



CITY OF GLENDALE,
WISCONSIN

ANNUAL REPORT

2020

RICH PAST. BRIGHT FUTURE.



TABLE OF CONTENTS

2	MISSION STATEMENT OVERVIEW	11	SHARED SERVICES
6	FINANCE	15	INFRASTRUCTURE AND ENVIRONMENT
8	PUBLIC SAFETY	17	COMMUNITY ENGAGEMENT



MISSION STATEMENT

The City of Glendale is a municipal corporation operating under the constitution and laws of the State of Wisconsin and the ordinances of the City to:

- Provide the most cost effective municipal services consistent with the reasonable desires and expectations of the people who live and work in Glendale;
- Provide for the health, safety and welfare of Glendale which will foster an acceptable quality of living environment within the City;
- Provide a positive, progressive, and proactive approach to the administration, management, and operation of the City;
- Provide a climate for continual economic development and redevelopment within the City to ensure a fiscally sound and growing tax base.

CITY PROFILE

Glendale is tightly woven into the fabric of the Milwaukee metropolitan area, bordered by Milwaukee and several other suburban communities. Still, it has retained its own distinctive character and independence.

Glendale boasts a rich array of affordable homes in quiet and appealing neighborhoods. Wide boulevards, large residential lots, four county parks, and one community park, give the community a spaciousness not found in cities that rub shoulders with bigger communities. The parks add to the many recreational opportunities enjoyed by residents.

The schools of Glendale are excellent in every way. Three award-winning school districts serve the community, as do several high quality parochial schools. Glendale serves the Glendale-River Hills and Maple Dale-Indian Hill school districts, including Nicolet Union High School, who ranked fourth in Wisconsin and first in the North Shore Washington Post article in a 2015 ranking of America's Most Challenging Schools. Cardinal Stritch, the state's second largest independent university, hosts its main campus in Glendale. Bayshore is also home to Bryant & Stratton College's newest campus.

Business is attracted to Glendale's redeveloped business and commercial areas by a variety of economic incentives. New office buildings and corporate facilities are joining the famous business names already in Glendale, such as Johnson Controls.

THE HISTORY OF GLENDALE

Potawatomi Indian villages once stood on land that is now Glendale. Their burial mounds in Kletzsch Park attest to the civilization that once flourished there. In 1833, the Potawatomi and Winnebago tribes ceded their land to the United States government and moved west to the banks of the Mississippi River. Before then, only a handful of settlers, traders and trappers occupied the area. Soon after, more settlers, spurred on by the prospect of cheap land, rich soil, and a favorable climate, began to arrive from the east. European immigrants, mostly German, settled in places like Good Hope, located at the present intersection of West Good Hope Road and North Green Bay Avenue. Jefferson Davis, before becoming president of the Confederacy, once camped in Good Hope while working on a government road project.

In 1836, the Town of Milwaukee became a part of Milwaukee County in Wisconsin Territory; it had been part of the Michigan Territory. When Wisconsin became the nation's 30th state in 1848, the area was solidly fixed as a part of the Town of Milwaukee and remained that way until after World War II. The Town of Milwaukee's first public school was built in the late 1840's on the east side of the Milwaukee River, adjacent to the old Sauk Indian Trail. The one-room school measured 18 by 22 feet and was constructed of logs.

Before the Town of Milwaukee built its first meeting hall in 1872, town fathers met in a gristmill on the west bank of the Milwaukee River, near the waterfall in present day Kletzsch Park. The City has thoughtfully preserved the first Town of Milwaukee Hall. The 1872 landmark structure stands amid the modern complex of government buildings on North Milwaukee River Parkway. A tiny graveyard, Milwaukee Union Cemetery, is also preserved. Some 100 graves, many unmarked, are the City's link with the early settlers who came to the frontier in search of a better life.

The City of Milwaukee resisted Glendale's first efforts to incorporate in 1946. Glendale won a lengthy court battle after the census of 1950, and incorporated as a city on December 28, 1950, with a population of 3,100. At the time of incorporation, Glendale was a growing community with early commercial development, heavy industry, some agriculture, and residential neighborhoods of single-family homes.

Today, Glendale's population exceeds 12,000. As Glendale plans for the future, the heritage of the past is treasured and preserved and the City remains a dynamic commercial and business center, as well as a delightful place to live.



CITY LEADERS

ELECTED OFFICIALS

Mayor	Bryan Kennedy
First Aldermanic District	Tomika Vukovic
Second Aldermanic District	James Daugherty
Third Aldermanic District	John Gelhard
Fourth Aldermanic District	Richard Wiese
Fifth Aldermanic District	Steve Schmelzling
Sixth Aldermanic District	JoAnn Shaw
Municipal Judge	Christopher Lipscomb

ADMINISTRATION

Administrator	Rachel A. Safstrom
Attorney	John F. Fuchs
Clerk	Megan Humitz
Community Development Planner	Todd M. Stuebe
Deputy City Administrator	Shawn M. Lanser
Fire Chief	Robert C. Whitaker, III
Health Department Director	Ann Christiansen
Library Director Interim	Alyssa Pisarski
Police Chief	Mark Ferguson
Public Works Director	Charlie Imig
Water Commission Manager	Eric J. Kiefer

CITY DEMOGRAPHICS

Estimated Population
12,943 Residents

GENDER

Males	6,280
Females	6,663

AGE

Under 20	21.4%
20-24	5.1%
25-34	14.9%
35-54	23.9%
55-64	11.6%
65 & Over	23.1%

RACE

Caucasian	74.4%
African American	13.7%
Asian	5.5%
American Indian/Alaska Native	0.2%
Native Hawaiian/Other Pacific Native	0.0%
Hispanic or Latino	4.8%
Two or More Races	1.6%

