

OUR CITY OF MADISON



Madison Public Library Alder and Resident Frequently Asked Questions (FAQ) & Answers

Tana Elias, Digital Services & Marketing Manager



FAQ Overview



Frequently Asked Questions

Alders and Residents commonly ask our agency the following questions:

Questions

What is the best way for me to interact with library?

How is the library different from other city agencies?

What does the library offer?

What is the library doing to address equity and inclusion in Madison?

How does the library serve vulnerable populations?

How does the library serve children and families?

What is the Imagination Center at Reindahl Park?

How does the library respond to banning books or other controversial topics?

How can I partner with the library?

How do I support the work of the library on Council and in my district?



FAQ Answers

Inclusive – Innovative – Thriving



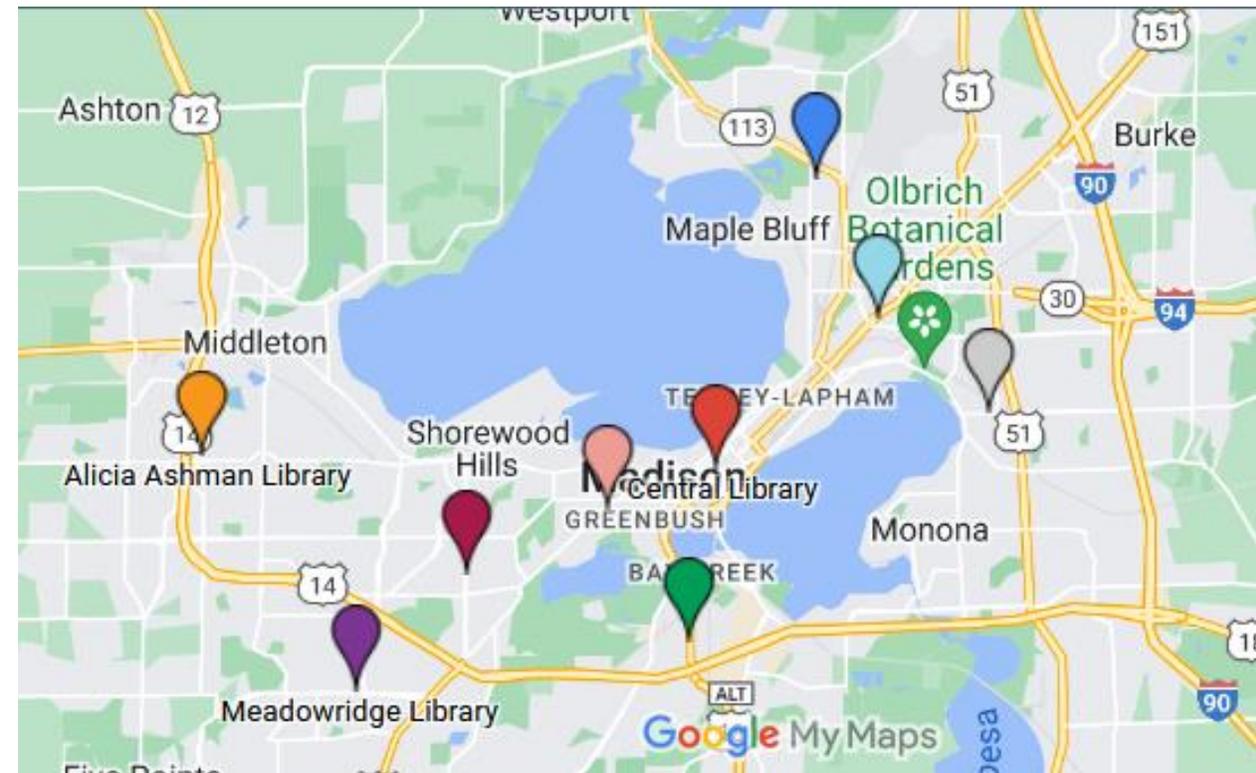
What is the best way for me to interact with the library?

