

## ADMINISTRATIVE & STAFF REPORTS FOR September 8, 2016

### Grant Lynch, Executive Director

1. **IFLA Conference:** The IFLA World Library and Information Congress in Columbus, OH, was incredible. It was a marvelous opportunity to meet library professionals and association members from across the entire world, and I was delighted to represent not only the Waukesha Public Library, but also, seemingly, all of Wisconsin. I attended several valuable sessions ranging from Continuous Learning, the Role of Community in urban public libraries, Privacy Law, and how to reinvent, regenerate and rebrand library images and interests. These sessions varied from what I typically attend at ALA or PLA in that they were roundtables, designed to encourage collaboration between different types of organizations. Frankly, this overshadowed the content of the sessions to an extent, as I was far more interested in speaking to and learning about the other people at my table! Several meetings resulted from networking, and included a spirited labor discussion with a supervising librarian from the Santa Clara Library District; a discussion about municipal funding versus philanthropic sources with the director of the San Diego Public Library; an interview about homelessness and the problems that it can create in public libraries with an attorney who is writing a book called "The Librarian's Guide to Homelessness"; and a consultation about programming with a librarian with ABF, the *Association des Bibliothécaires de France*, or the Association of Libraries in France...to name a few.

I also had a unique opportunity to meet with the CEO of the Columbus Metropolitan Library. He was the co-chair of the congress, and he and I spoke a few months ago about our minor organizational restructuring (I had wanted to get the perspective of a really large library) so we had already connected prior to the conference. He showed me around the Columbus facility, and I was able to take notes and photos in specific areas that we could benefit from. Considering that CML is consistently ranked among the very best public libraries in the world, I was happy to have a chance to take a look around and meet the decorated CEO. I look forward to sharing some ideas garnered there with our team, to implement some new practices over the next year or so. I appreciate the BoT approving my trip.

2. **FY2017 Operating & Capital Budgets:** I will make a presentation during the BoT meeting regarding the FY2017 Operating and Capital budgets. In brief, I submitted all of the five-year capital projects to City Administrator Kevin Lahner, who included some of my requests in the executive budget request. Among them are \$160,800 worth of capital projects, and they include facility repair and a long sought-after furniture replacement fund. Regarding the Operating budget, we are currently looking at ways in which we can afford all of our operational needs within the strict confines of the expenditure restraint program, while working towards positive compensatory adjustments for staff and the addition of some new personnel. Regarding the \$2.2m Meijer project, CA Lahner removed the project from the five-year plan along with the \$147k design and engineering plan that was slated for next year. I'll have more detail to share during the BoT meeting.

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- 3. Waukesha Homeless & CAC:** I had a productive meeting with Christopher Olson from the Salvation Army in Waukesha at his request. We spoke about the homelessness and substance abuse problems in the city, and how the Salvation Army and the Library could work together towards providing some permanent solutions. We discussed a number of items, including facility use for a quarterly meeting and life coaching session with several members of the homeless community, along with a demonstration of the resources that the Library could provide. In that same vein, I attended a meeting of the Community Action Coalition in Waukesha with Alderman Joe Pieper, where I learned a great deal about the challenges facing our social service agencies in working with those people in our community who need the most help. The Library will now be featured in the CAC brochure and will be included in future presentations. It is my hope that while the Library cannot address every single need of the homeless, that we can at least provide some resources that will play a part of a larger role in eradicating this problem.
- 4. Resource Library Funding:** One of the items that you will see in the FY2017 Operating Budget this year is a potential decrease in Resource Library funding. A few years ago, I had our team segregate these funds from our regular operating line items in order to prepare for what I anticipated to be inevitable: the Resource Library statutory requirement is more than likely going to be removed from Wisconsin Chapter 43. Current Resource Libraries have been eligible for funding to provide services that are not much in use anymore, and years ago, our organization used to rely on this money as general revenue. The state-wide Public Library System Redesign Committee is looking at a number of items that affect public libraries and their associated systems, and Resource Library funding got its very own committee in the process. If the event that this money is eliminated directly from our budget, it has and continues to be my objective to greatly minimize and/or eliminate any resultant issues so that our operation would not be affected. That said, we still do provide a bit of help to other libraries in our system that we should be compensated for. Those discussions are being held in the open during APL meetings, and I am communicating with Connie Meyer about what the next steps will be. I look forward to sharing more detail during our budget meetings over the next few months.
- 5. Act 150 Committee Update:** I attended the second meeting of the County Executive-appointed Act 150 Committee to continue to participate in the revision process. This followed the first meeting which was largely procedural, and the group delved into mission and vision statements to lay the appropriate groundwork for the rest of the process. Act 150 in Waukesha County governs public library standards, taxing structure, cross-county and true non-resident (TNR) borrowing, and more. There is a statutory requirement to revisit the Act every five years to ensure compliance and accordance with best practices, and I am happy to be among other library directors, library board members, county board supervisors, and citizens for the review. I am confident that we can rewrite the legislation so that it accurately reflects WPL's successes and ties them to the funding formula. I will have more information over the next few months as the committee is going to meet once every two to three weeks until the project is complete. I anticipate that it will be finished before the end of the calendar year.

