, or subpoena until there is a proper show of good cause. Any costs incurred by the library in any search of records shall be charged to the agency demanding such search.

If approached to give information on library records, the requestor will be referred to the Library Director.

Loan Periods and Fines

Fines are charged on a per day basis for overdue library materials checked out at the Carleton A. Friday Memorial Library.

- ~~3 Day Loan~~
 - 1. ~~Lucky Day DVDs~~
- ~~7 Day Loan~~
 - 1. ~~DVDs~~
 - 2. ~~Launchpads~~

- ~~3. Lucky Day Books~~
- ~~4. Wii Games~~
- ~~5. Xbox Games~~

- ~~14 Day Loan~~

- ~~1. Multi-disc DVD sets~~
- ~~2. New Adult Books~~
- ~~3. New Music CDs~~
- ~~4. Park Packs~~
- ~~5. WiFi Hotspots~~

- ~~21 Day Loan~~

- ~~1. Books~~
- ~~2. Books on CD~~
- ~~3. Early Literacy Backpacks~~
- ~~4. Magazines~~
- ~~5. Music CDs~~
- ~~6. Traveling Tales~~

- ~~Variable Loan Periods~~

- ~~1. Projectors~~
 - ~~i. \$100.00 deposit required to borrow~~
- ~~2. Projection screens~~
- ~~3. Overhead projectors~~
- ~~4. Watts Up Meter~~
- ~~5. Slide Projector~~
- ~~6. Interlibrary Loan items~~
- ~~7. Audiocassette player~~
- ~~8. Select reference materials~~
 - ~~i. At the discretion of a supervisor~~

Item	Loan Period	Daily Overdue Fine	Renewal allowed*
Books	21 days	.10¢	Yes
New Fiction & Nonfiction Adult Books	14 days	.10¢	Yes
Lucky Day Books	7 days	.50¢	No
Magazines	21 days	.10¢	Yes
Books on CD	21 days	.10¢	Yes
Music CDs	21 days	.10¢	Yes
DVDs/Blu-Ray	7 days	.50¢	Yes
Multi-disc DVD/Blu-Ray Sets	14 days	.50¢	Yes
Lucky Day DVDs	3 days	\$1.00	No
Wii Games	7 days	.50¢	Yes

Xbox Games	7 days	.50¢	Yes
Launchpads	7 days	\$1.00	Yes
WiFi HotSpots	14 days	\$1.00	No
Early Literacy Kits	21 days	.10¢	Yes
Traveling Tales	21 days	.10¢	Yes
Park Packs	14 days	\$1.00	No
Projectors (\$100.00 deposit required to borrow)	Variable	\$1.00	Yes
Projection Screens	Variable	\$1.00	Yes
Overhead Projectors	Variable	\$1.00	Yes
Slide Projectors	Variable	\$1.00	Yes
Audiocassette Players	Variable	\$1.00	Yes
Watts Up Energy Meters	Variable	\$1.00	Yes
Interlibrary Loan Items	Variable	.10¢	No
Reference Materials (At the discretion of a supervisor)			

**Patrons may not renew items with holds on them.*

Patrons are allowed to have 100 items checked out to them at any one time.

Items shall not be checked out to any patron with ten dollars (\$10.00) or more in fines or lost or damaged item charges on their account.

Patrons are encouraged to bring their library card with them. However, patrons may check items out with an ID in the event that they do not have their library card with them.

Materials that are already checked out may be reserved.

Renewals

1. Items not on reserve may be renewed. Materials checked out to a customer may be renewed two times in sequence, if no other customer has placed a Reserve/Hold on that item.
2. If an item is reserved, it is not available for renewal by the current borrower, **unless another copy is available elsewhere in the MORE system.**
3. Items belonging to the Carleton A. Friday Memorial Library may be renewed a third time at the discretion of the Library Staff.
4. No third renewal is allowed for materials belonging to another library, **unless approval is received from the owning library.**

~~Patrons are allowed to have 100 items checked out to them at any one time.~~

~~Patrons are encouraged to bring their library card with them. However, patrons may check items out with an ID in the event that they do not have their library card with them.~~

Fines

~~Fines are charged on a per day basis for overdue library materials owned by the Carleton A. Friday Memorial Library. Fines accrue at the following rates:~~

- ~~• \$.10 per day: Books, Audiobooks, Early Literacy Backpacks, Interlibrary loan items, Magazines, Music CDs, Traveling Tales~~
- ~~• \$.50 per day: DVDs, Lucky Day Books, Wii Games, Xbox Games~~
- ~~• \$1.00 per day: Launchpads, Lucky Day DVDs, Park Packs, WiFi Hotspots~~

Damaged or Lost Materials

Patrons are responsible for all materials checked out on their card, and are liable for any losses or damages that may occur to library materials. The library ~~via~~ will notify the patron of payment due for the replacement or repair of the lost or damaged item.

