

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, May 29, 2018 at 4:30 p.m.** in the ED Lab of the Civic Center, 156 East First Street, New Richmond, WI 54017.

AMENDED AGENDA:

1. Call to Order
2. Roll Call
3. Adoption of Agenda
4. Public Comment (limit 5 minutes per citizen)
5. Approve minutes from 04.17.18 and 04.24.18
6. Approve monthly expenditures
7. Financial Report
8. Public Relations Action Plan
9. Library Board Responsibilities – Gordon
10. 90-Day Work Plan
11. Director's Report
12. Set date for next regular meeting
13. Communications
14. Library Tour
15. 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 Katie Marsh 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, April 17th, 2018 4:30 p.m.

Trustees Attending: Granroth, Ard, Gjovik, Kuney, Van Nevel

Trustees Attending via Phone: Peplau

Trustees Absent: None

Also Attending: Katie Marsh, Library Director; John Thompson, Director of IFLS; Rae Ann Ailts, City Finance Director

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

Approve Agenda: (Ard/Van Nevel) Motion to approve the agenda; passed unanimously by voice.

Information on Background of Library Building Project: Purpose of the Meeting: Establish a shared collective understanding of the library project. (past, present and going forward)

Most recent action: Library strategies report: Need for library resources exist, but cost is an issue.

Many thoughts were discussed regarding the project going forward; they included the following:

- Where will the library be constructed?
- It will be difficult to raise the money
- There is a need to engage the populations within the townships
- The current library is approx. 8,500 sq. ft.
- John Thompson conducted a needs assessment in 2010 and determined that 11,000 square feet was needed at that time to meet standards with the existing collection.
- Library needs to make inadequacies in the current space known to the public. Things like crawling on the floor to get books, or getting a cut as a result of putting away books that are packed too tightly on the shelf, or holding children on the presenters lap during a presentation because there is no room in the space should be shared with the public.
- There needs to be an effort to get more citizens in the library. Examples are programs for a diverse population, Kiwanis meetings, and business after 5.
- Signage needs to be displayed on the building site.
- Let the lot be a vision for the future library. Map out the possible spaces on the lot, and hold events there. Low cost, big vision is the thought to create a vision.
- There is a need to keep the movement going forward in a timely manner.
- There is lots of work to be done to create the ambassadors the project needs so meeting twice a month seems to be a need.

- The city has likely funded all they intend to.
- There needs to be communication with Mike to determine what MSR and Library Strategies have discussed with him regarding the current building and scaling down.
- Katie is talking to local libraries undergoing building projects as time permits regarding their successes and failures as they undertook their projects.

Set date for next meeting: Work Session: May 22nd, 2018, at 4:30 p.m. Regular Meeting: May 29th, 2018, at 4:30 p.m.

Communications: None

Adjourn: (Ard/Van Nevel) moved to adjourn 6:40 p.m.; passed unanimously by voice.

Minutes of the C.A. Friday Memorial Library Board of Trustees
Tuesday, April 24th, 2018 4:30 p.m.

Trustees Attending: Granroth, Ard, Kuney, Van Nevel

Trustees Attending via Phone: Hall, Peplau

Trustees Absent: Gjovik

Also Attending: Katie Marsh, Library Director

Call to order: Granroth called the meeting to order at 4:31 p.m. Quorum was established and the meeting was properly noticed under Wisconsin Open Meeting Law.

Approve Agenda: (Ard/Van Nevel) Motion to approve the agenda; passed unanimously by voice.

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

Approve Minutes from 03.27.18: (Ard/Kuney) Motion to approve minutes; passed unanimously by voice.

Approve Monthly Expenditures: (Ard/Van Nevel) Motion to approve monthly expenditures; passed unanimously by voice.

Financial Report: Financial report for Signator was presented.

Discussion and Potential Vote on revisions to the Collection Development Policy: (Ard/Kuney) Marsh went through policy explaining changes that were made. Hall noted that the gift policy was clear. Hall asked whether a Reconsideration Form could be added as an appendix. Marsh indicated where the Form could be found in the Policy. Motion to approve revisions to the Collection Development Policy; passed unanimously by voice.

Discussion and Potential Vote on revisions to the Circulation Policy: (Ard/Van Nevel) Ard noted that the language needed to be changed to indicate that the library will create cards for out-of-state patrons. The sentence in question was changed to "The Carleton A. Friday Memorial Library issues a library card without charge to anyone using the library." Motion to approve revisions to the Circulation Policy with amendment; passed unanimously by voice.

Discussion and Potential Vote on revisions to the Damaged or Lost Materials Policy: No vote was taken, as the absorption of this policy into the Circulation Policy above was voted on and passed in the previous motion.

Discussion and Potential Vote on revisions to the Displays/Exhibits/Petitioning Policies: (Ard/Van Nevel) Ard suggested that the following sentence be struck from the policy: "Postings which

advocate a position on a public issue.” Ard suggested that the next sentence be changed to, “Postings which publicize ongoing programs or series of programs, except those that are library or city related.” Motion to approve revisions to the Displays/Exhibits/Petitioning Policies with amendments; passed unanimously by voice.

Discussion and Potential Vote on revisions to the Public Relations Policy: (Ard/Kuney) There was discussion about the need for a Public Relations Policy that indicates that the library follows the same policy as the city, and that a spokesperson will be selected who will be at events. Ard suggested that Marsh check in with Mike Darrow to determine what language from the city’s Public Relations Policy the library can adopt. Motion to eliminate current Public Relations Policy and at a future meeting develop a new Public Relations Action Plan; passed unanimously by voice.

Director’s Report: Marsh presented the following report:

Director’s Report

April 2018

MORE

- MORE made the switch from owning library to lending library rules on Thursday, April 12th. The old method (owning library rules) was that the library that owned the item decided the loan periods and fine rates for that item, regardless of where it was checked out. The new method (lending library rules) states that the library where an item is checked out determines the loan period and fine rates, regardless of what library owns the item. Owning library rules will apply to anything checked out on or before April 11th, and lending library rules will apply to anything checked out on or after April 12th. Patrons do not need to do anything differently.
- May 7th is the tentative date set for the system wide switch to local priority for holds.

Personnel

- We are still in the process of filling the Circulation Assistant vacancy. We extended the application period, owing to lack of a sufficient number of applications, and are now sorting through 35 applicants! We interviewed three candidates today, will be interviewing a fourth candidate on Thursday, and hope to make an offer by Friday.

Classes/Events

- Without a doubt, the busiest week for the month of April was National Library Week. 3,068 patrons visited us during the week to spin the Prize Wheel, enter a raffle, enjoy goodies, attend Friday’s money-themed storytime featuring a visit from Hoot from First National Bank, or to breathe new life into old books and magazines during the Altered Bookshop program. The staff worked their hearts out to make patrons feel wanted and welcome, and it really showed.

- Britta met with 5 patrons at Table 65 on April 12th to facilitate a discussion of “Hillbilly Elegy,” by J.D. Vance. The group had a good discussion about poverty in America.

Outreach

- Two communities have reached out to Jessi for information on the StoryWalk. It appears that it has drawn the eye of nearby communities, and Jessi shared information on how we do what we do.
- Mayor Fred approved of the student-drawn caricature that will be used to promote the Mayor Fred Reading Challenge during the Summer Reading Program.
- Katie has joined the Rotary in order to promote the library out in the community. She expects to be inducted soon.
- Jessi has been invited to join the Kiwanis. The cost for a yearly membership is \$360. We feel that this would be an excellent opportunity to make connections in the community, and well worth the cost.



Funding

- Jessi has been doing a great deal of outreach in the community to request funding, donations, and support for the Summer Reading Program. She has put a lot of time and effort into building these connections, and it looks like her work is paying off.
- We made the switch from our old fine rules to our reduced overdue fines on the first day of National Library Week. We have been promoting this change through our Facebook page, website, and word-of-mouth with patrons.

Building/Facilities

- Badgernet is going to be installing new fiber for our Internet connection here in the library. They expect the work to be completed by June 8th.

Set date for next meeting: May 29th, 2018, at 4:30 p.m.

Communications: Ard suggested that someone from the library should be attending the Chamber coffees. Marsh explained that Jennifer has been attending these.

Ard met with Mike Darrow. Mike said that Marsh should spend her first few months on the job focusing on getting to know the staff, and creating a bond with them. Ard said that the library has a great staff, and that there needs to be time allowed for Katie to gel with the staff and ensure that the system is running perfectly. The Board affirmed that they support this decision.

Van Nevel asked if the Board has ever done anything to recognize the efforts of the staff, such as buying coffee and doughnuts for them. Ard noted that there is not the money in the operating budget for such expenses. Marsh added that public funds cannot be spent on feeding the library staff, and that any such gifts would have to be paid for out of pocket, or by the Friends of the Library.

Hall asked for a summary of how the work session on April 17th went. The Board proved a summary. Marsh added that the minutes from this meeting will be available in May.

Van Nevel asked if there will be a library tour anytime soon. Marsh will put a tour on the May agenda.

Adjourn: (Ard/Van Nevel) moved to adjourn 5:32 p.m.; passed unanimously by voice.

