

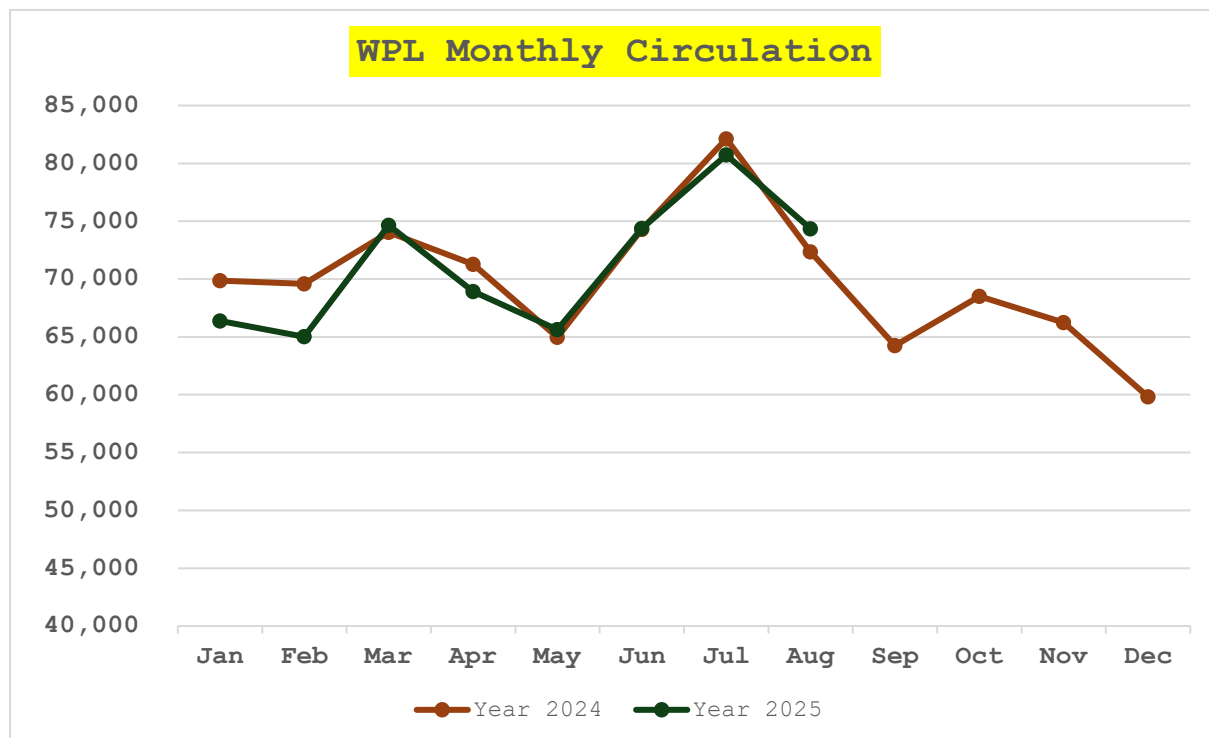
Administrative and Staff Reports for September 11, 2025 Board Meeting

