



June 2020  
Monthly Strategic Road Map Report

*\*The Library remains closed until at least 8/17/2020 in response to COVID-19\**

Inclusion and Belonging

*Focuses on creating opportunities for people to experience, express, and celebrate cultures, diversity, equity, and inclusion.*

**Priorities:**

- **Provide effective leadership in the development, coordination, implementation and assessment of programs, collections, and services to promote diversity and understanding of bias and differences.**
- **Honor freedom of expression, intellectual freedom, the right to read, and civil discourse as fundamental to personal, professional, and organizational growth.**
- **Develop the skills and capacity of staff to respond to diverse communities of users.**

- In honor of Juneteenth 2020 the Library Director and Board of Trustees released this [statement](#). While this is certainly not a plan, it is a statement that serves as a commitment and platform for further planning, accountability, funding, and action. Here are a few responses from the community:

“Hello Jocelyne, I just wanted to let you know that I appreciated the anti-racism statement from the library and the Board. It's an important message and I am glad that it was sent out to your patron email list serve. This was very well written and touches upon important issues and ideas. I look forward to seeing the results of the library's work in this area in the future. I know it's been a hard time over the last few months. Thank you for your caution in opening up the library and also for all your efforts. Best wishes. Elaine O.”

“Dear Ms. Sansing, Middleton Library staff, and trustees, Thank you very much for issuing such a forceful statement regarding the library's mission in support of community (mutual respect, equal access) and intellectual freedom and growth. I am a strong believer in the essential role public libraries play in our nation. They are a fundamental building block of civil society. I appreciate your efforts to maintain as many services as possible during the pandemic including online programming. Sincerely, Richard C.”

“Attn: your phrase in the first sentence of your second paragraph left me with a chill: "...and now others", as if this latest handful of Black murders just began recently!!!! The rest of your open letter was forward-looking and certainly promising, though not a hint of the contributions that we are CERTAIN your institution has made to the problem of institutionalized racism is offered...not a hint of the need to examine and adm responsibility for actions and INACTIONS in the past that have contributed to the problem. Further, your "plan" if it can be called that, mentions only "listening and learning" toward....what? Where are the results of your SELF-EXAMINATION and the SPECIFIC CHANGES that you will make to redressing the contributions that your library has made to maintaining an institution that has supported and/or done little to correct for widespread racism and discrimination? If none thus far, what is your plan for such an

exercise? Your letter appears to us to be little more than a well-crafted claim to having had no part in building and maintaining a share of the process of "institutionalizing" racism, (and certainly other discriminatory and socially unjust), of the present and the past. We expect more evidence of accountability than this letter. Thank you, Ms. Sansing, for ensuring that this letter is shared with each and every member of your staff and the Board of Directors! Very Sincerely Yours, Judith Cassetty, PhD Alan Lockwood, Professor Emeritus, UW-Madison”

“Dear Jocelyne, Reading the Juneteenth statement on antiracism from you and board made me proud to be part of the Middleton community and a library user! I haven’t seen other libraries release such statements and I think this shows a lot about the type of leadership we have here in Middleton. I am encouraged to learn about what is coming next. Thank you to you and your staff and board for taking such a strong stance! Kind Regards, Deb B. “



- In addition to the [Ripple Project](#) the city of Middleton is a member of [GARE](#), which offers members a public library work group specifically dedicated to the needs, challenges, and strengths of public libraries. As we begin deep internal work to first address our own organizational and individual biases, I look forward to formulating an outcome based strategy in collaboration with our new Human Resources Manager and other city departments.

**\*Down the road** - United We Stand Middleton march Sunday 5:30 starting at the Aquatic Center and marching to Stone Horse Green. This is organized and led by community residents and supported by the MPD through an expressive demonstration permit.