General Bills - April, 2018

55110-220	New Richmond Utilities		\$ 577.22	
			\$ 577.22	
55110-315	Ruth Hurtgen Catering		\$ 100.00	4/10/18 Food
	Kar Jackers Entertainment	2282018	\$ 100.00	6/4/18 - Music in the Park
	Ken Lonnquist		\$ 410.00	6/6/18 - Musician
	Halls of Magic, Inc.	2112	\$ 350.00	6/12/18 - Balloon Spectacular
	Jeff McMullen		\$ 600.00	6/20/18 - Magician
	Fantasy Corral		\$ 400.00	6/27/18 - Petting Zoo
	Kar Jackers Entertainment	3062018	\$ 150.00	7/11/18 - Carnival Photo Booth
	Colossal Fossils, Inc.	CF2018-007	\$ 300.00	7/25/18 - Museum of Science
			\$ 2,410.00	
55110-318	Amery Area Public Library	546376	\$ 13.00	Damaged Book
	Gale/Cengage Learning	63549706	\$ 88.46	
			\$ 101.46	
55110-330	League of WI Municipalities		\$ 85.00	Local Gov't 101 class - KM
			\$ 85.00	
55110-355	Eder Flag	INV1066666	\$ 136.50	6 Flags
			\$ 136.50	
55110-373	Larry Ball		\$ 1,040.00	2 shelving units - 22 shelves
			\$ 1,040.00	

TOTAL \$4,350.18

Amazon statement

4/10/18

55110-

310	315	318	319	373	390	391
\$ 33.97	\$ (48.62)	\$ 91.53	\$ 115.78	\$ 85.74	\$ 24.90	\$ 101.94
\$ 9.84	\$ 61.56	\$ 5.39	\$ 166.51			
\$ 75.80	\$ 13.98	\$ 9.98	\$ 75.90			
\$ 41.50	\$ 13.27	\$ 65.41	\$ (4.06)			
\$ (34.95)	\$ 18.91	\$ 9.17	\$ 27.99			
\$ 27.99						

\$ 154.15	\$ 59.10	\$ 181.48	\$ 382.12	\$ 85.74	\$ 24.90	\$ 101.94
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TOTAL \$ 989.43

P-Card Purchases - April, 2018

Account	Pcard #	Invoice #	Amount	Subtotals	Notes
55110-310	1	Findaway	246790	\$ 3.98	Launchpad labels
	1	Demco	6346945	\$ 86.53	Vinyl tape, fast tape
	1	Northern Business Products	285747-0	\$ 4.99	1 ream, Colored paper
	1	Northern Business Products	272258-0	\$ 18.59	Name sign holder - KM
	1	Northern Business Products	285747-1	\$ 34.98	1 ream, 11x17 colored paper - SRP
	3	Dollar Tree		\$ 56.00	National Library Week Supplies
			TOTAL	\$ 205.07	

55110-315	2	Wal Mart		\$ 19.79	Culver's Coloring Contest Raffle Prizes
	2	Scholastic		\$ 150.37	SRP Prize Books
	2	Wal Mart		\$ 14.80	Grow a Story
	3	Dollar Tree		\$ 49.00	National Library Week Supplies
	3	Aldi		\$ 37.87	National Library Week Supplies
	3	Shoots & Stems Floral		\$ 40.00	Flowers - National Lib Week Open House
			TOTAL	\$ 311.83	

55110-318	1	Gale/Cengage	63424322	\$ 26.39	
	1	Gale/Cengage	63474690	\$ 24.79	
			TOTAL	\$ 51.18	

55110-320	1	Star Tribune		\$ 410.28	52 Weeks, daily
			TOTAL	\$ 410.28	

55110-330	1	SHRM Hotel		\$ 841.77	Conference Hotel - KM
	1	United Airlines		\$ 256.40	Flight - KM
	1	United Airlines		\$ 17.25	Travel Ins
	3	SHRM Conference		\$ 2,025.00	Conference reg - KM
			TOTAL	\$ 3,140.42	

55110-373	1	Northern Business Products	280186-0	\$ 118.80	Garbage liners, toilet tissue, paper towels
	2	Farm & Home	J15675	\$ 28.97	Stain & Varnish
	3	Farm & Home	J18729	\$ 20.97	Sandpaper & Brushes
			TOTAL	\$ 168.74	

55110-391	1	Vistaprint		\$ 106.99	1500 - We miss you postcards - NLW, 50 - Open House postcards
			TOTAL	\$ 106.99	

TOTAL \$4,394.51

Account summary

55110-310	\$ 205.07
55110-315	\$ 311.83
55110-318	\$ 51.18
55110-320	\$ 410.28
55110-330	\$ 3,140.42
55110-373	\$ 168.74
55110-391	\$ 106.99

Account Statement

Date: May 24, 2018

Account: Signator

	<u>This Period</u>	<u>Year-to-Date</u>
Beginning Account Value	\$261,579.32	\$263,162.99
Dividends, Interest and Other Income	\$205.41	\$1,380.57
Fees	-\$834.04	-\$1,658.30
Net Change in Portfolio	\$265.32	-\$1,669.25
Ending Account Value	\$261,216.01	\$264,216.01

Account: NRACF

	<u>Current Quarter</u>	<u>Fiscal YTD</u>
Beginning Fund Balance	\$24,838.65	\$24,096.42
Total Contributions	\$0.00	\$950.00
Total Investment Activity	\$78.35	\$154.17
Total Disbursements	\$93.44	\$377.03
Ending Fund Balance as of 3/31/18	\$24,823.56	\$24,823.56

Signator Investors, Inc.[®]

Quarterly Report

January 1-March 31, 2018

Prepared for

CARLETON A. FRIDAY

THE CARLETON A. FRIDAY
MEMORIAL LIBRARY
155 EAST FIRST STREET
NEW RICHMOND WI 54017-1801

Adviser IAR

Mark Devereux

EDGEWOOD FINANCIAL NETWORK
Private Wealth Management



Market Analysis

Letter from the Envestnet | PMC Investment Committee

First Quarter 2018 Recap

The US economy continued on its upward trajectory, with overall growth and employment posting solid gains. The Bureau of Economic Analysis reported its third estimate of fourth quarter 2017 gross domestic product (GDP) of 2.9%, up slightly from the prior estimate, but somewhat lower than the third quarter's 3.2% reading. The employment situation also made gains, with an average of approximately 242,000 jobs added each month. At the same time, the unemployment rate remained steady at 4.1%. The Federal Open Market Committee (FOMC) modified its interest rate policy by raising the federal funds rate target 25 basis points to a range of 1.50% to 1.75%. Economists expect as many as three additional increases in 2018 as inflation picks up and wage pressures accelerate.

Equity markets started the year off on a strong note, rising 5.7% in January, but encountered volatility in February, from which it never fully recovered. In addition, the Trump administration's tariff announcement added a reason for volatility. As a result, the Chicago Board Options Exchange Volatility Index-better known as VIX-spiked as high as 37 in February before settling at lower levels, though remaining higher than in January. Against this backdrop, the S&P 500 Index finished the quarter with a loss of 0.8%. The negative quarterly return was only the second in the S&P 500 Index's past five years. The ten primary economic sectors delivered generally negative performance during the quarter. Information Technology, Consumer Discretionary, and Financials were the strongest performers on a relative basis, generating returns of 3.5%, 3.1%, and -1.0%, respectively. The Telecommunications Services, Consumer Staples, and Energy sectors were the poorest relative performers, posting returns of -7.5%, -7.1%, and -5.9%, respectively. The Russell 1000 Index of large capitalization stocks generated a -0.7% total return. Within the large cap segment, growth stocks once again outperformed value stocks. Small cap stocks, as represented by the Russell 2000 Index, slightly outperformed large caps, and finished the quarter with a total return of -0.1%. Small cap growth outperformed small cap value. The NASDAQ Composite, dominated by information technology stocks, finished the quarter with a gain of 2.6%. The Dow Jones Industrial Average of 30 large industrial companies

Market Analysis

declined 2.0%.

International stocks performed reasonably well on a relative basis, generally outpacing US equities. As in the prior quarter, European economies continue to accelerate, as domestic demand has picked up and monetary policy has remained extremely accommodative. China continues to deleverage its economy, but has recently posted strong economic growth. With that as a backdrop, international stock indices were mixed. The MSCI ACWI ex-USA Index, which measures performance of world markets outside the US, declined 1.2%. The MSCI EAFE Index of developed markets stocks fell by 1.5%. Regional performance also was varied for the quarter. Latin America was the strongest performer on a relative basis, returning 8.0%. China also generated positive returns, with a gain of 1.8%. The Pacific ex-Japan region was the poorest performer, declining 3.7%. Emerging markets performance was modestly higher, as the MSCI Emerging Markets Index gained 1.4%.

Fixed income securities' prices and yields were affected by a variety of factors, including the FOMC's decision to raise short-term interest rates once again at its recent March meeting; the Trump administration's new tariff policies on aluminum and steel imports; solid improvement in economic data; and volatility in stock prices. The administration's new tariffs on certain imported goods were a fulfillment of one of President Trump's campaign promises, but created concern among analysts that the gains from the recently enacted tax reform package would be undone. The economy continues to post strong gains, and the FOMC is likely to become increasingly hawkish under new Federal Reserve (Fed) Chairman Jay Powell. The FOMC expects to raise short-term rates at least three more times in 2018. The shape of the Treasury yield curve flattened somewhat more in the quarter, with yields on short- to intermediate-term maturities climbing more than those for long-term issues. By the end of the quarter, the yield on the benchmark 10-year U.S. Treasury note was higher, ending the quarter at 2.74%, compared to 2.41% on December 31.

Outlook

The US economy is strong, and according to the consensus of economists, is primed to get even stronger. The tax cuts enacted in December-which amount to \$1.5 trillion over 10 years-are only now beginning to flow through the economy, and the recent omnibus spending bill will add even more stimulus that will be felt over the next few months. Economists expect this stimulus to result in GDP growth of more than 3%



Market Analysis

this summer, job growth of 200,000 per month, and an unemployment rate declining to near 3%. Although welcome, such growth historically has not been sustainable for very long. The Trump administration's imposition of large tariffs on steel and aluminum imports also may have lingering effects on growth in the coming years. Many economists believe that the tariffs themselves may not have a significant impact, but to the extent they spur a broader trade war, growth could be adversely affected. In addition, the tariffs are a fulfillment of President Trump's generally anti-trade campaign promise, which may eventually lead to slow growth. Overall, however, the economy is still growing at an accelerated rate, and is likely to do so for the next several quarters. The risks to the positive economic outlook continue to include the potential for monetary policy missteps by the Fed, specifically, allowing inflation to rise too rapidly. Most analysts also expect the volatility that has defined the market so far this year to continue throughout the year.

Disclaimer: This commentary is provided for educational purposes only. The information, analysis, and opinions expressed herein reflect our judgment as of the date of writing, and are subject to change at any time without notice. They are not intended to constitute legal, tax, securities, or investment advice, or a recommended course of action in any given situation. All investments carry a certain risk, and there is no assurance that an investment will provide positive performance over any period of time. Information obtained from third-party resources is believed to be reliable but not guaranteed. Past performance is not indicative of future results. Index performance is presented for illustrative purposes only, and does not represent the performance of any specific investment product or portfolio. An investment cannot be made directly into an index.

