

ARROWHEAD LIBRARY SYSTEM

Board Meeting

Via:

GoToMeeting

<https://global.gotomeeting.com/join/710683725>

or to join by phone, dial:

[+1 \(872\) 240-3311](tel:+18722403311) Access Code: 710-683-725

Wednesday February 10, 2020

6:00 pm

1. Call to Order
2. Approval of Agenda
3. Approval of Minutes
4. Approval of Expenditures
5. Citizen Participation, Communication and Announcements
6. Unfinished Business
 - a. Shared System – SHARE Update
 - b. 2020/21 Budget
 - c. Public Library System Redesign Project
 - d. Librarians' Report – Sarah Strunz
 - e. ALS Covid-19 Update
7. New Business
 - a. Consider William Wilson to the ALS Board
 - b. Election of Officers
 - c. Approval of ALS 2020 Annual Report
 - d. Amend ALS Policy Manual (action)

8. Communications

9. Adjourn

The undersigned, as the designee of the presiding officer of the above governmental body, certify that I emailed a copy of this document to the Rock County Courthouse, Administration office for posting on the Rock County website@ www.co.rock.wi.us on 2/4/2021.

ARROWHEAD LIBRARY SYSTEM BOARD MEETING

Remote via GoToMeeting

January 13, 2021

ALS Board President Rich Bostwick called the meeting to order at 6:05 p.m. Present were Adam Dinnes, Sherry Blakeley, Sarah Strunz (ex-officio for Eloise Eager), and Steven Platteter. Also present were Stephanie Aegerter, Annette Smith and Shirley Williams

The Agenda was moved approved by Adam Dinnes. Rich Bostwick seconded, and the motion carried unanimously.

The December 2020 minutes were moved approved by Adam Dinnes. Sherry Blakeley seconded, and the motion carried unanimously.

Expenditures were approved on a motion by Adam Dinnes with Sherry Blakeley seconding. The motion carried unanimously.

Citizen participation, communication, or announcements:

Unfinished Business

a. Shared System –SHARE Update: Platteter reported on December circulation.

b. 2020/21 Budget: Platteter discussed how the 2020 budget was winding down

c. Public Library System Redesign Project: Platteter mentioned that professional learning recommendations are being worked on by the implementation team.

d. Librarians' Report:

e. ALS Covid-19 Update:

New Business

a. Wild Wisconsin Winter Web Conference January 27-28: Platteter provided a description of sessions and a registration URL.

b. Martin Luther King Jr. Day (possible action): Adam Dinnes moved to make Martin Luther King Jr. day a paid holiday for ALS staff. Sherry Blakeley seconded, and the motion carried unanimously.

c. PR/marketing collaboration with LLS: Platteter discussed that he and Lakeshores LS director Steve Ohs are working on a collaboration agreement.

Communications:

Sherry Blakeley moved to adjourn. Adam Dinnes seconded, and the motion carried unanimously. The meeting ended at 6:20 p.m.

Respectfully submitted,
Steven Platteter, Acting Secretary

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE

Account Number	Account Name	Inv Date	Vendor Name	Inv/Enc Amt	
51-5000-0000-62119	Other Services	01/16/2021	BELOIT PUBLIC LIBRARY	10,000.00	
		01/14/2021	WILS	6,847.74	
		01/01/2021	DEPARTMENT OF PUBLIC INSTRUCTI	200.00	
		01/01/2021	GALE CENGAGE LEARNING	16,909.43	
	Budget	YTD Exp	YTD Enc	Pending	Closing Balance
237,515.00	94,156.65	0.00	33,957.17	109,401.18	
51-5000-0000-63101	Postage	01/03/2021	ARROWHEAD LIBRARY PETTY CASH	9.80	
		Budget	YTD Exp	YTD Enc	Pending
	1,000.00	0.00	0.00	9.80	990.20
51-5000-0000-63200	Pubs/Subs/Dues	01/06/2021	PLATTETER,STEVE	240.00	
		Budget	YTD Exp	YTD Enc	Pending
	1,200.00	0.00	0.00	240.00	960.00
51-5000-0000-64201	Convention Exp	01/04/2021	ANDERSON,TOVAH	25.00	
		Budget	YTD Exp	YTD Enc	Pending
	4,000.00	0.00	0.00	25.00	3,975.00
51-5000-0000-64214	ILS Costs	01/19/2021	WILS	29,762.00	
		Budget	YTD Exp	YTD Enc	Pending
	191,735.00	0.00	0.00	29,762.00	161,973.00
51-5000-0000-64307	Participating	02/01/2021	BELOIT PUBLIC LIBRARY	378,835.72	
		02/01/2021	CLINTON PUBLIC LIBRARY	49,660.38	
		02/01/2021	EAGER FREE PUBLIC LIBRARY	62,371.76	
		02/01/2021	EDGERTON PUBLIC LIBRARY	82,247.48	
		02/01/2021	HEDBERG PUBLIC LIBRARY	465,221.02	
		02/01/2021	MILTON PUBLIC LIBRARY	94,175.36	
		02/01/2021	ORFORDVILLE PUBLIC LIBRARY	30,332.77	
		Budget	YTD Exp	YTD Enc	Pending
	1,162,844.00	0.00	0.00	1,162,844.49	(0.49)
51-5000-0000-64309	Instersystem	02/01/2021	IRVING L YOUNG PUBLIC LIBRARY	29,346.83	
		02/01/2021	MEMORIAL PUBLIC LIBRARY	23,721.29	
		02/01/2021	ALBERTSON MEMORIAL LIBRARY	801.44	
		02/01/2021	DWIGHT FOSTER PUBLIC LIBRARY	2,243.91	
		02/01/2021	E D LOCKE PUBLIC LIBRARY	1,260.67	
		02/01/2021	MADISON PUBLIC LIBRARY	1,844.66	
		02/01/2021	MONROE PUBLIC LIBRARY	924.35	
		02/01/2021	OREGON PUBLIC LIBRARY	3,505.46	

COMMITTEE APPROVAL REPORT

01/25/2021

Account Number	Account Name	Inv Date	Vendor Name	Inv/Enc Amt	
		02/01/2021	STOUGHTON PUBLIC LIBRARY	11,586.41	
		02/01/2021	DANE COUNTY LIBRARY SERVICE	113.02	
		02/01/2021	CAMBRIDGE COMMUNITY LIBRARY	6.66	
		02/01/2021	DEFOREST AREA PUBLIC LIBRARY	14.04	
		02/01/2021	POWERS MEMORIAL LIBRARY	740.51	
		02/01/2021	VERONA PUBLIC LIBRARY	919.63	
		02/01/2021	FITCHBURG PUBLIC LIBRARY	534.91	
		02/01/2021	NEW GLARUS PUBLIC LIBRARY	11.23	
		02/01/2021	MAZOMANIE FREE LIBRARY	10.44	
		02/01/2021	MIDDLETON PUBLIC LIBRARY	28.21	
		02/01/2021	SUN PRAIRIE PUBLIC LIBRARY	241.40	
		02/01/2021	WAUNAKEE PUBLIC LIBRARY	6.15	
		02/01/2021	MOUNT HOREB PUBLIC LIBRARY	2.37	
	Budget	YTD Exp	YTD Enc	Pending	Closing Balance
	83,040.00	0.00	0.00	77,863.59	5,176.41
51-5000-0000-65321	Building Lease				
		03/01/2021	CITY OF MILTON	1,166.67	
	Budget	YTD Exp	YTD Enc	Pending	Closing Balance
	14,000.00	1,166.67	0.00	1,166.67	11,666.66
Arrowhead Library System PROG TOTAL				1,305,868.72	

Account Number	Account Name	Inv Date	Vendor Name	Inv/Enc Amt
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I have examined the preceding bills and encumbrances in the total amount of **\$1,305,868.72**

Claims covering the items are proper and have been previously funded. These items are to be treated as follows:

A. Bills and encumbrances over \$10,000 referred to the Finance Committee and County Board.

B. Bills under \$10,000 to be paid.

C. Encumbrances under \$10,000 to be paid upon acceptance by the Department Head.

Date:

Dept Head

Committee Chair

Account Number	Account Name	Inv Date	Vendor Name	Inv/Enc Amt
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REPORT COMPLETE!

For Job Numbers: 2144289

Account Number	Account Name	Inv Date	Vendor Name	Inv/Enc Amt	
51-5000-0000-62119	Other Services	12/30/2020	KOENE COURIER SERVICE LLC	2,665.00	
	Budget	YTD Exp	YTD Enc	Pending	Closing Balance
	258,933.00	218,372.94	0.00	2,665.00	37,895.06
51-5000-0000-63101	Postage	12/31/2020	ARROWHEAD LIBRARY PETTY CASH	2.80	
	Budget	YTD Exp	YTD Enc	Pending	Closing Balance
	1,000.00	187.40	0.00	2.80	809.80
51-5000-0000-64303	Ext Materials	12/30/2020	INGRAM LIBRARY SERVICES	404.00	
		12/12/2020	AMAZON.COM	167.72	
	Budget	YTD Exp	YTD Enc	Pending	Closing Balance
	4,000.00	3,181.60	0.00	571.72	246.68
Arrowhead Library System PROG TOTAL				3,239.52	

I have examined the preceding bills and encumbrances in the total amount of **\$3,239.52**

Claims covering the items are proper and have been previously funded. These items are to be treated as follows:

A. Bills and encumbrances over \$10,000 referred to the Finance Committee and County Board.

B. Bills under \$10,000 to be paid.

C. Encumbrances under \$10,000 to be paid upon acceptance by the Department Head.

Date:

Dept Head _____

Committee Chair _____

Account Number	Account Name	Inv Date	Vendor Name	Inv/Enc Amt
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REPORT COMPLETE!

For Job Numbers: 2144288

Rock County - Production

Budget to Actual Figures

Fiscal Year: 2021

As of: 02/02/2021

Budget: RV

Org Key Title
5150000000 Arrowhead Library System

Object	Description	Budget	Actual	Encumbrance	Balance
REVENUE					
42200	State Aid	467,820.00	0.00	0.00	(467,820.00)
44120	Miscellaneous Fees	3,052.00	0.00	0.00	(3,052.00)
45504	Intergov-Other Libraries	260,892.00	0.00	0.00	(260,892.00)
46000	Contributions	2,000.00	0.00	0.00	(2,000.00)
46400	Fund Balance	60,000.00	0.00	0.00	(60,000.00)
Total Revenue		793,764.00	0.00	0.00	(\$793,764.00)
EXPENSE					
61100	Regular Wages	183,982.00	4,273.28	0.00	179,708.72
61300	Per Diems	1,800.00	100.00	0.00	1,700.00
61400	FICA	14,075.00	516.66	0.00	13,558.34
61510	Retirement	12,051.00	403.01	0.00	11,647.99
61610	Health Insurance Premium	47,752.00	3,645.51	0.00	44,106.49
61620	Dental Insurance	1,373.00	259.36	0.00	1,113.64
61630	Life Insurance	180.00	20.26	0.00	159.74
62119	Other Contracted Services	237,515.00	125,448.82	0.00	112,066.18
62130	Audit Fees	2,000.00	0.00	0.00	2,000.00
62210	Telephone	2,000.00	7.51	0.00	1,992.49
62410	Repair & Maintenance-Vehicles	10,000.00	0.00	0.00	10,000.00
62420	Machinery/Equip R & M	100.00	0.00	0.00	100.00
63100	Office Supplies & Misc Expense	1,500.00	0.00	0.00	1,500.00
63101	Postage	1,000.00	9.80	0.00	990.20
63104	Printing & Duplicating	5,000.00	0.00	0.00	5,000.00
63108	Public Information	5,000.00	0.00	0.00	5,000.00
63200	Publications/Subscriptions/Due	1,200.00	240.00	0.00	960.00
63300	Travel	3,000.00	0.00	0.00	3,000.00
64200	Training Expense	4,000.00	0.00	0.00	4,000.00
64201	Convention Expense	4,000.00	25.00	0.00	3,975.00
64214	ILS Costs	191,735.00	29,762.00	0.00	161,973.00
64303	Extension Materials	4,000.00	0.00	0.00	4,000.00
64306	Resource Libraries	40,000.00	0.00	0.00	40,000.00
64307	Participating Libraries	1,162,844.00	1,162,844.49	0.00	(0.49)
64309	Intersystem Agreement	83,040.00	77,863.59	0.00	5,176.41
64904	Sundry Expense	1,000.00	0.00	0.00	1,000.00
64918	Marketing & Promotion	300.00	0.00	0.00	300.00
65101	Insurance on Buildings	6,000.00	196.00	0.00	5,804.00
65321	Building Lease	14,000.00	2,333.34	0.00	11,666.66
67199	Miscellaneous Equipment	1,000.00	0.00	0.00	1,000.00
Total Expense		2,041,447.00	1,407,948.63	0.00	633,498.37
County Share (Revenue - Expense)		(1,247,683.00)	(1,407,948.63)	0.00	160,265.63
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Grand Total Revenue		793,764.00	0.00	0.00	(793,764.00)

Rock County - Production
Budget to Actual Figures

Fiscal Year: 2021

As of: 02/02/2021

Budget: RV

Org Key **Title**
5150000000 Arrowhead Library System

Object	Description	Budget	Actual	Encumbrance	Balance
	Grand Total Expense	2,041,447.00	1,407,948.63	0.00	633,498.37
	Grand Totals County Share	(1,247,683.00)	(1,407,948.63)	0.00	160,265.63

