

MIDDLETON PUBLIC LIBRARY



January 2009 Report

(Distributed at February 10, 2009, library board meeting)

1. STATISTICS

Circulation:	Adult	YA	Juv.	Total	Year to Date
2009	39,591	3,865	22,098	65,554	65,554
2008	37,327	3,674	21,293	62,294	62,294
2007	36,373	3,716	20,226	60,315	60,315
2006	35,042	3,015	18,117	56,174	56,174
2005	32,317	2,160	13,237	47,714	47,714
(2008-09 +/-)	(+5%)	(+5%)	(+4%)	(+4.44%)	(+4.44%)

Self-Service checkouts:

	3M	ITG	ITG #2	Total	%of Circ
2009	6,399	7,876	6,194	20,469	31%
2008 (January)	5,186	6,265		11,451	18.4%

Library cards issued:	Adult	Juv.	Sr.	Org.	Total	
2009		113	29	1	0	143
2008		129	26	2	0	157
2007		110	23	1	0	134

Dynix holds filled:

	From MID's collection	Borrowed From other LINK libraries
2009	18,962	19,050
2008	17,691	17,682
2007	17,072	16,271
	(+6.5%)	(+7.5%)

Miscellaneous:	ILL (non-LINK)	Visits	Study rooms use
2009	113	45,709	552.25 hours / 387 bookings
2008	91	42,463	537 hours / 382 bookings
2007	59	41,271	484 hours / 368 bookings

2. LIBRARY PROGRAMS / TOURS / PROMOTIONAL ACTIVITIES

Date	Program	Attendance
1/5/2009	<p><u>Teen Advisory Committee</u> : Band suggestions for April, how to make book discussion groups more appealing, program ideas, materials suggestions. (pizza served)</p> <p>Evaluation: Perfect group--lots of great suggestions, not too chaotic, everyone felt comfortable speaking up. I asked Heaven to explain what TAC was to our new members & she made up a funny TAC fairy tale on the spot. Big demand for a program with Rock Band video game, suggestion to have an art gallery in the Teen section where teen artists could sell their work like the adults do. Suggestion to have a contest for writing a play, then act it out, a "floor piano", sports fair... Looking forward to trying out a lot of their ideas!</p>	7
1/7/2009	<p><u>Books & Brownies: Football Genius</u> : Discussion of Football Genius with brownies & IQ test, discussion of different types of IQ.</p> <p>Evaluation: I did hear a lot of interest in the IQ test, but only one teen who actually came. She did enjoy the Mensa test and knew already about the different types of IQ. She thought the book was OK--not the type she generally reads, but better than expected for a "football" book.</p>	1
1/9/2009	<p><u>Book-to-Movie</u> : Watched Will Smith film "Pursuit of Happyness;" compared it to the memoir by Chris Gardener that it was "inspired" by.</p> <p>Evaluation: The 6 people who came had a good time; the discussion after the movie was pretty hilarious, since two of the people who came HATED the book's author after they read it. But I am not inclined to offer this program a 4th time. It has never drawn more than 6 people. It could be that the weather has always been too good...or too bad. But by gut feeling tells me that people enjoy watching movies at home or in "real theaters;" this is just not a draw.</p>	6
1/12/2009	<u>Baby Storytime</u>	6
1/13/2009	<u>Toddler Storytime - Winter</u>	15
1/13/2009	<u>Big Kids Storytime - Winter</u>	8
1/13/2009	<u>All Ages Storytime - Winter</u> : <i>Demonstrator, Svetha</i>	11
1/14/2009	<u>All Ages Storytime - Winter</u>	24
1/14/2009	<u>Toddler Storytime - Winter</u>	15
1/14/2009	<u>Toddler Storytime - Winter</u>	11
1/15/2009	<u>Baby Storytime</u>	8
1/15/2009	<u>All Ages Storytime - Winter</u>	11
1/16/2009	<p><u>Bilingual Spanish/English Storytime</u> : A variety of books in Spanish only and some in English with Spanish words sprinkled. Songs, movement activities, coloring sheets.</p> <p>Evaluation: A fantastic program. I'm really happy to have Katy on board. She had "Passport" nametags which fits so well with our theme and was extremely prepared and very natural. She spoke mostly Spanish and had a great rapport with the patrons. We had a nice mix of ages with school being closed because of weather. Most patrons only spoke English but 2 sets of patrons were bilingual Spanish/English speakers.</p>	23

1/16/2009	<p><u>One-on-One Computer Assistance</u> : 30 minute, one-on-one sessions with a librarian for assistance with a variety of computer topics.</p> <p>Evaluation: Overall, I think this was a good start to the program. Liz's evaluation: A good introduction to Yahoo. Patron had an account, but really had no idea what to do with it. We got through the very basics and now she is outside of Room B "practicing." For my first go round I have to say that 30 minutes might not be enough time; we may need to go to 45 minutes next fall (although that would seriously screw up the scheduling, I know). Or we could allocate one full hour--and only offer slots for 3 per Friday instead of 6. Jenny's evaluation: Overall, it went well. In the book, my person was put down for file attachment help. Well, we did none of that. She came with a whole list of things she wanted help on. We mostly worked on inserting tables and columns in a word document and took a brief look at the resume templates. We went over cutting, copying and pasting. I also explained how to save a resume (she was using floppies, but I sold her a flashdrive!) and how to browse for and download a copy of her resume in a job application. Whew! We could have used more time, but we got a lot done with the time we had. Sarah's evaluation: This was a lot of fun! I taught my student how to scan, edit, and save photos. She was very excited about it and picked everything up very quickly. We went through everything twice (with 2 photos; she didn't bring any of her own so we used ones I brought in for practice) and ended on time. 30 minutes was perfect for this student/topic. I spent a little time after we finished talking with her about our other topics for one-on-ones and computer classes, and she's hoping to take the OverDrive class in April and another one-on-one to learn how to find magazine/newspaper articles online. She thanked us for having these sessions and thought it was a fantastic way to learn something new. She said it was worth taking a little time off of work to do this.</p>	3
1/19/2009	<u>Baby Storytime</u>	4
1/19/2009	<u>Evening Story Time- Winter</u>	7
1/19/2009	<p><u>2nd annual Martin Luther King Day luncheon & presentation</u> : Ms. Davis related Dr. King's dream to her own personal experience as a black woman.</p> <p>Evaluation: I was a little disappointed this year because I had to "drum up" some attendees. Eventually 24 library patrons registered, but the "guests" also included alderpeople and other City employees who Mike Davis and I emailed about the event. Last year all 30 seats were signed up for pretty quickly & there was a waiting list. I am wondering if the on-going bad winter weather as well as the historic inauguration tomorrow were factors in what seemed to be less interest. The people who came, though, thanked me profusely for putting it together & said how much they enjoyed it. I think I should definitely try one more luncheon next year, though, and see how that one goes.</p>	29
1/20/2009	<u>All Ages Drop In Storytime-- Around the World</u>	9
1/20/2009	<u>Toddler Story Time-- Around the World</u>	18
1/20/2009	<u>Big Kids Story Time- Around the World</u>	10
1/21/2009	<u>All Ages Storytime Drop-In - Read Around the World</u>	28
1/21/2009	<u>Read Around the World After School Book Club</u>	20
1/21/2009	<u>Toddler Storytime - Read Around the World</u>	22
1/21/2009	<u>Toddler Storytime - Read Around the World</u>	7
1/22/2009	<u>Baby Storytime</u>	21

