



2022 Library Visit Interview Form

Library Name: Mt. Horeb Public Library

Certification Grade: 1

Date of visit: 8/16/2022

Library staff present at the visit: Jessica Gretzinger

SCLS staff present: Mark Jochem

Amount of time spent at visit: 1 hr

[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?

Good. Library staff are a little burned out from COVID service changes and challenges. Jessica is looking for ways to be supportive of her staff. Recognizes the need for support that doesn't burden staff by taking them from their work. She is planning an in-service for December. The staff is very tired of mask enforcement.

Summer Reading Program was a success! Great participation from the community – at or nearing pre-pandemic levels. People are ready to get back to the library. Check-outs are down, still. Jessica believes this is the result of more people moving to streaming services that wouldn't have otherwise had there not been COVID.

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

The library is working with an architect on a space study for a potential redesign. The Board will make a decision to pursue it in October. The library is also working with Shawn and Tim on a new strategic plan.

Staff are getting ready for a Big Read event focusing on the Asian American experience. This year will be a little different with a little read (children), middle read (middle graders), and big read (adults). Speakers and programs are in the final stages of planning. One of the programs will be a Hmong music program.

The library recently had a new card drive that was very successful! They released 5 new card designs and received 76 new card applications and many card exchanges. Several of the cards were original designs from staff. Here are the card designs: <\\sclfs01\SCLS\Projects\Visiting Libraries\2022\Reports\MTH Photos\Card Designs.jpg>.

Considering using Instagram polls to take short instant polls from patrons for feedback. Also, considering allowing poll participants see the poll in real time to increase engagement.

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

continuing?

The library is shifting back to primarily in-person programming. Jessica explains everyone is tired of Zoom programs. They are continuing to offer Zoom meetings for the Friends of the Library and Board of Trustees. They have also lifted capacity limits. Many of the service changes implemented at the start of COVID are now gone. They always had a pick-up window for holds, and will continue this type of curbside service.

The library received laptops patrons could use as part of a grant. There was low demand for the laptops, and now the staff is deciding what to do with them.

4. How can SCLS help?

Jessica greatly appreciates SCLS' support. She is pleased with the timeliness (especially for evening staff) of Biblioovation service updates. Jessica also appreciates Jean for reaching out to her for certification renewal and all the CE opportunities.

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

As stated above, staff are tired (and a little burned out) by providing service and enforcing masking during COVID.

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

I asked Jessica for feedback regarding hybrid/virtual director meetings. She thought the previous hybrid meeting went well, and would like to see a remote option continue. She also thought the online voting went well.

I asked for feedback regarding workforce development. Jessica thought that QR codes might work better, than printing for job seeker events and resources.

I took several pictures during my visit including the library sign, Lena the Librarian (gnome), library cards, and library bookmarks. Find them here: <\\sclfs01\SCLS\Projects\Visiting Libraries\2022\Reports\MTH Photos>