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<b>John Klima, Assistant Director</b>
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1. **WiLS World:** I attended the WiLS World conference in Madison on August 2<sup>nd</sup> and 3<sup>rd</sup>. The conference is geared towards using technology in libraries. I saw a fascinating presentation from the Gail Borden Library in Elgin, IL about their experiences with providing technology classes for their patrons. They've received a grant to create a website called Gail's Toolkit where they'll post all their classes online for other libraries to use. They have a person on staff whose job it is to coordinate creating the classes and selecting staff to present them. I attended a presentation on circulating WiFi hotspots which didn't provide a lot of new information for me, which is good. It was nice to see that our experiences with hotspots is similar to that of other libraries. There was a presentation on creating a script using PHP to automate the updating of public computers—we currently update the computers one at a time—which was interesting. We aren't currently set up to use something like this, but I have the person's contact information so that I can investigate it in the future. The second day was dedicated breakout sessions. I attended the one hosted by the WisCodeLiterati about bringing a coding program to your library. I saw them present at WLA last year but it was nice to get an entire morning dedicated to the task. I want to bring a coding program to Waukesha Public Library and the WisCodeLiterari breakout session provided me with the tools to do so.
2. **RFID Conversion:** I am extremely happy to announce that we completed converting our collection over to RFID from barcode. This was done with an extraordinary effort from our staff. We tagged more than 300,000 items. I have to single out Erin Shepard who adjusted her schedule and came in at 6:00a every day to help guide staff through the process. I don't know that we could have gotten this task done so quickly without her help.
3. **RFID Implementation:** I met with Grant, Erin, and Therese to talk about next steps in the process of changing the library over from barcode and magnetic security strips to using RFID technology. Grant broke the process down into two major components: outgoing material and incoming material. For outgoing material we need to get our SelfChecks, security gates, and staff workstations converted to RFID. Our first step is to schedule the installation of the new security gates and conversion of our SelfChecks from EM strip to RFID with Bibliotheca. At the same time, we'll start training staff on how to use the new technology. Therese is taking the lead in communicating with her circulation staff so that they know what's happening. Incoming material will involve getting the mk sorter configured to check in material with RFID tags and also sort material in to bins (likely Adult Books, Adult AV, Childrens Books, Childrens AV, and Exception). We expect to be working on this process through the end of the year and beyond. It will likely take some time for the mk sorter to be running smoothly and then for us to have confidence that it's checking in material and sorting things properly. I've contacted Bibliotheca and we'll meet again in September to create a more formalized plan.

