



2022 Library Visit Interview Form

Library Name: Kilbourn Public Library – Wisconsin Dells

Certification Grade: 1

Date of visit: 10/12/22

Library staff present at the visit: Cathy Borck, Director

SCLS staff present: Tim Drexler

Amount of time spent at visit: 9-10 AM (via Zoom)

[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?
 - Cathy reported that her staff is doing well as they continue to move past the most acute phases of the pandemic. In particular, the bookmobile has returned to servicing nearly all the pre-pandemic stops and has added several new stops at local facilities. Their most recent hire, Stephanie, is now in her second year. The pandemic also created an opportunity to examine the roles and workflows associated with library volunteers and eliminate inefficiencies.
 - The library volunteers and Friends were eager to return to the library as it fully re-opened. Proceeds from Friends book sales, while lower than record-setting events last year, are back to normal pre-pandemic levels.
 - Cathy did mention the [Libraries Bounce Back](#) page on the SCLS website. She feels it doesn't necessarily reflect where libraries are in the pandemic recovery process since they all have more or less returned to full service. Perhaps a change in wording or emphasis would bring the information in line with what libraries are currently experiencing.

2. What are the next projects (big or small) on your library's to-do list?
 - Cathy and her staff are working with Deb Haeffner to repurpose a meeting space as a local history room. This project will require changes in lighting and the addition of display cases for both rotating and permanent displays. Plans also include a microfilm reader to take advantage of the library collection of local newspapers on film, a dedicated research computer, and the relocation of existing materials related to local genealogy. The library has already received a donation of historical Wisconsin Dells postcards and plates, which has been a catalyst for collecting additional donated materials. Additionally, efforts to digitize materials, such as oral histories on cassette tapes, will continue, building on previous work completed in conjunction with the Wisconsin Historical Society. Finally, this

project should help broaden the availability and accessibility of materials currently housed at the local historical society building, which has somewhat limited hours.

- Library staff and volunteers are in the midst of an ongoing collection weeding project. They recently finished the Adult Fiction section and are moving on to Juvenile Non-Fiction. A nice side effect of the project has been adding materials to the Friends book sales.
- Cathy mentioned that the library will have a boiler installed to complement the library's existing geothermal system. The boiler will be programmed to maximize operational efficiency in conjunction with the current system. Cathy noted that it took over a year for the boiler to arrive following their initial order.
- The library Friends have offered to purchase a new vehicle wrap for the bookmobile. Cathy and the Library Board are currently working on ideas for the wrap design and hope to take advantage of the graphic design skills of one of the Board members.
- Other, somewhat smaller projects:
 - Rearranging puzzle displays.
 - Incorporating displays of books and other materials to help drive patron engagement and encourage library visits.
 - Revising the library website, including possibly removing items from the main landing page to reduce visual clutter.

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

- Cathy noted the continued popularity of Hoopla, a service they subscribed to during the pandemic. The library has also had great success with its Make and Take activity bags for adults and children, which have become a regular feature of library programming from open houses to Saturday craft days.
- During the pandemic, the library added outdoor wireless network access to the front of their building, another service that has been popular with patrons. The library Friends might help purchase additional equipment to enhance the wireless signal in other areas. Cathy also said that patrons have benefited from the wireless hotspots the library began providing during the pandemic.
- In contrast, Kilbourn Public Library continues to offer a curbside pick-up service, though very few patrons still use it. Cathy also reported that pandemic-era virtual programming was not very popular. The library had offered monthly virtual programs in cooperation with other Columbia County libraries, but the group has since discontinued the service. Instead, the library has resumed in-person events both at the library and in coordination with bookmobile stops, and attendance has been growing back to pre-pandemic levels. Cathy pointed to book club events as an example of the type of program patrons strongly prefer to attend in person rather than virtually.

4. How can SCLS help?

- Cathy has been taking advantage of the services offered by SCLS to advance some of the projects she listed. Deb Haeffner, for example, has been helping with the history room, while Cindy Weber has been providing the necessary reports for collection weeding.

Tamara Ramski has also contributed her expertise toward digitizing historical materials.

- Cathy also noted that she was happy to receive the Speak Up for Your Library materials. She anticipates that Kilbourn and other Columbia County libraries may soon launch an advocacy campaign to restore county library funding. At this point, she thinks at least one county supervisor is willing to appeal the funding decision, and a couple of others might agree to re-open discussion on this budget item.

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

- Cathy mentioned that, so far, she has received positive feedback from patrons, especially non-technology-oriented patrons, about the local holds pilot project. She hopes the pilot goes well and that it continues on some level beyond the testing period.
- The City of Wisconsin Dells may soon add another building and grounds position to help cover the library, City Hall, and the new city plaza when it opens. Uncertainty remains regarding how such a person's time would be allocated (including possibly adding responsibilities at the Police Department). Nevertheless, Cathy is thankful to have someone available to assist with library maintenance issues.

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