

**MADISON PUBLIC LIBRARY**  
201 West Mifflin Street  
Madison, WI 53703

**Administration: (608) 266-6363 / Reference Services: (608) 266-6350 / Youth Services:  
(608) 266-6345**

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[www.madisonpubliclibrary.org](http://www.madisonpubliclibrary.org)

### **Vision**

Madison Public Library: your place to learn, share and create.

### **Mission**

Madison Public Library provides free and equitable access to cultural and educational experiences. We celebrate ideas, promote creativity, connect people and enrich lives.

### **Core Services**

#### **Collections and Services**

Provide books and other content to patrons in their preferred formats. In an era during which the library must provide both print and digital content to the Madison community, while formats and devices continue to change rapidly, the library is challenged as never before to select, acquire, and distribute books and other content.

#### **Patron Experience**

The library will continue to offer friendly, helpful service while exploring new models and methods of serving patrons, including use of technology, community outreach, and evaluation of staffing patterns to best maximize resources and provide a consistently excellent patron experience that leaves library visitors with more than they expected.

#### **Community Spaces**

The library recognizes the value of being the “third place” in the community and of having welcoming and comfortable facilities, as well as amenities like fireplaces, quiet reading areas, children’s play and learning spaces, and wireless internet. As physical libraries become more of a destination for educational and social opportunities, library buildings need to be more flexible to accommodate more interaction. Likewise, community spaces will be marketed to new community groups, particularly those who don’t currently use libraries.

#### **Computers, Internet, and Technology**

The library must increase computing capacity through faster wired and wireless connections, and an expanded offering of personal computers and technologies. The library will create an organizational culture that embraces the use of technology in new and innovative ways with patrons and amongst staff.

**Classes, Events, and Programming**

Offer programs with an emphasis on our new vision of learning, sharing, and creating. Provide cultural and educational experiences for all, and address important issues facing Madison citizens including education, poverty, economic development, and quality of life.

**Outreach and Community Partnerships**

Expand services to youth throughout the City. Establish or strengthen partnerships with learning, cultural, and social welfare organizations and continue to build relationships with City of Madison agencies and other potential community partners.

**Online Branch**

Transform the library's digital services into an Online Branch that will meet patrons' changing information needs and demand for 24/7 online services.

Gregory P. Mickells, Director

(608) 266-6363

The Director is responsible for planning and evaluation of library services, fiscal management, directing the activities and staff of the Library, and for carrying out the policy directives of the Library Board and working actively with the Madison Public Library Foundation.

Susan Lee, Business Operations Manager

(608) 266-6383

The Library Business Operations Manager oversees library-wide collection development activities and the Technical Services Division of the Library. This position represents the Director in negotiating and overseeing annual contracts with the South Central Library System and acts as the MPL representative to various SCLS committees. The Business Operations Manager assists the Director in creating, overseeing, and tracking annual operating budget categories and expenditures. The Manager maintains and submits required reports on annual data and performance measures.

Margie Navarre-Saaf, Borrower Services Manager

(608) 266-6362

The Borrower Services Manager works out of the Central Library and has the responsibility for the efficient and effective operation of all Madison Public Library public circulation services as well as oversight of the day-to-day circulation functions, delivery and shelving at the Central Library.

Mark Benno, Administrative Services Manager

(608) 266-9632

The Administrative Services Manager assists in the planning, development and maintenance of Library facilities, and supervises staff providing services in Library Administration, including payroll, accounting, contracts and human resources.

Tana Elias, Digital Services and Marketing Manager

(608) 266-4953

The Digital Services & Marketing Manager oversees the library's online communications and content including staff and public web sites, social media, and library apps. This position is also responsible for system-wide marketing, public relations, strategic planning, and oversees the Wisconsin Book Festival.

Trent Miller, Bubbler Coordinator

(608) 266-5975

The Bubbler Coordinator is in charge of the operations of Madison Public Library's maker initiative, The Bubbler, which operates across the library system. This position connects with the local art/media/making community to connect people to the library, its resources, and each other.

Tammy Ocampo, Youth Services Supervisor (608) 266-6346

The Youth Services Supervisor is responsible for providing direction and oversight to the Youth Services and Teen Services staff across the library system. This position collaborates with other youth-serving agencies across the city and works to develop programs and services to best serve children and families.

Molly Warren, Library Collection Manager (608) 266-6310

The Library Collection Manager oversees the Collection Management Team, the team responsible for collection development, management, preservation, and storage of library materials in all formats. This position also develops and implements policies overseeing the library collections and provides analysis breakdowns of resources and services offered within the library, including oversight of the acquisitions budget, materials usage, library system and state collection responsibilities and gifts or donations for the library collection.

Annie Weatherby-Flowers, Community Engagement Coordinator (608) 243-0520

The Community Engagement Coordinator is tasked with establishing relationships with individuals and organizations throughout the City, especially those representing under-resourced neighborhoods. The Community Engagement Coordinator uses data and community conversations to determine needs and translates those needs into action under the umbrella of the library's strategic priorities.

Krissy Wick, Director of Public Services (608) 266-8685

The Director of Public Services is responsible for oversight of our patron's experience, supervision of library supervisors, and the coordination of services across the library system.

Marc Gartler, Alicia Ashman/Sequoia Library Supervisor  
Jane Jorgenson, Hawthorne/Pinney Library Supervisor  
Carra Davies, Lakeview Library Supervisor  
Yesianne Ramirez, Meadowridge Library Supervisor  
Ching Wong, Goodman South Madison/Monroe Street Library Supervisor  
Michael Spelman, Central Library Supervisor

Neighborhood Library Supervisors are responsible for supervising and overseeing the day-to-day operations of their individual branches.

### **Libraries**

Alicia Ashman, 733 N. High Point Road..... (608) 824-1780  
Goodman South Madison, 2222 S. Park Street..... (608) 266-6395  
Hawthorne, 2707 E. Washington Avenue..... (608) 246-4548  
Lakeview, 2845 N. Sherman Avenue ..... (608) 246-4547  
Meadowridge, 5726 Raymond Road ..... (608) 288-6160  
Monroe, 1705 Monroe Street..... (608) 266-6390  
Pinney, 204 Cottage Grove Road..... (608) 224-7100  
Sequoia, 4340 Tokay Boulevard..... (608) 266-6385