The **S&P 500 Index** is an unmanaged index comprising 500 widely held securities considered to be representative of the stock market in general. The **MSCI EAFE Index** represents 21 developed markets outside North America. The **MSCI Emerging Markets Index** is a market-capitalization index that is designed to measure equity market performance in the global emerging markets. The **Russell 2000 Index** is an unmanaged market-capitalization-weighted index measuring the performance of the 2,000 smallest US companies, on a market-capitalization basis, in the Russell 3000 Index. The **Bloomberg BarCap U.S. Corporate High Yield Index** covers the USD-denominated, non-investment grade, fixed-rate, taxable corporate bond market. Securities are classified as high yield if the middle rating of Moody's, Fitch, and S&P

Market Analysis

is Ba1/BB+/BB+ or below. The Index may include emerging markets debt. The **Bloomberg BarCap Municipal Bond Index** is a widely recognized, unmanaged index of municipal bonds with maturities of at least one year. The **NASDAQ Composite** is an index of the common stocks and similar securities (e.g., ADRs, tracking stocks, limited partnership interests) listed on the NASDAQ stock market, meaning that it has more than 3,000 components. It is highly followed in the US as an indicator of the performance of stocks of technology and growth companies. Since both US and non-US companies are listed on the NASDAQ stock market, the Index is not exclusively a US index. The **MSCI Europe Index** captures large and mid cap representation across 15 developed markets countries in Europe.* With 432 constituents, the Index covers approximately 85% of the free float-adjusted market capitalization across the European Developed Markets equity universe. The **Russell 1000 Index** is a market-capitalization-weighted benchmark index made up of the 1000 largest US companies in the Russell 3000 Index. **The Dow Jones Industrial Average** is a price-weighted average of 30 significant stocks traded on the New York Stock Exchange and the NASDAQ. The **MSCI ACWI Ex-U.S. Index** is a market-capitalization-weighted index maintained by Morgan Stanley Capital International (MSCI) and designed to provide a broad measure of stock performance throughout the world, with the exception of US-based companies. The **MSCI All Country World Index Ex-U.S.** includes both developed and emerging markets. The **MSCI China Index** captures large and mid cap representation across China H shares, B shares, Red chips, and P chips. With 143 constituents, the Index covers about 85% of this China equity universe. **The MSCI Emerging Markets (EM) Asia Index** captures large and mid cap representation across 8 emerging markets countries (China, India, Indonesia, Korea, Malaysia, the Philippines, Taiwan, and Thailand). With 535 constituents, the Index covers approximately 85% of the free float-adjusted market capitalization in each country. Sector performance is represented by the **Global Industry Classification Standard (GICS)** sectors, developed by Standard & Poor's and MSCI Barra. The **CBOE Volatility Index (VIX)** is an up-to-the-minute market estimate of expected volatility that is calculated by using real-time S&P 500 Index option bid/ask quotes. The Index uses nearby and second



Market Analysis

nearby options with at least 8 days left to expiration and then weights them to yield a constant, 30-day measure of the expected volatility of the S&P 500 Index.

Index performance is presented for illustrative purposes only, and does not represent the performance of any specific investment product or portfolio. An investment cannot be made directly into an index.

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Table of Contents

Page	Group Reports	Mkt Val
1	All Accounts	\$ 261,579.32
	Account Reports ¹	Mkt Val
5	Personalized Client Model : 09Fo63839 TCY101655	\$ 261,579.32

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Please inform your advisor if there have been any changes in your financial situation or investment objectives, or to modify existing restrictions. Please contact your financial advisor for a copy of Signator Investors, Inc. ADV Part 2 or Wrap Fee Program Brochure, as applicable.



Aggregate Overview

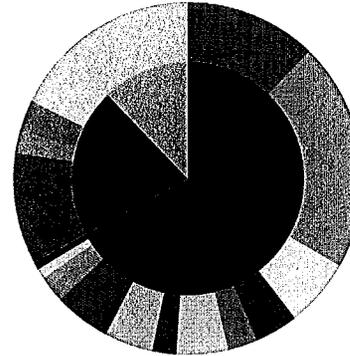
All Accounts

Client Group Summary

Inception Date	Feb 16, 2006
Total Value	\$ 261,579.32
Accrued Income	138.53
Net Investment ²	\$ 166,565.26

Performance ³	This Quarter	Year-to-Date	Incp to Date
TWRR	-0.58 %	-0.58 %	4.63 %

Asset Allocation



Equity	58.82 %
● Large-Cap Growth	12.24
● Large-Cap Core	21.09
● Large-Cap Value	6.28
● Mid-Cap Growth	4.01
● Mid-Cap Core	2.73
● Mid-Cap Value	4.76
● Small-Cap Growth	2.26
● Small-Cap Value	4.44
● REITs	1.01
International	8.38
● Int'l Developed Mkts	4.22
● Int'l Emerging Mkts	1.55
● Foreign Large Cap Growth	0.97
● Foreign Large Cap Value	0.92
● Foreign Small Mid Cap Value	0.73
Fixed Income	20.65
● Intermediate Bond	10.23
● Short Bond	2.04
● High Yield	2.91
● International Bond	5.48
Cash	12.15
● Cash	12.15

Accounts ³ / Benchmarks ⁴

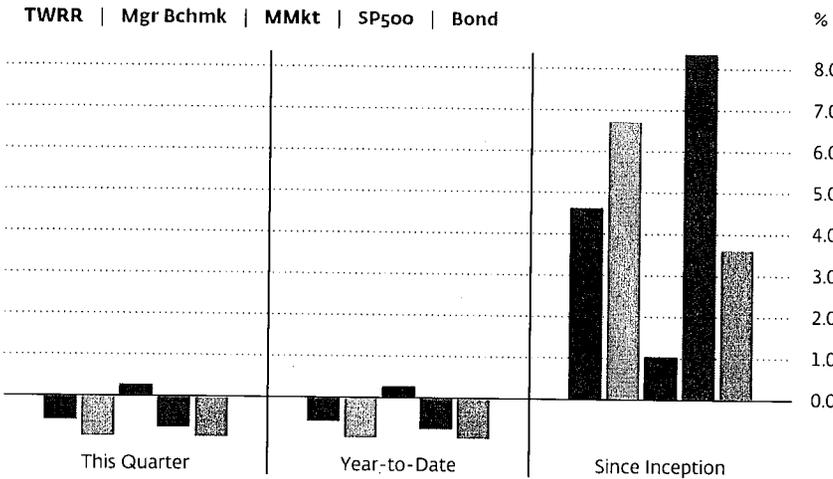
	Market Value	Net ² Investment	Qtr to Date	Year to Date	Trailing ⁵ 1 Yr	Trailing ⁶ 3 Yrs	Trailing ⁷ 5 Yrs	Trailing ⁸ 10 Yrs	Incp to Date
THE CARLETON A. FRIDAY MEMORIAL LIBRARY TCY101655	\$ 261,579.32	\$ 166,565.26							
Personalized Client Model : 09Fo63839	—	—	-0.58 %	-0.58 %	7.10 %	4.74 %	6.16 %	5.03 %	4.63 %
Benchmark: Moderate Benchmark ⁹	—	—	-0.96	-0.96	9.49	6.73	8.96	7.39	6.72

Incp : Feb 16, 2006

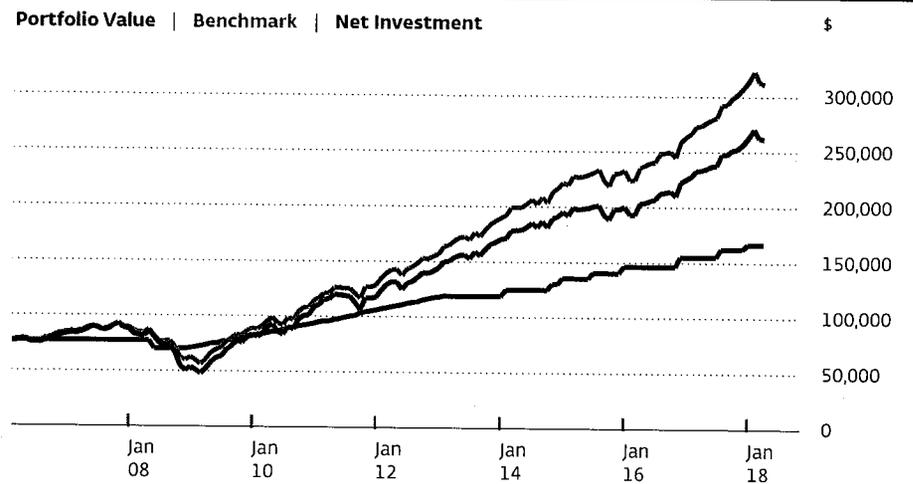
Aggregate Overview

All Accounts

Performance Summary ¹⁰



Portfolio Value vs. Benchmark ⁹



Quarterly Performance Statistics ¹⁰

	TWRR ³	Mgr Bchmk	MMkt	SP500	Bond
Q1 2018	-0.58 %	-0.96 %	0.27 %	-0.76 %	-0.98 %
Q4 2017	2.98	3.80	0.22	6.64	-0.20
Q3 2017	2.73	3.52	0.19	4.48	0.60
Q2 2017	1.82	2.74	0.14	3.09	0.94

Periodic Performance Statistics ¹⁰

	TWRR ^{3, 11}	Mgr Bchmk	MMkt	SP500	Bond
Year-to-Date	-0.58 %	-0.96 %	0.27 %	-0.76 %	-0.98 %
Trailing 1 Year	7.10	9.49	0.83	13.99	0.35
Trailing 3 Year	4.74	6.73	0.35	10.78	0.94
Trailing 5 Year	6.16	8.96	0.22	13.31	1.25
Since Inception	4.63	6.72	1.04	8.36	3.62

