

Oshkosh Public Library Board of Trustees

Agenda – April 27, 2017

Library Lower Level Meeting Room, 106 Washington Avenue

**AGENDA**

**ACTION  
REQUIRED**

**PAGE**

**Call to Order:** 4:00 p.m.

**Public Comments**

**Consent Agenda:**

YES

89 - 116

1. Minutes of the Regular Meeting of March 30, 2017
2. Regular Vouchers Payable \$270,427.93
3. Special Fund Vouchers Payable \$6,412.12
4. 2018 – 2022 Capital Improvement Plan – With board approval, one project will be submitted to the city for inclusion in its capital project planning. Please see proposed plan, included in this month’s packet, for details.
5. 2018 Reimbursement for cross-county rural use -- Director’s recommendation for billing adjacent counties included.
6. 2018 Hicks Fund Allocation to the Oshkosh Area School District – Since we do not yet have year-end balances for the city-managed trust funds, including the Hicks Fund, I propose that the board allocate the same amount as in 2017, i.e., \$905.62.
7. Position Descriptions – The following position descriptions are submitted for board consideration: Children’s Services Assistant, Reference Services Assistant, Reference Librarian, and Reference Page. If approved, all library position descriptions will have been updated within the past three years.

**Items Removed from Consent Agenda**

**Old Business**

8. Library Director 2017 Compensation

**New Business**

9. Staff Guest: Becky Srubas, Circulation Supervisor NO
10. Carryover funds – Designation of Use – Consider the Director’s recommended allocation of surplus funds carried into 2017 from past years. YES 117 - 118

**Informational Items**

- 11. Revenues
- 12. Expenditures
- 13. Library Highlights - TBD
- 14. Monthly Statistics
- 15. Donations
- 16. Personnel Changes

NO 119 - 127

**Library Director's Report**

- 17. Board term expirations – Current library board terms for Bob Biebel, Lurton Blassingame, Kim Molitor, and Bill Wingren end May 31, 2017. Please let the Library Director know whether or not you wish your name to be submitted for re-appointment.
- 18. Strategic Plan Project Update

NO

NO 128 - 132

**Trustee Reports and Comments**

NO

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**Adjournment**

**Next Meeting Scheduled:** May 25, 2017 at 4:00 p.m.

MINUTES OF THE LIBRARY BOARD  
**Oshkosh Public Library**  
March 30, 2017

The Regular Meeting of the Library Board of the Oshkosh Public Library was held on March 30, 2017 and was called to order at 4:04 p.m. by Board President Kim Molitor. The meeting was held in the lower level meeting room at the Oshkosh Public Library. Present were: Bob Biebel, Lurton Blassingame, Kristy Bradish, Christine Melms-Simon, Kim Molitor, Denise Parrish, Dave Romond and Amy Sitter. Absent were: Kathy Bermingham, Stan Mack and Bill Wingren. Others present were: Jeff Gilderson-Duwe, Library Director; Vicki Vandenberg, Library Assistant Director; Mark Arend, Winnefox Library System Assistant Director; Lisa Voss, Head of Library Development; Justin Cole, Graphic Designer/Artist; Sandy Tervonen, Liaison to the board for the Friends of Oshkosh Public Library; and Julie Schmude, Administrative Coordinator.

**Public Comments:** Mark Arend presented information to the board about the State and Federal budget.

Bob Biebel arrived at this time.

**Consent Agenda Items:**

**Regular Meeting Minutes** - of the February 23, 2017 regular meeting of the library board.

**Financial Reports** - January Regular Vouchers previously paid \$173,329.14  
- February Regular Vouchers Payable \$236,785.48  
- February Special Funds Vouchers Payable \$26,017.83

Motion to approve the Consent Agenda after making changes to the February Minutes to correct the date at the top from the February 25 to February 23. **Motion:** Sitter; **Second:** Melms-Simon; **Vote:** Unanimous.

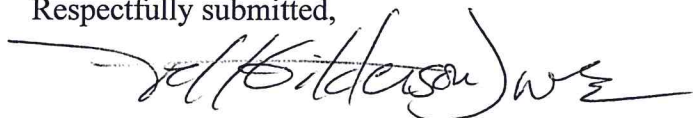
Lisa Voss gave a presentation to the Board regarding National Library Week.

Nominating Committee gave its report that Christine Melms-Simon was nominated as Board President and Bob Biebel as Vice-President. Election will be at the July 2017 meeting.

Motion to adjourn into Executive Session at 4:46 p.m. pursuant to Section 19.825(1)(c) of the Wisconsin State Statutes in order to conduct an evaluation of the Library Director. **Motion:** Bermingham; **Second:** Bradish; **Vote:** Unanimous.

Motion to adjourn the regular meeting at 5:45 p.m. **Motion:** Biebel; **Second:** Sitter; **Vote:** Unanimous.

Respectfully submitted,



Jeff Gilderson-Duwe, Secretary

Julie Schmude – Recorder

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**Oshkosh Public Library  
Vouchers Payable  
March 2017**

	<u>Invoices</u>	<u>Totals</u>
<b><u>239-1060-6102 - Regular Pay</u></b>		
Salaries & Wages	<u>168,655.08</u>	168,655.08
<b><u>239-1060-6300 - Fringe Benefits</u></b>		
FICA / Social Security	12,360.88	
Wisconsin Retirement	9,192.12	
Group Health Insurance	28,269.54	
Group Dental Insurance	1,200.02	
Group Life Insurance	<u>505.15</u>	51,527.71
<b><u>239-1060-6401 - Contractual Services</u></b>		
T and L Janitorial Services	3,030.59	
Winnefox Automated Library Services	338.09	
Winnefox Library System	<u>15,382.58</u>	18,751.26
<b><u>239-1060-6401 - Postage &amp; Shipping</u></b>		
UPS (pc)	12.19	
Winnefox Library System	<u>607.11</u>	619.30
<b><u>239-1060-6410 - Advertising/Marketing</u></b>		
InterGen	525.00	
Time Community Theater	250.00	
Winnefox Library System	<u>435.00</u>	\$1,210.00
<b><u>239-1060-6426 - Maintenance Machinery, Equipment &amp; Structures</u></b>		
Energy Control & Design, Inc	285.00	
Gartman Mechanical Services	660.72	
KML Specialty Chemicals	<u>75.00</u>	1,020.72
<b><u>239-1060-6432 - Equipment Rental</u></b>		
Great America Financial Services	<u>87.66</u>	87.66
<b><u>239-1060-6448 - Special Services</u></b>		
Advanced Disposal	<u>361.00</u>	\$361.00
<b><u>239-1060-6458 - Conference &amp; Training</u></b>		
Adeline Miller	160.82	
Winnefox Library System	<u>455.00</u>	615.82
<b><u>239-1060-6460 - Membership Dues</u></b>		
Winnefox Library System	<u>443.00</u>	443.00
<b><u>239-1060-6460 - Misc Contractual Service</u></b>		
Oshkosh Vending LLC	<u>125.00</u>	125.00
<b><u>239-1060-6471 - Electricity</u></b>		
Wisconsin Public Service	<u>5,421.07</u>	5,421.07



**Oshkosh Public Library  
Vouchers Payable  
March 2017**

	<u>Invoices</u>	<u>Totals</u>
<b><u>239-1060-6474 - Gas Service</u></b>		
Constellation Energy Services - Natural Gas LLC	1,582.83	1,582.83
<b><u>239-1060-6475 - Telephones</u></b>		
City Revolving Charge	135.49	
Winnefox Library System	<u>14.54</u>	\$150.03
<b><u>239-1060-6483 - Comprehensive Liability</u></b>		
City Revolving Charge	<u>110.00</u>	\$110.00
<b><u>239-1060-6505 - Office Supplies</u></b>		
Demco	158.10	
Good L Corp	239.98	
Hobby Lobby (pc)	22.32	
Staples (pc)	24.99	
Televend Services, Inc.	143.85	
Winnefox Library System	<u>395.85</u>	985.09
<b><u>239-1060-6506 - Software</u></b>		
Winnefox Library System	<u>24.10</u>	24.10
<b><u>239-1060-6509 - Computer Supplies</u></b>		
Winnefox Library System	<u>77.92</u>	77.92
<b><u>239-1060-6517 - Supplies/Repair Parts</u></b>		
Kitz & Pfeil	407.94	
Neher Electric Supply	276.59	
Uline	<u>204.75</u>	889.28
<b><u>239-1060-6575 - Library Materials</u></b>		
Amazon (pc)	1243.10	
Association of Social Work Boards (pc)	23.00	
Baker & Taylor	10845.25	
Blackstone Audio	60.65	
Brilliance Audio	277.41	
Cengage	939.98	
Center Point Large Print	498.98	
Gannett (pc)	234.80	
Ingram	296.41	
Midwest Tape	31.99	
Paypal/People's Pharmacy (pc)	24.36	
Paypal/Wisconsin Genealogical Society (pc)	42.95	
Penguin Random House	206.25	
Quality Books	90.44	
Recorded Books	1672.64	
Scholastic	22.84	
Star-Tribune (pc)	450.32	
Thomson-Reuters	<u>292.84</u>	17,254.21

**Oshkosh Public Library  
Vouchers Payable  
March 2017**

	<u>Invoices</u>	<u>Totals</u>
<b><u>239-1060-6576 - Promotional Materials</u></b>		
DPI-Digital Printing Innovations	69.00	
Dollar Tree Store (pc)	33.00	
Partycity (pc)	19.73	
Pick N Save (pc)	<u>95.97</u>	217.70
<b><u>239-1060-6589 - Other Materials &amp; Supplies</u></b>		
Domino's Pizza (pc)	37.31	
Hobby Lobby (pc)	13.87	
Winnefox Library System	<u>247.97</u>	299.15
		<u>270,427.93</u>

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OSHKOSH PUBLIC LIBRARY  
TRUST FUND EXPENDITURES  
March 31, 2017

	<u>Invoices</u>	<u>Totals</u>
<b><u>239-1060-1327 - OPL Collection Improvement Fund - Herman Hoxtel</u></b>		
Baker & Taylor	28.04	28.04
<b><u>239-1060-1327 - OPL Collection Improvement Fund - Mabel Rasmussen</u></b>		
Daughters of the American Revolution (pc)	49.00	
Genealogical Publishing Company (pc)	24.45	
National Genealogical Society (pc)	19.03	92.48
<b><u>239-1060-1327 - OPL Collection Improvement Fund - Helen Schuster</u></b>		
Baker & Taylor	12.59	
Center Point Large Print	347.52	360.11
<b><u>239-1060-1327 - OPL Collection Improvement Fund - Steven Zellmer</u></b>		
Paypal/AHSGR (pc)	156.30	156.30
<b><u>239-1060-1327 - OPL Development Support Fund</u></b>		
Winnebago County Literacy Council Inc.	240.00	240.00
<b><u>239-1060-1327 - OPL Facility Improvement Fund</u></b>		
AppletonSign Company	3,469.50	3,469.50
<b><u>239-1060-1327 - OPL Programming Support Fund</u></b>		
Amazon (pc)	30.32	
Winnefox Library System	57.68	88.00
<b><u>239-1060-1327 - OPL Technology Fund</u></b>		
Winnefox Library System	1,148.99	1,148.99
<b><u>239-1060-1327 - OPL Memorial Fund</u></b>		
Baker & Taylor	21.99	
Brilliance Publishing	29.99	
Interstate Books4School	194.20	
School Life	582.52	828.70
		<u><u>6,412.12</u></u>

**OSHKOSH PUBLIC LIBRARY  
CAPITAL IMPROVEMENT PLAN 2018 - 2022**

**2018 AIR CONDITIONING SYSTEM FOR COMPUTER SERVER ROOM**

Purchase and install an air cooled air conditioning system with humidity control for the computer server room. Current system is a Data Aire system installed in 1993. Estimated life of current unit is 20 years.

