



# L.E. Phillips Memorial Public Library

## MEETING NOTICE

There will be a meeting of the Board of Trustees of the L.E. Phillips Memorial Public Library on **Thursday, December 20 at 7:00 a.m.** in the **Library Board Room** of the Library at 400 Eau Claire Street, Eau Claire, WI.

## AGENDA

1. Member roll call
2. Citizen Comments (limited to 5 minutes per citizen)
3. Approval of the minutes (page 1)
4. Communications
5. Report of the Library Director (page 4)
6. Staff presentation – Technical Services Division (Sharon Price) (page 11)
7. Committee reports
  - a. President's Report (page 49)
  - b. Capital Campaign Committee
  - c. Executive Committee
  - d. Legislative Committee
    - Library Legislative Day Update
  - e. Planning Committee
    - Discussion and action on Library Goals for 2008 (page 50)
    - Discussion and action on the Request for Proposal for a strategic planning consultant. (page 51)
  - f. Discussion of appointment of chair and members to the Development Committee
  - g. Organizational Wellness Audit
8. Report of the Friends of the Library
9. Report of the Representative to the IFLS Board
10. Financial Reports (page 61)

11. Action on bills and claims (page 65)
12. Review of the monthly statistics (page 82)
13. Consideration of Unfinished Business
  - a. Discussion and action on the 2008 Operating and Capital Improvement Budgets and any changes to those Budgets.
14. Consideration of New Business
  - a. Motion to convene in closed session to consider compensation and benefits for professional staff, pages and child care workers, which, for competitive or bargaining reasons, is permitted to be considered in closed session pursuant to Section 19.85(1)(c) of the Wisconsin Statutes.
  - b. Motion to reconvene in open session immediately following closed session
  - c. Consideration of approval of the 2008 Resource Library Agreement between L. E. Phillips Memorial Public Library and the Indianhead Federated Library System (page 84)
  - d. Consideration of approval of the 2008 Agreement between L. E. Phillips Memorial Public Library and the Indianhead Federated Library System to Provide Library Access to the Residents of the Town and Village of Fairchild (page 86)
  - e. Consideration of approval of the 2008 MORE Host Site Agreement between L. E. Phillips Memorial Public Library and the Indianhead Federated Library System (page 87)
15. Directives from the Library Board of Trustees to the Library Director
16. Adjournment

*In order to accommodate the participation of persons with disabilities at this meeting, the Library will provide the services of a sign language interpreter or make other reasonable accommodations on request. To make such a request, please notify the Library at (715) 833-5318 at least 2 days prior to the meeting.*

**Trustees are asked to bring the notebooks with Board background documents to the meeting so that Library staff can ensure that they are up to date**

**Trustees: If you are unable to attend this meeting, please notify the Library's Administrative Office by calling 839-5318.**

**L.E. PHILLIPS MEMORIAL PUBLIC LIBRARY**  
**Minutes of the Meeting of the Board of Trustees**

*A meeting of the Board of Trustees of the LE Phillips Memorial Public Library was held on Thursday, November 15, 2007 at 7:00 a.m. in the Board Room of the Library. The following members were present: Dickey, Jurmain, Olson, Radtke, Schneider, Simonsen, Stelter and Xiong.*

**MINUTES OF PREVIOUS MEETING**

On a motion made by Kathie Schneider and seconded by Linda Stelter, the Board unanimously approved the minutes from their October 25, 2007 meeting.

**REPORT OF THE LIBRARY DIRECTOR**

Michael Golrick stated that the new trees along Eau Claire Street would not hinder future roadwork. Road design work is in the 2008 City plan with construction scheduled to begin in 2009.

Michael Golrick is expecting a quote from Johnson Monuments this week for the Joe Bee Xiong bench. Personal invitations will be sent out to Joe Bee Xiong's family for the dedication once a confirmed installation date has been received from Johnson Monuments. Newspapers and TV stations will also be contacted regarding the dedication.

Jean Radtke thanked the staff and Michael Golrick for the monthly Library Director's Report. The report provides a good account of what happens at the Library.

**STAFF PRESENTATION**

Steve Stoflet gave an informative presentation on the many projects the IT staff has been involved in this year. Some of the larger projects were the VoIP, new website, intranet development, upgrading all servers to Microsoft 2003, replacing the MORE server and wireless for the public.

**COMMITTEE REPORTS**

**Capital Campaign Committee**

In addition to the written report from the President, Mary Jurmain noted that WLTA, which used to be Wisconsin Library Trustees Association, and had then become Wisconsin Library Trustees and Advocates changed its name to Wisconsin Library Friends and Trustees. However, in this past week they have changed their name again to Wisconsin Library Trustees and Friends. The rationale for this last change was that the new acronym WLTF is closer to the original WLTA acronym than WLFT, and thus easier to remember.

**Legislative Committee**

Linda Stelter stated that if anyone is receiving monthly e-mails from Speak Up For Your Library, they would automatically receive occasional legislative alerts related to

library issues by e-mail. Legislative alerts contain information and perspectives about library issues and provide contact information for lawmakers.

Library Legislative Day is scheduled for January 22, 2008 in Madison Wisconsin.

### **Planning Committee**

On a motion made by Jean Radtke and seconded by Kathie Schneider, the vote was unanimous to approve revising the composition of the Committee to “at least” three Board members.

The Planning Committee will be meeting and by next week will have a draft of a RFP for hiring a planning consultant.

### **Development Committee**

Michael Golrick will contact Laura Hookom to schedule a presentation on use of the Library’s Endowment Fund. Discussion of the appointment of the chair and members to the Development Committee will take place at a future Board meeting.

### **REPORT OF THE FRIENDS OF THE LIBRARY**

The last book sale resulted in \$4,163 in sales.

Give-A-Kid-A-Book Campaign will be starting November 26 and running until December 14 this year. Friends are currently looking for Board members to help hand out books at the Salvation Army on either December 13 or 14. The total time commitment should be about two hours.

### **REPORT OF THE REPRESENTATIVE TO THE IFLS BOARD**

Sue Olson stated there was nothing to report. The next meeting will be the week of November 18 and there will be more information to report at the next Board meeting.

### **FINANCIAL REPORT**

It was noted that the Library has collected 96% of our revenue year to date with two months to go yet.

### **ACTION ON BILLS AND CLAIMS**

On a motion made by Jean Radtke and seconded by Barb Dickey, the vote was unanimous to approve the Bills and Claims for October 18 – November 2, 2007 and the Additional Bills and Claims for October 2007.

### **REVIEW OF THE MONTHLY STATISTICS**

Michael Golrick pointed out the renewals from inside the building continues to decline. This is the result of more customers using remote computers and the phone to complete their renewals.

The use of Unique Management Services for collections of fines has resulted in a return on investment of 4:1. Unique Management Services is a national company that works exclusively with libraries. Their method of collection is to send out letters and to make phone calls in a professional manner.

### **CONSIDERATION OF UNFINISHED BUSINESS**

Voting will take place on the 2008 budget by the City Council on November 15, 2007. Michael Golrick expressed concerned about what will happen in the budget for 2009 because levy limits have been set at a maximum increase of two percent. Health insurance and labor wage increases are already known to be greater than the two percent established for 2009. Also, the library chiller might have to be replaced sooner than when it is budgeted for in 2013 at a cost of about \$200,000.

On a motion made by Kathie Schneider and seconded by Barb Dickey, the vote was unanimous to approve asking the City to change parking meter limits on the North side of Eau Claire Street, between Dewey and Farwell, to half hour limits.

### **CONSIDERATION OF NEW BUSINESS**

On a motion made by Kathie Schneider and seconded by Linda Stelter, the vote was unanimous to approve a 14-day loan period, with two 14-day renewal periods except for items with holds. This will be for all television series seasons regardless of length, and all other visual media more than seven hours long that are cataloged, packaged and circulated as one item.

The Library Board materials will be sent electronically prior to the monthly Board meetings with hard copies available at the Board meeting for reference. The Bills and Claims will be mailed prior to the monthly Board meeting for review.

On a motion made by Kathie Schneider and seconded by Barb Dickey, the vote was unanimous to approve convening in closed session to consider the work performance of the Library Director, which is permitted to be discussed in closed session in accordance with Section 19.85(1) (c) of the Wisconsin Statutes.

On a motion made and seconded the Board approved reconvening in open session.

### **DIRECTIVES FROM THE LIBRARY BOARD OF TRUSTEES TO THE LIBRARY DIRECTOR**

A directive was given to Michael Golrick to contact Laura Hookom to schedule a presentation on use of the Library's Endowment Fund.

### **ADJOURNMENT**

Kathie Schneider moved to adjourn the meeting. This was seconded by Pat Simonsen and the vote was unanimous.

Respectfully submitted,  
Jackie Depa  
Associate II



## **Library Director's Report December 2007**

### **Library Director's Report**

I left the last Board meeting for the monthly Leadership Eau Claire (LEC) day. We visited the Court House and saw various County offices. Lunch was in the jail. The afternoon included a bus ride (including a drive through the bus wash) and time at City Hall. Within LEC, we have been divided into teams. Each team chose a project. My team has begun meeting, and our project is with the Big Brother Big Sisters of Northwestern Wisconsin. Finally, through Leadership Eau Claire I had the opportunity to ride along one evening with an Eau Claire police officer. It was an interesting experience which I detailed on my blog.

As noted below, we have completed the board orientation for Oua Xiong. This is just in time to welcome Michael Armstrong as the new County representative to the Board. I have continued to meet with the Capital Campaign. Alan Jenkins and I met with one of the assistant managers of Starbucks who wants to organize a volleyball tournament to benefit the Campaign. Starbucks as a corporation will provide volunteers and financial support. This promises to be a great way to reach a new audience. I also went with Board Vice President to do volunteer training with Diane Dreher.

The MORE Directors Council met before Thanksgiving. In addition to conducting regular business, there was a demonstration of some exciting new possibilities with the software. At that time I also met with John Thomson and the library director from Augusta about the relationship with the Fairchild Library. We will be going to visit Fairchild in the next few months.

I recently met with John Pollitz, the new library director at the University of Wisconsin – Eau Claire. We first met several months ago when I went to visit the McIntyre Library. This time he came to visit this building for a tour. Partly as the result of a suggestion from an ALA colleague and former director Steve Marquardt, I have begun to organize a meeting of the people who run the libraries in Eau Claire. This would include Linda Stelter from the public schools, John Thompson from IFLS, the librarian from Chippewa Valley Technical College, John Pollitz, and me. I have been told that those holding those positions used to meet regularly to discuss general library issues.

Some of my time has been devoted to working on the RFP for the library's strategic planning process. In addition I have continued to attend the Clear Vision Eau Claire meetings.

There was a very successful staff holiday party organized by the Staff Affairs Committee. It was held at a downtown restaurant, and all who attended had a good time. The implementation team for the Organizational Wellness Audit has begun to meet. Shelly Collins-Fuerbringer is spearheading this effort.

Finally some notes on my schedule over the next month and a half. I will be back in Connecticut for the week between Christmas and New Year's. There is a family gathering during that time. Most of the time, I will be in touch electronically. The ALA Midwinter Meeting is early this year. I will be in Philadelphia at that meeting from January 10 – 16. The day after my return is the January Board meeting, the first in the evening. That day, however is the January Leadership Eau Claire program. At the end of January and beginning of February I have scheduled some time

off for a minor surgical procedure. I had the same procedure done ten years ago, and expect to not be allowed to drive for about two weeks. I again will remain in touch electronically.

## **From the Management Team**

### **Staff and Human Resources**

In November, John Stoneberg was awarded a plaque for 30 years of service. Gus Falkenberg, Systems Technician, resigned his post to accept a position at IFLS. The good news is that he is not far away, and the Library can still call on him. Circulation had one new staff joining the circulation team: Amy Ambelang began training as a new Desk Clerk. Amy has been a page in Youth Services for a number of years. We are excited to have Amy in circulation. She is a freshman at University of Wisconsin – Eau Claire and plans to minor in Library Science.

### **Information Technology (IT)**

Teleforms (the replacement for the telephone notification system) has been successfully tested and installed. The first day of operation was December 5, 2007. A considerable amount of time was spent this past month working with problems introduced with the beta version of the Innovative software. Issues range from printing of notices to improper display of information in the Millennium client software.

