



**A G E N D A**  
**CITY OF WAUPUN LIBRARY BOARD**  
Waupun Public Library – 123 S. Forest Street,  
Waupun WI  
Wednesday, June 18, 2025 at 4:30 PM

**VIRTUAL AND TELECONFERENCE ACCESS AVAILABLE**

**Join Virtually:** <https://us02web.zoom.us/j/89440013029>

**Join Teleconference:** 1 312 626 6799 **Meeting ID:** 894 4001 3029

**CALL TO ORDER**

**ROLL CALL**

**MINUTES FROM PREVIOUS MEETINGS**

- [1.](#) May minutes

**PERSONS WISHING TO ADDRESS THE LIBRARY BOARD**

*No Public Participation after this point.*

**MONTHLY STATISTICS**

- [2.](#) May statistics

**BUDGET SUMMARY**

- [3.](#) May Budget Report

**CONSIDERATION OF BILLS FOR PAYMENT**

- [4.](#) June bills

**COMMITTEE REPORTS**

**LIBRARIAN'S REPORT**

- [5.](#) Librarians report

**OLD BUSINESS**

- [6.](#) Display Policy for Staff

**NEW BUSINESS**

7. Appoint Budget Committee

**CLOSED/OPEN SESSION**

The Waupun Library Board will adjourn into closed session under Section 19.85 (1)(c) of the WI 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 Waupun Library Board will reconvene in open session under Section 19.85(2) of the WI Statutes.

**ACTION FROM CLOSED SESSION**

**FUTURE MEETINGS AND GATHERING INVOLVING THE LIBRARY BOARD**



8. Tentative next meeting: Wednesday, July 16, 2025 at 4:30 p.m.

**ADJOURNMENT**

*Upon reasonable notice, efforts will be made to accommodate disabled individuals through appropriate aids and services. For additional information, contact the City Clerk at 920-324-7915.*



## **Minutes of the Waupun Public Library Board Meeting Wednesday, May 21, 2025**

The Waupun Public Library Board was called to order by Bret Jaeger, Library Director at 4:30 p.m. on Wednesday, May 21, 2025. Present were DeJaeger, Gehl, Hintze, Homan, Martens, Mielke, Svec, and Garcia. Beer was absent.

New appointees to the Library Board are Casey Homan, Meaghan DeJager, and City Council representative Ryan Mielke.

### **Organizational motions**

Motion by Gehl, second by Svec, to nominate and elect Martens as President. Motion carried.  
Motion by Martens, second by Svec, to nominate and elect Gehl as Vice-President. Motion carried.  
Motion by Hintze, second by Martens, to nominate and elect Svec as Secretary/treasurer. Motion carried.  
Motion by Hintze, second by DeJager, to keep the Library Board meetings to the third Wednesday of each month at 4:30 pm.

### **Minutes from Previous Meetings**

Motion by Hintze, second Mielke, to accept the April minutes as presented. Motion carried.

### **Persons Wishing to Address the Library Board**

Persons addressing the Board were: Dusty Krikau, Rachel Rosenow, Ashlie Hoeft, Tracy Abler, Sandy Grams, Jess Kiehl, Julie Steinhauer, Dan Koepsell, Sadie Schultz, Evelyn Derksen, Kurt Miller, Emma Zimmerman, S. Peg Spindler, TR Lent, Colin Eckerstorfer, Forsell Gappa, Matt Pearce, Zac Gappa, Jan Harmsen, Lori Schultz, Chad Riter, Mary Filion-Zuelsdorf, Kristin Lueck, Dave DeJager, Randy Vande Zande, Kelly Braker, Chase Parr, Rev. Jacob Nault, Kara Nelson, Cathy Toll, Dylan Stein, and Jaedon Buchholz.

An additional 58 people were also in attendance but did not address the Library Board.

### **Monthly Statistics**

April statistics were reviewed.

### **Budget Summary**

Current budget was reviewed.

### **Consideration of Bills for Payment**

Motion by Hintze, second Mielke, to pay the May 2025 bills as presented. Motion carried 7-0 on roll call.

### **Committee Reports**

Evaluation Committee reported they have met, and have also scheduled a meeting with Jaeger. Like previous years, Jaeger's evaluation will be discussed next month in closed session.

### **Librarian's Report**

Librarian's report was reviewed.