GENERAL INFORMATION

GENERAL

Date of Incorporation	December 28, 1950
Form of Government	Mayor/Council
Area	5.7 Square Miles
Full-Time Employees	73
Assessed Valuation	\$1,929,200,600
Building Permits 2020 Value	\$24,434,107
Median Family Income	\$77,584

PERCENT OF CITY IN EACH SCHOOL DISTRICT

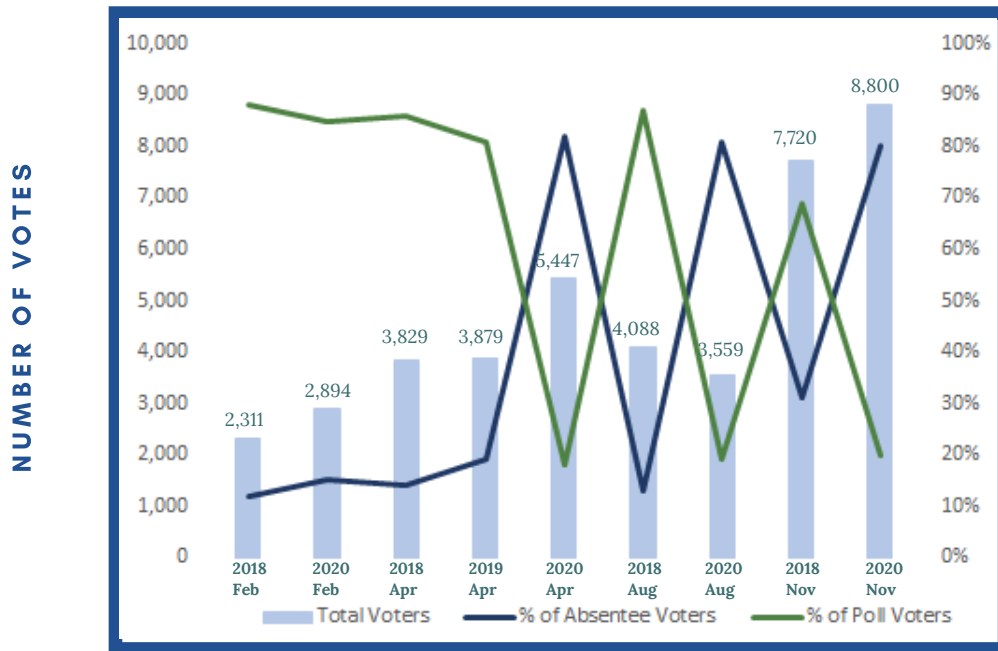
Glendale-River Hills K-8	97%
Maple Dale K-8	3%
Nicolet High School	100%

HOUSING STATUS

Total Housing Units	6,054
Owner Occupied	70.0%
Average Household Size	2.27

ELECTIONS

VOTER TURNOUT



In 2020, the City elected Alderman James Daugherty (District 2); Alderman Richard Wiese (District 4); and Alderwoman JoAnn Shaw (District 6) to two-year terms.

In 2020, four elections were held. The chart above indicates a three-year trend of voter statistics.

In the state of Wisconsin voters must show a photo ID. The photo ID must contain the elector's photo, name and an expiration date. Absentee voters (some exceptions apply) requesting a ballot by mail must provide a copy of their photo ID with the absentee ballot request. Voters voting by absentee ballots in the Clerk's office are asked to provide proof of identification.

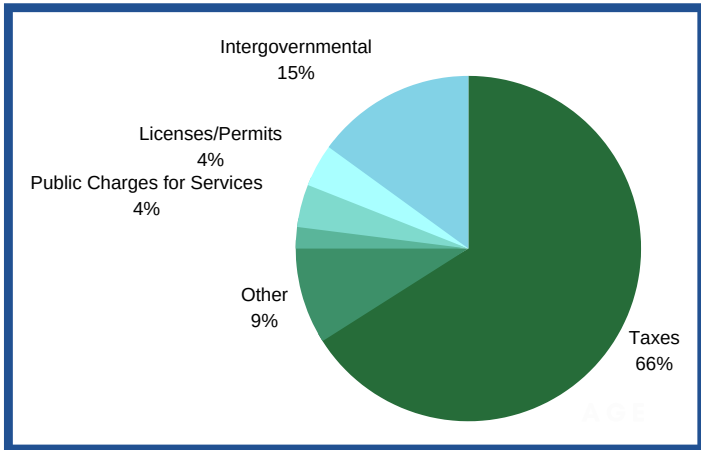
Voters must register if they moved or changed their name. When registering voters must show a proof of residence. The document provided must contain a current and complete first and last name, residential address, and must be valid on the day used to register.

WHERE DOES YOUR MONEY GO?

Many people wonder how property tax dollars are spent. Although the City collects the entire tax bill, it receives only about 26¢ for each \$1.00 paid for property tax.

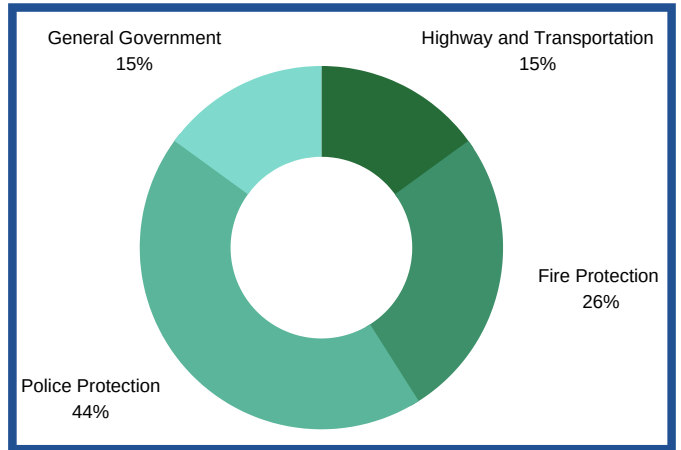
REVENUES

The graph below shows the 2020 revenues. Property taxes accounted for approximately 66% of the overall revenues.



