

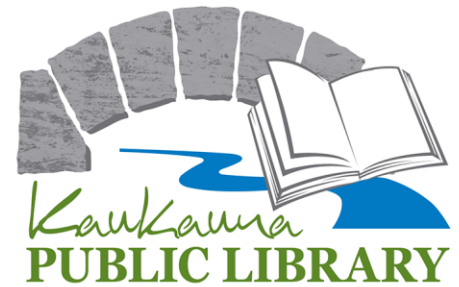
# LIBRARY BOARD MEETING

City of Kaukauna

**Kaukauna Public Library**

207 Thilmany Rd STE 200, Kaukauna

Tuesday, April 26, 2022 at 5:30 PM



## AGENDA

1. Call Meeting to Order
2. Roll Call of Membership
3. Reading and Approval Minutes
  - a. Approve Minutes from Tuesday, March 22, 2022 meeting
4. Public Participation and Communications
5. Action Items
  - a. Bill Register March 2022
  - b. Approve the Internet Access Policy
  - c. Approve the 2022-2026 Strategic Plan
6. Information Items
  - a. Director's Report
  - b. Assistant Director's Report
  - c. Adult Services Librarian's Report
  - d. 2022 1st Quarter Investment Report
  - e. Trustee Topic 23
  - f. Statistics

7. Adjournment

## NOTICES

**IF REQUESTED THREE (3) DAYS PRIOR TO THE MEETING, A SIGN LANGUAGE INTERPRETER WILL BE MADE AVAILABLE AT NO CHARGE.**

### In-Person and Remote Teleconference via Zoom

Meeting ID: 826 6498 6400

Passcode: 54130

One tap mobile

+13126266799,,82664986400#,,, \*54130# US (Chicago)

**KAUKAUNA PUBLIC LIBRARY**

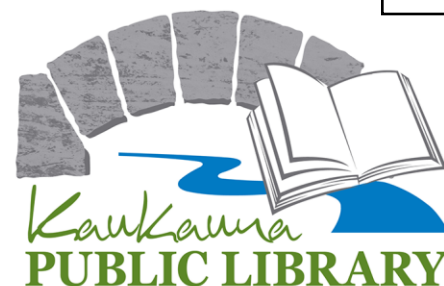
207 Thilmany Rd Suite 200  
Kaukauna, WI 54130

920.766.6340  
[www.kaukaunalibrary.org](http://www.kaukaunalibrary.org)

In person meeting in Library Conference room and via Zoom

Join Zoom Meeting

<https://us06web.zoom.us/j/82664986400?pwd=R21YSTkzSmNWZGR0TUEyQ1A2S0p0QT09>



## LIBRARY BOARD MEETING MINUTES

City of Kaukauna

Kaukauna Public Library

207 Thilmany Rd STE 200, Kaukauna

Tuesday, March 22, 2022 at 5:30 PM

### Library Board Room In-Person & Zoom Teleconference Hybrid Meeting

1. Call meeting to order
  - a. The meeting was called to order at 5:31 pm.
2. Roll call of membership
  - a. Members present: Jane Vondracek, Anna Neumeier, Mary Jo Kilgas, Joe Lucas, Kevin Hietpas, Carol Van Boxtel.
  - b. Members excused: Shana Beach, Jim Van De Hey, Olivia Fischer
  - c. Also present: James Berven II
3. Approval of minutes from previous meeting
  - a. Tuesday, February 22, 2022 Meeting Minutes
    - i. Vondracek moved to approve the February 22, 2022 minutes with the correction that she was not present, but was excused, for the February Library Board Meeting. Van Boxtel seconded. Motion passed unanimously.
  - b. Tuesday, February 22, 2022 Closed Session Meeting Minutes
    - i. Kilgas moved to accept the February 22, 2022 Closed Session Minutes. Motion passed unanimously.
4. Public Participation and Communications
  - a. None.
5. Action Items
  - a. Bill Register February 2022
    - i. Vondracek made a motion to approve the Bill Register February 2022, seconded by Kilgas. Motion passed unanimously.
6. Information Items
  - a. Director's Report
    - i. Thiem-Menning was not in attendance due to being at the PLA Conference. Discussion ensued regarding policies and what has been reviewed by the City Attorney.
  - b. Assistant Director's Report
    - i. Schneider was also not in attendance due to being at the PLA conference.
  - c. Technology Coordinator's Report
  - d. Trustee Topic 22
  - e. Statistics
7. Adjournment
  - a. Vondreck made a motion to adjourn at 5:52 p.m. Seconded by Hietpas. Motion passed unanimously.

# Kaukauna Public Library

## 2022 Revenue Report

						County Allocation for Library Services				Total Library Revenue to City	Lost/ Replacement/ Bills Transferred to Materials
	Total Fines	Computer Printing/ Photocopies	Faxes	Laminating	Total Library Generated Revenue	Outagamie County Appropriation	Calumet County Appropriation	Brown County Appropriation	Total County Allocations		
January	\$ 19.17	\$ 280.00	\$ 80.75	\$ 1.00	\$ 380.92					\$ 380.92	\$ 105.78
February	\$ 9.39	\$ 354.46	\$ 45.30	\$ 1.00	\$ 410.15					\$ 410.15	\$ 71.06
March	\$ 1.69	\$ 333.75	\$ 75.75	\$ 1.00	\$ 412.19					\$ 412.19	\$ 77.98
<b>Totals</b>	<b>\$ 30.25</b>	<b>\$ 968.21</b>	<b>\$ 201.80</b>	<b>\$ 3.00</b>	<b>\$ 1,203.26</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$ 1,203.26</b>	<b>\$ 254.82</b>
<b>2022 Budget</b>	\$500.00	\$1,600.00	\$500.00	\$50.00	\$2,650.00	\$185,507.00	\$82,081.00	\$23,687.00	\$291,275.00		
<b>Balance</b>	<b>(\$469.75)</b>	<b>(\$631.79)</b>	<b>(\$298.20)</b>	<b>(\$47.00)</b>	<b>\$ (1,446.74)</b>	<b>(\$185,507.00)</b>	<b>(\$82,081.00)</b>	<b>(\$23,687.00)</b>	<b>(\$291,275.00)</b>	\$1,203.26	\$ 254.82
<i>% of Budget Accrued</i>	6%	61%	40%	6%	45%	0%	0%	0%	0%		

As Financial Secretary I have reviewed and approved this report:

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Jane Vondracek  
Financial Secretary



## General Ledger

## Expense vs Budget

User: lizf  
 Printed: 4/8/2022 - 3:29 PM  
 Period: 03, 2022  
 Fiscal Year: 2022  
 JE Number: 0



Account Number	FP	JE	Description	Budgeted Amount	Period Amount	YTD Amount	YTD Var	Encumbered	Available	% Avail
55110			Public Library							
3/17/2022	GL	3	52 REGULAR PAYROLL	DR	19,718.02					
3/31/2022	GL	3	88 REGULAR PAYROLL	DR	19,678.33					
3/3/2022	GL	3	5 REGULAR PAYROLL	DR	20,351.85					
101-55110-5101			Regular Payroll		59,748.20	113,974.81	398,206.19	0.00	398,206.19	77.75
3/3/2022	GL	3	5 PART-TIME/SEASONAL	DR	1,152.95					
3/17/2022	GL	3	52 PART-TIME/SEASONAL	DR	450.39					
3/31/2022	GL	3	88 PART-TIME/SEASONAL	DR	737.45					
101-55110-5104			Temporary Payroll		2,340.79	4,311.07	4,965.93	0.00	4,965.93	53.53
3/17/2022	GL	3	52 WI RETIREMENT	DR	880.04					
3/31/2022	GL	3	88 WI RETIREMENT	DR	881.83					
3/3/2022	GL	3	5 WI RETIREMENT	DR	881.91					
101-55110-5151			Retirement Plan		2,643.78	5,067.80	18,092.20	0.00	18,092.20	78.12
3/3/2022	GL	3	5 RESIDENCY	DR	107.80					
3/17/2022	GL	3	52 RESIDENCY	DR	98.66					
3/31/2022	GL	3	88 RESIDENCY	DR	98.90					
101-55110-5152			Residency		305.36	586.36	1,848.64	0.00	1,848.64	75.92
3/3/2022	GL	3	5 SOCIAL SECURITY	DR	797.85					
3/17/2022	GL	3	52 MEDICARE	DR	292.19					
3/17/2022	GL	3	52 SOCIAL SECURITY	DR	839.45					
3/31/2022	GL	3	88 MEDICARE	DR	295.72					
3/31/2022	GL	3	88 SOCIAL SECURITY	DR	841.13					
3/3/2022	GL	3	5 MEDICARE	DR	301.23					
101-55110-5154			Social Security		3,367.57	6,454.06	23,063.94	0.00	23,063.94	78.14