Work on the revised MORE on-line catalog web site was completed per the specifications received from MORE staff. Highlights include: spell checking, the Library Thing, custom advance and limit search pages, patron reviews, a quick list page, and several improvements to the “My Account” page. Soon after its release, staff from various MORE libraries requested a multitude of changes. All of those, as approved by MORE, are complete. Most notable among the changes was the conversion of the item record display from a tabbed interface to a single page layout. Many of the features and functionality of this site are unique and it was decided to submit it to Innovative Interfaces for consideration as a candidate for their “Be Innovative” award.

The blogging software on the Library web site will be opened up to young adults so that they may update blog(s) on our site. In addition, additional custom templates, used to update the teens and children’s web pages, will be created. In the past month the demands of the new MORE website restricted the time available to research software for room scheduling. It is hoped that this month things will “quiet down” and so that staff can return to that project.

In late October the old telephone system was discontinued and the the new “Voice over IP”(VoIP) system was activated. During November a variety of follow up tasks were completed including the review of software for call detail and accounting. All network upgrade tasks, excluding VPN access and moving mail routing from the IFLS wide area network are now complete. Next on the list is the task of providing the public with wireless Internet access. The connection to a second internet source (WINS) has been completed and on December 13 the Library will soft launch wireless access to the general public. Public desk staff will develop policies and/or procedures needed for handling customer interactions. Once the staff is confident that it is working properly, it will be announced to the public.

### **Reference**

Renee Ponzio spoke to the Library Science Collection Development class from University of Wisconsin – Eau Claire on the collection development procedures and process here at the public library. In a joint effort with Cindy Westphal and John Stoneberg, Renee worked with

individual students from another University of Wisconsin – Eau Claire Library Science class; they shadowed the reference department for 3 hour sessions each.

Renee co-presented with Scott Vrieze, the Director from New Richmond, at a Reference workshop refresher at Rice Lake for area librarians. Renee attended the Library Books by Mail meeting at IFLS. The committee continued to discuss alternate ways to provide this service and possible funding sources.

David Dial created an readers' advisory display which was called *No, No, the Other One: Authors and Performers Who Share a Name*. Two long term projects David continues to work on are updating the historical city council listing, and confirming our foreign films list against the subject heading in the catalog.

Liz Ryberg worked on a project to create a list for ordering unabridged audiobooks on CD. As one of her ongoing projects Liz processed donated CDs by checking for ownership on MORE and looking for reviews and ratings on each CD.

Two bibliographies for upcoming library programs, *Voluntary Simplicity* and *Take Control of Clutter* were finished by Cindy. Cindy also attended the Fall Reference Meeting held at the Reference and Loan Library in Madison. Highlights of the meeting included a presentation on the Wisconsin Digital Archives project which began in 2004 and a presentation of new features and functions.

This month Home Delivery gained three and lost four customers. Heritage Court, the memory loss facility owned by Heritage Assisted Living requested Home Delivery service and will receive materials through the library van.

Millennium Beta went live in November with few problems for the MORE Office. After investigating the process of adding titles to an Interloan item record the MORE Office begun adding titles so patrons can see what ILL item is ready for pickup on their pickup notification. Once the ILL item is checked out, they will be able to tell which ILL item is due when checking their account on the MORE Catalog. So, instead of a generic ILL message the patron will see ILL-<book title>.

## **Public Relations and Programming Services (PRPS)**

*Holiday Stress Management with Hypnosis* and *When Did My Life Become a Game of Twister?: An Evening with Mary Pierce* were two of the programs presented at the library in November. Richard Marano, certified hypnotherapist at the Eau Claire Hypnosis Center, presented an informational session and an invitational training session to about 30 attendees. Many stayed for quite a while after the program with questions for Richard and to share experiences. The presentation by local author and humorist Mary Pierce drew an audience of about 60, who thoroughly enjoyed her program.

Bess Arneson attended a Big Read orientation seminar in Minneapolis at the beginning of the month. The library is once again partnering with University of Wisconsin – Eau Claire, who was recently awarded its second National Endowment for the Arts Big Read grant. All of Eau Claire is invited to read and discuss *The Maltese Falcon*, Dashiell Hammett's brilliant literary thriller, love story, and dark, dry comedy that all but perfected the American private-eye novel. Events and activities centered on themes of the book will take place during April.

Much of the month was spent preparing for the spring round of adult programs which begins on January 2 with *Antarctica: Geological Records of Global Climate Change*. This

program is co-sponsored by the local chapter of the Sierra Club. Melany Bartig created the flyer for this program. Melany also created the flyer for *Simple Living: Get Organized*.

Larry Nickel created and mounted two signs, one in the foyer and one in the staff lounge, declaring the mission of the library. He also created a display for the Reference desk promoting the Distinguished Service Award.

Jenny added library events to local news station community calendars, the Chamber of Commerce community calendar and the library's web calendar.

Larry and Melany received training from Jeff Burns on publishing images to the website. Melany will be creating and posting PDF files of library program flyers and Larry will publish his designs for "sidebar" images and In the Spotlight banners directly to the website following this training.

Larry designed and printed on the color laser printer small numbers of business cards for Reference Assistants. Larry also created images for use on the website, including designs for the hypnosis program, Mary Pierce author visit, wood and metal art show and the program on Antarctica. Larry also printed the Capital Campaign newsletter and Give-A-Kid-A-Book posters. He designed and posted new slides for the PR monitors in the library.

Jenny created signs for the Youth Services case for displays on American Girl dolls and Legos. She designed Readers Advisory table signs titled "Yumm-o" and "No, No the Other One".

Larry created a letter-size poster promoting the Mary Pierce program for installation on the grocery store drop boxes. These posters will continue to be changed monthly to promote various library services and programs and to draw attention to the many locations of book drops around the city.

## **Safety and Security**

Larry Nickel worked with PerMar, the library's primary security vendor, on proposals to replace several of the older security cameras. Larry has been working on a replacement schedule for all security equipment and this budget item is the first of those projects to be scheduled. Three outdoor and two indoor cameras will be replaced before the end of the year as a result of this planning. The outdoor cameras are older models, so recordings from that equipment should see significant improvement when the project is completed.

Work continues on replacement of the library's fire alarm system. Apex Engineering of Eau Claire was hired to design the system and to work together with the library and Frank Draxler of City purchasing staff to develop a request for bids. Preliminary design plans were reviewed by Jackie Depa and Larry Nickel. The next stage of plans will also be reviewed by building maintenance and purchasing staff. Bid documents may be ready as early as the end of December.

Larry edited the written procedures for requesting building access changes and worked with John Stoneberg and the Library Safety Committee on wording of a "building hours" procedure.

## Technical Services

November 15, the Library Board passed an addition to the Circulation of Materials policy that grants a new loan period of 14 days to the following items: “all television series seasons regardless of length, and all other visual media more than seven hours (420 minutes) long that are cataloged, packaged and circulated as one item.” Because some repackaging is necessary before the new loan period begins on February 1, 2008, Donna Swenson will check the DVD collection and estimate how many multi-part DVDs need repackaging. She will create a plan for this project. Stickers for the project, 14 Day Loan, were ordered by Teri Oestreich. She has also checked our inventory of six and quad cases, and we have enough to complete the project.

Jackie Hagenbucher, along with Jill Przytarski, began entering data from the turnaround study. Results of this report will be used to recognize and address areas/groups of ordered items that are not moving through the department in a timely manner.

TS staff completed the first paperback browser inventory. With the help of Kris Nickel, Jean Nemitz set up the laptop computers with scanners. This allowed for a quick reading of all style and condition of barcodes. Over six thousand browsing paperbacks were scanned in 3 hours. The statistical report for all items is not yet complete. That will be in a future report.

Jill Przytarski finished her three weeks in Technical Services. We thank her very much for all of her assistance and believe she got a well-rounded taste of what a technical services department focuses on. Much to her surprise she enjoyed working with Dewey Classification, but not-so-much, entering data into spreadsheets.

Donna Swenson began cataloging Internet Resources that are used at the Reference Desk. She created records for two Wisconsin authors’ websites for testing purposes, Michael Perry and Jay Gilbertson. These two sites are now accessible in the MORE catalog by searching name using the title index (*Sneezing Cow* for Michael Perry’s site and *Jay Gilbertson* for his site). She then created a record for WCCA or Wisconsin Circuit Court Access. This is also now in the MORE catalog and can be searched using the title index or by subject index. This will be a continuing project as Donna works from a list created by reference staff.

## Youth Services

The *Turn Over a New Leaf @ the Library* had 37 participants between October 16 and November 17. This program gave kids ages 7-18 a chance to read off their fines and get their library cards back in good standing. This year, the participants read off a total of \$275.51.

YAAB has two new members: Elena is a 7th grader at DeLong Middle School and Betsy is a 7th grader at South Middle School. They are looking forward to getting more input from the middle school crowd! The YAAB will also plan to hold elections for the offices of President, Vice President, and Secretary within the next month or two.

Alisha put all the finishing touches on four new daycare kits this month. The themes for the new kits are Crazy Clothes, Music & Movement, Happy Birthday and Garden Stories. There have already been special requests for some of these kits, so they are sure to be enjoyed by many.

Jill put up a number of beautiful displays for winter, including a scene from *Snowmen at Night* by Caralyn Buehner in the windows behind the public desk.

Chrissy has been planning three teen programs that will be offered during the holiday break. Teens looking for some fun can rock out at the Guitar Hero III Tournament on Wednesday, December 26; try their hand at fashion design during Project T (a t-shirt craft program) on

Thursday, December 27; or hang out with friends during our Karaoke Party on Friday, December 28.

Chrissy is preparing a presentation for parents on the topics of Internet Safety and Television Violence for the Head Start Safety Fair on December 14. She will also present stories about stranger awareness during the fair.

Jill Przytarski joined the Youth Services staff in November for a few weeks. She is a fieldwork student from UW-EC and has been working her way around various library departments over the past semester. She is busy assisting Shelly and Alisha to prepare for the “Winter Whimsy” make-and-take craft program on December 5<sup>th</sup>.

Shelly was invited to read aloud to Mrs. Adams’ 4<sup>th</sup> grade class at Immaculate Conception school during National Children’s Book Week to help them celebrate this very special celebration of reading and books.

Chrissy presented a special Santa Storytime on Thursday, November 29, as part of Downtown Eau Claire Inc.’s “Christmastime in the City” event series. DECI solicited the library’s participation for their Dinner with Santa event and a great evening was had by all in attendance.

Chrissy also attended the IFLS Performer Showcase and Teen Workshop on November 9<sup>th</sup>. The showcase will be very helpful in determining which acts to book for upcoming library programs. The afternoon teen workshop was very informative and the participants had a chance to talk about popular young adult titles, as well as discuss ways to promote the library as a sanctuary for teens who feel isolated. There was also discussion about the use of bibliotherapy to help teens better deal with the issues they are facing in their own lives.

### **Assistant Director**

This semester’s University of Wisconsin – Eau Claire fieldwork student, Jill Przytarski, completed her placement at the beginning of December. Her library experience included blocks of hours in a number of divisions, talks with staff in other areas and on a variety of topics and a wide variety of meetings. For a student who is looking for future employment in a small library, this broad-based approach seemed to work well for her. For the spring semester, Shelly Collins-Fuerbringer, the Youth Services Division Manager, has agreed to have University of Wisconsin – Eau Claire student Sara Gerhke as a fieldwork student and to have Sara spend most of her 140 hours in Youth Services beginning in late January at the start of the new semester. Sara expressed strong interest in as much youth services experience as possible. Shelly and John Stoneberg will meet over the next month to work out a plan for Sara that will also include talks with other staff about their areas and duties and also certain meetings like the Library Board and Collection Development.

Library staff continues to work with the Chippewa Valley Fundraising Professionals (CVFRP) and now the Library has received a \$1,000 grant from CVFRP to supplement the materials the Library purchases on topics such as charities, grants, proposal writing, endowments, foundations, nonprofit organizations, special events, fundraising, philanthropy, voluntarism, etc.