Rock County - Production

Budget to Actual Figures

Fiscal Year: 2020

As of: 12/31/2020

Budget: RV

Org Key Title
5150000000 Arrowhead Library System

Object	Description	Budget	Actual	Encumbrance	Balance
REVENUE					
42200	State Aid	467,820.00	467,820.00	0.00	0.00
44120	Miscellaneous Fees	6,103.00	6,103.25	0.00	0.25
45504	Intergov-Other Libraries	250,654.00	252,644.68	0.00	1,990.68
46000	Contributions	2,000.00	2,000.00	0.00	0.00
46400	Fund Balance	86,050.00	0.00	0.00	(86,050.00)
Total Revenue		812,627.00	728,567.93	0.00	(\$84,059.07)
EXPENSE					
61100	Regular Wages	182,860.00	180,626.19	0.00	2,233.81
61300	Per Diems	1,800.00	1,354.46	0.00	445.54
61400	FICA	13,989.00	13,513.49	0.00	475.51
61510	Retirement	11,977.00	10,515.21	0.00	1,461.79
61610	Health Insurance Premium	51,048.00	51,176.36	0.00	(128.36)
61620	Dental Insurance	1,556.00	1,556.16	0.00	(0.16)
61630	Life Insurance	180.00	120.30	0.00	59.70
62119	Other Contracted Services	258,933.00	221,037.94	0.00	37,895.06
62130	Audit Fees	2,000.00	0.00	0.00	2,000.00
62210	Telephone	2,000.00	1,270.54	0.00	729.46
62410	Repair & Maintenance-Vehicles	10,000.00	6,160.92	0.00	3,839.08
62420	Machinery/Equip R & M	100.00	0.00	0.00	100.00
63100	Office Supplies & Misc Expense	1,500.00	1,053.68	0.00	446.32
63101	Postage	1,000.00	190.20	0.00	809.80
63104	Printing & Duplicating	5,000.00	4,560.23	0.00	439.77
63108	Public Information	5,000.00	911.30	0.00	4,088.70
63200	Publications/Subscriptions/Due	1,500.00	1,277.88	0.00	222.12
63300	Travel	3,000.00	519.89	0.00	2,480.11
64200	Training Expense	4,000.00	3,069.15	0.00	930.85
64201	Convention Expense	4,000.00	499.58	0.00	3,500.42
64214	ILS Costs	185,684.00	185,692.16	0.00	(8.16)
64303	Extension Materials	4,000.00	3,753.32	0.00	246.68
64306	Resource Libraries	40,000.00	40,000.00	0.00	0.00
64307	Participating Libraries	1,113,408.00	1,113,408.15	0.00	(0.15)
64309	Intersystem Agreement	73,534.00	73,534.16	0.00	(0.16)
64904	Sundry Expense	1,000.00	50.60	0.00	949.40
64918	Marketing & Promotion	300.00	0.00	0.00	300.00
65101	Insurance on Buildings	5,000.00	5,416.00	0.00	(416.00)
65321	Building Lease	14,000.00	14,000.04	0.00	(0.04)
67199	Miscellaneous Equipment	3,000.00	2,563.54	0.00	436.46
Total Expense		2,001,369.00	1,937,831.45	0.00	63,537.55
County Share (Revenue - Expense)		(1,188,742.00)	(1,209,263.52)	0.00	20,521.52
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Grand Total Revenue		812,627.00	728,567.93	0.00	(84,059.07)

Rock County - Production
Budget to Actual Figures

Fiscal Year: 2020

As of: 12/31/2020

Budget: RV

Org Key Title
5150000000 Arrowhead Library System

Object	Description	Budget	Actual	Encumbrance	Balance
	Grand Total Expense	2,001,369.00	1,937,831.45	0.00	63,537.55
	Grand Totals County Share	(1,188,742.00)	(1,209,263.52)	0.00	20,521.52



Wisconsin Department of Public Instruction
**2020 PUBLIC LIBRARY SYSTEM
ANNUAL REPORT**
PI-2404-A (Rev. 2-21)

INSTRUCTIONS: Complete and return a signed, scanned copy of the original board-approved system annual report by **MARCH 1, 2021**, to:
LibraryReport@dpi.wi.gov

Required by Wis. Stat. §§ 43.05(4) and 43.58(6)

I. GENERAL INFORMATION						
1. System Name Arrowhead Library System		2. System Director Name Steven T. Platteter		3. Certification Grade Grade 1	4. Date Certification Expires 2022-06-30	
5. Street Address 430 E. High St., Suite 200			6. Phone Area/No. (608) 868-2872		7. Fax Number Area/No. (608) 868-2875	
8. Mailing Address PO Box		9. System Website URL als.lib.wi.us		10. Director System Email Address platteter.steve@als.lib.wi.us		
11. City / Village / Town Milton			12. County Rock		13. ZIP Code 53563-1579	
14. Number of Public Libraries Participating in the System 7		15. Does System Operate a Books-by-Mail Program No		16. Number of Book-mobiles Owned 0	17. Estimated System Area Public Library Registered Borrowers 125,500	
18. DUNS Number 078376758						
II. SYSTEM COLLECTION						
	No. Owned / Leased	Number Added		No. Owned / Leased	No. Owned / Leased	
1. Books in Print	2,064	105	4. Electronic Collections <i>Number available to members</i>	6	7. Licensed Electronic Video Materials <i>Units (copies) available to members</i> 573	
2. Audio Materials	0	0	5. Licensed E-books <i>Units (copies) available to members</i>	152,957	8. Subscriptions <i>Exclude those in electronic format</i> 4	
3. Video Materials	25	0	6. Licensed Electronic Audio Materials <i>Units (copies) available to members</i>	58,318		
III. SYSTEM SERVICES						
Circulation Transactions <i>Circulation includes items checked out by the system directly to the users. Count one for each item loaned directly to users from the system or any program administered by the system; e.g., bookmobiles, books-by-mail, etc. Do not count direct circulation from the system resource library or system member libraries.</i>			1. Total Circulation 31		2. Interlibrary Loans <i>System interlibrary loan transactions</i> a. Items Loaned 1	
					b. Items Received 0	
3. System Electronic Resources Use <i>Number of uses of system licensed electronic resources</i>						
a. E-book 86,677		b. E-audio 84,571		c. E-video 5,180		
d. Electronic Collection Retrievals 10,291						

IV. SYSTEM BOARD AND ORGANIZATION

List the members of the system board as of the date of this report. List the president first. Indicate vacancies. Report changes to the Division for Libraries and Technology as they occur. When reporting changes, indicate departing board members.

First Name	Last Name	Street Address	City	ZIP Code	Email Address
1. President Adam	Dinnes	1438 Lafayette St.	Janesville	53546	adamdinnes@gmail.com
2. Annette	Smith	1044 Sunset Drive	Milton	53563	arsmith14@gmail.com
3. William	Wilson	417 E. High Street	Milton	53563	william.wilson@co.rock.wi.us
4. Eloise	Eager	43 N Second St	Evansville	53536	eloiseeager@charter.net
5. Stephanie	Aegerter	526 Laurel Ave.	Janesville	53548	tephanie.Aegerter@co.rock.wi.us
6. Jose	Carrillo	125 Winesap Dr.	Janesville	53548	jojolatino@aol.com
7. Sherry	Blakeley	745 Milwaukee Rd #2	Beloit	53511	blakeleys@beloitwi.gov
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V. PUBLIC LIBRARY SYSTEM INCOME

1. County Government

a. System Member County Appropriations Received by Library System				b. Other County Payments Received	
County Name	Amount	County Name	Amount	County Name	Amount
Rock	\$1,188,742			Walworth	\$26,693
Subtotal 1a			\$1,188,742	Subtotal 1b	\$26,693

2. State Aid to Public Library Systems

\$467,820

3. Other State Funded Programs *List individually. Attach listing if necessary.*

a.	
b.	
c.	
Subtotal 3	

4. Federal Aid Program name and project number. List each program individually. Attach listing if necessary.

a. Cares16 Collaborative CARES Act grant LLS fiscal agent	\$10,200	f.	
b.		g.	
c.		h.	
d.		i.	
e.		j.	
Subtotal 4			\$10,200

5. Contract Income from Other Governmental Units, Libraries, Library Agencies, Library Systems, etc. *List names individually. Attach listing if necessary.*

a. Rock County Sheriff's Department	\$2,000	f.	
b. Affiliate members (Delivery)	\$6,103	g.	
c. Member Library Automation	\$252,645	h.	
d.		i.	
e.		j.	
Subtotal 5			\$260,748

6. Other Income

Unexpended State Aid from Previous Year(s)	Interest Earned from State Aid Funds Investments	All Other Unexpended Funds from Previous Year(s)	Interest Earned from Other Fund Investments	Gifts and Endowments to the System	All Other Sources	Subtotal 6
\$276,954	\$0	\$0	\$0	\$0	\$0	\$276,954

7. Total Income Add 1 through 6

\$2,231,157

VI. PUBLIC LIBRARY SYSTEM EXPENDITURES

Report system expenditures from all sources.

	System State Aid**	Other State and Federal Aid*	All Other***	Annual Total
1. Salaries and Wages	\$178,009	\$0	\$0	\$178,009
2. Employee Benefits	\$76,505	\$0	\$0	\$76,505
3. System Collection Expenditures				
a. Printed Material	\$2,122	\$0	\$2,000	
b. Electronic Material	\$49,872	\$10,200	\$96,182	
c. Audiovisual Material	\$0	\$0	\$0	
d. All Other Material	\$0	\$0	\$0	
Subtotal Collection Expenditures	\$51,994	\$10,200	\$98,182	\$160,376
4. System Contract Expenditures Attach a brief description of contracts; i.e., recipient, amount, and purpose.	\$62,853	\$0	\$156,534	\$219,387
5. System Payments to Member Libraries Attach lists of individual payments.	\$5,806	\$0	\$1,113,408	\$1,119,214
6. All Other Operating Expenditures	\$108,060	\$0	\$70,721	\$178,781
7. Total Operating Expenditures	\$483,227	\$10,200	\$1,438,845	\$1,932,272
8. System Capital Expenditures	\$0	\$0	\$0	\$0

* Report expenditures from federal grant funds and state funded programs other than state aid to public library systems.

** Report expenditures from report year public library system state aid, state aid funds carried forward to report year, and any interest earned from those funds.

*** Report expenditures from county appropriations, contract income, gifts and endowments, and any carryover from those sources. Also include expenditures from interest earned from those sources.

VII. SYSTEM MEMBER COUNTY APPROPRIATIONS FOR LIBRARY SERVICE

Report the total amount appropriated for public library service for each county in your system. Include all funding, including those paid to a library system or another county's public libraries. Report the amounts for the report year. Attach the page(s) of each county budget that show the amounts below.

County Name	Amount	County Name	Amount	County Name	Amount
1. Rock	\$1,186,942	5.		8.	
2.		6.		9.	
3.		7.		10.	
4.					

VIII. LIBRARY SYSTEM EVALUATION AND CERTIFICATION OF COMPLIANCE

The following statement certifies that your public library system complied with all statutory requirements for public library systems for the report year. Indicate your system's compliance with each of the system requirements.

Wis. Stat. § 43.24(2) For a public library system to qualify for and maintain its eligibility for state aid under this section, it shall ensure that all of the following are provided:

Membership Agreements

☒ (a) Written agreements that comply with Wis. Stat. § 43.15(4)(c)4. with all member libraries.

☒ Copies of the most recent agreements have been filed with the Division for Libraries and Technology.

Resource Library Agreement

☒ (b) Backup reference, information, and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with that library.

☒ Signed copies of the report year and current year resource library agreements have been filed with the division.

VIII. LIBRARY SYSTEM EVALUATION AND CERTIFICATION OF COMPLIANCE (cont'd.)

Reference Referral and Interlibrary Loan

- ☒ **Wis. Stat. § 43.24(2)(d) Referral or routing of reference and interlibrary loan requests from libraries within the system to libraries within and outside the system.**

- | | |
|---|---|
| <input checked="" type="checkbox"/> Reimbursed member libraries for ILL | <input checked="" type="checkbox"/> Maintained a shared database of member library bibliographic records and holdings |
| <input checked="" type="checkbox"/> Maintained ILL Clearinghouse | <input checked="" type="checkbox"/> Utilized WISCAT to promote interlibrary loan |
| <input type="checkbox"/> Contracted for ILL Clearinghouse | <input checked="" type="checkbox"/> Maintained a system interlibrary loan plan |

Inservice Training

- ☒ **Wis. Stat. § 43.24(2)(e) Inservice training for participating public library personnel and trustees.**

Indicate with a check those services carried out by your system in the report year in conjunction with this service requirement.

- | | |
|---|--|
| <input checked="" type="checkbox"/> Conducted workshops for member library staff and trustees | <input checked="" type="checkbox"/> Provided scholarships and grants for member library staffs |
| <input checked="" type="checkbox"/> Maintained a calendar of CE events | <input checked="" type="checkbox"/> Maintained a professional collection for system and member library staffs. |

- ☒ **Wis. Stat. § 43.24(2)(h) Professional consultant services to participating public libraries.**

Indicate with a check those services carried out by your system in the report year in conjunction with this service requirement.

- | | | |
|--|---|--|
| <input checked="" type="checkbox"/> Public library administration and governance | <input checked="" type="checkbox"/> Technical services | <input checked="" type="checkbox"/> Legal issues |
| <input checked="" type="checkbox"/> Adult services | <input checked="" type="checkbox"/> Interlibrary loan and resource sharing | <input checked="" type="checkbox"/> Public relations |
| <input checked="" type="checkbox"/> Youth services | <input checked="" type="checkbox"/> Staff development (certification, CE, etc.) | <input checked="" type="checkbox"/> Reference and information services |
| <input checked="" type="checkbox"/> Library automation | <input checked="" type="checkbox"/> Planning and evaluation, standards | <input checked="" type="checkbox"/> Inclusive services |
| <input type="checkbox"/> Building and remodeling | <input checked="" type="checkbox"/> Collection development | |

Delivery and Communication

- ☒ **Wis. Stat. § 43.24(2)(fm) Electronic delivery of information and physical delivery of library materials to participating libraries.**

Indicate with a check those services carried out by your system in the report year in conjunction with this service requirement.