Account Number	FP	JE	Description	Budgeted Amount	Period Amount	YTD Amount	YTD Var	Encumbered	Available	% Avail
3/3/2022 101-55110-5157	GL	3	5	GROUP HEALTH INSURAN Group Health Insurance	DR 65,684.00	5,273.66 5,273.66				
3/3/2022 101-55110-5160	GL	3	5	GROUP LIFE INSURANCE Group Life Insurance	DR 520.00	38.14 38.14				
3/17/2022 3/31/2022 3/3/2022 101-55110-5163	GL GL GL	3 3 3	52 88 5	WORKERS COMPENSATION WORKERS COMPENSATION WORKERS COMPENSATION Workers Compensation	DR DR DR 991.00	38.34 38.79 40.87 118.00				
101-55110-5166				Unemployment Insurance	0.00	0.00	0.00	0.00	0.00	0.00
101-55110-5208				Travel - City Business	1,400.00	0.00	2,330.94	-930.94	0.00	-930.94
101-55110-5211				Education & Memberships	1,030.00	0.00	675.00	355.00	0.00	355.00
3/17/2022 101-55110-5303	GL	3	52	CELL REIMBURSEMENT Communications	DR 300.00	25.00 25.00				
3/18/2022 101-55110-5306	AP	3	61	February Gas - Library Heating Fuels	DR 6,500.00	1,448.03 1,448.03	Ck: 116037 2,884.78	We Energies 3,615.22	0.00	3,615.22
3/11/2022 101-55110-5309	AP	3	40	Water, Sewer, & Electric - Library Water Sewer & Electric	DR 14,200.00	1,031.23 1,031.23	Ck: 115960 2,143.14	Kaukauna Utilities 12,056.86	0.00	12,056.86
3/4/2022 101-55110-5312	AP	3	17	March '22 - Maintenance Maintenance - Buildings	DR 130,000.00	10,833.00 10,833.00		Grand Kakalin LLC 97,501.00	0.00	97,501.00
3/4/2022 101-55110-5313	AP	3	17	March '22 - Rent Lease - Buildings	DR 143,916.00	11,993.00 11,993.00		Grand Kakalin LLC 107,937.00	0.00	107,937.00
3/25/2022 101-55110-5325	AP	3	82	Contractual Services Contractual Services	DR 28,400.00	126.54 126.54	Ck: 116047 6,926.91	Cardmember Service 21,473.09	0.00	21,473.09
3/18/2022 101-55110-5328	AP	3	61	Kid Biz Ad Advertising	DR 1,050.00	95.00 95.00	Ck: 116011 95.00	Fox Cities Magazine 955.00	0.00	955.00
101-55110-5331				General Insurance	7,847.00	0.00	7,847.00	0.00	0.00	0.00
101-55110-5332				Shared Service Allocation	94,151.00	0.00	94,142.00	9.00	0.00	9.00

Account Number		FP JE	Description	Budgeted Amount	Period Amount	YTD Amount	YTD Var	Encumbered	Available	% Avail
3/25/2022	AP	3	82 Office Supplies	DR	770.75	Ck: 116047	Cardmember Service			
101-55110-5401			Office Supplies	5,000.00	770.75	1,886.11	3,113.89	0.00	3,113.89	62.28
3/25/2022	AP	3	82 Desktop Printing Expense	DR	3,210.14	Ck: 116047	Cardmember Service			
101-55110-5402			Desktop Printing Expense	3,000.00	3,210.14	3,407.74	-407.74	0.00	-407.74	-13.59
101-55110-5422			Data Processing Supplies	3,500.00	0.00	121.17	3,378.83	0.00	3,378.83	96.54
3/25/2022	AP	3	82 Postage	DR	4.33	Ck: 116047	Cardmember Service			
101-55110-5431			Postage	800.00	4.33	255.95	544.05	0.00	544.05	68.01
101-55110-5439			Lost & Paid Purchased Material	0.00	0.00	0.00	0.00	0.00	0.00	0.00
3/18/2022	AP	3	61 Books	DR	229.00	Ck: 116014	Ingram			
3/18/2022	AP	3	61 Books	DR	1,953.23	Ck: 116014	Ingram			
3/18/2022	AP	3	61 Books	DR	8.34	Ck: 116014	Ingram			
3/18/2022	AP	3	61 Books	DR	34.68	Ck: 116014	Ingram			
3/18/2022	AP	3	61 Books	DR	160.05	Ck: 116014	Ingram			
3/18/2022	AP	3	61 Books	DR	12.99	Ck: 116014	Ingram			
3/18/2022	AP	3	61 Books	DR	10.61	Ck: 116014	Ingram			
3/18/2022	AP	3	61 Books	DR	56.13	Ck: 116014	Ingram			
3/18/2022	AP	3	61 Books	DR	10.23	Ck: 116014	Ingram			
3/18/2022	AP	3	61 Books	DR	31.81	Ck: 116014	Ingram			
3/18/2022	AP	3	61 Books	DR	32.49	Ck: 116014	Ingram			
3/18/2022	AP	3	61 Books	DR	25.50	Ck: 116014	Ingram			
3/18/2022	AP	3	61 Audiobook	DR	19.99	Ck: 116025	Midwest Tape			
3/18/2022	AP	3	61 DVD's	DR	126.94	Ck: 116025	Midwest Tape			
3/18/2022	AP	3	61 Audio Books	DR	79.98	Ck: 116025	Midwest Tape			
3/18/2022	AP	3	61 DVD's	DR	50.22	Ck: 116025	Midwest Tape			
3/18/2022	AP	3	61 DVD	DR	22.49	Ck: 116025	Midwest Tape			
3/18/2022	AP	3	61 Audio Book	DR	14.99	Ck: 116025	Midwest Tape			
3/18/2022	AP	3	61 Books	DR	549.29	Ck: 116017	Lerner Publishing Group			
3/25/2022	AP	3	82 Library Material	DR	550.59	Ck: 116047	Cardmember Service			
3/25/2022	AP	3	82 Books	DR	146.81	Ck: 116062	Ingram			
3/25/2022	AP	3	82 Books	DR	92.56	Ck: 116062	Ingram			
3/25/2022	AP	3	82 Books	DR	446.39	Ck: 116062	Ingram			
3/25/2022	AP	3	82 Books	DR	1,054.24	Ck: 116062	Ingram			
3/25/2022	AP	3	82 DVD's	DR	13.99	Ck: 116073	Midwest Tape			
3/25/2022	AP	3	82 DVD's	DR	143.94	Ck: 116073	Midwest Tape			

