Monona Public Library Board AGENDA
Monona Public Library Board, Board Room
1000 Nichols Road
Tuesday, December 20, 2011
7:00 p.m.

I. Call to Order
II. Public Appearances
III. Consent Agenda
   a. Minutes of November 15, 2011 meeting
   b. Financial Report for November 2011
   c. Monthly Bills for November 18 - December 17, 2011
IV. Information Items
   a. Library Director's Report
   b. 2012 Operating and Capital Budgets
   c. KOHA
   d. Building Projects Update
V. Old Business Action Item
   a. Amend Code of Conduct in the Library to Approve Public Canvassing
VI. Closed Session
   Convene in Closed Session under Wisconsin Statute section 19.85(1)(g) Conferring with legal counsel for the governmental body who is rendering oral or written advice concerning strategy to be adopted by the body with respect to litigation in which it is or is likely to become involved (possible litigation pertaining to former employee)
VII. Reconvene in Open Session Under Wisconsin Statute Section 19.85(2)
VIII. New Business Action Items
   a. Approve 2012 User Overdue Fee Structure for Overdue Materials
   c. Approve 2012 Holiday Closings
   d. Approve Closing Library until 1 p.m. on Wednesday, January 11 for Recarpeting (if necessary)
IX. Closed Session
   Convene in Closed Session under Wisconsin Statute section 19.85(1)(c) Considering employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility (staff redeployment and Library Director's annual review)
X. Reconvene in Open Session Under Wisconsin Statute Section 19.85(2)
XI. Personnel Action Items
   a. Approve Community Information Coordinator Position
   b. Approve Change of Status for Librarian Position to Access Services Coordinator effective January 1, 2012
   c. Approve Change of Outreach Coordinator Position to Information Services Coordinator effective January 1, 2012
XII. Announcements
   a. Library Closed December 24-25, 2011, and January 1, 2012
   b. Library Circulation Desk Replacement and Recarpeting, January 9-13, 2012
   c. Next Library Board Meeting Tuesday, January 17
XIII. Adjournment

NOTE: Upon reasonable notice, the City of Monona will accommodate the needs of disabled individuals through auxiliary aids or services. For additional information or to request this service, contact Joan Andrusz at (608) 222-2525 (not a TDD telephone number), Fax: (608) 222-9225, or through the City Police Department TDD telephone number 441-0399.

The public is notified that any final action taken at a previous meeting may be reconsidered pursuant to the City of Monona ordinances. A suspension of the rules may allow for final action to be taken on an item of New Business. It is possible that members of and a possible quorum of members of other governmental bodies of the municipality may be in attendance at the above stated meeting to gather information or speak about a subject, over which they have decision-making responsibility. Any governmental body at the above stated meeting will take no action other than the governmental body specifically referred to above in this notice.

Minutes
Monona Public Library Board
Library Conference Room
November 15, 2011
7 p.m.

Library Board Present: Andrew Taylor (Presiding), Val Edwards, Scott Munson, Mary O'Connor, Todd Stebbins and Melissa Zietz

Also Present: Library Director Erick Plumb and Sally Buffat

Absent with prior notification: Ben Redding

I. Call to Order

Board President Taylor called the meeting to order at 7:01 p.m.

II. Public Appearances

None.

III. Consent Agenda

a. Minutes of October 18, 2011, meeting
b. Financial Report for October 2011
c. Monthly bills for October 12 – November 17, 2011

Trustee Edwards motioned, seconded by Trustee O'Connor, to approve the Consent Agenda. Motion passed unanimously.

IV. Information Items

Director's Report

Circulation rebounded this month and the Library has been busy. The Friends Book & Bake sale was another success and the Library hosted its first ever artists reception--sponsored by Komen and Absolutely Art, this show features artists who have been affected by cancer.

The Library's management team met all day on November 1 to discuss our progress in 2011 and to begin planning for 2012. We discussed what core services are working well, what could be improved, and discussed possible services or programs that we should discontinue. We will follow-up these initial discussions in December.

We received six bids for painting the interior of the building, ranging from $9,000 - $35,000. The company with the low bid, Naturally Refined Painting, is the contractor who painted the teen area upstairs. Should the Board approve the low bid, we will begin this project the week of November 28. We expect the project to be complete by mid-December.

We have selected replacement carpet for the upstairs landing and area around the main service desk. The landing area carpet is quite worn after a decade of

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use and we will need to install carpet where the service desk is located once the desk is removed. The new carpet will complement the existing carpet and the new paint scheme.

We are having the drywall repaired in several areas, most notably by the service desk where the two roofs come together. This area received significant water damage the winter of 2008-2009 due to ice dams. The repairs will be completed prior to beginning the painting project.

We continue to tinker with lighting improvements. We removed the screens inside the fluorescent fixtures throughout the original portion of the building. This modification alone boosted light levels in the children's room by 20%. We are also working with the City to replace bulbs and ballasts in the newer portion of the building with a higher-output, longer-lasting, more-uniform product.

Mayor Miller instructed the Public Works Department to fix the sinkhole in our parking lot. Numerous people, including the Mayor, have had their cars jostled by the freeze/thaw rising/falling manhole cover.

The Wifi network has been off/on the last three days. The current system cannot accommodate the amount of usage we demand of the system. Right now we use SCLS and Charter. We could upgrade our system with SCLS to three access points at $1,000 each or we could upgrade with Charter Business for $71/month.

Budget Update

The 2012 operating budget had its first reading at the City Council meeting on November 7. None of the 24 budget amendments offered by the alders affected the Library. The health care premium estimates for the City, originally pegged at 8%, then boosted to 15%, are now set at 10.2%. The City will raise its appropriation to the Library slightly from 2011 to balance the budget.

Koha

Plumb continues to work with 12 other County libraries to fina a potential replacement for Koha.

Personnel Committee Update

The Personnel Committee has met several times to clarify goals, establish roles, and organize a long-term staffing plan. Next time the committee meets it will solidify job descriptions.

The Board discussed an annual review for Plumb. It was suggested the Board look at the State Library Information site for guidelines on measuring progress. The City form is overly complicated and not tied to a specific job description. In the past, the Board did not evaluate the Library Director, the former City Administrator did.

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The Board would like the opportunity evaluate the Library Director based on knowledge, skills and abilities. It was discussed that the Director fill out a self-evaluation listing accomplishments during the past year and goals for the coming year. Categories: leadership, managing people, identifying professional development opportunities. The Board asked for a copy of the Director's job description at the next Board meeting and for Plumb's perspective on job performance with input from the City.

V. Closed Session

Waived.

VI. Reconvene in Open Session under Wisconsin Statutes 19.85

None.

VII. Action Items to Approve

a. Approve 2012 Agreement Between South Central Library System and the Monona Library

Edwards moved, seconded by Zietz, to approve the 2012 agreement between South Central Library System and the Monona Library. Motion passed unanimously.

b. Approve Addendum to Agreement to Participate in a Shared Automated Resource System for 2012

Edwards moved, seconded by Zietz, to approve the addendum to the Agreement to Participate in a Shared Automated Resource System for 2012.
Discussion: The reason for this has to do with the addition of Fitchburg Library and how it has changed the formula for cost-sharing. SCLS came up with the form.
Motion passed unanimously.

c. Amend Library Code of Conduct

Trustee O'Connor moved, seconded by Zietz, to amend the Library Code of Conduct.
Discussion: Weapons are not in the current Library code.
See packet page 17, Guidelines for Using the Library #11: add sentence:
Monona Public Library follows the definition of service animal as defined by the ADA.
Guideline #12: subject verb agreement: Usage . . . is allowed . . .
See packet page 18, Solicitation & Canvassing add: The Library is a non-partisan source for public and community information. As such, we prohibit the following activities:
Page 18, Guidelines for Handling Problem Patrons # 6: Children exhibiting problem behavior . . .
O'Connor moved, seconded by Zietz, to approve as amended the Library Code of Conduct.