**Project cost estimate: \$20,000**





106 Washington Avenue, Oshkosh, Wisconsin 54901-4985

## MEMORANDUM

**DATE:** April 17, 2017  
**TO:** Oshkosh Public Library Board of Trustees  
**FROM:** Jeff Gilderson-Duwe  
**RE:** Reimbursement for rural use by residents of adjacent counties

Wisconsin Statutes section 43.12(1) requires counties to reimburse public libraries in adjacent counties for use by those of their residents whose municipalities do not support a public library. Libraries may bill adjacent counties for up to 70% of the cost of providing service. Whether or not to bill an adjacent county is the decision of each library board.

In 2018, I recommend that Oshkosh Public Library bill four adjacent counties as detailed below:

County	2016 Rural Circulation	2016 Cost per circ Circulation	2016 Cost of Circulation	2017 Reimbursable Costs (70%)	2018 Reimbursable Costs (70%)
Calumet	499	\$4.59	\$2,290	\$1,949	\$1,603
Fond du Lac	7,359	\$4.59	\$33,778	\$23,990	\$23,645
Green Lake	344	\$4.59	\$1,579	\$1,747	\$1,105
Waushara	1,715	\$4.59	\$7,872	\$8,103	\$5,510
	9,917		<b>Total:</b>	\$35,789	\$31,863

These reimbursements have been in place since 2008 (based on 2006 circulation). The table on the next page provides the historical summary data on cross-county rural use of Oshkosh Public Library and the reimbursement payments that have been requested each year.

*"A Library in Every Life"*

**Cross-county Use & Reimbursements, 2008 - 2017**

<b>Budget Yr.</b>	<b>Reimbursement Amt.</b>	<b>Circulation Yr</b>	<b>Circulation Amt.</b>
2008	29,908	2006	12,974
2009	36,898	2007	15,851
2010	33,224	2008	14,972
2011	37,563	2009	16,769
2012	36,343	2010	15,685
2013	35,474	2011	15,219
2014	29,900	2012	12,944
2015	25,416	2013	10,555
2016	28,642	2014	11,241
2017	35,789	2015	12,379
2018	31,863	2016	9,917

## Oshkosh Public Library Position Description

**Position:** Children's and Family Outreach Services Assistant II  
**Classification:** Library Assistant II  
**Department:** Children's and Family Outreach Services  
**Date:** February 2015

### GENERAL PURPOSE

Under the supervision of a Librarian, provide a wide variety of basic public, technical, clerical, and paraprofessional duties. Among these duties are: Information and reference service, reader's advisory, planning and presenting programs, conducting tours, assisting with outreach, administrative support, participating in staff meetings, and other duties as assigned.

**Supervisor** Head of Children and Family Outreach Services

**Salary Matrix Level** C

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Duty / Responsibility	Performance Standards
<b>Service Desk Coverage (4-10 hrs/wk)</b>	
<ul style="list-style-type: none"> <li>Monitor activity in the lower level. Enforce existing rules and policies in a consistent manner.</li> </ul>	<ul style="list-style-type: none"> <li>A welcoming, safe atmosphere is maintained. Patrons feel that they are treated fairly and consistently.</li> </ul>
<ul style="list-style-type: none"> <li>Answer a range of customer questions from general directional inquiries to more complex reference questions.</li> </ul>	<ul style="list-style-type: none"> <li>Customer inquiries are effectively addressed, such that the customer gains useful direction from the staff member.</li> </ul>
<ul style="list-style-type: none"> <li>Assist and instruct customers on use of the public computers.</li> </ul>	<ul style="list-style-type: none"> <li>Customers receive adequate instruction to move forward with their informational needs via the computer.</li> </ul>
Duty / Responsibility	Performance Standards
<b>Back up Advisory for LA1s on Service Desk</b>	
<ul style="list-style-type: none"> <li>Provide assistance to LA1s and patrons when additional knowledge or skills are needed to satisfy requests, or to handle emergencies and patron behavior issues.</li> </ul>	<ul style="list-style-type: none"> <li>Informational and situational needs of LA1s and patrons are met.</li> </ul>



Duty / Responsibility	Performance Standards
<b>Plan and Execute Library Programs and Displays</b>	
<ul style="list-style-type: none"> <li>Develop and present literacy-based programs such as storytimes, clubs, or other special events as assigned.</li> </ul>	<ul style="list-style-type: none"> <li>Oshkosh families will be engaged in high quality literacy and learning experiences. They will be inspired to make literacy and learning a ubiquitous part of their children's growth.</li> </ul>
<ul style="list-style-type: none"> <li>Work as a team member to assist with larger departmental programs such as Summer Reading.</li> </ul>	<ul style="list-style-type: none"> <li>A higher-quality program is offered to Oshkosh families by utilizing the skills and talent of several staff members in the planning and execution of the program.</li> </ul>
<ul style="list-style-type: none"> <li>Create literacy and educational displays as assigned.</li> </ul>	<ul style="list-style-type: none"> <li>Oshkosh families will be engaged in high quality literacy and learning experiences. They will be inspired to make literacy and learning a ubiquitous part of their children's growth.</li> </ul>
Duty / Responsibility	Performance Standards
<b>Instruction on the Use of the Library</b>	
<ul style="list-style-type: none"> <li>Conduct general library tours for a range of groups or individuals such as: Classes, scouts, homeschool groups, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Guests will gain an understanding of the location of age-appropriate areas, and the location of different media formats and collections offered by the library.</li> </ul>
<ul style="list-style-type: none"> <li>Provide specialized instruction as requested by groups or individuals. For example: Using the online card catalog, finding materials using the Dewey decimal system, learning about local history resources and the history of the Oshkosh Public Library.</li> </ul>	<ul style="list-style-type: none"> <li>Guests will acquire knowledge of specific areas or topics.</li> </ul>
Duty / Responsibility	Performance Standards
<b>Assist with Outreach</b>	
<ul style="list-style-type: none"> <li>Visit schools and other agencies as requested to assist with promotion of library services.</li> </ul>	<ul style="list-style-type: none"> <li>Oshkosh area residents gain awareness of the library's current services for children and families.</li> </ul>
Duty / Responsibility	Performance Standards
<b>Administrative Support</b>	
Assist Librarians with tasks such as: Weeding, rotating periodicals, collecting statistics, ordering office supplies and certain promotional materials.	<ul style="list-style-type: none"> <li>Tasks are completed per librarian's directions.</li> </ul>
<b>Professional Development</b>	



<p>Participate in continuing education activities such as workshops, webinars, classes, and readings that contribute to personal and professional growth.</p>	<ul style="list-style-type: none"> <li>• Patron service and/or staff relations will have added value when staff member learns and applies relevant knowledge and skills to their position and/or to the library in general.</li> </ul>
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**KNOWLEDGE, SKILLS AND ABILITIES**

Effective customer service skills

Ability to set priorities during fluctuating workflow.

Knowledge of children’s literature and the organization of library materials.

Computer skills including experience with word processing software, email, Internet navigation, and the online library catalog including the digital collections and resources, as well as other digital resources.

Some knowledge of devices for reading ebooks and listening to downloadable audiobooks.

Ability to adapt to change, willingness to learn new ways of doing things, including new technologies.

**REQUIRED EDUCATION AND/OR EXPERIENCE**

Previous experience in a library or educational setting.

Some college education is favorable.

**TOOLS AND EQUIPMENT USED**

Typical office equipment, computers and software including computer workstation, calculator, fax machine, photocopier, telephone, and printers.

**PHYSICAL DEMANDS**

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

While performing the duties of this position, the employee may be required to stand for extended periods of time; talk and hear; use hands to dial, handle, or feel objects or controls; and reach with hands and arms. The employee may be required to kneel, walk, stand, bend, twist, push and pull. Position requires employee to be able to push carts and lift boxes weighing up to 50 pounds.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position.

The noise level in the work environment is moderate. Most work is indoors.

**SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interview; background check; and job-related tests may be required.

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

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

February 2015

# Oshkosh Public Library

## Position Description

**Position:** Reference and Adult Services Library Assistant

**Classification:** Library Assistant II

**Department:** Reference and Adult Services

**Date:** April 2017

**GENERAL PURPOSE**

Under the supervision of a Librarian, responsible for a wide variety of basic public, technical, clerical, and paraprofessional duties. Among these duties are: reference service, reader’s advisory, technology assistance and other duties as assigned.

