

Administrative and Staff Reports for December 9, 2021

November Circulation

November 2021	November 2020	Change	Year to date 2021	Year to date 2020	Change
59,682	45,710	30.57%	689,295	496,731	38.77%

November E-Circulation

November 2021	November 2020	Change	Year to date 2021	Year to date 2020	Change
10,252	9,491	8.02%	114,606	107,141	6.97%

November Library Card Registrations

November 2021	November 2020	Change	Year to date 2021	Year to date 2020	Change
203	136	49.26%	2,658	2,434	9.20%

Bruce Gay, Library Director

1. **Capital Campaign:** The Capital Campaign committee met several times in November, though postponed one meeting in the days after the Holiday Parade tragedy. Committee members are setting up meetings with potential donors, hopefully in early December.
2. **First Floor Renovation:** The renovation continues to change the library! The week after Thanksgiving the building was closed to the public because of electrical work. We had several electrical panels that needed to be moved, which meant most first-floor lights were without power. By the end of the day on Thursday December 2 power was restored throughout the building, allowing for staff education day the next day. Work on the front panels continues slowly, which has meant the accessible ramp is unavailable and customers needing a ramp use the side fire exit door. Appliances and cabinets for the kitchen have arrived. During the closed week several areas were recarpeted.

Jim LaPaz, Building Operations Manager

1. **Building:**

- Matt took apart more shelving in advance of the Hallett move. Hallett added sections to all of the fiction shelf ranges.
 - We planned for the November 2nd Circ Desk move and then we moved 3 of 4 sections of the circ desk west near where the glass wall was.
 - Hennes shut down the chiller and cooling tower for the winter.
2. **Christmas Parade:** On Sunday, November 21, shortly before our 5:00 pm closing, I was called to the Special Services desk. When I arrived I found more than 100 people who attended the Christmas Parade and were told to shelter at the library. More people arrived every minute. There was virtually no information explaining this. I spoke with staff about staying late and then began to slowly piece information together. Most of

the information was vague and conflicting. At 5:30 I walked over to Maple Street where there was a large Police presence and spoke with an officer that I know. I was told to lock down the library. I gave updates to staff and members of the public when new information came out. At 6:15 I called Dispatch and was told that we could release people. Most were gone by 6:30, when I also released staff. Jeff, Wyatt/Security, and I stayed until 7:00 when the last people left. Library staff was magnificent. They were helpful and caring during this traumatic event.

On Monday, November 22, I was asked to work as a Police Reserve Officer at the Cutler Park vigil for the victims of the Christmas Parade. I patrolled with a State Patrol Officer. It was a well-attended, moving event.

On Monday, November 29, Police Dispatcher Ryan-Ann organized a visit of comfort dogs from families affiliated with Lutheran Charities at City Hall. It was open to all Police employees. It was wonderful and soothing to talk, hug, and pet the dogs.

Community Engagement Highlights

Manager, Kerry Pinkner & The Community Engagement Team

November 2021



Supporting Our Community

The Christmas Parade Tragedy affected all of us, especially those who worked that Sunday, or know family or friends who witnessed the horrific scene. Our Library Team continues to look at short & long term options to support our community. We provided free books, activities & suggested reading lists at the Family & Friends Resource Center set up at Carroll University. At the event, staff talked with representatives from community organizations who gave us resource lists and suggested other ways in which the Library can help. We created book displays on grief and healing, decorated the windows with hearts and signs prior to the vigil in Cutler park, and assisted a patron with resources in Spanish. We are currently planning CARE kits for all ages.



PROGRAMS

During our Film Club program on 11/10, Library Associate, Chris Sturdevant spoke of his first-hand experience in meeting Babushka Maria inside the nuclear exclusion zone of Chernobyl. Eleven adults and two children connected online for this event.

"This is the hugest library I've ever seen in my life! Which means this is the hugest amount of books I've ever seen in my life." ~ Young Library Patron

OUTREACH

New this month, we brought "chair" exercise DVDs to two facilities who are interested in encouraging health/wellness for their residents. The Plano bedroll program continues to flourish. An additional three bedrolls were given to the Waukesha Housing Action Coalition this month!