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Motion passed unanimously.

d. Approve revised Dane County Library Standards

Trustee Stebbins moved, seconded by Edwards, to approve the revised Dane County Library Standards.
Motion passed unanimously.

e. Approve bid for painting Library interior

Zietz moved, seconded by Edwards, to approve the bid for painting the Library interior.
Motion passed unanimously.

f. Approve bid for re-carpeting Main Desk area

O'Connor moved, seconded by Stebbins, to approve the bid for re-carpeting the Main Desk area.
Motion passed unanimously.

g. Approve purchase of service station furniture

Trustee Munson moved, seconded by Stebbins, to approve the purchase of service station furniture.
Discussion: Plumb went for a laminate surface rather than wood. Laminate is more durable and less expensive. The new service station furniture will consist of three self-check stations: one low for children's, one low for ADA and one high for standing.
Motion passed unanimously.

VIII. Announcements

a. Library closes at 5 p.m. on Wednesday, November 23. Closed for Thanksgiving, November 24.
b. Library closed until 2 p.m. for in-service on Friday, December 9.

IX. Adjournment

Edwards moved, seconded by Zietz, to adjourn the meeting. President Taylor adjourned the meeting at 8:22 p.m.

Recorder: Sally Buffat

Approved:

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CITY OF MONONA
REVENUES WITH COMPARISON TO BUDGET
FOR THE 11 MONTHS ENDING NOVEMBER 30, 2011

LIBRARY FUND

		PERIOD ACTUAL	YTD ACTUAL	BUDGET AMOUNT	VARIANCE	% OF BUDGET
	PUBLIC CHARGES FOR SERVICE					
202-46-41110-000	GENERAL PROPERTY TAXES	.00	438,957.00	438,957.00	.00	100.00
202-46-43720-000	COUNTY AID FOR LIBRARIES	.00	207,115.00	196,831.00	10,284.00	105.22
202-46-43730-000	COUNTY AID LIBRARY FACILITIES	.00	30,948.00	29,328.00	1,620.00	105.52
202-46-46110-000	COPIER RECEIPTS	680.53	2,278.64	3,000.00	(721.36)	75.95
202-46-46710-000	FINES	1,174.05	15,676.69	24,000.00	(8,323.31)	65.32
202-46-46710-341	CHILDRENS	.00	1,283.75	.00	1,283.75	.00
202-46-46710-342	TEEN/ADULT PROGRAM REVENUE	.00	273.59	.00	273.59	.00
202-46-46730-000	ROOM RENTALS	134.67	1,317.81	2,300.00	(982.19)	57.30
202-46-47300-000	SOUTH CENTRAL LIBRARIES	.00	(451.00)	.00	(451.00)	.00
202-46-48900-000	OTHER REVENUES	.00	.00	1,100.00	(1,100.00)	.00
202-46-48900-100	VENDING MACHINE	156.00	2,480.47	3,800.00	(1,319.53)	65.28
202-46-49300-000	FUND BALANCES APPLIED	.00	.00	30,700.00	(30,700.00)	.00
	TOTAL PUBLIC CHARGES FOR SERVICE	2,145.25	699,879.95	730,016.00	(30,136.05)	95.87
	TOTAL FUND REVENUE	2,145.25	699,879.95	730,016.00	(30,136.05)	95.87

CITY OF MONONA
EXPENDITURES WITH COMPARISON TO BUDGET
FOR THE 11 MONTHS ENDING NOVEMBER 30, 2011

LIBRARY FUND

		PERIOD ACTUAL	YTD ACTUAL	BUDGET AMOUNT	VARIANCE	% OF BUDGET
	LIBRARY EXPENDITURES					
202-55-55110-110	UNION STAFF SALARIES	10,313.47	112,637.60	88,812.00	(23,825.60)	126.83
202-55-55110-111	MANAGEMENT SALARIES	8,414.50	90,295.04	178,126.00	87,830.96	50.69
202-55-55110-112	SHIFT DIFFERENTIAL	47.39	370.54	600.00	229.46	61.76
202-55-55110-117	LONGEVITY PAY	457.10	457.10	500.00	42.90	91.42
202-55-55110-119	WAGES, PART-TIME	10,087.81	91,814.33	99,894.00	8,079.67	91.91
202-55-55110-130	FICA	2,225.16	21,362.83	28,147.00	6,784.17	75.90
202-55-55110-131	WISCONSIN RETIREMENT	1,656.22	19,615.79	31,092.00	11,476.21	63.09
202-55-55110-132	LIFE & DISABILITY INSURANCE	14.27	151.51	375.00	223.49	40.40
202-55-55110-133	HEALTH INSURANCE	3,435.83	37,133.33	66,118.00	28,984.67	56.16
202-55-55110-134	PROFESSIONAL DEVELOPMENT	70.14	572.76	2,000.00	1,427.24	28.64
202-55-55110-220	GAS & ELECTRIC UTILITIES	2,121.80	27,459.86	40,950.00	13,490.14	67.06
202-55-55110-221	TELEPHONE	161.12	1,042.76	1,200.00	157.24	86.90
202-55-55110-222	WATER & SEWER UTILITIES	.00	1,767.03	3,600.00	1,832.97	49.08
202-55-55110-240	SERVICE CONTRACTS	4,344.65	29,338.57	38,000.00	8,661.43	77.21
202-55-55110-241	AUTO CIRCULATION SYSTEM RENTAL	.00	38,516.10	41,500.00	2,983.90	92.81
202-55-55110-310	OFFICE SUPPLIES	838.77	3,501.26	7,500.00	3,998.74	46.68
202-55-55110-312	POSTAGE	.00	94.81	477.00	382.19	19.88
202-55-55110-321	PUBLIC NOTICES	.00	.00	100.00	100.00	.00
202-55-55110-340	JANITORIAL SUPPLIES	1,233.43	3,093.30	2,000.00	(1,093.30)	154.67
202-55-55110-341	CHILDREN'S/YA SERVICES	5.57	3,230.92	2,250.00	(980.92)	143.60
202-55-55110-342	TEENS SERVICES	32.02	1,571.64	.00	(1,571.64)	.00
202-55-55110-344	CASH OVER/SHORT	(.04)	(20.31)	.00	20.31	.00
202-55-55110-350	EQUIPMENT MAINTENANCE & REPAIR	.00	5,731.02	8,250.00	2,518.98	69.47
202-55-55110-351	BUILDING MAINTENANCE & REPAIR	716.94	8,745.58	8,250.00	(495.58)	106.01
202-55-55110-390	OTHER SUPPLIES & EXPENSE	.00	55.93	300.00	244.07	18.64
202-55-55110-700	SOUTH CENTRAL NET LENDER PYMT	.00	.00	975.00	975.00	.00
202-55-55110-702	LSTA GRANT EXPENDITURES	.00	(73.24)	.00	73.24	.00
202-55-55110-809	PERIODICALS & PAMPHLETS	3,406.85	5,268.49	5,500.00	231.51	95.79
202-55-55110-810	PERIODICAL, PAMPLETS & AV SOFT	1,518.00	11,523.64	18,500.00	6,976.36	62.29
202-55-55110-811	ADULT BOOKS	4,513.07	17,152.45	17,500.00	347.55	98.01
202-55-55110-812	CHILDRENS BOOKS	1,568.06	10,510.19	10,500.00	(10.19)	100.10
202-55-55110-813	YOUNG ADULT BOOKS	735.68	2,986.12	2,500.00	(486.12)	119.44
202-55-55110-814	LARGE PRINT BOOKS	660.38	3,005.29	2,500.00	(505.29)	120.21
202-55-55110-815	REFERENCE BOOKS	.00	.00	200.00	200.00	.00
202-55-55110-817	ELECTRONIC INFO SOURCES	.00	2,667.50	4,000.00	1,332.50	66.69
202-55-55110-819	VENDING MACHINE EXPENSE	154.60	1,382.19	2,300.00	917.81	60.10
	TOTAL LIBRARY EXPENDITURES	58,732.79	552,961.93	714,516.00	161,554.07	77.39
	TRANSFERS					
202-55-59210-212	ACCOUNTING SERVICES	.00	.00	4,500.00	4,500.00	.00
202-55-59210-510	INSURANCE	.00	.00	11,000.00	11,000.00	.00
	TOTAL TRANSFERS	.00	.00	15,500.00	15,500.00	.00
	TOTAL FUND EXPENDITURES	58,732.79	552,961.93	730,016.00	177,054.07	75.75

