



2022 Library Visit Interview Form

Library Name: Madison Public Library - South Madison

Certification Grade: 1

Date of visit: 10/27/2022

Library staff present at the visit: Ching Wong (via Bluejeans)

SCLS staff present: Heidi Moe

Amount of time spent at visit: 30 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?

The community engagement librarian is transferring to a new location. 2022 has had a lot of movement of staff to new locations, particularly the Ashman branch since they have no evening hours.

The pandemic has affected the staff. Not having to enforce a mask mandate has helped.

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

SMB has a great partnership with the literacy network where they provide instructors to teach English. The library is able to provide three sessions a year in spring, summer and fall to the people in the community. During the pandemic they moved online to teach virtually, so they are continuing with the hybrid model, but the teachers and students are now able to come into the library. In one of the sessions, the patrons learned about the library and a scavenger hunt was created to discuss fall weather and terms related to fall, since many of the patrons don't come from areas that have the season. Attendance continues to rise and it's a great service to provide.

The SMB friends want to get involved in the Go Big Read Book. They hope to do it in February for a black history event. A group can be hired to start the discussion and folks in the community can join it. The friends want to distribute the books into the community, churches, grocery stores, etc. and ask if patrons want to participate and share their story.

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

Free faxing and notary service were available during the pandemic and will continue. Patrons really benefit from free faxing and every day the library has a patron that needs something notarized.

4. How can SCLS help?

Shawn Brommer and Mark Jochem have been very helpful with folks who have difficult challenges. The library had an intern social worker, but the placement didn't fit for SMB.

They need a bit more of an experienced person who is willing to take charge, since the library can be the first place a patron goes to get help with resources and information.

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

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