

**AGENDA**

**Library Board of Trustees-Verona Public Library  
500 Silent Street Verona, WI 53593  
608-845-7180**

**Wednesday, May 1, 2019, 6:30 p.m.  
Library Conference Room**

Call to order

- Approval of the Regular Meeting Minutes of 4/3/19
- Review and approval of April 2019 invoices
- Public Comments
- City Council Liaison's report
- Library Director's report
- Old Business
  1. Discussion and possible action regarding the Public Computer Use and Electronic Device Use Policy.
  2. Preliminary discussion of 2020 library budget
- New Business
  1. Discussion and possible action regarding the Library Assistant Job Description

**VPL Board Meeting Minutes**  
*Library Board of Trustees-Verona Public Library*  
*500 Silent Street Verona, WI 53593*

**Wednesday, April 3, 2019, 6:30 p.m.**  
**Library Phone Number 608-845-7180**

Present: Napier, Conwell, Sohail, Hopp, Reekie, Kurth, Burkart

Absent: Ryan

Guest: Ronda Evenson

**Call to order:**

President Napier called the meeting to order at 6:35 p.m.

**Approval of Minutes:**

A motion was made by Reekie, seconded by Conwell to approve the Regular Meeting Minutes of 03/06/19. Motion carried.

**Review and Approval of Invoices:**

A motion was made by Kurth, seconded by Reekie to approve the March 2019 invoices. Motion carried.

**Public Comments:**

None

**City Council Liaison Report:**

Reekie reported about the interviews getting started for the new City Administrator non-interim position. She also updated the board regarding the upcoming active shooter training to be conducted at Sugar River Church.

**Library Director's Report:**

Burkart reported about the completion of the painting project in the children area and the staff area. She also added that the library furniture upholstery project will be completed by the end of May.

**Old Business:**

- 1. Discussion and possible action regarding annual library director evaluation:*** The Library Board convened in closed session at 6:47pm to conduct the Library Director's performance evaluation made possible under Wisconsin State Statute 19.85(1)(c). Napier called the meeting to convene in closed session by reading the following, *"At this time, the Verona Public Library Board intends to go into a closed session for the purpose of the Library Director's performance evaluation. Wisconsin State Statute 19.85(1)(c) allows for a closed meeting on this matter. After the closed session, the Verona Public Library Board will reconvene in the same location. At this time, a motion is needed and a roll call vote must be taken to meet in closed session."* At 6:47pm, a motion was made by Napier, seconded by Hopp, to convene in closed session. A roll call vote was taken from the board members: Napier, Hopp, Sohail, Reekie, Conwell, Kurth. Motion carried.

At 7:35pm, a motion was made by Hopp, seconded by Conwell, to reconvene in open session. Motion carried. A roll call vote was taken from the board members: Napier, Hopp, Sohail, Reekie, Conwell, Kurth. Motion carried.

The Board agreed on drafting a letter of appreciation for Director's personal file depicting Director's commendable performance during last year. The letter would be signed by the Board members in the next meeting. A motion was made by Hopp, seconded by Kurth to approve drafting a letter regarding Director's performance. Motion carried.

**New Business:**

1. ***Discussion and possible action regarding authorization of South Central Library System to request adjacent county reimbursements for 2019:*** A motion was made by Kurth, seconded by Reekie to request adjacent county reimbursements for 2019. Motion carried.
2. ***Discussion and possible action regarding the Public Computer Use and Electronic Device Use Policy:*** The board had a discussion on public computer use and electronic device use policy. It was tabled for further discussion until next board meeting.
3. ***Preliminary discussion of 2020 library budget:*** The board discussed the possibility of adding Sunday hours of operation throughout the year. The board also discussed the need of a permanent marketing position for the library. It was tabled for further discussion until the next board meeting.

**Adjournment:** Meeting adjourned at 8:17 p.m.

VERONA PUBLIC LIBRARY  
DIRECTOR'S REPORT  
April 2019

***I. Collection Development***

Theresa is currently upgrading eight of the ten circulating wifi hotspots and is reserving two of the free upgrades in case of future loss or damage to hotspots throughout the year.

Number of items added and deleted in March 2019:

<b>Item Type</b>	<b>Added</b>	<b>Deleted</b>
Books	1136	414
Audio	15	6
Software	9	0
Video/DVD	70	7
Other (kits, etc.)	6	0
Magazines	159	32
<b>TOTAL</b>	<b>1395</b>	<b>459</b>
<b>YTD</b>	<b>3288</b>	<b>2990</b>

***II. Circulation***

Circulation is down slightly year-to-date at -3.32% compared to last year.

March Statistics

Self-check-outs	33,119
Total check-outs	49,074
Self-check-outs vs. desk	83.40%
Mar. 2018 vs. Mar. 2019	-3.32%
Check-ins	83,008
Library cards added	133
Holds placed	12,569

***III. Reference***

**Statistics:**

Reference: 1,754 regular transactions, 164 directional  
Children's reference: 700 regular transactions, 139 directional  
Proctoring: 4 exams proctored  
Outer Library Loans: 46 requests  
One-on-One Instruction: 58

**Social Media Engagement:**

Facebook: 2,678 followers, 38 posts/events  
Twitter: 1,678 followers, 38 tweets

Instagram: 949 followers, 8 posts  
Pinterest: 486 monthly views (not equivalent to followers)  
Events Newsletter A: 12,391 recipients  
Events Newsletter B: 12,372 recipients  
WOTS Early Bird Reminder 2: 12,404 recipients  
WOTS T-Shirt Deadline Reminder: 12,362

#### ***IV. Personnel and Staff Development***

Library Assistant Karen Turner is retiring on May 2 after nearly 8 years with the library.

Library Assistant Brian Spranger hours are increasing to 1040 hours/year.

We will be posting the open part-time (832 hours/year) Library Assistant position shortly.

Emma attended a collection development webinar for OverDrive Advantage on Tuesday, April 9.

Mark and Trudy attended a webinar titled *Overcoming the Email Avalanche: Three Steps to an Empty Inbox*.

Dusty attended active shooter training presented by the Verona Police Department on April 9.

Julie attended a webinar on outdoor learning spaces on April 17.

#### ***V. Equipment and Physical Facilities***

The front door was repaired on April 21 and a new bollard was installed to prevent future damage from the door catching the wind.

SCLS staff installed 15 staff computers, the old computers will be reformatted and used as public computers.

The fabric has come in for the furniture reupholstery project and eight chairs are scheduled to go out for recovering on May 1. Once those chairs are delivered back to the library, the next batch will go out to ensure we have adequate seating in the building during the project.

#### ***VI. Administration and Internal Operations***

The Green Team, a group of five staff members to take an ongoing look at finding ways to make our library operations more environmentally friendly, met with Stacey and Julie on April 16 and for an organizational meeting and some initial brainstorming.

The Public Computer and Electronic Device Use policy was revised by Stacey and the management team this month and is attached for board input and review.

The Library Assistant job description was revised by Stacey and Ronda this month and is attached for board input and review.