0104-01-00-0012154-0006-0134966 11



Flow of Funds

All Accounts

Portfolio Values				Net Investment	Net Investment	Port. ³	Port. ³	Bmark ⁹	Bmark ⁹
	Market Value	Contributions	Withdrawals	To Date	Period	To Date	Period	To Date	Period
March 31, 2018	\$ 261,579.32	\$ 0.00	\$ 0.00	\$ 166,565.26	\$ 0.00	73.07 %	-0.58 %	119.97 %	-0.96 %
December 31, 2017	263,243.55	11,300.00	0.00	166,565.26	11,300.00	74.08	11.66	121.55	15.03
December 31, 2016	225,352.38	8,850.00	-10.00	155,265.26	8,840.00	55.90	7.88	90.81	9.16
December 31, 2015	200,486.78	11,000.00	0.00	146,425.26	11,000.00	44.51	-2.84	74.29	-0.08
December 31, 2014	195,240.12	16,500.00	0.00	135,425.26	16,500.00	48.74	4.46	74.16	7.83
December 31, 2013	170,579.72	1,004.97	0.00	118,925.26	1,004.97	42.39	17.39	61.05	20.94
December 31, 2012	144,321.38	12,112.40	0.00	117,920.29	12,112.40	21.30	11.96	34.49	12.39
December 31, 2011	117,582.11	12,185.57	0.00	105,807.89	12,185.57	8.35	-2.34	20.56	1.55
December 31, 2010	108,114.30	11,457.69	0.00	93,622.32	11,457.69	10.94	14.11	18.26	13.57
December 31, 2009	83,538.84	11,166.06	-30.00	82,164.63	11,136.06	-2.78	30.47	4.86	21.02
December 31, 2008	53,796.56	930.69	-7,240.00	71,028.57	-6,309.31	-25.48	-34.59	-11.49	-23.06
December 31, 2007	87,602.47	0.00	0.00	77,337.88	0.00	13.92	5.91	16.06	5.76
December 31, 2006	83,092.49	0.00	0.00	77,337.88	77,337.88	7.56	7.56	9.81	9.81
February 16, 2006	77,337.88	—	—	—	—	—	—	—	—
Total	\$ 261,579.32	\$ 96,507.38	\$ -7,280.00	\$ 166,565.26		4.63¹¹ %		6.72¹¹ %	

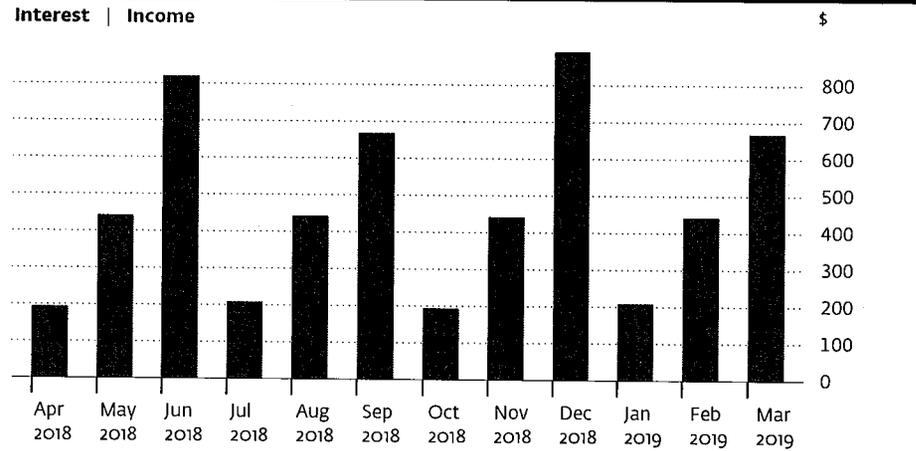
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Income Schedule Summary

All Accounts

Summary	Interest	Income	Total
April, 2018	\$ 0	\$ 194	\$ 194
May, 2018	0	442	442
June, 2018	0	821	821
July, 2018	0	209	209
August, 2018	0	442	442
September, 2018	0	669	669
October, 2018	0	194	194
November, 2018	0	442	442
December, 2018	0	891	891
January, 2019	0	209	209
February, 2019	0	442	442
March, 2019	0	669	669
Total	\$ 0	\$ 5,624	\$ 5,624

Monthly Income ¹²





Activity and Performance Summary

Personalized Client Model : 09Fo63839 | TCY101655

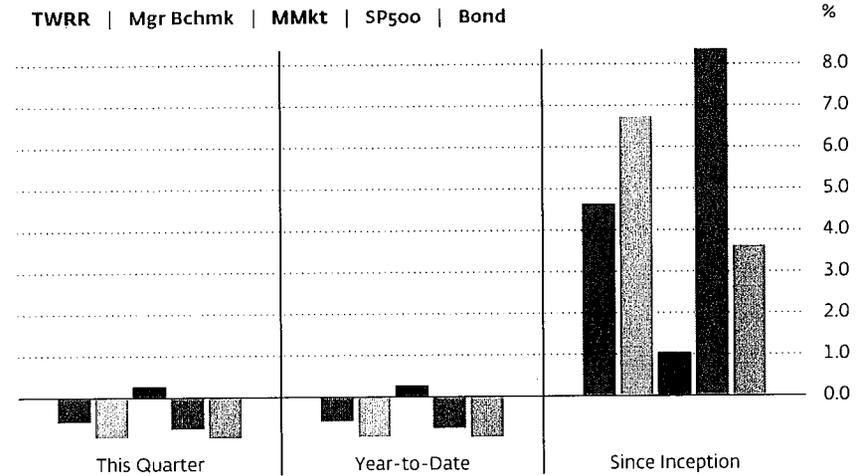
Account Summary

Total Value	\$ 261,579.32
Accrued Income	138.53
Net Investment ²	\$ 166,565.26
Inception Date	Feb 16, 2006

Account Activity ¹³

	This Quarter	Year-to-Date
Beginning Value	\$ 263,243.55	\$ 263,243.55
Contributions	0.00	0.00
Withdrawals	0.00	0.00
Capital Appreciation	-1,925.89	-1,925.89
Dividends	1,094.60	1,094.60
Interest	0.00	0.00
Advisory Fees	-832.94	-832.94

Performance Summary ¹⁰



Quarterly Performance Statistics ¹⁰

	TWRR ³	Mgr Bchmk	MMkt	SP500	Bond
Q1 2018	-0.58 %	-0.96 %	0.27 %	-0.76 %	-0.98 %
Q4 2017	2.98	3.80	0.22	6.64	-0.20
Q3 2017	2.73	3.52	0.19	4.48	0.60
Q2 2017	1.82	2.74	0.14	3.09	0.94

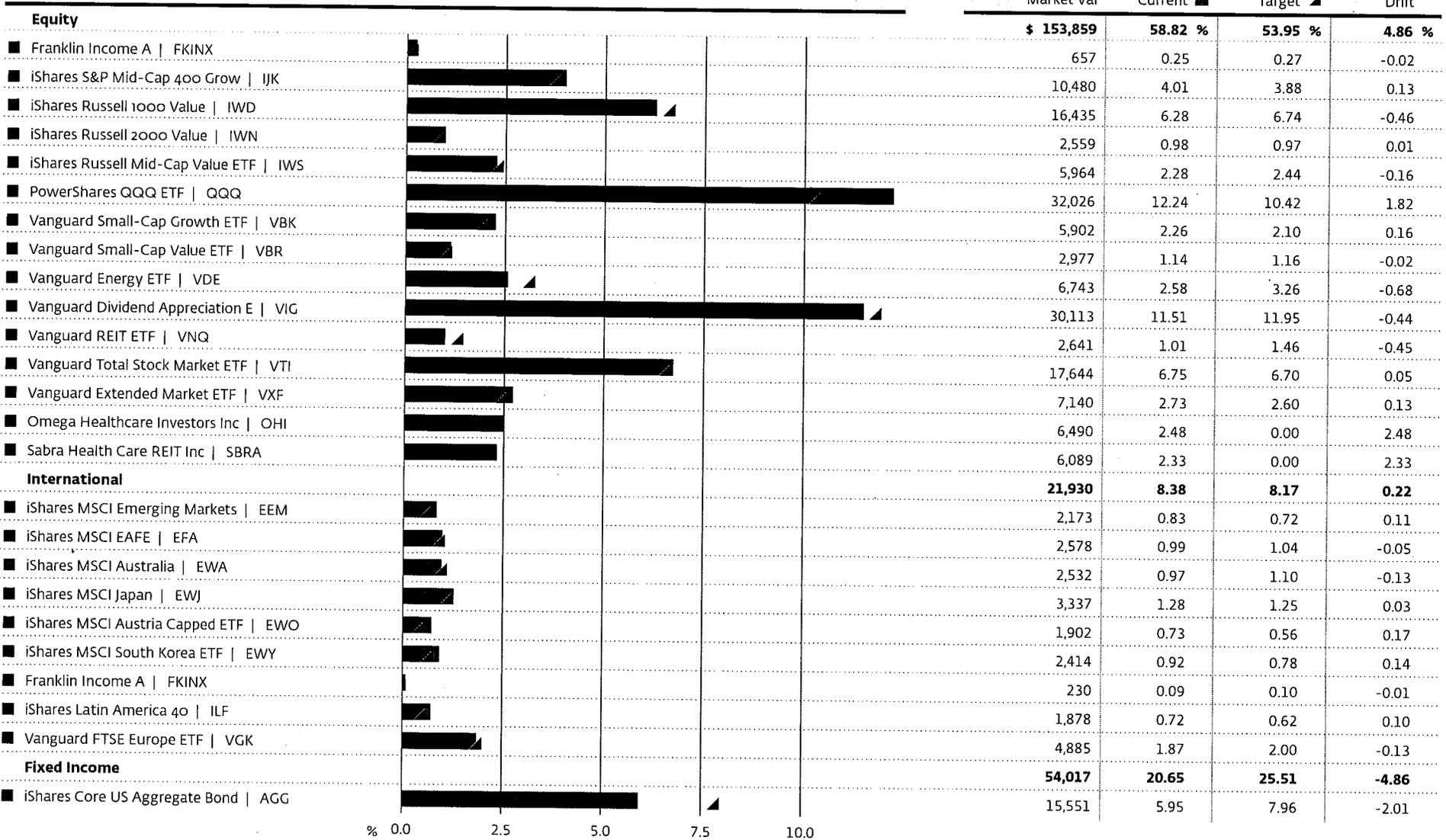
Periodic Performance Statistics ¹⁰

	TWRR ^{3, 11}	Mgr Bchmk	MMkt	SP500	Bond
Year-to-Date	-0.58 %	-0.96 %	0.27 %	-0.76 %	-0.98 %
Trailing 1 Year	7.10	9.49	0.83	13.99	0.35
Trailing 3 Year	4.74	6.73	0.35	10.78	0.94
Trailing 5 Year	6.16	8.96	0.22	13.31	1.25
Since Inception	4.63	6.72	1.04	8.36	3.62

