1) Call to Order

2) Compliance with Open Meetings Laws: A quorum of the Village Board of Trustees may be in attendance but no formal Board action will be taken at these meetings.

3) Public Comments

4) Approval of the Minutes: April 17, 2019 meeting

5) Approval of Financial Reports:
   a) Check Register: April 2019

6) Review of Financial Statements:
   a) Expenditures to Actual Comparison: 04/19
   b) Revenue to Actual Comparison: 04/19
   c) Balance Sheet: 03/19

7) Unfinished Business:
   a) Review annual Library Board Calendar

8) New Business:
   b) Discuss annual Library Board Trustee terms and renewals
   c) Trustee Continuing Education: discussion of Director’s memo re: book *Lean Library Management*

9) Informational and Discussion Items:
   a) Director’s Report
   b) Library Staff Reports
   c) President’s Report
   d) Friends Board Report

10) Correspondence

11) Closed Session: The Board shall convene in Closed Session pursuant to Wisconsin State Statute Section 19.85(1)(c) to consider employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility.

   Specifically, to discuss Library Director employment benefits

12) Return to Open Session: The Board reserves the right to return to Open Session to act on matters discussed in Closed Session

13) Adjournment
President Amidzich called the Regular meeting of the Greendale Public Library Board of Trustees to order at 5:00 PM.

Trustees Present: Amidzich, Dombrowski, Genz, Huberty, Kiltz, Jensen, Unger
Excused: 
Also Present: Van Klooster - Library Director

Library Director Van Klooster stated that the Agenda for this meeting had been published in compliance with the Open Meetings Law.

PUBLIC COMMENTS
NONE

APPROVAL OF THE MINUTES
Trustee Kiltz moved, Trustee Dombrowski seconded approval of the March 20, 2019 minutes.
Ayes: All
Noes: None
Motion to approve: Carried

APPROVAL OF FINANCIAL REPORTS
Check Register: March 2019
Trustee Kiltz moved, Trustee Huberty seconded approval of the March 2019 expenditures in the total amount of $12,576.32
Ayes: All
Noes: None
Motion to approve: Carried

REVIEW OF FINANCIAL STATEMENTS
a) Expenditures to Actual Comparison: 03/19
b) Revenue to Actual Comparison: 03/19
c) Balance Sheet: 02/19

UNFINISHED BUSINESS
a) Library Board annual self-evaluation
The completed evaluation was discussed. Jensen feels having the strategic plan in place will help board in improving direction, Amidzich agrees. Amidzich discusses development of an annual calendar of reports, eg a Friends report after their annual meeting, strategic plan process check-ins, partnership updates, staff development and engagement updates, end of summer reading report. Kiltz recommends that reports reflect strategic priorities, and are an opportunity to establish goals and measures, wonders what those might be and what methods could be used for measuring progress, including online and paper surveys, ensuring resource allocation is appropriate, etc.

NEW BUSINESS
a) Revision to policies to allow patron access to electronic resources without regard to fine amount
Trustee Jensen moved, Trustee Huberty seconded revision to Policy-Public Computer Use and Policy-Library Card and Circulation to allow access to all electronic resources without regard to fine amount. There was no special discussion or provision for hoopla as being separate from other resources.
b) Revision to Policy-Meeting Room Use
Trustee Kiltz moved, Trustee Jensen seconded revision to Policy-Meeting Room Use to accept Village legal counsel recommendations for revision.
Ayes: All
Noes: None
Motion to approve: Carried

Library Board Trustees discussed the Village Trustees’ recent consideration of conducting performance evaluations in June/July in order to prepare the upcoming budget with hard numbers. Evaluations would be completed in time for the Library Board to prepare a draft budget for submittal to the Village Manager as he begins to consider the overall municipal budget. Board requests that Van Klooster and the Circulation Supervisor conduct a 6-month review for all staff to be completed in July 2019, and then standard annual reviews in July thereafter.

INFORMATIONAL AND DISCUSSION ITEMS

a) Director’s Report
Van Klooster highlighted the unique and relevant Lunch and Learn topics
b) Library Staff Report
c) President’s Report
d) Friends of the Greendale Public Library Report

Trustee Huberty noted there is a rescheduled Friends Annual Meeting on May 21.

