

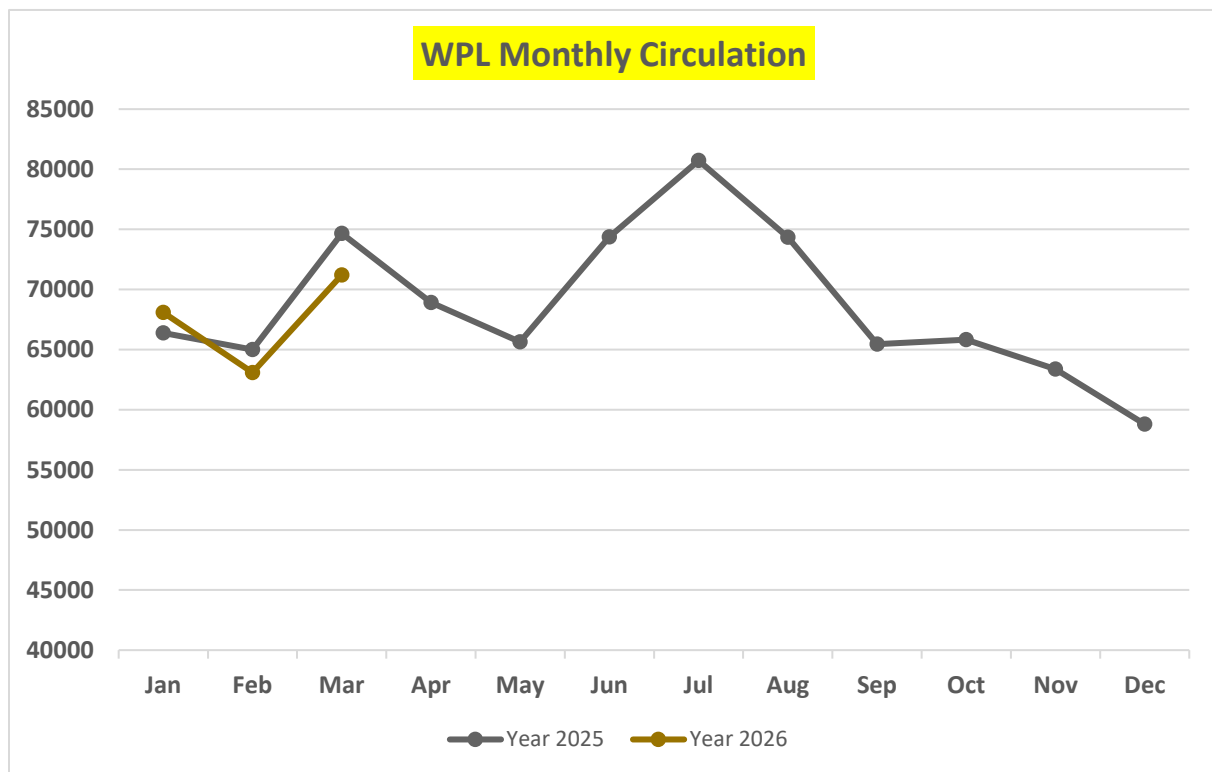
Administrative and Staff Reports for April , 2026 Board Meeting