CITY OF MONONA
EXPENDITURES WITH COMPARISON TO BUDGET
FOR THE 11 MONTHS ENDING NOVEMBER 30, 2011

LIBRARY FUND

	PERIOD PERIOD	YTD ACTUAL	BUDGET AMOUNT	VARIANCE	% OF BUDGET
NET REVENUES OVER EXPENDITURES	(56,587.54)	146,918.02	.00	146,918.02	.00

Summary of Monthly Bills for November 18 - December 17, 2011			
Accounts Payable by Vendor	**Account Code**	**Description**	**Amount**
Professional Development	**202-55-55110-134**		
VISA: Crema		meetings x 3	$ 102.12
VISA: Pizza Oven		staff in-service	$ 40.00
TOTAL PROFESSIONAL DEVELOPMENT			**$ 142.12**
Gas & Electric Utility	**202-55-55110-220**		
MG&E		heat & electric	$ 2,124.33
TOTAL GAS & ELECTIC UTILITY			**$ 2,124.33**
TDS & Charter	**202-55-55110-221**		
Charter		internet service	$ 31.64
TDS		monthly service	$ 62.19
TOTAL TDS/CHARTER			**$ 93.83**
Water & Sewer Utility	**202-55-55110-222**		
Monona Water Utility		water/sewer	$ 570.47
TOTAL WATER & SEWER UTILITY			**$ 570.47**
Service Contracts	**202-55-55110-240**		
Clean Power		service for November	$ 1,866.71
Illingworth-Kilgust Mechanical		11/01-11/30/11	$ 517.33
Schumacher		quarterly maintenance	$ 93.90
TOTAL SERVICE CONTRACTS			**$ 2,477.94**
Office Supplies	**202-55-55110-310**		
Quill.com		copy paper	$ 49.00
Demco		magazine supplies	$ 141.79
TapeCase Ltd.		blade for tape holder	$ 19.70
Walgreens		biohazard gloves	$ 15.99
Ace Hardware		wireless door chime	$ 50.76
Staples		pens, report cover	$ 7.98
TOTAL OFFICE SUPPLIES			**$ 285.22**
Janitorial Supplies	**202-55-55110-340**		
Superior Lamp Inc		fluorescents & ballasts	$ 1,018.25
Prothermostats.com		light switch cover	$ 23.90
Messner Incorp		toilet tissue, paper towel	$ 327.68
TOTAL JANITORIAL SUPPLIES			**$ 1,369.83**
Teen / Adult Programming	**202-55-55110-341**		
Hobby Lobby	teen programming	scrapbook supplies	$ 80.54
Dollar Tree Store	teen programming	tape and wire	$ 7.00
TOTAL TEEN / ADULT PROGRAMMING			**$ 87.54**
Equipment Maintenance & Repair	**202-55-55110-350**		
Braun Corporation		troubleshooting & ballast	$ 85.16
TOTAL EQUIPMENT MAINTENANCE & REPAIR			**$ 85.16**
Building Maintenance	**202-55-55110-351**		

Advanced Dry		carpet cleaning	$ 295.65
Luke's Drywall		drywall repair	$ 595.00
Door Aid Corporation		handicapped door	$ 290.00
TOTAL BUILDING MAINTENANCE			**$ 1,180.65**
Vending	**202-55-55110-819**		
Pepsi-Cola Company		soda	$ 136.89
TOTAL VENDING			**$ 136.89**
Services/Contract/Supplies Subtotal			**$ 8,553.98**
LIBRARY ACQUISITIONS			
Periodicals/Pamphlets	**202-55-55110-809**		
Milwaukee Journal Sentinel		11/22/11-5/21/12	$ 122.98
EBSCO		magazine subscriptions	$ 3,283.87
The New York Times		12/5/11-3/4/12	$ 192.40
The Kiplinger Tax Letter		26 issues	$ 38.00
TOTAL PERIODICALS			**$ 3,637.25**
CDs & DVDs	**202-55-55110-810**		
Amazon.com		DVDs	$ 46.57
Audio Editions		DVDs	$ 121.56
Baker & Taylor		DVDs	$ 321.66
TOTAL CDs & DVDs			**$ 489.79**
Adult Books	**202-55-55110-811**		
Baker & Taylor		adult books	**$ 2,047.57**
TOTAL ADULT BOOKS			
Children's Books	**202-55-55110-812**		
Baker & Taylor		children's books	**$ 1,930.37**
TOTAL CHILDREN'S BOOKS			
Young Adult Books	**202-55-55110-813**		
Baker & Taylor		YA	**$ 218.63**
TOTAL YOUNG ADULT BOOKS			
Large Print Books	**202-55-55110-814**		
Gale		large print	$ 412.55
Baker & Taylor		large print	$ 452.80
TOTAL LARGE PRINT BOOKS			**$ 865.35**
Library Acqusitions Subtotal			**$ 9,188.96**
Summary of Expenditures Posted October 12 - November 17, 2011			**$ 17,742.94**

Library Activity Report, November 2011

Circulation	2010 November	2011 November	2010 YTD	2011 YTD	Nov '11/'10 diff by #	Nov '11/'10 diff by %	Yr Diff	Comparison Year %
Total	24494	23257	273313	262021	-1237	-5.1%	-11292	-4.1%
Self-Checkout CKOs	4154	13148	46909	93524	8994	216.5%	46615	99.4%
Patron Internet Sessions	1774	1624	18880	17560	-150	-8.5%	-1320	-7.0%
Library Visits	11676	12006	139167	133633	330	2.8%	-5534	-4.0%
Adult Programs	1	6	22	43	5	500.0%	21	95.5%
# attended	7	261	444	1320	254	3628.6%	876	197.3%
YA Programs	3	1	53	22	-2	-66.7%	-31	-58.5%
# attended	34	14	931	912	-20	-58.8%	-19	-2.0%
Children's Programs	30	17	256	237	-13	-43.3%	-19	-7.4%
# Attended	830	528	6309	6471	-302	-36.4%	162	2.6%

MONONA PUBLIC LIBRARY

ADMINISTRATION REPORT FOR BOARD MEETING
December 20, 2011
Erick Plumb, Library Director

LIBRARY ACTIVITY IN NOVEMBER & EARLY DECEMBER 2011

Circulation and attendance remain strong, albeit a touch behind both last year and 2009. The majority of the month was devoted to planning for 2012 and work on building projects. I met with representatives of the Madison Public Library to discuss alternatives to Koha. Notable programs included Tellabration with David Landau on November 22; the enormously popular Coupon Clipping 101; and our Komen art opening which drew over thirty art devotees.