- | | |
|---|--|
| <input checked="" type="checkbox"/> Had regular courier or van delivery service | <input checked="" type="checkbox"/> Used fax for document delivery/communication |
| <input type="checkbox"/> Provided an 800 number, phone credit card, or accepted collect calls | <input type="checkbox"/> Used mail as primary delivery system |
| ILL transactions sent by: | |
| <input checked="" type="checkbox"/> Email | <input type="checkbox"/> OCLC |
| <input checked="" type="checkbox"/> Regional automated system | <input checked="" type="checkbox"/> WISCAT |
| | <input checked="" type="checkbox"/> Published a newsletter |

Service Agreements

- ☒ **Wis. Stat. § 43.24(2)(g) Service agreements with all adjacent library systems.**

- ☒ Copies of the most recent agreements have been filed with the Division for Libraries and Technology.

Indicate with a check those services provided for in the adjacent library system agreements for the report year.

- | | | |
|---|---|--|
| <input checked="" type="checkbox"/> Reciprocal borrowing between systems | <input checked="" type="checkbox"/> Delivery | <input type="checkbox"/> Audiovisual services |
| <input checked="" type="checkbox"/> Cash payments in cross-system lending | <input checked="" type="checkbox"/> Newsletter exchange | <input checked="" type="checkbox"/> Cooperative purchasing |
| <input checked="" type="checkbox"/> Continuing education | <input checked="" type="checkbox"/> Cooperative planning/information exchange | |

Inclusive Services

- ☒ **Wis. Stat. § 43.24(2)(k) Promotion and facilitation of library service to users with special needs.**

The Division for Libraries and Technology interprets services to users with special needs as inclusive services. Inclusive library services are holistic, spanning library policies, collections, space, and services. Inclusive services reflect equity and accessibility for all members of the community, including services to individuals or groups for whom using the public library is difficult, limited, or minimized.

Briefly summarize the most significant specific inclusive services initiatives carried out by your system in the report year. Describe the system effort in terms of the way in which the initiative is conducted by the system. Some systems provide direct services, others provide services to support library efforts.

The system receives \$2000 from the Rock County Sheriff's department to purchase paperback books for the Rock County Jail. ALS maintains a collection of large type and special interest books for nursing, assisted living and senior centers through out Rock County. These, and similar materials from Hedberg Public Library, are delivered through the ALS delivery system. This service was limited in 2020 due to COVID-19 lockdowns. All seven of the ALS member libraries have service desk hearing loops installed at their circulation desks. Hedberg, Beloit and Edgerton Public Libraries also have meeting/program room hearing loop systems. Both hearing loop projects were funded by LSTA grants in 2014 and 2015. The Wisconsin Center for the Blind and Visually Impaired is an ALS affiliate member and receives materials through the ALS delivery system. Arrowhead also contracts with Inclusive Services Institute Cohort member Rene Bue for inclusive services consulting.

VIII. LIBRARY SYSTEM EVALUATION AND CERTIFICATION OF COMPLIANCE (cont'd.)

Inclusive Services (cont'd.)

Identify the agency(ies) with which the system had the most contact in terms of a planning effort or project collaboration, or with which member libraries worked. Indicate system services or types of materials involved with, or purchased for, the project. Were any accessibility issues involved? Identify any significant marketing done by the system to support inclusive library service efforts.

Rock County Senior Services, Rock County Sheriff's Department, Rock County ADRC, Rock-Walworth Head Start and the WI Center for the Blind and Visually Impaired.

If the system provided any inclusive services continuing education programs in the report year, identify the topic(s) and speaker(s). Arrowhead sponsored two sessions of the Homeless Training Institute, LLC, "Librarian's Guide to Homelessness" workshop. The sessions were held on March 6, 2020 at the Beloit PL. Joe Dutra of the Homeless Training Institute, LLC, was the presenter. there was widespread attendance from throughout Southeastern Wisconsin.

Other Types of Libraries

- ☒ **Wis. Stat. § 43.24(2)(L) Cooperation and continuous planning with other types of libraries in the system area which results in agreements with those libraries for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.**
- ☒ An advisory committee or planning group including representatives from other types of libraries met and established objectives relating to this requirement for the plan year.
- ☒ The system has agreements with other types of libraries, or if the system participates in a cooperation agreement with a multitype organization to meet the purposes of this goal, there is established a clear link between the system and the individual members of the multitype organization. Copies of the most recent agreements have been filed with the Division for Libraries and Technology.

Indicate system services provided to other types of libraries in the report year.

- | | | |
|--|--|---|
| <input checked="" type="checkbox"/> Consultation | <input type="checkbox"/> Union list of serials | <input type="checkbox"/> Back-up reference services |
| <input checked="" type="checkbox"/> Continuing education / workshops | <input checked="" type="checkbox"/> Directory of libraries | <input checked="" type="checkbox"/> Newsletter |
| <input checked="" type="checkbox"/> ILL (Direct) | <input checked="" type="checkbox"/> Delivery services | <input type="checkbox"/> Technical services |

Library Technology and Resource Sharing Plan

- ☒ **Wis. Stat. § 43.24(2)(m) Planning with the division and with participating public libraries and other types of libraries in the area in regard to library technology and the sharing of resources. By January 1, 2000, and every 5th January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.**
- ☒ Member public libraries and other types of libraries in the system area had an opportunity to review and comment on the plan.
- ☒ The public library system's current technology and resource sharing plan has been filed with the Division for Libraries and Technology.

Other Service Programs

- ☒ **Wis. Stat. § 43.24(2)(i) Any other service programs designed to meet the needs of participating public libraries and the residents of the system area, as determined by the public library board after consultation with participating public libraries.**

List and evaluate each service program carried out under this statute in the report year. Do not lump miscellaneous activities under a single "other" program.

Arrowhead maintains a public information coordinator to produce promotional information about library services, special programs, youth and adult ongoing programs, brochures, SHARE, computer classes and other activities in the libraries. The promotions included a radio announcements about library programs and services, news releases to local media, bookmarks, posters, brochures, and a booth at the Rock County Fair. This position provides service to all seven ALS member libraries and also included website design for five of the member libraries. In late 2020, ALS began talks with Lakeshores LS in regards to a collaborative PR/Marketing service with plans to have a signed agreement by the end of 1st quarter 2021.

Administration

- ☒ The system did not expend more than 20 percent of the state aid received in the report year for administration.

IX. COLLABORATIVE ACTIVITIES

Summary of Activities Briefly describe collaborative activities with other libraries, public library systems, and other organizations. Exclude services and activities listed in the system's report year resource library contract.

2020 marks the the third year of the Arrowhead Library System's largest collaboration to date, becoming a member of the SHARE Consortium. SHARE is a partnership of the Arrowhead, Lakeshores and Kenosha County Library Systems providing a shared catalog and ILS to 24 public libraries and one school district library. The new combined SHARE catalog features approximately 1,875,245 items and provides improved functionality, for both patrons and library staff, over Arrowhead's previous ILS, RockCat. Joining SHARE also opened up other collaborative possibilities, ILS support and Network/IT support agreements with the Lakeshores Library System facilitates ILS and technology support and enables IT cooperative purchasing. Currently both ALS and LLS are on the same Wide Area Network (WAN) which is administered by LLS. Also in 2020 Arrowhead and Lakeshores continue to collaborate with a RFID project. To facilitate SHARE delivery, the two systems are also sharing the cost of the delivery run between the ALS delivery hub in Milton to the LLS hub in Racine. In late 2020, the two systems began talks on a collaborative PR/Marketing Service and hope to have a signed agreement by the end of first quarter 2021. The Arrowhead Library System is part of the WPLC E-Content buying pool collaboration. The amount each system funds as part of the WPLC buying pool collaboration shares the cost of a digital library platform, provides access to the entire multi-million dollar collection already in the digital library and will purchase more than \$1,207,500 worth of new content in 2020. In regards to Continuing Education, Arrowhead LS intends three collaborations. First ALS intends to continue its contractual collaboration with the South Central Library System (SCLS). Second ALS intends to continue its membership in the SEWI CE consortium. Finally The Arrowhead LS will remain a cosponsor for the Wild Wisconsin Winter Conference and Trustee Training Week. These collaborations makes available to ALS member library directors and staff a wealth of CE opportunities. These opportunities include face to face programs, webinars and in the case with SCLS, customized crisis prevention programming. As part of its early literacy/1000 Books before Kindergarten projects, Arrowhead continues two collaborations. The first collaboration, with Bridges Library System, developed out of the LSTA project "Accessible Early Literacy" in 2016. ALS was looking for a 1000 Books before Kindergarten App at the same time as Bridges was looking to develop their 1000 Books App Version 2, which would incorporate many of the feature ALS was looking for. The collaboration was natural and the ALS project funded the incorporation of Spanish into the App. When Arrowhead began its 1000 Books before Kindergarten project in 2014, it found many potential community partners in western Walworth County. This led to discussions with the Lakeshores Library System. Lakeshores helped ALS automate its MailChimp based notification system which works with the 1000 Books patron database that ALS had developed.

Cost Benefit. For each activity above, list the activity name and estimated cost benefit realized.

Activity	Amount
1. SHARE Consortium with Lakeshores & Kenosha County Library Systems	50,000
2. ILS/network/IT support agreements with Lakeshores Library System	60,000
3. RFID project with Lakeshores Library System	20,000
4. SHARE Delivery	5,000
5. WPLC/Econtent Buying Pool	1,178,278
6. Continuing Ed agreement with South Central Library System	1,000
7. SEWI CE Consortium	11,835
8. Wild Winter Web Conference/Trustee Week	4,500
9. 1000 Books before Kindergarten App with Bridges Library System	7,850
10. 1000 Books before Kindergarten MailChimp automation with Lakeshores Library System	2,500
Cost Benefit Total	1,340,963

X. PUBLIC LIBRARY SYSTEM ANNUAL PROGRAM EXPENDITURES**Program Expenditures** *Provide a summary of your public library system expenditures by system service program and fund source for the report year.*

Program	System Aid, Carryover, and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total
Technology, Reference and Interlibrary Loan <i>See note</i>				
1. ALS Technology	14,797	0	0	14,797
2. SHARE ILS & Support	57,715	0	146,264	203,979
3. Resource Contract (minus Overdrive)	35,000	0	0	35,000
4.				
5. Electronic Resources	49,872	10,200	96,182	156,254
Subprogram Total	157,384	10,200	242,446	410,030
Continuing Education and Consulting Service <i>See note</i>				
1. Continuing Education	17,828	0	0	17,828
2. Consulting Services	14,760	0	0	14,760
Subprogram Total	32,588	0	0	32,588
Delivery	75,671	0	6,103	81,774
Inclusive Services	16,677	0	2,000	18,677
Library Collection Development	15,128	0	0	15,128
Direct Payment to Members for Nonresident Access	14,760	0	1,113,408	1,128,168
Direct Nonresident Access Payments Across System Borders	14,760	0	73,534	88,294
Library Services to Youth	24,760	0	0	24,760
Public Information	102,227	0	0	102,227
Administration	29,272	0	1,354	30,626
Other System Programs				
1.				
2.				
3.				
4.				
Grand Totals	483,227	10,200	1,438,845	1,932,272
Estimated Expenditures for Technology-Related Services Provided by the System	106,977	10,200	242,446	359,623

NOTE: Technology, Reference and Interlibrary Loan, and Continuing Education and Consulting Service Program areas may be divided into subprograms at the discretion of the system.

XI. SYSTEM STAFF

1. Personnel Listing

a. Employees Holding the Title of Librarian as of December 31 of the report year. *Include vacancies if they will be filled within one year*

First Name	Last Name	Position	MLS (ALA)	Annual Salary	Hrs. Worked per Week
Steven	Platteter	Director	<input checked="" type="checkbox"/>	\$65,260	40.00
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		

b. Other Paid Staff *Include plant operation, maintenance, and security.*

Position	Total Annual Wages	Hrs. Worked per Week	Position	Total Annual Wages	Hrs. Worked per Week
Public Information Coordinator	\$48,754	40.00			
Office & ILL Manager	\$40,289	36.00			
Driver	\$9,838	15.00			
Driver	\$9,663	15.00			
Driver	\$4,203	8.00			

2. System Staff Full-Time Equivalents (FTEs) *Divide the total hours worked per week for each category by 40 to determine full-time equivalents.*

a. Persons Holding the Title of Librarian

i. Master's Degree from an ALA Accredited Program FTE	ii. Other Persons Holding the Title of Librarian FTE	Subtotal
1.00	0.00	1.00

b. All Other Paid Staff FTE *incl. maintenance, plant operation, and security*

2.85

c. Total Library Staff Full Time Equivalents *Add Subtotal 2a and 2b*

3.85

XII. SYSTEM MEMBERSHIP

Attach a listing of all current public library and county members of the system.

