

ADMINISTRATIVE & STAFF REPORTS FOR June 8, 2017

John Klima, Interim Director

1. **Public Hearings on State Budget:** In April, I took part in a group that spoke at a public hearing on the State budget. On May 31, Connie Meyer reported this (emphasis mine):

"I'm delighted to report that a few hours ago the state's Joint Finance Committee (**on a 16-0 vote**) added \$1.5 million in state aid to library systems to the Governor's 2017-2019 budget. The increase, like the current state aid to library systems, would come from the Universal Services Fund."

Connie noted that the funding is not approved until the Governor signs the budget. The Governor could veto the funding. Regardless, this is a great indicator of the support libraries have in the state of WI from their government.

2. **APL Meeting:** Connie Meyer provided a recap of the SRLAAW meeting and the PLSR discussion that happened there. There was a general consensus that while PLSR is working on data gathering, many of their surveys don't allow participants to provide examples in the way of comments. We also started the discussion of the 2018 Bridges budget. Many of the things discussed focused on items that Bridges subsidizes for the libraries—e.g., databases, Flipster, OverDrive Advantage program, etc.—and that the plan was to slowly increase the percentage that libraries pay until for most if not all the cost for these items. Connie also spoke to the large reserve fund that Bridges has and that she would like to find ways to spend it down to a more reasonable amount.
3. **Bridges Board Meeting:** Connie Meyer provided a recap of the SRLAAW meeting and the PLSR discussion that happened there. Connie also discussed the Waukesha County Library Plan & Standards, which the Board approved in April. There was a spirited discussion about the President's potential removal of IMLS funding from the Federal Budget, which would eliminate the LSTA program that is used in WI to fund WISCAT (which is used for interlibrary loan throughout the state), as well as technology grants for libraries.
4. **Friends of WPL:** The Friends discussed moving forward with investing some of the funds that they have so that they can earn more money than sitting in a basic bank account. Friends president Tammy also talked about how the Friends spend about \$40,000 each year but are currently bringing in about \$30,000. They are working on ways to equalize those numbers so that the Friends do not need to dip into their reserves. The Friends agreed to co-sponsor a team for the Greater Waukesha Literacy Council spelling bee. They also agreed to have the Library be a drop-off spot for donations for the Waukesha Reads service project. This means that the Friends would not be placing any donated children's materials into their book sale but rather into the donation box.
5. **Community Library Liaison:** Grant and Kerry had developed a shared position between the Library and the School District. This person would work as a liaison between the two entities to deliver information and services back and forth and improve our already great relationship with the schools. The School District would fund about

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70% of the position while the Library would fund the other 30%. They are waiting on the state budget before they move forward on this three-year commitment for the position. Kerry and I met with Kevin Lahner to talk about funding sources.

6. **DeepFreeze Update:** Erin and I worked on Sunday May 21 to update DeepFreeze on our public computers. DeepFreeze creates a snapshot of a computer's settings and restores the computer to those settings when it is restarted. This way if a virus is downloaded onto a machine or someone installs unapproved software on to the public computers it is wiped clean with the next restart. We were a few versions behind so we wanted to get up to the latest version of the software.
7. **Children's 3D Printer/iMac:** Jason and I worked on getting an iMac and 3D Printer set up in the children's area so that we can offer 3D printing to our young patrons. This also gives us an Apple computer for patrons to use if that is what they need. We are still working on putting a submission form on the website so that patrons can send us designs to be printed.

Carolyn Peil, Technical Services Manager

1. **Staff Education, Development, etc.:** Kathryn Weisbeck continues to learn the various fiction collections here at WPL. She has willingly tackled Spanish fiction and graphic books. Sandy Grosh began training Jeanette Fellows in some of our A/V processes.
2. **Technical Services Activities:** Jeanette Fellows, a member of the shelving team in Circulation started May 1 as an LTE in Technical Services. She will be primarily focusing on getting our A/V materials ready for circulation. We are already seeing the benefits of these focused hours as Jeanette readied 643 A/V items for circulation in May.

On May 23, we started a relabeling project, which will benefit the library on many levels. Children's Walt Disney materials have been handled in various manners over the years. Picture books were placed in bins under ++ Walt. Some fiction books were shelved as + Disney, others under the name of the author or character. There was no easy way to locate a specific title causing problems for both customers and staff. After a discussion between members of both departments and input from Circulation, we are developing a more unified approach to labeling most Disney materials. (We will not be relabeling DVD items at this time.) Both + and ++ collections will now be under Disney. Items which are part of a series will be labeled as Disney (series). For instance, ++ Disney Princess. Items which are based on a Disney movie will be Disney (movie name), such as ++ Disney Frozen. Jane Rickett has volunteered to be the primary Technical Services team member for the relabeling project. So far, Jane has relabeled 234 items. Children's staff has readied space on their shelves and bins for the newly relabeled materials and the initial results are stunning!

We have a new printer in Technical Services! On May 19, our old, basic, workhorse printer was replaced with a new basic printer. It is working like a charm and the labels it

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produces are fabulous. Thanks to Erin Shepard for all her diligent work in getting this new printer installed.