1/22/2009	<u>All Ages Drop-In Storytime - Read Around the World</u>	11
1/22/2009	<u>Krafty Kids - "Animals Around the World"</u> : Participants chose from 3 craft projects including an animal magnet, a camp identification name badge, and a lace-up puppet. Also offered were animal sticker scenes and coloring sheets. Evaluation: Clearly, the favorite craft was the animal puppet which allowed me to help several children learn the rudiments of basic sewing technique. The addition of Kelly Esenther as assistant worked beautifully. She monitored the craft/supply table while I was able to circulate amongst the children and parents to help and encourage. Everyone was very appreciative!	27
1/23/2009	<u>Bilingual Spanish/English Storytime</u> : Same format as last week: a variety of books in Spanish only and some in English with Spanish words sprinkled. Songs, movement activities, coloring sheets. Evaluation: Katy felt like it went well and she enjoyed herself even more this time. She commented that there were some young children that were a bit disruptive so I suggested that she make an announcement the issue. 4 or 5 children who were here last week were back. Again, I'm very pleased to be offering this program.	24
1/26/2009	<u>Around the World in 80 Days Movie</u> : It was the movie, 'Around the World in 80 Days.' Evaluation: Fair attendance. Program went well. Kids and parents seemed to enjoy it and said they did.	20
1/26/2009	<u>Baby Storytime</u>	2
1/27/2009	<u>All Ages Drop-In Storytime</u>	9
1/27/2009	<u>Toddler Storytime: Bears</u>	11
1/27/2009	<u>Big Kids Storytime: Bears</u>	6
1/28/2009	<u>Toddler Storytime - Bears</u>	13
1/28/2009	<u>Toddler Storytime - Bears</u> : Songs, Fingerplays & Flannels: Hello Song, Little Mouse, Bear in Sleeping Bag, Are You Sleeping Baby Bear?, Bean Bag Rock, Wheels on the Bus, Goodbye Song Books: Thank You Bear, Bear Play, Bear's Busy Family, Panda Big and Panda Small Film: Happy Birthday Moon Passed out stickers and coloring sheets to take home. Evaluation: A big and lively group but a lot of fun. The kids and parents had a good time - applause after every story! Everyone enjoyed the film and of course the baby bear puppet was a big hit.	37
1/28/2009	<u>All Ages Storytime - Bears</u>	33
1/28/2009	<u>Read Around the World After-School Book Club</u> : Introductions-- Let's go to Europe! Flags of countries we'll visit today Booktalk: Pippi Longstocking Passports: filled in next passport page with books from European countries; stamped them. Voted on next book to read; read Strega Nona. Had croissants and juice boxes. Evaluation: We had a great turnout for this program! There was a wide age range and a mix of new kids and kids who had attended last week. I was thrilled that some kids even brought their passports back this week! The most challenging part was writing in the passports; I would like to try substituting a thematic craft for this next week, possibly. The kids enjoyed the stories and the snack. I had brought a video, but the time went really quickly, so we didn't watch it.	20
1/29/2009	<u>Baby Storytime</u>	31

1/29/2009	All Ages Storytime - Bears	14
1/29/2009	Acting/Auditioning for Teens : Andy talked about eye contact, entering a room, waiting until you are fully ready to begin, how to play the same script with a variety of emotions, range of motion, general do's and don'ts. Evaluation: Really a great, informative program. Performer was extremely hard to reach beforehand to confirm details, but he worked out very well--interested in the teens, a lot of experience to share, very easy-going. All the teens stayed afterwards to ask him questions about gaining experience, volunteer work, etc.	5
1/30/2009	Bilingual Spanish/English Storytime	21
Number of Programs / Total Attendance		
	Children's	35 / 557
	Teens	3 / 13
	Adults	3 / 38

3. LIBRARY EXHIBITS		
Location	Exhibit	Artist/Collector
Lobby display case	Alliance for Animals	Robert Bartholomew
Picture rail	Digital Photography	Diane Hammer
Front windows		

4. 2008 ANNUAL REPORT

The annual summation for public distribution, known as the 2008 Annual Report, is now available on our website at <http://www.midlibrary.org/library/2008%20Annual%20Report.pdf>

The 2008 Wisconsin Department of Public Instruction Public Library Annual Report:
Copies of the report will be distributed at Tuesday's meeting, provided the state's website is working by that time. I have gathered the information and completed a paper copy, so it is ready for submission. Once this online form is completed, Cheryl Becker from South Central Library System must review and approve before it is filed. The deadline for filing this report to SCLS is set for February 16, 2009.

Action requested: Authorize the Board President and Library Director to sign two copies of the report's signature page to accompany the report, to be filed with the state of Wisconsin.

5. DIRECTOR'S COMMENTS

Circulation: January 2009 Statistical Summary

We experienced our busiest January ever. **Circulation of all library materials** increased by 4.44% over last year's January. Circulation was up in all targeted age categories. Circulation of audio materials showed a significant decrease due to the sunset of the cassette collection.

Use of the library's two **self-check machines** showed an increase in both actual numbers and percentage of total circulations, since adding the third self-checkout station. Over 31% of our circulation transactions were performed by patrons.

