

## ADMINISTRATIVE & STAFF REPORTS FOR January 12, 2017

<b>Grant Lynch, Executive Director</b>
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- 1. PLSR / Resource Library Update:** I attended a meeting with all (17) of the other Resource Library directors in the state in the Wisconsin Dells in early December. The purpose of this meeting was to share information and experiences as the 17 largest public libraries in Wisconsin, in accordance with the work being done at the state level for the Public Library System Redesign (PLSR) process that began about a year ago. During the discussion, several ideas were shared about the future of Resource Library functions, including how to best serve other libraries in systems that may not have the resources or abilities that some of the larger organizations have. While I firmly believe that Waukesha County libraries are in a unique position to provide many of the traditional Resource Library functions independently, I advocated for more specificity in the law, and lobbied for services to be tied to funding. As it exists now, the law is ambiguous, which has caused some confusion and pushback about services rendered. I have worked for the past five years to put WPL in a fluid position where changes in the law would come with minimal impact, while partnering with other BLS libraries to ensure both compliance with legal requirements, and providing valuable services that match funding input.
- 2. Act 150 Committee Update:** The Act 150 five-year review is nearing completion, and I am happy to report that there will be no recommendations to change the county funding formula when the committee reports to the Waukesha County Board of Supervisors later this quarter. Other than more specific standards to be applied to public library services, there were no major shifts in ideology during the legislative review. The series of meetings, however, were an excellent time to share ideas and foundations for service to the 25+ member committee, and I was delighted to participate in the process. This plan will be ratified and take effect sometime before summer 2017, and will expire in 2022.
- 3. Furniture Replacement:** I have spoken informally with a few key staff members regarding the \$70,000 furniture replacement (part of the FY2017 CIP) plan. We are approaching this not so much as a simple replacement for furniture in the building, but rather as an opportunity to build smarter spaces that focus on customer accommodation. The Library is evolving into far more of a community space than ever before, and our spaces need to reflect that interest and meet that need. Since we have a greater need for meeting and conference space, but limited funds to pursue major projects in that arena, we can purchase new furniture that lends itself to achieving that objective. In Q1 2017, we are going to review all spaces in the facility and come up with solutions for storage that will alleviate some burdens and create new flexible spaces for our patrons. I will present our team's findings to the BoT in future meetings.
- 4. WPL Foundation:** I have made some progress on establishing a Waukesha Public Library Foundation, in line with past BoT discussions about composition and objectives. I have met with a few consultants regarding how to best set up a 501(c) (3) organization so that it suits our fundraising needs. At first glance, I am optimistic that there are unallocated resources available in our community that could help us achieve

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some of our space needs goals, and I am confident that I am connecting with the right people to do so. As more meetings take place, I will bring to the BoT more information about the next steps. At this moment, I see us getting off the ground with an established Foundation in Q1 2018.

- 5. 2017 In Review:** 2017 has been another fantastic year for the Waukesha Public Library! I am very proud of the efforts of all of our staff members in all areas of the operation. We had many challenges this year, with emphasis on some major staff shifting and the conversion of 335,000 items to RFID, and I commend every single member of our team for staying flexible and optimistic about what the future holds. In light of all of the changes this year, I am ecstatic to report that our numbers are again up from last year, with a few reaching 10 and 20-year highs. Of particular note is that our traditional material circulation, which rose an incredible 3.3% during 2017! I will produce a 2017 Annual Report for all of our stakeholders, and I will be including in that document a five-year look back at all of the successes we have realized since 2012. I anticipate that this document will be available before spring 2017.

<b>John Klima, Assistant Director</b>
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- 1. RFID Implementation:** We are working with mk sorting to get the sorter communicating with Polaris to check material in. Once this is working properly we will turn on sorting. This will be the final step of the RFID implementation and we look to complete it in early 2017.
- 2. Bridges Evanced Calendar Help:** I was contacted by the Fort Atkinson library to help them get their Evanced events calendar implemented into their website in the same way that we have. After a short email exchange Fort Atkinson was able to get their Evanced events on their website.
- 3. Automated Phone Answering:** We inadvertently recorded over the message that gave callers the list of options to connect automatically to certain areas of the library. We quickly re-recorded the message and got things working again. A few days later, on the suggestion of Amy Welch, we modified the message to direct people to the circulation department for book renewals as many of those calls were going to the reference desk. At the same time reference noticed that the way they normally transferred calls to circulation was sending patrons back into the automated phone message rather than ringing directly in circulation. City IT and I were able to discover where the problem was happening and corrected it.
- 4. Public Computers:** We're having a number of problems with our public computers being slow and freezing up on patrons. Erin and I will be addressing this issue in 2017 by replacing computers and investigating longer term solutions (i.e., new management software, server based computers, etc.) at the ALA Annual meeting in June 2017.
- 5. New iMac for Children's:** As part of the makerspace that's coming to the children's department, Jason and I unboxed and set up the new iMac that will be used to run a 3D printer and provide an Apple computer to those patrons who need one. Jason and I

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talked through a number of questions and concerns that we need to address/answer before the computer is deployed in children's. We will complete this project in earl 2017.

