



## June 2013 Report

Presented at the July 9, 2013 Library Board Meeting

### 1. STATISTICS

Circulation:	Adult	YA	Juv.	Total	Year to Date
<b>2013</b>	<b>36,929</b>	<b>5,517</b>	<b>26,749</b>	<b>69,195</b>	<b>385,389</b>
<b>2012</b>	36,625	4,839	26,094	67,558	388,679
<b>2011</b>	38,337	5,457	27,625	71,419	379,024
(2012-13 +/-)				(+2.4%)	(-.85%)

#### Self-Service checkouts:

	ITG	ITG #2	ITG#3	Total	% of total
<b>2013</b>	<b>14,888</b>	<b>12,903</b>	<b>5,942</b>	<b>33,733</b>	<b>48.75%</b>
<b>2012</b>	13,065	11,569	5,071	29,705	43.96%

Library cards issued:	Adult	Juv.	Sr.	Org.	Total
<b>2013</b>	<b>103</b>	<b>90</b>	<b>5</b>	<b>0</b>	<b>198</b>
<b>2012</b>	100	61			161

LINK libraries:	Loaned to	Borrowed from	Interlibrary loans
<b>2013</b>	<b>18,195</b>	<b>17,849</b>	<b>35</b>
<b>2012</b>	17,640	17,215	56
<b>2011</b>	15,794	17,105	58

	Visits	Study Rooms Use	Fax Use	WIFI
<b>2013</b>	<b>32,172</b>	<b>553.25 hrs. / 394 bookings</b>	<b>52 users / 241 p.</b>	<b>596 sessions</b>
<b>2012</b>	32,036	495 hrs. / 349 bookings	52 users / 135 p.	748 sessions
<b>2011</b>	33,918	528.75 hrs. / 381 bookings	54 users / 145 p.	801 sessions

**2. LIBRARY PROGRAMS / TOURS / PROMOTIONAL ACTIVITIES**

Date	Program	Attendance
6/3/2013	<b>School Visit, Kromrey 7th grade</b> : Demonstrator, Rebecca V.	125
6/5/2013	<b>School Visit, Glacier Creek</b> : Demonstrator, Rebecca V.	100
6/6/2013	<b>Techno Minutes</b> : Demonstrator, Rebecca L	1
6/6/2013	<b>Healthy Eating and Stress Management</b> : Demonstrator, Eric Foxman	38
6/10/2013	<b>Travel to India Storytime</b> : Demonstrator, Svetha	37
6/11/2013	<b>Teen Advisory Committee</b> : Demonstrator, Rebecca	3
6/11/2013	<b>Tales and Tunes Storytime</b> : Demonstrator, Amanda, Catherine Olson	56
6/12/2013	<b>Tiny Tots Storytime</b> : Demonstrator, Amanda	51
6/12/2013	<b>Mixed Ages Storytime</b> : Demonstrator, Amanda	64
6/12/2013	<p><b>A Taste of Wisconsin Craft Beer with Robin Shepard</b> : Demonstrator, Robin Shepard</p> 	47
6/13/2013	<b>Preschool Storytime -Summer</b> : Demonstrator, Svetha	11
6/13/2013	<b>Fun with Science</b> : Demonstrator, Bob Shannon	29
6/13/2013	<p><b>Fun with Science</b> : Demonstrator, Bob Shannon</p> 	41

6/13/2013	<b>Teen Techno Minutes</b> : Demonstrator, Sam Smith & Billy McCarthy (teen volunteers), RL (supervisor)	3
6/13/2013	 <b>Mehndi</b> : Demonstrator, Rebecca	13
6/13/2013	<b>Baby Storytime</b> : Demonstrator, Svetha	28
6/14/2013	<b>Bilingual Spanish-English Storytime</b> : Demonstrator, Katy Shannon	21
6/14/2013	<b>Author Visit: Jesse Klausmeier</b> : Demonstrator, Jesse Klausmeier	31
6/17/2013	<b>Travel to India Storytime</b> : Demonstrator, Svetha	15
6/17/2013	<b>Make-It Monday: Launch It! Afternoon Session</b> : Demonstrator, Amanda	60
6/17/2013	<b>Make-It Monday: Launch It! Evening Session</b> : Demonstrator, Amanda	8
6/18/2013	<b>Tales and Tunes Storytime</b> : Demonstrator, Amanda	48
6/18/2013	<b>Techno Minutes</b> : Demonstrator, Rebecca L	1
6/18/2013	<b>Getting to Know Medicare</b> : Demonstrator, Jesse Grutz	21
6/19/2013	<b>Sushi Workshop</b> : Demonstrator, Whole Foods Market	29
6/19/2013	<b>Teen Tie-Dye</b> : Demonstrator, Rebecca (with Megan, practicum student)	12
6/19/2013	<b>Sushi Workshop</b> : Demonstrator, Whole Foods Market	24
6/19/2013	<b>Tiny Tots Storytime</b> : Demonstrator, Svetha (Megan observed)	52
6/19/2013	<b>Mixed-age storytime - family</b> : Demonstrator, Svetha (Megan observed)	40
6/20/2013	<b>Baby Storytime</b> : Demonstrator, Svetha	17
6/20/2013	<b>Getting to Know Medicare</b> : Demonstrator, Jesse Grutz	22
6/20/2013	<b>Preschool Storytime - family</b> : Demonstrator, Svetha	9
6/20/2013	<b>Piñata Party</b> : Demonstrator, Katy Shannon	30
6/21/2013	<b>Pancake Breakfast with cartoons</b> : Demonstrator, Rebecca V. with Jean D.	27
6/21/2013	<b>Duke Otherwise</b> : Demonstrator, Noah Riemer	72
6/22/2013	<b>Techno Minutes</b> : Demonstrator, Rebecca L	1
6/22/2013	<b>Krafty Kids: Awesome Adventure</b> : Demonstrator, Kathy R.	31
6/24/2013	<b>Travel to India Storytime</b> : Demonstrator, Svetha	38
6/24/2013	<b>Make-It Monday: Go, Speed Racer! Afternoon Session</b> : Demonstrator, Amanda	58
6/24/2013	<b>Make-It Monday: Go, Speed Racer! Evening Session</b> : Demonstrator, Amanda	5
6/25/2013	<b>Tales and Tunes</b> : Demonstrator, Svetha	43
6/25/2013	<b>Dungeons and Dragons: Game Master Workshop</b> : Demonstrator, Kurt Ellison	6