SCLS recently added the option of automated "Pre-overdue Notices" for patrons who claim LINK libraries as their home library. One of our patrons responded to their pre-overdue notice with this message, *"I ...wanted to let you know, that this system is great! Thank you."*

Resource sharing. The number of items loaned to and borrowed from other LINK libraries continued to grow. In 2009, we sent out 18,962 items to other libraries and 19,050 were delivered to Middleton for our patrons during the month of January. That makes 6.5% and 7.5% increase, respectively, over 2008.

Facility: The December fire evaluation by Inspector Casey Kakuske revealed several violations to the state code. Maintenance supervisor Mark Goad is coordinating the work to make the repairs to security and emergency lighting.

The painting project in the Archer Rooms and part of the hall that leads to the meeting rooms was completed. A majority of the west stairwell painting project was completed.

Floor mats were purchased from Messner and the mat rental agreement with Cintas was discontinued. The new mats are made from recycled pop bottles and seem to hold the slush better than the rented mats. A mat in the front entry was replaced with a rubberized rug which can be easily removed for cleaning.

Circulation staff met with Deb Haeffner to discuss a possible new configuration of the work space behind the circulation desk. Plans will be presented when made available.

Possible artwork for the Archer Room has been selected. Computer printout of the pieces will be available at the meeting.

Jesse Shields of MG & E will be meeting with Mike Davis, Eileen Kelley and myself next week regarding the Green Power Tomorrow program and our facility assessment.

Collection: The Green collection has been astoundingly popular. It has been difficult to keep the items on the display. One patron in The *Natural Step* book discussion class expressed her delight in the new collection with this email. *“Dear Pamela, Thank you very much for taking steps for the green movement. I can’t express my feelings when I saw the table full of books and DVDs last Wednesday. It will definitely help to educate the public to learn more and move toward green living.”* MG & E has offered to help fund additional copies to the collection.

Programming:

Staff is experimenting with new programs and new ways of delivering and administering programs to the public. For instance, we are offering one-on-one computer time with a librarian and Sarah’s menu of Technology Courses in the spring will not require registration. The Youth Services is offering bi-lingual storytimes and online registration.

Administration: Position descriptions were reviewed. All documents have been updated and reflect the actual work and duties of the named positions. Copies are available for your review. The Organizational Chart was updated to include the position at the Youth Services Desk. The draft long range plan, reviewed at the March 2008 library board meeting, was not adopted at that time. How would the library board like to proceed in the updating and adoption of a long range plan document, for 2009-2012 or beyond?

Gov.Delivery is moving forward. The library will have 5 categories: Adult, Children, Teen, Friends of the Library and Library news.

Friends of the Library: Monthly book sales are schedule for 2009. Membership entitles one to early sales. Sorters have added another day to their schedule. Donations continue to come in on a daily basis. The on-going book sale, located near the elevator, brings in the majority of the sales. Board members are working on finalizing their brochure to draw in new memberships.

Efforts to collect gently used early reading books for children: Books for pre-schoolers and early readers can be left in Westby's office, before February 12th. The book drive is an effort to benefit a literacy project in Africa. SCLS and WLA have picked up the story and are promoting it too.

6. LIBRARIANS' REPORTS

Liz Dannenbaum, Head of Adult Services

January was a busy month in adult services. Sarah, for example, handled more ILL requests than ever before!

We began a new annual program: The Adult Winter Reading Program. Many libraries offer a program along these lines, but I needed a gentle prod from Pamela to start one here. Luckily Pamela had some great ideas for the program as well. Next year we'll add book discussions and other programs to entice readers in; this year it was pretty bare bones. Still, even so, in the first month 43 adults picked up reading logs; 4 turned in book reviews; and 3 have earned their special mugs.

We tried another book-to-movie program in January. Again, for the third time, attendance was very small (6 people). For the amount of work and time involved in setting up and showing a 90 minute movie, this program is not a sufficient draw and it won't be offered again. The 2nd Annual Martin Luther King Day luncheon drew 29 people (more registered & then some cancelled), but I still needed to send out an email invite to City officials to fill the tables (30 is the goal). It may be that the inauguration of President Obama the next day overshadowed the event; we will host this at least one more year.

We began a new program called "Computer-One-On-Ones" through which adults can get 30 minutes of individualized computer help one Friday a month. 4 people signed up for January and there has been quite a bit of interest in it. There is still *a lot* of interest and anticipation for our regular computer classes which will start up again in March.

We also put up two very popular displays this month. A craft book display which will stay up about 3 months and the new "permanent" Go Green display. Jenny Carr has done most of the selection for the Go Green display and she's done a great job; the books, DVDs, and audio books have been quickly checked out!

In addition, Jenny and Sarah are supervising a 120 hour practicum student, Emily Goad. Emily will assist with some adult programs; do some collection development; and create and teach an online class.



Mayor Kurt Sonnentag at the Circulation Desk with LA III Jason Boak.

Elizabeth Bauer, Head of Circulation Services

We had a number of staffing changes in January; Jessica Brooks, library assistant I, was hired as the new library assistant II for Youth Services, so circulation hired a new library assistant I to replace her. We also filled an opening in the library assistant I job share position, filled a library page II opening, and hired three library page I's to fill three vacant positions.

Despite the unpleasant weather, circulation remains busy; the economy has brought new library users as well. Circulation is evaluating the work space at the desk, and has made some furniture changes (removed the bookshelves from the end panels of the work desk) to facilitate more working floor space.

All library pages were required to attend page meetings, held the last week of January; these meetings are now scheduled to occur on a quarterly basis.

The circulation supervisors are working on an on-line blog, to replace the paper page daybook, and an on-line wiki that will have circulation staff and page training on it.

Rebecca Van Dan, Head Youth Adult Services

January was definitely a time for new beginnings this year as we had the good fortune of having quite a few new faces to train at the Help Desk. Amanda has been doing wonderfully stepping into Lori Bell's position, we feel fortunate to have Jessica's help covering the desk on Thursday nights for teen programs and allowing us breaks on Saturdays, and our 2 practicum students (Megan and Chelsea) both seem to be learning quickly and have a great rapport with kids. We have also been training new volunteers on the Treasure Chest as everyone adjusts to an improved computerized system (which makes tallying hours much simpler!) Megan helped with

weeding a lot of the ancient Cliff notes this month and we also did a lot of weeding of teen paperbacks.