Account Number	FP	JE	Description	Budgeted Amount	Period Amount	YTD Amount	YTD Var	Encumbered	Available	% Avail
3/25/2022	AP	3	82 DVD's	DR	22.49	Ck: 116073	Midwest Tape			
3/25/2022	AP	3	82 DVD's	DR	69.98	Ck: 116073	Midwest Tape			
3/25/2022	AP	3	82 DVD's	DR	62.47	Ck: 116073	Midwest Tape			
3/25/2022	AP	3	82 CD Cases, UnCD's	DR	134.99	Ck: 116072	MicroMarketing LLC			
3/25/2022	AP	3	82 CD Cases, UnCD's	DR	74.99	Ck: 116072	MicroMarketing LLC			
3/25/2022	AP	3	82 CD Cases, UnCD's (paid twice)	CR	42.00	Ck: 116072	MicroMarketing LLC			
101-55110-5441			Library Materials	63,552.00	6,200.40	14,802.61	48,749.39	0.00	48,749.39	76.71
3/18/2022	AP	3	61 Monthly Service	DR	248.09	Ck: 116019	Marco			
3/18/2022	AP	3	61 Jan 20 - Feb 19, 2022	DR	405.31	Ck: 116032	Sprint			
3/25/2022	AP	3	82 Service Contracts	DR	379.67	Ck: 116047	Cardmember Service			
3/18/2022	AP	3	61 Annual Membership Fee 2022	DR	27,601.00	Ck: 116029	Outagamie Waupaca Library System			
101-55110-5442			Service Contracts	46,795.00	28,634.07	40,252.14	6,542.86	0.00	6,542.86	13.98
3/25/2022	AP	3	82 Library Programs	DR	62.67	Ck: 116047	Cardmember Service			
101-55110-5444			Library Programs	2,000.00	62.67	375.44	1,624.56	0.00	1,624.56	81.23
101-55110-5499			Miscellaneous	400.00	0.00	161.15	238.85	0.00	238.85	59.71
3/25/2022	AP	3	82 Office Equipment	DR	4,010.85	Ck: 116047	Cardmember Service			
101-55110-5804			Office Equipment	4,000.00	4,010.85	4,010.85	-10.85	0.00	-10.85	-0.27
55110			Public Library	1,201,607.00	142,280.51	399,860.68	801,746.32	0.00	801,746.32	66.72

Account Number	FP JE	Description	Budgeted Amount	Period Amount	YTD Amount	YTD Var	Encumbered	Available	% Avail
Report Totals:			1,201,607.00	142,280.51	399,860.68	801,746.32	0.00	801,746.32	66.72

As Financial Secretary, I have reviewed and approved this report.

Jane Vondracek, Financial Secretary

Date

## Internet Access Policy

All users of public internet computer stations must have their own valid library card to access computer internet stations. Users may request a guest pass to use internet computer stations once a month after showing photo identification if over the age of 18. The Kaukauna Public Library internet network is not filtered. Computer internet stations do not have time limits unless all computers are in use. Computer internet stations in the children's department are intended for use by minors under the age of 18 or adults with minor children accompanying them. The Tween/Teen Computer Lab is intended for minors under the age of 18, groups pre-approved by library administration, or as overflow from the main computer area at the discretion of library staff.

### PATRON RESPONSIBILITY:

Patrons using computer internet stations or Wi-Fi are subject to the Library Appropriate Use Policy.

Patrons acknowledge that content on the internet is not managed or governed by any entity and therefore they may encounter materials that are inaccurate or that they consider offensive.

Patrons acknowledge that the library cannot protect the privacy of data that is transmitted to third parties via the internet on public computers or when using the library's Wi-Fi network.

When closing an internet session, patrons acknowledge that the library wipes stored data between sessions, so unsaved items or unfinished business will be gone. The library is not responsible for loss or damage to patron hardware, software or data. Patrons may not download software or tamper with library network settings.

Patrons and the library shall comply with all federal, state and local laws including, but not limited to:

- Patrons may not use library internet to view, print, distribute, send or receive images, or graphics of material that violates laws relating to child pornography.
- Patrons may not knowingly exhibit or display any material that is "harmful to minors" per Wis. §948.11 in its content or material that is obscene in any place of public accommodation where minors may be present and where minors are able to view the materials.
- Patrons must adhere to copyright law and may not copy or distribute materials without the permission of the owner.

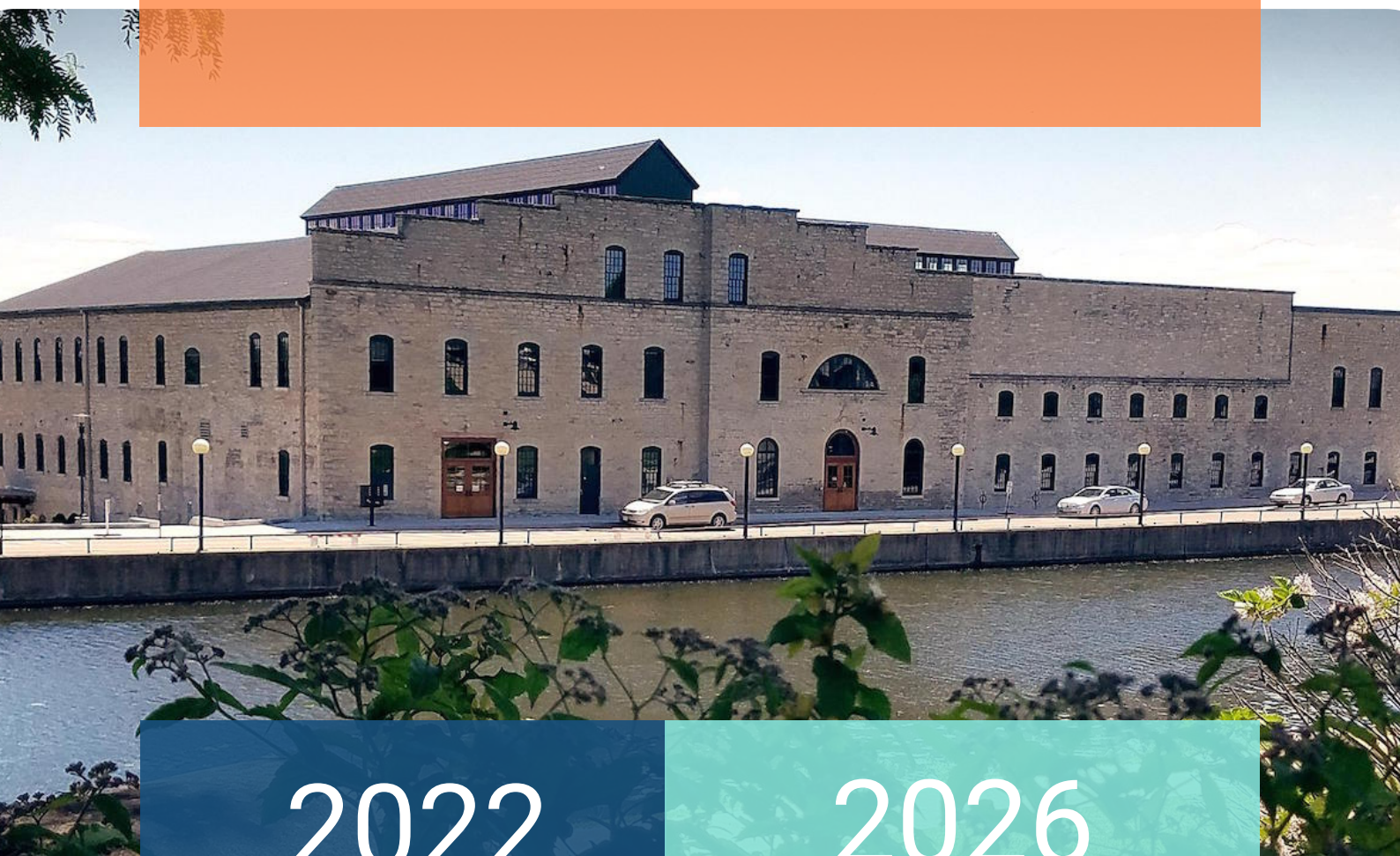
### PARENT AND LEGAL GUARDIAN RESPONSIBILITY:

Parents and legal guardians are responsible for monitoring internet access for their children who are minors. Restrictions on a child's access to the internet on the library network is the responsibility of the parent or legal guardian.