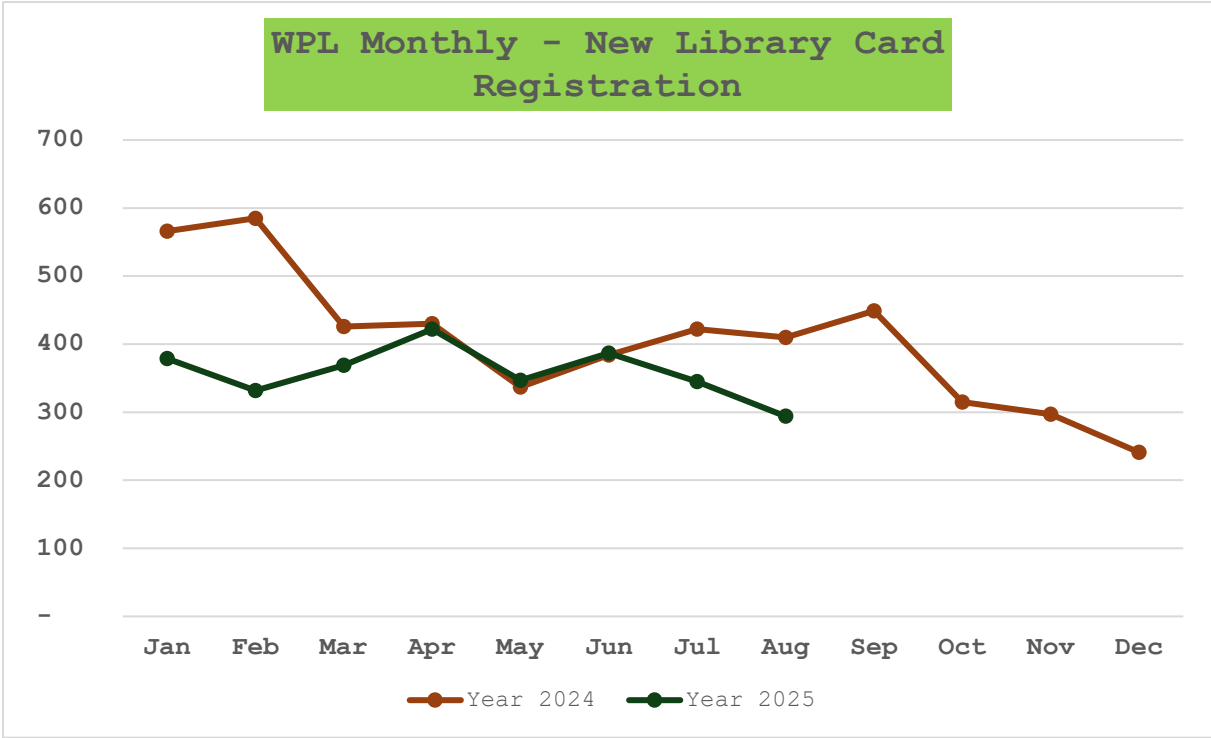
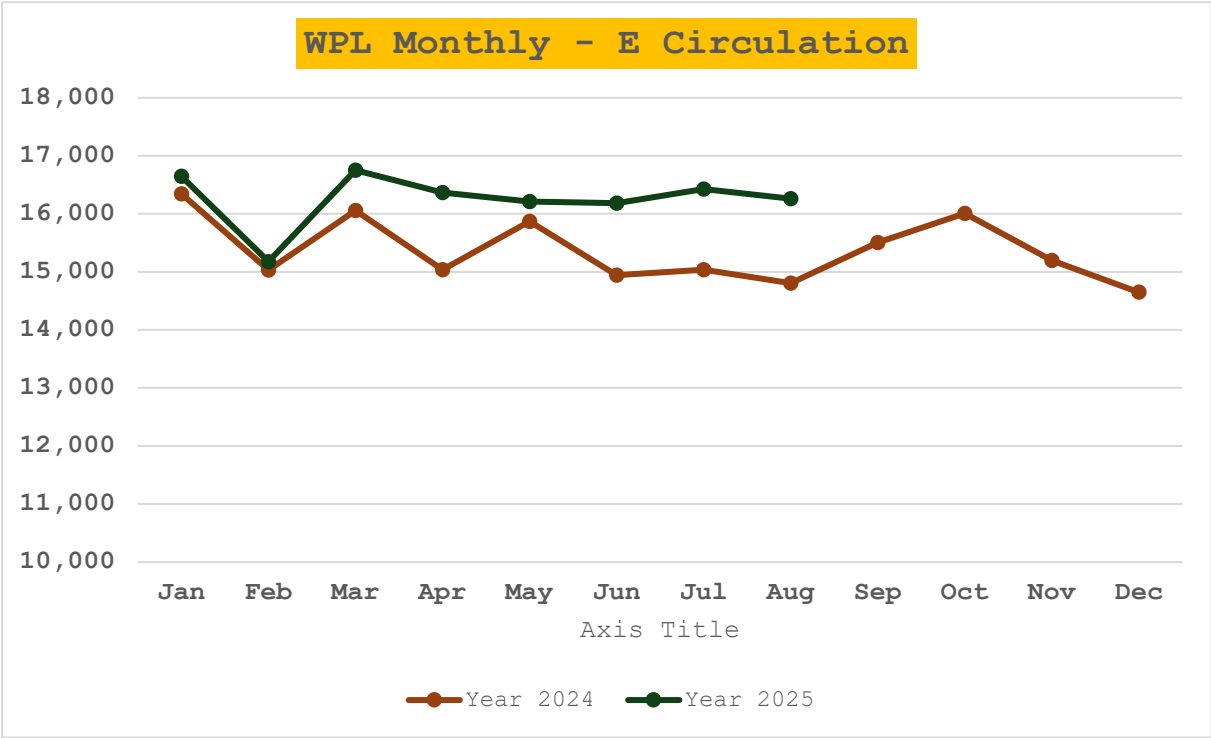
LIBRARY DIRECTOR, BRUCE GAY

