



**CITY OF
MILWAUKEE PUBLIC LIBRARY
BOARD OF TRUSTEES
REGULAR MEETING**

**David Riemer, President
John Gurda, Vice-President
Martin Schreiber, Financial Secretary
Paula Kiely, Secretary**
**Ald. Milele Coggs, Sharon Cook, Ald. Ashanti Hamilton, Arthur Harrington,
Ald. Nik Kovac, Sup. Theo Lipscomb, Joan Prince, Gretchen Schuldt, Dir. Bruce Thompson
Secretary's Assistant: Crystal Sura (414) 286-3021**

**Thursday January 21, 2010
8:15 a.m.
Central Library Meeting Room 1
814 W. Wisconsin Ave.**

AGENDA

PUBLIC COMMENT

APPROVAL OF MINUTES of December 15, 2009 Regular Meeting.

Attachment A, Page 3

COMMITTEE REPORTS

1. **MPL Building & Development Committee.** The committee will report out from the January 14, 2010 meeting and make a recommendation to award a contract for the design and construction of the new Villard Avenue Library.

The committee will make a recommendation related to the purchase of the condominium.

The Library Board of Trustees may vote to convene in Executive Session, pursuant to Wisconsin Statutes 19.85(1)(e) for the purpose of "Deliberating or negotiating the purchasing of public properties, the investing of public funds, or conducting other specified public business, whenever competitive or bargaining reasons require a closed session," for the purpose of negotiations related to the offer to purchase a condominium within the Villard Square Development.

The Library Board may reconvene in open session at the conclusion of its closed session.

2. **MPL Innovation & Strategy Committee.** The committee will report out from the January 19, 2010 meeting and may make a recommendation to the Board for the adoption of a long-term facilities plan.
3. **MPL Finance & Personnel Committee.** The committee will report out from the January 21, 2010 meeting regarding the review of the performance of the MPL Trust Fund investments, the 2009 spending report, and internal accounting.

NEW BUSINESS

- 4. **Operational Update.** Library Administration will provide information about the public response to operational changes made in response to the 2010 budget reduction.
- 5. **Federal Appropriations.** Library Administration will share legislative requests submitted to the Mayor.
- 6. **Strategic Plan Update.** Library Administration will provide an update on the request for proposal for consulting services for strategic planning for the Milwaukee Public Library system.
- 7. **Circulation Aide Scholarships.** Personnel Director Judy Zemke will report on a Circulation Aide Scholarship Award.

ADMINISTRATIVE REPORTS

- 8. **Personnel Actions.** Library administration reports the personnel activity for the month.
Attachment B, Page 24
- 9. **Financial Report.** The December financial report will be presented in March when all 2009 activity is finalized.
Library administration reports the financial activity for the month:
U. S. Bancorp Commercial Paper #362076321 (rated A1/P1/F1+) dated 12/02/09 and maturing 01/04/10 at a rate of 0.12%.....\$295,000.
- 10. **Library Director’s Reports.**
Attachment C, Page 25

REMINDER: *Next scheduled meetings are:*
March 25 – Central Library Meeting Room – 8:15 a.m.
April 22 – Central Library Meeting Room – 8:15 a.m.

ADJOURNMENT

Persons engaged in lobbying as defined in s. 305-43-4 of the Milwaukee Code of Ordinances are required to register with the City Clerk’s Office License Division. More information is available at www.milwaukee.gov/lobby or by calling (414) 286-2238.

PLEASE NOTE: Upon reasonable notice, efforts will be made to accommodate the needs of individuals with disabilities. Make requests to the Library Director’s Office at (414)286-3021, 286-2794 (FAX), 286-3062 (TDD), or Central Library, 814 W. Wisconsin Ave., Milwaukee, WI 53233 Attn: Accommodation Request.

**MILWAUKEE PUBLIC LIBRARY
BOARD OF TRUSTEES
REGULAR MEETING
MINUTES
Tuesday December 15, 2009
Central Library Meeting Room
814 W. Wisconsin Ave.**

PRESENT: Sharon Cook, John Gurda, Ald. Ashanti Hamilton, Art Harrington, Sup. Theo Lipscomb, David Riemer, Marty Schreiber, Gretchen Schuldt, Dir. Bruce Thompson, Paula Kiely

EXCUSED: Ald. Milele Coggs, Ald. Nik Kovac, Joan Prince

STAFF Meg Diaz, Bruce Gay, Kelly Hughbanks, Joan Johnson, Dawn Lauber,
PRESENT: Kathryn Mlsna, Sandy Rusch Walton, Taj Schoening, Virginia Schwartz, Crystal Sura, Michael Weber, Paul Wilant, Meredith Wittmann, Judy Zemke

OTHERS Jake Miller, Budget and Policy Division
PRESENT: Melanie Swank, City Attorney's Office
Mr. & Mrs. Thomas Eschweiler

President David Riemer called the meeting of the Milwaukee Public Library Board of Trustees to order at 8:27 a.m. on December 15, 2009 with a quorum present. Several Trustees left at 9:30 a.m. at which time a quorum was lost. All action items were approved with a quorum present.

Agenda items were taken out of order; however, these minutes are presented in numerical sequence.

PUBLIC COMMENT None.

APPROVAL OF MINUTES Trustee Gurda moved and Trustee Hamilton seconded a motion to approve the November 18, 2009 meeting minutes, shown as attachment A of the agenda packet.

SPECIAL PRESENTATION

1. **Resolution Honoring Thomas Eschweiler.** President Riemer presented a resolution of appreciation, attachment B, page 12 of the agenda, to Mr. Thomas Eschweiler from the Board of Trustees for his devotion to the success of the Wisconsin Architectural Archive and in preserving Milwaukee's architectural history. Library Director Kiely read a proclamation from the Office of the Mayor proclaiming December 15, 2009 as Thomas L. Eschweiler day throughout the City of Milwaukee. Mr. Eschweiler expressed his gratitude for the recognition.
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COMMITTEE REPORTS

2. **MPL Finance & Personnel Committee.** Committee Chair Marty Schreiber reported out from the Finance & Personnel Committee meeting of December 15, 2009. Trustee Schreiber referred to attachment C, page 13 of the agenda packet. Trustee Schreiber stated that the Finance & Personnel Committee accepted the staff's recommendation to award two primary vendor contracts to Book Wholesalers, Inc. for children's books and Baker & Taylor, Inc. for adult music CDs for a total estimated annual value of \$350,000. Trustee Schreiber moved and Trustee Harrington seconded a motion to approve the recommendation as presented by the Finance and Personnel Committee. Motion passed.

OLD BUSINESS

3. **Villard Square Library Project.** Director Kiely stated that there is not a final outcome on the purchase of the condominium space in the Villard Square Development. Negotiations with the developer are ongoing.

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4. **Banning Guidelines.** The MPL Banning Guidelines, banning letter template and a revised Conduct of Public Procedure were distributed and are attached at the end of these minutes. Director Kiely reported that a concern was expressed at the November 15, 2009 Board meeting as to whether or not specific sanctions listed in the banning guidelines would create any legal problems if challenged in court. A request was also made to follow up with the City Attorney's Office regarding the right to appeal being allowed only after a six month ban. After discussion with the Deputy City Attorney, the Code of Conduct Procedure was revised to include that the guidelines provide a basis for the individual sanction, but the actual ban will take into consideration prior incidents and any other factors that may be relevant. Also added to the Procedure, was a process that allows any patron that has been banned from the library, the right to appeal, but only ban appeals of six months or more will be directed to the Board. Deputy City Attorney Vincent Moschella has reviewed and approved the revised procedure. Trustee Harrington moved and Trustee Cook seconded a motion to adopt the MPL Banning Guidelines and revised Conduct of Public Procedure as presented. Motion passed.

