AGENDA

Monona Public Library Board
Library Conference Room
Tuesday, June 21, 2011
7 p.m.

I. Call to Order

II. Public Appearances

III. Consent Agenda

a. Minutes of May 17, 2011, meeting
b. Financial Report for May 2011
c. Monthly Bills for May 13-June 16, 2011

IV. Information Items

a. Library Administration Report
b. KOHA Implementation and SCLS
c. Building Projects Update
d. Staffing Issues

V. Action Items to Approve

a. Approve Proposal from Aro Eberle Architects of Madison to Produce a Library Building Improvement Study

VI. Announcements

a. Musical Journeys Local Musicians Concert, June 25, 2 p.m.
b. Green Monona Tour Hosted at Library, June 26, 10 a.m.-2 p.m.
c. Wizard Rock Concert, June 28, 5:30 p.m.

VII. Adjournment

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

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

Minutes
Monona Public Library Board
Library Conference Room
Tuesday, May 17, 2011

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

Also Present: Library Director Erick Plumb and Sally Buffat

Absent with prior notification: Val Edwards, Ben Redding and Todd Stebbins

I. Call to Order

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

II. Public Appearances

None.

III. Consent Agenda

a. **Minutes of April 19, 2011, meeting**
b. **Financial report April, 2011**
c. **Monthly bills for April 14 – May 12, 2011**

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

IV. Information Items

a. **Library Administration Report for April 2011**
b. **KOHA Implementation and SCLS**
c. **Building Projects Update**
d. **Personnel Issues**

Director Plumb reported a slight reduction, -3%, in circulation over last year in both library attendance and circulation. However, programming offered by Karen Wendt continues to shine and outreach programming by Toni Streckert -- "Not-so Fantastic Plastic", "Got Stress? Learn the Principles of Mindfulness, Health & Healing" with Teri Woods (Komen) and "Teen Reads for Adults" – were all strongly attended.

Streckert met with managers and administrators of Susan G. Komen for the Cure, Madison, to request a $10,000 emergency grant to the cover personnel costs associated with her former grant request. The request for additional funds was turned down because access to emergency grants are no longer available through the Komen foundation. As a result, Plumb asked Streckert to scale back on the scope of the grant and the number of personnel hours associated with it.

Plumb reported several equipment failures at the Library in early May.
The patron internet server melted down leaving our patrons without internet service for an entire week. It failed on Monday and was not fully

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functional until the following Tuesday of the following week. Our internet tech support is a free service provided by SCLS. In this instance, the lack of prompt service had a significant negative impact on our community. Broadband at this facility comes from 3 sources: SCLS network, City of Monona network, Charter network. Our current broadband capabilities cannot handle multiple sources.

The elevator became stuck between floors on May 8. No one was in the elevator at the time and it was fixed promptly. It is a major concern when the elevator is not functioning since the Library is not handicapped accessible when the elevator is broken.

The Library's HVAC control system failed on the first 80-degree day of the year resulting in a Kilgust service call.

Kilgust-Illingworth spent 3 days upgrading the software for the Library's HVAC system. We were essentially running software as outdated as Windows 2000; it has been upgraded to the equivalent of Windows 7. Now that we have the new control software, several people will be trained on how to use it.

In the process of installing the new software, the Kilgust technician discovered a sensor malfunction that had the system blowing at over 100% capacity – when it should have been running at 58% capacity – for the past eight (8) years. Now that the system is running at the proper capacity, noise levels from the duct work are noticeably quieter at the circulation desk and in the Director's office. The energy costs associated with running the HVAC system at 100+% capacity for so many years and the associated wear-and-tear on the system beg to be looked into. Plumb questions why this over-capacity error was not caught during 8-years' worth of quarterly contract maintenance and countless service calls.

The sink hole in the parking lot levitated back into relative position in recent weeks, just as City Public Works Director Mark Modaff predicted once warmer weather arrived.

The boiler is to be replaced by the end of June with an anticipated price tag of $39,000, which is to be paid by the City as part of the facility upgrades for energy use at the Library, City Hall and the Community Center. The existing boiler is 1986 vintage.

KOHA's implementation has been a failure. Work-related transitions are difficult, yet our staff has done an extraordinary job given the substandard product with which they now must work. The LINK migration has been challenging for our patrons, as well, and we have lost patrons as a result.

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Plumb's major frustration with KOHA was the decision to go live given that the product was not finished nor adequately tested. Monona and other libraries are, in essence, providing free beta testing of the new software, which is unacceptable.

PTFS, the vendor who developed this version of KOHA, has a background in government documents and has never designed software for a public library system.

Dane County Library Directors agreed to send a letter to the company that designed KOHA to voice their collective concerns. Specifically, they asked that the following be addressed immediately:

- Speed of the system
- Search result relevance
- Items on hold management
- Exact title searching
- Fines and fees management

Other KOHA frustrations include the serials module for processing magazines, and the cataloging module for entering new holdings into the catalog are incomplete. Plumb reported that we have a backlog of magazines to be processed (current issues on the shelves are from April) and that we have not been able to order new books for more than 7 weeks.

SCLS Directors would like a summit with PTFS and SCLS to talk about solving various issues since it is their conviction that the system cannot remain in its current state for much longer without the library losing significant credibility with our patrons. Dane County Directors would like PTFS to send representatives to SCLS Libraries, at their expense, to see the problems staff deals with and how their product impacts our patrons.

SCLS has already paid 90% of the PTFS contract so SCLS has little/no leverage to motivate change.