Teen Advisory this month went very well with a great group of teens and lots of fun suggestions. Our Books & Brownies title for January wasn't very popular (an attempt to draw some guys in with a football title), but did have quite a few teens ask about the IQ test. February's title promises to be more popular, however, as we already have 8 teens signed up. (a historical fiction/romance called The Luxe that has been a teen bestseller) The Acting/Auditioning program didn't draw a huge crowd, but the presenter did wonderfully in drawing out the shy teens and presenting some great tips for auditioning. Jessica and Amanda are currently planning Dungeons & Dragons programs for teens for April to meet the high patron demand.

We have been working to get the neon Teens sign repaired, but the maker (AH Graphics) has been very busy. A wii console has been purchased and we hope to use it in teen programs this summer. I also created a Vampire bibliography bookmark this month due to the high demand for vampire books with the Twilight movie that came out--the bookmarks have been disappearing quickly! All performers for the Teen Summer Reading program were contacted this month to finalize dates and times and the brochures and reading logs have just been sent to South Central for printing.

Svetha Hetzler, Head of Children's Services

Programming

We began the year with our 4th annual Winter Reading Club. This year's theme "Read Around the World" was very fun to develop and our young patrons were excited to get their reading passports stamped during their weekly visits to the treasure chest. The elimination of the "trinket-type" prizes has not been an issue for our patrons. Patrick's development of the electronic registration has been a wonderful addition to our reading program. We have a nice core group of volunteers that Kathy Rausch facilitated including some mother/daughter teams. To date, we have registered 293 patrons for our Winter Reading Club.

This month our program offerings included storytimes, after-school book clubs, krafty kids and a movie matinee. Because of very weak attendance, we decided to cancel the Monday afternoon Baby Storytime. I believe the 1:30 pm time tends to be unpredictable with infants in terms of naps and older siblings' activities. The patrons that had signed up for Monday afternoons were all invited to our Thursday morning program which is well attended. In the spring, I plan to offer

an Evening Baby Storytime once a month to give parents that are away from home during the day the opportunity to attend.

All youth services staff offered programs this month. Kathy offered Krafty Kids and will continue to offer this program on an almost monthly basis. Jessica presented our Movie Matinee program and has been developing ideas for future 'Tween programs. Amanda presented storytimes for toddlers and preschoolers and has been planning and presenting the after school book clubs. Amanda and I also have been developing ideas for future programs.

An exciting and new program offering we began was a Bilingual Spanish and English Storytime. Our presenter, Katy Shannon, for this program has been a great addition to our library events. We hope that she will be available during our future storytime sessions. For the month of January we offered 35 programs with a total attendance of 557.

Collection Development

We reassigned areas of responsibility in terms of collection development to hone in on staffs' interest and expertise.

I purchased a collection of pop-up books for the youth services department. The pop-up books because of their fragility will not circulate but will be housed in the children's play area to encourage "read-together" time.

Families are enjoying the new pop-up collection, made possible through a memorial.



Jessica completed a European history/geography weeding project that we began in December and Amanda is working on a DVD weeding project.

Kathy created a "Read Around the World" display this month to go along with our Winter Reading Club theme. We have used the open shelving by the storytime room to display books we have recently read at our storytimes and after school clubs.

I have assigned a Board Book Collection development project to our new practicum student, Chelsea Couillard and she has started a report sheet on the collection.

Readers' Advisory Services

The following booklists were compiled this month: :

"Read Around the World at Storytime"

"Read Around the World Chapter Books"

"Travel to India ... with a Book"

"Go Green Parenting Collection Books"

"Celebrating African American Authors, Illustrators and Characters"

Professional Development

I completed my first year of work serving on the Charlotte Zolotow Committee. The experience was very rewarding and satisfying and I am looking forward to my second year.

Amanda completed her service on the Newbery Award Committee and spent a few days at the ALA midwinter conference. It was an honor to have her represent the Middleton Public Library at a national level. She too had a very rewarding experience.

We are also serving as site supervisors for Chelsea Couillard, a SLIS student from the UW-Madison. She is working with me on her collection development project and storytime experience. Chelsea is working with Amanda on her programming skills for school-aged children.

Outside Meetings

I attended the Friends of the Library Board meeting and the Dane County Buy Local meeting.

Other

It was a month with many exciting changes and I am very happy to be working with such an enthusiastic team.

Patrick Williams, Head of Information Technology

Custom software was written for LINK PCs to handle receipt printing. We will be able to print formatted slips for patron's holds; including truncated names for a measure of anonymity. The

software also handles check-out receipts and other print jobs sent to receipt printers. It is currently being phase one tested by staff. Phase two will test the printing on all LINK PCs, with live printing of formatted receipts (with bolded large full last names). We can then print truncated names after patron training and instruction methods are put in place.

Because the Wisconsin tax e-file service requires the latest version of Adobe reader, it was installed on all public Internet stations. (as a general policy, we prefer to let versions mature with security updates and patches before we install them). Additionally, the Firefox browser was added as a choice of web browsers to all public Internet stations.

The remaining 5 LINK workstation PCs having Windows 2000 were upgraded to Windows XP by the SCLS automation staff. This was done to simplify updates on the LINK network.

7. STAFF MEETING SUMMARY REPORTS

Minutes from Management Team Staff Meeting
Tuesday, January 6, 2009

1. Staff reports

- Adult Services
- Liz reported 4 patrons have signed up for the Winter Reading Program. The MLK luncheon is ½ full (15 spots left). 6 patrons have signed up for the meditation program. Jenny is finishing up her degree and Sarah has adjusted her schedule for this semester to help accommodate Jenny and the Reference desk.
- Circulation Services
- New people started in their new positions as of Friday, January 2. Circulation will be interviewing for Page I positions at the end of the month – currently college subs have been filling in. The circulation supervisors will be meeting to split duties. Barbara and Peter will focus on page training and Jason and Elizabeth will focus on supervising the circulation desk.
- Young Adult Services
- Rebecca has a rough draft of the teen SRP brochure and is awaiting response from outside performers. She has an acting program scheduled for January and will be on vacation starting next week. Rebecca will be supervising a practicum student when she returns from vacation.
- Children's Services
- Storytime and program sign up began this week. The Winter Reading Club begins on the 19th. Amanda and Jessica began their new positions and job duties have been assigned and re-assigned. Svetha will be supervising a new practicum student at the end of the month.
- Information Technology
- Patrick completed the benefits for 2009. The staff utility databases are all ready. There are 3 new digital cameras, one at circ, one at Amanda's desk and one at reference. Patrick has set up the photo gallery so staff can assign tags and the photos can then be searched by field. Barbara will assign pages to take photos of volunteers. Patrick is