CORRESPONDENCE

None

CLOSED SESSION

Trustee Kiltz moved, Trustee Jensen seconded convening in Closed Session to discuss Library Director performance and probation evaluation; and review Resolution 2019-1: Library 2019 Salary Resolution
Ayes: All
Noes: None
Motion to approve: Carried

RETURN TO OPEN SESSION

Trustee Huberty moved, Trustee Jensen seconded returning to OPEN SESSION
Ayes: All
Noes: None
Motion to approve: Carried

a) Director performance and probation evaluation; and review Resolution 2019-1: Library 2019 Salary Resolution
Trustee Huberty moved, Trustee Dombrowski seconded approving Library Director performance and probation evaluation; and Resolution 2019-1: Library 2019 Salary Resolution as presented.
Ayes: All
Noes: None
Motion to approve: Carried

ADJOURNMENT

The meeting adjourned at 7:07 PM.
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<tr>
<th>GL Period</th>
<th>GL Acct No</th>
<th>GL Account</th>
<th>Check Issue Date</th>
<th>Amount</th>
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<th>Description</th>
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M = Manual Check, V = Void Check
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Grand Totals: 14,094.67
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Total LIBRARY: 42,154.47 - 698,537.00 - 235,517.59 - 463,019.41 - 33.72%

Net Grand Totals: 42,154.47- 698,537.00- 235,517.59- 463,019.41- 33.72%
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<th>Account Number</th>
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<td>.00</td>
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<tr>
<td><strong>Total 07:</strong></td>
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<td>1,370.69</td>
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<td>466,481.50</td>
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<tr>
<td><strong>Net Total LIBRARY FUND:</strong></td>
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<td>1,370.69</td>
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<tr>
<td><strong>Net Grand Totals:</strong></td>
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<td>1,370.69</td>
<td>670,300.00</td>
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<td>203,818.50</td>
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## Village of Greendale
### Balance Sheet

**3/31/2019**

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<tr>
<th>Assets</th>
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<tbody>
<tr>
<td><strong>07-00-111000  CASH DEPOSIT</strong></td>
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<td><strong>07-00-111080  PETTY CASH</strong></td>
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**Total Assets** $ 329,535.43

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<tr>
<th>Liabilities and Equity</th>
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<tr>
<td><strong>Liabilities</strong></td>
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<tr>
<td>07-00-151200 ACCRUED PAYROLL SALARIES</td>
<td>$ -</td>
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<tr>
<td>07-00-151210 ACCOUNTS PAYABLE</td>
<td>$ (11,707.66)</td>
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<tr>
<td>07-00-151260 DEFERRED REVENUES - TAX</td>
<td>$ (182,111.18)</td>
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<tr>
<td>07-00-151280 ACCUMULATED VACATION PAYABLE</td>
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<tr>
<td>07-00-151290 ACCUMULATED SICK LEAVE PAYABLE</td>
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<td>07-00-172020 DUE TO/FROM 2 EQUIP REPL</td>
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<td>07-00-172090 DUE TO/FROM 60 TRUST AGENCY</td>
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<td>07-00-172200 DUE TO/FROM FOUNDATION</td>
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<tr>
<td>07-00-224000 ADVANCE FROM GENERAL FUND</td>
<td>$ 0.00</td>
</tr>
</tbody>
</table>

**Total Liabilities** $ (11,707.66)

<table>
<thead>
<tr>
<th>Fund Equity</th>
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<tbody>
<tr>
<td>07-00-170000 FUND BALANCE</td>
<td>$ (46,080.08)</td>
</tr>
<tr>
<td>REVENUES OVER EXPENDITURES- YTD</td>
<td>$ (271,747.69)</td>
</tr>
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**Total Fund Equity**

**Total Liabilities and Equity** $ (317,827.77)

**Total** $ (329,535.43)
January
- Director meets with personnel committee to review his/her annual goals and objectives and progress report on his/her prior year annual goals and objectives.

February
- Annual report reviewed, approved, and forwarded to library system and DLT.
- Remind Board of annual self evaluation due in April.

March
- Board annual self evaluation in packet.

April
- Board annual self evaluation results discussion.

May
- Trustees terms ending in July - provide the Library Board President and Village President notice of interest to continue to serve. Board President, the Director and the Village Board Liaison present a slate of candidates to Village President for consideration if needed.
- Library policies reviewed and revised if necessary.