John Stoneberg attended the first two meeting of the Library Board Planning Committee and researched and wrote the draft of the community background section of the RFP. John also provided new Library Board member, Oua Xiong, a tour of the library, gave him a

review of library technology and collection development and coordinated other parts of his orientation.

## **Circulation**

New library cards arrived in November. The card has a new look as a white card with teal green colored text and design. The day before Thanksgiving (Wednesday, November 21) was again this year one of the busiest days in the fall with 3,520 total items checked out that day (a normal Wednesday would have been a total circulation of 2,600).

As part of the management of the back circulation workroom, Laura Miller rates the current level of shelving backlog using a 1 – 10 rating scale: A rating of “1” represents shelving that is empty (shelving is very caught up) and “10” representing a workroom with a huge backlog including items stacked on the floor. As of November 30<sup>th</sup>, the rating was a “1”. The circulation pages have been shelving, shelf reading and dusting shelves with a turn-around time of less than 48 hours.

Over the past several months, the MORE Consortium has been participating in beta testing of an upcoming upgrade to the Innovative Interfaces, Inc. Millennium software. On November 19<sup>th</sup>, the next step in the beta testing process occurred with an integration of the upgrade to Millennium Circulation which affected all libraries. Although there were only a few portions of the software upgrade that affected the circulation module, some of the problems that occurred did take significant staff time to remedy. There are still a few “glitches” that are being worked through. One positive result of the upgrade was the ability to custom print the hold slips that are attached to holds on our shelves. We were able to create a slip with a larger last name and add the item’s hold expiration date.

Respectfully submitted,

Michael Golrick  
Library Director



# Technical Services Connection

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**A slide show  
prepared by Sharon Price for  
Library Board  
December 20, 2007**

Good morning,

TS is tucked away from the public, so today I'd like to introduce you to the staff and show you how we share in Customer service.

# Customer Service

- Customers coming in the front door
- Customers using MORE catalog
- Library Staff



We have three sets of customers.

## TS Staff

- 10 Staff members



We work together to purchase new materials at best cost, create access to all library materials on the shelves and on the MORE catalog, and to keep the collection organized and in good condition. Our work is driven by our customers.

# TS Staff

■ 10 Staff members



I'll begin in with Jean Nemitz in Acquisitions. Jean has been with the library for 35 years!

## Acquisitions Staff - Ordering

- Jean Nemitz 40 hrs. / wk.

- Ordering electronically



Jean does all ordering

Electronic orders from B&T and BWI order carts

Suggestions for purchase

NOTICE JEAN'S DOUBLE MONITOR at her workstation.

She also coordinates the annual inventory

Setting up scanning times for TS pages and

Volunteers. In 2006 we had 14 volunteers that

Worked 131 hours scanning for the inventory.

When Jean places an order, the bib record and order information show up instantly on MORE.



# "On order" in MORE catalog

The screenshot shows a web browser window displaying a library catalog entry for the book "Clapton: the autobiography" by Eric Clapton. The page includes a table of item locations and their statuses, a highlighted note about 5 copies ordered for Eau Claire New Items, and a description of the book.

**Author:** [Clapton, Eric](#)  
**Title:** Clapton : the autobiography / Eric Clapton.  
**Imprint:** New York : Broadway Books, c2007.

BOOKMARK / Rating ☆☆☆☆☆

ITEM LOC	CALL #	STATUS
Altoona Non Fiction	<a href="#">921 CLA</a>	DUE 12-27-07
Baldwin Bestsellers	<a href="#">B CLAPTON</a>	DUE 12-19-07
Eau Claire New Items	<a href="#">787.87166 C539c</a>	DUE 12-19-07
Fall Creek Non-fiction	<a href="#">927 CLAP</a>	IN TRANSIT +1 HOLD
Hudson New Books	<a href="#">787.87 CLA</a>	DUE 12-19-07
Menomonie Nonfiction	<a href="#">787.87166 CLA</a>	DUE 12-05-07
Rice Lake NEW Non-Fiction	<a href="#">921 CLAPTON</a>	DUE 11-23-07
River Falls NonFiction	<a href="#">921 Clapton</a>	DUE 12-22-07
Spr Valley NEW Non-Fic	<a href="#">921 CLA</a>	DUE 12-27-07

5 copies ordered for Eau Claire New Items on 11-29-2007.

**Descript** viii, 343 p. : ill. ; 25 cm.

5 copies on order for ec

## Acquisitions Staff - Ordering

- **Jean Nemitz 40 hrs. / wk.**
  - **Ordering electronically**
  - **Coordinates inventory**



Jean Nemitz does all ordering

Electronic orders from B&T and BWI order carts

Suggestions for purchase

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When Jean places an order, the bib record and order information show up instantly on MORE.

## Scanning browsers



Scanned 6,418 browsers.

There were over 450 checked out



Acquisitions invoicing and receiving, Jean Pickerign.

## Acquisitions Staff - invoicing and receiving

- Jean Pickerign 40 hrs. / wk.

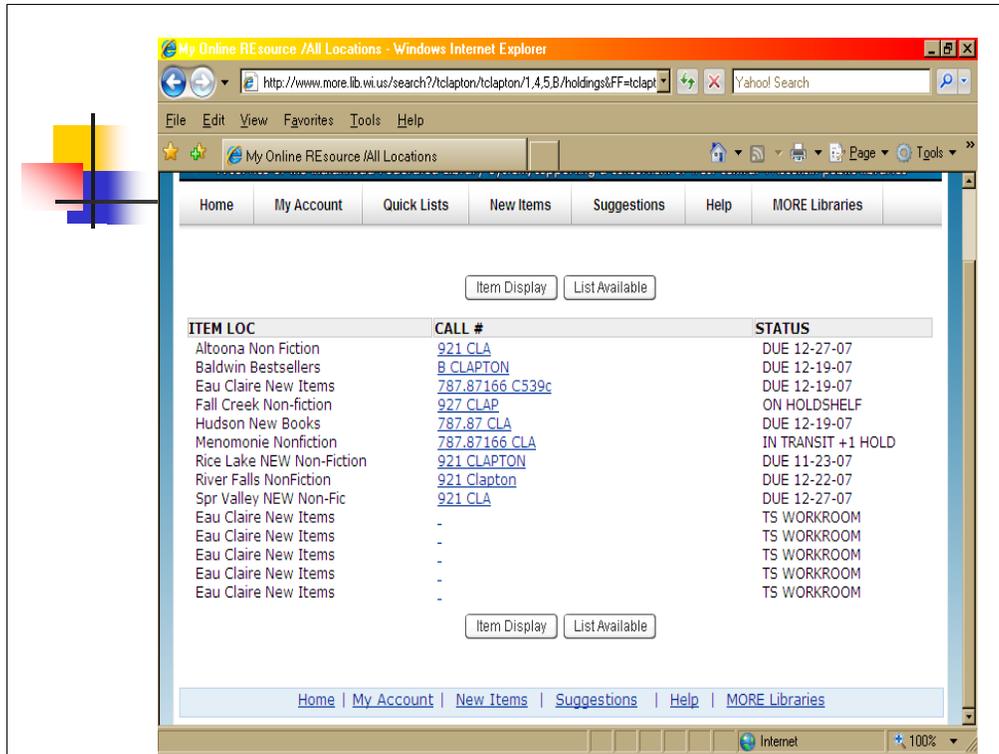
- Invoices and receives



Jean does all invoice and receiving, regularly contacts vendors, does returns, and manages the inventory slips.

Recently made a dramatic change to her workflow so that when she receives an item, an item is created in the MORE database at the same time.

This change allows for the omission of the confusing phrase “25 copies in processing” on the OPAC.



We rid the OPAC of the confusing, annoying “in process” message that remained for 30 days.

## Acquisitions Staff - invoicing and receiving

- **Jean Pickerign 40 hrs. / wk.**
  - **Invoices and receives**
  - **Reconciles statements**
  - **Manages inventory reports**



Jean does all invoice and receiving, regularly contacts vendors, does returns, and manages the inventory slips.

Recently made a dramatic change to her workflow so that when she receives an item, an item is created in the MORE database at the same time.

This change allows for the omission of the confusing phrase “25 copies in processing” on the OPAC.



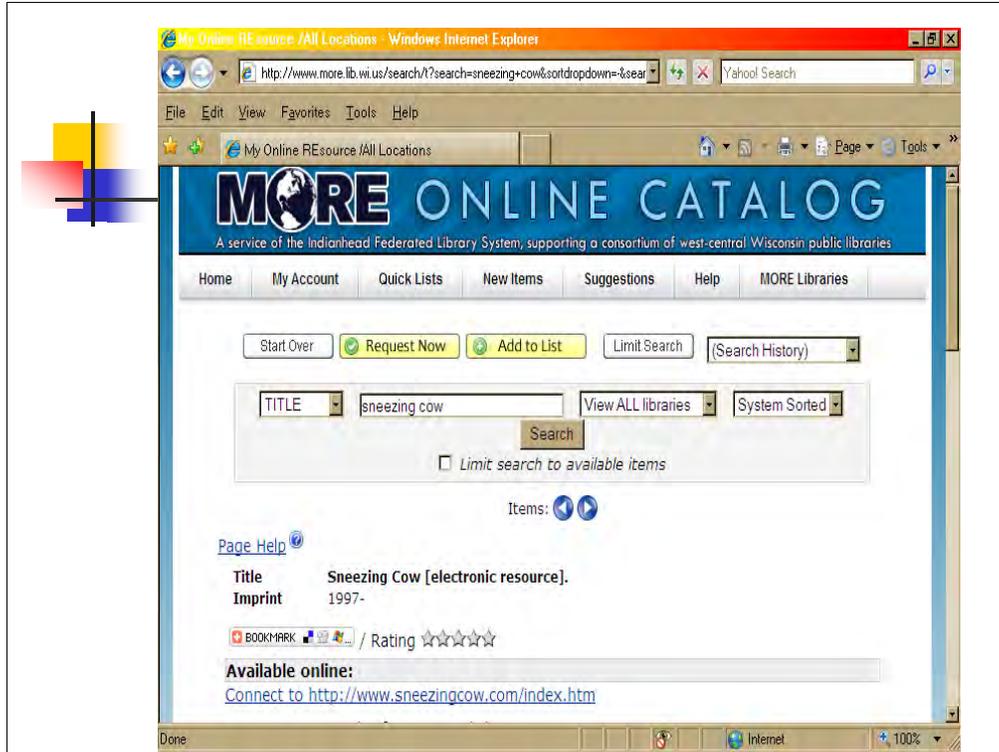
Donna Swenson.