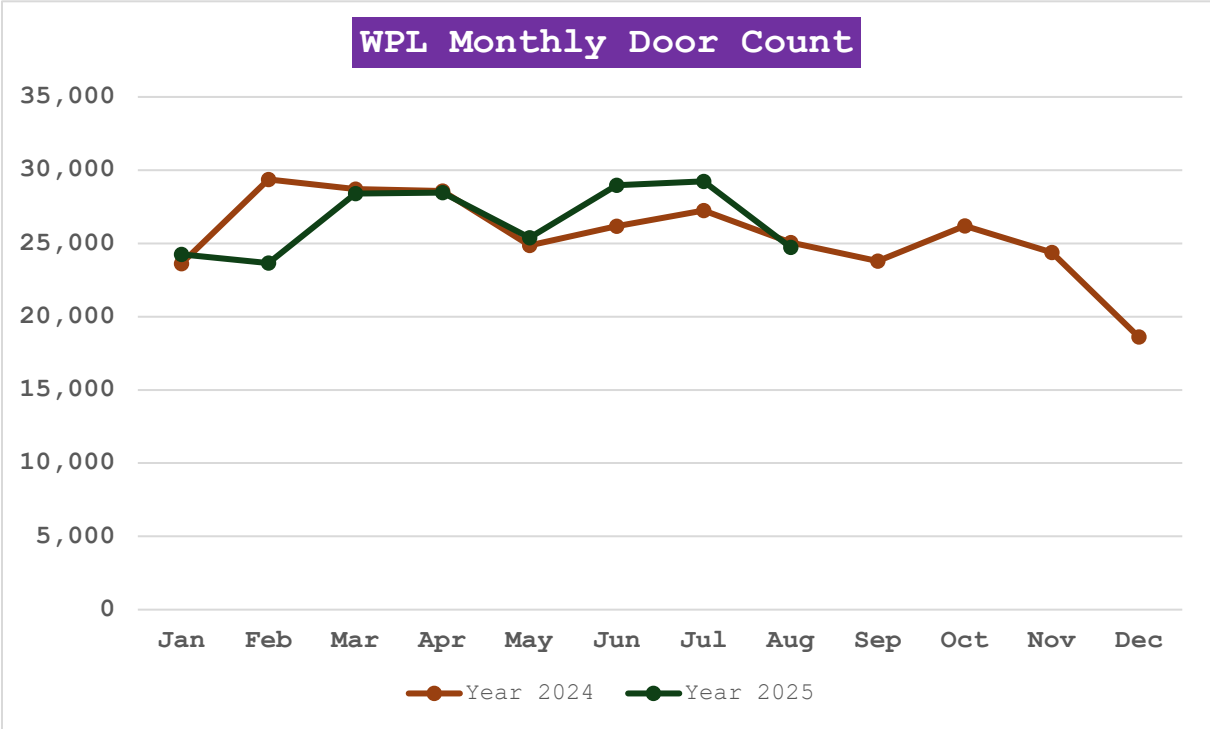
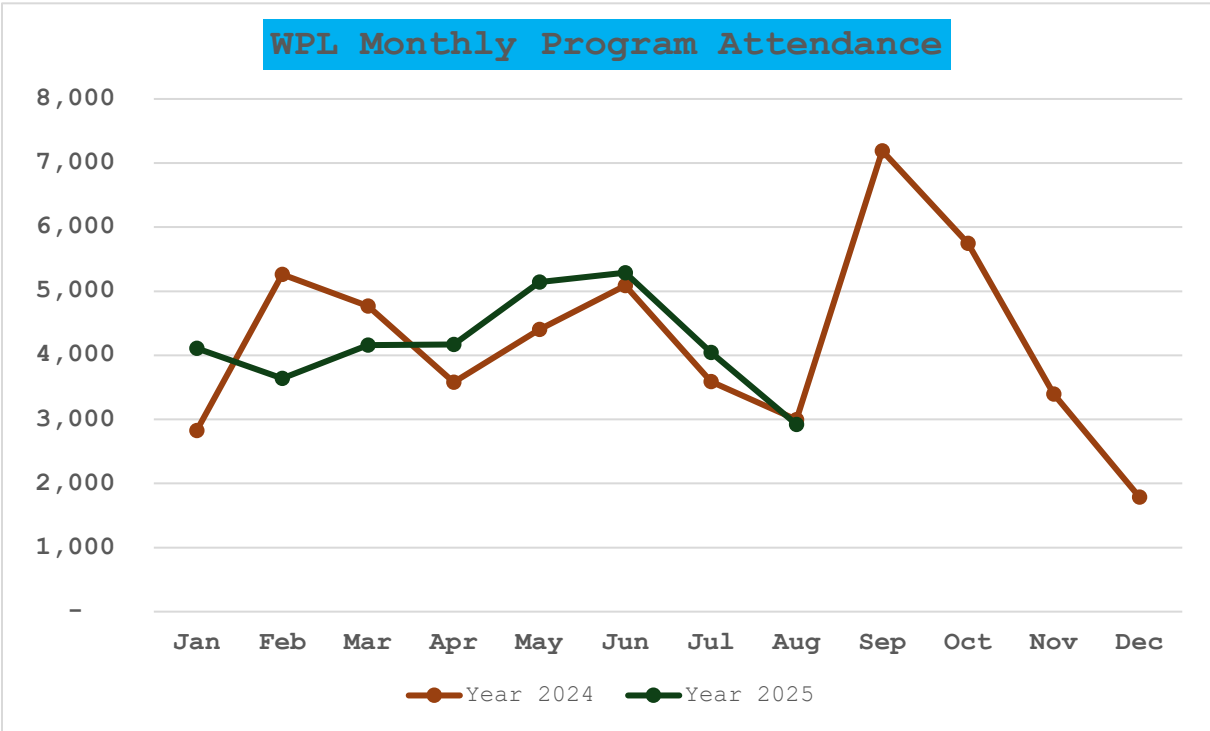
August is a little less hectic than earlier in the Summer. The Summer Reading programs wind down in August and staff prepares for the upcoming school year and the start of Waukesha Reads, with book distribution beginning after Labor Day.