Asset Allocation

Personalized Client Model : 09Fo63839 | TCY101655

Target vs Actual Allocation

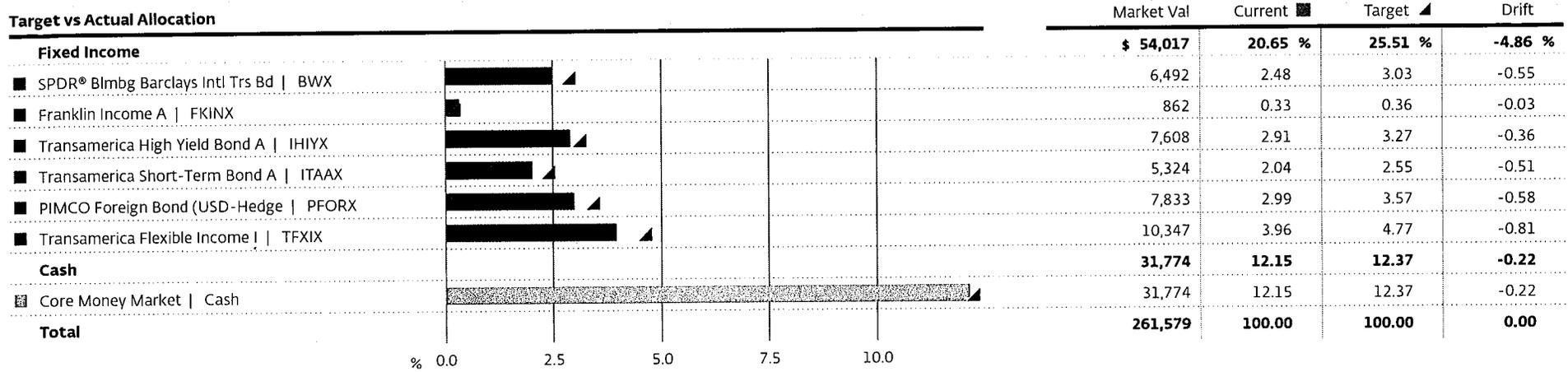




Asset Allocation

Personalized Client Model : 09Fo63839 | TCY101655

Target vs Actual Allocation



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Holdings

Personalized Client Model : 09Fo63839 | TCY101655

Holdings Summary	Total %	Total ¹⁴
Market Value	—	\$ 261,579.32
Stock Holdings	4.81 %	12,578.85
Fund Holdings	83.04	217,226.67
Cash	12.15	31,773.80

Unrealized ¹⁵	Gains	Losses	Total
Long Term	\$ 81,614.13	\$ 1,002.47	\$ 80,611.66
Short Term	2.31	2,415.66	-2,413.35

Stock Holdings

	Price	Units Owned	Market Value	Accrued	% of Total	Style ¹⁶	Cost ¹⁷ Basis	Gain ¹⁵ / Loss	Yield
Omega Healthcare Investors Inc OHI	\$ 27.04	240.000	\$ 6,490	\$ 0	2.48 %	Mid Cap Val	\$ 7,483	\$ -994	9.76 %
Sabra Health Care REIT Inc SBRA	17.65	345	6,089	0	2.33	Sm Cap Val	7,491	-1,402	10.20

Fund Holdings

	Price	Units Owned	Market Value	Accrued	% of Total	Style ¹⁶	Cost ¹⁷ Basis	Gain ¹⁵ / Loss	Yield
Franklin Income A FKINX	\$ 2.29	763.443	\$ 1,748	\$ 0	0.67 %	Balanced	\$ 1,876	\$ -128	5.24 %
iShares Core US Aggregate Bond AGG	107.25	145	15,551	0	5.95	Interm. Bond	15,887	-336	2.40
iShares Latin America 40 ILF	37.57	50	1,878	0	0.72	Emerging Mkts	1,478	400	1.64
iShares MSCI Australia EWA	22.02	115	2,532	0	0.97	Fgn Lg Cap Gwth	2,305	227	4.67
iShares MSCI Austria Capped ETF EWO	25.36	75	1,902	0	0.73	Fgn Smid Cap Val	2,314	-412	1.98
iShares MSCI EAFE EFA	69.68	37	2,578	0	0.99	Intl Dev Mkts	2,353	225	2.59
iShares MSCI Emerging Markets EEM	48.28	45	2,173	0	0.83	Emerging Mkts	1,508	665	1.84
iShares MSCI Japan EWJ	60.68	55	3,337	0	1.28	Intl Dev Mkts	3,067	270	1.23
iShares MSCI South Korea ETF EWY	75.45	32	2,414	0	0.92	Fgn Lg Cap Val	1,534	881	2.88
iShares Russell 1000 Value IWD	119.96	137	16,435	0	6.28	Lg Cap Val	10,032	6,402	2.16
iShares Russell 2000 Value IWV	121.88	21	2,559	0	0.98	Sm Cap Val	1,543	1,016	1.83
iShares Russell Mid-Cap Value ETF IWS	86.43	69	5,964	0	2.28	Mid Cap Val	3,067	2,897	2.02
iShares S&P Mid-Cap 400 Growth IJK	218.33	48	10,480	0	4.01	Mid Cap Gwth	3,840	6,640	0.92

**Holdings**

Personalized Client Model : 09Fo63839 | TCY101655

Fund Holdings	Price	Units Owned	Market Value	Accrued	% of Total	Style ¹⁶	Cost ¹⁷ Basis	Gain ¹⁵ / Loss	Yield
PIMCO Foreign Bond (USD-Hedged) Instl PFORX	10.78	726.629	7,833	11	2.99	Intl Bond	7,526	307	1.19
PowerShares QQQ ETF QQQ	160.13	200	32,026	55	12.24	Lg Cap Gwth	8,275	23,751	0.81
SPDR® Blmbg Barclays Intl Trs Bd ETF BWX	29.51	220	6,492	0	2.48	Intl Bond	6,485	8	0.59
Transamerica Flexible Income I TFXIX	9.15	1,130.809	10,347	32	3.96	Interm. Bond	10,296	50	4.07
Transamerica High Yield Bond A IHYX	9.04	841.546	7,608	32	2.91	High Yield	7,365	243	5.45
Transamerica Short-Term Bond A ITAAX	10.10	527.155	5,324	8	2.04	Short Bond	5,454	-130	1.96
Vanguard Dividend Appreciation ETF VIG	101.05	298	30,113	0	11.51	Lg Cap Core	13,984	16,129	1.90
Vanguard Energy ETF VDE	92.37	73	6,743	0	2.58	Lg Cap Core	5,041	1,702	3.11
Vanguard Extended Market ETF VXF	111.56	64	7,140	0	2.73	Mid Cap Core	3,111	4,029	1.25
Vanguard FTSE Europe ETF VGK	58.15	84	4,885	0	1.87	Intl Dev Mkts	3,174	1,710	2.75
Vanguard REIT ETF VNQ	75.47	35	2,641	0	1.01	REITs	2,124	518	4.66
Vanguard Small-Cap Growth ETF VBK	163.95	36	5,902	0	2.26	Sm Cap Gwth	3,069	2,833	0.80
Vanguard Small-Cap Value ETF VBR	129.42	23	2,977	0	1.14	Sm Cap Val	1,539	1,438	1.84
Vanguard Total Stock Market ETF VTI	135.72	130	17,644	0	6.75	Lg Cap Core	8,387	9,256	1.73

Cash Balance

	Market Value	% of Total
Cash	\$ 31,774	12.15 %

Security Performance

Personalized Client Model : 09Fo63839 | TCY101655

Stock Holdings			Start Date	Market ¹⁸ Value	% of Total	Income ¹⁹ Earned	QTD Perf.	YTD Perf.	Trailing ⁵ 1 Yr	Trailing ⁶ 3 Yrs	From ²⁰ Start Date
Omega Healthcare Investors Inc OHI			Aug 24, 2017	\$ 6,490	2.48 %	\$ 314	0.69 %	0.69 %	—	—	-9.35 %
Sabra Health Care REIT Inc SBRA			Aug 24, 2017	6,089	2.33	335	-3.46	-3.46	—	—	-14.16
Fund Holdings			Start Date	Market ¹⁸ Value	% of Total	Income ¹⁹ Earned	QTD Perf.	YTD Perf.	Trailing ⁵ 1 Yr	Trailing ⁶ 3 Yrs	From ²⁰ Start Date
Franklin Income A FKINX			Jan 23, 2007	\$ 1,748	0.67 %	\$ 860	-2.56 %	-2.56 %	2.09 %	3.95 %	5.12 %
iShares Core US Aggregate Bond AGG			Jul 22, 2014	15,551	5.95	1,403	-1.46	-1.46	1.22	1.13	1.86
iShares Latin America 40 ILF			Feb 24, 2006	1,878	0.72	530	9.95	9.95	20.77	10.89	4.56
iShares MSCI Australia EWA			Feb 24, 2006	2,532	0.97	1,416	-4.96	-4.96	1.95	3.41	5.60
iShares MSCI Austria Capped ETF EWO			Feb 24, 2006	1,902	0.73	478	2.92	2.92	42.78	19.54	1.09
iShares MSCI EAFE EFA			Feb 24, 2006	2,578	0.99	771	-0.90	-0.90	14.89	5.71	3.78
iShares MSCI Emerging Markets EEM			Feb 24, 2006	2,173	0.83	400	2.46	2.46	24.98	8.56	5.17
iShares MSCI Japan EWJ			Feb 24, 2006	3,337	1.28	417	1.25	1.25	19.38	8.19	2.18
iShares MSCI South Korea ETF EWY			Feb 24, 2006	2,414	0.92	285	0.69	0.69	25.62	12.06	5.33
iShares Russell 1000 Value IWD			Feb 24, 2006	16,435	6.28	3,201	-2.97	-2.97	6.75	7.69	6.70
iShares Russell 2000 Value IWN			Feb 24, 2006	2,559	0.98	414	-2.75	-2.75	5.04	7.75	6.52
iShares Russell Mid-Cap Value ETF IWS			Feb 24, 2006	5,964	2.28	982	-2.63	-2.63	6.28	6.97	8.03
iShares S&P Mid-Cap 400 Growth IJK			Feb 24, 2006	10,480	4.01	645	1.37	1.37	15.50	9.56	9.64
PIMCO Foreign Bond (USD-Hedged) Instl PFORX			Feb 24, 2006	7,833	2.99	3,660	1.37	1.37	4.28	3.21	6.06
PowerShares QQQ ETF QQQ			Feb 24, 2006	32,026	12.24	1,655	2.98	2.98	22.00	16.01	12.80
SPDR® Bimbg Barclays Intl Trs Bd ETF BWX			Jan 18, 2012	6,492	2.48	402	3.96	3.96	11.46	3.79	1.11
Transamerica Flexible Income I TFXIX			Jan 12, 2011	10,347	3.96	2,780	-0.67	-0.67	2.69	2.82	4.61
Transamerica High Yield Bond A IHYX			Jul 24, 2009	7,608	2.91	3,058	-0.87	-0.87	3.24	4.13	8.54
Transamerica Short-Term Bond A ITAAX			Jul 24, 2009	5,324	2.04	1,149	-0.38	-0.38	0.96	1.43	3.10
Vanguard Dividend Appreciation ETF VIG			May 15, 2009	30,113	11.51	3,585	-0.57	-0.57	14.56	10.21	13.90
Vanguard Energy ETF VDE			May 15, 2009	6,743	2.58	1,385	-6.06	-6.06	-1.49	-2.42	5.61
Vanguard Extended Market ETF VXF			Feb 24, 2006	7,140	2.73	700	0.14	0.14	13.16	8.06	8.66



