

ADMINISTRATIVE & STAFF REPORTS FOR October 13, 2016

Grant Lynch, Executive Director

1. **Kiwanis Luncheon:** I was asked to speak at the Kiwanis luncheon on September 15, and just like previous occasions, it was a blast. I very much enjoy talking to their group, as they have similar objectives to the Library and value many of the same things. I had a great opportunity to talk about Waukesha Reads 2016, along with several key areas of improvements that we have enjoyed over the past few years. The group always has excellent questions, which revolved around digital literacy initiatives, and the Gale courses that we are currently offering. What impresses me most when I speak to groups like Kiwanis and others is how far their reach extends into the community: they are composed of many social and civic leaders, who then can share their positive experiences at the Library with others. That sort of word-of-mouth PR is simply unmatched, so I am always excited and grateful to have an opportunity to speak to groups like Kiwanis!
2. **FY2017 Operating & Capital Budget:** John, Cindy and I met with City Administrator Kevin Lahner and Finance Department staff on September 12 to review the Library's FY2017 CIP and Operating budget requests. The meeting was an excellent opportunity for us to detail our needs, while at the same time learning about some of the expenditure restraint that the city abides by. Put briefly, we continue to be in a position where the city will provide funding for certain areas of the operation, while others are more difficult to come by. I commend the city management and the Common Council for not balking on many of our necessary requests, while remaining open and willing to entertain others. As with last year, I am still pursuing some philanthropic solutions for some of our future spending. I look forward to sharing more detail during the BoT meeting.
3. **Milwaukee Community Warehouse:** I met with Steve Lied from the Milwaukee Working (a division of Community Warehouse Milwaukee) at his request to talk with me about excess library material. As you are aware, we have an ongoing Friends of the Library book sale near our front lobby. These materials are either donated to us and do not belong in the Library collection, or they are weeded materials from the collection. In some cases, the value of the material exceeds the price that the Friends put on it, which is where Milwaukee Working comes in. Steve told me that they will pick up weeded or otherwise unwanted material from the Library and haul it away (which, in itself, is a great service) AND that they are starting a consignment program with libraries. If the Friends decide to pursue this option, it could potentially create a substantial revenue stream for them. It does beg the question as to what the objective of the Friends Book sale is, however: if the goal is to make money to reinvest back into Library services and programs, this could be a great way forward. If, however, the objective of the book sale is to provide inexpensive material to Waukesha residents, this may not be the correct approach. Either way, I look forward to discussing it with the Friends, as I do not want to shy away from a new potential revenue source.

ADMINISTRATIVE & STAFF REPORTS FOR October 13, 2016

- 4. Privacy Policy / Photography Policy:** We need to review our privacy policy and public area photography policy. I have gathered a number of policies from other libraries to use as a guide for developing a comprehensive privacy policy for our library customers. As we continue to live in a world where privacy is becoming increasingly important and valuable to individuals, it is equally important for us to provide our customers with reassurances that their data, histories, and personal information are protected. There have been a few changes in the law since we last looked at our privacy policy, and there are some new regulations recommended by the Bridges Library System to incorporate into both our policies and our public postings. I look forward to bringing this before the Planning & Policy committee for review.

Regarding the photography policy: I have never liked it. Current protocol requires customers to fill out a lengthy document that asks for a lot of personal information before we are "allowed" to take their photo. Frankly, if I was given our photo release policy to sign as a library customer, I probably wouldn't do it. There is a far better way to provide protections when photography or videography is being used, and it centers around relying on usage laws of public facilities. I will be bringing this matter up to a Planning & Policy meeting in the near future, and I am confident that a new system will be far more efficient and customer-friendly.

- 5. Pest Control:** While I look forward to speaking in detail at our meeting about our pest control incident that took place on Thursday, October 6, I wanted to make sure to share my gratitude with our team: no one anticipated the event, but staff were super flexible about not being able to work that day. Our maintenance and operations staff did an outstanding job in helping to eradicate the problem. John and I both were very impressed at how quickly the emergency procedures were followed, and with no loose ends left untied. Also, as a wonderful aside, the sorting unit and intake return station worked absolutely perfectly, so we were able to process ten bins of material during the day. Considering what we were facing, it turned out to be a fine day!