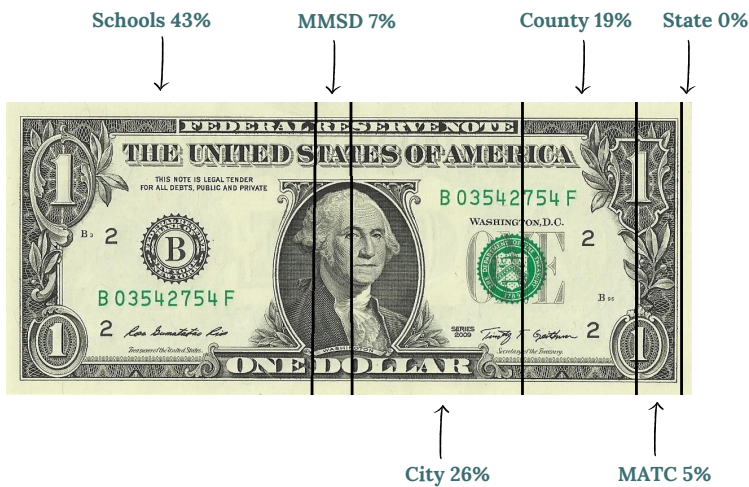
EXPENDITURES

The graph below shows the 2020 expenditures.



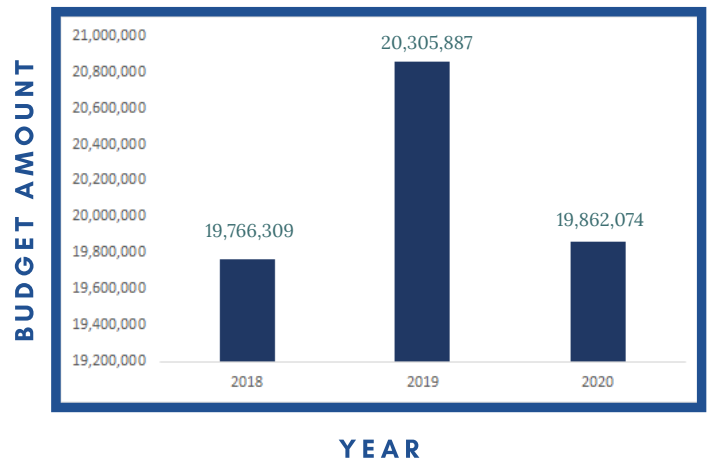
TAX DOLLAR DISTRIBUTION

The dollar bill below shows where property tax money is distributed.



GLENDALE'S CITY BUDGET

The graph below shows Glendale's City budget since 2015. The budget is \$20,248,512 for 2020.



TAX PAYERS

Below is a list of the ten largest taxpayers in Glendale.

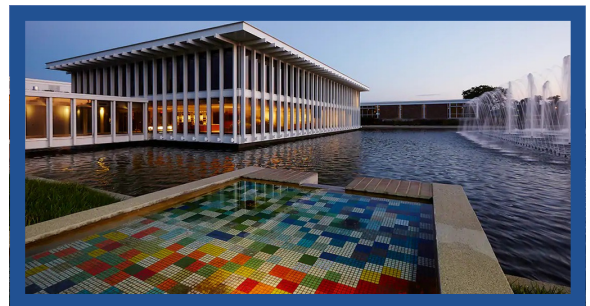
Taxpayer	2020 Assessed Valuation	2020 Equalized Valuation
• Bayshore Town Center, LLC	67,203,400	72,847,355
• Johnson Controls, Inc.	10,618,200	11,509,950
• Orthopedic Hospital of Wisconsin	30,720,100	33,300,072
• Columbia-St. Mary's Hospital	33,054,100	35,830,088
• Weyco Group	27,295,100	29,587,430
• Aurora Advanced Healthcare	27,545,600	29,858,967
• Wheaton Franciscan	25,162,400	27,275,619
• Eastlake Towers Corp. Center	19,900,000	21,571,265
• Dycora	15,354,300	16,643,803
• Umansky	15,428,100	16,723,801

The City of Glendale has two active Tax Incremental Districts (TID) at the end of 2020. The two districts are TIF #7 (Technology District) and TIF #8 (Bayshore). TID valuations totaling \$93,300,800 have been excluded from the City's tax base for 2019. Taxes on the amounts go toward paying debt related to the project improvements.

EMPLOYMENT

Below is a list of the ten largest employers in Glendale.

Employer	Number of Employees
• Bayshore Town Center, LLC	1,725
• Johnson Controls, Inc.	620
• Nicolet High School	373
• Cardinal Stritch	287
• DCI Marketing	250
• Roundy's	250
• Aurora Advanced Healthcare	225
• Orthopedic Hospital of Wisconsin	204
• Strattec Security, Corp.	200
• Milwaukee Gear Co.	200



Johnson Controls, Inc.

GLENDALE POLICE DEPARTMENT

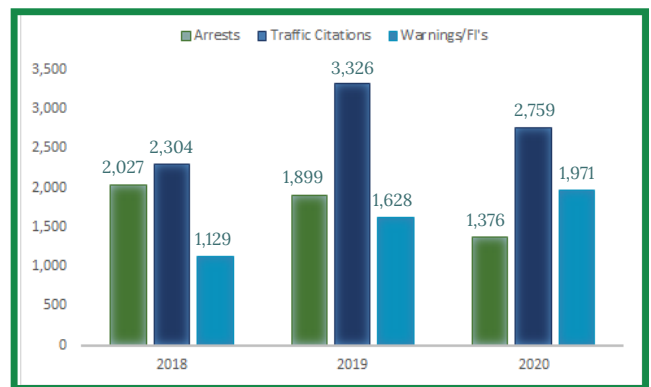
CALLS FOR SERVICE

Glendale police officers respond to a variety of calls. In 2020, they responded to a total of 14,381 calls for service. Below is a list of the most common calls for service over the past three years.