PERSONNEL

The Library Board's Personnel Committee met with me on December 1 to discuss reorganization of senior staff and to devise and refine position descriptions for managerial staff.

FACILITIES AND EQUIPMENT

We upgraded our Charter Internet connection to a more robust 30 mbps from a rather paltrier 5 mbps. We believe the increased cost ($71 per month rather than $50) is worth it for the increased speed. We had noticed our network slowing down dramatically in recent months. Additionally, I am pricing out various options for an upgraded wireless system. In 2012, I plan to investigate third-party alternatives to SCLS for IT support.

We are nearly finished painting the interior of the Library building. Kevin from Naturally Refined Painting has done an excellent job and the work has drawn raves from our patrons and from City officials.

Staff have reorganized the back work area in preparation of the removal of the large circulation desk in January. One goal has been to ensure that the staff areas visible to the public remain uncluttered. Rob Klecker has been relocated to the glass office adjacent to the circulation area.

We have selected and ordered circulation desk furniture and replacement carpeting. The circulation desk will be removed on Monday, January 9, 2012, and carpeting will be installed on Wednesday, January 11. We hope to remain open for the carpeting installation, but may need to close for several hours if we determine that patrons would have difficulty entering the second floor. We hope to cause as little inconvenience and disruption for our patrons as possible.

BUDGET AND FINANCE

The City approved the 2012 Operating Budget at the November 21 City Council meetings. Our appropriation is $440,286, a slight increase from 2011's budget. The Capital Budget was approved on December 5. The Council generously approved the Library's request to fund the first phase of RFID implementation and also authorized the purchase of 12-13 pieces of furniture to replace faded and ragged chairs and couches.

LIBRARY SERVICES AND PROGRAMS

Children's and Young Adult Monthly Report for November 2011

Programs	Attendance	Programs	Notes
Wed 9:30 PreK	33	1	
Wed 10:15 Toddler	22	1	
Wed 11:00 Toddler	21	1	
Thur 9:30 PreK	29	1	
Thur 10:15 Toddler	23	1	
Thur 11:00 Baby	8	1	
Megan's Favorites Storytime	8	1	Family Fun Tuesday series event
MGNS Class Visit	38	2	Fire Safety Week/ Rhyming storytime
David Landau	138	1	Family Fun Tuesday series event
You, Your Child & ASQ	6	1	Family Tuesday series event
Winnequah School class visit	85	3	Tellabration promotion
Tellabration 4:15pm 35, 6pm	58	93	2 Family Tuesday series event
Treasure Boxes w R24	1		
TOTAL	528	17 [31 avg attendance]	

Notes from Karen:
Ordering, weeding, children's room maintenance, supervision of YS Page and LAI.
Winter Break, January to May, and summer performers program planning. Storytimes and other program implementation. Applied for a SCLS 2012 LSTA grant for Literacy programming and materials for children and families whose first language is Spanish. Remove materials from walls to prep for painting. Cleaning basement and Story Room.

Meetings, Workshops, etc:
11/1-2 Department Heads Meeting
11/10 SCLS Summer Reading Program workshop
11/21: Winnequah Class Visits on 11/21: Kugle & Groves, Boyd, and Hanssen.
Comments:
*Thanks again for the stories! Such a wonderful event. [*Tellabration*] I really love seeing people come together and connect through stories. I had a hankering for sautéed red, yellow and green peppers after your last story. Brad really enjoyed it, too.* Tracy
The storytellers were magical and I just thought it was so inspiring to see storytelling as craft. I thought that event just made it so clear that it is traditional and all tend to it. Jessica
We really like how you've started doing book talks and literacy tips on the facebook page. What a good idea! Christina

Nov 2011 Monthly Report Teen & Adult Outreach Services

Programs	Attendance	Programs	Notes (T=teen; A=adult, E=everyone)
Journey Within Art Opening	35	1	E
Coupon Clipping 101	70	1	A
Teen Lit for Adults	16	1	A
Sr Center Book Talk (Megan)	6	1	A
TAB meeting	15	1	T

MG21 Bookclub	12	1	T
Sharing the Knowledge Conference	50*	1	A
Totals	**204**	**7**	

Meetings and Events:

- Coordinated books and display for Dyan Armstrong of Komen Smart Women at a Nov Komen workshop (topic: exercise and nutrition)
- * Invited to set up booth/display at the annual *Sharing the Knowledge* conference hosted by Breast Cancer Recovery held at the Alliant Center. The conference brings together state of the art information on cancer resources and treatment in a daylong series of workshops and presentations. Over 200 survivors attended, of them at least 50 stopped by our booth to enquire about the Susan G. Komen collection of the Monona Library and we were also able to check out materials to participants with a library card.
- Held the first library artist's reception (see attachment) for our "Journey Within" show, which represented a library partnership between the Absolutely Art Community Gallery through four of their represented artists and Komen for the Cure, through their official race poster artist, Liina Keerd. Absolutely Art helped to market and promote the event. Music was provided by Andy Nath with special guests Bill and Bobbi Malone, food and refreshments were donated by Starbucks, Milio's Sandwiches, Daisy Cupcakery, and Pleasant Spring Orchard. Additional prizes (including a $200 spa package) were provided by Ultimate Spa and Salon of Monona and Absolutely Art. The featured artists were abailable to meet and greet and Ms. Keerd brought additional copies of former posters to sign and give away to attendees. The event was profiled on the Library As Incubator site and comments of participants were quite favorable.
- Book a Librarian (Toni Streckert Sunday, **6 sessions during November)**
- MG21 Monona Library book club had its first meeting of the quarter. The book discussed was Bitter End by Jennifer Brown, a gritty narrative about a teenage girl that slowly gets involved in an abusive dating relationship. All of the participants for this session were girls, which greatly increased the ease and comfort level of the subject matter discussion. In addition to answereing a series of discussion questions, the MG21 students, as part of their participation, undertake a project for display at the school. The activity they chose was to heighten awareness of domestic violence through their version clothesline project: http://www.clotheslineproject.org/Photos.htm. It will be offered to the library for possible display sometime during the 2012 year.
- Coupon Clipping 101 was the most successful adult workshop we've held with 70 attendees and over 20 people who either were on the waiting list or showed up after the program was full. The presenter, Danelle Gay, generously agreed to hold a repeat program for them in January 2012.
- Our Constant Contact monthly Adult E-Newsletter continues to build subscribers with information about upcoming programs, collection additions, highlights of previous programs and Friends news; I would encourage all board members to subscribe---see the link on our homepage.

ACTION ITEMS

1. Amend Library Code of Conduct

Change would allow political canvassing inside the Library building. Please see attached Code of Conduct.

2. Approve 2012 User Overdue Fee structure for overdue materials.
Eliminate user fees for late materials while retaining lost and damaged fees. Please see attached 2012 Borrowing guidelines chart.

3. Approve 2012 Holiday Closings.
January 1 - New Year's Day
January 16 - Martin Luther King Jr. Day
April 8 - Spring Holiday
May 28 - Memorial Day
July 4 - Independence Day
September 3 - Labor Day
November 22 - Thanksgiving Day
December 24 - Christmas Eve
December 25 - Christmas

4. Approve closing Library until 1 PM on Wednesday, January 11 for re-carpeting (if necessary).

5. Approve Community Information Coordinator position
See attached job description.

6. Approve change of status for Librarian position to Access Services Coordinator, effective January 1, 2012.
See attached job description.

7. Approve change of status for Outreach Coordinator position to Information Services Coordinator, effective January 1, 2012.
See attached job description.