Indicate whether your public library system members have indicated compliance with the following membership requirements. If any of these conditions have not been met, attach a written explanation of the circumstances resulting in noncompliance and a description of actions to be taken to achieve compliance (include timelines). *A check indicates that all members have indicated compliance with the requirement.*

- ☒ The public library members are established under the provisions of Chapter 43 of the Wisconsin Statutes. [Wis. Stat. § 43.15(4)(c)1]
- ☒ The public library members are authorized by the municipal governing board to participate in the public library system. [Wis. Stat. § 43.15(4)(c)3]
- ☒ The public library members have entered into a written agreement with the public library system board to participate in the system and its activities, to participate in interlibrary loan of materials with other system libraries and to provide, to any resident of the system area, the same library services, on the same terms, that are provided to the residents of the municipality or county that established the member library. This shall not prohibit a municipal, county, or joint public library from giving preference to its residents in library group programs held for children or adults if the library limits the number of persons who may participate in the group program or from providing remote access to a library's online resources only to residents. [Wis. Stat. § 43.15(4)(c)4]
- ☒ The member public library's head librarian holds the appropriate grade level of public librarian certification from the Department of Public Instruction and is present in the library for at least 10 hours of each week that the library is open, less leave time. [Wis. Stat. § 43.15(4)(c)6 and Administrative Code Rules PI 6.03]
- ☒ All counties participating in the system have entered into written agreements with the system as required under [Wis. Stat. § 43.15(4)(b)3]
- ☒ All counties participating in the system have adopted and maintained the plan of library service submitted and approved under Wis. Stat. § 43.11(3) and Wis. Stat. § 43.13(1). [Wis. Stat. § 43.15(4)(b)1]. **On the attached membership listing, indicate the year of the last plan revision.**
- ☒ Each public library member, beginning in 2008, annually is open to the public an average of at least 20 hours each week except that for a library in existence on June 3, 2006, annually is open to the public an average of at least 20 hours or the number of hours each week that the library was open to the public in 2005, whichever is fewer. [Wis. Stat. § 43.15(4)(c)7]
- ☒ Each public library member, beginning in 2008, annually spends at least \$2,500 on library materials. [Wis. Stat. § 43.15(4)(c)8]

XIII. CERTIFICATION OF STATUTORY COMPLIANCE

As of the date of this report, indicate whether the following statutory requirements are being met by the system. If any of these requirements were not met, attach a written explanation of the circumstances resulting in noncompliance and a description of the actions to be taken to achieve compliance (include timelines). Any current written contracts or agreements not previously filed with the division providing evidence of compliance must be enclosed with this report. This report is for compliance as of the date of this report. If compliance is later not maintained in any area reported as being in compliance, notify the Division for Libraries and Technology.

Indicate compliance with the requirements below with a checkmark. **Unchecked statutes indicate noncompliance.**

- ☒ Library system board is constituted and operated in compliance with Wis. Stat. § 43.17(1) and (2) and Wis. Stat. § 43.19(1)(a) and (b).
- ☒ Library system board has appointed a head librarian who is responsible for administration of the public library system. [Wis. Stat. § 43.17(4)]
- ☒ Library system is organized and operated in compliance with Wis. Stat. § 43.15 Standards for public library systems.

Wis. Stat. § 43.24(2) For a public library system to qualify for and maintain its eligibility for state aid under this section, it shall ensure that all of the following are provided.

- ☒ (a) Written agreements that comply with Wis. Stat. § 43.15(4)(c)4, with all member libraries.
- ☒ (b) Backup reference, information, and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with that library.
- ☒ (d) Referral or routing of reference and interlibrary loan requests from libraries within the system to libraries within and outside the system.
- ☒ (e) Inservice training for participating public library personnel and trustees.
- ☒ (fm) Electronic delivery of information and physical delivery of library materials to participating libraries.
- ☒ (g) Service agreements with all adjacent library systems.
- ☒ (h) Professional consultant services to participating public libraries.
- ☒ (i) Any other service programs designed to meet the needs of participating public libraries and the residents of the system area, as determined by the public library system board after consultation with participating public libraries.
- ☒ (k) Promotion and facilitation of library service to users with special needs.
- ☒ (L) Cooperation and continuous planning with other types of libraries in the system area, which results in agreements with those libraries for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.
- ☒ (m) Planning with the division and with participating public libraries and other types of libraries in the area in regard to the library technology and the sharing of resources. By January 1, 2000, and every 5th January thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.
- ☒ (n) That, if the system reimburses a participating public library for the costs of providing interlibrary borrowing services to an individual who holds a valid borrower's card of another participating public library, the reimbursement shall not exceed the actual costs incurred by the public library in providing such services. The department shall promulgate rules defining "actual costs" for the purposes of this paragraph.

CERTIFICATION

I CERTIFY that to the best of my knowledge the information provided in this annual report and any attachments are true and accurate.

Signature of Public Library System Director ➤	Name of Public Library System Director Steven T. Platteter	Date Signed
Signature of Public Library System Board President ➤	Name of Public Library System Board President Adam Dinnes	Date Signed

COMMENTS

3. Video Materials

No additions or deletions.--2021-01-29

1. Total Annual Circulation

local patron was granted access to system large print collection.--2021-01-29

The Arrowhead Library System book collection is mainly large print materials for nursing home outreach. While only 31 items "circulated" in 2020, 996 items were loaned out, in bulk collections, to Rock County nursing homes.--2021-01-29

2a. Items Loaned (provided to)

Apart from its book and video collections, ALS loaned 95 stand-ups, 3 huge stuffed bear and 20 makerspace items to member libraries. ALS also handled 1071 clearinghouse requests; 1057 from member libraries, 68 from affiliate members and 14 from non-ALS members.--2021-01-29

System Collection - Print: System State Aid

Subscriptions, nursing home outreach, jail outreach.--2021-01-28

System Collection - Print: All Other

Funds from the Rock County Sheriff's Department for jail books.--2021-01-28

System Collection - Electronic: System State Aid

\$5,000 from Resource Contract to cover ALS Overdrive Advantage account. \$25,000 toward HOOPLA content. Also includes subscriptions to Gale Courses and Transparent Languages.--2021-01-28

System Collection - Electronic: Other State and Federal Aid

CARES grant collaboration with LLS as fiscal agent, subscriptions to LinkedIn Learning and CreativeBug.--2021-01-28

System Collection - Electronic: All Other

\$29,222 - ALS member libraries' contribution to Digital Buying pool. \$66,961 - ALS member libraries contribution for HOOPLA content, ALS provides an additional \$25,000.--2021-01-28

System Contracts: System State Aid

Resource contract with Hedberg PL \$40,000 minus \$5000 for ALS Overdrive Advantage program in 3b System Collection Electronic Materials. 10,000 for YS consulting contract with Beloit PL. \$17,653 Koene Courier Services - delivery run from ALS sorting hub to LLS sorting hub in Racine PL. \$200 to LLS for web hosting.--2021-01-28

System Contracts: All Other

Intersystem agreement payments from Rock County to adjacent counties for nonresident use: Jefferson County \$29,299, Green County \$24,261, Dane County \$15,267 and Walworth County \$4,707. \$83,000 to LLS for SHARE/IT support agreement from member libraries automation fees.--2021-01-28

System Payments to Libraries: System State Aid

\$5306 to Edgerton PL for RFID reimbursement. \$500 to Eager Free PL toward Strategic Planning Cohort membership.--2021-01-28

System Payments to Libraries: All Other

Rock County Payment to ALS member libraries for reimbursable township circulation.--2021-01-28

Other Operating: All Other

Funds from affiliate members for delivery related expenditures. Funds from non-e-collection/contract automation expenditures and Rock County funds for ALS Board per diems.--2021-01-28

Total Operating Expenditures: System State Aid

Reflects \$467,820 system aid funds for 2020 and \$15,407 system aid carryover funds.--2021-01-28

Program 2 System Aid

Funds were used for RFID tagging the major collections of the ALS member libraries, includes \$15,407 of ALS carryover funds.--2021-01-29

Program 3 System Aid

Resource Contract with Hedberg Public Library, \$40,000 minus \$5,000 reported in Electronic Resources: \$35,000.--2021-01-29

Program 5 System Aid

\$5,000 from Resource Library Contract with Hedberg Public Library for ALS Overdrive advantage program. \$25,000 ALS contribution toward Hoopla content. Also includes subscriptions to Gale Courses and Transparent Languages.--2021-01-29

Program 5 Funds

Collaborative CARES grant with Lakeshores LS, funds for subscriptions to CreativeBug and Linkin Learning.--2021-01-29

Program 5 Other Income

\$29,222 - ALS member libraries' contribution to Digital Buying pool. \$65,273 - ALS member libraries contribution for HOOPLA content, member libraries may have separately added additional Hoopla content through direct invoicing from Midwest Tape.--2021-01-29

Delivery Other Income

\$6,103 from affiliate members for delivery service.--2021-01-29

Inclusive Services Other Income

The Rock County Sheriff's department provides \$2000 for books for the Rock County Jail.--2021-01-29

Direct Payment to Members for Nonresident Access Other Income

Beloit \$350,504. Clinton \$47,521. Edgerton \$78,246. Evansville \$65,811. Janesville \$445,225. Milton \$93,312. Orfordville \$32,790.--2021-01-29

Direct Nonresident Access Payments Across System Borders Other Income

Intersystem agreement payments from Rock County to adjacent counties for nonresident use: Jefferson County \$29,299, Green County \$24,261, Dane County \$15,267 and Walworth County \$4,707.--2021-01-29

Library Services to Youth System Aid

2020 Public Library System Annual Report Addenda

Section VIII. Library System Evaluation and Certification of Compliance

System

Arrowhead Library System

Resource Library Agreement

Other agreements

Reference Referral and Interlibrary Loan

Other reference referral and interlibrary loan services

Comments

Joining the SHARE Consortium has changed the dynamics of interlibrary loan for the Arrowhead Library System. While the amount of WISCAT generated ILL has decreased, the amount of hold generated loans has increased considerably. In 2020 167,000 items passed through the ALS sorting hub either coming from LLS & KCLS to ALS member libraries or heading to LLS & KCLS from ALS member libraries to fill holds. While this is down from 2019, it is still considerable considering the COVID-19 pandemic.

Inservice Training

Other inservice training or professional consultant services

Comments

ALS contracts with the Beloit Public Library for youth services consulting and also contracts with Inclusive Services Institute Cohort member Rene Bue for inclusive services consulting.

Delivery and Communication

Other delivery and communication services

Comments

Five day delivery is provided for all ALS member libraries. In addition the delivery van goes to Beloit College, Beloit Schools, Evansville Schools, Parkview Schools and the WI Center for the Blind and Visually Impaired. ALS pays for state-wide delivery service 4 days per week. To facilitate SHARE-wide delivery. ALS also contracts with Koene Courier Service, Madison, to provide a five day a week delivery run between the ALS sorting hub in Milton and the LLS sorting hub at Racine PL. ALS delivery was shut down during the COVID-19 "safer at home" order but ramped back up to full service by July. The Arrowhead Newsletter, now "The Monthly Memo", is highly regarded, both locally and statewide. Beside the newsletter, the ALS public information coordinator also prepared radio announcements, newspaper and shopper news releases about programs in the member libraries, brochures, flyers, newsletters, and other promotional materials.

Service Agreements

Other service agreements

Comments

Inclusive Services

Summary of significant specific services or inclusive services initiatives

The system receives \$2000 from the Rock County Sheriff's department to purchase paperback books for the Rock County Jail. ALS maintains a collection of large type and special interest books for nursing, assisted living and senior centers through out Rock County. These, and similar materials from Hedberg Public Library, are delivered through the ALS delivery system. This service was limited in 2020 due to COVID-19 lockdowns. All seven of the ALS member libraries have service desk hearing loops installed at their circulation desks. Hedberg, Beloit and Edgerton Public Libraries also have meeting/program room hearing loop systems. Both hearing loop projects were funded by LSTA grants in 2014 and 2015. The Wisconsin Center for the Blind and Visually Impaired is an ALS affiliate member and receives materials through the ALS delivery system. Arrowhead also contracts with Inclusive Services Institute Cohort member Rene Bue for inclusive services consulting.

Agency(ies) with which the system had the most contact

Rock County Senior Services, Rock County Sheriff's Department, Rock County ADRC, Rock-Walworth Head Start and the WI Center for the Blind and Visually Impaired.

Continuing education about inclusive services *Topics and speakers*

Arrowhead sponsored two sessions of the Homeless Training Institute, LLC, "Librarian's Guide to Homelessness" workshop. The sessions were held on March 6, 2020 at the Beloit PL. Joe Dutra of the Homeless Training Institute, LLC, was the presenter. there was widespread attendance from throughout Southeastern Wisconsin.

Comments

Starting in 2018 ALS provided a \$1000 match to the funds already provided by the Rock County Sheriff's Department for books to the Rock County Jail. The additional funds were used to purchase Alcoholics and Narcotics Anonymous materials for inmates. In 2019, ALS started to contract with Inclusive Services Institute Cohort member Rene Bue for inclusive services consulting and continues to do so through 2020.

Other Types of Libraries

Other system services to other types of libraries

Other Comments

Other Service Programs

Other service programs List and evaluate

Arrowhead maintains a public information coordinator to produce promotional information about library services, special programs, youth and adult ongoing programs, brochures, SHARE, computer classes and other activities in the libraries. The promotions included a radio announcements about library programs and services, news releases to local media, bookmarks, posters, brochures, and a booth at the Rock County Fair. This position provides service to all seven ALS member libraries and also included website design for five of the member libraries. In late 2020, ALS began talks with Lakeshores LS in regards to a collaborative PR/Marketing service with plans to have a signed agreement by the end of 1st quarter 2021.

