

LIBRARY BOARD MEETING
 TUESDAY SEP 26, 2023, 6:30 pm
 LOCATION: LIBRARY PROGRAM ROOM

STREAM VIA ZOOM



<https://us02web.zoom.us/j/82878944071?pwd=OVRrUXdiS0YvYWNIejJ3V2llankrQT09>

Board of Trustees	Attended
<i>Name, Position Title, Year Board Term Expires</i>	
Jennifer Livingston, President, 2018-2024	
Sarah Leinweber, Vice President, 2017-2026	
Jay Balachandran, Village Board Representative, 2022-2024	
Sandy Saltzstein, School District Representative, 2021-2024	
Erin Jelenchick, Member, 2020-2024	
Ellie Gettinger, Member, 2019-2025	
Claire Flannery, Member, 2020-2026	
Staff	
Nyama Reed, Library Director	

	Item	Action Desired	1st	2nd	Pass
	CALL TO ORDER				
6:30	1. Statement of Public Notice	n/a			
6:31	2. Public Comment – limit to five minutes; the Board cannot discuss or act on any issue that is not duly noticed on the agenda.	n/a			
	TOPICS REQUIRING DISCUSSION & APPROVAL				
6:32	3. Minutes of Aug 8, 2023 meeting	Motion			
6:34	4. Finance Report Through Sep 24, 2023	Motion			
6:45	5. Deposit of Restricted Donation	Motion			
7:00	6. Staff Vacation Time	Discuss			
	TOPICS REQUIRING DISCUSSION ONLY				
7:30	7. Informational Items	Discuss			
7:45	ADJOURNMENT				

IMPORTANT DATES – BOARD MEETINGS

- October 2 & 16, Monday, 6:00 pm - Village of WFB Board of Trustees, @Village Hall
- October 9, Monday, 6:00 pm – Library Foundation Board, @Library
- October 18, Wednesday, 6:00 pm - Friends of the Library Board of Directors, @Library
- October 31, Tuesday, 6:30 pm - Library Board of Trustees, @Library

CONFERENCES AND VACATIONS

- October 24-27 - Wisconsin Library Association Annual Conference, Middleton, WI

LIBRARY BOARD MEETING
 Minutes of August 8, 2023
 Pending at September 26, 2023 Mtg
 Location: Library Program Room and Zoom



Board of Trustees	Attended
<i>Name, Position Title, Year Board Term Expires</i>	
Jennifer Livingston, President, 2018-2024	In-person
Sarah Leinweber, Vice President, 2017-2026	In-person-arrived 6:35pm
Jay Balachandran, Village Board Representative, 2022-2024	Absent
Sandy Saltzstein, School District Representative, 2021-2024	In-person-arrived 6:49pm
Erin Jelenchick, Member, 2020-2024	In-person
Ellie Gettinger, Member, 2019-2025	In-person
Claire Flannery, Member, 2020-2026	Online
Staff	
Nyama Reed, Library Director	In-person

Item	Action Desired	1st	2nd	Pass
CALL TO ORDER 6:34pm				
1. Statement of Public Notice - Yes	n/a			
2. Public Comment – limit to five minutes; the Board cannot discuss or act on any issue that is not duly noticed on the agenda.	n/a			
TOPICS REQUIRING DISCUSSION & APPROVAL				
3. Minutes of July 25, 2023 meeting	Motion	Gettinger	Jelenchick	Unanimous
Motion to approve minutes as presented.				
4. Finance Report Through July 31, 2023	Motion	Gettinger	Leinweber	Unanimous
Motion to approve finance report as presented.				
5. 2024 Library Budget - Updated Draft	Motion	Flannery	Saltzstein	Unanimous
Board discussion around: A) variability of MCFLS Reciprocal Borrowing (RB) revenue from year to year and how best to apprise Village Board of potential impact on RB if collection expenditures drop 24% once Fund 22 is depleted.				
B) Projected increased in Room Rent revenue and Copier revenue, with instruction to increase 2024 budget for Room Rent to \$4,500 based on increased usage.				
C) Many expenditure lines are in need of increase due to increased usage and increased inflationary costs.				
D) Suggested increase in Building Maintenance expenditure so Library can afford to have carpets cleaned, which has not occurred since before the pandemic.				
E) Technology expenditures increased per Board instruction at July 2023 meeting, to remain on target with the Library's Technology Plan, reflecting impact of inflation on technology costs.				
F) Material Processing and Custodial Supplies expenditures increased to reflect increased usage and inflation impacts.				
G) Collection Materials expenditures increased to begin transition away from Fund 22 ahead of its depletion, in order to maintain service levels to the community and to strategically aim to maintain RB revenues which are dependent on collection expenditures and usage.				
Motion to approve 2024 Library Budget as presented with budget line 46712 (Library Room Rental) increased to \$4,500.				
ADJOURNMENT 7:30pm		Saltzstein	Gettinger	Unanimous