President Taylor asked if it was an option to go back to Dynix. Plumb reported that Dynix is gone and that there is no going back. Taylor asked if it is time for Board members to talk to the SCLS Board. He requested email address of all other Board presidents. Taylor requested a draft of a Board resolution concerning KOHA be on the next agenda.

In early May, Plumb and Sally Buffat met with Matt Aro of Aro Eberle Architects to discuss options for improving the look and functionality of the building. Plumb asked Aro to prepare two plans – one for the coming year and another for capital projects. Together we went into every room and looked into every nook and cranny. It was an energizing meeting during which Aro saw potential in areas we viewed as problem areas.

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The Board suggested checking with the Verona Library Director to inquire into who their architect was.

In terms of personnel issues, Plumb is concerned about retaining staff and how to best utilize the staff we currently have.

V. Action Items to Approve

a. Close Library Building Fund at Monona State Bank and Transfer Money to City of Monona Library Account

Trustee Zietz motioned, seconded by Munson, to approve the closing of the Library Building Fund at Monona State Bank and the Transfer of Money to the City of Monona Library Account.

Discussion: Page 16 of the Packet should read: "Closing and transferring the money from the Library's Building Fund money ($12,317.62) from Monona State Bank to the City will allow the Library to pay for security and building upgrades such as the cameras."

Motion passed unanimously.

VI. Announcements

a. Susan G. Komen Race for the Cure, June 4

VII. Adjournment

Trustee O'Connor moved, seconded by Zietz, to adjourn the meeting. President Taylor adjourned the meeting at 7:56 p.m.

Recorder: Sally Buffat

Approved: _____

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CITY OF MONONA
REVENUES WITH COMPARISON TO BUDGET
FOR THE 5 MONTHS ENDING MAY 31, 2011

LIBRARY FUND

		PERIOD ACTUAL	YTD ACTUAL	BUDGET AMOUNT	VARIANCE	% OF BUDGET
	PUBLIC CHARGES FOR SERVICE					
202-46-41110-000	GENERAL PROPERTY TAXES	.00	438,957.00	438,957.00	.00	100.00
202-46-43720-000	COUNTY AID FOR LIBRARIES	.00	.00	196,831.00	(196,831.00)	.00
202-46-43730-000	COUNTY AID LIBRARY FACILITIES	.00	.00	29,328.00	(29,328.00)	.00
202-46-46110-000	COPIER RECEIPTS	80.56	790.88	3,000.00	(2,209.12)	26.36
202-46-46710-000	FINES	1,371.22	7,745.41	24,000.00	(16,254.59)	32.27
202-46-46710-341	CHILDRENS	20.00	1,145.00	.00	1,145.00	.00
	TOTAL PUBLIC CHARGES FOR SERVICE	1,471.78	448,638.29	692,116.00	(243,477.71)	64.82
	TOTAL FUND REVENUE	1,471.78	448,638.29	692,116.00	(243,477.71)	64.82

CITY OF MONONA
EXPENDITURES WITH COMPARISON TO BUDGET
FOR THE 5 MONTHS ENDING MAY 31, 2011

LIBRARY FUND

		PERIOD ACTUAL	YTD ACTUAL	BUDGET AMOUNT	VARIANCE	% OF BUDGET
	LIBRARY EXPENDITURES					
202-55-55110-110	UNION STAFF SALARIES	9,736.06	50,053.03	88,812.00	38,758.97	56.36
202-55-55110-111	MANAGEMENT SALARIES	7,953.22	40,672.85	178,126.00	137,453.15	22.83
202-55-55110-112	SHIFT DIFFERENTIAL	28.09	186.13	600.00	413.87	31.02
202-55-55110-117	LONGEVITY PAY	.00	.00	500.00	500.00	.00
202-55-55110-119	WAGES, PART-TIME	7,892.88	38,374.33	99,894.00	61,519.67	38.42
202-55-55110-130	FICA	1,932.35	8,788.73	28,147.00	19,358.27	31.22
202-55-55110-131	WISCONSIN RETIREMENT	1,970.72	9,098.44	31,092.00	21,993.56	29.26
202-55-55110-132	LIFE & DISABILITY INSURANCE	13.65	68.58	375.00	306.42	18.29
202-55-55110-133	HEALTH INSURANCE	3,363.52	16,863.06	66,118.00	49,254.94	25.50
202-55-55110-134	PROFESSIONAL DEVELOPMENT	179.28	444.42	2,000.00	1,555.58	22.22
202-55-55110-220	GAS & ELECTRIC UTILITIES	2,517.32	11,997.15	40,950.00	28,952.85	29.30
202-55-55110-221	TELEPHONE	61.21	375.18	1,200.00	824.82	31.27
202-55-55110-222	WATER & SEWER UTILITIES	.00	577.58	3,600.00	3,022.42	16.04
202-55-55110-240	SERVICE CONTRACTS	2,384.04	13,885.44	38,000.00	24,114.56	36.54
202-55-55110-241	AUTO CIRCULATION SYSTEM RENTAL	.00	37,618.00	41,500.00	3,882.00	90.65
202-55-55110-310	OFFICE SUPPLIES	121.76	1,737.65	7,500.00	5,762.35	23.17
202-55-55110-312	POSTAGE	5.15	5.15	477.00	471.85	1.08
202-55-55110-321	PUBLIC NOTICES	.00	.00	100.00	100.00	.00
202-55-55110-340	JANITORIAL SUPPLIES	292.16	709.87	2,000.00	1,290.13	35.49
202-55-55110-341	CHILDREN'S/YA SERVICES	94.52	1,496.79	2,250.00	753.21	66.52
202-55-55110-342	TEENS SERVICES	278.42	567.22	.00	(567.22)	.00
202-55-55110-344	CASH OVER/SHORT	(7.00)	(8.27)	.00	8.27	.00
202-55-55110-350	EQUIPMENT MAINTENANCE & REPAIR	521.42	2,753.65	8,250.00	5,496.35	33.38
202-55-55110-351	BUILDING MAINTENANCE & REPAIR	(325.00)	3,719.70	8,250.00	4,530.30	45.09
202-55-55110-390	OTHER SUPPLIES & EXPENSE	55.93	55.93	300.00	244.07	18.64
202-55-55110-700	SOUTH CENTRAL NET LENDER PYMT	.00	.00	975.00	975.00	.00
202-55-55110-702	LSTA GRANT EXPENDITURES	40.24	(128.06)	.00	128.06	.00
202-55-55110-809	PERIODICALS & PAMPHLETS	.00	732.31	5,500.00	4,767.69	13.31
202-55-55110-810	PERIODICAL, PAMPLETS & AV SOFT	618.56	4,771.55	18,500.00	13,728.45	25.79
202-55-55110-811	ADULT BOOKS	1,056.04	7,032.79	17,500.00	10,467.21	40.19
202-55-55110-812	CHILDRENS BOOKS	498.42	4,325.11	10,500.00	6,174.89	41.19
202-55-55110-813	YOUNG ADULT BOOKS	262.18	919.32	2,500.00	1,580.68	36.77
202-55-55110-814	LARGE PRINT BOOKS	172.75	1,139.02	2,500.00	1,360.98	45.56
202-55-55110-815	REFERENCE BOOKS	.00	.00	200.00	200.00	.00
202-55-55110-817	ELECTRONIC INFO SOURCES	.00	1,081.50	4,000.00	2,918.50	27.04
202-55-55110-819	VENDING MACHINE EXPENSE	144.00	553.50	2,300.00	1,746.50	24.07
	TOTAL LIBRARY EXPENDITURES	41,861.89	260,467.65	714,516.00	454,048.35	36.45
	TRANSFERS					
202-55-59210-212	ACCOUNTING SERVICES	.00	.00	4,500.00	4,500.00	.00
202-55-59210-510	INSURANCE	.00	.00	11,000.00	11,000.00	.00
	TOTAL TRANSFERS	.00	.00	15,500.00	15,500.00	.00
	TOTAL FUND EXPENDITURES	41,861.89	260,467.65	730,016.00	469,548.35	35.68