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4. **Unique Management:** Teri Lynn Bullock from Unique Management Services (UMS; the company that does our collection notices) asked me if Waukesha Public Library could host a meeting for her and any Bridges libraries that wanted to attend. In all some seven libraries from Bridges were in attendance while Teri went over the process that UMS uses when communicating with patrons. She also had paperwork for all the libraries to show how the service was working for them. Teri then showed how to use the online interface to look at patron accounts on the UMS side and the reports that can be run to look at the state of our collection process with UMS. This was a great meeting since there was a lot of this information I didn't know (since Nany McGuire handled this work previously) and Therese also could see the process and learn how collections work. I've handed over reviewing information from UMS to Therese and she and I will spend the next few months going over the reports in UMS to make sure we've got everything up to date.
5. **Children's Maker Space:** I met with Kerry, Jason, and Erin to talk about starting a maker space in our Children's area. We are going to buy a 3D printer and an Apple Macintosh computer to be used by the public. We went over a lot of material to talk about how we wanted this service to be offered (attended by staff or not? Available by appointment or not? etc.). We also looked at the proposed area of the library for the maker space to determine if there were any issues or concerns. We will be reviewing 3D printers independently and meet again in early September in order to select one for purchase.
6. **Biblioboard/Self-E Platform:** I attended a webinar about Biblioboard's Self-E platform which lets independent authors upload electronic copies of their book to be circulated to library patrons. There are three parts to the Biblioboard platform: Biblioboard which is the interface the public uses to find and download material; Self-E which authors use to upload completed material to Biblioboard; and TKTK which is a suite of tools to help independent author format their completed books and get them ready to be published and uploaded to Self-E. With my publishing background I've always wanted to do something with our local writers both in figuring out a way to showcase their work and help them learn how to prepare a finished book for e-publication. The nice thing about Self-E is that the Biblioboard staff reviews the book and makes the final decision as to whether it's included. Biblioboard gives library staff a lot of ways to organize material to present to the public. I requested a free trial of Biblioboard so that I could investigate it further.

<b>Kori Hall, Programming Development &amp; Community Engagement</b>
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1. **Teen & Adult Summer Reading Programs:** The theme for this summer was Sports! Our Teen Summer Reading Program (Get in the Game: Read) was once again a resounding success, with 376 kids registering to participate! That is 104 more people registered than in 2015 – a registration number not hit since 2013! That number represents 29 local schools, reading a total of 193,800 pages, with an average of 1,120 pages read per reader. In addition to our year-round Manga/Anime Club, Teen Book Club and Teen Advisory Group, participants enjoyed an additional 4 Teen Tuesday

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events, author Skype with YA author David Arnold, Quidditch Day, Barbie Mod Bods, Teen Empowerment Week and the Teen Lock-in. Our fifth annual lock-in was attended by 40 teens who enjoyed the run of the library from 5-9 p.m. after closing on a Friday evening. Activities included a movie, duct tape crafts, a maker table, Hungry, Hungry Humans (life-sized Hungry, Hungry Hippos), a Minecraft lounge, Hunger Games tag, Wii and Wii U games, henna tattoos, board games, bookend art, painted rocks and pizza/snacks.

The fifth annual adult Summer Reading Program (Exercise Your Mind) was also a great success. Two hundred thirty nine people registered to participate, reading a total of 909 books over the course of the summer. In June we had Boot Camp and Intro to Tarot, along with the Alzheimer's "Wear Purple" campaign, featuring art from Alzheimer's patients, painting in the lobby by artist Barb Hayden and Healthy Living for Brain and Body. In July we had Declutter Today for a Carefree Tomorrow and Gentle Yoga. We also had 4 Monday Night Movies, 2 Doughnuts and Documentaries mornings and an exercise-themed (*My Stroke of Insight*) book discussion. Our librarians created brochures containing reading recommendations submitted by participating readers and posted similar recommendations to our website. It was a busy summer, and we hope that all the Summer Reading participants had as much fun being part of these programs with their families and fellow community members as we had making it happen.

2. **ILL Meeting:** Diane Molsbee and Joanne Owens went on August 16 to the ILL meeting in Verona, WI. They attended sessions on My Library is a Real Library because of ILL, Ask Anything, Top 10 ILL Pet Peeves, Next Level Messaging and Public Library System Redesign and ILL. These are great programs that help us understand ILL, get our questions answered and meet our library counterparts that we deal with almost every day. A fun and informative day for all!
3. **Book Club Fun!** Sandy Harris, Book Club Member, won our book group 10 copies of *All the Stars in the Heavens* by Adriana Trigiani from TLCBookTours.com! We will read this book next year in our rotation and will then put the copies in our book group kits. Thanks, Sandy!

### Kerry Pinkner, Manager, Children's Services

1. **Programs:** The summer fun continued into the month of August. Comedy Sportz, The Magical Poodles, and Kohl's Wild Theater entertained our Waukesha families at Family Fun Days. 419 children and adults attended these events.