GL NUMBER	DESCRIPTION	END BALANCE 12/31/2022	2023 ORIGINAL	YTD BALANCE 09/24/2023	AVAILABLE BALANCE	% BDGT	NOTES
Taxes			YTD: 75%	Above Target: 86%+	On Target: 65-85%	Under Target: 64-%	
13-00000-41100	PROPERTY TAXES	716,744	901,360	-	901,360	0%	
Taxes		716,744	901,360	-	901,360	0%	Ok
Intergovernmental Revenue							
13-00000-43792	Other Grants	-	-	1,502	(1,502)	n/a	SEW Continuing Ed Grant
13-00000-43793	Library MCFLS RB Payment	31,181	13,733	13,869	(136)	101%	
Intergovernmental Revenue		31,181	13,733	15,371	(1,638)	112%	
	Set Revenue	747,925	915,093	15,371	899,722	2%	Ok
Fines, Fees, Penalties							
13-00000-45209	LIBRARY FINES	22,400	23,000	17,631	5,369	77%	
13-00000-45210	Library Replacement Cards	138	150	64	86	43%	
13-00000-45224	LIBRARY DAMAGE RECOVERY	62	-	(9)	9	n/a	
Fines, Fees, Penalties		22,600	23,150	17,686	5,464	76%	Estimate \$25k-30k
Public Charges for Services							
13-00000-46712	LIBRARY ROOM RENT	2,051	1,500	3,400	(1,900)	227%	Estimate \$4500
13-00000-46713	LIBRARY COPY AND FAX FEES	3,325	2,500	3,656	(1,156)	146%	Estimate \$4500
13-00000-46714	LIBRARY DVD RENTALS	352	-	-	-	n/a	
13-00000-46715	MISCELLANEOUS REVENUE	2,401	-	260	(260)	n/a	
Public Charges for Services		8,129	4,000	7,316	(3,316)	183%	Estimate \$9k
Miscellaneous Revenue							
13-00000-48501	LIBRARY DONATIONS	3,140	2,000	1,151	849	58%	Estimate \$2k
13-00000-48901	MISC REV	1,637	-	-	-		
Miscellaneous Revenue		4,777	2,000	1,151	849	58%	Ok
Unclassified							
13-00000-48504	Restricted Donation - Kitchenette	-	-	3,400	(3,000)	n/a	\$3,000 WC; \$400 digitization
Unclassified		-	-	3,400	(3,000)	n/a	
	Variable Revenue	35,506	29,150	29,553	(3)	101%	Ok
TOTAL REVENUES		783,431	944,243	44,924	899,719	5%	Ok

GL NUMBER	DESCRIPTION	END BALANCE 12/31/2022	2023 ORIGINAL	YTD BALANCE 09/24/2023	AVAILABLE BALANCE	% BDGT	NOTES
Dept 93000 - LIBRARY SALARIES			YTD: 75%	Above Target: 86%+	On Target: 65-85%	Under Target: 64-%	
13-93000-50100	Salaries	473,229	574,171	417,349	156,822	73%	
13-93000-50150	FICA Tax	35,844	43,924	31,318	12,606	71%	
13-93000-50160	Health/Dental Insurance Premium	44,875	59,585	44,689	14,896	75%	
13-93000-50161	Health Insurance Deductible (Direct Pay)	930	1,800	270	1,530	15%	
13-93000-50170	Retirement Contribution - ER portion	23,191	28,871	21,443	7,428	74%	
13-93000-50180	Group Life Insurance Premium	1,075	1,272	950	322	75%	
13-93000-50181	Disability Insurance Premium	-	1,272	-	1,272	0%	
Total Dept 93000 - LIBRARY SALARIES		579,144	710,895	516,019	194,876	73%	Ok
13-93200-50190	Training/Meetings/Travel	3,891	4,500	5,086	(586)	113%	Overage Offset By Grants
13-93200-50191	Membership Dues	568	1,000	896	104	90%	Ok
13-93200-50194	Personnel Related Expenses	761	700	10	690	1%	
13-93200-50200	Professional/consulting serv	7,500	-	-	-	n/a	
13-93200-50250	Utilities	44,536	43,000	31,206	11,794	73%	Estimate \$48k
13-93200-50251	Telephone/Internet	5,230	4,500	3,834	666	85%	Estimate \$5,800
13-93200-50300	Office Supplies	2,215	2,000	467	1,533	23%	
13-93200-50301	Printing/Publishing/Copies	-	500	342	158	68%	
13-93200-50302	Postage	11	25	5	20	20%	
13-93200-50303	Covid Supplies	303	500	73	427	15%	
13-93200-50360	Building Maintenance (ex. Gardens)	12,685	10,000	7,402	2,598	74%	
13-93200-50760	Sales Tax	194	200	185	15	92%	
Total Dept 93200 - LIBRARY ADM EXP		77,894	66,925	49,505	17,420	74%	Ok
Dept 93300 - LIBRARY EQUIPMENT							
13-93300-50240	IT Support Contract Services	17,121	18,500	6,774	11,726	37%	Submitted 2023 Order; Awaiting Bill
13-93300-50311	Copier Maintenance/Repair	2,651	3,200	2,074	1,126	65%	
13-93300-50312	Material Processing/Repairs	3,382	3,000	3,058	(58)	102%	Stocked up
13-93300-50350	Maintenance Service & Supplies (i.e. Cleaners)	32,063	34,050	19,880	14,170	58%	Jan-Jul Charges
13-93300-50351	Custodial Supplies	2,230	2,200	3,182	(982)	145%	Increased usage, Estimate \$5k
13-93300-50400	MCFLS Supplies	1,071	1,000	420	580	42%	
Total Dept 93300 - LIBRARY EQUIPMENT		58,519	61,950	35,387	26,563	57%	OK
13-93400-50401	MCFLS Membership	20,915	23,223	21,423	1,800	92%	OK: Pay full year in Q1
13-93400-50402	Programs - Adult	473	500	563	(63)	113%	
13-93400-50403	Programs - Children	126	500	157	343	31%	
13-93400-50415	Programs - Young Adults	-	250	-	250	0%	
Total Dept 93400 - LIBR PROG/SERVICES		21,515	24,473	22,143	2,330	90%	Ok