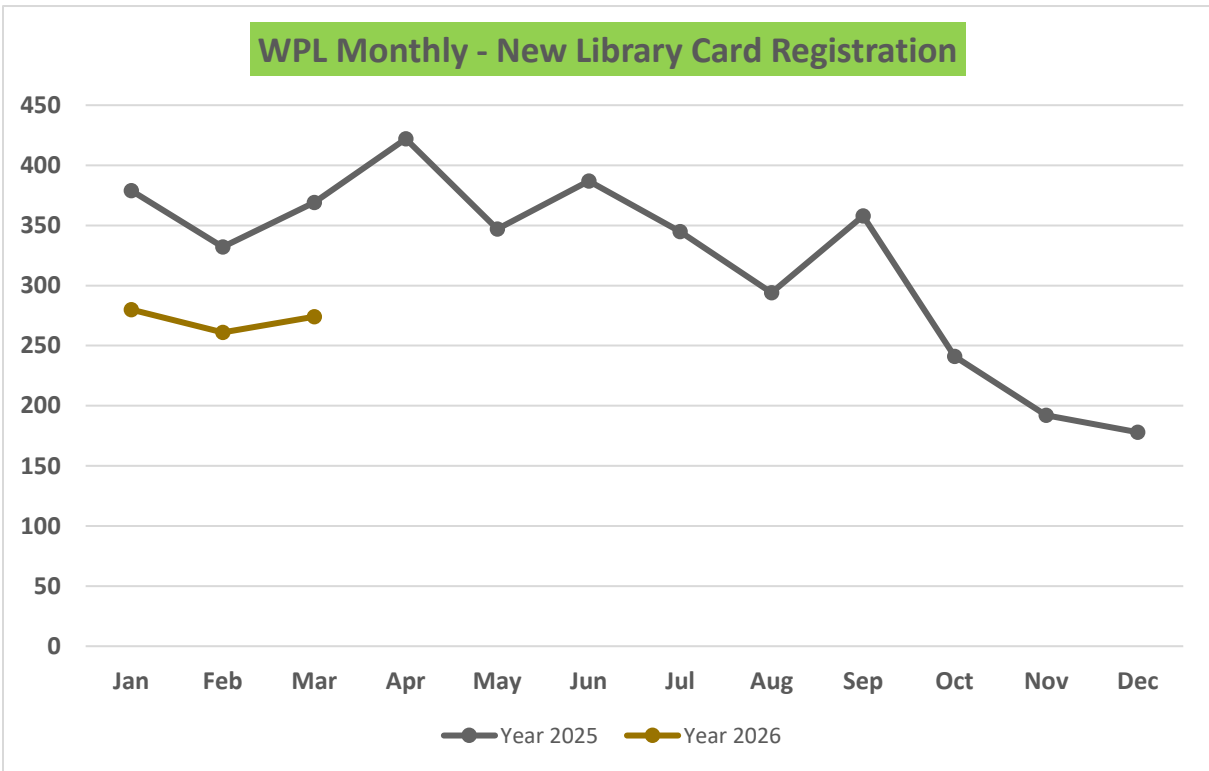
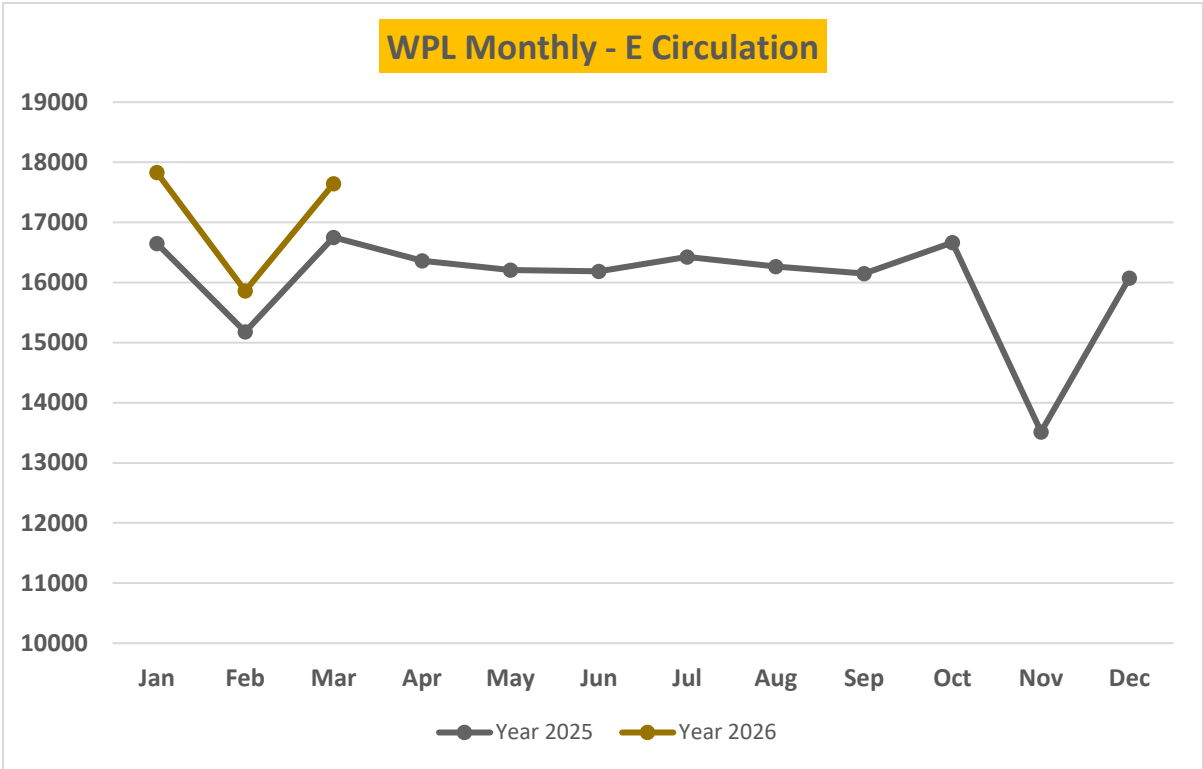
LIBRARY DIRECTOR, BRUCE GAY

