

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

**Wednesday, June 2, 2021, 6:30 p.m.**  
**Virtual Board Meeting**

Virtual Participants: Conwell, Huemmer, Sohail, Ryan, Hopp, Cronin, Kurth, Burkart  
Guest: Adam Sayre, Julie Harrison, Kate Briguglio

**Call to order:**

Hopp called the meeting to order at 6:30 p.m.

**Approval of Minutes:**

A motion was made by Kurth, seconded by Huemmer to approve the Regular Meeting Minutes of 05/05/2021. Motion carried.

**Review and Approval of Invoices:**

A motion was made by Huemmer, seconded by Conwell to approve the May 2021 invoices. Motion carried.

**Public Comments:**

Kate Briguglio shared her thoughts with the board regarding her request to reopen the children's section for the children to freely browse and choose the books from the shelves.

**City Council Liaison Report:**

Cronin reported that Common Council plans to meet in person on June 14<sup>th</sup> for the first time since March 2020 as events return and public buildings reopen. The meetings will be hybrid with an option of virtual attendance. She also stated that the city council is in the process of finalizing the budget and the meetings with all the city departments heads with the city administrator and finance director will be taking place soon to finalize the budget. She further added that the budget is anticipated to be tight owing to an error in revenue stream calculation.

**Library Director's Report:**

Burkart reported that the curbside pickup appointments have significantly reduced after the reopening of the library for in-person visitors.

**Old Business:**

- 1. Discussion and possible action regarding library response to COVID-19 and library reopening plan:*** City administrator, Adam Sayre, shared with the board the logistics and legality of mandating the mask usage by the patrons inside the library. He stated that it will be challenging to mandate it

without the public health emergency declaration and/or an order from the Department of Public Health. He further added that the mask usage should be strongly encouraged inside the building by the patrons and the staff members.

Julie Harrison shared that the staff is comfortable with reopening of the children's section, however, unmasked patrons may be a concern for them.

It was decided to reopen the children's section within one week timeframe with the staff and patrons practicing social distancing wherever possible. Signage for strong recommendation to use the masks inside the library will be posted throughout the library. A motion was made by Conwell, seconded by Kurth, regarding the usage of mask by the staff members until the next board meeting when not in a closed space by themselves. Cronin, Hopp, Huemmer opposed. Motion Carried.

2. *Preliminary discussion of the 2022 library budget:* The discussion regarding the 2022 library budget was tabled until the next board meeting.

#### **New Business:**

1. *Discussion and possible action regarding the 2022 capital budget request:* The board discussed the usage of building maintenance fund in the capital budget for the phasal recarpeting of the central area of the library followed by the children and adult area. Replacement of the boiler was also discussed to be added to the capital budget that will cost around \$100,000. The maintenance of the flat roof area was discussed to be included in the 2023 budget.

**Adjournment:** Meeting adjourned at 8:15 p.m.

VERONA PUBLIC LIBRARY  
DIRECTOR'S REPORT  
June 2021

***I. Collection Development***

Number of items added and deleted in May 2021.

<b>Item Type</b>	<b>Added</b>	<b>Deleted</b>
Books	1034	377
Audio	7	3
Software	15	0
Video/DVD	44	14
Other (kits, etc.)	2	1
Magazines	131	75
<b>TOTAL</b>	<b>1233</b>	<b>470</b>
<b>YTD</b>	<b>5401</b>	<b>5892</b>

***II. Circulation***

May 2021 Statistics

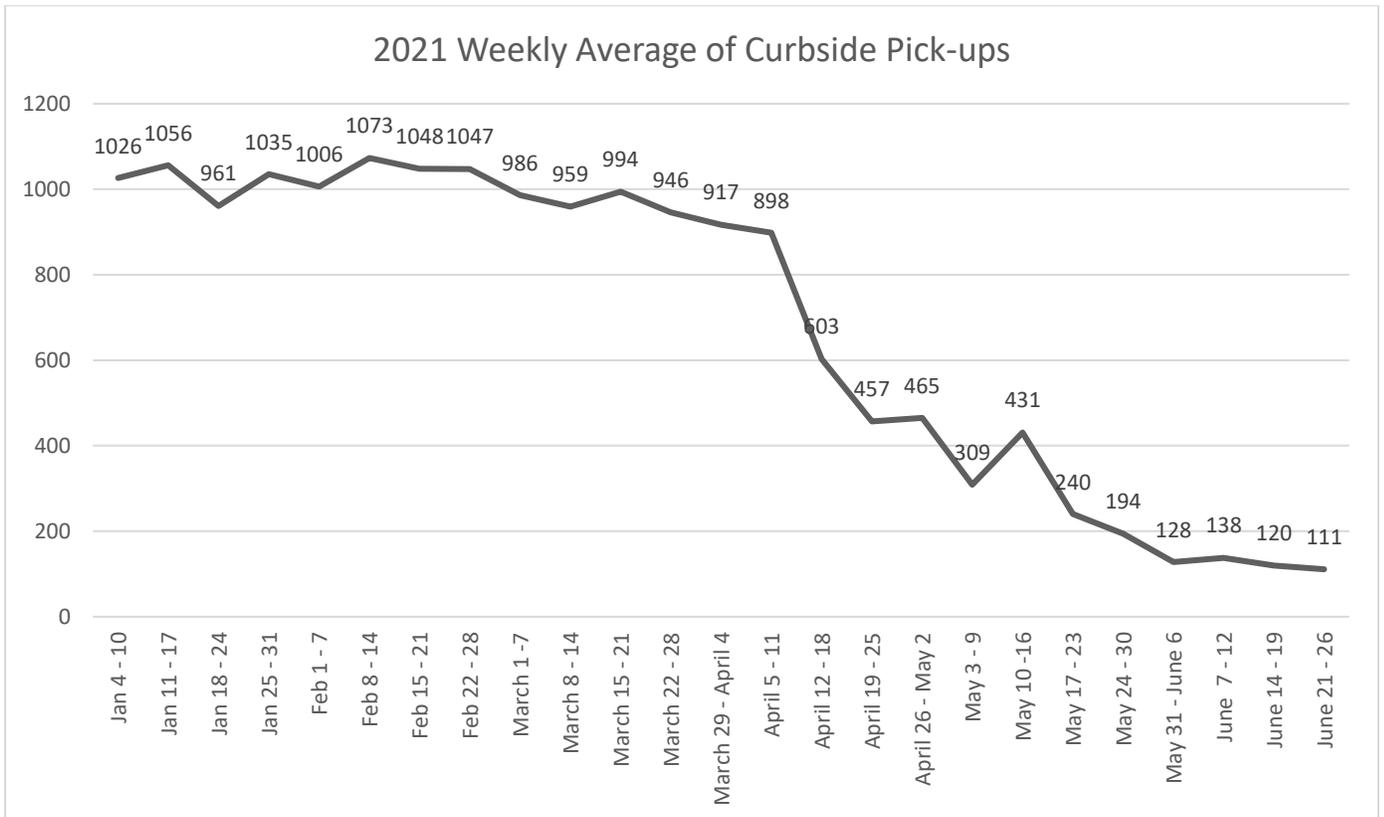
Self-check-outs	14,036
Total check-outs	32,633
Check-ins	22,334
Library cards added	71
Holds placed	14,236

**Curbside pick-up:**

The demand for curbside pick-up appointments has leveled off and we are seeing about 20 requests per day now that more people are coming into the building in-person.

