

LIBRARY BOARD MEETING
 TUESDAY DEC 19, 2023, 6:30 pm
 LOCATION: LIBRARY

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	
TBD, Village Board Representative,	
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	

CALL TO ORDER					
6:30	1. Statement of Public Notice				
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.				
	Item	Action Desired	1st	2nd	Pass
6:32	3. Minutes of Oct 31, 2023 meeting	Motion			
6:34	4. Finance Report Through Dec 16, 2023	Motion			
6:40	5. Staff Wage Increase for 2024	Motion			
6:45	6. Submission of Material Consideration Form	Discuss			
7:05	7. Update on Long Overdue Laptops and Related Policies	Discuss			
7:20	8. Library Director Job Description – Draft Update	Discuss			
7:30	9. Annual Employee Performance Forms	Discuss			
7:40	10. Informational Items	Discuss			
7:50	11. The Library Board of Trustees may convene into Closed Session per WI State Statute 19.85(1)(c) for purposes of considering employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility and may reconvene in open session to act upon such matters The Board may reconvene to open session. The Board reserves the right to take action on any topic discussed in Closed Session.	Motion with Roll Call “In” Roll Call “Out”			
8:20	12. Library Director’s Annual Review	Motion			
8:30	ADJOURNMENT				

IMPORTANT DATES – BOARD MEETINGS

- Dec 18, 2023 and Jan 8, 2024, Monday, 6:00 pm - Village of WFB Board of Trustees, @Village Hall
- Jan 8, 2024, Monday, 6:00 pm – Library Foundation Board, @Library
- Dec 20, 2023 and Jan 17, 2024, Wednesday, 6:00 pm - Friends of the Library Board of Directors, @Library
- Jan 23, 2024 Tuesday, 6:30 pm - Library Board of Trustees, @Library

Whitefish Bay Public Library
 5420 N. Marlborough Drive, Whitefish Bay, WI 53217
 (414) 964-4380; www.wfblibrary.org

LIBRARY BOARD MEETING
TUESDAY OCT 31, 2023, 6:30 pm
Pending at DEC 19, 2023 Mtg
LOCATION: Library, Storytime 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
Jay Balachandran, Village Board Representative, 2022-2024	In-person
Sandy Saltzstein, School District Representative, 2021-2024	Zoom
Erin Jelenchick, Member, 2020-2024	Zoom
Ellie Gettinger, Member, 2019-2025	In-person
Claire Flannery, Member, 2020-2026	Zoom
Staff	
Nyama Reed, Library Director	In-person

Item	Action Desired	1st	2nd	Pass
CALL TO ORDER 6:33pm				
1. Statement of Public Notice				
2. Public Comment – limit to five minutes; the Board cannot discuss or act on any issue that is not duly noticed on the agenda.				
TOPICS REQUIRING DISCUSSION & APPROVAL				
3. Minutes of Sep 26, 2023 meeting	Motion	Gettinger	Leinweber	Unanimous
Motion to approve minutes as presented.				
4. Finance Report Through Oct 29, 2023	Motion	Balachandran	Leinweber	Unanimous
Motion to approve finance report as presented.				
5. Proposal #2324 by 3K Construction, LLC to Investigate Structure of Storytime Room for Future Remodel RFQ	Motion	Gettinger	Balachandran	Unanimous
Motion to accept proposal #2324 from 3K Construction, LLC, to investigate the structure of the storytime room for future remodel RFQ.				
6. 2024 Exceptions to Hours	Motion	Leinweber	Gettinger	Unanimous
Motion to approve: 1. The 11 paid holidays as listed in the Village of WFB Employee Handbook 2. Designate MLK Day as a Floating Holiday for Library staff 3. Closing Easter Sunday 4. Closing at 6:30 pm on Independence Day Eve 5. Closing all day 10/14 for staff development				
7. 2024 Library Board Meeting Dates	Motion	Gettinger	Flannery	Unanimous
Motion to approve 2024 Library Board meetings dates per the “alternate schedule” with the amendment of November being moved to the 19 th .				
January 23	April 16	July 23	October 22	
February 27	May 21	August 27	November 19	
March 26	June 25	September 24	December 17	
TOPICS REQUIRING DISCUSSION ONLY				
8. Revisions to Staff Job Descriptions	Discuss			
Discussion of need to update older job descriptions to match more recent format and focus on leadership. Director Reed aims to bring drafts to Nov meeting.				
9. Staff Evaluations & Director’s Review Process	Discuss			
Discussion of staff evaluations and director review process as outlined in packet memo.				
10. Revisions to Policies	Discuss			
Discussion of need to update policies, as listed in packet memo, in attempt to curb long-overdue use of library laptops and other specialty items. Suggestions such as higher maximum fines, sending to collections, or adding to property tax bill. Director Reed will research which options are viable and update Board.				
11. Informational Items	Discuss			
Director Reed presented information items as listed in packet.				
ADJOURNMENT 7:36pm				
		Gettinger	Leinweber	Unanimous

GL NUMBER	DESCRIPTION	END BALANCE 12/31/2022	2023 ORIGINAL	YTD BALANCE 12/16/2023	AVAILABLE BALANCE	% BDGT	NOTES
Taxes			YTD: 97%	Above Target: 100%+	On Target: 86-100%	Under Target: 85-%	
13-00000-41100	PROPERTY TAXES	716,744	901,360	901,360	-	100%	
Taxes		716,744	901,360	901,360	-	100%	Ok
Intergovernmental Revenue							
13-00000-43792	Other Grants	-	-	1,502	(1,502)	n/a	Another \$2,300 pending for conferences
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	916,731	(1,638)	100%	Ok
Fines, Fees, Penalties							
13-00000-45209	LIBRARY FINES	22,400	23,000	22,788.97	211	99%	
13-00000-45210	Library Replacement Cards	138	150	203.70	(54)	136%	Recode \$123.35 to Copies
13-00000-45224	LIBRARY DAMAGE RECOVERY	62	-	(8.99)	9	n/a	
Fines, Fees, Penalties		22,600	23,150	22,984	166	99%	Estimate \$23,500
Public Charges for Services							
13-00000-46712	LIBRARY ROOM RENT	2,051	1,500	4,680.00	(3,180)	312%	
13-00000-46713	LIBRARY COPY AND FAX FEES	3,325	2,500	4,771.92	(2,272)	191%	
13-00000-46714	LIBRARY DVD RENTALS	352	-	0.00	-	n/a	
13-00000-46715	MISCELLANEOUS REVENUE	2,401	-	260.14	(260)	n/a	
Public Charges for Services		8,129	4,000	9,712	(5,712)	243%	Estimate \$10k
Miscellaneous Revenue							
13-00000-48501	LIBRARY DONATIONS	3,140	2,000	1,337.50	663	67%	Giving Tuesday and Light Your Library to Foundation
13-00000-48901	MISC REV	1,637	-	0.00	-	n/a	
Miscellaneous Revenue		4,777	2,000	1,338	663	67%	Estimate \$1,400
Unclassified							
13-00000-48504	Restricted Donation	-	-	4,200	(4,200)	n/a	
13-00000-48504-1200	Restricted Donation	-	-	100,000	(100,000)	n/a	Storytime Room Remodel
Unclassified		-	-	104,200	(104,200)	n/a	
	Variable Revenue	35,506	29,150	138,233	(109,083)	474%	+\$465.04 in fines and copies Dec 1-15
TOTAL REVENUES		783,431	944,243	1,054,964	(110,721)	112%	Estimate \$951,500
	Total Revenues - Restricted Donator	783,431	944,243	950,764	(6,521)	101%	Estimate Extra Revenue of \$7k