GL NUMBER	DESCRIPTION	END BALANCE 12/31/2022	2023 ORIGINAL	YTD BALANCE 09/24/2023	AVAILABLE BALANCE	% BDGT	NOTES
Dept 93500 - LIBRARY COLLECTIONS			YTD: 75%	Above Target: 86%+	On Target: 65-85%	Under Target: 64-%	
13-93500-50410	Library Collection Materials	70,560	80,000	80,000	-	100%	
13-93500-50413	Adult DVD's	457	-	169	(169)	n/a	
	Fund 22	27,662	25,000	73	24,927	0%	
Total Dept 93500 - LIBRARY COLLECTIONS		98,679	105,000	80,242	24,758	76%	
TOTAL EXPENDITURES		808,088	944,243	703,223	241,020	74%	Ok
		71,017					
Fund 13 - Library Special Revenue Fund:							
TOTAL REVENUES		783,431	944,243	44,924	899,319	5%	Ok
TOTAL EXPENDITURES		808,088	944,243	703,223	241,020	74%	Ok
NET OF REVENUES & EXPENDITURES		(24,657)					
BEG. FUND BALANCE		71,950					
END FUND BALANCE		47,293					
GL NUMBER	DESCRIPTION	END BALANCE 12/31/2022	2023 ORIGINAL	YTD BALANCE 09/24/2023			
22-00000-11100	Donations	-	-	7,000			Women's Club Donation
22-00000-48110	Investment Income	4,154	-	8,620			
TOTAL REVENUES		4,154	-	15,620			
93500 - LIBRARY COLLECTIONS		27,662	25,000	73			
93900 - LIBRARY EXPANSION PROJECT		32,500	-	-			
TOTAL EXPENDITURES		60,162	25,000	73			
NET OF REVENUES & EXPENDITURES		(56,009)	(25,000)	15,547			
BEG. FUND BALANCE		132,865	76,857	-			
END FUND BALANCE		76,857		92,404			
GL NUMBER	DESCRIPTION	END BALANCE 12/31/2022		YTD BALANCE 09/24/2023			
01-55500-50350-100	Maintenance Services (Contracts)	13,115		12,830			
01-55500-50360-100	Building Maintenance (Repairs)	40,286		22,535			

To: Whitefish Bay Public Library Board of Trustees
From: Nyama Y. Reed, Library Director
Date: September 26, 2023 Meeting
Re: Deposit of Restricted Donation



WFB Library Mission Statement

The Whitefish Bay Public Library, as a cornerstone of the community, is dedicated to connecting all people, inspiring a love of learning and providing access to ideas, information and resources.

Background

A donor who wishes to remain anonymous donated \$100,000 to the Library via check, which was dropped off directly to Director Reed on Friday Sep 1, 2023. The donation letter stated the desire for the proceeds to be used for a brick-and-mortar project, in keeping with conversations they had with Director Reed over the last few months. The project the letter is referencing is the storytime room project, to add windows to the wall allowing "borrowed light" into the room. Also discussed was that the balance of the donation would be transferred to the Foundation after completion of the project.

Discussion

Director Reed confirmed with Jaimie Krueger, Village of WFB's Head of Finance, that we can deposit the check into a "restricted donation" budget line. This results in the amount being financially set aside for the specific project and funds remain available for the fund when they roll over into the 2024 budget. Whereas other unspent funds at the end of the year roll over into general use funds. These would remain restricted. Ms. Krueger also confirmed that the Library Board can transfer the balance of the restricted donations to the Foundation once the project is completed.

Director Reed is currently in the process of initiating the Request for Quotation procedure, which involves soliciting quotes from three different vendors. Additionally, Director Reed intends to have discussions with pertinent Village personnel to establish the appropriate protocol for acquiring these quotes, and possibly, architectural drawings if needed.

The project will necessitate the approval of both the Library Board and the Village Board, primarily because it entails modifications to the building's wall structure. It's important to note that given the time required for obtaining quotes and approvals, the project likely won't commence until 2024.