#### ***VII. Marketing and Public Relations***

Library event postings were sent to Madison.com, Isthmus, Verona Press, and Chamber of Commerce and promoted in the City e-newsletter. Event posters were delivered to area libraries and posted on bulletin

boards at Verona City Hall, Verona Senior Center, and area businesses. Tonja created slides for the website, social media, TV, and self-check machines. Mark created social media posts for both Twitter and Facebook. There are currently 13,000+ recipients on the events newsletter email list.

The marketing committee wrapped up the WOTS 5K promotional details. Reference department will promote OverDrive Advantage on Facebook and e-newsletters.

Library staff will be participating in the Verona Hometown Days parade on June 2 and will be bringing the library book bike.

### ***VIII. System and Interagency Cooperation***

Mary and Leah presented at the SCLS Tween/Teen Workshop on *Tween and Teen Programming and Collections: Beyond Books*. We talked about our progress in creating special collections that encourage self-driven learning, social well-being, and content creation beyond library walls. We also facilitated hands-on exploration of our circulating kits and tech kits available from SCLS.

Mark promoted the Wisconsin Public Library Consortium patron survey about OverDrive use on Facebook.

### ***IX. Fundraising***

The current balance of the library endowment fund is \$213,427 and we have \$5415 available for distribution in 2019 which will go towards the monarch butterfly exhibit and related events.

We have two fundraising events planned for this spring:

#### **Word on the Street 5K Run/Walk & Kids' Run**

Saturday, May 4

5K Run/Walk at 8:00 a.m. & 1/3 Mile Kids' Run at 9:30 a.m.

233 participants are signed up to date

#### **Brat Sale Fundraiser at the WI Brewing Company**

Friday, May 10, 5:00 – 8:30 p.m.

### ***X. Events, Programs and Exhibits***

#### **Kid's Events and Programs:**

##### **1000 Books before Kindergarten**

21 kids signed up for the 1000 Books program in the past month, bringing the total number of registrants to 2022.

##### **Family Movie: Spiderman: Into the Spider-verse**

Thursday, March 28, 1 – 3 p.m.

Rated PG. Snacks provided.

Attendees: 35

##### **Read to a Dog**

Saturday, March 30, 1:30 – 3 p.m.

Independent readers signed up for a 15 minute spot to read to a registered therapy dog. Ages 5 and up.

Attendees: 12

### **The Young and the Restless**

Friday, April 5, 10 - 11:30 a.m.

Our final Young and the Restless open indoor play time, an opportunity for kids to be active, develop motor skills, and make new friends, brought in lower numbers than during the winter. We extended this program further into the spring as an experiment, and while the attendance was still decent, it showed that interest wanes as the temperatures warm up. Ages 0 – 5.

Attendees: 70

### **Introduction to Gymnastics with Gymfinity**

Monday, April 8, 6:30 – 7:30 p.m.

Instructors from Gymfinity in Fitchburg demonstrated what an entry-level gymnastics class for kids is like, and shared the mental benefits of the activity too. Ages 3 - 4. Attendees: 56

### **STEAM Story Time**

Saturday, April 13, 10 – 11 a.m.

This month's STEAM-based story time with science and art activities was an outer space theme, and included rocket-making. Geared for ages 4-6.

Attendees: 33

### **Kids Yoga**

Tuesday, April 16, 1:30 – 2 p.m.

Presented by CI Pediatric Therapy Centers. Geared to ages 2 - 5.

Attendees: 28

### **Minecraft Club**

Wednesday, April 17, 4 – 5 p.m.

Build in creative mode! Grades 1 - 6.

Attendees: 24

### **Earth Day: Sprouting Up Spring (ages 2 – 6)**

Saturday, April 20, 10 – 11 a.m.

Meet in the front vestibule of the library for a spring hike, then move inside for a hands-on nature activity, make and take bird feeders! Presented by Storytelling Naturalist, Coral Conant Gilles. Please come prepared to stomp in puddles, tromp through mud and explore in all kinds of weather

Attendees: 21

### **Earth Day: Sprouting Up Spring (ages 5 – 10)**

Monday, April 22, 4 – 5 p.m.

Meet in the front vestibule of the library for a spring hike, then move inside for a hands-on nature activity, Vermicompost (Worms!) Discovery. Presented by Storytelling Naturalist, Coral Conant Gilles. Please come prepared to stomp in puddles, tromp through mud and explore in all kinds of weather.

Attendees: 19

### **Junior Chefs: Vegetable and Cracker Dip**

Tuesday, April 23, 3:45 – 4:30 p.m.

Ages 8-12. Community Room. Registration required.

Attendees: 22

## Spring Story Times (April 1 – May 3)

### **Baby Story Time (ages 0-18 months)**

A lap-sit story time for infants and their caregivers. 20 minutes with playtime afterward.

Fri 10:30 a.m.

### **Toddler Story Time (ages 1 & 2)**

Stories, songs, fingerplays & crafts for toddlers and their caregivers. Siblings welcome. 30 minutes.

Wed 9:30 a.m.

Thurs 9:30 a.m. & 10:30 a.m.

### **Preschool Story Time (ages 3-5)**

Stories, songs, & crafts. Child may attend independently or with an adult. 30 minutes.

Mon 10:30 a.m.

Wed 10:30 a.m.

### **Everybody Story Time (ages 0-5)**

Stories, songs, and crafts for children and their caregivers. 30 minutes.

Mon 9:30 a.m.

Tues 9:30 a.m. & 10:30 a.m.

### **Sensory Friendly Story Time (ages 3-5)**

Build communication & friendship skills in a supportive environment. Meets throughout the school year except holidays and school breaks.

Fri 9:15 a.m.

Story times focus on creative expression, social and listening skills, foundations for reading and math, gross and fine motor practice, and more. In the Story Room. No registration required.

## **Upcoming Kids' Events:**

### **Read to a Dog**

Saturday, April 27, 1:30 – 3 p.m.

Grab your favorite book and read to a furry friend. Independent readers can sign up for a 15 minute spot to read to a registered therapy animal. Families may share a time slot. Please come early (especially if you're picking out a book to read), as time slots are short. Ages 5 and up. Check in at the Children's Desk.

### **Electronic Wristbands and Circuit Making**

Tuesday, April 30, 4 – 5 p.m.

Create simple circuits and try making a light-up wristband! Ages 8-12. Community Room. Registration required.

### **Kindermusik**

Tuesday, May 7, 9:30 – 10:15 a.m.

The Musical Pathways Foundation presents a demo music and movement class for ages 0-5 and accompanying adult. Come sing, play, and move with us! Please register in advance. Community Room.

**Kids Yoga**

Tuesday, May 7, 1:30 – 2 p.m.

Presented by CI Pediatric Therapy Centers. Geared to ages 2 - 5.

**Child Development Story Time**

Tuesday, May 14, 10:30 – 11 a.m.

Learn how to enhance your child's language skills through reading and have an opportunity to ask questions about your child's development during this story time led by therapists from CI Pediatric Therapy Centers, [www.therapymadison.com](http://www.therapymadison.com). For all ages and their caregivers. Story Room.

**Minecraft Club**

Wednesday, May 15, 4 – 5 p.m.

Build in creative mode! Grades 1 - 6. Please register in advance. Community Room.