	2018	2019	2020
Accidents	784	580	312
Alarms	600	544	482
Disabled Vehicles	475	480	276
Parking Complaints	305	300	187
Retail Theft	719	561	301
Suspicious Activity	1295	1,290	609
Thefts	306	325	256
Vehicle Stops	4,037	5,455	4,199
Welfare Checks	529	604	561

OFFICER ACTIVITY

2020 had 6,106 enforcement contacts. Enforcement contacts include arrests, traffic citations, warnings, and field interrogations. Field interrogations are included as warnings in the recording system.



INCIDENT BASED REPORTING

Below is a comparison of all reportable offenses for the past three years.

	2018	2019	2020
Assault	75	69	86
Burglary	41	21	17
Homicide	1	1	1
Larceny	846	599	452
Motor Vehicle Theft	81	43	66
Sexual Assault	11	3	5
Robbery	18	9	15

VEHICLE PURSUITS

In 2020, the Glendale Police Department reported 78 vehicle pursuits. Pursuits included 28 for criminal offenses, 41 were for traffic offenses and 9 were for wanted/other status, There were 43 pursuits terminated, 25 pursuits ended in apprehension, and 10 pursuits ended in suspects eluding police. There were 6 Pursuit Intervention Technique applications and 11 Stop Stick applications in 2020. The Department reported 59 pursuits in 2019 and 96 pursuits in 2018.

All officers should be commended for their judgement and abilities regarding their involvement with vehicle pursuits.

GLENDALE POLICE DEPARTMENT

DEPARTMENT AWARDS

The following officers received Lifesaving Awards in 2020:

Captain Rhett Fugman Officer Hannah Miller
 Detective Samuel Krenn Officer Nicholas Smith
 Officer Angel Nazario-Garcia

The following officers received Commendation Awards in 2020:

Lieutenant Tom Treder Officer David Burkart
 Officer Rollan Parish Officer Alex Simon
 Officer Andrew Reischl



RETIREMENTS

- Detective Bryan Bichler - February 7, 2020 (30 Years)
- Officer Carrie Doss - September 23, 2020 (30 Years)

POLICE DEPARTMENT DETECTIVE BUREAU

The Detective Bureau recorded 545 bookings and 750 investigations in 2020. Of the 750 investigations, 83 were full investigations and 667 were follow-up investigations from patrol. The Detective Bureau recorded an 79% clearance rate for investigations.

Detectives also continued to actively participate in the Milwaukee Area Investigative Team, which is responsible for investigating all officer-involved death incidents in Milwaukee County.

WILEAG ACCREDITATION

The Department continues to maintain accreditation status through the Wisconsin Law Enforcement Accreditation Group. The Department was awarded re-accreditation status in 2019. The Department received its initial accreditation award under the 2nd Edition Standards in 2006 and was re-accredited under the 3rd Edition Standards in 2009 and 2013.

The Department's on-site evaluation for the re-accreditation status under the 5th Edition Standards took place in November 2019. The accreditation ceremony took place in January of 2020. The WILEAG accreditation program requires agencies to comply with state-of-the-art standards in four basic areas: policy and procedures, administration, operations and support services. The 5th Edition Standards consists of 242 standards, divided into 602 dimensions, that incorporate the best police practices and requires agencies to be reevaluated every three years.

CITY INSPECTIONS

The Inspection Services Department provides residential and commercial building, plumbing, electrical and HVAC inspections for new, updated or remodeled buildings as well as administers the property maintenance inspections and floodplain program. The City contracts with SAFEbuilt Inc. to reduce the overall costs associated with inspections. Revenues generated offset the operating costs of the department.

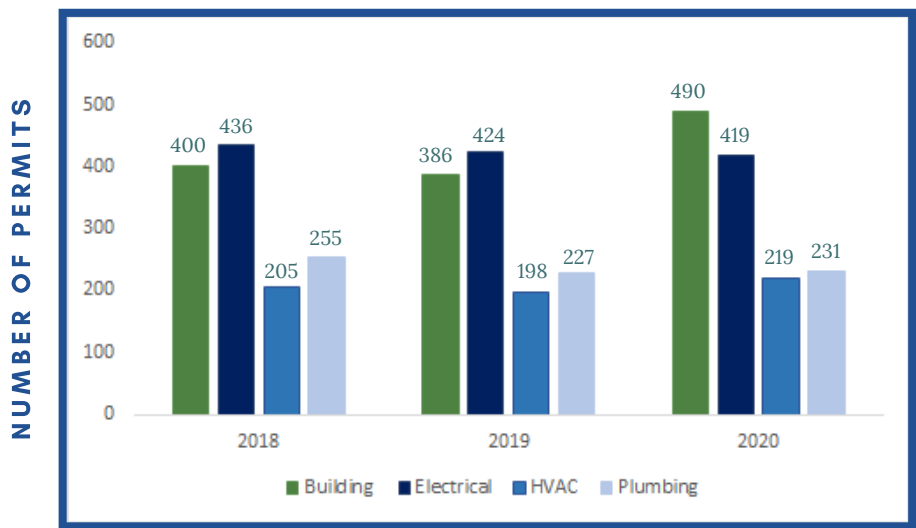
Permits are issued based on valuation of the project. Below are the valuations for the past three years of building, electrical, HVAC, and plumbing permits.