Recommendation

It is recommended the WFBPL Board of Trustees approves:

- 1) depositing the \$100,000 donation check into a restriction donation fund
- 2) for use on a brick-and-mortar project
- 3) with the balance being transferred to the Foundation once the project is completed.

To: Whitefish Bay Public Library Board of Trustees
 From: Nyama Y. Reed, Library Director
 Date: September 26, 2023 Meeting
 Re: Staff Vacation Time



WFB Library Mission Statement

The Whitefish Bay Public Library, as a cornerstone of the community, is dedicated to connecting all people, inspiring a love of learning and providing access to ideas, information and resources.

Background

Typically, WFBPL offers the same benefits to library staff as village employees receive as delineated in the Village of Whitefish Bay Employee Handbook. The Handbook was fully updated in 2020. When WFBPL differs from the Village Handbook, the details are defined in the WFBPL Appendix to the Village Handbook. The Library Board updated the Appendix in 2021. Department of Public Works and the Police Department also have appendixes.

The vacation allotments were revised by the Village Board at the Jan 17, 2023 meeting. Full-time staff earn a prorated amount in the first calendar year they work for the Village on a FT basis. As of Jan 1, the next year they may take that prorated amount. The full vacation total does not kick in until 1/1 of the 2nd full calendar year.

Due to earning vacation for a year, plus the prorated aspect, there is a delay in when a staff member can use their full vacation. See table below.

Discussion

One of the Library’s stated values is to “offer an exceptional workplace.” In the current marketplace, the ability to offer a competitive vacation schedule will enhance our ability to retain current staff and to attract future staff.

It is important to note, only full-time staff receive vacation. While other departments have full-time staff in almost all of their positions, the Library only has 5 full-timers: the director, three department heads, and one librarian. Staff hired as department heads are typically mid to late career. Receiving no credit towards vacation time for prior work elsewhere nor for part-time work at WFBPL, results in experienced applicants finding out they must *start over* which is not in keeping with being an exceptional workplace.

Another area library did a survey of libraries in 2020 regarding their vacation schedules. There were 28 respondents; 13 offered vacation in “year 0” and 15 did not. The table below shows the average low and average high range for the survey. The range was quite variable, but the average was similar to WFBPL’s current vacation schedule. However, average is not exceptional nor competitive.

Table 1

	Year 0	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11	Year 12	Year 13	Year 14	Year 15	Year 16	Year 17	Year 18	Year 19	Year 20	Max Hours	
Range Low	-	-	40	40	40	40	80	80	80	96	96	96	96	96	96	120	120	120	120	120	120	120	120
Range Avg	32	64	83	85	90	102	112	120	126	130	136	139	146	149	153	166	168	170	172	176	190	209	209
Range High	128	160	160	160	160	168	200	200	200	200	200	200	200	200	200	224	224	224	224	232	240	280	280

Table 2 below compares the current vacation schedule for WFBPL (also VH and DPW), WFB PD, plus three alternatives.

All three alternatives:

- Offer prorated vacation in “year 0” to be taken after 30 days, so new staff do not have to wait until the next calendar year to have time off.
- Start year 1 at the full 80 hours rather than prorated.
- Each year going forward has no proration at the time of the next level. This will make calculating annual vacation time much easier and will reduce the delay in moving to the next level.

Alternative 1 adds 8 hours *each year* for year 2-6, and 6 hours per year from year 7 onward. This results in staff receiving positive impact for their work in a steady manner, rather than waiting to be “rewarded” for loyalty after several years.

Alternative 2 is based on advancing to the next full week at 5 years, 6 years, and 6 years.

Alternative 3 is based on adding 8 hours per year for the full schedule.

Village Schedule as of 1/17/23		Example	WFB Library	WFB PD	Alt 1	Alt 2	Alt 3
Hire Date 9/1/2020	Year 0	2020	-	-	27	27	27
	1/1 Year 1	2021	27	27	80	80	80
	1/1 Year 2	2022	80	80	88	80	88
	1/1 Year 3	2023	80	80	96	80	96
	1/1 Year 4	2024	80	80	104	80	104
	1/1 Year 5	2025	80	80	112	80	112
Earn it	1/1 Year 6	2026	80	107	120	120	120
Prorated kicks in	1/1 Year 7	2027	107	120	126	120	128
Full amount kicks in	1/1 Year 8	2028	120	120	132	120	136
	1/1 Year 9	2029	120	120	138	120	144
	1/1 Year 10	2030	120	120	144	120	152
	1/1 Year 11	2031	120	120	150	120	160
	1/1 Year 12	2032	120	120	156	160	168
	1/1 Year 13	2033	120	120	162	160	176
Earn it	1/1 Year 14	2034	120	147	168	160	184
Prorated kicks in	1/1 Year 15	2035	147	160	174	160	192
Full amount kicks in	1/1 Year 16	2036	160	160	180	160	200
	1/1 Year 17	2037	160	160	186	160	
	1/1 Year 18	2038	160	160	192	200	
	1/1 Year 19	2039	160	160	198		
Earn it	1/1 Year 20	2040	160	160	200		
Prorated kicks in	1/1 Year 21	2041	187	160			
Full amount kicks in	1/1 Year 22	2042	200	187			
	1/1 Year 23	2043		200			

In comparison to the current vacation schedule, Alternative 1 would result in an additional 130 hours of vacation time in 2024. Coverage for vacation hours typically equates to on-desk coverage not off-desk planning time. As a result, it is estimated only 40 hours would be covered by part-time staff. It is estimated that would cost an additional \$700 for the year.