**Support Group for Parents of Middle and High Schoolers**

Thursday, May 16, 6:30 – 7:30 p.m.

Join Tia Fagan, Certified Parent Coach, and other parents in a safe and nonjudgmental group to discuss the trials and tribulations of raising tweens and teens, especially in today's world. No registration required. Study Room 4.

**Baby Prom**

Friday, May 24, 10 – 11 a.m.

Dress to impress and bring your little ones for songs, dancing, and photos in front of a fancy backdrop! Black tie onesies are optional. For ages 2 and under. Community Room.

**Teen Events:****Anime/Manga Club**

Thursday, 4:00 – 5:30 p.m.

April 4, Attendees: 13

April 18, Attendees: 12

Activities: watched Anime, created hypothetical anime, and formed made-up characters with modeling clay

**Super Smash Bros. Ultimate Switch Tournament**

Wednesday, March 27, 1:30 – 4:00 p.m.

Participants (teens and kids) competed in one-on-one matches of Super Smash Bros. Ultimate through a tournament bracket.

Attendees: 30

**Teen Gaming**

Thursday, March 28, 4:00 – 5:30 p.m.

Teens played board games and card games, played on laptops, competed in Nintendo Switch games, and played old-school games on a Super NES.

Attendees: 17

### **Teen Dungeons & Dragons**

Thursday, April 11, 4:00 – 5:30 p.m.

Groups of teens played a cooperative adventure game.

Attendees: 10

### **Crafty Tuesday**

Tuesday, March 12, 3:00 – 8:00 p.m.

Teens colored terracotta pots and created undying succulents from felt and preserved moss.

Attendees: 36

### **Upcoming Teen Events:**

#### **Teen Gaming**

Thursday, April 25, 4:00 – 5:30 p.m.

Snack and play board games, face off on the Nintendo Switch, or bring your own device!

#### **Teen D&D or Tabletop Games**

Thursday, May 9, 4:00 – 5:30 p.m.

Fantasy and adventure await in 5th edition Dungeons & Dragons. All skill levels welcome! We'll also have a variety of tabletop games available.

#### **Rhapsody Creates**

Saturday, May 11, 10 a.m. – 12 p.m.

Rhapsody Arts Center presents free art workshops for kids and adults. “Wisconsin is Home” block painting with Rhiannon Gurley is geared to grade 6 to adult. Space is limited. Please register at [rhapsodyarts.org/create](http://rhapsodyarts.org/create).

#### **Crafty Tuesday**

Tuesday, May 14, 3:00 – 8:00 p.m.

Stop by Teen Central for DIY projects. Create throughout the week, as supplies last.

### **Adult Classes & Events:**

#### **Books ‘n Booze @ Sugar River Pizza Company**

Thursday, March 28, 6:00-7:00 p.m.

We had a lively discussion of *Uprooted* by Naomi Novik.

Attendees: 17

#### **Simple Bookmaking**

Monday, March 25, 6:30 – 8:00 p.m.

Mark Cullen, Reference Librarian, taught how to make simple handmade books without using glue or adhesive.

Attendees: 14

#### **Intermediate Microsoft Excel**

Wednesday, March 27, 6:30 - 8:30 p.m.

John Harris, from Harris Multimedia & Computers, had attendees build on the skills learned they learned in Introduction to Microsoft Excel.

Attendees: 5

**Memory Screening**

Friday, March 29, 9:30 – 12:30 p.m.

Joy Schmidt, a specialist from the Aging & Disability Resource Center (ADRC) provided free 20-minute, confidential memory screenings. She also shared information about memory, memory clinics, brain health, and local resources. Joy commented how we are able to get people to sign up for the screenings and how the library is a “safe” place to have the screenings conducted.

Attendees: 9

**Rendever Virtual Reality Tour: Animals around the World - Part II**

Monday, April 1, 10:00 – 10:30 a.m.

Alasa Wiest, program manager at the Verona Senior Center, guided attendees through an immersive 360-degree virtual reality experience.

Attendees: 5

**Making Flyers with Canva**

Tuesday, April 2 6:00 – 8:00 p.m.

Learn the basics of Canva—a web-based product that helps you create beautiful flyers, social media posts, and more. You may bring your own laptop, otherwise library equipment will be provided, so attendees can follow along. Please note, creating a Canva account requires having a valid email address that you can access during the class.

Attendees: 5

***Attracting Butterflies and Moths with Native Plants***

Thursday, April 4, 6:30 – 8:00 p.m.

Dr. Karen Oberhauser, Arboretum director, a UW–Madison professor of entomology, and a monarch butterfly expert discussed the basic butterfly and moth biology, plant choices that provide food for both caterpillars and adults.

Attendees: 37

**Senior Case Management Outreach**

Monday, April 8, Drop in between 1:00 – 2:00 p.m.

Becky Losby, case manager, from the Verona Senior Center, was available to answer questions and provide resources.

Attendees: 0

**Pour Painting**

Tuesday, April 9, 6:30 – 7:30 p.m.

Jerina and Shirly of JNJ Craftworks demonstrated how attendees can create their one-of-a-kind work of art by using acrylic pour painting.

Attendees: 15

**Raising Chickens in Your Backyard**

Wednesday, April 10, 7:00 – 8:00 p.m.

Ron Kean, UW-Extension poultry expert, discussed reasons for raising chickens, how to get started, selecting a breed, potential problems and much more. The class attracted people who never raised chickens and people who have been raising chickens for years.

Attendees: 12

### **Appy Hour – Travel Apps**

Wednesday, April 10, 6:30 – 8:00 p.m.

Join us every second Wednesday of the month to learn about useful, fun, and free applications you can download to your smart device. Each meeting will focus on apps related to a particular topic. After that there will be time to ask general questions and learn more about how to use your smart phone or tablet. Bring your device to follow along. No registration required.

Attendees: 1

### **Learn Hands-Only CPR**

Thursday, April 11, 6:30 – 8:30 p.m.

Patrick Anderson, Fitch-Rona EMS Chief, taught how to do hands-only CPR and use an automated external defibrillator. Attendees were very engaged and asked many questions. Some attendee comments: “Very helpful thanks to VPL and Patrick!!” “I’ve wanted to learn how to use the defibrillator for quite some time. What help would I be if I had to sit there and read the instructions in an emergency? Now I will confidently use the equipment. This was a superb class.”

Attendees: 9

### **Google Drive Overview**

Tuesday, April 16 6:00-8:00 p.m.

Google offers more than just searching and Gmail. Learn about Google Drive, the suite of file creation and storage options provided by Google. This class will cover the different components of Google Drive—Google Docs, Sheets, Slides, and Forms—and provide a brief overview of each.

Attendees: 10

### **Mindful Fitness**

Wednesday, April 17, 6:30 – 7:30 p.m.

Venus Washington, Owner and Health Coach at R U FIT, discussed how to de-stress and have fun by connecting to your mind, body, and spirit, through guided meditation, and cardio and strength exercises.

Attendees: 19

### **NERF or Nothing**

Friday, April 19, 6:30-8:00 p.m.

