

ADMINISTRATIVE & STAFF REPORTS FOR December 8, 2016

Grant Lynch, Executive Director
--

1. **HR Policy D-3 Update:** There were several questions at the last BoT HR Committee meeting about policy D-3 "Employee Performance & Development Appraisal." Specifically, that this policy referenced documents that do not yet exist. I followed up with City Administrator Kevin Lahner about this concern, and he told me that the city would be reworking policy D-3 in the near future, and that future copies will provide the necessary ancillary documents. For now, I recommend that the BoT wait for these documents to be in order before proceeding with approval. I will pass along more information as I receive it.
2. **Building Painting:** I want to thank our entire staff — with emphasis on those individuals who work upstairs in the administrative wing — for their patience and enthusiasm regarding the painting and space refresh that we performed before Thanksgiving. The area received a virtual facelift that has not been done in 30+ years, and it makes the entire space far more clean and professional looking. Since we host so many outside groups and special guests in our staff areas, it had become necessary to create a space that properly reflected the success and prowess that we already enjoy through our successful library services. We will be addressing the needs of other areas of the building to continue this project in the future. I look forward to showing the BoT around the space next week.
3. **FY2017 Strategic Planning:** John Klima and I will be meeting with Bruce Smith and Melissa Mclimans from WiLS on Thursday, December 1, to begin the conversation about strategic planning. As I have mentioned in other BoT reports, I am delighted to have the opportunity to work with Bruce and the WiLS organization on this project. Although funding for this was removed from our budget for FY2017, I am confident that we can find some way to get moving on this necessary project. We have already begun some preliminary work on identifying key strategic initiatives for the next few years, so John and I will speak with the WiLS team about how to best formalize and articulate our thoughts to create actionable items. I'll keep everyone posted on new developments as they happen.
4. **Photography/Privacy Policy:** I have submitted a proposed Photography and updated Privacy Policy to the City Attorney's office for review. Pending any legal barriers, I will then bring three documents before the Planning & Policy Committee: an updated A-9 Privacy Public Posting that includes new language about sharing patron information; a Photography Public Posting that will hopefully replace the arduous photograph release protocol that we currently use; and an updated Photography Policy that outlines who can take photos of whom, where that action can take place, and what the photos or videos will ultimately be used for. Once I receive a green light from CoW Legal, we can move on and enact these new policies, which will create a much-needed efficiency in our operation. I anticipate that this will happen during the January 2017 BoT meeting.

ADMINISTRATIVE & STAFF REPORTS FOR December 8, 2016

John Klima, Assistant Director

1. **RFID Implementation:** We had two technicians from Bibliotheca on site for the week of Nov 1 to install our new RFID gates and modify our SelfChecks so that they use RFID instead of EM/barcode for checkout and turning security off in our books. Our circulation staff has done an amazing job transitioning to using RFID technology for checking in and checking out material. The public has also adjusted to the modified SelfChecks. Initially we turned off the ability for the public to check out using a barcode at the SelfChecks which meant that patrons would have to take holds from other libraries to the front desk for check out. After one day, we decided the inconvenience to the public was too great and we turned the barcode functionality back on. Even with it turned on many books from other libraries wouldn't check out. We determined that it was due to how close the books were to the barcode scanner. The scanner works at a certain distance and when someone was checking out a thicker book it couldn't read the barcode. After the first week of the modified SelfChecks the Bibliotheca techs came back and moved the barcode scanner to underneath the monitor which gave patrons the space they needed to be able to check out material from other libraries.
2. **Citrix 7.8/Office 2016:** City IT rolled out a new Citrix interface—a product we use to access software from servers at City Hall instead of having software installed on individual computers—and upgraded Microsoft Office from 2013 to 2016. They also held numerous training sessions which were more informative than I expected since I'd been using the new interface and Office for a few months. In general, implementing the new Citrix and Office has worked smoothly for staff but we've had to do a few tweaks here and there to make sure that people can access their software and documents. We're having an ongoing issue with computers that are shared by several people and Erin is working with City IT to resolve this.
3. **Bridges Wordpress Meeting:** Bridges created a WordPress user group for its member libraries where we can meet and share information about using WordPress to create a website. Bridges had tried to launch this group about a year ago and are now re-launching it with greater focus. It's great to meet with local users to discuss how we're all using the platform to serve our patrons. We also have an email list serv and a private Facebook group where we can share information and help each other resolve issues. We had our initial meeting in November.
4. **Festival of Books Wrap Up Meeting:** As part of the executive committee for the Southeast Wisconsin Festival of Books I took part in the annual wrap-up meeting for the Festival. Overall the Festival was well received but attendance was low. We believe this was mostly due to the unseasonably warm weather we had. We also decided to start using social media year round so that people can find the Festival throughout the year. Finally, we determined that it would be useful to have a 'base' version of the website that would give people details on how to get involved with the Festival—whether as a vendor, author, volunteer, or sponsor—and then in the fall switch over to a website that highlights the current year's Festival.