6/26/2013	<b>Tiny Tots</b> : Demonstrator, Svetha	40
6/26/2013	<b>Mixed-age storytime</b> : Demonstrator, Svetha	52
6/26/2013	<b>Beginner Reader Book Club</b> : Demonstrator, Svetha and Maura	21
6/26/2013	<b>Sassy Cow Creamery Visit</b> : Demonstrator, Sassy Cow Creamery	120
6/27/2013	<b>Baby Storytime</b> : Demonstrator, Svetha	20
6/27/2013	<b>Preschool Storytime - Farm</b> : Demonstrator, Svetha	9
6/27/2013	<b>Teen Techno Minutes</b> : Demonstrator, Sam, RL (supervisor)	1
6/27/2013	<b>Adult Book Discussion</b> : Demonstrator, Jenny Carr	10
6/27/2013	<b>"Let's Talk About Texts" Book Group</b> : Demonstrator, Rebecca, Jim 	7
6/28/2013	<b>Bilingual Spanish-English Storytime</b> : Demonstrator, Katy Shannon	21
6/28/2013	<b>Friday Family Concert - Stories on Stilts</b> : Demonstrator, Ben Moffat	76
6/29/2013	<b>Lego Block Party</b> : Demonstrator, Sally supervised	32
<b>Number of Programs / Total Attendance</b>		
	Children's	37 / 1345
	Teens	6 / 280
	Adults	11 / 152
	<b>Grand Total</b>	<b>54 / 1777</b>

### 3. LIBRARY BOARD – A TRIBUTE TO OUTGOING MEMBERS

Pie at Hubbard Diner, following last month's meeting



*Lots of laughs!*  
*Lots of laughs!*

#### 4. STAFF DEVELOPMENT: MEETINGS AND CONTINUING EDUCATION

Date	Staff	Title
6/1/2013	Amanda	<b><u>Brainstorming with Laura Damon-Moore</u></b> : Laura Damon-Moore is a librarian in Evansville and is one of the creators of the Library as Incubator project. I invited her to stop by the library so we could chat about program ideas, successes, and such, particularly in the realm of makerspaces.
6/5/2013	Pamela	<b><u>BtP Dane County Trivia Planning Meeting</u></b> : Established 10 locations. MID is partnering with West Madison to host at Cuna Mutual. Set the ticket price of \$15. Still researching the cheapest medals to give the top 3 teams at each location. The night will consist of 2 rounds of general questions, 1 round of movie related question "Rocky Horror Film", followed by a final round of general trivia questions. Madison/Middleton will have online registration. Liz Zimdars is writing the questions. Julie Chase will print the pages and disseminate to the library. Marketing will include: Posters and bookmarks. Some radio and tv stations will be contacted to promote. Julie C. will coordinate the orders for the libraries.
6/5/2013	Pamela	<b><u>WLA Board Meeting</u></b> : SRLAW's recommendation and request for feedback, search for the new ED, future relationship with WLTF and relationship with Culvers. WLA conference in October looks outstanding.
6/6/2013	Pamela and Jim	<b><u>Get Moving Middleton</u></b> : Showcasing our digital online resources was a great hit at the Chamber meeting. I introduced and Jim highlighted: AtoZ, Zinio, Overdrive, MorningStar, Value Line, Mango and Consumer Reports.
6/7/2013	Amanda	<b><u>Meeting with Friends of Pheasant Branch Rep</u></b> : I met with Jane Carlson from the Friends of Pheasant Branch Conservancy to discuss their upcoming event on August 2. The library will be providing a station with three simple crafts for a variety of ages from 6:30-8pm. We will be advertising the program on our August events brochure.
6/10/2013	Pamela and Jim	<b><u>Dane County Trivia Planning</u></b> : MID is partnering with Madison-West. We met with Margie (MAD) and two Cuna Mutual representatives to tour the facility and discuss the specifics regarding set-up, food arrangements, parking, room set-up, including audio.
6/11/2013	Amanda	<b><u>Meeting with Author Jesse Klausmeier</u></b> : Jesse Klausmeier came in to prepare for her author visit this Friday. We tried all of the AV equipment and figured out logistics of the visit.
6/18/2013	Pamela	<b><u>City Council - personnel committee and finance committee</u></b> : Agenda items included a proposal to update the city ordinance to extend health care coverage for 6 months while employees are on unpaid sick leave.
6/20/2013	Jim	<b><u>Beyond the Page Oversight Committee Meeting</u></b> : Meeting to discuss and approve the most recent round of grant proposals for the Beyond the Page Endowment. We discussed and approved 9 proposals for programs from 13 different Dane County libraries.
6/25/2013	Amanda	<b><u>The Hmong in Contemporary and Historical Perspective</u></b> : This all-day workshop was coordinated by UW-Madison; presenters included a PhD Student, an ELL teacher, a Bilingual Resource Specialist, and high school students. Content included information on Hmong history, culture, status, and more.