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5. **Amnesty & Vendor Contract.** Director Kiely stated that on attachment D, page 15 of the agenda, a report is presented in response to a discussion on Amnesties that was prompted during approval to proceed with contracting recovery services with a collection agency. After research and consideration, Library Administration does not recommend an amnesty program at this time. Trustee Cook moved and Trustee Hamilton seconded a motion to accept the report as presented. Trustee Lipscomb asked about the library's public awareness campaign to communicate the impending use of a collection agency. Marketing and Public Relations Officer Sandy Rusch Walton stated that communication strategies include notifying the local media, posting to the MPL webpage, and handouts in the libraries. The focus of the campaign will be to return your library materials on time so others can benefit from them too. Samples of the campaign items will be provided at a future Board meeting. Motion passed.
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NEW BUSINESS

6. **Open Records and Open Meetings.** Assistant City Attorney Melanie Swank provided information and answered questions pertaining to public records and open meetings law. Ms. Swank supplied each Trustee with a booklet titled Wisconsin's Public Records and Open Meetings Laws, by Melanie R. Swank, Assistant City Attorney – Office of the Milwaukee City Attorney, June 2009, for their reference. A handout titled Overview of Wisconsin's Open Meetings Law was distributed and is attached at the end of these minutes. Ms. Swank highlighted the key points of the law as pertaining to the duties and responsibilities of being a library board member.

7. **2006-2009 Strategic Plan Update.** Director Kiely stated that the Milwaukee Public Library Strategic Plan 2006-2009 Objectives and Action Steps narrative and chart was distributed to the Trustees with the agenda packet. The Plan has been updated and reveals a number of successes. The Administrative Team has agreed to begin a new strategic planning process. Foundation funding will be used to support the process, which will take six to nine months.

8. **Library Legislative Day.** Director Kiely invited the Trustees to attend Library Legislative Day on February 16, 2009 in Madison. This annual event sponsored by the Wisconsin Library Association (WLA), gives an opportunity to librarians, trustees and friends of libraries to discuss with their legislators issues facing libraries. The WLA State Legislative Agenda was distributed and is attached at the end of these minutes.

9. **Talking Books Presentation.** Librarian-In-Charge Meredith Wittmann gave the Board a presentation on the Wisconsin Talking Book and Braille Library (WTBBL). Ms. Wittmann explained that the talking books library, located in the Central Library, changed its name from the Wisconsin Regional Library for the Blind and Physically Handicapped. The name change took place in November and reflects what the library offers rather than who they serve. WTBBL serves people with visual and physical impairments and also serves those with attention deficit disorders, reading disabilities, and dementia. Audio book digital players are a new addition to the library and provide improved sound quality and use cartridges that can hold an entire book. Ms. Wittmann stated that in-house duplication supplements the materials that are received from the National Library Service. She added that WTBBL has over 6,000 items available.

10. **MPL Foundation Activities.** MPL Foundation Director Meg Diaz reported on Foundation activities. The Milwaukee Public Library Foundation hosted approximately 500 guests at the 2009 Benjamin Franklin Award Celebration on October 22 at Central Library. The 2009 award recipient was Robert Mariano, Chairman and CEO of Roundy's Supermarkets, Inc. Despite economic difficulties, the Foundation has had a strong year, due in-part to the record breaking Benjamin Franklin event that raised approximately \$348,000. The

10. **MPL Foundation Activities.** (continued)

November financial report for the Foundation indicates a balance of \$1.15 million, a 20% increase from last year, which exceeds the goal set by the Foundation. At their December 9, 2009 meeting, the Foundation Board approved a disbursement from the library's endowment of approximately \$39,000 and will present the library with an additional year-end gift that will be based on year-end funds. Ms. Diaz acknowledged the role of the library staff and leadership of the library boards that attributed to the success of 2009.

ADMINISTRATIVE REPORTS

11. **Personnel Actions.** Library administration reports the personnel activity for the month of November.

12. **Financial Report.** Financial reports for November 2009 were listed as attachment F, page 17 of the agenda.

U. S. Bancorp Commercial Paper #552002118 (rated A1/P1/F1+) dated 11/02/09 and maturing 12/02/09 at a rate of 0.14%.....\$335,000.

13. **Library Director's Reports.** The Library Director's Reports were listed as attachment G, page 18 of the agenda.

With no further business, the Milwaukee Public Library Board of Trustees meeting of December 15, 2009 was adjourned at 9:45 a.m.



MILWAUKEE
PUBLIC LIBRARY

Paula A. Kiely
Director

December 7, 2009

To: Finance & Personnel Committee of the
Milwaukee Public Library Board of Trustees:
Chairman Marty Schreiber, Ald. Milele Coggs, Ald. Ashanti Hamilton,
Gretchen Schuldt, Dir. Bruce Thompson *all trustees are welcome to attend*
Bruce Gay
Tom Olson

Fm: Paula A. Kiely
Library Director

Re: Finance & Personnel Committee Meeting
Tuesday December 15, 2009
8:00 a.m.-8:15 a.m.
Central Library, Meeting Room 1

MEETING NOTICE AND AGENDA

1. **Contract Award**. Library Administration will present a recommendation and ask for committee approval to award a contract to a vendor for the purchase of children's materials and music CDs as made by the Selection Committee chaired by Acquisitions Librarian Tom Olson.

Attachment A, Page 2

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***MPL Finance & Personnel
Comm-AGENDA 12/15/09
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**MILWAUKEE PUBLIC LIBRARY
BOARD OF TRUSTEES
FINANCE & PERSONNEL COMMITTEE
MINUTES
Wednesday December 15, 2009
Central Library Meeting Room 1**

PRESENT: Sharon Cook, John Gurda, David Riemer, Marty Schreiber, Gretchen Schuldt,
Paula Kiely

EXCUSED: Ald. Milele Coggs, Ald. Ashanti Hamilton, Dir. Bruce Thompson

STAFF

PRESENT: Bruce Gay, Tom Olson, Crystal Sura

OTHERS Jake Miller, Budget and Management

PRESENT:

Committee Chair Marty Schreiber called the Board of Trustees Finance & Personnel Committee to order at 8:14 a.m. on Tuesday December 15, 2009 with a quorum present.

1. **Contract Award**. Technical Services Manager Bruce Gay referred to the memo regarding Library Materials Contract Award Recommendations, dated December 7, 2009, attachment A of the agenda. Mr. Gay explained that a committee was formed to review and rank six vendors who submitted proposals for the purchase of children's materials and adult music CDs for the Milwaukee Public Library system. The library staff committee recommends the award of two primary vendor contracts to Book Wholesalers, Inc. for children's materials purchases; and Baker & Taylor, Inc. for the purchase of adult music CDs. The total annual value of the contracts is estimated to be \$350,000. After a brief discussion, Trustee Riemer moved to accept the recommendation as presented. Trustee Gurda seconded the motion. The motion passed unanimously and will be forwarded to the full Board for approval at its regular meeting on December 15, 2009.

Motion passed.

Library Board's Finance & Personnel Committee was adjourned at 8:20 a.m. on Tuesday December 15, 2009.



MPL Banning Guidelines

Security Department

Michael Weber- MPL Security Manager
Revised 12/4/09

The Milwaukee Public Library Banning Guidelines establish a set of standard sanctions and a progressive discipline scheme to help staff be consistent when enforcing the MPL's Rules of Conduct policy for the public, as referenced in MPL Administrative Procedure #1989. The list of offenses is not comprehensive and consequences for actions not listed will be weighed relative to similar offenses on the list.

When a patron is banned from MPL in accordance with Procedure #1989, they are banned from all MPL locations. The length of the ban should be determined based on the attached guidelines, applying exceptions sparingly where appropriate. Some offenses by patrons who are 14 years old or younger may receive shorter bans depending on the offense and the circumstances involved. Meetings involving the parents or guardians and an MPL management member may be required before the ban is lifted and the patron is allowed to return to MPL property.

If a patron returns to library premises while he/she is still banned, the patron should be reminded that he/she is banned and should be asked to leave. If he/she does not leave, or becomes abusive to staff, or has exhibited violent behavior in the past, the police should be called and the patron is to be removed by the police and given a citation for trespassing. The original ban can be extended pending administrative review.