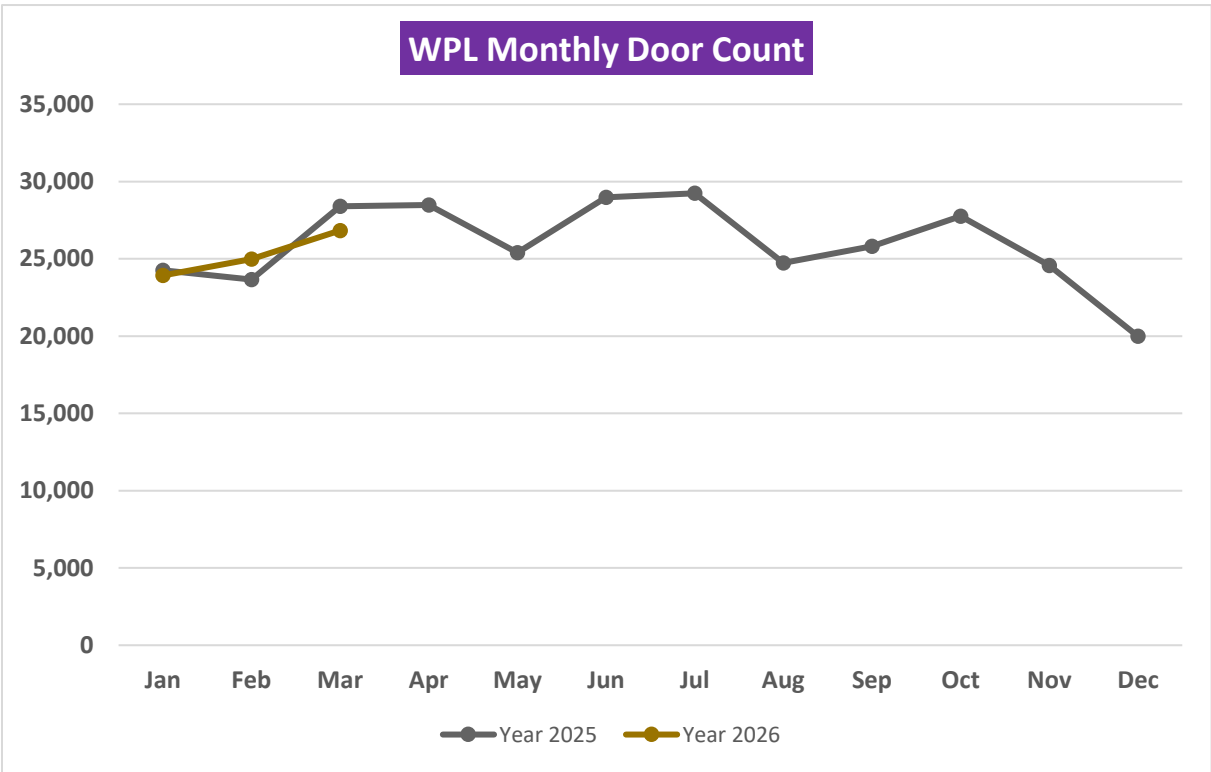
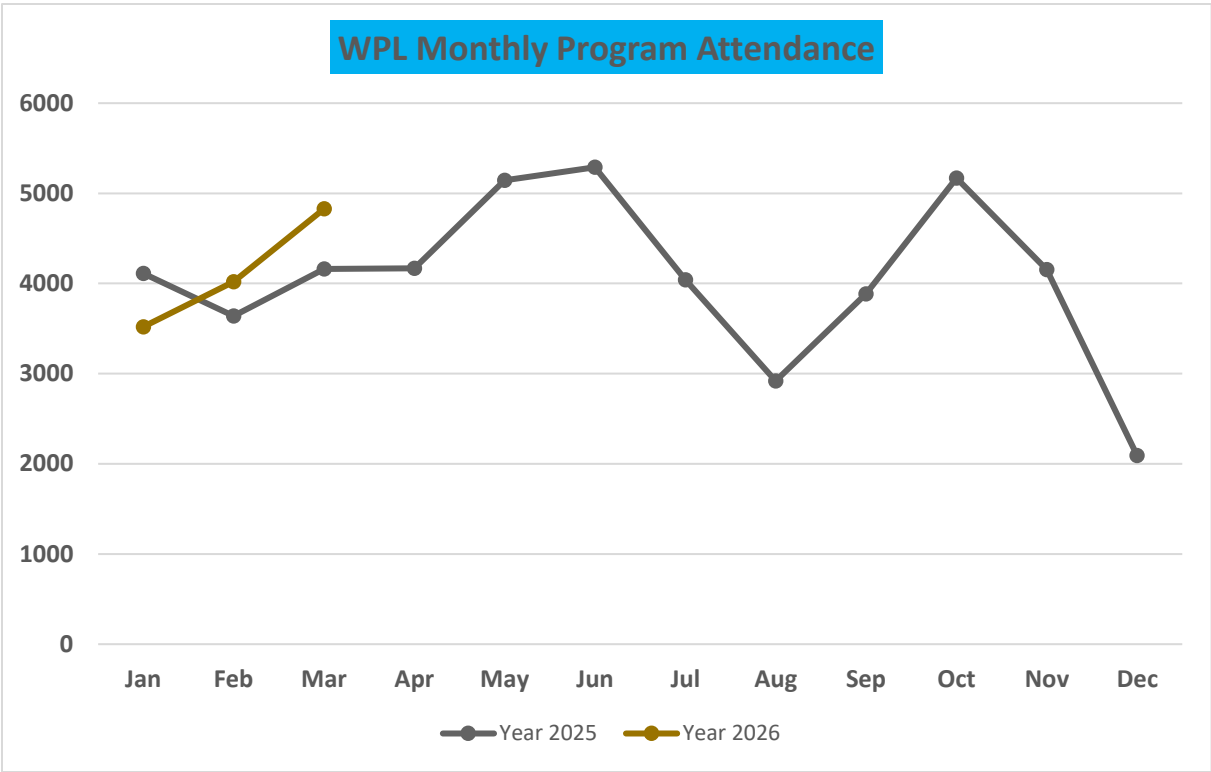
Waukesha Public Library Service Standards	
	WE ARE PEOPLE-CENTERED Purpose over task • Respect for privacy • High regard for all
	WE CELEBRATE OUR SPACE Shared ownership • Proactive helpfulness
	WE ARE CONSISTENT IN OUR SERVICE Unified experience • Timely responses Effective referrals • Fair enforcement
	WE RESPECT EACH OTHER Positive library culture • Presence matters • Self-awareness