2020 Permit Valuation - \$24,434,107

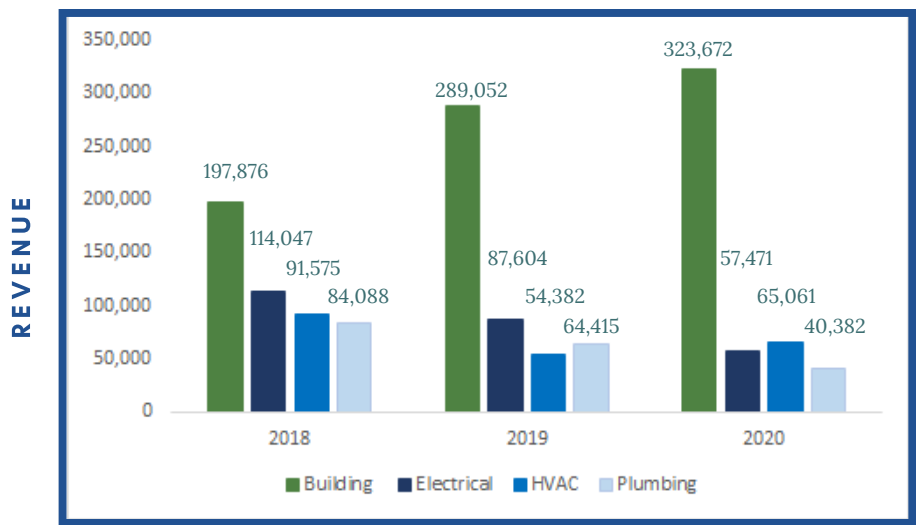
2019 Permit Valuation - \$36,318,090

2018 Permit Valuation - \$35,676,747

PERMITS ISSUED



PERMIT REVENUE



SHARED SERVICES

In order to be more efficient in its spending and productivity, the City of Glendale has partnered up with other communities in the North Shore and Milwaukee area by consolidating various departments.

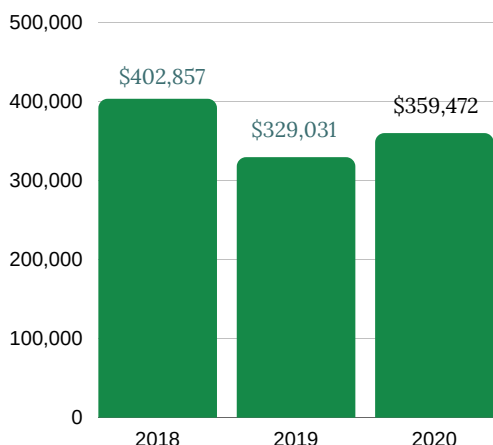
NORTH SHORE MUNICIPAL COURT

The North Shore Municipal Court was established in 2013. Judge Christopher Lipscomb continues to preside over North Shore Municipal Court, which includes the City of Glendale, Village of Brown Deer and the Village of Bayside.

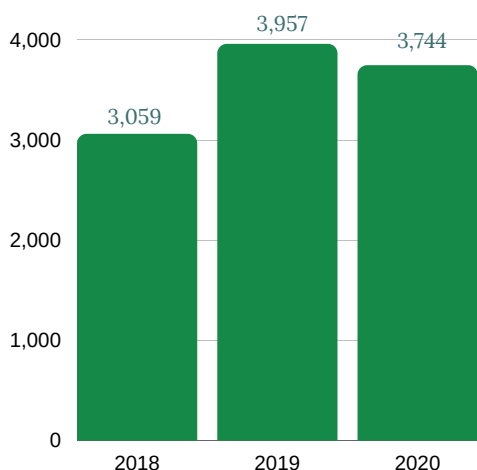
The Court hears cases for traffic, ordinance violations, code violations, and OWI first offenses, among others. Court is in session five times per month in the Kenehan Civic Center.

The North Shore Municipal Court continues to implement policy changes to increase staff efficiency, decrease expenses and increase revenues.

NSMC - GLENDALE & BAYSIDE REVENUES



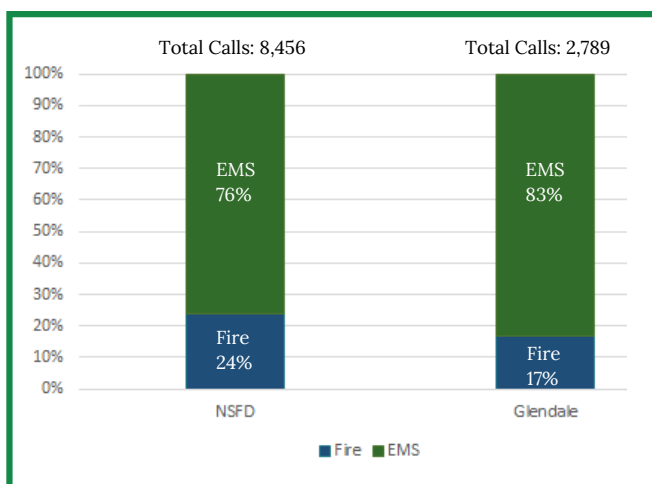
GLENDALE & BAYSIDE CASES RESOLVED



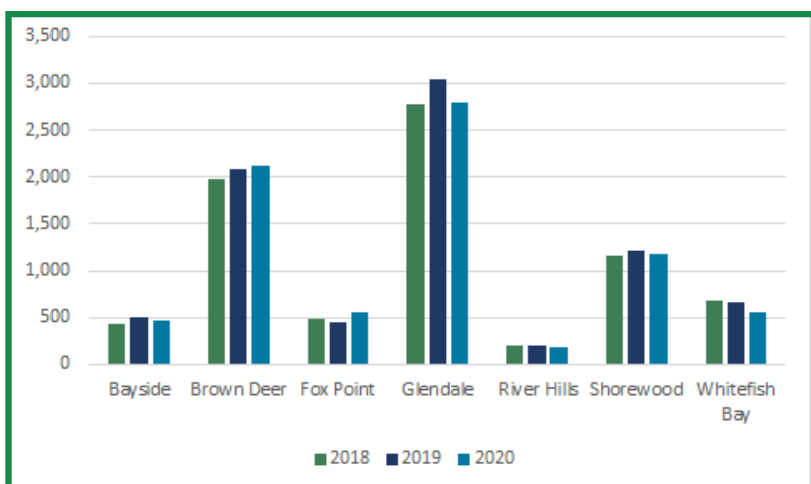
Service	Communities Involved
Emergency Government	All North Shore Communities, Milwaukee County
Joint Ownership/Operation Compost Yard	Whitefish Bay
Milwaukee Area Domestic Animal Control Center	All Milwaukee County Communities
Milwaukee County Intergovernmental Cooperation Council	Milwaukee County and All Milwaukee County Communities
North Shore Central Dispatch	All North Shore Communities and North Shore Fire Department
North Shore Fire Department	All North Shore Communities
North Shore Health Department	All North Shore Communities
North Shore Library	Bayside, Fox Point, River Hills
North Shore Municipal Court	Bayside, Brown Deer
North Shore Storm Water Management Program	All North Shore Communities with DNR
North Shore Water Commission	Fox Point, Whitefish Bay
Police Pistol Range	Brown Deer
North Shore Information Technology	Bayside, North Shore Fire Department