June
- Trustee continuing education session held during meeting.
- Director provides board with preliminary recommendations for budget priorities for coming year and recommended adjustments to staff salary schedule.

July
- Director provides board with draft budget for coming year. Board discusses and directs any needed changes.
- Discuss and approve Library Salary Resolution and Staff performance evaluations.
- Orientation for new Trustees.

August
- Officers elected for 1 year term (President, Vice President, Treasurer).

September
- Board representatives attend municipal budget hearings to explain and advocate for budget.
- Review statistical reports/charts (see Sept ’18 packet for examples)

October
- Library policies reviewed and revised, if necessary.
- Trustee continuing education session held during meeting.
- Municipality approves library appropriation.
November
- Budget revised, if necessary, based on actual funding approved.
- Trustee continuing education session held during meeting.

December
- Director provides board with his/her annual goals and objectives and progress report on his/her prior year annual goals and objectives.
- Library policies reviewed and revised, if necessary.
- Trustee continuing education session held during meeting.
<table>
<thead>
<tr>
<th>Current Office</th>
<th>Representative of</th>
<th>Name</th>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citizen</td>
<td>Vicki Jensen</td>
<td>July 2016 - June 2019</td>
<td></td>
</tr>
<tr>
<td>Vice President</td>
<td>Citizen</td>
<td>Deb Huberty</td>
<td>July 2018 - June 2021</td>
</tr>
<tr>
<td>President</td>
<td>Citizen</td>
<td>Kim Amidzich</td>
<td>July 2018 - June 2021</td>
</tr>
<tr>
<td>Citizen</td>
<td>Kate Dombrowski</td>
<td>July 2017 - June 2020</td>
<td></td>
</tr>
<tr>
<td>Treasurer</td>
<td>School District</td>
<td>Dr. Gary Kiltz</td>
<td>Appointment annually renewed automatically</td>
</tr>
<tr>
<td>Village Trustee</td>
<td>Carl Genz</td>
<td>Re-appointed annually</td>
<td></td>
</tr>
<tr>
<td>Citizen</td>
<td>Elaine Unger</td>
<td>July 2018 - June 2021</td>
<td></td>
</tr>
</tbody>
</table>
Lean Library Management

"Eleven Strategies for Reducing Costs and Improving Customer Services"

By John J. Huber

Libraries today face reduced budgets, increased customer expectations, and aggressive competition from web-based information sources.

Management guru John Huber, a pioneer and leader in the Lean Manufacturing movement, has worked as a consultant with libraries across North America. In this new book, he shows you how to apply Lean principles and practices how making small, simple changes in everyday routines will reap large time- and money-saving results.

You'll learn how to:
- Create a culture of change,
- Define and streamline your library’s service delivery chains
- Transform everyday operations like placing customer reserves and technical service processes
- Implement performance measures that can drive continuous improvement
- Apply Lean techniques in digital operations.

Ten years of success-proven strategies and success stories from libraries where John Huber has partnered are included throughout. By learning and applying these principles, your library will dramatically improve efficiency, service performance, and service lead times.

Book Reviews

"I've been a long time devotee to the concept of kaizen, making small continuous improvements to reap efficiency. Lean Library Management empowers this lean school of thought by energizing staff who know our services inside and out. John Huber’s book focuses staff creativity and brainpower by challenging mindsets."

-Linda Saferite, Former CEO, Tulsa City/County Library

"Recommended for relevant staff in medium and large libraries to run the library more efficiently and as a tool for assessing library operations."

-Library Journal, March 2011
Lean Library Management Methodology

To understand Lean, visualize a river near you. Is it a smooth-flowing river with straight banks? Or is it a river with twist and turns, white-water rapids followed by dry mud-filled beds and stagnant water? If you understand these two types of rivers, you understand the power of Lean. Lean has its roots in the Toyota Production System, commonly referred to as TPS. TPS revolutionized not only Toyota but the entire Japanese Manufacturing Industry. Thirty years later, nearly every successful manufacturing company in North America has embraced the concepts of Lean Manufacturing, seeing it as a fundamental tool for survival. Working with Libraries across North America, Mr. Huber discovered that Lean is just as powerful for the library world as it still is for the manufacturing industry.

