

September 2021  
Monthly Strategic Road Map Report

### Community Partnerships

*Focuses on advocating for the city of Middleton and its residents.*

Priorities:

- **Align the goals of the Middleton Public Library with the goals of the City of Middleton.**
- **Create more opportunities for the public to share their talents and expertise.**
- **Grow and strengthen relationships with strategic area partners.**



The library recently signed an MOU Agreement with the Madison YWCA to memorialize the ongoing collaboration between organizations in support of the development, implementation, and delivery of restorative justice services and programming in the City of Middleton. YWCA Madison will work with Middleton Public Library to provide comprehensive Restorative Justice (RJ) programming to Dane County youth 12-17 years old, with a goal of centering the needs and priorities of youth to ensure their healthy development and successful engagement in the community, developing social and interpersonal skills, and supporting 360-degree accountability and transparency in addressing conditions that criminalize and push out BIPOC youth. Through deep investment in Restorative Justice (RJ) practices and the creation of a community of practice for youth circle keepers, we hope to provide preventative and alternative spaces to reconcile conflicts and harm caused to and by young people without the use of police, courts, punishment, and other exclusionary practices that function to replicate and reinforce harm and generally lead to more conflict.

### Civic Engagement

*Focuses on empowering and connecting with individuals and groups who have the knowledge, skills, and social connections to take action in creating a strong, vibrant community.*

Priorities:

- **Continuously collect and value input from library users and increase communication with underrepresented populations to better understand needs, identify barriers to use, and increase use of the library.**
- **Cultivate a collection and offer programming that reflects the entire community.**
- **Develop service strategies responsive to community needs.**

Feedback from this year's staff training effort include the desire for more opportunities and spaces for staff to connect, practice, and share. In an effort to continue normalizing, organizing, and operationalizing equity, diversity, and inclusion, library staff are holding "continuing conversations" every other month on timely equity topics.

**Down the road:** The library board is working on a follow-up to the 2020 Juneteenth statement and the creation of a formal equity policy.

## 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.

*“My family attended the Cops and Bobbers event at Lakeview Park and when my child saw the library was there she said, ‘Mom, look it’s the library! Oh good, now I know I belong here because the librarians brought me books, I just know it.’ Too funny, right?! Thanks for always making everyone feel welcome wherever you are.” – Mary C.*

## 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
- Increase patron’s ability to find, understand, and utilize what they need in the library and online.
- Continue to plan for the long-term future by participating in the Community Campus Plan

Former shelving from the Friends book shop and miscellaneous unneeded furniture was donated to the [Madinah Academy](#) to support educational opportunities and the opening of their new school and library space. Starting in October the library will use the former book shop space to host a Middleton High School student organized and led tutoring program. High school student volunteers are matched up with elementary school students that need some extra support.



Continuing our pandemic operations survival motto of, ‘slow and deliberate’ library staff are offering in-person programming with preregistration and limiting capacity to 20. Nearly all programs have proved to be full and in Sept.

**Library staff offered  
51 programs in-person and  
virtually, with 1243 people in  
attendance.**

## Sharing the Impact

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

**Priorities:**

- **Increase awareness and use of services and resources.**
- **Develop improved communication efforts and methods to reach current and potential users.**
- **Celebrate the critical role the library plays in fostering multiple literacies.**

*"I just wanted to let you know that George loved walking around downtown doing the new Story Walk! He loved the book and said "Arrrrrh" all around town! People we met walking got a laugh out of him! I am sending you some pictures of our walk. He has read the book many times already and really enjoys it! Thank you again for doing this! P.S. George can't wait to work on the Escape room too! – E"*

*"Thank you for continuing to offer the StoryWalk program. It is the perfect thing for my immunocompromised mother-in-law to do with my daughter, since it's outside. This has provided them with many lovely memories of time spent together during a really hard time. Thank you and I hope you keep doing it over the winter!" - Liza*



## Thriving Together

*Focuses on creating an environment where people want to be.*

**Priorities:**

- **Create and nurture a culture of continuous and innovative learning and development for staff, board, and volunteers.**
- **Strengthen the organizational structure of volunteers and Friends group and work with members to broaden support the library's mission.**
- **Ensure short and long-term fiscal sustainability through thoughtful financial development, donor relationships, and partnerships.**

The Friends of the Library are reinvigorated with a new board and recently appointment slate of officers. Please join the library in welcoming them!

President: Kristen Mildenhall

Vice President: Kathleen Franzen

Secretary: Sue Bradley

Treasurer: Amanda Choate

Members: Joan Gillman, DeeAnn Jansen, Jennifer Paukovits, Claudia Ramly, Heidi Watry