### **Old Business**

Display Policy for Library Staff was discussed and needs more work. Jaeger recommended that Homan and DeJager meet with himself and Garcia as a small group to work out more details.

### **New Business**

None.



**Future meetings and gatherings involving the Library Board**

Next tentative meeting: Wednesday, June 18, 2025, at 4:30 p.m.

**Adjournment**

Motion by Mielke, second Homan, to adjourn at 7:16 p.m. Motion carried.

Marie Svec, Secretary  
MS/bkj



| Waupun Public Library Monthly Statistics |                |                |                 |                 |               |
|--|----------------|----------------|-----------------|-----------------|---------------|
| <b>CIRCULATION</b>                       | <b>May. 25</b> | <b>May. 24</b> | <b>YTD 2025</b> | <b>YTD 2024</b> | <b>YTD%</b>   |
| Juvenile Nonfiction                      | 409            | 448            | 2,617           | 2,848           | -8.1%         |
| Juvenile Fiction                         | 2,231          | 2,140          | 11,483          | 12,438          | -7.7%         |
| Juvenile Periodical                      | 3              | 14             | 44              | 53              | -17.0%        |
| Juvenile Book on CD                      | 28             | 10             | 105             | 95              | 10.5%         |
| Juvenile MP3 audio                       | 4              | 4              | 16              | 24              | -33.3%        |
| Juvenile DVD                             | 266            | 262            | 1,375           | 1,627           | -15.5%        |
| Juvenile Music CD                        | 0              | 7              | 8               | 49              | -83.7%        |
| Juvenile Video Game                      | 50             | 37             | 249             | 166             | 50.0%         |
| Misc. (kits, av tapes, etc)              | 1              | 1              | 7               | 4               | 75.0%         |
| <b>Total Juvenile</b>                    | <b>2,992</b>   | <b>2,923</b>   | <b>15,904</b>   | <b>17,304</b>   | <b>-8.1%</b>  |
|  |                |                |                 |                 |               |
| Adult Nonfiction                         | 439            | 546            | 2,599           | 3,048           | -14.7%        |
| Adult Fiction                            | 1,912          | 1,867          | 9,578           | 9,291           | 3.1%          |
| Adult Periodical                         | 64             | 52             | 281             | 352             | -20.2%        |
| Adult Book on CD                         | 119            | 122            | 480             | 774             | -38.0%        |
| Adult MP3 audio                          | 2              | 3              | 16              | 17              | -5.9%         |
| Adult DVD                                | 1,429          | 1,399          | 7,344           | 7,902           | -7.1%         |
| Adult Music CD                           | 107            | 194            | 500             | 756             | -33.9%        |
| Adult Video Game                         | 32             | 8              | 82              | 38              | 115.8%        |
| Pamphlets/Vertical File                  | 0              | 0              | 0               | 0               | #DIV/0!       |
| Equipment/die cuts                       | 0              | 2              | 3               | 4               | -25.0%        |
| Misc (kits, tapes, av games)             | 0              | 0              | 15              | 19              | -21.1%        |
| <b>Total Adult</b>                       | <b>4,104</b>   | <b>4,193</b>   | <b>20,898</b>   | <b>22,201</b>   | <b>-5.9%</b>  |
| <b>State Report Circulation</b>          | <b>7,096</b>   | <b>7,116</b>   | <b>36,802</b>   | <b>39,505</b>   | <b>-6.8%</b>  |
| Downloads (OverDrive)                    | 1,256          | 1,143          | 6,292           | 5,943           | 5.9%          |
| Downloads (Hoopla)                       | 383            | 231            | 1,848           | 1,218           | 51.7%         |
| ILL-Items Sent                           | 2,389          | 2,109          | 12,601          | 11,718          | 7.5%          |
| ILL Item Received                        | 43             | 60             | 236             | 287             | -17.8%        |
| <b>TOTAL CIRCULATION</b>                 | <b>11,167</b>  | <b>10,659</b>  | <b>57,779</b>   | <b>58,671</b>   | <b>-1.5%</b>  |
|  |                |                |                 |                 |               |
| <i>To Columbia Co. Rural</i>             | 51             | 51             | 404             | 222             | 82.0%         |
| <i>To Dodge Co. Rural</i>                | 472            | 490            | 2,742           | 3,500           | -21.7%        |
| <i>To FDL Co. Rural</i>                  | 1,440          | 1,397          | 7,194           | 7,897           | -8.9%         |
| <i>To Green Lake Co. Rural</i>           | 37             | 20             | 175             | 216             | -19.0%        |
| <b>Rural circ subtotals</b>              |                |                | <b>10,515</b>   | <b>11,835</b>   | <b>-11.2%</b> |
| <b>USE</b>                               |                |                |                 |                 |               |
| <b>Patron Gate (visits)</b>              | <b>3,943</b>   | <b>4,254</b>   | <b>21,251</b>   | <b>22,254</b>   | <b>-4.5%</b>  |
| In-person Programs                       | 271            | 957            | 1,634           | 2,822           | -42.1%        |
| Virtual Programs                         | 0              | 0              | 0               | 0               | #DIV/0!       |
| Take & Make Activities                   | 29             | 31             | 159             | 135             | 17.8%         |
| Meeting Room Use                         | 476            | 211            | 1,592           | 1,136           | 40.1%         |
| Computer Use                             | 289            | 295            | 1,478           | 1,472           | 0.4%          |
| Wireless Use                             | 412            | 207            | 1,924           | 1,642           | 17.2%         |
| Reference Questions                      | 455            | 330            | 2,476           | 1,612           | 53.6%         |
| Monthly website hits                     | 1,938          | 1,876          | 9,268           | 9,755           | -5.0%         |
| Curbside/Window service                  | 111            | 106            | 614             | 591             | 3.9%          |