¹, No additions or deletions. (0-2021-01-29)

², local patron was granted access to system large print collection. (0-2021-01-29)

², The Arrowhead Library System book collection is mainly large print materials for nursing home outreach. While only 31 items "circulated" in 2020, 996 items were loaned out, in bulk collections, to Rock County nursing homes. (0-2021-01-29)

³, Apart from its book and video collections, ALS loaned 95 stand-ups, 3 huge stuffed bear and 20 makerspace items to member libraries. ALS also handled 1071 clearinghouse requests; 1057 from member libraries, 68 from affiliate members and 14 from non-ALS members. (0-2021-01-29)

⁴, Subscriptions, nursing home outreach, jail outreach. (0-2021-01-28)

⁵, Funds from the Rock County Sheriff's Department for jail books. (0-2021-01-28)

⁶, \$5,000 from Resource Contract to cover ALS Overdrive Advantage account. \$25,000 toward HOOPLA content. Also includes subscriptions to Gale Courses and Transparent Languages. (0-2021-01-28)

⁷, CARES grant collaboration with LLS as fiscal agent, subscriptions to LinkedIn Learning and CreativeBug. (0-2021-01-28)

⁸, \$29,222 - ALS member libraries' contribution to Digital Buying pool. \$66,961 - ALS member libraries contribution for HOOPLA content, ALS provides an additional \$25,000. (0-2021-01-28)

⁹, Resource contract with Hedberg PL \$40,000 minus \$5,000 for ALS Overdrive Advantage program in 3b System Collection Electronic Materials. 10,000 for YS consulting contract with Beloit PL. \$17,653 Koene Courier Services - delivery run from ALS sorting hub to LLS sorting hub in Racine PL. \$200 to LLS for web hosting. (0-2021-01-28)

¹⁰, Intersystem agreement payments from Rock County to adjacent counties for nonresident use: Jefferson County \$29,299, Green County \$24,261, Dane County \$15,267 and Walworth County \$4,707. \$83,000 to LLS for SHARE/IT support agreement from member libraries automation fees. (0-2021-01-28)

¹¹, \$5306 to Edgerton PL for RFID reimbursement. \$500 to Eager Free PL toward Strategic Planning Cohort membership. (0-2021-01-28)

¹², Rock County Payment to ALS member libraries for reimbursable township circulation. (0-2021-01-28)

¹³, Funds from affiliate members for delivery related expenditures. Funds from non-e-collection/contract automation expenditures and Rock County funds for ALS Board per diems. (0-2021-01-28)

¹⁴, Reflects \$467,820 system aid funds for 2020 and \$15,407 system aid carryover funds. (0-2021-01-28)

¹⁵, Funds were used for RFID tagging the major collections of the ALS member libraries, includes \$15,407 of ALS carryover funds. (0-2021-01-29)

¹⁶, Resource Contract with Hedberg Public Library, \$40,000 minus \$5,000 reported in Electronic Resources: \$35,000. (0-2021-01-29)

¹⁷, \$5,000 from Resource Library Contract with Hedberg Public Library for ALS Overdrive advantage program. \$25000 ALS contribution toward Hoopla content. Also includes subscriptions to Gale Courses and Transparent Languages. (0-2021-01-29)

¹⁸, Collaborative CARES grant with Lakeshores LS, funds for subscriptions to CreativeBug and Linkin Learning. (0-2021-01-29)

¹⁹, \$29,222 - ALS member libraries' contribution to Digital Buying pool. \$65,273 - ALS member libraries contribution for HOOPLA content, member libraries may have separately added additional Hoopla content through direct invoicing from Midwest Tape. (0-2021-01-29)

²⁰, \$6,103 from affiliate members for delivery service. (0-2021-01-29)

²¹, The Rock County Sheriffs department provides \$2000 for books for the Rock County Jail. (0-2021-01-29)

²², Beloit \$350,504. Clinton \$47,521. Edgerton \$78,246. Evansville \$65,811. Janesville \$445,225. Milton \$93,312. Orfordville \$32,790. (0-2021-01-29)

²³, Intersystem agreement payments from Rock County to adjacent counties for nonresident use: Jefferson County \$29,299, Green County \$24,261, Dane County \$15,267 and Walworth County \$4,707. (0-2021-01-29)

²⁴, Includes \$10,000 to Beloit Public Library per Youth Services Consulting Contract. (0-2021-01-29)

²⁵, Includes both Public Information consulting and Public Information Services listed under VIII - Other Service Programs. (0-2021-01-29)

²⁶, ALS Board per Diem. (0-2021-01-29)



Arrowhead Library System Personnel Policy Manual

(Approved 11/13/2013, amended 2/10/2021)

DRAFT

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DRAFT

INTRODUCTION

WELCOME

Welcome to the Arrowhead Library System ("ALS" or "System"). ALS serves 7 libraries in Rock County including Beloit Public Library, Clinton Public Library, Eager Free Public Library (Evansville), Edgerton Public Library, Hedberg Public Library (Janesville), Milton Public Library and Orfordville Public Library. In 2007, the RockCat automated system was put in place, providing a shared online library catalog for all 7 libraries.

This handbook contains information about employment policies and benefits. Employees are responsible for reading and understanding this handbook. The System Director will assist employees in the administration and interpretation of policies set forth in this handbook.

MISSION AND ROLE

The mission of ALS is to facilitate equitable access to information and improved library operations to provide cost-effective and responsive services for all users. In support of this collaborative effort, the System is defined as its member libraries, System Staff and the System Board. ALS is not a substitute for local and county planning and financial support.

According to Wisconsin Statutes 43.19, the role of the ALS Board of Trustees is to control the System funds, property, and expenditures, hire a System Director and annually report to the Division for Libraries and Technology (DLT). The Board is the policy maker for the System.

PURPOSE

This personnel policy manual sets forth employment guidelines which employees are expected to follow and lets employees know what can be expected from Arrowhead Library System. None of the statements or policies outlined in the personnel policy manual is meant to imply that Arrowhead Library System is guaranteeing employment. All employees are employed "at-will." This means that an employee's employment relationship is for an indefinite period of time and can be terminated by either the employee or by Arrowhead Library System at any time. No supervisory or managerial personnel have the authority to change an employee's status as an at-will employee.

The Arrowhead Library System and the Board reserve the right to amend, add to or revoke any or all of these policies, procedures or benefits at any time at their sole discretion and without prior notice. In the case of any change, efforts will be made to notify employees as soon as possible.

This personnel policy manual replaces any prior manual. The personnel policy manual applies to existing employees and employees hired after the effective date.

Throughout the remainder of the personnel policy manual, ALS shall designate the Arrowhead Library System.

EMPLOYMENT POLICIES

OPEN DOOR POLICY

Communication is a joint responsibility shared by ALS and the employee. If you have any questions about the information contained in the employee handbook or about any other aspect of your job, we welcome your questions. Your opinions, suggestions and questions are important to us.

Generally, if you are having a problem with an individual, we encourage you to approach that person first and attempt to resolve the conflict. If that does not resolve the problem, go to the System Director. In some cases, you and the System Director may decide to refer the problem to the ALS Board Personnel Committee.

EQUAL EMPLOYMENT OPPORTUNITY/HARASSMENT

ALS is committed to a policy of equal opportunity for all employees. It is the System's policy to seek and employ the best qualified personnel in all positions, to provide equal opportunity for advancement to all employees, including upgrading, promotion and training, and to administer these activities in a manner which will not discriminate against or give preference to any person because of race, color, religion, creed, age, sex, pregnancy, national origin, disability, ancestry, ethnicity, sexual orientation, military service, marital status, arrest or conviction record, genetic information, or use/non-use of lawful products off work premises during non-work time, or any other discriminatory basis prohibited by state, federal, or local law. All employees are required to have a proof of identity and authorization to work.

ALS is further committed to providing a work environment in which employees are treated with courtesy, respect and dignity. ALS will not tolerate any form of harassment, verbal or physical, with regard to an individual's race, color, religion, creed, age, sex, pregnancy, national origin, disability, ancestry, ethnicity, sexual orientation, military service, marital status, arrest or conviction record, genetic information, use/non-use of lawful products off work premises during non-work time, or any other protected characteristics. Actions, words, jokes, or comments based on an individual's race, color, religion, creed, age, sex, pregnancy, national origin, disability, ancestry, ethnicity, sexual orientation, military service, marital status, arrest or conviction record, genetic information, use/non-use of lawful products off work premises during non-work time, or any other legally protected characteristic will not be tolerated.

Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based on a person's protected status, such as sex, color, race, ancestry, religion, creed, national origin, ethnicity, age, disability, marital status, veteran status, sexual orientation, arrest record, conviction record, pregnancy, use or nonuse of lawful products, or on the basis of any other status or characteristic

prohibited by state, federal, or local law. Harassment may also include threatening behavior which includes threatening physical harm, verbal abuse, stalking, and other types of intimidating conduct. ALS will not tolerate harassing conduct that affects tangible job benefits, that interferes unreasonably with an individual's work performance, or that creates an intimidating, hostile, or offensive working environment. ALS has developed the following guidelines prohibiting harassment for the benefit of all its employees. It is essential that all employees be aware of and comply with these guidelines. ALS strongly disapproves of sexual or other forms of harassment of employees and will take appropriate disciplinary action against any employee who violates this Policy.

Sexual harassment is a form of discrimination of a sexual nature, and deserves special mention. Unwelcome sexual advances, requests for sexual favors, and other physical, verbal, or visual conduct based on sex, constitute sexual harassment when:

1. Submission to such conduct is an explicit or implicit term or condition of employment;
2. An individual's submission to or rejection of such conduct becomes the basis for employment decisions affecting that individual; or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Sexual harassment may include, but is not limited to, explicit sexual propositions, sexual innuendo, suggestive comments, sexually oriented "kidding" or "teasing," "practical jokes," jokes about gender-specific traits, foul or obscene language or gestures, displays of foul or obscene printed or visual material, and physical contact such as patting, pinching, or brushing against another's body. Sexual harassment also includes conduct directed by one person at another person of the same or opposite gender.

Employees confirmed to have engaged in harassment as defined by this policy are subject to discipline by ALS, up to and including suspension or termination of their employment, and may also face civil or criminal penalties.

Complaint Procedure

ALS is committed to maintaining a workplace free of illegal discrimination and harassment. To meet this obligation, ALS will take seriously any complaints or reports of harassing conduct by or against any of its employees.

ALS cannot prevent or stop harassment of which it is unaware. Therefore, the timely reporting and prompt, effective resolution of complaints is crucial to preventing harassment, or to minimizing its effects. ALS has therefore established the following Complaint Procedure regarding allegations and incidents of harassment.

All ALS employees are responsible for helping to assure that harassment is avoided. Employees, who believe that they have experienced or witnessed harassment, are responsible to immediately notify the System Director or the ALS Board President. Once notified, this individual will promptly initiate an

investigation. ALS forbids retaliation against anyone who in good faith complains about or reports harassment.

ANY EMPLOYEE WHO BELIEVES THEY HAVE BEEN SUBJECT TO HARASSMENT IN VIOLATION OF THIS POLICY IS STRONGLY ENCOURAGED BY ALS TO IMMEDIATELY FILE A COMPLAINT IN ACCORDANCE WITH THIS PROCEDURE.

ALS requires prompt reporting of all incidents believed to constitute discrimination, harassment or retaliation, regardless of the offender's identity or position. Individuals who believe they have been the victims of such conduct should discuss their concerns with the System Director or the ALS Board President. Any ALS employee found in violation of this policy will be subject to disciplinary action, up to and including discharge.

The Complaint Procedure requires that ALS investigate all harassment complaints thoroughly and promptly and take all appropriate action that may be necessary to end the harassment and prevent the misconduct from reoccurring. To the fullest extent practicable, ALS will keep complaints and the terms of their resolution confidential. If an investigation confirms that harassment has occurred, ALS will take corrective action, including such discipline up to and including immediate termination of employment, as is appropriate.

All employees are required to cooperate with the investigation of a sexual or other harassment complaint. Failure to cooperate in an investigation of a harassment complaint or making a false statement in a harassment complaint or investigation, could subject you to discipline, up to and including discharge.

ALS provides reasonable accommodation for qualified individuals with disabilities in accordance with Americans with Disabilities Act and the Wisconsin Fair Employment Act. Employees requiring reasonable accommodations should discuss potential accommodations with the System Director. It is the employee's responsibility to notify ALS the need for reasonable accommodation and to provide medical documentation upon request.

HIRING PROCEDURE

The ALS Board of Trustees hires the System Director. The System Director directly hires, supervises, and if necessary, terminates ALS employees according to the procedures set by the System Director and ALS Board of Trustees.

Employee Background Check:

ALS will conduct a post-offer, pre-employment background check for certain positions if required by business necessity. ALS may consider an applicant's or an employee's conviction record or pending arrests, but will not make employment decisions based upon an applicant's or an employee's conviction record or pending arrests unless the circumstances of the conviction record or pending arrests substantially relate to the responsibilities of that particular job and/or impact whether or not such applicant or employee is bondable (if bonding is a requirement for the position).

Immigration Law Compliance:

ALS is committed to employing only United States citizens and aliens who are authorized to work in the United States, and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with ALS within the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the System Director. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

Drug & Alcohol Testing:

ALS recognizes that the use and/or abuse of illegal drugs and/or alcohol can have a significant impact in the workplace in terms of safety, worker's compensation claims, sick pay benefits, absenteeism and productivity. ALS also recognizes the legal duty to protect its employees from drug-using employees and/or employees who use or impaired by alcohol/drugs on the job. Therefore, ALS requires all employees to pass a pre-employment drug screening test. ALS will pay all cost incurred by this testing process.

EMPLOYMENT CLASSIFICATIONS

It is the intent of ALS to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility.