John Klima, Assistant Director

- 1. Webjunction Presentation:** On October 20th at 2:00p I will be presenting a webinar for OCLC's Webjunction called "Managing Library Technology: Keeping All the Balls in the Air." The description of the event is:

Managing library technology isn't just about the technology. It involves fine juggling skills to manage people, workflows, procedures, policies and more—all while prioritizing, delegating and tracking. Just preparing staff effectively for upgrades or changes to technology takes finesse. How does one person do it all? Strong project and time management skills are key. Regardless of your job title, and whether working with a small team or a library-wide technology committee, anyone can learn smart practices to keep everything, and everyone, in motion and on target.

I had approached Webjunction after attending a WordPress webinar that was filled with information that I already knew and asked if they were looking for instructors. I didn't hear back from them so I forgot about it. Then earlier this summer Jennifer Peterson

ADMINISTRATIVE & STAFF REPORTS FOR October 13, 2016

from Webjunction contacted me asking if I would be willing to give a webinar. After going back and forth on topics we settled on a presentation about how I do my job.

2. **Milwaukee Maker Faire:** I attended the Milwaukee Maker Faire at State Fair Park the weekend of September 24th. The Faire had everything from printmaking and knitting to 3D printers and robots. There were booths for NASA and GE. There was an area for electronic music with a live band playing. Several robotics teams from local high schools were competing in some sort of competition in a cordoned off area in a corner. Outside there was a giant hydraulic hand that crushed cars and adults racing converted electric kid cars. For the most part I spoke with people working with 3D printers ranging from companies making 3D printers to filament makers to schools using 3D printers in their art programs. At one booth they were even making filament. I think if we can continue to move forward with our maker and coding efforts we could run a booth in next year's Maker Faire.
3. **RFID Implementation:** Therese, Erin, and I met to discuss our plan for implementing RFID. We have all the service tickets from Bibliotheca to be able to remove our existing security gates, install new security gates, and convert our selfchecks from EM to RFID. Our basic plan is:
 - a. **Week Zero:** Meet with relevant parties to prepare for implementation
 - b. **Week One:** Begin promoting transition to RFID on website, selfcheck screens, and display PCs
 - c. **Week Two:** Place physical promotional signs on selfchecks
 - d. **Week Three:** Place physical promotional signs on front doors and gates; train staff on new software
 - e. **Week Four:** Install/convert gates & selfchecks and launch RFID checkout and checkin

At some point around week two or three we will contact mk about the process of having the book sorter check in material via the book returns.

4. **RFID Pizza Party:** We held a pizza party to celebrate all the hard work that staff did in completing the conversion phase of our RFID project. We don't make enough opportunities to show our staff how much we appreciate them so this was a great opportunity to do so.
5. **Children's Program Room:** I received notice that the DVD player in the children's program room was not working. Erin found a broken cable so we brought in Metro Sound (the company that installed the system) to replace the cable. That didn't fix the problem. They were able to determine that the input board on the projector was burned out and the projector would need to be replaced. This is another damaged item from the power surge earlier this summer that affected our HVAC system. The new projector is in stock and we will get it replaced in early October.
6. **Waukesha Literacy Council:** I have rejoined the Waukesha Literacy Council board of directors. The Council and Grant and I felt it was important to have someone from the

ADMINISTRATIVE & STAFF REPORTS FOR October 13, 2016

library on their board as we have very similar missions and they are a great partner for us for many events we run throughout the year.