These guidelines are to be used as an aide to staff for determining an appropriate ban for the offense, and to facilitate fair and consistent enforcement with all individuals.

Milwaukee Public Library Banning Guidelines

Category #1- Non-compliance Requests						
1st Offense	2nd Offense*	3rd Offense*	4th Offense*	5th Offense*	6th Offense*	Rule Violation Type
Warning	1 Day	7 Days	14 Days	30 Days	90 Days	Eating
Warning	1 Day	7 Days	14 Days	30 Days	90 Days	Drinking non-alcoholic beverages from uncovered containers
Warning	1 Day	7 Days	14 Days	30 Days	90 Days	Smoking/Tobacco use
Warning	1 Day	7 Days	14 Days	30 Days	90 Days	Sleeping
Warning	1 Day	7 Days	14 Days	30 Days	90 Days	Socializing/Loitering on library property
Warning	1 Day	7 Days	14 Days	30 Days	90 Days	Using a Cell Phone in a non-designated area
Warning	1 Day	7 Days	14 Days	30 Days	90 Days	Removing shoes or clothing
Warning	1 Day	7 Days	14 Days	30 Days	90 Days	Poor Hygiene that is offensive to patrons/staff/volunteers
Warning	1 Day	7 Days	14 Days	30 Days	90 Days	Unattended items
Warning	1 Day	7 Days	14 Days	30 Days	90 Days	Moving library furniture/property
Warning	1 Day	7 Days	14 Days	30 Days	90 Days	Gambling
Warning	1 Day	7 Days	14 Days	30 Days	90 Days	Audio or personal equipment violations
Warning	1 Day	7 Days	14 Days	30 Days	90 Days	Littering
Warning	1 Day	7 Days	14 Days	30 Days	90 Days	Bringing in too many items that cannot be stowed under a standard study chair
Warning	1 Day	7 Days	14 Days	30 Days	90 Days	Soliciting or actively distibuting unauthorized literature
Warning	1 Day	7 Days	14 Days	30 Days	90 Days	Restroom misuse
Warning	1 Day	7 Days	14 Days	30 Days	90 Days	Panhandling or Soliciting
Warning	1 Day	7 Days	14 Days	30 Days	90 Days	Bringing pets or animals, other than service animals necessary for disabilities, into the library, except as authorized by the Librarian in Charge
Warning	1 Day	7 Days	14 Days	30 Days	90 Days	Failing to comply with a reasonable staff request to cease behavior that is disruptive to library use
Warning	Subject to Municipal Citations					Skateboarding, rollerblading, etc. on MPL property
	Subject to Parking Tickets					Parking vehicles on MPL property when the library is closed
* Means that the violation of the same rule occurred within a one year period						

Milwaukee Public Library Banning Guidelines

Category #2- Computer Violations						
1st Offense	2nd Offense*	3rd Offense*	4th Offense*	5th Offense*	6th Offense*	Rule Violation Type
1 Day	7 Days	14 Days	30 Days	90 Days	6 Months	Violating Computer Use Guidelines
1 Day	7 Days	14 Days	30 Days	90 Days	6 Months	By-Passing SAMS
1 Day	7 Days	14 Days	30 Days	90 Days	6 Months	Using Someone else's library card
180 Days	Administrative Review					Using computer to conduct illegal activity
* Means that the violation of the same rule occurred within a one year period						

Milwaukee Public Library Banning Guidelines

Category #3- Illegal Activities including Drugs and Alcohol						
1st Offense	2nd Offense*	3rd Offense*	4th Offense*	5th Offense*	6th Offense*	Rule Violation Type
1 Day	14 Days	30 Days	90 Days	180 Days	1 Year	Drinking (Alcohol)- Under the influence of Drugs/Alcohol
1 Year	1 Year	Administrative Review				Selling or possessing illegal drugs
180 Days	1 Year	Administrative Review				Engaging in any other behavior that would constitute a misdemeanor under applicable law
1 Year	Administrative Review					Engaging in any other behavior that would constitute a felony under applicable law
* Means that the violation of the same rule occurred within a one year period						

Milwaukee Public Library Banning Guidelines

Category #4- Serious Violations Towards People and Property							
1st Offense	2nd Offense*	3rd Offense*	4th Offense*	5th Offense*	6th Offense*	Rule Violation Type	
60 days	90 days	1 year	Administrative Review			Verbal abuse of staff, if continued after warning (discriminatory, obscene, profanity)	
30 days	60 days	90 days	180 days	Administrative Review		Verbal abuse of non-staff (discriminatory, obscene, profanity)	
Verbal Warning-Specific Behavior Addressed	30 days	Administrative Review			Unwanted Attention (staff and patrons)		
90-180 days	Administrative Review			Threats made against staff/volunteers			
90-180 days	Administrative Review			Threats made against non-staff			
1 year	Administrative Review			Physical Altercation with Staff			
1 year	Administrative Review			Theft of material, equipment or property			
180 days	Administrative Review			Theft of patrons material or property			
90-180 days	Administrative Review			Physical fighting on MPL property			
Verbal Warning-Specific Behavior Addressed	6 months-1year	Administrative Review			Patron with a dangerous weapon		
90 days + Cost of repairs	Administrative Review			Vandalism Level I- Graffiti/minor property damage			
Minimum 1 year + Cost of repairs	Administrative Review			Vandalism Level II- Fire/major property damage			
180 days	Administrative Review			Entering the opposite sex restroom			
60 days	90 days	180 days	Administrative Review			Urinating/Defecating on MPL property	
180 days	Administrative Review			Damage to personal property on premise			
Minimum 1 year	Administrative Review			Carrying Firearms or weapons on MPL property with intent to do harm			
1 year	Administrative Review			Indecent exposure or lewd conduct			
180 days	Administrative Review			Trespassing in non-public areas			
1 year	Administrative Review			Being in the Library without permission before or after Library operating hours			
* Means that the violation of the same rule occurred within a one year period							

September 4, 2009

BANNING LETTER TEMPLATE - ADULT

Name
Address
City State Zip

Dear :

The Milwaukee Public Library strives to offer its customers an atmosphere which is conducive to reading, learning and gathering information. Enclosed is the Milwaukee Public Library Board of Trustees Code of Conduct Policy for your review. Your behavior at the Central Library was in violation of the Code of Conduct Policy.

On (date) you (description of violation). This type of activity will not be tolerated.

Because of your actions, you may not enter any Milwaukee Public Library or its grounds for (period of time) from the date of this incident, until (date) and until (other conditions e.g. charges or restitution stemming from actions described are fully resolved.) Any entry onto Milwaukee Public Library property before then will be considered trespassing, and the police will be called.

If you have questions regarding this matter, please call the Library Security Manager at 286-8719.

Bans of 6 months or more may be appealed. The request for an appeal before the Milwaukee Public Library Board of Trustees must be in writing and mailed or delivered to the Library Director at: 814 W. Wisconsin Ave., Milwaukee, WI 53233-2385, within 15 days of the date of this letter.

Sincerely,

Paula A. Kiely
Library Director

C: Michael Weber, Library Security Manager

Enc: Code of Conduct Policy, Milwaukee Public Libraries

Procedures

MPL – CONDUCT OF PUBLIC

Public Service – #1989

Issue Date: 06/02/06

Review Date: 06/02/11

Supersedes: #1911

DRAFT Revision for Board Approval on 12.15.2009

- I. The Milwaukee Public Library Board of Trustees approved the following Code of Conduct Policy at its May 17, 2006 meeting:

The Board of Trustees of the Milwaukee Public Library has the right to establish and enforce regulations that will allow the Library to provide services, maintain the collection, and ensure an atmosphere within its facilities to the benefit of the greatest number of users. Upon request, patrons will be required to show their library cards or other identification to library staff or security guards, and may be asked to sign in. Anyone who disregards these regulations is subject to removal from the library and/or restriction of library privileges.