## Cataloging Staff

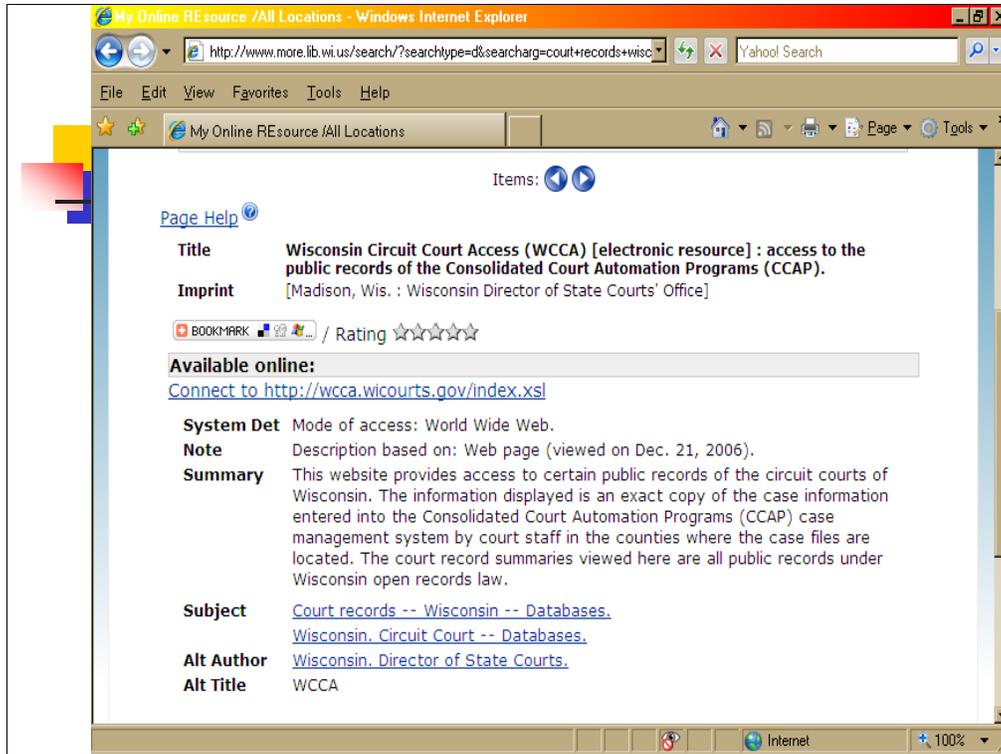
- **Donna Swenson 37 hrs. / wk.**
  - **Catalogs all nonprint**
  - **MORE Bib Standards**
  - **Internet resources**



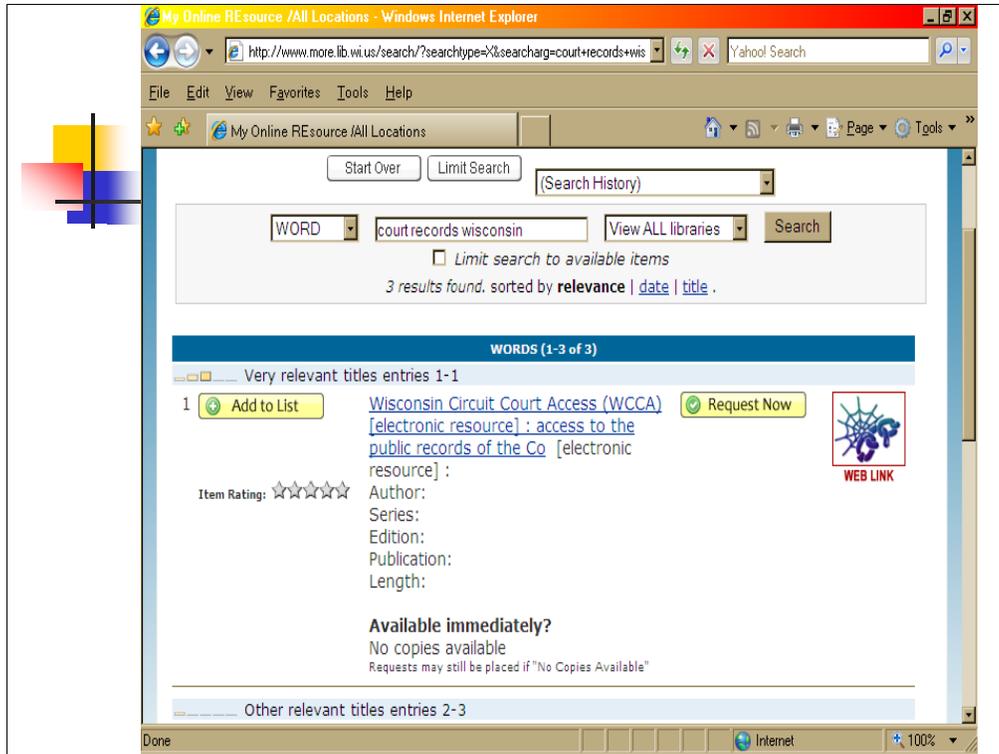
Donna catalogs all music CDs, DVDs, software and some adult nonfiction.  
Represents LEPMPL on the MORE Bib Standards committee



Michael Perry's website.



Donna created a bib record for WCCA.  
Title index or subject index



Donna created access points within the bib for keyword searches.



Cataloger Carol Anderson.

## Cataloging Staff

- **Carol Anderson 16 hrs. / wk.**

- **Catalogs all fiction**
- **Entertainment DVDs**
- **Updates CID LCSH**



Carol catalogs all Adult Fiction, JF, E, and ER  
DVD/VHS Entertainment  
Also creates and adds LCSH for the CID

# Series titles all together

The screenshot shows the Millennium Cataloging software interface. The main window displays the following information:

**EDIT FUNCTIONS**

File Edit View Go Tools Admin Reports Window Help

New Limit View Edit Summary Browse Print Close

**Millennium**

**Catalog**

Global Update

Rapid Update

Create Lists

Delete Records

Delete Rems

**TITLE** Harry Potter Quidditch world cup [electronic resource].  
**IMPRINT** Redwood City, CA : EA Games/Electronic Arts ; [Burbank, CA] : Warner Bros. Interactive Entertainment, c2003.  
**ISBN/ISSN** 0784535264 : \$29.99  
**ISBN/ISSN** 014633146585

Index: **TITLE**    **harry potter**

Search    Expand All    Remote    INN-View    Select

#	TITLE	# ENTRIES
47	Harry Potter Poster Book Hogwarts Through The Years	1
48	Harry Potter Quidditch World Cup	1
49	Harry Potter Series	4
50	Harry Potter Series 1	5
51	Harry Potter Series 2	5
52	Harry Potter Series 3	5
53	Harry Potter Series 4	4
54	Harry Potter Series 5	3
55	Harry Potter Series 6	3
56	Harry Potter Series 7	2
57	Harry Potter Spanish 1	1
58	Harry Potter Y El Caliz De Fuego	2
59	Harry Potter Y El Misterio Del Principe	1
60	Harry Potter Y El Prisionero De Azkaban	2
61	Harry Potter Y La Camara Secreta	1
62	Harry Potter Y La Orden Del Fenix	2

NOT LIMITED    65 TITLES, 160 ENTRIES

Keep all series titles formulated in the same way as the series authority record, so, all series titles fall together in a convenient list.

## TS Staff



Post cataloging staff member Teri Oestreich.

## Inputting – Supply inventory

- **Teri Oestreich 40 hrs. / wk.**

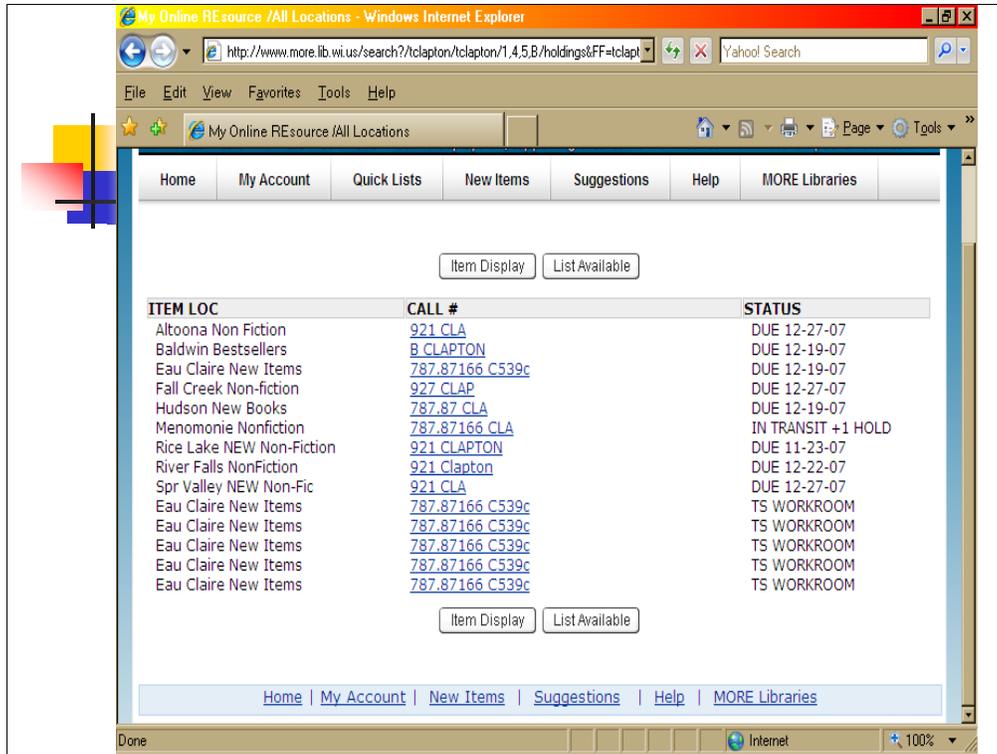
- Inputs all materials



Teri inputs all materials that have been cataloged and processed.

She also keeps track of TS supply inventory, supervises the 3 processors setting up patterns of work so processing is done efficiently, monitors processors time with inventory scanning and buffing duties.

Teri is the person that made the golden discovery of the DVD cases that hold six discs in one container. We celebrated with pizza and cupcakes.



Here are those call numbers Teri cuts and pastes!

## Inputting – Supply inventory

- **Teri Oestreich 40 hrs. / wk.**
- Inputs all materials
- Manages TS Supplies
- **Found DVD 4-6 cases!**
- Supervises Processors



Teri inputs all materials that have been cataloged and processed.

She also keeps track of TS supply inventory, supervises the 3 processors setting up patterns of work so processing is done efficiently, monitors processors time with inventory scanning and buffing duties.

Teri is the person that made the golden discovery of the DVD cases that hold six discs in one container. We celebrated with pizza and cupcakes.

# TS Staff

■ 10 Staff members



Post cataloging staff member Jackie Hagenbucher.

## Clerk duties

- **Jackie Hagenbucher 10 hrs. / wk.**

- **Clerk duties**
  - Creates spine labels
  - Repackages DVDs
  - Scans & prints images
- **Withdrawing materials**
- **Search items for MORE**



Withdrawing, creating new spine labels, creating short bibs for browsing pbks., entering data, scanning printing, trimming, withdrawing, searching databases and shelves for images, an all-around 'Jack'-of-all trades!



Members of our staff that process, in other words, property stamp, security detector, book jacket, label, barcode and tape!

## Processing Staff

- **Kristine Vinopal**

- 19 hrs. / wk.



Kristine works 19 hrs. / wk. and also spends 19 hrs. in circulation. As you can see she uses a lot of tape!

## Processing Staff

- **Lori Jungerberg**

- **15 hrs. / wk.**



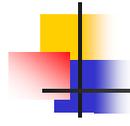
Lori works 15 hrs. / wk. and also spends 2-4 hrs. in Admin. as you might remember from Michael's presentation last month. Lori is trimming labels for a repackaged DVD.

## Processing Staff

- Elizabeth Christianson
- 15 hrs. / wk.



Elizabeth works 14 hrs. / wk. She tapes, cuts, repackages also. Elizabeth may be better known to all of you as Quinn Elizabeth. She is a guitar player and singer songwriter with three of her sisters.

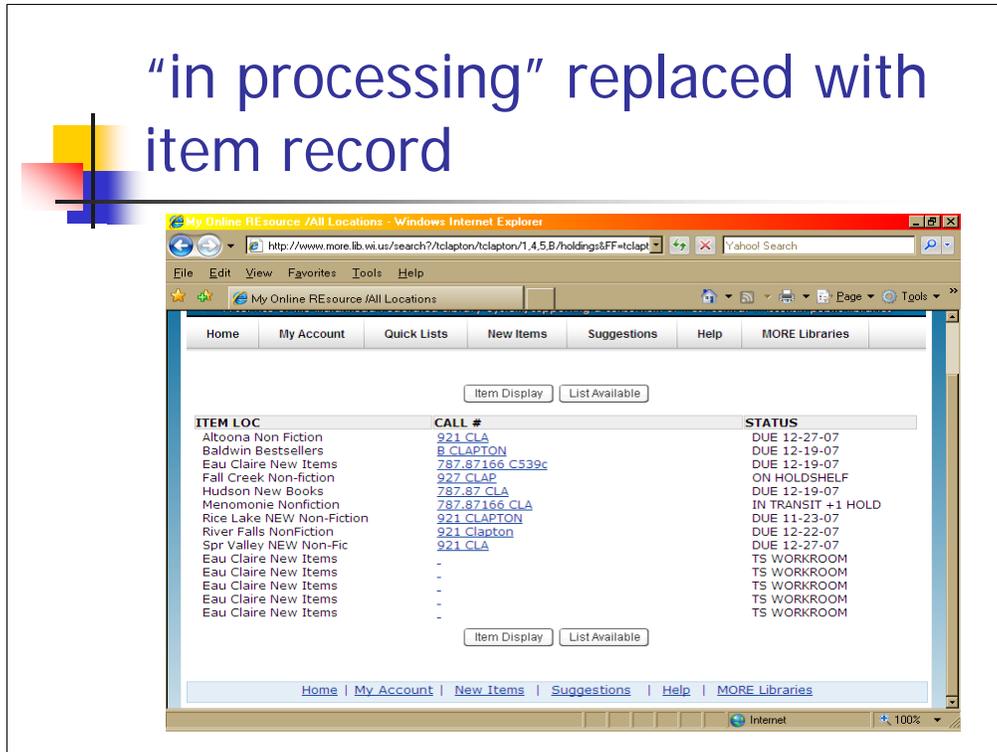


## TS Projects this year

---

- **Create items on OPAC as they are received**

## “in processing” replaced with item record



This bears repeating! Rid the MORE catalog of the confusing in processing phrase that used to remain 30 days after items were received. This made for confusion, even for Michael, when he was looking for Harry Potter! We had 25 items on the catalog and the message still read “25 copies in processing for ec”. NO more!



