

**Waunakee Public Library  
Library Board Meeting**

**Location: Community Hall, Waunakee Public Library (201 N. Madison St.)  
Friday, July 16, 2021---7:45 AM**

- I. Call to order
- II. Roll call: Annie Ballweg, Kathy Grosskopf, Melissa Hill, Erin Moran, Angie Ramos, Mike Ricker, Cathy Sheffield, Library Director Erick Plumb.
- III. Public Comment
- IV. Consent agenda
  - A. Approve June 18, 2021 Library Board Minutes
  - B. Approve Schedule of Bills
  - C. Approve Financial Reports
- IV. Director's Report
- V. Old Business
  - A. Discuss and determine course of action for updated Strategic Plan Goal #3
  - B. Discuss staffing re-assessment and approve new position descriptions and pay grades effective August 1, 2021:
    - a. Access Services Assistant (H5)
    - b. Business Assistant (H5)
    - c. Engagement & Programming Assistant (H5)
    - d. Technical Services Assistant (H5)
- VI. New Business
  - A. Elect Library Board officers for 2021-22
  - B. Discuss and possibly take action on 2021 Fee Table for Library Meeting Rooms
  - C. Discuss and approve updated Hotspot Policy
  - D. Library Director's performance evaluation\*
- VII. Adjourn

**Next Library Board meeting:** Friday, August 20, 2021 @ 7:45AM in Community Hall, Waunakee Public Library

Notice is hereby given that the Village Board may attend this meeting. No action will be taken by the Village Board at this meeting.

**\*The Library Board may convene in closed session as authorized by Section 19.85(1)(c) of the Wisconsin Statutes for considering employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility. The Library Board may reconvene in open session.**

Any person who has a qualifying disability as defined by the Americans With Disabilities Act that requires the meeting or materials at the meeting to be in an accessible location or form should contact the municipal clerk at (608) 850-8500, 500 West Main Street, Waunakee, Wisconsin.

**Waunakee Public Library**

**Library Board Meeting**

**Friday, June 18, 2021**

**7:45 AM**

**Meeting via Zoom**

- I. **Call to order:** Cathy called the meeting to order at 7:48 AM
- II. **Roll Call:**
  - A. **Roll call:** Present: Cathy Sheffield, Melissa Hill, Kathy Grosskopf, Erin Moran and Erick Plumb. Absent: Annie Ballweg, Angie Ramos and Mike Ricker.
  - B. **Guests:** Emily Harkin
- III. **Public Comment** No public comment
- IV. **Approval of consent agenda** Kathy made a motion to approve the meeting minutes with the correction of Melissa Hill being present at the meeting. Cathy seconded. passed.
- V. **Director's Report** The building started to feel almost "normal" again with the return of some in-person programming, study room bookings and the return of the summer reading program. There will be outdoor programming on Tuesdays and Wednesdays, with virtual programming on Thursdays. With Village funds from the American Recover Program a tent will be purchased for outdoor events. The Library hosted another vaccine clinic, 61 Waunakee residents received vaccines. Four new Customer Services Assistants will be hired to begin working August 1. Brittany has been busy getting ready for the Summer Reading Program, in addition to planning for some exciting outdoor programs for teens. Courtney hosted 4 programs in May in addition to Ales and Tales book club. She has 14 businesses signed up for the "Use Your Waunakee Card All Around Town" program.
- VI. **Old Business**
  - A. **Friends of the Library update** Scott Mooney, Milio's franchise partner in Waunakee appreciated so much that the Waunakee Public Library gave back a donation to them during the Pandemic, that he now wanted to pay it forward. For every Cuban sandwich that is sold at any Milio's Sandwich Shop in Wisconsin, Minnesota or Iowa during the month of June, Milio's will donate \$1.50 to the Friends of Waunakee Public Library.
  - B. **Discuss and determine course of action for updated Strategic Plan Goal #2** Kathy presented Goal #2 ( in the absence of Annie and Angie.) Goal #2: Build diverse partnerships that expand the Library's capacity to make a positive difference in the lives of people of all backgrounds. The Board liked what was presented, but would like to change the wording of "diverse". They felt that the term is too broad and would like to add specific groups. The Board would like to

wait until all Goals are presented to take any actions, due to the fact that there may be overlaps in the goals. Goal # 3 will be presented at the next meeting.

**VII. New Business**

- A. Discuss and approve disbursement of \$11,035 of Forever Fund money for library programming & collections** Erick would like to divide the funds half to be used on programming and half to go towards the materials budget. Cathy moved to approve the distribution of funds as discussed. Erin Seconded. Passed.
- B. Discuss staffing re-assessment and approve new position descriptions and pay grades effective August 1, 2021** We discussed the re-assessment and job descriptions. We agreed that the physical demands of the positions section needs to be rewritten. Erin made a motion to approve the Customer Services position description. Cathy seconded. Passed.
- C. Approve revised Hours of Operation beginning July 6, 2021** Erin made a motion to approve the staying open until 8:00PM, Monday-Thursday and changing Saturday hours to 9-4. Cathy Seconded. Passed.
- D. Elect Library Board Officers for 2021-22** We decided to continue as is until we vote at the July meeting.
- E. Discuss process & request for feedback regarding Library Director's performance evaluation** We will discuss at the July meeting.

**VIII. Adjourn:** The meeting was adjourned at 8:48 AM on a motion by Erin. Seconded by Kathy. Passed.

**Library Board Meeting: Friday, July 16, 2021 at 7:45 AM in Community Hall  
201 N. Madison Street**

**Respectfully submitted, Kathy M. Grosskopf, Trustee and Secretary**

# June 2021

Account	Vender	Amount
<u>100-551400-210 Outside services</u>		
	<b>Total</b>	<b>0.00</b>
<u>100-551400-219 Automation levy</u>	SCLS	0.00
	<b>Total</b>	<b>0.00</b>
<u>100-551400-290 Leased items</u>		
	<b>Total</b>	<b>0.00</b>
	Gordon Flesch	198.58
		0.00
	<b>Total</b>	<b>198.58</b>
<u>100-551400-292 Maintenance contracts</u>		
	SCLS	0.00
	Bibliotheca	0.00
	Midwest Alarm	0.00
	<b>Total</b>	<b>0.00</b>
<u>100-551400-311 Postage</u>		
	Post Office	89.18
	<b>Total</b>	<b>89.18</b>
<u>100-551400-320 Publications, subscriptions and dues</u>		
	WILS	0.00
	ALA	0.00
	Wauaukee Lions Club	80.00
	WLA	180.00
	<b>Total</b>	<b>260.00</b>
<u>100-551400-330 Travel and training</u>		
	SCLS	0.00
	UW- Madison	0.00
	WLA	0.00
	UW Local Govt Center	225.00
	<b>Total</b>	<b>225.00</b>
<u>100-551400-340 Programs</u>		
	Pig	11.74
	Dollar tree	20.00
	Amazon	186.16
	Walmart	14.72
	Aldo Leopold Center	83.78
	Shawn Bolduc	250.00
	Tours Costa Rica	211.09
	Robert Yu	200.00
	Culvers	25.00
	Tanya Tandias	350.00
	Zoom	14.99
	Sticker Mule	154.50
	Kevin Wood	250.00
	Miller and Mike	500.00
	Waunakee Chamber	350.00
	Kwik trip	30.00
	<b>Total</b>	<b>2,651.98</b>

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<u>100-551400-341 Equipment</u>	Minuteman Press	0.00
	Amazon	423.98
	Nassco	0.00
	Laird Plastics	0.00
	SCLS	0.00
	<b>Total</b>	<b>423.98</b>
<u>100-551400-350 Repairs and maint</u>		
	<b>Total</b>	<b>0.00</b>
<u>100-551400-380 Adult books</u>	Amazon	0.00
	Baker and Taylor	2,262.77
	Barnes and Noble	0.00
	Beyond the Page	0.00
	<b>Total</b>	<b>2,262.77</b>
<u>100-551400-381 Juvenile books</u>	Amazon	166.88
	Baker and Taylor	2,088.56
	Penworthy	0.00
	The Dot Central	0.00
	<b>Total</b>	<b>2,255.44</b>
<u>100-551400-383 Serial subscriptions</u>	Rivistas	6,430.95
	<b>Total</b>	<b>6,430.95</b>
<u>100-551400-384 - Digital Materials &amp; Computer Software</u>	Amazon	0.00
	Demco Software	0.00
	TBS	0.00
	Verizon -Hotspots	200.09
	CDW - Adobe	0.00
	<b>Total</b>	<b>200.09</b>
<u>100-551400-385 Kit supplies</u>	Amazon	116.72
	Minuteman Press	45.94
	UPS Store	0.00
	Pig	0.00
	<b>Total</b>	<b>162.66</b>
<u>100-551400-386 Audio materials</u>	Blackstone Publishing	597.93
	Midwest Tape	201.33
	Amazon	50.99
	Findaway	127.98
	<b>Total</b>	<b>978.23</b>
<u>100-551400-387 Videos</u>	Amazon	180.93
	Midwest Tape	348.57
	Debbie Howard	0.00
	Greta Productions	0.00
	<b>Total</b>	<b>529.50</b>
<u>100-551400-390 Other</u>	Amazon	221.02
	Office Depot	0.00
	SCLS	0.00
	Ace Hardware	0.00
	Pig	0.00
	Demco	210.99
	Walgreens	17.19
	Thermal Paper Direct Co	0.00
	<b>Total</b>	<b>449.20</b>