CITY OF MONONA
EXPENDITURES WITH COMPARISON TO BUDGET
FOR THE 5 MONTHS ENDING MAY 31, 2011

LIBRARY FUND

	PERIOD PERIOD	YTD ACTUAL	BUDGET AMOUNT	VARIANCE	% OF BUDGET
NET REVENUES OVER EXPENDITURES	(40,390.11)	188,170.64	(37,900.00)	226,070.64	496.49

Library Activity Report, May 2011

Circulation	2010 May	2011 May	2010 YTD	2011 YTD	May '11/'10 diff by #	May '11/'10 diff by %	Yr Diff	Comparison Year %
Total	21445	22004	120114	117031	559	1	-3083	-2.6
Self-Checkout CKOs	4275	4550	24186	21945	275	6.4	-2241	-9.3
Patron Internet Sessions	1794	1240	9123	8924	-554	-30.9	-199	-2.2
Library Visits	11745	11687	58224	55982	-58	-0.05	-2242	-3.8
Adult Programs	3	5	16	22	2	66.7	6	37.5
# attended	63	73	357	461	10	15.9	104	29.1
YA Programs	3	3	29	12	0	0	-17	-58.7
# attended	71	63	416	252	-8	-11.3	-164	-39.4
Children's Programs	6	24	125	110	18	400	-15	-12
# Attended	189	678	2537	2236	489	359	-301	-11.9

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Summary of Invoices Posted May 13 - June 16, 2011

Accounts Payable by Vendor	Account Code	Description	Amount
Library Building Fund	**405-111-000**		
Capitol Fire & Security		door chime first floor	$ 724.74
Boldtronics, Inc.		camera install & upgrade	$ 7,256.00
TOTAL LIBRARY BUILDING FUND			**$ 7,980.74**
Professional Development	**202-55-55110-134**		
VISA: Copps		Dane Co Lib Dir meeting	$ 44.89
VISA: Walgreen's		Dane Co Lib Dir meeting	$ 2.99
TOTAL PROFESSIONAL DEVELOPMENT			**$ 47.88**
Telephone	**202-55-55110-221**		
TDS		monthly service	$ 67.71
Charter		internet service	$ 63.28
TOTAL TELEPHONE			**$ 130.99**
Water & Sewer	**202-55-55110-222**		
Monona Water Utility		water/sewer	$ 556.71
TOTAL WATER & SEWER			**$ 556.71**
Service Contracts	**202-55-55110-240**		
Clean Power		service for may	$ 1,898.21
Illingworth-Kilgust Mechanical		5/1/11-5/31/11	$ 517.33
Schumacher		scheduled maintenance	$ 93.90
TOTAL SERVICE CONTRACTS			**$ 2,509.44**
Office Supplies	**202-55-55110-310**		
Deposit: Staples		rebate	$ (5.99)
Demco		book tape	$ 54.45
Petty Cash: Streckert, Toni		hanging supplies, art	$ 15.16
VISA: United States Plastic Corp		DVD cases	$ 153.09
TOTAL OFFICE SUPPLIES			**$ 216.71**
Janitorial Supplies	**202-55-55110-340**		
Petty Cash: Buffat, Sally		ant traps	$ 7.48
VISA: Dorn True Value		childproof outlet covers	$ 27.86
Store Charge: Ace Hardware		mouse traps	$ 6.57
TOTAL POSTAGE			**$ 41.91**
Children's Services	**202-55-55110-341**		
Petty Cash: Wendt, Karen	SRP	display materials/supplies	$ 24.94
Reimbursement: Smithson, Rob	SRP	board games	$ 23.00
Kastle, Tom	SRP	performer	$ 300.00
Global Communication	SRP	performer, Sadarri	$ 285.00
Proctor, D.L.	SRP	performer	$ 125.00
Lawson, Elmore	SRP	performer	$ 150.00
Morningstar, Debra	SRP	performer	$ 500.00
McDougal, Mike	SRP	performer	$ 125.00
TOTAL CHILDREN'S/YA SERVICES			**$ 1,532.94**