- **Waukesha County Act 150 Committee:** The committee met on August 12 and September 9. The current plan is being used as a basis for potential changes for a new plan. Of most interest to committee members are the funding and disbursement formulas and minimums to exempt.
- **Friends and Waukesha Reads:** The Friends met their goal for Waukesha Reads sponsors, and are contributing \$10,000 for this year's program. The incentive bundles complete with Waukesha Reads 2025 branded tote bags were available to pick up starting August 27. This support is especially helpful after the lack of NEA funding.
- **Discontinuation of hoopla:** On August 14 I sent an email and letter to our representatives for hoopla, announcing we would terminate our program with them on November 12, the date years earlier we had signed the contract. Hoopla's popularity was the cause of its cancellation, as its costs continued to climb unsustainably. Other library services cost less per person with more use; hoopla's costs climb directly with its use. The libraries in Bridges and the system are attempting to provide instant access through increased spending for Libby's "Lucky Day" collection.

WPL By the Numbers:







ADMINISTRATIVE SERVICES, THERESE LYONS

Staff Training, Engagement and Continuing Education

- This month we've hosted staff development / THAM sessions on:
 - How the Library Supports Social Emotional Learning,
 - Service Standard: We are Consistent in Our Service,
 - Digital Resources, and
 - Teens in the Library.
- We held a Staff Book Club meeting in August. We discussed the book, *The Only One Left*, by Riley Sager. The book received mixed reviews from the group. The discussion was outstanding though. The next book club choice is our Waukesha Reads book, *The Seed Keeper*.

Public Art

Thanks to a successful fundraising effort, *Amber* by Robin Jebavy was installed. The piece will come down and be fitted for a frame. We expect the piece to be re-installed, framed and ready for the 20th Anniversary Celebration on September 20 at 3pm.



Human Resources

We are still in the process of reviewing Job Descriptions and filling out JDQs (Job Description Questionnaires) for the library positions that weren't reviewed earlier this year. All JDQ's are due by September 19. Each department will fill out a JDQ for the position that is being reviewed for their department. For instance, both Materials Collection and Community Engagement will fill out a JDQ for librarians. The next step will be the evaluation of JDQ's by city HR and determination of position grade.