Youth under the age of 18 require parental permission to use library internet computer stations. Permission is granted in the following circumstances: a parent has signed the library registration card granting internet access for the minor, the parent has made a change to the library card account granting access to the internet, or the parent is accompanying a minor to the library and requests a guest pass for internet access.

The public library, unlike schools, does not legally serve *in loco parentis* (in place of a parent). Unaccompanied minors with access to the internet on their library cards are not monitored, nor can personal device use on library Wi-Fi be monitored. Please see the Unaccompanied Child Policy for more information on library use by unaccompanied minors. The library will not give guest passes to minors under the age of 18 unless a parent is present.

# Strategic Plan



2022

2026



*Kaukauna*  
**PUBLIC LIBRARY**

*Educate. Inspire. Connect.*



# Mission:

The Kaukauna Public Library educates, inspires, and connects individuals and the community through materials, services, and programs.

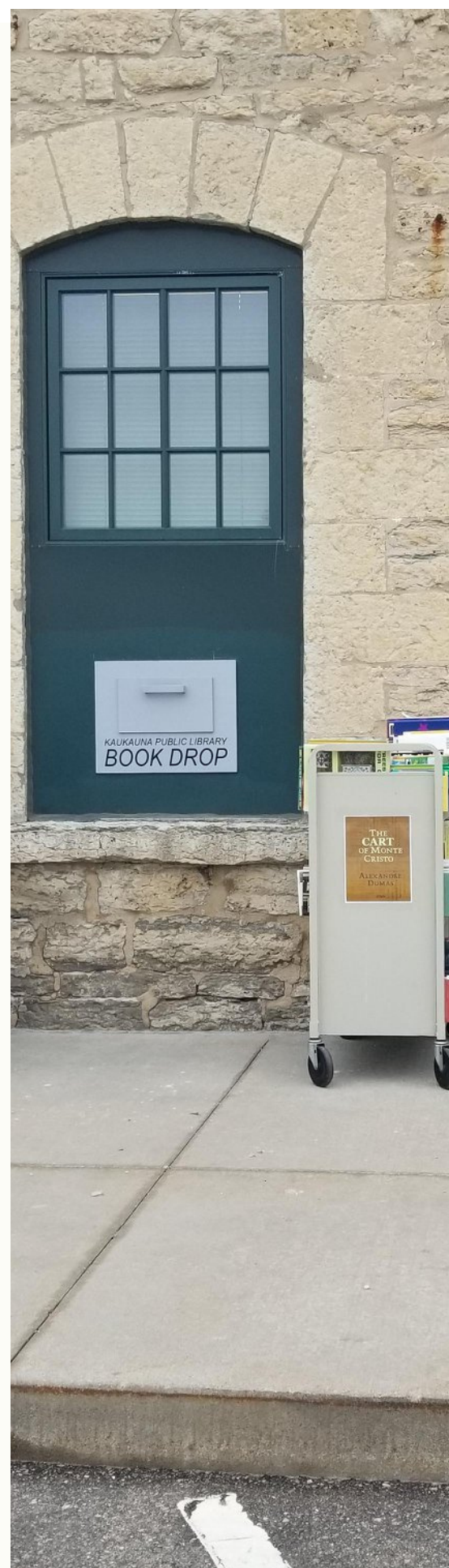
# Vision:

The Kaukauna Public Library will create a welcoming space, offering accessible and inclusive services to our community by connecting and engaging with them as a trusted resource. The Library will be a community leader in supporting the growth and development of individuals as a whole, recognizing the importance of literacy and lifelong learning, as well as mental, emotional, social, and physical wellbeing.

# Values:

At Kaukauna Public Library we strive to be:

- **Inclusive** - our library is for everyone.
- **Accessible** - by removing barriers.
- **Connected** - helping to bring our community together.
- **Imaginative** - inspiring creativity and growth.
- **Trusted** - serving as a respected resource.
- **Knowledgeable** - advancing lifelong learning.







# Goal One: Build Collections



## Objective:

The Library strives to build Kaukauna Strong collections to meet the needs of our users. The Library will advocate for increased municipal funding to meet the basic level (Tier 1) standard for library collection funding as established by the Wisconsin Department of Public Instruction by 2026.

## Activities:

- Increase collection expenditures incrementally over the next 5 years to reach Tier I funding compliance in the Wisconsin Library Standards.
- Dedicate additional funding each year to print and audiovisual materials.
- Give patrons instant access to popular titles by offering streaming and digital services including: Hoopla, Kanopy, adding exclusive titles for Kaukauna patrons within the Wisconsin Public Library Consortium (Overdrive/Libby app) and funding a Lucky Day collection. Lucky Day Collections are materials that libraries purchase an extra copy of that cannot be placed on hold, so users are “lucky” if they walk in and find a copy of a book that has 100 or more holds on it.

## Background:

In our community survey, a large number of respondents commented on the lack of physical materials available at the library and long wait times for digital and physical items. Kaukauna Public Library was recently the only library in our region not offering Hoopla Digital or a Lucky Day print collection. Kaukauna is also a heavy borrower from other area libraries to meet our patron needs. Our lender/borrower ratio is .49%, which means that for every one item Kaukauna loans to surrounding community libraries, we borrow two of theirs. As the second-largest library in the Outagamie Waupaca Library System we have a responsibility to support our own community without relying on the surrounding smaller libraries and their municipalities.

# Goal Two: Expanded Access



## Objective:

The Library is a needed resource in support of education, employment, technology access, and entertainment. We will increase open hours to meet the basic level (Tier 1) standard for operating hours as established by the Wisconsin Department of Public Instruction. This will include five more hours of weekday service and additional weekend hours by 2024.

## Activities:

- Work with library staff and Library Board of Trustees to add five hours per week to the current schedule in 2023.
- Work with the City of Kaukauna to secure funding to open Saturday hours year-round in 2024.

## Background:

Our community survey indicated that there was a need for expanded hours. Respondents shared that they would use library services more if hours were more convenient and consistent year-round. The Library is currently four hours short per week to meet Tier 1 standards for operating hours during the school year and eight hours short during the summer.

The Library serves a critical role in supporting student learning year-round. Access to the Library in the summer is a much-needed bridge to reduce the achievement gap between school years. By offering Saturday hours year-round, we become more accessible to learners of all ages.



# Goal Three: Increase Engagement



## Objective:

In order to meet the growing needs and wants of our community the Library needs to have a staff that reflects the size of the community it is serving, one which also meets the state established Tier 1 standards of 10.9 full-time employee equivalent (FTE) to ensure the success of all the goals and objectives in this Strategic Plan.

## Activities:

- Create a vision for library staffing levels that support the continued growth of Kaukauna in conjunction with a City-wide personnel plan.
- Create positions that offer opportunities for staff advancement and incentive to grow within the organization.
- Increase library staff FTE from 9.64 to basic level standard of 10.9 by 2026. Add one Part-Time Library Assistant in 2024, and one Youth Services Librarian in 2026.
- Increase the diversity of staff to better meet the needs of Kaukauna's changing demographics.

## Background:

Library staff were surveyed and participated in focused strategic planning sessions without administrative presence. Library staff reported that additional staff would benefit the level of service the Library could provide the growing City. Staff hired to support programming, local history, and outreach services are often only able to focus on core tasks like circulation and customer service at desks. By increasing staff with focused training and time to offer specialized services, it will allow us to better support our community and meet their specific needs.

The library is currently short of circulation staff members, who are critical to supporting future increased hours, as well as faster response to requests for materials and support while using the library in person, online, and over the phone. A youth librarian is also critical to the needs of the community so we can better support early learning and dedicate more time to working with our local schools. In order to retain quality and highly trained staff, we need to offer opportunities for growth including advancement to full-time employment without the need for specialized degrees.





