



## 2021 Library Visit Interview Form

**Library Name:** Verona Public Library

**Certification Grade:** 1

**Date of visit:** 10/26/2021

**Library staff present at the visit:** Stacey Burkart & Julie Harrison

**SCLS staff present:** Tom Teska & Vicki Teal Lovely

**Amount of time spent at visit:** 1 hour

**[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?
  - a. Hanging in there. Things are easier now than in the initial year of the pandemic. They are operating in almost normal mode. Furniture is still in storage. Hours are limited because of staff shortage—down 10; they are in the process of filling 3 out of 6 positions in youth services. Closing at 7 instead of 9 and not open on Sundays.
  - b. What have you learned about yourself, your staff, and your community during the COVID-19 Pandemic?
    - i. The staff was resilient but also stressed during the pandemic. The community was very responsive—they flocked to curbside; when they opened they came back. They were generally understanding. They reopened in summer 2020, then closed at end of October 2020. They had an express model to get people in for holds pickup and limited browsing (in large open area).
  - c. What lessons learned will guide you going forward?
    - i. Tried hard to trust information coming in from public health department. There was so much conflicting information and staff and public reacted in different ways.
2. Are there service changes or new services arising from COVID that you may continue moving forward?
  - i. They adopted a few services that people liked that they may continue. They started “librarian’s choice” which was like a personal shopper, mostly for children. However, it takes a lot of time. They did 1,000 or more curbside pickup appointments per week and it took a lot of time too to complete the steps as they were doing what the patrons normally did. They had pickups every 15 minutes. At first they did calls and then started Capira which helped. They will probably eliminate curbside as they do not have a good way to do it without a drive up window. They lost their tent in a tornado!
  - ii. They are mostly doing adult programs and hybrid and limited in person (they are livestreamed at the same time). They may continue doing this as it

generally serves an older population, so night driving is an issue for them. It meets another need.

- b. Is there anything SCLS can do to help?
  - i. They really appreciate the youth services check-in meetings and they are wondering if these will continue. Julie really appreciates the opportunity to do that. She hasn't been able to attend recently due to staffing issues. It doesn't need to be as often, but would like it to continue.
3. What has your library done since our last visit that you're excited about?
  - a. Are there any memorable moments that stand out?
    - i. A lot has happened since last year. Getting back to normal with in person programs has been good. People in the community are able to interact and connect.
    - ii. They have been noticing in youth services that there are kids who don't remember the library or who have never been to the library. They have "wonder" when they come in to the space and can get free books. This has been a fun, plus side of patrons returning after the pandemic.
  - b. Was there a program or service that your community responded to (positively or negatively)?
4. Is there anything else you'd like to share or discuss?
  - a. They thanked us for the work on the ARPA grant.
  - b. They have support issues with Bibliotheca. There is a sorter issue. They also have a self-check down. They are working with Nick and he put in a ticket.

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