The 20-hour custodian position will be filled by Anna Gabrielson, our previous 20-hour custodian, who decided to return the library. She will be returning on September 10.

Building

- On August 21, we met with Sara Ponto and Evelyn from Engberg Anderson to discuss plans for a Children's area refresh. During the meeting, we walked through the Children's department, brainstorming ideas.

- This month the Quad Graphics sign was installed above Studio 321. Maintenance assisted with the installation.



- In late August, we had a visit from Watson, a 2 ½ year old beagle who was eager to inspect the library for bedbugs. This is a quarterly proactive service for the library. We again received a positive report- no concerns.

- Building Maintenance Coordinator Matt Messerschmidt continues to clean out our closets to provide more needed storage space. This month we obtained some shelving from Pewaukee Public Library, which helped with the project.



- A huge thank you to Matt, Custodian Jenny Biwer, and Financial Analyst Cindy Braun for putting together an end of the summer barbeque! We enjoyed brats, chicken, vegetables, and kabobs on the grill, various salads and chips, and a variety of desserts. It was a great way to celebrate a successful summer!



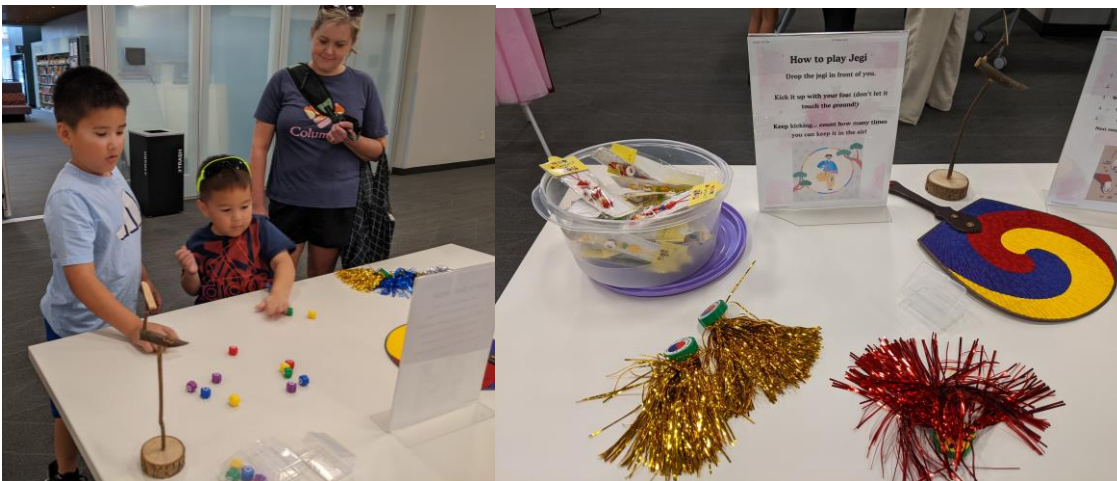
COMMUNITY ENGAGEMENT, ALYSSA PISARSKI

In August, the Library hosted 84 programs with 2,920 attendees

- Children's Programs: 23 programs, 1,297 attendees
- Teen Programs: 2 programs, 43 attendees
- Adult Programs: 12 programs, 343 attendees
- General Interest: 47 programs, 1,237 attendees

Program Highlights

- **Messy Masterpieces** – 318 patrons participated in Messy Masterpieces over 4 sessions. This program explores process art in a group setting to support the development of fine motor skills and social emotional learning. The projects included marble painting, sandwich bag printing, blob painting, and rainbow collages.
- **Summer Book Tasting** – Summer Book Tasting was a hit at both morning and evening sessions. 17 Patrons enjoyed a glass of wine as our “Bookristas” shared the upcoming end of summer titles at Spring City Wine House. The following Friday, we were greeted by 16 excited readers who were ready to discuss tantalizing books, and other related titles on their TBR list. Everyone was excited to get a taste for more books!
- **Summer Adult Book Bingo** –91 adults completed our Summer Book Bingo challenge, a self-directed program set up on a book display during the months of June and July. Thanks to the Marketing team, we featured a refreshed graphic design for the program sheet along with a Spanish translation. 3 winners were selected who received a gift card to Waukesha businesses.
- **Summer in Seoul** – 37 children and their family members attended this drop-in Saturday program to celebrate Korean culture and language. Participants of this program played a traditional Korean game, decorated a bamboo fan, practiced Korean calligraphy, sampled a Korean snack, Bingsu, and browsed Korean picture books using LOTE4KIDS. This program was planned and delivered by our Summer Teen Intern, Kay Kim.