7. **Minecraft Education:** Jason and I tried to test out the advance version of Minecraft Education and were not able to because we do not have an email with an .edu extension on it. The program launches officially this fall and will be available to libraries at that time.
8. **Chor Hiekkanen Trial:** I was asked to attend the trial of Chor Hiekkanen (known as Bee to the staff) for the theft of a cell phone. I was the librarian in charge on the day that Bee allegedly took a cell phone off our charging station that was not hers. Unfortunately the person whose phone was stolen did not show up to the trial so it was dismissed.
9. **Boardroom Projector Replacement:** We decided to purchase a large television—a 75" smart television—to replace the projector system we used in our boardroom. The television will be mounted to the wall and will make presentations, webinars, and meetings more productive.
10. **Citrix 7.8/Office 2016:** I am testing the City's new Citrix environment (how we access office software and documents). I was having a lot of trouble with the old environment. The new one has resolved many of the issues I was having. This will be rolled out to the entire City including the Library this fall. I am working with IT to confirm a release date so that I can prepare for the change. This will also roll out Office 2016—we currently use Office 2010—to staff which will cause some turmoil.
11. **Bridges LSTA Funds:** I am part of a committee that helps Bridges decide how we want to spend LSTA funds. This year we've decided to purchase mobile hotspots for every library. We are already running a hotspot program but there is quite an extensive hold list on them so getting a few more units will be a good thing for our patrons.
12. **AWE Stats Town Hall Library:** The Town Hall library contacted me to help them pull their stats from the AWE early literacy computers they have. I went over to the library and walked them through the steps of how to get the information.
13. **Teen Zone Shelving/Circulation Desktop Replacements:** I helped facilitate setting up the time for Embury Associates to come in and install additional shelving in our Teen Zone. I had contacted the company to ask about options for our front circulation desktops—they'll need to be replaced once we convert to RFID—and became the library point of contact for Embury. For the most part I made sure that Embury was communicating with Kori and Amy to get the timing set up so that staff could get all the Teen Zone books off the shelves. I brought in Therese to provide circulation staff to help with this task. I also made sure that Bruce was aware of the work so that he was available should Embury need anything as part of the installation. I will follow up with Embury in October to see where we are with regards to the circulation desktops.
14. **Configurator Question:** Because of my work for the LITA blog (Library & Information Technology Association) I answered some questions from fellow library professionals

ADMINISTRATIVE & STAFF REPORTS FOR October 13, 2016

around the country about running Apple's Configurator software when managing multiple iPads.

Carolyn Peil, Technical Services Manager

1. **Staff Education, Development, Etc..:** Ruth Huibregtse continues to train Jill Cefalu in the demands of the Library Acquisitions position. Jill is making great progress in the 6 weeks since she started.

2. **Technical Services Activities:**

- **RFID Tagging** – The Library's collection has been tagged. We will continue to tag new items and any incoming items missed during the summer tagging project.
- **Young Adult Paperback Collection** – Over 4 days, August 16-19, the Technical Service Department re-labeled 1046 YA paperbacks in preparation for integrating all YA paperbacks with the YA Fiction collection on the Teen Zone shelves.
- **Staff changes** – Anne Klug accepted the 20-hour Library Assistant position, which was vacated by Jill Cefalu. Anne has been a part time member of our department since 2013 when she began splitting her time between Technical Services and Circulation. She started on September 19th.

Jane Rickett has accepted the 20-hour split LA position and will begin her new duties on October 3rd. We are thrilled to be fully staffed again. ☺

Therese Lyons, Circulation Supervisor

1. **Circulation Highlights:** 85,459 items were circulated in September. 56,272 items were checked in, and 10,156 holds were filled. 315 new customers were registered for a library card and 34,689 visitors came to the Library to take advantage of the many programs and resources offered.
2. **Friends of Waukesha Public Library:** Waukesha Reads is in full swing and the Friends are there volunteering wherever there is a need. Circulation extends a big thank you to the Friends for treating staff to a pizza day to celebrate the many hours spent on the RFID project.
3. **Projects:** The Circulation Staff used the pizza day to clean house. Work areas were cleaned, organized, and labelled, to make for a more efficient and productive work space. Circulation also assisted in emptying the old shelves and spinners and reshelving the materials on the brand new shelving in the Teen Zone.
4. **Meetings:** The Interdepartmental Networking Meeting was held on September 21st at City Hall. Representatives from Fire, Police, Parks, City, Transit, and the Library were there with updates from each Department and plans going forward. Some of the topics discussed were a new face for downtown, decorative bike racks around the City, a new Fire Station being constructed, the Waukesha Citizens Police Academy, the first Octoberfest, Howl-O-Ween, and Waukesha Reads.

ADMINISTRATIVE & STAFF REPORTS FOR October 13, 2016

- 5. Department Changes:** We are pleased to welcome Becky Welch as our new 20 hour Library Assistant. Becky has been a shelver with the Library for many years and has adapted quickly to her new role. Jane Rickett started the 20 hour split position between Circulation and Technical Services on October 3rd. Jane has been a shelver for many years and is thrilled to continue working with us in this new capacity. Mary Galvin-Santos has accepted the 20 hour Page/ Shelver position. She has been a shelver for 9 years and brings a wealth of experience with her to her new position.