Specific inappropriate conduct includes but is not limited to: eating, drinking or smoking; sleeping or socializing; loitering or interfering with free passage; behaving in a disorderly, boisterous or loud manner; panhandling or soliciting; using cell phones in non-designated areas; using audio or personal equipment that disturbs others or interferes with library service; being under the influence of drugs or alcohol; damaging, defacing, destroying, or stealing library property; violating computer use policies; using library restroom facilities for inappropriate purposes such as loitering, bathing, etc.; skateboarding, rollerblading, etc.; harassing or threatening another person; poor hygiene that is offensive to other persons; bringing in excessive items that cannot be stowed under a standard study chair; and bringing in animals except as required by persons with disabilities.

- II. The procedure is as follows:

Library or security staff may request that a patron immediately discontinue any inappropriate conduct. Depending upon the nature of the conduct, the patron may be required to leave the library for the remainder of the day or a longer period of time. Library or security staff shall document and report the incident immediately to the supervisor or manager. Patrons who have stolen materials from the library may be restricted from entering library facilities, or more secure areas within the library such as non-public reference areas. In certain circumstances, patrons who have failed to return materials may also be restricted from entering library buildings or more secure areas. When an individual's inappropriate conduct is serious or repeated, the Library Director may, at his or her discretion, restrict that individual's access to any Milwaukee Public Library building at any time. Any of the following steps may be taken at any time to ensure a safe environment for patrons and staff.

Keywords Not Included In Text:

PROCEDURES

A. Establishing and Implementing a Ban

Violations of the Library's Code of Conduct may lead to a banning for a period of time, based on the guidelines attached to this procedure. The guidelines provide a basis for the individual sanction, but the actual ban will take into consideration prior incidents and any other factors that may be relevant. The authority to ban a patron and the library manager to whom the patron may appeal is as follows.

Authority	Ban	Appeal to	Method
Librarian-in-Charge	1 day – 1 week	Manager	By phone or in person
Manager	2 week – 1 month	Area Manager	By phone or in person
Area Manager	2 months – 3 months	Deputy Director	In writing within 15 days of date of letter
Deputy Director	4 months – 5 months	Library Director	In writing within 15 days of date of letter
Director	6 months or more	Library Board	In writing within 15 days of date of letter

At the recommendation of the Deputy Library Director of Operations, the Security Manager, or the Milwaukee Police Department, the Library Director may ban a patron from Milwaukee Public Libraries for more than one year or permanently if the patron's conduct is a threat to library patrons or staff. All permanent bans will be brought to the Milwaukee Public Library Board of Trustee's Library Services and Programs Committee for approval, and to the full Milwaukee Public Library Board of Trustees for ratification.

If a patron is banned from the Milwaukee Public Libraries for six months or more, he or she may request an appeal before the Milwaukee Public Library Board of Trustees. The request for an appeal must be in writing and mailed or delivered to the Library Director at: 814 W. Wisconsin Avenue, Milwaukee, WI 53233-2385 within 15 days of the date of the Library Director's letter to the patron. The request for review shall state the ground or grounds upon which the person aggrieved contends that the decision should be modified or reversed. Thereafter, a patron who has been banned for more than one year from the Milwaukee Public Libraries may request an appeal before the Milwaukee Public Library Board of Trustees once a year, beginning one year after the ban. Subsequent appeals must follow the same format as the first.

C. APPEALS PROCESS

Appeals by patrons banned for up to one month may be made in person or by telephone. The appeal will be heard and responded to orally. Appeals greater than 1 month must be made in writing within the timeframe indicated and after a review by the authority indicated, will be responded to in writing.

PROCEDURES

When the City Librarian receives written notice of an appeal which is within the time frame noted in the banning letter for seeking an appeal, the appeal will be scheduled before the Library Services and Program Committee of the Milwaukee Public Library Board of Trustees. The notice of their meeting will include the information that the committee may meet in Executive Session. Written evidence and argument in support of the patron's position may be sent to the committee via the City Librarian and will be accepted up to 7 days in advance of the meeting. The committee will also hear oral presentations limited to 10 minutes each by the library administration and the person making the appeal. The rules of evidence may be relaxed by the Board as appropriate for the particulars of any such administrative appeal. The appeal hearing shall be tape recorded. The committee will make a recommendation on each appeal and present their findings to the Library Board in open session at their next monthly meeting or as soon as practical. The full board will then act on that recommendation. The decision of the Milwaukee Public Library Board of Trustees regarding an appeal shall be final and mailed to the patron within (7) days of the Board's decision.

OVERVIEW OF WISCONSIN'S OPEN MEETINGS LAW

A. What is a "governmental body?" Under the statute, a "governmental body" includes a state or local agency, board, commission, committee, council, department or public body corporate and politic created by constitution, statute, ordinance, rule or order. It includes a governmental or quasi-governmental corporation. Wis. Stat. § 19.82(1).

A "formally constituted subunit" of a governmental body is itself a "governmental body" within the definition of Wis. Stat. § 19.82. A subcommittee of a common council comprised solely of members of that body would be a subunit subject to the Open Meetings Law. 74 Op. Att'y Gen. 38, 40 (1985.)

B. Can a Governmental Body Be Created by Rule or Order? Yes. Some factors to be considered when determining whether a governmental body is created by rule or order include the following:

1. Whether there are a definable number of members in the body;
2. Whether they exercise collective power; and,
3. Whether there is a definition of when their collective power exists.

No formal order is required; all that is required is to create a body and assign it duties. Informal Correspondence Wis. Op. Att'y Gen. (September 20, 2005).

C. What triggers the application of the law? The Open Meetings Law applies whenever a gathering of members of a governmental body satisfies two requirements: (1) there is a purpose to engage in governmental business; and (2) the number of members present is sufficient to determine the governmental body's course of action. *State ex rel. Newspapers. v. Showers*, 135 Wis. 2d 77, 102 (1987.)

1. The "purpose test" includes any gathering of the members of the governmental body for the purpose of engaging in governmental business including discussion, decisions or information-gathering. *State ex rel. Badke v. Village Board of the Village of Greendale*, 173 Wis. 2d 553 (1993).

2. The "numbers test" applies if one-half or more of the members of the body are present the meeting is rebuttably presumed to be for the purpose of exercising its responsibilities, authority, power or duties of the body. Wis. Stat. § 19.82(2).

D. What is a walking quorum? A walking quorum is defined as a series of gatherings among separate groups of the members of a body, each less than the quorum, who agree, passively or explicitly, to act in sufficient numbers to reach a quorum. *Showers*, 135 Wis. 2d at 92. A walking quorum is subject to prosecution. *State ex rel. Lynch v. Conta*, 71 Wis. 2d 662, 687 (1976.)

E. Can an Open Meeting be held via conference call? A telephone conference call is acceptable as long as the appropriate notice is given and the conference call is made reasonably accessible to the public. 69 Op. Att'y Gen. 143 (1980.)

F. What if a quorum of a government body attends a subcommittee meeting? When a quorum of a governmental body attends a subunit meeting for purpose of gathering information about matters over which they have decision-making responsibility, both government bodies must give notice to the public. *Badke*, 173 Wis. 2d at 570, 578.

G. Are e-mail messages covered by the Open Meetings Law? The Attorney General strongly urges governmental bodies to avoid using electronic mail to communicate on matters within the realm of its authority, because such use creates a "serious risk" of violating the Open Meetings Law. Informal Op. Att'y Gen., October 3, 2000.

H. When must notice be given? Public notice for all meetings of a government body shall be given: (a) as required by any other statutes; and (b) by communication from the chief presiding officer of a governmental body or such person's designee to the public, to those news media who have filed a written

request for such notice, and to the official newspaper designated under §§ 985.04, 985.05 and 985.06 or, if none exists, to a news medium likely to give notice in the area. Wis. Stat. § 19.84.