YA & Outreach Services	**202-55-55110-342**			
Houtman, Jacqueline	SRP	performer	$	100.00
Lawson, Elmore	SRP	performer	$	150.00
Wright, Barbara	SRP	performer	$	175.00
Olson, Joel	SRP	performer	$	175.00
Petty Cash: Streckert, Toni	TAB	meeting food	$	20.32
VISA: Pizza Oven	TAB	meeting food	$	30.00
Petty Cash: Streckert, Toni	book club	meeting food	$	7.97
Reimbursement: Streckert, Toni	program	"plastic" supplies	$	25.92
Reimbursement: DePaola, Penny	program	"plastic" supplies	$	47.69
Barbara Bastien	program	"plastic" door prizes	$	40.00
Reimbursement: Streckert, Toni	general	friends tea	$	55.93
TOTAL YA & OUTREACH SERVICES			**$**	**827.83**
Equipment Maintenance & Repair	**202-55-55110-350**			
Illingworth-Kilgust		no cooling	$	280.00
Illingworth-Kilgust		repair call	$	240.00
Schumacher		door not opening	$	206.25
SCLS		microsoft office licenses	$	513.00
SCLS		ribbons & white rolls	$	163.80
TOTAL EQUIPMENT MAINTENANCE & REPAIR			**$**	**1,403.05**
Building Maintenance & Repair	**202-55-55110-351**			
DEPOSIT: Focus on Energy		rebate: lighting	$	(425.00)
TOTAL BUILDING MAINTENANCE & REPAIR			**$**	**(425.00)**
LSTA Grant	**202-55-55110-702**			
VISA: Trader Joe's	great stories	meeting food	$	15.63
VISA: Super Tienda Latina	great stories	meeting food	$	19.19
VISA: Pizza Oven	great stories	meeting food	$	20.00
Petty Cash: Streckert, Toni	MG21	meeting supplies	$	10.24
TOTAL LSTA GRANT			**$**	**65.06**
Electronic Info Sources	**202-55-55110-817**			
Constant Contact		email marketing	$	336.00
Bibliotheca ITG		self check licenses	$	900.00
TOTAL ELECTRONIC INFO SOURCES			**$**	**1,236.00**
Vending	**202-55-55110-819**			
Pepsi-Cola Company		soda	$	105.50
TOTAL VENDING			**$**	**105.50**
Services/Contract/Supplies Subtotal			**$**	**16,229.76**

LIBRARY ACQUISITIONS				
Periodicals/Pamphlets	**202-55-55110-809**			
Mayo Clinic Health Letter		1 year subscription	$	29.55
Kiplinger's Retirement Report		2 year subscription	$	74.90
Value Line Publishing		1 year subscription	$	345.00
The New York Times		6/6-9/4/11	$	192.40
TOTAL PERIODICALS/PAMPHLETS			**$**	**641.85**
CDs & DVDs	**202-55-55110-810**			
Aldo Leopold Foundation, Inc.		film	$	75.00
Audio Editions		CDs	$	665.33
Baker & Taylor		DVDs	$	534.60
TOTAL CDs & DVDs			**$**	**1,274.93**
Adult Books	**202-55-55110-811**			
Baker & Taylor		adult books	$	1,181.14
TOTAL ADULT BOOKS			**$**	**1,181.14**
Children's Books	**202-55-55110-812**			
Baker & Taylor		children's books	$	107.42
TOTAL CHILDREN'S BOOKS			**$**	**107.42**
Young Adult Books	**202-55-55110-813**			
Baker & Taylor		YA	$	45.70
TOTAL YOUNG ADULT BOOKS			**$**	**45.70**
Large Print Books	**202-55-55110-814**			
Baker & Taylor		large print	$	45.83
Gale		large print	$	494.97
TOTAL LARGE PRINT BOOKS			**$**	**540.80**
Library Acqusitions Subtotal			**$**	**3,791.84**
TOTAL EXPENDITURES May 13 - June 16, 2011			**$**	**20,021.60**

MONONA PUBLIC LIBRARY

DIRECTOR'S REPORT FOR BOARD MEETING
June 21, 2011
Erick Plumb

LIBRARY ACTIVITY IN MAY 2011 & EARLY JUNE 2011

The Library has been extraordinarily busy the past month. Staff have devoted themselves to programming, planning for the summer reading program, and adjusting to Koha, the new ILS system. Administration has placed its emphasis on working to resolve issues resulting from Koha's implementation.

We posted our highest May circulation ever, despite the bumpiness associated with our circ software. Our front-line staff have done an extraordinary job assisting patrons to place holds and to find the materials that they want.

KOHA ISSUES

As I have shared with the Board over the past month, Koha continues to be problematic for staff and patrons alike. To be fair, many of the problems are less acute than four weeks ago, however, we continue to grapple with poor search results, sluggish speed, glitch-prone holds management, and issues with patron fines. The acquisitions module remains unfinished and inoperable, making it necessary for us to create new ordering and purchasing processes on the fly.