# Goal Four: Advocacy



## Objective:

The library will develop a plan to bring more awareness of library programs, services, and resources, to new and existing users, with the support of increased funding annually to meet growing print and digital advertising costs.

## Activities:

- Complete Wisconsin Marketing Mini-Grant project in 2022 to reconnect with lapsed users and build a marketing plan framework for future use.
- Create a 5 year targeted marketing plan in 2022.
- Utilize traditional media sources to inform new and lapsed users of services.
- Create a toolkit for library Friends, Board, and community members to advocate on the Library's behalf.
- Increase the marketing budget in increments of \$500 annually through 2026 to support print and digital advertising.

## Background:

Many current library users that completed the community survey were not aware of all the services and programs we offer. Others requested programs and services they would like us to add that we already offer, highlighting a need for additional marketing efforts to build community awareness of what the library provides. Additional funds do need to be spent to ensure that our programs, services, and resources are properly marketed to both regular users and non-users.





# Goal Five: Create Connections



## Objective:

The Library will build community partnerships and diverse programs and events that better meet the needs and wants of our community.

## Activities:

- Staff will create a survey to distribute in the library and across the community in 2023 specific to programming wants and needs.
- Staff will identify area collaborators and partners that can help support our mission.
- In 2022 staff will begin to track funds raised outside of municipal support to report an accurate budget need for the current level of programming offered and more accurately project the funding needed to add future programs or community events.
- Increase the programming budget in increments of \$1,000 annually through 2026 to support library programming and outreach.

## Background:

Many comments in the survey identified programs that our patrons would like to see at our library. Current staffing levels and budgetary constraints in our programming line are a barrier to an increase in programming. However, with thoughtful strategic planning, we plan to target specific programming requests and advocate for increased municipal funding for community programs. In the focus groups we hosted, the second-highest reported aspiration for Kaukauna was to see an increase in community engagement and gatherings. An increase of free educational and enriching programs within the community helps Kaukauna reach that goal. The demographic that completed the strategic planning survey did not accurately represent the current demographics of Kaukauna, which is becoming increasingly diverse. In response, the Library will connect with underrepresented community members in a future survey to help shape Library programming to best meet the needs of the entire community.

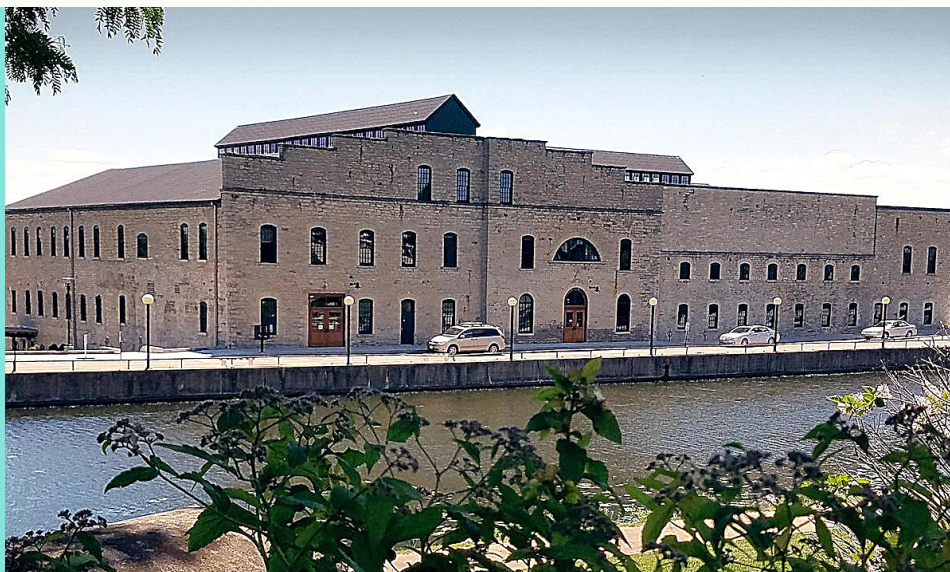
# Acknowledgements

The Kaukauna Public Library would like to extend thanks to Mia Ljung, Community Development Educator for Outagamie & Waupaca Counties, UW-Madison Division of Extension for facilitating the strategic plan and process.

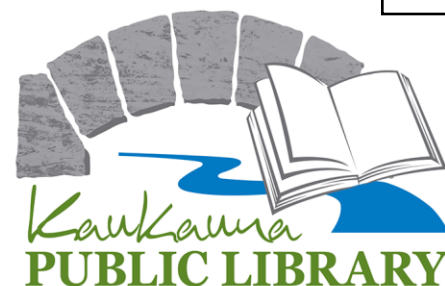
In early 2020, a Planning Committee was formed with community members representing different views and segments of Kaukauna to work on the project. Guided by Ms. Ljung, the Planning Committee put together a community survey, hosted focus groups, conducted one on one interviews, and gathered census, school district, and library specific data.

Special thanks to the Planning Committee, comprised of: Kay Abel, Faye Binsfeld, Allyson Watson Brunette, Al Borchardt, Gerry Brien, Mary Jo Kilgas, Craig Lahm, Ty Maki, John Moore, Anna Neumeier, Bradley Shipps, and Gavin Schmitt.

Additional thanks go to library staff for participating in focus groups, as well as the Library Board of Trustees, Heart of the Valley Chamber of Commerce and their members, City of Kaukauna Department Heads, City of Kaukauna Common Council, the Mayor, Friends of the Kaukauna Public Library, the Kaukauna Public Library Foundation, and Kaukauna Lions. We would also like to thank the Outagamie Waupaca Library Director, Bradley Shipps, as well as their Web & Marketing Coordinator, Chad Glamann.





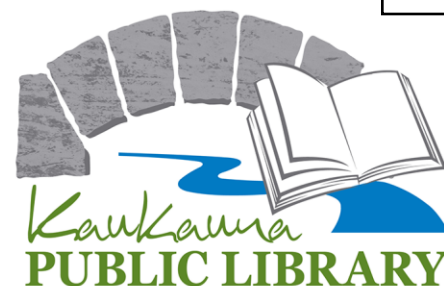


To: Kaukauna Public Library Board of Trustees  
From: Library Director Ashley Thiem-Menning  
Date: 4/14/22  
Re: Facilities Update

The wall in adult non-fiction that had efflorescence has been mostly repaired. The very large section where the paint was puffing up and chipping off was removed, repasted, sealed, and repainted. Along the upper portions of the wall there are still spots near the joists that are squishy. I made the landlord aware during a phone call on 4/13 that the large portion had been finished and looked very nice, but that there are still spots along the ceiling that will likely continue to deteriorate.

Bassett continues to try to fix the HVAC in the workroom/history room. This has been an ongoing issue since we moved to the site. The thermostat in the Local History Room controls temperature for the workroom where there are drafty delivery doors and a book drop. It was recently discovered that one of the heaters in the breakroom has not been working for some time and it continues to not respond to service calls. The landlord has agreed to explore moving the thermostat from Local History to the workroom, but if the heater doesn't work, that won't solve the issue at hand. We did install ceiling fans at our own expense to try to keep the workroom warmer, but it is not having as large of an effect as we had hoped for. We will continue to troubleshoot this issue with the landlord because we cannot expect staff to wear jackets and mittens in the workroom during the winter months.





To: Kaukauna Public Library Board of Trustees  
 From: Library Director Ashley Thiem-Menning  
 Date: 4/14/22  
 Re: PLA Notes

There were three areas that I will be focusing on going forward as a result of the PLA Conference.

#### Legal

I attended two sessions presented by an attorney from Michigan who was a public library attorney for the state. Her programs focused on first amendment rights regarding access, meeting room use and regulations, free speech, youth areas and policy. This also relates directly to policy, which is another focus area I have selected.