## TS Projects this year

---

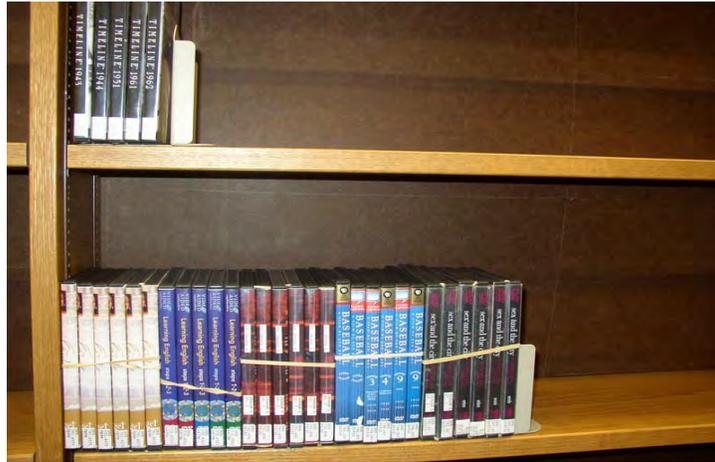
- Create items on OPAC as they are received
- **DVD cases for multiple part DVDs**

Physical access for patrons that walk in the building

+ MORE database

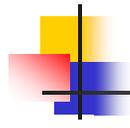
10 Staff work each day to create ACCESS to materials the library purchases. We purchase, receive, organize, classify, monitor, and mend the collection.

## Top shelf – new six pack DVD cases



The five DVD cases on the top shelf can hold 30 discs, which would be the equivalent of the 5 sets of TV series on the second shelf.

Teri Oestreich found these cases. TS celebrated with a Pizza and Cupcake party!



## TS Projects this year

---

- Create items on OPAC as they are received
- DVD cases for multiple part DVDs
- **Creating printed magazine labels**

## Printed labels vs. handwritten on masking tape



Comparison of the printed labels with the handwritten ones. We have a few over 400 magazine titles weekly, monthly, and quarterly, so as you can imagine this has saved the processors a lot of time and it does look a lot neater! Thanks to Renee Ponzio for the suggestion.



## TS Projects this year

---

- Create items on OPAC as they are received
- DVD cases for multiple part DVDs
- Creating printed magazine labels
- **TS begin responsibilities of buffing machine**

## Buffing machine

- Eco Senior Disc Repair Machine
  - Light
  - Medium
  - Deep
- Customer driven
- Disc can be buffed up to 5 times
- Processors multi-task while buffing

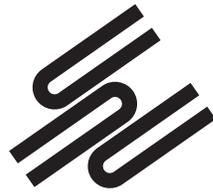


Processors 1 hr ea week

Disc can be buffed up to 5 times

DVDs, music CDs, Books on Disc.

Research technology International in Lincolnwood, Ill.



# L.E. Phillips Memorial Public Library

## Board President's Report

12/13/07

I am still on my leave of absence from the Capital Campaign, but the Executive Committee has had a busy month.

### Executive Committee

The Executive Committee's time this month has been spent mostly on Library Director performance evaluation and goal setting. We wanted to create a more structured and positive process that can be used consistently, and I believe we have succeeded. Kathie summed it up well with the words "great first year!" to Michael.

### Capital Campaign

The Capital Campaign Committee met on November 29, but I did not attend. Kathie Schneider, the Committee, and Alan Jenkins, our marketing consultant, did some heroic work in getting out three distinct letters to a large group of donors and potential donors. This effort is beginning to pay off. In less than a week, we have received about 50 donations and pledges, including one \$10,000 donation, all totaling about \$16,000. While this is a good time of year to do mailings and ask for end-of-year contributions, it is not a good time to be making personal calls on potential donors. Sue Olson is spearheading an upcoming (February) chocolate fundraising event. The Committee will not meet again until after the New Year.

### Activities:

November 10 – WLTA quarterly meeting in Portage. As mentioned previously, WLTA changed has changed its name from "Wisconsin Library Trustees and Advocates" to "Wisconsin Library Trustees and Friends". Several Friends felt strongly that this change needed to occur. According to some of the attendees, the combining of the Wisconsin Trustees and Friends organizations is what inspired the national organization to consider doing the same thing.

November 12 – Executive Committee meeting.

November 15 – Library Board meeting

November 19 – Briefly attended the Friends board meeting to update them on the WLTA meeting and the organization's name change

November 20 – Executive committee meeting

November 26 – Met with Dale Peters to ask for guidelines on upcoming Library Director salary adjustment

November 29 – Oua Xiong and I had lunch and discussed the library board and the various committees that he could join. Oua would be a great addition to any of our committees.

December 13 – Executive Committee meeting with Library Director to discuss Director goals for 2008.

THANK YOU ALL FOR A GREAT YEAR ON THE LIBRARY BOARD!!! WE HAVE ACCOMPLISHED A LOT.

## 2008 Library Goals (Draft)

The Library staff will continue to provide the current level of excellent customer service to the users of the L. E. Phillips Memorial Public Library. Outlined below are some additional specific, measurable, achievable, relevant and timely goals.

- Actively pursue fundraising efforts for the building renovation project including consideration of completing the project in stages.  
The goal for 2007 was overly ambitious. It is clear that the Campaign will not be concluded in 2008. There has been some discussion about following the pattern that the Children's Museum did of starting the project while continuing to raise funds. This project is a little more complex, and discussions will need to be held with City officials since the City is providing cash flow financing of the project through short term bonds.
- Develop a process to plan for the 2009 budget to minimize the impact on services to the public and staffing levels.  
It is clear that the 2009 budget year will be difficult. The strategic planning process will not be completed in time to address the immediate needs of the 2009 budget. Discussion on this will begin in the spring.
- Continue work on the implementation of the suggestions from the Organizational Wellness Audit.  
A number of items in the audit are being addressed. A team has been formed to work on this project.
- Complete an inclusive strategic planning process by the end of calendar year 2008.  
While the Library has had annual goals, it has been some time since there was a set of long range goals established. The plan developed from this process will set the direction for service over the next five years. The plan will include specific goals for each year of the plan.



**Request for Proposal  
For Strategic Planning Consultant Services  
January 3, 2008**

**Deadline for Proposals: February 13, 2008**

The LE Phillips Memorial Public Library (LEMPL) seeks a consultant to develop a comprehensive and long-range strategic plan for the library. This plan should address every aspect of the operations of the library including programs and services offered, facilities, staffing, public relations, marketing, fundraising, and the board. The plan is to include goals to meet community needs for the next five (5) years.

As the plan is developed, stakeholders, staff and board must provide input. Staff will need guidance in selecting implementation activities, reallocating resources, and determining how to monitor the effectiveness of activities to implement the plan.

This planning process will result in a final document (Strategic Long-Range Plan) that will contain recommendations pertaining to the types and levels of future services to be provided by the LEMPL. The Plan will be used as a guide by the Library Director and Library Board of Trustees.

**A. Impetus for the Study**

The LE Phillips Memorial Public Library hired a new leader, Library Director Michael Golrick, about a year ago. Since the library has limited experience with long-range strategic planning, it was determined that we should enlist the help of experts to analyze what the library means to the community presently and to project what changes the library needs to make to ensure it is meeting the community's needs in the future. This Plan will give the Library Director a tool to move the library into a place of recognition within the community and beyond.

**B. Community Background**

Eau Claire is located in west central Wisconsin, approximately 90 miles east of Minneapolis and St. Paul, Minnesota. It is the county seat of Eau Claire County, although a small portion of the city lies in neighboring Chippewa County. The largest city in western and northern Wisconsin (only Milwaukee, Madison, Green Bay, Kenosha, Racine, Appleton, Waukesha and Oshkosh are larger in the state), Eau Claire is the home to 65,202 (final 01/01/2007 estimate) residents. This is a growth of 5.7% over the final 2000 census figure. According to the United States Census Bureau, the city has

a total area of 32.4 miles--30.3 miles of it is land and 2.1 miles of it is water. As a city library, L. E. Phillips Memorial Public Library contracts with Eau Claire County and its 98,000 residents (final 01/01/2007 estimate) to provide all county citizens with library service.

As of the 2000 census, the racial makeup of the city was 93.44% White, 0.70% African American, 0.55% American Indian, 3.66% Asian, 0.04% Pacific Islander, 0.34% from other races and 1.28% from two or more races. Hispanic or Latino of any race were 1.00% of the population. By far, the greatest diversity that has been brought to Eau Claire in the past 30 years has been the settlement of Hmong immigrants in the area. There are approximately 3,200 Hmong living in the greater Eau Claire area (Eau Claire, Chippewa, and Dunn Counties). This is the third highest concentration of Hmong in one area of Wisconsin, with the only larger concentrations being in Milwaukee and Marathon Counties.

In 2000, there were 24,016 households in the city of which 27.7% had children under the age of 18, 44.4% were married couples living together, 30.0% of all households were made up of individuals, and 10.5% had someone living alone who was 65 years of age or older. The average household size was 2.38 and the average family size was 2.99. In the city, the population was spread out with 21.6% under the age of 18, 22.1% from 18 to 24, 26.1% from 25 to 44, 18.2% from 45 to 64 and 11.9% who were 65 years of age or older. The median age was 29 years. The median income for a household in the city was \$36,399 (in 2007 that had grown to \$44,996) and the median income for a family was \$49,320. Males had a median income of \$32,503 versus \$23,418 for females. The per capita income for the city was \$18,230. About 5.5% of families and 13.6% of the population were below the poverty line, including 10.4% of those under age 18 and 7.4% of those age 65 or over.

Eau Claire is home to the University of Wisconsin-Eau Claire (10,693 students), the private Immanuel Lutheran College and campus centers of the Chippewa Valley Technical College (6,382 undergraduate and 14,600 continuing education students). UW-Eau Claire ranked #4 in educational value among top public Midwestern universities. The Eau Claire Area School District, with an enrollment of approximately 10,800 students, is the eighth largest school district in Wisconsin and covers approximately 200 square miles. There are 13 elementary schools in the district, 3 middle schools, 2 high schools and 3 charter schools. In a national independent study from parents and employers, the District was rated in the top 15% of preferred schools in the nation. There are two private high schools in Eau Claire: Regis High School is affiliated with the Roman Catholic Church and Immanuel Lutheran High School is affiliated with Immanuel Lutheran College. In 2007, the Alliance for Youth announced that Eau Claire is a winner of a national competition to identify the 100 Best Communities for Young People. In partnership with Capital One, the 100 Best competition honors communities – ranging from small towns to urban neighborhoods

across America – for their commitment to provide healthy, safe and caring environments for young people.

The lumber industry drove Eau Claire's growth in the late 19th century. At one time, there were 22 sawmills operating in the city. Today retail, health care and education are the primary employment sectors in Eau Claire and have made the city northwestern Wisconsin's center for business, education, health care and recreational activities. Eau Claire hosts a regional mall which serves a population of over 463,000.