Currently curbside pick-up appointments are available:

MTWR	10:00 – 12:00 pm/3:30 - 6:30 pm
F	10:00 – 2:00 pm/3:30 - 5:30 pm
Sat	10:00 – 12:00 pm



### **III. Reference**

#### **Statistics (past month):**

- Reference questions: 693
- Youth Services Reference questions: 1422
- Directional questions: 180
- Outer Library Loans: 26 requests
- One-on-one Instruction: 18
- Curbside Pick-up appointments: 710
- Computer Lab Sessions: 371
- Librarian's Choice requests: 85
- Library visits: 11,343

#### **Social Media Engagement:**

- Facebook: 3,766 followers, 72 posts
- Twitter: 1,769 followers, 2 tweets
- Instagram: 1,220 followers, 19 posts
- Events Newsletter A: 11,697 recipients
- Events Newsletter B: 11,686 recipients

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

Rajeswari Kandasamy was promoted from Library Page II to Library Assistant.

Laurel Meuth resigned her position as Library Assistant on June 16.

Brian Spranger resigned his position as Library Assistant on June 18.

Dusty Karls submitted his resignation effective July 1, as he will be starting a new library position in Colorado.

Library Assistants Dain Frisby-Dart and Peter Bruins increased their hours from 832 to 1040 hours per year.

Amy Turner has been hired as a Library Assistant and will start Tuesday, July 13.

Staff participated in several webinars and online trainings this month:

- *Homeless Training Institute: Fights: How to Prevent and Stop Them (Safely)*
- *ALA Annual ALMA Book Buzz*
- *Re-Weaving the Culture through Inclusive Norms in the Public Library*

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

Public Works has poured concrete pads and the outdoor tables will be installed in mid-July once the grass has a chance to grow in that area.

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

The library started to see a marked increase in visitors over the past month. Outdoor story times and teen programs have been well attended.

Several job descriptions have been updated for board review to prepare for posting our open positions. We got input from Mitch Weckerly, city HR Coordinator, on the job descriptions and our candidate screening process.

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

Luke created 105 graphics to promote events and services at the library. Printed newsletters have returned for patrons in the library to take home. For social media interaction, Luke has been creating interactive Instagram stories almost daily and retweeting posts from community organizations. Luke also attended the Friends of the Library meeting to discuss logo options for the upcoming 175<sup>th</sup> anniversary of Verona.

Marissa and Mary will be participating in a Kismet Books virtual event on July 12, featuring the author of a new picture book called "Dear Librarian." The event will be streamed on Facebook, and they will be participants at the final chat and Q&A session.

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

Emma attended a Southwest Regional Equity Team meeting on June 15.

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

Nothing to report.

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

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

#### **Summer Reading Program**

Registration for the summer reading program on Beanstack began on June 1. As of June 24, 403 pre-readers and 898 school-age readers have signed up. In 2020, we broke down the age groups differently, but our total number for ages 0 – 11 was 1001, so we have already surpassed our total from last year by 300. A station is set up at the front of the children's area for staff to handle questions about Beanstack and distribute coupons and free books, along with answering book-related questions as needed. While the majority of patrons seem to utilize the software without issue, we have fielded some complaints about using the technology or specific aspects of it.

While the summer story time numbers will be reported together at the end of the summer, we're excited to report that the first two outdoor story times have brought in 100-200 participants between the two story times each morning.

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

Six kids were registered via curbside pickup this month, bringing the total number of registrants to 2207. Several families are coming in with completed books now that we're open again.

#### **StoryWalk**

The current StoryWalk book is "One-osaurus, Two-osaurus by Kim Norman, which will be featured in the prairie June 1 – July 12.

#### **Open Art: Ocean**

Monday, June 14, 2:00 p.m.

Materials are available one week in advance for this Facebook Live craft session geared to ages 2 - 10. 33 1-minute views, 9 peak live views, 150 bags distributed

#### **Lego Club**

Tuesdays, June 15, 2:00 p.m.

Join fellow Lego fanatics for challenges and meet-up over Zoom. Ages 6-11.

Attendees: 31

#### **Coding Club**

Monday, June 16, 3:00 – 4:00 p.m.

Join us for a virtual meet-up over Zoom. All experience levels welcome! We will be working on learning new computer science skills and encouraging each other to become better computer scientists!

Attendees: 14

#### **Tween D&D**

Kids ages 8 – 11 play D&D online.

June 16, attendees: 3

June 23, attendees: 4

#### **Favorite Tales with Tails: Ocean Creatures**

Monday, June 21, 9:30 a.m.

Enjoy stories, songs, and activities about favorite characters!

23 1-minute views, 8 peak live views

**Animal STEAM**

Monday, June 21, 2:00 p.m.

Have fun with animal-themed STEAM activities! Ages 6 – 11.

15 1-minute views, 8 peak live views, 50 bags distributed

**Animal Habitat Spotlight**

Tuesday, June 22, 2:00 p.m.

Tune in to learn about different animal habitats! Ages 3 - 6.

Statistics will be reported next month after a week of data is collected.

**Read It and Eat: Sidekicks**

Tuesday, June 22, 3:00 p.m.

Discuss a selected book, plus enjoy activities and snacks related to the book. Ages 8 - 11.

Attendees: 8

**Minecraft Club**

Wednesday, June 23, 1:30 p.m.

There are two virtual Minecraft Clubs for ages 6 – 11: a Java version for PC and Mac, and a Bedrock version for tablets and phones.

Attendees: 7

**Tween Craft**

Wednesday, June 23, 2:30 p.m.

Hybrid program: choose virtual or in-person, outdoors. Ages 8-11. Registration required. Paper chain tapestry statistics will be reported next month after a week of data is collected.

**Tweens Among Us**

Thursday, June 24, 2:00 p.m.

Ages 8-11. Play Among Us with other kids! We will be playing over Zoom to send private lobby game links. Among Us can be downloaded via tablet, smartphone, or Steam on PC.

Attendees: 9

## Upcoming Kids' Events

### **Summer Story Times**

**June 15 – July 23**

#### **Everybody Story Time - Outdoors!**

Tuesdays at 9:30 a.m., repeated at 10:30 a.m.

#### **Toddler Story Time on Facebook Live**

Wednesdays at 9:30 a.m.

#### **Preschool Story Time on Facebook Live**

Thursdays at 9:30 a.m.

#### **Story Time Unwind (formerly called Sensory) on Facebook Live**

Fridays at 9:30 a.m.

#### **Baby Story Time on Facebook Live**

Fridays at 10:30 a.m.

### **Open Art (virtual)**

Mondays, July 12 and 26, August 9 and 23, 2:00 p.m.

Replaces character crafts for summer. Please stop by the youth services express desk or request curbside pickup by filling out this form to pick up the supplies for this virtual crafting program. Then tune in at the scheduled day and time to get creative with your materials. The recording will be available on Facebook after the event. Ages 2 - 10. Summer themes include: ocean, rainforest, polar, woodland, grasslands, and domestic and farm animals.

### **Lego Club (virtual)**

Tuesdays, July 13 and 27, and August 10, 2:00 p.m.

New for summer. Join fellow Lego fanatics for challenges and meet-up over Zoom. When you sign up for this event, you will be signed up for the rest of the Lego Clubs throughout the summer. Ages 6-11.

### **Coding Club (virtual)**

Wednesdays, July 14 and 28, and August 11, 1:30 – 2:30 p.m.

Join us for a virtual meet-up over Zoom. All experience levels welcome! We will be working on learning new computer science skills and encouraging each other to become better computer scientists! Ages 8 – 11.

### **Tween D&D (virtual)**

Wednesdays, June 16 – August 18, 3:30 – 5:00 p.m.

Fantasy and Adventure await in 5th edition Dungeons & Dragons.

Dusty runs this program for ages 8 -11. Tweens are split into two groups, meeting on different days.

**Pokemon Club (virtual)**

Thursdays, July 1, 15 and 29, and August 12, 2:00 – 3:00 p.m.

New for summer. Join fellow Pokémon fanatics for Pokémon related activities and meet-up over Zoom. When you sign up for this event, you will be signed up for the rest of the Pokémon Clubs throughout the summer. Ages 6-11.

