

## ADMINISTRATIVE & STAFF REPORTS FOR July 13, 2017

<b>John Klima, Interim Director</b>
-------------------------------------

1. **Mk Solutions:** We made progress on several items related to mk Solutions. First, Markus Wolters and I are testing the RFID functionality of checking in material, which will lead to the implementation of sorting. We are on schedule to complete this by the end of the summer. In the meantime, Markus upgraded the software running the sorter and the return stations, which has improved the responsiveness of the unit. Fingers crossed, but the unit has been functioning well since the software upgrade. Additionally the upgrade gives us control over the staff and return stations from the central PC in the unit. We no longer have to go stand in front of the returns to be able to change messages to patrons. Additionally we will start receiving email notifications from the system again. Email notifications are included under the initial year of maintenance after installation and after that point, we need to supply an email to mk to use for sending notifications. I will get this information to mk in July and start the process again. The screen on the exterior return is worn and needs to be replaced. The replacement screen is in the building and will be replaced soon.
2. **Finance CIP Discussion:** Jodi Keene from the City of Waukesha finance department came over to the Library to walk me through how the City's CIP process works from the standpoint of getting that information to City Hall. One of the big things she talked to me about was getting items into the CIP schedule that we need on an ongoing basis. An example she gave me was furniture. We should look at putting a smaller dollar amount for furniture replacement into the CIP annually rather than doing a large amount every ten years or so. The CIP document is due to City Hall by July 11 so I will be meeting with the department heads to talk about CIP before then.
3. **Greater Waukesha Literacy Annual Spelling Bee:** The Library had a team at the spelling bee again this year. The theme was superheroes. The Library team—The League of Extraordinary Librarians—did ok this year. We were not the first team to misspell a word but because of our limited funds we were not able to buy our way back in to the bee so we were the first team completely out. This is always a fun event and the team and I brainstormed some ideas on how to get more people involved. People from the Library have struggled to attend the bee, as it tends to fall on Library Board meeting nights. There are several other Literacy Council board members who cannot attend the event because of other commitments. Because of this the Literacy Council—of whom I am a board member—is looking at changing the date for 2018 forward.
4. **Bradbury Miller Associates visit:** Bradbury Miller Associates came to the Library early the month to meet with staff and the Library Board in order to craft the job announcement for the executive director job search. They sent out a draft of the announcement over the weekend after they visited. I sat in with the Library Board Search Committee and helped edit the announcement. I am glad to have Bradbury Miller moving forward with the search and look forward to seeing the candidates in the fall.
5. **Midwest Tape/Hoopla:** I scheduled a meeting with the regional Midwest Tape sales rep and had Amy, Kerry, and Carolyn join us. In general, we do not buy from Midwest

## ADMINISTRATIVE & STAFF REPORTS FOR July 13, 2017

Tape because they do not offer the same discounts we are able to get from other vendors. I was interested in hearing more about Hoopla which is Midwest Tape's electronic book/streaming music/video service. Unlike OverDrive—which is a subscription service—Hoopla is a pay-per download service. It might not be a replacement for OverDrive but it might be something that would help alleviate the amount of holds on popular material. Items available in Hoopla are always available, i.e., if someone else checks out a book from Hoopla it is still available for another reader. In OverDrive if someone checks out a book it is not available for another reader until the first reader is finished with it.

6. **APL Meeting:** We talked mostly about the Bridges budget and how Connie is going to propose the libraries increasing the percentage they pay on certain services. In the chart below, you can see the services and what percentage the libraries share is of the cost of that service.

Service	Libraries Share
Shared Database Charges	85%
Movie-Licensing	100%
EContent	50%
EContent Advantage Program	66% (2017 was 33%)
Flipster	75% (2017 was 50%)
GALE Courses (5% increase estimated)	50% (2017 was 25%)

Connie reminded everyone that many of these items started as pilot programs under Bridges and the intention is to shift those costs over to the libraries if we find the services valuable. She also wants to make that shift in case something changes in the future in how the library systems in Wisconsin exist. 2018 will be the first year that we use service population, as opposed to municipal population, to determine the funding of the libraries so while our costs might be going up in the Bridges budget it is likely that our payment from the county will increase as well. I spoke about Hoopla to the group and Mellanie from Bridges has set up a trial of the service for the libraries to use and see what we think of it.

7. **ALA Annual Conference:** The conference was quite beneficial under three main areas:

- a. **Vendors:** I met with Biblioboard to discuss Self-E, which is a digital book service that promotes local authors. Self-E allows patrons to upload their own book, which would then be a part of our Self-E collection. Biblioboard curates a collection of the best books from each state. Additionally Library Journal reads all the material uploaded to Self-E and selects material they feel is the strongest. The books that make the Library Journal cut are then put into a Library Journal Select collection, which would be available to patrons. The books also receive a review in Library Journal. Many libraries who work with Biblioboard are using them to bring digital graphic novels to their patrons, such as the RAILS group in Illinois.