Since the loss of several thousand manufacturing jobs in the early 1990s (due to the closure of the local Uniroyal tire plant), the city's economy was reshaped by the opening of a number of plants engaged in the construction of computer hardware especially Hutchinson Technology's largest plant (the company is based in Hutchinson, Minnesota). Eau Claire is home to a few national/regional companies including Menards, National Presto Industries, Silver Spring Gardens (the world's largest grower and producer of horseradish products) and Erbert & Gerbert's (a Midwestern sandwich chain). Menards and Luther Midelfort-Mayo Health System employ 3,000+ employees and the Eau Claire School District, Hutchinson Technology and Sacred Heart Hospital employ 1,000+ employees.

The Greater Eau Claire community is confronting a daunting set of choices about future investments in critical public and civic facilities and services. The decisions to be made are complex, interconnected and far beyond the capacities of any single government or community organization. In fall 2007 through spring 2008, a diverse group of 150 stakeholders representing a cross-section of the community and articulating a broad range of perspectives, ideas, and expertise are engaging in visioning and strategic planning. The effort, called Clear Vision Eau Claire, seeks to reinvigorate a sense of community purpose, establish clear community priorities for the future and develop action plans to achieve a "clear vision."

In 2007, the City of Eau Claire received recognition as the 15th Best Green Place by Country Home Magazine. The list of the top 25 best places to live used criteria from air and watershed quality, miles of mass transit and green power to farmers markets, organic producers and groceries and more. (Eau Claire was among the first Tree Cities in Wisconsin and has been recognized as such since 1980.) Also, in 2007, the City was designated as a "Preserve America" community by the Advisory Council on Historic Preservation and the National Park Service. Only a few select cities have received this designation, having demonstrated significant efforts and commitment towards historic preservation in their communities and promoting heritage tourism. The August/September 2007 issue of Mother Earth News named Eau Claire one the "8 Great Places You've Never Heard Of." The City is currently involved in a major redevelopment of its downtown area. Other features that make Eau Claire home to leading businesses and families include low crime rates, low housing costs, a relatively low cost of living, wonderful parks and recreation facilities.

The City is currently involved in a major redevelopment of its downtown area. Other features that make Eau Claire home to leading businesses and families include low crime rates (CQ (Congressional Quarterly) Press recently named Eau Claire the second safest metropolitan area in the nation), low housing costs, a relatively low cost of living, and wonderful parks and recreation facilities.

### **C. Library Background**

As the largest public library in the region, the LE Phillips Memorial Public Library serves as the Resource Library for the Indianhead Federated Library System. It also serves as the host site for the shared automation system (MORE). It is the largest library in Eau Claire County, and there is an agreement among all but one of the municipalities in the county to provide reimbursement for library services provided to non-residents. It is the busiest single location in downtown Eau Claire and is one of the anchors for a revitalizing downtown business community.

The LE Phillips Memorial Public Library is governed by a ten-member Board of Directors, each member serving a term of three years. One member is the Superintendent of Schools or his/her designee. One member of the City Council serves on the Library Board and is chosen at the City Council's organizational meeting each year. There are no term limits for these two positions. Two board members must live in the County but not the City. Three names for each of these positions are presented to the City Council by the County Board Chair and the City Council selects one for each position. The remaining six members are appointed by the City Council. Members may serve no more than two consecutive terms

The LE Phillips Memorial Public Library is housed in a building opened to the public in November 1976. The old library building was then rehabilitated and is part of the City Hall complex one block away. There have been only minor changes to the structure over the past thirty years, and the Library is in the midst of a capital campaign to raise \$3.2 million in private funds which, with the \$700,000 appropriated, will allow for a minor expansion on the lower level, minor renovations on the upper level and a major renovation on the main floor. The Library system employs 85 employees (46 FTE) and has an annual operating budget of over \$3.9 million.

### **D. Financial Circumstances**

The LE Phillips Memorial Public Library receives the majority (72%) of its funding from the City of Eau Claire in the form of a property tax levy. Service to Eau Claire County residents, under the County Contract, results in an additional 13.5% of revenue. Service to residents of other Counties and certain contractual services provided to the Indianhead Federated Library System provide an additional 8.7%. The remainder is

derived primarily from fines and fees for miscellaneous services. The fiscal year for Wisconsin municipal agencies is the calendar year.

Development of a strategic plan comes at a critical time. Levy limits in Wisconsin are affecting the Library. It is expected that the cost of doing business (salaries and benefits in particular) will rise much more than the levy limits would allow. The 2009 budget cycle will present challenges in maintaining or increasing services while revenues are limited.

### **E. Scope of Work**

Consultant will work with the library board, staff, and planning committee to perform various tasks, including, but not limited to, the following:

#### **1. Prepare for conducting a Long Range Plan**

- A. Design and conduct a strategic long-range process following *The New Planning for Results* method (2001, ALA Editions), *Strategic Planning for Results* method (2008, ALA Editions) or other methods as approved.
- B. Develop a Community Planning Committee; outline composition and size of the committee, define committee responsibilities and establish a planning schedule.
- C. Develop communication methods for preparing and sharing information with the LEPMPL Board, staff, the Community Planning Committee and the general public.

#### **2. Gather information and input**

- A. Facilitate meetings of the Community Planning Committee; plan and assist in conducting Public Input meetings
- B. Identify methods for gathering information relating to community needs;
- C. Meet periodically with the LEPMPL Board, Library Director, staff and Planning Committee.
- D. Prepare the final Plan identifying the community's needs for current and future library services that will be presented to the Library Board.
- E. Lead the Community Planning Committee in developing a Community Vision Statement.

#### **3. Design the Plan**

- A. Lead the Community Planning Committee in making preliminary selections of service responses.
- B. Present Preliminary Services Responses to the LEPMPL staff for review. Staff will conduct "feedback" or "reaction" sessions to gather staff response.
- C. Present Preliminary Services Responses to the LEPMPL Board; gather responses.

- D. Lead Community Planning Committee in reviewing LEPMPL Board and staff responses to Preliminary Services Responses and make final Service Response recommendations.
- E. Present final Service Response recommendations to the LEPMPL Planning Committee.

**4. Prepare final written document including executive summary.**

**F. Requirements**

The term Consultant used throughout this Request for Proposals (RFP) is used to define those firms who receive RFP packets and submit responses (Proposals). The term Contractor is used to define the firm or firms selected by the LEPMPL to perform the Planning Process and to create the Plan as specified in the RFP.

The Contractor shall perform all services as described herein unless the Contractor can explain in detail that the deviation from the RFP would be of material benefit to the LEPMPL.

The Contractor's staff shall be available to meet with the community and staff planning teams, when requested, to discuss the Planning Process.

The Contractor shall have, at a minimum, the capabilities listed herein, and the Proposal must highlight the Contractor's expertise.

**G. Proposal Information**

- 1. Consultants are encouraged to initiate preparation of Proposals immediately upon receipt of this RFP, so that all relevant questions and information needs can be identified and answered, and so adequate time is available to prepare a comprehensive and complete response.
- 2. Point of Contact: All communications with the LEPMPL must be directed to the following contact only:
  - Jackie Depa
  - Purchasing Associate II
  - LE Phillips Memorial Public Library
  - 400 Eau Claire Street
  - Eau Claire WI 54701
  - Phone: 715/839.5053      email: jackied@eauclaire.lib.wi.us

3. Timetable – The following table outlines the tentative schedule of major activities for the RFP and Proposal Selection Process. The LEPMPL reserves the right to amend the schedule as necessary.

<b>Event</b>	<b>Date</b>
Issue the RFP	January 3, 2008
Cutoff date for questions	January 23, 2008 2pm CST
Response to Consultant questions	January 30, 2008
<b>Proposal submission deadline</b>	<b>February 13, 2008 @ 11am EST</b>

**Consultants shall check the website for any changes to the above schedule.**

4. Consultant Qualifications – The Consultant shall have the following minimum qualifications:
- A. A sound business reputation;
  - B. Proven capabilities in delivering services and reports on time and within budget;
  - C. Appropriate resources to satisfy the requirements of this RFP and resulting Contract;
  - D. Demonstrated track record in similar consulting relationships, including at least three (3) library clients;
  - E. Demonstrated track record in overall client satisfaction;
  - F. Resumes of all project staff.
5. Consultant Rights – All materials submitted in response to this Request for Proposal become the property of the LEPMPL upon delivery and shall be appended to any formal documentation, which would further define or expand the contractual relationship between the LEPMPL and the Consultant. Each Consultant, as an express condition for the LEPMPL’s consideration of such Proposal, agrees that the contents of every other Proposal submitted by other Consultants with respect to this RFP is confidential, proprietary and trade secret information in all technical areas and waives any right to access such Proposals during the RFP process. No submissions or supporting documentation will be returned to the submitting Consultant.

Consultants submitting Proposals should recognize that the LEPMPL is a public body and, as such, the LEPMPL is subject to disclosure requirements and must abide by public record laws. Neither party shall be liable for disclosures that are required by law.

6. Reservation of Rights – This RFP does not commit the LEPMPL to award a Contract, to pay any costs incurred in the preparation of the Proposal to this request, or to contract for services.

The LEMPL reserves the right to accept or reject any or all Proposals received as a result of this request, to negotiate with any qualified persons or organizations, or to cancel in part or in its entirety this RFP, if, in the sole discretion of the LEMPL, the LEMPL determines that it is in its best interest to do so.

## H. Proposal Requirements

1. Introduction. The following guidelines are provided to ensure the equitable evaluation of competitive sealed Proposals and to contain the cost of participation to some reasonable degree of certainty. Therefore, Proposals should be prepared as closely as possible in accordance with the instructions outlined in this section. Consultants are advised to read this RFP in its entirety. Failure to read and/or understand any portion of this RFP shall not be cause for waiver of any portion of this RFP.

2. **Proposal Format.** All qualified Proposals shall include:

An original and six (6) copies of the Proposal, which shall be sealed in a package(s) showing, in addition to the following address, the following information on the outside of such package(s):

- (1) Proposer's Name
- (2) RFP – Strategic Long-Range Plan Project #2007-54
- (3) Proposal Due: **February 13, 2008 @ 11am EST**

**In addition all proposals including all attachments must be submitted electronically and meet all requirements of Section 508 of the Rehabilitation Act (see: <http://www.section508.gov>).**

A. Introduction and cover letter which includes:

- (4) Consultant name, address, telephone, email and fax of firm or individual
- (5) Contact person
- (6) Signature of contact person (this signature serves as verification that the contact **person** is authorized to act on the behalf of the Consultant.)

B. Summary of Consultant's qualifications. Professional degrees and previous experience in library and information science is desirable. List of all personnel who would be involved in the various task of this project, identify the personnel to the task and a bioscope of all personnel.

- C. Brief synopsis indicating understanding of the scope and purpose of the project.
- D. Summary of Consultant's experience in providing library planning services, including success at meeting deadlines and operating within budget. Also indicate experience with plan implementation and how performance of plan design and implementation is measured.
- E. Detailed work plan that includes the following:
  - (1) Brief synopsis of overall Planning Process and Plan (no more than three pages)
  - (2) Methodology
  - (3) Timeline for the project
  - (4) Tasks with identified responsibilities of Consultant and LEPMPL staff
  - (5) Total time on part of Consultant to provide the services as well as estimated time per task.
- F. Cost of Service – please include one copy of the proposed cost in a separate sealed envelope (note that costs are reviewed after other criteria are evaluated):
  - (1) Proposed number and length of site visits and any costs associated.
  - (2) Proposed base cost for providing services relating to the Planning Process. Please itemize costs.
  - (3) Costs for all supplies needed to effectuate the Planning Process and the Plan.
  - (4) Costs for performing information gathering and analysis.
  - (5) Total Cost.
  - (6) Consultant may provide clearly delineated service options which may be added at additional costs. All options must be itemized to allow for comparisons.
- G. References – Please include at least three (3) previous clients, preferably public library clients, with contact person's name and telephone numbers. At least one reference should be a client for whom service has been completed. LEPMPL reserves the right to contact additional previous clients.
- H. Sample copy of a "plan" from a previous project. (One copy is sufficient.)
- I. Additional information – Consultants may provide any additional information it feels would assist LEPMPL in the selection process.

**J. Proposal Evaluation.** *Proposals will be evaluated by the LEMPL and the highest ranking Consultant(s) may be asked to make formal presentations to an evaluation team. Evaluation of the Proposals will include but not be limited to the following criteria, ranked in order of importance:*

1. Relevant and positive experience and success in library planning.
2. Costs to complete planning process. Please itemize costs in conjunction with the Preparation Stage, Information Gathering Stage and the Design Stage.
3. Ability to meet deadlines and operate within budget.
4. Prior experience in working with both public and staff committees.