**Favorite Tales with Tails (virtual)**

Mondays, July 19, and August 16, 9:30 a.m.

Like our character story times, but with the summer theme. Enjoy stories, songs, and activities about favorite characters! Themes will be ocean creatures, dogs, and pigs.

**Animal STEAM (virtual)**

Mondays, July 19, August 2 and 16, 2:00 p.m.

New for summer, have fun with animal-themed STEAM activities! Please stop by the youth services express desk to pick up materials, or request curbside pickup by filling out this form. Themes will be tracking, bugs and birds, pollution and tardigrades, and CSI.

**Animal Habitat Spotlight (virtual)**

Tuesdays, July 6 and 20, and August 3 and 17, 2:00 p.m.

New for summer, the opposite Tuesdays from Lego Club. Tune in to learn about different animal habitats! Ages 3 - 6.

**Read It and Eat Book Club (virtual)**

Tuesdays, July 13 and August 10, 3:00 p.m.

Discuss a selected book, plus enjoy activities and snacks related to the book. Ages 8 - 11. Books will be available for check out approximately one month prior to the discussion. Stop by the youth services desk to request one. Selections are the graphic novel *Sidekicks* by Dan Santat, novel *Moo* by Sharon Creech, and mystery *Belly Up* by Stuart Gibbs.

**Minecraft Club: Java Edition and Bedrock Edition (virtual)**

Wednesdays, July 7 and 23, and August 4 and 18, 1:30 – 2:30 p.m.

Join VPL Youth Services on our very own Minecraft Server! Explore, build, and play in a safe and secure Minecraft world! Connect with librarian Dusty to work on collaborative projects and explore an all-new map with exciting biomes and treasures.

**Tween Craft (virtual or in-person)**

Wednesdays, July 7 and 21, 2:30 p.m.

Hybrid program: choose virtual or in-person, outdoors. Ages 8-11. Registration required. Crafts will be: paper chain tapestry, shelter pet portraits (with Angel's Wish), and stuffed sloths.

**Tweens Among Us (virtual)**

Thursdays, July 8 and 22, and August 5 and 19, 2:00 p.m.

Opposite Thursdays from Pokemon Club. Ages 8-11. Registration required. Who is the imposter? Can you stop them before they sabotage the ship and crewmate mission? Play Among Us with other kids! Among Us is rated E10+. We will be playing over Zoom to send private lobby game links. Among Us can be downloaded via tablet, smartphone, or Steam on PC.

## **Teen Events:**

### **Teen Study Break Bundles**

Starting May 25 – as long as supplies last

Relaxation bundles with paint by sticker sheets, scratch notes and rainbow scratch paper, summery word searches, and a fidget went out to the high school and both middle schools – with information about summer reading.

Total Bundles: 140

### **Teen Writing Club**

Monday, June 14, 4:00 – 5:00 p.m.

Teens wrote one-paragraph stories based on picture prompts.

Attendees: 8

### **S'more Books Club**

Tuesday, June 15, 8:00 – 9:00 p.m.

Teens ate s'mores while discussing fantasy books and shows with one another.

Attendees: 8

### **Teen Outdoor Painting: Acrylics**

Tuesdays, 3:30 – 4:45 p.m.

Teens painted outdoors with acrylic paints.

Attendees: 14

### **Reverse Escape Room**

Monday, June 21, 11:00 a.m. – 12:00 p.m.

Teens directed a library staff member over Zoom in order to help them solve clues and open locks – so they could from escape a room.

Attendees: 7

### **Teen and Tween Craft: Paper Chain Tapestry**

Wednesday, 6/23, 2:30 – 3:30 p.m.

\*Hybrid program: Teens gathered outdoors or participated virtually. They socialized and made paper chain wall art.

Attendee total: 18

### **Teen Outdoor Movie: 80's Night**

Friday, June 25, 8:45 – 10:45 p.m.

Teens enjoyed some treats while watching Labyrinth on a big screen in our parking lot theater!

Attendees: 9

### **Lawn Games & Frozen Treats**

Wednesday, June 30, 3:30 – 4:30 p.m.

Play lawn games behind the library with other teens, weather permitting. Enjoy a cool treat and face off in cornhole, ladder toss, Spikeball, giant Jenga, etc.

Attendees: 14

## **Upcoming Teen Events:**

### **Teen Writing Club**

Mondays, July 12 & 26, August 9 & 23, 4:00 – 5:00 p.m.

Join other teens for a social workshop where you can work on craft, share stories, and get feedback from other aspiring authors.

### **Teen D&D**

Thursdays, June 17 – August 19, 4:00 – 5:30 p.m.

### **Teen and Tween Crafts**

Wednesdays, July 7 & 21, August 4 & 18, 2:30 – 3:30 p.m.

\*Hybrid program: choose virtual or in-person, outdoors.

### **S'more Books Club**

Tuesdays, 8:00 – 9:00 p.m.

Enjoy s'mores around a fire while discussing books and shows with other teens! You do not need to read a specific book.

July 13: Realistic and Historical

August 10: Adventure and Science Fiction

### **Teen Outdoor Painting: Watercolor**

Tuesday, July 14, 3:30 – 4:45 p.m.

Paint outdoors, behind the library, weather permitting. Paint the grand view, a small bug, or anything that comes to mind!

### **Teen Outdoor Movie: 90's Night**

Friday, July 23, 8:45 – 10:45 p.m.

Snack on some popcorn while you watch *Men in Black* on a big screen in our parking lot theater! Feel free to dress in your best 90's alien-catching attire.

### **Outdoor Photography**

Wednesday, June 30, 3:30 – 4:30 p.m.

Meet behind the library and venture out to take photos, weather permitting. We'll provide mini figurines and other objects for fun perspective shots. Don't have your own device? Help create photos as a group.

## **Adult Classes & Events:**

### **Organic Lawn Care: Where the Grass is Greener – Virtual**

Tuesday, May 25 6:30-7:30 p.m.

John Gishnock III, owner of Formecology, LLC, discusses how to establish and maintain a healthy lawn throughout the year while being conscious of our environment, pets, and children.

Attendees: 14

### **Grow Solar Wisconsin Power Hour - Virtual**

Tuesday, June 1, 6:30-7:30 p.m.

Marta Monti, Solar Power Manager of Midwest Renewable Energy Association, discussed the basics of solar, its financial implications for your property, and how the Grow Solar group buy programs work throughout the state.

Attendees: 7

### **Distance Learning English Classes for Adults**

Monday June 7, 6:00-7:30 pm, attendees: 8  
Tuesday, June 8, 6:00-7:30 pm, attendees: 9  
Monday, June 14, 6:00-7:30 pm, attendees: 7  
Tuesday, June 15. 6:00-7:30 pm, attendees: 8  
Monday, June 21, 6:00-7:30 pm, attendees: 8  
Tuesday, June 22, 6:00-7:30 pm, attendees: 7

### **Investing 101 – Virtual**

Tuesday, June 22, 6:30-7:30 p.m.

Linda Lepe, Director of Consumer Finance & Financial Planning at UW-Madison, discussed the basics of investments (stocks, bonds, mutual funds) and how to become a more informed investor.

Attendees: 10

### **Books ‘n Booze**

Thursday, June 24, 6:00-7:00 p.m.

Books 'N Booze is a book club for people who are interested in having a blast while discussing fun books and meeting new people. We meet every fourth Thursday of the month at 6:00 pm. This month we had a virtual discussion of *Daisy Jones and the Six* by Taylor Jenkins Reid.

Attendees: 8

### **About Fresh Cheesemaking - Virtual**

Monday, June 28, 6:30-7:30 p.m.

Dave Potter, president and technical advisor of Madison-based cheesemaking supply store GetCulture Inc., will demonstrate the process of making a small batch of fresh cheese known as queso fresco. This style of cheese can easily be made at home with minimal ingredients. Potter will explain the basic science behind cheesemaking, cover the steps it takes to make most styles of cheese, and answer questions.