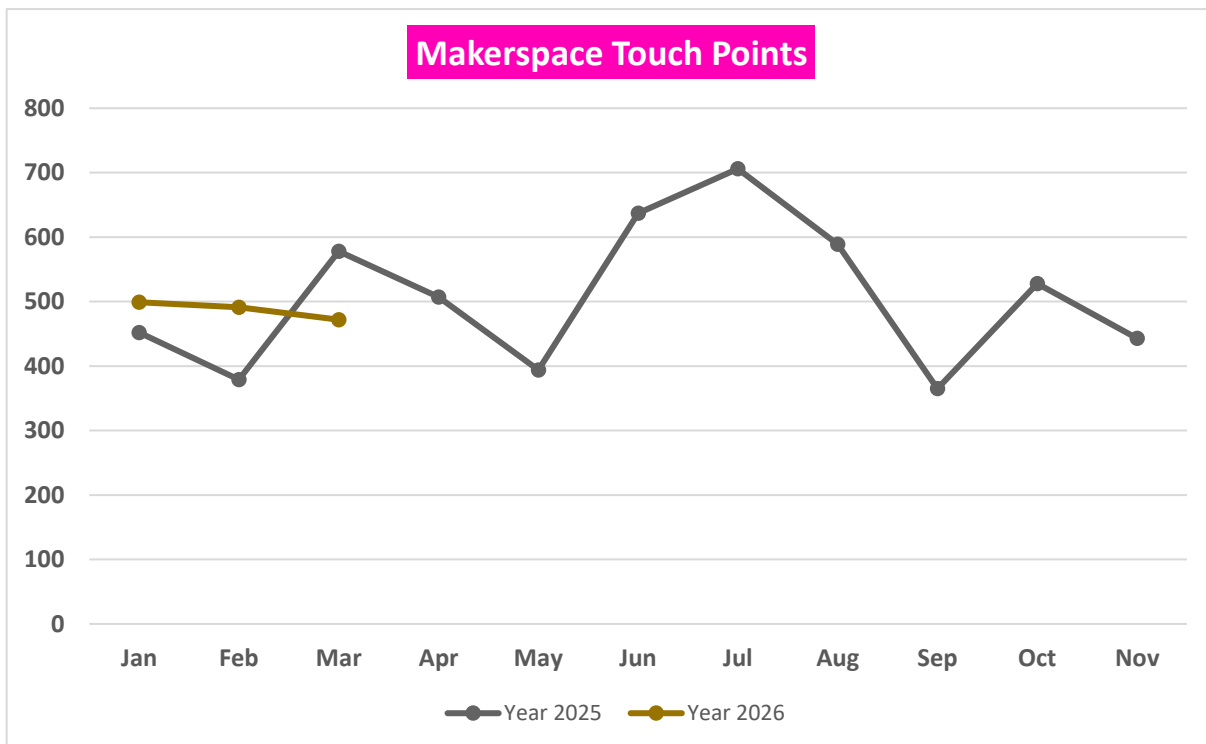
- City Department Director planning meetings:** On March 13 City department directors met to review plans to complete a program inventory and cost review for all department services. As part of this review, the library will prepare a document detailing distinct services and costs for each service. For instance, the library’s outreach service would be summed up by the cost of staff running the service, the materials used for the service, and so on. The library’s entire budget would be part of a program, giving an idea how much each department spends on every service. This is in anticipation of further city budget reductions in 2028 and further. A second topic at this meeting was spent discussing the city’s merit pay plan and how to improve it. More meetings will be held in April and beyond, and more information will be forthcoming.
- City of Waukesha board celebration dinner:** On March 4, trustees Melissa Baxter, Betsy Forrest, Alicia Halvensleben, Eric Helgestad, and Martha Ryan attended the City’s first celebration dinner recognizing the volunteer work done by boards, commissions, and committees throughout the city. The event was held at Tuscan Hall and included dinner and brief remarks from the Mayor and City Administrator.