Employees are divided into two groups:

1. **Regular Full-Time (FT):** An employee who is regularly scheduled to work 40 hours per week is considered full-time and is eligible for full time benefits as described in this handbook, subject to the requirements and specific language of any relevant benefit plan documents.
2. **Regular Part-Time (PT) 20 hours or more:** An employee who is regularly scheduled to work 39 hours or less per week is considered part-time. Regular part-time employees are eligible for benefits based on a pro-rata basis, as described in this handbook, subject to the requirements and specific language of any relevant benefit plan documents.
3. **Regular Part-Time (PT) < 20 hours**

Employees can be classified as:

"Exempt" employees are excluded from specific provisions of federal and state wage and hour laws.

"Non-exempt" employees are entitled to overtime pay under the specifics provisions of federal and state laws.

ORIENTATION PERIOD

The first six months of employment for all new employees constitute an orientation period. The orientation period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. Either the employee or ALS may end the employment relationship at will, at any time during or after the orientation period. Any significant absence will automatically extend the orientation period by the length of the absence. During the orientation period the employee is encouraged and expected to ask any questions concerning the job and its responsibilities. If deemed appropriate, the System Director may extend the orientation period beyond the initial six months.

During the orientation period for the System Director, the System Board, at their sole discretion, may extend the period beyond the six months.

During the orientation, the employee accrues both vacation and sick time they are eligible for, they may not however use vacation or sick time till after their orientation period is over.

LAYOFFS

Employees may be laid-off whenever it is necessary to reduce the work force for any reason. Layoffs shall be based on job performance and seniority. Each person laid off shall be notified of all his/her rights including reinstatement eligibility. Employees shall receive at least ten days notice prior to lay-off.

HEALTH INFORMATION

Information on an employee's medical condition or history will be kept separate from other employee information and maintained confidentially. Access to this information will be limited to those who have legitimate need to know.

Employees may be required to submit to a medical examination and furnish a medical certification when absent for a serious health condition or when requesting an accommodation. Examinations administered at the request of the Employer will be paid for by the Employer. Employees who are absent because of illness, injury or disability may be required to provide a return to work certification certifying that they are able to return to work with or without limitations.

OUTSIDE EMPLOYMENT

Employees may hold outside jobs as long as they meet the performance standards of their job with ALS. All employees will be judged by the same performance standards and will be subject to ALS' scheduling demands, regardless of any existing outside work requirements.

If ALS determines that an employee's outside work interferes with performance or the ability to meet the requirements of ALS as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with ALS.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside ALS for materials produced or services rendered while performing their jobs.

Employees may collect an honorarium for their personal and professional talents only in areas outside of their work with the System and/or outside the borders of the System while on unpaid time or vacation.

PERSONNEL RECORDS

All information contained in an employee's personnel record remains strictly confidential. Access to employment records is limited to the employee and System Director. Employees who wish to review their own file should contact the System Director. With reasonable advance notice, employees may review their own personnel files in ALS' offices and in the presence of an individual appointed by ALS to maintain the files.

CONFLICT OF INTEREST

PURPOSE

The following policy is set forth because the proper operation of democratic government requires that employees be independent, impartial, and responsible to the people, and the public have confidence in the integrity of its government. Nothing in this section shall deny any individual rights granted by the United States Constitution, the Constitution of the State of Wisconsin, the laws of the United States and the State of Wisconsin.

CONFLICT OF INTEREST

No Library System employee shall use his office or position for personal financial gain or the financial gain of his family. No employee shall engage in his own business activity, accept private employment, or render services for private interests when such employment, business activity or service is incompatible with the proper discharge of his/her official duties or would impair his/her independence or judgment or action in the performance of his/her official duties. No employee shall use or disclose "privileged information" gained in the course or by reason of his/her official position or activities.

POLITICAL ACTIVITY

No Library System employee is precluded from engaging in political activity provided that such activity does not interfere with normal work performance and is not conducted during normal working hours and does not involve the use of Library System equipment or property. Employees are specifically prohibited from directly or indirectly coercing any person to hold or contribute monetary or other types of assistance to any political candidate, party or purpose. Under provisions of the Federal Hatch Act, employees who are principally employed in an activity which is financed in whole or in part by Federal loans or grants cannot become political candidates in partisan elections.

NEPOTISM

Members of immediate families shall not be hired or transferred into direct superior-subordinate relationships.

GIFTS AND GRATUITIES

No Library System employee shall solicit or accept for himself/herself or another person any gift, campaign contributions, gratuity, favor, services, promise of future employment, entertainment, loan or any other thing of monetary value from a person who has or is seeking contractual or other business activities from or which are regulated by the Library System. This does not include acceptance of loans from banks or other financial institutions on customary terms of finance for personal use, such as home mortgage loans, the acceptance of unsolicited advertising or promotional materials, such as pens and calendars, and acceptance of an award for meritorious public or personal contributions or achievements.

HOURS OF WORK, ATTENDANCE POLICIES

HOURS OF WORK

Normal business hours are 8:00 a.m. to 5:00 p.m. Monday through Friday. Work schedules will be arranged to meet the needs of the System. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variation in the total hours that may be scheduled each day and week.

Flextime may be possible if a mutually workable schedule can be negotiated with the System Director. However, such issues as staffing needs, the employee's performance, and the nature of the job will be considered before approval of flextime.

Meal Periods

Regular full-time and regular part-time employees may take one meal period of not less than 30 minutes in length each workday at the employee's discretion. Employees will be relieved of all active responsibilities and restrictions during their meal period. Non-exempt employees will not be compensated for meal periods.

Breaks

Full-time employees may leave their work station and return fifteen minutes later for two breaks in an eight hour shift, one midway during the first four hours of their shift. Part-time employees earn one fifteen minute break for each consecutive four hours worked. Breaks not taken are lost. Breaks cannot be accumulated or used to extend lunch periods or to shorten the day.

OVERTIME

When operating requirements or other needs cannot be met during regular working hours, employees will be given the opportunity to volunteer for overtime work assignments. All overtime work must receive the System Director's prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all non-exempt employees in accordance with federal and state wage and hour laws. Overtime pay is based on actual hours worked. Sick leave, vacation leave, or any leave of absence will not be considered hours worked for the purpose of performing overtime calculations.

Employees who work overtime without receiving prior authorization from the System Director may be subject to disciplinary action, up to and including possible termination of employment.

COMPENSATORY TIME

Non-exempt employees may earn compensatory time when they are expected to work additional hours in excess of their normal work week and such hours have the System Director's approval.

Non-exempt employees earn compensatory time on a time and a half basis in excess of their normal work week. Accrued compensatory time shall not exceed 8 hours. Compensatory time must be used 30 days of being accrued.

Non-exempt employees must receive prior approval from the System Director for use of earned compensatory time and such time must be scheduled so not to unduly disrupt System operations and services.

Accumulated compensatory time is cashed out when the employee terminates.

Exempt employees may use flextime.

ATTENDANCE

To maintain a safe and productive work environment, ALS expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on ALS. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify the System Director as soon as possible in advance of the anticipated tardiness or absence.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

TIME SHEET REGULATIONS

Accurately recording time worked is the responsibility of every exempt and non-exempt employee. Federal and state laws require ALS to keep an accurate record of time worked in order to calculate

employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Nonexempt employees should accurately record the time they begin and end their work, as well as the beginning and ending of each meal period. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

It is the employees' responsibility to sign their time records to certify the accuracy of all time recorded. The System Director will review and then initial the time record before submitting it for payroll processing.

In addition, if corrections or modifications are made to the time record, both the employee and the System Director must verify the accuracy of the changes by initialing the time record.

SEVERE WEATHER AND EMERGENCY CONDITIONS

In the event of severe weather conditions or other emergencies the System Director may decide to close ALS facilities for the full or partial day. The System Director will notify all employees of such closure via e-mail/phone.

When operations are officially closed due to emergency conditions, the time off from scheduled work will be paid. If a scheduled vacation/sick leave day falls on the weather or emergency closing, the employee will not be paid for the closing. Vacation/sick leave will still need to be taken in those circumstances.

In cases where an emergency closing is not authorized, employees who fail to report for work will not be paid for the time off. Employees may request available paid leave time such as unused vacation benefits.

TELECOMMUTING

The Arrowhead Library System provides telecommuting as a viable, voluntary, alternative work arrangement

Procedure:

1. An employee, the Arrowhead Library System Director, or the Arrowhead Library System Board can suggest telecommuting as a possible work arrangement.
2. The ALS Director will assess the work to be completed by telecommunication and determine the nature of the work that is appropriate for successful telecommunication.
3. The ALS Director will determine the number of hours to be worked by each employee performing work by telecommunication. The total hours

worked by telecommunication will not exceed 25% of the employee's work week. Special projects requiring more than 25% total hours must be approved in advance by the ALS director.

4. The staff member working by telecommunication will have regularly-scheduled work hours. During these work hours, the staff member will be accessible by telephone, chat and/or e-mail.
5. The employee will provide an appropriate work environment within the employee's home for work purposes. Equipment must be equivalent to that provided to the employee by Arrowhead Library System in the System office.
6. Arrowhead Library System will not be responsible for any costs associated with setup, remodeling, and maintenance of the home office.
7. Employee must provide all office furniture, computer equipment, software, phone and data lines, photocopiers, office supplies, and other items necessary to establish an appropriate work environment at the telecommuting site. Arrowhead Library System will not be responsible for any damage or repairs to the employee-owned equipment at the telecommuting site.
8. The Arrowhead Library System will not be responsible for telephone and data line service at the employee's home. ALS will reimburse the staff member on a case-by-case basis for job-related long distance telephone expenses incurred by the employee at home. Employee must present an itemized copy of the telephone bill to the ALS Director. Reimbursement will not exceed the cost of long distance telephone service, had the calls originated from the ALS office.
9. The employee performing work by telecommunication will provide the Director with a bi-weekly report of work performed and hours worked at home.
10. The ALS Director will meet at least once each month with the employee to discuss the suitability of the jobs performed by telecommunication.
11. Arrowhead Library System reserves the right to discontinue the telecommunication arrangement with the employee at any time.

It is understood by the Arrowhead Library System and the employee performing work by telecommunication, that this is a privilege and the employee is selected to participate at the discretion of the Arrowhead Library System Director and Board. It is understood by the Arrowhead Library System and the employee that telecommuting involves a high degree of trust by both parties. Only those employees who have demonstrated their ability to work independently, with little supervision, will be allowed to work by telecommunication.

PAY AND REVIEW POLICIES

PAY PERIODS

All employees are paid biweekly. Payment is prepared and deposited via direct deposit or by check on the Friday following the two-week pay period by the Rock County Payroll Unit. Employees may select up to two accounts at the bank(s) of their choice. In the event that a regularly scheduled payday falls on a day off such as a holiday, employee checks will be direct deposited on the last day of work before the regularly scheduled payday.

ALS strives to fairly and accurately compensate all employees. If there is a discrepancy, please contact the System Director so corrections can be made in a timely manner.

PERFORMANCE REVIEW

Periodic evaluations are an important part of the employment relationship. Performance reviews provide an opportunity to let each employee know how he/she is doing, to discuss how performance may be improved, and to receive input from the employee concerning training, supervision or any job difficulties that may be occurring.

The System Director will evaluate new employees at the end of the six month orientation period and annually after that. Job factors that may be reviewed are: accuracy, quality of work, quantity of work, dependability, adaptability, job knowledge, organization, judgment, and initiative, ability to get along with others, attitude and attendance.

The ALS Personnel Committee will meet with the System Director at the end of the six month orientation period to discuss and review job performance. At the end of the first six months of employment the System Director will receive a performance evaluation by the ALS Board Personnel Committee. Thereafter, an annual evaluation will be completed by the ALS Personnel Committee.

EMPLOYEE BENEFIT PROGRAMS

VACATION

Vacation time off with pay is available to eligible employees to provide opportunities for rest, relaxation and personal pursuits. Regular full-time and regular part-time employees are eligible for vacation benefits.

Employees earn vacation according to the following chart. Part-time employees receive a prorated amount based on assigned hours.

Vacation Schedule		
Part time, 20 hours or more/wk	Professional Staff	Support Staff
employees earn vacation time on a prorata basis	1-5 years of service: 20 Days	1 st year of service: 10 days
	1 additional day per year after 5 Years of service	1 additional day per year to a maximum of 20 days

No more than the total number of vacation days earned in the previous year may be carried over from one calendar year to the next. Unused vacation leave in excess of this limit shall be considered lost at the beginning of the fiscal year unless the Director specifically defers an employee's vacation, in writing, because of work requirements. Deferral of vacation for the Director shall be at the discretion of the Library System Board. Vacation may be granted in advance only upon the approval of the Director. Vacation will be scheduled with the first consideration given to the efficient operation of the department. Senior employees in terms of length of service shall be given vacation schedule preference.

In the event an employee is on authorized sick leave and has insufficient sick leave credits to cover the period of his/her absence, earned vacation time may be used for this purpose if the employee so elects and receives the approval of the Director.

Upon separation, an employee shall be paid for the unused portion of his/her accrued vacation credits provided he/she has completed six consecutive months of service, except as modified by the rules governing resignation without sufficient notice.

There shall be charged against accrued vacation only those days which an employee normally would have worked. In the event, a legal holiday falls within the vacation period, the holiday shall not be charged against vacation.

Use of vacation time must be approved in advance by the Director. The Director will notify the System Board President of his/her plans to use vacation time.

Vacation time will be debited in no less than one half hour units.

SICK LEAVE

ALS provides paid sick leave benefits to all eligible regular full-time and regular part-time employees for periods of temporary absence due to illnesses, injuries, or doctor's appointments.