I submitted the department's 2018 budget request on May 30. While our supply budget request remains flat, I did request additional money for capital improvements (new furniture for our catalogers) and additional personnel (1 Library Page and additional LA hours.)

Therese Lyons, Circulation Supervisor

1. **Circulation Highlights:** 82,343 items were circulated in May. 54,249 items were checked in, and 10,885 holds were filled. There were 356 new customers registered for a library card and 29,841 visitors came to the Library to take advantage of the many programs and resources offered.
2. **Continuing Education:** On May 4, I hosted the Interdepartmental Networking/ Unity in the Community meeting at the Library. Representatives from various City Departments attended the meeting to discuss ongoing plans for a Citywide Unity in the Community event. Beer Garden events have been approved at Rivers Crossing on August 17, 18, and 19 and at Bethesda Park August 24, 25, and 26. The vision is to share with the public the many benefits that each department offers at these events. It is anticipated that representatives from the City Departments will be present at the events answering questions and disseminating information.

On May 10, I attended a seminar presented at the New Berlin Public Library on Emotional Intelligence. The program centered on building Self Awareness, Self-Management, Social Awareness, and Social Management to create a more positive and productive work environment.

On May 25, I attended the Annual Circulation conference in Fort Atkinson. There were presentations on customer service attitudes, boosting Circulation, resolving difficult situations, and the importance of good communication and trust in teambuilding.
3. **Projects:** Item records with a status of *Claims Returned* and *Lost* are being reviewed in an effort to clean up the library catalog. Materials with Disney and ++Walt on the call number label are being separated from incoming materials to be catalogued and relabeled to "Disney".
4. **Department Changes:** After 9 years with the Waukesha Public Library, Library Assistant Connie Selzer-Kerr moved on to a fulltime position in Madison. Her last day was May 17. Connie's attention to detail and strong customer service skills will be missed. We wish her well!

We have completed interviews and hope to fill the open Library Assistant position by the end of June.

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Kori Hall, Head of Programming Development & Community Engagement

1. **Hunger Task Force Photography Exhibit:** From May 1-22, the Library was honored to host the *Hunger Next Door* photography exhibit, sponsored by the Hunger Task Force. The exhibit was created to illustrate the reality of hunger in our local community. Five families were given digital cameras to tell their story through photos, which they did hoping to change how we view, understand and work to solve hunger. We received many positive comments about this exhibit, and it was even visited by a local photography class from WCAP! These types of displays have been very popular with Library visitors, and we hope to continue hosting more art and photography exhibits in the future.
2. **What's Up Waukesha! Summer Reading Video:** The City of Waukesha has been encouraging all City departments to participate in their "What's Up Waukesha" video initiative, which is intended to educate citizens about various events happening in our community. The Library stepped up to the plate in May to make a video to publicize our Summer Reading Programs. The video had to be less than three minutes long, and was shot by a representative from the City TV channel before the Library opened for the day. Planning the video, writing the script and being filmed was something new for our staff, but something we would definitely try again. Thanks to Paula, Carley and Kelli for agreeing to be on camera! You can watch the video on the Library's Facebook Page or on the City's YouTube Channel. (<https://www.youtube.com/watch?v=1XNFu1RfDY>)
3. **Michael Kula Event:** On May 24, author and former Carroll University Professor Michael Kula visited the Library from Tacoma, WA to discuss his brand new novel *The Good Doctor*. *The Good Doctor* is set in Waukesha and is based on the scandalous, true story of Dr. David Roberts, one of Waukesha's most prominent citizens of the 1900's. Sixty-nine people showed up to hear Michael speak, including the granddaughter of Dr. David Roberts' third wife! Martha Merrell's bookstore was here to sell copies of his novel, which Michael gladly signed after the presentation. The crowd was excited to hear more about this interesting story from Waukesha's history and how Michael adapted it into a novel.
4. **Waukesha Reads:** Connie Pelzek has agreed to be the 2017 Waukesha Reads featured **artist**, and will be creating an original painting that will be used to promote this year's program. After the program, her artwork will be hung in the Library for the community to enjoy indefinitely.

Amy Welch, Information & Adult Services Manager

1. **Manga Festival:** The annual Teen Manga Festival was held on Saturday, May 6 and was once again a great success! 20 local teens enjoyed a workshop, "How to Draw in the Manga Style" by Milwaukee artist Nick Katzfey. After the workshop, teens enjoyed snacks, a movie, and crafts including origami, duct tape, drawing for the Manga Club's Zine, and perler beads. We also held a raffle, and a cosplay contest where teens came dressed as their favorite manga character. This festival is one of our most popular teen

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events, and demonstrates the Library is continuing importance as a safe and fun space for local teens.

