

ADMINISTRATIVE & STAFF REPORTS FOR November 10, 2016

Grant Lynch, Executive Director
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1. **WLA/SRLAAW:** I was delighted to attend a few days of the Wisconsin Library Association annual conference in Milwaukee in mid-October. Among the highlights are the following:
 - ❖ I had a chance to sit with Bill Robison from Engberg Anderson to discuss the future of the proposed \$2.2m building expansion project, and while he was disappointed that City Administrator Kevin Lahner did not include the project in the FY2017 Capital Budget plan, he was optimistic that we would have a chance to work together in the future. I appreciate his patience with and dedication to the project as it was materializing.
 - ❖ Bruce Smith from the Wisconsin Library Services (WiLS) and I had a productive meeting about state issues that affect WPL, along with some discussion about strategic planning services for our organization in the future. Our 2014 Strategic Plan is due to expire at the end of the year, and while I am very happy that we have achieved nearly all of our objectives, a new plan is warranted. I had requested \$5,000 to outsource this to WiLS for the next iteration, as I firmly believe that outside help adds necessary perspective and global best practice to the end result. Bruce and I will continue our discussions over the next few months (note that the funding was removed during the FY2017 budget process, but I'll figure something out) and I want to bring in other members of our team to participate in the process before year-end.
 - ❖ I chaired the Q4 System and Resource Library Administrator's Association of Wisconsin (SRLAAW) meeting during the pre-conference. I look forward to receiving a nomination to continue in this capacity for a fourth and final year during the Q1 2017 meeting, as I believe that our involvement in this essential group presents us as a leader in the statewide arena of library services. WPL can make an impact in our local community and extend our success to other libraries in the state, and SRLAAW is the vehicle to do so. Topics during the meeting ranged from PLSR (see #2 below) to state funding issues.
2. **PLSR Update:** One of the meetings at WLA revolved around the Public Library System Redesign project. This idea goes all the way back to 2012, where it was decided at a System and Resource Library Administrators Association of Wisconsin (SRLAAW) meeting to create committees throughout the state to look at public library services, system services, and ways in which libraries and the state could work more efficiently. Four years later, the PLSR project is very much in full swing, and comes complete with hundreds of participants and stakeholders who represent every aspect of public library service in Wisconsin. I attended several meetings at WLA on PLSR in my capacity as SRLAAW chair so that I could both represent the interests of the 17 Resource libraries in the state, while also personally staying abreast to new developments as they happen. Discussions revolving around system consolidation made up most of the meetings, as it is now pretty apparent that the state would like to see fewer library systems in the

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name of efficiency. That requires a massive coordinated effort, so expect to hear about this for a few more years.

There is a Resource Library workgroup that I will personally play a major role in, as it revolves around whether or not to continue this service, and what needs to evolve to make the process more modern. I have taken an extremely pessimistic approach to this process, as I think that this funding reflects an antiquated way of doing business and it has ballooned into something that it should not be. In doing so, I have removed much of this asset from our budget in anticipation that the statute will likely be removed and the funding will go away. I would rather decrease incrementally over time than to be faced with a \$70k deficit overnight. If the statute is ultimately kept but amended, we will be pleasantly surprised to receive a new source of revenue that we do not have today. Either way, I have spent the past 36 months trying to clean up our asset sheet so that it reflects stability and not promissory or potential sources of funding that may not actually exist. If they do, great - we benefit from that. If not, we have taken the appropriate precautions to avoid a major decrease in funding.

3. **Waukesha Reads:** Kori Hall and her team of library staff and volunteers faced a unique challenge this year: produce the tenth-anniversary of the community-wide *Waukesha Reads* event, and aim to increase interest and engagement from our citizens. It is a daunting task, to be sure, as it is preceded by nine years of very successful programs. While the WR season is not yet over, I just wanted to take a minute to commend Kori and the WR team for coming out swinging and seeing numbers that we have not seen in years, if ever. An evening with Mary Badham was an overwhelming success, so much so that we needed over 100 more chairs to put out within minutes of the event starting. The previous record for the keynote address was 200; Mary topped 250. Some book discussions have seen tripling of audience participation, and special lectures have put our Community Room at capacity. This year's *Dinner and a Movie* is totally sold out, with an overage interest of 24% that we cannot accommodate. This is the first time in the history of the program where this has happened. With a start like that, I very much look forward to seeing the final figures when the event concludes on November 13th!
4. **UW-Madison iSchool:** I was happy to bump into some old friends from the University of Wisconsin - Madison School of Library and Information Studies (recently rebranded as the "iSchool") at the WLA conference. The dean of the graduate program, Kristin Eschenfelder, and I had a great opportunity to sit down and discuss several ideas that they have about impactful training of new librarians who have an interest in the public sector. I am in discussions with their administration about teaching a graduate class in Q1 2017, and while this will not interfere with my regular work schedule, I am happy to have such a solid connection with the University. I will be happy to share more information as more details emerge about scheduling parameters et al.
5. **RFID Transition:** As you are aware, many hours were spent by our dedicated staff to tag approximately 330,000 items in our collection with RFID (radio-frequency identification) tags. This is an inventory control technology that leaps and bounds above what simple barcodes can offer, and the Library has joined New Berlin Public