I. What information should be in the public notice? Every public notice of a meeting must give "the time, date, place and subject matter of the meeting, including that intended for consideration at any contemplated closed session, in such form as is reasonably likely to apprise members of the public and the news media thereof." Wis. Stat. § 19.84(2).

J. How specific must the notice be? A public notice must be "reasonably specific under the circumstances." *Buswell v. Tomah Area School District*, 2007 WI 71. The factors to be considered by the public official providing the public notice include:

- a.) balancing the burden of providing a more detailed notice,
- b.) making a determination of whether the subject of the meeting is of particular interest to the public; and,
- c.) determining whether the subject to be discussed involves non-routine actions that the public would be unlikely to anticipate. *Id.*, ¶ 28.

K. When should the notice be made available? Wis. Stat. § 19.84(3) requires that every public notice of a meeting be given at least 24 hours in advance of the meeting, unless "for good cause" such notice is "impossible or impractical." If "good cause" exists, the notice should be given as soon as possible and must be given at least 2 hours in advance of the meeting.

L. How is voting recorded? Unless "otherwise specifically provided by statute, no secret ballot may be utilized to determine any election or other decision of a governmental body, except the election of the officers of such body in any meeting." Any member of a governmental body may require that a vote be taken at any meeting in a manner that the vote of each member is ascertained and recorded (except the election of officers of the body.) All motions and roll-call votes of each meeting shall be recorded and preserved and open to the public inspection. Wis. Stat. §§ 19.88 (1), (2) and (3).

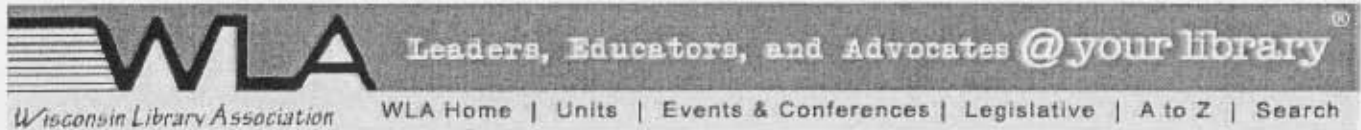
M. What are the criteria for closed meetings? Every meeting of a governmental body must first be convened in open session. All business of any kind must be initiated, discussed and acted upon in open session unless one of the exemptions in Wis. Stat. § 19.85(1) applies. Wis. Stat. § 19.83(1). There are 13 exemptions to the Open Meetings requirement which permit, **but do not require**, a governmental body to convene in closed session. These exemptions should be narrowly construed. *State ex rel. Hodge v. Turtle Lake*, 180 Wis. 2d 62, 71 (1993). The exemption should be invoked only where necessary to protect the public interest.

N. Every meeting subject to the Open Meetings Law must begin as an open meeting. Wis. Stat. §§ 19.83 and 19.85(1). To convene in closed session a motion must be made and may not be adopted unless the chief presiding officer announces at the meeting the nature of the business to be considered at the closed session and the specific statutory exemption or exemptions which authorize the closed session.

O. Who enforces the open meetings law? The Attorney General and the District Attorney have authority to enforce the Open Meetings Law. Wis. Stat. § 19.97(1). By intergovernmental agreement, in Milwaukee it is the Milwaukee Corporation Counsel rather than the District Attorney who has enforcement authority.

P. What are the penalties for violating the open meetings law? Any member of the governmental body who "knowingly" attends a meeting in violation of the Open Meetings Law is subject to forfeiture between \$25 and \$300 for each violation. Wis. Stat. § 19.96. **The forfeiture is a personal liability.** A governmental body may not reimburse a member for a forfeiture incurred as a result of violation of the law. 66 Op. Att'y Gen. 226 (1977).

For additional information see: www.doj.state.wi.us



Library Legislative Day

Sponsored by the
Wisconsin Educational Media & Technology Association
and the
Wisconsin Library Association

Tuesday, February 16, 2010

**Best Western Inn on the Park
22 N. Carroll Street
Madison
7:45 a.m.**

Keynote speakers:
State Superintendent Tony Evers
State Representative Penny Bernard Schaber
(one additional speaker to be announced)

Committee: Allison Kaplan, Julie Schneider, Kris Adams Wendt
Paul Nelson, LD&L Chair

Registration

Print and mail the registration form ([Word doc](#)) with your payment or [register online](#) (payment methods include credit card or check).

Appointments Schedule

The schedule will be posted after the registration deadline, and updated periodically thereafter.

Maps & Parking

[Inn on the Park](#) map and directions
[Parking](#) in Downtown Madison

Legislative Day Agenda

Background Information & Tips

- Coming soon!

Virtual Library Legislative Day Participation

Last updated: November 17, 2009

[WLA Home](#) | [WLA Units](#) | [Events & Conferences](#) | [Legislative](#) | [A to Z](#) | [Search](#)

Contact WLA

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Telephone: 608.245.3640 | [WLA Webmaster \(wlaweb@gmail.com\)](mailto:wlaweb@gmail.com)
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**WLA State Legislative Agenda
For the 2009-11 Biennium**

The Wisconsin Library Association (WLA), established in 1891, unites and supports people from all types of libraries to develop and advocate for dynamic, responsive Wisconsin libraries. Our 2,000 members, including librarians, libraries, library trustees, and friends from across the state, share this common purpose.

Legislative Priorities for 2009 Legislative Action

- Increase state funding for **public library system aids** to 13% of local library expenditures, as specified in Wisconsin statutes.
- Support expanded funding for **BadgerLink** resources.
- Preserve the use of the **Universal Service Fund** for BadgerLink and other library services.
- Increase funding necessary to support traditional service levels for **state contracts:**
Wisconsin Regional Library for the Blind & Physically Handicapped
Cooperative Children's Book Center
Wisconsin Library Services (WILS) and
Milwaukee Public Library/Interlibrary Loan
- Support funding for **statewide delivery** of library materials.
- Support increased funding of the **University of Wisconsin System libraries.**
- Support funding for the **UW Digital Commons Initiative.**
- Support the statutory use of the **Common School Fund.**
- Support the need for libraries to have access to **sufficient bandwidth.**
- Support **public library district** enabling legislation.
- Support the **Wisconsin State Law Library** and the **Milwaukee County and Dane County Legal Resource libraries.**
- Oppose any proposals that mandate a specific percentage of funding for educational institutions be spent on classroom instruction.
- Support access to **government publications/documents.**
- Support full funding for the **Wisconsin Historical Society Library.**
- Support updated standards for school library media centers.
- Support the employment of at least one full-time certified school library media specialist and appropriate support staff in every school; support additional professional staff and support staff in schools of 650 students or more.
- Support the employment of at least one full-time instructional technology professional and appropriate support staff in every school; support additional professional staff and support staff in schools of 650 students or more.
- Continue to promote the importance of **publicly-funded free and open access** to library materials to all Wisconsin citizens.
- Support continuation of **maintenance of effort** funding levels by local units of government as a requirement for public library system membership.

Legislative Policy Statements

The Wisconsin Library Association affirms:

- That library services address essential informational, educational, cultural, and recreational needs for Wisconsin residents and merit strong legislative support.
- That the state's libraries, by providing lifelong learning opportunities, make a significant contribution to the quality of life for all Wisconsin residents.
- That the state's libraries through a statewide knowledge network provide essential information resources for the state's economic development.
- That the state's libraries, through multiple cooperative arrangements, serve as models for regional and statewide cooperation.
- That the state's librarians provide Wisconsin residents with the essential information services they need to succeed at school, at work, and in their personal lives.

The Wisconsin Library Association supports state legislative policy that:

- Ensures that all the people of Wisconsin have the broadest possible access to information resources and materials.
- Preserves the fundamental principle of publicly funded free and open access to library materials and services.

- Ensures privacy in the use of library materials and services.
- Strongly supports the development of collections and resources for libraries of all types.
- Broadens the availability of communications technology for educational and information resources.
- Promotes regional and statewide sharing of library and information resources.
- Supports strong statewide leadership for library development and cooperation.