ADMINISTRATIVE & STAFF REPORTS FOR December 8, 2016

5. **Automated Phone Answering:** We turned on automated phone answering for the Library. This helps streamline the patron experience and frees up staff from spending a lot of time answering phones. Next we're going to investigate if there's a way we can create a forwarding option for the phone line that staff use in the morning before we open to call in sick. My thought is if a call on that line isn't answered in five rings then we would have it forward out to a ring group that included all the department head extensions. We run into staff having difficulty reaching people in the building in the morning as everyone is working on tasks that are more difficult once we are open and aren't necessarily near a phone.
6. **Brian Yearling Waukesha School District:** I caught up with Brian Yearling from the Waukesha School District in November. Brian talked about the difficulties of managing a network when there are around 15,000 student iPads using in addition to student smart phones and tablets and staff smart phones and tablets. He said they can sometimes have up to 20,000 devices connected to the network. He also talked about the struggles they have keeping on top of all the apps that are available and how they restrict access to them when needed. Next year I want to meet with Brian and speak specifically to a bring your own device (BYOD) concept and how we can leverage services and content to patrons who are using our WiFi but not our computers.

Carolyn Peil, Technical Services Manager

1. **Staff education, Development, Etc.:** Ruth Huibregtse attended an Employee First Response class at Fire Station #1.

10 department members attended training sessions at City Hall which covered upgrades to Citrix and Office 2016

I began a six-week online class called Fundamentals of Supervision and Management offered through Gale Courses.
2. **Technical services Activities:** Technical Services has a new look. After many years of staring at dull, stained walls, we have newly painted walls to improve our working environment and morale.

After much searching, both online and in stores, plastic cases were ordered for some of the Children's Department's boxed readers collection as well as for the new Launch Pad collection. The boxes have arrived and I plan to put them to use before the end of the year.

Therese Lyons and I continue to meet on a regular basis to improve the functioning of our respective departments. We have discovered a few areas where procedures needed some attention and updating.

Ruth Huibregtse and Jill Cefalu continue to keep an eye on the library's materials budget. They met with the managers of the Children's and Adult Services depts. on November 15 to give updates on what remains to be spent.

ADMINISTRATIVE & STAFF REPORTS FOR December 8, 2016

Therese Lyons, Circulation Supervisor

1. **Circulation Highlights:** 77,721 items were circulated in November. 52,398 items were checked in, and 9,033 holds were filled. 226 new customers were registered for a library card and 31,214 visitors came to the Library to take advantage of the many programs and resources offered. The Circulation Department continues to receive positive feedback on the new Self Check Stations.
2. **Continuing Education:** I am continuing a Gale course which offers insight into effective management skills and motivational techniques to achieve a positive work environment. I am also taking a Managerial Webinar which focuses on communication with staff. The Library Associates in the Circulation Department attended the city-wide training for Citrix 7.8 at City Hall. Envisionware e-commerce service presented a webinar on November 29 demonstrating how Bridges patrons will soon be able to pay their fees online.
3. **Projects:** The Circulation Department is updating several procedures including steps taken to deal with damaged items, items with missing pieces, and handling patron claims that items have been returned. Circulation staff continues to RFID tag materials when needed. The new capability of the self-checks to read RFID tags continues to meet with patron approval.
4. **Meetings:** On November 9, the Interdepartmental Networking meeting was held at Fire Station #1. It is a wonderful opportunity for mid management City employees to share information and ideas about the different City of Waukesha departments. Included in the discussion was the upcoming Silver Bells theme for Waukesha Downtown Businesses during the holiday season.
5. **Department Changes:** We have completed the interviewing process and have hired Shaunna Iglow as our 20 hour shelve. Shaunna comes to us with experience as a shelve in Greenfield and has worked with a book return sorting system. Jennifer Hughes, Amy James and Claudia Byrne are our new 10 hour shelve. You may recognize Claudia's name since she worked in our Children's Department for over 20 years. Their official start date is December 6.