LE PHILLIPS MEMORIAL PUBLIC LIBRARY  
**2007 YTD BUDGET REPORT - Operating**  
**For the Period Ended November 30, 2007**

OBJ #	ACCOUNT NAME	2007 ESTIMATED REVENUE	ACTUAL YTD REVENUE	RE-CEIVABLE	REMAINING UNCOLLECTED	% COLLECTED
<b>PUBLIC LIBRARY REVENUE</b>						
4002	General Property Tax-City	\$ 2,711,500.00	\$ 2,711,500.00		\$ -	100.0%
4112	Federal Aid-WI Humanities Grants	\$ 1,000.00	\$ -		\$ 1,000.00	0.0%
4128	Federal Aid-Other	\$ 15,000.00	\$ 3,220.80		\$ 11,779.20	21.5%
4330	Library Fines & Miscellaneous Revenue	\$ 132,000.00	\$ 119,090.78		\$ 12,909.22	90.2%
4398	Other Penalties (Collection Agency)	\$ 3,100.00	\$ 2,315.10		\$ 784.90	74.7%
4451	Electronic Copy Revenue	\$ 2,500.00	\$ 1,841.94		\$ 658.06	73.7%
4452	Copier Revenue	\$ 2,700.00	\$ 2,944.12		\$ (244.12)	109.0%
4602	Service to Eau Claire County	\$ 522,400.00	\$ 520,629.00		\$ 1,771.00	99.7%
4608	Indianhead Library System	\$ 123,000.00	\$ 32,151.75		\$ 90,848.25	26.1%
4672	Service Charge-Other (Fairchild)	\$ 1,500.00	\$ 1,208.97		\$ 291.03	80.6%
4798	Misc Service Revenues (Act 150)	\$ 104,600.00	\$ 168,750.60		\$ (64,150.60)	161.3%
4834	Book Bag Sales	\$ 700.00	\$ 291.47		\$ 408.53	41.6%
4836	Misc Grant Revenue	\$ -	\$ -		\$ -	n/a
4850	Gift Revenue	\$ 16,000.00	\$ 26,937.13		\$ (10,937.13)	168.4%
4852	Misc Reimbursements-Lost Items	\$ 15,000.00	\$ 14,253.13		\$ 746.87	95.0%
4858	Refund of Prior Years Expense	\$ -	\$ -		\$ -	n/a
4898	Miscellaneous Revenue	\$ 4,300.00	\$ 4,462.89		\$ (162.89)	103.8%
5152	Sale of Capital Assets	\$ 200.00	\$ -		\$ 200.00	0.0%
		\$ 3,655,500.00	\$ 3,609,597.68	\$ -	\$ 45,902.32	98.7%
5590	Fund Balance Used for CIP	\$ -	\$ -	\$ -	\$ -	n/a
5580	Working Capital Applied	\$ 64,500.00	\$ -	\$ -	\$ 64,500.00	0.0%
	<b>TOTAL REVENUE</b>	<b>\$ 3,720,000.00</b>	<b>\$ 3,609,597.68</b>	<b>\$ -</b>	<b>\$ 110,402.32</b>	<b>97.0%</b>

OBJ #	ACCOUNT NAME	2007 APPROP.	ACTUAL YTD EXPENDED	ENCUMBRANCES	AVAIL. BUDGET	% USED
<b>PUBLIC LIBRARY EXPENDITURE</b>						
6010	Payroll Wages	\$ 1,695,600.00	\$ 1,488,819.75		\$ 206,780.25	87.8%
6040	Employer Paid Benefits	\$ 333,100.00	\$ 280,759.85		\$ 52,340.15	84.3%
6043	Health insurance-Employer	\$ 319,100.00	\$ 265,288.26		\$ 53,811.74	83.1%
6047	Health insurance Deductible	\$ 57,400.00	\$ 38,597.85		\$ 18,802.15	67.2%
6108	Unemployment Compensation	\$ 8,800.00	\$ 1,906.00		\$ 6,894.00	21.7%
6110	Postage & Shipping	\$ 24,200.00	\$ 16,759.47		\$ 7,440.53	69.3%
6112	Computer Service Charges	\$ 92,500.00	\$ 79,587.66		\$ 12,912.34	86.0%
6116	Binding	\$ 1,000.00	\$ 65.55		\$ 934.45	6.6%
6120	Auditing	\$ 2,300.00	\$ 1,815.05		\$ 484.95	78.9%
6122	Cataloging	\$ 28,300.00	\$ 27,772.24		\$ 527.76	98.1%
6128	Repairs to Tools & Equip	\$ 5,600.00	\$ 4,091.09		\$ 1,508.91	73.1%
6138	Equipment Rental	\$ 10,600.00	\$ 4,740.82		\$ 5,859.18	44.7%
6150	Special Services	\$ 54,200.00	\$ 30,088.61		\$ 24,111.39	55.5%
6160	Staff Training/Conference	\$ 21,400.00	\$ 17,334.33		\$ 4,065.67	81.0%
6162	Membership Dues	\$ 3,600.00	\$ 1,516.00		\$ 2,084.00	42.1%
6198	Miscellaneous Contractual	\$ 48,100.00	\$ 42,206.82	\$ 5,348.00	\$ 545.18	98.9%
6202	Electricity	\$ 69,400.00	\$ 63,894.34		\$ 5,505.66	92.1%
6208	Gas Service	\$ 22,200.00	\$ 14,050.09		\$ 8,149.91	63.3%
6210	Telephones	\$ 13,800.00	\$ 15,108.04		\$ (1,308.04)	109.5%
6252	Water Service	\$ 2,100.00	\$ 2,556.50		\$ (456.50)	121.7%
6254	Sewer Service	\$ 2,200.00	\$ 1,933.64		\$ 266.36	87.9%
6308	Special Assessments	\$ 500.00	\$ 580.62		\$ (80.62)	116.1%
6350	Liability & Property Insurance	\$ 31,000.00	\$ 28,416.63		\$ 2,583.37	91.7%
6398	Insurance Claims Reimbursement	\$ -	\$ -		\$ -	n/a
6402	Office, AV, Library Supplies	\$ 80,600.00	\$ 65,156.20	\$ 2,880.18	\$ 12,563.62	84.4%
6410	Periodicals	\$ 22,800.00	\$ 21,274.50		\$ 1,525.50	93.3%
6411	Pamphlets	\$ 200.00	\$ 3.00		\$ 197.00	1.5%
6412	Books-Adult	\$ 178,600.00	\$ 152,162.94		\$ 26,437.06	85.2%
6413	Books-Juvenile	\$ 72,400.00	\$ 64,325.61		\$ 8,074.39	88.8%
6414	Non-print Materials	\$ 59,100.00	\$ 54,100.72		\$ 4,999.28	91.5%
6415	Lost/Damaged Collection Materials	\$ 15,000.00	\$ 10,098.59		\$ 4,901.41	67.3%
6490	Equipment Purchases < \$5000	\$ 60,400.00	\$ 46,210.82	\$ 3,587.99	\$ 10,601.19	82.4%
6496	Gift Expenditures	\$ 16,000.00	\$ 13,609.27	\$ 871.11	\$ 1,519.62	90.5%
6498	Other Materials & Supplies	\$ 2,800.00	\$ 2,781.02	\$ 854.00	\$ (835.02)	129.8%
6790	Refunds & Reimbursements	\$ 10,500.00	\$ 10,213.10		\$ 286.90	97.3%
6802	Capital Purchases	\$ 5,800.00	\$ 5,900.40		\$ (100.40)	101.7%
7044	Transfer to Library Capital Projects	\$ 105,900.00	\$ 105,900.00		\$ -	100.0%
		\$ 3,477,100.00	\$ 2,979,625.38	\$ 13,541.28	\$ 483,933.34	86.1%

OBJ #	ACCOUNT NAME	2007 APPROP.	ACTUAL YTD EXPENDED	ENCUMBRANCES	AVAIL. BUDGET	% USED
<b>LIB BLDG MAINTENANCE EXPENDITURE</b>						
6010	Payroll Wages	\$ 121,600.00	\$ 85,909.19		\$ 35,690.81	70.6%
6020	Payroll Overtime	\$ 16,400.00	\$ 10,862.43		\$ 5,537.57	66.2%
6030	Special Pays	\$ 600.00	\$ 422.09		\$ 177.91	70.3%
6040	Employer Paid Benefits	\$ 25,700.00	\$ 16,821.22		\$ 8,878.78	65.5%
6043	Health Ins (ER)	\$ 33,200.00	\$ 17,478.70		\$ 15,721.30	52.6%
6047	Health Insurance Deductible	\$ 6,500.00	\$ 5,639.67		\$ 860.33	86.8%
6108	Unemployment Compensation	\$ -	\$ -		\$ -	n/a
6128	Repairs to Tools & Equipment	\$ 200.00	\$ 259.95	\$ 129.98	\$ (189.93)	195.0%
6130	Repairs to Buildings	\$ 19,200.00	\$ 19,929.04	\$ 1,116.00	\$ (1,845.04)	109.6%
6138	Equipment Rental	\$ 100.00	\$ -		\$ 100.00	0.0%
6144	Laundry & Dry Cleaning	\$ 200.00	\$ 65.00		\$ 135.00	32.5%
6150	Special Services	\$ 7,900.00	\$ 7,935.24	\$ 1,152.27	\$ (1,187.51)	115.0%
6214	Garbage Service	\$ 2,100.00	\$ 1,804.88		\$ 295.12	85.9%
6256	Stormwater Charges	\$ 400.00	\$ 704.40		\$ (304.40)	176.1%
6460	Repair Part & Supplies	\$ 1,100.00	\$ 297.26		\$ 802.74	27.0%
6464	Building Materials & Janitorial Supplies	\$ 7,700.00	\$ 3,872.23		\$ 3,827.77	50.3%
		<u>\$ 242,900.00</u>	<u>\$ 172,001.30</u>	<u>\$ 2,398.25</u>	<u>\$ 68,500.45</u>	71.8%
TOTAL EXPENSES		<u>\$ 3,720,000.00</u>	<u>\$ 3,151,626.68</u>	<u>\$ 15,939.53</u>	<u>\$ 552,433.79</u>	85.1%

LE PHILLIPS MEMORIAL PUBLIC LIBRARY  
**LTD CAPITAL IMPROVEMENT PLAN BUDGET REPORT**  
For the Period Ended November 30, 2007

OBJ #	ACCOUNT NAME	CURRENT APPROP.	ACTUAL SINCE INCEPTION EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	% USED
	<b>LIBRARY BLDG IMPROVEMENT</b>					
6810	Capital Costs	\$ 892,800.00	\$ 716,109.38	\$ -	\$ 176,690.62	80.2%
	<b>TECHNOLOGY UPGRADE</b>					
6802	Capital Purchases	\$ 946,000.00	\$ 892,646.20	\$ 26,385.32	\$ 26,968.48	97.1%
	<b>LIBRARY BUILDING EXPANSION</b>					
6810	Capital Costs	\$ 700,000.00	\$ 104,860.61	\$ 19,709.00	\$ 575,430.39	17.8%
	<b>LIBRARY BLDG IMPROVEMENT</b>					
6810	Capital Costs	<u>\$ 115,600.00</u>	<u>\$ -</u>	<u>\$ 4,900.00</u>	<u>\$ 110,700.00</u>	4.2%
TOTAL CAPITAL IMPROVEMENT PLAN EXPENSE		<u>\$ 2,654,400.00</u>	<u>\$ 1,713,616.19</u>	<u>\$ 50,994.32</u>	<u>\$ 889,789.49</u>	66.5%