|   |                                 |  |                      |                      |                   |                          |                       |                    |  |
|---|---------------------------------|--|----------------------|----------------------|-------------------|--------------------------|-----------------------|--------------------|--|
| <b>Waupun Public Library</b>  |                                 |  |                      |                      |                   |                          |                       |                    |  |
| Budget Report   |                                 |  |                      |                      |                   |                          |                       |                    |  |
|   |                                 |  | 12/31/2025           | 5/31/2025            | 5/31/2025         | 5/31/2024                |                       |                    |  |
| <b>Account Number</b>   | <b>Account Title</b>            |  | <b>Annual Budget</b> | <b>Current Month</b> | <b>YTD Actual</b> | <b>Prior Yr YTD Actl</b> | <b>Budget Balance</b> | <b>% of Budget</b> |  |
| <b>Library Fund Operating Activity</b>  |                                 |  |                      |                      |                   |                          |                       |                    |  |
| <b>Revenues</b> <i>(Partial property tax allocation is recorded in February. Full allocation is recorded after the August settlement)</i> |                                 |  |                      |                      |                   |                          |                       |                    |  |
| 210-41-4111-0-00  | GENERAL PROPERTY TAXES          |  | 575,277              | -                    | 475,330           | 448,707                  | 99,947                | 83%                |  |
| 210-43-4367-0-00  | COUNTY APPROPRIATION            |  | 223,304              | -                    | 231,464           | 224,606                  | (8,160)               | 104%               |  |
| 210-46-4671-0-00  | FEES-LIBRARY                    |  | 1,300                | -                    | 1,153             | 920                      | 147                   | 89%                |  |
| 210-48-4811-0-00  | INTEREST REVENUE                |  | -                    | 2,513                | 9,730             | 11,780                   | (9,730)               |                    |  |
| 210-48-4816-0-00  | DIVIDEND REVENUE                |  | -                    | 776                  | 1,637             | 807                      | (1,637)               |                    |  |
| 210-48-4861-0-00  | GRANTS AND DONATIONS            |  | 5,000                | -                    | -                 | -                        | 5,000                 | 0%                 |  |
| 210-49-4975-0-00  | UNREALIZED GAIN ON INVESTMENTS  |  | -                    | -                    | -                 | -                        | -                     | 0%                 |  |
| Total Revenues  |                                 |  | 804,881              | 3,290                | 719,313           | 686,821                  | 85,568                | 89%                |  |
|   |                                 |  |                      |                      |                   |                          |                       |                    |  |
| <b>Expenditures</b>   |                                 |  |                      |                      |                   |                          |                       |                    |  |
| 210-60-5511-1-10  | LIBRARY-SALARIES/WAGES          |  | 453,001              | 51,238               | 172,373           | 167,920                  | 280,628               | 38%                |  |
| 210-60-5511-1-11  | LIBRARY-OVERTIME                |  | -                    | -                    | -                 | -                        | -                     |                    |  |