Security Performance

Personalized Client Model : 09Fo63839 | TCY101655

Fund Holdings	Start Date	Market ¹⁸ Value	% of Total	Income ¹⁹ Earned	QTD Perf.	YTD Perf.	Trailing ⁵ 1 Yr	Trailing ⁶ 3 Yrs	From ²⁰ Start Date
Vanguard FTSE Europe ETF VGK	May 15, 2009	4,885	1.87	1,414	-1.22	-1.22	15.97	5.58	9.08
Vanguard REIT ETF VNQ	Feb 24, 2006	2,641	1.01	1,213	-8.20	-8.20	-4.47	0.74	5.75
Vanguard Small-Cap Growth ETF VBK	Feb 24, 2006	5,902	2.26	288	2.08	2.08	17.45	8.67	8.86
Vanguard Small-Cap Value ETF VBR	Feb 24, 2006	2,977	1.14	475	-2.10	-2.10	7.37	7.94	8.03
Vanguard Total Stock Market ETF VTI	Feb 24, 2006	17,644	6.75	2,533	-0.70	-0.70	13.90	10.26	8.51

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Management Fees

Rollup of All Accounts

Quarterly Billing Activity

	Account	Bill Period ²¹	Billable Value ²²	Annual Pct Billed ²³	Quarterly Fee Amount
THE CARLETON A. FRIDAY MEMORIAL LIBRARY	TCY101655	Apr 1, 2018-Jun 30, 2018	\$ 261,579.32	1.28 %	\$ 837.01



Disclosure Notes

¹ These reports are not to be construed as an offer or the solicitation of an offer to buy or sell securities mentioned herein. Information contained in these reports is based on sources and data believed reliable. The information used to construct these reports was received via a variety of sources. These reports are for informational purposes only. These reports do not take the place of any brokerage statements, any fund company statements, or the 1099 tax forms. You are urged to compare this report with the statement you receive from your custodian covering the same period. Differences in positions may occur due to reporting dates used and whether certain assets are not maintained by your custodian. There may also be differences in the investment values shown due to the use of differing valuation sources and methods.

² Net Investment is the total value of contributions and withdrawals (excluding unsupervised assets) made by the client since the inception date of the account. This includes Misc. Expenses received from the custodian.

³ Time Weighted Rate of Return (TWRR) is calculated net of all fees. Time Weighted Rate of Return (TWRR) is used to compare your portfolio returns versus benchmark indices (such as S&P 500).

⁴ A benchmark is an unmanaged index, and its performance does not include any advisory fees, transaction costs or other charges that may be incurred in connection with your investments and/or managed accounts listed. Any benchmark whose return is shown for comparison purposes may include different holdings, a different number of holdings, and a different degree of investment in individual securities, industries or economic sectors than the investments and/or investment accounts to which it is compared. Investors cannot invest directly into a benchmark or index. All portfolio returns for all periods are expressed in USD. All benchmark(s) returns reflect the same currency as the portfolio returns presented. Yearly performance values (e.g. Trailing 3 Years) shown are from the specified period up to Mar 31, 2018.

⁵ Trailing 1 Year is Mar 31, 2017 to Mar 31, 2018

⁶ Trailing 3 Year is Mar 31, 2015 to Mar 31, 2018, annualized

⁷ Trailing 5 Year is Mar 31, 2013 to Mar 31, 2018, annualized

⁸ Trailing 10 Year is Mar 31, 2008 to Mar 31, 2018, annualized

⁹ Benchmark designates 34% Bloomberg Barclays Capital U.S. Aggregate Bond TR, 21% Russell 1000 Growth TR, 21% Russell 1000 Value TR, 14% Russell 2000 TR, 10% MSCI EAFE GR. A benchmark is an unmanaged index, and its performance does not include any advisory fees, transaction costs or other charges that may be incurred in connection with your investments and/or managed accounts listed. Any benchmark whose return is shown for comparison purposes may include different holdings, a different number of holdings, and a different degree of investment in individual securities, industries or economic sectors than the investments and/or investment accounts to which it is compared. Investors cannot invest directly into a benchmark or index. All portfolio returns for all periods are expressed in USD. All benchmark(s) returns reflect the same currency as the portfolio returns presented.

¹⁰ These figures compare the Time Weighted Rate of Return (TWRR) of your account with a selection of benchmark indices. "Mgr Bchmk" refers to a blend composed of 34% Bloomberg Barclays Capital U.S. Aggregate Bond TR, 21% Russell 1000 Growth TR, 21% Russell 1000 Value TR, 14% Russell 2000 TR, 10% MSCI EAFE GR. "MMkt" refers to the Lipper Money Market Fund index "SP500" refers to the S&P 500 TR index. "Bond" refers to the Bloomberg Barclays Capital Intermediate U.S. Government/Credit TR index. A benchmark is an unmanaged index, and its performance does not include any advisory fees, transaction costs or other charges that may be incurred in connection with your investments and/or managed accounts listed. Any benchmark whose return is shown for comparison purposes may include different holdings, a different number of holdings, and a different degree of investment in individual securities, industries or economic sectors than the investments and/or investment accounts to which it is compared. Investors cannot invest directly into a benchmark or index. All portfolio returns for all periods are expressed in USD. All benchmark(s) returns reflect the same currency as the portfolio returns presented.

¹¹ Returns for greater than one year are annualized.

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Disclosure Notes

- ¹² Projected equity dividends in the Income Schedule are provided for informational purposes only. Data is generated from the most recent equity dividend payment for the given equity security, and replicated using the current quantity and next expected dividend payment date. There is no assurance that projected equity dividends will actually pay the projected amount on the projected date. The estimates generated by this tool regarding the likelihood of various cash payments are hypothetical in nature, do not reflect the actual payments and are not guarantees of future payments. When available, the coupon rate of some fixed income and/or the current interest rate or most recently declared dividends for certain securities are annualized to create the Estimated Annual Income ("EAI") figure. EAI is an estimate, and your actual income may be lower or higher. Additionally, estimates may include return of principal or capital gains which would render them overstated. EAI is based on mathematical calculations of available data, and have been obtained from information providers believed to be reliable, but no assurance can be made as to accuracy. Since the interest and dividend rates are subject to change at any time, and may be affected by current and future economic, political and business conditions, they should not be relied on for making investment, trading or tax decisions.
- ¹³ "Beginning Value": the account's value at the beginning of each period; "Contributions": the value of deposits from the client into the account for each period; "Withdrawals": withdrawals from the account for each period; "Capital Appreciation": all realized and unrealized changes in market value during the period; "Dividends": the amount of dividends received from stocks or mutual funds for each period; "Interest": the amount of interest received for each period; "Advisory Fees": the amount of advisory fees charged to the account for each period.
- ¹⁴ Market value totals are displayed in reporting currency(USD).
- ¹⁵ Capital gain/loss data presented here is a general guide and should not be relied upon in the preparation of your tax returns.
- ¹⁶ Parent style classifications are provided by Morningstar, Inc. and mapped into one of the style classifications supported on this platform. Sector information is provided by Morningstar. Bond type and rating information is provided by Interactive Data Corporation.
- ¹⁷ "First-In First-Out (For Mutual Fund: Avg Cost-Avbl Cost (Covered/Uncovered))" is the current accounting method. This method changed from "First-In First-Out (For Mutual Fund: Average Cost (Covered/Uncovered))" effective on 2013-03-15. Cost basis values are not provided by the custodian in all cases, and should be independently verified from your original purchase records. However cash is not included in the 'Cost Basis' total figures.
- ¹⁸ Based on market-close prices at Mar 31, 2018. Where Mutual Fund holdings are listed, the Net Asset Value (NAV) is used as the market price.
- ¹⁹ Income Earned includes interest, dividends, foreign tax paid on dividends, and gain distributions from the start date.
- ²⁰ The start date for each holding is the date of the first buy or the transfer date (for holdings transferred into the account)
- ²¹ The billing of management fees is generally calculated in advance as agreed upon the fee schedule of the client agreement. In cases where an account was opened in the middle of the last billing cycle, the account will be billed for both the current billing period and the previous billing period (on a prorated basis). Please note: This is not an invoice. This statement is for your records only. Management fees will be automatically deducted from the specified account. Please double check the calculations on this page and consult your advisor if you have any questions regarding this statement.
- ²² Billable Value is the closing market prices on a specified date as agreed upon in the client agreement for all billable assets.
- ²³ Percent to be billed is calculated based on the fee schedule(s) associated with this billing group. The percentage presented is an average spread across all accounts, at all relevant break points, for this billing group. If you have detailed questions about how your bill was calculated, please contact your advisor.



MEMORANDUM

To: Library Board

From: Katie Marsh, Library Director

Date: May 23, 2018

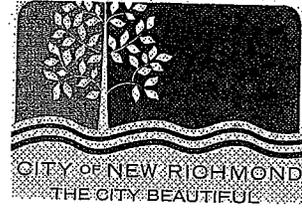
Subject: Public Relations Action Plan

Background

At last month's Board Meeting, a motion passed to discuss and develop a Public Relations Action Plan at a future meeting. This agenda item is intended to provide the Board the opportunity to bring forth ideas for items, ideas, clauses, and language they would like to see included in a future draft of a Public Relations Action Plan.

Action

No action needed at this time.



PUBLIC RELATIONS and MEDIA INQUIRIES POLICY

1. POLICY

The City of New Richmond will generally provide a response to media inquiries within 24 hours of receipt. Individuals designated to speak on the City's behalf are the Mayor, City Administrator/Utility Manager, Fire and Police Chiefs. No one other than these individuals (with the exceptions noted below) should represent the City's position to the media.