GL NUMBER	DESCRIPTION	END BALANCE 12/31/2022	2023 ORIGINAL	YTD BALANCE 12/14/2023	AVAILABLE BALANCE	% BDGT	NOTES
Dept 93000 - LIBRARY SALARIES			YTD: 97%	Above Target: 100%+	On Target: 86-100%	Under Target: 85-%	
13-93000-50100	Salaries	473,229	574,171	548,731	25,440	96%	Estimate \$571k, 99.4%
13-93000-50150	FICA Tax	35,844	43,924	41,287	2,637	94%	
13-93000-50160	Health/Dental Insurance Premium	44,875	59,585	58,474	1,111	98%	
13-93000-50161	Health Insurance Deductible	930	1,800	588	1,213	33%	
13-93000-50170	Retirement Contribution	23,191	28,871	28,203	668	98%	
13-93000-50180	Group Life Insurance Premium	1,075	1,272	1,271	1	100%	
13-93000-50181	Disability Insurance Premium	-	1,272	-	1,272	0%	
Total Dept 93000 - LIBRARY SALARIES		579,144	710,895	678,555	32,340	95%	Estimate \$707k
13-93200-50190	Training/Meetings/Travel	3,891	4,500	8,270.10	(3,770)	184%	Offset by \$3,800 in Grants
13-93200-50191	Membership Dues	568	1,000	895.52	104	90%	
13-93200-50194	Personnel Related Expenses	761	700	255.81	444	37%	
13-93200-50200	Professional/consulting serv	7,500	-	0.00	-	n/a	
13-93200-50250	Utilities	44,536	43,000	39,467.05	3,533	92%	
13-93200-50251	Telephone/Internet	5,230	4,500	5,302.56	(803)	118%	
13-93200-50300	Office Supplies	2,215	2,000	1,473.10	527	74%	
13-93200-50301	Printing/Publishing/Copies	-	500	490.89	9	98%	
13-93200-50302	Postage	11	25	15.85	9	63%	
13-93200-50303	Covid Supplies	303	500	375.07	125	75%	
13-93200-50360	Building Maintenance (ex. Gardens)	12,685	10,000	9,517.50	483	95%	
13-93200-50760	Sales Tax	194	200	237.90	(38)	119%	
Total Dept 93200 - LIBRARY ADM EXP		77,894	66,925	66,301	624	99%	Estimate \$75,000
Dept 93300 - LIBRARY EQUIPMENT							
13-93300-50240	IT Support Contract Services	17,121	18,500	7,538.02	10,962	41%	Pending \$10,839
13-93300-50311	Copier Maintenance/Repair	2,651	3,200	2,738.67	461	86%	
13-93300-50312	Material Processing/Repairs	3,382	3,000	3,479.63	(480)	116%	
13-93300-50350	Maintenance (i.e. Cleaners)	32,063	34,050	25,260.00	8,790	74%	
13-93300-50351	Custodial Supplies	2,230	2,200	3,763.23	(1,563)	171%	
13-93300-50400	MCFLS Supplies	1,071	1,000	1,282.11	(282)	128%	Pending \$283
Total Dept 93300 - LIBRARY EQUIPMENT		58,519	61,950	44,062	17,888	71%	Estimate \$64,000
Dept 93400 - LIBR PROG/SERVICES							
13-93400-50401	MCFLS Membership	20,915	23,223	21,423	1,800	92%	
13-93400-50402	Programs - Adult	473	500	588	(88)	118%	
13-93400-50403	Programs - Children	126	500	317	183	63%	
13-93400-50415	Programs - Young Adults	-	250	-	250	0%	
Total Dept 93400 - LIBR PROG/SERVICES		21,515	24,473	22,328	2,145	91%	Ok

GL NUMBER	DESCRIPTION	END BALANCE 12/31/2022	2023 ORIGINAL	YTD BALANCE 12/14/2023	AVAILABLE BALANCE	% BDGT	NOTES
Dept 93500 - LIBRARY COLLECTIONS			YTD: 97%	Above Target: 100%+	On Target: 86-100%	Under Target: 85-%	
13-93500-50410	Library Collection Materials	70,560	80,000	80,000	-	100%	
13-93500-50413	Adult DVD's	457	-	169	-	n/a	
	Fund 22	27,662	25,000	20,245	4,755	81%	Estimate \$28,000
Total Dept 93500 - LIBRARY COLLECTIONS		98,679	105,000	100,414	4,755	96%	Estimate \$108,000
TOTAL EXPENDITURES		808,088	944,243	891,415	52,997	94%	Estimate \$949,000
Fund 13 - Library Special Revenue Fund:							
TOTAL REVENUES		783,431	944,243	1,054,964	(110,721)	112%	
	Total Revenues - Restricted Donations	783,431	944,243	950,764	(6,521)	101%	Estimate \$951,500
TOTAL EXPENDITURES		808,088	944,243	891,415	52,997	94%	Estimate \$949,000
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 12/14/2023		Estimate	
22-00000-11100	Donations	-	-	7,000		7,000	Women's Club Donation
22-00000-48110	Investment Income	4,154	-	11,058		12,000	
TOTAL REVENUES		4,154	-	18,058		19,000	
93500 - LIBRARY COLLECTIONS		27,662	25,000	20,465		28,000	
93900 - LIBRARY EXPANSION PROJECT		32,500	-	-		-	
TOTAL EXPENDITURES		60,162	25,000	20,465		28,000	
NET OF REVENUES & EXPENDITURES		(56,009)	(25,000)	(2,407)		(9,000)	
BEG. FUND BALANCE		132,865	76,857			76,857	
END FUND BALANCE		76,857	51,857			67,857	
GL NUMBER	DESCRIPTION	END BALANCE 12/31/2022	2023 ORIGINAL	YTD BALANCE 12/14/2023			
01-55500-50350-1001	Maintenance Services (Contracts)	13,115		24,818			\$11,250; Library Elevator Hydraulic Oil Change; only every 10 years
01-55500-50360-1001	Building Maintenance (Repairs)	40,286		31,793			

To: Whitefish Bay Public Library Board of Trustees
From: Nyama Y. Reed, Library Director
Date: December 19, 2023 Meeting
Re: Staff Wage Increase for 2024



WFB Public 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

Traditionally, the Library Board of Trustees votes to approve that library staff receive the same wage increase as approved by the Village of Whitefish Bay Board of Trustees for Village Hall, DPW, and Police staff. The base percentage is based on receipt of a satisfactory performance evaluation.

2015 – 2.0%

2016 – 2.0%

2017 – 2.0 %

2018 – 2.0% + up to an additional 3.0 % for merit

2019 – 2.5% + up to an additional 2.0% for merit, based on significant contributions and impact on department functioning

2020 - 2.5% + up to an additional 2.0% for merit, based on significant contributions and impact on department functioning

2021 – 2.5%

2022 – 2.5% + up to \$1,000 merit bonus or additional vacation time

2023 – Wage reset; range of 4.6% to 39.4%; average 23.4%

For 2024, the Village of Whitefish Bay Board of Trustees approved a 3.0% cost of living increase.

Recommendations

It is recommended the Library Board approve a 3.0% wage increase for all staff who receive a satisfactory 2023 performance evaluation.

To: Whitefish Bay Public Library Board of Trustees
From: Nyama Y. Reed, Library Director
Date: December 19, 2023 Meeting
Re: Submission of Material Consideration Form



WFB Public 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

We received a material reconsideration form on Friday 12/15/2023 for *We Are Palestinian: A Celebration of Culture and Tradition* by Reem Kassis and Noha Eilouti, which was published Sep 19, 2023. The title received numerous positive reviews and we added it to our collection on 10/26/23. As a new book, it is currently on display with other new books.

On Friday 12/01/23, while working at the Youth Services desk, Katie Kiekhaefer was approached by a patron who expressed dissatisfaction with the book, deeming it "historically inaccurate" and providing a "whitewashed" portrayal of Palestine. As Ms. Kiekhaefer was assisting another patron, she asked me to assist him. I attentively listened to the patron's concerns and furnished him with a copy of the Library's Board-approved Material Consideration Policy and Form. The patron was polite, yet insistent that we should not have the book on our shelves and mentioned many times that its presence could be damaging to his young child if they read it without understanding the historical context.

Upon receipt of the Material Consideration on 12/15, Director Reed noticed he is a resident of Shorewood. Per the current policy, only Material Consideration forms from Whitefish Bay residents will be reconsidered.

Worth mentioning is the fact that following our conversation with Mr. Groysman a couple of weeks ago, I examined the circulation of our copy, at which point it had not yet been borrowed. Since then, it has been checked out once, using a children's card from WFB.

Next Steps

Director Reed will follow up with the patron to inform him of the residency requirement for a "request for removal or reclassification of current material" per the Library Board approved policy.

Current policy

https://www.wfblibrary.org/about/policies/material_consideration.php

Introduction

The Material Consideration Policy outlines a formal process for the public to provide input and feedback on material selection for the Library's collection, and is referenced in the Library's Collection Management Policy.

Request for New Material Consideration

The Whitefish Bay Public Library welcomes suggestions of materials for the Library's collection. Suggestions will be evaluated based upon the Library's collection development policies and available budget. Patrons may submit a Material Consideration Form, which is available at the Adult Service Desk and the Children's Service Desk.