Regular full-time and regular part-time employees whose regular work week is working 20 hours a week or more shall earn one sick leave day on a prorated basis directly in relation to the normal full-time employment period.

Sick leave may not be used until it has been accrued. Sick leave shall accrue to a maximum of 130 days.

Paid sick leave may be used in minimum increments of fifteen minutes. Eligible employees may use sick leave for an absence due to their own illness or injury or that of a family member.

Employees who are unable to report to work due to illness or injury should notify the System Director before the scheduled start of their workday. If an employee is absent for three (3) or more consecutive days due to illness or injury, a physician's statement may be requested verifying the illness or injury and its beginning and expected ending date. Such verification may be requested for other sick leave absences as a condition to receiving sick leave benefits. Before returning to work from a sick leave absence of three (3) consecutive work days or more, an employee may be required to provide a physician's verification that he or she may safely return to work.

Sick leave benefits will be calculated based on the employee's base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, bonuses, or shift differentials. As an additional condition of eligibility for sick leave benefits, an employee on an extended absence must apply for any other available compensation and benefits, such as worker's compensation. Sick leave benefits will be used to supplement any payments that an employee is eligible to receive from state disability insurance, worker's compensation or ALS-provided disability insurance programs. The combination of any such disability payments and sick leave benefits cannot exceed the employee's normal weekly earnings.

Full-time employees may accumulate a maximum of 1,040 hours of sick leave (prorated for part-time employees). Once an employee's sick leave balance reaches the maximum, further sick leave accrual will be suspended until the employee has reduced the balance below the cap.

Sick leave is intended solely to provide income protection in the event of illness or injury and may not be used for any other absence. Unused sick leave will not be paid to employees while they are employed except in the event of termination of employment after ten years of continuous service or of retirement with the Wisconsin Retirement System (WRS) and employees shall be paid for one-half of their accumulated sick leave days not to exceed a total of thirty days. In the event of a discharge, the employee will not receive this benefit.

HOLIDAYS

ALS compensates regular full-time and regular part-time employees with paid time off for the following holidays:

New Year's Day

Martin Luther King Jr. Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Day after Thanksgiving

Christmas Eve Day

Christmas Day

Two floating holidays of the employee's choice, (to be available to new employees only after completion of their orientation period)

Any additional holiday granted by the Library Board

When a holiday falls on a Saturday, it shall be observed on the preceding Friday. When a holiday falls on a Sunday, the following Monday shall be observed.

Whenever a designated holiday falls on an employee's scheduled day off, an additional day shall be granted in lieu thereof

Regular part-time employees, and limited term employees in positions lasting six months or longer, shall be paid for holidays prorated according to the percentage of their regular work week as compared to a full-time employee.

When a holiday falls within a period of leave with pay, the employees shall receive pay for the holiday.

When a holiday falls within a period of leave without pay, the employee shall receive no pay for the holiday.

HEALTH INSURANCE

The Library System shall pay that portion of the regular employee's health insurance as is approved by the Library System Board. Full-time regular employees are eligible for single or family insurance coverage. Part-time regular employees working 20 hours a week or more are eligible for single insurance coverage only. **Employees eligible only for System paid single coverage may subscribe to family coverage at their own expense.** Upon authorization of the Library System, the employee shall before the last week of the month, submit a check to the Rock County Treasurer to pay for the employee's share for family coverage. Employees on official leave of absence without pay may elect to continue insurance coverage during the period they are on leave. In these cases, the employee will be responsible for reimbursing the County for the full amount of the premium. Employees retiring from the County prior to reaching mandatory retirement age may retain their insurance coverage under the County's group policy if they pay the premium.

VISION INSURANCE

The Library System offers a vision plan which employees can enroll in at their own cost. Employees can enroll within the first 30 days of employment, after that there is an annual open enrollment period in the fall.

For more information or to enroll, contact the System Director.

WELLNESS TIME

At the end of each year, System employees earn one (1) wellness hour for each 10 hours of sick leave earned but not used during that year. (This is also available to system employees who do not accumulate sick hours because they already have accumulated the maximum allowed.) This wellness time is added to vacation time. Converted sick leave time is not subtracted from accumulated sick leave.

WISCONSIN RETIREMENT SYSTEM (WRS)

ALS participates in the Wisconsin Retirement System, which is operated by the State as a part of the Wisconsin Department of Employee Trust Funds (ETF).

Employees who:

- Previously worked at least 600 hours prior to 7/1/11 for an organization that participated in the WRS or
- Work 1200 hours after 7/2/11 in a calendar year, and
- who are expected to be employed in a position for at least one year from date of hire

are required to participate in WRS.

Employee contribution rates are determined by the Wisconsin Department of Employee Trust Funds. This rate will vary year-to-year, when the contribution rate is adjusted by ETF. Employees are responsible to pay half of the WRS contribution rate as a pre-tax deduction.

Based on 2011 Wisconsin Act 32, employees who initially become a WRS member on or after July 1, 2011 will not be eligible for a WRS retirement annuity or lump sum retirement benefit until they have five years of creditable service, as defined in the Wisconsin Administrative Code Section ETF 10.03. If an employee leaves the WRS-covered position prior to fulfilling the five-year vesting requirement, the employee will remain eligible to take a separation benefit. The separation benefit would include the employee contributions (and investment returns) only. The employer contributions and years of creditable service would be forfeited and the WRS account will be closed.

Please contact the Department of Employee Trust Funds at 1-877-533-5020 for more detailed information in regard to a separation benefit or retirement payout.

WISCONSIN DEFERRED COMPENSATION (WDC) PLAN

Employees may elect to participate in the Wisconsin Deferred Compensation program, which is a voluntary supplemental retirement savings program. Under this program, an employee can invest a portion of before-tax earnings to supplement his/her retirement benefits. The deferred amount is not subject to federal and state income tax until it is withdrawn, and it does not affect the earnings and contributions reported to the WRS and the Social Security Administration. Federal tax law sets forth certain limitations and restrictions that must be followed, including the amount of employee

compensation that can be deferred as well as when and how account balances can be distributed. Regular full-time and regular part-time employees may participate in this optional benefit program.

For more information or to enroll, contact the System Director.

LIFE INSURANCE

ALS offers a basic life insurance plan for eligible employees. Additional supplemental and/or dependent life insurance coverage may also be purchased.

Regular full-time and regular part-time employees may participate in this optional benefit program. Eligible employees may begin life insurance coverage only after completing 180 calendar days of participation under the Wisconsin Retirement System.

To get more information or to enroll, contact the System Director.

WORKERS COMPENSATION

Worker's compensation is a form of accident and disability insurance to protect an employee in the event of a job-related injury or illness. Income contribution and medical benefits are provided.

ALS requires that if an employee is injured on the job, that employee must report the injury to the System Director immediately. The employee should get medical attention promptly if needed. An accident report should be filed with the System Director within 48 hours of the event. ALS reserves the right to request that the employee submit to and provide written proof of reasonable medical examinations for the purpose of reviewing claims for compensation.

PROFESSIONAL DEVELOPMENT

Membership Dues:

At the discretion of the System Director, ALS will pay for an employee's membership dues to professional organizations whose stated purposes relate to the ALS mission and/or to the employee's primary job responsibilities.

Continuing Education:

ALS fosters and promotes training and development of employees to improve the quality of service, allow for career development, and provide skills necessary to meet ALS needs. All employees shall receive equal consideration for appropriate training opportunities.

LEAVES OF ABSENCE

FAMILY AND MEDICAL LEAVE POLICY (Including Maternity/Paternity)

ALS provides family leaves of absence without pay to eligible employees to attend to their own serious health condition; a serious health condition affecting the employee's spouse, son, daughter, or parent; for the birth, adoption, or foster care of a child; or for qualifying military exigency leave. The federal FMLA also permits up to 26 weeks of unpaid leave to family members during any 12-month period to care for a service member or veteran with a serious injury or illness. However, the Wisconsin FMLA specifies the following terms of duration: two weeks for a serious illness of the employee; two weeks for the care of a seriously ill child, spouse, domestic partner, parent or parent-in-law; and six weeks for the birth or adoption of a child.

Whenever possible, leave request for eligible employees should be made at least 30 days prior to the leave so ALS can make necessary arrangements. Requests for leave(s) must be made in writing to the System Director, stating the reason for leave, start and end date you plan to return to work.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment. Employees will be required to first use any accrued paid leave time before taking unpaid family leave.

If the employee fails to return to work on the agreed upon return date, ALS will assume that the employee has resigned.

This benefit may be available to regular full-time and regular part-time employees, depending on individual eligibility. Please refer to the Family and Medical Leave Act Policy and the System Director for additional information.

BEREAVEMENT LEAVE

Employees who wish to take time off due to the death of an immediate family member should notify the System Director immediately.

Up to 3 calendar working days of paid bereavement leave, with a day defined as 1/5 of the total number of regularly scheduled hours per week, will be provided to eligible employees for the express purpose of preparation for and attendance at the funeral.

This benefit is available to regular full-time and regular part-time employees.

Bereavement pay is calculated based on the base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, bonuses, or shift differentials.

Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Employees may, with the System Director's approval, use any available paid leave for additional time off as necessary.

ALS defines "immediate family" as the employee's spouse, domestic partner, parent or guardian, child or sibling; the employee's spouse's or domestic partner's parent(s) and other in-law relationships, child or sibling; grandparents or grandchildren; step-parents and other step relationships. In the event that an employee is required to act in an official capacity at the funeral of someone outside his/her immediate family, he/she shall be granted one day of leave with pay to do so,

Up to one day of paid bereavement leave may be granted when there is a death of a relative other than "immediate family". This would include an employee's aunt, uncle, niece, nephew or cousin. Part-time employees in regular positions may be granted one day of leave with pay to do so.

In the event that an employee is required to act in an official capacity at the funeral of someone outside his/her immediate family, he/she shall be granted one day of leave with pay to do so.

If additional leave is required, it must be taken from accrued vacation, floating holidays, or as an unpaid personal leave of absence.

JURY AND WITNESS DUTY LEAVE

A regular employee shall be given time off without loss of pay when performing jury duty, when subpoenaed to appear before a court, public body or commission in connection with Library System business. In the case of jury duty, the employee shall remit his/her jury fee to the Library System. If the employee does not remit the fee, he/she shall be considered to be on leave of absence without pay while performing jury duty. A leave of absence without pay shall be granted an employee upon his/her request to appear under subpoena or in his/her own behalf in litigation involving personal or private matters.

Employees must present authorized evidence to the System Director of jury attendance or subpoena as a witness and the amount paid for such services. Employees must return to work on any day when jury or witness duty dismisses prior to the end of the employee's shift.

ALS will continue to provide health insurance benefits for the full term of jury/witness duty absence.

Benefit accruals such as vacation, sick leave, or holiday benefits will be suspended during unpaid jury/witness duty leave and will resume upon return to active employment.

MILITARY DUTY

ALS complies with federal and state laws regarding the rights of employees who enter active duty. If an employee is called into active duty and meets all legal requirements, ALS will allow the needed time off to fulfill this commitment as provided by law. Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

The leave will be unpaid. However, employees may use any available paid time off for the absence.

Continuation of health insurance benefits is available as required by Uniformed Services Employment and Reemployment Rights Act (USERRA) based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon the employee's return to active employment.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Contact the System Director for more information or questions about military leave.

UNPAID LEAVES OF ABSENCE

The Administrator may grant a regular and limited term employee leave without pay for a period of from one month to one year, subject to the following conditions:

Leave without pay shall be granted only when it is in the best interests of the Library System to do so. Requests for leave of absence shall be approved prior to the taking of such leave. When such leave is requested as an extension of sick leave an acceptable physician's certificate shall be required.

Credit toward vacation and sick leave shall not be earned while an employee is on leave without pay, but insurance benefits may be retained if they are paid in full by the employee.

Leave without pay shall not constitute a break in service; however, **if the employee is absent more than thirty days during a calendar year, it shall change the employee's anniversary date. When a leave of more than one calendar month is taken, the employee's anniversary date shall be moved ahead by the same number of days that the leave exceeds thirty days.**

A return to work earlier than the scheduled termination of leave date may be arranged by the supervisor and the employee, with the approval of the Administrator.

If an employee is unable to return to work on the date stipulated he/she may submit a written request to extend the leave of absence subject to the approval of the Administrator. If, on the date following the expiration of the leave of absence, an extension is not requested and granted and the employee has not returned to his/her position, the employee shall be considered to have resigned from System employment.

RULES AND REGULATIONS

NO SOLICITATION/NO DISTRIBUTION

In an effort to ensure a productive and harmonious work environment, persons **not** employed by ALS may not solicit or distribute literature in the workplace at any time for any purpose.

ALS recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities during working time. (Working time does not include lunch periods, work breaks, or any other period in which an employee is not on duty.)

CONFIDENTIALITY

All ALS equipment, as the property of ALS, is subject to monitoring for the purposes of increased security and efficiency. Employees should not consider any documents or communication or other property transmitted or stored on/in ALS equipment as private. Because ALS is a public institution, any documents or communication may be subpoenaed and/or may otherwise be accessible as a public record. ALS reserves the right to review any documents or communication created during the course of business.

Because ALS is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

PERSONAL APPEARANCE/DRESS CODE

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image ALS presents to customers/visitors.

During business hours, employees are expected to present a clean and neat appearance and to dress according to the requirements of their position. If unsure of what is appropriate attire, contact the System Director. If the System Director determines that an employee's attire is inappropriate, he/she will be required to go home to change clothes. Non-exempt employees will not be compensated for this time.

EMPLOYEE CONDUCT AND WORK RULES

To ensure orderly operations and provide the best possible work environment, ALS expects employees to follow rules of conduct that will protect the interest and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment.