Recommendation

It is recommended the WFBPL Board of Trustees approves Alternative 1, to begin January 1, 2024.

To: Whitefish Bay Public Library Board of Trustees
From: Nyama Y. Reed, Library Director
Date: September 26, 2023 Meeting
Re: Department Reports



Director (Reed)

- 1) Building - Regular maintenance is occurring per schedule.
- 2) Foundation
 - a) The Foundation Board met in September.
 - b) The Library posted to receive applications for the Foundation Board. The process is currently underway.
 - c) Jen Livingston's term on the Foundation Board expired June 30, 2023. At this time, the Foundation is short a Library Board representative. The Library Board needs to appoint another Board member to the Foundation Board.
- 3) Friends – Friends next books sale will be Nov 3 for Friends only, and Nov 4-5 for everyone.
- 4) Community Collaboration
 - a) Presented to Adventures in Lifelong Learning at UW-Parkside on *Freedom to Read* on Sep 22, 2023.
 - b) Will co-present with Dr. Tomas Lipinski, sponsored by the League of Women Voters of Milwaukee County, on *Freedom to Read*. This event is scheduled for Oct 5, 2023 at WFBPL.

Adult Services (Lenski)

Summer Reading Program

Adult Summer Reading Program finished up at the end of August. In total, we had 120 participants read for over 3,273 hours. In the Bingo bonus challenge we had 93 participants and 21 of them completed a bingo. Thanks to Friends of the Whitefish Bay Public Library for purchasing the prizes.

Programming

In July, we hosted Dr. Jean Creighton, Director of the UWM Planetarium to talk about the James Webb telescope and the search for Exoplanets. We had nearly 40 people attend this event. We also hosted local band CNJ Latin Jazz for a performance. Nearly 50 people attended this event. In August, we cohosted an event with Boswell Books for author Annelise Ryan. Annelise was in conversation with author and staff member Sharon Nagel, and we had nearly 50 people attend. Then in September, we hosted Dr. Lorrie Wenzel to talk about Cathedral Art and we had 35 people attend.

Collection Development

Staff have begun the process of pulling out romance books from the fiction section to shelve them in a separate area. This will make it easier for patrons trying to browse for romance titles. In order to make room, we had to shift science fiction, mystery and fiction areas. Romance titles are now designated with a small heart sticker on the spine, making it easier to identify and shelve these titles. Shifting and pulling these areas are quite a project, but we hope to be finished before the end of the year.

Circulation Services (Hoge)

Technology

Six new public use laptops are up and running at our Youth Services computer lab area.

We have replaced the old technology we were using to run the slide shows on our TV monitors at the front desk. We've had some fits and starts but now the Chromecast system we have in place is up and running.

Head of Adult Services, Head of Youth Services and Head of Circulation have all moved off of workstations to laptops. This transition went relatively smoothly.

We are testing a product called Drive Strike that will allow us to remotely lock down our ECF laptops (those that can be checked out and leave our building). The laptop needs to be on a wifi network in order for Drive Strike to 'see' it and for a lock to be applied. I tested it on an ECF laptop that I took home and it worked well. The cost of the product is per device and if applied to the 5 ECF laptops will cost about \$120 annually.

We are reviewing the 2023 Tech Plan in order to assess what we may purchase before the end of the year. If funds are available, we would like to purchase 2 or 3 new Chromebooks for the Youth Services department to be loaned out to patrons under 18 years old to use in house.

Staff

I have two staff who will be retiring from the Circulation Department at the end of the year. The current plan is to have their hours absorbed by existing staff.

Circulation Services Committee Meeting

The MCFLS Circ Services Committee met September 21st. Some highlights from that meeting:

- MCFLS has a planned implementation of May 2024 for the new Aspen Discovery software that will replace Encore (current software supporting CountyCat).
- Kevin Atkinson, Library Services Coordinator, gave a presentation about EOS (Education and Outreach Services) which is a 'library within a library' at Central. They go out into the community with books and DVDs to senior living centers, nursing homes, schools, etc. All locations share materials with EOS and most of the EOS collection is also available for patrons in other communities to request (only DVD's and Lucky Day items are not holdable from EOS).
- Two new settings in Sierra were approved by LDAC:
 - The ability to extend the hold pick up date for one extra day will be turned on by Innovative (Sierra vendor) some time in the next week or so. Each location is expected to create their own process around this as to which staff are allowed to extend hold pick up dates and what documentation or notes are kept.
 - The setting in the Sierra software to allow prioritization of hold fulfillment at the location of pick up will be turned on in a week or so. Currently if a Whitefish Bay patron places a hold on an item that is on our shelf, if another location checks in the same title/item, that location's item will trigger the hold and the WFB patron may have to wait for it to come through delivery. Most of the time, our patrons call to ask why their hold is 'in transit' from another location when they can see on CountyCat that our copy is on the shelf. To mitigate this issue (which happens daily!) the Sierra software will be set up to give the pick up location 48 hours to pull a hold (if the item status indicates that it is on the shelf at the pick up location). If 48 hours expires, then the hold can be filled by any location and sent through delivery.
 - Using Patron Point (notification software), MCFLS will set up the capability for online library card renewal requests to be automatically verified. This is a labor intensive process and can take me 4-6 hours/month to manually verify online library card renewals.