Kori Hall, Head of Programming Development & Community Engagement

1. **Waukesha Reads, NEA Big Read:** Waukesha Reads is finally over, and what a success it has been! A few remaining events took place in November:
 - The Ex Fabula StorySlam was hosted at the Civic Theatre, and attendees were treated to stories on the theme of "Loss of Innocence." Anyone could get up and tell a story, and I was surprised at the wide variety – some were extremely funny and others were very emotional. Such a great night. Megan McGee, Executive Director of Ex Fabula, hosted the evening and did a great job introducing stories and reading the "shorts" that people could fill out and turn in, if they weren't interested in getting on stage. I'd encourage everyone to check out this event

ADMINISTRATIVE & STAFF REPORTS FOR December 8, 2016

next year. Ex Fabula is a local non-profit group committed to bringing communities together through storytelling.

- The Dinner & a Movie event was hugely popular again this year. Candace Decker and Phil Smith entertained us all with their Mockingbird Cabaret, and UW-Waukesha Associate Professor Steve Decker introduced the movie with some funny facts. Dinner was pork loin roast, macaroni and cheese, southern green beans, and peach cobbler. For those of us who attended the Mary Badham keynote address in October, it was great fun to watch her on the screen after meeting her in person.
- The Waukesha Civic Theatre performed *To Kill a Mockingbird* fourteen times, and reported at our last Waukesha Reads meeting that it was the most profitable show in Civic Theatre history!

The Committee of the Whole met in November to evaluate the 2016 program and to begin discussions for 2017. I'm currently working on the elaborate NEA Big Read final report, which is due December 28. The Steering Committee will be meeting in December to choose the 2017 book, and the grant for next year is due at the end of January.

2. **Southeast Wisconsin Festival of Books:** I was thrilled to attend the SEWI Festival of Books on November 5. There was an awards ceremony in the morning for our three Waukesha Reads Flash Fiction winners and our three second-place winners. Our Flash Fiction winners each won \$100 and a Waukesha Reads t-shirt. The second-place winners also received a t-shirt and an Amazon gift card. Candy & Phil began the program with their Mockingbird Cabaret. It was a very nice ceremony for the winners, and I very much enjoyed meeting them all! If you would like to read their winning entries, they are on the website at www.waukeshareads.org. The winners of the festival's Century Fence Writing Contest were celebrated there as well.

In the afternoon, there was an author panel, at which six of the festival authors spoke about how *To Kill a Mockingbird* and Harper Lee inspired their writing. The timing of the festival was perfect this year, and we were very happy to have Waukesha Reads included on the agenda.

3. **Continuing Education:** I attended three webinars this month. The first was an NEA Big Read webinar on November 16 at which they discussed the new additions and the changes to the NEA's reading list for next year. The titles have changed dramatically, with the majority of classic titles being dropped and little known authors being added. It will be interesting to see how the list will affect programs going forward. I also attended a Library Journal webinar on November 17 called *Simple Ways to Beef Up Your Library Marketing*. A team leader from Cincinnati/Hamilton County spoke about making your newsletter into a content marketing piece, marketing your collection, reducing exposure and juggling social media posts. All good ideas to keep in mind as we continue to develop our marketing strategies. The third was an Envisionware E-commerce webinar, in which they demonstrated how patrons will (soon!) be able to pay their fines online.

ADMINISTRATIVE & STAFF REPORTS FOR December 8, 2016

4. **HR:** Amy and I interviewed three applicants for the Information Services Library Associate position this month. We did not find the right candidate, so we re-posted the opening until December 5.

Amy Welch, Information & Adult Services Manager

1. **Adult Book Discussion:** At this month's Adult Book Discussion meeting, members voted for four titles for the 2017 spring months from a selection of titles suggested by the librarians. The titles that were chosen are *The Underground Railroad* by Colson Whitehead, *Hillbilly Elegy* by J. D. Vance, *The Marriage of Opposites* by Alice Hoffman, and *The Nest* by Cynthia D'Aprix Sweeney. January's title will be *All the Stars in the Heavens* by Adriana Trigiani, and Book Discussion members will choose their own title to share with the group in February. We look forward to these discussions!
2. **Collection Development:** This month, materials selection has been our top priority. We've worked closely with Technical Services to monitor the remaining materials budget, and will finish purchasing in time for the December 7 deadline. This deadline will allow items we've purchased to arrive in the building before the end of the year. The Reference staff has been diligent in their spending, and continues to select worthy items for all adult collections while maintaining the Library's Collection Development Policy standards. I am confident that we will spend our entire budget this year.
3. **Changes to the Reference Department:** After holding interviews for the first batch of applicants this month, we've decided to re-open the search for the Library Associate position. We are hoping that this second round will attract a wider pool of candidates, and that we will find the right person to join the Reference staff. Applications will be accepted until Monday, December 5.