Attendees: 10

## **Upcoming Adult Classes & Events**

### **Adult Summer Reading Program**

June 1 – August 31

Visit [veronapubliclibrary.beanstack.org](http://veronapubliclibrary.beanstack.org) and/or get the Beanstack Tracker app to create an account starting June 1. Then register to participate. Log every hour of reading you do (up to 20 hours total) and enter to win a \$50 gift card to a Verona restaurant! All reading counts, including audio books. The Summer Reading Program is funded by the Friends of the Verona Public Library.

### **Books ‘n Booze Book Club - Virtual**

Thursday, July 27, 6:00 – 7:00 p.m.

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 virtual discussions:

July 22, 2021-*The Poppy War* by R.F. Kuang

August 26, 2021-*This is How You Lose the Time War* by Amal El-Mohtar

### **Distance Learning English Classes for Adults**

Beginner Level, Mondays 6:00-7:30 p.m., June 7 - August 9

Intermediate Level, Tuesdays, 6:00-7:30 p.m., June 8 - August 10

Practice speaking, reading, writing, and listening to new vocabulary with this online group English class. You can join the class via Zoom on a smartphone, tablet, laptop, or computer – if you don't have either of these, contact the Literacy Network about borrowing a device. Students will receive free English textbooks, at their level, in the mail. The textbook will be used for class and weekly homework. This class is presented in partnership with the Literacy Network. For more information and to sign up, please call Becky Fabrizio at the Literacy Network at (608) 268-6425 or email her at [becky@litnetwork.org](mailto:becky@litnetwork.org).

### **Haunted Locations in Your Own Backyard - Virtual**

Thursday, July 8, 6:30-7:30 p.m.

Chad Lewis, researcher, author and lecturer on topics of the strange and unusual, will take you on a ghostly journey to some of the most haunted places in Wisconsin. It covers the entire state of Wisconsin from a blood-dripping cemetery in Appleton, to a haunted B&B in Milwaukee, from phantom creatures prowling the woods, to back road creatures. No place in Wisconsin is without its own haunting. Complete with photos, case histories, eyewitness accounts, ghost lore, and directions.

### **Written in Beads (Sharing Haudenosaunee Culture Through Raised Beadwork) - Virtual**

Thursday, July 15, 6:30-7:30 p.m.

Karen Ann Hoffman, 2020 National Heritage Fellow, will share songs, stories, and the rich cultural history of raised beadwork. This style of Native American beadwork is unique to the Haudenosaunee.

### **Identity Theft: Protect and Prevent - Virtual**

Tuesday, July 20, 6:30-7:30 p.m.

Identity theft continues to be the fastest growing crime in the United States. The more you learn about it, the less vulnerable you are. The Wisconsin Bureau of Consumer Protection will explain the different types of identity theft, how to recognize it, and how to prevent it – including information about Fraud Alerts and Security Freezes. Receive tips for safeguarding personal information and how to spot the red flags of a scam.

### ***The Story Keeper: Weaving the Threads of Time and Memory, A Memoir* - Virtual**

Wednesday, July 28, 7:00-8:00 p.m.

Fred Feldman, will discuss his book, *The Story Keeper: Weaving the Threads of Time and Memory*. The memoir tells the story of his parents and their escape from the looming Nazi threat. He will be interviewed by his sister, Charlotte Feldman-Jacobs. This program is in partnership with the Nathan and Esther Pelz Holocaust Education Resource Center (HERC), North Shore Library, Shorewood Public Library, Wauwatosa Public Library, Madison Public Library, Verona Public Library, and La Crosse Public Library.

### **The Woman's Hour Has Struck: Wisconsin's Role in the Women's Suffrage Movement - Virtual**

Thursday, August 5, 6:30-7:30 p.m.

Take a march through suffrage history with the Wisconsin Historical Society's Collections Development Coordinator, Simone Munson. Explore the stories of leaders, tactics, losses, and victories as women worked for the right to vote. See how Wisconsin fit within the larger story of enfranchisement and analyze the conflict and complications that suffragists faced as they sought the right to vote. Presented in partnership with the Wisconsin Historical Society Speakers Bureau.

### **Easy Food Preserving: Canning-Free - Virtual**

Wednesday, August 11, 6:30-7:30 p.m.

Preserving food doesn't have to be difficult or take a lot of time. And if you think canning is the only option – this workshop is for you! Megan Cain, author and creative gardener, will teach you the quickest

and easiest ways to preserve vegetables, fruits, and herbs, so you can enjoy food from your garden all year round. Learn how to use your basement, fridge and freezer to store food, which foods give you the most bang for your buck, and delicious recipes to highlight your preserved food.

### **Recognition and Resilience: Grief and the Loss of Traditions During the Pandemic – Virtual**

Tuesday, August 24, 6:30-7:30 p.m.

It is important to recognize the absence or interruption of traditional customs and rituals, both celebratory and grief-oriented. Are you someone who has suffered great loss during the pandemic? Join Outreach Workers from Project Recovery for a discussion to acknowledge what was lost, to embrace closure, and to reclaim and reimagine the rates and ritual that help us make sense of our lives.

### **Mars 2020: The Perseverance Rover – Virtual**

Wednesday, August 31, 6:30-7:30 p.m.

It's been approximately 6 months since Perseverance and Ingenuity landed on the surface of Mars. NASA Solar System Ambassador, Joyce Jentges, will take us on a journey to see what Perseverance has been doing on Mars. Updated information on what Perseverance is looking for and a description of what the various instruments will do. You will also learn about Ingenuity, the Mars helicopter that has successfully flown on Mars.

### **Outreach Events**

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

Total daycare story time presentations: 14

#### **Senior Center Book Group**

Wednesday, June 9, 10:00–11:00 am

The group discussed *The House on Mango Street* by Sandra Cisneros.

Attendees: 5

#### **Book Bike at the Farmers Market**

Wednesday, June 9, 2:30–5:30 pm

The book bike traveled to the Farmers Market in downtown Verona. Several patrons checked out books, and one patron got a library card.

Attendees: 51

#### **Nakoma Kids Club Summer Reading Program**

Tuesday, June 22, 3:00–4:00 pm

Mia and Marissa brought books for checkout, library cards, summer reading materials, and a seed planting craft for Glacier Edge students at the Nakoma Heights Apartments.

Attendees: 25

#### **Prairie Oaks Book Group**

Thursday, June 24, 1:00–2:00 pm

The group met to restart the book club and discuss future books and meetings.

Attendees: 5

### **Upcoming Outreach Events**

#### **Four Winds Book Group**

Tuesday, June 29, 10:00–11:00 am

The residents will meet virtually to discuss *The President is Missing* by Bill Clinton and James Patterson.

### **Senior Center Book Group**

Wednesday, July 14, 10:00–11:00 am

The group will be reading *Lillian Boxfish Takes a Walk* by Kathleen Rooney.

### **Prairie Oaks Book Group**

Tuesday, July 22, 1:00–2:00 pm

The group will be reading *Where the Crawdads Sing* by Delia Owens.

### **Upcoming Exhibitions**

#### ***We Stand on Their Shoulders: A History of Wisconsin Women and Voting* - Traveling Display**

August 3 – 30, 2021

*We Stand on Their Shoulders: A History of Wisconsin Women and Voting* explores moments when women in Wisconsin gained political rights and highlights a few key leaders. Covering the ratification of the 19<sup>th</sup> Amendment, 1921 Wisconsin Equal Rights Act, 1924 Indian Citizenship Act, and 1965 Voting Rights Act, the eight-panel display shares the important story of women's quest for political rights and recognition through quote, photographs, and a timeline of events. This display is on loan from the Wisconsin Historical Society.