WLA Presentation

I will be presenting on our Smart Locker implementation with two other MCFLS staff at the WLA Conference October 26th in Middleton.

Youth Services (Kiekhaefer)

Programming

- We've restarted our toddler time storytime, which is for 12mo-24mo. This was a popular program pre-pandemic, and the response since restarting has been positive. Many of our storytime attendees are very young (2yo and under) so we think this will be a popular program going forward.

Outreach/Partnerships/Meetings

- I met with Heather Champagne an RN at the North Shore Health Department to discuss opportunities for collaboration.
- A Girl Scout troop from Cumberland will be visiting the library at the end of September in honor of National Library Card month. I'll give them a tour, talk about the importance of libraries, and do a fun activity with them.
- I attended the MCFLS YSC meeting at Franklin Public Library.

Teen Area Redo

- The main furniture for the teen reno has been delivered and installed. We have a few more items to finish the space, but the space already feels transformed. The feedback has been positive (from all ages of patrons) and, most excitingly, we've had multiple groups of after-school teens using the space already. The project was funded by Friends, totaling \$15,000.



WHITEFISH BAY PUBLIC LIBRARY

STATISTICS

TOTAL CIRCULATION STATISTICS : PHYSICAL + DIGITAL CIRCULATION														
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2019	26,157	25,032	27,691	25,447	25,072	29,976	31,686	29,097	24,573	26,165	23,270	23,040	317,206	220,158
2020	25,549	25,190	14,532	6,060	7,863	15,552	20,299	20,078	22,432	23,366	21,281	17,571	219,773	135,123
2021	17,605	19,988	25,455	23,669	22,465	25,495	27,170	26,371	22,763	22,113	22,032	20,686	275,812	188,218
2022	23,790	22,170	24,425	23,865	22,903	25,558	25,625	26,370	21,209	22,194	22,669	20,682	281,460	194,706
2023	25,220	23,698	26,785	24,052	23,405	27,942	29,421	28,774						209,297
2019-23	-4%	-5%	-3%	-5%	-7%	-7%	-7%	-1%						-5%
2022-23	6%	7%	10%	1%	2%	9%	15%	9%	-100%	-100%	-100%	-100%	-100%	7%
PHYSICAL CIRCULATION														
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2019	23,788	23,055	25,216	23,087	22,782	27,654	29,165	26,579	22,115	23,659	20,829	20,641	288,570	201,326
2020	22,841	22,555	10,790	821	2,666	11,263	15,775	15,793	18,798	19,688	17,423	13,706	172,119	102,504
2021	13,265	16,102	21,547	19,831	18,945	21,991	23,506	22,639	19,451	18,938	18,775	17,129	232,119	157,826
2022	19,910	18,547	20,451	20,110	18,997	21,695	21,937	22,513	17,664	18,418	19,114	17,078	236,434	164,160
2023	21,136	19,896	22,525	20,148	19,373	23,951	25,176	24,700						176,905
2019-23	-11%	-14%	-11%	-13%	-15%	-13%	-14%	-7%						-12%
2022-23	6%	7%	10%	0%	2%	10%	15%	10%						8%
DIGITAL CIRCULATION														
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2019	2,369	1,977	2,475	2,360	2,290	2,322	2,521	2,518	2,458	2,506	2,441	2,399	28,636	18,832
2020	2,708	2,635	3,742	5,239	5,197	4,289	4,524	4,285	3,634	3,678	3,858	3,865	47,654	32,619
2021	4,340	3,886	3,908	3,838	3,520	3,504	3,664	3,732	3,312	3,175	3,257	3,557	43,693	30,392
2022	3,880	3,623	3,974	3,755	3,906	3,863	3,688	3,857	3,545	3,776	3,555	3,604	45,026	30,546
2023	4,084	3,802	4,260	3,904	4,032	3,991	4,245	4,074						32,392
2019-23	72%	92%	72%	65%	76%	72%	68%	62%						72%
2022-23	5%	5%	7%	4%	3%	3%	15%	6%						6%
DIGITAL CIRCULATION AS % OF TRADITIONAL CIRCULATION (Libby, RB, Hoopla)														
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2019	10%	9%	10%	10%	10%	8%	9%	9%	11%	11%	12%	12%	10%	9.4%
2020	12%	12%	35%	638%	195%	38%	29%	27%	19%	19%	22%	28%	28%	123.1%
2021	33%	24%	18%	19%	19%	16%	16%	16%	17%	17%	17%	21%	19%	20.1%
2022	19%	20%	19%	19%	21%	18%	17%	17%	20%	21%	19%		19%	18.7%
2023	19%	19%	19%	19%	21%	17%	17%	16%						18.4%
LIBBY (Formerly Overdrive. Print books, Audio books, Music)														
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2019	1,666	1,371	1,665	1,592	1,660	1,684	1,914	1,862	1,797	1,757	1,688	1,791	20,447	13,414
2020	1,965	1,851	2,505	3,299	3,214	2,887	3,031	2,943	2,437	2,423	2,569	2,604	31,728	21,695
2021	2,703	2,546	3,042	2,904	2,703	2,663	2,676	2,612	2,382	2,365	2,429	2,670	31,695	21,849
2022	3,000	2,734	3,033	2,858	2,991	2,970	2,890	2,996	2,740	2,814	2,741	2,719	34,486	23,472
2023	3,101	2,905	3,298	3,029	3,088	3,080	3,353	3,180						25,034
2019-23	86%	112%	98%	90%	86%	83%	75%	71%						87%
2022-23	3%	6%	9%	6%	3%	4%	16%	6%						7%