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100-551400-391 Personnel

<u>100-551400-392 Public relations</u>	<b>Total</b>	<b>0.00</b>
	Minuteman Press	0.00
	UPS Store	39.98
	Canva	239.75
	<b>Total</b>	<b>279.73</b>
<u>100-551401-210 Building serices</u>		
	CJ's Lawn and Snow	385.00
	Reinders	0.00
	Ahern Co	0.00
	Amazon	0.00
	<b>Total</b>	<b>385.00</b>
<u>100-551401-350 Repairs/Maintenance</u>		
	Division Street Mart	8.38
	Kraemer Air Filter Corp	0.00
	Menards	312.34
	Ace Hardware	28.37
	Amazon	491.54
	Schilling Supply Company	0.00
	Capital Coffee	259.20
	Walgreens	0.00
	Waunakee Rental	66.99
	Home Depot	269.44
	<b>Total</b>	<b>1,436.26</b>
<u>220 fund</u>		
	Out of print	0.00
	Waunakee Chamber of Commerce	0.00
	Tee Public	0.00
	<b>Total</b>	<b>0.00</b>
	<b>Month Total</b>	<b>19,218.55</b>

VILLAGE OF WAUNAKEE  
EXPENDITURES WITH COMPARISON TO BUDGET  
FOR THE 6 MONTHS ENDING JUNE 30, 2021

GENERAL FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET AMOUNT	VARIANCE	% OF BUDGET	PRIOR YEAR
<u>LIBRARY OPERATIONS</u>						
100-551400-110 LIBRARY FULL TIME	28,590.56	168,714.80	381,334.00	212,619.20	44.24	150,756.88
100-551400-120 LIBRARY PART TIME	22,475.88	139,349.94	327,654.00	188,304.06	42.53	153,505.51
100-551400-130 LIBRARY FICA	3,677.45	24,114.51	54,237.00	30,122.49	44.46	23,448.92
100-551400-131 LIBRARY RETIREMENT	2,918.87	18,824.22	38,690.00	19,865.78	48.65	18,086.10
100-551400-132 LIBRARY HEALTH	16,589.93	80,928.31	137,464.00	56,535.69	58.87	77,644.27
100-551400-133 LIBRARY LIFE	66.12	426.98	664.00	237.02	64.30	361.73
100-551400-134 LIBRARY DENTAL	706.77	5,245.29	9,843.00	4,597.71	53.29	3,744.99
100-551400-210 LIBRARY OUTSIDE SERVICES	87.00	472.00	2,864.00	2,392.00	16.48	423.00
100-551400-217 LIBRARY SECURITY SYSTEMS	.00	.00	1,220.00	1,220.00	.00	.00
100-551400-219 LIBRARY AUTOMATION LEVY	.00	55,512.00	55,707.00	195.00	99.65	46,787.95
100-551400-225 LIBRARY COMMUNICATIONS	766.53	3,825.86	9,000.00	5,174.14	42.51	3,641.83
100-551400-290 LIBRARY LEASED ITEMS	493.46	2,518.78	4,980.00	2,461.22	50.58	2,345.47
100-551400-292 LIBRARY MAINTENANCE CONTRACTS	380.00	630.00	4,500.00	3,870.00	14.00	2,081.60
100-551400-311 LIBRARY POSTAGE	74.78	325.04	1,600.00	1,274.96	20.32	206.59
100-551400-320 LIBRARY PUBS/SUBS/DUES	260.00	361.00	2,805.00	2,444.00	12.87	973.00
100-551400-330 LIBRARY TRAVEL/TRAINING	.00	255.00	4,200.00	3,945.00	6.07	511.00
100-551400-340 LIBRARY PROGRAMS	1,266.06	7,791.06	14,000.00	6,208.94	55.65	5,410.75
100-551400-341 LIBRARY EQUIPMENT	2,185.98	3,240.65	7,500.00	4,259.35	43.21	3,174.33
100-551400-350 LIBRARY REPAIRS/MAINT	.00	.00	.00	.00	.00	78.00
100-551400-380 LIBRARY ADULT BOOKS	4,519.13	18,956.90	40,000.00	21,043.10	47.39	12,573.32
100-551400-381 LIBRARY JUVENILE BOOKS	986.31	7,758.52	20,250.00	12,491.48	38.31	5,891.92
100-551400-383 LIBRARY SERIAL SUBSCRIPTIONS	6,430.95	8,278.90	7,995.00	( 283.90)	103.55	2,594.44
100-551400-384 LIBRARY COMPUTER SOFTWARE	200.09	13,653.04	15,089.00	1,435.96	90.48	15,007.95
100-551400-385 LIBRARY KIT SUPPLIES	372.55	1,967.54	5,000.00	3,032.46	39.35	1,240.03
100-551400-386 LIBRARY AUDIO MATERIALS	866.05	3,790.96	10,500.00	6,709.04	36.10	4,075.29
100-551400-387 LIBRARY VIDEOS	746.36	4,162.46	8,500.00	4,337.54	48.97	4,161.45
100-551400-390 LIBRARY OTHER	276.29	5,282.04	31,270.59	25,988.55	16.89	6,672.45
100-551400-391 LIBRARY PERSONNEL	.00	.00	.00	.00	.00	61.00
100-551400-392 LIBRARY PUBLIC RELATIONS	.00	677.57	1,500.00	822.43	45.17	366.45
<b>TOTAL LIBRARY OPERATIONS</b>	<b>94,937.12</b>	<b>577,063.37</b>	<b>1,198,366.59</b>	<b>621,303.22</b>	<b>48.15</b>	<b>545,826.22</b>

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VILLAGE OF WAUNAKEE  
EXPENDITURES WITH COMPARISON TO BUDGET  
FOR THE 6 MONTHS ENDING JUNE 30, 2021

GENERAL FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET AMOUNT	VARIANCE	% OF BUDGET	PRIOR YEAR	
<u>LIBRARY BUILDING</u>							
100-551401-110	LIBRARY BLDG FULL TIME	4,488.29	26,844.99	56,618.00	29,773.01	47.41	25,445.02
100-551401-120	LIBRARY BLDG PART-TIME	1,284.11	9,220.40	22,234.00	13,013.60	41.47	9,525.84
100-551401-121	LIBRARY BLDG OVERTIME	.00	30.63	.00	( 30.63)	.00	39.06
100-551401-130	LIBRARY BLDG FICA	436.76	2,917.49	6,033.00	3,115.51	48.36	2,734.16
100-551401-131	LIBRARY BLDG RETIREMENT	302.95	1,934.41	3,822.00	1,887.59	50.61	1,821.90
100-551401-132	LIBRARY BLDG HEALTH	2,316.39	11,277.45	17,985.00	6,707.55	62.70	11,661.73
100-551401-133	LIBRARY BLDG LIFE	5.68	31.00	54.00	23.00	57.41	34.37
100-551401-134	LIBRARY BLDG DENTAL	143.58	982.70	1,687.00	704.30	58.25	980.70
100-551401-210	LIBRARY BLDG SERVICES	2,490.00	4,515.00	30,698.00	26,183.00	14.71	5,030.02
100-551401-220	LIBRARY BLDG UTILITIES	2,001.48	8,149.65	36,000.00	27,850.35	22.64	7,515.06
100-551401-221	LIBRARY BLDG GAS HEAT	843.55	5,986.97	12,000.00	6,013.03	49.89	5,218.35
100-551401-341	LIBRARY BLDG EQUIPMENT	.00	.00	1,445.54	1,445.54	.00	3,554.46
100-551401-350	LIBRARY BLDG REPAIRS/MAINT	907.22	6,495.79	21,000.00	14,504.21	30.93	8,639.86
100-551401-390	LIBRARY BLDG OTHER	.00	1,863.75	3,500.00	1,636.25	53.25	577.00
	TOTAL LIBRARY BUILDING	15,220.01	80,250.23	213,076.54	132,826.31	37.66	82,777.53
<u>DEPOT</u>							
100-551410-350	DEPOT REPAIRS/MAINT	.00	.00	600.00	600.00	.00	.00
	TOTAL DEPOT	.00	.00	600.00	600.00	.00	.00