~~A reprocessing charge of \$5.00 will be charged for lost materials in addition to the actual cost of the item. If the item is found within 60 days of payment, the library will refund the cost of the item, but not the reprocessing charge.~~

Library materials are considered damaged beyond use if the item(s) are returned with obvious signs of damage such as, but not limited to, the following:

- Liquid damage
- Torn covers or pages
- Marked or underlined pages
- Torn binding
- Missing or damaged audiovisual materials

Library staff will make every effort to document any existing damage, however if a borrower discovers any pre-existing damage to items checked out, the borrower should notify library staff as soon as possible. Failure to notify the library of existing damage limits the borrower's ability to dispute charges for damaged materials.

Replacements for damaged items will be purchased by the Carleton A. Friday Memorial Library. The Library may accept outside replacement items on a case by case basis. This decision is left to the discretion of the Selector for that area of the collection.

If the item that was lost and paid for is found and returned to the library in good condition within 60 days from the date of payment, money paid for the lost item will be reimbursed. ~~minus the \$5.00 processing fee provided a receipt is shown by the patron or library records show proof of payment.~~ **Refund checks will be processed by the City of New Richmond and sent by mail.**

Appeal of library charges

Patrons who feel they have been charged unfairly or incorrectly will be asked to fill out an appeal of library charges form. A staff member will make a decision on the appeal and notify the patron by phone or in writing. If the patron is not satisfied, he or she may appeal the decision to the library director and ultimately to the Library Board of Trustees if necessary.

DRAFT

Director's Report **September, 2018**

Personnel

- We currently have two new volunteers assisting us with our inventory process. Their assistance has been extremely beneficial.

MORE/Technology

- The hard drive in our patron copier failed. Was out of service for about 2 business days.
- The elimination of processing fees and loan rule adjustments for new music CDs went into effect on Friday, September 7.
- Patron computer #5, this computer was having some recovery issues and needed to be rebuilt. IFLS staff did a great job repairing the computer with very little down time for our patrons.
- Children's OPAC is down currently. Should be fully functional or replaced soon.
- Our disc resurfacing machine has been having a few issues. Maureen has been working with technical support from the company in hopes to get the machine operational.

Continuing Education, Meetings and Training

- Nora had her ADRC Coalition meeting on Monday, September 10. They are working on some classes for this fall.
- Maureen and the circulation team had a team meeting on Monday, September 10.
- The Family First Committee with the City met on Tuesday, September 11. Britta represents our department on that committee.
- Maureen and Jennifer had our fifth Managing Up session on Wednesday, September 12. Noah from the City presented on "Leading the New Richmond Way" and ended with a team building activity involving spaghetti noodles and marshmallows.
- Jennifer attended the St. Croix County Library Planning Committee Meeting on Thursday, September 13. This committee met to review and discuss the County Plan of Library Services for 2019-2022.
- Jessi attended the New Richmond Chamber Coffee on Friday, September 14.
- Jennifer attended a Tech Training day at WITC in Rice Lake on Tuesday, September 18. They presented on emerging tech trends in general and how we can apply that to libraries. The workshop also included a session on internet security and how to help protect our patrons.
- Jessi, Julie and Jennifer had a demo for a new product, Vox books, to potentially add to our children's collection.

- Security training – Mark Evans did a short training session with all employees on our security system. The system was disarmed so gave us all an opportunity to go through the process in the event of an emergency.
- Director’s Council – Jennifer was unable to attend the director’s council meeting on Friday, September 21. Proxy form along with notes and recommendations was sent for Katherine from Rice Lake Public Library to represent New Richmond.

Classes/Events

- August wrapped up our Summer Reading Program, with overwhelming response.
 - Birth-3 – 86
 - School Age (4 years-Grade 5) – 438
 - Teens – 119
 - Adults – 250 **Highest adult participation to date, 100% increase in participation from 2017 to 2018.
- Homeschool Hub – New classes for the homeschool families of the community. This is going great and has been very well received.
 - September 11 – Artistic activities featuring Vassily Kandinsky’s artwork.
 - September 18 – STREAM activities involving water
 - September 25 – Banned book week discussion based around literature
- Totally Turtles – No school event on Monday, September 17. We had 177 attendees!! Luckily it was nice outside so we could host the event in the park.
- Heritage History Tour at the Heritage Center was very educational and appreciated by those that attended.
- Libraries, MORE than just books – Our goal was to inform patrons all the wonderful things they can check out with their library card. We did target emails to our new card holders, but unfortunately we did not have any participants.
- 4K Outreach has resumed
 - First Lutheran
 - Sunshine
 - Center
 - St. Mary’s
- Babygarten has resumed
- Little University has resumed in full force. We had 36 attendees on Friday, September 21. Very warm and tight in that little program room. Unfortunately some patrons came, but were unable to join due to the limited space.

Marketing & Promotion

- Britta established our new electronic marketing account with MailChimp. Our email lists have been generated and promotional emails are going well.
- Jennifer presented about Technology Basics and library services at the United Methodist Church.

- Todd and Britta are working together on Throwback Thursday posts for Facebook. These posts have had great engagement and many shares, therefore increasing our Facebook followers and visibility.
- Back to School Fine Sale – August 20-31 we offered 50% off overdue fees on patron accounts.
 - We cleared **\$953.22** from patron accounts, allowing access for so many more patrons.
 - We collected **\$706.00** from patron accounts (cash or check at the library).
 - We collected an additional **\$50.00** in donations during that period.
 - We collected **\$1008.12** through eCommerce for the month of August. I don't have access to a complete breakdown for just the last 2 weeks.
 - August was our highest cash/check fine revenue month this year.