- **Back to School Activity** – Kids learned about keeping calm as they head back to school with a make and take project. 171 Children left the library with the supplies to make a fun breath counter and the directions for a calming breathing technique.
- Programs like Messy Masterpieces, Summer in Seoul, and the back-to-school self-directed activity support Goal 1 of the Library’s Strategic Plan to be a pillar of community enrichment by aligning services with the needs of the community and facilitating positive interactions through inclusive programming.



Outreach Highlights

986 items were delivered to and borrowed by Waukesha Outreach Patrons, our highest circulation rate since May 2024! The Outreach Services team had 122 in person interactions with outreach patrons in August, and received 107 phone, text, and email requests.

Library & School Collaboration

- **Summer Explorers** – Community Library Liaison Michele Gagner wrapped up our summer WPRF collaboration with 9 visits to Park and Rec Day Camps. 298 school-aged kids enjoyed decorating book bags, creating tiny art, playing Bingo, and listening to read-alouds.
- **YMCA** – 90 school-aged kids from the Waukesha Family YMCA enjoyed library programming in Cutler Park with Michele. Two rotations of children and their adult leaders enjoyed read-alouds and a variety of games and books to browse.



Partnerships/Collaborations

- **WIC Breastfeeding Community Celebration** – WPL participated in a Breastfeeding Celebration sponsored by WIC. 40 participants listened to a story time featuring the books, "Mama's Milk" and "Mama Feeds Me All the Colors." Families were able to access information about library programming and sign up for library cards. Other community organizations distributed information pertinent to child education and health. The event was held at WPL in Program Room A/B.
- **The Women's Center Back to School Picnic** – CLL Michele brought the Book Bike to The Women's Center's back-to-school picnic. 45 kids and family members listened to read-alouds, decorated a book bag, and chose a book to keep.
- Partnerships and programs like these support Goal 1 of the Library's Strategic Plan by reducing unnecessary barriers, facilitating positive interactions, and strengthening our capacity to engage all in our community.

Community Engagement Highlights

- **Summer Library Program** – The Summer Reading Program ended in August. 4,039 readers registered for the Summer Library Program and read over 41,700 hours this summer!
- **Volunteer Thank you Luncheon** – As a thank you to our 60+ volunteers this year, a luncheon was held in Program Room A/B on August 7. A special thanks goes to our staff, summer reading volunteers, and Friends group who assisted with various programs. Cindy was kind enough to prepare tacos and crepes!
- **Teen Internship** - We said goodbye to our Teen Intern, Kay Kim, this month. Kay assisted with Summer Library Programs, assisted Materials Collection staff with weeding projects, and completed a Connected Learning Project. This internship was made possible in part by the Institute of Museum and Library Services, with support from the Wisconsin Department of Public Instruction.
- The Volunteer Thank You Luncheon and the Teen Internship embody Goal 2 of WPL's Strategic Plan by activating and engaging the community to support the Library's mission and evolving community needs.

Studio 321

- 589 patron touch points.
- 42 makers were trained on makerspace equipment.
- Equipment is being reserved out into November. We are planning on having discussion on if there are changes we can implement to open access to equipment to more people.

Activities

- **Book Sorter** – The book sorter continued to generate errors. After we did visual inspections of the terminals in the two power cabinets and finding nothing, MK asked that we leave the sorter in an error state so that their engineers could investigate the issue more thoroughly. They determined that some of the terminals inside the main power cabinet were wearing out and generating unnecessary errors. MK is shipping replacement terminals and having a technician come on site to install them in early September.
- **Revize Web Hosting** – I am working with the City of Waukesha to see whether the Library website could be a subsite of the City site. This would provide considerable cost savings for the Library, which the City supports. They also support the Library having access and control over our website. The City is still in the process of finalizing their migration from their previous website vendor to Revize. The City would prefer to finish their migration before we start ours.
- **Vega:** New Online Catalog Interface – Library Technician II Jason Penckofer created configuration files for our catalog computers in preparation for the new Vega interface. We will move the catalog computers and links from the Library website to the new Vega interface on September 2nd.
- **Repair Café Interest Group** – Bridges Library System Coordinator of Library Development Kelly Nelson reached out to Bridges' member libraries to see if there was interest in starting a Repair Café as a shared resource/program in the same way that Bridges' libraries host Memory Cafes. I had taken a short course on offering Repair Cafes at libraries through the Public Library Association last year. The concept is that volunteers who have repair skills are brought together at the Library for patrons to bring in equipment—vacuums, bicycles, hair dryers, etc.—to get repaired. Representatives from more than ten libraries attended this initial meeting. There is strong interest among libraries to provide this service to our public. Butler Public Library volunteered to host the first Bridges Repair Café in May 2026. Kelly is writing up notes from the meeting as well as putting together thoughts on a release form for libraries to review. Our next meeting will be in September/October.
- **Play Make Learn** – Makerspace Coordinator Amy Welch attended this year's Play Make Learn conference in Madison, WI. The conference "is a place for collaboration and discovery in the design,