**Supervisor:** Head of the Reference and Adult Services Department

**Salary Matrix Level** C

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Duty / Responsibility	Performance Standards
<b>Assist Patrons</b>	
<ul style="list-style-type: none"> <li>Interview customer to access their needs and connect them with library services in a friendly, professional manner, whether by phone call or in person.</li> </ul>	<ul style="list-style-type: none"> <li>Customer inquiries are effectively addressed.</li> <li>Customers leave library satisfied.</li> </ul>
<ul style="list-style-type: none"> <li>Direct customers to the location of materials and services available in the library.</li> </ul>	<ul style="list-style-type: none"> <li>Customers will successfully arrive in the desired area of the library (e.g. checkout desk, public internet computers).</li> </ul>
<ul style="list-style-type: none"> <li>Demonstrate to customers how to search the online catalog and place reservations on materials along with the library’s other online and electronic resources.</li> </ul>	<ul style="list-style-type: none"> <li>Customers will be able to successfully navigate library’s online resources by themselves.</li> </ul>
<ul style="list-style-type: none"> <li>Advise customers on the options of interlibrary loan or request for purchase for materials not owned by the library or library system.</li> </ul>	<ul style="list-style-type: none"> <li>Staff will complete and submit an interlibrary loan request or request for purchase form for customer.</li> </ul>
<ul style="list-style-type: none"> <li>Instruct customers on how to download electronic material to their personal devices</li> </ul>	<ul style="list-style-type: none"> <li>Customer will be able to successfully download materials.</li> </ul>



<ul style="list-style-type: none"> <li>• Provide customers with basic technology instruction including opening email and social networking accounts, create word documents, send attachments, complete online forms, print documents, and download/save documents to portable storage media.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer accomplished the desired task.</li> </ul>
<ul style="list-style-type: none"> <li>• Provide reader's advisory service (e.g. book suggestions, next book in series).</li> </ul>	<ul style="list-style-type: none"> <li>• Customers welcome employee suggestions.</li> <li>• Customers check out or place a hold on desired book.</li> </ul>
<ul style="list-style-type: none"> <li>• Check out various materials to customer that will be used in the library (e.g. Chromebooks, headphones, memory card reader).</li> </ul>	<ul style="list-style-type: none"> <li>• Equipment is accounted for by holding customer's library card or other type of identification.</li> </ul>
<b>Specialized Duties</b>	
<ul style="list-style-type: none"> <li>• Add data to local history databases, update reader's advisory content on website and assist pages with interlibrary loan processing.</li> </ul>	<ul style="list-style-type: none"> <li>• Data entry and website content is accurate.</li> <li>• Customers will receive their interlibrary loan requests in a timely matter.</li> </ul>
<ul style="list-style-type: none"> <li>• Assist librarians with tasks such as: weeding, collecting statistics, updating display monitor, scanning materials and ordering office supplies.</li> </ul>	<ul style="list-style-type: none"> <li>• Tasks are completed per librarians' directions.</li> </ul>
<b>Maintain second floor</b>	
<ul style="list-style-type: none"> <li>• Retrieve returned display materials from first floor workroom and search the workroom for items that are available but not on the shelves yet.</li> </ul>	<ul style="list-style-type: none"> <li>• Customers will not have to regularly ask for help finding display materials.</li> <li>• Display materials will be displayed attractively.</li> <li>• Customers will leave with item they desired.</li> </ul>
<ul style="list-style-type: none"> <li>• Provide an appealing atmosphere by straightening shelves, creating displays, decorating, and keeping the library clean.</li> </ul>	<ul style="list-style-type: none"> <li>• Second floor will be neat, clean, and inviting.</li> </ul>
<ul style="list-style-type: none"> <li>• Follow opening and closing procedures regarding lights, computers, elevator, photocopier, bathrooms and Waters Building.</li> </ul>	<ul style="list-style-type: none"> <li>• Library will be ready to open on time with all equipment running properly.</li> <li>• Library will be secure during closed hours and the appropriate equipment will be shut down.</li> </ul>



<b>Provide a safe environment</b>	
<ul style="list-style-type: none"> <li>Assist with building security by disabling and enabling alarms, ensuring that the building is emptied at closing, and investigating security and building alarms.</li> </ul>	<ul style="list-style-type: none"> <li>There will be a lack of calls from ADT, etc., that alarms were not properly set or security breached</li> </ul>
<ul style="list-style-type: none"> <li>Assist with keeping bathroom stocked with toilet paper, and other hygiene products available to public.</li> </ul>	<ul style="list-style-type: none"> <li>Bathrooms will have supply of toilet paper. Tissues and hand sanitizer will be available at service desk.</li> </ul>
<ul style="list-style-type: none"> <li>Assist with public health and safety by assisting with medical emergencies, accidents or injuries, assisting lost children, and following proper procedures for handling blood borne pathogens.</li> </ul>	<ul style="list-style-type: none"> <li>Staff and customers are healthy and not in need of health-related assistance.</li> </ul>
<ul style="list-style-type: none"> <li>Enforce library policies, procedures and rules. Complete necessary reports in the case of accident, injury, theft of library property, disturbances, or inappropriate use of internet or library equipment. Contact police when necessary.</li> </ul>	<ul style="list-style-type: none"> <li>Incident report was completed when appropriate.</li> <li>Action performed was appropriate to incident.</li> </ul>
<b>Maintain positive relationships</b>	
<ul style="list-style-type: none"> <li>Be respectful and courteous to coworkers.</li> </ul>	<ul style="list-style-type: none"> <li>Coworkers enjoy working with each other.</li> <li>There will be a lack of complaints.</li> </ul>
<b>Professional Development</b>	
<ul style="list-style-type: none"> <li>Participate in continuing education activities such as workshops, webinars, classes, and readings that contribute to personal and professional growth.</li> </ul>	<ul style="list-style-type: none"> <li>Patron service and/or staff relations will have added value when staff member learns and applies relevant knowledge and skills.</li> </ul>

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of library policies, procedures and rules.
- Basic computer skills including data entry and word processing. Skill in the operation of software needed to perform the job includes library automated software, web content software, popular search engines, email providers and social networking sites.
- Knowledge of devices for reading ebooks and listening to downloadable audiobooks.
- Ability to work confidently in high-pressure, fast-paced environment. Able to prioritize tasks appropriately during busy periods and make effective use of slow periods.
- Skill in communicating effectively with people from diverse backgrounds; successfully negotiate situations where customers are upset.
- Ability to work independently with limited direct supervision; establish and maintain effective working relationships; process confidential materials with discretion.
- Knowledge of assistive equipment, devices and technology for disabled persons.
- Ability to learn new technologies.

## **REQUIRED EDUCATION AND/OR EXPERIENCE**

High school diploma or equivalent required; some college preferred.

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## **TOOLS AND EQUIPMENT USED**

Personal computers, printers, photocopy machines, telephone, fax machines, microfilm machines, scanner and other related office equipment.

## **PHYSICAL DEMANDS**

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

While performing the duties of this job, the employee may be required to stand for extended periods of time; talk and hear; use hands to dial, handle, or feel objects or controls; and reach with hands and arms. The employee is required to kneel, walk, stand, bend, twist, push and pull. Job requires employee to be able to push carts and lift boxes weighing up to 50 pounds.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is moderate. Most work is indoors.

Employee may be called upon to clean up blood borne pathogens and bodily fluids.

## **SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interview and background check; job related tests may be required.

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

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

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## Oshkosh Public Library Position Description

**Position:** Reference and Adult Services Librarian  
**Classification:** Librarian  
**Department:** Reference and Adult Services Department  
**Date:** April 2016

### GENERAL PURPOSE

This position provides services to meet the information needs of adults, students, and teachers. The professional librarian is expected to have a wider and deeper command of the range of resources available to address those needs than would a para-professional library assistant. Reference and Adult Services Librarians may have knowledge, skills and qualifications that allow them to meet specialized information needs in such areas as genealogy, local history, digital technology or other subjects. Professional librarians may also be called upon to fulfill planning, supervisory, administrative or other non-routine duties as assigned.

**Supervision:** Head of Reference and Adult Services

**Salary Matrix Level:** F

### ESSENTIAL DUTIES AND RESPONSIBILITIES

<b>Reference service and library use assistance.</b>	
<b>Duty/Responsibility</b>	<b>Performance Standard</b>
Answer questions submitted by patrons of all ages in person, by email or telephone.	Patrons receive current and correct information to answer their questions.  Patrons receive information quickly (immediately or while they wait, if possible). Patrons will receive delivery of information by the method that best meets their needs. Among the options for delivery are emailing, phoning or setting aside physical documents at the Reference Desk.
<b>Provide genealogy and local history reference service and subject specialist expertise.</b>	
Assist students, parents or teachers to find relevant information for school assignments.	Staff will identify and recommend books, databases and magazines suitable for students. Staff will guide students to materials on second floor. Staff may refer students to materials or additional staff assistance in the Children's and Teen collections.
Conduct library tours and instruct groups and individuals on the use of the library.	Visiting groups and individuals will have a basic understanding of the library's layout and organization of materials and collections.



<p>When called upon to do so, briefly explain how library collection development works, including how materials are selected and weeded.</p>	<p>Patrons are informed of the library's collection development processes and standards.</p>
<p>Answer questions about genealogical research, including methods and resources.</p> <p>Answer questions about the history of Oshkosh and Winnebago County.</p>	<p>Patrons will receive accurate information and/or patient and knowledgeable instruction to further their genealogical or local historical research.</p> <p>Patrons will receive instruction in using the variety of library resources available for conducting genealogical or local historical research (including reference and circulating books; microfilm/microfilm viewing equipment; and, electronic databases/library computers).</p>
<p>One reference librarian is designated as the Genealogy/Local History librarian:</p> <p>This librarian is expected to acquire an expert level of knowledge in matching research needs of patrons with the resources of the library in these subject areas.</p>	<p>In addition to the genealogy / local history reference and instructional performance standards above, the following additional standards will be expected from the librarian fulfilling this role:</p> <p>Patrons with advanced research needs and staff working on difficult questions in these subjects will receive knowledgeable, prompt, and patient assistance to further their research or to find the information needed.</p>
<p>This librarian consults by appointment with patrons who have advanced genealogical or local historical research needs and with patrons who are traveling to visit Oshkosh on a particular day.</p> <p><u>This librarian will make local history collections accessible to researchers, both in the library and remotely.</u></p> <p><u>This librarian will develop and maintain the local history collection using accepted conservation and preservation treatments.</u></p> <p>This librarian trains other department staff; plans and presents programs; recommends acquisitions for the Genealogy and Local History collections; and organizes these collections.</p>	<p>Patrons who plan ahead for a visit to Oshkosh Public Library for genealogical or local historical research will receive prompt and patient responses to their inquiries, and will have their schedules accommodated whenever possible.</p> <p><u>Local history projects such as the planning and development of finding aids and the digitization of materials will provide researchers with access to the local history collection.</u></p> <p><u>Grant funding will be pursued by the librarian for the processing, conservation and imaging of the local history collection.</u></p> <p>At least two training session per year will be offered by the Genealogy / Local History Librarian to other members of the Reference and Adult Services Department.</p> <p>Genealogy and/or local history programs will be planned and presented as is appropriate within the scope of the adult programming schedule and the library strategic plan.</p> <p>The circulating and reference collections in the subject areas of genealogy and local history will be continually evaluated; selected titles will be submitted regularly to the Head of Technical Services for ordering; and de-selection decisions will</p>