#### ***Telling A People's Story: African American Children's Illustrated Literature* - Traveling Panel Exhibition**

September 7 – October 4, 2021

For the first time, African-American children's illustrated literature is the focus of a museum exhibition featuring art produced for book illustrations. The presentation of this genre offers a lens into the cultural, historical, and social makeup of African-American cultural identity, while also shedding light on the long neglected world of African-American authors and illustrators in the pantheon of children's literature. Organized by the Miami University Art Museum through a grant from the Martha Holden Jennings Foundation. *Telling A People's Story* addresses:

- The presentation of African-American identity and history in a creative, educational and respectful manner. The raising of greater awareness for the role African-American illustrators and authors play in the development and growth of the field of children's literature.
- The topic of social justice throughout African-American history.
- The need for awareness to the challenges African-American children's book authors and illustrators face in a field lacking sufficient representation of minorities.
- The importance of appreciating the culture and history of a people who are deeply rooted in the American story.

## Phase 4 of library reopening (proposed to begin after July 7)

### Open to the public:

MTWR 10:00 – 7:00 pm  
F 10:00 – 6:00 pm  
Sat 10:00 – 4:00 pm

### Curbside pick-up hours:

MTWR 10:00 – 12:00 pm/3:30 – 6:30 pm  
F 10:00 – 12:00 pm/3:30 – 5:30 pm  
Sat 10:00 – 12:00 pm

### Areas & services available:

- All areas/collections open to browsing, including Quiet Reading Room
- Holds pick-up
- Computers, copying, faxing
- Curbside pick-up still offered (specific hours, M-Sat)
- Librarian's Choice book selection service
- Virtual programs, some outdoor programs
- In-person or curbside pick-up of materials for virtual programs Test proctoring
- Personal Archiving Lab
- Volunteering (only on a limited basis for returning volunteers)

### Areas and services not available yet:

- Study/meeting room use
- No donations of used books

### Safety measures:

- Masks are recommended for all visitors because many of our patrons are not yet eligible for vaccines
- Masks are recommended for staff in public areas, especially the children's area
- Social distancing is recommended
- Limited seating will be available
- No toys available in the children's area

### Looking ahead to the fall:

- Return to pre-pandemic hours (including Sundays) and end curbside pick-up after Labor Day
- Return to some in-person teen and adult programs in September
- Children's programming remains virtual or in-person outdoors

# 2022 Preliminary Operating Budget Ideas (DRAFT)

## 1. Replace New Fiction and Non-Fiction display shelving

The current Adult Fiction and Non-Fiction shelving was designed to fit the original layout of the building. Since 2006, we have added a reference desk and self-check out island and the large V-shaped shelving units no longer fit the space well. We would like to replace them with 3-4 display shelving units that are moveable, will fit the space better, and provide flexibility if our space needs change in the future.

**Estimated cost: \$16,000**

## 2. Increase one part-time Reference Assistant position, from 416 hours/year to 832 hours/year

Increasing the number of hours for this position would allow for better coverage at the reference desk. Reference staff would have more opportunities to provide individual reference assistance in the form of technology help by appointment, test proctoring, and digital archiving lab guidance without leaving the desk unattended. Reference staff would also have additional time for long-term projects such as scanning local history materials.

**Estimated cost: \$7200**

## 3. iCurate diversity audit service

iCurate is a service that evaluates library collections for diversity, compares your library collection to other public libraries, and suggests diverse titles to fill in gaps.

**Estimated cost: \$4200**

## 4. Outdoor furniture/seating/landscaping

An additional 3 to 4 commercial grade picnic tables and installation of some natural seating areas would allow the public better make use of the library grounds and expanded outdoor wifi.

**Estimated cost: \$18,000**

## 5. Screen for presentations and films in Community Room

Currently, the large whiteboard in the Community Room doubles as a screen for presentations and films. Because it has a shiny surface, there is a significant glare when anything is projected onto it. Ideally, a retractable screen would be installed to enhance the use of the room for programs. Some electrical work may be required.

**Estimated cost: \$12,000**

## 6. Replace large roller shades in Community Room

There are some holes in the existing roller shades. If we were to replace them, the new shades could be ordered slightly wider to allow them to be mounted on the outside of the window frame to better block the light for presentations and films.

**Estimated cost: \$5000**

**7. Lactation pod**

Currently, the library does not have a space that meets legal requirements for breastfeeding space for staff nor do we have any space to offer the public for breastfeeding. We have identified an area on the northeast side of the children's room where a Mamava lactation pod would fit. The pods are freestanding and include lighting, seating, and ventilation.

**Estimated cost: \$15,000**

**8. Green Team projects**

The library Green Team proposes hosting another Green Challenge (\$750), participate in TerraCycle recycling of pens, markers, glue sticks & bottles, and disposable masks (\$700), and continuing to offer adult and children's programs on environmental topics.

**Estimated cost: \$1450**

**Estimated total: \$78,850**

## **Library Assistant II, Youth Services Job Description Verona Public Library**

### **Typical Responsibilities of Position**

Under the immediate supervision of the Head of Youth Services, this staff member is responsible for providing patron assistance in locating library materials and accessing library collections, both print and online; helping to plan, publicize, and carry out programming and outreach for children and teens; explaining library services, policies, and procedures; and answering reference and materials advisory questions in person, by phone, or through email.

### **Duties/Examples of Work**

1. Plan, organize, and conduct library services and programs for youth.
2. Provide reader's advisory, reference and other patron assistance services at the Youth Services' desk, throughout the library, and at outreach locations.
3. Assist with collection development, including weeding.
4. Assist in library technology implementation.
5. Support the Community Engagement Librarian by conducting library tours, presenting programs to local groups, and performing other outreach activities for library patrons and community organizations including schools.
6. Promote library services through various types of publicity.
7. Assist patrons with computer use and other mechanical operations of library equipment.
8. Process, repair, or recondition library materials.
9. Assist in maintaining accuracy of the public catalog and website.
10. Carry out library policies and procedures.
11. Perform light housekeeping.
12. Perform all other duties as assigned.

### **Knowledge and Abilities**

1. Ability to effectively present information and respond to questions from patrons and staff.
2. Ability to follow detailed directions.
3. Ability to maintain a regular work schedule.
4. Ability to maintain a positive attitude during difficult patron interactions
5. Ability to perform reference and materials advisory work and materials selection.
6. Ability to plan, organize and carry out a program of library service for a designated area.
7. Ability to maintain confidentiality of library patron information.
8. Ability to use computers, library-related software, and databases effectively.
9. Ability to work independently and collaboratively, organize and prioritize work, and respond to varied and changing work demands.
10. Ability to understand library policies and procedures and apply them to library operations.
11. Possess knowledge and understanding of youth literature and child development.
12. Ability to understand library principles, technology, goals and philosophy of services.
13. Possess great interpersonal skills and ability to maintain and foster cooperative and courteous working relationship with the public, peers and supervisors.

14. Ability to provide inclusive and equitable programs and services to diverse populations.
15. Demonstrate a willingness to maintain skills in the above-mentioned areas through active participation in appropriate continuing education activities.
16. Ability to use professional English grammar and spelling, verbal and written communication skills, and age-appropriate language with various audiences.

#### **Physical Demands**

1. Shelving and handling materials.
2. Keyboarding.
3. Near vision to read faded type and small font size on item labels, plus regular reading on computer monitors.
4. Far vision to observe patrons in need of assistance from a distance of 20 feet or further.

#### **Mental Demands**

1. Ability to adapt and work effectively in a dynamic environment.
2. Ability to apply library-related knowledge.
3. Ability to comprehend and follow verbal and written instructions from supervisors.
4. Ability to identify problems and opportunities and suggest improvements.
5. Ability to effectively communicate ideas and information both in written and verbal form.
6. Ability to set priorities to meet assignment deadlines.