- looking into a printer for the public this capable of two-sided copies and possibly color printing.
- Director: Pamela informed the staff that Dane County Library system had its first formal challenge and discussed the possible rise in challenged materials in public libraries. Viewed the latest version of the Endowment Fund brochure. Discussed and reviewed collection development accounts. Jason is setting up collection accounting through the acquisitions module. The City of Middleton has purchased "Gov Delivery" (www.govdelivery.com). Pamela has requested library staff to come up with a list of categories for the city to include that will be of interest to users.
2. Meeting room policy: Review of our policy and ALA statement
 - Discussed revisions to the meeting room policy so that policy can match practice. Prepared a recommendation for the Library Board. Also discussed the need for a first aid kit in the meeting room.
 3. Outlook for 2009: Global, Green and more!
 - Discussed our three main areas of focus in 2009: 1. World view, 2. Sustainability and 3. Maintenance. Discussed sustainability, the library's responsibility and relevancy to the community, state, country and world, and taking care of "home" – think about efficiency and taking pride in work environment.
 4. Roof repair
 - The roof has been temporarily repaired an assessment of the entire roof is needed. Green options will be explored.
 5. Collection agency, and open holds.
 - Discussed making arrangements with collection agencies to address unresolved charges. A discussion was held at the LINK directors meeting on the open holds system and the possible options to protect patron anonymity.
 6. Schedule of meetings
 - Staff will look at schedules and send dates and times to Pamela so that meetings for 2009 can be scheduled.
 7. Director conferences with individual staff members: job descriptions & conversation.
 - Pamela has met with Elizabeth and Rebecca. Will be meeting with Svetha next.
 8. Anniversary recognition - discussed recognizing staff service for milestone years – i.e. 5, 10, 15, etc.

Go Green Committee: Monday, January 19

Present: Liz, Svetha, Pamela and Jenny

Logo:

- Both our committee and the city's Sustainability Committee gave their feedback on the Go Green logos designed by Deb Haeffner, graphic artist for SCLS. The overwhelming favorite was the rendition of the triangular recycling logo that replaces one of the arrows with an oak leaf and says "Middleton Goes Green."
- We will start using the logo from this point forward. Liz will ask Deb to make a general poster featuring the logo and explaining our Go Green initiative.

Review of Environmental Policy:

- Discussed and made revisions to this policy to fit the goals of our library and provide us with a mission statement.
- Pamela will present to the board for approval.

Collection Development and Display:

- When materials come in, Christine is processing them as quickly as possible.
- The display will go up this Thursday, Jan. 22nd. It will be where the craft books are now. It will grow and evolve as we get new materials and will include books, videos, magazines, a display of the MG&E energy meter, and a computer/monitor with links to "green" websites that patrons can explore.

- Pamela will present some of the new materials to the *Natural Step* book discussion meeting this Wednesday.

Promotion Through Book Bags and Shirts:

- Discussion on whether or not to sell book bags and, if so, should they have our new logo or be plain? Cost prohibitions? Svetha offered selling some of the bags they have ordered for the summer reading program (they say “Middleton Library Reads”). Jenny will research and price options.
- Discussion on shirts – don’t want to sell to the public, but make available for committee members and all city staff to purchase. Want a nicer shirt – like a polo – made of organic cotton and displaying our logo. Liz and Jenny will research options and prices. Pamela and Liz will make a survey to gauge interest.

Update on Projects: City’s Book Discussion and Rain Garden

- The 9 week city book discussion on the *Natural Step for Communities: How Cities and Towns Can Change to Sustainable Practices* has started. Pamela is attending the discussions. All 12 copies of the book, which we recently purchased, are checked out.
- Pamela has spoken to Deb Weitzel, environmental studies teacher at Middleton High School who, along with her students, created and installed the rain garden at the Rosemary Garfoot Public Library in Cross Plains. She will do a similar project here, behind the library between the building and the railroad tracks. The tentative schedule is:
 1. Begin design work next fall.
 2. Write grant and, hopefully, get funding.
 3. Install garden next spring.

After installation, we would need a maintenance plan. The city has committed to this. The biggest obstacle to the whole project may be the pesticides sprayed by the railroad along the tracks. This will require further research.

Next Meeting: **will be** March 16th at 2 p.m. in the Cardinal Room.

Page I Staff Meetings

Wednesday, January 28, 2009, 1:00-2:05pm

Thursday, January 29, 2009, 5:00-6:05pm

Friday, January 30, 2009, 9:30-10:35am

Minutes

In Attendance at all meetings: Pamela, Peter, Barbara.

In Attendance Wednesday: Dick, Jackie, Marlys and Meg.

In Attendance Thursday: Adam, Anna, Diane, Elizabeth N., Ethan, Joe, Melanie, Raina, and Yvonne

In Attendance Friday: Debra, Jean, Jennifer, and Kathy.

Introductions: Opened each meeting with introductions.

Discussions at each meeting included:

Scheduling:

Summer scheduling will be handled the same way it was last year. The sub list will be available along with the best way to contact these folks, and staff taking the summer months off will be responsible for covering their own shifts. The Page I staff calendar on the staff web site is the calendar that will be used by all Page I staff. Anyone needing a tutorial on using the staff web site should see Barbara or Peter for help.

Routines:

Pamela mentioned that Patrick has configured a new format for “Hold Slips.” The font will

be larger and easier to read and the patron name will be truncated to allow for more privacy for patrons. This change will not affect the way we process holds or the work flow. Extra care shelving holds especially in our bins should be taken once this change is implemented. Currently we are still testing with the printer in Barbara's workspace.

The displays on the upper level change often and will continue to change. Barbara and Peter will make sure that information about new displays is included in the current day book and in person to the workroom group. The new fiction and non-fiction displays will have books shelved face out and spine out. Use of the upper shelves when it is necessary to shelve items spine out, and avoiding the very lowest shelf whenever possible. The face out shelving does not include new large print. Pages were encouraged to go out and check all the new displays so there is an understanding of what goes where. If there are any questions, supervisors as always are available to answer your questions.

Quick carts should be left in the backroom.

Sweeps will be done on a more regular schedule throughout the day as staff is out shelving. The closing staff will not have to do all of the clean up from the day. The closing staff will also check-in the items picked up during the sweep so opening staff is not dealing with a full bin of items that have not been checked out. Closing sweeps will be done a little bit earlier in the shift to allow for checking in the items picked up.