We are grateful to the entire Library staff for their assistance on the all-staff shelving days as we fill our Circulation positions.

Kori Hall, Head of Programming Development & Community Engagement

- 1. Staff:** This month we were happy to promote Amy Welch to the Information Services Manager position. She has revolutionized our Teen Program since 2009, and I have no doubt that she will do great things in Adult Services as well. This has allowed me to step more fully into my new position as Head of Program Development & Community Engagement. Her departure has opened up the Teen Librarian position, for which we will be interviewing the week of October 10. This department has had a lot of changes in the last few months, and we are all looking forward to having a fully staffed department sometime soon.
- 2. Waukesha Reads:** It is Waukesha Reads time, and we've got a great calendar of activities coming up! We kicked off the season with a rainy Friday Night Live. The Civic Theatre was kind enough to let us move into their lobby for the event, and we had volunteers walking the streets, passing out books during the periods of no rain. We also braved the Farmers' Market the next morning during the storm, but still managed to distribute about 500 books during those 2 events. The *Freeman* has been giving us excellent coverage, and every indicator says that this will be one of the best Waukesha Reads in history. I'd encourage you to stop by any of the local events to celebrate *To Kill a Mockingbird* by Harper Lee with your community members.
- 3. Newsletter:** We received word from Constant Contact (the company whose software we use to create our newsletter) that we have received an "All Star Award" for excellence in communicating with our audience. This means that we have access to a VIP All Star Communication Board within their community, prioritized support requests with response within 1 business day and a 2016 All Star Badge rating. Our newsletter has an extremely high open rate for a nonprofit group, with a 49.2% open rate. The industry average for non-profits is 20.98%. This is important to us as it illustrates how many people are opening our newsletter and getting access to all the information and event details that we put together each month.

Amy Welch, Information & Adult Services Manager

- 1. Teen Zone Shifting:** We received new shelves in the Teen Zone on Monday, September 26. Before we received them we emptied and removed all spinning shelves,

ADMINISTRATIVE & STAFF REPORTS FOR October 13, 2016

and labelled all of the paperbacks so that we may interfile them with the hardcover collection once the new shelves arrived. We then removed every book from our old shelves in preparation for the new arrivals. These new shelves will give the existing collection more space as well as allow our Young Adult collections to continue to flourish.

2. **Changes to the Reference Department:** On Monday, September 19, I started as the new Information Services Manager. I have spent over ten years at Waukesha Public Library, with just over seven years as the Young Adult Librarian. We posted my previous position from Monday, September 19 through Monday, September 26 and hope to fill the position soon. I am excited to take this next step, and look forward to working with our staff, the board, and WPL customers in this new capacity.

Kerry Pinkner, Children's Services Manager

1. **Programs:** The number of children and adults attending programs and using drop-in activities was 54% higher than last year. Programs this month included: LEGO Club, Playgroup, Pokemon Club, Storytime with Grandma and Grandpa, Family Coloring Day, Minecraft Survival, Game Day, Stories Alive, Preschool FUN Day – focusing on the 5 early literacy skills, Rhythm & Rhymes, Think-Build-Create, BLOCK Party, Fantastic Flicks, Word of the Week, 1000 Books before Kindergarten, Pajamarama, and Read to Rover.

Programs	2016	2015
Total Events	55	46
Total Contacts	2529	1635

In September we began offering a new activity called 'Word of the Week'. Children and families are encouraged to come to the desk, find the definition of a pre-selected word and use it in a sentence. A 3-year old recently witnessed her older siblings participating and also wanted to give it a try. With the help of a parent, she said to her baby brother "Come here baby, come here baby, that's coaxing." It's all about the experience! These connections are priceless. ☺

2. **Community Partnerships and Outreach:** On September 17 we partnered with Parents Place, UW-Ext. Waukesha County, and the Greater Waukesha Literacy Council to offer a BLOCK PARTY at the Library. Families rotated to three different learning stations, 1) Music & Movement 2) Building Blocks and 3) Storytime & Early Literacy activities. This was the first visit to the Library for several of the 100 in attendance.