2. EXCEPTIONS

When inquiries require a detailed technical explanation, a spokesperson may be designated to address a particular issue. That spokesperson will usually be a Department Head, senior staff person or outside expert/consultant who is qualified, and has been asked, to speak on the City's behalf on the issue in question.

3. PROCEDURE

a. All media inquiries, whether verbal or written, are to be directed to the City Administrator who will evaluate the request and answer or direct it as appropriate to the following:

1. To the Mayor, City Council, Board or Commission Chair, or Department Head depending on the type of inquiry.
2. To appropriate board or commission members if the inquiry requires their consensus and approval.
3. To individual members when the inquiry concerns trends by type of industry.

b. Any media contact not made initially through the City Administrator/Utility Manager should be immediately reported to this individual.

c. All press releases will be issued as deemed necessary and relevant by the City Administrator. The City Administrator/Utility Manager will approve all press releases prior to distribution. In addition, press releases that include quotes by staff will be approved by the individual quoted. Staff who work with organizations seeking approval

MEMORANDUM

To: Library Board

From: Katie Marsh, Library Director

Date: May 23, 2018

Subject: Library Board Responsibilities - Gordon

Background

During a check-in meeting, President Granroth requested that Marsh add an agenda item so that he could have the floor to discuss Library Board Responsibilities with the Library Board.

Action

No action needed at this time.

MEMORANDUM

To: Library Board

From: Katie Marsh, Library Director

Date: May 23, 2018

Subject: 90-Day Work Plan

Background

Marsh will present her proposal for goals and actions to take over the next 90 Days.

Action

None needed.

Action Plan

June-August, 2018

My goals for the summer 2018 season at the library are to build strong relationships with various stakeholders at the library, to expand my knowledge of the history of the library, and to develop an accurate picture of the library as it currently stands. Overall, I plan to spend most of my time over the next three months listening, observing, and learning about the library and city. However, I do have other goals that I have already identified as needing attention, which I have laid out here in order of priority, based on the needs I perceive to be most pressing.

Priority 1. Library Staff

The development of a positive relationship between library staff and director is not something that can be rushed. My perception of the current state of the library is that this is the element that requires my attention the most, and which must begin now. I have several ideas in mind for how to improve the working conditions for the staff, and hopefully in turn to boost morale.

Goal I. Provide Support for Coordinators

The Library currently has three coordinator positions. Jennifer Rickard is the Reference and Information Coordinator, Maureen LeVesque is the Circulation Coordinator, and Jessica LaPean is the Youth Services Coordinator. All three have been with the library for varying periods of time, and all three come to the library from differing backgrounds. I believe that it would be greatly beneficial to these three staff members to have more staff development, to develop a consistent, cohesive understanding across departments for how to lead a department. I believe that their respective departments will also benefit from this as a result.

Action I. Coordinators Meetings – I will meet with Coordinators twice per month for approximately one hour. The purpose of these meetings will be for the coordinators to share updates from within their departments, to ask questions, to brainstorm solutions to problems, and to request assistance from the others. I believe that these meetings will improve communication across departments, reduce miscommunications, and foster a collegial relationship among the coordinators.

Action II. Management Bootcamp – I will meet with the Coordinators once per month for approximately two hours. The purpose of these meetings will be to hold an instruction session on a management topic. Some examples of topics that will be covered include Evaluating Employees, How to Schedule Employees, How to Train a New Employee, How to

Delegate Tasks, Conflict Resolution, and Self Care and Work/Life Balance. I believe that these instruction sessions will create a consistent, shared understanding of what my expectations for the coordinators are, and how to lead a department.

Goal II. Crosstrain Employees

The library is divided into three departments: Information, Circulation, and Youth Services. There is a great deal of interest among the staff to know how to perform roles other than those that are encompassed by their current positions. Unfortunately, for many reasons, it appears as though this goal has not been successfully implemented. This creates a problem because the current staff size of the library is large enough that the departments can be siloed at times, but small enough that if someone is unable to come to work, there may not be anyone else working at the library who can fill in on certain tasks. I would like to address these inconsistencies by incorporating cross-training into regular staff responsibilities.

Action I. Develop List of Cross-training Topics – I will work with Jessi, Maureen, and Jennifer to develop a list of duties in each of their departments that they feel all staff should be able to perform. Examples might include performing storytimes, registering a patron for a library card, or performing reader’s advisory.

Action II. Schedule Cross-training Exercises – Once a list has been established, I will work with the Coordinators to schedule times when cross-training can take place.

Goal III. Address Turnover

High turnover in libraries is an issue that will never be fully resolved. The work that we do with the public is difficult, frequently emotionally draining, and few libraries are able to pay staff a wage that is competitive with other agencies. That being said, there are steps that can be taken to mitigate high turnover.

Action I. Address Scheduling Issues – Many of our positions in the library are part-time, and such is reality that few people are able to afford to work just one part-time position. Taking steps to help our staff manage their schedules at the library may help any staff members who are working more than one position. Additionally, it has come to my attention that many staff members do not feel that they have time to take their unpaid breaks or to use up their PTO and still get their work done. While there is no one answer or action plan I have in order to address these issues, they do need to be addressed. I plan to take a close look at any procedures or workflows we have in place to see if we can build in any flexibility that will eliminate staff working when they are not being paid. I also plan to take a look at staff workloads to see if some creative problem solving can address the issue of staff overextending themselves.

Action II. Improve Communication – I will work with Coordinators to ensure that important messages are being communicated to the employees who will be impacted, in a

timely manner. The purpose of this will be to reduce miscommunications that can result in misunderstandings.

Priority 2. Library Board of Trustees and Friends of the Library

Just as it is important to develop a trusting relationship with the library staff, it is also important for the library director to communicate and work well with the Library Board of Trustees and with the Friends of the Library. I hope to be able to take the summer to get to know the Board of Trustees and the Friends.

Goal I. Become a presence among the Friends of the Library – Previously, the Library Director had not attended the monthly meetings of the Friends of the Library. I have spoken with the Friends, and they have invited me to start attending their monthly meetings. It is my hope that this will increase communication between library and Friends, and help us develop a closer working relationship.

Goal II. Develop Relationship between Board of Trustees and Library Staff – I would like the Library Staff to begin attending Board meetings. This will provide them the opportunity to get to know the members of the Board, and in turn it will allow the Board to get to know the staff as individuals. This will also help all of the staff develop an understanding of how the Board of Trustees works to govern and oversee the library. My plan is to start a rotating schedule that will involve one staff member attending each meeting.

Goal III. Develop Relationship between Board of Trustees and Friends of the Library – I would like to extend an invitation to the Friends of the Library to attend Library Board Meetings. As with my thoughts above, I think that it will provide the opportunity for both the Trustees and the Friends to get to know one another, and will increase the understanding of how the Board of Trustees operates, as well as what the Friends of the Library do to support our work. I am unsure whether the Friends are aware that all are welcome to attend Library Board Meetings, and so I will extend this invitation at the next monthly meeting of the Friends of the Library.

Goal IV. Increase Knowledge of the Board of Trustees – My experience working with Library Boards is limited to Board in Massachusetts, and as a result, I am most familiar with the bylaws governing Massachusetts libraries. I plan to take the summer to read the Department of Public Instruction’s Trustee Essentials Handbook, so that I will have a better understanding of the working relationship between the Library Board of Trustees and Library Directors in the state of Wisconsin.

Priority 3. Community of New Richmond

It takes time to get to know an entire community, but the importance of this should not be understated. I firmly believe that a library director cannot be expected to advocate and make

sensible decisions for a community library without knowing the community itself. From what I understand, the director has previously played a large role in community outreach. However, I believe that the director needs even more of a presence within the library in order to perform the job effectively.

Goal I. Increase Presence within the Library – My goal is that by the end of the summer I will be working one shift on the service desk per week. This will be a challenge to implement, because it is difficult to get other work done on the desk, but I feel that this is an essential step to take. In my experience, there is no better way to get to know your patrons than to be the person greeting them, the person checking in their materials, and the person chatting with them while they check out new materials. It is my hope that I will eventually be able to increase the number of shifts that I serve on the desk. I feel however, that with all of the other goals and priorities I have set, this may be too ambitious to attempt in my first six months.

Goal II. Maintain Presence within the Community – In the interest of creating a presence within the community, I have joined the New Richmond Rotary and also plan to take Jennifer's place serving on the Literacy Board of the New Richmond Area Community Foundation. I feel that these two organizations will provide valuable opportunities to serve the community in ways that will complement yet expand the services provided by the library. I do wish to note here that for the present time, I do not plan to extend myself beyond these two organizations. I feel that my presence is needed more within the library than it is out in the community. When the time comes that the building project is gathering steam, I do imagine that I will increase my presence out in the community. It is my hope, however, that by that time I will have achieved many of the goals that have been set out here, freeing up some time so that I can be out in the community while still maintaining a strong presence within the library.

Goal III. Develop Relationship with City Administration – While the library is a department that is governed and administered separately from the city, it does not exist in a vacuum. I hope to be able to develop positive professional working relationships with the City Council and City staff, and to maintain open lines of communication. I plan to do this by attending Leadership Meetings, as well as by attending the classes and conferences that were laid out in my offer letter.

Action I. Attend Leadership Meetings – The City of New Richmond holds monthly meetings of the Leadership Team, which currently includes the Library Director and Jennifer Rickard. The purpose of these meetings is to share departmental updates, ask questions, and to develop relationships with other Department Heads.

Action II. Attend Local Government 101 – All new employees of New Richmond are required to attend a class on Local Government. This class will take place in Eau Claire on Friday, May 11th.

Action III. Attend Two Classes at the University of Wisconsin Madison – I will be attending two classes – Budgeting for Public Managers and Managing Organizational Change – at UW Madison. These classes will take place on May 15th and 16th.

Action IV. Attend SHRM Conference – I will be attending the Society for Human Resources Management Conference in Chicago this summer. The conference runs from June 17th through June 20th.

Action V. Attend Managing Up Classes – The city of New Richmond is offering a series of classes entitled “Managing Up.” These classes are held monthly through October. I have attended two thus far, and will attend the remainder of classes, with the exception of the May class, when I will be at UW Madison.

Priority 4. Building Project

While I am very much in favor of holding off on moving forward with the building project during the summer months, I by no means intend to forget about it. Rather, it is my hope that I will be able to spend the next 90 days furthering my knowledge and understanding of the library building project, so that I will be returning to the project from a position of strength, rather than one of weakness.