Mr. Huber has fine tuned the Lean Methodology for the Library world, and it is called ‘Lean Library Management’. We have taken the core principles of Lean, including service chains, elimination of all wastes, seeking out the quickest and smoothest flow path, ‘U’ shaped flow, cross-functional teams, Kanban and much more into easily understood concepts that librarians and their staff can embrace. The successes speak for themselves.

The principles of Lean that we can help you apply at your library include:

- Anything that does not add value to a service or a product is wasteful and separates you from your ability to better service your customers.
- All waste must be attached and eliminated.
- As waste is eliminated, costs are reduced, quality improves, and customer service lead-times are reduced.
- Lean seeks to create the smoothest and quickest delivery path to your customer. The smoother the flow, the less disruption, the fewer peaks and valleys, and therefore less delay.
- The fewer errors and wasteful activities in the process, the better the product, and most important, the better the customer service.
- Lean teaches us the shorter the service delivery time, the less cost incurred.
- By reducing lead times, Lean allows an organization to respond to the changing customer demand requirements more quickly and with more flexibility.
- If you commit your organization to eliminate disruption, delay, error, and wasteful activities, your library will improve customer service and reduce costs.

If you’re interested in learning more about Lean and how your library can benefit, just give us at call at (918) 691-7864 or send us an email at jhaconsults@gmail.com.
Date: 5/11/19  
To: Library Board  
From: Brian Van Klooster, Library Director  
Re: Directors’ Report: April/May 2019

**General updates:**
- Trustee Genz reappointed to Library Board
- After school student behavior has been much improved starting the week of 4/22 after discussion with Police Chief Ryan, SRO Jeremy, and GMS Principal John
- Received $500 donation from Greendale Woman’s Club for purchase of Large Print books
- Historical Society will work with GPL and MCFLS in early fall to receive a long term loan of 1 of 3 document digitization kits funded by a DPI LSTA grant
- Veteran’s Kiosk update
  - MOU has not been submitted to or approved by Vet’s Memorial Committee or Village Trustees due to delays in determining if Vet’s Memorial Committee should be party to the agreement, since the Village will be the sole Kiosk owner and caretaker
  - Kiosk shelter construction is yet to be funded, if funds cannot be raised it is likely that the Vet’s Memorial Committee will ask Library to be year-round home for Kiosk
- St Al’s student artwork will be up for most of May. The show was separated from Greendale’s after two years of a combined show, allowing more work to be displayed. Visitors comment that they enjoy seeing student art.
- Friends of the Library hosted a table at Pet Palooza, inside the CLC main entry. They will have a fundraiser quilt raffle to end at Village Days, with 3 quilts made and donated by the Busy Quilting Bees and coordinated by Judy Roberts, past president of the Franklin Library Friends.

**Staffing updates:**
- New Reference Associate Emily W. started on 5/6, she will work intermittent shifts until her first regularly scheduled week starting 5/26

**Meetings attended:**
- 4/16-18 Greendale Community Building Workshop
- 5/8 Greendale Community Conversation on Diversity
- 5/9 Phone meeting with Kim of Ujima United regarding Strategic Plan final draft

**Meetings upcoming:**
- 5/21 Friends of the Library annual meeting
April 2019 Youth Highlights

Interdepartmental CLC Programs for Youth:
- Coordinated with *Health Department* to coordinate a nutrition snack program right after storytime resulting in increased attendance for both the storytime and the nutrition program!
- Coordinated with *Bloom and Grow* preschool and *Park and Rec* director to have Bloom and Grow spend their entire morning at the library.

Improved Youth Displays and Book Bibliographies:
- New process in which 3 weekly displays (fiction, beginner readers and ramp wall) are regularly updated. Holiday and seasonal displays were expanded and improved.
- Displays were complimented upon by patrons and many displays needed daily replenishment, which means patrons were checking out the display books!
- Women’s History Month and Mommy bibliographies were created.

Example of Display Sign to showcase environmental books for kids

Big crowds for storytime and “Healthy Snack” event!