#### **Environmental/Working Conditions**

The environment is a busy public library whose patrons represent a socially, culturally, and economically diverse community. Work takes place in an inside environment with moderate noise levels, plus occasional outdoor events. Position may require daytime, evening, and weekend hours and occasional travel to meetings and events outside the library.

#### **Equipment Used**

Computer, library automation system, Microsoft Office software, databases, audiovisual equipment, printer, copy machine, scanner, fax machine, telephone, book truck, die-cut machine.

#### **Education and Experience**

1. At least two years of study at an accredited college, university, or technical school or related experience is required.
2. Experience working with children and/or teens is required.
3. Customer service experience is required.
4. Public library experience is preferred.
5. Spanish language or ASL proficiency is preferred.

*The City of Verona is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.*

Library Board approved 12/5/18

Revised

## Library Assistant II, Youth Services Job Description Verona Public Library

### Typical Responsibilities of Position

Under the immediate supervision of the Head of Youth Services, this staff member is responsible for providing patron assistance in locating library materials and accessing library collections, both print and online; helping to plan, publicize, and carry out programming and outreach for children and teens; explaining library services, policies, and procedures; and answering reference and materials advisory questions in person, by phone, or through email.

### Duties/Examples of Work

1. ~~Plans, organizes~~Plan, organize, and ~~conducts~~conduct library services and programs for youth.
2. ~~Provides~~Provide reader's advisory, reference and other ~~patrons~~patron assistance services at the Youth Services' desk, throughout the library, and at outreach locations.
3. ~~Assists~~Assist with collection development, including weeding, ~~as needed~~.
4. ~~Assists~~Assist in library technology implementation ~~and management~~.
5. ~~Supports~~Support the Community Engagement Librarian by conducting library tours, presenting programs to local groups, and performing other outreach activities for library patrons and community organizations including schools.
6. ~~Promotes~~Promote library services through various types of publicity.
7. ~~Assists~~Assist patrons with computer use and other mechanical operations of library equipment.
8. ~~Processes, repairs~~Process, repair, or ~~reconditions~~recondition library materials.
9. ~~Assists~~Assist in maintaining accuracy of the public catalog and website.
10. ~~Carries~~Carry out library policies and procedures.
11. ~~Performs~~Perform light housekeeping.
12. ~~Performs~~Perform all other duties as assigned.

### Knowledge and Abilities

1. Ability to effectively present information and respond to questions from patrons and staff.
2. Ability to follow detailed directions.
3. Ability to maintain a regular work schedule.
4. Ability to maintain a positive attitude during difficult patron interactions
5. Ability to perform reference and materials advisory work and materials selection.
6. Ability to plan, organize and carry out a program of library service for a designated area.
7. Ability to maintain confidentiality of library patron information.
8. Ability to use ~~computer~~computers, library-related software, ~~and manage computer technology including but not limited to word processing, spread sheets, desk top publishing, blogs, social networking, and general computer troubleshooting~~databases effectively.
9. Ability to work independently and as a teamcollaboratively, organize and prioritize work, and respond to varied and changing work demands ~~and make decisions as required~~.

10. Ability to understand library policies and procedures and apply them to library operations.
11. Possess knowledge and understanding of youth literature and child development.
12. Ability to understand library principles, technology, goals and philosophy of services.
13. Possess great interpersonal skills and ability to maintain and foster cooperative and courteous working relationship with the public, peers and supervisors.
14. Ability to provide inclusive and equitable programs and services to diverse populations.
- 14-15. Demonstrate a willingness to maintain skills in the above-mentioned areas through active participation in appropriate continuing education activities.
- 15-16. Ability to use professional English grammar and spelling, verbal and written communication skills, and age-appropriate language with various audiences.
- ~~16. Spanish language knowledge desirable.~~

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

- ~~1. Bending/twisting 1. Shelving and reaching/handling materials.~~
- ~~2. 2. Keyboarding, writing, filing, sorting, shelving and processing.~~
- ~~3. Processing, picking up and shelving books.~~
- ~~4. Lifting and carrying objects 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. Reaching down to the ground and up to 80 inches in height with the aid of a footstool.~~
- ~~8. 3. Near vision needed to read faded type, and small font size 12 or smaller on item labels, plus regular reading on computer monitors.~~
- ~~9. 4. Far vision needed to observe patrons in need of assistance from a distance of 20 feet or further.~~
- ~~10. Occasional travel to meetings and events outside the library.~~

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

1. Ability to adapt and work effectively in a dynamic environment.
- ~~1. 2. Ability to apply technical/library-related knowledge.~~
- ~~2. 3. Ability to comprehend and follow verbal and written instructions from supervisors.~~
- ~~3. Ability to deal with abstract and concrete variables.~~
- ~~4. Ability to interpret technical regulations and instructions.~~
- ~~5. 4. Ability to identify problems and opportunities; review possible alternative courses of action before selecting one; utilize information resources available when making decisions and suggest improvements.~~
- ~~6. 5. Ability to effectively communicate ideas and information both in written and verbal form.~~
- ~~7. Ability to effectively evaluate or make independent decisions based upon experience, knowledge, training, and data.~~
- ~~8. Ability to calculate basic arithmetic problems (addition, subtraction, multiplication, division) without the aid of the calculator.~~
- ~~9. Ability to develop long-range plans to solve complex problems or take advantage of opportunities; establish systematic methods of accomplishing goals.~~
- ~~10. Ability to develop feasible, realistic solutions to problems; recommend actions designed to prevent problems from occurring; and refer problems to the Library Director or Head of Youth Services when necessary.~~

~~11. Ability to effectively read and understand information contained in interlibrary communication.~~

~~12.6. Ability to set priorities in order to meet assignment deadlines.~~

~~13. Ability to work effectively in a constantly changing environment.~~

### **Environmental/Working Conditions**

~~1. Flexible work hours; daytime, evening, and weekend hours.~~

~~2. Inside work environment, with occasional outdoor events.~~

The environment is a busy public library whose patrons represent a socially, culturally, and economically diverse community. Work takes place in an inside environment with moderate noise levels, plus occasional outdoor events. Position may require daytime, evening, and weekend hours and occasional travel to meetings and events outside the library.

### **Equipment Used**

Computer, library automation system, Microsoft Office software, databases, audiovisual equipment, ~~book truck, calculator, camera, mp3 player, iPad, iPod, printer~~, copy machine, scanner, fax machine, ~~library automation system~~, telephone, ~~step stool~~book truck, die-cut machine.

### **Education and Experience**

1. At least two years of study at an accredited college, university, or technical school or related experience is required.

~~2. Two or more years of library experience is preferred.~~

~~3. Experience working with children and/or teens is required.~~

~~3. Customer service experience is required.~~

~~4. Public library experience is preferred.~~

~~5. Spanish language or ASL proficiency is preferred.~~

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Library Board approved 12/5/18

Revised

## Library Assistant Job Description Verona Public Library

### Typical Responsibilities of Position

Under immediate supervision of the Head of Circulation Services and general supervision of library management personnel, performs customer service and 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.
2. Checks materials in and out, creates patron accounts, collects fees, and makes meeting/study room reservations.
3. Checks in deliveries of interlibrary loan materials, shelves holds, runs the holds action list and the expired holds list, pulls expired holds from the holds shelf, and processes periodicals.
4. Empties book drop and takes returned items to the proper place for check in.
5. Places materials on hold for patrons through the library catalog and assists patrons with outerlibrary loan requests.
6. Assists patrons with basic reference and reader's advisory service.
7. Directs patrons to proper staff for more detailed reference and reader's advisory service.
8. Assists patrons with computers and other library equipment.
9. Uses library policies and procedures to resolve patron issues and complaints.
10. Assists with collection maintenance, such as weeding and shelf-reading collections.
11. Assists with inventory of library materials.
12. Assists with library programs, organizes special displays and distributes publicity.
13. Processes, repairs, or reconditions library materials.
14. Performs light housekeeping.
15. Performs other duties as assigned.