From: William S. Cole [mailto:wcole@execpc.com]
Sent: Thursday, November 17, 2011 4:15 PM
To: 'bobmiller tds.net'
Subject: RE: Monona Public Library policy...and City of Monona Policy regarding the rights of citizens to organize, speak, and petition their government

Bob,

The city needs to be careful to treat them the same as any other private entity wanting to use public facilities. To that end, they can rent out a park shelter, the community center, meeting room, etc. under the same terms and conditions we rent currently them out to anyone else. They would have to pay the same fee and follow the same rules as everyone else.
We need to be very careful not to let them use any area we do not already allow a private group to use because once we do, that area becomes a limited public forum for 1st Amendment purposes. Once that occurs you have to allow anyone to also use it. I could fill your ear with all kinds of horror stories of communities trying to help a benevolent group out, only to later have to let the KKK, Nazis, etc. use the room.

The library board has exclusive control over the use of library facilities so we could not change their use policies even if we wanted to.

As always, give me a call if you wish to discuss.

Bill

William S. Cole
Reuter, Whitish & Cole, S.C.
44 East Mifflin Street, Suite 306
Madison, Wisconsin 53703
608/250-9053
608/250-9054 FAX
wcole@execpc.com

From: bobmiller tds.net [mailto:bobmiller@tds.net]
Sent: Thursday, November 17, 2011 1:57 PM
To: William S. Cole
Subject: Fwd: Monona Public Library policy...and City of Monona Policy regarding the rights of citizens to organize, speak, and petition their government

Bill,
Is there a place Chad can collect his signatures. Looking for guidance.
Thanks.
Bob

From: Chad Speight
Nov 29
to me, Andrew Taylor

Andrew and Erick,

I still welcome the opportunity to discuss how the library might be able to offer some limited accommodation to petition gatherers.

A simple google search for "petition policy in front of libraries" led me to the policies which I have pasted below.

The Pinney Library in Madison is allowing petitioners to stand on the sidewalk next to the front door, which is at least convenient and covered, although still cold.

A number of older resident who want to collect signatures OR to sign them are not able to participate in an equitable manner, the way able bodied folks, like us, can stand in 30 degree cold weather.

Is it possible to bring an amendment before the library board in a timely manner?

What options do we have?

Thank you

Chad

Here is the policy of the PLAINVIEW-OLD BETHPAGE PUBLIC LIBRARY
999 Old Country Road, Plainview, New York 11803
Phone: (516) 938-0077 Fax: (516) 433-4645
www.poblib.org

Circulation of Petitions

1. Regulations

a. An individual or group desiring to circulate a petition on Library property, either inside or outside the Library building shall notify the Library Director or his/her representative prior to soliciting signatures.

b. The circulation of petitions is restricted to the entrance lobby and grounds of the Library subject to the conditions set forth in Paragraph "c" of this section.

c. Petition circulators, whether inside or outside the building, must not cause unreasonable commotion or noise, obstruct pedestrian or vehicular traffic, engage in conduct which alarms or harasses Library patrons or staff, or otherwise interferes with the operation of the Library.

d. No petition may be left for signature within the Library or on Library property.

.....

From: Andrew Taylor
Nov 30
to: Chad, Erick Plumb

Chad,

Thanks for the example policy and the additional thoughts. My primary concern related to petitioning inside the library is that it would need to be allowed always, across the board, from now on. Whether its individuals gathering petitions for public office, or the next round of intense and divisive discussion about splitting the school district, or a number of other political issues that might arise, I believe petitioning inside the library building compromises our efforts to create a non-partisan, welcoming, and open space for all citizens.

The design and staffing of our library makes the challenge particularly strong, since we have no staff stationed on the entry level of the building to monitor behavior or ensure calm and unencumbered access -- or to enforce the kind of policy you share below. Given our lean staff, it's essential for them to focus on serving library patrons and advancing library business rather than monitoring and policing the lower level.

There may be an opportunity to discuss appropriate use of the outside of the building, again emphasizing that any such use does not harass, alarm, or confront library patrons, doesn't block entry or exit, and doesn't diminish the non-partisan and welcoming goals of our work. I cannot speak for the staff or for the board (we have to speak together through our governance process), but that would be one option to discuss. Although, outdoor use of the library grounds doesn't resolve the issue of cold and comfort for those choosing to petition. I would hope that some other city property might be available for indoor canvassing. As you note, even Pinney Branch does not allow canvassing inside the facility.

Happy to talk this through. Our next board meeting is on Tuesday, December 20, at 7:00 pm, if you'd like to make a public appearance on the issue. Or, I'm available to talk directly before then.

Andrew

.....

From: Erick Plumb
Nov 30
to: Chad Speight, Andrew Taylor

Hi Ald. Speight:

I remain wary about opening up the Library for any sort of canvassing, for the reasons Andrew described in his email. We live in a polarized and hyper-politicized time, and the Library's role as a non-partisan and non-politicized center for information access remains more important than ever.

A few years ago in West Bend, a group of citizens picketed the Library and collected petition signatures due to the library's owning "pornographic" materials in YA books (i.e. glbt content in Young Adult novels). Happily, they could not do this inside the building or at the entryway; instead they had to congregate on the sidewalk. Imagine if they could have done this inside the building. I have to ask myself if we really want to open the door to this, no matter who or what group is canvassing.

Now, Monona is not West Bend, of course. But, as an example, the Library has just instituted a GLBT collection for young adults & their allies courtesy of the New Harvest Foundation. We aim to be a safe and unbiased space for everyone... how welcoming would be if people objected and were actively canvassing inside our own building? Prior to the 2011 November elections in Mississippi where the "Personhood Amendment" was up for referendum, people on both sides of the debate stood in library entryways to distribute literature.

I have no doubt that 99.5% of groups that would use a "free speech space" inside our Library would be courteous and respectful. But we would also take the chance that some groups would not be. As an educational and informational resource, the Library is different than a community center or even City Hall. It is an inherently non-political space. The American Library Association code of ethics includes being un-biased and non-partisan. For those reasons, I cannot recommend to the Library Board a change to our current policy regarding canvassing.

Our offer to have the group reserve a meeting room for organizational

meetings remains. We would waive the fee.

Also, at the December 20 Library Board meeting, I will bring forward an action item that would amend our code of conduct to allow canvassing similar to the Bethpage Library's policy so the Library Board can debate and vote on the measure. I think it is a good debate for a municipality to have.

Respectfully yours,
Erick

.....

From: Chad Speight
Nov 30
to me, Andrew Taylor

Erick and Andrew,

Thank you for your thoughtful responses to my questions and concerns. I agree that these are complex issues

I would welcome the opportunity to discuss these matters at the Dec 20 Library Board meeting.

I remain optimistic that the library might yet be an important and appropriate place for citizens to connect with each other in our community, to exchange ideas and to engage in rather simple, consensual interactions, which might include collecting signatures.

I am still struggling with the slippery slope argument that ANY activity, once allowed, will open the door to making the library a raucous and inhospitable place for patrons. I accept the fact that the code of conduct, in general, is necessary and good for the institution, and I do not seek to undermine this vital public purpose.

I simply believe that the ban on petitions goes too far, and that we can regulate this activity in a fair and just way, just as we allow food in the lower level, etc. As the New York regulations that I attached seem to suggest, it is possible to allow for the democratic process and interactions between patrons without being partisan. Certainly the various political publications and manifestos within your collection do not undercut the non-partisan credentials of the institution.

I accept the fact that I may not be able to sway the Board, but I welcome the opportunity to plead my case.

Thank you for all that you do to make our library the best in Wisconsin.