	be made as appropriate according to established policy and guidelines.
<b>Digital Technology Services.</b>	
<b>Duty/Responsibility</b>	<b>Performance Standard</b>
Provide assistance to patrons in using library-provided equipment to access and use internet resources, including such tools as web search, web-based email, e-government forms, online job applications, Overdrive, etc. Ideally, staff will assist patrons in learning to use these resources independently rather than performing the tasks for the patron.	<p>Patrons will receive knowledgeable, patient and helpful assistance and instruction in using library computers and digital resources.</p> <p>Patrons will learn to use digital resources independently.</p> <p>Staff will exercise judgement as to how much time to spend in support of the needs of an individual patron:</p> <ul style="list-style-type: none"> <li>• time spent with a particular patron may depend upon service volume in the department and the nature of the patron's needs;</li> <li>• when appropriate, staff will refer patrons to instructional opportunities to address needs that go beyond the limits of the reference desk.</li> </ul>
Provide instructions for patrons who want to search the library catalog at the library or online from home.	Patrons will receive knowledgeable, patient and helpful assistance and instruction in using library's online library catalog.
Provide assistance to patrons in using library-provided equipment, including photocopier, fax machine and microfilm reader/printer machines.	<p>Customers will be able to use library equipment confidently and independently.</p> <p>Staff will promptly report problems with library-provided hardware, software or other equipment so that troubleshooting and/or repair may be initiated quickly.</p>
<p>One reference librarian is designated as the Digital Services Reference Librarian:</p> <p>This librarian is expected to acquire an expert level of knowledge in using the digital hardware and software offered by the library and in the digital personal devices that people use to access the library's electronic resources.</p> <p>This librarian is also expected to acquire enough knowledge of library-provided digital and other equipment. The goal is for this librarian to be able to conduct basic troubleshooting and resolution of simple problems before referring problems to more expert technical support services.</p>	<p>In addition to the digital resources reference services listed above:</p> <p>Patrons will find library hardware and software that is in good working order when they wish to use them;</p> <p>Patrons with intermediate or advanced technology questions and staff working on such questions will receive knowledgeable, prompt, and patient assistance from the Digital Services Reference Librarian.</p> <p>All staff of the Reference and Adult Services will be kept informed of changes to the library's digital resources offerings: including changes to policies, procedures, terms of use, best practices, etc.</p>



<p>This librarian trains other department staff; plans and presents programs; and recommends acquisition and de-selection of materials on digital technology for the adult non-fiction collection.</p>	<p>Staff of the Reference and Adult Services Department will receive training in basic hardware, software and equipment use and troubleshooting.</p> <p>Digital technology programs will be planned and presented as appropriate within the scope of the adult programming schedule and the library strategic plan.</p> <p>Circulating adult non-fiction materials in areas of computers, the internet, and digital technology will be continually evaluated; recommendations for materials acquisitions will be submitted regularly to selection librarian and de-selection decisions will be made as appropriate according to established policy and guidelines.</p>
<p><b>Readers' Advisory Services</b></p>	
<p><b>Duty/Responsibility</b></p>	<p><b>Performance Standard</b></p>
<p>Provide suggestions to patrons who are seeking reading materials they will enjoy in person, by email or telephone.</p> <p>When appropriate, show patrons the "For Readers" web site section to introduce them to online tools for discovering and gaining access to books they may enjoy.</p>	<p>Patrons will receive knowledgeable guidance to help them find reading material in all available formats.</p> <p>Patrons will be introduced to online tools for discovering and gaining access to enjoyable reading materials.</p>
<p>Offer interlibrary loan service when items are not available in any Winnefox Library System library.</p> <p>When appropriate, politely and clearly explain the parameters and limitations of interlibrary loan service, including reasons that certain types of materials (e.g. new or rare books) are rarely loaned by other libraries.</p>	<p>Interlibrary loan requests are promptly submitted to Winnefox Library System staff.</p> <p>Patrons are notified promptly when their requested interlibrary loan item has arrived.</p>
<p>Suggest completing a request for purchase form to request new books.</p>	<p>Online purchase request form is filled in with all necessary information (title, author, date, etc.) required for ordering.</p>
<p>Staff highlight titles or authors by creating interesting displays and posters so patrons can easily find popular or interesting titles.</p>	<p>Frequently-changed subject or author displays attract patrons who find new titles or authors to enjoy at the library.</p>
<p>One reference librarian is designated as the Reader Services and Technology Reference Librarian:</p>	<p>In addition to the readers' advisory services standards above, the following additional standards will be expected from the librarian fulfilling this role:</p>

<p>This librarian is expected to acquire an expert level of knowledge in matching reading interests of patrons with books they may enjoy.</p> <p>This librarian maintains the content offered under the “For Readers” tab on the library web site, uses the library’s social media accounts to promote books, reading and library resources for readers to the community.</p> <p>This librarian trains other department staff; plans and presents programs; recommends acquisition of books likely to be popular with library users.</p>	<p>All staff of the Reference and Adult Services will be kept informed of changes to the library’s readers’ advisory resources.</p> <p>At least one training session per year will be offered by the Reader Services and Technology Reference Librarian to other members of the Reference and Adult Services Department.</p> <p>Programs promoting greater understanding of resources available for discovering and gaining access to reading materials will be planned and presented as is appropriate within the scope of the adult programming schedule and the library strategic plan.</p>
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**Book Club Collection and Support Services**

<b>Duty/Responsibility</b>	<b>Performance Standard</b>
<p>In addition providing leadership on individual readers’ advisory services, the Reader Services and Technology Reference Librarian develops the Book Club Collection and leads liaison and support activities for book discussion groups / clubs.</p> <p>This librarian suggests titles responsive to the reading interests of Oshkosh area book discussion clubs to the Head of Reference and Adult Services.</p> <p>This librarian encourages title or author purchase suggestions from OPL Book Club members.</p> <p>This librarian ensures that the library web pages on services to book clubs are kept up to date.</p> <p>This librarian plans events and programming of interest to book club members.</p>	<p>Book club collection is used by area discussion groups.</p> <p>Online lists of book club titles are kept up to date; new titles are highlighted.</p> <p>Program attendees learn about book club support services and provide feedback for improving those services.</p>

**Collection Development**

<b>Duty/Responsibility</b>	<b>Performance Standard</b>
<p>Librarians act as “subject specialists” for assigned areas of the library’s collection. In that role, they are expected to carry out the following tasks:</p>	
<p>Become familiar with the area of responsibility – for example, major authors, schools of thought, and new developments. Become the library’s front-line expert on this area of the collection.</p>	



<p>Read library review journals; note which new items in the collection area have already been selected; and forward additional title selection suggestions to Head of Technical Services / Collection Development Coordinator. Forward title selection suggestions that may come to attention elsewhere (broadcast media; general or specialized news sites on the internet, etc.)</p>	<p>Subject specialist librarian becomes familiar with the library's collection and makes informed suggestions of additional titles to be added.</p> <p>Library collection appeals to Oshkosh area readers and is used.</p> <p>Patrons see a variety of new materials in all areas of the library.</p> <p>Patrons find popular fiction titles and favorite/currently popular authors to read.</p> <p>Library materials are in good physical condition.</p> <p>Patrons wanting a book or a book series will find titles. If not all of the titles are present, the library staff will check if other libraries in the system have the titles and place a hold or submit an interlibrary loan request from other libraries.</p>
<p>Weed books continuously in nonfiction and fiction following agreed-upon criteria.</p>	<p>In the nonfiction area, patrons find books that are accurate, not out-of-date, and in good condition.</p>
<p>Participate in collection development at the library level as coordinated by the Head of Technical Services / Collection Development Coordinator: provide input on collection budgets; help to maintain clear policies and procedures for collection development; read memos and attend relevant meetings pertaining to collection development.</p>	<p>Subject specialist librarians are informed and active in the collection development process.</p>
<p><b>Adult programs and community engagement</b></p>	
<p><b>Duty/Responsibility</b></p>	<p><b>Performance Standard</b></p>
<p>Plan, provide and host programs that further the library strategic vision and goals.</p>	<p>Attendees gain new knowledge and/or skills.</p>
<p>Provide presentations to agencies, groups or events inside the library and at outside venues, including schools, the Seniors Center, elder care facilities.</p>	<p>Attendees will gain a higher awareness and understanding of the library's services, collections, and programs.</p>
<p>Suggest programs, presentations and community engagement opportunities that will further the library's strategic vision and goals.</p>	<p>RASD library are active in suggesting program and community engagement opportunities to the department head.</p>
<p><b>General departmental and library operations</b></p>	
<p><b>Duty/Responsibility</b></p>	<p><b>Performance Standard</b></p>



Provide staff leadership when manager is on vacation, ill, etc. Serve as a contact for patron inquiries, incidents, and questions from other library departments and staff which cannot wait until the department manager returns.	Time-sensitive inquiries and situations are handled in a timely, knowledgeable and professional manner.
Provide staff leadership during an accident, incident, customer confrontation or building emergency.	Library employees know to whom to look for direction and leadership in a crisis.  Management involvement is sought as and when the situation permits.
Assist with building security, including: disabling and enabling alarms, lost children, contacting public safety services such as police and fire, following proper procedures for handling biohazardous waste and blood borne pathogens, assist with keeping entrances free of snow and ice.	Prompt and appropriate actions are taken to ensure health and public safety.
Enforce library policies, procedures and rules. Complete necessary reports in the case of accident, injury, theft of library property, disturbances, or inappropriate use of library equipment.	Prompt and appropriate actions are taken in response to any accident or incident.  Reports are filed as soon after the conclusion of an accident or incident as is possible.
<b>Professional Development</b>	
<b>Duty/Responsibility</b>	<b>Performance Standard</b>
Participate in continuing education activities to keep knowledge of adult services and library trends current.	Personal and professional development goals are set in the annual performance review with the director, and progress is tracked in meeting throughout the year.

## KNOWLEDGE, SKILLS AND ABILITIES

Commitment to helping adults and families become lifelong learners.

Knowledge of adult fiction and nonfiction.

Knowledge of popular topics such as hobbies, recreation, travel, etc.

Knowledge of local history resources and local authors.

Knowledge of current practices and trends in librarianship.

Knowledge of online public access catalogs (OPACs).

Excellent verbal and written communication skills, including public speaking.

Ability to prioritize tasks during fluctuating workflow.

Ability to be flexible about learning and teaching new ways to do things, including technology.