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Library, Pewaukee Public Library, and Mukwonago Community Library as a member of the group in our system that offer this advanced system. This week, John Klima took the lead in working with his immediate team and others to ensure a fluid and successful transition of our self-check units and security gate system. This process has gone swimmingly, and I encourage all of you to use our new machinery. We will begin internal discussions about the next steps of what we can do with this technology (there are a lot of cool things that can be done with RFID-based inventory control systems) and we will pursue those that best benefit our customer base. I am very proud of our team and the work that they have done.

John Klima, Assistant Director

- 1. Webjunction Presentation:** On October 20th at 2:00p I presented a webinar for OCLC's Webjunction called "Managing Library Technology: Keeping All the Balls in the Air." You can find a recording of the presentation here: <https://www.webjunction.org/events/webjunction/managing-library-technology.html>. There were 411 people who registered for the event (meaning they will be emailed with information about how to listen to the recording) and 157 who attended the webinar. After some technological problems—the microphone I was using was muffled so I had to switch to a telephone—things went well. In general people enjoyed the presentation and learned something they would take back to their job. There was a lot of information so it was overwhelming for some participants who wanted something with more focus rather than the broad overview I gave.
- 2. Aerohive WiFi Units:** City IT came and upgraded our public wifi units. The new units have a better range and stronger signal so patrons and staff should see benefits from that. We have seven units deployed throughout the building. There is an eighth unit that we will deploy outside the study rooms as their wifi coverage is the poorest in the building.
- 3. RFID Implementation:** Next month's report will have a lot more to say on this front but I can report that we prepared well for this implementation. Staff have been involved and are asking a lot of great questions to make sure that this system does everything we need it to. The support techs from Bibliotheca are great and upgraded our SelfChecks on October 31st. They'll be installing new security gates the first week of November and at that time we'll open up the system to the public for checking material out using RFID. Our plan is to keep an eye on how the workflow proceeds and make adjustments as we see fit.
- 4. Waukesha Reads Trivia Night:** I took part in the trivia night at The Crest hosted by Jim Hahn from Greater Waukesha Literacy. There were about 27 people and some seven team's total. All the questions were related to Harper Lee, *To Kill a Mockingbird*, or the movie version of *To Kill a Mockingbird*. My wife and I took second place. We hope that the trivia night becomes another staple of the already incredible Waukesha Reads line up.

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5. **Automated Phone Answering:** I am working with City IT staff to have automated phone answering system put in place for the Library. Once the system is in place people calling to the library will press 1 for hours, 2 for the reference desk, 3 for the children's reference desk, and 4 (or 0 or nothing) to reach circulation.
6. **Children's Program Room:** We ended up replacing both the projector and the blu ray player in the children's program room. The new projector can also have an Apple TV connected to it so that children's staff can do iPad-based programs without needed cables. We have the Apple TV on order and will have it installed once it comes in.
7. **Citrix 7.8/Office 2016:** We got an email from City IT that there will be training in November to move City staff to a new version of the Citrix client (how we access software) as well as moving from Office 2013 to Office 2016. The training will include an overview of the new Citrix environment and then training from a Microsoft-certified trainer on what's new in Office 2016. In the past we've sent as much staff as we could and we'll do the same for this. I've running on the new Citrix client for about a month and it's faster and more stable than the older client.