## 5. DIRECTOR'S REPORT

### **Facility, Furniture and Equipment:**

The new shelving unit for AV was assembled and the slatwall for the main level. Demco (office and library supplies vendor) used our facility to take photos for their next catalog.

### **Staffing:**

Performance Conversations began this month. In short, we cover the following: 1) review the position description and update, 2) discuss last year's goals and the library's short term goals, 3) confer about job satisfaction – challenges and triumphs, 4) review the library's mission statement and objectives, and 5) next year's goals.



This year's ALA Conference in Chicago was outstanding. The theme was "Transforming Our Libraries, Ourselves". Programs, events, booths and sessions all reflected the shift in library services, to serve as maker spaces and leaders of community innovation. Amanda, Rebecca and I came back with many new ideas and a renewed sense of energy for the future of libraries and how to be relevant!

### **Policies:**

There are two policies this month for your review.

### **Programs:**


We were notified that our grant proposal to Beyond the Page was approved for "The Haunting of Hill House" radio drama project. The Oversight Committee says this: "[This is a] good program; well-developed proposal; wide target audience. [It] would be cool if it could be recorded and/or broadcast live." They suggest we contact WORT or WPR.

## 6. LIBRARIANS' REPORTS

**Patrick Williams, Head of Information Technology**



Many software updates and repairs were done, as I came off of my paternity leave; including repairs of the teen game PC, our disc cleaning machine and the staff time clock application. The patron access computers were given the latest browser and plug-in updates as well.

And while at home with the next-generation of I.T. staff  , work continues on the next-generation web site, using a dot net CMS. The new site will offer a modern look and a web based editing utility for staff.

**Rebecca Van Dan, Head of Young Adult Services**



The Teen Summer Reading Program has been going smoothly, with 215 teens signed up so far and with great program attendance for the Pancake Breakfast. We still had a few last-minute invitations for school visits at the beginning of the month and the Help Desk has been extremely busy with a lot of kids excited about summer programs.

This month we trained two new teen volunteers and Kathy added another adult volunteer, as well as adding quite a few new names to our volunteer waiting list. Kathy had a lot on her plate as she caught up on things from vacation, led the Krafty Kids: Awesome Adventure program, and kept up with the frenetic pace of the Help Desk. She also managed to make some great cartoon-like bubbles with funny captions to highlight certain books in our Teen collection for the Summer Reading kickoff.

In addition to preparing for upcoming programs, I created many individual program fliers this month and asked a number of area businesses to display them. I also contacted the UW Writing Center about presenting a program on writing college applications in December. I coordinated with our new practicum student, Megan Marvel, to find volunteer actors for our 1920s program in July, and talked with a high school teacher about presenting booktalks to her students in the fall. NBC-15 came in this month to film some of our teen book covers, and I continued discussions with an author and her publicist for a possible visit in the fall. To help with costs, we contacted a few area libraries about sharing the author visit and cross-promotion.

The Hedberg Public Library in Janesville is thrilled with the opportunity, and we just need confirmation from the publicist that a fall visit will work with Maggie's touring schedule. TAC also requested a Fashion Show, and I worked with TAC members and volunteers to make fliers for the Fashion Show preliminary meeting, 1920s quizzes, and other posters, and coordinated with two teen volunteers to make a summer reading display for the display case. Although time has been scarce this month to allow for ordering, we did place a few orders for Serendipity books as they seem to be flying off the shelf at a brisk pace.

I met with Pamela this month for the annual performance conversation and scheduled a performance conversation with Kathy for July. We also began working on fall programming fliers this month and met with Svetha and Amanda to coordinate an all ages Harry Potter event for September and coordinated with Jim to obtain plastic easels for all the end of shelf displays.

In looking ahead to fall, we began to look into pricing and options for e-readers, to see if an e-reader book club would be feasible, as it is an option many of our book discussion participants

were excited about.

Displays: Booktalk books, Genre Collisions, Amazing Audiobooks, 1920s Books & Movies.