- Theft or inappropriate removal or possession of property

- Falsification of timekeeping records
- Working under the influence of alcohol, or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment.
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in prohibited areas
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or tardiness or any absence without notice
- Unauthorized absence from work station during the workday
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

DRUG AND ALCOHOL USE

It is ALS' desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on ALS premises and while conducting business-related activities off ALS premises, no employee may use, possess, distribute, sell or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

TELEPHONE/CELL PHONE USAGE (INCLUDING TEXTING)

Employees should practice discretion when making personal calls and may be required to reimburse ALS for any charges resulting from their personal use of the telephone.

As a courtesy to other staff, personal cell phones should be silenced during work hours. No staff members driving a vehicle on official ALS business should use a cell phone in any manner, including, but not limited to, text messaging or talking while driving without hands free device.

POSSESSION OF WEAPONS OR FIREARMS ON EMPLOYER PREMISES

Firearms and weapons are strictly prohibited on ALS property regardless of whether the bearer is an employee and regardless of whether the bearer possesses a proper license. Employees also are strictly prohibited from carrying firearms or weapons while they are in the course of their employment, regardless of whether they are on ALS property or at a location where firearms or weapons are otherwise allowed. This restriction during the course of employment applies to all employees, and includes any location where ALS business is conducted. The only exception to the foregoing pertains to employees who are properly licensed to carry concealed weapons in the State of Wisconsin. These employees, and only those employees, are permitted to carry and/or store concealed weapons and/or ammunition, but only in their own motor vehicles. Such weapons and ammunition shall remain concealed while in the employee's own motor vehicle (i.e., indiscernible from the ordinary observation of a person located outside and within the immediate vicinity), and shall not leave the employee's own motor vehicle while it is on ALS property or at any time the employee is in the course of employment. Further, such vehicles shall remain locked and secured at all times.

Any employee in violation of this policy will be subject to disciplinary action, up to and including termination.

SMOKING

In keeping with ALS intent to provide a safe and healthy work environment, smoking is prohibited throughout the workplace and grounds. This policy applies equally to all employees, customers, and visitors.

SEAT BELT USE

All System employees shall utilize seat belts in any motor vehicle in which they are riding, either as a driver or passenger, while on System business.

COMPUTER AND E-MAIL USAGE

Electronic Communications Policy

It is the policy of ALS to ensure that employees use electronic communications systems, such as e-mail, voicemail and the Internet, *exclusively* for ALS and not use them in a way that is disruptive, offensive to others, or harmful to ALS. ALS maintains these systems and therefore all software and hardware are ALS' property. Additionally, all messages composed, sent or received on these systems are and remain ALS' property. *Messages are not the private property of any employee and employees have no right or expectation of privacy in messages.* Additionally, employees should be aware that deleted files may be retrieved and read by ALS. ALS reserves the right to retrieve, monitor, or review any messages in the system, and may disclose such messages for any purpose without notice to the employee and without seeking permission from the employee. Passwords must be disclosed to the appropriate ALS managerial personnel upon request.

The electronic communications systems are not to be used to create, send, receive, view, or display any message or files which may be reasonably construed as *offensive, disruptive, or harmful*. Offensive, disruptive, or harmful messages and files include, but are not limited to, any message or file which contains pornographic images, sexual implications, racial slurs, gender specific comments, and other comments that offensively address someone's race, color, religion, creed, age, sex, pregnancy, national origin, disability, ancestry, ethnicity, sexual orientation, military service, marital status, arrest or conviction record, genetic information, or use/non-use of lawful products off-work premises during non-work time, or any other discriminatory basis prohibited by state, federal, or local law; any comment which in any way defames another person; or any comment intended to frighten, intimidate, threaten, abuse, annoy, or harass another person. In the event an employee receives or views an offensive, disruptive or harmful message the procedures outlined in the ALS' Harassment Policy (page 5) shall be followed.

The electronic communications systems are not to be used to copy, send, or receive copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization from management. A violation of ALS' policy will result in the appropriate discipline, up to and including discharge. Employees who observe violation of this policy shall notify the System Director. Specific examples of violations, in addition to those mentioned above, include:

- Sending messages to partners, individuals, groups, or public forums which are threatening, harassing, or obscene;
- Electronic snooping, which includes, but is not limited to, unauthorized access to existing electronic mail messages or computer files containing existing electronic mail messages, or intercepting electronic mail messages as they are being written or transmitted;
- Divulging confidential information, user identification codes, or passwords;
- Unauthorized use of the electronic mail system for non-work related matters including, but not limited to, solicitation for charitable or commercial ventures or for religious, political, or other causes;
- Receiving or downloading, or sending or uploading of proprietary information, including, but not limited to, copyrighted materials, trade secrets, and proprietary financial information, without prior authorization from MWFLS; and
- The improper or unauthorized deletion or altering of information.

Notwithstanding ALS' right to view, retrieve and read any electronic messages or files, such messages or files should be treated as confidential by other employees and accessed only by the intended recipient. Employees should not attempt to gain access to another employee's electronic messages or a file without the latter's permission.

Computer pass-codes are not a guarantee of confidentiality or privacy. Employees shall not use a pass-code, access a file, or retrieve any stored information, unless authorized to do so.

All e-mail and other electronic communication messages or files are ALS' property and will remain so. *Misuse of ALS' communications systems will result in appropriate disciplinary action up to and including termination.*

Upon termination date, e-mail and all list-serv access will be terminated.

SOCIAL MEDIA POLICY

Approved by the Arrowhead Library System board and adapted on Wednesday, May 8, 2013.

The Arrowhead Library System's (ALS) Social Media Policy applies to staff and patron use of ALS sites and social media sites. ALS employs the use of social media as outreach to current and potential patrons, its community and the general public. It is a cost-effective way to market and promote the libraries' activities and foster community among the libraries and their patrons. ALS recognizes that technological advances are imminent and must be embraced as useful applications within the library system. Modes of social media include, but are not limited to Facebook, Twitter, Flickr, YouTube, Tumblr, Pinterest, Foursquare, blogs and apps.

Purpose

The purpose of this policy is to set ethical standards and rules for use of social media within and for the library system. The policy also provides guidelines for staff of their responsibilities as representatives of the library system.

Appropriate Use

Social media tools adopted by ALS will be selected to enhance or provide cost-effective opportunities to share, communicate, and disseminate information. In accordance to all laws, ALS will make every attempt to protect copyrighted material. Staff is required to link to original sources (if possible) when quoting other works and attribute credit when posting images or other media. When posting pictures, staff will follow board policy on confidentiality. Appropriate content may include information such as:

- Book discussion information
- Readers advisory
- Event and programming information
- Community outreach
- Marketing and publicity
- Information and Reference services
- Press releases
- Library trends or technologies
- Continuing education opportunities
- Library policies or procedures

Inappropriate Use

Any inappropriate comments will be removed from any ALS moderated social media. In addition, staff members are required to follow ALS social media guidelines and are restricted from posting content deemed inappropriate. Inappropriate content includes:

- Obscene or profane content
- Any content that promotes, fosters, or disseminates discrimination based on race, creed, color, age, gender, religion, marital status, national origin, sexual orientation, or physical or mental disability
- Personal attacks, threatening language, or insults
- Copyrighted or plagiarized material
- Commercial promotions or spam
- Personal information published without consent
- Unrelated comments

Staff Responsibilities

ALS staff will limit social networking and any social media interaction to library related information and responsibilities. ALS staff shall abide by all copyright laws and trademarks when posting information.

When representing ALS, staff shall:

- Conduct themselves at all times as representatives of ALS and adhere to all policies and codes of conduct
- Identify themselves as employees of ALS

- Not provide, post or disseminate information on specific patrons or any confidential information
- Not conduct political or religious activities or private business
- Be respectful of all individuals and communities

Personal use of social media

Employees are encouraged to participate in social media beyond ALS sites to further their understanding of social media use, potential uses, current events, trends and culture within these guidelines. Personal activity may be used to share personal information and opinions and non-work related information.

- Employees should not use their work related emails in association with any personal accounts or social networking sites.
- Employees must be clear that any opinions expressed are theirs alone and do not express the official view of the library system.
- Employees must not use official logos, or any ALS contact information in their personal posts or profiles.

Rights of ALS

ALS, the board, and director reserve the right to monitor content that is posted to any ALS site or social media and modify or remove any information or posts that are deemed inappropriate.

BUSINESS TRAVEL EXPENSES

ALS will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by the System Director. When approved, the actual costs of travel, meals, lodging, registration, and other expenses directly related to accomplishing business travel objectives will be reimbursed by ALS.

Expenses that generally will be reimbursed include the following:

1. Mileage costs for use of personal cars, only when less expensive transportation is not available. Individuals using their personal vehicle will be reimbursed at the current IRS mileage rate. Parking fees will be reimbursed.
2. Airfare or train fare for travel in coach or economy class or the lowest available fare.
3. Fares for shuttle or airport bus service, where available; costs of public transportation for other ground travel.
4. Taxi fares, only when there is not a less expensive alternative.
5. Cost of standard accommodations in low to mid-priced hotels, motels, or similar lodgings. The System Director may authorize lodging at a conference site with higher lodging costs on the basis that it enables the employee to gain professional benefits due to the interaction with other attendees.
6. There will be no reimbursement for meals within the county except as authorized by the Administrator or the System Board President. Reimbursement for meals outside the county shall be limited to maximum amounts as set by Rock County.
7. Tips not exceeding 20% of the total cost of a meal, 15% of a taxi fare, and \$2.00 per night for concierge and housekeeping services.

8. Charges for telephone call, fax, and similar services required for business purposes.
9. Employees who are involved in an accident while traveling on business must promptly report the incident to the System Director.
10. With prior approval, employees on business travel may be accompanied by a family member or friend, when the presence of a companion will not interfere with successful completion of business objectives. Generally, employees are also permitted to combine personal travel with business travel, as long as time away from work is approved. Expenses arising from accompaniment of additional parties and/or nonbusiness travel are the responsibility of the employee.
11. When travel is complete, employees should submit completed travel expense reports within 30 days. Reports should be accompanied by receipts for all individual expenses of \$5.00 dollars or more.
12. Abuse of this travel expense policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.

PROBLEM SOLVING, DISCIPLINE AND TERMINATION

PROGRESSIVE DISCIPLINE

The purpose of this policy is to state ALS' position on administering equitable and consistent discipline for unsatisfactory conduct in the work place. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

ALS' own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with ALS is based on mutual consent and both the employee and ALS have the right to terminate employment at will, with or without cause or advance notice, ALS may use progressive discipline at its discretion. Use of progressive discipline does not change the at-will nature of your employment with ALS.

Disciplinary action may call for any of four steps – verbal warning, written warning, suspension with or without pay, or termination of employment—depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense of any or the same nature may be followed by a written warning; another offense of any or the same nature may lead to a suspension; and, still another offense of any or the same may then lead to termination of employment.

ALS recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive disciplinary steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Work Rules Policy (page 25) includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and ALS.

GRIEVANCE PROCEDURE

ALS is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from ALS System Director.

ALS strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the grievance procedure. No employee will be penalized, formally or informally, for voicing a complaint with ALS in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps:

1. Employee presents problem to the System Director in writing within 7 calendar days after incident occurs. If the System Director is unavailable or the employee believes it would be inappropriate to contact the System Director, employee may present problem to ALS Personnel Committee.
2. The System Director responds to problem during discussion or within 5 calendar days. The System Director documents discussion.
3. The System Director counsels and advises employee, assists in putting problem in writing, and may direct employee to ALS Personnel Committee for review of problem.
4. Employee presents problem to ALS Personnel Committee in writing.
5. ALS Personnel Committee reviews and considers problem. ALS Personnel Committee informs employee of decision within 30 calendar days, and forwards copy of written response to System Director for employee's file. The ALS Personnel Committee has full authority to make any adjustment deemed appropriate to resolve the problem.

The employee may discontinue the procedure at any step.

Not every problem can be resolved to everyone's satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment, and helps to ensure everyone's job security.

RESIGNATION AND TERMINATION

Employees wishing to leave library employment shall submit a resignation in writing to the Administrator. The Administrator shall submit a resignation in writing to the Library System Board President. Support staff shall submit a resignation in writing at least two weeks in advance of their planned departure. The Administrator and professional staff shall submit a resignation in writing at least four weeks in advance of his/her planned departure. Employees who do not give sufficient notice shall lose accrued benefits unless a waiver is granted by the Library System Board. It is expected that employees will give as much notice as possible in order to facilitate recruitment and orientation of new staff members. Vacation, compensatory time, or other recognized leave shall not be considered part of the notice period.

EMPLOYEE RECEIPT AND ACKNOWLEDGMENT

I acknowledge that I have received a copy of Personnel Policy Manual. I understand this Manual replaces any previous Personnel Policy Manuals or policies established by ALS.

I also acknowledge that the Personnel Policy Manual and the provisions contained therein do not constitute a guarantee of employment, a guarantee of any rights or benefits, or a contract, express or implied.

I understand that my employment with ALS is at-will, and that my employment may be terminated at any time, for any reason, with or without notice, or with or without cause by me or by ALS.

I further understand that ALS has the right to add to, modify or eliminate any of the above rules at any time.

Without limiting the foregoing representations, I certify that I have reviewed, understand and acknowledge the following policies of Arrowhead Library System and their applicability to me and my employment with ALS.

Employee's Signature

Date

System Director's Signature

Date

Be sure to read the Personnel Policy Manual carefully. If you do not understand any portion of it, please see the System Director for further explanation.