LE PHILLIPS MEMORIAL PUBLIC LIBRARY

Additional Bills & Claims Listing - November 2007

**CUSTODIAL OPERATING BUDGET:**

VENDOR	DESCRIPTION	AMOUNT
Various	Salaries & wages, overtime, spec. pay	\$ 10,845.06
Various	WRS, SS, life, disability	\$ 1,859.50
Various	Health insurance, deductible	\$ 2,344.73
NEI Northern Electric	Repair, street light fixture	\$ 129.00
Certified Inc	Plumbing services/repairs	\$ 271.96
Hovlands Inc	HVAC repairs	\$ 431.44
Queens Dry Cleaners	Service, laundering rags	\$ 26.00
Wil Kil Pest Control	Pest control service	\$ 20.00
Traci's Green Interiors	Plant rental, monthly	\$ 260.52
G&K Services	Rental, floor mat, oil mop	\$ 54.46
G&K Services	Rental, floor mat, oil mop	\$ 54.46
G&K Services	Rental, floor mat, oil mop	\$ 54.46
G&K Services	Rental, floor mat, oil mop	\$ 54.46
Waste Management	Rubbish, garbage and recycling	\$ 191.60
City of Eau Claire	Stormwater charges	\$ 178.13
Menards West	Building materials, misc.	\$ 32.95
Menards West	Building materials, misc.	\$ 21.96
Viking Electric Supplies	Supply parts, electrical	\$ 41.70
Viking Electric Supplies	Supply parts, electrical	\$ 31.42
Viking Electric Supplies	Supply parts, electrical	\$ 94.26
		<u>\$ 16,998.07</u>

**LIBRARY OPERATING BUDGET:**

VENDOR	DESCRIPTION	AMOUNT
Various	Salaries & wages, shift premium	\$ 139,198.71
Various	WRS, SS, life, disability	\$ 26,343.15
Various	Health insurance, deductible, EAP	\$ 31,503.59
		<u>\$ 197,045.45</u>

**LIBRARY CAPITAL CAMPAIGN:**

VENDOR	DESCRIPTION	AMOUNT
Various	Salaries & wages, shift premium	\$ 985.60
Various	WRS, SS, life, disability	\$ 191.70
		<u>\$ 1,177.30</u>

LE PHILLIPS MEMORIAL PUBLIC LIBRARY  
**Statistical Report - November**

2005	2006	2007	Chng. Prev. Yr.
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**AVERAGE ADJUSTED DAILY NUMBER OF LIBRARY VISITS IN BUILDING**

1,073	1,097	1,093	-0.4%	Month of November
1,267	1,269	1,281	0.9%	Year to date

**AVERAGE DAILY NUMBER OF LIBRARY VISITS TO YOUTH SERVICES**

711	659	642	-2.6%	Month of November
825	824	819	-0.6%	Year to date

**% SHARE OF CHECKOUTS AND IN-BUILDING RENEWALS (Does NOT include outgoing MORE transactions)**

70.2%	71.4%	71.5%	0.2%	City of Eau Claire
16.3%	16.1%	16.1%	0.2%	Remainder of Eau Claire County participating in Co. Lib. Svcs. Agreement
13.5%	12.5%	12.3%	-1.3%	All other users checking something out or renewing from this building

*Figures given for billable period according to contract (July-November)*

**NUMBER OF CUSTOMERS CHECKING SOMETHING OUT FROM THIS BLDG:**

14,276	14,184	14,372	1.3%	Month of November
167,811	170,532	169,872	-0.4%	Year to date

**NUMBER OF ITEMS CHECKED OUT FROM LIBRARY BUILDING\***

76,935	74,321	74,126	-0.3%	Month of November
903,975	907,003	884,330	-2.6%	Year to date

**RENEWALS FROM LIBRARY BUILDING\***

5,250	5,189	4,196	-23.7%	Month of November
59,196	54,172	46,849	-15.6%	Year to date

*\*Does not include remote or telephone renewals*

**REMOTE & TELEPHONE RENEWALS OF ITEMS OWNED BY LE PHILLIPS LIBRARY**

**Telephone renewals**

1,487	1,354	1,180	-14.7%	Month of November
14,919	15,668	16,149	3.0%	Year to date

**Web renewals**

14,942	15,204	16,481	7.7%	Month of November
154,027	163,929	175,559	6.6%	Year to date

**MORE CONSORTIUM CHECKOUTS ("Blank Code" field not included)**

**Incoming materials (included in "Checkouts from Library Bldg" above)**

6,651	7,413	8,691	14.7%	Month of November
74,489	85,553	94,367	9.3%	Year to date

**Outgoing materials (NOT included in "Checkouts from Library Bldg" above)**

7,948	9,028	9,129	1.1%	Month of November
84,256	101,470	103,996	2.4%	Year to date

**MORE CONSORTIUM CHECKOUTS OF JUVENILE MATERIALS**

**Incoming materials (included in "MORE Consortium Checkouts" above)**

912	1,119	1,290	13.3%	Month of November
10,517	11,583	13,121	11.7%	Year to date

**Outgoing materials (NOT included in "Checkouts from Library Bldg" above)**

1,359	1,507	1,524	1.1%	Month of November
11,973	14,856	15,838	6.2%	Year to date

2005	2006	2007	Chng. Prev. Yr.
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**INTERLIBRARY LOANS**

**Incoming materials (NOT included in "Checkouts from Library Building" above)**

228	236	197	-19.8%	Month of November
2,842	2,654	2,748	3.4%	Year to date

**Outgoing materials (included in "Checkouts from Library Building" above)**

817	527	437	-20.6%	Month of November (without renewals)
7,230	5,949	5,231	-13.7%	Year to date (without renewals)

**Outgoing materials (included in "Checkouts from Library Building" above)**

14	20	23	13.0%	Month of November (renewals)
77	108	213	49.3%	Year to date (renewals)

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**HOME DELIVERY (included in "Checkouts from Library Building" above)**

944	984	n/a	n/a	Month of November (without renewals)
10,375	11,124	n/a	n/a	Year to date (without renewals)

**HOME DELIVERY RENEWALS (included in "Checkouts from Library Building" above)**

79	n/a	n/a	n/a	Month of November Renewals
908	n/a	n/a	n/a	Year to date Renewals

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**UNIQUE VISITORS TO WEBSITE**

11,337	n/a	n/a	n/a	Month of November
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## RESOURCE LIBRARY AGREEMENT

2008

This agreement is between the Indianhead Federated Library System, a public library system organized in accordance with Chapter 43 of the Wisconsin Statutes, hereinafter called "IFLS," and the L.E. Phillips Memorial Public Library, Eau Claire, hereinafter called "LEPMPL."

WHEREAS, IFLS is organized under authority of Chapter 43 to provide for the improvement of public library services to the residents of Barron, Chippewa, Dunn, Eau Claire, Pepin, Pierce, Polk, Price, Rusk, and St. Croix counties, and annually adopts a Plan of Library Service, and

WHEREAS, Section 43.16 Wisconsin Statutes requires that "each public library system shall have at least one system resource library." And

WHEREAS, LEPMPL is a member in good standing of IFLS and of the MORE shared automation system and meets all the statutory requirements to serve as a resource library,

### **NOW THEREFORE, IT IS MUTUALLY UNDERSTOOD AND AGREED AS FOLLOWS:**

1. LEPMPL will serve as resource library for IFLS.

As the resource library, LEPMPL will provide backup reference and interlibrary loan services including the development of and access to specialized collections. This agreement meets the requirements of Section 43.24(2)(b) Wisconsin Statutes.

Terms and conditions of compensation for such services are as follows:

- a) Interlibrary Loan

LEPMPL will provide interlibrary loan of materials in the Library's collection. Booking of AV materials and circulation of materials directly to other MORE libraries are not included in this agreement.

IFLS shall compensate LEPMPL for interlibrary loan requests referred to the library by the IFLS Clearinghouse at \$4.64 per request for a minimum of 4000 requests for a total of \$18,560. These funds will be paid quarterly. In January, 2009, IFLS will pay LEPMPL \$4.64 per request for any requests over 4000.

- b) Collection Funds and Toll-free Reference Number

The Indianhead Federated Library System will provide a grant of \$25,000 in 2008 for improvement of the reference and general collection at the LEPMPL and for the cost of calls placed to the toll free reference number, 800-525-7787, by the staff of IFLS member libraries. These funds will be paid quarterly.

c) Delivery and Public Access Internet

IFLS will fund 5-day a week, twice a day pick-up and drop-of of materials to LEPMPL to facilitate efficient delivery of materials to and from the library and among IFLS member libraries.

IFLS will fund one DSL line for free and open public wireless Internet access for LEPMPL patrons.

2. This agreement will be in effect from January 1, 2008 to December 31, 2008.

This agreement may be amended at any time by mutual agreement of both parties. The parties shall meet and confer with each other on possible modifications to this agreement in the event of changes in interlibrary loan services, or the state telecommunications network that have an effect on the terms and conditions of this agreement.

\_\_\_\_\_  
Date \_\_\_\_\_  
President, LEPMPL Board of Trustees

\_\_\_\_\_  
Date \_\_\_\_\_  
President, IFLS Board of Trustees

**Agreement to Provide Library Access to the Residents of the  
Town and Village of Fairchild  
2008**

The Indianhead Federated Library System (IFLS) and the L.E. Phillips Memorial Public Library (LEPMPL) enter into this agreement in order to insure library service for all residents of Eau Claire County and to insure Eau Claire county libraries are in compliance with system membership requirements and that IFLS meets its statutory requirements. This agreement is contingent on the Fairchild Public Library being a member in good standing of the Indianhead Federated Library System.

**LIBRARY SERVICES FOR THE RESIDENTS OF THE VILLAGE and TOWN OF FAIRCHILD**

For a term beginning January 1, 2008 and ending December 31, 2008, residents of the Village of Fairchild and to the Town of Fairchild will be accorded complete library service including interlibrary loan at the L.E. Phillips Memorial Public Library on the same terms, as the service is available to the residents of the City of Eau Claire.

If either municipality qualifies for an exemption from the county library levy for 2008 and does not reimburse the LEPMPL for circulation, the Indianhead Federated Library System will reimburse LEPMPL for service based on the following:

- Cost per circulation was \$2.90
- The number of circulations to Village of Fairchild residents was 395
- The number of circulations to Town of Fairchild residents was 328
- The total cost is \$2,097

The Indianhead Federated Library System will reimburse the L.E. Phillips Memorial Public Library quarterly for this service in 2008.

The joint Fairchild Public Library will not be reimbursed under this agreement for non-resident library service.

APPROVED BY:

\_\_\_\_\_  
President, LEPMPL Board of Trustees

\_\_\_\_\_  
Date

\_\_\_\_\_  
President, IFLS Board of Trustees

\_\_\_\_\_  
Date

## MORE Host Site Agreement

This agreement is between the Indianhead Federated Library System, a public library system organized in accordance with Chapter 43 of the Wisconsin Statutes, hereinafter called "IFLS," and the L.E. Phillips Memorial Public Library, Eau Claire, hereinafter called "LEPMPL."

WHEREAS, LEPMPL is a member in good standing of IFLS and of the MORE shared automation system

NOW THEREFORE, IT IS MUTUALLY UNDERSTOOD AND AGREED AS FOLLOWS:

LEPMPL will serve as the host site for the MORE shared automated system, an IFLS service. The MORE central equipment will be located at LEPMPL and staffed by LEPMPL staff.

IFLS will compensate LEPMPL for the following host site costs:

One high speed BadgerNet telecommunication line connected to the IFLS WAN for MORE data transmission:	\$1,200.00
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Host site overhead costs:	\$1,479.00
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Staffing for the host site including the following:	\$81,566.00
System Administrator: 30%	
Web Designer: 15%	
System Operator: 70%	
Administrative Staff: 1.73%	

Telephone charges for telephone renewal and telephone notification services:	Actual cost up to \$1,500 (Documentation required.)
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IFLS will pay the LEPMPL for the annual costs up to \$85,745 on an annual basis as billed by LEPMPL.

LEPMPL will provided host site costs for 2009 to IFLS and the MORE Directors Council by July 1, 2008 so that these figures can be included in the 2009 MORE Budget to be approved by the MORE Directors Council by August 1, 2009.

This agreement will be in effect from January 1, 2008 to December 31, 2008.

\_\_\_\_\_ Date \_\_\_\_\_  
President, MORE Directors Council

\_\_\_\_\_ Date \_\_\_\_\_  
President, LEPMPL Board of Trustees

\_\_\_\_\_ Date \_\_\_\_\_  
President, IFLS Board of Trustees