This month we spent a great deal of time working on organizing materials for the new AV shelving, relabeling and replacing cases as needed for a very large number of CDs, and splitting out anime and TV series DVDs from feature films and instructional DVDs. Splitting out the TV series and creating new music genres (world music and rap/hip-hop) in a comprehensive, organized fashion would have been difficult without the Koha reports SCLS staff were able to generate for me. The reports allowed us to identify materials that are currently checked out and need changes made to them, so Circulation staff won't have to catch these items as they are returned and fewer items will slip through the cracks. We will be working on this extensive project into next month.

SCLS staff provided us with three new Koha reports this month as well, which allowed me to identify items missing collection codes (affects ownership statistics), items missing I-Types (affects loan periods), and items missing shelving locations (affects findability). I have been eager for these reports to be created, and they are incredibly useful for cleaning up our collections.

The 4.16 Koha upgrade is scheduled for July, and I participated in testing the cataloging module. I am pleased to report that I discovered no problems with the cataloging functions during testing. Hopefully the July upgrade, which is intended to add development related to authority control, will go well.

**Svetha Hetzler, Head of Children's Services**



We kicked off our Dig Into Reading Summer Reading Program this month. All three of our 2012 summer pages were able to return this summer which made for a very smooth start. Kaitlyn, Amanda, and Maura began their work a few days before the start of the SRP so we were well-poised to meet the rush on June 10<sup>th</sup>.

Before the start of the Summer Reading Program, I completed my DVD weeding project. I'm happy to say the shelves are not overflowing and I was also able to take advantage of the extra space for our Parenting Collection dvds.

We kicked off our summer event and programs on June 10<sup>th</sup>. Programs have included storytimes, concerts, "Fun with Science", "Piñata Party", Library Lego, and a visit from the Sassy Cow Creamery.

I also began supervising SLIS practicum student, Megan Marvel. She is a quick learner and enthusiastic. It'll be great to have her added energy this summer.

I conducted the SABA committee's introductory virtual meeting earlier this month. This meeting is intended to discuss the manual and the expectations of committee members. Our next virtual meeting is scheduled for October

Sarah Goebel put together an audio book display. June is Audiobook month and many families enjoy listening to books together during their summer travels so the display is moving well.

Sally's DIY corner included activities about water, including a guessing jar filled with seashells. June is one of our busiest months and I really appreciate the service and support Sally and Sarah consistently provide.

I met with Pamela Westby this month for my performance conversation. I appreciate the time we are able to spend to discuss practical and philosophical principles in my work.



This month, our Summer Reading Program began, and we have had many happy young people coming through the doors of our library. Families appreciate the many special events we hold in the summer; these events and our reading incentive program help keep children and 'tweens motivated to read all summer long. Of particular interest is our Make-It Monday series, featuring engineering-related projects for 'tweens on a drop-in basis. This program supports the library's goal of serving as a makerspace, and it provides an outlet for young people to explore STEAM (science, technology, engineering, art, and math) topics.

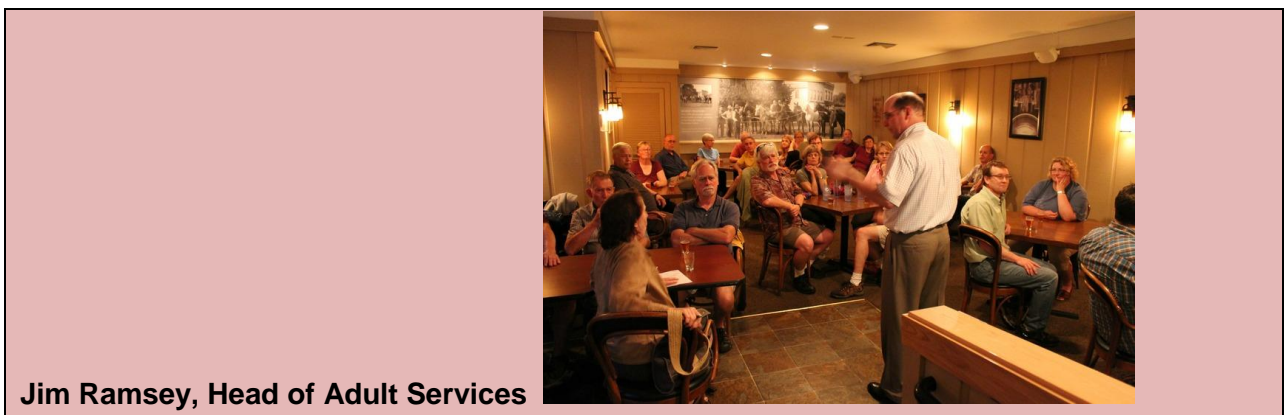
In June, I focused my collection development efforts on weeding and updating our Braille collection. This is a unique collection that serves a variety of purposes, and we offer a diverse range of titles. I also finished a collection development project dedicated to sports fiction for 'tweens in memory of a young patron.

I met with two incoming School of Library and Information Studies students this month; both are interested in working on our substitute team, and we will soon need to hire one or more new substitutes.

I wrote and submitted my biweekly newspaper column, *Booking It*, for the Middleton Times-Tribune, and continued to act as newspaper liaison. On the national level this month, I continued my work as a member of the ALSC Advocacy and Legislation Committee. This involved attending the American Library Association's annual conference in Chicago, which was a phenomenal event full of relevant, inspiring sessions. In addition, I reviewed two books for *School Library Journal*.