Join us for an indoors, after hours program for adults (ages 18+ only) to play fast-paced, team building games featuring NERF blasters. Please bring your own blaster. Equipment to borrow will be limited. Extra darts will be provided.

Attendees: 16

### **Upcoming Adult Classes and Events:**

#### **Getting to Know Medicare**

Tuesday, April 23, 6:30 – 8:00 p.m.

Whether you’re planning to enroll in Medicare or have had it for years, most people have questions. Plus, changes occur regularly. Have your questions answered by Jesse Grutz, of the Retirement Classroom.

#### **Estate Planning**

Wednesday, April 24, 7:00 – 8:30 p.m.

Get your will and other legal documents in order. Everyone over the age of 18 should consider estate planning. Learn the key elements of estate planning, power of attorney, living trusts, guardianship and

much more. Presented in partnership with the Wisconsin Women's Business Initiative Corporation. Registration required. Register online at [wwbic.com/classes](http://wwbic.com/classes) or call 608-257-5450.

### **Ready, Set, Retire!**

Saturday, April 27, 9:00 – 12:30 p.m.

Madison College Paralegal Program presents Ready, Set, Retirement! Valuable information for making key decisions before (no matter what your age or financial circumstance) and after you retire. This is a free event offering sessions and resources on life planning issues.

### **Origami Boxes**

Monday, April 29, 6:30 – 8:00 p.m.

Learn to make traditional handmade Japanese origami gift boxes. Variations on square and rectangular shaped boxes will be emphasized. Simple easy-to-follow instructions. All supplies provided. Class taught by Mark Cullen, Reference Librarian. Registration required. Class size limited to 16 participants.

### **Banner Exhibit & Artist Reception: *Verona – A City for All Seasons***

Artists Reception: Tuesday, April 30, 7 – 8 p.m.

The public is invited to a special reception honoring the students who designed banners for display on East Verona Avenue. Designs by 36 Verona Area School District (VASD) student artists were chosen for banners representing this year's theme, *Verona – A City for All Seasons*.

Artists will receive a certificate acknowledging their achievement. Refreshments will be provided by local businesses.

### **Free Blood Pressure, Blood Sugar, and Fall-Prevention Screenings**

Wednesday, May 1, Drop in between 10:00 – 11:00 a.m.

Fitch-Rona EMS will check your blood pressure and blood sugar, and Capitol Physical Therapy will provide fall-prevention screenings.

### **Reverend Virtual Reality Tour: Let's go to the Beach**

Monday, May 6, 10:00 – 10:30 a.m.

Enjoy a day at the beach without getting sunburned! Alasa Wiest, program manager at the Verona Senior Center, will guide you through an immersive 360-degree virtual reality experience. Registration required.

### **Choose Happiness**

Wednesday, May 8, 7:00 – 8:00 p.m.

Each and every one of us has the capacity to tap into an endless supply inner peace and happiness. Modern Buddhism presents the meditations and the techniques for training the mind that we need in order to achieve this. Gen Kelsany Gomlam will guide a meditation and discuss what it is like to "choose happiness."

### **Stop the Bleed Training**

Thursday, May 9, 7:00 – 8:00 p.m.

Stop the Bleed class is designed for individuals with little or no medical training who may be called upon as immediate responders. Fitch-Rona EMS will teach you how to provide initial care and bleeding control to a victim of traumatic injury prior to the arrival of skilled help or in an austere environment. Registration required. Class size limited to 10 participants.

### **Senior Case Management Outreach**

Monday, May 13, Drop in between 1:00 – 2:00 p.m.

A case manager, from the Verona Senior Center, will answer questions and provide resources for you or your aging loved one. Information on Medicare, homecare, housing assistance, financial resources, and more will be available. Contact Becky Losby or Julie Larson at the Senior Center at 845-7471 with questions.

### **Meet Author Jerry Apps - *The Civilian Conservation Corps in Wisconsin: Nature's Army at Work***

Monday, May 13, 6:30 – 7:30 p.m.

Jerry Apps will discuss and share stories from his new book, *The Civilian Conservation Corps in Wisconsin: Nature's Army at Work*. The book is the first comprehensive history of the CCC and its work in Wisconsin. There will be time for audience questions. Books will be available for sale and signing. Presented in partnership with 702WI and Wisconsin Historical Society Press.

### **Real Life Library**

Saturday, May 18, 11:00 – 3:00 p.m.

Real people telling their real stories – and you can check them out as “books” from the library. Each book checkout lasts no more than 20 minutes. You can drop in any time during the event or stay the entire time checking out books. Children are welcome; children 12 and under must be accompanied by a parent or guardian. Light refreshments will be provided. Produced in collaboration with WHOA! and Wisconsin Academy of Sciences, Arts & Letters. Program support by Dane Arts.

### **Waubesa Wetlands: New Look at an Old Gem**

Tuesday, May 21, 6:30 – 7:30 p.m.

Joy Zedler, Aldo Leopold Professor Emerita and author, will discuss how citizens can protect and manage wetlands. Zedler's new children's book, *Sandhill Crane Siblings*, was donated to the library in support of nature conservation. *Sandhill Crane Siblings* will also be available for sale and signing. Proceeds from book sales will benefit the Friends of the Verona Public Library.

### **Walking the Camino de Santiago**

Wednesday, May 22, 6:30 – 7:45 p.m.

The Camino de Santiago is a network of pilgrimage routes in northwestern Spain. For many it is a path for introspection and personal growth, as much as a physical journey. Margaret Bowman will share her experiences walking three pilgrimage routes of the Camino in 2014, 2016, and 2018. She will give tips on how you can prepare and carry out your own Camino adventure.

### **Japanese Bookmaking**

Tuesday, May 28, 6:30 – 8:30 p.m.

Learn a variety of traditional Japanese bookbinding techniques, also known as Japanese Stab Binding. Participants will learn to make books using a basic 4-Hole binding, and a more decorative Tortoise Shell binding. All supplies provided. Class taught by Mark Cullen, Reference Librarian. Registration required. Class size limited to 16 participants.

### **NERF or Nothing**

Friday, May 17, 6:30-8:00 p.m.

Join us for an indoors, after hours program for adults (ages 18+ only) to play fast-paced, team building games featuring NERF blasters. Please bring your own blaster. Equipment to borrow will be limited. Extra darts will be provided.

### **Books 'n Booze Book Group @ Sugar River Pizza**

May 23, 6:00 – 7:00 p.m.

This month's selection is *The Three-Body Problem* by Cixin Liu. Books 'N Booze is a book club for people who are interested in having a blast while discussing fun books and meeting new people.

### **Upcoming Exhibits:**

#### **Banner Exhibit & Artist Reception: *Verona – A City for All Seasons***

Banners on view April 29 – May 10

Artists Reception: Tuesday, April 30, 7 – 8 p.m.

The public is invited to a special reception honoring the students who designed banners for display on East Verona Avenue. Designs by 36 Verona Area School District (VASD) student artists were chosen for banners representing this year's theme, *Verona – A City for All Seasons*. Artists will receive a certificate acknowledging their achievement. Refreshments will be provided by local businesses. The Verona Area Education Foundation, which provides funds to teachers and staff for special projects, partnered with the City of Verona and VASD for this project.