Reminders for shelving by title when there are several by same author, as well as maintaining wiggle room on shelves, shifting full shelves when necessary. Correcting shelving errors as you find them and making a note for areas that need a thorough recheck due to miss-shelving. There will be an effort made to correct some of the collection coding anomalies. If you discover a disparity in spine label coding, please leave a note in Barbara's mail box so tech services can be made aware.

Inter-Library Loans were clarified. Madison inter-loans should not be showing up here, but in the event that they do, we are not checking them in, and we are sending them back in the "green delivery bin". Middleton inter-loans should be returned at our circulation desk but also turn up in delivery and bertha. Middleton inter-loans can be checked in using our "pink" book mark barcode and then returned to Sarah Hartman's ILL RETURNS basket. Items showing up in delivery to fill new inter-loans should be put in the IN-COMING ILL's basket. Request was made to create a reference guide for Pages. Sarah will be asked to put this together.

New ideas for processing delivery were talked about at each meeting. The idea of checking in regular delivery right out of the red delivery bins was brought up. Staff was encouraged to try this out and see if it is a time saver.

A reminder to Pages that books in poor condition should be removed from circulation and given to Barbara.

Jean has offered to create a Page training manual and keep it updated, as the one that exists now is no longer applicable.

Circulation staff will be implementing a cleaning schedule for surfaces and other areas that the cleaning company doesn't cover.

Notes of concern:

A request was made for new return carts, as the old wood ones are heavy and hard to

manipulate.

Some of the books carts are too noisy to bring into the stacks.

Bertha is plugging up. Staff is pulling out the cart and allowing returned items to fall on the foam when high return rate is anticipated. A better solution to this problem is needed.

CD browser tables are not ideal. A solution to the continual shifting would maximize our efficiency rate in shelving the CDs.

Security:

Procedures were discussed.

Backroom Arrangement:

The current backroom arrangement seems to work well. There were requests for re-labeling some of our work carts, specifically the "quick carts". There was a request for a backroom map.

The computers in the workroom are being replaced and software upgraded on Thursday the 8th of February and staff was asked to be patient with the work flow disruption on that day. There was a request for a cheat sheet for Dynix dot commands and function keys. Barbara will provide these for each workstation after South Central has been in to set up the new workstations.

Communication:

The supervisory staff wants to improvement communication. There was a request for a "page communication area" for the day book, schedules, and general information about shift trade availability. A computer to utilize a Page I blog was also discussed. The table on the other side of Barbara's workspace might work for this type of communication area.

The blog idea will depend on whether we utilize a Blog Service, which will give everyone access from anywhere using a password, or if we use something in house and set it up on one work station.

There will be quarterly Page staff meetings this year to help give staff a chance to connect with supervisors and co-workers, to present new ideas and see how current systems are working.

Pages were informed that Barbara and Peter are the go to supervisors for Page I issues.

There was a reminder to everyone to date and initial notes and requests.

New Pages:

Three new pages have been hired in the last week. They are Ethan Lewis, Anna Gion, and Cherree Wellman. We were pleased to have both Ethan and Anna at the Thursday evening meeting. Please help them in the training period with all of your wisdom. Barbara has been working one on one with them.

Closing:

Thanks to everyone for their attendance and ideas. Thanks to everyone for their hard work. Mark your calendars for April meetings.

7. CIRCULATION STAFF SURVEY RESULTS conducted by Elizabeth Bauer

- 1. Please list what you feel are your busiest shift or shifts** - There were no surprises here; since your shifts cover a wide variety, the busiest times were all listed - During story times, Friday afternoons, Saturday, Sunday, Monday evenings, and the busy period that

happens most days between 3:30 to 6:30.

2. Please list what you feel are your least busiest shift or shifts - Once again, no major surprises; most mornings before story times and Friday morning, plus the noontime lull before delivery.

3. Please list the busiest periods during your shift - during story times, afternoons between 3-7, evenings until 7, Friday afternoons 3-6, Saturday afternoons, Sunday, the entire day.

4. Please list the least busy periods during your shift - mornings 9-10, Friday mornings until noon, most evenings 7:30 - 9:00.

5. Extra Assigned Duties: Were given to specific staff members.

6. List three things to handle PICK lists differently - a number of you suggested that we run the PICK list more frequently; another suggestion was that the person doing the PICK list would check the parts when it is taken off the shelf; another suggestion was to organize the lists by area of the library (can't happen now, but maybe with KOHA); do PICK list before opening; have two PICK list searchers at all times; have pages do all the PICK lists

7. List three ideas for processing Delivery differently - have the Page Is put books and AV on different carts, instead of mixing them; start processing before 9 am; have one staff person assigned to each delivery specifically to check in and shelve (rotate staff); have Page I help during heavy deliveries

8. List three ideas for shelving Delivery differently - have Page I help during heavy deliveries; "CLOSE" the circ desk during shelving and have one staff member available to work with patrons with problems, but get other patrons to use self check; shelve cds in separate place; several people had no changes; another person said we are at the mercy of delivery times and need to adjust on a daily basis.

9. What are some ideas for handling the problem boxes - have the Page Is do all the barcode replacement and get barcode duplicators at every check in terminal; define certain check in problems that are "priority" and taken to the circ staff rather than sitting in the problem box; assign "off desk" time to focus on problem boxes and have designated backups to help; have each staff member try to take care of three problem items (barcodes, mending, damaged/defective AV) per shift.

10. What tasks would you like to see the Pages assume, that Circ is currently doing? - PICK lists (search and reconcile); more holds shelving; TRACE lists; have pages train pages (act as mentor to a specific person); better bin management of bins out front, so circ staff does not have to deal with; have the pages shelve the holds they check in, when they reach 3; have circ staff help with check in when the pages are really backed up or when they are doing PICK lists.

Many of the things mentioned, we are already trying to do (pages do PICK lists, including reconciliation) and others are things we need to take a good look at (more off desk time to attend to problem boxes; maybe have AM pages get right to the PICK list and have circ handle delivery; assign two people to shelve holds and one person to handle circ desk).

The circulation supervisors will look at page duties and circ desk scheduling to see if we can come up with some possible changes. If anyone has additional ideas, please pass them on.