Carolyn Peil, Technical Services Manager

1. **STAFF EDUCATION, DEVELOPMENT, ETC.:** Marty Wiese and I attended the quarterly CAFÉ Cats meeting at Pewaukee Public Library on October 11. I attended a Simply Reports training session at the Bridges office on October 18. I also attended an Active Shooter Training session at City Hall on October 20. Beth Bechtel from the Bridges office visited Cindy Detro & I on October 21st to discuss changes to the way magazine dates are entered in Polaris.
2. **TECHNICAL SERVICES ACTIVITIES:**
 - ❖ **++ ABC/123 collection** – Marty Wiese and Jane Rickett are working on reclassifying the 362 items in this collection. The Children's staff noticed these books were not being used and hope to increase circulation by putting them in the ++ Fiction collection. So far, 249 items have been reclassified.
 - ❖ On October 19, Ruth Huibregtse, Jill Cefalu, and I attended the Materials Budget Meeting. Ruth and Jill did an outstanding job collecting the data needed for this meeting.
 - ❖ Kathy Harrits made it her goal to finish re-jacketing the books on our "repairs" truck this month. She completed this on October 28.
 - ❖ Carol Rose helped prepare 9 new hotspots for our circulating collection. The 5 we currently have will be withdrawn in the next month or so. This has been a hugely popular service with a holds list continually hovering around 35.
 - ❖ New furniture has been ordered for the Library Assistants, Library Associates, and Library Pages in the department. Our current furniture no longer functions smoothly with new technologies and changing workflows.

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Therese Lyons, Circulation Supervisor

1. **Circulation Highlights:** 85,459 items were circulated in October. 58,304 items were checked in, and 10,297 holds were filled. 256 new customers were registered for a library card and 32,584 visitors came to the Library to take advantage of the many programs and resources offered. The Circulation Department celebrated Halloween by dressing up as characters from The Wizard of Oz. Dorothy, the Wicked Witch of the West, the Tin Man, The Cowardly Lion, and Glenda the Good Witch checked out all patrons on Halloween as our new RFID self checks were installed.
2. **Continuing Education:** One of the great resources offered by the library is the Gale Courses series. I have enrolled in and am currently taking a course which offers insight into effective management skills and motivational techniques to achieve a positive work environment.
3. **Projects:** During October visits were made to the New Berlin and Pewaukee Libraries where tours of their Circulation Departments were given. Their Circulation Supervisors provided useful information and advice on how to most effectively implement the RFID tagging system. Both libraries reported increased efficiency and customer satisfaction after the RFID check in and check out capabilities were launched.

Waukesha Circulation staff is making a smooth transition to checking in and checking out using the RFID system.
4. **Meetings:** On October 18, Bridges had a tutorial on how to use Simply Reports. With this system, a wide range of statistical reports may be generated to help determine, among other things, patron use, patron interest, and financial impact. On October 19 I attended the Active Shooter Training which was held at the Waukesha Police Department.
5. **Department Changes:** The application and interviewing process has been completed for the 20 hour and 10 hour page positions. We hope to be fully staffed by early December.

Kori Hall, Head of Programming Development & Community Engagement

1. **Waukesha Reads – NEA Big Read:** There are still several exciting Waukesha Reads programs coming up in November, but October was completely filled with *To Kill a Mockingbird* craziness. We've had such a great time with Waukesha Reads so far in 2016. Following are some of the highlights:
 - 2,000 copies of *To Kill a Mockingbird*, 100 copies in Spanish, and 100 copies of our companion title *The Watsons Go to Birmingham* were distributed in the community
 - 42 writers submitted Flash Fiction entries
 - 250 people came to hear Academy Award nominated actress Mary Badham speak at Carroll University
 - 48 people came to hear Jessica McBride discuss the Steven Avery case

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- 72 people came to hear police officer Corey Saffold talk about his experiences as a black officer in today's society
- 68 people came to hear Brian Running talk about Atticus Finch from the eyes of a City Attorney
- 500 people came to hear or play in the School District of Waukesha concert
- 48 people traveled via bus to the Bronzeville neighborhood of Chicago for The Chicago Freedom Tour (Bus trip sold out!)

Those are just a few of the events and discussions that have been happening all over town this month, and none of it would be possible without the collaboration of our community partners. I can only hope that this event will continue to be supported by more and more local organizations as time goes by.

2. **Wisconsin Library Association Conference:** I am very grateful to have had the opportunity to attend the WLA Conference "Better Together" on October 26 at the Potawatomi Hotel and Casino in Milwaukee. I participated in a variety of excellent and informative sessions this year on topics such as project management, diversity and policies in libraries, current and upcoming notable books, and programming with books and movies. I also saw a keynote address by John McGivern and was able to touch base in person with several of our vendors. The professional connections made and resumed each year are invaluable to keeping our library on the cutting edge of library service.