WPL By the Numbers:









ADMINISTRATIVE SERVICES, THERESE LYONS

Human Resources

- Over 130 people applied for the 20-hour Library Associate position. Staff spent a great deal of time setting up and interviewing candidates. The new Library Associate should join the Library in mid-April.
- Corrine Klister joined the staff at the library! Corrine is the new 20-hour Patron Relations Assistant. Corrine spent 16 years in the Navy and now runs an antique and resale business in downtown Waukesha. She says “My full-time job is keeping up with life on the farm. At home, things are a little wild with 11 horses, three goats, two dogs, three cats, two tortoises, and a bunny, basically a small zoo.” She is married and a proud stepmom and loves kayaking, reading, and crafting. Corrine’s regular shifts will be Tuesday, Wednesday, and Thursday afternoon and evenings.

Staff Development and Projects

- We continue to prepare for the half day of staff training in May, lining up speakers and organizing the schedule.
- This month’s THAMs included a presentation from the new Les Paul School Resource Officer, How a Program is Marketed, Damaged Items & Missing Pieces, and the Volunteer Program.

Friends Board Meeting

The Friends Board met this month to review their investments performance with their financial analyst. They also heard a budget update from the Community Engagement Team. Friends’ volunteers helped support the seed library and Youth Art Month Reception—thank you Friends!

Fundraising

We had several generous donations during March to our Endowment, Gift, and Memorial funds. Just a reminder that the Library is always available to talk about memorial or tribute gifts. We have several avenues for people interested in supporting the Library financially and have respectful systems in place for thanking and cultivating donors.

Building

Matt and his team had a busy month, including cleaning out and reorganizing a very well used storage closet on the Bridge. It really makes a difference to staff when things are well organized and accessible!



COMMUNITY ENGAGEMENT, ALYSSA PISARSKI

In March the Library hosted 126 programs with 4,827 attendees

- Children's Programs: 42 programs, 3,218 attendees
- Teen Programs: 21 programs, 431 attendees
- Adult Programs: 23 programs, 442 attendees
- General Interest: 40 programs, 736 attendees

Program Highlights

- **Youth Art Reception:** The Annual Youth Art Reception was a fantastic success. 371 patrons stopped in to enjoy live music, refreshments, and wonderful artwork from Waukesha Public School students. There was a metal embossing community art project for all attendees. It was a joyful and creative evening!



- **Kids in the Kitchen:** Twenty-one children and their adults learned about savory baking and flavor profiles at our March Kids in the Kitchen program. After watching a cheese cracker recipe demonstration, participants tasted samples of sweet, sour, salty, bitter and savory foods. They

discussed identifying flavor and which profiles work well together. Kids enjoyed their cheese crackers while watching a video of how Cheezits are made.

- **Hello Saturday:** More than 100 children and family members enjoyed an informative visit from HAWS (Humane Animal Welfare Society). Ambassadors from HAWS talked about the origins of their adoptable animals and answered questions about pet adoption. They also brought an animal ambassador – a python! Attendees had the opportunity to pet the scaly animal friend.



- **Visible Mending:** On March 3, Wendy Kleman from Sew Much More led a visible mending program. Wendy provided a small Sashiko project for patrons to work on while she talked about and showed examples of different visible mending techniques.



- **Brain Health Film Screening and Conversation with the ADRC:** On March 4, Kathy Glaser of the Aging and Disability Resource Center of Waukesha County (ADRC) welcomed 35 attendees to a film screening and conversation on detecting early-stage dementia and how we can better support people living with dementia in our community. On March 18, six people returned for memory screenings which were conducted by the ADRC team.

Outreach Highlights

- **Total outreach circulation:** 979 items were delivered to and borrowed by Waukesha Outreach Patrons in March. The Outreach Services team had 119 in person interactions with outreach patrons this month, and received 96 phone, text, and email requests.

Library & School Collaboration

- **School Outreach:** 222 students and participants from Waukesha Transition Academy, Waukesha South, West, and North High Schools, Butler Middle School, Hadfield and Hawthorne afterschool CLCs, and Adult Day Services enjoyed a variety of read-alouds and activities in March. Activities included Biggie Perler Beads, shamrock character crafts, decorating journals, and writing/illustrating puzzle pieces for a collaborative art project.



- **Les Paul Lunch Bunch:** Six students enjoyed making puzzles during Lunch Bunch on March 12. The students used sharpies to create original puzzles, ate their lunch, and chatted about their upcoming Spring Break!

Partnerships/Collaborations

- **Youth Art Month:** This year's Youth Art Month was made possible through many community collaborations. Ten public art teachers from seven elementary and middle schools displayed student work. Over 21 volunteers assisted with the Art Reception, providing music, directing patrons, handing out refreshments, and assisting with the community art project.