Request for Removal or Reclassification of Current Material

The library will reconsider any material in its collection upon written request of a patron who is a Whitefish Bay resident and who fulfills the following steps:

1. The patron must have read/viewed/listened to the item in question in its entirety, absent extraordinary circumstances.
2. The patron will be given a copy of the Whitefish Bay Public Library's: Collection Management Policy; Material Consideration Policy; Material Consideration Form.
3. The patron may fill out the Material Consideration Form and/or request an appointment with the Library Director to discuss the matter. Whitefish Bay Public Library Material Consideration Policy Approved by the Whitefish Bay Library Board of Trustees December 16, 2014. Supersedes Request for Reconsideration section of Collection Development Policy (2006)
4. If the patron wants to pursue the removal or reclassification, the completed Material Consideration Form must be submitted.
5. The Library will take on the Material Consideration process one item at a time per patron.
6. The Library Director will review the item with the purchasing librarian who will make a recommendation to the Library Director within 6 weeks of receiving the initial request.
7. The Library Director will make a decision on whether or not the item should be retained and inform the patron of the decision within three weeks of receiving the staff recommendation.
8. The patron may appeal the Library Director's decision to the Library Board within two months after receiving the Library Director's reply.

To: Whitefish Bay Public Library Board of Trustees
From: Nyama Y. Reed, Library Director
Date: December 19, 2023 Meeting
Re: Update on Long Overdue Laptops and Related Policies



WFB Public 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

As discussed during the WFBPL Board meeting on October 31, 2023, two of the library's circulating laptops are significantly overdue. Library staff explored strategies to encourage patrons to return the laptops and intended to present draft revisions to three policies for Board consideration. Due to considerable staff shortages over the past few weeks, there has been a delay in researching and updating the policies.

Options

1. Add cost of laptop to property tax bill if patron is a homeowner in Whitefish Bay.
 - a. This option does not apply to the patrons who currently have long overdue laptops.
 - b. One lives in Milwaukee and the other lives in Whitefish Bay, but the home is not in their name.
2. Ask WFB PD to visit WFB patron's home to request the laptop back in-person. This is not an option as the item wasn't stolen per se, so there is no *law* for PD to enforce.
3. Send the accounts to collections. This will take time to set-up an account with a collection agency. If we do it for two patrons, then we have to do it for all patrons within the parameters the Library Board sets.
 - a. Of note, the WFB patron, who currently has a long overdue laptop, has an extensive history in CCAP of cases from creditors, unpaid taxes, child support and a lawsuit totaling fines, fees, and judgments of over \$470,000.
 - b. Sending that patron to collections for \$700 isn't likely to result in the return of the laptop.
4. Increase maximum overdue fine, which is currently \$5.00, for high price materials.
 - a. This may discourage other patrons from utilizing laptops and other high price materials.
 - b. Someone may still choose to keep an item long-term or indefinitely.
5. Consider potential loss of high price materials as part of offering them.
6. Consider not purchasing additional circulating laptops or other high price materials.

Next Steps

TBD based on discussion and direction from Board.

To: Whitefish Bay Public Library Board of Trustees
From: Nyama Y. Reed, Library Director
Date: December 19, 2023 Meeting
Re: Library Director Job Description – Draft Update



WFB Public 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

The Library Director job description was approved by the Library Board in 2013 when the position was posted. In the intervening years, Library department head job descriptions were updated (when need for a new posting) to reflect the Library's emphasis on leadership and being a workplace of excellence.

Attached is a copy of the currently approved Library Director job description and an draft revision.

Next Steps

It is suggested the Library Board's Personnel Committee meet with the Library Director to talk through additions to, deletions from, and new formatting of the job description.

12/2023 Draft Revision

Department: Whitefish Bay Public Library
Position Title: Library Director
Position Status: Full-time. Salaried. Exempt. Department Head.
Appointing Authority: Library Board
Supervisor: Library Board



MISSION

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.

GENERAL PURPOSE

This is a Department Head position within the Village of Whitefish Bay. Oversees and is accountable for the entire operation of the Whitefish Bay Public Library. Upholds the Whitefish Bay Public Library Mission Statement and Values and Guiding Principles set by the Library Board and provides services that meet those standards.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Leadership in Administration

1. Administer board policies for library services; make policy recommendations to board. Utilize information from the Trustee Manual from the WI Dept. of Public Instruction Division for Library Services.
2. Administer policies/procedures of MCFLS Agreement.
3. Prepare library board meeting agendas, packets and prepare minutes for Library Board approval.
4. Lead Library Board in short and long-range planning.
5. Manage customer service relations and all public relations for the library. Create a positive, helpful and inviting environment for library users and maintain a level of excellent service.
6. Establish active and ongoing communications to and with patrons and the community to create awareness of library programs and services.
7. Advocate and promote the Library and its services to the community and to elected officials.
8. Oversee confidentiality of library patron information.

Staff Leadership

9. Maintain a professional demeanor along with excellent communication skills that contribute to the overall well-being of the workplace.
10. Cultivate and maintain positive working relationships.
11. Optimize staffing levels and assignments, and supervise library personnel directly or through department supervisors; hire and assure training of employees; assign and monitor work; evaluate personnel by preparing and delivering performance appraisals using performance planning and review forms and process; discipline employees as necessary.
12. Identify and implement continuing education and skills training that develops staff ability to provide a positive, helpful and inviting environment for library users.

Leadership in Services

13. Create and emphasize a positive, welcoming, and helpful environment for Library users and maintain a level of excellent service
14. Handle patron issues cordially and effectively and transfer or refer to correct source as needed. Remain calm under pressure.
15. Evaluate library services and make recommendations for improvements; work with Library Board, elected officials, school officials, and civic organizations when needed to develop programs and resolve problems.
16. Embrace the implementation of appropriate technology and its application for library services

and stay current of trends and developments.

Financial Leadership

17. Administer maintenance of library facilities, grounds, and equipment; work with contractors on facility maintenance and development.
18. Work with Library Board and Village Manager to prepare department budget. Monitor and approve expenditures as directed by the Library Board; administer gifts, state and federal monies.
19. Oversee donations/gifts made directly to the library.

Leadership in Collections

20. Approve selection of all materials and equipment for purchase.
21. Oversee the maintenance and development of the Library's collection.
22. Present an annual collection allocation plan to the Library Board and oversee the execution of that plan to support the maintenance and development of the Library's collection.
23. Remain abreast of trends in collection development and challenges to intellectual freedom.

Leadership through Collaboration and Outreach

24. Work with Friends of the WFB Public Library and allocate donation money.
 - a. Attend meetings.
 - b. Provide input and feedback to discussions.
 - c. Develop and track annual budget for allocated funds received from Friends.
25. Work with the WFB Public Library Foundation.
 - a. Attend meetings.
 - b. Provide input and feedback to discussions.
 - c. Develop and track annual budget for allocated funds received from the Foundation.
26. Collaborate with outside organizations and groups on mutually beneficial programming opportunities that support WFBPL's Mission and Strategic Plan.

Professional Leadership

27. Maintain a commitment to continuous learning to grow professionally and improve skills through relevant committee work, conferences, seminars, and local training sessions.
28. Participate in the Milwaukee County Federated Library System Library Directors Advisory Council and attend meetings.
29. Maintain State of WI Dept. of Public Instruction Division for Library Services certification requirements for Public Librarian Grade 1. Read professional literature and remain current with information technology and its application to library service.
30. Read professional literature and remain current with trends in Library service and application to WFBPL.
31. Participate in regional, state, and national organizations related to job position when applicable.

DESIRED MINIMUM QUALIFICATIONS

Education/Experience

1. Master's degree in ~~Library Science~~ from an ALA-accredited school.
2. 3-5 years relevant experience that includes supervisory experience.

Knowledge/Skills/Abilities

1. Thorough knowledge of current library principles, materials, practices and resources.
2. Ability to perform professional supervision and administration as applied to library operations.
3. Excellent communication skills.
4. Ability to make independent judgments that have a considerable impact on the Library.
5. Ability to operate all items under Tools and Equipment Used.

SUPERVISION RECEIVED

This position is under the general supervision of the Village Administrator Manager and reports to the Library Board.

LICENSING AND CERTIFICATION

Pursuit of Grade I Public Librarian Certification is required upon start of position. Driver's license needed for travel to meetings as required.

TOOLS AND EQUIPMENT USED

Automated shared resource system (CountyCat), networked personal computer and peripherals, MS Office and other job related software, printers, copy machine, scanner, fax machine, paper cutter, laminator, telephone, calculator, elevator, and carts.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities (is there more modern language?) to perform the essential functions.

This position requires the employee to frequently walk, sit, and talk, or and hear. The employee is occasionally required to use hands to finger, handle, feel and/or operate objects, tools or controls. The employee is occasionally required to reach with hands and arms. The employee is occasionally required to climb, balance, stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 lbs. and push or pull carts weighing 300-400 lbs. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

WORK ENVIRONMENT

Work is performed primarily in a library environment. The noise level in the work environment is usually quiet to moderately noisy.