Amy Welch, Information & Adult Services Manager
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1. **Reference Completion Rate Survey:** We conducted our quarterly reference completion rate survey during the week of October 10-16. There were a total of 2084 reference and non-reference transactions completed at the Adult Reference Desk during the week, for an average of 31.1 questions answered per hour. This survey shows that we have answered nearly 200 more questions in October than we did this time last year. This improvement proves that the Library continues to be a vital and growing resource for the community.
2. **Romance and Fiction Shifting:** This month we finished shifting our Romance collection to accommodate the three spinners taken from the old YA Paperback collection. We have also started shifting our Fiction collection in order to give it more space. We've moved roughly the last half of Fiction, Pe-Z, into the empty shelving left by the Mystery collection shift.
3. **Changes to the Reference Department:** On Monday, October 17, Carley Rymkus started as the new YA Librarian. Carley started at WPL in 2009 as a page/shelver, and was promoted to Library Associate II in the Reference department in 2014. Since starting, Carley has shadowed me during our three club meetings this month, and has started compiling possible programs for our Winter/Spring programming season. We are very excited to have her in this new role.
4. **WLA:** I was able to attend the Wisconsin Library Association conference all day on Wednesday, October 26. I spent the day in several workshops including "At the Movies

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with the Librarians VII: Rise of the Books," "You Already Know How to Do That: Best Practices in Customer Service," "Wild Wisconsin: An Explorations of Outdoor Writers in Words and Images," and "Paddling Upstream until the Current Changes." I was also able to attend the YSS Luncheon with YA author Bill Konigsberg, who gave an excellent talk on his books, his experiences as a teenager, and the importance of LGBTQ literature for youth. Overall, the day was an excellent experience. I gained quite a few insights in leadership/management and customer service, as well as enjoyed learning about Wisconsin nature writers and great book discussion choices.

Kerry Pinkner, Children's Services Manager

- 1. Programs:** We were fortunate to have award-winning author, Eugene Yelchin visit the Children's Department in October. He spoke with several of the 4th-6th graders who had attended an earlier book discussion about his Newbery honor title, *Breaking Stalin's Nose*. Thank you to Library Associate, Chris Sturdevant for arranging this visit.

Programs	2016	2015
Total Events	79	88
Total Contacts	3662	3667

Other programs offered to children and families this month included: LEGO Club, Playgroup, Pokémon Club, Family Coloring Day, Baby & Me Storytime, Game Day, Stories Alive, Preschool FUN Day, Rhythm & Rhymes, Think-Build-Create, Fantastic Flicks, Word of the Week, 1000 Books before Kindergarten, Pajamarama, Halloween Hop, Scratch Jr, Sensory Activity Day, Drop-in Early Literacy Activities, and Read to Rover.

Members of the 501st Legion (<http://501st.com/>) came to the library dressed as Star Wars characters and surprised the more than 200 children and adults who attended the Star Wars Activity Day.



The Children's Department joined in the Waukesha Reads celebrations by offering the following programs for children and families: an Intergenerational and 4th-6th Grade Book Discussion of the companion title, *The Watsons Go to Birmingham, The Big Blue Ball* theater performance, treasure box decorating and a scavenger hunt. Children of all ages were also invited to make bird feeders using recycled materials.

- 2. Community Partnerships and Outreach:** The Library hosted a Waukesha Hispanic Collaborative Family Empowerment Action Team committee meeting to plan the next Familia Unidas event at the library.

I represented the library at a Lioness Potluck. The Library, along with four other local organizations received a generous donation from the Lionesses.

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The Children's Staff has been busy promoting the Kids' Choice titles. During the month of October we gave nine booktalks at the following schools: two at Rose Glen, one at Meadowbrook, two at Hillcrest, one at Hadfield and three talks at Banting. Third graders from Trinity Lutheran School visited the library and received a booktalk and tour.

Staff visited LaCasa de Esperanza and gave two storytimes to groups of enthusiastic preschoolers.

3. **Professional Development & Meetings:** Chris Sturdevant signed up to participate in theWordPress User Group. The knowledge he gains will help him create a more visually appealing Children's webpage.