Goal I. Increase Own Knowledge of Building Project – I hope to have the spare time during the next three months to familiarize myself further with the library building project. I have found multiple lengthy documents containing valuable information on various iterations of the building project, and I feel that it would be worthwhile to sort through these and familiarize myself with each. That being said, this goal is the lowest on my priority list for the next 90 days. I feel that it is absolutely essential that the majority of my focus be on supporting the staff and building relationships with the various stakeholders I have mentioned here in this plan, and that is where my priorities will lie for the next 90 days.

Director's Report May 2018

MORE

- MORE made the switch to Local Priority for Holds on Wednesday, May 9th. So far, staff have been reporting that a number of patrons are unhappy that they are no longer able to see their place in line for materials. A couple of staff members suggested that patrons should be able to see their place in line for materials that do not fill holds, such as WiFi hotspots and kits. I brought this idea to Lori at MORE, and she took note of this suggestion. She is compiling a list of suggestions to share with IUG for improvements to Sierra software. In the meantime, I am working to create talking points that staff can use to inform and educate our patrons about this change.

Personnel

- I am excited to announce that Bernardine (Bernie) Duerkop has accepted our job offer and began working as our new Circulation Assistant on Monday, May 7th. Maureen has been working closely with Bernie on her training.
- On a less happy note, Caitlyn Kizer turned in her resignation as Shelver. Her last day will be Saturday, June 9th. This position has been posted and we are already receiving applications. We are very sorry to see Caitlyn go. She is a hard worker who always has a smile on her face.

Classes/Events

- Registration for the library's Summer Reading Program opened up on Monday, May 14th. Patrons can sign up online.
- We will be holding a Summer Reading Program Registration Kickoff Event on Monday, June 4th, from 3:30-6:30. There will be a DJ, snacks, and other fun activities, in addition to stations where patrons can register for the Summer Reading Program and pick up their materials. We are currently looking for about 14 volunteers to help out with this event. **If any members of the Library Board would be willing to volunteer, please let me know as soon as you can!**
- Nora, Britta, Jennifer, and Katie met at the end of April to discuss the library book club Books & Brews. This club has been experiencing very low attendance, and Katie suggested that it might be a good idea to take a hiatus from the book club to allow ourselves some time to restructure the book club into one that may be more of a draw to a wider variety of patrons. Books & Brews will be facilitated by library staff through July, although the current members indicated that they may choose to continue to meet

on their own. We have offered to help with ordering books, as we do with the Mystery Book Club.

Outreach

- The Youth Services and the Information Services Departments have been going out into the community to promote the Summer Reading Program. Youth Services have been visiting classrooms, and Information Services visited the Centre's Senior Program to talk up the Summer Reading Program.

Continuing Education

- Katie visited Eau Claire on May 11th to attend a class called "Local Government 101." This class discussed topics on budgeting, local government meetings, and public works activities.
- Katie was in Madison May 14th-16th attending two classes at UW Madison called "Budgeting for Public Managers" and "Managing Organizational Change." She is still catching up from being away, so thank you for your patience!
- Jennifer and Katie attended "Supervisor Survivability in Employment Law," a class offered through SHRM at WITC on May 23rd. This class was very informative and they plan to share what they learned with Jessi and Maureen.

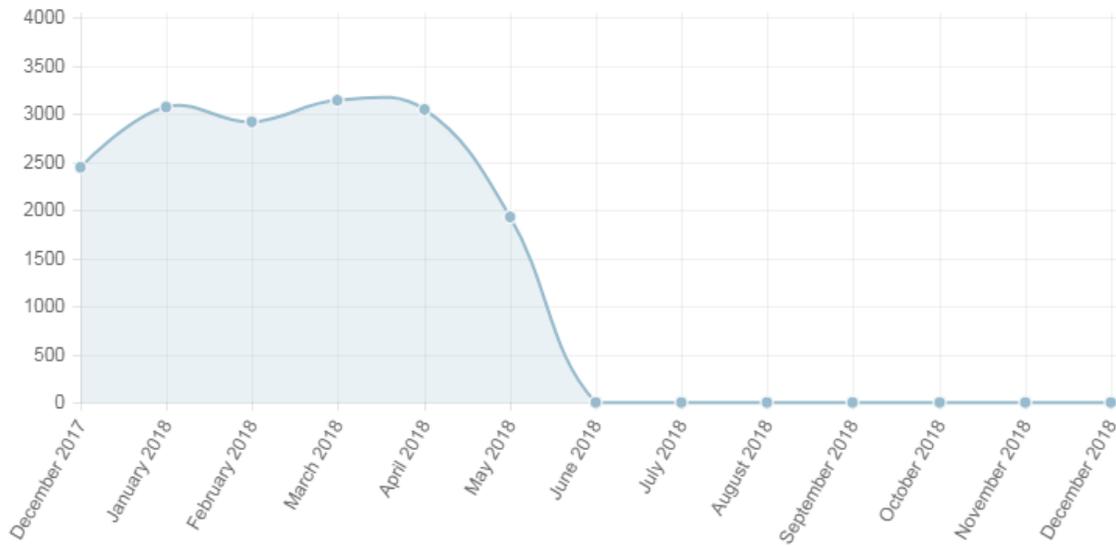
Building/Facilities

- Library staff hit the ground running on Monday in light of multiple technical difficulties. For much of the morning and early afternoon the library was without an Internet connection, owing to a systemwide issue with Badgernet. Staff didn't even bat an eye before they all jumped in to help in any way they could. No sooner did the Internet return than all of the patron computers went down owing to a problem with Pharos, our PC Reservation software. The staff kept their heads and cheerfully and calmly helped patrons through these challenges until full functionality was restored. Special thanks to each and every member of the staff for demonstrating grace under pressure and keeping a smile on your faces!

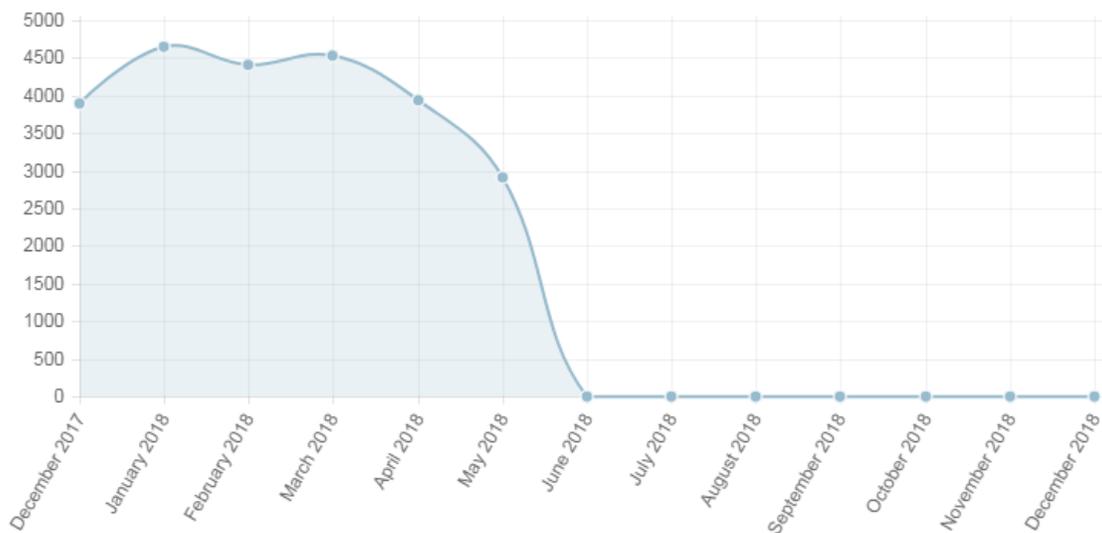
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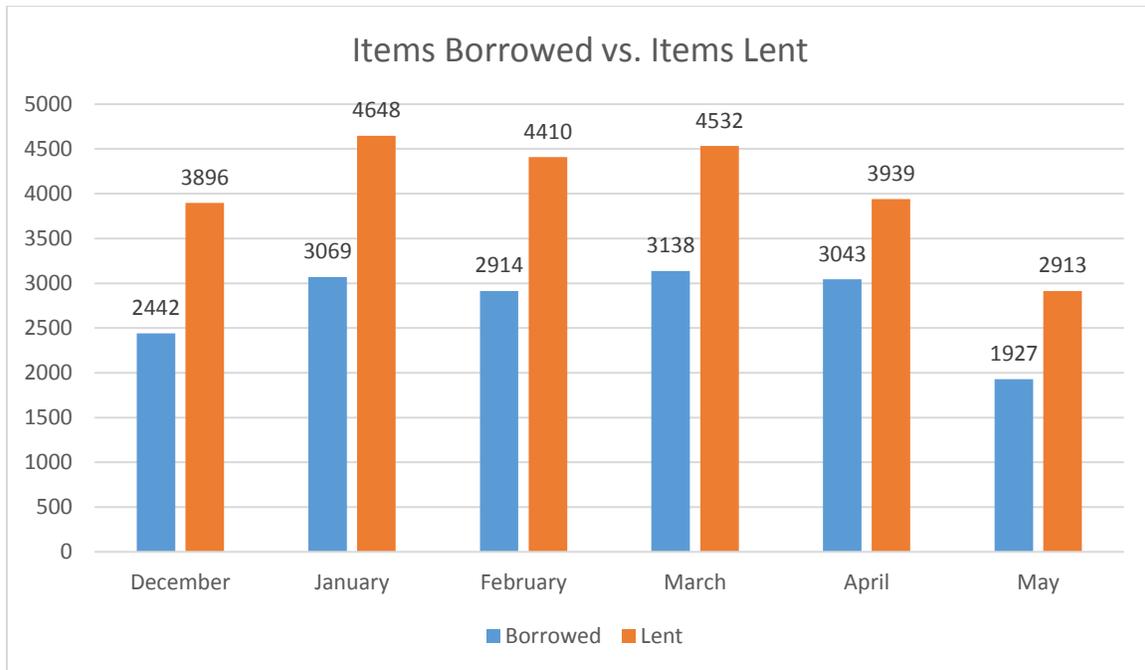
Items Borrowed vs. Items Lent

Past 13 Months - Items Borrowed



Past 13 Months - Items Lent





We are currently ranked #6 in MORE for number of items borrowed, and we are ranked #3 for number of items lent.