The Wisconsin Library Association opposes state legislative policy that:

- Restricts access by the state's residents to information resources and materials.
- Affects local and state taxing options that could have an adverse affect on libraries.
- Intrudes on the privacy of library users.
- Interferes with the right of local public library boards to independently determine local library policy, staffing, and services based on community standards.

Last updated: August 12, 2009

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Contact WLA

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WLA & WEMTA
present

Library Legislative Day
Tuesday, February 16, 2010

The Inn on the Park, Madison

7:45 Registration & Continental Breakfast

8:00 Legislative Briefing & Tips on Visiting Your Legislators

Tony Driessen, WLA Lobbyist
Michael Blumenfeld, WEMTA Lobbyist
Paul Nelson, WLA Legislative Committee Chair

Welcome & Introductions

Kris Adams Wendt, Co-chair, Library Legislative Day

9:00 Keynote Address

Tony Evers, State Superintendent of Public Instruction
State Representative Penny Bernard Schaber
Additional speaker to be announced

10:30 a.m. to 2:30 p.m. Appointments with Legislators

11:30 Box Lunch (for those who pre-registered only)

The Wisconsin Educational Media & Technology Association and the Wisconsin Library Association thank you for taking the time to participate in this important advocacy event! Please let us know if there is anything you need today.

MILWAUKEE PUBLIC LIBRARY SYSTEM
PERSONNEL ACTIONS

COVERING PERIOD November 29, 2009 - December 26, 2009:

The Secretary reports the following personnel actions:

EMERGENCY APPOINTMENT

Susan Schwartz - Librarian III - Extension Services 12/23/09

PROMOTION

Kelly Wochinske - Librarian I - Zablocki 12/13/09

TO: Librarian II - Zablocki

TRANSFER TO ANOTHER CITY DEPARTMENT

Jeremy Weisling - Library Services Assistant - East 12/11/09

TO: Parking Operations Supervisor - DPW

LEAVE OF ABSENCE 24.0 or more hours.

Charmari Canady - Library Circulation Assistant I - WTBBL - 37.0 hours 12/15/09

Mary Jeske - Library Circulation Assistant I - Circulation - 80.0 hours 11/29/09

Zitelka Parr - Library Circulation Assistant I - Circulation - 24.0 hours 11/30/09

Joseph Seipel - Custodial Worker II - CL - Maintenance - 50.1 hours 11/30/09

EXPIRATION OF EMERGENCY APPOINTMENT

Susan Schwartz - Librarian III - Extension Services 12/24/09

EXPIRATION OF TEMPORARY APPOINTMENT

Richard Bontempo - Custodial Worker II - Maintenance 12/23/09

TERMINATION WITHIN PROBATION

Frederick Dickenson - Library Circulation Aide - Zablocki 12/07/09

DISCHARGE

Tanzanique Cage - Library Circulation Aide - Capitol 12/01/09

Director's Report December 2009

Year end activities included the completion of performance reviews and meetings with staff at neighborhood libraries. With retirements expected of more than 20 staff members in 2010, we have been working with the Department of Employee Relations and the City Budget Office to speed the recruitment process for positions, especially Librarians.

2010 Operational changes were initiated on December 27, the first day of the new fiscal year. Centralized telephone service commenced and required some modification to the Ready Reference greeting to reflect the general service being provided for all locations. Delivery services were taken over by Action Logistics who was faced with a challenging backlog on the first day of their contract. Their operations plan was set aside and an alternative quickly put into place to meet their guarantee of 24-hour turnaround for materials delivery.

The new reduced hours have generated comments from patrons. All expressed concern, and some surprise, by the changes. We expect to continue to hear from patrons through the first quarter of the year as they encounter changes for the first time.

A meeting was held on December 17 by Aldermen Joe Davis and Jim Bohl to discuss their idea to consolidate Mill Road and Capitol Drive libraries into an area library located at the intersection of Hampton, Appleton, and 84th Street. Approximately 50 people attended with all but two in favor of the idea.

Budget analyst Jake Miller announced his resignation from the city effective January 14. Mr. Miller has accepted a position with the Wisconsin Department of Transportation. The Library is grateful to Jake for his service on behalf of the library and wishes him well.

Multi-Media Events

Wisconsin Talking Book and Braille Library:

- Six major media markets were identified – Milwaukee/Southeastern Wisconsin, Madison, Green Bay, Eau Claire, LaCrosse and Wausau.
- Radio ads continue, targeting talk/radio and sports programming to take advantage of the Green Bay Packers and Wisconsin Badgers football games in December. Library research shows that customers are sports fans and most likely listen to the radio during games.
- Online newspaper ads ran in December, and bus ads continue in the Milwaukee and Madison markets.

Ongoing Campaigns

- Tell Me What's Happening @ MPL: New sign-up cards created and produced to encourage customers to sign up to receive MPL news via their email account(s). Results: Email address list numbers up 20% for 2009 compared to 2008 totals

- Database of the Week as part of the weekly e-message marketing effort
- Get A Free Library Card/1st Grade Library Card Campaigns: This message is incorporated into all MPL branding and messaging opportunities, including on-air and print interviews and paid ads.
- The *MJS*, *Shepherd Express*, *MetroParent*, www.milwaukeeemoms.com, City Channel 25, www.americantowns.com, and Milwaukee Downtown E-mail Exchange continue to feature MPL programs and events, especially children's programming, in their daily/weekly/monthly calendars.

MPL Online

The Wisconsin Association of Public Libraries (WAPL) published its Winter 2010 *Communique* in December, and included MPL's October 26 press conference celebrating the Solar American City grant award and Central Library's green roof. The 2009 Governor's Award for Archival Achievement and Dawn Lauber's 2009 Spirit Award from the Literacy Coalition of Southeastern Wisconsin, Inc. were also featured. The *Communique* is the online quarterly newsletter of WAPL.

The Wisconsin Literacy E-Newsletter includes an announcement that the Milwaukee Public Museum will partner with MPL on the 2010 NEA Big Read. This year's selection is *The Call of the Wild* by Jack London. The Big Read will run through May 2010.

The Hotel Metro located on E. Mason Street in East Town features a photo from MPL's historic photo collection on its website - <http://www.hotelmetro.com/about-us/history/>.

MPL On The Air

Two "I Remember" segments on MPTV – The History of Jewish Milwaukee and the 100 Year History of the Milwaukee Theatre - featured photos from MPL's historic photo archives. The photos on the Jewish history segment also appear in Trustee John Gurda's recent book *One People, Many Paths*.

Read All About It

Milwaukee Journal Sentinel:

- SS Peter and Paul Parish Choir on the steps of East Library (Kathy Flanigan and Stanley Miller II, Energy Bar To-Do List – Cue Section, December 12)
- 'Patient discussion' (Jan Uebelherr, Flash Forward - Cue Section, December 14) – East Library's book discussion group and *The English Patient* on December 15.
- A Blast of Winter Fun (Mary-Liz Shaw, 24 Hours – Cue Section, December 25) – Promotion of Saturdays at Central children's program.

-

MetroParent Magazine:

- Coming Soon to a Library Near You... (December) – New titles in a continuing series at MPL. Recommendations made by children's book selector Karen Radtke.