VILLAGE OF WAUNAKEE  
BALANCE SHEET  
JUNE 30, 2021

LIBRARY SPECIAL REVENUE FUND

ASSETS

220-11110	COMMINGLED CASH	59,055.11	
220-11801	CASH ON HAND	309.72	
	TOTAL ASSETS		<u>59,364.83</u>

LIABILITIES AND EQUITY

FUND EQUITY

220-34300	FUND BALANCE	60,773.71	
	BEGINNING FUND BALANCE	60,773.71	
	REVENUE OVER EXPENDITURES - YTD	( 1,408.88)	
	TOTAL FUND EQUITY		<u>59,364.83</u>
	TOTAL LIABILITIES AND EQUITY		<u>59,364.83</u>

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**1030243: Waunakee Library Forever Fund**

5/1/2021 To 5/31/2021

**Balance**

Beginning Balance	319,988.28
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**Contributions/Gifts**

Contributions*	50.00
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*\*Contribution totals include net gift amounts for credit card gifts. Each credit card gift is assessed a merchant processing fee by the donor's credit card company of approximately 4%.*

Transfers In	0.00
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**50.00**

**Portfolio Gains (Losses)**

Investment Results, Net Of Fees	5,178.52
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**5,178.52**

**Grants/Distributions**

Grants/Distributions	0.00
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Transfers Out	0.00
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MCF Support	(266.66)
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**(266.66)**

**Ending Balance**

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**\$324,950.14**

**Cash Available for Grants as of 5/31/2021**

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**\$11,035.35**

**WAUNAKEE PUBLIC LIBRARY MONTHLY ACTIVITY REPORT**

June 2021

	2021			2020		% Change	% Change	YTD
	June	Prev Month	Yr-to-date	June	Yr-to-date	Prev Month	Prev Year	% Change
# of Days Library was open	26	26	153	26	115	0.0%	N/A	N/A
<b>CIRCULATION</b>								
Physical circulation	25,431	20,442	119,845	7,461	77,594	24.4%	240.9%	54.5%
Digital circulation	3,573	3,614	21,426	3,312	19,313	-1.1%	7.9%	10.9%
Library Total	29,004	24,056	141,271	10,773	96,907	20.6%	169.2%	45.8%
Per Day library was open	1,116	925	923	414	843	20.6%	169.2%	9.6%
Average of Deforest, Monona and Verona	29,030	20,694	125,474	11,296	92,898	40.3%	157.0%	35.1%
<b>By Category</b>								
<b>Books</b>								
Juvenile Fiction	4,265	2,913	18,134	1,246	9,268	46.4%	242.3%	95.7%
Juvenile Non-Fiction	1,618	1,313	8,040	379	5,242	23.2%	326.9%	53.4%
Easy Readers	2,007	1,632	9,539	357	5,186	23.0%	462.2%	83.9%
Picture books	4,791	4,263	22,363	851	13,301	12.4%	463.0%	68.1%
Total Juvenile	12,681	10,121	58,076	2,833	32,997	25.3%	347.6%	76.0%
Young Adult	988	756	4,716	391	2,391	30.7%	152.7%	97.2%
Adult Fiction	3,009	2,517	15,437	1,440	9,700	19.5%	109.0%	59.1%
Adult non-Fiction	2,213	1,946	11,680	881	7,594	13.7%	151.2%	53.8%
Large print	730	558	3,746	440	2,424	30.8%	65.9%	54.5%
Adult Paperbacks	84	87	532	32	710	-3.4%	162.5%	-25.1%
Total Adult	6,036	5,108	31,395	2,793	20,428	18.2%	116.1%	53.7%
Magazines	573	428	2,560	98	1,454	33.9%	484.7%	76.1%
Audio	865	751	4,358	343	4,126	15.2%	152.2%	5.6%
DVD and Blu-ray	2,879	2,538	15,866	979	13,049	13.4%	194.1%	21.6%
Software and video games	103	51	482	13	103	102.0%	692.3%	368.0%
Kits	1,198	612	1,958	7	2,809	95.8%	17014.3%	-30.3%
Electric Resources	0	0	0	0	0	N/A	N/A	N/A
E-reader, laptops, equipment	84	54	302	1	160	55.6%	8300.0%	88.8%
E-books	3,573	3,614	21,426	3,312	19,313	-1.1%	7.9%	10.9%
% of total circulation	12.3%	15.0%	15.2%	30.7%	19.9%	-18.0%	-59.9%	N/A
<b>PROGRAMS</b>								
<b>Children</b>								
Number	18	10	68	0	129	80.0%	N/A	-47.3%
Attendance	918	322	3,299	0	4,221	185.1%	N/A	-21.8%
<b>Young adult</b>								
Number	5	5	29	0	19	0.0%	N/A	52.6%
Attendance	46	23	205	0	739	100.0%	N/A	-72.3%
<b>Adult</b>								
Number	15	5	55	0	15	200.0%	N/A	266.7%
Attendance	278	65	1,388	0	421	327.7%	N/A	229.7%
NEW PATRONS ADDED	129	43	335	27	315	200.0%	377.8%	6.3%
PUBLIC MEETING ROOM BOOKINGS	8	5	17	1	46	60.0%	700.0%	-63.0%
STUDY ROOM BOOKINGS	129	0	129	0	726	NA	N/A	-82.2%
PUBLIC PC SESSIONS	337	243	1,554	71	1,402	38.7%	374.6%	10.8%
UNIQUE WIRELESS USERS	1,205	797	4,887	507	6,342	51.2%	137.7%	-22.9%
CURBSIDE TRANSACTIONS	41	57	1,444	582	1,639	-28.1%	-93.0%	-11.9%
# OF VISITORS TO LIBRARY	9,008	6,336	35,759	2,826	63,249	42.2%	218.8%	-43.5%

**Library Activity Report**  
**Library Director Erick Plumb**  
**July 2021**

**Library Activity**

- The return of Summer programs, study areas, and extended hours means that the Library feels the most “normal” it has since March 2020. It’s been wonderful to see and experience. Circulation of materials returned to pre-COVID levels; over 25,000 items were checked out in June, the most since February 2020.
- We started our new hours on July 6. Evening hours are still relatively quiet, but not “dead” by any means. We also debuted our new lobby arrangement on July 6; we cleared staff out of the small conference room off the lobby – once again reopening that space for public use – and introduced a small, moveable staffed kiosk to assist patrons that need help beyond what can be delivered at the self-checkout stations. Our plan is to continue to make the staffing footprint in the lobby “lighter” and give staff more opportunities to greet patrons and direct patrons rather than sit behind a bulky station, waiting for customers to approach them.
- The Library hosted a second community vaccine clinic on Tuesday, June 22. 57 Waunakee area residents of all ages received doses, mostly second doses of the Pfizer vaccine. The Library partnered with PHMDC, WNC, and the Waunakee Community School District for this clinic, like its earlier clinic on June 1. We thank our partner organizations for making our public vaccine clinics a success! I’m particularly pleased to have partnered with these organizations, as our local clinics delivered double the doses of other area library pop-up clinics. Since our first co-hosted clinic on March 26, the Library has held clinics that delivered 566 doses.
- We are hiring four new Customers Services Assistant, scheduled to begin August 1. Three will work in the lobby and upstairs, and one would work in the Children’s Room. These hires are in advance of the start of our Sunday hours in September. We received 30 applicants for the four positions and are currently evaluating and interviewing candidates. We are very eager to add additional talent to our staff, and to expand our hours with these new hires.

**Youth Services Report by Brittany Gitzlaff**

June certainly has felt like the most "normal" month in quite some time and we definitely enjoyed it! Angie is doing a series of "Beat the Heat" programs for preteens and teens featuring outside water games, making ice cream, and watching movies indoors; Cindy hosted Aldo Leopold Nature Center for a program exploring Six Mile Creek; and Molly and I are back in-person for outdoor storytimes. It has been so wonderful to see our patrons again and meet new ones. We also returned to an in-person Summer Reading Program, were a part of Make Music Day and hosted three performances, and painted a new Storm Drain Mural on Madison St. next

to the bridge. June also featured another village-wide scavenger hunt in collaboration with the Village Center. Our busiest season is here and we're so grateful to be a part of everyone's summers yet again.