In late May, seventeen Dane County library directors drafted a letter to SCLS (attached) voicing our concerns that Koha still retained significant bugs and that SCLS and PTFS (the vendors) did not seem to be moving quickly enough to address the problems. We also asked that representatives from PTFS and SCLS meet with Dane county librarians. This "summit" meeting occurred in Middleton on June 9, as PTFS CEO John Yokley and Koha Project manager Patrick Jones discussed the measures that they were taking to address the bugs.

One of the larger concerns that I have, shared by many of my colleagues, is the poor communication between SCLS and member libraries regarding problem solving and timelines. Many directors were unaware of the work and fixes being done until we met at the summit in June. Our lack of knowledge of when or if problems were being addressed made it very difficult for us to reassure patrons that the system was indeed being tended to.

We asked SCLS to prepare a set of talking points that we could use to address patron concerns and questions. We received two sets (both attached); a lengthy two page bulleted list and a three point card that we could give to patrons. Unfortunately, neither

addressed patrons concerns. SCLS seems curiously tone-deaf to patron expectations of 2011 libraries.

Board president Andrew Taylor and I attended the South Central Board of Trustees meeting on June 13. Andrew spoke to their Board about some of the issues that face Monona's patrons. Other library Directors also spoke about their frustrations with the new system. Interestingly, virtually all Dane County libraries have been quite vocal with their displeasure at Koha's shortcomings, while other system libraries outside the county have been less-displeased.

On June 16, SCLS staff responded with a three page update on where development currently stands with the issues brought forth in the Directors' letter. I commend the response, and hope that regular reports continue to be communicated. The SCLS Board also is formulating an official reply to the Directors' letter as of this writing.

STAFF NEWS

Chris Lazaneo resigned as Library Assistant I, effective June 17. Chris had been with the Library since early 2007, when she was hired as assistant to Library Director Demita Gerber. Chris did a solid job for us and will be missed.

We have placed an ad for a limited term employee Library Assistant position to help us through the summer months. We hope to have this person on board and at the Desk by July 1. Due to summer's high usage, and the problems associated with Koha, we simply need more help to keep customers satisfied.

We anticipate revisiting long-term staffing needs following the conclusion of the summer season. By then, we should know how we stand budget-wise for 2012, and also will have fully embraced self-checkout. Koha should (hopefully) be less-troublesome as well.

FACILITIES AND EQUIPMENT

Our boiler is finally being replaced! Kilgust has started to work on replacing the old boiler (installed in 1986) with a new model. Some duct work needs to be done in the Children's Room, unfortunately. Most of the work can be done when the Library is closed and should not greatly affect our air conditioning when open. Our HVAC system has run quite smoothly since the implementation of new control software in mid-May.

We installed several new lights in public and staff areas. Additionally, we installed 14 child-safety electric plate outlets throughout the children's room and upstairs restrooms.

Our volunteer gardening brigade led by Leslie Johnson continue to do terrific work on the library's grounds. We are investigating the possibility of turning some of the lawn on the corner of Nichols and Schluter Roads into community garden space. Leslie will appear at July's meeting to discuss details about this potential project.

On June 17, Rob Klecker and I met with Jon Mark Bolthouse and Dan Jacobson from SCLS to discuss technology planning for the Library. Many of the 38 PCs that we currently have are out of date, and I was chagrined to learn that many of the "newer" PCs purchased in the last few years are running outdated processors, mostly Pentium D processors that were released in 2002. It had been our practice to purchase PCs cheaply, rather than paying higher prices via SCLS. Unfortunately, that means that even "new" PCs are running with outmoded parts. Over the next few years, we will need to replace most of these PCs.

BUILDING PROJECTS

Most work on the 2011 Building projects has been largely suspended, mostly due to Koha's launch. Staff do need to begin preparing for carpet replacement, painting, and other capital projects.

LIBRARY SERVICES AND PROGRAMS

At long last, we have added a "Request for Purchase" button on our homepage. This feature had frequently been requested by patrons.

Children's and Young Adult Monthly Report for May 2011

Programs/Storytimes	Attendance	Programs	Notes
Baby and Me Storytime	15	1	
Picture Book Storytime	92 (25, 28, 15, 24)	4	May 3, 4, 5
Toddler Storytime	30	1	
Open House	85	1	Ch Book Week
Wild About Books	40	1	Ch Book Week
Class Visit, LaFollette	25	1	
Family Literacy Night	45	1	Maywood School, SRP
READ to a Dog	10	1	
Class Visits	336	13	Maywood, IHM
TOTAL	678	24	

Total

Notes from Karen:

Planning & implementing programs; summer reading program planning, publicity, readers advisory and reference services, book discussion group, class visits, displays, website, collection maintenance. Set up the Teen Volunteer summer reading desk as the *Palm Tree Travel Agency.*

Supervise Christina Endres, SLIS student doing a 120 hour practicum with me.

Children's Book Week, May 3 from 5 to 7p.m. We had facepainting, Frisbee tricks, spiderplant planting, guessing contest, scrambled words "Diary of a Wimpy Kid", and storytime.
Class Visits: Maywood 5/20, 23, 25; IHM 5/24, 26; Winnequah 5/31. A young boy came up to me one day after one of my class visits, waving his summer reading record and said "Look! Look! I did what you said! I came here and signed up for the summer reading program!" Early June was very, very busy with summer registrations and children choosing books and parents asking for help to find the right books.
I am very excited to be able to take a computer to a programming space and using Koha, immediately checkout books to patrons at the event.