PARTNERSHIPS/COLLABORATIONS

Approximately 1,025 very engaged 4-6 grade students participated in 12 in-person and 25 live virtual Kids' Choice book talk presentations. Special Education students from Waukesha South High School attended a story time program in the Teen Zone at the library. These storytimes have become a staple of the semester for students and teachers alike, the students are very engaged and even request books for the next storytime.

MAKERSPACE The CE team wrapped up our Pop-Up series in November with strong participation numbers. We've also started testing out new makerspace equipment & projects. Excitement for the new makerspace is increasing with every maker program!

COMMUNITY ENGAGEMENT MONTHLY TOTALS

In Person: 14 programs, 136 attendees

Live Virtual: 8 programs, 581 attendees

Self Directed: 1 activity, 113 participants.

Outreach Circulation: 804

MEMORY CAFÉ—Kyla and Robert enjoyed making fresh butter at our Turkey Time themed Memory Café.



1. **#GiantAnimalsOnLibraries:** Libraries have recently jumped on the social media trend to photoshop large animals on photographs of their buildings. The Marketing Department accepted the #GiantAnimalsOnLibraries challenge and posted the photo below. That post received 5 times more attention than any of our other recent social media posts! Search #GiantAnimalsOnLibraries to see what other libraries have been posting from all over the world.



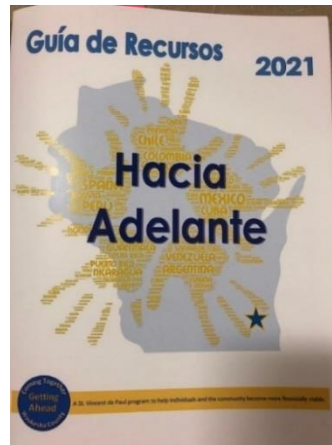
2. Waukesha Reads:

- In November, the Library received special permission to post our virtual conversation with Sandra Cisneros on the Waukesha Reads YouTube channel for a limited period of time. It was posted from 3:00 PM on November 12, until 10:00 AM on November 15, and 20 people took advantage of the opportunity to watch/re-watch the program.
- The Waukesha Reads Committee of the Whole began conversations about next year's Waukesha Reads title. It has been narrowed down to three options, and the Steering Committee will make the final decision in December.

3. Winter/Spring Park/Rec Guide:

The Marketing Department completed the Library's spread for the Winter/Spring Park Rec Guide. It will be delivered to local homes around December 14 and is currently on our website.

4. **Getting Ahead Guide:** The Library was honored to be asked to participate in the St. Vincent de Paul *Getting Ahead Guide to Resources*. The Getting Ahead Program (which is run by St. Vincent de Paul) began this project to address the information barriers specific to the local Spanish-speaking community. They asked community members to submit information about their organizations, translated their responses into Spanish, and compiled them for this guide. The Getting Ahead group is hoping it will become an annual project. Copies of this guide are currently available at the Library.



5. **Children's Department Décor:** The Marketing Department decorated the large wall in the Children's Department for the winter season. Frosty the Snowman will be welcoming the kids to the Library until February!



1. Technical Services Activities:

- **Welcome Alyssa** - Librarian Alyssa Pisarski started working with us on November 22. She fills the vacant Children's Materials Selector position. Alyssa previously worked at the North Shore Public Library.
- **Collection News** - Books in the Adult Fiction Collection are being shifted to their final location within the Library!



- **Book Group Kits:** New Book Group Kit titles may now include a Large Print copy.



- 1. Public Services Highlights and Happenings:** There were **59,892** items circulated in November. Checked in items totaled **42,884**. Library card registrations totaled **207**. There were **10,602** holds satisfied. There were **18,189** patrons who visited the library in November. The number would be higher, but the counter was blocked for four days, and the library was closed two days due to construction in November.

Shelvers remained busy shifting and shelving materials. We began shifting the entire Fiction collection which will be completed in December. Much of this shifting was done while we were closed with limited lighting. Shelvers have been working this year under very challenging circumstances approaching each project with a positive attitude.