## ADMINISTRATIVE & STAFF REPORTS FOR July 13, 2017

I met with Rachel Davis and Markus Flory from mk to talk about the difficulty we have had. Rachel told me that mk has hired a new US project manager as the previous one was not communicating well enough with customers, which includes WPL. Rachel was apologetic about our problems. Markus talked to me about how they were changing their procedures in Germany to improve how help tickets were handled which should help us immensely. He said that tickets used to get passed from one engineer to the next, which will no longer happen unless a specific expertise is needed. He and I also spoke about the troubles we have had with the exterior return and we developed a plan on how to move forward investigating the problem so that mk can get to the bottom of it and fix it.

I spoke with Peter Wuerl from Playaway. We use their Launchpads in children's but we have had quite a problem with the cables/power input malfunctioning. It is not a problem other libraries have but they continue to take back faulty devices and replace them at no cost. Peter assured me that they would continue to work on finding the source of the problem and figure out a way to prevent it from happening in the future. Peter is going to be in the Library for a Playaway day where he is available to talk to patrons about Playaways and Launchpads but he will also hand out ear buds and power cords to people.

I met with several sales reps from Gale Learning who mostly wanted to know if there was anything they could do to help us. I mentioned that marketing and promotion are areas where we could always use help. They mentioned that someone of their libraries hold 'graduation' parties for patrons who completed courses in Gale Courses. They get a big cake and recognize the hard work that patrons have done. They will follow up with me in the future to talk about more ideas.

- b. Conference Sessions:** Most the sessions I attended had to do with technology in the library. I sat in one management session but it was geared towards academic libraries so I did not stay to the end. Some of the things I took away from the sessions include better ways to secure the Library website, alternative digital book services, and ways to manage public computers. I have a lot of notes to review and people to follow up with to see if any of these services/programs would work for WPL.
- c. Networking:** I was able to see most of the librarians I know from around the country. As different, as things are in different places many of us face the same problems and concerns. At the same time, we are all able to give a new perspective on things for each other and potentially find new ways to do things. It was particularly enlightening to talk with my former colleagues from Iowa about professional development. I would love to be able to offer more opportunities for staff to attend conferences like this and even provide ways and means for staff to do presentations at conferences because we do a lot of great work at WPL. Perhaps the ALA Annual conference isn't the correct venue for us but we have an active in-state library association that I think we could get more involved with. The WAPL (Wisconsin Association of Public Libraries) conference

## ADMINISTRATIVE & STAFF REPORTS FOR July 13, 2017

will be held at Country Springs next year and I think that's a great way to test out increased professional development for staff.

Finally, and most relevant to this Board, I was able to see Grant Lynch and talk to him for a brief moment. We spent a lot of time talking about Waukesha but I was able to eventually turn the conversation to how he was doing. The Lynch family is in a house in suburban Columbus which is a vast improvement over a small apartment. Grant said he has about a thirty to thirty-five minute commute. He also said that he's been working twelve hour days while he learns the scope of his job. While I think he misses a lot of the people in WI he seems very happy in his new job.

### Carolyn Peil, Technical Services Manager

1. **Staff Education and Development:** Many of the Technical Services department members worked on preparing 10 new Book Group Kits for the adult collection. This was a great opportunity to refresh our collective memory on how these items are processed and to introduce Book Group kits to department members who have not worked on them in the past.

Kathryn Weisbeck worked with me on adding Children's duplicate items to the collection.

I attended WiLS Peer Council in Madison on June 5. We learned about using linked data, UWM's Digital Collections creation guidelines, and the bibliographic tools MarcEdit and OpenRefine.

2. **Technical Services Activities:** Jane Rickett relabeled 424 Disney related items for the Children's collection in June. This project is going very smoothly.

I gave a brief tour of Technical Services on June 8 as part of the June Board meeting. The tour was accompanied by a cameraman and reporter from Fox 6 who attended the Board meeting.

### Therese Lyons, Circulation Supervisor

1. **Circulation Highlights:** **103,385** items circulated in June. Circulation was up 21% from the previous month. **62,311** items were checked in, and **10,505** holds were filled. There were **418** new customers registered for a library card and **36,536** visitors came to the library to take advantage of the many programs and resources offered.

2. **Continuing Education:** New for June are weekly Library Associate/Assistant meetings on Friday. This gives the department an opportunity to discuss our policies and procedures as they relate to specific patron interactions. Discussions in June included our procedures for handling questions about library card information, patron privacy, custodial parent and child cards, changes in handling questions after children turn 16, and procedures for handling lost items.