research and practice of playful learning, games for learning and positive social impact, making and makerspaces, STEAM education, research/practitioner partnerships, and arts in education (formal and informal spaces).”

In addition to attending sessions, Amy (along with others) gave a presentation: “The Art of Interactive Storytelling: Creating Your Own Adventure.”

MARKETING & COMMUNICATIONS, KORI HALL

New Library Card Designs

In anticipation of Library Card Sign-Up Month, the Marketing Department unveiled three exciting new limited-edition library card designs. Starting September 8, new cardholders can select their card from the following options: a special edition design, the classic CAFÉ Libraries card, or the Friends of WPL card (available exclusively to Friends members). Don’t worry, current cardholders won’t be left out! They’ll be given the opportunity to exchange their card for one of the new designs, if they wish. Marketing plans to showcase the new cards with some creative content on social media—so keep an eye on our accounts to join the fun.



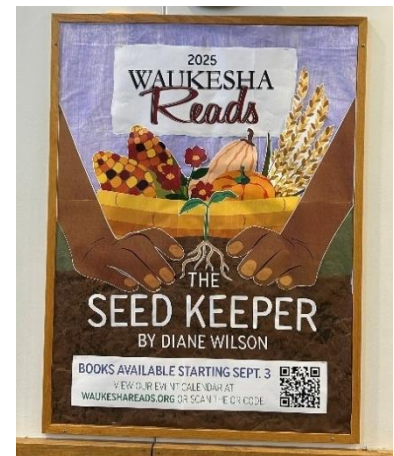
Vega Catalog Promotion

On September 2, the Library transitioned to the new Vega Catalog. This catalog offers several exciting features, including a mobile-friendly design and integrated search results that display multiple formats together in one place. To help patrons navigate this improved experience, the Marketing team developed both an instructional [brochure](#) and a [video guide](#). Printed copies of the brochure are available at each catalog kiosk in the Library, and a digital version has been added to the Library’s website. The video is available on the Waukesha Public Library YouTube channel, and a link to the video has been added to the website as well.

Waukesha Reads

- The Waukesha Reads Partner Committee met on August 26. Books and promotional materials were distributed and the final event calendar was reviewed.
- 1,700 copies of *The Seed Keeper* were labeled and stuffed by the Marketing Department. Distribution begins September 2.

- Donor acknowledgment cards for the Waukesha Reads fundraising campaign were designed and printed.
- A reading group guide and a list of read-alike titles were created to supplement *The Seed Keeper* reading experience. Both have been added to the Waukesha Reads website.
- Marketing designed a Waukesha Reads bulletin board on the first floor.



Other Marketing Projects:

- The July "Welcome" email was sent to 158 new cardholders on August 15. It was opened by 103 people, and nobody unsubscribed.
- August social media statistics:
Adult Facebook and Instagram=24 posts (including 7 reels) and 35 stories
Children's Facebook=27 posts (including 7 reels)
- Library Graphic Designer Maddy Buchta and Library Assistant Alison Parker represented the Library at Waukesha Night Out on August 6, from 5:00 – 8:00 PM. They created library cards, made buttons, promoted library services, and interacted with 211 people at this busy event.



- Talking points were written and distributed to explain the discontinuation of the hoopla service on November 13.
- Newsletter blasts were sent out in August on the following topics: August Book Tastings; the Cancellation of Waukesha Hot Talks; Endowment Matching Campaign; and the Labor Day closing.
- The Staff Picks showcase was updated in the Vega Catalog and the *Staff Picks* newsletter was sent out.
- A new booklist, *If you enjoyed The Seed Keeper...*, was created and added to the Library's website.
- Eleven book display signs were created for the month of September.
- August event information was submitted to the City of Waukesha calendar, the Downtown Waukesha calendar, and the Eras event calendar.
- September event information was submitted to PeachJar.