I attended an active shooter training for City employees. The three most important things to remember should you find yourself in an active shooter situation are: Run! Hide! Fight! A video of the presentation was made so that employees who were unable to attend can view it when it becomes available.

I attended the Wisconsin Library Association conference with Librarian, Kaushalya Iyengar and Library Associate and MLIS student, Michele Gagner. This years' conference was held in Milwaukee which gave us the opportunity to send more staff than we normally do. On Friday I presented as part of a panel discussion on the subject of Youth Art Galleries in Libraries. Waukesha is celebrated as a community of artists and our library welcomes students to display their art in the Children's Department.

Michele also attended a Youth Service workshop at the New Berlin Public Library. Subjects covered that were particularly informative were sensory storytime activities, the D.P.I. coding initiative, and a free digital storytime class offered this fall. Dr. Joshua Mersky and Dr. Dimitri Topitzes, professors from the School of Social Welfare at UWM, spoke about Adverse Childhood Experiences (ACEs). Some of the behaviors they described - difficulty in self-regulating and a tendency to push limits - are behaviors that we sometimes see in the library. The professors also talked about strategies that are helpful in working with kids who may have had ACEs - consistently enforcing limits, creating a calm environment, and providing structured activities.

Library Associate Jason Penckofer has played an active roll in helping with the Southeastern Wisconsin Performer Showcase that will take place at the Waukesha Civic Theater in November. Chris attended a JanBoree Committee meeting, and Jason attended a Technology meeting at the library.

4. **Misc:** I met with Pat Church to discuss and share ideas about the Read-a-thon that the Friends of WPL will be putting on in April, 2017.

October volunteer hours: 10

I attended an annual WPL material budget meeting in October. The Children's Department is on track to spending the remainder of the budget before the December 7 deadline.

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Jim LaPaz, Head of Building Operations

1. **Building:** Badger Alarm added a new IP security camera which covers the lower staff parking lot. We have had a gap in coverage and over the summer we had damage to a staff member's car during a band concert.

HVA returned to further program the new board that controls the HVAC. This is related to the power outage.

On Wednesday evening, October 5, a customer reported that several chairs in the Carnegie Room had bed bugs. We investigated and found this to be the case. I had maintenance cordon off that part of the room and called Grant to alert him. I then began to quickly educate myself. They are a problem in libraries nationally. Libraries actually are not a very good host for them, as the bugs are active at night and bite sleeping people. They also carry no disease. Greenfield recently had them, Milwaukee sprays quarterly, and several libraries in Illinois closed to treat the issue. I found that trained dogs, costing \$30,000, are used to detect them and I sent queries out to several services.

We closed the library for the day on Thursday, October 6 and had Glen McCullough of ASAP Bed Bug Detection sweep the building. The highest concentration was in the furniture on the east side of the Carnegie Room. We had sporadic hits throughout the first floor, but nothing on the second. Glen felt that this was a very recent problem. This is in line with our thinking, as Jeff had recently steam cleaned all of the chairs. Glen mentioned that when we replace furniture, we should stay away from fabric and wood. After Glen finished we brought in Tim Michalak from Michalak Pest Control. We disposed of the most infected chairs (8) and tables (4). Tim sprayed furniture and the inside perimeter of the building. Tim returned twice more, as the treatment requires three sprays. We will then bring him back twice a year as a preventative measure.

Bruce and I moved furniture back into the east side of the Carnegie Room. We had disposed of furniture due to the bed bug infestation. We also needed to clear some furniture from the atrium in advance of the planned microfilm move.

2. **Behavior:** I met with a Transit manager in a continuing effort to help them with their homeless issues. I gave him our policies and access to our incidents.

We have experienced some of the worst behavior that I've seen from Central students this year. There has been a total disrespect for staff and customers and we have had aggressive behavior and fights several times a week. I have been in close contact with Joe Beine at Central and with the Police. Several kids have been removed and we have been issuing with parent bans.

With the cooler weather coming in we have had an increasing number of incidents with homeless people, who have been coming in to loiter, sleep, and drink. We have been very proactive in enforcing our Code of Conduct. Several have been removed by the Police.

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- 3. Training:** I attended Active Shooter training at City Hall. It was taught by Jason Trimborn and Brady Esser from the Police Department. The program was well done and a great refresher. I have attended several of these and participated in an Active Shooter exercise with the Police at Ethan Allen this summer. A couple of years ago I wrote an Active Shooter plan for the Library.