## ADMINISTRATIVE & STAFF REPORTS FOR July 13, 2017

On June 27, a mandatory all shelve meeting was held. Topics covered included care in shelving materials in the correct Dewey Decimal order, priorities in the workroom, customer interactions, and safety in the library.

3. **Projects:** Circulation continues to work on searching the shelves for lost items and checking new patron registration. Our top priority now is to get materials back on the shelf as quickly as possible for our many summer readers.
4. **Department Changes:** Rebecca Galow is our new Library Assistant. Her first day was June 21. Becca graduated Magna Cum Laude from St. Norbert College in May of 2017 with a Bachelor's degree in History and American Studies. During her time at St. Norbert's she worked in the campus library as a Library Assistant and in the Information Technology Department. She also volunteered many years as a circulation desk assistant at St. Frances Cabrini. Becca has been accepted to the School of Library Sciences at UW-Milwaukee and will pursue a graduate degree in Library and Information Science online beginning this fall.

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

1. **Crossing the Line: the Milwaukee Fair Housing Marches of 1967-1968:** From June 14-July 5, the Library was honored to host this traveling display, commemorating the fiftieth anniversary of Milwaukee's civil rights marches. The Wisconsin Historical Society put together the eight panels of *Crossing the Line* to tell the story of Milwaukee's civil rights marches in simple language, with reproductions of 33 historic photographs and documents. In conjunction, Reggie Jackson, Head Oral Historian of the American Black Holocaust Museum, spoke to over 85 people at Waukesha Public Library to discuss the historical forces that created residential segregation in our area and how they negatively impact our community. Both the display and the program are part of this year's Summer Reading Program "Build a Better World."
2. **OverDrive Bus:** On June 9, the OverDrive Digital Bookmobile visited the Waukesha Public Library's parking lot, making our Library the first stop on their 2017 tour! This 42-foot-long, high tech vehicle came from Cleveland, OH and gave patrons the opportunity to check out OverDrive on a hands-on level. With interactive workstations, a gadget gallery and Library staff on hand to help, readers of all ages learned how to use the materials in Overdrive's digital catalog on their tablet, smart phone or eReader. About 128 people took advantage of the opportunity to learn more about this increasingly popular library service.



## ADMINISTRATIVE & STAFF REPORTS FOR July 13, 2017



3. **Waukesha Reads:** The Library was happy to learn this month that we received grants from the Waukesha Rotary Charitable Fund and WE Energies to help finance Waukesha Reads. The Media embargo was up on June 8, and the *Freeman* published a press release announcing to the community that *True Grit* by Charles Portis will be our NEA Big Read title this year. I have been working to finalize the calendar for this year's events, which needs to be complete by the middle of July. Sue and I attended two NEA webinars on grant management and marketing, as well as a conference call with other organizations around the country reading *True Grit*. We received our commissioned *True Grit* painting from Connie Pelzek this month, which has been taken to be photographed for use in our marketing materials. I submitted a revised grant budget to the NEA, which was accepted.





## ADMINISTRATIVE & STAFF REPORTS FOR July 13, 2017

### Amy Welch, Information & Adult Services Manager

- 1. Summer Reading Program Update:** This year's summer reading program theme for both adults and teens is "Build a Better World." As June comes to a close, 185 adults and 312 teens registered to participate this summer. In addition to our regular monthly programming, adults have also enjoyed two special programs titled "Astronomy for All" and "The Hidden Impact of Segregation on Waukesha County." Our programming for teens included succulent planting, games on the Wii U, a "Minute to Build It" event, and a Skype session with YA author Ann Aguirre. Summer programming runs through the end of July for adults, and through the end of the first week of August for teens. We expect to have another successful summer reading season!
- 2. The Zine:** The Teen Manga and Anime Club has completed Volume 9 of The Zine, their original publication created twice yearly. WPL teens create and gather content over several months in spring and fall in order to provide their faithful readers with a new volume in June and December. Included in Volume 9 are drawings, trivia, games, fun facts, recipes, and pictures from May's Teen Manga Festival. A lot of hard work and love goes into each volume of The Zine, and the Teen Manga and Anime Club looks forward to beginning Volume 10.
- 3. Book Group Kits:** This month I removed ten old book group kits and added ten new book kits to the Book Group Kit collection. The new titles are *The Big Sky* by A. B. Guthrie, *Call the Midwife* by Jennifer Worth, *Fates and Furies* by Lauren Groff, *Go Set a Watchman* by Harper Lee, *Gulp* by Mary Roach, *Into the Beautiful North* by Luis Alberto Urrea, *Little Heathens* by Mildred Armstrong Kalish, *Mrs. Lincoln's Dressmaker* by Jennifer Chiaverini, *Orphan Train* by Christina Baker Cline, and *A Scattered Life* by Karen McQuestion. These kits can be checked out by the public for up to three months at a time and include 10 copies of a popular title, along with a reading group guide.