#### **VASD K-12 Art Show**

May 1 – May 29, 2019

Students from the Verona Area School District, grades K-12 will showcase their artistic talent.

#### ***Immigrant Journeys from South of the Border ¡Mi Travesía hasta Wisconsin! Traveling Exhibition***

June 17 – July 6, 2019

*Immigrant Journeys* introduces us to eight people who are living in Wisconsin. Their stories begin south of the U.S. border. Why did they come here? What keeps them here? Who do they miss, how do they get by, and what make it work it?

#### ***On the Trail of the Monarch Butterfly Traveling Exhibition***

August 19 – September 29, 2019

Through microphotographic images and spectacular aerial photographs, follow the monarch's amazing journey from Montreal, Canada, to the mountains of central Mexico. You will learn about butterfly habitat conservation and the extreme challenges faced by monarch butterflies during their annual migration.

### ***XI. Outreach***

#### **Outreach:**

##### **Outreach story times:**

Total daycare story time presentations: 13

Total Sensory Friendly story times: 3

#### **Nakoma Kids' Club**

Wednesday, March 20, 4:00 – 5:00 p.m.

Marissa brought books for checkout to this afterschool program. No students came this month, and the teachers who run the program are thinking about revamping it next year to get more attendees.

Attendees: 0

**YMCA Afterschool Program: Stoner Prairie, Glacier Edge, Sugar Creek, Core Knowledge, Country View, and Olson**

Mondays and Wednesdays, April 1, 3, 8, 10, 15, and 17, 3:45 – 4:30 p.m.

Crafts and stories for the YMCA afterschool program in the district. This month we read the Shapes Trilogy by Mac Barnett and made bottle cap magnets.

Attendees: 23, 15, 25, 7, 15, 38

**Pop-Up Museum at the Senior Center**

Monday, April 8, 10:00 – 11:00 a.m.

The library partnered with the Verona Recreation Department to present a pop-up museum about collections. The library brought a sampling of yearbooks from the collection and library flyers to distribute.

Attendees: 7

**VASD Pre-K Screening**

Tuesday, April 9, 3:00 – 5:00 p.m.

Books and library information at district screenings for pre-k students.

Attendees: 5

**Senior Center Book Group**

Wednesday, April 10, 12:30 – 1:30 p.m.

The group discussed *The Magic Strings of Frankie Presto* by Mitch Albom. It snowed during book group, which influenced attendance. However, one new member came. Another member expressed that book group has rekindled his interest in reading.

Attendees: 7

**Madison Moms' Blog Eggstravaganza**

Saturday, April 13, 9:00 – 11:00 a.m.

Marissa brought books for checkout and provided a reading space for families at this spring-themed event for kids.

Attendees: 164

**Four Winds Book Group**

Monday, April 15, 2:00 – 3:00 p.m.

The residents discussed *A Piece of the World* by Christina Baker Kline.

Attendees: 5

**Story Time at Willow Pointe with the Goddard School**

Tuesday, April 16, 10:30 – 11:00 a.m.

Students from the Goddard School walked over to Willow Pointe Assisted Living for an intergenerational story time.

Attendees: 36

**Prairie Oaks Book Group**

Tuesday, April 16, 1:00 – 2:00 p.m.

The group read *A Wrinkle in Time* by Madeleine L'Engle.

Attendees: 7

**Badger Prairie Needs Network, Kids' Room**

Thursdays, March 21 and 28 and April 4, 2:30 – 4:00 p.m.

Crafts and stories at the Kids' Room at BPNN.

Attendees: 3, 2, 2

**Verona Chamber of Commerce Eggstravaganza**

Saturday, April 20, 9:00 a.m. – 12:00 p.m.

Mary and Marissa will be bringing paper chick puppets for attendees to make along with library and 5K information.

**Upcoming Outreach****YMCA Afterschool Program: Stoner Prairie, Glacier Edge, Sugar Creek, Core Knowledge, Country View, and Olson**

Mondays and Wednesdays, May 1, 6, 8, 10, 13, and 15, 3:45 – 4:30 p.m.

Last month for the 2018-2019 school year of crafts and stories for the YMCA afterschool program in the district.

**Senior Center Book Group**

Wednesday, May 8, 12:30 – 1:30 p.m.

The group will be reading *The Chilbury Ladies' Choir* by Jennifer Ryan.

**Story Time at Willow Pointe**

Thursday, May 9, 10:30 – 11:00 a.m.

This story time will be an intergenerational and open to the public; we are waiting for confirmation from Willow Pointe about this date.

**VASD Pre-K Screening**

Tuesday, May 14, 3:00 – 5:00 p.m.

Books and library information at district screenings for pre-K students.

**Four Winds Book Group**

Monday, May 20 2:00 – 3:00 p.m.

The residents will discuss *The Help* by Kathryn Stockett.

**Prairie Oaks Book Group**

Tuesday, May 21, 1:00 – 2:00 p.m.

The group will be reading *All Creatures Great and Small* by James Herriot.

**Book Bike at the Farmers Market**

Tuesday, May 21, 3:00 – 6:00 p.m.

The book bike will be making its first appearance of the season at the Verona Farmers Market.

**Badger Prairie Needs Network, Kids' Room**

Thursdays, 2:30 – 4:00 p.m.

**Sensory Friendly Story Time**

Fridays, 9:15 a.m.

**Verona Public Library**  
**Public Computer and Electronic Device Use Policy**

- I. ~~Purpose of Policy~~
- II. ~~Definition and Description of Devices Available~~
- III. ~~Access to the Computer Lab~~
- IV. ~~Access to Electronic Devices~~
- V. ~~Rules for Using Computers, Wireless Network, and Devices in the Library~~
- VI. ~~Internet and Wireless Networks~~
- VII. ~~Computer or Device Use by Children~~
- VIII. ~~Printing~~

**I. Purpose of Policy-Introduction**

(A) Verona Public Library places a high emphasis on technology. It is the library's intent by enacting this policy to provide equal and fair access to its resources for all people. ~~To ensure equal and fair access is provided, it is necessary to have a public computer and electronic device use policy.~~

(B) The library provides public access to the Internet. This policy defines the relationship and responsibilities of the library and patrons regarding the Internet.

(C) This policy is used by library staff to determine acceptable uses of the computer and Internet access the library provides for its patrons.

(D) The Verona Public Library provides-offers computer workstations, a wireless network, and a variety of electronic devices to ensure free public access to the Internet as an informational, educational, and recreational resource.