2. **SRP School Visits:** Carley made school visits to Waukesha North and West high schools and Butler and Horning middle schools in May, and will be making a visit to Les Paul middle school at the beginning of June. Each year, our teen librarian visits local schools to promote our summer reading program and pre-register teens going into grades 7-12. Carley stopped by all of the lunch hours at the schools she visited, and has pre-registered 101 teens!
3. **Staff Changes:** We are happy to welcome Elizabeth craft to the Information Services team! Elizabeth brings over four years of public library experience, and previously worked as the Assistant Director and Reference and Technology Librarian at Jefferson Public Library. She also worked as a Library Assistant at the Monona Public Library. Elizabeth's first day was Tuesday, May 30 and we are very excited to have her on board!
4. **Language Exchange:** Based on continuing popularity, we have decided to extend our Language Exchange program through the summer. Librarian Paula has worked tirelessly to promote this program throughout the community in hopes that native Spanish and English speakers may come together and practice their second language skills with one another. The Library strives to provide fun and educational programs to our community, and while this program is not a class, it is a great way for community members to meet and practice a common skill that will better their lives.

Kerry Pinkner, Children's Services Manager

1. **Programs:** During the month of May, the Children's Staff focused on promoting the reading club and summer programs at school visits. In May, we gave 53 class presentations at the schools, and 22 rotating presentations at the Library. The energetic Children's Team spoke to more than 3900 children about exciting reading opportunities at the Library this summer.

Programs	2017	2016
Total Events	52	47
Total Contacts	4885	3999

2. **Community Partnerships and Outreach:** Number of presentations at Waukesha schools to promote the summer reading club (we gave more than one presentation at some of the visits): Hadfield (4), Rose Glen (4), Banting (3), Heyer (1), Summitview (2), Mount Calvary (1), Beautiful Savior (3), Hawthorne (5), Trinity (1) Randall (14) Meadowbrook (2), Prairie (3) Hillcrest (1), Whittier (5), St. William (1), Bethesda (3)

Three schools brought their students to the Library for a tour, SRC talk, storytime or booktalk. The third graders also received a short talk about local history and a tour of the Carnegie room. Visits to WPL – (75) 1st graders from Banting, (86) 3rd graders from Bethesda, (76) 1st graders from Summitview School.

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We were also invited to share resources, and discuss the importance of summer reading at several local events.

- Jason represented WPL at the Prairie Palooza event
- Jason spoke to parents at a LaCasa workshop
- Rachel represented WPL at the Childcare Appreciation event
- Chris spoke to teens about volunteering at the Library at the Waukesha South Junior Explorations Forum
- Michele and our summer intern, Katie represented WPL at Blair Flair
- Kelli represented WPL at Heyer Family Literacy Night

Kaushalya attended a Community Learning Center meeting at Hawthorne Elementary.

We hosted a Hispanic Collaborative Network, FEAT meeting at WPL.

- 3. Professional Development & Meetings:** I attended the workshop, Emotional Intelligence: Awareness, Adaptability and Empathy for 21st Century Leadership at New Berlin Public Library. Takeaway: "It is very important to understand that emotional intelligence is not the opposite of intelligence: it is not the triumph of heart over head, it is the unique intersection of both." ~ Dave Caruso. Having Self Awareness (Mindfulness) and Self Management (Adaptability) are important qualities to have before successfully having Social Awareness (Empathy) and Social Management.
- 4. Misc.:** I met with Katie Melendes, an Intern from Carroll University who will be working in the Children's Department this summer. Katie is bilingual and has accompanied us on some of the dual language class visits. She also helped us sign up more than 50 children for summer reading club at Blair Flair.

I met with Joan, Therese and Kori to discuss volunteer policy. This summer, volunteers will work many hours to help us register children for the reading club, staple coupons and help us with program prep.

Kelli appeared in the What's Happening City video.

Currently, our Disney materials are cataloged and shelved in variety of locations. This is due to the fact that some were originally published as Walt Disney titles, and others as Disney, or another company. In an effort to make the materials easier to find for our patrons and staff, Kaushalya and I have been working with Tech Services and Circulation to come up with a solution.

Kaushalya picked up a generous donation of books from Half Price Books. Some of the materials will get added to the collection and the others will be used as prizes for those finishing the summer reading club.

I met with new Adult Reference Librarian, Elizabeth Craft. Gave her brief overview of the Children's Department and a tour.

An IT professional and Robotics student have contact us and are interested in helping us with our Coding Club this fall.

I attended a Libraries Transform meeting. Representatives from the 24 Bridges Libraries are working together to plan a system-wide promotion for February, 2018.

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John and I met with Kevin Lehner to discuss Community Library Liaison position. This is a proposed partnership between the Waukesha School District and WPL.

Jim LaPaz, Head of Building Operations

- 1. Building:** An HVAC pump motor burned out. It was rebuilt and reinstalled by Hennes. We ordered mesh chairs for the Community Room that will replace the current metal chairs. I arranged the giveaway of the old chairs to other city departments, Police and Park/Rec, when the new chairs arrive. New chairs were ordered for the Board Room to replace the beige chairs by the windows.
- 2. Behavior:** We issued one-year bans on two individuals after police intervention at the Library for disorderly conduct.