Meetings &Continuing Education
5: Department Head meeting
12: Fine Arts Night booth at Winnequah School
19: Staff Meeting and Department Head meeting

May 2011 Monthly Report Teen & Adult Outreach Services

Programs (T=teen; A=adult)	Attendance	Programs	Notes
Tutor.com career webinars (3 part prgm)*	10 (total)	3	A
TAB appreciation party/final school year mtg	16	1	T
Great Stories MG21 Book Discussion	15	1	T
Not Just for Teens Adult Bk Club	17	1	A
Sr Center Book Talk	6	1	A
Autism in Lit and Life (Author visit)	25	1	A
High School Research Class Visit	32	1	T
Green Tuesday	15	1	A

May notes re programs and other activities

I. * Tutor.com webinars were helpful but low attendance, possible due to the time they were scheduled , 3 pm, which we had no control over. There were also many technical difficulties on their end, especially with sound and interactive features (ability to pose questions etc). However, the attendees were very interested in Tutor.com's career services and I was able to demonstrate some of the features of the site to them. At least 4 attendees said they will come back to access career info (or access it from home, depending on where they lived)

II. Great Stories discussion was on *The Brothers Torres* by Coert Voohees. The book was designed for male readers and was a gritty exploration of class issues, gang membership and racism in a New Mexican town. Of interest, most of the attendees were female students and most had positive responses to the book. The discussion focused on bullying and "machismo" factor. Almost everyone consistently talks in the group; they are now comfortable enough with each other and with the program to have quite animated discussions. I also had a supply of ARCs and donated duplicate YA books to be able to let each member choose another book to keep—this went over quite well. This was to be our last meeting of the school year (and was the third and final title covered by the grant);

however, most of the group wished to have a summer booktalk/ meeting at the library in July. We have decided to have each member pick a book to read and Rebecca Fox-Blair, the principal, and I will have a series of general questions submitted to the group members before the meeting. A round robin style book review is anticipated. Rebecca and I are very gratified that the group is interested in ongoing literacy activities beyond the school year. About half are graduating and many of them will be attending the July meeting.

III. The *Autism in Life and Literature* program had an unusual twist on an author visit. Award-winning local 'tween author Jacqueline Houtman (the Reinvention of Edison Thomas), read passages of her book describing situations encountered by the 12 year old protagonist who is characterized as being on the autistic spectrum. Our guest speaker, public school autism consultant, Dr Michael Shoultz, then discussed these scenarios from both a clinical and practical, "best practices," perspective. Because of the recent popularity autistic spectrum characters in young adult fiction, we produced a Reader's Guide for the program. The audience was composed primarily of caregivers for children on the spectrum, although teachers and aides also attended. The Q and A session of the program ran well over the allotted time; Dr Shoultz was very helpful and the parents formed almost an informal support group by the end of the program. We received many complements for presenting it, though it did require many days of marketing and promotion. Our fantastic volunteer Megan McGuire was indispensible to the success of the event, helping to produce flyers, checking in participants and checking to check out materials (through laptop Koha access) at the event.

ACTION ITEMS

a. Approve proposal from Aro Eberle Architects of Madison to produce a Library building improvement study

June 8, 2011

Martha Van Pelt, Director
South Central Library System
4610 S. Biltmore Ln. Ste. 101
Madison, WI

Dear Marty:

As you know, the transition to Koha has been less than smooth. A significant number of library directors feel that the product was not ready to implement and that we were forced to do so through poor planning, pressure from PTFS and an expiring Dynix contract. Now that we are live, it is an utmost necessity to remedy problems as soon as possible. Whether SCLS and PTFS can meet the need of our current crisis will determine whether PTFS continues as our vendor and can claim success in rolling out Koha to one of the largest library consortiums in the U.S. It is against this backdrop that we list the following specific concerns and state what we expect in remedy.

System speed is of absolute crisis concern. Our workload has at least tripled since going live on Koha. This is NOT due to the matter of change; rather, it is due to unacceptable response times when searching for anything, be it title, author or keyword, barcodes or patrons. The current speed, on both the PAC and staff side, is simply unacceptable and quickly becoming a detractor for our patrons.

Search results are not acceptable. While it has been argued that relevancy is functioning the way it is supposed to, it does NOT function as needed by library patrons and staff. If this means that PTFS needs to find a way to scope easily to the book, DVD or CD when a search posts results, then so be it. This is not development that the members should pay for; rather, it is basic functionality of a library catalog. Patrons are used to utilizing a "Title Starts With" search and getting results. To force them to use a catalog without this basic functionality is a huge step backwards in library service.

Holds are at a crisis level, be it 404 errors, Holds Shelf Action List, Holds Queue, or patron notification. Patrons are not able to seamlessly place holds, because they keep encountering the 404 error. Patrons are also not getting accurate hold notifications. Staff faces frustration every time they try to utilize tools to manage holds and the hold shelf because nothing makes sense – statuses are simply NOT working, and subsequently, this is severely reducing the confidence our patrons and staff have in the system and our ability to get patrons what they want in a timely fashion.

Fines functionality is problematic and inconsistent. Fines are not assessed correctly; patrons are assessed double overdue fines on lost items, regular fines are incorrectly calculated, the ability to apply a full payment on an item is problematic and accrued fines create a complexity that patrons do not understand. These problems have resulted in much longer full-service interactions, patron (and staff) frustration and loss of revenue.

SCLS ILS members have built a long-standing trust with their patrons. With the advent of Koha, we feel that this trust has all but dissolved. We cannot answer patron questions efficiently. We cannot meet their holds requests in a timely fashion and sometimes their requests are lost. We cannot guide them in their searches because the results are so inconsistent. We cannot charge them accurately for overdue items.