**Adult Services Report by Courtney Cosgriff**

In June, I hosted my Ales and Tales book club and 6 programs. I'm finalizing my business list for All Around Town in September. Currently, I have 18 businesses signed up and I'm hoping for 20. I finalized patron summer reading and set up the display. I also set up the online form and spreadsheet for the staff program. I have been busy booking meetings and parties for Community Hall over the next few months. I am assisting with the hiring of the new customer service assistants. I worked on my evaluation along with Patti and Gay's evaluation. I am working on new signage for the shift in fiction and fall programming.

**Waunakee Public Library Board of Trustees  
Officers' Job Descriptions**

***SECRETARY***

Within 24 hours following Library Board meeting, email the minutes that were approved at the meeting to Village Clerk Caitlin Stene for the Village Archives.

Take roll call at Board meetings and during closed sessions of the Library Board.

Take copious notes during Library Board meetings and submit a draft of the minutes within 5 days to Library Director and Board president for possible additions/corrections.

Following approval from one or both of the above, email (via blind copy) the final draft of minutes to all Board trustees and Library Director. Library Director will include the draft in the packet one week prior to the next Board meeting.

***VICE PRESIDENT***

Substitute for Library Board president whenever he/she is absent or if the position becomes vacant. Ideally, transition to president when that position opens.

***PRESIDENT***

Preside over all Library Board meetings and authorize calls for special meetings.

Working with the Village human resources staff, complete the annual performance evaluation for the Library Director after soliciting comments/concerns/recommendations from all Board members. This includes setting goals for the upcoming year.

Meet regularly with the Library Director; including ten days prior to each meeting to discuss and draft items for the agenda. Continue to maintain a strong line of communication with the Library Director at all times.

As needed, create committees of the Library Board and appoint members.

Guide the Library Board when approving library expenditures; policies; budgets; and when hiring and supervising the Library Director.

When a trustee's term expires, that trustee may reapply to serve an additional term on the Library Board. The Library Board president must also contact the Village Clerk to be advised of all other applications that have been received for the Library Board. After carefully studying all applications (including any from trustees whose terms are currently expiring), it is up to the Library Board president to determine a final candidate. That name will then be submitted to the Village Board president and he/she will recommend that the Village Board approve that person for a 3-year term on the Library Board.

\*\*\* It is the WCSD Superintendent's responsibility to recommend to the Library Board president one employee to serve on the Library Board as the WCSD representative to the Library Board.

8/3/2020

## 2021 Rental Fee Table – Waunakee Public Library

Rental Fee table						
	Monday-Thursday 9 AM – 9 PM (4 Hour Time Limit)	Friday 9 AM – 5 PM (4 Hour Time Limit)	Friday 5 PM – 11 PM (6 Hour Time Limit)	Saturday 9 AM – 5 PM (6 Hour Time Limit)	Saturday 5 PM – 11 PM (6 Hour Time Limit)	Sunday (6 Hour Time Limit)
Community Hall > 50 people	\$125.00	\$125.00	\$400.00	\$250.00	\$400.00	\$250.00
Community Hall < 50 people	\$50.00	\$50.00	\$100.00	\$100.00	\$250.00	\$250.00
Board Room	\$25.00*	\$25.00*	Not available	\$25.00*	Not available	Not available
Pricing effective August 1, 2021						

*\*All fees waived for not-for-profit 501(c)(3) organizations that provide tax-exempt certificates to the Library.*

Additional Hours in Community Hall: \$50.00 per hour (Monday through 5 PM Friday)  
 \$100.00 per hour (Friday evening through Sunday)

Warming Kitchen fee: \$25.00 except Friday and Saturday evenings (\$40.00)

Alcohol-service fee for events in Community Hall: \$100.00

Caterer's fee: 10% of total bill (excluding tax, service, and gratuity). Caterers must be pre-approved. This fee takes the place of the Kitchen Fee.

*All fees waived for meetings involving library-related organizations and meetings of local, state, and federal governmental agencies.*



Proposed Org Structure 2022  
Waunakee Public Library

Library Board

Library Director

Management Team

- Assistant Director/Youth Services Manager\* (Brittany)
  - Circulation Manager\* (Emily)
- Outreach/Adult Service Manager (Courtney)
  - Building/Facilities Manager (Jeff)

FT Professional Services

- Young Adult Librarian (Angela)
- Adult Services Librarian\* (Elizabeth)
- Community Engagement Librarian\* (Amy)

PT Key Services Staff

- Access Services Assistant\* (Nancy, Sarah, Jayne, Beth)
- Adult Engagement/Programming Assistant\* (Gay, Patti C.)
  - Business Assistant\* (Kris)
  - Event Coordinator\* (2023 start)
  - Technical Services Assistant\* (Celine)
- Youth Services Engagement/Programming Assistant\* (Molly, Cindy)

PT Library Patron Experience Staff

- Customer Service Assistant\* (Pat, Darlene, new crew)
- Customer Service Assistant - Youth Services\* (Jody, new person)
  - Building Supervisor II (Jeff's crew)

Pages/Shelvers

\* = New or substantially revised positions

**Overview of new or revised positions:**

**Assistant Director/Youth Services Manager:** Youth Services Manager duties remain the same. Assistant Director assists library director in planning, designing, and budgeting for library services; assists in creation and review of new and existing library policies; assists with annual budgets; serves as person-in-charge when director is absent; liaisons with Village of Waunakee administration, Friends of the

Library, and other stakeholder groups; assists in fundraising activities; serves as a main “face” of the Library; attends Library Board meetings as appropriate.

**Circulation Manager:** FT MLS Librarian; provides direct customer service; manages circulation activities; manages technical services activities; schedules PT staff to ensure proper customer service levels; assists with collection development.

**Adult Services Librarian:** FT MLS librarian; provides direct customer service; assists Circulation Manager with day-to-day oversight of circulation activities; manages library’s website and digital archives; coordinates local history displays and collections; assists with collection development.

**Community Engagement Librarian:** FT MLS librarian; provides direct customer service; manages library’s digital outreach and marketing; manages library print marketing and communications; serves as liaison to WNC and Village of Waunakee; serves as liaison to traditionally underserved populations; plans and coordinates outreach and programming activities; assists with collection development.

**Access Services Assistant:** Provides direct customer service; assists Circulation Manager with Circulation-related issues such as patron account issues or patron billing for overdue, lost, or damaged items; coordinates daily holds retrieval; coordinates volunteers; coordinates Outer-Library Loan service (OLLs); assists with wayfinding for patrons.

**Adult Engagement/Programming Assistant:** Provides direct customer service; plans and conducts on- and off-site adult programming.

**Business Coordinator:** Provides direct customer service; assists Library Director with billing and invoice management; oversees cash handling; tracks budgets; liaisons with Village Finance Department

**Event Coordinator:** Provides direct customer service; markets and coordinates third-party usage of Library meeting rooms and conference areas; coordinates day-of-event services by library for private groups

**Technical Services Assistant:** Provides direct customer service; responsible for ensuring all new items are properly entered into LINKcat system; oversees new item processing; oversees weeding and deletion of items from the collection.