Proficiency with computer applications including: word processing, spreadsheets, presentation programs, email, internet navigation, content management software for websites and internal blogs, online library catalogs, and other digital resources.

Knowledge of a variety of technologies or equipment used in libraries, such as photocopiers and fax machines

## **REQUIRED EDUCATION AND/OR EXPERIENCE**

Master's degree in library science from an ALA accredited library school.

Experience working as a librarian in a library or other information-based agency.

## **TOOLS AND EQUIPMENT USED**

Personal computers, printers, photocopy machines, telephone, LED projectors, other computer-related equipment and microfilm reader-printers.

## **PHYSICAL DEMANDS**

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

While performing the duties of this job, the employee is frequently required to stand for up to eight hours; talk and hear; use hands to dial, handle, or feel, objects or controls; and reach with hands or arms. The employee is required to kneel, walk, stand, bend, twist, push and pull. Job requires employee to push carts and lift boxes weighing up to 50 pounds.

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## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is moderate. Most work is indoors with occasional work performed outside such as monitoring a booth at a community event or presenting an outreach program.

Minimal travel may be required for performing outreach programs, site visits, and professional development activities.

Employee may be called upon to clean up blood borne pathogens and bodily fluids.

## **SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interview and background check; job related tests may be required.

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

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

# Oshkosh Public Library Position Description

**Position:** Page  
**Classification:** Page  
**Department:** Reference and Adult Services  
**Date:** April 2017

**GENERAL PURPOSE**

This position is primarily responsible for providing a smooth and timely flow of library materials.

**Supervisor:** Head of the Reference and Adult Services Department

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Duty / Responsibility	Performance Standards
<ul style="list-style-type: none"> <li>● <b>Shelving:</b> Shelve all reference, genealogy, and local history materials with accuracy and efficiency.</li> </ul>	<ul style="list-style-type: none"> <li>● Shelving all material with minimum of 97% accuracy.</li> </ul>
<ul style="list-style-type: none"> <li>● <b>Interlibrary Loans:</b> Follow procedures on processing requests. This includes filing paperwork, labeling &amp; packaging materials, and notifying customers that material is available.</li> </ul>	<ul style="list-style-type: none"> <li>● Materials are processed accurately and made available to customers in a timely matter.</li> </ul>
<ul style="list-style-type: none"> <li>● <b>Newspapers:</b> Organize and weed collection.</li> </ul>	<ul style="list-style-type: none"> <li>● Customers will find the newspapers in neat order. Old newspapers removed to second floor, disposed or retained in basement.</li> </ul>
<ul style="list-style-type: none"> <li>● <b>Magazines:</b> Annually weed collection and label boxes.</li> </ul>	<ul style="list-style-type: none"> <li>● Customers will be able to find magazines in appropriately labeled box.</li> </ul>
<ul style="list-style-type: none"> <li>● <b>Local History &amp; Genealogy</b> Assist reference staff on maintaining the local history &amp; genealogy collection. This will be accomplished by labeling, dating, filing, and copying items on archival paper.</li> </ul>	<ul style="list-style-type: none"> <li>● Customers and staff will be able to easily find materials.</li> </ul>



<ul style="list-style-type: none"> <li>• <b>Miscellaneous:</b> Pick up materials left by patrons in the Waters Building, reshelve reference and local history materials, perform others duties assigned by librarian or library assistant.</li> </ul>	<ul style="list-style-type: none"> <li>• Carry out various miscellaneous duties that assist other staff or that help maintain collection neatness and management.</li> </ul>
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**KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of library policies, procedures and rules.
- Basic computer skills including data entry and word processing. Skill in the operation of software needed to perform the job includes library automated software, web content software, and email providers.
- Ability to work confidently in high-pressure, fast-paced environment. Able to prioritize tasks appropriately during busy periods and make effective use of slow periods.
- Skill in communicating effectively with people from diverse backgrounds; successfully negotiate situations where customers are upset.
- Ability to work independently with limited direct supervision; establish and maintain effective working relationships; process confidential materials with discretion.
- Ability to memorize the location of various library materials in the workroom and on library floor.
- Ability to learn new technologies.

**REQUIRED EDUCATION AND/OR EXPERIENCE**

- Must be at least 16 years old.

**TOOLS AND EQUIPMENT USED**

Personal computers, printers, photocopy machines, telephone, and other related office equipment.

**PHYSICAL DEMANDS**

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

While performing the duties of this job, the employee may be required to sit or stand for extended periods of time; talk and hear; use hands to dial, handle, or feel objects or controls; and reach with hands and arms. The employee is required to kneel, walk, stand, bend, twist, push and pull. Job requires employee to be able to push carts and lift boxes weighing up to 50 pounds.



## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is moderate. Most work is indoors.

## **SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interview and background check; job related tests may be required.

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

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

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106 Washington Avenue, Oshkosh, Wisconsin 54901-4985

**MEMORANDUM**

**DATE:** April 20, 2017  
**TO:** Oshkosh Public Library Board of Trustees  
**FROM:** Jeff Gilderson-Duwe  
**SUBJECT:** Carryover Fund Designation

Since the City of Oshkosh has not yet completed closing its accounts for 2016, we will use our own year-end library revenue and spending reports to estimate the amount of undesignated fund balance. We frequently refer to the undesignated fund balance as “carryover funds,” since the amount represents accumulated fund surpluses “carried over” from past years’ budgets.

We estimate that the library carried \$ 318,300 over from 2016 to 2017.

Please see the table below for detail of the fund balance calculation:

<b>2015 - 2016 Carryover</b>	<b>\$ 132,200</b>
<b>2016 Revenues (Estimated – books not closed)</b>	<b>\$ 3,497,100</b>
<b>2016 Revenues plus Carryover (Estimated – books not closed)</b>	<b>\$ 3,629,300</b>
<b>2016 Expenditures (Estimated – books not closed)</b>	<b>\$ 3,311,000</b>
<b>2016 – 2017 Carryover (Estimated – books not closed)</b>	<b>\$ 318,300</b>

*“Connecting People with Information”*

**I recommend that the library board designate \$65,000 of the undesignated fund balance to cover retirement benefits payouts in 2017.**

The Library has paid out \$41,000 in retirement benefits thus far in 2017. I estimate that we may pay out up to \$24,000 in additional benefits before the end of 2017. If every eligible employee retired this year, I estimate the library's expenditures would be close to \$100,000. I do not view that as likely, however. I think there is a good chance that the library will be called upon to expend \$50,000 - \$60,000 in retirement benefits in 2018.

**I recommend that the library board designate up to \$15,000 of the undesignated fund balance to cover previously unbudgeted costs in support of identified Strategic Plan projects.**

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**I recommend that the library board designate up to \$25,000 of the undesignated fund balance to cover previously unbudgeted maintenance and/or repair projects for the library building and grounds.**

OSHKOSH PUBLIC LIBRARY  
STATEMENT OF REVENUE  
March 2017  
25% of the Year

	ESTIMATED REVENUES	MARCH REVENUES	REVENUES TO DATE	% of ANNUAL EST. TOTAL	REVENUE EXCESS (DEFICIENCY)
Winnebago County	564,621.00	141,155.25	141,155.25	25.00%	(423,465.75)
Calumet County (Act 420 Revenue)	1,949.00	0.00	0.00	0.00%	(1,949.00)
Fond du Lac County (Act 420 Revenue)	23,990.00	0.00	0.00	0.00%	(23,990.00)
Green Lake County (Act 420 Revenue)	1,747.00	0.00	0.00	0.00%	(1,747.00)
Waushara County (Act 420 Revenue)	8,103.00	0.00	0.00	0.00%	(8,103.00)
Winnefox Library System	250,274.00	0.00	0.00	0.00%	(250,274.00)
Graphic Design Contractual Revenues	19,000.00	0.00	0.00	0.00%	(19,000.00)
<b>TOTAL GRANTS &amp; AIDS</b>	<b>869,684.00</b>	<b>141,155.25</b>	<b>141,155.25</b>	<b>16.23%</b>	<b>(728,528.75)</b>
Fines	25,000.00	3,296.29	15,037.02	60.15%	(9,962.98)
Collection Service Fees - Collected in-house	7,000.00	461.00	1,274.12	18.20%	(5,725.88)
Meeting Room Rental Fees	3,000.00	245.00	1,115.00	37.17%	(1,885.00)
Photocopiers	3,000.00	325.52	854.52	28.48%	(2,145.48)
Other Copies	6,000.00	1,102.24	4,836.09	80.60%	(1,163.91)
<b>TOTAL FEES &amp; CHARGES</b>	<b>44,000.00</b>	<b>5,430.05</b>	<b>23,116.75</b>	<b>52.54%</b>	<b>(20,883.25)</b>
Trust Fund Revenues	3,500.00	7.97	764.55	21.84%	(2,735.45)
Miscellaneous Revenues	500.00	254.74	965.82	193.16%	465.82
Used Book Sales	15,000.00	1,668.95	5,493.03	36.62%	(9,506.97)
<b>TOTAL MISCELLANEOUS REVENUES</b>	<b>19,000.00</b>	<b>1,931.66</b>	<b>7,223.40</b>	<b>38.02%</b>	<b>(11,776.60)</b>
<b>TOTAL EXPECTED REVENUES</b>	<b>932,684.00</b>	<b>3,296.29</b>	<b>22,419.44</b>	<b>2.40%</b>	<b>(910,264.56)</b>
CITY OF OSHKOSH LEVY	2,660,000.00		2,660,000.00	100.00%	0.00



Oshkosh Public Library  
Statement of Expenditures  
March 2017  
25% of the year