NORTH SHORE FIRE DEPARTMENT

TOTAL CALLS FOR SERVICE - NSFD



CALLS FOR SERVICE BY COMMUNITY



"As it likely did for everyone, COVID-19 forced the Department to rapidly pivot to ensure we continued to deliver our public safety services to the community in 2020. While preparation for pandemics had been part of the Department's planning component for many years, the challenges that came with COVID-19 couldn't have all been pre-planned. Despite all of the unknown, the Department was successfully able to continue to provide our services to the community. In some cases, those services looked a little different, however, the continued delivery of services wouldn't have been possible without the hard work of our Department members and employees who were faced with the rapidly changing workplace that COVID-19 brought upon us. On behalf of the entire Department, I want to thank the communities we serve for their outstanding support".

Chief Robert Whitaker

SUMMARY OF OUR EMS STATISTICS AND CARDIAC ARREST STATISTICS

Year	Total Patients	Cardiac Arrests	Return of Circulation
2020	6,701	158	25%
2019	6,800	125	31%
2018	6,601	127	32%

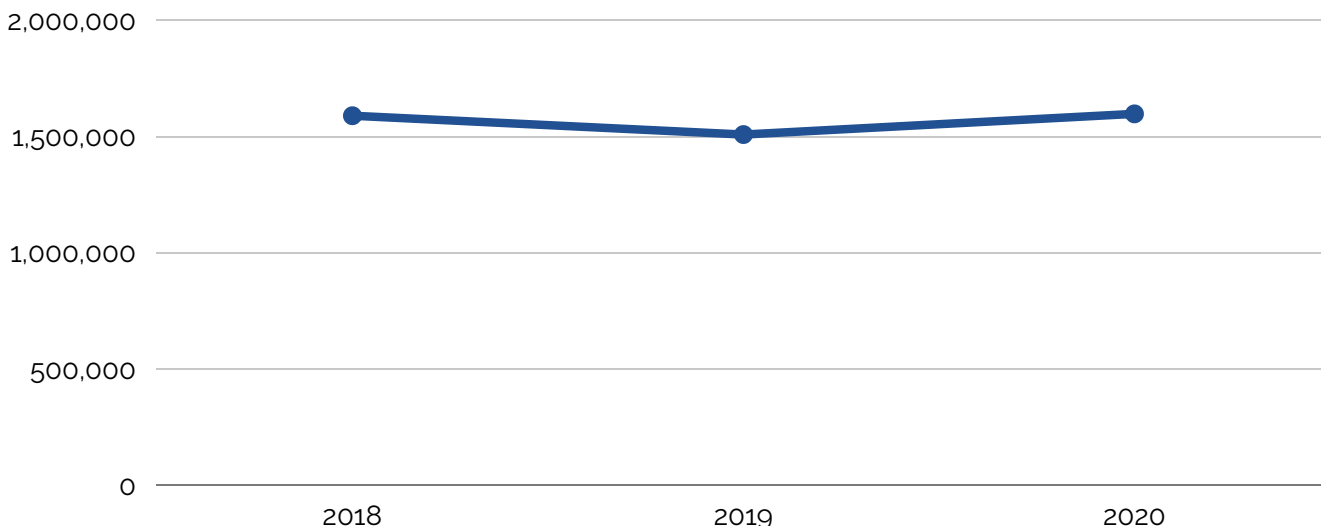
NORTH SHORE WATER COMMISSION

DID YOU KNOW?

Based on pump-age to members and our wholesale water customer, the City of Glendale delivered 46% of the water distributed from the North Shore Water Commission. The annual commitment to process clean water was \$613,837.22 to pay for its share of operating expenses.

On average, Glendale used an average of 1,598,000 gallons of water each day in 2020. On August 21, 2020, Glendale used 2,693,000 gallons, the most of any day that year.

AVERAGE NUMBER OF GALLONS OF WATER USED EACH DAY



WATER QUALITY

The North Shore Water Commission (NSWC) once again met all Environmental Protection Agency (EPA) and State drinking health standards last year. By continuing to carefully preserve their water supplies, the NSWC has not violated a maximum contaminant level or any other water quality standard.

SERVICES

The North Shore Health Department (NSHD) provides public health services for the seven North Shore municipalities of Bayside, Brown Deer, Fox Point, Glendale, River Hills, Shorewood, and Whitefish Bay. The mission of the health department is to work in partnership with the communities to assure, promote, and protect the health and safety of the people of Glendale and the North Shore. Below is a list of some of our services.

- Communicable Disease Prevention and Control
- Chronic Disease Prevention and Management
- Environmental Health, including licensing and inspection for restaurants, retail food establishments, hotels, and public pools.
- Injury Prevention
- Public Health Emergency Preparedness

DISEASE CONTROL AND PREVENTION IN 2020...

