



MADISON
PUBLIC
LIBRARY

Central

November 7, 2013

Sheryl Voita
1954 E Washington, #21
Madison, WI 53704

201 W. Mifflin Street
Madison, WI 53703

608.266.6300 ph
608.266.4338 fax

Dear Ms. Sheryl Voita,

I was asked by the Library Board to respond to your petition to request that noise limits be established. First, I would like to thank you for your efforts and time in collecting this input for the library. We value the input from our patrons and use this information to improve on our delivery of services.

Your request to adopt a policy to address noise issues within the library is already addressed in the library's Behavior Policy that was recently updated and approved by the Library Board on 2/7/2013. I have enclosed a copy out of the policy.

Contained within our Behavior Policy is a reference to noise issues.

Engaging in excessive or disruptive conversations, talking loudly, using personal electronic equipment at such a volume or making ongoing noise that is unreasonably disturbing to other library users.

The ability for staff to respond to this particular issue is also addressed in the policy.

Staff Response to Infractions:

Violation of these rules is misconduct that can result in expulsion from the library and forfeiture of library privileges. Minor violations of these rules will first result in library staff attempting to educate or warn individuals about the policies before enforcing such policies. If an individual continues to violate these policies, staff may order them to leave for the day.

In addition there are rules pertaining to the supervision and behavior of children that are addressed within the policy.

It is always a goal of the library that we make our libraries as welcoming as we can for everyone. Today's libraries are more active with a variety of resources for learning that go beyond traditional print materials. In libraries like the Hawthorne Branch and Pinney Branch, the limited space makes it

challenging at times to provide sufficient separation to create an absolute quiet area in conjunction with the other resources offered. We recognize this concern and are always looking to improve this situation.

I will present your input to our library supervisors and seek how we can improve on addressing your issues. Part of this will be making sure staff is prepared to support our behavior policy and its implementation.

I would be happy to discuss this further if you would like. You can reach me at 608-267-1184. Thank you for sharing your concerns. I appreciate your patronage.

Best,

A handwritten signature in black ink, appearing to read "G. Mickells". The signature is fluid and cursive, with a large initial "G" and a long, sweeping tail.

Gregory P. Mickells
Library Director