8. SOUTH CENTRAL LIBRARY SYSTEM REPORT

The SCLS Board of Trustees held their annual meeting on January 12 and elected the following board members as 2009 officers: Janet Pugh, President; Gary Poulson, V. President; Luella Schmidt, Treasurer; Sue Martin, Secretary.

A draft contract with LibLime is still being created. Andrew J. Clarkowski, an attorney with Axley Brynelson is providing his legal work, pro bono.

Work has started on the LSTA grant project "Health Information for Elderly and Caregivers," but federal funding is still pending.

Delivery services faced challenges related to staffing and severe weather conditions.

A LINK governance workgroup has been formed to look at options and to plan the process of discussing and possibly revising LINK governance.

In-house payroll for SCLS staff began in January of 2009. A decision on a new location for the offices will likely be made by the end of the month.

Staff is trying a new service called GoToWebinar for continuing education courses for member libraries. (Westby attended to courses and found it to be user-friendly.)

County supervisors are being asked to review their agreement with SCLS. PLAC members reviewed the agreement document with member libraries. No changes are being recommended at this time.

A committee is being formed to examine the way electronic databases are being offered to member libraries. As a stop gap, SCLS is offering access to all county residents. Careerlibrary will be offered free of charge for 2009.

A marketing and promotional study of the electronic databases is being conducted by SCLS.

The SCID and SCILL (High demand collection) purchasing budget is being examined. In 2008, a small amount (\$2,000) of the \$70,000 total budget was used to purchase Gaming software. The demand is so high that this is only "a drop in the bucket."

Annual meeting is April 17th. The focus of the meeting is customer service.

Wisconsin will be eligible for the Gates grants in 2009-2010. Middleton will not be a recipient. Requirements for purchasing, matching grants, the application process has been tightened,

making the grant less desirable for libraries.

Question to trustees: are you getting/reading the Trustee Update that comes to you?



South Central Library System **Multitype Library Services**

Library Board and Volunteer Opportunity

[MALC](#) annually sponsors two [scholarships](#) that provide funds for non-public library staff to attend library-related educational programs and conferences. These awards can be used to meet the expenses associated with meetings, workshops, courses, conferences, or other activities which promote professional growth. The scholarship [application form](#) and [guidelines](#) are available online at: <http://www.scls.info/malc/guidelines.html>.

The application deadline is March 31, 2009 and applications may be submitted to me at the address below.

Please feel free to forward this to other departments in your institution and other appropriate library staff.

9. 2009 LEGISLATIVE DAY-FEBRUARY 3

Westby attended information sessions, met with Senator Erpenbach and Representative Sody Pope-Roberts staff. I came away with two main messages: 1.) "Staying even is the new increase," meaning there will likely be no new programs. Maintaining last year's support is the goal, and 2.) reducing the inequities of access to broadband to consumers throughout the state. Broadband funding support is riding on the adoption of the proposed stimulus package.

10. AGENDA OVERVIEW

Old Business

Roof Assessment:

At the last meeting, we discussed the discovery of two places where leaking occurred in the roof during December, due to the ice buildup. Per the Library Board's request, Westby contacted public works (Shawn Stauske) about a complete assessment of the roof. Rene DuPuis of SRI was recommended, because of his expertise in roof waterproofing. DuPuis offered to provide an assessment free of charge once the ice and snow has left the roof. No action is needed at this time.

Program Plans:

City Administer Mike Davis confirmed that having a library's teen event at the city's skateboarding park would be covered under the state's "recreational immunity" law, provided the City hasn't been negligent in the design of a program. (For example, if we hosted a program, but didn't require the use of helmets for participants, we might be held liable for an injury. He endorsed the efforts to collaborate with other city departments, namely the Park and Recreational Department. Middleton has been offering similar programs that are intended to raise visibility with teens, a target group that is typically reluctant to visit the library.

Gaming: An article from this month's American Library Association's professional journal was provided to the Library Board regarding the use of gaming in public libraries. A non-traditional program, offering gaming is certainly keeping with current library trends (specifically Wii). Additionally, this is the not the first time Middleton Public Library has offered this particular program venue. Gaming is another way that the library can obtain its goal to offer popular collections and programming. It is a springboard for reaching out to non-users. Plans will include intergenerational events.

Recovery plan for Lost Items:

Middleton’s current recovery plan for lost items has proved to be less than effective and efficient. During the past year MID 15 patrons accrued outstanding bills over \$50 for a total of \$1,214.90. The MID patrons owing more than \$50 before 12/1/2008 totaled 373, with a debit of \$44,748.25.

Elizabeth Bauer has researched the options and recommended a change in procedure. The recommendation is to use the system in place with South Central Library System. The company is Unique Management Services (UMS). Participating LINK libraries as of 8/2007 include 16 other member libraries, include Sun Prairie and Madison branches.

Sun Prairie and Madison provided statistics and positive comments regarding their experiences using Unique Management Services. Details will be presented at the library board meeting.

Proposed Policies (possible action items)

Meeting Room: City administrator Mike Davis and Matt Fleming (city attorney’s office) reviewed our draft revised Meeting Room Policy, as discussed at the January library board meeting. They recommended one change to the document, which was to remove “...not in keeping with the library’s goals and objectives, or” from section I.a. Davis was pleased to see the changes and says we were “just lucky” that we weren’t challenged with a discrimination lawsuit, as our current policy does not follow federal constitutional case law (legal rulings) concerning the use of public facilities. See Appendix A for the complete proposed document.

Environmental Policy: The Go Green! Committee requests that the library board consider an amendment to the library policies, to include an Environmental Policy. The proposed document would provide a foundation for decision making at the library. The committee views the formal adoption of such a document is a proactive approach to a global concern and is in line with the city’s goal towards a more sustainable Middleton. The proposed document is presented in Appendix B.

Appendix A: MEETING ROOM POLICY-proposal

Middleton Public Library

MEETING ROOMS POLICY

- I. Who May Use
- II. Description of Rooms/Hours Available

- III. Scheduling
- IV. Fees and Admission Charges
- V. Use of Equipment
- VI. Additional Considerations

I. Who May Use

(A) The meeting rooms at the Middleton Public Library are intended primarily for use of the library's own programs. The meeting rooms are also available for use by community and other not-for-profit groups for programs of an informational, educational, cultural, or civic nature, subject to this policy as established by the Library Board.