We believe the underlying cause of this crisis is the inability of SCLS and PTFS to understand and address our problems and fail to see the urgency of our need. SCLS staff does not do what we do every day. They do not handle patrons' holds, fines or searches. They do not run Hold Shelf Action Lists or Holds Queue. They do not select, order, process and link daily. (The same can be said of

PTFS.) Until our problems are observed and understood first-hand, there is no way to reach an acceptable solution. Until now there has been a demand for ILS members to record problems and submit them to SCLS with incredible detail; however, we do not have time to do so. We are in the process of running libraries – attending to patrons, checking materials in and out, developing collections – all of which has slowed to an agonizing crawl because of Koha.

In order to continue to facilitate system improvement, we believe that SCLS and PTFS should take a ground attack approach and get people out to member libraries to see firsthand what we are experiencing. Another option might be to have SCLS and/or PTFS remote in and spend some time looking at our screens. We have already submitted over 1,000 forms to SCLS; we are simply too behind to do any more work that should, more appropriately, be done by our vendors.

We need a specific timeline for solving these major issues. This is not a project that we will continue to wander through without direction. If PTFS cannot meet the expectations that ANY other library system will have when implementing Koha, then we need to look at another vendor sooner rather than later. We look forward to discussing hard timelines and alternatives to solve the library service crisis we currently face.

Sincerely,

Tracy Herold, Director
Sun Prairie Public Library

Erick Plumb, Director
Monona Public Library

Richard MacDonald, Director
Stoughton Public Library

Brian Simons, Director
Verona Public Library

Pam Bosben, Director
Rosemary Garfoot Public Library

Pamela Westby, Director
Middleton Public Library

Jean Christensen, Director
Belleville Public Library

Diana Skalitzky, Director
Marshall Community Library

Kaia Frye, Director
Deerfield Public Library

Joan Behm, Director
Cambridge Community Library

Susan Hedricks, Director
Waunakee Public Library

Jan Berg, Director
DeForest Area Public Library

Susan Santer, Director
Oregon Public Library

Brendan Faherty, Director
Mount Horeb Public Library

Julie Ann Chase, Director
Dane County Library Service

Audrey Johnson, Director
Mazomanie Free Libary

Cc: Gary Poulson, President
SCLS Board of Trustees

LINKcat/Koha Talking Points

- **Why did we switch?**
  - The old software, which was used for 17 years, is now obsolete and no longer supported
  - The hardware that the old software was hosted on will reach end of life at the end of June 2011
  - Because we're not locked into a single vendor to update and develop the software, open source will allow LINKcat to evolve and grow in ways we could never consider before

- **Why is this upgrade such a big deal? Don't you just install the software?**
  - SCLS is one of the most complex organizations to choose an open source library software system
  - Moved nearly 3.4 million records from the 41 participating member libraries to the new system
  - Moved account information for over 400,000 library users
  - Moved hold information and lists for customers
  - Moved information about the status of materials already checked out or in transit from library to library
  - With a data migration of this magnitude, there are bound to be some glitches
  - Implemented a new telephone notification system (Harriet)
  - New serials control software
  - New acquisitions software
  - SCLS had to prioritize the essentials, the wish list, and then the 'someday' projects. LINKcat will get better and better as we learn the system, add new components, and functionality

- **What are the advantages of switching to the new software?**
  - We own the software and can add functionality
  - Written from the ground up to address our specific needs
  - Customers can create their own booklists
  - Optional reading history
  - There are no limits on the number of titles that can be sorted or limited
  - Lower maintenance cost
  - Completely web-based software
  - No in-house server

- **It's slower than the old system**
  - We are aware there are some speed issues, but SCLS and the software developer are working on software and hardware changes that will improve the speed of searches and checkout

- **Why are there so many problems with holds?**
  - Holds management is one of the most complex components of any library software and does not work the same from system to system
  - There are some bugs, but we are working through them
  - Many of the problems that we experienced in the first weeks after the migration have been fixed and you should notice fewer problems. (Canceled holds restored, holds not canceled when checked out by an authorized borrower)

- **Where can I get help?**
  - Ask library staff members for assistance. We can show you how to conduct more efficient searches by using some of the new advanced features
    - When searching the PAC, use the *Advanced Search* feature to access tools that will allow you to narrow your search
    - Try the Title search, or other searches instead of the "Library Catalog" search
  - You can access the Help page using the link at the top of every LINKcat page, or directly at http://help.linkcat.info/. This has print and video tutorials

The migration to new LINKcat software has not been without its difficulties. Thank you for your patience, and your continued use and support of the library during this transition.

- The new software is a product that we own rather than "rent." It will save us money over time, and once the transition problems are resolved it will allow us to make future changes more quickly.
- There are exciting new features like carts, the ability to create multiple lists, 24/7 access, and the option to suspend holds to specific dates.
- Eventually, we will even be able to make LINKcat more of a social networking site for library customers.

We encourage you to join the LINKcat Facebook page (www.facebook.com/linkcat) for regular updates.

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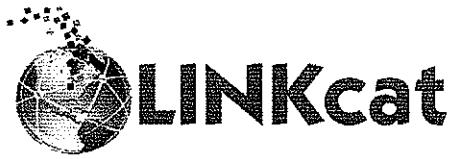

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Monona Library Board president Andrew Taylor's email to SCLS Board President Gary Poulson, June 10, 2011:

Dear Mr. Poulson,

I am the Board President for the Monona Public Library, one of your partner libraries in the South Central Library System. I am writing with significant concerns about the launch and implementation of the new Koha system, which is having a profound impact on our ability to serve our community. While I am aware of the complexity of the Koha project, and the challenge of any transition in core software and technology services, this transition seems particularly troubling on many fronts.