Kerry Pinkner, Children's Services Manager

1. **Programs:** Drop-in programs and activities continue to be very popular. Two of our busiest events were Thanksgiving Storytime (88 contacts) and the Turkey Hop (132 contacts). Other programs offered this month include Baby & Me, Stories Alive, Family Coloring Day, Game Day, Chess Club & Tournament, Preschool Fun Day, PajamaRama, Rhythm & Rhymes for 2s & 3s, Think-Build-Create, Playgroup, Read to Rover, Pokemon Club, LOL! Improv Class, LEGO Club, Fantastic Flicks and a 4th-6th Grade Book Discussion (*I Am Malala*), Word of the Week and the monthly early literacy activity.

Programs	2016	2015
Total Events	79	88
Total Contacts	3662	3667

Twice a year we offer a workshop for early educators and parents who are interested in learning about some of the best books of the year. We also share activities that they can use to encourage life-long reading skills in children. On November 12, Librarian I, Kaushalya Iyengar and Library Associate, Jason Penckofer presented to 59 adults in the

ADMINISTRATIVE & STAFF REPORTS FOR December 8, 2016

morning & 38 in the afternoon. Educators receive two hours of continuing education credits from The Registry for each class that they attend.

Jason did a phenomenal job announcing performers at the Youth Services Performance Showcase. He also helped plan this successful event. This was an opportunity for Librarians in Southeastern Wisconsin to meet with 29 performers, and watch 19 of those perform.

2. **Partnerships:** Grant and I met with Todd Gray, the Waukesha Superintendent of Schools, to discuss the possibility of sharing resources in the future. I will meet with the school Librarians before the end of the year to discuss ways that we might work together to achieve this.

On November 9 with partnered with members of the Hispanic Collaborative Network to bring a nutrition presentation to our library as part of the Familias Unidas program. Families who attended learned about healthy lifestyle options and made a simple snack.

3. **Community Partnerships and Outreach:** The Children's staff presented Kids' Choice booktalks to over 300 students at the following Waukesha Schools (2 talks) at Prairie (2) at Summitview, (4) at Hawthorne.

We gave an off-site storytime at K-Prep and Mt. Calvary preschoolers received a special storytime and tour at the library this month.

I attended the quarterly Waukesha Hispanic Collaborative Network meeting. Some of the partners have offered to help with the Gingerbread House (Construir una Casa de Jengibre) program that will be held at the library on December 7. I shared information about children's programs with representatives from 30 other organizations that were in attendance.

4. **Professional Development & Meetings:** Everyone from the Children's Department attended the 70-minute Citrix (version 7.8) receiver & Microsoft Office 2016 training in November.
5. **Miscellaneous:** Jill Fuller, Marketing & Communications Librarian for the Bridges Library, filmed one of our Preschool FUN Day classes and interviewed a parent about the 1000 Books App. You can see the video here: <https://youtu.be/HBePWMBmHMk> (Library Associate, Rachel Sharpe Brown is available for autographs) ☺

1000 Books before Kindergarten:

- Children currently registered for the program: 1,251
- Number of books read to date: 223,400
- Books are tracked using the app as well as paper reading records.

I met with Bruce Deming from Embury to finalize our furniture order for the Early Literacy Station and audio book bag shelving. This items will arrive before the end of the year.

ADMINISTRATIVE & STAFF REPORTS FOR December 8, 2016

Jim LaPaz, Head of Building Operations

1. **Building:** We hired Brian Gorman Painting to paint the administration area. The maintenance staff moved furniture. This project also enabled staff to clean out their work areas and dispose of items not being used.
2. **Meetings:** I attended a city Interdepartmental meeting at Fire Station 1. These meetings are for mid-level managers to share information about their departments.
3. **Behavior:** Nearly 20 kids were part of a gathering in Cutler Park. An instigator from Les Paul MS started a fight and threw rocks at library windows. It was reported to Police. The student was issued a one month with parent ban. He subsequently reentered the library and after his arrest by Police, his ban was extended through the school year. I have met with Joe Beine at Central and have been in contact with the Police and Park/Rec. This is the same group that has been causing problems since school began.

We banned a homeless man for one week from the library and grounds. He was found passed out in the public bathroom. A week later he passed out near Grant's car in the staff parking lot. His ban was upgraded to one year. A few days after that he was found drinking whiskey in the library and was arrested.