<b>Programs</b>	<b>2016</b>	<b>2015</b>
Total Events	29	24
Total Contacts	1620	1299

Families enjoyed a break from the summer heat in our program room during Fantastic Flicks showings. Attendance was higher at these events than in past months. Average attendance at movies this month was 40-70 children and adults, while in the past this number was closer to 25.

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In addition, we offered Game Days, Kid's Fun Zone, Stories in the Parks, Bilingual Storytimes, Stories Alive, a Familias Unidas event, Outdoor Storytime, and daycare visits. Weekly group visits from LaCasa, the YMCA, and several daycares and summer camps kept us busy.

Total August program participation was 25% higher than last year.

I'd like to thank all of the Library staff; especially the Children's staff for their hard work these past few months. Their creativity, patience, and friendly demeanor encouraged many younger readers to checkout materials, and attend our programs this summer.

2. **Summer Reading Club (SRC):** Total SRC registration for 2016 was 3496. Total children registered for the 3-12 year age group was 3,162, up 0.41% from 2015's 3,149 registered. This is also the highest registration for the 3-12 year age group since we started having a separate club for children 2 and under in 2013. 1,984 children completed sheet 1 (62.75% of total registered), 1,427 children completed sheet 2 (45.13% of total registered), and 1,129 children completed sheet 3 (35.71% of total registered). This percentage of registered children who completed the club, 35.71%, is the second highest completion rate going back to 2010, behind last year's completion percentage (37.82%), and ahead of the third highest year, 2013 (34.54%). The total number of completed reading sheets across the three levels was 4540.

Top Ten	YEAR	TOTAL SRC Registrations
1	1994	3699
2	2015	3600
3	2014	3589
4	2016	3496
5	2013	3484
6	1992	3476
7	2008	3385
8	2007	3373
9	2012	3325
10	1996	3287

Total registered for the Birth-2 Bubble Buddies Club was 334. 197 children completed Sheet 1 (58.98% of total registered), and 131 children completed Sheet 2 (41.32% of total registered). Children in the Birth-2 club read a total of 6,700 books. Children in the 3-12 year age group combined to read for 18,160 hours, just a few hundred hours shy of beating last year's total and getting the gold reading medal. **That's 2 over years!**

3. **Overtime Reading:** Children who completed the Summer Reading Club were encouraged to continue reading and complete one or more of the bingo reading challenges. In all, 555 overtime slips were turned in for a chance to win one of ten sports bags filled with popular books and DVDs.



4. **Community Partnerships and Outreach:** On August 17 we partnered with the Waukesha School District, Penfield Children's Center and the Waukesha Hispanic Network to offer a second Familias Unidas event at the Library. The presentation on school readiness was offered in Spanish by our partners. 70 children and adults attended.

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I attended the JanBoree committee planning meeting with Library Associate, Chris Sturdevant. The dates for 2017 are January 20-22, and the theme is "Flake Out!"

The Children's staff visited the Child and Family Center of Waukesha and Christ the Life preschool to give storytimes. In addition, we offered storytimes at several Park/Rec programs.

5. **Professional Development & Meetings:** Library Associate, Jason Penckofer and I met with John Klima and Erin Shepard to discuss options for the 3D printer and Mac computer that will be located in the Children's Room.

KP – Family Empowerment Action Team meeting, Block Party partnership meeting, Library Board meeting, WYC Steering Committee.

JP – Technology Committee meeting.

6. **Misc:** The fall brochures have arrived and are available in both English and Spanish. Check out some of our exciting new programs... ScratchJr., Block Party, Sensory Storytime & Activity Day, Family Coloring and our Waukesha Reads events.

### Carolyn Peil, Manager, Technical Services

1. **STAFF EDUCATION, DEVELOPMENT, ETC.:** 08/31 Marty attended a Café Cats subcommittee meeting on series statements at the Bridges office.