#### Equity, Diversity and Inclusion (EDI)

A majority of the sessions that I attended were EDI related. While most of the libraries had huge EDI initiatives that included major grants and paid EDI staff, there were some takeaways that can be reproduced here on a smaller scale. One of the presenters made a comment about approaching EDI on a smaller scale at first, her comment being, "start with a cupcake, not a sheet cake."

One piece of information I heard at two presentations for example was having heritage months that were not exclusive to just those months. So ensuring that Black History Month displays didn't go up just once a year, but that we celebrate black Americans twelve months a year in display and programs.

There was also a session regarding a public library's role as neutral or necessary in terms of social justice issues. Their argument being that public libraries can no longer remain neutral and are necessary to having courageous conversations about EDI. Another takeaway that I wrote down was a quote from a presenter saying, "Your culture is defined by the worst behavior tolerated."

I learned again about how 86% of MLIS degree holders are white and that the profession needs to adapt if it wants to begin having libraries staffed to represent the communities they are in. There is a growing trend to stop requiring these degrees for librarian positions, which do not need to require it. For example, in Wisconsin statute says that Directors in certain communities must have the degree, but in other instances it is not required and could be removed from librarian job postings as a requirement.

The last session I attended was the most powerful for me personally, as I have always tried to look at barriers here and dismantle them. It was presented by the Director of the Grand County Public Library in Utah. She told us a story about a mother with three children that came into the library and could not check out



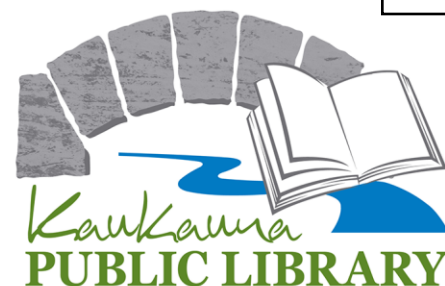
because she had lost items on her account and she could not pay for them. She mentioned that situations like this, where people are very upset, stick with you over the years because they don't feel right. The mother had told her that she would never be back to the library. Years later she had a police officer at the library and he mentioned to her that his mother hated the library and when she looked at his nametag, she realized that he was one of the kids that had been with the woman that day. She asked if he was a library user and he said no.

She said that was the defining moment for her when she decided that she needed to make changes at her library. She pressed us to decide what we are willing to give up to get the library we want. She also pressed us to ask ourselves what fees can we eliminate beyond fines. Further, she asked us to evaluate the equity of library billing practices. She also reminded us that we need to be looking at how much staff time goes into billing and if the rate of return is even worth the effort being output. This resonated with me because we are putting a lot of time into SDC lately.

#### Policy

While I was gone for the last Board meeting, I know that policy came up. It was also discussed in sessions at PLA frequently. Angela and I will be going through each policy that has already been drafted to ensure it is equitable and we will have the City Attorney review them as well. We have additional policies that need to be written as well.





To: Kaukauna Public Library Board of Trustees  
From: Library Director Ashley Thiem-Menning  
Date: 4/20/2022  
Re: New Policy

The City Attorney has reviewed the Internet Access Policy and has recommended no changes. As we continue to review, create, and update policy, the City Attorney will continue to review these policies for us. Once we complete the policy handbook we will create an annual schedule for updating these policies so they are reviewed on a regular basis.

One of our many 2022 goals is to clean up library handbooks. In its entirety, the library handbook currently has policies, procedures, and a library version of the City handbook for personnel. In 2022, we will ensure that all policies have been updated and will adopt the City handbook with an addendum at the end where statute 43 would be pertinent to the City personnel policies.

We will continue to follow City policies and use City forms and procedures whenever possible.



To: Kaukauna Public Library Board of Trustees  
From: Library Director Ashley Thiem-Menning  
Date: 4/15/22  
Re: RFP Update

I have been working with the Director of Public Works, John Neumeier, on the Request for Proposal (RFP) for our space needs study. The RFP will go out to bidders on 4/22/22. This RFP is in response to current space constraints in the staff workroom in regards to office space, the Local History Room for storage of archival materials, the conference room and the need for additional gathering spaces, space for our library of things (STEM kits, ukulele's, activity backpacks) as we have nowhere convenient to store them, and in the future, shelving space will also become an issue.

The RFP timeline:

April 22, 2022.....	RFP Issued
May 23, 2022 .....	RFP Due at 4pm
May 23-June 1, 2022 .....	Committee Reviews Proposals/Interviews
June 1, 2022 .....	Committee Selection
June 6-7, 2022.....	Selected Proposal Presented for Approval at Board of Public Works and Common Council Meetings
June 8, 2022.....	Space Needs Study Begins
August 24, 2022.....	Study presentation/discussion to Library Board
September 14, 2022 .....	Study Completion - All deliverables due

The RFP will determine how much space the library actually needs and also explores how conducive the lower level is to expansion to serve the library for at least 20 years. Also, to ensure that we have the best information possible, the RFP will also focus on a tentative use of space if the library were to comprise the two lower floors, but also the entire building, or whether a new facility would better suit.

## Assistant Director's Report on March 2022

### *Youth Services*

We offered 23 programs for kids, teens, and families in March. Program attendance was 594. That's almost 200 more attendees than we had at the same number of programs in 2021. This was due in large part to the growing attendance at all of our storytimes, now averaging 30 people per program. Our highest attendance was 57 people for toddler storytime at the end of March – pre-pandemic attendance levels. Special storytimes, including Saturday, Night Tale, and our storytime at the Seed Starting event at 1000 Islands are also increasing in attendance. Storytime will begin again in June with a monthly music-based baby storytime, family storytime in the learning garden, and Storytime Around Town, being held at Haen Elementary and Horseshoe Park this summer. In May all youth-focused programming staff and myself will begin school visits and field trips to promote the summer learning program. We will visit with every 4K-7<sup>th</sup> grade class in the city, visiting KASD, St. Ignatius, and Trinity Lutheran classes the last three weeks of May. We will also participate in Tanner's Field Day and host RVMS students as volunteers on May 27<sup>th</sup>.

Gavin and I staffed a Fox Cities Library booth at KidzExpo on Saturday, April 9. We connected with roughly 1,100 people and shared information about our summer programs, library space, and community events. As Appleton relocates we were also able to encourage Appleton residents to visit the Kaukauna Library while APL is closed and after.

Adopt-a-Planter is back this summer! New and returning families and individuals will care for our nine planter boxes in the learning garden. A planting party and volunteer recognition will be Saturday, May 21. Families will donate the plants and visit weekly to tend to their planter box. If you or your family are interested in adopting a planter, please let me know! Volunteers from Volunteer Fox Cities will be here on April 22 to help clean up the garden, trimming plant, sweeping, and getting it ready for a busy summer of events.

The Summer calendar of events is complete and available on the library's website, in the City recreation guide, and in print at the library.

### *Adult Services*

We offered 9 programs for adults this month, with attendance of 122. James offered 2 technology classes to the Thompson Center for nearly 30 seniors. Next month he will start offering technology help to St. Paul residents again.

Our first Creator in Residence was selected and will bring an exciting lineup of programs to the Library this summer. We will be announcing the resident in May. A Meet the Creator in Residence night is scheduled for Tuesday, June 7 at 6pm. They will share a bit about their work and what everyone can expect to learn and create this summer. We're grateful to Bank of Kaukauna for making this possible.

### *Friends of the Library*

Golden Girls Fundraiser: \$600 to support Summer Library Program was raised at our "Thank You for Being a Friend" fundraiser on Saturday, April 2. Thank you to Jody and Jenny for bringing their time, talent, and love of the Golden Girls to this event, hosting on behalf of the Friends. This event raised funds while bringing awareness to the Friends, as each donor also received an annual Friends membership. A similar fall fundraiser, this one around the show Friends, is already being planned.