**II. Definition and Description of Devices Available**

(A) Items available for checkout to use outside of the library:

- 1. Amazon Kindle e-readers
- 2. Barnes & Noble Nook e-readers
- ~~31.~~ 31. Geocaching-GPS units
- 42. Wifi hotspots ~~and~~
- 3. Chromebooks

(B) Items available for checkout to use inside the library:

- 1. iPads
- 2. Laptop computers
- 3. Chromebooks

**III. Access to the Computer Lab**

(A) To use the public computers or and laptops mobile lab computers, a library card and PIN (personal identification number) are necessary. If a patron does not have their card present, ~~S~~staff may provide patrons with their card numbers and PINs when they forget their library card if they patron presents a valid photo ID. A visitor pass may also be obtained, ~~but library staff will~~

~~encourage patrons to get and/or use a valid library card of their own.~~

(B) Computer use is limited to ~~a two hour~~ per day block of time. ~~Patrons will have up to a 240-minute maximum if no other patrons are waiting to use lab computers. Library staff can override the two hour time limit and~~ Additional time may be requested if no other patrons are waiting to use a computer. ~~ay be allowed if approved by library staff.~~

(C) Computers are available during regular operating hours until 10 minutes before the library closes. Unreserved computers are available on a first-come, first-served basis. Patrons may make reservations up to seven (7) days in advance. Reservations may be made in person, over the telephone, or ~~by using the online reservation software available~~ on the library web-site ~~and at the computer catalog stations~~. Patrons have a 15-minute window to log in to their scheduled reservation. After 15-minutes, the computer reservation will be canceled ~~and the computer will be open for other patrons to use.~~

(D) There is a limit of one (1) person per workstation. ~~Any deviation from this limit must be~~ unless approved by library staff.

(E) Patrons are expected to ~~surrender the use of the~~ end their computer use ~~computer~~ when their scheduled time expires ~~and/or~~ when library staff so request.

(F) Patrons ~~under the age of~~ age eight (8) ~~years old or younger~~ must be accompanied by a parent, legal guardian, or caregiver, ~~or sibling at least twelve (12) years old~~ to use a computer.

(G) Printing is available at the computer lab. Wireless printing is also available for all devices. Instructions for printing are available at all library service desks and the library website. Printouts are \$.10 for black and white and \$.25 for color.

#### **IV. Access to Electronic Devices**

(A) Patrons ~~under the age of~~ eight (8) ~~years old or younger~~ must be accompanied by a parent, legal guardian, or caregiver, ~~or sibling at least twelve (12) years old~~ to check out an electronic device.

(B) As with all other library materials, the user assumes responsibility for the item and is liable for any damage or loss of parts. Replacement costs for electronic devices are visibly marked on the device package. Some individual parts, such as charging cords, may be replaceable separately for their own value.

~~(C) E-readers and GPS units are checked out for 14 days. Wifi hotspots, and hotspot Chromebooks, and GPS units are circulate~~ checked out for 28 days. Users must return devices listed in this policy to the Verona Public Library Service Desk for check-in. ~~They should not put devices~~ Devices should not be returned in the ~~into a book drop~~ return for return, ~~nor should they return any device to different or at other~~ libraries.

(D) ~~iPads, laptops, and Chromebooks must be checked out, but are~~ Electronic devices for in-library use ~~only and~~ must be returned before ~~the end of business hours~~ closing on the day of checkout. If they are removed from the library building they will be deemed stolen, and law enforcement will be

contacted.

~~(E) Overdue fines for devices are \$10/day up to \$75 maximum overdue fine.~~

~~Replacement cost will be:~~

~~\$150 for each Kindle Paperwhite package~~

~~\$100 for each Nook Color package~~

~~\$200 for each Kindle Fire~~

~~\$217 for each Geocaching package~~

~~\$335 for each Chromebook~~

~~\$405 for each iPad package~~

~~\$560 for each PC laptop~~

~~\$200 for each Wifi hotspot~~

~~\$1,300 for each Macbook Pro~~

~~Some individual parts might be replaceable separately for their own value. The costs of those parts are noted in the device package.~~

(F) Devices will not be checked in immediately. Library staff ~~will shall~~ inspect the device thoroughly before check-in.

~~(G) The devices are locked and registered to the library. The intent is to prevent patrons from adding additional titles or content to the devices when the devices are in their possession. In the event a patron does add content, the patron shall be responsible for the expense and the library shall not reimburse the patron for purchasing content. The library also reserves the right to erase or keep any content a patron purchases by accident or design.~~

~~(HG) Patrons cannot place holds through LinkCAT LINKcat on devices listed in this policy, but library staff can place holds for patrons ~~on the GPS units, Wifi hotspots, and e-readers~~. Additionally, ~~if a patron calls and one is available~~, any device can be held until closing time of that day. Pickup for all holds of devices will be at the Service Desk.~~

~~(H) Selection of content for devices will not be inhibited by the possibility that materials may come into the possession of children. Content for devices follows the same collection development policies and procedures used when selecting library materials. Electronic device content is viewed as a virtual extension of the contents within the entire library. ~~Content on e-readers or electronic devices may change~~. The library reserves the right to add or delete content it provides on these devices.~~

## **V. Rules for Using Library Computers, Wireless Network, and Devices in the Library**

(A) Patrons should save all information on personal removable media, (memory sticks, flash drives) or cloud storage. Hard drives on library computers are automatically cleared when rebooted.

(B) Inappropriate computer use will not be tolerated within the library. The library will take disciplinary measures including but not limited to discontinued computer service or loss of library privileges. Illegal uses of computers may also be subject to prosecution by local, state, or federal authorities. Rules regarding inappropriate computer use include but are not limited to the following:

1. Patrons shall not send, receive, or display on computer screens any text or graphics that may reasonably be construed to be obscene. Verona Public Library staff shall notify and fully cooperate with law enforcement if ~~it~~they becomes aware of any use of its computers or electronic devices in any connection with child pornography, exposure of sexually explicit material to children, or the solicitation of sex with minors.

2. Patrons shall not transmit, post, upload, or otherwise make available defamatory, harassing, abusive, or threatening material or language that encourages bodily harm, destruction of property, or harasses another.

3. Patrons shall not libel, slander, or maliciously offend other users.

4. Patrons must respect the privacy of others and shall not misrepresent oneself as another user. This includes logging in with another patron's library card account. Patrons shall not send unsolicited bulk and/or commercial messages over the Internet or engage in activities that invade another's privacy, nor shall patrons forge or misrepresent message headers, whether in whole or in part, to mask the originator of the message.

5. Patrons shall not attempt to crash, degrade performance of, damage, modify, or gain unauthorized access to computer systems and networks, hardware, software, files, passwords, or data that belongs to the library or other users.

(C) If an individual or group of computer users creates a disturbance that limits the effective use of the library by others, they will be asked to correct their behavior, disband, and/or leave the building as appropriate.

(D) The Verona Public Library shall not be responsible for any injuries or damages to possessions of individuals or groups resulting from the use of computers or electronic devices. This includes but is not limited to credit card charges, identity theft, or other potential damages that are possible when using networked computers or wireless computers or devices.

(E) The library is not responsible for patrons who use the library computers to engage in any activity that infringes or misappropriates the intellectual property rights of others, including patents, copyrights, trademarks, service marks, trade secrets, domain names, or any other proprietary right of any third party. Any responsibility for the consequences of intellectual property infringement shall be with the user.

(F) Access, use, or dissemination of information via the Internet in the library is the responsibility of the user. The library expressly disclaims any liability or responsibility resulting from such use arising from access to or use of information obtained through its electronic information systems, or any consequences thereof.

(G) Computer use is provided with the understanding that it is primarily self-service and that most learning will occur through self-instruction instead of library staff intervention. Patrons who use their own devices are responsible for troubleshooting those devices.