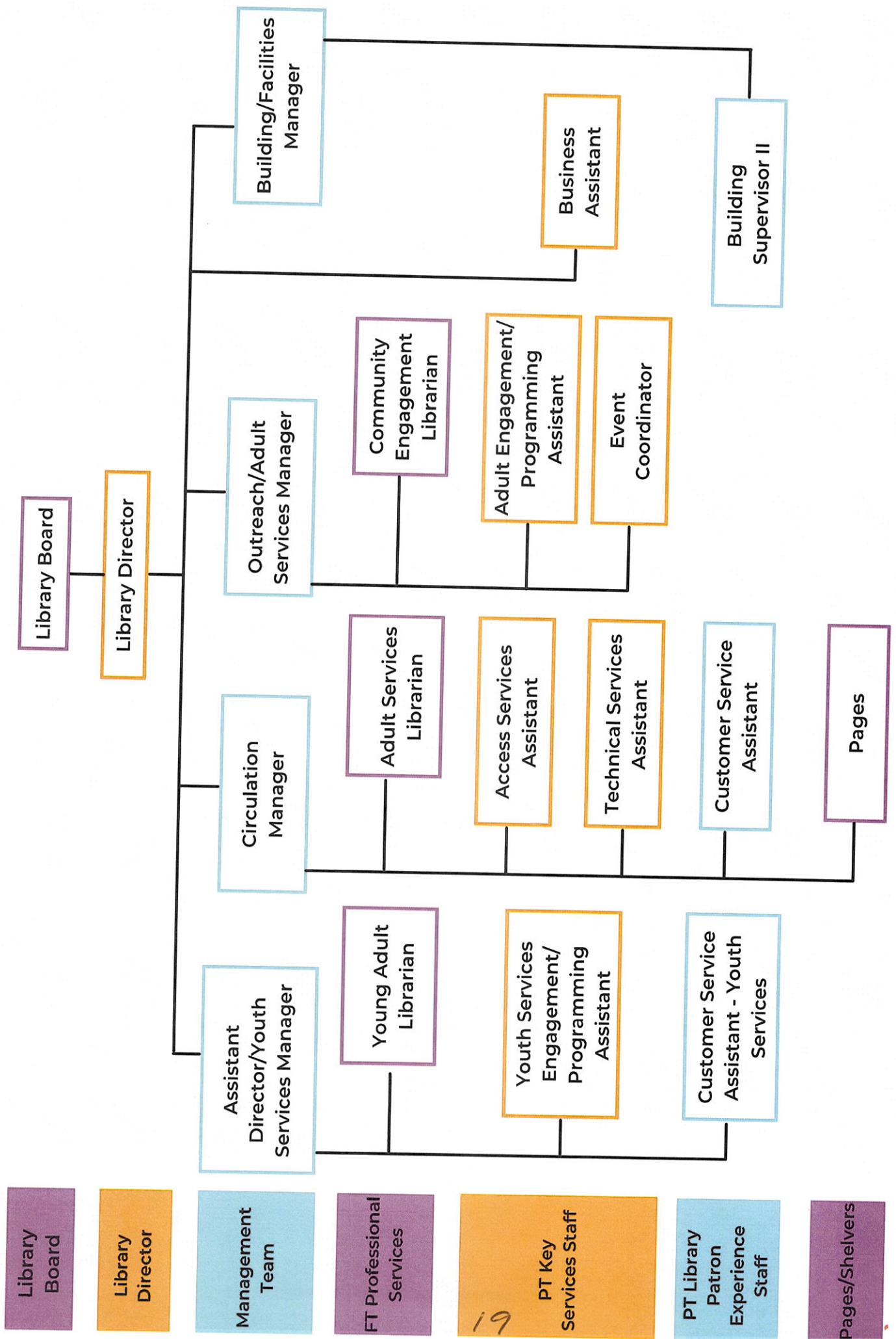
**Youth Services Engagement/Programming Assistant:** Provides direct customer service; plans and conducts on and off-site programming for children ages 0-11 and their caregivers.

**Customer Service Assistant:** Works directly with library patrons to utilize library services; assists with check-in and checkout; provides reference services; registers new patrons.

**Customer Service Assistant – Youth Services:** Works directly with library patrons in busy Children’s area, assisting patrons to utilize library services; check-in and checkout; provides reference services.



# Proposed Organizational Structure 2022



- Library Board
- Library Director
- Management Team
- FT Professional Services
- PT Key Services Staff
- PT Library Patron Experience Staff
- Pages/Shelvers

## **Access Services Assistant**

### **Position Description**

#### **Typical Responsibilities of Position**

Access Services Assistants share some duties with Customer Services Assistants: helping library customers with checkout, checking in materials, filling holds, re-shelving library materials, maintaining materials in the library collection in a neat and orderly fashion, and assisting in other support tasks as assigned.

Access Services assistants have additional duties that may include the following: filling holds from outside the library system through the Outer Library Loan (OLL) program, investigating customer billing issues and notifying them of outstanding charges, coordinating library volunteers, processing inventory and/or patron record reports, and training in additional positions to serve as a back-up for those with primary responsibility.

#### **Supervision Received and Exercised**

Receives direct supervision from the Circulation Manager.

#### **Minimum Qualifications**

- High school diploma or GED equivalency.
- Customer service experience.
- Typing skills at a speed necessary to perform essential functions.
- Experience using general office equipment (computers, copy machines, printers).

#### **Additional Desirable Qualifications**

- Previous library employment and experience with Koha or another ILS.
- Associate degree or two years of college.
- Bilingual in Spanish and English.

#### **Duties and Responsibilities**

- Provides public service at the desks: checking out library materials, accurately entering and maintaining customer records (including registering and issuing cards), and courteously assisting customers with balances due, including accepting payment, providing positive options, and negotiating and waiving charges when appropriate.
- Provides public service in the lobby: greeting customers as they enter the building, offering assistance to customers who are browsing and/or using self-checks.
- Provides public service at the drive-thru pickup window.
- Provides public service with library PCs: assisting customers with basic tasks, such as printing, emailing, or accessing library resources.
- Manages interactions in a polite and professional manner.
- Answers telephone, ascertaining the nature of the call, and either personally assists the caller or directs the caller to the appropriate individual or department.

- Answers questions about library accounts, searches the catalog for customer requests, leads customers to materials in the library building, places holds for materials coming from other libraries, and makes recommendations.
- Fills hold requests from library system customers by printing a list and searching the shelves.
- Checks in and sorts returned library materials and places them on designated carts for the Pages to shelve.
- Performs opening duties: unlocking public entrances, logging on to staff PCs, starting computer programs, running reports, and emptying bookdrop.
- Performs closing duties: clearing the building of customers, securing money, closing computer programs, logging off staff PCs, and locking public entrances.
- Shelf reads and straightens materials on the shelves.
- Assists with library programs and displays.
- Serves as primary contact (or contact partner) for at least one additional area of responsibility, such as OLL, customer billing, volunteer coordination, patron record management, or inventory management.
- May be assigned to serve as the secondary contact, or back-up, for additional areas of responsibility, such as cataloging.
- Works independently and as part of a team.
- Performs light housekeeping.
- Performs other related work.

### **Knowledge and Abilities**

- Communicates effectively with staff and public.
- Responds to customer emails, phone calls, and other messages in a timely way.
- Maintains and fosters cooperative and courteous working relationships (i.e. with the public, peers, supervisor, district-wide staff, outside agencies, work groups, and committees), and demonstrates strong interpersonal skills.
- Initiates own work, sets priorities, and meets critical deadlines.
- Keeps organized, detailed records (paper and digital).
- Listens, seeks to understand, and resolves customer needs by providing positive solutions or timely referrals to appropriate staff.
- Maintains confidentiality of library patron information.
- Stays current with library technology and trends.
- Maintains a regular work schedule.
- Maintains flexibility in the midst of change.
- Periodically performs moderately heavy physical work.
- Develops a working understanding of the Dewey Decimal System.
- Understands and performs assigned library procedures.

### **Mental Requirements**

- Ability to apply technical knowledge.
- Ability to grasp abstract and concrete concepts.
- Ability to comprehend and follow detailed instructions.
- Ability to discern when to ask for help or call a manager.
- Ability to communicate ideas and information effectively in both written and verbal form.

- Ability to calculate basic arithmetic problems without the aid of a calculator.
- Ability to read, understand, and retain information contained in staff communications such as emails, the staff blog, and the library's private Facebook group.
- Ability to learn and implement secure email practices.
- Ability to set priorities in order to meet assignment deadlines.
- Ability to approach problems/opportunities logically and to apply personal knowledge and experience.

### **Physical Demands of the Position**

In compliance with the American Disabilities Act, the Village will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

- Ability to be in a stationary position for extended periods.
- Ability to adjust body position and/or move as needed for tasks including the following: shelving and retrieving materials; leading customers to collections or other areas of the library; operating a staff computer; transporting materials or equipment.
- Ability to exchange information and converse with customers and coworkers.
- Ability to communicate fluently in English.
- Ability to detect and understand information on a computer screen and on paper memos and schedules.
- Ability to perform data entry on a computer, laptop, iPad or other electronic device.

### **Environmental/Working conditions**

- Our mission: The Waunakee Public Library opens doors for curious minds, nurtures learning, creates opportunities and enriches lives by bringing people and ideas together.
- The library serves a community of about 18,000, with an ongoing goal of promoting diversity, equity, and inclusion in all areas of staffing and service.
- Inside work environment
- Includes evening and weekend hours
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Village of Waunakee is an Equal Opportunity Employer. In compliance with the American Disabilities Act, the Village will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.



## **Business Assistant**

### **Position Description**

#### **Typical Responsibilities of Position**

Business Assistants share some duties with Customer Services Assistants: helping library customers with checkout, checking in materials, filling holds, re-shelving library materials, maintaining materials in the library collection in a neat and orderly fashion, and assisting in other support tasks as assigned.

Business assistants have additional responsibilities related to library finance and record-keeping: invoice recording and processing, preparing bi-monthly deposits for Waunakee Village finance department, preparing monthly cash and statistics reports, reconciling library credit card statements, ordering annual tax forms, and other related duties. Business Assistants may also be trained to serve as a back-up for those with a different primary responsibility.

#### **Supervision Received and Exercised**

Receives direct supervision from the Library Director and Circulation Manager.