Building/Facilities

- J&K Window Tinting provided us with a quote for getting privacy film on a few interior windows in staff areas.
- Mark Evans shampooed the carpet in the periodical room. Our goal is to get additional areas of the library done yet this fall.
- Keeping Safety Simple toured on Friday, September 21 for a safety review of our building. They will be providing an update once complete.

Funding

- We received \$505.00 in memorials for Ruth A. Johnson. The money was deposited into our Library Building account with the Foundation.
- Reading for Charity check presentations for the charities occurred on September 19 and 20.
 - New Richmond Fines Arts Council - \$335.00 – Sponsored by Bremer Bank
 - Heritage Center - \$399.00 – Sponsored by WESTconsin Credit Union
 - The Gap Fund - \$750.00 – Sponsored by First National Community Bank. We received 503 entries for the Gap Fund, but First National Community Bank generous added to their donation.



MONTHLY STATISTICS

	JAN 18	FEB 18	MAR 18	APR 18	MAY 18	JUNE 18	JULY 18	AUG 18	SEPT 18	OCT 18	NOV 18	DEC 18	TOTAL
CIRCULATION													
Checkouts and renewals	16,892	15,452	19,829	18,146	15,848	19,899	19,374	18,849					144,289
Checkins	11,852	10,834	12,790	12,291	11,418	13,532	14,297	14,201					101,215
2017 CHECKOUTS	14,651	14,250	16,936	14,287	15,940	19,556	18,594	19,877	15,743	17,739	15,726	14,613	
Circulation Change	2,241	1,202	2,893	3,859	-92	343	780	-1,028	-15,743	-17,739	-15,726	-14,613	-53,623
DELIVERY TRAFFIC													
items borrowed	3,069	2,914	3,138	3,043	2,463	2,956	2,540	2,718					22,841
items lent	4,648	4,410	4,532	3,939	3,744	3,669	3,715	4,033					32,690
Courier bins received	305	273	295	280	285	259	243	290	0	0	0	0	2230
New Patrons	35	37	44	54	44	87	64	76					441
New Items	294	394	332	435	286	378	416	384					2919
PATRON ASSISTANCE													
Reference questions			294				313				0		607
Circulation assistance			385				340				0		725
Proctoring	4	5	1	6	1	0	3	2					22
Genealogy Requests	1	1	0	8	0	1	1	2					14
Meeting Room Usage													0
Pharos: sessions	1,000	953	965	971	1,000	1,087	1,052	1,125					8,153
Microfilm Computer Usage			27	25	18	17	39	47					173
Wireless sessions	1,855	2,086	2,610	2,482	2,570	2,459	2,535	2,866					19,463
Patron Counter	9,791	8,944	10,720	10,786	11,387	15,925	15,134	14,824					97,511
Days open	26	24	26	24	26	26	25	27					204
2017 DOOR COUNTER	9,771	10,192	11,680	9,635	11,831	15,479	14,518	14,009	11,394	12,666	10,794	8,898	140,867
DOWNLOADABLE CONTENT													
OverDrive	1,691	1,587	1,684	1,662	1,593	1,572	1,605	1,817					13,211
Freading	16	8	8	6	13	12	18	12					93
Flipster	37	49	55	29	41	55	27	37					330
Total Content	1,744	1,644	1,747	1,697	1,647	1,639	1,650	1,866	0	0	0	0	13,634
2017 total	1,458	1,324	1,459	1,345	1,444	1,326	1,301	1,401	1,361	1,400	1,381	1,422	16,622
INTERLIBRARY LOAN													
Interlibrary loans sent out	28	35	56	38	41	33	37	43					311
Interlibrary loans received	84	53	43	46	64	58	41	21					410
OVERDUE NOTICES													
Overdue notices: TNS	102	96	105	116	129	128	126	127	0	0	0	0	929
Overdue notices: mail	87	51	55	128	151	121	157	131	0	0	0	0	881
Overdue notices: emailed	182	152	205	212	263	212	306	281	0	0	0	0	1813
Bills mailed	46	25	35	36	75	47	63	46	0	0	0	0	373
Statement of Charges	213	198	192	211	215	249	100	388	0	0	0	0	1766
VOLUNTEER TIME (MINUTES)													
Adults	405	690	980	755	805	1999	1740	810					8184
Teens	60	180	0	0	0	510	960	0					1710
FINE DEPOSITS													
NR Community Foundation	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5,600.00	\$0.00	\$0.00					\$5,600.00
Pershing Invest. Account	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5,600.00	\$0.00	\$0.00					\$5,600.00

MEMORANDUM

To: Library Board

From: Jennifer Rickard, Interim Library Director

Date: September 21, 2018

Subject: Library Services and Materials Overview

Rickard will provide an overview of library services and materials available at our library and other libraries across the MORE system.