The duties listed above are intended only as an illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approved by the Library Board of Trustees on TBD

Employee _____ Date _____

Library Board President _____ Date _____

Village Manager _____ Date _____

Whitefish Bay Public Library

Position Title: **Library Director**
Position Status: Full-time. Salaried. Department Head.
Department: Whitefish Bay Public Library
Appointing Authority: Library Board
Supervisor: Library Board

GENERAL PURPOSE

This is a Department Head position within the Village of Whitefish Bay. Oversees and is accountable for the entire operation of the Whitefish Bay Public Library. Upholds the Whitefish Bay Public Library Mission Statement and Values set by the Library Board and provides services that meet those standards.

ESSENTIAL DUTIES AND RESPONSIBILITIES

I. Manage the Daily Operations of the Library.

- A. Administer board policies for library services; make policy recommendations to board. Utilize information from the Trustee Manual from the WI Dept. of Public Instruction Division for Library Services.
- B. Manage customer service relations and all public relations for the library. Create a positive, helpful and inviting environment for library users and maintain a level of excellent service.
- C. Prepare library board meeting agendas, packets and prepare minutes for Library Board approval.
- D. Embrace the implementation of appropriate technology and its application for library services and stay current of trends and developments.
- E. Lead Library Board in short and long-range planning.
- F. Work with Library Board and Village Manager to prepare department budget. Monitor and approve expenditures as directed by the Library Board; administer gifts, state and federal monies.
- G. Optimize staffing levels and assignments, and supervise library personnel directly or through department supervisors; hire and assure training of employees; assign and monitor work; evaluate personnel by preparing and delivering performance appraisals using performance planning and review forms and process; discipline employees as necessary. Identify and implement continuing education and skills training that develops staff ability to provide a positive, helpful and inviting environment for library users.
- H. Evaluate library services and make recommendations for improvements; work with Library Board, elected officials, school officials, and civic organizations when needed to develop programs and resolve problems.
- I. Administer maintenance of library facilities, grounds, and equipment; work with contractors on facility maintenance and development.
- J. Approve selection of all materials and equipment for purchase.
- K. Oversee the maintenance and development of the Library's collection. Present an annual collection allocation plan to the Library Board and oversee the execution of that plan to support the maintenance and development of the Library's collection.
- L. Work with the Friends of the WFB Library and allocate donation money. Attend Friends meetings.
- M. Administer policies/procedures of MCFLS Agreement.
- N. Oversee donations/gifts made directly to the library.
- O. Oversee confidentiality of library patron information.
- P. Establish active and ongoing communications to and with patrons and the community to create awareness of library programs and services.
- Q. Advocate and promote the Library and its services to the community and to elected officials.

Whitefish Bay Public Library

II. Professional Activity

- A. Maintain a commitment to continuous learning to grow professionally and improve skills through conferences, seminars, and local training sessions. Maintain State of WI Dept. of Public Instruction Division for Library Services certification requirements for Public Librarian Grade 1. Read professional literature and remain current with information technology and its application to library service.
- B. Participate in regional, state, and national organizations related to job position when applicable.
- C. Maintain a professional demeanor, excellent communication skills, and contributes to the overall well being of the workplace.
- D. Participate in the Milwaukee County Federated Library System Library Directors Advisory Committee and attend meetings.

DESIRED MINIMUM QUALIFICATIONS

- I. Education/Experience
 - A. Masters degree in Library Science from an ALA accredited school.
 - B. 3-5 years relevant experience that includes supervisory experience.
- II. Knowledge/Skills/Abilities
 - A. Thorough knowledge of current library principles, materials, practices and resources.
 - B. Ability to perform professional supervision and administration as applied to library operations.
 - C. Excellent communication skills.
 - D. Ability to make independent judgments that have considerable impact on the Library.
 - E. Ability to operate all items under Tools and Equipment Used.

SUPERVISION RECEIVED

This position is under the general supervision of the Village Administrator and reports to the Library Board.

LICENSING AND CERTIFICATION

Pursuit of Grade I Public Librarian Certification is required upon start of position. Driver's license needed for travel to meetings as required.

TOOLS AND EQUIPMENT USED

Automated shared resource system (CountyCat), networked personal computer and peripherals, MS Office and other job related software, printers, copy machine, scanner, fax machine, paper cutter, laminator, telephone, calculator, elevator, and carts.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires the employee to frequently walk, sit, and talk or hear. The employee is occasionally required to use hands to finger, handle, feel and/or operate objects, tools or controls. The employee is occasionally required to reach with hands and arms. The employee is occasionally required to climb, balance, stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 lbs. and push or pull carts weighing 300-400 lbs. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Library Director

Whitefish Bay Public Library

WORK ENVIRONMENT

Work is performed primarily in a library environment. The noise level in the work environment is usually quiet to moderately noisy.

The duties listed above are intended only as an illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approved by Library Board of Trustees on November 23, 2011

Employee: _____ Date: _____

Library Board President: _____ Date: _____

Village Manager: _____ Date: _____

Library Director

To: Whitefish Bay Public Library Board of Trustees
From: Nyama Y. Reed, Library Director
Date: December 19, 2023 Meeting
Re: Annual Employee Performance Forms



WFB Public 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

Employee Performance Review forms were approved in 2011. At that time there were significant staffing issues, which required documentation. As a result, the forms are very detailed, and the process is onerous. As a result, supervisors and staff dreaded completing reviews each year.

A particular friction point with the process was the requirement for 3 meetings per year. At the first meeting, the employee's job description and duties were reviewed and agreed upon, then there was a meeting mid-year, and the final review at the end of the year. After a couple years of following that process, the initial meeting seemed unnecessary since the final review was just completed. The first meeting of the new year did not cover any new territory.

Another aspect of the review process that was frustrating was that the Library's forms and metric did not align with the Village's form. The Village uses a 3-point metric of needs improvement, meets expectations, and exceeds expectations. All staff who meet expectations receive the approved wage increase. Employees who consistently need improvement may not receive the full wage increase and may be put on a performance improvement plan. Staff who exceed expectations qualify for merit raise or bonus in years when that is offered.

In 2019, Director Reed and Theresa Hoge, Head of Circulation Services, aimed to review and update the review forms and process. With the assistance of an intern from Village Hall, we obtained copies of review forms from other libraries and municipalities. Comparison of the forms found no consistent approach nor one that was better than the rest. Some forms were as simple as "Describe what areas the employee excels at" and "Describe what areas the employee needs improvement." Most forms utilized a scaled metric with them varying from 3-5 points.

In an attempt to try a simpler form, with a 3-point metric that matched the Village form, Director Reed and Ms. Hoge created beta-test forms for part-time circulation and reference staff. The simplified forms have been much easier for staff and supervisors to use.

Next Steps

It is suggested the Library Leadership Team and Board Personnel Committee work together to review and update the full time employee review form, so it coordinates with the beta-test forms developed for part time staff. After that process, all forms should be brought to the Library Board for approval.

Attached:

2011 Employee Performance Review form for full time staff
Part-time circulation and reference staff review forms.

Whitefish Bay Public Library

Employee Performance Review for Full Time Staff

The purpose of the performance review is to provide a communication tool to be used in the evaluation of employee performance and goal setting. This process is useful in order to form goals for the upcoming year, clearly communicate performance expectations, assist staff in accomplishing the job to be done, and evaluate the results. As the library evolves with the environment and the community it serves the review process is then intended to offer both employer and employee an opportunity to reflect and respond to any changes in performance expectation.

Name:

Hire Date/Years Employed: /

Service Area/Position: /

Review Year:

Date of review meeting:

Acknowledgement of Performance Review

The employee and director acknowledge that the performance review was held. The employee signature indicates neither agreement nor disagreement with the review, but that it was read by the employee and discussed with the director.

Employee Signature: _____

Date: _____

Director Signature: _____

Date: _____

Whitefish Bay Public Library

Performance Review Process

Step 1) The performance review process begins with the employee completing their **Employee Performance Planning Worksheet** and the director completing the **Director Performance Planning Worksheet**. These worksheets will contain information about:

- Job-related responsibilities
- Goals that support the Whitefish Bay Library's Mission
- Professional Development – including any workshops, training, or conference attendance, etc.

Step 2) An initial meeting will be held where the employee and the director will share and discuss their written responses to the questions on the worksheet. During this meeting clarification will be made on job duties, assignments and priorities. Goals will be clarified and professional development plans for the review period will be identified. This meeting will occur in the first month of the review period.

Step 3) A mid-year meeting will be held during the review period where the employee and director will review the areas on the Performance worksheet. This allows for any changes or concerns in the fulfillment of the job responsibilities, goals or development from the performance worksheet to be discussed, and if necessary, documented.

Step 4) At the end of the review period:

- The director will provide the employee with feedback on their job responsibilities, goals and development. Suggestions for improvements and comments will be included as needed. The director will also evaluate the employee's communication and listening, intrapersonal and resource management skills.
- Each employee will provide a written self appraisal. This will be used for discussion purposes only.