Librarian, Kaushalya Iyengar and Library Associate, Chris Sturdevant were invited to attend a Robotics meeting at Waukesha South High School. We are considering expanding upon the popularity of our LEGO Club and offering a Mindstorm Club for the older children.

Kaushalya attended a Community Learning Center (CLC) partner meeting. In April we invite the CLC families to the Library to hear about our resources. Each child attending receives a free book. The books are purchased with CLC funds.

Library Associate, Jason Penckofer represented the Library at the Retzer Apple Harvest Fest.

ADMINISTRATIVE & STAFF REPORTS FOR October 13, 2016

- 3. 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.

We hosted several partnership meetings in the Children's Program Room including, the Family Empowerment Action Team (F.E.A.T.), Block Party partnership meeting and the Waukesha Youth Collaborative (WYC) Executive Committee. Thirteen organizations were represented at the general WYC Meeting on September 14. Amy Welch, the new Reference Manager and I presented information about library resources to the group.

Jason attended a Technology Committee meeting.

Chris attended a Janboree planning committee meeting.

Chris, Jason and I attended full day Technology workshops. Areas of interest to our Library were: 3D Printing, the coding initiative launched by the D.P.I. and inexpensive tech ideas for programming.

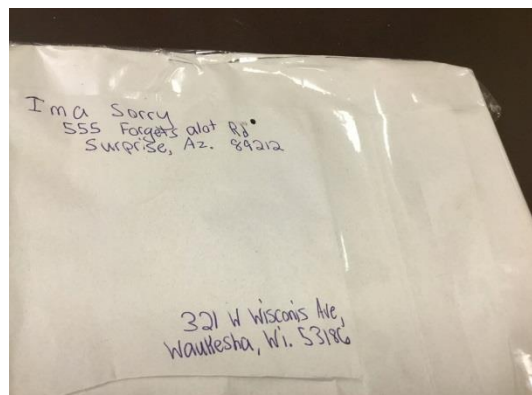
Kaushalya and I met with other Children's Librarians from the Bridges Library System to discuss Summer programming – what worked in 2016 and what didn't. We brought back a few new ideas to use next year and we hope that the ideas we shared will benefit another library as well.

- 4. Misc:** During the month of September, children were encouraged to guess the number of library cards given out at WPL between August 2015 and August 2016. P.S. It was 3,909 cards. We had 133 entries where guesses ranged from 1 to 1,000,000.



Kori and I were interviewed by MetroParent about programming for Waukesha Reads. This was a great opportunity for us to share information about some of the programs offered at the Library. Seven programs themed around *To Kill A Mockingbird* and *The Watsons Go to Birmingham* will be offered in the Children's Dept. during the month of October.

Overdue Children's Book Returned!



The Library received an interesting package containing a long overdue children's book. Check out the clever return address on the envelope in the photo

ADMINISTRATIVE & STAFF REPORTS FOR October 13, 2016

Jim LaPaz, Head of Building Operations

- 1. Building:** The air conditioning was going down at least once a day, but we were able to reset it. This was diagnosed as a worn cooling tower circuit breaker. It was replaced by Circuit Masters, but we had to shut down all building power early one morning. It was a collaborative effort between several departments and all went well.

Mark and John from Hennes and Bruce cleaned mud from the cooling tower and installed new baffles. They suspect a cracked underground pipe.

Hennes rebuilt and reinstalled the pump and starter motor that were damaged during the power outage. They also replaced two defective heat valves in the atrium registers.

HVA replaced the \$7,000 board in our HVAC control system that burned out during the August power outage. They also programmed it over several days and overlaid a library floor plan into the software, giving us slightly more control over building temperatures than we previously had.

Aro Lock replaced the lock on the Children's data closet and I programmed it.

Ford Construction installed new corner guards in Children's.

- 2. Meetings:** I met with three representatives from Transit/Bus Depot in an attempt to help them with security issues. I gave them copies of all relevant documents, explained how we do security and how I assisted Park/Rec, and gave them a tour. Officer Jose Arellano of CPU attended and helped them as well.

I attended an Interdepartmental Networking meeting at City Hall. These meetings allow mid-level managers to exchange news and ideas.