(B) The Library Board specifically excludes the following types of uses of its meeting rooms:

1. **Non-library** programs involving the sale, advertising or promotion of products or services.
2. Business firms and other for-profit organizations soliciting or selling products or services, ~~regardless of purpose.~~
3. Private social functions, such as showers, birthday parties, dances, and the like.
4. ~~Religious services, although study groups & business meetings are allowed.~~
5. ~~Political campaigns, although bi-partisan political forums are permitted.~~
6. Programs ~~not in keeping with the library goals and objectives, or~~ which would interfere with the library's operation by causing excessive noise, a safety hazard, security risk, etc.

II. Description of Rooms

(A) The Leonard and Marian Archer Community Meeting Room

This meeting room, located on the library's lower level, will accommodate up to 120 theater style and 80 conference style. Along with tables and chairs, the following items are available for use in this space only: projection screen, cart for audiovisual equipment, table lectern, flip chart, TV/DVD player/VCR, overhead projector and amplification system. This space can be subdivided into two smaller meeting rooms. In the event that the rooms are subdivided, only the group that has booked the Marian Archer side has access to the equipment stored in that room. Furniture and equipment are not moved from one side of the room to the other.

~~(B) Storytime Room~~

~~— An enclosed Storytime Room, located next to the Children's section on the library's main level, is available only by special permission of the Library Director. It will accommodate groups up to 25. The room contains a projection screen.~~

III. Reservations for Rooms/Hours Available

(A) There are no restrictions on the scheduling of library and library-related events and programs.

(B) Other groups may be accommodated as space is available. No room may be reserved more than three months in advance. Unless otherwise authorized by the Library Director, groups will be limited to one meeting room reservation per month.

(C) Room reservations are made through the Head of Adult Services via phone or email.

(D) The Leonard and Marian Archer Community Meeting Room and ~~Story Time Room~~ are available during the library's regularly scheduled hours of operation. Monday through Thursday all groups must be out of the rooms fifteen minutes prior to closing time; Friday through Sunday all groups must be out of the rooms thirty minutes prior to closing. The only exceptions in this case will be for meetings of City of Middleton governmental units.

IV. Fees and Admission Charges

(A) No fees are charged by the library for use of the meeting rooms.

(B) Groups using the meeting rooms may not charge admission. Possible exceptions to this rule may be made for a program or educational course that requires a registration fee or tuition.

V. Use of Facilities and Equipment

(A) Library or other city staff will not provide assistance in setting up the meeting room.

(B) Meeting rooms should be left neat and clean. Groups will be charged for damage to rooms beyond normal wear and tear.

(C) Materials may not be affixed to the walls and ceiling without prior approval of the Library Director.

(D) A kitchenette is available off the Marian Archer Meeting Room. ~~A coffee pot and hot water dispenser~~ ~~Plates, cups, glasses, tableware, and assorted kitchen and service utensils~~ are available for use. All ~~eating and cooking utensils and~~ consumable products, however, must be provided by the group. Groups are expected to wash, dry, and store ~~dishes and~~ coffeemakers and leave the kitchenette area clean and orderly. Kitchen procedures are posted above the sink.

(E) The library does not provide personnel to operate audiovisual equipment.

(F) Persons requiring an interpreter or other accommodations to access library-sponsored programs must contact the library no less than seven days before the scheduled program to make the necessary arrangements. The library is not responsible for providing an interpreter or other accommodations for groups who use the library's meeting room space.

(G) The meeting rooms are handicapped accessible via an elevator located in the lobby of the library. Rest rooms are located across the hallway from the meeting rooms.

VI. Additional Considerations

(A) Use of tobacco products and alcoholic beverages are not permitted on the library's premises.

(B) The library does not provide storage space for groups or individuals using the meeting rooms.

(C) The library staff will not accept calls or relay messages to people attending meetings except in emergencies.

(D) The library reserves the right to refuse to book meeting room space for groups who do not comply with the guidelines of this policy. Groups that fail to cancel reservations in a timely manner or who fail to show up for scheduled reservations may lose their privilege to book rooms in advance.

Approved March 13, 1990
Revised September 20, 1990
Amended December 14, 1993
Amended October 10, 2000
Revised May 22, 2008
[Revised February 10, 2009](#)

Appendix B: Environmental Policy-proposal



Proposed Middleton Public Library Environmental Policy

Environmental Mission Statement

The Middleton Public Library encourages activities that promote stewardship of our environment through the provision of environmental and ecological collections, and the development of environmentally inspired practices, programs and workshops.

Objectives

1. Reduce wasteful use of fossil fuels, scarce metals and minerals that accumulate in nature.
2. Reduce wasteful use of chemicals and synthetic substances that accumulate in nature.
3. Reduce encroachment on nature.
4. Meet human needs fairly and efficiently.

Practices

A. Priority

The Middleton Public Library embraces and recognizes environmental management as an important component to the operations of the library. Through policies, practices, services and programs, the library will strive to encourage and promote sustainable development and environmental stewardship.

B. Planning

When possible, the library will integrate environmental deliberation into planning processes. The library will evaluate environmental impacts before starting new projects and activities.

C. Assessment

The library will conduct informal, periodic reviews of activities to ensure compliance with the library's environmental mission and policy.

D. Operations

The library will strive to conduct operations in a manner that protects the environment, safeguards health and conserves materials and precious resources.

E. Services

Within the library's means, services will be developed with the least detrimental impact on the environment.

F. Products

When possible, the library will make environmentally and socially conscientious purchasing decisions, (Products that can be recycled, reused or disposed of safely and properly, and obtained from local or fair trade vendors.)

G. Waste Management

The library will reduce waste and recycle when possible. Waste, such as E-waste that can't be reduced, recycled, reused or composted, will be disposed of via responsible and safe methods.

H. Conserving Energy & Resources

The library will endeavor to minimize energy and resource consumption through improved efficiencies and conservation.

I. Staff Education & Performance

Library staff will be educated, trained and motivated to manage their activities using environmentally responsible methodologies.

J. Environmental Education

The library will provide environmental information and resources to the staff, patrons and community through dialogue, collections and programs. The library website and newsletter will be utilized with the intent to reach a broader audience.

K. Promotion of Environmental Practices

The Library will encourage good environmental practices within the profession through sharing of resources, ideas and experiences.

L. Relationship Building

The Library will build and maintain constructive relationships with environmental groups, public officials, patrons, staff members and concerned citizens.

M. Review

This policy will be adopted into our Library Policy document and reviewed by the Library Board on a regular basis.

DRAFT: January 19, 2009