	2017	MARCH	NET	% OF	UNEXPENDED
	BUDGET	EXPENSES	EXPENSES	ANNUAL	BALANCE
			TO DATE	BUDGET	March 30, 2017
Salaries, Wages, & Benefits					
Salaries & Wages	1,942,100.00	168,655.08	441,429.00	22.73	1,500,671.00
FICA	147,300.00	12,360.88	32,330.19	21.95	114,969.81
Wisconsin Retirement	123,600.00	9,192.12	26,310.51	21.29	97,289.49
Health Insurance	351,000.00	28,269.54	77,231.77	22.00	273,768.23
Dental Insurance	16,300.00	1,200.02	3,250.46	19.94	13,049.54
Life Insurance	6,700.00	505.15	1,536.32	22.93	5,163.68
Income Continuation Insurance	4,300.00	0.00	0.00	0.00	4,300.00
Sub Total Fringe Benefits	649,200.00	51,527.71	140,659.25	21.67	508,540.75
<b>TOTAL PAYROLL</b>	<b>2,591,300.00</b>	<b>220,182.79</b>	<b>582,088.25</b>	<b>22.46</b>	<b>2,009,211.75</b>
Contractual Services	328,500.00	18,751.26	181,550.43	55.27	146,949.57
Auto Allowance	200.00	0.00	0.00	0.00	200.00
Postage & Shipping	3,500.00	619.30	619.30	17.69	2,880.70
Advertising/Marketing	4,000.00	1,210.00	1,600.00	40.00	2,400.00
Promotional Services	4,300.00	0.00	100.00	2.33	4,200.00
Maint. Office Equipment	4,500.00	0.00	2,345.36	52.12	2,154.64
Maint. Mach, Equip, Structures	60,000.00	1,020.72	5,821.02	9.70	54,178.98
Equipment Rental	600.00	87.66	350.64	58.44	249.36
Parking Rental	0.00	0.00	1,050.00	#DIV/0!	-1,050.00
Special Services	5,100.00	361.00	1,444.00	28.31	3,656.00
Legal Professional Services	0.00	0.00	0.00	#DIV/0!	0.00
Conference & Training	3,500.00	615.82	656.34	18.75	2,843.66
Employee Training	500.00	0.00	379.72	75.94	120.28
Dues	1,500.00	443.00	649.00	43.27	851.00
Misc. Contractual Services	0.00	125.00	125.00	#DIV/0!	-125.00
Electricity	85,000.00	5,421.07	17,161.08	20.19	67,838.92
Sewer Service	3,500.00	0.00	0.00	0.00	3,500.00
Water Service	4,000.00	0.00	0.00	0.00	4,000.00
Gas Service	31,200.00	1,582.83	3,296.38	10.57	27,903.62
Telephone	5,500.00	150.03	475.26	8.64	5,024.74
Storm Water Utility	2,800.00	0.00	0.00	0.00	2,800.00
Workers Compensation	3,600.00	0.00	0.00	0.00	3,600.00
Building & Contents Insurance	6,300.00	0.00	6,342.50	100.67	-42.50
Comprehensive Liability Ins	1,200.00	110.00	440.00	36.67	760.00
Boiler Insurance	1,200.00	0.00	1,600.00	133.33	-400.00
Licenses and Permits	1,200.00	0.00	0.00	0.00	1,200.00
Office Supplies	30,000.00	985.09	2,450.92	8.17	27,549.08
Software	1,000.00	24.10	24.10	2.41	975.90
Computer Supplies	300.00	77.92	77.92	25.97	222.08
Gasoline	100.00	0.00	0.00	0.00	100.00
Supplies/Repair Parts	12,000.00	889.28	2,532.36	21.10	9,467.64
Janitorial Supplies	3,500.00	0.00	0.00	0.00	3,500.00
Chemicals	500.00	0.00	810.24	162.05	-310.24
Minor Equipment	0.00	0.00	0.00	#DIV/0!	0.00
Library Materials	344,800.00	17,254.21	56,773.36	16.47	288,026.64
Promotional Materials	10,500.00	217.70	361.17	3.44	10,138.83
Other Materials & Supplies	1,000.00	299.15	1,567.61	156.76	-567.61
<b>TOTAL LIBRARY BUDGET</b>	<b>3,556,700.00</b>	<b>270,427.93</b>	<b>872,691.96</b>	<b>24.54</b>	<b>2,684,008.04</b>

## Oshkosh Public Library Highlights April 2017

1. Gardening was a hot topic during our Springing to Life theme month in March. Programs on growing your own food, composting, school gardens, landscape design and beekeeping drew more than 60 people. The library partnered with Growing Oshkosh, the Paine Art Center & Gardens, Winnebago Master Gardener Association and the East Central Beekeepers Association to present these events.
  2. Art created by elementary students in the Oshkosh Area School District adorned the lower level Children's Department in April, with 160 people attending a reception to celebrate the annual Art Fest exhibit on April 9.
  3. Programs on historic events were popular in April, with 73 people attending a program on the Wreck of the Edmund Fitzgerald, presented in partnership with the Winnebago County Historical & Archaeological Society, and 31 attending a program on World War I, presented by a history professor from Ripon College. The WWI program was the kickoff to an ongoing commemoration of the 100<sup>th</sup> anniversary of U.S. entry into the war, which is involved in planning along with the Oshkosh Public Museum and other community partners.
- 
4. Children's entertainer Jeff McMullen brought his Magic of Laughter show to the library for two shows on April 20. More than 90 people attended the shows.
  5. Families took part in a treasure hunt at the library in April, aimed at improving their financial literacy. The activity combined history and hands-on activities designed to help money make sense. About 70 people participated, receiving free books, treats and coupons for the library book store as a reward for finishing their quest. The treasure hunt was created by the non-profit Financial Resiliency Foundation and the UWO Accounting Club assisted with the event.
  6. OPL celebrated poetry month with a visit from Wisconsin Poet Laureate Karla Huston and an interactive magnetic poetry wall on first floor. The library has started providing more opportunities for library users to engage with drop-in activities like the poetry wall throughout the building, including interactive learning station for children in the lower level and puzzles, chess and coloring on 2<sup>nd</sup> floor.
  7. The LEGOmania Design Contest drew more than 60 entries from children, teens and adults, marked by all the creativity that this event has come to embody. Two of the teen/adult entries were elaborate libraries. Winners are displayed on 2<sup>nd</sup> floor.
  8. The ***Libraries Build Strong Communities*** campaign for National Library Week was well-received by both the participating businesses and members of the community. Based on the results, OPL will likely repeat and expand the program over the next two years.
    - a. Forty local businesses offered discounts to anyone who showed a library card
    - b. Seven businesses sponsored prizes with a value of more than \$850
    - c. 417 prize drawing tickets were returned to the library by 188 individuals
    - d. All but three of the participating businesses had at least one person take advantage of their discounts.
    - e. The analytics haven't been studied yet, but social media activity related to NLW appears to have exceeded any that the library has experienced previously. There seemed to be greater reach on Facebook than seen with our regular posts and more sharing of posts by businesses and individuals.



MONTHLY REPORT  
Oshkosh Public Library  
March 2017

<b>CIRCULATION</b>	Mar 2017	Mar 2016	% Change	YTD 2017	YTD 2016	% Change
Book-Adult	18,156	18,540	-2%	50,835	53,841	-6%
Book-Juvenile	18,868	18,798	0%	50,978	52,740	-3%
Book-YA/Teen	1,757	1,965	-11%	4,969	5,451	-9%
CD-Adult	3,566	3,891	-8%	9,464	11,464	-17%
CD-Juvenile	243	223	9%	627	799	-22%
CD-Book-Adult	1,733	1,945	-11%	4,846	5,678	-15%
CD-Book-Juvenile	400	460	-13%	928	1,086	-15%
CD-Book-YA/Teen	40	55	-27%	101	96	5%
DVD-Adult	14,530	15,047	-3%	42,020	44,242	-5%
DVD-Juvenile	4,058	5,341	-24%	11,369	14,513	-22%
Game-Adult	592	645	-8%	1,537	1,953	-21%
Game-Juvenile	218	180	21%	465	501	-7%
Magazine-Adult	1,260	1,235	2%	3,611	3,671	-2%
Magazine-Juvenile	51	33	55%	93	163	-43%
Magazine-YA/Teen	10	23	-57%	53	46	15%
Other-Adult	102	215	-53%	423	528	-20%
Other-Juvenile	53	69	-23%	160	191	-16%
Other-YA/Teen	8	7	14%	16	10	60%
<b>Total Adult</b>	<b>39,939</b>	<b>41,497</b>	<b>-4%</b>	<b>112,736</b>	<b>121,340</b>	<b>-7%</b>
<b>Total Juvenile</b>	<b>23,891</b>	<b>25,104</b>	<b>-5%</b>	<b>64,620</b>	<b>69,993</b>	<b>-8%</b>
<b>Total YA/Teen</b>	<b>1,815</b>	<b>2,071</b>	<b>-12%</b>	<b>5,139</b>	<b>5,640</b>	<b>-9%</b>
<b>SUB TOTAL</b>	<b>65,645</b>	<b>68,672</b>	<b>-4%</b>	<b>182,495</b>	<b>196,973</b>	<b>-7%</b>
<b>E-Books</b>						
OverDrive E-Books	3,766	3,520	7%	10,965	10,625	3%
OverDrive Audiobooks	1,853	1,919	-3%	5,548	5,286	5%
Tumblebooks	80	86	-7%	588	359	64%
<b>SUB TOTAL</b>	<b>5,699</b>	<b>5,525</b>	<b>3%</b>	<b>17,101</b>	<b>16,270</b>	<b>5%</b>
<b>TOTAL CIRCULATION</b>	<b>71,344</b>	<b>74,197</b>	<b>-4%</b>	<b>199,596</b>	<b>213,243</b>	<b>-6%</b>

<b>PHYSICAL MATERIALS</b>	Mar 2017	Mar 2016	% Change	YTD 2017	YTD 2016	% Change
% AV Materials Circulated	39%	40%	-4%	39%	41%	-4%
% Print Materials Circulated	61%	60%	3%	61%	59%	3%
% Adult Materials Circulated	61%	60%	1%	62%	62%	0%
% Youth Materials Circulated	39%	40%	-1%	38%	38%	0%
Average Circulation Per Hour	227.9	240.9	-5%	228.9	241.2	-5%

<b>MISCELLANEOUS</b>	Mar 2017	Mar 2016	% Change	YTD 2017	YTD 2016	% Change
Library Facility Traffic	28,131	25,078	12%	74,667	77,493	-4%
Average Daily Traffic	907	836	9%	867	871	0%
Meetings Held	113	98	15%	260	255	2%
New Card Registrations	257	263	-2%	674	747	-10%
Self-check % of Checkout	48.4%	37.8%	28%	46.9%	31.4%	49%
Volunteer Hours Worked	333	670	-50%	956	1,965	-51%
Teacher Packs	11	5	120%	24	17	41%

