



2022 Library Visit Interview Form

Library Name: Marshall Public Library

Certification Grade: 2

Date of visit: 8/23/2022

Library staff present at the visit: Callie Armstrong

SCLS staff present: M. Van Pelt

Amount of time spent at visit: 75 minutes

[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?

Doing well, staff is still getting COVID and have to be out. This is true throughout the community that they seem to having another round of COVID. Haven't had to shut down due to staff shortages. Big turnover of staff right before COVID but she is confident that the staff can handle the library alone if needed.

Record Summer Library Program attendance and participation this summer. People are ready to get out. June was crazy high, dropped off somewhat in July. Beanstack makes it easier for participants to sign up and track progress. Kwik Trip gave \$200 in gift cards as prizes.

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

Replacing window in community room

Changing toddler bathroom to lactation room – got a grant from Dane County

RFID tagging. Software is kinda buggy but Heidi O. has helped them.

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

Always offered curbside and will continue doing it

Hybrid meetings, free Blue Jeans was helpful through state. Hope it continues. Use it mainly for board meetings now.

Senior chair aerobics is still very popular.

4. How can SCLS help?

I really had to prod her to answer. She does not want SCLS to think that she is complaining.

She feels supported by SCLS.

Callie would like help setting up a staff development or sharing ideas or presenters for a staff training. I encouraged her to call Jean.

Staff struggles with the manuals for Bibliovation especially the new procedures like Lost items. She sees different versions or not current information. She would like to find where the

recorded staff training can be found. It is hard to find things on the website. She has to do and know everything. Help please! She is not complaining just would appreciate help. She detailed that they need help on patron messaging – what works, what doesn't. Manual said all notices of unresolved charges go to print messages and they don't. They need a refresher - MAR only gets print messages for those patrons that don't have an email. I said I would have Heidi Oliversen follow up with her.

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

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

Building is 20 years old and starting to show its age. She is dealing with the maintenance issues. Marshall is working on a master plan for the village and one of the consultants has spoken with her to get her input.