In March of 2020, the North Shore Health Department the World Health Organization declared COVID-19 a pandemic. On March 13th, 2020, the North Shore Health Department received its first case of COVID-19. The Wisconsin Department of Health Services listed COVID-19 as a Category I communicable disease. With that determination, local health departments, including the North Shore Health Department, must investigate and respond to prevent and control the spread of the disease. Disease prevention and control guidance to local health departments is provided by the Wisconsin Department of Health Services and the Centers for Disease Control and Prevention. Based on the nature of the response, NSHD's staff resources in 2020 have been largely directed at preventing and controlling the spread of COVID-19. Some examples of our efforts to include:

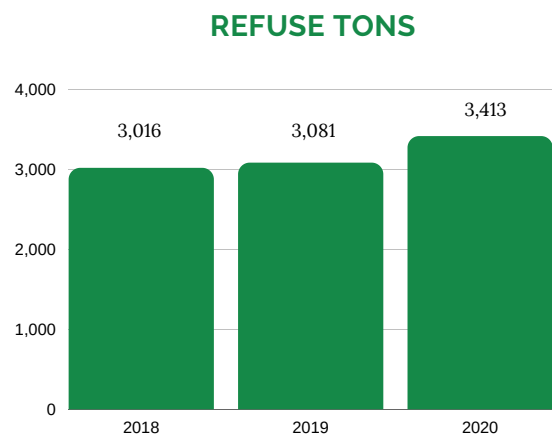
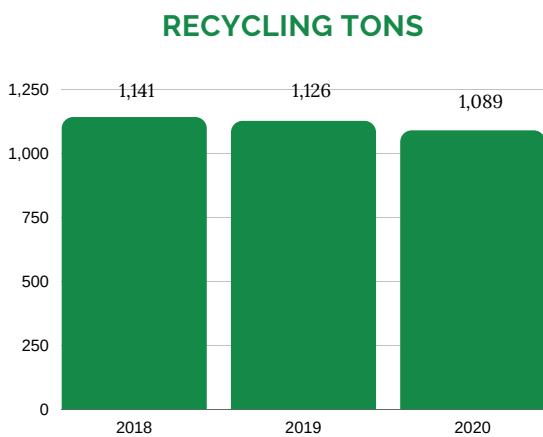
- Management of COVID-19 Cases and Contracts
- COVID-19 Case Notification and Monitoring for 4,203 residents;
- Issuing Isolation Orders for positive cases to educate on the need to be isolated for 10 days following symptom onset;
- Release from isolation notification and return to work/school guidance;
- Identification and notification of close contacts to COVID-19 positive cases; and
- Monitoring close contacts for 14-day quarantine period and providing guidance on the need for testing and treatment should symptoms develop.
- Community Mitigation
- Ordered closures of public places to prevent community transmission (no longer in effect);
- Issued guidelines for safe reopening of businesses and public places;
- Supported schools to close in spring 2020 and reopening plans in fall 2020;
- Supported policies to require residents to wear cloth face coverings; and
- Provided education on individual risks and protective behaviors to prevent spread, including physical distancing, respiratory hygiene, and wearing of cloth face coverings.
- COVID-19 Testing and Vaccination Planning
- Developed local and regional COVID-19 testing strategy to support easy access to COVID-19 testing.
- Hosted two mass COVID-19 testing sites, one in partnership with Ozaukee Washington Public Health at Concordia University and one at Nicolet High School.
- Began planning for vaccine distribution in 2021.

RECYCLING

Garbage and recycling is a service contracted by Advanced Disposal Services. The City receives a credit on the invoice for tonnages of recycling collected. The City also has reduced tipping fees per ton of recycling collected.

Each year, the City of Glendale receives an annual recycling grant to assist in the costs of the program.

The charts below show the tonnages from recycling and refuse collections respectively since 2018. The goal is to see the tonnages from recycling increase and to see the tonnages from refuse decrease.



ELECTRONIC RECYCLING PROGRAM

In 2017, the City of Glendale started up an electronic recycling program, where residents can bring their old, unused or unwanted electronics to the Department of Public Works to be safely recycled. The total weight collected in Glendale for 2020 was 13,151 pounds of electronics.

THERE ARE APPROXIMATELY 70 MILES OF CITY STREET IN THE CITY OF GLENDALE.

LEAF COLLECTION



The Leaf Collection Program is very important to the City of Glendale. Keeping leaves out of the gutters and storm sewers prevents potential flooding throughout the City.

Leaf collection begins each fall around early October lasting into November. Collected leaf materials are composted at jointly shared Glendale and Whitefish Bay compost site monitored by the Wisconsin Department of Natural Resources.

The leaf material is stored and compacted on site. Excess compost is collected by various contractors. In 2020, the City of Glendale coordinated the removal of approximately 10,500 cubic yards of excess compost leaf material.

2020 CAPITAL IMPROVEMENT PROJECTS

Each year the City budgets for major projects to ensure the best infrastructure for Glendale Residents. Below is a list of the 2020 Capital Improvement Projects.

- 2020 Projects
 - Purchase of Police Department less lethal equipment
 - N Apple Blossom Lane water main replacement and street resurfacing (Termini to W Montclair Avenue)
 - W Montclair Avenue water main replacement and street resurfacing (N Elm Tree Road to N Jean Nicolet Road)
 - N Mohawk Avenue water main replacement and street resurfacing (W Marne Avenue to W Hampton Avenue)
 - W Kenboern Drive water main replacement and street resurfacing (N Longview Drive to Termini)
 - N Bethmaur Lane water main replacement and street resurfacing (Termini to W Hemlock Road)
 - N Lydell Avenue reconstruction (W Silver Spring Drive north to City Limits)
 - W Silver Spring reconstruction (N Port Washington Road east to City Limits)
 - N Port Washington Road intersection reconstruction (W Henry Clay Street and W Lexington Boulevard)
 - Alley reconstruction project
 - N Stanton Drive to W Kendall Avenue
 - N Bethmaur Lane to Termini
 - W Como Place to N Dexter Avenue

Public Works Equipment Replacement

- Log Grapple
- Brine Maker
- Toro Riding Mower 60"
- Loader Wing
- 1 Ton Chipper Dump Truck
- Hot Patch Heater
- 1 Ton Dump Truck
- Line painter
- Plow package for existing pick-up truck
- Blower and broom attachments for ToolCat

BIRD CITY WISCONSIN



In 2020, the City received the Bird City Wisconsin Award for the 6th consecutive year.

