

Neenah Public Library Board of Trustee Meeting Minutes—July 16, 2025

The meeting of the Neenah Public Library Board of Trustees held on July 16, in the Shattuck Community Room, was called to order by Codner at 4:02 p.m.

Members present: Carol Codner, Tami Erickson (Aldermanic representative), Randy Fieldhack (President), Jenn McMahon (NJSD Rep), Patricia Rickman, Kay Doiron (teen representative).

Members excused: Lisa Hemes, Elizabeth Irish, Michael Koller (VP), Joshua Kutney, and Alivia Haller (teen representative)

Also present: Nicole Hardina-Wilhelm, director, Nancy Baird, circulation services manager, Katrina Wulff, youth services manager, Mehta Hess, adult services manager, and Frank Cuthbert.

Quorum

On motion of Codner, seconded by Rickman, and unanimously approved, the board agreed to invoke Article 4, section 6 of its bylaws, in accordance with WIS Stats. 45.54 (i)(e) and proceed with a 4-person quorum.

Minutes

On a motion of Erickson, seconded by McMahon, and unanimously approved, the Board approved the Library Board meeting minutes of June 18, 2025.

Fieldhack arrived at 4:04 and chaired the rest of the meeting.

Director's and Technical Services Report

Hardina-Wilhelm shared that she is working to fill the Winnebago County representative positions on the Board.

Department Reports

Adult Services Department

Hess shared the success of the Repair Cafe and Strolling Photo Workshop, both of which will be repeated this fall.

Circulation Services Department

Baird shared new library assistant Ruth Smith has started, and summer lunches continue to be popular.

Youth Services Department

Wulff shared that an ASL Interpreter is present at story times Tuesdays and Thursdays, and that the tween activities have been well attended this summer.

Bills for Consideration

On the motion of Fieldhack, seconded by Rickman, the Board unanimously approved payment of the July bills.

Policy Update: Damaged, Lost Items, and Unreturned Items

On the motion of Rickman, seconded by Codner, the Board unanimously approved the Damaged, Lost Items, and Unreturned Items Policy updates.

Damaged, Lost Items, and Unreturned Items

Fees are charged for repairing or replacing damaged, lost, and unreturned items. If an item is damaged beyond repair, lost, or not returned, the patron will be charged the cost of replacing the item. If a patron claims an item has been returned, Library staff will search for the item. If the item is not found, staff will follow the established Winnefox procedure, which may include billing the patron for the cost of the item. The original list price will be charged whenever possible. When the original price is unknown, the replacement fee is determined by the Winnefox Library System's default price. Refunds are not given when the damaged or lost item has been paid for. Library accounts will be suspended when accumulated fees and charges reach \$25.00. Accounts will be reinstated when the charges are resolved, or the balance drops below \$25.00.

Library staff may waive fees and bills for extenuating circumstances.

Policy Update: Electronic Resources and Patron Accounts

On the motion of Rickman, seconded by Erickson, the Board unanimously approved to remove the Electronic Resources policy and update the Patron Accounts Policy.

Patron Accounts

Patron Accounts

A Library account (library card) is a valuable asset, providing access to books, magazines, movies, music, other materials, services and resources in the Library and remotely. A Library account is also a responsibility: Account holders are financially responsible for items checked out on their account.

Accounts are free and available to Wisconsin residents. Proof of residency is required.

A patron may have only one regular account within the Winnefox Library System.

Prospective patrons without current identification or a permanent address may be issued a temporary account. Access to electronic resources is determined by various factors such as local residency, current cost, vendor licensing requirements, and other reasons. Access is not guaranteed for every account holder. Account holders must be in good standing to check out physical materials and access electronic resources.

Children under 16 must have a parent/guardian listed on their account.

Patrons are responsible for notifying the Library of account changes, such as change of address or name change.

Patrons are responsible for notifying the Library when a Library card is lost, misplaced, or stolen. A replacement fee may apply.

Periodically, Library accounts expire. Account renewal requires address confirmation.

Cards need not be presented at checkout. In lieu of a card, another form of ID or verification of account may be requested at checkout.

Policy Update: Homebound Accounts

On the motion of Fieldhack, seconded by Erickson, the Board unanimously approved updating the policy on Homebound Accounts.

Homebound Accounts

Delivery service is available to the homebound or those living in a residential facility.

Checkouts may be for extended periods of time. Homebound patrons and residential facilities will be charged for lost, unreturned, or damaged items.

Next regularly scheduled meeting

Wednesday, August 20, at 4:00 p.m. in the Shattuck Community Room.

Adjournment

On motion of McMahon, seconded by Rickman, the Library Board adjourned at 4:48 p.m.

Respectfully submitted,

A handwritten signature in blue ink that reads "Mehta Hess". The signature is written in a cursive, flowing style.

Mehta Hess