| 210-60-5511-2-20  | LIBRARY-HEALTH INSURANCE        |  | 55,460               | 3,783                | 21,113            | 22,367                   | 34,347                | 38%                |  |
| 210-60-5511-2-21  | LIBRARY-LIFE INSURANCE          |  | 900                  | 83                   | 415               | 394                      | 485                   | 46%                |  |
| 210-60-5511-2-22  | LIBRARY-RETIREMENT              |  | 22,292               | 2,536                | 9,268             | 8,774                    | 13,024                | 42%                |  |
| 210-60-5511-2-23  | LIBRARY-SOCIAL SECURITY         |  | 34,288               | 3,792                | 13,429            | 12,836                   | 20,859                | 39%                |  |
| 210-60-5511-2-24  | LIBRARY-SICK LEAVE PO           |  | 3,300                | -                    | -                 | -                        | 3,300                 | 0%                 |  |
| 210-60-5511-2-29  | LIBRARY-INCOME CONTINUATION     |  | 2,000                | 167                  | 836               | 836                      | 1,164                 | 42%                |  |
| 210-60-5511-3-30  | LIBRARY-OFFICE SUPPLIES         |  | 19,000               | 723                  | 6,759             | 4,218                    | 12,241                | 36%                |  |
| 210-60-5511-3-31  | LIBRARY-TELECOMMUNICATIONS      |  | 4,300                | 231                  | 923               | 923                      | 3,377                 | 21%                |  |
| 210-60-5511-3-32  | LIBRARY-UTILITIES               |  | 29,000               | 1,917                | 11,389            | 9,257                    | 17,611                | 39%                |  |
| 210-60-5511-3-33  | LIBRARY-POSTAGE                 |  | 2,000                | 146                  | 1,082             | 1,189                    | 918                   | 54%                |  |
| 210-60-5511-3-34  | LIBRARY-MEMBERSHIP FEES         |  | 2,500                | -                    | 462               | 216                      | 2,038                 | 18%                |  |
| 210-60-5511-3-35  | LIBRARY-PUBLICATIONS/PROMOTION  |  | 7,000                | 1,549                | 2,070             | 2,011                    | 4,930                 | 30%                |  |
| 210-60-5511-3-36  | LIBRARY-REPAIRS/MAINTENANCE     |  | 6,000                | -                    | 799               | 1,644                    | 5,201                 | 13%                |  |
| 210-60-5511-3-37  | LIBRARY-TRAVEL/CONFERENCE       |  | 3,000                | 1,260                | 1,336             | 773                      | 1,664                 | 45%                |  |
| 210-60-5511-3-38  | LIBRARY-AUTOMATION/TECHNOLOGY   |  | 34,000               | 25                   | 330               | 21,882                   | 33,670                | 1%                 |  |
| 210-60-5511-3-39  | LIBRARY-BOOKS                   |  | 63,840               | 6,481                | 27,933            | 19,850                   | 35,907                | 44%                |  |
| 210-60-5511-3-40  | LIBRARY-AUDIOVISUAL             |  | 14,000               | 692                  | 3,795             | 4,607                    | 10,205                | 27%                |  |
| 210-60-5511-3-41  | LIBRARY-PERIODICALS             |  | 7,000                | 312                  | 6,147             | 6,152                    | 853                   | 88%                |  |
| 210-60-5511-3-42  | LIBRARY-DATABASES               |  | 16,000               | 2,865                | 7,365             | 7,971                    | 8,635                 | 46%                |  |
| 210-60-5511-3-43  | LIBRARY-FURNISHINGS REPLACEMENT |  | 8,000                | -                    | 213               | 496                      | 7,787                 | 3%                 |  |
| 210-60-5511-3-44  | LIBRARY-PROGRAMMING             |  | 15,500               | 1,645                | 4,625             | 4,965                    | 10,875                | 30%                |  |