- **English Language Learning @ WPL:** We have been continuing our two-year collaboration with Literacy Services of Wisconsin (LSW) to offer an English class for adult learners of all levels at the Library. LSW has had 11 students come for engaging classes that also incorporate Library-related resources and activities, such as scavenger hunts and computer use.

Community Engagement Highlights

- **Power Up Conference:** Library Associate Rachel Brown attended "Power Up: A Leadership Conference for Youth Service Managers and Staff" virtually. Sessions included "Program Evaluation"; "Starting Young: Early Literacy"; "Reimagining Summer: Centering Community in Programs and Services" and "Surviving and Thriving in Youth Service Management." A couple key take-aways include promoting early literacy by providing intentional support for caregivers to help promote safe, stable and nurturing relationships and the role of libraries as connectors between community partners (such as experts focused on maternal health and children's social/emotional development) and patrons.
- **Social Emotional Learning training:** Library Associate Kristine Richards attended a social emotional training at Franklin Public Library. It was a lively professional development that provided a plethora of ideas for incorporating fundamental SEL practices into story times using puppets, props, and play! A favorite takeaway was the picture book list with great ideas for bringing SEL concepts to life for our youngest patrons.

INFORMATION TECHNOLOGY, JOHN KLIMA

Studio 321

- Studio 321:
 - 472 patron touchpoints
 - 39 makers were trained on makerspace equipment.

Fun stuff this month:

- Makerspace Coordinator Amy Welch met with school librarians at North high school on March 9 to go over 3D printing basics and give them a hand with their new Bambu 3D printers.
- On March 10, a group of 40 scouts and their adults visited Studio 321 to learn a little bit about 3D printing. They had many questions and are looking forward to booking time to train.
- The SEWI Makerspace group met at Whitewater Public Library on March 19. Amy Welch and Sarah Wieneke both attended the meeting and toured the newly renovated library.
- Amy Welch taught a block printing class at the Linden Heights assisted living community on March 25. Students learned how to use premade block prints on paper and tote bags. Future art classes are in the works!

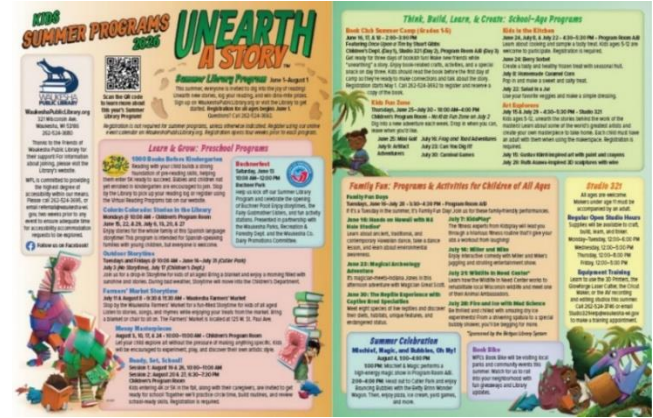
Activities:

- Book Sorter – Lyngsoe Systems, who is taking over MK Sorting’s North American customer service, sent out a technician to test some of the issues we’ve been having with the sorter rejecting items because it incorrectly read them as “too long.” After three visits, and working with a technician in Germany, he was able to apply some software updates to fix it.
- AI Webinars – As part of some personal professional development, I am learning more about AI and how it might be applied at the Library. I attended two webinars—“Using AI Tools in Library Marketing” and “AI in Libraries: Get the Scoop, Beat the Fear, Make it Work for You (and Your Patrons)”—in March. The City of Waukesha is holding CoPilot training in early April and I am on an ALA committee about emerging tech trends which talks a lot about AI among other things. I am gathering what I learn so that I can present it to the Library later this year.
- File Storage/SharePoint – Public Services Manager Justin Stevenson, Special Projects Coordinator Kelly Davis, and I met to talk about SharePoint and how Library staff are storing and sharing documents. At the initial meeting we nailed down what different storage solutions available to staff—network drives, OneDrive, and SharePoint—and how they can be used. We want to determine best practices for staff so that we can be more efficient in how we work on shared documents and archive documents that are no longer relevant. We have a follow-up meeting scheduled for April.

MARKETING & COMMUNICATIONS, KORI HALL

Summer Handouts for Kids and Teens

Marketing created the Summer Library Program handouts for [Kids](#) and [Teens](#). The handouts are currently available on the Library's website, and printed copies will be available in the Library soon. The 2026 Collaborative Summer Library Program theme is "Unearth a Story." The theme celebrates the fact that every person and every community has stories waiting to be found and shared—through books, programs, and local knowledge.



2026 TEEN SUMMER PROGRAMS

UNEARTH A STORY

June 1-August 1

This summer, everyone is invited to dig into the joy of reading! Unearth new stories, try your reading, and win awesome prizes. Sign up on [WaukeshaPublicLibrary.org](#) or visit the Library to get started. Registration for all ages begins June 1. Questions? Call 262-524-3692.