2. **TECHNICAL SERVICES ACTIVITIES:**

- **Braille Books** – WPL received a donation of 4 children's books in Braille from Wisconsin Braille, Inc. I have downloaded the OCLC records and the books will be available shortly.
- **RFID Tagging** – The majority of the WPL collection has now been RFID tagged. Technical Services Library Assistants will continue to tag and stringray new items added to our collection as well as any items missed during the project.
- **Staff changes** – Jill Cefalu accepted the position of Library Associate, Acquisitions which was vacated by Therese Lyons. Jill has been a member of our department for the past 12 years, starting as a page and working as a Library Assistant for the past 7 years. She began her new duties on August 22<sup>nd</sup>.

Jill's 20 hour LA position has been posted internally. We anticipate it being filled in September.

### Therese Lyons, Circulation Supervisor

1. **Circulation Highlights:** 96,744 items were circulated in August. 70,604 items were checked in, and 10,802 holds were filled. 295 new customers were registered for a library card. 34,689 visitors came to the Library to take advantage of the many resources offered.

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2. **Friends of Waukesha Public Library:** Summer is winding down and the summer t-shirt sale has ended. T-shirt sales were again successful and generated \$390 in revenue.
3. **Projects:** The RFID tagging project has been completed ahead of schedule! Many people on the library staff put in extra hours to accomplish this task. It was a monumental effort. The vendor is being contacted to set up dates to install the self check stations, the gates, and conform the Circulation desk so that items may be immediately checked in now that the tagging is completed. We are looking forward to a smooth transition over the next several months.
4. **Meetings:** The Circulation Supervisors meeting was held in Delafield on August 24<sup>th</sup>. The key topics of discussion centered on uniformity among the libraries to give our patrons the best customer service. It is a dynamic group of individuals with a combined wealth of information. Our next meeting is scheduled in February.
5. **Continuing Education:** On August 16<sup>th</sup>, Human Resources presented a seminar on handling difficult conversations. The information was useful as it related to staff and patrons of the library. On August 22<sup>nd</sup>, a webinar was presented concerning how to handle personality clashes in the workplace. Several problem-solving skills were offered that will be useful.
6. **Department Changes:** Emma has taken a full time position with the Waukesha School System. Her last day as a 20-hour Library Assistant is August 31<sup>st</sup>. We are very pleased that she has agreed to stay on in an as-needed role. She will be particularly helpful on Sundays. Vincent, one of our 10 hour shelveers, will be returning to UW-Green Bay to continue his studies in Computer Science. His last day is also August 31<sup>st</sup>. We wish him well!

<b>Jim LaPaz, Head of Building Operations</b>
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1. **Building:** Bruce and Pat pressure washed the front steps, ramp, and landing. Jeff washed lower exterior windows, including those by the Carnegie Room. We received bids on building a wall to create a real office for Joan. Simplex tested all smoke detectors in the building. A crew from the City Garage re-striped the staff parking lots.
2. **Power Outage:** We experienced a catastrophic power outage on Friday, August 12 around 3:00 pm in the middle of a rainstorm. The power briefly went out twice. When it came back on a surge killed a PC that controls a TV, wrecked a burglar alarm, set off the fire alarm and subsequently burned out a module that controls the strobes, disabled the software that controls the HVAC, and burned out a pump starter motor that circulates water for the HVAC. I was able to bring in Hennes, our HVAC vendor as well as Simplex for the alarm. I stayed with them until 9:00 pm. Hennes was able to restart the HVAC but it was only running at 16%. Simplex ordered a new module and shut down the strobes. HVA came in on 8/15 and diagnosed a bad module in our HVAC controller. They have ordered a new one, costing about \$7k and a 3 week wait.



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Subsequent vendor visits repaired the fire module, the burglar alarm, and boosted the HVAC efficiency, although we still have no control over building temperature. WE Energies do not know what caused the outage. I filed a claim with the city insurance company and provided them with vendor contact information.

3. **Author Event:** I hosted an author event for Ron Miscavige. His book, *Ruthless: Scientology, My Son David Miscavige, and Me*, was a number one New York Times bestseller. We had 24 people and Norm from Martha Merrells sold books. Ron and his wife escaped Scientology four years ago. His son sent private investigators to follow them for a year and a half, paying them \$10,000 a week. The PIs were arrested in West Allis with a car full of firearms. Scientology is the religion that Tom Cruise and John Travolta are part of. Scientology puts employees on 112 hour work weeks for 40 cents an hour.