The Wisconsin Public Television Auction took place in June, and I was proud to organize a team of volunteers from the City of Middleton to assist with the event. As an Auctioneer, I had the chance to thank our volunteers on the air!



This month, we hosted a new type of library program—an off-site Wisconsin Beer Tasting led by Robin Shepard—that turned out to be a huge success. Like traditional programs, this one

started with a lecture at the library by Mr. Shepard. After the lecture, the participants moved to the Free House where Robin led a tasting of four Wisconsin beers, describing the process, history, and character of each brew. The event took months of planning, but was well worth it. We would love to have Robin back next year, and Tim Thompson, owner of the Free House, has expressed interest in hosting the event again.

In addition to the Beer Tasting, we also held a program on Healthy Eating and Stress Management presented by Middleton resident Eric Foxman which was very well-attended. We also continued our partnership with Jesse Grutz of Grutz Insurance by offering two more programs on Medicare. In my opinion, Jesse has done an excellent job presenting basic information on Medicare without a sales pitch. With over 40 people attending the two sessions, it is clear that there is a demand in our community for this information.

On June 6th, the Middleton Chamber of Commerce graciously allowed Pamela and me to give a presentation on the library's databases, with special attention paid to those resources that may be of particular interest to Chamber members (A to Z, Consumer Reports, Morningstar, and Value Line). Afterwards, we received numerous positive comments from those in attendance, many of whom had no idea that the library offered these resources! As noted in previous reports, we have given priority to database promotion over that last year, and our strong usage statistics for online databases continue to reflect this.

Speaking of database promotion, we also renewed our efforts this month to advertise Zinio, our newest online database. I placed signs behind the current issues of the print magazines available from Zinio alerting patrons that they can access the current issue of these magazines online. I also scheduled a Zinio instructional session for August to help those patrons who may be having trouble setting up an account and downloading magazines. This month, we finally received some long-awaited promotional materials from Zinio. These flyers and signs, in addition to bookmarks and posters I created last month, should generate interest boost usage of this resource.

We also began “facing out” books in the Adult Fiction section this month using plastic easels. We hope that by creating a more attractive, browsable shelving area, we will boost circulation and lead patrons to discover books they might not have otherwise found. An initial assessment in the first two days of the number of easels that needed to be re-stocked, shows that these books are already flying off the shelves! Keeping these displays stocked will be a joint effort between Adult Services staff and the circulation Pages who shelve the books.

Jenny is holding two book discussions this summer, one in June and one in July, a departure from previous years when the book clubs took the summer off. The authors of both of the books selected will be visiting the library in July and August. We hope that tying the book groups and author events together will increase interest in both. In addition to the book group and her Inter-Library Loan duties, Jenny will likely become a member of SCLS’s newly-reconstituted Interlibrary Loan Subcommittee, where she’ll have input into the system’s ILL policies and procedures.

Finally, we held another successful session of our new book group, “Let’s Talk about Texts,” this month at the Craftsman Bar and Restaurant. Rebecca has done an amazing job of organizing, planning, and promoting this new group. Based on feedback from other members of the group, we may start holding the discussion every month instead of every two months.



June brings the beginning of summer, and the beginning of the Summer Library Program at the library. While primarily focused on programming for kids, the summer traditionally marks a substantial increase in circulation as well. This year has been no different. We’ve seen our

circulation nearly double from the previous month, and we are filling more holds every day. On June 10<sup>th</sup>, the first day of the Summer Library Program, Middleton checked out over 4,500 items, or nearly 400 an hour! That total represents the highest single day checkout in at least the past year and a half and possibly ever. Credit goes to our intrepid team of Circulation staff, who have kept busy with holds processing, patron checkouts, and patron instruction on the new self-check software.

After roughly a month of use on the new software, we are still hovering around 60% for the Self-Check machines. The first few days of the summer were a little lower, as plenty of new patrons were using the library and did not feel comfortable trying the software for the first time. But Circulation staff have done an incredible job of not only promoting the benefits of the self-checkouts, but taking the extra time and effort to walk out from behind the Circulation desk and assist patrons with the self-check process. I have been impressed with the staff's determination and dedication in making all our patrons feel comfortable using the self-check machines.

I am nearly done with staff Performance Conversations for 2013 (just two left this week), and have been very pleased with the discussions I have had with staff. I believe it is always important to 'take stock' of how a department is functioning, especially with a new Head of the department coming on board within the past year. The responses have been overwhelmingly positive, and everyone feels we have a terrific positive group of employees in Circulation.

On the collection development side of things, I am continuing to look at ways to increase the variety of our collection while cutting costs. With the addition of the new Audiovisual shelving, we have some additional space for the Audiobook collection—a wonderful opportunity to increase the breadth of those materials (especially the non-fiction audio titles).

Finally, we said goodbye last week to Jean Javenkoski, one of our Library Assistant I's in Circulation. She has moved on to a different (and previous) career opportunity and we wish her only the best. The hiring process to find a replacement for Jean is under way and we hope to complete the transition within a few weeks.