REGULAR OR NEIGHBORHOOD SPECIFIC SERVICES:

Contact your local library (find all Neighborhood Library managers at madpl.org/contact-us)

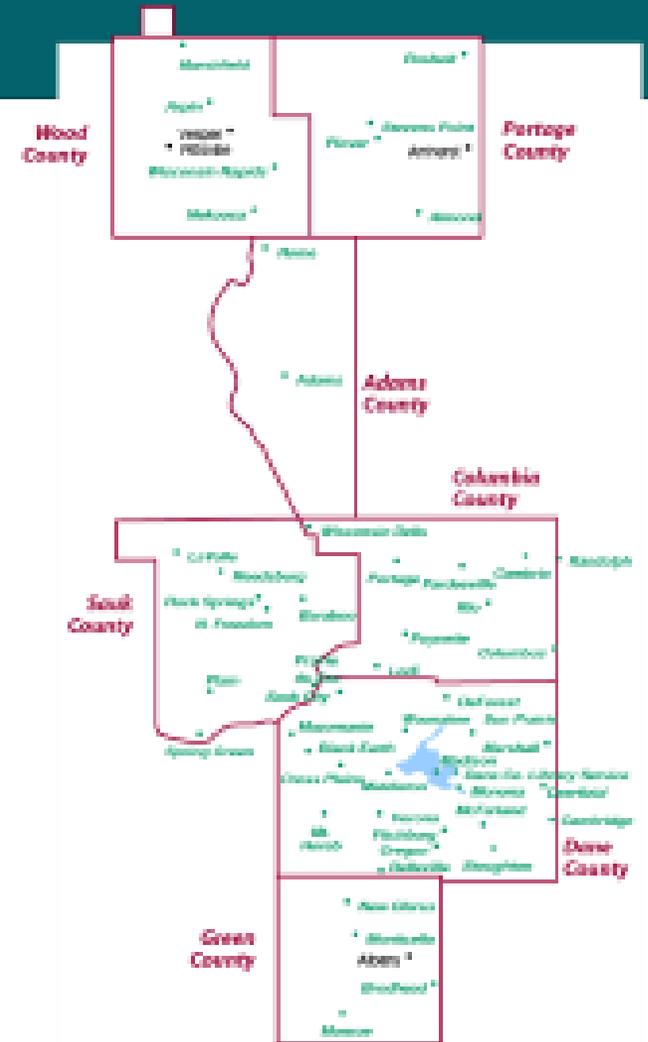
LARGER INITIATIVES OR CITYWIDE PROJECTS:

Call or email the Library Director, Greg Mickells, gmickells@madisonpubliclibrary.org or 608-266-6363



How is the library different from other city agencies?

- [Chapter 43](#) – State Statutes for Library Service in Wisconsin
- [South Central Library System](#) – 53 libraries in 7 counties
- [Madison Public Library Board](#) – sets policies and budget for library
- [Madison Public Library Foundation](#) – raises over \$1 million for Madison libraries each year
- [Friends Groups](#) – support local libraries through volunteering and smaller fundraising efforts



What does the library offer?

- Collections: print and online (books, DVDs, magazines, CDs, more)
- Computers, wifi access, printing & copying
- Personalized assistance
- Programs
- Special collections (neurodiversity kits, BCycles, seeds, and more!)



What is the library doing to address equity and inclusion in Madison?

- Elimination of fines
- Staff hiring, onboarding, training and retention
- Review of policies and procedures
- Programming serves a wide variety of audiences
- Diverse and inclusive collections
- Community partnerships



How does the library serve vulnerable populations?



Central Library Services in Room 211

Spring 2023

BadgerCare Plus Enrollment Assistance
Wednesdays, 10:30am-12:30pm
Consult an Outreach Specialist with questions about signing up, or for information on an existing BadgerCare account.
Provided by AmeriCorps, Forward Health, and Dane County Department of Human Services.



One-on-One Computer Assistance
Wednesdays, 4-6pm
Drop in for help with opening an email account, writing a Word document, searching the internet, keeping your files safe, navigating MyChart, and more.
Provided by the Digital Equity Project.

Free Mending
Thursdays, 10am-12pm
Drop in for free mending, with sewers on hand to mend anything you need, including clothing, coats, and any other fabric-related repairs, except for zippers.
Provided by the Sewing Machine Project.



Job Resource Assistance
3rd Thursday of the month, 4-7pm
Make an appointment for free one-on-one assistance on job searches, applications, resume and cover letter writing, mock interviews, matching searchers with skill development programs, and more. Sign up for a 1 hour session by calling 608-366-6350.

Second Harvest FoodShare Assistance
2nd Friday of the month, 12-4pm
Consult an Outreach Specialist with questions about FoodShare benefit information, such as help applying, submitting documents, reporting changes as well as ongoing benefit support.
Provided by Second Harvest Foodbank of Wisconsin.