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[illegible]



Waupun Public Library - June 2025 Bills

| <u>Processed</u>  | <u>Check #</u>      | <u>Account #</u> | <u>Account Title</u>  | <u>Description</u>            | <u>Vendor</u> | <u>Vendor/Name</u>         | <u>Amount</u> |
|-------------------|---------------------|------------------|-----------------------|-------------------------------|---------------|----------------------------|---------------|
|                   |                     | 210-60-5511-330  | Office Supplies       | Chair mat, receipt book, misc | 48            | Amazon Capital Services    | 59.09         |
|                   |                     | 210-60-5511-340  | Audiovisual           | Audiovisual                   | 48            | Amazon Capital Services    | 191.04        |
|                   |                     | 210-60-5511-339  | Books                 | Books                         | 48            | Amazon Capital Services    | 2,044.44      |
|                   |                     | 210-60-5511-335  | Promotions            |                               | 48            | Amazon Capital Services    | 28.95         |
|                   |                     | 210-60-5511-344  | Programming           | Programming supplies          | 48            | Amazon Capital Services    | 882.24        |
|                   |                     | 210-60-5511-332  | Utilities             | Natural gas                   | 1174          | Alliant Energy             | 94.38         |
|                   |                     | 210-60-5511-339  | Books                 | Books                         | 4000          | Baker & Taylor             | 1,899.85      |
|                   |                     | 210-60-5511-339  | Books                 | Books                         | 7090          | Cavendish Square           | 186.03        |
|                   |                     | 210-60-5511-342  | Databases             | AtoZdatabases                 | 300343        | DatabaseUSA.comLLC         | 1,400.00      |
|                   |                     | 210-60-5511-330  | Office Supplies       | Binders, labels               | 11070         | Demco                      | 628.10        |
|                   |                     | 210-60-5511-339  | Books                 | Books                         | 14102         | Gale                       | 589.43        |
|                   |                     | 210-60-5511-337  | Travel/conference     | Mileage reimbursement         | 14402         | Garcia, Pam                | 67.20         |
|                   |                     | 210-60-5511-338  | Automation/technology | Wireless overwatch            | 16440         | Inter-Quest                | 24.95         |
|                   |                     | 210-60-5511-337  | Travel/conference     | Mileage reimbursement         | 16648         | Jaeger, Bret               | 18.20         |
|                   |                     | 210-60-5511-330  | Office Supplies       | mounting tape                 | 12700         | Martens Ace Hardware       | 19.96         |
|                   |                     | 210-60-5511-344  | Programming           | Program                       | 18962         | Mercy Creative Studios LLC | 350.00        |
|                   |                     | 210-60-5511-340  | Audiovisual           | Audiovisual                   | 19050         | Micromarketing             | 309.40        |
|                   |                     | 210-60-5511-342  | Databases             | Hoopla                        | 19147         | Midwest Tape LLC           | 1,090.79      |
|                   |                     | 210-60-5511-344  | Programming           | Two different programs        | 19252         | Mischief & Magic           | 1,100.00      |
|                   |                     | 210-60-5511-345  | Miscellaneous         | Petty Cash                    | 21500         | Petty Cash                 | 50.87         |
|                   |                     | 210-60-5511-344  | Programming           | Programming supplies          | 21665         | Piggly Wiggly              | 129.41        |
|                   |                     | 210-60-5511-333  | Postage               | Stamps                        | 22099         | Postmaster                 | 146.00        |
|                   |                     | 210-60-5511-339  | Books                 | Collection agency fees        | 25484         | Unique Mgt Systems         | 34.95         |
|                   |                     |                  |                       |                               |               |                            |               |
|                   |                     |                  |                       |                               |               |                            |               |
|                   |                     |                  |                       |                               |               | Total:                     | \$ 11,345.28  |
|                   |                     |                  |                       |                               |               |                            |               |
|                   |                     |                  |                       |                               |               |                            |               |
| 6/5/2025          | Manual check # 1046 |                  |                       | Copier maintenance            |               | James Imaging Systems      | 780.12        |
|                   |                     |                  |                       |                               |               |                            |               |
| City manual check |                     | 210-60-5511-338  | Automation/Technology | Zoom subscription             |               | Wells Fargo autopay(Pam)   | 159.90        |
| City manual check |                     | 210-60-5511-334  | Membership fees       | Business Prime account        |               | Wells Fargo autopay(Pam)   | 33.86         |
| City manual check |                     | 210-60-5511-344  | Programming           | Trivia program prizes         |               | Wells Fargo autopay(Pam)   | 140.00        |
| City manual check |                     | 210-60-5511-331  | Telecommunications    | Spectrum invoice              |               | Wells Fargo autopay(Bret)  | 179.97        |
| City manual check |                     | 210-60-5511-332  | Utilities             | Electric/water/sewer          |               | Waupun Utilities           | 1,924.98      |
|                   |                     |                  |                       |                               |               |                            |               |
|                   |                     |                  |                       |                               |               |                            |               |