## 7. AGENDA OVERVIEW

### **Consideration to change the date/time of regular library board meetings (possible action item)**

In the absence of Hammes, this topic was tabled last month.

### **Request from Dane County Library Board to approve the amendment to the Standards for Dane County Public Libraries (second reading - action item)**

The amendment reads as follows:

*“Should a municipality establish for the first time a library under Wisconsin Statutes Chapter 43.52, that library may be granted provisional exemptions in the first three years of its existence.*

*Exemptions shall be contingent on the annual acceptance by the County Library Board of a plan to bring the library into full compliance with all standards by year four of its operation.*

*Should the newly established library meet all county standards in year four of its existence, but fail to meet county standards relating to collection size one year during the next five years, it may be granted a provisional exemption during that year.*

*This additional provision is contingent on the submission of a plan to return the library to full compliance which is acceptable to the Dane County Library Board.”*

## Request to update the Volunteer Policy (action item)

Updating the policy will align our policy with practice.

VOLUNTEER POLICY	
I	Purpose and Intent
II	Program Guidelines
<b>I Purpose and Intent</b>	
(A)	Volunteers are a valuable resource for the library; their energy and talents help the library meet its commitment to providing quality service to the public. Volunteers enhance, rather than replace adequate staffing. Their services aid the library in making the best use of its fiscal resources and they help connect the library to other community groups and organizations. Volunteers can also be valuable advocates for the library in the community. The library and its volunteers must work together for mutual satisfaction.
(B)	This policy provides the framework for an on-going volunteer recruitment, utilization and appreciation plan. As with all library policies, the responsibility for implementation rests with the Library Director.
<b>II Program Guidelines</b>	
(A)	All volunteer tasks must aid the library in achieving its goals and objectives, and be consistent with the purpose and intent of the volunteer program. Volunteer talents, experience, availability, and interests will be considered. Volunteer coordinators in the different library departments will schedule volunteer activities after assessing the library's needs and considering each volunteer's capabilities and wishes.
(B)	Each library department will provide volunteer guidelines and procedures specific to the volunteer work needed in that area of the library.
(C)	Volunteers will be informed of their status regarding compensation, any related benefits, privileges and responsibilities, and city insurance.
(1)	The library does not compensate volunteers for time spent, or expense incurred, except by special arrangement with the Library Director.
(2)	Volunteers working in the library have liability coverage for property damage and/or bodily injury to others which results from the performance of their volunteer duties, and to themselves, if the city is negligent.
(3)	Volunteers are bound by the rules contained in the Circulation Policy, especially as it relates to privacy and confidentiality.
(4)	Individuals donating time to the library under the auspices of any other unit, (e.g. scouts, churches, community organizations, etc.) may identify themselves with the unit, but may not promote it while working in the library.
(D)	The Head of <del>Adult</del> <b>Circulation Services</b> will work in conjunction with the other librarians as with the Friends of the Middleton Public Library, to facilitate ongoing volunteer recruitment, recognition and appreciation activities.
<p>Approved by the Library Board January 9, 1996 Revised April 11, 2006 <b>Revised July 11, 2013</b></p>	

Request to update the Reference Policy (action item) See below.

## **Middleton Public Library Reference Services Policy**

- I Goal Statement and Philosophy of Service
- II The Reference Collection
- III Guidelines and Responsibilities
- IV In-Person Reference Service
- V Telephone Reference Service
- VI Electronic Reference Service
- VII Mail (Postal) Reference Service
- VIII Special Approach Reference Question
- IX Other Public Service Responsibilities

### **I Goal Statement and Philosophy of Service**

- (A) The primary goal of reference service is to ensure the optimum access to information resources through interaction with library users as follows:
  1. Provision of personal assistance by library staff
  2. Provision of formal and informal instruction in the use of library resources
  3. Provision of access to a wide range of information through print, electronic, and online resources, and the use of interlibrary loan and document delivery networks.
- (B) The library patron is the most important person in the library. Service provided to patrons is not an interruption of work but is rather the purpose of it.

### **II The Reference Collection**

- (A) Reference materials are purchased in order to provide assistance with general, rather than specialized, information needs.
- (B) Specific criteria for the selection of reference materials are set forth in section IV (F) of the library's Collection Development Policy. Special emphasis in this area is placed on the timeliness of the materials. The library regularly purchases revisions of standard materials.
- (C) Any item catalogued for the reference collection ("R") does not circulate. There are no exceptions. The library will purchase circulating copies of certain popular and affordable reference titles.
- (D) The library offers free access to the Internet from a number of public work stations. The Internet offers access to ideas, information, and commentary from around the world that can be personally, professionally, and culturally enriching. However, not all resources on the Internet are accurate, complete, or up-to-date. Library staff assumes responsibility only for the information provided on its home page. We do not monitor, have no control over, and do not accept responsibility for material from other sources on the Internet.