I. Employee/Director Performance Planning Worksheet

Employee Performance Planning Worksheet

Name:

Service Area/Position:

Use a separate sheet of paper for responses.

- 1) List what you consider to be your primary job duties or assignments at this time. List some specific daily/weekly/monthly tasks that you are responsible for.**

- 2) Develop 1-3 goals for each of the Action Plan areas that will support the Library's Mission Statement during the review period. Be sure to include a timeline for when you want the goal achieved by and the benefits that will impact the library.**

- 3) Describe the training or development activities that you hope to pursue for the upcoming review period that will help to improve or enhance your job performance and/or career development.**

II. Director Review of Performance Worksheet

At the end of the review period, the director will provide the employee with feedback on their job responsibilities, goals and development defined in the initial meeting. Suggestions for improvements and comments will also be included as needed.

A. Job-related responsibilities

Whitefish Bay Library Expectation: Employee performs consistent with job duties outlined on Performance Worksheet.

Employee performs at a high level

Employee performs at a satisfactory level but can improve as noted.

Employee performs at an unsatisfactory level. Initiate 90 day improvement period.

Director Comments:

B. Goals that support the Whitefish Bay Library's Mission

Whitefish Bay Library Expectation: Employee accomplishes goals outlined on Performance Worksheets supporting the Whitefish Bay Library's Mission.

Employee performs at a high level

Employee performs at a satisfactory level but can improve as noted.

Employee performs at an unsatisfactory level. Initiate 90 day improvement period.

Director Comments:

C. Professional Development – including workshops, training, conference attendance, etc

Whitefish Bay Library Expectation: Employee participates in relevant workshops, training, or conferences to improve learning/career development.

Employee performs at a high level

Employee performs at a satisfactory level but can improve as noted.

Employee performs at an unsatisfactory level. Initiate 90 day improvement period.

Director Comments:

III. Additional Director Performance Review Areas

D. Communication and Listening Skills

Whitefish Bay Library Expectation: Employee demonstrates effective oral, written and listening communication skills with both the public and other library staff members.

Employee performs at a high level

Employee performs at a satisfactory level but can improve as noted.

Employee performs at an unsatisfactory level. Initiate 90 day improvement period.

Director Comments:

E. Interpersonal Skills

Whitefish Bay Library Expectation: Employee demonstrates positive and courteous working relationships with the public and other library staff members.

Employee performs at a high level

Employee performs at a satisfactory level but can improve as noted.

Employee performs at an unsatisfactory level. Initiate 90 day improvement period.

Director Comments:

F. Resource Management Skills

Whitefish Bay Library Expectation: Employee practices effective budget control and utilizes staff and Library resources within established guidelines.

Employee performs at a high level

Employee performs at a satisfactory level but can improve as noted.

Employee performs at an unsatisfactory level. Initiate 90 day improvement period.

Director Comments:

IV. Employee Self Appraisal

At the end of the review period, each employee will provide a written self appraisal to include their accomplishments as well as challenges encountered during the year. This will be used for discussion purposes only.

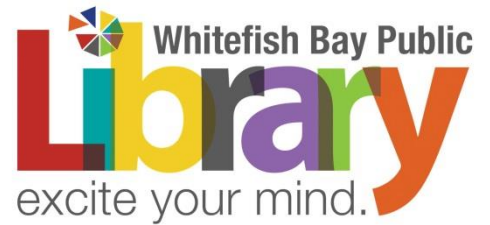
GENERAL KNOWLEDGE OF THE LIBRARY

Library Expectation: Employee should be able to have an understanding of these concepts as explained by their supervisor.

- ___ Mission of the Whitefish Bay Library
- ___ Basic history of the Whitefish Bay Library
- ___ The library's position as a Village department
- ___ The role of the Library Board
- ___ The Library Director's role
- ___ Librarian-in-Charge role
- ___ Milwaukee County Federated Library System (MCFLS)
- ___ Library Rules of Conduct
- ___ Confidentiality of library patron records
- ___ Building security
- ___ Positive Patron Service
- ___ Village Handbook
- ___ Employee attire
- ___ Safety in the workplace; first-aid equipment; incident reports
- ___ Village Policy on Internet and E-mail Usage

Supervisor Comments:

Whitefish Bay Public Library
Performance Appraisal for Circulation Staff



Name: _____
Job Title: _____
Meeting Date: _____
Date of Hire: _____
Annual Review: _____
6-Month Review: _____

Exceeds Expectations (E) Performance consistently exceeded expectations in all essential areas of responsibility, and the quality of work overall was excellent. Annual goals were met.

Meets Expectations (M) Performance consistently met expectations in all essential areas of responsibility, at times possibly exceeding expectations, and the quality of work overall was very good. The most critical annual goals were met.

Needs Improvement (NI) Performs the requirements of his/her job on a minimal acceptance level and/or requires an excess amount of direct supervision; generally does not meet the minimum standards of performance required for the position. A professional development plan must be outlined in the "Goals" section, including timelines, and monitored to measure progress.

POSITION KNOWLEDGE

Understands and demonstrates basic knowledge of circulation procedures and has the technical skills needed to use the circulation module of the automation system.

E _____ M _____ NI _____

Takes initiative to learn and master changes or updates in circulation procedures. Is willing and able to adapt to technical changes in the system.

E _____ M _____ NI _____

Understands and supports the mission statement and values of the Library as set by the Library Board.

E _____ M _____ NI _____

Follows Library policies and procedures and knows how to locate them. Demonstrates understanding of the MCFLS shared system and CountyCat.

E _____ M _____ NI _____

Ability to operate Library equipment as required; takes initiative to learn operation of equipment.

E _____ M _____ NI _____

Supervisor Comments:

COMMUNICATION SKILLS

Communicates effectively and courteously with staff and patrons in person and over the phone. Updates the next shift with any pertinent information.

E _____ M _____ NI _____

Takes the time to understand patrons' requests and directs, transfers, or refers them to the appropriate source.

E _____ M _____ NI _____

Expresses ideas and opinions in appropriate venue and manner. Remains neutral to the public.

E _____ M _____ NI _____

Maintains a professional demeanor and appearance.

E _____ M _____ NI _____

Supervisor Comments:

CUSTOMER SERVICE

Welcoming and courteous to patrons: makes eye contact, smiles, gives attention to patron, if patron is waiting acknowledges them in a verbal or nonverbal manner.

E _____ M _____ NI _____

Provides consistent and appropriate service to patrons; treats each individual with the same level of service. Seeks assistance when needed. Stops side conversations to attend to patron.

E _____ M _____ NI _____

Is able to maintain composure and multi-task phone calls and patrons in person. Knows to serve patrons in person before phone calls.

E _____ M _____ NI _____

Maintains confidentiality of patron records and patron privacy.

E _____ M _____ NI _____

Supervisor Comments:

INTERPERSONAL RELATIONS

Works effectively and courteously with other staff members and maintains a positive attitude.

E _____ M _____ NI _____

Fosters a cooperative work environment through collegial communication and professional attitude.

E _____ M _____ NI _____

Offers assistance to other staff members; helps out when seeing a need to do so.

E _____ M _____ NI _____

Demonstrates a willingness to achieve common goals; supports organizational decisions.

E _____ M _____ NI _____

Accepts constructive suggestions and is willing to act on them.

E _____ M _____ NI _____

Supervisor Comments:

ATTENDANCE

Adheres to a regular work schedule, is punctual for shifts and return from breaks. Is mindful of time spent away from work area.

E _____ M _____ NI _____

Notifies supervisor about any absences.

E _____ M _____ NI _____

Finds own replacements as needed.

E _____ M _____ NI _____

Fills in for open shifts when they are posted.

E _____ M _____ NI _____

Supervisor Comments:

Summary of Strengths and Areas of Improvement

1. Strengths (Comment on the strongest performance assets)

2. Areas of Improvement (Comment on areas to improve upon in the upcoming year)

Reviewing Supervisor's Signature: _____

Date: _____

* * * * *

Employee's Signature: _____

Date: _____

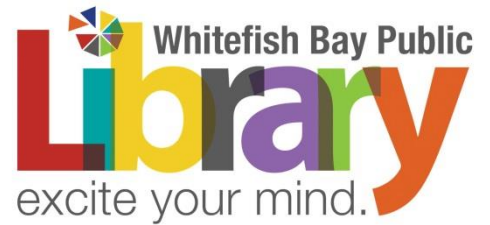
* * * * *

I (Director) acknowledge that I have reviewed this performance appraisal.

Director's Signature: _____

Date: _____

Whitefish Bay Public Library
Performance Appraisal



Name: _____
Job Title: _____
Meeting Date: _____
Date of Hire: _____
Annual Review: _____
6-Month Review: _____

Exceeds Expectations (E) Performance consistently exceeded expectations in all essential areas of responsibility, and the quality of work overall was excellent. Annual goals were met.