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HOOPLA (Print Books, Audio Books, Music, Movies)														Yearly Total	YTD Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
2019	293	228	323	271	237	218	249	204	227	262	255	237	3,004	2,023	
2020	277	251	484	755	705	419	403	339	342	275	416	316	4,982	3,633	
2021	616	353	377	329	335	305	318	383	287	278	309	351	4,241	3,016	
2022	347	350	347	302	339	315	319	350	305	349	350	352	4,025	2,669	
2023	408	326	400	379	451	436	453	421						3,274	
2019-23	39%	43%	24%	40%	90%	100%	82%	106%						62%	
2022-23	18%	-7%	15%	25%	33%	38%	42%	20%						23%	
DIGITAL MAGAZINES														Yearly Total	YTD Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
2019	410	378	487	497	393	420	358	452	434	487	498	371	5,185	3,395	
2020	354	428	455	795	773	576	667	604	618	720	593	594	7,177	4,652	
2021	616	609	181	280	218	252	263	237	235	211	219	261	3,582	2,656	
2022	275	260	322	319	275	266	239	249	244	297	270	242	3,258	2,205	
2023	289	293	334	264	296	273	254	282						2,285	
2019-23	-30%	-22%	-31%	-47%	-25%	-35%	-29%	-38%						-33%	
2022-23	5%	13%	4%	-17%	8%	3%	6%	13%						4%	
KANOPY (PLAYS)														Yearly Total	YTD Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
2020	112	105	298	390	505	407	423	399	237	260	280	351	3,767	2,639	
2021	405	378	308	325	264	284	407	500	408	321	300	275	4,175	2,871	
2022	258	279	272	276	301	312	240	262	256	316	194	291	3,257	2,200	
2023	286	278	228	232	197	202	185	191						1,799	
2022-23	11%	0%	-16%	-16%	-35%	-35%	-23%	-27%						-18%	
KANOPY (Unique Users)														Yearly Total	YTD Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
2020	21	30	97	106	125	133	139	132	126	113	102	74	1,198	783	
2021	68	67	59	52	53	59	69	72	68	57	55	66	745	499	
2022	62	60	60	49	57	59	62	58	57	56	51	61	692	467	
2023	66	59	53	56	47	50	50	47						428	
2022-23	6%	-2%	-12%	14%	-18%	-15%	-19%	-19%						-8%	
In 2020, Kanopy accidentally allowed access to all MCFLS residents. Was corrected in Nov.															
SELF-CHECK CIRCULATION STATISTICS FOR WHITEFISH BAY LIBRARY														Yearly Total	YTD Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
2019	8,068	7,486	8,738	8,490	7,765	11,167	11,922	10,658	8,224	8,748	7,408	7,416	106,090	74,294	
2020	7,929	8,220	3,883	1	1	1,596	3,587	4,104	5,486	5,760	4,450	710	45,727	29,321	
2021	40	3,175	7,030	7,005	7,181	8,464	9,851	8,974	7,913	7,533	7,498	6,037	80,701	51,720	
2022	7,333	7,137	8,534	8,421	8,146	9,692	10,133	10,466	8,352	7,886	7,996	6,766	100,862	69,862	
2023	8,504	6,562	8,869	7,522	7,885	11,322	11,969	11,830						74,463	
2019-23	5%	-12%	1%	-11%	2%	1%	0%	11%						0%	
2022-23	16%	-8%	4%	-11%	-3%	17%	18%	13%						7%	
SELF-CHECK AS % OF TRADITIONAL CIRCULATION														Yearly Total	YTD Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
2019	34%	32%	35%	37%	34%	40%	41%	40%	37%	37%	36%	36%	37%	36.7%	
2020	35%	36%	36%	0%	0%	14%	23%	26%	29%	29%	26%	5%	27%	21.3%	
2021	0%	20%	33%	35%	38%	38%	42%	40%	41%	40%	40%	35%	35%	30.7%	
2022	37%	38%	42%	42%	43%	45%	46%	46%	47%	43%	42%	40%	41%	42.4%	
2023	40%	33%	39%	37%	41%	47%	48%	48%						41.7%	