### III Guidelines and Responsibilities

- (A) A reference service user is a library patron of any age or circumstance who chooses to make contact with a library staff member at the reference desk.
- (B) All inquiries will be handled courteously.
- (C) Staff members will not make value judgments as to the importance of any question. Questions deemed inappropriate for the reference desk will be referred to the appropriate sources.
- (D) Reference questions will be responded to in the order received. In the cases of conflicts or time restraints, priority service will be given to in-person requests. Telephone requests will be noted, and calls will be returned as promptly as possible.
- (E) All answers given by staff shall be verified by legitimate documentation and the sources used shall be noted to patrons.
- (F) Staff are expected to do as much as possible with the available resources and within a reasonable time frame to answer patron requests. Possible limitations are discussed in section VII.
- (G) If it is not possible to answer the request to the patron's satisfaction with the library's materials, the following actions may be taken:
  - 1. Use interlibrary loan service
  - 2. Make phone calls to local sources of information.
  - 3. Refer patrons to other resources outside the library.
- (H) Confidentiality is to be maintained. Patrons and their questions will not be discussed beyond a professional context.
- (I) Questions concerning library policy should be answered by referring to written policy statements. If this does not satisfy the patron, he or she should be referred to the Library Director.

### IV In-Person Reference Service

- (A) Staff at the reference desk will maintain an alert and visibly approachable attitude.
  - 1. Any work done at the desk should not become a barrier to public service.
  - 2. Staff should not appear too busy to be interrupted.
- (B) An atmosphere that is conducive to an efficient reference interview should be maintained.
  - 1. Privacy should be provided as best it can in order to encourage the patron to state specific information needs.
  - 2. A low speaking voice is generally appropriate. If necessary, a reference interview may be moved to a more private area.

- (C) Active assistance should be provided
  1. Staff should follow-through with service to the patron.
  2. Basic instruction in the use of resources should be provided as needed.
  3. Whenever possible, patrons should be accompanied to the source of information rather than directed to it, or, in the case of computer searches, they should be shown how the information was retrieved.
- (D) Reference staff may help promote individual reading and independent learning interests by introducing materials that meet and develop topics suggested by patrons.

#### V Telephone Reference Service

- (A) Service is usually limited to supplying the kind of information that is readily available, does not require extensive searching, and may be accurately imparted over the telephone.
- (B) Ready reference service will be provided for questions that can be answered over the telephone within ~~one minute~~ reasonable amount of time while the patron waits.
- (C) Callback service will be provided the same day for questions that require more than a reasonable amount of time than one minute to answer.

#### VI Electronic Reference Service

- (A) Staff will utilize the Internet and other electronic information sources in the same way that print sources are used to answer questions and find information. The staff will both instruct patrons in the use of the Internet and other electronic resources as well as refer to these sources as part of a complete reference search strategy. As with print sources, it is not possible for the staff to offer extensive searches or lengthy instruction. The library offers free classes on a scheduled basis.
- (B) Reference questions may be emailed to the library. As with telephone requests, responses will be emailed back within the workday, if possible. ~~Email requests are limited to information of a ready reference nature. More complex questions may need to be negotiated in person at the library, but staff will offer initial suggestions to begin a search.~~
- ~~(C) Through its affiliation with the South Central Library System, the Middleton Public Library is a member of AskAway, a 24/7 reference service. AskAway is a member of the 24/7 Reference Consortium, which includes academic and public libraries located throughout the United States and Canada.~~

#### VII Mail (Postal) Reference Service

- (A) Mail reference service is generally not within the scope of the library's reference service program. Mail inquiries will not be accepted from anyone living within the South Central Library System service area.

- (B) Staff will attempt to answer mail inquiries received from outside the South Central Library System with available local resources. Preference will be given to requests for information specific to Middleton. Generic requests, i.e., questions that can be answered with the resources available at most public libraries, or requests that involve extensive searching will not be honored.
  - 1. Genealogical requests will be referred to the State Historical Society Library.
  - 2. Unusual requests will be referred to the Library Director.
- (C) Requests that require the photocopying of more than ten pages must be accompanied by payment. The cost is ten cents per page.

#### VIII Special Approach Reference Questions

- (A) Evaluations and ratings
  - 1. Assistance is provided to patrons in locating the appropriate sources of information and, if necessary, directions on how to use them.
  - 2. For telephone requests, staff may read a summary evaluation of a specific product, citing the source of the information. Staff may give brand names and model numbers of products and may quote car prices.
  - 3. Personal opinions are not appropriate in this area.
- (B) Values of art works, coins, stamps, and other collectibles.
  - 1. Undocumented appraisals of the values of such items are not given.
  - 2. Staff will refer patrons to standard antique and collectible price guides, when appropriate.
- (C) Critical analyses
  - 1. Personal critical analysis, interpretations, or judgments of the merit of literary works are to be supplemented with published critiques whenever possible.
  - 2. All personal evaluations should be identified as such.
- (D) Medical, legal, statistical, and technical information
  - 1. Material of any type related to these fields (including tables, charts, equations, laws, regulatory or tax information, legal and medical definitions) are not to be interpreted by staff.
  - 2. In the case of telephone requests, information may be read over the phone, including the citation of the source, but patrons must interpret the information. Patrons should be advised to read the material for themselves.
  - 3. Staff should feel free to state that they do not have the specialized knowledge to interpret material for conclusive answers.
- (E) Compilations and literature searches: Staff does not prepare extensive compilations, bibliographies, lists, and the like for patrons, nor are exhaustive literature searches undertaken.
- (F) Translations: Staff ~~does not will~~ supply oral translations for patrons for reference-related topics, as time and schedules allow.