<b>ELECTRONIC RESOURCES</b>	Mar 2017	Mar 2016	% Change	YTD 2017	YTD 2016	% Change
OPL Website Sessions	23,323	24,506	-5%	66,511	72,903	-8.8%
<b>SUBSCRIPTION DATABASE SESSIONS</b>						
Ancestry	98	42	133%	250	216	15.7%
EBSCO Sessions	546	333	64%	820	1,263	-35.1%
HeritageQuest Sessions	87	68	28%	222	199	11.6%
Mango Languages	6	20	-70%	45	67	-32.8%
Mitchell Auto Repair	8	5	60%	26	20	30.0%
NewspaperARCHIVE	439	532	-17%	1,217	1,475	-17.5%
Oshkosh Northwestern	52	47	11%	164	132	24.2%
RefUSA	78	115	-32%	341	221	54.3%
<b>SUB-TOTAL</b>	<b>1,314</b>	<b>1,162</b>		<b>3,085</b>	<b>3,593</b>	<b>-14.1%</b>
<b>LOCAL DATABASE SESSIONS</b>						
1957 Address Change	52	52	0%	142	153	-7.2%
City Directories	156	192	-19%	478	462	3.5%
Digital Collections	116	283	-59%	876	887	-1.2%
Local History Books	47	90	-48%	146	219	-33.3%
Oshkosh Facts, Firsts, and FAQ	10	2	400%	32	17	88.2%
Oshkosh Newspaper Index	7	13	-46%	22	34	-35.3%
Oshkosh Vital Records Index	794	653	22%	2,073	1,959	5.8%
Riverside Cemetery Index	46	31	48%	138	110	25.5%
UWDC - Atlases & Histories	20	45	-56%	72	157	-54.1%
<b>SUB-TOTAL</b>	<b>1,248</b>	<b>1,361</b>		<b>3,979</b>	<b>3,998</b>	<b>-0.5%</b>
<b>TOTAL ELECTRONIC RESOURCE SESSIONS</b>	<b>25,885</b>	<b>27,029</b>	<b>-4%</b>	<b>73,575</b>	<b>80,494</b>	<b>-8.6%</b>

<b>QUESTIONS ANSWERED</b>	Mar 2017	Mar 2016	% Change	YTD 2017	YTD 2016	% Change
<b>Adult Department</b>						
Reference	1,976	13,956	-86%	19,540	41,434	-53%
<b>Youth Department</b>						
Reference	447	905	-51%	1,620	2,381	-32%
<b>TOTAL QUESTIONS ANSWERED</b>	<b>2,423</b>	<b>14,861</b>	<b>-84%</b>	<b>21,160</b>	<b>43,815</b>	<b>-52%</b>

<b>PROGRAMS</b>	Mar 2017	Mar 2016	% Change	YTD 2017	YTD 2016	% Change
<b>Programs Given</b>						
Adult	18	10	80%	44	20	120%
Teen	9	5	80%	29	14	107%
Youth	53	46	15%	91	108	-16%
Roving Reader	11	10	10%	33	23	43%
<b>TOTAL</b>	<b>91</b>	<b>71</b>	<b>28%</b>	<b>197</b>	<b>165</b>	<b>19%</b>
<b>Program Attendance</b>						
Adult	230	131	76%	427	250	71%
Teen	53	31	71%	155	80	94%
Youth	1602	1102	45%	2,875	3,330	-14%
<b>TOTAL</b>	<b>1885</b>	<b>1264</b>	<b>49%</b>	<b>3,303</b>	<b>3,660</b>	<b>-10%</b>

**PROGRAMS**

**DATE**

**Adult**

- Knight Moves Chess Club 3/1/2017
- Tech Time 3/2/2017
- Adult Yoga 3/4/2017
- History of Timber Rattlers (Theme) 3/6/2017
- Knight Moves Chess Club 3/8/2017
- Growing Oshkosh (theme) 3/14/2017
- Creative Landscaping 3/14/2017



**PROGRAMS**

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**Adult (cont'd)**

Knight Moves Chess Club	3/15/2017
Coming Soon! (Books)	3/16/2017
Movie Matinee	3/20/2017
Learning in Retirement: Apps	3/22/2017
Knight Moves Chess Club	3/22/2017
Intro to QiGong	3/25/2017
Composting (theme)	3/25/2017
Adult DIY	3/28/2017
Knight Moves Chess Club	3/29/2017
World of Bees (theme)	3/30/2017
Passive Programs (puzzles,chess,coloring, etc)	3/31/2017

**Teen**

Teen Book Club	3/3/2017
Mighty Castle Chess Club	3/3/2017
Ozobots	3/6/2017
Mario Kart Tournament	3/7/2017
Virtual Reality	3/10/2017
Mighty Castle Chess Club	3/10/2017
Teen DIY Shrinky Dinks	3/17/2017
Mighty Castle Chess Club	3/24/2017

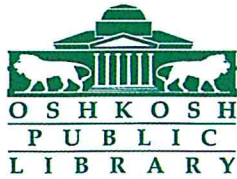
**Youth**

High Hopes (2 sessions)	3/1/2017
WonderLab - Snap Circuits 4:30 pm	3/1/2017
WonderLab - Snap Circuits 6:30 pm	3/1/2017
Miller's Family Day Care Center	3/1/2017
Miller's Family Day Care Center	3/1/2017
Family Storytime	3/2/2017
Kid Yoga	3/4/2017
Dr. Seuss' Birthday	3/4/2017
Family Storytimes (2 sessions)	3/6/2017
Read to a Dog	3/6/2017
High Hopes	3/7/2017
Wilcox Center - Headstart (5 classes)	3/7/2017
High Hopes (2 sessions)	3/8/2017
WonderLab - birdwatching 4:30 pm	3/8/2017
WonderLab - birdwatching 6:30 pm	3/8/2017
Wee Wisdom Daycare (6 classes)	3/8/2017
Family Storytime	3/9/2017
Beginner's Minecraft	3/9/2017
Jan Brett Gingerbread Baby Program	3/11/2017
Family Storytimes (2 sessions)	3/13/2017
High Hopes	3/14/2017
Tweens Create	3/14/2017
Helping Hands Day Care	3/14/2017
Faith Are Us In-Home Family Day Care	3/14/2017
Brick by Brick Lego Program	3/15/2017
Pixel Portrait: A Minecraft Workshop	3/15/2017
High Hopes (2 sessions)	3/15/2017
Miller's Family Day Care Center	3/15/2017
Miller's Family Day Care Center	3/15/2017

**Youth (cont'd.)**

Family Storytime 10 am	3/16/2017
Davis Child Care Center Family Literacy Night	3/16/2017
Mears Art Contest Award Ceremony	3/19/2017
Family Storytimes (2 sessions)	3/20/2017
High Hopes	3/21/2017
Arts for Kids (2 classes - 4-5 year olds)	3/21/2017
Arts for Kids (4 classes - 3 year olds)	3/21/2017
High Hopes (2 sessions)	3/22/2017
Davis Child Care Center (3 Classes-2-4 yrs)	3/22/2017
Family Storytime	3/23/2017
Beginner's Minecraft	3/23/2017
Family Storytime (2 sessions)	3/27/2017
High Hopes	3/28/2017
Tweens Create	3/28/2017
High Hopes (2 sessions)	3/29/2017
Family Storytime	3/30/2017

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106 Washington Avenue, Oshkosh, Wisconsin 54901-4985

MEMO

TO: Jeff Gilderson-Duwe

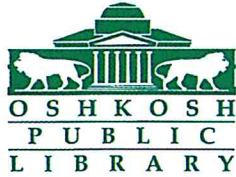
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FROM: Libby Terrell

DATE: April 13, 2017

SUBJECT: March 2017 Donations

During the month of March 2017, the library received \$5,665.53 in donations. That amount included a \$5,000.00 donation from the Helaine Rudoy Lasky Fund of the Oshkosh Area Community Foundation.



106 Washington Avenue, Oshkosh, Wisconsin 54901-4985

## MEMORANDUM

**To:** Jeff Gilderson-Duwe  
**From:** Libby Terrell

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**Date:** April 13, 2017  
**Re:** March 2017 Personnel Changes

Sue Schrottky was rehired as Page in Reference and Adult Services effective March 7, 2017.

*"Connecting People with Information"*



Description	Project Leader	Project Duration	Comments
<p><b>Goal:</b> A library card in every hand. <b>Strategy:</b> <i>Increase awareness of the library card's value and ease of use.</i> <u>Tactic:</u> Develop a new card holder welcome program.</p>	FFPS Head	2017	No progress to report.
<p><u>Tactic:</u> Examine and evaluate current practices. Project: Conduct a focus group with people who have recently registered in order to understand how to improve their experience. <u>Tactic:</u> Focus outreach activities on card registration and use.</p>	Development Head	2017	No progress to report.
<p><b>Strategy:</b> <i>Engage in marketing, outreach and service development to identified target populations.</i> <u>Tactic:</u> Conduct an outreach campaign to first grade students and their families.</p>	CFOS Head	2017	<p>1. Focus group meeting set for September 26. 2. Next Steps: Create a list of questions to engage focus group participants; compile and analyze the information gathered from the focus group; establish working advisory group and set next meeting.</p>
<p>Project: Conduct library card registration drive among first grade students. Project: Provide library programming aimed at persuading first graders and their families to form the habit of visiting the library and using their library card privileges. <u>Tactic:</u> Make data-driven choices about target-marketing initiatives.</p>	CFOS Head	Pilot in fall 2017; expand later. 2017	
<p>Project: Gather demographic data about area population and card-holders. Project: Analyze card-holder demographics to determine which user groups are underrepresented; choose focus population(s). Project: Develop and implement targeted marketing initiatives.</p>	Director	2017	Latest Progress: No recent progress;
<p><b>Strategy:</b> <i>Look for ways to increase the perceived value of being a library cardholder.</i></p>	Director	2017	<p>Next Step: Re-examine data available from City Community Development for Oshkosh neighborhoods; work with WALIS to find out what kind of catalog use data is now available from SirsiDynix's "BlueCloud Analytics" module. Project pending resolution of data gathering project.</p>
Project: Evergreen	Director / Assistant Director	2017	Next step: Meet with Evergreen Director Arneson to review elements of our partnership.
Project: Book bike outreach	RASD Head	2017	Next step: Choose style of bike and provide measurements to Maintenance to determine possible storage place.
<p><u>Tactic:</u> Explore opportunities for library cardholders to receive benefits beyond library use privileges (e.g., goods, services, discounts).</p>			

