



2022 Library Visit Interview Form

Library Name: Rosemary Garfoot Public Library, Cross Plains

Certification Grade: 1

Date of visit: 10/13/2022

Library staff present at the visit: Pam Bosben

SCLS staff present: Jean Anderson

Amount of time spent at visit: 2 hours

[Please limit this section to the answers to the specific questions, and include as much detail as possible. Report other information or observations in the “other information” section below.]

1. How are you and your staff doing?
 - a. Staff shortages are taking a toll and schedules are a nightmare. They are down about 30 hours of staffing overall. They've reduced open hours by 4 hours per week – open until 7 p.m. instead of 8. When they've advertised for positions, they are receiving no applicants. It's hard to compete with other businesses in the community
 - b. Patrons can still use the meetings rooms as they can be closed off from the library. They have noticed an uptick in meeting room rentals/reservations. Non-profits don't pay a fee to use the meeting room, but for-profits organizations do. For example, Kwik Trip uses their rooms for meetings. The revenue goes to the village.
 - c. The library board is very supportive of the needs of the staff and realize that an illness amongst staff may mean shortened hours or a temporary closure of the library. Thankfully, this hasn't happened yet.

2. What are the next projects (big or small) on your library's to-do list?
 - a. Cross Plains is undergoing a building boom right now. There are three new developments going in around the community. This translates to more people coming in the library, which leads to needing more staff.
 - b. Pam is continually advocating for her staff at the village level. There is a new Village Administrator that is very supportive of all village staff and of the library. Department heads are working on a salary survey (I told Pam to reach out to Tim Drexler to see if we can help with any library specific data available from Annual Reports.) Pam is hopeful they can add another full time staff member to the budget in 2024.
 - c. The Village is also doing a Visioning for Space Needs project. Pam was able to respond to that for the library with assistance from Deb Haeffner. Their building is 16 years old and they are bursting at the seams. They have one space left to add shelving for the collection. In the meantime, they are doing lots of weeding of the collection.
 - d. Roof/water issue from 2021. It's just over a year (10/7/2021) since the roofing company the Village contracted with neglected to tarp the roof which caused major

water damage to the building. The interior remediation was just finished a year ago and restoration took a long time. The shingles don't completely match and there a few other small issues to resolve.

3. Are there service changes or new services from the last two years that you plan on continuing?
 - a. They've slowly started bringing back programming to the building. Storytime has been outside all summer and is starting to come back inside with limits on attendance. Additional sessions may be added as demand increases.
 - b. For example, they had a wood carving program yesterday and registration of 15 was filled. They're not ready to do movies or anything with a larger attendance yet. Making sure staff (who are mostly older or immune compromised) and patrons are safe and comfortable.
 - c. Takeaways will continue – they've been very popular.
 - d. They've added a makerspace presence – a workstation built pre-pandemic that they are calling a STEAM station. It has stools, a movable high table, and includes self-directed projects. They have another workstation they will roll out as demand increases.
 - e. During the restoration, the storytime room was closed. They've recently reopened it and it's getting a lot of use – especially from new patrons who didn't know the room was there.
 - f. They've added sensory kits for in library use.
 - g. They received a significant donation of board games from a local patron who is a gamer. They are starting to get those out to circulate. The patron who donated them is also going to help with some game nights in the future.

4. How can SCLS help?
 - a. The library recently upgraded their phone system to a VOIP through TDS. If SCLS were to ever support this service, CSP would be happy to pay for it. Craig was very helpful with the wiring and cabling questions – that part of the installation went smoothly. Training for staff, on the other hand, is still on-going.
 - b. Their website was newly redone and they are getting used to it. They are very excited about the new options available in Drupal 9 – thanks Rose!

5. Is there anything else you'd like to share or discuss?
 - a. Pam was very appreciative of everyone at SCLS – especially the help desk. She especially appreciated everyone reaching out after their water damage last year and all the support since.
 - b. While they are slightly disappointed that their delivery time changed from 7 a.m., they send major kudos to Corey and all the delivery staff for managing all the changes.
 - c. The library has been a polling site since the pandemic started and the fire station decided to stop being one. This has gone smoothly and brought more people into the building.
 - d. Pam is watching the censorship issues going on nationwide and making sure her staff know how to address any issues that come up. They've noticed that some LGBTQA+ books are being hidden around the library so staff are watching that and putting things back where they belong.

Other information gathered at the visit (interesting tidbits, general impressions of the library, or alternative topics):

- With all the weeding, the Friends are getting back to doing a book sale
- They'll be doing their silent auction featuring art again this fall
- Story walk in the park have been very popular – they started theirs pre-pandemic
- Pam gave me a tour of the library and you couldn't tell there had been major water damage throughout much of the building over the last year
- They really are bursting at the seams and shifting things around to make space for the new collections of board games and the increasing library of things collection.
- The front of the library is decorated for Halloween (see photos) and it's pretty amazing. It's the first time since the pandemic that the decorating has happened. There is another door into the library that has no scary things for patrons who want to avoid the ghouls, spiders, and ghosts.