- (G) Tax forms
  1. The library makes available reproducible tax forms provided by the federal Internal Revenue Service and the state Department of Revenue ~~as well as copies of commonly requested forms in bulk.~~
  2. The library staff is not qualified to offer assistance in tax form preparation or to interpret tax laws. Appropriate referrals to other agencies may be suggested.

**IX Other Responsibilities of Reference Staff**

- (A) Staff at the reference desk oversees the use of the library's public computers, printers and scanners on the lower level.
- (B) Staff will assist patrons in using the photocopier, public fax and microfilm reader/printer.
- (C) Non-staff telephone use
  1. A phone is available for patron use in the vestibule of the library, but staff may give permission to patrons to use a library telephone if the situation warrants it.
  2. Except in emergency situations, telephone requests for paging and/or searching for people will generally not be honored.
- (D) Quiet area/Study rooms
  1. Staff may request that fewer people work together in one area if the situation warrants it or suggest that they use one of the library's study rooms.
  2. Individuals or groups of up to five may sign up to use the library's study rooms.
- (E) Proctoring
  1. The reference staff may serve as proctors for students in accredited extended degree programs.
  2. Students must schedule exams in advance.
- (F) Circulation functions: Reference staff will generally refer such questions to the circulation desk.

Adopted March 8, 1984  
Amended April 14, 1992  
Amended August 12, 1997  
Amended December 12, 2001  
Amended July 8, 2003  
Amended March 8, 2005  
Amended February 9, 2010  
Amended June 8, 2010  
Amended July 9, 2013

**Library Financial Update and Review (no action) YTD – May 31, 2013**

See Appendix A.

**This month, we discuss the 2014 Library Operating Budget (possible action item)**

See Appendix A.

**Deadline for all Departmental Budget Requests (Capital and Operating) is August 16, 2013.**

Last month, we approved the Capital Outlay Improvement (CPI) request. See the table below.

<b>Library Capital Improvement: 2014 - 2018 Project Title</b>	<b>Total Project Cost</b>	<b>Priority</b>
Feasibility Study: Architectural considerations and drawings to the existing building and expanded public space to create a third floor. Also includes community engagement and user-focus sessions.	\$24,000	One/Two
Public Restroom Updates: Replace lighting with LED fixtures (same model as the new ones in the hallway at the Senior Citizen Center), autoflushers for toilets and urinals, re-plumb in men's room to provide easy access to pipes and a child-size urinal. This does not include replacing the stalls (will plan to repaint, instead) or child-size toilet/sink/soap (restroom is too small to accommodate).		Recommendation is to complete in 2013.

## Appendix A

MIDDLETON PUBLIC LIBRARY BUDGET						Proposed	
Account Name	Actual 2010	Actual 2011	Actual 2012	Budget 2013	May 31, 2013	Budget 2014	NOTES:
OFFICE SUPPLIES	28,096	34,871	26,575	26,000	9,789	<b>36,000</b>	*processing classics
BOOKS	145,103	151,486	158,623	157,006	53,726	<b>187,006</b>	* replacing classics
PERIODICALS	19,564	18,281	18,316	18,000	330	<b>18,000</b>	
AUDIO	84,454	91,408	81,910	80,000	17,049	<b>80,000</b>	
POSTAGE	751	1,310	710	2,000	66	<b>2,000</b>	
ADVERTISING & PRINTING	829	1,586	794	3,000	899	<b>3,000</b>	
TELEPHONE	9,340	10,025	10,420	10,500	4,502	<b>10,500</b>	
LINK SERVICES	74,344	74,147	74,205	74,200	74,196	<b>74,200</b>	
OUTSIDE SERVICES	-	2,986	-	-	-	-	
ELECTRONIC RESOURCES	4,383	7,732	15,468	23,100	23,052	<b>30,100</b>	*Tutor database for students
BUILDING MAINTENANCE	61,659	51,965	56,888	60,982	23,263	<b>60,982</b>	
EQUIPMENT MAINTENANCE	29,808	28,661	32,359	36,000	27,770	<b>36,000</b>	
COPIER LEASE/MAINTENANCE	-	19,385	19,366	12,000	4,146	<b>12,000</b>	
MILEAGE	440	814	1,491	2,000	629	<b>2,000</b>	
UTILITIES	47,440	47,477	50,788	54,700	20,697	<b>54,700</b>	
PROGRAMMING	-	-	-	-	400	-	
TRAINING & DEVELOPMENT	4,360	9,803	8,836	10,000	3,769	<b>10,000</b>	
SALES TAX - PD.	60	-	-	303	-	<b>303</b>	
CAPITAL OUTLAY	-	1,509	29,675	7,500	3,712	<b>7,500</b>	
RESERVE FOR CONTINGENCY	-	-	-	-	-	-	
TRANSFER OUT	-	-	2,700	-	-	-	
<b>TOTAL</b>	<b>\$655,734</b>	<b>\$553,446</b>	<b>\$589,124</b>	<b>\$577,291</b>	<b>\$267,995</b>	<b>\$624,291</b>	