## **VI. Computer or Device Use by Children**

(A) The Verona Public Library assumes no responsibility or liability for the use of the Internet by children. It is the responsibility of the user (or the parent, guardian, or caregiver) to determine what is appropriate. Library staff assume that children and young adults who are unattended have parental permission to use library resources, including the Internet.

(B) The public library, unlike schools, does not serve *in loco parentis* (in place of a parent). Library staff cannot act in the place of parents, nor can they act as a substitute for daycare in providing constant care and supervision. Parents or guardians are responsible for supervising their child(ren)'s computer/Internet sessions.

(C) When requested to do so, the library will work with parents and legal guardians to block a child's computer access. The library cannot limit computer access by time, platforms, programs, or in any other selective way. Blocking access only applies to the computer lab computers and laptops and the specific library account the parent or legal guardian identifies. The library cannot block access to the wifi network. To block a child's access, the custodial parent or legal guardian must submit a request in writing that the child's computer access be blocked and include the child's library card number. The block will be in effect until the custodial parent or legal guardian submits another written request with the child's library card number or until the child turns eighteen (18) years old.

## **VII. Internet and Wireless Networks**

(A) The Verona Public Library provides access to a broad range of information resources through the Internet. The library strives to serve all people and considers its endorsement of the Library Bill of Rights and the Freedom to Read documents to apply to the use of electronic information. The library also upholds public access to information in accordance with the provisions of the Constitution of the United States.

~~(B) The Internet is a global entity that does not fall under the control or governance of any single agency, government, or organization.~~ The availability of networked information via library terminals does not constitute the library's endorsement of the content of that information. The Verona Public Library does not represent or warrant information found on the Internet to be accurate, authoritative, factual, timely, or useful for patrons' purposes.

(C) The Verona Public Library has no means or statutory authority to assure that only constitutionally protected material is available on the Internet. The authority to determine what is illegal content rests with the courts as defined in Wisconsin and federal statutes.

(D) The Verona Public Library assumes no responsibility for any damages, direct or indirect, arising from use of the internet. Furthermore, the Verona Public Library assumes no liability for any loss or damage to the user's data, or for any damage or injury arising from invasion of privacy in the user's computer accounts, programs, or files.

(E) Wireless access is a free public service provided by the Verona Public Library. By choosing to use this free wireless service, patrons agree to abide by the Public Computer and Electronic Device Use Policy. It is the responsibility of the user to understand these policies and refrain from illegal activities. The Library's wireless network is offered as an unsecure wireless network.

~~Wireless printing is available for all devices. Instructions for printing are available at all library service desks and the library website.~~

~~(F) —WARRANTY DISCLAIMER~~

THE SERVICES AND ANY THIRD PARTY PRODUCTS DESCRIBED IN THIS POLICY ARE PROVIDED “AS IS” “AS AVAILABLE”, AND AT YOUR OWN RISK, AND NEITHER THE VERONA PUBLIC LIBRARY NOR ITS OFFICERS, DIRECTORS, OR EMPLOYEES MAKE ANY WRITTEN, ORAL, EXPRESS, IMPLIED, OR STATUTORY REPRESENTATIONS, WARRANTIES, OR COVENANTS TO YOU REGARDING THE USABILITY, CONDITION OR OPERATION THEREOF. THE VERONA PUBLIC LIBRARY AND ITS DIRECTORS, OFFICERS, AND EMPLOYEES DOES NOT WARRANT THAT ACCESS TO OR USE OF THE SERVICES OR THIRD PARTY PRODUCTS WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT THEY WILL MEET ANY PARTICULAR CRITERIA OF PERFORMANCE OR QUALITY. THE VERONA PUBLIC LIBRARY AND ITS DIRECTORS, OFFICERS, AND EMPLOYEES EXPRESSLY DISCLAIM ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY, TITLE, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, COMPATIBILITY, SECURITY, OR ACCURACY. SOME JURISDICTIONS DO NOT ALLOW FOR THE EXCLUSION OF CERTAIN WARRANTIES, SO, TO THE EXTENT NOT ALLOWED BY LAW, SOME OF THE ABOVE EXCLUSIONS MAY NOT APPLY.

### **LIMITATION OF LIABILITY**

UNDER NO CIRCUMSTANCES AND UNDER NO LEGAL THEORY, CONTRACT, TORT (INCLUDING NEGLIGENCE, PRODUCT LIABILITY, AND STRICT LIABILITY) OR OTHERWISE, SHALL THE VERONA PUBLIC LIBRARY, ITS OFFICERS, DIRECTORS, OR EMPLOYEES BE LIABLE FOR ANY CONSEQUENTIAL, INDIRECT, SPECIAL, EXEMPLARY, PUNITIVE, INCIDENTAL, ~~CONSEQUENTIAL~~, OR COMMERCIAL DAMAGES OR LOSSES. IN NO EVENT SHALL THE VERONA PUBLIC LIBRARY’S TOTAL CUMULATIVE LIABILITY FOR ANY CLAIMS, DIRECT LOSSES, OR DIRECT DAMAGES ARISING OUT OF OR RELATING TO THIS POLICY EXCEED \$100.00 U.S. DOLLARS, EVEN IF IT HAD BEEN INFORMED OF THE POSSIBILITY OF SUCH POTENTIAL CLAIMS, LOSSES, OR DAMAGES AND EVEN IF ANY REMEDY FAILS OF ITS ESSENTIAL PURPOSE. SOME JURISDICTIONS DO NOT ALLOW FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES SO TO THE EXTENT NOT ALLOWED BY LAW, SOME OF THE ABOVE LIMITATIONS MAY NOT APPLY.

### **Indemnification**

You agree to defend, indemnify and hold harmless the Verona Public Library, its officers, directors, employees, from any claim, liability, loss, damage, cost, or expense (including without limitation reasonable attorneys’ fees) arising out of or related to your use of the Service, any materials downloaded or uploaded through the Service, any actions taken by you in connection with your use of the Service, any violation of any third party's rights or any violation of applicable law or regulation. This Section will not be construed to limit or exclude any other claims or remedies that Verona Public Library may assert under this Policy, law or equity.

### **~~VII. Computer or Device Use by Children~~**

~~(A) The Verona Public Library assumes no responsibility or liability for the use of the Internet by children. It is the responsibility of the user (or the parent, guardian or caregiver) to determine what is appropriate. Library staff assume that children and young adults who are unattended have parental permission to use library resources, including the Internet.~~

~~(B) The public library, unlike schools, does not serve *in loco parentis* (in place of a parent). Library staff cannot act in the place of parents, nor can they act as a substitute for daycare in providing constant care and supervision. Parents or guardians are responsible for supervising their child(ren)'s computer/Internet sessions.~~

~~(C) In extreme situations the library will work with parents and legal guardians to block a child's computer access entirely, but the library cannot limit computer access by time, platforms, programs, or in any other selective way. Blocking access entirely only applies to the computer lab computers and the specific library card account the parent or legal guardian identifies. To block a child's access, the custodial parent or legal guardian must submit a signed and dated letter including the child's library card number to the library requesting the child's computer access be blocked. The block will be in effect until the custodial parent or legal guardian submits another signed and dated letter with the child's library card number. The block will otherwise expire when the child turns eighteen (18) years old.~~

**VIII.—Printing**

~~(A) Printouts will be charged at \$.10 for black and white and \$.25 for color.~~

~~(B) Wireless printing is available for all devices. Instructions for printing are available at all library service desks and website~~

This policy replaces any previous policies regarding public computer, Internet, wireless access, e-reader, and electronic device use.