Meets Expectations (M) Performance consistently met expectations in all essential areas of responsibility, at times possibly exceeding expectations, and the quality of work overall was very good. The most critical annual goals were met.

Needs Improvement (NI) Performs the requirements of his/her job on a minimal acceptance level and/or requires an excess amount of direct supervision; generally does not meet the minimum standards of performance required for the position. A professional development plan must be outlined in the "Goals" section, including timelines, and monitored to measure progress.

POSITION KNOWLEDGE

Understands and demonstrates basic principles, techniques, practices and procedures of position.

E _____ M _____ NI _____

Takes initiative to learn and master changes in information retrieval systems that include: CountyCat, BadgerLink, the library's subscription databases and other relevant electronic resources.

E _____ M _____ NI _____

Understands and supports the mission statement and values of the Library as set by the Library Board.

E _____ M _____ NI _____

Follows Library policies and procedures and knows how to locate them. Understands responsibilities and duties when acting as Librarian in Charge.

E _____ M _____ NI _____

Ability to operate Library equipment as required; takes initiative to learn operation of equipment.

E _____ M _____ NI _____

Ability to follow oral and written instructions and follows through correctly or asks for clarification.

E _____ M _____ NI _____

Supervisor Comments:

QUALITY OF WORK

Is diligent about completing tasks with appropriate guidance and direction.

E _____ M _____ NI _____

Accuracy in work; takes initiative to fully understand patrons' reference requests and fulfill their need using various formats that are reputable and reliable for information. For example, does not just Google an answer but evaluates the source for accuracy or uses reputable web sites or databases.

E _____ M _____ NI _____

Work consistently meets standards set by supervisor; does not spend excessive time on the computer for non-work related personal use, always tries to find something constructive to do.

E _____ M _____ NI _____

Completes assignments correctly and in a timely fashion; takes care of the public area and straightens as needed to make sure it appears presentable.

E_____ M_____ NI_____

Contributes ideas for improvements in existing techniques and procedures.

E_____ M_____ NI_____

Supervisor Comments:

COMMUNICATION

Communicates effectively and courteously with staff and patrons in person and over the phone. Updates the next person on the reference desk of any pertinent information.

E_____ M_____ NI_____

Understands and conducts reference interviews and initiates follow up as needed to be sure patrons are finding what they want or offers an acceptable alternative.

E_____ M_____ NI_____

Fosters a cooperative, positive work attitude and supports organizational decisions.

E_____ M_____ NI_____

Expresses ideas and opinions in appropriate venue and manner.

E_____ M_____ NI_____

Supervisor Comments:

CUSTOMER SERVICE

Welcoming and courteous to patrons: makes eye contact, smiles, gives attention to patron, if patron is waiting acknowledges that they know they are there.

E_____ M_____ NI_____

Provides consistent and appropriate service to patrons; seeks reference assistance from other librarians as needed or asks another librarian to serve a patron during busy times.

E_____ M_____ NI_____

Is able to maintain composure and multi-task phone calls and patrons in person. Knows to take names and phone numbers of callers if time does not allow for immediate service.

E_____ M_____ NI_____

Patient and empathetic with patrons; protects patrons' privacy.

E_____ M_____ NI_____

Roves the Youth Services wing to help patrons when there is no one there on desk duty.

E_____ M_____ NI_____

Supervisor Comments:

JUDGEMENT

Demonstrates ability to weigh alternatives and arrive at logical conclusions.

E_____ M_____ NI_____

Uses correct judgement in applying policies to patron situations.

E_____ M_____ NI_____

Assumes responsibility when necessary; knows duties of being Librarian in Charge.

E_____ M_____ NI_____

Supervisor Comments:

INTERPERSONAL RELATIONS

Works effectively and courteously with other staff members and maintains a positive attitude.

E_____ M_____ NI_____

Fosters a cooperative work environment through collegial communication and professional attitude.

E_____ M_____ NI_____

Offers assistance to other staff members; helps out when seeing a need to do so.

E_____ M_____ NI_____

Demonstrates a willingness to achieve common goals.

E_____ M_____ NI_____

Accepts constructive suggestions and is willing to act on them.

E_____ M_____ NI_____

Supervisor Comments:

ATTENDANCE

Conforms to a regular work schedule; is willing to fill in at times of need.

E_____ M_____ NI_____

Reports to work on time; is prepared when library is open for business.

E_____ M_____ NI_____

Notifies supervisor promptly about any absences.

E_____ M_____ NI_____

Supervisor Comments:

ADAPTABILITY

Willingness to learn and perform new duties as they arise and are applicable to the position.

E_____ M_____ NI_____

Willingness to assist with new projects when applicable.

E_____ M_____ NI_____

Is flexible in adapting to daily work situations and interacting with a diverse community.

E_____ M_____ NI_____

Supervisor Comments:

Summary of Strengths and Areas of Improvement

1. **Strengths** (Comment on the strongest performance assets)

2. **Areas of Improvement** (Comment on areas to work on in the upcoming year)

3. **Goals for professional growth** (List specific goals agreed upon for accomplishment before the next evaluation)

Reviewing Supervisor's Signature: _____ Date: _____

* * * * *

Employee's Signature: _____ Date: _____

* * * * *

I (Director) acknowledge that I have reviewed this performance appraisal.

Director's Signature: _____ Date: _____

To: Whitefish Bay Public Library Board of Trustees
From: Nyama Y. Reed, Library Director
Date: December 19, 2023 Meeting
Re: Department Reports



Director (Reed)

- 1) Building
 - a) Regular maintenance is occurring per schedule.
 - b) Director Reed will attend the Public Works Committee meeting on Wed Dec 20, which will include discussion of the Library's roof and electrical panel.
- 2) Foundation
 - a) The Foundation Board added 6 new members, effective Jan 2, 2024.
 - b) The Light Your Library campaign has raised \$8359 so far.
- 3) Friends – n/a
- 4) Storytime Room Project – Director Reed is awaiting notice from the contractor for when his crew will be onsite. They talked a couple weeks ago and are hoping to complete the work in the next two weeks while there is no storytime occurring.
- 5) Village Budget - The 2024 Village Budget was passed on Mon Nov 20 as presented.
- 6) Village Head of DPW – John Edlebeck will retire as of 1/3/2024. His replacement will be announced Mon 12/18/23.
- 7) Village Board Rep to Library – Trustee Balachandran is stepping down from the Library Board to pursue an opportunity at the North Shore Health Department. Another Trustee will be appointed to the Library Board on Mon 12/18/23.

Adult Services (Lenski)

Programs

Back in September, the library hosted retired Professor Lorrie Wenzel. Dr. Wenzel spoke about identifying figures in biblical art found in cathedrals from around the world based on her book of the same topic. Her presentation was very well received and we had nearly 35 people attend the program.

In October, the library hosted the program The Freedom to Read: How Librarians Fight Back Against Book Challenges and How the Law Protects Them. This program was cohosted with The League of Women Voters of Milwaukee County and featured Tomas Lipinski, Ph.D. and J.D., professor at the UWM School of Information Studies as well as Nyama. This program was offered both onsite and on Zoom and we had about 50 people in person and a small group online.

Also for the 2nd year in a row the library held a 2-Sentence Horror Story Contest. Over 15 people submitted entries and then we let the public vote on their favorites.

In November, our Whitefish Bay TALKS presentation was on Frank Lloyd Wright's Wisconsin with Author Kristine Hansen.

December 1 we hosted the Photo Contest reception which was very enjoyable.

Collection Development

Adult librarians are continuing to work on pulling out the romance books from the fiction collection and shelving them in a separate section. At this moment staff are nearly through the last part of the alphabet and I expect the project to be completed in the coming weeks. As part of this project, we had to shift all of fiction to make room for romance so that has slowed us down a bit. After we are completed, we will need to shift a second time once we have a better idea of the size of each genre collection (sci-fi, mystery, romance and fiction).

Display

Adult Services has repurposed a couple of tables from Youth Services and is now using them for book displays near the reference desk.

Library Marketing Conference 2023

In November I had the opportunity to attend the Library Marketing Conference (LMC) in Indianapolis. LMC is a gathering of librarians and library workers who specialize in marketing library collections, programs, and services. This was my second opportunity to attend the conference. I previously attended the conference back in 2016. One thing that came out of that first conference was our subscription to Orange Boy, which we have used for email newsletters, marketing programs, highlighting new books and more. I really enjoyed both times I got to attend the conference and I found it refreshing to find so many sessions that I found interesting and applicable to my position as Head of Adult Services. Over the years, I have done the majority of the marketing for the library, and I've always enjoyed that aspect of this position. My

background from my undergrad was broadcast journalism and I worked on the UWM's School of Information Studies Quarterly Newsletter before my start at Whitefish Bay.

