

Your Library of Michigan application

Library of Michigan <mail@grantapplication.com>

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To: Library Full-Time Staff <library@madison-heights.org>

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State Librarian's Excellence Award

Contact & Library Information

State Librarian's Excellence Award Nomination Form

Library of Michigan Foundation

The Library of Michigan Foundation's State Librarian's Excellence Award will be awarded to a library of any type (public, academic, school, special, tribal, etc.), including branch libraries, that exemplifies excellence in customer service. One (1) library in the state of Michigan will receive this prestigious award each year. The recipient library will receive a \$3,000 cash prize and a trophy for display in its public area. Two Library of Michigan Foundation Citations of Excellence will be presented and the recipient libraries will each receive \$1,000 and a small trophy for display.

Evaluation factors include demonstrating that your library provides superior service to its customers and community through library programs and staff interactions with customers and the service community.

Nominator's Contact Information

First Name Last Name
Vanessa Verdun-Morris

Organization
Such as Friends group, nominated library board, etc.
Madison Heights Public Library

Address
240 W. 13 Mile Rd

City State Zip Code
Madison Heights MI 48071

Phone Email
248-837-2852 vanessaverdun-morris@madison-heights.org

Relationship to Nominated Library
List relationship to the library you are nominating, such as director, trustee, friends group member, board member, administrator, etc.
director

Nominated Library's Contact Information

Library Name
Madison Heights Public Library

Library Contact First Name Library Contact Last Name
Vanessa Verdun-Morris

Library Contact's Title

Library Director

Library Type	Number of Staff	Library Annual Budget	
Public Library-Class V	20		

Address	City	State	Zip Code
240 W 13 Mile Rd	Madison Heights	MI	48071

Phone	E-mail
248-837-2852	vanessaverdun-morris@madison-heights.org

Web Site

<http://madison-heights.org/library>

Nomination

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Type notes here.

Nomination Narrative - Part 1

Explain how you communicated with your library users to determine their library needs. (10 points)

The Madison Heights Public Library employs a multifaceted approach to understand and address user needs, combining formal channels like advisory boards and strategic planning with informal conversations to create a responsive and community-oriented library experience.

The library actively engages with its community through the Library Advisory Board. Comprising community members, this board serves as a vital link between library staff and patrons. Members provide valuable insights and feedback on various aspects of library operations and services. Their perspectives help shape decisions and improvements within the library.

Library staff members act as liaisons to different city committees and organizations. These liaisons play a crucial role in understanding community needs. For instance, the liaison to the Historical Commission ensures that the library's historical resources and collections adequately represent local history. Similarly, the liaison to the Human Relations and Equity Committee collaborates on initiatives related to diversity, equity, and inclusion. Additionally, the Friends of the Madison Heights Public Library actively support library programs and activities, and their input informs decision-making processes.

Library staff also engage patrons in informal conversations. These interactions occur during everyday moments, such as at the circulation desk or during events. Through these conversations, staff members gain insights into specific needs, preferences, and areas where the library can improve. Whether discussing book recommendations or gathering feedback on services, these dialogues help tailor offerings to meet user expectations.

The library collaborates closely with the City Council during annual strategic planning sessions. These meetings provide a structured forum to discuss goals, services, and community needs. Suggestions for the strategic plan emerge from a combination of public input and insights from staff liaisons. Once finalized, the City Council adopts the strategic plan, ensuring alignment with the evolving needs of the community.

Nomination Narrative - Part 2

What project(s) or events has the library has accomplished based on this communication? (20 points)

The library has been developing its new Creative Techspace area, which was implemented during the library's renovation in 2023. The Techspace is equipped with a 3D printer, vinyl cutting equipment, sewing and embroidery machines, and more. This year, a laser cutter and engraver has been ordered. The laser engraver will debut for public use and training in the fall.