#### **Minimum Qualifications**

- Associate's degree in Business Administration, Accounting, or related field.
- One year of work related experience which includes bookkeeping and accounts payable.
- Experience working in Windows with applications such as Excel.
- Customer service experience.
- Typing skills at a speed necessary to perform essential functions.
- Experience using general office equipment (computers, copy machines, printers).

#### **Additional Desirable Qualifications**

- Previous library employment and experience with Koha or another ILS.
- Bachelor's degree in Business Administration, Accounting, or related field.
- Bilingual in Spanish and English

#### **Duties and Responsibilities**

- Provides public service at the desks: checking out library materials, accurately entering and maintaining customer records (including registering and issuing cards), and courteously assisting customers with balances due, including accepting payment, providing positive options, and negotiating and waiving charges when appropriate.
- Provides public service in the lobby: greeting customers as they enter the building, offering assistance to customers who are browsing and/or using self-checks.
- Provides public service at the drive-thru pickup window.
- Provides public service with library PCs: assisting customers with basic tasks, such as printing, emailing, or accessing library resources.
- Manages interactions in a polite and professional manner.



- Answers telephone, ascertaining the nature of the call, and either personally assists the caller or directs the caller to the appropriate individual or department.
- Answers questions about library accounts, searches the catalog for customer requests, leads customers to materials in the library building, places holds for materials coming from other libraries, and makes recommendations.
- Fills hold requests from library system customers by printing a list and searching the shelves.
- Checks in and sorts returned library materials and places them on designated carts for the Pages to shelve.
- Performs opening duties: unlocking public entrances, logging on to staff PCs, starting computer programs, running reports, and emptying bookdrop.
- Performs closing duties: clearing the building of customers, securing money, closing computer programs, logging off staff PCs, and locking public entrances.
- Shelf reads and straightens materials on the shelves.
- Assists with library programs and displays.
- Serves as liaison between the library professional staff and Waunakee Village financial department.
- Generates and distributes monthly financial reports to include budget status reports, detail expenditure reports, and other reports as needed.
- Verifies deposits with the bank, and resolves discrepancies in a timely manner.
- Maintains financial documents with appropriate supporting material and updates records as necessary.
- Examines and verifies a wide variety of financial documents and reports.
- Ensures expenditures are charged to the appropriate accounts.
- May be assigned to serve as the secondary contact, or back-up, for additional areas of responsibility, such as cataloging.
- Works independently and as part of a team.
- Performs light housekeeping.
- Performs other related work.

### **Knowledge and Abilities**

- Communicates effectively with staff and public.
- Understands bookkeeping and basic principles of municipal accounting.
- Understands record keeping and filing principles and methods.
- Maintains organized, fiscal and clerical records (paper and digital).
- Initiates own work, sets priorities, and meets critical deadlines.
- Generates accurate and detailed reports.
- Meet deadlines and complete various reports in a timely manner.
- Responds to customer emails, phone calls, and other messages in a timely way.
- Maintains and fosters cooperative and courteous working relationships (i.e. with the public, peers, supervisor, district-wide staff, outside agencies, work groups, and committees), and demonstrates strong interpersonal skills.
- Listens, seeks to understand, and resolves customer needs by providing positive solutions or timely referrals to appropriate staff.
- Maintains confidentiality of library patron information.
- Stays current with library technology and trends.
- Maintains a regular work schedule.

- Maintains flexibility in the midst of change.
- Periodically performs moderately heavy physical work.
- Develops a working understanding of the Dewey Decimal System.
- Understands and performs assigned library procedures.

### **Mental Requirements**

- Ability to apply technical knowledge.
- Ability to grasp abstract and concrete concepts.
- Ability to comprehend and follow detailed instructions.
- Ability to discern when to ask for help or call a manager.
- Ability to communicate ideas and information effectively in both written and verbal form.
- Ability to calculate basic arithmetic problems without the aid of a calculator.
- Ability to read, understand, and retain information contained in staff communications such as emails, the staff blog, and the library's private Facebook group.
- Ability to learn and implement secure email practices.
- Ability to set priorities in order to meet assignment deadlines.
- Ability to approach problems/opportunities logically and to apply personal knowledge and experience.

### **Physical Demands of the Position**

In compliance with the American Disabilities Act, the Village will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

- Ability to be in a stationary position for extended periods.
- Ability to adjust body position and/or move as needed for tasks including the following: shelving and retrieving materials; leading customers to collections or other areas of the library; operating a staff computer; transporting materials or equipment.
- Ability to exchange information and converse with customers and coworkers.
- Ability to communicate fluently in English.
- Ability to detect and understand information on a computer screen and on paper memos and schedules.
- Ability to perform data entry on a computer, laptop, iPad or other electronic device.

### **Environmental/Working conditions**

- Our mission: The Waunakee Public Library opens doors for curious minds, nurtures learning, creates opportunities and enriches lives by bringing people and ideas together.
- The library serves a community of about 18,000, with an ongoing goal of promoting diversity, equity, and inclusion in all areas of staffing and service.
- Inside work environment
- Includes evening and weekend hours
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Village of Waunakee is an Equal Opportunity Employer. In compliance with the American Disabilities Act, the Village will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

## **Youth Services Engagement and Programming Assistant**

### **Typical Responsibilities of Position**

Under the supervision of the Youth Services Manager, performs a variety of routine duties associated with youth services. The position has a strong customer service component, including applying and interpreting library policies. The chief emphasis of this position is on the delivery of outstanding library service to youth and their caregivers.

Engagement/Programming Assistants for Youth Services have additional duties that may include the following: proposing, planning, promoting, and hosting library programs for children or teens; representing the library at community events; partnering with community groups, including the school district; serving on Village or library system committees, and other related activities.

### **Supervision Received and Exercised**

Receives direct supervision from the Youth Services Manager.

### **Minimum Qualifications**

- High school diploma or GED equivalency.
- One (1) year of experience with program planning and outreach, which includes scheduling, communication, and presenting for audiences. Or, an equivalent combination of training, education, and experience that provides the necessary knowledge, skills, and abilities.
- Customer service experience.
- Typing skills at a speed necessary to perform essential functions.
- Experience using general office equipment (computers, copy machines, printers).

### **Additional Desirable Qualifications**

- Previous library employment and experience with Koha or another ILS.
- Associate degree or two years of college.
- Bilingual in Spanish and English.

### **Duties and Responsibilities (examples)**

- Provides public service to all customers; maintain appropriate decorum and atmosphere in the Youth Services department's public spaces.
- Manages interactions in a polite and professional manner.
- Answers telephone, ascertaining the nature of the call, and either personally assists the caller or directs the caller to the appropriate individual or department.
- Answers questions about library accounts, searches the catalog for customer requests, leads customers to materials in the department, places holds for materials coming from other libraries, and makes recommendations.
- Fills hold requests from library system customers by printing a list and searching the shelves.
- Assists with planning, preparing and presenting library programs, including storytime.
- Assists in preparing publicity materials and library displays.
- Keeps the children's collection neat and organized, and makes sure books and toys are put away.
- Answers directional questions in the library.

- Contacts users via telephone or email as needed.
- Shelf reads and straightens materials on the shelves.
- Participates as an active member of a working team to increase the effectiveness of the Youth Services department.
- Builds and sustains relationships with community partners.
- Promotes cultural awareness and encourages greater patronage of the library.
- Participates in library system committee work when needed.
- Works independently and as part of a team.
- Performs light housekeeping.
- Performs other related work.
- Cross trains and works in all departments as needed.
- Provides circulation services for customers, including registration.

### **Knowledge and Abilities**

- Able to forge strong positive bonds with primary service clientele, with visible and evident energy and enthusiasm for serving that clientele.
- Skilled in providing assistance, recommendations and guidance in the use of library services and materials for children and their caregivers.
- Communicates effectively with staff and public.
- Plans, researches, develops, and implements programming.
- Responds to emails, phone calls, and other messages in a timely way.
- Maintains and fosters cooperative and courteous working relationships (i.e. with the public, peers, supervisor, district-wide staff, local programming partners, and speakers/performers), and demonstrates strong interpersonal skills.
- Initiates own work, sets priorities, and meets critical deadlines.
- Stays up to date on emerging technologies, current trends and developments in the field of programming including the performing arts, cultural programs, literacy, learning, and community needs/interests.
- Maintains confidentiality of library patron information.
- Maintains a regular work schedule.
- Maintains flexibility in the midst of change.
- Periodically performs moderately heavy physical work.
- Develops a working understanding of the Dewey Decimal System.
- Understands and performs assigned library procedures.
- Maintains and fosters cooperative and courteous working relationships with the public, peers and supervisor, and demonstrates strong interpersonal skills.