Spring Book Sale: The annual spring book sale is taking place April 23-30. As supply allows, I will also have books for sale outdoors during the City Rummage Sale on Saturday, May 14. This was very successful last year and brought new people to both the book sale and the library as we had the sale just outside the garden, visible from Catherine St.

## ***Administrative Updates***

I continue to work on the Wisconsin Marketing Grant project. We have identified lapsed users, those with cards that have not visited or borrowed items since late-2019, to send a “Come Visit Us” postcard Jenny has created highlighting the new services and refreshed spaces we have to offer since their last visit. Grant funds will also be used to purchase quality outreach booth materials. As we take our information to community events like Live from Hydro Park, Electric City Experience, Firecracker 5K festivities, school family nights, and more, it’s important that people can spot us from a distance and easily identify who we are as they enjoy the games, crafts, and resources we often bring to those community programs. The grant project will wrap up in May, but the skills I have learned in the process will inform future targeted marketing plans, as that is one of our strategic plan goals.

## **PLA Conference Report**

Thank you to the entire Board for supporting our request to attend this professional development opportunity. In total I attended 15 presentations during the three-day conference. We were also able to connect with major vendors and view and try new tools. I’m happy to discuss any of the sessions I attended with your further, but wanted to give you a brief overview of the sessions and the action items I will implement at KPL based on what was learned. Not all action items can be implemented immediately, but all will be worked into future programming and services as they fit with our strategic plan, mission, staffing, and budget.

**Building Boundaries in Outreach Work:** This presentation built understanding toward providing safe, appropriate, compassionate service based on healthy boundaries with outreach populations.

- Identify and commit to personal and institutional boundaries for outreach work
- Create tools for clear communication with outreach partners and locations, including an Outreach Service Agreement and documented processes and procedures for outreach events
- Staff training on boundary setting – boundaries between staff and patrons to protect patron privacy as well; boundaries to encourage patrons to work with other staff when possible rather than fixate on one; training to help staff communicate their boundaries with the public and with coworkers/administration.

**Public Libraries’ Role in Re-Engaging Adults into the Educational System:** models for adult education shared, specifically those seeking high school equivalency alternatives to GED.

- Identify current adult education resources in the area – build relationship with those stakeholders
- Create resource list to share with our patrons
- Explore whether there is a need for additional adult education programs in Kaukauna area

**Libraries Build Business: Models for Empowering Underrepresented Entrepreneurs:** A panel featuring 4 of the member libraries that participated in the Google-funded Libraries Build Business grant. Each shared their unique project and community impact. Appleton Public Library was one recipient of the grant and has already shared a number of resources with KPL and the Fox Cities library community.

- Entrepreneur in Residence – in lieu of business librarian, new or small business owners can connect with experienced entrepreneur for one-on-one mentoring.
- Focus on economic equity when hosting programs and working with experts and partners
- Panelists recommend: working with City economic development staff first and include them in library initiatives. Make sure funding is there to sustain efforts before you begin.

**Beanstack & Tandems:** This presentation with the CEO and leadership team of Beanstack, the online program we use for reading programs, highlighted upcoming features to Beanstack, including a fundraising component. They also shared how much easier it is now for public libraries and school libraries to use Beanstack together to create a seamless use of Beanstack by students.

- I will be meeting with Beanstack reps, along with Kevin and Melinda from Park to learn more about how KPL and KASD can move forward with Tandems in the 2022-2023 school year.
- Connect with DPI to see what is the future of state-funding, then inquire about OWLS funding beyond 2023.

**Privacy Field Guides:** ALA has created a number of handbooks to work through privacy concerns and considerations.

- Write a Data Use and Retention Policy – what do we store, where and how do we protect it, when is it shared and accessed
- Train staff on non-technology privacy, using ALA guide, when working with patrons on the frontline and with patron information.
- Review vendor contracts through a library privacy lens – not all are created equal with patron privacy in mind.

### **Programming for Neurodiverse Adults and Others: Ten Best Practices**

- Be more active in relationship building, connecting with individuals, advocates (including self-advocates), and other organizations supporting this population
- Begin to offer sensory tools in all programs and library spaces – for children AND adults
- Create clear visuals: directional and wayfinding, clear behavior expectations that can be pointed out as needed
- Identify how we can make existing programs inclusive using knowledge gained in this training
- Consider programming marketed directly to neurodivergent adults, but also ensure that marketing promotes that “all are welcome” at existing programs.

**Digital Navigators: Supporting Patrons by Meeting Them Where They Are:** Panel from the National Digital Inclusion Alliance and public libraries using their model to support digital literacy in underserved and aging populations. A focus on partnerships and volunteers trained to provide basic digital literacy and tech training.

- Who is already working with the populations we want to reach? Invite them into the program.
- Work with James on creating a more robust outreach program with Library as coordinator not the only trainer.

**Patron Mapping for Programming Success:** presented by a vendor offering data analysis software, the focus was on using available community data to map patrons and trends to meet patron needs and put resources where they can have the greatest ROI.

- Complete patron mapping started with Marketing Grant to ID pockets of non-users for future outreach
- Use ILS and circulation data to map interests in areas of the community, bring those resources that interest them to outreach in those areas
- Use patron mapping to ID locations of outreach – pop-up events or services

**A Library’s Journey Towards Building a 21st-Century Inclusive Community:** Library highlighted their initiatives around STEM after school outreach in partnership with local housing authority, virtual reality programs, community events like Juneteenth, and social work intern.

- Offer tech/resource demonstrations – equipment, services like Hoopla, BiblioCommons, etc.
- As libraries trend toward inviting social workers into their space, this might be an interesting model to explore – social worker is trained to staff desks, but available for on-demand and one-on-one support when needed. Many people come to the library already for things a social worker could help with – housing placement, legal support, social services registration, employment. Currently library staff must become social workers on demand to meet their needs.

**Representation Matters: Readers’ Advisory and Programming Using Diverse Books:** Resources and best practices for developing inclusive collections, and actively and passively sharing them with patrons.

- Continue to include diverse voices in displays throughout the year, not just during celebratory months

- Include diverse stories in programs
- Provide resources for staff to book talk and highlight inclusive titles in readers' advisory
- When staffing allows – perform a collection diversity audit

**Intellectual Freedom Standards in Customer Service:** One library systems shared their training offered to all levels of staff (from the custodian to the executive director) on Intellectual Freedom, how to provide respectful and effective customer service through an IF lens while clearly communicating the public library mission. Libraries have something FOR and REPRESENTATIVE OF everyone.

- Include this training model in my presentation at OWLS Hoot-Con in April
- Provide all staff and boards with clear understanding of our mission and how to communicate that to the public.
- Consider making IF, understanding and communication, a competency in annual review process.
- August training of staff will feature elements of this training, including talking points using this system's model and education to embed in staff practice and create consistent communication to the public

**Rooted in Community: Using Community Values in Public Library Outreach:** This was a PhD project presentation about a model for identifying community need and developing outreach practices. I didn't find it helpful at this stage in the project.

- Explore and use ALA Outreach Services Round Table as we start to create community outreach programs

**How to Manage Series Fiction:** One library's experience in revamping collection labels and cataloging to make patron discovery of series easier.

- We are on the right path reviewing the collection and documenting our current practice, which emphasizes ease of patron use.

## Adult Services Librarian Report April 2022

### Cataloging/Collection Development

In an effort to ensure new materials are available to our patrons the day they release, I cataloged our backlog of half a year's worth of materials to catch us up from our deficit. Now cataloging staff have a clean slate to work from and can focus their attention on new materials.

During my week of cataloging I noticed there were many repeated actions taken during the process of adding an item to our collection. Staff must click the mouse about 20-30 times for each item added to the system. The number of clicks is even greater for the collection development cleanup project Angela and I are working on. These clicks can be automated with the proper tools.

