



## 2023 Library Visit Interview Form

**Library Name:** McMillan Memorial Library in Wisconsin Rapids

**Certification Grade:** 1

**Date of visit:** 8/30/2023

**Library staff present at the visit:** Katherine Elchert

**SCLS staff present:** Mark Jochem

**Amount of time spent at visit:** 2.5 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. What's new and/or innovative at your library?
  - a. Developing and reviewing policies, including a new circulation policy. Went fine-free recently.
  - b. Moving to a more human-centered library service model.
  
2. What are the next projects (big or small) on your library's to-do list in the coming year?
  - a. Expanding access/accessibility of the makerspace, "The Studio." Would like to add more equipment to meet a broader range of people's needs and interests.
  - b. Looking to get all staff members involved in some aspect of programming
  - c. Working on training and culture with the newly hired Assistant Director and management staff.
  - d. Katherine would like to spend more time getting out of the library and getting to know the community. She has also joined the CCBC board.
  - e. Developing more efficient workflows for staff.
  - f. Addressing accessibility issues with the Grand Ave. entrance and replacing the elevator
  - g. Budget discussions
  
3. What challenges or concerns is your library facing now and in the near future?
  - a. Reviewing policies and creating new policies that would help guide library staff actions and procedures.
  - b. Creating procedure policies to standardize service.
  - c. Staff and teen community member relationships.
  - d. Helping the staff become more "professionally curious" about their roles within the library.
  
4. How might SCLS help your library or staff with your challenges, concerns, or projects?
  - a. Jean is helping with staff development and service
  - b. Tracie is helping with library administration questions and training
  
5. What would you like to see SCLS focus on or prioritize in the coming year?
  - a. Addressing challenges with Biblovation. She is concerned especially with patron access of the Discovery Layer. It seems too complicated for patrons (and new staff) to access. She is also

concerned with how much information about patrons is stored, seemingly forever. For example, an item's checkout history is connected to ALL the patrons who ever checked out the item. At IFLS an item's checkout history that lists individual patrons is limited to 5 entries. She is especially concerned for the privacy of youth whose records can be pulled on-demand by their parents.

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

Katherine is working with staff to create a more welcoming environment for patrons and work environment for staff members. She has encountered some resistance to change from staff used to a particular style of doing things, but gradually, achieving successes. She is also working on relationships between staff and the library board. Staff sign-up to attend library board meetings. They are being paid for this.

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