Teens going into grades 5-12 are invited to participate. Registration is required for all teen programs, unless otherwise indicated. Register using the online event calendar on [WaukeshaPublicLibrary.org](#). Registration opens four weeks prior to each program.

Boba Mixology with Iydic Bubble Tea House
June 16, 1:00-2:30 PM - Program Room A/B
Explore the culture and history behind bubble tea while creating your own custom drink combination. Experiment with four unique tea bases, authentic boba toppings, and a variety of boba to craft a one-of-a-kind tea creation.

Watercolor Gnome Painting
June 22, 1:00-2:00 PM - Studio 321
Uncover the beauty of gnomes and crystals as you paint them in watercolor. Wear clothes you won't mind getting a little paint on!

Sageer Smash Bros. Tournament
June 30, 6:00-8:00 PM - Program Room A/B
Let's battle for glory and gift cards! Choose your team and face your friends and foes in these 1v1 matches.

Chess Open Play
July 7, 1:00-2:00 PM - Program Room A/B
Ready to make your move? Join other teen players for Chess Open Play at the Library. Test your strategic skills in games capped at 20 minutes for three rounds. Beginners are welcome!

Cupcake Decorating
July 14, 1:00-2:00 PM - Program Room A/B
Put your cupcake decorating skills to the test! Join us as we create delicious and dazzling cupcakes using coloring bags, sprinkles, and more.

Kandi Make & Trade
July 21, 1:00-2:00 PM - Studio 321
Learn to make a basic kandi cut and meet other teens to trade bracelets.

Teen Library Con
July 29, 6:30-7:30 PM - Teen Zone
Celebrate a love for all things teen—and wear your cosplay! We'll do an activity, eat snacks, play games, and talk about graphic novels and anime. Registration is not required.

Teen Volunteer Opportunities
Looking to volunteer? The Library is a great place to gain volunteer experience and make a difference in the community! If you're in 8th grade or older, stop by the Library and fill out a volunteer application form to find out what opportunities are available.

Waukesha Public Library
321 Wisconsin Ave.
Waukesha, WI 53186
262-524-3692

Follow the Library on social media!
[Waukesha Public Library](#)
[@WaukeshaLibrary](#)

Waukesha Public Library

Kids Summer Library Program

AGES 3-12

UNEARTH A STORY

June 1 - August 1, 2026

Overtime Reading
Reading beyond 10 hours? For each hour of overtime reading completed, you'll earn an extra entry towards the Grand Prize Drawing! For this year's program, you can read & log up to 20 hours total.

Overtime Log

11 12 13 14 15
16 17 18 19 20

Bring this overtime log to the Library for entries into the Grand Prize Drawing!

Grand Prize Drawing
For each hour you read, you'll receive an entry into the Grand Prize Drawing. Winners will be notified by August 15. Grand prizes this summer will include prize books & gift cards!

Waukesha Public Library
321 Wisconsin Ave.
Waukesha, WI 53186
262-524-3692
[WaukeshaPublicLibrary.org](#)

Bulletin Board

The Marketing team is "Spilling the Tea" on the first-floor bulletin board by highlighting some of the Library's most impressive statistics, along with the most popular fiction and nonfiction titles of 2025. Be sure to check it out next time you walk by.

Spilling the Tea on 2025

New Library Cards Created
3,844

New Items Added to our Collection
23,421

Total Checkouts
1,013,917

Money Saved by Using the Library
\$15,254,390

Top Three Fiction

- 1. THE GOD FOR THE WOODS** by Lisa Moore
- 2. THE GOD OF THE WOODS** by Lisa Moore
- 3. THE HOUSEMAID** by Sarah Waters

Top Three Nonfiction

- 1. THE ANXIOUS GENERATION** by John Oliver
- 2. THE SERVITUDE** by Lisa Moore
- 3. LET THEM** by Matt Rubin

Outreach Brochure

Marketing created a brochure for new residents of local assisted living facilities, explaining available outreach services and how to apply for them. The goal is to increase awareness of this valuable Library service and encourage participation in outreach efforts. The brochures will be distributed to the ten facilities the Library visits each month. See the brochure [here](#).

Outdoor Return Decals

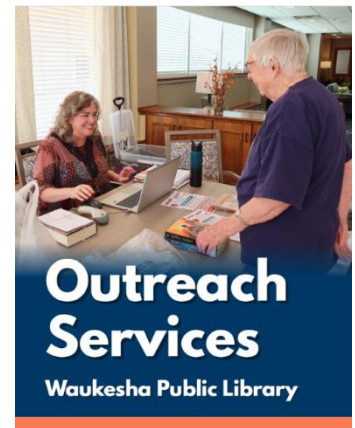
FastSigns installed new branded decals on the Library's outdoor return on March 30. The old decals were removed and replaced with two updated decals, creating a cleaner look and directing users to the blue return bin in the event of a malfunction. With this update, outdoor "out of order" signs will no longer be necessary. The police non-emergency phone number was also removed from the return, at their request.

