



# CITY OF WAUWATOSA

## COMMITTEE OF THE WHOLE

AGENDA • JULY 15, 2014

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**Regular Meeting**

**Common Council Chambers**

**7:00 PM**

7725 West North Avenue, Wauwatosa, WI 53213

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PLEASE NOTE: The items on this agenda may be revised before the time of the Common Council meeting, some items may be removed and others added prior to the completion of the final Common Council agenda. The final agenda will be available in the City Clerk's office and on the city website at [www.wauwatosa.net](http://www.wauwatosa.net). It is anticipated that each item listed on the agenda may be discussed, referred or acted upon unless it is noted in the specific agenda item that no action is contemplated.

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### **COMMITTEE OF THE WHOLE ITEMS**

1. Departmental presentation: The Library

Any person who has a qualifying disability as defined by the Americans with Disabilities Act who requires the meeting or materials at the meeting to be in an accessible location or format, must contact the City Clerk at voice telephone 479-8917 or TTY 471-8484 (City Hall, 7725 W. North Avenue, Wauwatosa, Wisconsin 53213) for accommodations. Requests for accommodations for meetings should be made at least three (3) business days prior to the meeting. Every effort will be made to arrange accommodations for all meetings; so please give the City Clerk as much advance notice as possible.

Members of the Wauwatosa Common Council  
July 10, 2014  
Re: Wauwatosa Public Library

Because there are many new members of the Council, and because of up-coming issues relating to the Library, I have asked for an opportunity to present information at a meeting of the Committee of the Whole. Alderman Tilleson recommended I give the full Council a presentation outside of the annual Budget Committee meeting about staffing in the Library, our relationship to the Milwaukee County Federated Library System and changes coming that will affect the Library and the financing of library services.

Wauwatosa is the oldest suburban library in Milwaukee County and the busiest in the County as well. There are more than 400,000 visits to the Library every year. The Library loaned more than 800,000 physical books, magazines, music CDs and DVDs in 2013, and 15,572 e-books and 5,269 downloadable audio books to residents of Wauwatosa.

I hope this report will be useful in making all of you better informed about the Library.

Mary Murphy

## Milwaukee County Federated Library System

The Wisconsin DPI gives federal money to 17 library systems throughout the state, for the purpose of encouraging libraries to share resources with one another. Milwaukee County Federated Library System receives approximately \$2,677,000 from DPI per year and approximately \$100,000 from Milwaukee County. Members of the MCFLS Board are appointed by the County Executive.

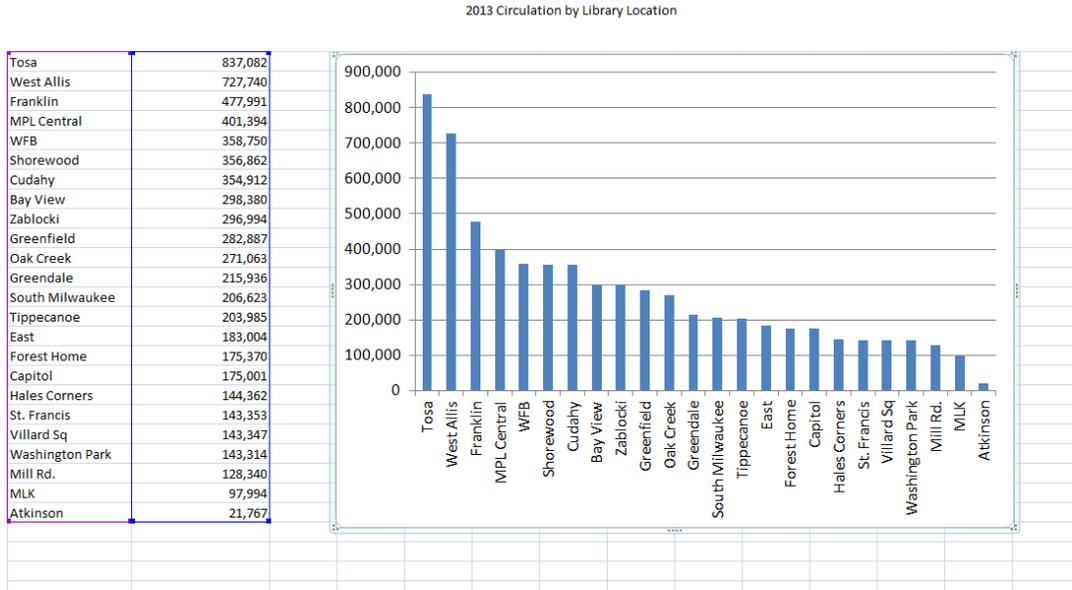
Those funds are used to staff the Federated System Office, to pay Milwaukee Public Library rent for the federated system office space, to pay Milwaukee Public Library for serving as a resource library (required by law,) to pay Milwaukee Public Library for cataloging, to pay for delivery of library materials throughout Milwaukee County and the State and to pay those libraries that loan more items to residents of other communities than their own residents borrow from other libraries. For 2013, Wauwatosa residents borrowed 130,010 items from other libraries in the County. The Wauwatosa library loaned 377,061 items to residents of other communities. Approximately 57% of all items borrowed from the Wauwatosa library go to residents of Wauwatosa. The remaining 43% is loaned to residents of other communities, primarily residents of the City of Milwaukee. For our service to non-residents, Wauwatosa was paid \$264,600 in 2014.