Oshkosh Public Library  
2017 Strategic Action Plan  
April 2017 Update

<p>Project: Use business promotion model for National Library Week inspired by Development Head Lester Public Library in Two Rivers, WI</p> <p>2017 Latest Progress: Partnered with 40 area businesses during National Library Week to offer discounts and other special deals to customers who showed their library cards, including a "dine out" night at Culvers that raised \$212 for the library. The campaign was featured in a front-page article in The Northwestern about new initiatives at OPL. Businesses were featured on the library web site, in newspaper advertising and in social media.</p>	<p>2017 RASD Head</p>	<p>2017 RASD Head</p>	<p>Latest Progress: Informal discussions between CFOS &amp; RASD about future usage</p> <p>Next Step: Draft vision and timeline of future creation space/tech lab</p> <p>No progress to report</p>
<p><b>Goal: A recognized downtown anchor destination.</b></p>			
<p><b>Strategy: Redefine the library as a neighbor who inspires exploration and discovery.</b></p>			
<p><b>Tactic: Become a catalyst for creativity and entrepreneurship.</b></p>			
<p>Project: Writing / Story-telling: Podcasting studio.</p>	<p>2017 RASD Head</p>	<p>2017 RASD Head</p>	<p>Latest Progress: Informal discussions between CFOS &amp; RASD about future usage</p>
<p>Project: Graphics / Animation / STEAM: Digital creation space.</p>	<p>2017 RASD Head</p>	<p>2017 RASD Head</p>	<p>Next Step: Draft vision and timeline of future creation space/tech lab</p>
<p>Project: Entrepreneurship:</p>	<p>2017 RASD Head</p>	<p>2017 RASD Head</p>	<p>No progress to report</p>
<p><b>Tactic: Add value to library visits by proactively connecting information seekers with additional resources or activities that may interest them: nurture a culture of "knowledge sharing" among library staff.</b></p>			
<p>Project: Create a plan for nurturing a culture of "knowledge sharing"</p>	<p>2017 Management Team</p>	<p>2017 Management Team</p>	<p>This project on hold as staff concentrates on achieving organizational culture change with the PBIS behavioral expectations techniques.</p>
<p>Project: During library programs, share information about other services and events that might interest members of the audience.</p>	<p>2017 Public Services Improvement Team (PSIT)</p>	<p>2017 Public Services Improvement Team (PSIT)</p>	<p>No progress to report.</p>
<p><b>Tactic: Conduct a brand campaign to influence perceptions of the library, demonstrating its place in the community as a neighbor who energizes and inspires exploration and discovery.</b></p>			
<p>Project: Engage staff in development of a brand campaign, targeting 25-45 year-olds who see the library as a place for books, not literacy. In particular, expand methods for reaching this group via mobile devices (text, social, etc.). Determine how to provide 'value-added' literacy services, e.g.: opt-in recommendation engines for books, programs and events.</p>	<p>2017 Development Head</p>	<p>2017 Development Head</p>	<p>No progress to report.</p>
<p><b>Tactic: Provide learning opportunities for library employees that will support development of a culture of inspiration and discovery within the organization.</b></p>			
<p>Project: Create a plan to engage employees in the vision and goals of the strategic plan.</p>	<p>2017 Director</p>	<p>2017 Director</p>	<p>1. Met with FFPS and CFOS employees in departmental meetings to discuss strategic vision and goals;</p>
<p>Project: Create opportunities for employees to collaborate with managers in defining and realizing what it means to have an organizational "culture of inspiration and discovery."</p>	<p>2017 Assistant Director</p>	<p>2017 Assistant Director</p>	<p>2. Next steps: Refine the draft engagement plan, roll out to employees; meet with additional groups of employees to discuss plan.</p>
<p><b>Tactic: Motivate library employees by communicating progress toward achieving the library's strategic goals and vision.</b></p>			



Oshkosh Public Library  
2017 Strategic Action Plan  
April 2017 Update

<p>Project: Develop a dashboard that can be shared with the staff to raise awareness of active card holder retention and recruitment goals.</p> <p><b>Strategy: Identify the reasons people come downtown and persuade them to add a visit to the library.</b></p> <p>Tactic: Continue to partner with the Business Improvement District (BID) to create and implement programs that bring people downtown.</p> <p>Tactic: Work with downtown employers and neighbors to identify partnership opportunities.</p>	<p>Director</p>	<p>2017</p>	<p>Latest progress: Worked through the library strategic plans, making notes of output and potential outcome measures for the major goals and strategies.</p> <p>Next steps: Organize data that already exists (mostly output data); meet with staff to plan for gathering outcome survey data in future; meet</p>
<p>Project: Explore outreach opportunities to employees working downtown.</p>	<p>Director / Development Head</p>	<p>2017</p>	<p>No Progress to report.</p>
<p>Project: Become involved with the River East Neighborhood Association, using the library's own neighborhood to pilot enhanced neighborhood engagement.</p>	<p>Director / Development Head</p>	<p>2017</p>	<p>Latest Progress: Arranged for ongoing River East planning meetings and River East general membership meetings to be held at OPL in May and September. Invited River East members to Downtown BID Marketing meeting in April to give update on William Waters Plaza project.</p>
<p>Project: Partner with City of Oshkosh Community Development Department to advance plans to renovate William Waters Plaza, located across Washington Avenue from the library building.</p>	<p>Director</p>	<p>2017</p>	<p>1. Met with city Assistant Planner Elizabeth Williams to discuss how library might further city neighborhood development goals (27 Apr. 2016);</p> <p>2. Next steps: Seek a status update from City Community Development Dept; Find appropriate ways that the library may provide leadership and support on this project.</p>
<p>Tactic: Explore partnership opportunities with Oshkosh's neighborhood associations.</p> <p>Project: Draw lessons from experience with River East in developing a plan for further engagement with neighborhood associations.</p> <p><b>Strategy: Create public programming that encourages growth of the "library habit."</b></p> <p>Tactic: Concentrate library capacity and efforts on a single theme for a month at a time.</p>	<p>Development Head</p>	<p>Later</p>	
<p>Project: Establish methods for coordination in-library promotional themes across departments using events like customer appreciation days.</p>	<p>Development Head / Assistant Director</p>	<p>2017</p>	
<p>Tactic: Expand partnerships to offer programs and broaden promotional reach.</p>	<p>RASD Head</p>	<p>2017</p>	<p>Latest Progress: Committed to hosting programs through 2017</p> <p>Next Step: Decide whether to continue support for program beyond 2017</p>
<p>Project: Develop use, set-up and scheduling procedures to integrate use of "non-traditional" spaces into existing library routines.</p>	<p>Coordinator of Volunteers / Program Support Specialist</p>	<p>2017</p>	<p>Latest Progress: greater use of "under the dome space" for adult programs. Tested having programs on the upper deck of the lower level (where the dragon rug is). Hosted child yoga there since Jan.</p> <p>Next Step: discuss hosting more children's programs in the Children room proper.</p>
<p><b>Strategy: Make a visit to the library a convenient, comfortable and fun experience.</b></p> <p>Tactic: Improve the library environment through proactive relationship-building with students and families</p>			

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<p>Project: Embed Positive Behavior Intervention and Support (PBIS) expectations and techniques into the organizational culture of OPL; continue work to recognize staff for applying these techniques; look for ways to incentivize positive behavior intervention.</p>	Head of CFOS	2017	No progress to report.
<p><b>Tactic:</b> Create an interior design plan that embodies the concept of the library as a "third place."</p>			
Project: Organize a space use planning process	Director	2017	No progress to report.
<p><b>Tactic:</b> Offer convenience services to library users.</p>			
Project: Explore provision of more City of Oshkosh services at the library.	Director	2017	No progress to report.
Project: Explore public-private partnerships to offer additional convenience services to library visitors.	Director	2017	No progress to report.
<p><b>Tactic:</b> Improve parking lot functionality.</p>			
Project: Run a pilot project to encourage library and system employees to park their vehicles someplace other than the library lot.	FFPS Head	2017	Latest Progress: Library lot maintenance and re-striping was included in the city's 2017 parking lot maintenance program; Next Step: Pending budget approval, coordinate Summer 2017 maintenance and re-striping work with city departments Not sure this is feasible anymore because library employee permits only work in our lot.
<p><b>Goal: A provider of trusted "go-to" online resources.</b></p>			
<p><b>Strategy: Create and promote local online content.</b></p>			
<p><b>Tactic:</b> Create and promote a comprehensive calendar of events for the community.</p>			
Project: Produce a draft calendar interface, including "wish list" of categories and interface preferences - Target Date: 1 May 2017	FFPS Head	2017	Latest Progress: Making a list of categories and stakeholders. Next Step: Do a mock interface. No progress to report.
<p><b>Tactic:</b> Explore creation of local content for online distribution (e.g., house histories, genealogy, local history).</p>			
Project: Create a self-guided audio-visual walking tour centered on the history and architecture of the 100-200 blocks of Washington Avenue.	Reader's Services and Technology Reference Librarian	2017	Latest Progress: Initial Voice Recordings completed. Historical Images have been collected. Next Step: Complete Rough edit; select music and additional audio recordings; schedule additional voice recordings as needed.
<p><b>Strategy: Increase visibility / accessibility of the library's online resources.</b></p>			
<p><b>Tactic:</b> Optimize existing resources for search engines to make them more discoverable to users in the community.</p>			
Project: Research and implement Search Engine Optimization (SEO) strategies for the library's collections, programs and services.	TS Head	2017	1. Met with Winnetox IT staff for advice; 2. Next step: assemble historical content, research technology.
<p><b>Tactic:</b> Develop opt-in text messaging services to communicate information about the library.</p>			
Project: Research similar services in libraries and other organizations.	Development Head	2017	



Goal: A community institution with widespread public and private support.

Strategy: Create and sustain meaningful engagement opportunities for Friends, volunteers, donors, and advocates.

Tactic: Engage the Friends of the Library in support of the vision and strategic plan.

<p>Project: Assist the Friends in the goal of increasing active membership.</p> <p>Latest Progress: Email went out for general friends meeting for April. Will introduce fundraising ideas at this time. Board has elected to have off month general friends meetings to maintain engagement with broader Friends group.</p> <p>Latest Progress: Identify other low impact fund raising ideas like Dine Out event at BienVenitos or hosting a braai at Festival</p>	<p>Development Head</p> <p>2017</p>
<p>Tactic: Improve the effectiveness of efforts to attract enthusiastic volunteers and to match their skills with library needs and goals.</p>	
<p>Project: Achieve better coordination between the library's volunteer program and the Friends of the Library.</p> <p>Strategy: Be an active partner in building community capacity.</p> <p>Tactic: Identify elements of community capacity to which library efforts contribute and use these as the basis for outcome measurement.</p> <p>Tactic: Achieve better coordination of community efforts in support of literacy and lifelong learning.</p>	<p>Development Head</p> <p>2017</p> <p>Latest Progress: At March meeting the Friends of the Library agreed to allow volunteers who volunteer on average 10 hours/week per month are open to joining the Friends.</p>
<p>Project: Convene a group of people interested in literacy issues in the Oshkosh area.</p>	<p>Director</p> <p>2017</p> <p>No progress to report.</p>