Waukesha County Health Video

The Library was contacted by Waukesha County Public Health about an opportunity to be featured in a video series for National Nutrition Month. The Marketing team provided information to the county's social media manager, who visited the Library with the "Wellness Warrior" to record a short, promotional video about the April Kids in the Kitchen program. The goal of the series is to highlight the ways Waukesha County families can learn about nutrition and get nutritious foods. See the video [here](#).

Other Marketing Projects:

- The February "Welcome" email was sent to 123 new cardholders on March 19. It was opened by 80 people, and nobody unsubscribed.
- March social media statistics:
 - Adult Facebook and Instagram=24 posts (including 7 reels) and 9 stories
 - Children's Facebook=31 posts (including 7 reels)
- March newsletter blasts were sent out on the following topics: the Dementia Film Screening and Conversation; Mingle & Bingo; the March 16 snow closing; the *What the Tide Leaves Behind* book discussion; and Family Book Club.
- Two Summer Library Program videos (in English and Spanish) were edited and added to the Library's YouTube Channel. The videos will be used to promote the Summer Library Program in the schools. See the English video [here](#).
- The Marketing Department presented "Promoting a Program From Start to Finish" at the March 12 THAM and Library Board meeting.
- A handout was written and designed to accompany the 2025 Annual Report to donors.
- Eight versions of the Summer Library Program paper reading logs were created.
- A brochure was created for the Edible Books Contest.
- A video clip was recorded for a collaborative reel that Bridges Library System is creating to celebrate National Library Week.
- Magnetic signs were created for the Xbox and PlayStation shelving.
- A Creative Sparks flyer was created to promote the program in the schools.



Bringing the Library straight to your door!



- Two new reading lists were created and added to the Library's website: *Books at the Box Office* and *Titles for the Ton*.
- Ten book display signs were created for the month of April.
- April event information was submitted to the City of Waukesha calendar, the Downtown Waukesha calendar, and the Eras event calendar.
- April event information was submitted to Peachjar.

MATERIALS COLLECTION, CAROLYN PEIL

Seed Library

The 2026 seed library rolled out on March 17th. Like last year, the seed library contains a variety of flowers, herbs, and vegetable seed packets for our customers to choose from. Huge thanks to Materials Collection staff Anne Klug, Carol Rose, Tracy Esser, Sally Pass, Amanda Neuendorf, Linda Smith, Sara Byrnes, Ann O'Hara, Emily Janssen, and staff from other departments including Kelly Davis, Maddie Buchta, Khorye Hall, Gloria Makris, Jane

Rickett, Julia Nelson, and volunteers Annika, Anne W. & Pat K. Also, to our Friends volunteers- Mike, Bob and Chris. Huge thanks to Kelly's mom for all her remote help. And last, but not least, thank you to our Waukesha Transition Academy helpers.



This year's seed library is supported in part by seed donations from A.P. Whaley Seed Company and a monetary donation from the Friends of the Waukesha Public Library.

Meetings

Children's Librarian Caitlin Schaffer attended the Kids' Choice Nominations Selection Committee Meeting at Delafield Public Library on March 5.

Librarian Erin Kramer attended a two-day virtual Genealogical Conference on March 5 and 6. Bridges Database Management Librarian Beth Bechtel visited Waukesha on March 18th to review OCLC WorldShare cataloging with our catalogers.

I met Alissa Catlett from OCLC on March 24th to share information about OCLC's CloudLibrary. This product is designed to provide library card holders access to digital content: ebooks, audiobooks, streaming video, digital comics, manga, magazines & newspapers.

PUBLIC SERVICES, JUSTIN STEVENSON

Activities:

- The "Collection Buddy System" was implemented on March 16. This system pairs shelvers in the Public Services department with selectors from the Materials Collection department. Selectors are staff assigned to purchase items for particular collections. The goal of this system is to streamline collection maintenance projects, like weeding and shifting, making the Library and its collection more attractive and more navigable to both patrons and staff.

- Librarian Khorye Huffman and Public Services Manager Justin Stevenson hosted trivia at North Pillar Brewing on March 6. They had their largest audience yet, with 75 attendees, including many players new to library trivia.
- Round 2 of Cross-Training for desk staff is almost complete. Round 1 saw desk staff train on their secondary desk, while Round 2 saw them expand to their tertiary desk. Training pathways can be seen in the image below. Cross-training has been a great success so far. The desk schedule has become more robust, with more people able to do backup in cases of staff absences. Many staff have commented on how they have enjoyed learning how the other service points work, feel more empowered in different areas of the library, and feel more connected with coworkers from different departments.
- Les Paul Middle School's new School Resource Officer, Max Shaw, presented a THAM session to staff on March 5. Max gave a little background on himself, his time with Waukesha PD, and explained his role at the school.

