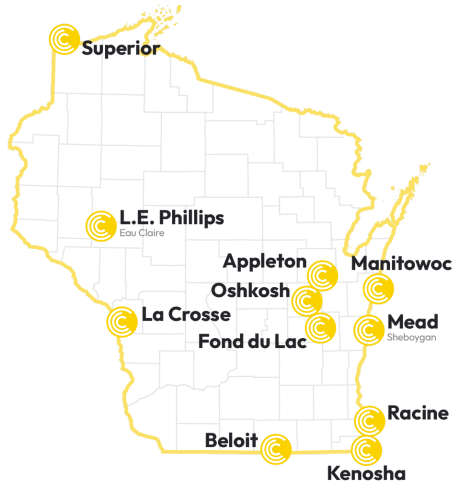




City Library Collective

2024 Year in Review

Incubating solutions to challenges facing mid-size city public libraries today.



What is the CLC?

The City Library Collective (CLC) brings together mid-size Wisconsin city libraries to address common issues and use collective knowledge and experience to improve their organizations and services to their communities.

The CLC works in two ways: through relationship building and actionable research projects based on member needs and input.

2024 Research Spotlight: Strengthening Staff Report

In 2023, CLC directors initiated a project focused on strengthening and supporting library staff. As part of this endeavor, the Collective held a series of focus groups to inform a broad staff survey designed to better understand how interactions with the public at service desks, including security and safety-related concerns, affect overall job satisfaction. By and large, most front-line staff reported high job satisfaction and confidence in handling stressful interactions with patrons.

Middle managers, however, reported a slightly different reality. They spend a greater percentage of their work time on heightened security-related concerns, impacting the quality of their patron interactions and contributing to a mismatch in the reality of their job duties when compared to their original expectations of their role. Using this knowledge, CLC directors launched a series of projects designed to improve support for their middle management team in 2024. [Please see the full report for more information.](#)

Welcome New CLC Members!

Waukesha Public Library and Hedberg Public Library of Janesville are joining the CLC in January 2025. The CLC is excited to welcome their expertise and energy!



Strengthening Staff Project Outcomes

As shown in the staff pre-test and post-test results, there was significant progress among middle managers, particularly after several interventions were taken to enhance staff support among this group.

Statement	Pre-test	Post-test
The reality of my job is very aligned with my expectations.	17% agreement	43% agreement
On a scale from 0-10 (where 10 is wanting to work in a position that is primarily public-facing), how much do you enjoy working with the public?	4.4	5.6
I spend more than 6 hours a week on security-related concerns.	58% agreement	8% agreement
I am very satisfied with current job position and work duties.	8% agreement	36% agreement

Additional 2024 Highlights

WLA Conference Presentation: Three CLC members shared their research projects in a well-attended session at the Wisconsin Library Association conference. *Recognizing the Squeeze: Strengthening Staff through Supporting Middle Management* highlighted the report findings and project outcomes.

Launching CLC Staff Connections: In response to the Strengthening Staff Report, the CLC invited middle managers from across the member organizations to engage in an online community of practice for department heads or supervisory positions. Over 50 staff are participating in a discussion board and occasional online gatherings to share experiences, ask questions, and network with colleagues doing similar work.

CLC in the News



Manitowoc Public Library hosted an evening with autism educator and animal behaviorist Dr. Temple Grandin. Thanks to the generous support of the Friends of Manitowoc Public Library and Visit

Manitowoc, [the event was free to the public](#) and featured an onstage interview, Q&A session, and a book signing from the author. Over 700 people attended, and the event was held in conjunction with the 45-portrait traveling exhibit, American Farmer.