The Federated System owns and operates the automation system that is used by all member libraries for a public catalog of library holdings, allowing people to reserve materials from any library in the County. The automation system also provides email service for all of the libraries and electronic notices to library patrons that reserved items are available, or books are about to come due.

Because we participate as a member of the federated library system, Wauwatosa residents have access to many more items than would otherwise be available and we do not need to purchase and operate our own automated catalog.

## Wauwatosa Public Library

Wauwatosa loans more items than any other library in Milwaukee County. This does NOT include loans of eBooks, or downloadable audio books. The chart below shows all of the federated library system libraries and the circulation totals for 2013.



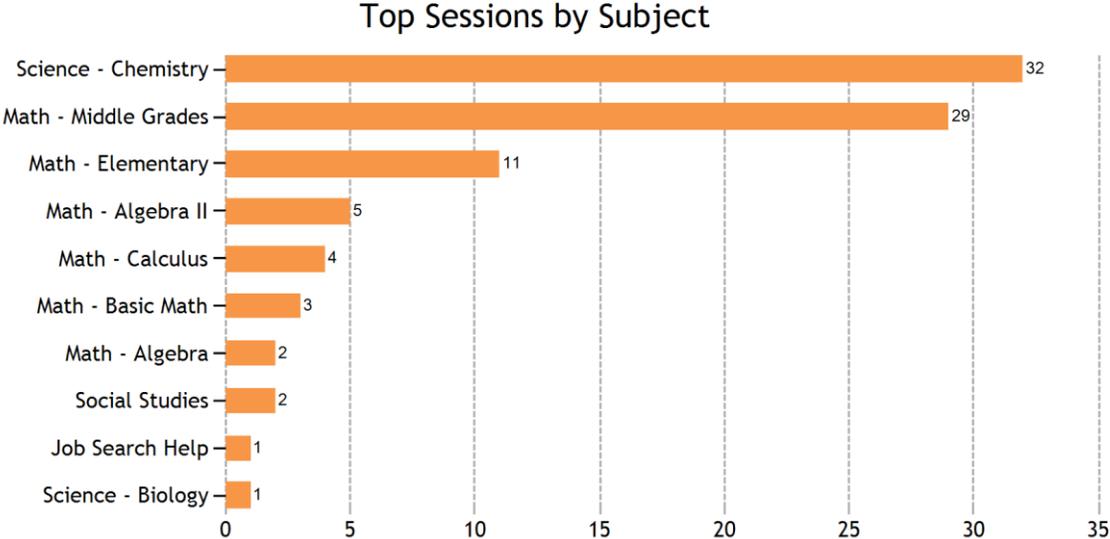
## Staffing

The Library currently employs approximately 50 people. 39 of those are part-time employees receiving no benefits. 11 people are full time: Director, Assistant Director, 3 children’s librarians, 3 reference librarians, 1 Circulation Department Supervisor and 2 Circulation Attendants. Total FTEs for the Library is 26.6 More than 5 of those FTEs are shelvers, who are paid minimum wage. Their job is to put returned books back in order on the shelves. In 2013, the shelvers returned 722,763 items to the shelves.

The 3 full time and 4 part-time reference librarians order all of the adult materials for the Library, teach people one-on-one how to download free eBooks and e-audio books on to Nooks, Kindles, I pads and laptops, and alongside 3 volunteers, help people learn to use the computers in the Library with everything from opening a Gmail account so they can apply for jobs to using electronic proprietary databases to track investments. A recent survey of the types of reference questions asked of the librarians showed that more than 50% of those were related to business. In 2013, librarians answered more than 128,000 reference questions, in person, over the phone or using email. In 2014, librarians eliminated more than half of the print copies of reference materials and purchase of non-fiction books is down.