- 6. Hotspot Troubleshooting:** I took a call from a patron who was having trouble with the hotspot they checked out from the library. After working through several different steps I directed the patron on how to remove the battery which reset the hotspot and allowed them to use it as intended.

### Carolyn Peil, Technical Services Manager

- 1. Staff Changes:** On December 15<sup>th</sup> we said goodbye to Marty Wiese. She has been a tremendous member of our department during her 6 months as an LTE cataloger. During that time, she completed projects for both the Children's and Young Adult collections and cataloged almost 3,250 items.

- 2. Staff Education, Development, Etc.:** Technical Services staff participated in the annual Staff Ed. Day activities. We all thought the Real Colors Workshop was eye-opening. Department members enjoyed working on the "Fun Facts" challenge too.

I completed a six-week online class called Fundamentals of Supervision and Management offered through Gale Courses.

I began a six-week online course on Excel 2016 also offered through Gale Courses.

- 3. Technical Services Activities:** On December 5<sup>th</sup> new work stations were installed in the LA, Page, and Acquisitions areas. No more table legs balancing on wood blocks, swaying tables, or catching our clothes on chipped edges. The new work stations look professional and the department members are very pleased with how everything functions now.

Carol Rose, Anne Klug, and Kathy Harrits worked very hard to prepare the 32 Children's Launchpads for circulation. After a bit of a roadblock with the Self Check machines the Launchpads are now available for our customers to checkout.

Some of our ++ Readers are now repackaged into sturdier plastic cases. These sets of readers in cardboard boxes are very popular but the boxes are not holding up. We hope the new cases will extend the life of these items.

Ruth Huibregtse and Jill Cefalu managed to enter and receive all the year-end orders and spend down the materials budget. This is always a herculean task.

### Therese Lyons, Circulation Supervisor

- 1. Circulation Highlights:** **77,570** items were circulated in December. **51,741** items were checked in, and **9622** holds were filled. **198** new customers were registered for a library card and **27,151** 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.

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- 2. Continuing Education:** I have finished the management online course offered by Gale. I am also continuing a Managerial Webinar focused on more effective communication with staff.
- 3. Projects:** Increased shelf checks for items claimed returned and shifting materials in the Children's Department and Large Print are among some of the projects that Circulation is currently undertaking. Circulation staff continues to assist patrons with the Self checks with RFID reading capabilities and patron response continues to be positive.

### Kori Hall, Head of Programming Development & Community Engagement

- 1. Waukesha Reads/NEA Big Read:** Waukesha Public Library's Big Read final report was submitted to the NEA/Arts Midwest on December 14. About 9,500 people attended the 44 events and 13 book discussions that highlighted Harper Lee's *To Kill a Mockingbird*. In comparison, average attendance from the 9 previous years was approximately 8,600 people, showing Waukesha Reads to be a continually successful event! We distributed a record-breaking 2,420 books to the community in 2016.

Waukesha Reads 2017 is already in the works. The Steering committee met in December and selected the book, which was chosen from a list provided by the NEA. Because we will be applying for another NEA grant, it was necessary to choose a title from their list of acceptable titles. The grant application for 2017 is due on January 26.

- 2. Continuing Education:** I attended Staff Education Day on December 2. The morning consisted of a Real Colors Workshop, which helped staff members to better understand the communication styles of our colleagues, and the afternoon included a teambuilding marshmallow project, department meetings and three staff sharing sessions. This is an entertaining and educational day, and I truly enjoy spending the day with co-workers from other departments.

I attended two additional webinars in December. *Unite Your Patrons: Check Out the Latest Trends in Community Reads Programs* focused on what other communities are doing for their all-city reading programs. I am happy to say that we are ahead of the game with Waukesha Reads. I also attended *Re-thinking Adult Programming and Displays*. This webinar discussed thinking of displays as merchandising and doing programs in a participatory style, featuring art and other hands-on activities to keep patrons involved.

- 3. HR:** Amy and I hired Nancy Aycock as the new Information Services Library Associate. She comes to us from the Circulation Department and brings a great set of technical and artistic skills to the department. Her first day was December 29. Welcome, Nancy!

### Amy Welch, Information & Adult Services Manager

- 1. Changes to the Reference Department:** We are pleased to announce that Nancy Aycock has accepted the Library Associate position. She started at WPL in 2015 as a Page/Shelver, and began training in the Information Services department on Thursday,

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December 29. Nancy spent seven years in the army as an Air Defense Artillery Operations Intelligence Assistant, and has her Bachelor of Fine Arts in Photography from Cardinal Stritch University. Nancy also volunteers at the Waukesha Community Arts Project as a Visual Arts Program Teacher, Classroom Assistant, Fundraising Committee Member, and Photographer. Nancy brings many years of customer service experience, and technology skills to the Information Services department.

