



## 2022 Library Visit Interview Form

**Library Name:** Monroe Public Library

**Certification Grade:** 1

**Date of visit:** 9/8/2022

**Library staff present at the visit:** Suzann Holland, Andrea Schmitz

**SCLS staff present:** Heidi Oliverson

**Amount of time spent at visit:** 1:40 - 3:00

**[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?

We are all doing really well. We have rebounded really well from all the ups and down of the pandemic and patrons are coming back into the library for materials and programs. We've had some fun programs and are excited about different programs and plans for the library moving forward. Still feel like there is this impending dark cloud of future COVID variants and possibly monkeypox. Feels like everyone has suffered through a lot of different problems over the last two years and are really hoping for a break for a while.

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

- Building project: Phase two of renovation project that Suzann started years ago has finally been initiated. Phase Two will be working on the second floor, new teen area, renovating/improving all of the bathrooms up there and bring them up to code and then replacing the central staircase. That will require major construction work. The second floor will be 'inaccessible' and may not allow staff to work on that floor temporarily. Will probably have to be closed to the public during several parts of this phase but hope that staff will still be able to work on the first floor and provide materials via curbside delivery. They will have to wait until the construction people tell them what level of closure will be required. Right now they are sourcing vendors. Hoping to start next year once vendors and supplies are confirmed. School district administrative offices are on the third floor. Could use the space but would take a lot of renovation and the library would lose the quick response for maintenance requests.
- They will be reviewing the issue of going fine free with their Library Board again this fall.
- New education plan for staff will be unveiled in the next few weeks.

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

They continue to provide curbside upon request but wish more patron would take advantage of it. So nice to see faces in the library again. They are slowly building their homebound

delivery program, their volunteer program is growing, they have increased collaborative/joint programs with other entities/institutions, they are expanding teen services and programs, their outreach/preschool storytimes are back on the rise. They have also been working on cleaning out their storage room, which may not go as quickly as first thought.

Andrea and Suzann said that they are proud of the library and library staff for continually being responsive to the changes imposed by the lockdown, the pandemic and the continuing health alerts. Nice to know that staff are capable of reacting to changes quickly. And important for staff to know that it is okay to change and if things don't work they can change again.

#### 4. How can SCLS help?

They have been working with Tech and Help Desk staff on intermittent problems with their patron public access computers. What would be the best way to ask for a different level of assistance in dealing with these problems?

- Patron Access Computers are freezing and require re-boots to get them going again. Re-boots take a long time to re-engage.
- Many times just accessing the computers can take up to 5 minutes to get to the main screen.
- Their Ethernet is so slow – their computer-use patrons are getting very frustrated and the library is coming to be known as the place where the computers “don't work”.
- The WiFi is often faster than their Ethernet.
- They have been reporting these issues to the Help Desk but frequently the issue has resolved itself by the time SCLS is able to log into that particular unit. Nick Oldenburg and other SCLS staff have been very helpful and prompt with assistance but we think we need a different approach to resolve this problem.
- They can get Cisco reports that tell them which computers are using lots of MB but she can't get the granularity that may provide different information.
- Teen area (second floor) is still mostly not getting any signal or, if they do, it works for a while and then stops working.
- The computers are replaced on a 4 year cycle so no one seems to think that it is the hardware.
  - Is it the broadband volume? (doesn't seem likely as other staff PCs don't seem to share the problem)
  - Is this their Network connection – either access or the hardware?
  - Could the Ethernet hardware be causing this problem? Or the router?

Any equipment out there that could help monitor/identify the problem(s)?

Heidi's comments/questions for Tech staff:

Is it possible to get an SCLS staff person (maybe Craig Ellefson since he lives so close) or someone to go there for a time, like a couple hours or more to actually see/troubleshoot what is happening when it is happening? Is there some monitoring equipment that Will Allington has that could help narrow down this problem? He may have already checked network connectivity, Suzann said that she would try to collate the number of reports they have submitted and the specific problems listed in those reports. We can probably pull those up in Spiceworks as well.

Is it possible to carve off an amount of the broadband to be dedicated to the patron computers? Like we have done in the past for staff broadband at some locations, to ensure consistent flow. (The SCLS tech team has been following up with the library staff)

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

Last fall/winter was challenging because they had to close to the public frequently, due to the fluctuating number of COVID cases in the community. They really enjoy providing curbside pickup for their patrons and are hoping that interest in this service will be re-kindled in the community during the winter months. Hoping they will be able to remain open this entire winter.

Mobile app is working really well but their template is in black and white. Did libraries select their own colors? Can Suzann request different colors for their mobile app template? (Amy Gannaway)

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

- Heidi Moe asked to remind Suzann to submit contracts/receipts for SLP reimbursement. They are eligible to receive \$525. Suzann will make sure Andrea is aware of this.
- Mark Jochem asked if I could take photos of the library and/or staff or if they wanted to provide pictures suitable for the SCLS Facebook page. Suzann will ask Laura to send Mark photos of the library and maybe the staff too.
- Suzann is taking a break from her theater work but is still an active attendee. The Little Shop of Horrors is being presented by the local thereafter group this fall so she is looking forward to that.
- Andrea had a fabulous trip to Iceland and looks forward to going back. She went to Pingvellir National Park, where the continental plates are splitting, and went snorkeling in one of the fissures.
- They both commented, throughout the meeting, about how helpful SCLS staff are and that they felt lucky for the support they get.