Library Board Approved on October 1, 2008.

Revised April 13, 2011

Revised March 6, 2013

Revised March 5, 2014

Revised May 6, 2015

Revised March 2, 2016

Revised June 1, 2016

Revised March 1, 2017

## Library Assistant Job Description Verona Public Library

### Typical Responsibilities of Position

Under immediate supervision of the Head of Circulation Services Team Lead and general supervision of the library management personnel, performing customer service and materials handling duties, a wide variety of paraprofessional tasks related to library circulation.

### Duties/Examples of Work

1. Provides enthusiastic service to the public as the first and last points of contact.  
Listens to patrons' needs, evaluates each situation as a unique problem to solve, and
- 1.2. Uses library policies and procedures as guides to find solutions to resolve patron issues and complaints.
- 2.3. Performs service desk procedures, such as checking materials in and out, creates registering patrons accounts, collects ing fees fines, handling complaints, and makes registering people for meeting/study room reservations, etc.
- 3.4. Performs circulation tasks such as checking in deliveries of interlibrary loan materials, shelving holds, running the holds action list, and the expired holds list, pulling expired holds from the holds shelf, and claiming processes periodicals, etc.
5. Places materials on hold for patrons through the library catalog and assists patrons with interlibrary loan requests.
4. Requests interlibrary loan materials in conjunction with the Reference Librarian.
- 5.6. Assists with collection maintenance, such as weeding and shelf-reading collections.
- 6.7. Assists with inventory of library materials, and orders library supplies.
- 7.8. Assists patrons with routine basic reference and reader's advisory service.
- 8.9. Directs patrons to proper staff for more detailed reference and reader's advisory service.
- 9.10. Assists with library programs, organizes special displays and distributes publicity.
- 10.11. Processes, repairs, or reconditions library materials.
- 11.12. Assists patrons with computers and other use and other mechanical operations of library equipment.
- 12.13. Empties book drop and takes returned items to the proper place for checking in.
- 13.14. Performs light housekeeping.
- 14.15. Performs other duties as assigned.

### Knowledge and Abilities

1. Ability to effectively present information and respond to questions from patrons that fosters customer loyalty and staff.
2. Ability to think on your feet.
- 3.1. Ability to maintain a positive attitude during difficult patron interactions.
2. Ability to maintain confidentiality of library patron information, including present and past materials on an account.
- 5.3. Ability to follow detailed instructions.
6. Ability to maintain a regular work schedule.
- 7.4. Ability to gather statistics, analyze information and write reports.
- 8.5. Ability to operate library business machines properly, which may require knowledge of databases and search methods use computers and library-related software and databases effectively.
6. Ability to understand library policies and procedures and apply them to library operations.

- ~~9-7.~~ Ability to understand library principles, technology, goals, and philosophy of services.
- ~~10.~~ Ability to use computer software and manage computerized files.
- ~~11-8.~~ Ability to work independently and collaboratively, organize and prioritize work, respond to varied/changing work demands ~~and make decisions~~ as required.
- ~~12-9.~~ Possess great interpersonal skills and the aAbility to maintain and foster cooperative and professional courteous working relationship with the public, peers and supervisors.
- ~~13-10.~~ Ability to identify areas for improved service and recommend changes.
- ~~14.~~ Ability to give input into decisions and support decisions once made, even if they are not your ideas.
- ~~15.~~ Keyboarding and filing ability.
- ~~16-11.~~ Ability to direct the work of Library Pages as needed.
- ~~17-12.~~ Willingness to maintain skills in above-mentioned areas by being receptive to coaching and through active participation in ~~appropriate~~ continuing education activities and opportunities.
- ~~18-13.~~ Working knowledgeWorking knowledge of English grammar and spelling.
- ~~19-14.~~ Spanish language fluency is preferred a plus.

### **Physical Demands of the Position**

1. ~~Bending, twisting and reaching.~~ Bending, twisting, reaching, sitting, standing, walking, stooping, kneeling, and crouching.
2. ~~Fingering: K~~ keyboarding, writing, filing, sorting, shelving and processing.
3. ~~Handling: p~~ Processing, picking up and shelving books.
4. Lifting and carrying weighing: 50 pounds or less.
5. Pushing and pulling : objects weighing 300-400 pounds on wheels.
- ~~6.~~ Sitting, standing, walking, stooping, kneeling and crouching.
- ~~7-6.~~ Reaching down to the ground and up to 80 inches in height with the aid of a footstool.
- ~~8-7.~~ Near vision needed to read : ~~Reading~~ faded type , font size 12 or smaller on item labels, frequent reading on computer monitors.
- ~~9-8.~~ Far vision needed to observe : ~~Observing~~ patrons in need of assistance from a distance of 20 feet or further.
- ~~10-9.~~ Occasional travel to meetings outside the library.

### **Mental Demands of the Position**

1. Ability to remain calm under pressure, ~~empathize, and make decisions utilizing library policies and procedures.~~
2. Ability to apply technical knowledge.
3. Ability to comprehend and follow verbal and written instructions from supervisors. : ~~effectively follow instructions from supervisor, verbally and in written form.~~
4. Ability to identify problems and opportunities and suggest improvements. ~~deal with abstract and concrete variables.~~
5. Ability to interpret follow technical regulations, procedures, and instructions.
6. ~~Communication Skills:~~ Ability to effectively communicate ideas and information both in written and verbal form.
7. ~~Mathematical Ability:~~ Ability to calculate basic arithmetic problems (addition, subtraction, multiplication, and division) without the aid of a calculator.
- ~~8.~~ Reading Ability: effectively read and understand information contained in memoranda, e-mails, reports and bulletins, etc.
- ~~9-8.~~ Time Management: Ability to set priorities in order to meet assignment deadlines.

### **Environmental/Working Conditions**

1. The environment is a busy public library whose patrons represent a socially, culturally, and economically diverse community. Work takes place in a normal office setting with moderate noise levels. Position may require Flexible work hours; dd daytime, evening, and weekend hours.

2. ~~Inside work environment.~~

### **Equipment Used**

Computers, Microsoft Office software, databases, Audiovisual equipment, book truck, calculator, camera, cash registerbox, ~~computer,~~ copy machine, fax machine, library automation system, RFID software, barcode label maker, scanner, ~~microfilm/fiche reader/printer, and~~ telephone, ~~typewriter, and stepstool.~~

### **Education and Experience**

1. At least two years of study at an accredited college, university or technical school.
2. ~~Keyboarding-Computer~~ and general office experience.
3. ~~Two or more years of Previous l~~ibrary experience is a plus preferred.

Library Board Approved December 3, 2008.  
Revised by the Library Board January 8, 2014.