MILWAUKEE PUBLIC LIBRARY
Monthly Statistical Report
December 2009
CIRCULATION

Circulation Unit	This Month	Same Month Last Year	% Increase or Decrease	Year to Date	Previous Year to Date	% Increase or Decrease
Central ◀	43,365	42,095	3.02%	587,781	577,864	1.72%
Atkinson ▶	7,181	6,114	17.45%	96,135	88,380	8.77%
Bay View	20,870	19,624	6.35%	281,567	263,074	7.03%
Capitol	15,587	15,152	2.87%	222,157	214,568	3.54%
Center Street	5,566	4,670	19.19%	68,698	63,100	8.87%
East	19,599	19,085	2.69%	261,073	248,102	5.23%
Forest Home ▶	13,879	11,746	18.16%	175,755	157,941	11.28%
Martin Luther King ▶	7,383	7,136	3.46%	100,622	86,192	16.74%
Mill Road ◀◀	10,988	11,085	-0.88%	153,410	165,101	-7.08%
Tippecanoe ▶	13,891	12,868	7.95%	191,901	184,803	3.84%
Villard Avenue ▶	9,124	7,565	20.61%	109,098	94,893	14.97%
Washington Park ◀◀	11,046	9,860	12.03%	150,260	144,065	4.30%
Zablocki ◀◀	18,522	20,057	-7.65%	290,883	317,106	-8.27%
YCOS - Outreach	3,323	3,483	-4.59%	39,608	39,086	1.34%
TOTAL	200,324	190,540	5.13%	2,728,948	2,644,275	3.20%
**Remote self renewals from outside the library				305,857	236,168	29.51%
Grand Total				3,034,805	2,880,443	5.36%

Factors affecting statistics this month:

Increases:

Open one more day in 2009 due to a weather closing in 2008.

Decreases:

▶	3.4% increase in hours
◀	10% cut in hours
◀◀	20% cut in hours

MILWAUKEE PUBLIC LIBRARY
Monthly Statistical Report
December 2009
PATRON COUNT

Circulation Unit	This Month	Same Month Last Year	% Increase or Decrease	Year to Date	Previous Year to Date	% Increase or Decrease
Central ◀	40,447	36,958	9.44%	536,329	551,183	-2.69%
Atkinson ▶	8,487	6,885	23.27%	116,255	109,066	6.59%
Bay View	12,382	11,393	8.68%	180,707	167,893	7.63%
Capitol	11,722	12,086	-3.01%	188,777	174,937	7.91%
Center Street	9,615	8,721	10.25%	132,027	135,088	-2.27%
East	14,308	13,147	8.83%	202,475	199,367	1.56%
Forest Home ▶	13,738	10,702	28.37%	182,825	164,743	10.98%
Martin Luther King ▶	7,745	7,204	7.51%	118,072	111,925	5.49%
Mill Road ◀◀	9,564	9,875	-3.15%	133,671	152,999	-12.63%
Tippecanoe ▶	9,427	10,993	-14.25%	140,077	133,287	5.09%
Villard Avenue ▶	7,831	6,513	20.24%	104,653	99,858	4.80%
Washington Park ◀◀	11,952	12,274	-2.62%	194,441	222,961	-12.79%
Zablocki ◀◀	12,803	14,333	-10.67%	198,220	213,904	-7.33%
YCOS - Outreach	181	218	-16.97%	3,527	3,568	-1.15%
Drive-In Traffic Count	2,381	2,111	12.79%	27,073	25,829	4.82%
TOTAL	172,583	163,413	5.61%	2,459,129	2,466,608	-0.30%

Factors affecting statistics this month:

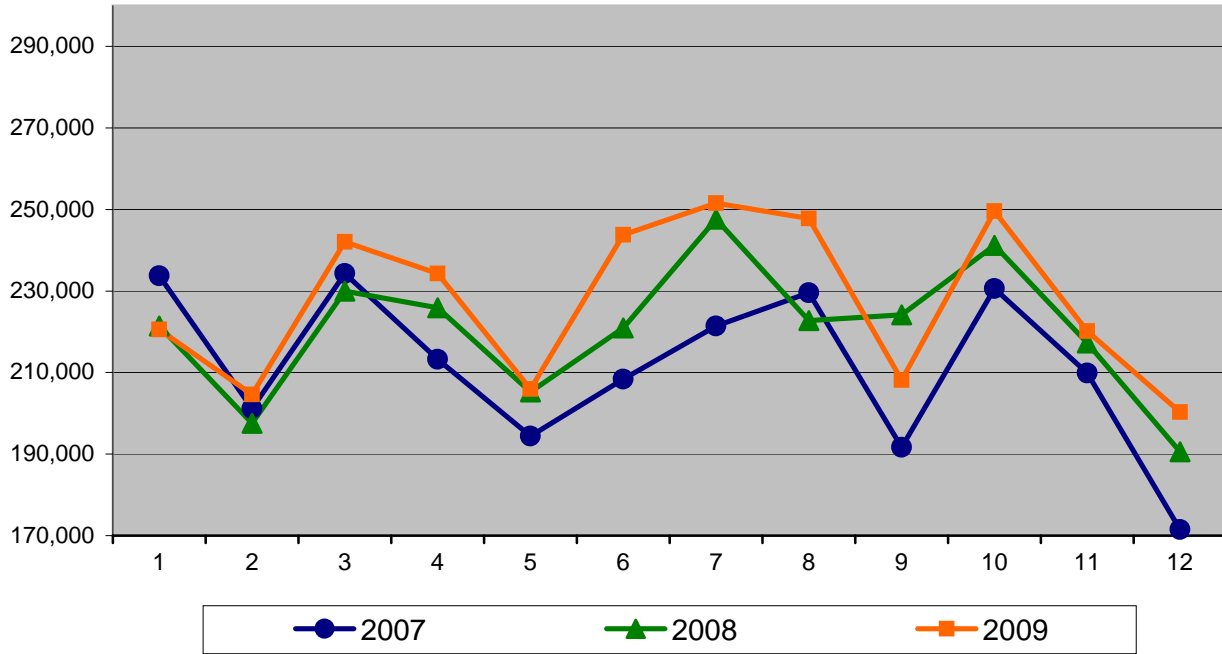
Increases:

Open one more day in 2009 due to a weather closing in 2008.

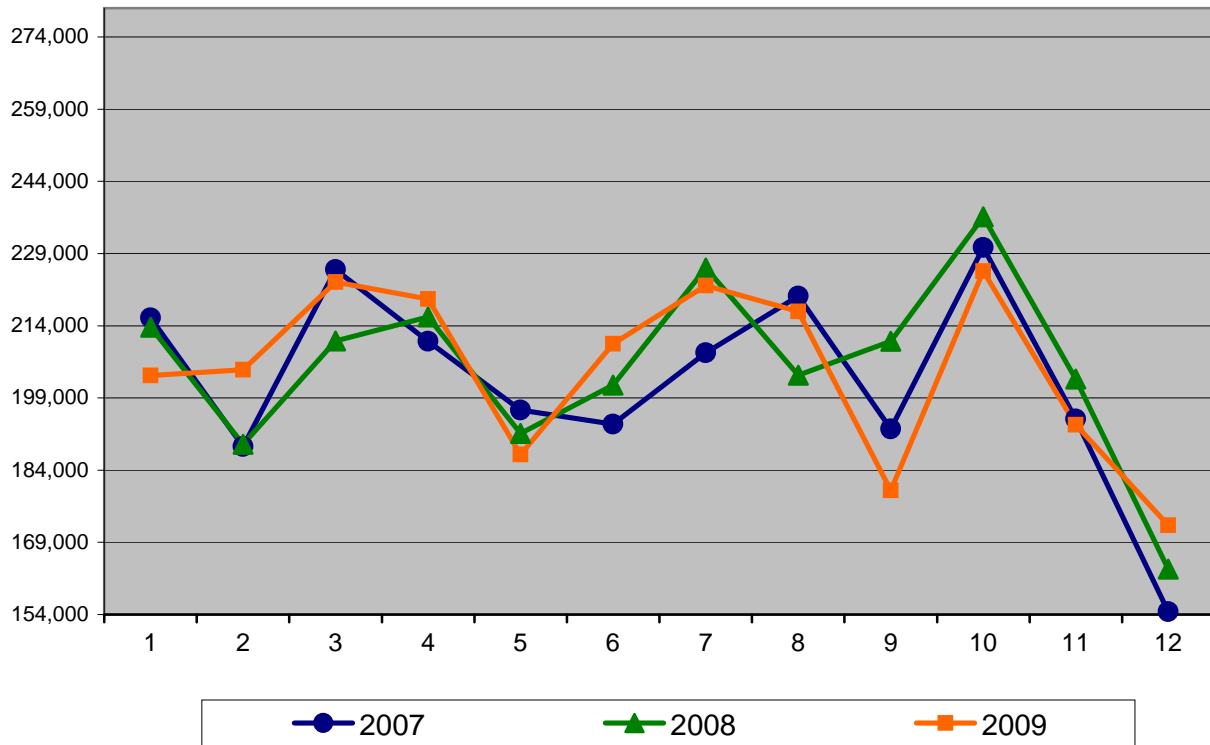
Decreases:

▶	3.4% increase in hours
◀	10% cut in hours
◀◀	20% cut in hours

**Milwaukee Public Library
Monthly Circulation Totals
2007 through December 2009**



**Milwaukee Public Library
Monthly Patron Totals
2007 Through December 2009**



**Milwaukee Public Library
Computer, Internet, and Electronic Statistics
December 2009**

Unique Visitors to the MPL Website ¹						
December, 2008			December, 2009			Change
	31,078			81,687		N/A

OverDrive Digital Download Circulation ²						
December, 2008			December, 2009			Change
	163			192		17.8%

Database Hits ³						
December, 2008			December, 2009			Change
Total	In-library	Remote	Total	In-library	Remote	Change
5,294	1,666	3,628	4,414	1,428	2,986	-16.6%

Milwaukee Patron Holds Placed Through CountyCat ⁴						
December, 2008			December, 2009			Change
Total	In-library	Remote	Total	In-library	Remote	Change
30,544	6,486	24,058	32,405	6,533	25,872	6.1%

Paging Slips ⁵						
	December, 2009	December, 2008	% Increase or Decrease	Year to Date	Previous Year to Date	% Increase or Decrease
Central	10,606	7,753	36.8%	136,541	97,276	40.4%
Atkinson	850	799	6.4%	11,285	10,516	7.3%
Bay View	2,294	1,315	74.5%	30,045	18,089	66.1%
Capitol	2,127	1,438	47.9%	28,473	21,706	31.2%
Center Street	882	332	165.7%	7,507	10,100	-25.7%
East	2,168	1,580	37.2%	27,799	20,439	36.0%
Forest Home	884	873	1.3%	12,631	10,659	18.5%
Martin Luther King	665	788	-15.6%	10,089	9,344	8.0%
Mill Road	929	1,295	-28.3%	15,027	16,269	-7.6%
Tippecanoe	1,114	1,612	-30.9%	17,324	21,192	-18.3%
Villard Avenue	341	1,062	-67.9%	9,789	13,207	-25.9%
Washington Park	961	909	5.7%	13,340	11,975	11.4%
Zablocki	1,081	1,183	-8.6%	17,988	15,672	14.8%
YCOS--Outreach	234	384	-39.1%	3,861	5,142	-24.9%
TOTAL	25,136	21,323	17.9%	341,699	281,586	21.4%

¹ 2008 numbers from WebTrends. 2009 numbers from Google Analytics.

² Downloadable digital audiobooks, music, and video available through OverDrive to City of Milwaukee cardholders.

³ Database hits reflect how many times users clicked on one of more than 50 library databases from the library's website.

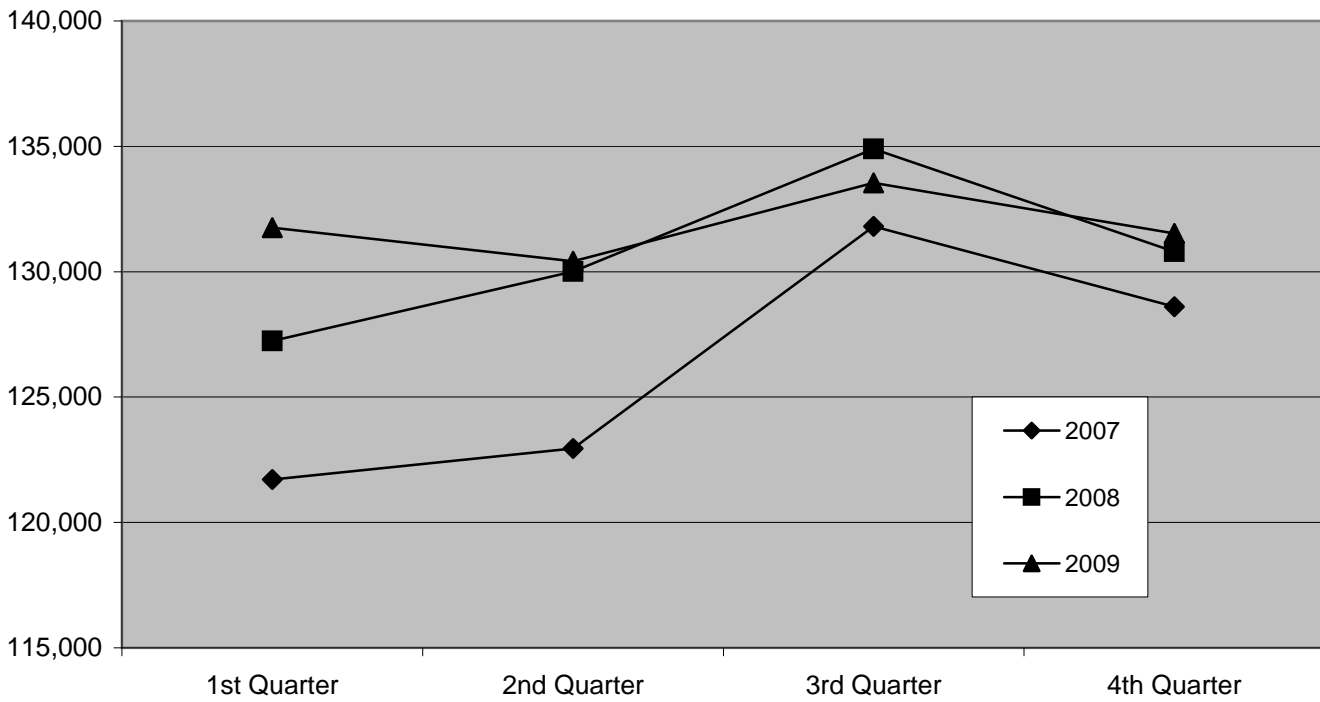
⁴ Holds can be placed either remotely or in a library. This number reflects the number of items placed on hold by Milwaukee patrons.

⁵ Number of requests received by Milwaukee Public Library from all Milwaukee County library card holders.

**MILWAUKEE PUBLIC LIBRARY
COMPUTER USE REPORT**

Library Computer Use, in Hours, Fourth Quarter of 2009						
	Fourth Quarter			Annual Total		
	2008	2009	Change	2008	2009	Change
Central	30,439	31,981	5.1%	119,187	126,192	5.9%
Atkinson	7,801	8,873	13.7%	31,609	34,551	9.3%
Bay View	7,009	7,128	1.7%	29,574	30,143	1.9%
Capitol	9,617	10,403	8.2%	39,600	41,716	5.3%
Center Street	14,933	15,787	5.7%	56,606	60,254	6.4%
East	8,074	7,854	-2.7%	34,459	34,952	1.4%
Forest Home	8,014	8,096	1.0%	30,508	32,899	7.8%
Martin Luther King	6,351	6,836	7.6%	23,952	26,586	11.0%
Mill Road	8,912	7,349	-17.5%	37,390	29,340	-21.5%
Tippecanoe	4,621	5,330	15.3%	19,134	20,408	6.7%
Villard Avenue	5,071	5,531	9.1%	19,196	21,172	10.3%
Washington Park	11,333	9,292	-18.0%	47,592	40,100	-15.7%
Zablocki	8,620	7,069	-18.0%	34,126	28,892	-15.3%
Total	130,795	131,529	0.6%	522,933	527,205	0.8%

Public Computer Use, in hours by quarter



Public Computer Use, in hours by month