This year I attended some really great sessions, but one I found really interesting was called "Not Everything Can Go on the Website." It's been a number of years since we unveiled our current library website and we are looking at some updates and small changes to the site. The session recommended using data driven decisions, looking at which parts of the site are currently the most visited. The speakers also suggested doing a website audit, looking for old content (particularly in blog posts which don't usually get deleted.) There was also some talk of current website design trends and it sounds like simpler is better. The library is also looking at making the library website more accessible to users with some sort of disability and the session talked about some of those best practices.

I also attended a session called "I Can't With Content Creation-Working Through Content Burnout." I have been posting to the library's social media since my start at the library. I do sometimes get a little assistance from Katie and Valerie, but the majority of social media posts fall to me. This session was full of great tips, including reusing old content (as most folks haven't seen older posts or won't remember them), coming up with theme weeks, brainstorming and laying out ideas for the entire week, and even being meta by posting something about creating content for social media. The speaker also had a Google Document that she shared with all attendees that anyone can contribute to that is for idea sharing among libraries. I came out of the session, and the entire conference, with lots of new fresh ideas and I'm very thankful that I got to attend.

Circulation Services (Hoge)

Food for Fines in November

We collected 209 lbs of food and waived over \$92 in fines during our community outreach event with The Hunger Task Force. We haven't run this program in a few years so it was nice to start this up again. We received very positive feedback from patrons and I would guess that most of our donations were not for waiving fines, but as a goodwill gesture.

Staff News

Jeff Lindsey, our morning Circ Assistant/Shelver for the last 11 ½ years, is retiring as of the end of 2023. He has been such a great resource for the Circulation Department and the library as a whole. Along with his usual Circ tasks, he has been known to fix cabinets, put together and repair carts, and spent the last few years repairing and mending books in our Bindery. He will be greatly missed!

Ina Margulis joined the Library as a Circulation Assistant in 1999 and over the years took on the additional role of Reference Librarian as she has her MLIS. She has decided to concentrate her efforts and hours on her Reference duties and will be retiring from the Circulation Department at the end of the 2023. She has been a wonderful co-worker and very supportive of her teammates at the Circ Desk. We are glad she will still be in the building, but will miss her at the front desk!

Jeff and Ina's hours and tasks will be absorbed by current staff in the Circulation Department so no additional hiring to replace them will be necessary.

Technology

We continue to struggle with getting our ECF (Emergency Connectivity Fund) laptops returned and recently had a situation where a patron had somehow reconfigured a laptop to his Windows account so we had to have our MCFLS Network Admin wipe and reconfigure it for us. When the patron reconfigured the laptop for his own use, the software we use to remotely lock down the device was removed along with the software that we have to wipe patron data and reset the baseline each time one is brought back. Two other laptops have been borrowed and never returned. We currently have 3 of the original 5 available.

Training

Staff continue to take cybersecurity awareness training through Infosec which is administered by MCFLS. A number of staff have also participated in optional training provided by Ryan Dowd's Homeless Training program. We have had the opportunity to take virtual classes covering mental illness, suicide, de-escalation techniques, and how to compassionately ask someone to leave the library (that one has been very timely as Leadership Team members have had to use these techniques recently).

Youth Services (Kiekhaefer)

Collection Development

The Youth Services department, specifically Valerie Morris, is launching a new collection development project that has been in the works for years. We are re-cataloging all of the youth non-fiction books, which will move us away from the Dewey Decimal System to more of a subject-based system. (This matches the system we use for our picture book organization, which was done six years ago.)

This project is a huge undertaking, but we are very excited, and I have to give kudos to Valerie for all of her work creating a system that works for us. Our goal in collection development is always to make the library the most user-friendly it can be, especially for our young users.

This re-cataloging project also helps us fix some issues and biases that are an implicit part of the Dewey Decimal System. It is a very old system, and librarians have been moving away from it for years, especially in children's collections. It is also seen as racist, sexist, and homophobic. As an example, in the Dewey Decimal System, Black history, including the Civil Rights Movement, is separate from American history. Women's history is in a similar section. Religions other than Christianity are classified almost as an afterthought, with Christianity taking up most of the 200s. Until 1932, LGBTQ+ people were classified as "abnormal psychology"; in 1989, they were classified as "modern problems." The Whitefish Bay community (and greater Milwaukee community) is diverse and deserves a more modern system.

There is a more in-depth overview about issues with Dewey here: <https://www.slj.com/story/move-over-melvil-momentum-grows-to-eliminate-bias-and-racism-in-the-145-year-old-dewey-decimal-system>

Here is a breakdown of the main categories:

- A Facts and Knowledge (encyclopedias, world records, libraries)
- B Unexplained (aliens, ghosts, dragons, fairies, Bermuda Triangle, Loch Ness monster)
- C Languages (French, Spanish, etc)
- D Creatures
- E Physical Sciences (chemistry, computer science, earth science, engineering, etc)
- F Machines (Military equipment, farm, train, bus, truck, drones, robots, etc)
- G Life Sciences (biology, medicine, evolution, plants, etc)
- H Activities (cooking, crafts, games, gardening, and popular things like LEGO, Minecraft)
- I Beliefs (Buddhism, Christianity, Hindu, Jewish, Mythology, philosophy)
- J Ourselves (family, feelings, loss, health, body, friends, sexuality)
- K Society (crime, economics, community helpers, societal issues)
- L People (non sport and non artist, collective biographies)
- M Arts (art, architecture, music, dance, literature/poetry)
- N Sports (basketball, baseball, etc, sports figures)
- USA (American Indians, states, US government, US history, US military)
- P World (world maps, countries, history, conflicts)

Programming

Due to some staffing challenges, our programming has been more focused on storytime and all-age programs and/or drop-in programs. These have been well-attended and I think they're a better fit for our families as well. As we navigate post-pandemic programming, we're finding that what always worked in the past might not be as successful now.

Outreach/Partnerships

In October, during our storytime break, we partnered with the North Shore Health Department and hosted two Parent Social Groups. We had a good turnout and I received positive feedback from patrons as well as NSHD staff. I'm hopeful that we can continue working with the NSHD in 2024.

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	294,166
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	202,202
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	255,126
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	260,778
2023	25,223	23,698	26,790	24,067	23,405	27,946	29,536	28,858	24,097	25,356	25,108			284,084
2019-23	-4%	-5%	-3%	-5%	-7%	-7%	-7%	-1%	-2%	-3%	8%			-3%
2022-23	6%	7%	10%	1%	2%	9%	15%	9%	14%	14%	11%			9%
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	267,929
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	158,413
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	214,990
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	219,356
2023	21,136	19,896	22,525	20,148	19,373	23,951	25,176	24,700	20,016	20,541	20,167			237,629
2019-23	-11%	-14%	-11%	-13%	-15%	-13%	-14%	-7%	-9%	-13%	-3%			-11%
2022-23	6%	7%	10%	0%	2%	10%	15%	10%	13%	12%	6%			8%
DIGITAL CIRCULATION			Libby	Hoopla	RBDigital	Kanopy	Comics Pus							
	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	26,237
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	43,789
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	40,136
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	41,422
2023	4,087	3,802	4,265	3,919	4,032	3,995	4,360	4,158	4,081	4,815	4,941	0		46,455
2019-23	73%	92%	72%	66%	76%	72%	73%	65%	66%	92%	102%			77%
2022-23	5%	5%	7%	4%	3%	3%	18%	8%	15%	28%	39%			12%
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%	9.9%
2020	12%	12%	35%	638%	195%	38%	29%	27%	19%	19%	22%	28%	28%	95.0%
2021	33%	24%	18%	19%	19%	16%	16%	16%	17%	17%	17%	21%	19%	19.3%
2022	19%	20%	19%	19%	21%	18%	17%	17%	20%	21%	19%		19%	19.0%
2023	19%	19%	19%	19%	21%	17%	17%	17%	20%	23%	25%			19.7%
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	18,656
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	29,124
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	29,025
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	31,767
2023	3,101	2,905	3,298	3,029	3,088	3,080	3,353	3,180	2,990	3,352	3,513			34,889
2019-23	86%	112%	98%	90%	86%	83%	75%	71%	66%	91%	108%			87%
2022-23	3%	6%	9%	6%	3%	4%	16%	6%	9%	19%	28%			10%
HOOPLA (Print Books, Audio Books, Music, Movies)														
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2019	293	228	323	271	237	218	249	204	227	262	255	237	3,004	2,767
2020	277	251	484	755	705	419	403	339	342	275	416	316	4,982	4,666
2021	616	353	377	329	335	305	318	383	287	278	309	351	4,241	3,890
2022	347	350	347	302	339	315	319	350	305	349	350	352	4,025	3,673
2023	408	326	400	379	451	436	453	421	403	433	359			4,469
2019-23	39%	43%	24%	40%	90%	100%	82%	106%	78%	65%	41%			62%
2022-23	18%	-7%	15%	25%	33%	38%	42%	20%	32%	24%	3%			22%

