

## **Neenah Public Library Board of Trustee Meeting Minutes – December 15, 2021**

### **Call to Order**

With Board president Fieldhack in the chair, the Neenah Public Library Board of Trustees meeting was called to order at 4:00 p.m. in Shattuck Community Room. Members present: Randy Fieldhack, Michael Koller, Tami Erickson, Lisa Hemes, Carol Codner, Beth Irish, Pat Rickman, Jenn McMahon, George Scherck, Lukas Schmerse, and Aneka Blenker. Member excused: Nikki Winiecki.

Present also, Gretchen Raab, director, Nicole Hardina-Wilhelm, assistant director, and Katrina Wulff, youth services manager.

### **Minutes**

On motion of Codner, seconded by Hemes, the Board approved the minutes of the Library Board meeting of November 17, 2021.

### **Statistical report**

Physical material circulation is up 22% and electronic circulation is up 1% over 2020.

### **Bills for consideration**

On motion of Hemes, seconded by Codner, the Board approved payment of the December bills.

### **Director's Report**

The Friends of the Neenah Public Library received a bequest from the estate of Paul Gross. The staff Sunshine Committee adopted a family through the Brigade and organized the purchase of gifts for four children.

### **Department reports**

Youth Services Report, Katrina Wulff:

530 books were donated for Give a Kid a Book, 300 of those coming from students at Clayton Elementary School. Give-a-Kid-a-Book books are donated to the Brigade's Christmas Giving. Youth staff held several well attended Pop-Up Storytimes in Shattuck Park. The Collaborative Collage is up in the Youth Department. Wulff zoomed in to Hoover Elementary's K-5<sup>th</sup> grades for a storytime.

Technical and Adult Services Report, Nicole Hardina-Wilhelm:

Interviews for the Assistant Librarian-Acquisitions position will be held, Wednesday, December 22. Registration for the next Speed Puzzling Tournament opens January 1. The event will be held February 25, after the library closes.

### **Nominating Committee**

President Fieldhack nominated Hemes to be the nominating committee. Hemes will present a slate of officers at the January 19, 2023 board meeting.

### **Current protocols during COVID**

COVID cases in the area continue to be “very high,” staff and patrons are required to wear masks, regardless of vaccination status.

### **Closed Session**

On motion of Irish, seconded by Hemes, the board approved going into closed session as provided for in 19.85 (1) (a) Wisconsin Statutes to consider the banning of a library patron for an extended period of time.

At 4:25 p.m., Wulff, Schmerse, and Blenker left the meeting.

On motion of Scherck, seconded by Codner, the board reconvened into open session.

At 4:40 p.m., Wulff, Schmerse, and Blenker rejoined the meeting.

On motion of Irish, seconded by Codner, the Board approved banning the indicated patron for two months.

### **Patron Services Policy**

On motion of Rickman, seconded by Irish, the Board approved the Patron Services Policy as presented.

#### **Patron Services Policy**

The Library provides a variety of quality services to the community through knowledgeable, personalized assistance to patrons and guests. Patron services include but are not limited to the following: Ready reference, Research assistance, Reader’s advisory, Internet assistance, Teacher/educator services, Meeting room bookings and setup/takedown, Bibliographic instruction, Library tours, Genealogical instruction/assistance, Interlibrary loan, Proctoring, Notarizing, Faxing, Homebound delivery, Curbside delivery, Public presentations, Outreach to the community, Instruction in the use of Library equipment, Assistance in the use of personal electronic devices, and serving as a distribution point for Tax products (forms and publications). Auxiliary services hosted by the Library include but are not limited to Tax Preparation Assistance and Legal Assistance Clinics.

All patron requests for services are treated confidentially, courteously, and without regard to age, sex, sexual preference, gender, gender identity, religion, race, national origin, ethnicity, political affiliation, refugee or immigration status, intellectual or physical ability, level of literacy, and educational, social, or economic status.

#### **Limitations**

The Library may establish service limitations to ensure the effective use of limited resources and to provide patrons with fair and equitable access to services. *Not all services are available at all times.*

While every effort is made to provide authoritative information, the Library is not responsible for the accuracy of information as found in its resources or presented by staff.

Library staff do not provide services in other areas of professional practice beyond the scope of the library's service responsibilities. Staff do not:

- Provide interpretation, advice, or personal recommendations in any area other than the use of library resources or services. This includes, but is not limited to legal, political, medical, financial, or tax advice.
- Conduct personal business for patrons.
- Provide editorial, typing, or translation services.
- Provide appraisals of books, artwork, antiques, or collectibles.
- Conduct genealogical, patent, trademark, or other in-depth research.

New services may be offered when staff determine a need, the service supports the Library's mission, and the Library has the resources available to provide the service. Library staff may discontinue or modify a service when it no longer fulfills a community need, demand wanes, and/or resources no longer support the service.

To deliver relevant services that are responsive to the evolving needs of the community, the Library will:

- Solicit and act on patron feedback.
- Seek insights and experience from other libraries and other organizations as new services are designed and delivered.
- Establish formal and informal relationships with other organizations to innovate and develop services.
- Continually evaluate services to ensure services remain relevant to the community, are cost effective, and meet desired outcomes.

### **Materials Selection Policy**

The Board reviewed and discussed the current Materials Selection Policy and the draft of a revised policy. The Board will bring suggestions on the proposed changes to the January meeting.

### **Next regularly scheduled meeting**

Wednesday, January 19 at 4:00 p.m. in the Shattuck Community Room.

### **Adjournment**

On motion of Erickson, seconded by Hemes, the Library Board adjourned at 5:11 p.m.

Respectfully submitted,

Nicole Hardina-Wilhelm