### Knowledge and Abilities

1. Ability to maintain and foster cooperative and courteous working relationship with the public, peers and supervisors.
2. Ability to effectively respond to questions from patrons and staff.
3. Ability to maintain confidentiality of library patron information.
4. Ability to follow detailed instructions.
5. Ability to maintain a regular work schedule.
6. Ability to use computers and library-related software and databases effectively.
7. Ability to understand library policies and procedures and apply them to library operations.
8. Ability to understand library principles, technology, goals, and philosophy of services.
9. Ability to work independently and collaboratively, organize and prioritize work, respond to varied/changing work demands as required.
10. Ability to identify areas for improved service and recommend changes.
11. Ability to provide inclusive and equitable services to diverse populations.
12. Ability to direct the work of Library Pages as needed.
13. Working knowledge of English grammar and spelling.

### Physical Demands

1. Bending, twisting, reaching, stooping, kneeling, and crouching.
2. Keyboarding, writing, sorting, and shelving
3. 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. Reaching down to the ground and up to 80 inches in height with the aid of a footstool.
7. Near vision needed to read faded type font size 12 or smaller on item labels, frequent reading on computer monitors.
8. Far vision needed to observe patrons in need of assistance from a distance of 20 feet or further.

### **Mental Demands**

1. Ability to remain calm under pressure.
2. Ability to apply technical knowledge.
3. Ability to comprehend and follow verbal and written instructions from supervisors.
4. Ability to identify problems and opportunities and suggest improvements.
5. Ability to follow regulations, procedures, and instructions.
6. Ability to effectively communicate ideas and information both in written and verbal form.
7. Ability to do basic cash handling transactions.
8. Ability to set priorities.

### **Environmental/Working Conditions**

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 daytime, evening, weekend hours, and occasional travel to meetings outside the library.

### **Equipment Used**

Computers, library automation system, RFID software, barcode label maker, Microsoft Office software, databases, audiovisual equipment, book truck, cash box, copy machine, fax machine, scanner, and telephone.

### **Education and Experience**

1. At least two years of study at an accredited college, university or technical school.
2. Customer service experience is required
3. Public library experience is preferred.
4. Spanish or ASL language proficiency is preferred.

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Library Board Approved, December 3, 2008.

Revised January 8, 2014

Revised May 1, 2019

## Library Assistant Job Description Verona Public Library

### Typical Responsibilities of Position

Under immediate supervision of the Head of Circulation Services and general supervision of library management personnel, performs customer service and 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.
2. Checks materials in and out, creates patron accounts, collects fees, and makes meeting/study room reservations.
3. Checks in deliveries of interlibrary loan materials, shelves holds, runs the holds action list and the expired holds list, pulls expired holds from the holds shelf, and processes periodicals.
4. Empties book drop and takes returned items to the proper place for check in.
5. Places materials on hold for patrons through the library catalog and assists patrons with interlibrary loan requests.
6. Assists patrons with basic reference and reader's advisory service.
7. Directs patrons to proper staff for more detailed reference and reader's advisory service.
8. Assists patrons with computers and other library equipment.
- 2-9. Uses library policies and procedures to resolve patron issues and complaints.
3. ~~Checks materials in and out, creates patron accounts, collects fees, and makes meeting/study room reservations.~~
4. ~~Checks in deliveries of interlibrary loan materials, shelves holds, runs the holds action list and the expired holds list, pulls expired holds from the holds shelf, and processes periodicals.~~
5. ~~Places materials on hold for patrons through the library catalog and assists patrons with interlibrary loan requests.~~
- 6-10. Assists with collection maintenance, such as weeding and shelf-reading collections.
- 7-11. Assists with inventory of library materials.
8. ~~Assists patrons with basic reference and reader's advisory service.~~
9. ~~Directs patrons to proper staff for more detailed reference and reader's advisory service.~~
- 10-12. Assists with library programs, organizes special displays and distributes publicity.
- 11-13. Processes, repairs, or reconditions library materials.
12. ~~Assists patrons with computers and other library equipment.~~
13. ~~Empties book drop and takes returned items to the proper place for check in.~~
14. Performs light housekeeping.
15. Performs other duties as assigned.

### Knowledge and Abilities

1. Ability to maintain and foster cooperative and courteous working relationship with the public, peers and supervisors.
- 4-2. Ability to effectively respond to questions from patrons and staff.
- 2-3. Ability to maintain confidentiality of library patron information.
- 3-4. Ability to follow detailed instructions.
- 4-5. Ability to maintain a regular work schedule.
- 5-6. Ability to use computers and library-related software and databases effectively.
- 6-7. Ability to understand library policies and procedures and apply them to library operations.

- ~~7-8.~~ Ability to understand library principles, technology, goals, and philosophy of services.
- ~~8-9.~~ Ability to work independently and collaboratively, organize and prioritize work, respond to varied/changing work demands as required.
- ~~9.~~ ~~Ability to maintain and foster cooperative and courteous working relationship with the public, peers and supervisors.~~
- ~~10.~~ Ability to identify areas for improved service and recommend changes.
- ~~11.~~ Ability to provide inclusive and equitable services to diverse populations.
- ~~10.~~
- ~~11-12.~~ Ability to direct the work of Library Pages as needed.
- ~~12.~~ ~~Willingness to maintain skills in above mentioned areas through active participation in continuing education activities and opportunities.~~
13. Working knowledge of English grammar and spelling.
- ~~14.~~ ~~Spanish language fluency is preferred.~~

### Physical Demands

1. Bending, twisting, reaching, ~~sitting, standing, walking,~~ stooping, kneeling, and crouching.
2. Keyboarding, writing, ~~filling, sorting, and shelving and processing.~~
3. 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. Reaching down to the ground and up to 80 inches in height with the aid of a footstool.
7. Near vision needed to read faded type font size 12 or smaller on item labels, frequent reading on computer monitors.
8. Far vision needed to observe patrons in need of assistance from a distance of 20 feet or further.
- ~~9.~~ ~~Occasional travel to meetings outside the library.~~

### Mental Demands

1. Ability to remain calm under pressure.
2. Ability to apply technical knowledge.
3. Ability to comprehend and follow verbal and written instructions from supervisors.
4. Ability to identify problems and opportunities and suggest improvements.
5. Ability to follow regulations, procedures, and instructions.
6. Ability to effectively communicate ideas and information both in written and verbal form.
7. Ability to do basic cash handling transactions, calculate basic arithmetic problems (addition, subtraction, multiplication, and division) without the aid of a calculator.
8. Ability to set priorities, ~~in order to meet assignment deadlines.~~

### Environmental/Working Conditions

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 daytime, evening, ~~and weekend hours,~~ and occasional travel to meetings outside the library.

### Equipment Used

Computers, library automation system, RFID software, barcode label maker, Microsoft Office software, databases, audiovisual equipment, book truck, ~~calculator, camera,~~ cash box, copy machine, fax machine, ~~library automation system, RFID software, barcode label maker,~~ scanner, and telephone.

## Education and Experience

1. At least two years of study at an accredited college, university or technical school.
2. ~~Computer and general office experience~~ Customer service experience is required.
3. ~~Previous public~~ library experience is preferred.
4. Spanish or ASL language proficiency is preferred.

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~~3.~~

Library Board Approved, December 3, 2008.

Revised ~~by the Library Board~~ January 8, 2014.

Revised ~~by the Library Board~~ May 1, 2019

## Reference Library Assistant Job Description Verona Public Library

### Typical Responsibilities of Position

The Reference Library Assistant is responsible for providing quality customer service to patrons at the Reference Desk. This position reports directly to the Head of Reference.