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STAFF-CHECK CIRCULATION STATISTICS FOR WHITEFISH BAY LIBRARY															
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total	
2019	15,720	15,569	16,478	14,597	15,017	16,487	17,243	15,921	13,891	14,911	13,421	13,225	182,480	127,032	
2020	14,912	14,335	6,907	820	2,665	9,667	12,188	11,689	13,312	13,928	12,973	12,996	126,392	73,183	
2021	13,225	12,927	14,517	12,826	11,764	13,527	13,655	13,665	11,538	11,405	11,277	11,092	151,418	106,106	
2022	12,577	11,410	11,917	11,689	10,851	12,003	11,804	12,047	9,312	10,532	11,118	10,312	135,572	94,298	
2023	12,612	13,104	13,193	12,292	11,129	12,125	12,646	12,255						99,356	
2019-23	-20%	-16%	-20%	-16%	-26%	-26%	-27%	-23%						-22%	
2022-23	0%	15%	11%	5%	3%	1%	7%	2%						5%	
MOBILE APP CIRC															
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total	
2022	0	0	0	0	0	7	1	56	27	33	19	3	146	64	
2023	20	22	39	24	2	6	30	9						152	
LOCKER CIRC															
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total	
2023	3	208	424	310	348	498	531	606						2,928	
WIRELESS (Clients per Day)															
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total	
2019	4,162	3,802	4,505	4,766	4,829	4,740	4,882	4,747	4,787	5,694	4,630	4,561	56,105	36,433	
2020	5,216	meraki offline						1,519	1,860	1,950	2,108	1,710	1,215	15,578	8,595
2021	1,465	1,552	2,092	2,242	2,385	2,609	2,898	2,824	3,175	3,532	3,423	3,069	31,266	18,067	
2022	2,892	2,729	3,165	3,439	3,824	3,699	3,495	3,732	3,712	4,532	4,109	3,406	42,734	26,975	
2023	4,801	4,102	4,248	4,490	4,688	4,671	4,247	4,402						35,649	
2019-23	15%	8%	-6%	-6%	-3%	-1%	-13%	-7%						-2%	
2022-23	66%	50%	34%	31%	23%	26%	22%	18%						32%	
WIRELESS (Unique Users)															
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total	
2019	1,483	1,318	1,537	1,485	1,528	1,588	1,562	1,659	1,514	1,746	1,553	1,604	18,577	12,160	
2020	1,698	meraki offline						49	630	653	795	693	533	5,051	2,377
2021	440	511	661	714	766	929	1,038	1,058	1,016	1,155	1,187	1,140	10,615	6,117	
2022	1,018	996	1,081	1,140	1,198	1,307	1,187	1,249	1,240	1,394	1,495	1,177	14,482	9,176	
2023	1,569	1,307	1,330	1,528	1,617	1,702	1,499	1,606						12,158	
2019-23	6%	-1%	-13%	3%	6%	7%	-4%	-3%						0%	
2022-23	54%	31%	23%	34%	35%	30%	26%	29%						32%	
WIRELESS (Avg MB Usage per Client)															
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total	
2021	246	182	204	199	399	313	409	457	360	310	361	367	3,807	2,409	
2022	388	452	401	424	371	434	471	441	433	500	498	522	5,335	3,382	
2023	523	601	635	455	443	450	405	400						3,911	
2022-23	35%	33%	58%	7%	19%	4%	-14%	-9%						40%	
DOOR COUNT PER MON 2020 Door Counter Quit Working. Didn't replace until 2021.															
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total	
2019	15,345	14,237	16,934	15,794	16,213	17,811	18,751	16,902	14,390	16,125	14,852	13,734	191,088	131,987	
2020	15,473												15,473	15,473	
2021	0	5,000	9,144	8,529	8,755	9,558	10,419	9,667	8,530	8,729	8,997	7,576	94,904	61,072	
2022	8,200	8,328	9,303	9,797	9,985	10,826	11,097	13,076	10,427	11,157	12,672	8,442	123,310	80,612	
2023	11,930	11,497	12,135	13,052	11,605	14,323	14,098	14,520						103,160	
2019-23	-22%	-19%	-28%	-17%	-28%	-20%	-25%	-14%						-22%	
2022-23	45%	38%	30%	33%	16%	32%	27%	11%						28%	

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DOOR COUNT PER DAY	2020 Door Counter Quit Working. Didn't replace until 2021.													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	
2019	495	508	546	526	523	685	694	650	480	520	495	443	543	4,629
2020	499													499
2021	0	192	352	328	337	368	386	372	305	282	321	281	294	2,334
2022	283	297	300	350	344	416	444	484	372	360	453	338	368	2,919
2023	398	411	391	466	387	551	564	558						3,726
2019-23	-20%	-19%	-28%	-11%	-26%	-20%	-19%	-14%						-20%
2022-23	41%	38%	30%	33%	12%	32%	27%	15%						28%