### Kerry Pinkner, Children's Services Manager

#### 1. **Programs:** June was a busy month!

<b>Programs</b>	<b>2017</b>	<b>2016</b>
Total Events	71	69
Total Contacts	6488	4575

**Total program contacts this month were 41% higher than last year at this time.** Programs offered in June included:

1<sup>st</sup>/2<sup>nd</sup>, 3<sup>rd</sup>/4<sup>th</sup>, and 5<sup>th</sup>/6<sup>th</sup> grade book discussions; Family Fun Day performances (2 performances each: Comedy Sportz, LEGO City & Animal Quest); Outdoor Storytime &



## ADMINISTRATIVE & STAFF REPORTS FOR July 13, 2017

Stories Alive; Fun with JumpBunch; S.T.E.A.M. Discovery Center and Game Days. In addition, we had a volunteer orientation, outreach to daycares, and answered reference questions. Average attendance at the Outdoor Storytime has been high (70-96) and our drop-in Kids Fun Zone has attracted 225-315 children and adults each Monday.

### 2. **Summer Reading Club (SRC):**

Registration for the **Build a Better World** Summer Reading Club began on June 1.

As of June 30, **3,174 children are registered for the program.** Bubble Buddies participants (under age 3) have read 3,120 books, and children age 3-12 have read a total of 7,900 hours to date. *For comparison, total registrations for June 2016: 3,190 June 2015: 3,081 June 2014: 3,123.*



Library Associate, Michele Gagner coordinated the stapling of 50,000 coupons. Children receive up to three coupon packets when they complete their reading logs. We are very fortunate to have so many local businesses and organizations that support summer reading. There is a complete listing of sponsors in the Children's Dept. Several members of the Friends of the Library generously offered their time to help with stapling.

### 3. **Community Partnerships and Outreach:** On June 1 we hosted the Hispanic Collaborative Family Empowerment Action Team meeting.

Meetings and presentations attended in June: (KP) Waukesha Youth Collaborative meeting, (KP) Block Party planning committee meeting, (KP) Midwest Tape, (KP) Library Board meeting, (KP,KI,JP,KC,MG,RB) attended the Bradbury Miller Director search presentation.

### 4. **Buchnerfest:** Each June, we celebrate the start of summer with a reading club kick-off during the annual Buchnerfest celebration. This is a partnership with the Waukesha Parks and Recreation Dept. and the Waukesha County Dairy Promotion Committee. Library Associate, Chris Sturdevant wowed a crowd again this year with a 'magical' storytelling performance. We registered 128 children for the SRC at Buchnerfest.



### 5. **School Visits and Programs:** The Children's Team does a fantastic job getting kids excited about the SRC at school presentations. In May and June, staff presented to over 5,500 children at Waukesha public and parochial schools. Most of the presentations are done at the schools, but several classes visited the Library and received a storytime or



## ADMINISTRATIVE & STAFF REPORTS FOR July 13, 2017

booktalk, tour, and information about the SRC. Many also received their first library card on the day of the visit.

- 6. Professional Development:** Library Associate, Jason Penckofer attended a First Response class.

- 7. In the Spotlight:** Library Associate, Michele Gagner shared a recap our April DIA program with the Youth and Inclusive Services Library Consultant at the Wisconsin Department of Public Instruction and it was posted on their blog.

<https://wilibrariesforeveryone.blogspot.com/2017/06/dia-de-los-ninos-at-waukesha-public.html>

S.T.E.A.M. Activity Center is one of our newest programs. In June, we focused on engineering in one class, creating amusement parks out of recycled materials in another and the children made slime in the third class. Children are invited to join us and work on their own, with others, or receive instruction from Library Staff. In the photo to the right, the children are working in teams to create and build a marble run



### Jim LaPaz, Head of Building Operations

- 1. Building:** The HVAC chiller has been going out, so we called in Hennes. Our new chemical system needed adjusting. In addition, the humidity and temperature in the building was much too high. Hennes adjusted the air intakes.

Sign Effectz adjusted the plexiglass panels on the front of the building. They had been slipping because of the high winds. The last time we had this done was about three years ago.

Our boilers were inspected by the state. There were no issues.

Jeff was able to weld a broken chair/table combo from the Children's Department, thus saving the cost of outside repair.

- 2. Behavior:** The Library issued a 1-year ban to a man who was drunk and disorderly. We have a long history with the man. He has previously served two other bans.

An 18-year-old woman set off the fire alarm while smoking an electronic cigarette in a study room. Per procedure, the building was evacuated. After she was identified, she was called about her behavior.

Three people set off a stink bomb in the Teen Zone. We are working with the Police to identify and charge them.