Chad

Chad T. Speight, CR
Alderman, City of Monona
President, Chad's Carpentry
NARI Certified Remodeler

608-221-1799 x1
Chad@ChadsCarpentry.com

608-221-1809 fax

DRAFT -
Code of Conduct in the Library

Changes underlined

PURPOSE

Under the provisions of Chapter 43 of the Wisconsin State Statutes, Section 43.52 (1), the Monona Public Library Board of Trustees may enact regulations that serve to insure the safety of library staff and patrons, protect the materials collection and maintain order in the library. While committed to providing an atmosphere that welcomes all ages to partake of the library's services, this policy attempts to provide guidelines which preserve a reasonably quiet environment and which promote safety and comfort for all individuals.

GUIDELINES FOR USING THE LIBRARY

1. So that everyone feels comfortable and welcome, treat everyone in the Library with respect.
2. So that others are not disturbed, talk quietly. Disruptive, threatening or abusive language/behavior is prohibited.
3. For your safety, walk in the Library.
4. For your child's safety and out of respect for other patrons, children under nine (9) should be accompanied by an adult or caretaker age 12 or older.
5. For your health and safety, shoes and shirts must be worn in the Library.
6. For your safety, the Monona Public Library prohibits, on Library premises, all firearms, explosives, and any item deemed a dangerous weapon in Wisconsin Statute sec. 939.22(10).
7. For your safety, the Library prohibits possessing, selling, distributing, consuming or being under the influence of any alcoholic beverage or controlled substance.
8. To protect materials and furniture, food/snacks are not allowed in the Library. Covered beverages are permitted.
9. Library staff cannot be responsible for your belongings. Keep your coat and other belongings with you.
10. Use of tobacco products is not allowed in the building or under the entryway overhang.
11. No pets or other animals are allowed in the library unless they are ~~guide dogs~~ service animals or part of a library program. The Library defines a service animal as defined by the Americans with Disabilities Act.
12. Usage of cell phones and other electronic devices is allowed, but their use may not disrupt library use by other patrons. We ask that patrons turn off all audible sounds or use headphones.

Solicitation ~~& Canvassing~~

~~The Monona Public Library is a non-partisan institution offering access to public and community information. As such, the Library prohibits the following activities:~~

1. Only persons on library business will be allowed to solicit for the sale of goods and services in the library. Salespersons may meet with authorized library personnel only. Exceptions may be made for library- sponsored activities and organizations affiliated with the library.
2. Surveying of groups or individuals may only be done in conjunction with output measures or other similar surveys designed to quantify library use or satisfaction with library services.
3. ~~Canvassing -- for example, soliciting signatures for a petition, nomination papers, and the like -- is not allowed on library property.~~

Circulation of Petitions

1. Regulations

a. An individual or group desiring to circulate a petition on Library property, either inside or outside the Library building shall notify the Library Director or his/her representative prior to soliciting signatures.

b. The circulation of petitions is restricted to the entrance lobby and grounds of the Library subject to the conditions set forth in Paragraph "c" of this section.

c. Petition circulators, whether inside or outside the building, must not cause unreasonable commotion or noise, obstruct pedestrian or vehicular traffic, engage in conduct which alarms or harasses Library patrons or staff, or otherwise interferes with the operation of the Library.

d. No petition may be left for signature within the Library or on Library property.

GUIDELINES FOR HANDLING VIOLATIONS OF THE CODE OF CONDUCT

1. It is a patron's responsibility to maintain necessary and proper behavior standards in order to protect his/her individual rights and the rights and privileges of other patrons.
2. Occasionally, staff members may have to deal with patrons who violate the rights of others or who create a disturbance in the library. If a patron creates a public nuisance, that patron may be restricted from the Library and from the use of the library facilities. Those who are unwilling to leave or do not leave within a reasonable amount of time, after being instructed to do so by staff will be subject to the law.
3. A brief written report of any incident involving theft, vandalism, illegal activity, or major disruptive behavior will be filed with the Director as soon as possible after its occurrence.
4. The Library Director, acting on behalf of the Board of Trustees, may suspend the library privileges of any individual who willfully violates library regulations when the severity or continued re-occurrence warrants such action. [Wisconsin State Statutes 43.52 {2}.] The Library Director will inform the Library Board of any such action taken.
5. The person whose library privileges are suspended shall be advised in writing of the suspension and the reason(s) for such action. The offending person shall also be informed that the suspension may be appealed at the next regularly scheduled Library Board meeting.

6. Children behaving in a disruptive manner ~~Disruptive children~~ will be given a warning that he/she must settle down or be asked to leave the library. If after a second warning the child continues to be disruptive, he/she will be asked to leave the library. If the child needs to contact a parent, he/she may do so and then wait by the main entrance until the parent arrives.

Unattended Children

1. One of the primary missions of the Library is to provide a variety of services for children of all ages. The library encourages visits by young children, and it is our desire to make these visits both memorable and enjoyable for the child.
2. "Unattended" means that the parent or designated person is not in close proximity to the child. Library staff cannot be expected to assume responsibility for the care of unsupervised children in the library. Parents are responsible for their children's behavior while in the library.
3. Therefore it is the policy of the Library that all children under the age of nine (9) must be in the company of a parent or caretaker (age 12 or older) while in the library. Even if the young person is attending a program, it is required that the parent/responsible person remains in the Library throughout the program.
4. If it is determined that a child is lost or left unattended, a staff member shall bring the child to the Youth Services Coordinator or other staff member in charge. He/she will then attempt to identify and locate the parent/responsible person. If a parent/responsible person cannot be found, then the child will be remanded to the care of the Monona Police Department.

Amended and approved by the Library Board ~~November 15, 2011~~ December 20, 2011

Borrowing Guidelines for Monona Public Library (Proposal - effective 1/1/2012)

Type of Item	Fee per day	Max. Fee	Limits per checkout	Loan Period	May Renew?*
Adult & Young Adult Books	~~$0.20~~ None	~~$5.00~~ None	None	28 days	Yes
New Adult Fiction	~~$0.20~~ None	~~$5.00~~ None	None	14 days	Yes
EXPRESS Books	~~$0.50~~ None	~~$5.00~~ None	~~2~~ 10	14 days	No
EXPRESS DVDs	~~$1.00~~ None	~~$5.00~~ None	~~2~~ 4	7 days	No
Children's Books	None	None	None	28 days	Yes
Children's DVDs and Videos	None	None	None	7 days	Yes
Adult Feature DVDs	~~$1.00~~ None	~~$5.00~~ None	10	7 days	Yes
Adult Non-Feature DVDs	~~$0.20~~ None	~~5.00~~ None	10	28 days	Yes
Audio Books on CD	~~$0.20~~ None	~~$10.00~~ None	None	28 days	Yes
Music CDs	~~$0.20~~ None	~~$5.00~~ None	None	14 days	Yes
Magazines	~~$0.20~~ None	~~$2.50~~ None	None	14 days	Yes
LEAPfrog and Children's Software	None	None	2	14 days	Yes

Monona Public Library Position Description
Community Information Coordinator (20-30 hours)

General Provisions:
This is a 20- to 30-hour per week professional position, directly supervised by the library director. The person in this position is responsible for engaging the public in the library's many community and cultural resources through a variety of promotional strategies and programming.

The Essential Duties described below are not meant to be all inclusive. Other tasks may be assigned if they are of a similar nature. All library employees must be willing and able to work a flexible schedule including nights and weekends. This position involves a high degree of engagement with other staff members, community organizations, and the general public. The person filling this position must have a strong aptitude and commitment to teamwork, an outgoing personality, and the ability to relate well with the public.

