



## 2022 Library Visit Interview Form

**Library Name:** Madison Public Library – Alicia Ashman Branch Library

**Certification Grade:** 1

**Date of visit:** 10-26-2022

**Library staff present at the visit:** Marina (circulation), Michelle (shelving page), Jim (page), Katie (page)

**SCLS staff present:** Rose Ziech

**Amount of time spent at visit:** 45 min (virtual)

**[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?**

Marina – Seeing the turnover of people leaving and coming, getting new staff trained, and keeping up with procedure changes, keeps things fresh & exciting.

Jim – Just started, but always wanted to return to library work after many years in other types of work. No turnover for him!

Marina – Keeping on top of things for the most part. Books and holds are getting in and going out. Circulation is high, and their Serendipity/Too Good To Miss/Bestseller walk-in displays are getting lots of use, as well as higher interest in Libby (which she loves promoting to patrons). They are still figuring out the workflow with only one delivery on Friday and shortened hours (10-6).

Michelle – We always seem to be understaffed during high volume hours. Generally speaking, they move really well together, but 5:00-6:00 and transition hours can become too much for 1-2 people to handle.

**2. What are the next projects (big or small) on your library's to-do list?**

Marina – Running the elections. The library is an early voting site, and 265 patrons voted yesterday. The wait was 30-40 minutes, with the line snaking around the library. It also brought lots of people past the high interest collection displays and it was great for that exposure. They are also shifting shelves to fit things and improve flow, such as putting the high use collections closer to the front. They will be trying to do that with children's too, to improve flow for the age ranges.

Michelle – Carissa is constantly working on the children's section – most recently trying to get orders for a magnetic wall, toys, and containment systems. (She may have a grant to do this.)

Marina – Weeding for condition and relevance.

3. Are there service changes or new services from the last two years that you plan on continuing?

Marina – Shortened hours. Most other Madison Public Library hours are back to pre-pandemic hours, but they have kept the reduced hours. They also added self-checks and have kept those to alleviate staffing shortages and give options for patrons. Open holds shelves too.

4. How can SCLS help?

Katie – They currently receive no Friday afternoon or Saturday delivery. It would be great if they could get one of those stops back. It's a "red bucket forest" with stacks of bins by the end of the weekend. Another delivery day would help.

Michelle – If they can't add a day, would it be possible to move to a different day to have the same number of deliveries but have one of them occur on Friday afternoon or Saturday?

Marina – In LINKcat, the search with the Format filter of "Books" returns print AND ebooks (and sometimes CDs too; "Hamilton" is an example of a search with this phenomenon) and this leads to confusion and disappointment for patrons who think they are placing holds on print items and are then disappointed when they get a CD, or nothing if they try to place a hold in LINKcat on an OverDrive title. A filter for just print books and a separate one for just ebooks would help, and possibly also somehow making it clearer that it doesn't work to place a hold on an OverDrive title from LINKcat.

5. Is there anything else you'd like to share or discuss?

Marina – Appreciates that Delivery has been responsive with ordering post it notes and buckets.

Someone mentioned Delivery used to have 2 people on the route, and now they only see one. They acknowledged this has to be tough to move all the materials with just one person.

Marina – Happy they don't have to quarantine delivery for 3 days anymore. Their meeting room was filed with materials, and they're happy they are back to processing things quickly.

Katie – people appreciate the fast holds.

Marina – Having cover art on items is so helpful. It made a big difference when that was added for being able to serve patrons better.

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

Marc Gartler (Director) was not able to be present at the visit due to illness. Visit was conducted on

Zoom with library staff attending from the branch meeting room as part of their weekly staff meeting.