### Examples of Work

1. Provide reader's advisory, reference, research assistance,
2. Locate library materials or place materials on hold.
3. Assist and instruct patrons on use of library resources including the library catalog.
4. Assist patrons using library computers or other technologies.
5. Assist in library weeding or collection maintenance projects.
6. Carry out library policies and procedures.
7. Proctor exams for patrons.
8. Make study and meeting room reservations.
9. Send faxes for patrons.
10. Create book displays.
11. Assist patrons with outer library loan requests.
12. Attend and participate in team meetings.
13. Perform all other duties as assigned.

### Knowledge and Abilities

1. Possess strong written and verbal communication skills.
2. Ability to find and present information effectively in response to questions from patrons and staff.
3. Ability to provide computer assistance to patrons including but not limited to word processing, spreadsheets, desktop publishing, social networking, and general computer troubleshooting.
4. Possess working knowledge of library procedures, technologies, goals, and philosophy of services.
5. Ability to provide inclusive and equitable services to diverse populations.
6. Professional use of English grammar and spelling.

### Physical Demands

1. Keyboarding, writing, and filing.
2. Near vision needed to read faded type, font size 12 or smaller on item labels, regular reading on computer monitors.
3. Far vision needed to observe patrons in need of assistance from a distance of 20 feet or farther.

### Mental Demands

1. Ability to work effectively in a constantly changing environment.
2. Possess outstanding interpersonal skills and maintain cooperative and courteous working relationships with the public, peers, and supervisors.
3. Ability to maintain confidentiality of library patron information.
4. Ability to follow detailed written or verbal instructions.
5. Ability to evaluate decisions based upon policies, experience, knowledge, training, or data.
6. Ability to identify areas for improved service and recommend changes.
7. Ability to effectively communicate ideas and information both in written and verbal form.
8. Ability to organize and prioritize work to meet assignment deadlines.

9. Ability to maintain a regular work schedule.

**Environmental/Working Conditions**

The environment is a busy public library whose patrons represent a socially, culturally, and economically diverse community. Work takes place in an indoor environment with moderate noise levels. Position may require daytime, evening, and weekend hours.

**Equipment Used**

Computers, Microsoft Office software, online databases, library automation system, audiovisual and digitization equipment, printer, copy machine, fax machine, telephone, stepstool, book truck, etc.

**Education and Experience**

1. At least two years of study at an accredited college, university, or technical school or related experience.
2. Customer service experience is required.
3. Public library experience is preferred.
4. Spanish or ASL proficiency is preferred.

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Library Board Approved, November 6, 2019

Revised

Reference Library Assistant Job Description  
Verona Public Library

### Typical Responsibilities of Position

The Reference Library Assistant is responsible for providing quality customer service to patrons at the Reference Desk. This position reports directly to the Head of Reference.

### Examples of Work

- ~~1. 1.~~ Provide reader's advisory, reference, research assistance,
- ~~2. 2.~~ Providing patron assistance with locating Locate library materials or placing-place materials on hold.
- ~~3. 3.~~ Assisting and instructing patrons on use of library resources including the library catalog.
- ~~4. 4.~~ Assist patrons using library computers or other technologies.
- ~~5. 5.~~ Assist in library weeding or collection maintenance projects.
- ~~6. 6.~~ Carry out library policies and procedures.
- ~~7. 7.~~ Proctor exams for patrons.
- ~~8. 8.~~ Make study and meeting room reservations.
- ~~9. 9.~~ Send faxes for patrons.-
- ~~10. 10.~~ Create book displays.
- ~~11. 11.~~ Assist patrons with outer library loan requests.
- ~~8. 8.~~ Send faxes for patrons.
- ~~9. 9.~~ Carry out library policies and procedures.
- ~~12. 12.~~ Attend and participate in team meetings.
- ~~11. 11.~~ Create book displays.
- ~~12. 12.~~ Assist in library weeding or collection maintenance projects.
- ~~13. 13.~~ Perform all other duties as assigned.

### Technical Knowledge and Abilities

1. Possess strong written and verbal communication skills.
2. Ability to find and present information effectively in response to questions from patrons and staff.
3. Ability to provide computer assistance to patrons including but not limited to word processing, spreadsheets, desktop publishing, social networking, and general computer troubleshooting.
4. Possess working knowledge of library procedures, technologies, goals, and philosophy of services.
- ~~5. 5.~~ Ability to provide inclusive and equitable services to diverse populations.
- ~~6. 6.~~ Professional use of English grammar and spelling.
- ~~6. 6.~~ Spanish language knowledge is a plus.

### Physical Demands of the Position

- ~~1. 1.~~ Bending/twisting and reaching.
- ~~1. 2.~~ Keyboarding, writing, and filing.  
~~—, sorting, shelving and processing.~~
- ~~3. 3.~~ Processing, picking up and shelving books.
- ~~4. 4.~~ Lifting and carrying objects weighing 50 pounds or less.
- ~~5. 5.~~ Pushing and pulling objects weighing 300-400 pounds on wheels.
- ~~6. 6.~~ Sitting, standing, walking, stooping, kneeling and crouching.
- ~~7. 7.~~ Reaching down to the ground and up to 80 inches in height with the aid of a footstool.

- ~~2. 8.~~ Near vision needed to read faded type, font size 12 or smaller on item labels, regular reading on computer monitors.
- ~~3. 9.~~ Far vision needed to observe patrons in need of assistance from a distance of 20 feet or ~~fa~~urther.

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

- ~~1. 1.~~ Ability to work effectively in a constantly changing environment.
- ~~2.~~ Possess outstanding interpersonal skills and maintain cooperative and courteous working relationships with the public, peers, and ~~colleagues~~supervisors.
- ~~3.~~ Ability to maintain confidentiality of library patron information.
- ~~4.~~ Ability to follow detailed written or verbal instructions.
- ~~—~~ Ability to evaluate decisions based upon policies, experience, knowledge, training, or data.
- ~~5.~~
- ~~6. 2.~~ Ability to identify areas for improved service and recommend changes.
- ~~7.~~ Ability to effectively communicate ideas and information both in written and verbal form.
- ~~8.~~ Ability to organize and prioritize work to meet assignment deadlines.
- ~~—~~ Ability to maintain a regular work schedule.
- ~~—~~ ~~3.~~ ~~Ability to maintain confidentiality of library patron information.~~
- ~~4.~~ ~~Ability to follow detailed instructions.~~
- ~~5.~~ ~~Ability to maintain a regular work schedule.~~
- ~~6.~~ ~~Ability to comprehend and follow verbal and written instructions from supervisor.~~
- ~~7.~~ ~~Ability to understand library policies and procedures and apply them to library operations.~~
- ~~8.~~ ~~Ability to interpret technical regulations and instructions.~~
- ~~9.~~ ~~Ability to effectively communicate ideas and information both in written and verbal form.~~
- ~~10.~~ ~~Ability to calculate basic arithmetic problems (addition, subtraction, multiplication, division).~~
- ~~11.~~ ~~Ability to evaluate decisions based upon policies, experience, knowledge, training, or data.~~
- ~~12.~~ ~~Ability to organize and prioritize work to meet assignment deadlines.~~
- ~~9. 13.~~ ~~Ability to work effectively in a changing environment.~~

### **Environmental/Working Conditions**

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~~an indoor environment with moderate noise levels. Position may require daytime, evening, and weekend hours.

### **Equipment Used**

Computers, Microsoft Office software, online databases, library automation system, audiovisual and digitization equipment, printer~~scanner~~, copy machine, fax machine, telephone, stepstool, book truck, etc.

### **Education and Experience**

1. At least two years of study at an accredited college, university, or technical school or related experience.
2. Customer service experience is required.
3. Public library experience is preferred.
4. Spanish or ASL proficiency is preferred.

The City of Verona is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with

*disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.*

Library Board Approved, November 6, 2019  
Revised—