



MEMORANDUM

To: Jon Doemel, Winnebago County Executive,
Winnebago County Board, U.W. Education, Extension and Agriculture Committee

From: Clairellyn Sommersmith, Director, Winnefox Library System

Date: October 2, 2023

Subject: Report of 2023 Audit of Winnebago County Library Borrower Registration Records

The Agreement / Plan between Winnebago County and the Winnefox Library System requires that we conduct an audit of borrower registration records every five years. Previous audits were conducted in 2013 and 2018.

In order to conduct the audit, we generate a random sample of borrower registration records and determine whether they are indeed registered in the correct community so that the circulation of library materials is “charged” correctly to either the rural towns (collectively) or to the municipalities with libraries.

First, Winnefox generated a random sample of one percent of Winnebago County active borrower registration records. An active borrower is someone who has used their card in the past twelve months. Next, we asked Winnebago County’s GIS Department to determine whether the addresses in the Winnefox borrower data base matched valid addresses in the county’s GIS data base. Of the 350 borrower registration records in the 2023 sample, the GIS Department staff was able to match 341. This left 9 records for Oshkosh Public Library staff to examine for possible coding errors. Addresses that were incomplete or had typographical errors were fixed and the corrected addresses checked manually against the county’s GIS data base.

All of the 9 records reviewed by Oshkosh Public Library Circulation Supervisor Matt Schrottky were determined to have incorrect codes in their UserCat1 field, which corresponds to the county GIS data base’s civil jurisdiction code.

Mr. Schrottky sorted each of these incorrect borrower registration records into one of the following categories:

Coding errors that affect Winnebago County funding:

1. UserCat1 field is coded for Menasha, Neenah, Omro, Oshkosh, Winneconne, or Appleton (a small portion of which is within Winnebago County), but **should have been coded for**



one of the towns. These errors have the effect of reducing county payments to the city libraries.

2. UserCat1 field is coded for one of the towns, but **should have been coded for one of the cities mentioned in #1 above.** These errors have the effect of increasing county payments to the city libraries.

Coding errors not affecting Winnebago County funding:

3. UserCat1 field is coded for one of the cities mentioned in #1 above, but **the wrong Winnebago County city is coded.**
4. UserCat1 field is coded for a Winnebago County town, but **the wrong Winnebago County town is coded.**
5. Unable to determine nature of the error without research.

The table on the next page presents the data from the 2023, 2018, and 2013 borrower registration audits. The 2023 results are consistent with the earlier audits, with total errors in the latest audit falling under 5% of the sample. Errors with an impact on the county budget were in favor of the county. I believe that the percentages of error are low enough to be insignificant and demonstrate that our numbers are accurate enough for the purposes of our funding formula.

In order to ensure accurate borrower records, Winnefox libraries routinely double-check the data entered for new borrower registrations and carry out monthly reviews of the records of borrowers whose cards have recently expired and been renewed.

Please let me know if you would like to discuss this further or if you have any questions



WINNEFOX LIBRARY SYSTEM

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Winnebago County User-Registration Audit	2023		2018		2013	
	#	%	#	%	#	%
Sample Size:	350		407		473	
Coding errors affecting county payments						
Coded as one of the cities but should have been for one of the towns (county does not pay for this use; reduces county payment to the cities).	3	.85	1	.25	15	3.17
Coded as one of the towns but should have been for one of cities (county pays for this use, although it should not have.).	0	0	1	.25	2	.42
Coded incorrectly as Winnebago County (county pays for this use, although it should not).	0	0	3	.74	5	1.06
Subtotal errors affecting county payments:	3	.85	5	1.23	22	4.65
Net error affecting county payment (negative net error means county not be billed for this use)	-3	.85	3	.74	-8	.59
Coding errors NOT affecting county payments						
Coded as city, but wrong city is coded	5	1.42	3	.74	0	0
Coded as town, but the wrong town is coded	1	.28			1	.21
Unable to determine correct qualifier without research	0	0	2	.49	0	0
Subtotal not affecting County Agreement:	6	1.71	5	1.23	1	.21
Total patron records coded in error	9	2.57	10	2.46	23	4.86
Total patron records coded correctly	341	97.43	397	97.54	450	95.13