MADISON PUBLIC LIBRARY
201 W Mifflin St | 608-266-6300 | madpl.org

- Shelter & safe spaces
- Public restrooms
- Computer service
- Partnerships: Porchlight, Beacon, Second Harvest, BadgerCare, YWCA, and more

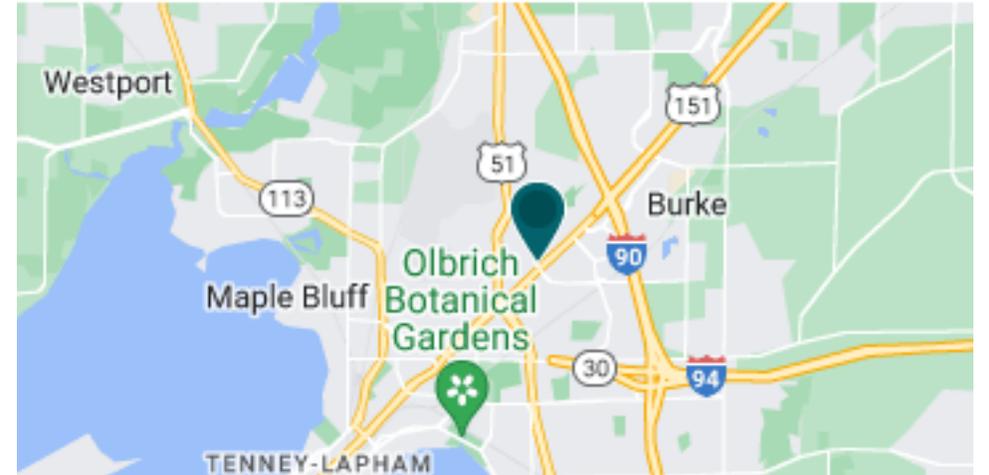
How does the library serve children and families?

- Youth materials are 39% of our checkouts
- Youth programs are 50% of our program attendance
- Partnerships help us deliver service; focus is children and families most impacted by inequity



What is the Imagination Center at Reindahl Park?

- [Imagination Center at Reindahl Park project page](#)
- [Reindahl Park Master Plan update, 2023](#)
- [Imagination Center at Reindahl Park Scoping Study, March 2020](#)
- [Communities Inspiring Libraries report, 2016](#)



How does the library respond to banning books or other controversial topics?

- [Collection Development policy](#)
- [Confidentiality of Library Records policy](#)
- [Public Guidelines for Use of Computers and Computer Networks](#)
- [Library Bill of Rights](#)



How can I partner with the library?

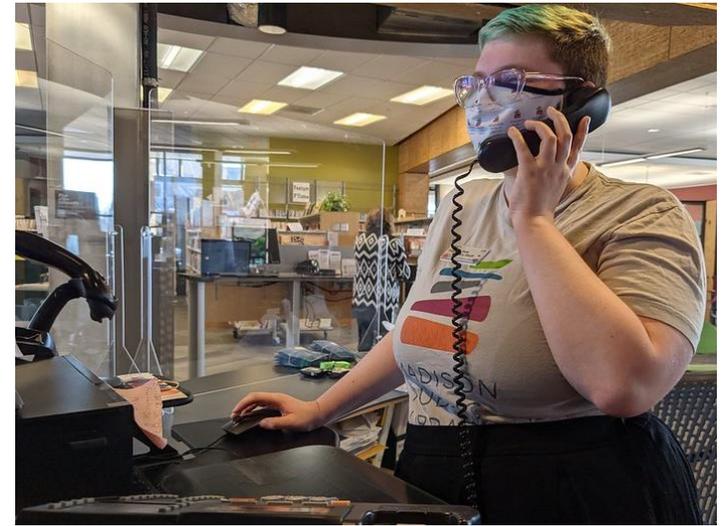
- Alder listening sessions
- Alder office hours
- Community events or press conferences
- Library also partners with many nonprofit and city agencies – space, promotion, resource sharing



How do I support the work of the library on Council and in my district?

- [Library Board](#) meetings
- Follow us!
 - [Insider email newsletters](#)
 - Facebook @madisonpubliclibrary
 - Twitter @madisonlibrary
 - Instagram @madisonpubliclibrary





How Our Agency Provides Customer Service



We Provide Customer Service By...

- In-person
- Website
- Telephone
- Email
- Social media
- Community partnerships
- Listening sessions



OUR CITY OF MADISON



Stay Connected!

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608-266-4953

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