You have already received a copy of a letter from several library directors that details some of the more debilitating issues related to Koha — both in its function, and in the process guiding its development. I expect that your professional staff is working on a point-by-point response and remedy plan to this letter and the important and urgent concerns it conveys.

I am not writing to repeat these concerns. But from one board president to another, I am compelled to underscore the policy, community, and mission impact these issues are having on our ability to serve our charge. As a library board, our job to define the direction, evaluate the progress, steward the resources, and ensure the conditions of success for our library and its professional staff. The Koha transition, and the lack of focus and strategy in responding to its many problems, is damaging our ability to do that job. We are now less able to provide responsible service to our patrons, unable to focus staff attention and expertise on tasks that advance that level of service, and subject to deep losses in hard-earned public trust at a time when our libraries must be their most nimble, accountable, and resourceful.

I plan to attend your Monday board meeting to share these serious concerns directly. But I wanted to send you a note to start the board-to-board conversation before then. While I understand that the complex issues involved in such a significant transition will necessarily evolve and resolve over time, I suggest that there is an urgent need to refine, revisit, and relaunch your implementation process immediately. It will require all of our attention and commitment — boards and staffs — to do so.

Andrew

ARO EBERLE ARCHITECTS
116 King Street, Suite 202 Madison, WI 53703
608 204-7464 AroEberle.com

PROPOSAL

May 17, 2011

Erick Plumb
Director
Monona Public Library
1000 Nichols Rd
Monona, WI 53716

Project: Library short and long term improvement study

SCOPE OF WORK/SERVICES

Aro Eberle Architects is pleased to submit this proposal for architectural conceptual planning services to produce a plan for short term and longer term improvements. The intent of the study is intended to be conceptual or schematic in nature; to provide enough information to make short term decisions for immediate implementation and set longer term facility goals to begin building support among city leadership.

Summary of scope of work:

- The primary goal is to achieve a greater awareness of the library function of the building and improve the ability to utilize the space as a contemporary library
- A report listing each suggested improvement with a plan or elevation diagram indicating the scope of the work will be included, and where enough information is available a budget estimate range will be included.
- Please see attached list of items discussed at the May 11, 2011 meeting and walk-through.

Proposed project schedule:

May 23-27	Begin study, digitize electronic floor plans, on-site investigation, review conditions, initial ideas
June 6-8	Meet with library director/staff, review progress, plan for board meeting
June 10-13	Review materials for board meeting
June 14	Library Board meeting- presentation of findings and concepts

CONSULTANTS

This proposal does not include Structural, Mechanical, Electrical, or Plumbing design services. Consultant services, where requested and approved by the owner, will be billed at cost plus 10%.

COMPENSATION

We estimate approximately 85-95 hours for completion of the concept study and report. Compensation is proposed to be $8,500 for the study.

Billing will be the first of each month based on hourly rates above, for work performed to date, with payment due within 15 days.

Reimbursable expenses will be billed at cost plus 10%. Examples of reimbursable expenses include: printing/plotting and presentation materials. An estimated amount for such expenses should be $250 for budgeting purposes.

It would be a pleasure to be of service to the Monona Public Library.

Aro Eberle Architects, Inc.
Matthew Aro, AIA

Signature below indicates acceptance of the terms outlined in this proposal. Work can begin immediately upon acceptance.

Erick Plumb, director Date

The following list of areas targeted for improvement::

Exterior:

- Study entry and outdoor seating area (pleasant view from hilltop over park)
- Study southwest side covered concrete area (book drop to old condenser area)- underutilized space
- Study potential wall treatments for prominent exterior faces- how to communicate the primary function of the building
- Parking lot configuration? Steep slope is a problem.
- Schluter Road (old entry) face- can anything be done to improve this area, make it useful again?
- Corner of Schluter and Nichols, former parking area, not used now and not particularly attractive

Ground Level:

- Entry lobby, look at opening up staircase to reveal presence of library, extend awareness of library presence to ground level
- Examine underutilized café area for other possible uses including leasable space
- Look at connections to outdoors-opportunities to extend usefulness into the site from inside, for example outdoor seating from the café area
- Book drop- planned to have a different sorting machine, study if a different location makes sense, but may have to remain where it is (get specs on new machine)
- Re-imagine ground level layout- complete, how to make more useful, efficient, and appear more like "library" space
- Forum room- possible connection to outdoor space?

First Floor:

- Room 204 (old computer lab): reconfigure, possibly remove glass triangle to improve site lines and open up area by circ desk
- Improve sight lines throughout
- Entry experience- can it be improved?
- Study removing angled partial height wall at top of stair
- Circulation desk- make smaller and more compact, less space behind counter is needed
- Study what opportunities exist if the fixed cabinets and furnishings are removed or relocated
- Review room configurations: quiet room, study rooms
- Explore feasibility of outdoor connection from children's library area to the outdoor concrete deck over the ground floor outdoor storage bay
- Review interior opportunities with regard to the Schluter entry
- Children's desk location- sight lines and position, review possible relocation, reconfiguration
- A large disparity exists with regard to lighting (natural and artificial) between original library space and the newer space- study how to correct this
- Review finishes and colors (conceptually)- short term budget for flooring and paint improvements can be implemented this year
- Elevator is an ongoing maintenance issue, it is the original elevator, when it breaks down accessible entry is quite difficult.
- Circulation desk back of house- layout and use