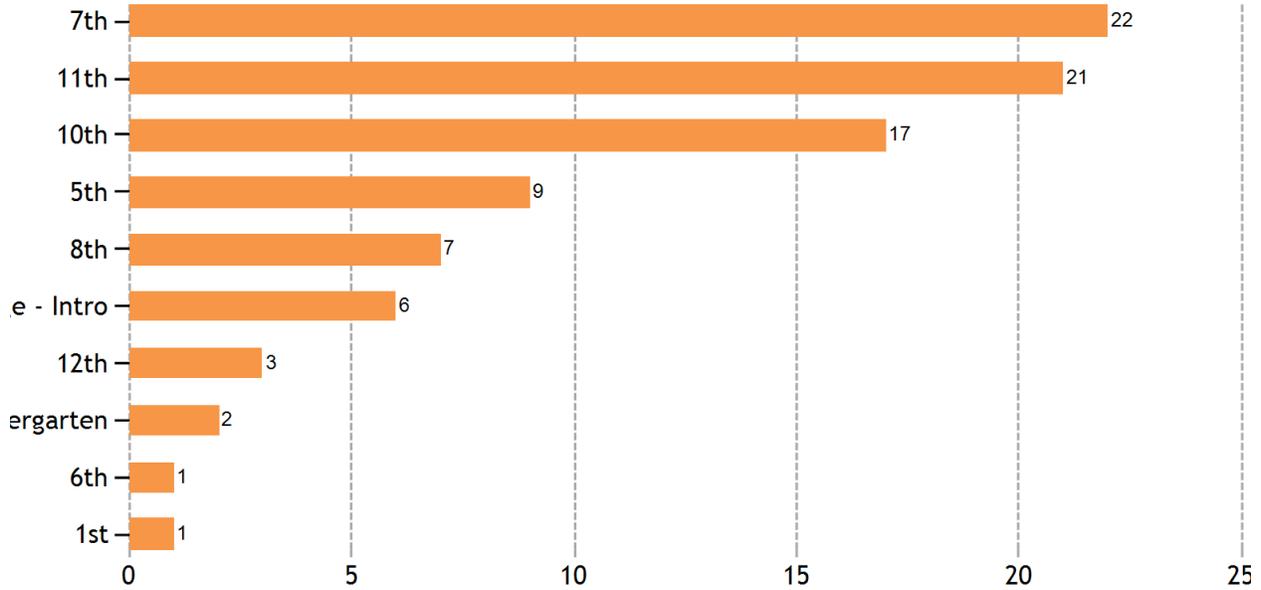
Attachment: Library presentation (2325 : Library presentation)

In the Children’s Library, the librarians offer programs of story time and rhyme time throughout the year and work with the local schools to offer subject-specific classroom visits to the library in support of curricula. They order all of the materials for the Children’s library and help kids K-8 with homework assignments. (insert examples of children’s reference) The Library pays for Tutor.com, which connects students online in real time with tutors 24 hours a day. The heaviest uses of Tutor.com is by middle and high school students for help with math, chemistry, physics, etc. The charts below show use by Wauwatosa residents of this service for one month. Average tutoring session time is just over 15 minutes.



Attachment: Library presentation (2325 : Library presentation)

### Top Sessions by Grade Level



All of the use of Tutor.com is remote and is restricted to residents of Wauwatosa. So although these users of the Library are not among the more than 400,000 people who actually came into the Library in 2013, the Library is providing this and other services like it, to many. Other heavily used databases that the library pays for and makes available on-line include Standard and Poors, Value-Line, Morningstar, the Smithsonian’s world music library, and Mango languages. In 2014, we doubled the amount we spend to make e-books available at no charge to residents of Wauwatosa.

There are 2 full time and 8 part time Circulation Attendants and 1 full time Circulation Supervisor. The circulation attendants provide library cards for users, resolve problems related to overdue fines and lost items, empty the after-hours book drop and check those returns in, prepare carts of returns for the shelvers, prepare items borrowed from other libraries for pick-up at Tosa, sort materials brought through the delivery trucks every day. With the introduction of an automated sorting system later this year, and with attrition, I expect we will need fewer Circulation Attendants, currently paid approximately \$20/hr but more shelvers, who are paid minimum wage.

The Assistant Director, Robert Trunley, is responsible for doing all of the PC troubleshooting for the Library. We do not rely on Information Systems to resolve technology problems, unlike other departments. In addition, he oversees the Technical Services and Circulation Departments, reconciles materials budget spending, and this year, is taking on responsibility for implementation of the new automated sorting system.

Attachment: Library presentation (2325 : Library presentation)

When relating FTEs to the number of items loaned per library, Wauwatosa’s staff productivity is the 2<sup>nd</sup> highest in the County. Comparing our staffing to libraries that are similar to Tosa shows the following:

Wauwatosa	26.6 FTEs	837, 105 items loaned
West Allis	29.4 FTEs	727,740 items loaned
Brookfield	32.51 FTEs	700,500 items loaned

While I believe we can achieve some Personnel cost savings over the coming years due to attrition, we are at the point in the Library that reductions in staff will necessarily result in reductions in service.