MATERIALS COLLECTION, CAROLYN PEIL

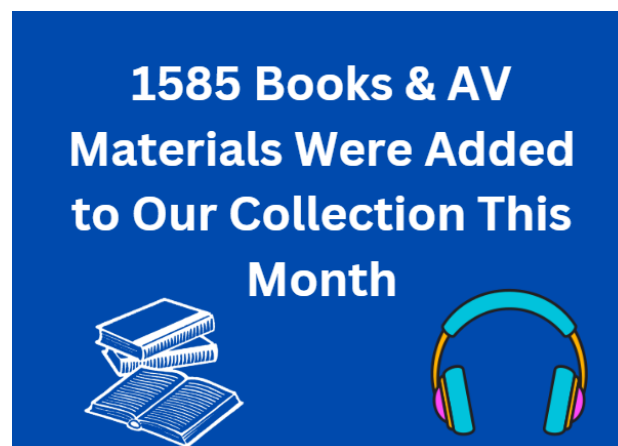
Activities

Memory Care Kits

On August 6th, Library Associate Dawn Habben, Community Engagement Manager Alyssa Pisarski and I met to continue discussing a new collection for WPL- Memory Care Kits. These kits will be designed to provide engaging activities for caregivers and families to use with loved ones living with memory loss.

Research Policy

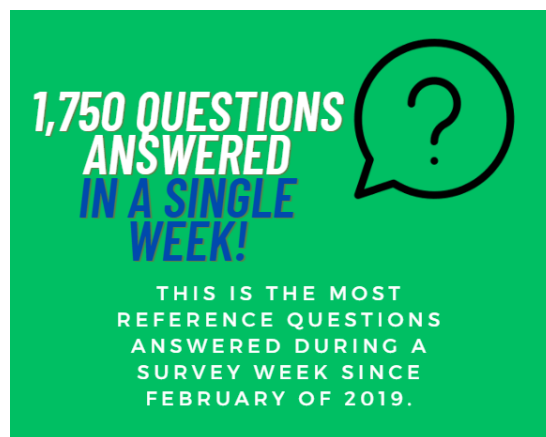
Librarian Erin Kramer, Public Services Manager Justin Stevenson, and I met on August 21st to discuss proposing a new policy on research limits / pay for research time. Other libraries have such policies, and we have had several reference requests over the past few years that would have fallen under such a policy.



PUBLIC SERVICES, JUSTIN STEVENSON

Activities

- New and improved notifications began going out to patrons on August 26. These notifications remind patrons of upcoming due dates, holds that have arrived, and overdue items. The wording is generally the same, but the visuals are a significant upgrade to our old notifications and look more modern. These notifications can even be edited to include library news and event information in the future.
- Desk staff conducted the year's second reference count, where they tally all reference questions during the week. This time the count took place from July 27 to August 2. In that time, desk staff answered **1,750** reference questions. This is the most reference questions answered during a survey week since February of 2019.
- Public Service Manager Justin Stevenson presented the second of four WPL Service Standards, "We are Consistent in Our Service," to staff at the August 14 THAM. This Service Standard focuses on our commitment to high quality customer service and how consistency communicates to our patrons and coworkers that we value them and their time.



- Public Services staff conducted a delivery survey from August 11 to August 15. This survey gives us a snapshot of how many bags and bins our staff handle in an average week. In this five-day span, Public Services staff received 129 bins of items and four bags, and sent out 123 bins of items. For reference, the next closest branches received 75 bins (New Berlin) and sent out 87 (Oconomowoc).
- Justin attended the Waukesha County Community Health Improvement Plan (CHIP) Housing Committee Meeting on August 26. As part of this group, Justin is involved in piloting a learning module about substance abuse and addiction and how it affects those in Waukesha County. This module will reach a wide audience including healthcare workers, the business community, as well as those working in public service positions.
- Justin attended the Housing Action Coalition service provider meeting on August 19. During this meeting, he presented the working concept of WPL's space sharing policy. Reaction to this policy was very positive and there was interest from a few groups in attendance.
- Shelver Julia Nelson assisted Makerspace Coordinator Amy Welch with papermaking at the August 11 Maker Monday in Studio 321.