Essential Duties:
A. With other staff, develops and implements library programs and services.
B. Provides information on the library's services and programs through a variety of media.
C. Creates and distributes promotional material such as press releases; edits and distributes promotional material created by other staff.
D. Updates the library website and coordinates the Library's social media presence.
E. Views the library facility with eye to aesthetic appeal and ease of use for customers, suggesting improvements as needed.
F. Assists the information services coordinator with grant applications and implementation.
G. Coordinates and schedules artistic & cultural displays in the library on an on-going basis.
H. Works with the director and other staff to develop and establish feedback mechanisms with the public.
I. Assists with special events.
J. Maintains a good working relationship with local community and media.
K. Serves as a liaison to the Friends of the Monona Public Library (along with library director) and provides assistance as necessary.
L. Works a regular weekly schedule at the service desk.
M. Serve on library, governmental, and/or community committees as assigned.

Requirements:

A. Knowledge and Skills
    1. Knowledge and training in editing, promotional writing, and basic graphic design.
    2. Understanding of the Internet as a tool by which the public may communicate with the library.

3. Ability to communicate and express ideas effectively orally, and in writing both to individuals and groups.
4. Ability to work well and communicate effectively with the public and library staff.
5. Must have the ability to work well as part of a team and establish mutually supportive working relationships with other staff.
6. Ability to pay close attention to detail and to exercise good judgment in making decisions.
7. Ability to explain library services and to work with a diversity of individuals and community groups.
8. High degree of computer literacy.

B. Education/License/Experience/Certification Requirements

1. Associate or Bachelor's Degree from a four year college or university majoring in Marketing, Journalism, Communications, or a substantially similar program.
2. Two years of experience in marketing or community outreach positions.

C. Physical Requirements

1. Ability to work in confined spaces.
2. Standing, walking, stooping, and reaching.
3. Talking and hearing; use of the telephone.
4. Far vision at 20 feet or further, and near vision at 20 inches or less.
5. Handling: picking up and shelving materials.
6. Fingering: keyboarding, writing, filing, sorting, stapling, and cutting.
7. Lifting, carrying: 25 pounds or less.
8. Ability to push or pull a cart of materials on wheels weighing 20 – 50 pounds.

Monona Public Library
Position Description
Information Services Coordinator (40 hours)

General Provisions:

The work involves a high level of professionalism carrying out managerial responsibilities. The information services coordinator serves as the team leader for public services; coordinates selection of library materials and electronic resources; manages the work flow at the service desks; and coordinates the implementation of grants and special collections. Service coordinators serve as part of the management team responsible for development of a program of library service to the community. They are responsible for maintaining a high level of friendly, efficient customer service at the library.

The essential duties listed below are representative of those carried out by the information services coordinator. This list is not meant to be all inclusive. Other tasks may be assigned if they are of a similar nature. All library employees must be willing and able to work a flexible schedule including some nights and weekends.

Duties and Responsibilities

A. Supervises the Work of Public Services Staff

1. Monitors work of ongoing projects by staff members; serve as job coach; makes individual work assignments as necessary.
2. Works with staff to develop annual personal development plans and work objectives; performs annual staff evaluations; coordinates continuing education for staff.
3. Holds regular staff meetings as well as one-on-one progress meetings with individual staff.
4. Develops procedures for the effective delivery of service from the service desks; prepare or supervise preparation of weekly desk schedules for the servcie desks.

B. Collection Management

1. Establishes and reviews short and long term priorities for resource material development plans; makes selection decisions for the adult & young adult collections and periodical collection.
2. Establishes and review weeding schedule for adult and young adult collections; coordinate participation of staff in ongoing weeding.
3. Manages budgets for reference, adult, and young adult collections.

C. Information & Readers' Advisory

2. Directly assists patrons with informational queries
3. Coordinates "Book a Librarian" service
4. Develops and conducts informational workshops for patrons

5. Supervises a coordinated program to promote reading through the development of pathfinders, topical aids, acquisition of print and web-based readers' advisory tools, online discussions, etc.
6. Coordinates staff involvement in the development and execution of events, classes, online programs, outside talks, etc., aimed at improving reference and readers' advisory and promoting reading within the community.

D. Miscellaneous

1. Works a regular schedule of hours at the Service desks including some nights and weekends.
2. Works with other members of the management team to develop cross training opportunities for librarians and library assistants working in other services.
3. Prepares administrative reports as requested.
4. Participates in community relations by conducting tours, public speaking, etc.
5. Maintains a high level of professional development by participating in continuing education activities, being involved in professional organizations, staying current on new developments in librarianship and new technologies.
6. Writes grants and develops proposals for special projects.
7. Submits budget requests to the Director.
8. Reviews and develops policy and procedural recommendations.
9. Makes recommendations regarding furniture and equipment needs and improvements in the physical layout of the library.
10. Facilitates involvement of library staff in participating with other city employees' short or long term work teams to further the goals of city government as a whole; participates in the advancement of other community organizations.

E. Serve as a Member of the Library's Management Team

1. Attends management staff meetings.
2. Confers with other service coordinators and the library director regarding activities and services which impact other areas of the library.
3. Serves as person-in-charge of the building when designated.

F. Professional involvement

1. Participates in continuing education activities.
2. Maintains active involvement in state and national professional organizations.
3. Serves as a liaison between the library and community groups and other local and state organizations.
4. Keeps abreast of new technology as well as future and current issues in Information and Library Science, especially as it pertains to information services and community libraries.

<u>Requirements</u>

A. Knowledge and Skills

1. Ability and willingness to adapt to new technologies and service paradigms; exhibits flexibility when faced with changing situations; able to work in an ambiguous environment.
2. Ability to partner, work within teams, build alliances and relationships, identify win-win solutions, and build participative processes.
3. Ability to demonstrate accountability, integrity, and influence; have future focus and accept the responsibilities of being a leader; ability to mentor other staff members.
4. Extensive knowledge of collection development, information services, and planning and marketing for community libraries; ability to design and implement upper level data analysis and apply findings.
5. Extensive knowledge of current and developing technology that may impact information delivery and other library services; extensive knowledge of consumer trends in technology and customer preferences in electronic media and the ability to relate them to libraries.
6. Ability to work independently; excellent organizational and problem solving skills.
7. Ability to train new staff and assist existing staff in adapting to new procedures or implementing new services and/or technology.
8. Ability to explain and promote library services to a diverse constituency.
9. Ability to work cooperatively as part of a management team and to work closely with other sections of the library, library system, and peer libraries around the state.
10. Ability to communicate effectively orally and in writing with both the public and fellow staff.
11. Ability to work effectively as part of a team and establish positive, mutually supportive working relationships with other staff.
12. Ability to use good judgment in evaluating situations and making sound decisions under pressure while handling emergency situations.

B. Education/License/Certification Requirements

1. American Library Association accredited Masters Degree in Library Science or relevant professional experience.
2. Minimum of four years of professional library experience in public services.
3. Supervisory and managerial experience desirable.

C. Physical Requirements

1. Standing, walking, stooping, and reaching.
2. Talking and hearing; use of the telephone.
3. Far vision at 20 feet or further, and near vision at 20 inches or less.
4. Handling: picking up and shelving materials.
5. Fingering: keyboarding, writing, filing, and sorting.
6. Lifting, carrying: 30 pounds or less.
7. Ability to push or pull a cart of materials on wheels weighing 60 - 80 pounds.
8. Ability to work long hours while standing.

Monona Public Library
Position Description
Access Services Coordinator (40 hrs)

General Provisions:

The work involves a high level of professionalism carrying out managerial responsibilities. The access services coordinator manages the flow of materials in and out of the library as well as the ordering and processing of new materials. Coordinators serve as part of the management team responsible for development of a program of library service to the community. They are responsible for maintaining a high level of friendly, effective customer service.

The essential duties listed below are representative of those carried out by the access services coordinator. Other tasks may be assigned if they are of a similar nature. All library employees must be willing and able to work a flexible schedule including nights and weekends. As exempt, supervisory employees, coordinators are required to be even more flexible in their scheduling, staying late and/or coming in early as needed.