Authorized signature: \_\_\_\_\_



| <b>LIBRARY</b>         | <b>MONTHLY REPORT</b><br><b>June 2025</b>  |
|------------------------|--|
| <b>Subject</b>         | <b>Summary</b>   |
| Statistics             | Through the end of May, the library circulated/downloaded/loaned 57,779 items, and 21,251 people walked through our doors.   |
| Programs               | Programs for June include Summer Reading Program performers on June 11, 18, 23 and 25, book clubs, and Craft Night. The monthly Friends of the Library Book Sale was June 9. |
| Summer Reading Program | June 9 was the first day of signing up for the annual Summer Reading Program, and we had 115 kids sign up. Kids can sign up anytime during the program.                      |
|                        |  |
|                        |  |
|                        |  |
|                        |  |
|                        |  |



# Display Policy for Library Staff – June DRAFT

The Library will strive to include a wide spectrum of opinions and viewpoints in library-initiated displays and exhibits, **both physical and digital**, as well as offer displays and exhibits that appeal to a range of ages, interests, and information needs. Library-initiated displays and exhibits should not exclude topics, books, media, and other resources solely because they may be considered to be controversial.

## Criteria

Library staff use the following criteria in making decisions about display topics, materials, and accompanying resources:

- Community needs and interest
- Availability of display space
- Historical, cultural, or educational significance
- Connection to other community or national programs, exhibitions, or events
- Relation to library collections, resources, exhibits, and programs

In addition, the Library draws upon other community resources in developing displays and exhibits, and may partner with other community agencies, organizations, educational institutions, or individuals to develop and present co-sponsored displays and exhibits. **No items will be on the displays that include explicit images such as nudity, gore, and sexually explicit acts, among others.**

## Staff Procedure

A schedule of display areas will be printed yearly. Staff will write their name and topic for display in the schedule. Staff will then pull a cart of display materials for the Library Director to review and approve. Any items added to the display throughout the time of the display will also be pulled for Library Director approval. In the absence of the Library Director, the Assistant Director may approve the items for display.

## Location of Displays

Displays will be located in areas of the library that are accessible to all patrons, regardless of their age or beliefs. Specific displays will be located in areas that are intended for specific age groups, such as the children's section or the adult section, dependent upon the collections the materials being used are located. There may be instances where mixed-age content is placed in displays throughout the library. **Curated displays are only allowed in designated areas. As the library endeavors to present a broad spectrum of ideas and variety of viewpoints, placement of materials on displays does not necessarily imply the Library's endorsement of ideas, opinions, or viewpoints expressed therein.**



## **Intellectual Freedom and Censorship**

The choice of library materials by patrons is an individual matter. The library recognizes that some materials may be controversial or offensive to an individual, but maintains that individuals can apply their values only to themselves. The selection of library materials is predicated on the customer's right of access to information and freedom from censorship. Selections will not be made on the basis of anticipated approval or disapproval, but on the merits of the material itself.

Selection of materials for a display will not be inhibited by the possibility that materials may inadvertently come into the possession of or be seen by minors. No one can exercise censorship to restrict access to library materials by others. It is the parents' or guardians' responsibility to determine which library materials are appropriate for their children.

The Waupun Public Library supports intellectual freedom and endorses the American Library Association (ALA) Freedom to Read Statement, Freedom to View Statement, the Library Bill of Rights and all relevant interpretations. The library will not remove or censor books or materials based on their content, but rather will provide access to a broad range of materials that reflect the continuously growing diversity of the community.

### **Procedure for the Questioning of Library Displays by Patrons**

In the event a patron has questions or concerns regarding a library display the following procedures should be used:

1. The staff member receiving the concern should make every attempt to satisfy the patron's concern by clarifying the established display policies on an informal basis.
2. If the patron is satisfied, the staff member should notify the Director and Assistant Director with a brief statement as to the date, circumstances, and the result of the patron's concern.
3. If the patron is not satisfied, staff should offer a form to the patron so they can fill it out with their concerns and then forward it to the Director or Assistant Director. The patron should receive a reply from the Director or Assistant Director within 30 days of receiving the form.
4. If the patron is not satisfied with the answer from the Director or Assistant Director, they should be invited to attend a Library Board meeting to share their concern.