### **Mental Requirements**

- Ability to understand and perform assigned library procedures and apply library policy.
- Ability to read, understand, and retain information contained in staff communications such as emails, the staff blog, and the library's private Facebook group.
- Ability to discern when to ask for help or call a manager.
- Strong customer service skills.
- Excellent written communication skills.
- Ability to work independently.
- Knowledge of computer functions and office equipment.
- Ability to learn and implement secure email practices.

- Attentive to details and strives for accuracy.
- Ability to organize assigned work.

### **Physical Demands of the Position**

In compliance with the American Disabilities Act, the Village will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

- Ability to be in a stationary position for extended periods.
- Ability to adjust body position and/or move as needed for tasks including the following: shelving and retrieving materials; leading customers to collections or other areas of the library; operating a staff computer; transporting materials or equipment.
- Ability to exchange information and converse with customers and coworkers.
- Ability to communicate fluently in English.
- Ability to detect and understand information on a computer screen and on paper memos and schedules.
- Ability to perform data entry on a computer, laptop, iPad or other electronic device.

### **Environmental/Working conditions**

- Our mission: The Waunakee Public Library opens doors for curious minds, nurtures learning, creates opportunities and enriches lives by bringing people and ideas together.
- The library serves a community of about 18,000, with an ongoing goal of promoting diversity, equity, and inclusion in all areas of staffing and service.
- Inside work environment
- Includes evening and weekend hours
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Village of Waunakee is an Equal Opportunity employer. In compliance with the American Disabilities Act, the Village will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

## **Adult Engagement/Programming Assistant**

### **Position Description**

#### **Typical Responsibilities of Position**

Engagement/Programming Assistants share some duties with Customer Services Assistants: helping library customers with checkout, checking in materials, filling holds, re-shelving library materials, maintaining materials in the library collection in a neat and orderly fashion, and assisting in other support tasks as assigned.

Engagement/Programming Assistants have additional duties that may include the following: proposing, planning, promoting, and hosting library programs for adults; communicating with authors, speakers, and performers; writing grants; representing the library at community events; partnering with community groups; serving on Village or library system committees, facilitating book clubs or writing groups, and other related activities.

#### **Supervision Received and Exercised**

Receives direct supervision from the Adult Services/Outreach Manager.

#### **Minimum Qualifications**

- High School diploma or GED equivalency required.
- One (1) year of experience with program planning and outreach, which includes scheduling, communication, presenting for audiences, or experience working with audiovisual/theatrical equipment. Or, an equivalent combination of training, education, and experience that provides the necessary knowledge, skills, and abilities.
- Typing skills at a speed necessary to perform essential functions.
- Experience using general office equipment (computers, copy machines, printers).

#### **Additional Desirable Qualifications**

- Previous library employment and experience with Koha or another ILS.
- Associate degree or two years of college.
- Bilingual in Spanish and English.

#### **Duties and Responsibilities**

- Provides public service at the desks: checking out library materials, accurately entering and maintaining customer records (including registering and issuing cards), and courteously assisting customers with balances due, including accepting payment, providing positive options, and negotiating and waiving charges when appropriate.
- Provides public service in the lobby: greeting customers as they enter the building, offering assistance to customers who are browsing and/or using self-checks.
- Provides public service at the drive-thru pickup window.

- Provides public service with library PCs: assisting customers with basic tasks, such as printing, emailing, or accessing library resources.
- Manages interactions in a polite and professional manner.
- Answers telephone, ascertaining the nature of the call, and either personally assists the caller or directs the caller to the appropriate individual or department.
- Answers questions about library accounts, searches the catalog for customer requests, leads customers to materials in the library building, places holds for materials coming from other libraries, and makes recommendations.
- Fills hold requests from library system customers by printing a list and searching the shelves.
- Checks in and sorts returned library materials and places them on designated carts for the Pages to shelf.
- Performs opening duties: unlocking public entrances, logging on to staff PCs, starting computer programs, running reports, and emptying bookdrop.
- Performs closing duties: clearing the building of customers, securing money, closing computer programs, logging off staff PCs, and locking public entrances.
- Shelf reads and straightens materials on the shelves.
- Assists with library programs and displays.
- Participates as an active member of a working team to increase the effectiveness of the Adult Services department.
- Prepares and facilitates interest-based programs to adult customers.
- Creates and sets up displays that enhance library programs, events and other offerings.
- Builds and sustains relationships with community partners.
- Promotes cultural awareness and encourages greater patronage of the library.
- Interacts with internal and external customers to answer inquiries about adult programs.
- Participates in library system committee work when needed.
- Works independently and as part of a team.
- Performs light housekeeping.
- Performs other related work.

### **Knowledge and Abilities**

- Communicates effectively with staff and public.
- Schedules and manage multiple projects.
- Plans, researches, develops, and implements programming.
- Responds to emails, phone calls, and other messages in a timely way.
- Maintains and fosters cooperative and courteous working relationships (i.e. with the public, peers, supervisor, district-wide staff, local programming partners, and speakers/performers), and demonstrates strong interpersonal skills.
- Initiates own work, sets priorities, and meets critical deadlines.
- Stays up to date on emerging technologies, current trends and developments in the field of programming including the performing arts, cultural programs, literacy, learning, and community needs/interests.
- Operates various programming equipment (laptops, projectors, sound systems, and film equipment).
- Keeps organized, detailed records (paper and digital).
- Maintains confidentiality of library patron information.



- Stays current with library technology and trends.
- Maintains a regular work schedule.
- Maintains flexibility in the midst of change.
- Periodically performs moderately heavy physical work.
- Develops a working understanding of the Dewey Decimal System.
- Understands and performs assigned library procedures.

### **Mental Requirements**

- Ability to apply technical knowledge.
- Ability to grasp abstract and concrete concepts.
- Ability to comprehend and follow detailed instructions.
- Ability to discern when to ask for help or call a manager.
- Ability to communicate ideas and information effectively in both written and verbal form.
- Ability to calculate basic arithmetic problems without the aid of a calculator.
- Ability to read, understand, and retain information contained in staff communications such as emails, the staff blog, and the library's private Facebook group.
- Ability to learn and implement secure email practices.
- Ability to set priorities in order to meet assignment deadlines.
- Ability to approach problems/opportunities logically and to apply personal knowledge and experience.
- Discernment about when to ask for help or call a manager.

### **Physical Demands of the Position**

In compliance with the American Disabilities Act, the Village will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

- Ability to be in a stationary position for extended periods.
- Ability to adjust body position and/or move as needed for tasks including the following: shelving and retrieving materials; leading customers to collections or other areas of the library; operating a staff computer; transporting materials or equipment.
- Ability to exchange information and converse with customers and coworkers.
- Ability to communicate fluently in English.
- Ability to detect and understand information on a computer screen and on paper memos and schedules.
- Ability to perform data entry on a computer, laptop, iPad or other electronic device.

### **Environmental/Working conditions**

- Our mission: The Waunakee Public Library opens doors for curious minds, nurtures learning, creates opportunities and enriches lives by bringing people and ideas together.
- The library serves a community of about 18,000, with an ongoing goal of promoting diversity, equity, and inclusion in all areas of staffing and service.
- Inside work environment
- Includes evening and weekend hours

- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Village of Waunakee is an Equal Opportunity Employer. In compliance with the American Disabilities Act, the Village will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

## Technical Services Assistant

### Position Description

#### Typical Responsibilities of Position

Technical Services Assistants share some duties with Customer Services Assistants: helping library customers with checkout, checking in materials, filling holds, re-shelving library materials, maintaining materials in the library collection in a neat and orderly fashion, and assisting in other support tasks as assigned.

Technical Services Assistants devote the majority of their time to cataloging and collection maintenance duties: receiving deliveries of new materials (around 6,000 items per year) and adding them to the system catalog, organizing collection maintenance projects, training tech services back-ups, attending library system meetings, evaluating collection needs and making recommendations, and other related duties.

#### Supervision Received and Exercised

Receives direct supervision from the Circulation Manager.

#### Minimum Qualifications

- High school diploma or GED equivalency.
- Previous library employment and experience copy cataloging in Koha or another ILS.
- Customer service experience.
- Typing skills at a speed necessary to perform essential functions.
- Experience using general office equipment (computers, copy machines, printers).

#### Additional Desirable Qualifications

- Undergraduate or graduate classwork in library and information studies.
- Bilingual in Spanish and English.