Essential Tasks and Responsibilities:

A. Manages the circulation department, supervising transactions involving 300,000± items and more than 130,000 customers annually.

   1. Develops procedures for the orderly operation of the department; manages the workflow of the department for maximum efficiency and customer service.
   2. Manages the flow of material out of the building and back to the shelf; assures proper trapping of reserves, identification of damaged material, and other issues related to process and quality control.
   3. Coordinates delinquent account procedures and serves as the liaison with the collection agency.

B. Responsible for maintaining a high degree of customer satisfaction from the checkout desk.

   1. Identifies aspects of good customer service including minimum expectations of staff; communicates best practices; monitors staff actions.
   2. Resolves customer concerns regarding overdue or lost materials, fines, claims returned, circulation policies and related issues.

C. Manages the ordering, receiving, and physical processing of all new library materials.

   1. Maintains a high degree of efficiency in workflow directed toward achieving the shortest possible time between ordering and shelving at the lowest cost.
   2. Identifies and acquires best packaging for different types of media at the lowest possible cost.
   3. Coordinates repair of damaged materials, including identification of items that should be replaced.

4. Identifies vendors with the best customer service; negotiates the best price and service to the library.

D. Manages on a daily basis a staff of part-time employees ensuring a rewarding job experience and that staff work efficiently and to the best of their abilities.

1. Participates in staff coaching and development, providing advice to staff and assisting in problem solving; ensure staff have opportunity to take advantage of continuing education opportunities.
2. Participates in employee selection, annual reviews, and resolving disciplinary issues that may arise in consultation with library director.
3. Prepares weekly staff work schedule, scheduling of vacations, deals with unforeseen absences, and related scheduling issues.

E. Provides on-site oversight and management of the Integrated Library System (ILS).

1. Responsible for daily operation of the shared ILS including self-checkouts, specialized staff work stations, consulting with technical support as needed and/or outside vendors.
2. Serves as liaison to technical staff at the South Central Library System providing suggestions for improvements and upgrades to the system.
3. Provides regular reports to the director regarding the operation of the ILS.

F. Coordinates the workflow of the Technical Services Area

1. Ensures that records are created on the LINK shared system for Monona materials.
2. Supervises the work of the library assistant responsible for acquisition of new material.
3. Supervises the work of staff performing physical processing of materials and mending.
4. Acts as the liaison between SCLS staff and the Monona Public Library, making sure Monona's needs are met and facilitating changes in the SCLS system for Monona staff.
5. Gathers statistics from SCLS and is responsible for conveying those statistics to the Director.

G. Miscellaneous

1. Staffs the service desk as required.
2. Prepares administrative reports as requested.
3. Participates in community relations by conducting tours, public speaking, etc.
4. Maintains a high level of professional development by participating in continuing education activities, being involved in professional organizations, staying current on new developments in librarianship and new technologies.

Requirements:

A. Knowledge and Skills

1. Extensive knowledge of general collection development.

2. Ability to perform effectively as a team leader, coordinating the activities of several staff members.
3. Ability to work independently and solve work-related problems.
4. Ability to train new staff and assist existing staff in adapting to new procedures or learning to use new equipment and technology.
5. Ability to explain and promote library services and to work with diverse individuals and community groups.
6. Ability to work cooperatively as part of a management team and to work closely with other departments of the library.
7. Ability to communicate effectively orally and in writing with both the public and fellow staff.
8. Ability to work effectively as part of a team and establish positive, mutually supportive working relationships with other staff.
9. Knowledge of new concepts and technological advances and ability to relate them to public services.
10. Ability to act as person-in-charge.
11. Ability to use good judgment in evaluating situations and making decisions.

B. Education/License/Certification Requirements
1. American Library Association accredited Masters Degree in Library Science preferred.
2. Three years of professional library experience in adult services.
3. Supervisory and managerial experience desirable.

D. Physical Requirements
1. Standing, walking, stooping, and reaching.
2. Talking and hearing; use of the telephone.
3. Far vision at 20 feet or further, and near vision at 20 inches or less.
4. Handling: picking up and shelving materials.
5. Fingering: keyboarding, writing, filing, and sorting.
6. Lifting, carrying: 30 pounds or less.
7. Ability to push or pull a cart of materials on wheels weighing 60 - 80 pounds.
8. Ability to work long hours while standing.

Erick Plumb <eplumb@mononalibrary.org>

Breakdown of Tech costs

2 messages

Erick Plumb <eplumb@mononalibrary.org> **Thu, Dec 1, 2011 at 4:09 PM**
To: Jon Mark Bolthouse <jonmark@scls.lib.wi.us>

Hi Jon Mark:

My Board has asked to me to do a full review of our technology costs and options as we begin planning for 2013 and beyond. Next year, Monona is paying $14,296 in tech fees to SCLS. Is there a breakdown of what those costs include that I can show my Board? For instance, $X goes to hardware support, $X for software upgrades, etc?

Thanks for your help.

Erick

--
Erick Plumb, Director | eplumb@mononalibrary.org
Monona Public Library | http://www.mononalibrary.org/
1000 Nichols Road, Monona, WI 53716
608.216-7458
2010 WLA and SCLS Library of the Year

Jon Mark Bolthouse <jonmark@scls.lib.wi.us> **Fri, Dec 2, 2011 at 4:04 PM**
To: Erick Plumb <eplumb@mononalibrary.org>

Hi Erick,
In some cases, we can glean out actual costs, such as the actual costs for software installed on SCLS-supported PCs or the cost that TEACH charges us for the Badgernet line to each library and/or branch. In other cases, it's sort of fuzzy, like the overall membership fee we pay to Wiscnet. We know that exact cost but I don't know if it's accurate to say Monona pays 1/53 of that fee as part of their overall SCLS technology fee.
In still other cases, it's very fuzzy, like PC support. Various staff members interact at various times throughout the support process, and since staff members are paid different salaries, you've got various costs right from the get-go. Moreover, there's a back-end infrastructure made up of servers and network equipment that allows us to do what we do. That's a significant cost on its own, but since it's spread out over 1,200 or so PCs, the actual cost to any library--big or small or in between--is less than if the library were to run the same equipment on its own.
I think it might be helpful to sit down and I can go over the various

costs associated with service from SCLS with you so that you can share this information with your Board and come up with the best overall plan for Monona. I've had time to read through the notes from the library visit that Cheryl Becker had with you and think it would be good for both of us to talk about the relationship between both you and me, and SCLS and Monona. I'm concerned about several of your comments to her and want to see if we can't talk about them.
Would you be able to meet sometime next Friday (December 9th)? I'm pretty much free all day.
Let me know if that works for you.
Thanks in advance,
Jon Mark

[Quoted text hidden]

--
Jon Mark Bolthouse
Technology Projects Manager
South Central Library System
jonmark@scls.lib.wi.us
IM: sclsjonmark
(608) 242-4718

Helping our 53 member libraries provide the best possible service to the public.

Erick Plumb, Director
City of Monona Public Library
1000 Nichols Road
Monona, WI 53716

Dear Mr. Plumb,

Enclosed you will find a check in the amount of $300.00. This money is being donated to the Monona Library by the Monona Monday Morning Duplicate Bridge Club. Please use this contribution to continue and expand the programs of the Library.

Thanks to you, your staff and all the volunteers for the wonderful services provided by them.

Sincerely,

Doris Pulling

Doris Pulling, Manager
211 Owen Road, #201
Monona, WI 53716

Doris J. Young

Doris Young, Treasurer
101 Frost Woods Road
Monona, WI 53716