Adjacent to the Techspace lies the Library of Things. It's more than a collection of items; it's an invitation to explore. Need a power drill for a home improvement project? Check. Want to try your hand at gardening without committing to a full set of tools? The Library of Things has you covered. And for those seeking mental challenges, puzzles await—each piece a tiny mystery waiting to be solved. The convenience of this resource can't be overstated; as patrons step out of the Creative Techspace, they can grab a tool or gadget, knowing that the library supports their endeavors beyond the library walls with items they can use to experiment at home.

The most poignant transformation occurred with the introduction of an Exhibit Space, which displays the Madison Heights Margene and Jack Scott Heritage Rooms Museum artifacts whenever there isn't a special exhibit. For years, the museum remained hidden in the basement of city hall. Its artifacts—photographs, tools, and relics—whispered stories of Madison Heights' past. But few know of its existence. Limited hours and an obscure location kept it from the very community it sought to serve. The library changed that. By showcasing items from the museum, the Exhibit Space breathes life into forgotten memories. Now, when patrons wander through the

library, they can encounter glimpses of their own history.

Nomination Narrative - Part 3

If you partnered with another group in the community, please describe the partnership. (10 points)

The partnership with the Historical Commission allows library staff access to the rooms when they're closed, as well as permission to borrow materials for public display. By showcasing these artifacts, the library achieves two goals: preserving local history and providing educational opportunities for patrons.

For the library, this collaboration ensures a dynamic and ever-changing Exhibit Space. Patrons encounter artifacts that resonate with Madison Heights' past, fostering a sense of connection. For the Heritage Rooms Museum, visibility increases. More people discover its existence, appreciate its treasures, and learn about the community's heritage.

Nomination Narrative - Part 4

Explain why you consider this superior customer service. (40 points)

Madison Heights Public Library's superior customer service is demonstrated through the introduction of several new services with its recent renovation.

The new Creative Techspace is equipped with advanced tools like a 3D printer, vinyl cutting equipment, sewing and embroidery machines, and a newly ordered laser cutter and engraver. These resources empower patrons to explore their creativity, learn new skills, and bring their ideas to life. By providing access to cutting-edge technology, the library demonstrates its commitment to supporting innovation and personal growth. The Techspace categorizes equipment by skill level—green (self-use), yellow (assistance required), and red (staff-operated). This thoughtful approach ensures that patrons of all abilities can participate. Whether someone is a novice or an expert, they'll find a welcoming environment to learn, experiment, and collaborate.

Adjacent to the Techspace, the new Library of Things offers an array of items beyond books. This resource encourages exploration and practical problem-solving. Patrons can experiment with tools before committing to a purchase, fostering a sense of community and resourcefulness.

The inclusion of items from the Madison Heights Margene and Jack Scott Heritage Rooms Museum from a hidden basement collection to a public Exhibit Space highlights the importance of partnerships to move society forward and help breathe life to the past. By showcasing artifacts, photographs, and relics, the library connects patrons to their local history, making the library a place of discovery and reflection.

Supporting Documentation

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Provide relevant examples supporting the superior customer service you provided, such as customer comments, data, brochures, press clippings, etc. (10 points)

To Upload a document, do the following:

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Supporting Documents - Optional Upload #1

Compile supporting documents into a single pdf.

Attachments cannot exceed 50 MB.

[Excellence Award Supporting Documents Madison Heights Public Library.pdf](#)

Supporting Documents - Optional Upload #2

Compile supporting documents into a single pdf.

Attachments cannot exceed 50 MB.

Letters of Support

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Provide at least three letters of recommendation from the Library's constituency, such patrons, members of governing bodies, community organizations or groups, etc. (10 points)

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- **CLICK UPLOAD and wait for the file to finish uploading.**

Letters of Support

Compile 3 to 5 letters of support into a single pdf.

Attachments cannot exceed 50 MB.

Certification

I have read and understand the criteria for the 2024 State Librarian's Excellence Award.

Authorized Signer Name

Authorized Signature Date