#### Duties and Responsibilities

- Provides public service at the desks: checking out library materials, accurately entering and maintaining customer records (including registering and issuing cards), and courteously assisting customers with balances due, including accepting payment, providing positive options, and negotiating and waiving charges when appropriate.
- Provides public service in the lobby: greeting customers as they enter the building, offering assistance to customers who are browsing and/or using self-checks.
- Provides public service at the drive-thru pickup window.
- Provides public service with library PCs: assisting customers with basic tasks, such as printing, emailing, or accessing library resources.
- Manages interactions in a polite and professional manner.
- Answers telephone, ascertaining the nature of the call, and either personally assists the caller or directs the caller to the appropriate individual or department.

- Answers questions about library accounts, searches the catalog for customer requests, leads customers to materials in the library building, places holds for materials coming from other libraries, and makes recommendations.
- Fills hold requests from library system customers by printing a list and searching the shelves.
- Checks in and sorts returned library materials and places them on designated carts for the Pages to shelve.
- Performs opening duties: unlocking public entrances, logging on to staff PCs, starting computer programs, running reports, and emptying bookdrop.
- Performs closing duties: clearing the building of customers, securing money, closing computer programs, logging off staff PCs, and locking public entrances.
- Shelf reads and straightens materials on the shelves.
- Assists with library programs and displays.
- Utilizes personal computers, automated library systems, the Internet, e-mail, and on-line tools and resources.
- Performs original and copy cataloging of materials including print and audiovisual materials.
- Enters data and coordinates clean-up projects in the online library catalog.
- Oversees and trains cataloging assistants in cataloging and processing tasks, ensuring efficient and accurate task completion.
- Resolves a wide range of routine issues and situations.
- Works independently and as part of a team.
- Participates in committee work when needed.
- Keeps abreast of the latest trends and developments in cataloging.
- Performs light housekeeping.
- Performs other related work.

### **Knowledge and Abilities**

- Communicates effectively with staff and public.
- Understands and applies library system principles, practices, and techniques.
- Performs precise determinations regarding cataloging classifications.
- Responds to customer emails, phone calls, and other messages in a timely way.
- Maintains and fosters cooperative and courteous working relationships (i.e. with the public, peers, supervisor, district-wide staff, work groups, and committees), and demonstrates strong interpersonal skills.
- Initiates own work, sets priorities, and meets critical deadlines.
- Plans, organizes, and reviews projects for accurate and efficient results.
- Keeps organized, detailed records (paper and digital).
- Listens, seeks to understand, and resolves customer needs by providing positive solutions or timely referrals to appropriate staff.
- Maintains confidentiality of library patron information.
- Stays current with library technology and trends.
- Maintains a regular work schedule.
- Maintains flexibility in the midst of change.
- Periodically performs moderately heavy physical work.
- Understands the Dewey Decimal System.
- Understands and performs assigned library procedures.

## **Mental Requirements**

- Ability to apply technical knowledge.
- Ability to grasp abstract and concrete concepts.
- Ability to comprehend and follow detailed instructions.
- Ability to discern when to ask for help or call a manager.
- Ability to maintain the mental capacity for concentrating for extended periods of time.
- Ability to communicate ideas and information effectively in both written and verbal form.
- Ability to calculate basic arithmetic problems without the aid of a calculator.
- Ability to read, understand, and retain information contained in staff communications such as emails, the staff blog, and the library's private Facebook group.
- Ability to learn and implement secure email practices.
- Ability to set priorities in order to meet assignment deadlines.
- Ability to approach problems/opportunities logically and to apply personal knowledge and experience.

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## **Environmental/Working conditions**

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disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

# HOTSPOT POLICY

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The Wi-Fi Hotspots made available from Waunakee Public Library can be checked out and used to connect a device (laptop, cell phone, tablet, etc...) to the internet. The hotspots will work in any area in the United States with Verizon cell phone coverage. Hotspots are intended for use in the United States only. Patrons are responsible for any charges incurred by unauthorized usage outside the United States.

## GUIDELINES

- Any patron 16 and older with a library card in good standing (no charges over \$20.00 or currently lost items) may check out a hotspot.
- Hotspots are checked out in person at Waunakee Library.
- Hotspots are intended for short-term use. Individual households are permitted one checkout/hold every three months.
- Hotspots have a checkout period of 7 days.
- Up to two renewals are allowed if no other patrons have an active hold.
- Hotspots over a week overdue are subject to remote deactivation by Waunakee Library.
- Holds for hotspots are placed with a librarian, in person or over the phone at 608-849-4217.
- Hotspots are returned directly to a Waunakee Library staff member, with all components, during the library's open hours. They may not be returned to the book drop or to any other library.
- Do not attempt to clean or make repairs, adjustments or alterations of any kind to a library hotspot.
- Patrons are responsible for loss or damage to a hotspot and any of its contents. If a hotspot is lost or damaged, please contact Waunakee Public Library immediately.

## USAGE

Regular internet surfing uses less data than streaming music and videos. Once a hotspot uses 25 GB of data, it is still possible to use Wi-Fi, but the connection will slow down. Streaming is not a satisfying option once the monthly data reaches 25 GB.

Be advised that the hotspots are an open wireless connection and the library is not responsible for information accessed using this device or for personal information shared over the Internet. Hotspot users are encouraged to follow safe internet practices, such as using a VPN. Your information is not tracked by the library or the service provider. Internet content filtering is not

provided through Waunakee Public Library hotspots. Parents/Guardians are responsible for monitoring what their children access via the hotspot. Hotspot users should refrain from online activity that violates federal, state, or local laws.

Revised July 16, 2021



<b>POLICIES (listed in priority order for revision or review)</b>	<b>LAST UPDATED</b>	<b>CHANGES NEEDED (notes not exhaustive)</b>	<b>DISCUSS/ASSIGN EDITOR</b>	<b>REVIEW AND POTENTIAL APPROVAL</b>
Wi-fi Hotspot Policy and Guidelines		not dated—Emily has drafted a revised policy	Sep-21	Oct-21
Material Selection Policy		Not dated; we no longer accept donated materials; refers to "Request for Reconsideration form (see Addendum 2)," but there is no addendum or link to the form (does this form exist somewhere?); says "The Board of Trustees of the WaunakeePublic Library has adopted the American Library Association's LIBRARY BILL OF RIGHTS and THE FREEDOM TO READ statements, attached herewith," but they're not included or linked to in the policy; needs new policy template (see policies from 2020 or the revised Hotspot policy).	Oct-21	Nov-21
Confidentiality Policy	8/9/2004	Needs new policy template.	Nov-21	Dec-21
Customer Service Policy	3/9/2015	Needs new policy template.	Nov-21	Dec-21
<b>POLICIES (listed in priority order for revision or review)</b>	<b>LAST UPDATED</b>	<b>CHANGES NEEDED (notes not exhaustive)</b>	<b>DISCUSS/ASSIGN EDITOR</b>	<b>REVIEW AND POTENTIAL APPROVAL</b>
Gift Policy	12/2/2016	No donations of library materials accepted; could this be consolidated with Named Gift Policy? Needs new policy template.	Dec-21	Jan-22
Named Gift Policy		Not dated (2018 or 2019?) Could we consolidate with Gift Policy? Needs new policy template.	Dec-21	Jan-22
Internet and Computer Use Policy	2/10/2017	Needs new policy template.	Jan-22	Feb-22
Responsibility for Library Operations Policy	6/9/2017	Needs new policy template.	Feb-22	Mar-22
Meeting Room Policy	3/21/2019	Needs new policy template.	Mar-22	Apr-22
Meeting Room Rental Fee Table	10/1/2019	Needs new policy template.	Mar-22	Apr-22

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Emergency Closing Policy		not dated; information matches the 2019 Village handbook, but the page numbers referenced do not. Needs new policy template.	Apr-22	May-22
Bulletin Board and Handouts Policy	9/20/2019	Needs new policy template.	May-22	Jun-22
Behavior Policy	1/17/2020	Needs new policy template.	Jun-22	Jul-22
Child Safety Policy	1/17/2020	Needs new policy template.	Jul-22	Aug-22
Circulation Policy	1/17/2020	Needs to be updated for fine-free; Needs new policy template.	Aug-22	Sep-22
Employee Illness Health Policy	6/19/2020		Sep-22	Oct-22
Hygiene Policy	6/19/2020	doc not dated, but PHMDC required COVID policy. Scrap?	Sep-22	Oct-22
Facility Cleaning Policy	6/19/2020	doc not dated, but PHMDC required COVID policy. Scrap?	Oct-22	Nov-22
Protective Measure Policy	7/17/2020	doc not dated, but PHMDC required COVID policy. Scrap?	Oct-22	Nov-22

**POLICIES TO CONSIDER ADDING**

Volunteer policy (STO page includes the policy and an application form)

Security Camera policy (STO has one to look at)

Animal policy (STP has one to look at)