### Place and Space

***Focuses on providing physical and virtual spaces that are safe, modern, welcoming, and flexible.***

**Priorities:**

- **Implement and assess Next Chapter goals 1. Increase square footage available to the public 2. Create flexible spaces for new ways of gathering 3. Improve the customer service experience**
- The flexible Next Chapter design is proving to be beneficial and continues to work in our favor as we adjust services in response to COVID-19. For example, we have easily moved shelving to accommodate social distancing in the holds area, and changed the location of the self-checks for better traffic flow and spacing. We have also been able to adjust the positioning of the main level service desk. New display furniture was added this month and since we will remove all chairs, the tables will be used for material displays to encourage fast browsing that minimizes touching.
- The downtown city landscapers are creating an outdoor seating/walkway in front of the building on Hubbard Ave. City staff and downtown businesses are working hard to find innovative ways of better utilizing outdoor spaces.

- **Increase patron's ability to find, understand, and utilize what they need in the library and online.**



- Delivery between SCLS libraries is running, though volume remains unpredictable.

- *In the month of June the library offered 25 days/127 hours of service with approximately 3,800 scheduled bookings and 15,846 items checked out in June!*

- **Continue to plan for the long-term future by participating in the Community Campus Plan**

- The Community Campus Planning Committee has been on hiatus during the COVID-19 quarantine. The application of the Health in All Policies approach to public input has been re-evaluated since the majority of this effort was to happen through in-person and peer-to-peer connections. The committee is in the process of pivoting the strategy towards [LEED for Cities](#) data collection around equity and bringing data to the table before we begin in-person/online/survey conversations focused around values/quality of life.

### Sharing the Impact

***Focuses on communicating why and how the library is here for you.***

#### **Priorities:**

- **Increase awareness and use of services and resources.**

- Lots of excitement for the new Librarian's Choice service, not to mention a great way to get Serendipity and N&N titles in patron's hands. A few comments so far:

"Love this new option from the library. New services and innovations help keep my spirits up during this difficult time. Joan H."

"We JUST learned about this great service and are so excited! Thank you, Middleton librarians!! Amy"

"Oh this is fantastic! My mother is a retired elementary school teacher who cannot leave her assisted living facility. Reading is her main entertainment and the books you pick are going to make a big impact in the quality of her life! Sydney L."

"Shout out to Middleton Public Library! Just picked up after work a selection of Librarian's Choice books. Since we can't browse, and books from other branches take a while to process, Middleton Library started a thing where staff work off of categories you select, and a box where you call out authors you like and pick for you. Selected a time for after work, and got a curated list with a note from the librarian. Jazzed to try the new books- a great idea to keep people reading and staff safe. Mad props to whomever thought of this! (Next Door post)"

"Just wanted to say I am delighted with the books chosen for me! Just perfect. Thank-you so much. Luanne B."

- Summer Reading is off and running for all ages! Both the Youth and Adult Services Departments are rocking virtual programming and continuing to come up with innovative ways to engage and attract library users.

“I discovered book bingo in the newsletter yesterday! Thank you to all those involved in creating the idea and setting it up. I am excited to get started. I especially love the links to librarian suggestions. I saw a lot of new authors I do not know. I’m a mystery book fan so I tend to stick to this category when looking for a book. Book bingo will brighten my summer and expand my horizons. Thanks again! Mary”

- **Develop improved communication efforts and methods to reach current and potential users.**

- Library staff are hard at work overhauling operating logistics for eventually reopening the library facility with a phased approach. The first step of this phasing will include an Express Service model and look something like this:

- Hours of operation: Mon- Fri 9-6, Sat 9-5 – 9am first hour for seniors and high risk
- Curbside hours Mon, Wed, Fri 12-6, Tues, Thurs 12-8
- Book drop open during curbside hours, continue quarantining-First floor services only
- Limit patrons to 30
- Continue curbside add rezone parking on Hubbard Ave. to 15 min loading zone
- Extended wifi
- Extra precautions and sanitations including greeter at door
- Express pc’s, printing, copier
- Restroom access – put on list for contractors
- no bubbler
- One way traffic patterns for entry and exit
- Masks required per DCPH order

- **Celebrate the critical role the library plays in fostering multiple literacies.**



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 Liked by saukcitylibrary and others  
 naturinginmadison Today in Nature Play: Read  
 Grab some library books you are getting bonus time with. Find some old favorites around the house. Bring a few books outside.  
 Make a cozy spot with a blanket on the ground. Set up some chairs. Hang out in a hammock. Sit on a situpon.  
 Whatever your favorite way to read is, try it outside today!