WHITEFISH BAY PUBLIC LIBRARY

STATISTICS

DIGITAL MAGAZINES														
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2019	410	378	487	497	393	420	358	452	434	487	498	371	5,185	4,814
2020	354	428	455	795	773	576	667	604	618	720	593	594	7,177	6,583
2021	616	609	181	280	218	252	263	237	235	211	219	261	3,582	3,321
2022	275	260	322	319	275	266	239	249	244	297	270	242	3,258	3,016
2023	289	293	334	264	296	273	254	282	484	798	863			4,430
2019-23	-30%	-22%	-31%	-47%	-25%	-35%	-29%	-38%	12%	64%	73%			-8%
2022-23	5%	13%	4%	-17%	8%	3%	6%	13%	98%	169%	220%			47%
KANOPY (PLAYS)														
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2020	112	105	298	390	505	407	423	399	237	260	280	351	3,767	3,416
2021	405	378	308	325	264	284	407	500	408	321	300	275	4,175	3,900
2022	258	279	272	276	301	312	240	262	256	316	194	291	3,257	2,966
2023	286	278	228	232	197	202	185	191	192	211	191		2,393	2,393
2022-23	11%	0%	-16%	-16%	-35%	-35%	-23%	-27%	-25%	-33%	-2%			-19%
KANOPY (Unique Users)														
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2020	21	30	97	106	125	133	139	132	126	113	102	74	1,198	1,124
2021	68	67	59	52	53	59	69	72	68	57	55	66	745	679
2022	62	60	60	49	57	59	62	58	57	56	51	61	692	631
2023	66	59	53	56	47	50	50	47	50	55	48			581
2022-23	6%	-2%	-12%	14%	-18%	-15%	-19%	-19%	-12%	-2%	-6%			-8%
In 2020, Kanopy accidentally allowed access to all MCFLS residents. Was corrected in Nov.														
Comics Plus														
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2023	3	0	5	15	0	4	115	84	12	21	15		274	274
SELF-CHECK CIRCULATION STATISTICS FOR WHITEFISH BAY LIBRARY														
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
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	98,674
2020	7,929	8,220	3,883	1	1	1,596	3,587	4,104	5,486	5,760	4,450	710	45,727	45,017
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	74,664
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	94,096
2023	8,504	6,562	8,869	7,522	7,885	11,322	11,969	11,830	8,602	8,929	8,466			100,460
2019-23	5%	-12%	1%	-11%	2%	1%	0%	11%	5%	2%	14%			2%
2022-23	16%	-8%	4%	-11%	-3%	17%	18%	13%	3%	13%	6%			7%
SELF-CHECK AS % OF TRADITIONAL CIRCULATION														
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2019	34%	32%	35%	37%	34%	40%	41%	40%	37%	37%	36%	36%	37%	36.6%
2020	35%	36%	36%	0%	0%	14%	23%	26%	29%	29%	26%	5%	27%	33.1%
2021	0%	20%	33%	35%	38%	38%	42%	40%	41%	40%	40%	35%	35%	33.3%
2022	37%	38%	42%	42%	43%	45%	46%	46%	47%	43%	42%	40%	41%	42.8%
2023	40%	33%	39%	37%	41%	47%	48%	48%	43%	43%	42%			42.0%

WHITEFISH BAY PUBLIC LIBRARY

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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	169,255	
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	113,396	
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	140,326	
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	125,260	
2023	12,612	13,104	13,193	12,292	11,129	12,125	12,646	12,255	10,922	10,889	10,931			132,098	
2019-23	-20%	-16%	-20%	-16%	-26%	-26%	-27%	-23%	-21%	-27%	-19%			-22%	
2022-23	0%	15%	11%	5%	3%	1%	7%	2%	17%	3%	-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	143	
2023	20	22	39	24	2	6	30	9	29	42	15			238	
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	463	681	755			4,827	
WIRELESS (Clients per Month)															
	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	51,544	
2020	5,216	meraki offline					1,519	1,860	1,950	2,108	1,710	1,215		15,578	14,363
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	28,197	
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	39,328	
2023	4,801	4,102	4,248	4,490	4,688	4,671	4,247	4,402	4,530	5,146	4,860			50,185	
2019-23	15%	8%	-6%	-6%	-3%	-1%	-13%	-7%	-5%	-10%	5%			-3%	
2022-23	66%	50%	34%	31%	23%	26%	22%	18%	22%	14%	18%			28%	
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	16,973	
2020	1,698	meraki offline					49	630	653	795	693	533		5,051	4,518
2021	440	511	661	714	766	929	1,038	1,058	1,016	1,155	1,187	1,140	10,615	9,475	
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	13,305	
2023	1,569	1,307	1,330	1,528	1,617	1,702	1,499	1,606	1,588	1,818	1,784			17,348	
2019-23	6%	-1%	-13%	3%	6%	7%	-4%	-3%	5%	4%	15%			2%	
2022-23	54%	31%	23%	34%	35%	30%	26%	29%	28%	30%	19%			30%	
PC USER SESSIONS - # OF ADULT SESSIONS															
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total	
2019	1,188	1,241	1,404	1,410	1,739	1,570	1,716	1,619	1,721	1,788	Lost in server transition		15,396	15,396	
2020	1,838	1,783	836	Closed	Closed	10	27	42	57	68	3	0	4,664	4,664	
2021	0	21	56	60	72	76	84	67	60	69	85	71	721	650	
2022	72	125	375	420	447	457	773	896	914	1,093	953	769		6,525	
2023						1,033	992	1,315	1,131	968	1,043			6,482	
2019-23	-100%	-100%	-100%	-100%	-100%	-34%	-42%	-19%	-34%	-46%	x			-58%	
2022-23	-100%	-100%	-100%	-100%	-100%	126%	28%	47%	24%	-11%	9%			-1%	

WHITEFISH BAY PUBLIC LIBRARY

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PC USER SESSIONS - # OF KIDS SESSIONS														
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2019	615	662	794	734	609	758	1,038	1,174	747	878	Lost in server transition		8,009	8,009
2020	964	823	291	Closed	Closed	1	0	0	1	1	3	0	2,084	2,084
2021	0	0	0	1	1	1	0	1	0	0	0	0	4	4
2022	0	0	36	75	120	146	0	0	0	0	0	0		377
2023							85	1,201	802	879	636			3,603
2019-23	-100%	-100%	-100%	-100%	-100%	-100%	-92%	2%	7%	0%	x			-7
2022-23														856%
PC USER SESSIONS - # OF TOTAL SESSIONS														
Nov/Dec 2019 lost in server transition; estimate														
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2019	1,803	1,903	2,198	2,144	2,348	2,328	2,754	2,793	2,468	2,666	2,341	2,341	28,087	25,746
2020	2,802	2,606	1,127	-	-	11	27	42	58	69	6	-	6,748	6,748
2021	-	21	56	61	73	77	84	68	60	69	85	71	725	654
2022	72	125	411	495	567	603	773	896	914	1,093	953	769	7,671	6,902
2023	-	-	-	-	-	1,033	1,077	2,516	1,933	1,847	1,679	-	10,085	10,085
2019-23	-100%	-100%	-100%	-100%	-100%	-56%	-61%	-10%	-22%	-31%	-28%			-61%
2022-23	-100%	-100%	-100%	-100%	-100%	71%	39%	181%	111%	69%	76%			46%
DOOR COUNT PER MONTH			2020 Door Counter Quit Working. Didn't replace until 2021.											
Year	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	177,354
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	87,328
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	114,868
2023	11,930	11,497	12,135	13,052	11,605	14,323	14,098	14,520	11,782	12,251	12,417		139,610	139,610
2019-23	-22%	-19%	-28%	-17%	-28%	-20%	-25%	-14%	-18%	-24%	-16%			-21%
2022-23	45%	38%	30%	33%	16%	32%	27%	11%	13%	10%	-2%			22%
DOOR COUNT PER DAY			2020 Door Counter Quit Working. Didn't replace until 2021.											
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2019	495	508	546	526	523	685	694	650	480	520	495	443	543	
2020	499													
2021	0	192	352	328	337	368	386	372	305	282	321	281	294	
2022	283	297	300	350	344	416	444	484	372	360	453	338	368	
2023	398	411	391	466	387	551	564	558	421	395	443			
2019-23	-20%	-19%	-28%	-11%	-26%	-20%	-19%	-14%	-12%	-24%	-10%			
2022-23	41%	38%	30%	33%	12%	32%	27%	15%	13%	10%	-2%			