Knowledge is free at the library. Just bring your own container.
Memo from Lisa Reinke, Youth Services Librarian:

- Attached

Adult Services (Nicole):

- On Friday April 12, in honor of National Poetry Month, we hosted a poetry open mic night in the evening from 6-7:30. We had a registration sheet for patrons to sign up for 5 minute reading time slots. We had 10 patrons sign up to do a poetry reading and 9 other patrons came to listen. Ed Block was one of the patrons to attend and he was able to read some of his known poems.
- For April’s Lunch and Learn we had Brooke Gilley, a naturalist from the Wehr Nature Center, come present on gardening for butterflies and hummingbirds. She gave a great presentation on the different species of butterflies and hummingbirds and how to attract them into your yard. We had 11 patrons attend and all were eager to ask Brooke different questions.
- The last day in April I hosted a Cookbook Challenge. In 2017 during the Summer Reading Program the former adult services librarian hosted this program and the patrons loved it. Since then they had been asking to have it again. Scheduling it proved to be difficult but I finally found a night where it could work. On Tuesday April 30th from 6:30-7:30 patrons were invited to come look at some of the newer, more popular cookbooks and each picked a recipe they have never done before. We plan to meet again at the end of May where each of us will bring the finished recipe to share with the other patrons and enjoy a potluck dinner. We had 4 patrons attend.

Teen Services (Tara):

- April 25th: Teen Escape Room Program- Thirteen teens raced to beat the clock and find the antidote for a zombie virus that had been released by a mad scientist.
- Meetings: April 24th, MCFLS Database Maintenance Committee Meeting; May 9th, Milwaukee Mixers Committee Meeting
- We have completed the library’s fiction labeling project. Now all fiction books have spine labels, which makes locating and shelving items easier for both patrons and staff.

Circulation Services (Julie):

- This spring the circ staff had the opportunity to view some online customer service training courses available through Lorman Education Services. Some of the topics included useful communication phrases, techniques for dealing with difficult customers and time management.
- On April 12th Jenifer attended a CVMIC training session on coaching and feedback that provided tips on how to be a good listener and make connections with staff.
- We had 2 non-resident visitors who gave compliments to our library. One praised our Youth area and the interactive magnetic boards. The other complemented the layout of the library and in particular enjoyed our displays and our travel book collection.
- 3 circulation staff attended the Health Department’s Stop the Bleed training on 5/8.
TEEN ESCAPE ROOM!
Cooperation, Creativity, Teamwork, Candy!
Employees are not eligible to receive cash instead of payment into the post employment health account. The Village will provide eligible employees with the opportunity to participate in a post employment health insurance account at no cost to the Village. Any employee who retires and receives a severance benefit pursuant to this section shall have his/her severance payment made into the post employment health insurance account. The post employment health insurance account shall be used to pay premiums in accordance with Article III of this resolution as well as deductibles, copays, claims and other medical expenses as permitted by the plan documents. The Village reserves the right to select the plan and the plan administrator. The governing documents will specify benefits levels, eligibility requirements, and enrollment procedures.

**XI. **Vacation

a. Non-Represented Employees, except Fire Department Captains, shall be provided vacation on the schedule noted below. **The Village Manager has the authority to negotiate additional vacation for department heads with the approval of the Village Board.**

- First Year – 1 Week
- Second Year – 2 Weeks
- **Eighth Year – 3 Weeks**
- Fifteenth Year – 4 Weeks
- After 19 Years – 4 Weeks and 1 Day
- After 20 Years – 4 Weeks and 2 Days
- After 21 Years – 4 Weeks and 3 Days
- After 22 Years – 4 Weeks and 4 Days
- After 23 Years – 5 Weeks

b. Fire Department Captains shall be provided vacation on the schedule noted below:

- Within First Year – 0 Workdays
- After First Year of Continuous Service – 6 Workdays
- After Fifth Year of Continuous Service – 7 Workdays
- After Ninth Year of Continuous Service – 8 Workdays
- After Twelfth Year of Continuous Service – 9 Workdays
- After Fifteenth Year of Continuous Service – 10 Workdays
- After Nineteenth Year of Continuous Service – 11 Workdays
- After Twentieth Year of Continuous Service – 12 Workdays

c. In the event an employee takes vacation time off before the employee is entitled to it under the above eligibility schedule and/or terminates his employment prior to being entitled, pay for such time off shall be deducted from the employee’s final paycheck.

d. Years of service shall not accrue during any period of layoff or unpaid leave of absence.

e. The Village Manager has the authority to authorize unused vacation for non-represented employees to be carried over from one year to another. Employees are encouraged to utilize all of their earned vacation in the year entitled to minimize the need for vacation carryover.