With this in mind, I dusted off my computer programming skills from college and built a custom program using the Python programming language. The program allows staff to scan one of our items and automatically retrieve all relevant metadata from Carl Connect, Infosoup, Ingram, and Goodreads. It then displays the information to staff in a single window, allowing them to change metadata with a single click of the mouse. This reduces what is easily 50 or more individual clicks, taking 2 minutes per item, to about 4 clicks, taking 10 seconds per item, when using the program. The program will allow staff to process 12 times more materials while also reducing errors and making the task less tedious to perform. This is significant, as we eventually be scanning every item in the library. Similar programs can be built to automate repeated processes for other library tasks as well.

Note that the work on these projects has pushed back the expected timeline for the training documentation previously anticipated to be ready by June.

### Meeting Rooms

I have cancelled our subscription to Skedda, the meeting room software we have used for six years. All external and internal conference room bookings will now be managed using the library's website calendar. Cancelling our subscription saves the library \$290/year and eliminates the need for staff to enter the same meeting multiple times in separate software. We will continue to use the free version of Skedda to book our study rooms and local history room because staff are familiar with using it and it is free.



2022					
1st Quarter					
KAUKAUNA PUBLIC LIBRARY FOUNDATION INVESTMENT FUND SUMMARY					
January - March					
Restricted Accounts	Beginning Balance	Deposits	Withdrawals	Ending Balance	
CF Special Projects and Programs Fund	\$ 21,378.68	\$ (1,078.34)	\$ (39.66)	\$	20,260.68
CF Kaukauna Local History Collection Fund	\$ 12,437.77	\$ (627.31)	\$ (23.19)	\$	11,787.27
Total Restricted Funds	\$ 33,816.45	\$ (1,705.65)	\$ (62.85)	\$	32,047.95

## Chapter 23

Dealing with Challenges to Materials and Policies

### The Challenge Policy

- The policy should be written so that it calls for at least the initial steps of the process to be handled by staff; and in many, if not most, instances the issue can be resolved at that level. However, there may be times when the library board becomes involved more directly.
- Regardless of the level of board involvement, it is important for you as a trustee to be committed to the principles of freedom of expression and inquiry that are fundamental to the role of public libraries. The entire community benefits collectively when democratic institutions uphold the right of access to information.

### The Challenge Policy

- Public libraries are for everyone and for every inquiry, and as such must include materials with varying points of view and a wide range of subjects. However, throughout history there have always been those who seek to limit what others may read, see, or listen to, and when this occurs in a public library setting it must be addressed thoughtfully and carefully by those ultimately responsible for all library operations, i.e., the library board.

### The Challenge Policy

- When you became a library trustee, you may already have had considerable knowledge about intellectual freedom and censorship. However, many trustees need to learn more about these issues so that if an objection is raised they will be prepared. There are many resources; one of the most complete is the Intellectual Freedom Manual published by the Office for Intellectual Freedom of the American Library Association.

### Trustee Role in Dealing with Challenges

- In many communities (especially smaller ones) you may receive the complaint personally through a phone call or a face-to-face conversation rather than as an item of business at the next board meeting. If this happens, you will be better able to respond appropriately if there is a policy and procedure already in place.
- An important first step is to communicate with the library director about the complaint, since you and your fellow trustees have, no doubt, delegated to the director the responsibility for selecting materials. This means that you should not express your own personal views to an individual citizen, but should instead refer the complaint to the director promptly.

### Trustee Role in Dealing with Challenges

- Inform the citizen that there is a policy for handling objections, and explain that you are not individually responsible for deciding what will be done. Make sure the objector understands there is a process, and that he/she has the right to use that process.
- In other instances, the complaint may be made directly to the library director, either orally or in writing. In both cases, the objection may become a formal challenge if it cannot be resolved through informal dialog. You and your fellow trustees should be informed by the director that a challenge has been received and kept informed of the steps in its resolution. Or the trustees may receive a challenge as a formal item of business, and the process will start from that point.

## Trustee Role in Dealing with Challenges

- If a formal challenge has been received, it may become known to the general public, sometimes generating debate in the media and among other public officials. This can create great stress for library trustees, for you may be contacted for your opinion by members of the public or by the media, or even by members of the municipal board which confirmed your appointment. Again, it is your responsibility not to engage in public debate as an individual. Your library's policy for dealing with challenges should specify that all deliberations involving trustees will be made at open board meetings; it should also specify that there is an official spokesperson (often the library director, sometimes the board president) through whom all information will be given out, especially to the media.

## Public Hearings

- Most challenges are resolved before they become issues of public debate. Depending on your challenge policy, occasionally the library board may decide to hold a public hearing at which testimony is taken. This process must be carefully and thoroughly crafted to allow both sides of the issue to be heard, and to prevent (as much as possible) undue sensationalism.
- If a hearing is held, it is important for trustees to listen as carefully as possible and not to participate in the debate. They should also defer any decision on the challenge until a later meeting.

## Public Hearing

- Regardless of how the challenge ultimately arrives before the trustees, it is probable that you will eventually make your views known through a vote that will decide the outcome. This is the time to make a public statement giving the reasons for your vote. Such a statement is not obligatory, but it gives trustees a forum to reiterate the principles of intellectual freedom, and why you do (or do not) support them in this instance. Once the board has decided the outcome, there is usually no further recourse for action by the challenger except a court case.

## Discussion Questions

1. Why is it important for a library to have a policy for dealing with challenges to library materials and policies?
2. Does your library have an adequate policy and procedure for handling challenges? Are there any ways your policy and procedure could be improved?

2022 Statistics					2021 Statistics			
Circulation	January	February	March	2022 Y-T-D	March 2021	2021 Y-T-D	Monthly Difference from 2021	% +/-
Total Circulation and Renewal	9,049	9,116	10,949	29,114	11,623	27,509	-674	-6%
Overdrive Usage	2,085	1,953	2,196	6,234	2,018	5,636	178	9%
Hoopla Usage		107	206	313				
Items Loaned	1,734	1,798	2,182	5,714	1,807	5,171	375	21%
Items Borrowed	3,219	3,211	3,415	9,845	3,711	10,745	-296	-8%
Teacher Packs	4	3	0	7	2	10	-2	-100%
Door Count	4,371	4,742	6,374	15,487	4,087	6,167	2,287	56%
Overdrive Magazine	50	58	61	169	225	624	-164	-73%
Services	January	February	March	2022 Y-T-D	March 2021	2021 Y-T-D	Monthly Difference from 2021	% +/-
Public Internet Usage/Hr.	194	173	225	592	195	350	30	15%
Wireless Usage by Session	956	849	1,173	2,978	982	2,516	191	19%
Youth Programs	11	18	23	52	24	52	-1	-4%
Youth Program Attendance	255	430	594	1,279	388	1,073	206	53%
Adult Programs	6	6	9	21	14	31	-5	-36%
Adult Program Attendance	39	46	122	207	155	347	-33	-21%
Meeting Room Usage	25	36	51	112	12	12	39	325%
Study Room	66	54	50	170	0	0	50	#DIV/0!
Volunteer Hours	85	83	114	282	94	133	20	21%
Local History Inquiries	16	10	17	43	16	37	1	6%
Technology Instruction 1:1	5	9	13	27	12	34	1	8%
Proctor	2	0	1	3	0	0	1	#DIV/0!
Notary	8	3	0	11	3	6	0	-100%
Webpage Statistics	January	February	March	2022 Y-T-D	March 2021	2021 Y-T-D	Monthly Difference from 2021	% +/-
Total Pageviews	3,410	3,349	4,273	11,032	5,183	16,129	-910	-18%
Facebook "Likes"	16	34	80	130	81	188	-1	-1%
Items Held by Library	January	February	March	Month to Month # +/-	March 2021	# +/-		
Total Titles Held by Library	59,020	59,312	60,858	292	57,370	3,488		
Total Items Held by Library	62,888	63,310	64,724	422	61,214	3,510		
Kaukauna Card Holding Patrons	11,064	11,604	10,431	540	11,456	-1,025		

Quarterly Report