Bird City is a program created by the Wisconsin Bird Conservation Initiative which encourages communities to implement smart bird conservation practices. A "bird-friendly" city works to protect and enhance habitats for bird life. To receive a Bird City designation, communities must meet at least seven of 22 criteria such as having a park system with many species of birds or encouraging nature education.

For more information on Bird City Wisconsin, you can visit the website: www.birdcitywisconsin.org.

TREE CITY USA

In 2020, the City of Glendale received the Tree City USA status for the 22nd consecutive year. Tree City USA is a program sponsored by the Arbor Day Foundation in cooperation with the United States Department of Agriculture Forest Service and the National Association of State Foresters which provides direction, technical assistance, public attention, and national recognition for urban and community forestry programs, awarding communities that effectively manage their public tree resources.



Above is a picture of Mayor Kennedy with the Department of Public Works Director, Charlie Imig and Superintendent, Steve Scheldroup, along with a teacher and children from Parkway Elementary School. This picture was taken at the tree planting at Parkway Elementary School for Glendale's Arbor Day Celebration in 2019. Due to Covid-19, no celebration was held. We look forward to continuing it again in 2021.

GLENDALE-AREA BUSINESS ASSOCIATION (GABA)



In January 2020, Welcome to Glendale launched the North Shore's newest Business Association. Members enjoyed networking opportunities all-year long at various times of the day. Hosted events included Network at Nights, Morning Mingles, Lunch 'n Learns, webinars, and Online Political Debate Forums. We also assisted with ribbon-cutting coordination for Total Wine. In July, we honored the Glendale Police Department with a special night at the Bavarian Bierhaus.

Welcome to Glendale assisted with the marketing promotion of various Glendale Community Events. In 2020, those events included Oktoberfest, The Sprecher Floatilla, Weinachfest, and Bayshore's Art & Artisan Fair, Season to Sparkle, and Summer Sounds.

COMMUNITY EVENTS

GREEN SUMMER



Welcome to Glendale and the MMSD partnered to present a Glendale Green Summer. Residents were provided free rain gardens and rain barrels. The bollards at the Richard E. Maslowski Community Park were painted. In addition to the new green initiatives added to our City, we hosted a rain barrel contest. Sixteen contestants painted a rain barrel to showcase in residential yards and at local businesses.

When our lives completely changed in March 2020 due to the Covid-19 health pandemic, we were faced with a "Stay at Home" order. We discovered that many children were unable to celebrate their birthday with their friends and family members present.

GLENDALE POLICE DEPARTMENT'S BIRTHDAY PARADES FOR CHILDREN

We created an event in which we were still able to bring smiles to children's faces by visiting their house on their birthday, while we continued to practice the 'Safe at Home' rules. During the visit, the children were given a special goodie bag full of items to enjoy.



During March to May 2020, we visited approximately 65 children from our community to wish them a "Happy Birthday". It was wonderful to be able to spend a part of their special day with them and see the many smiles from the parents, children, neighbors, and the officers.

*Various community outreach programs were cancelled in 2020 due to the COVID-19 pandemic.

NORTH SHORE LIBRARY

THE MISSION

The mission of the North Shore Library is to provide its patrons with access to materials and services which can improve their minds, broaden their lives and fulfill their cultural, civic, intellectual, educational, professional and recreational needs. The foundation of this mission is the Library's enduring commitment to intellectual freedom for all.

SUMMER READING PROGRAM

The North Shore Library offers a Summer Reading Program each year to encourage retention of those very important reading skills. The program is both educational and fun, offering classes, events and prizes to encourage and reward reading. In response to the COVID-19 pandemic, all classes and events were held virtually or outdoors. In 2020, 445 Children and Teens participated in this popular program. A total of 203 Glendale residents participated in the Library's Summer Reading Program.

AWARD WINNING!

For the second year in a row, the North Shore Library won the prestigious Programming Innovation Award from the Wisconsin Library Association. As one of just five annual awards, it recognizes the library's innovative and excellent programs that engage community members and inspire learning. The Library was honored for its Intergenerational Pen Pal program that pairs senior citizens and children in an exchange of post cards during the summer.

DID
YOU
KNOW?

Glendale residents used their library card 76,382 times to check out items in 2020.

DIGITAL RESOURCES

Digital resources were incredibly popular in 2020. North Shore Library Patrons have access to thousands of e-books, e-audiobooks, e-magazines, movies, and music. All digital resources are free to residents with a library card! Download content to your devices using the RB Digital, Hoopla, and Libby apps. The North Shore Library also offers more than 300 online interactive educational classes through Gale Courses. Courses can be taken from home and include all Microsoft Office products, QuickBooks, Personal Finance, Web Design, Graphic Design, Test preparation for ACT, SAT, LSAT, Praxis, GRE, Resume Writing and much more.

DIGITAL RESOURCES AND VIRTUAL PROGRAMS

To learn more about our digital resources, virtual programs, library hours and more, visit our website at

<http://www.mcfls.org/northshorelibrary/> or call the library at 414-351-3461.

NORTH SHORE LIBRARY ACTIVITY

	2018	2019	2020
Visits to the Library	126,347	117,928	51,660
Items Checked Out	239,334	223,655	144,182
E-Items Checked Out	32,140	45,583	57,840
Children Classes	245	260	308
Family Programs	10	20	25
Adult Classes	145	147	84



RICH PAST.
BRIGHT FUTURE.

RICH PAST. BRIGHT FUTURE.