We received and answered the following email questions:

Email questions "Ask A Librarian": **41**

Obituary Searches: **0**

Overdrive Support Customers: **9**

Overdrive Support Questions: **14**

Hoopla: **0**

2. **Meetings:** In November, I continued my meetings with the Staff Education Day committee. We discussed speakers, activities, and the logistics of Staff Ed Day. My thanks go to Joan, Cindy, Kelly D, Lea, and Dana for pulling together staff ed day in the midst of construction issues and pandemic concerns. It will be a day filled with team building and relevant and engaging presentations.

3. **Continuing Education:** Library Associate Laura Sumpter and I had the opportunity to attend the Wisconsin Library Association's annual conference in Green Bay. Presentations included designing the post pandemic library, best practices in customer service, planning for the future of your library, and on-boarding success.

I also continued Compassion Resilience training and finished my sessions with Wisconsin Libraries Transform. Perhaps the best session was the last one in which presenters taught us how to create a "Worry Board" for a project and focus in on the issues that were most significant to tackle for the success of the project. I plan to use this model as we meet and prepare for a combined Circulation and Adult Reference Information desk.

4. **Displays:** This month's displays were:

ADULT: Paula: Month-NaNoWriMo; Erin: Gentle Reads; Sara: Native American Heritage Month; Jason: Would You Like to Play a Game?

CHILDREN'S: Olivia: Native American Heritage Month; Michelle: Kid's Choice; Chris: Veteran's Day; Rachel: Dino-venber; Kelli: Take Flight!

TEENS: Carley: New Books; Try A New Genre!

After the parade tragedy, we switched one of our book displays to "How To Deal with Grieving." We will keep this display up through December. We also had a moment of silence on Sunday, November 28, to remember the victims of the tragedy.

5. **Staff Updates:** We conducted shelve interviews this month and are in the process of hiring a 20-hour shelve who will start in December.

John Klima, Technology Manager

1. **Library Data Floorplan Markups:** I met with City IT and Jason from CC&N to talk about the upcoming data work at the Library. In addition to moving our server equipment from its current location to Shawn's office, we will be replacing all the existing Cat5 cable in the building with Cat6 and upgrading our switches. At this meeting we talked about the existing cable and data locations in the building and whether they met our needs. Jason gave me guidelines for how they like to set up new

cable installations, so I used that to create floorplans of the Library showing where staff/equipment are and what the data needs are (i.e., how many data connections do we need in each location). I've provided these floorplans to CC&N for their review.

2. **Security Gates Preparatory Meeting:** A technician from Bibliotheca came to the Library to look at the space where our security gates will be once the renovation is done. We talked about what his requirements were for installation. He's sending me information that I can share with the architect so that everything can be designed for proper installation.
3. **First Floor Technology Programming:** I met with staff from SKC to talk about programming the room controls for the spaces with new technological needs on the first floor: the Carnegie Room, the community room, the makerspace, and the technology study room. The controls are panels on the wall that control the lights, audio, and displays in these spaces. SKC is going to provide mock-ups of the controls before they move forward with the programming.
4. **DonorPerfect:** Grace and I met with salespeople at Donor Perfect; software that is designed to track capital campaign donations. Grace has used Donor Perfect at a previous job and she and I think it would be a great tool for her to keep track of donations for Waukesha Public Library. We are waiting on a quote from them so we can order the software.
5. **Virtual Makerspace Tour:** The ALA Core division hosted virtual tours of the makerspaces at Miami University Libraries in Oxford, Ohio and the Maker Lab at Moreau Catholic High School in Hayward, California. It was great to see the two spaces and be able to ask questions about how they set up the space, if there was anything they would do differently, and if there was any maker equipment they wished they had. At the Miami University Libraries each student gets an apron to wear in the lab and as they get trained on equipment, they craft something to attach to the apron. For example: once they learn 3D printing, they print a button that gets sewn on to the apron; when they learn the sewing machines, they get a pattern to sew onto the apron; when they learn sublimation printing, they print a small graphic that gets added to the apron with a heat press, and so on. We'll be reaching out to the two librarians who run these makerspaces as well as local makerspace managers as we get closer to opening our makerspace.
6. **Glowforge:** Amy and I spoke with a sales rep at Glowforge about ordering a laser cutter from them. We want to get it ordered before the end of the year.