We also recently opened an additional Librarian I position, which will be split between Technical Services and Information Services. This position opened on December 9 and will close January 9. We hope to find a candidate who fits the needs of both departments.

2. **Materials Budget:** Our materials selection deadline was Wednesday, December 7. We will resume selection again in January. Any extra orders will be held by Technical Services for possible last minute ordering if previously ordered items do not arrive in the building by the end of the year. We are well on track to hitting our budget goals. Department heads and staff have worked diligently to spend the remainder of our materials budget so that items may arrive in the building before the end of the year.
3. **Federal Depository Library Plaque:** This month we received a plaque commemorating our 50<sup>th</sup> year as a Federal Depository Library. Each year we add several state and federal documents, both in print and electronic, to our collection for public use. We are excited to commemorate our 50<sup>th</sup> year providing this service, and hope to find a permanent location for the plaque soon.
4. **The Zine:** The Teen Manga and Anime Club published Volume 8 of *The Zine* in December. It includes original artwork, trivia, games, reading lists, recipes and other content created and contributed by club members. Free copies are available in the Teen Zone, and one copy has been added to our circulating YA magazine collection. *The Zine* is published twice yearly in June and December.

### Kerry Pinkner, Children's Services Manager

1. **Programs:** Holiday programs helped increase program attendance by 40% over last year at this time. Events this month included a Holiday Storytime, four Gingerbread House classes and a family Casa de Jengibre class. Members of the Waukesha South Orchestra performed at one of the programs, and a violin teacher and seven of her students played holiday music at another class. Total attendance at these events was 339.

	2016	2015
Total Events	34	22
Total Contacts	1620	1159

Other programs offered this month:

Storytime with Dad, Fantastic Flicks, Think-Build-Create, Pokemon & LEGO Clubs, Playgroup, Game Days, Family Coloring, and Read to Rover.

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### 2. **1000 Books before Kindergarten:**

Sixty children and adults attended a music celebration, followed by a graduation ceremony for 14 of the 40 children who completed reading 1000 books this year. Early literacy activities were available to families after the event.



3. **Grants:** We were awarded a \$400 Southeastern Wisconsin Youth & Special Services CE Mini Grants through a competitive application process. We were one of five libraries in the Bridges Library System to receive 16 funded grants. A total of 36 applications from seven library systems were received. A BIG thank you to Library Associate, Michele Gagner for writing the proposal for this grant. The money will be used for our Dia de los Ninos event in April.

4. **Community Partnerships and Outreach:** We partnered with the Waukesha Hispanic Collaborative Network, Family Empowerment Action Team to offer Casa de Jengibre. 53 children and 48 adults listened to stories, built gingerbread houses, and sang songs.

Library Associate, Jason Penckofer booktalked Kids' Choice titles at Summitview. He also gave a storytime to the children at All About Learning Childcare Center.

I met with school librarians to discuss the possibility of a partnership between the school district and our library. We looked at options for shared resources and staffing. A proposal was submitted to the Superintendent of the school district.

5. **Professional Development & Meetings:** Library Associates, Kelli Cramer and Rachel Sharpe Brown attended the Cooperative Children's Book Center (CCBC) Great New Books for Children and Teens presentation at the West Allis Public Library.

I helped plan the Staff Education Day with Joan and Cindy and organized the Real Colors presentation.

6. **Personnel:** Congratulations to Library Associate, Michele Gagner on receiving your MLIS degree from UW-Milwaukee this month!

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<b>Jim LaPaz, Head of Building Operations</b>
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1. **Building:** Maintenance removed 14 pieces of furniture from technical services that were being replaced. They then cleaned the area and shampooed the carpeting.

We have experienced a large buildup of debris in the cooling tower. Testing showed that it was calcium deposits. We have started to investigate a new chemical system for the unit to be installed in 2017.

Ford Construction installed a "range hood" type cover over the exterior MK unit. It will help alleviate issues with water and snow falling on the screen and door. Ford also reinforced a wall in the Board Room and mounted the new TV.

2. **Behavior:** I went to Municipal Court answering to a subpoena from the City Attorney. A man who we banned for one month and later for a year returned and was arrested for trespassing. He alleged that he was told to only stay out for two days. We have a history with him harassing staff, attempting to break into an employee's car, drinking vodka in the building, and rolling a marijuana blunt. He failed to show so Judge Cook found him guilty and ordered a fine.

We banned a man for one year after he was Drunk/DC and threatened to kill two other people.

We banned a man for one year after he had two Drunk/DC incidents in the building and used a false name.