

## ADMINISTRATIVE & STAFF REPORTS FOR August 10, 2017

**John Klima, Interim Director**

1. **Power Outage:** On the morning of Wednesday July 12 a transformer that supplies power to the Library was only partially functioning. I made the decision to close the Library given that we could not run the facility at full capacity, i.e., limited HVAC, partial lighting, no elevator, etc. I remained in the building past 4:00p in order to receive truck delivery from Bridges. I have to give huge kudos to our head custodian Bruce Hansen who worked diligently with vendors to get all the different aspects of the building back up and operational. Power was restored shortly after 10:00a so I got the sorter back up and running. I changed out three bins over the course of the day. When I came in the next morning, we had seven full bins and material on the floor from the rolling bin. The sorter worked all day and night without an issue.
2. **Budget:** This is my first time running point on WPL's budget process. Rich Abbott and Jodi Keene from the finance department are being very helpful in guiding me through it. Cindy Braun is also invaluable in getting all our information entered into the correct systems.
3. **Fox 6 Investigative Report:** Fox 6 News has been working on an investigative report for more than a month about our book sorter. A citizen contacted Fox 6 because they were concerned at the cost of the sorter and that we had not fully implemented its functionality. The report ran on Thursday July 20. I prepared our department heads and staff on how to respond to questions from the public. To date we have had none. The only comments I heard are two friends of mine expressing excitement at seeing someone they knew on the news and my parents thinking I did a good job.
4. **mk Solutions:** Ron from mk Solutions replaced the drive-up book return touchscreen on Friday July 21. I was concerned at having downtime the day after the Fox 6 report but the replacement was done so quickly that I don't think the public noticed. I received a call on Sunday July 23 that when the button on the exterior return was pushed nothing happened. Pursuant to discussions with mk CEO Markus Flory, I reviewed our security cameras the next day to pin down the time when the problem occurred. I was able to determine the last person to successfully return material and give that information to mk. From that, they were able to diagnose what happened and fix the problem for moving forward. We have placed the RFID check-in component of the sorter on hold until after Bridges migrates Polaris to a new server on August 17.
5. **Email Migration:** In conjunction with the City of Waukesha, we are moving from having waukesha.lib.wi.us email addresses to waukesha-wi.gov email addresses. This will help in a number of ways including getting staff out of the City's Citrix environment (where software is delivered remotely to staff), improving how software updates are pushed out to staff, and automating creating new accounts for staff (which is something the Library does more than other departments in the City).

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We will have the entire staff moved over to the new email addresses by early August.

6. **APL Meeting:** We spent the majority of the meeting reviewing Bridges budget for the 2017/2018 financial year. In addition to shifting the cost of programs more from Bridges to APL libraries, we decided to use \$30,000 out of Bridges reserve funding to buy more copies of books for OverDrive to help alleviate some of the hold issues we have. Mellanie gave an update on the upcoming migration of the Polaris server from machines in WPL's server room to a hosted solution in the cloud.
7. **Bridges Meeting:** Connie discussed the intersystem agreements between Bridges and Lakeshore Library Systems. Specifically the agreements were between Waukesha and Racine counties and Waukesha and Walworth counties. These agreements determine the money paid to Waukesha County for patrons from Racine and Walworth counties who use our libraries. We spent the majority of the meeting going over Bridges' budget for the 2017/2018 financial year. The budget reflected a few changes that were made during the APL meeting, most notably the additional \$30,000 being spent for OverDrive material.
8. **WiLS World:** I attended the 2017 WiLSWorld conference in Madison on Thursday July 27. Dr. Safiya Noble gave the keynote address and talked about how increasing our reliance on technology can lead to maintaining societal/cultural/racial boundaries instead of making people equal. Dr. Noble is an engaging speaker and gave all the attendees a lot to think about. I attended a session about how libraries can collaborate with schools. The Institute of Museum and Library Sciences (IMLS) issues a challenge in 2016 to get a library card in the hand of every school-age patron. Librarians from Milwaukee and Lakeshore library systems talked about how they partnered with their school districts to work on this challenge. The exact means may not work for us but there was plenty of ideas and inspiration for things we could do with our local school districts. In the afternoon, several librarians talked about the changing technological landscape and how they have tried different programs at their libraries to accommodate new expectations from the public. Tasha Saecker from Appleton has implemented a lot of innovative changes at her Library and I will follow up with her. I closed the day with a session run by a librarian from Fond du Lac who talked about promoting the library and its programs/events. She comes from a non-library background and had some interesting approaches to promoting the library. I am going to follow up with her as well to talk more in depth about the work she has done.
9. **Mobile Printing:** We closed an outstanding ticket with TBS where mobile print jobs could not be released at the children's printer. Mobile printing is now working on both floors of the Library.

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### Carolyn Peil, Technical Services Manager

**1. Staff Education and Development:** Kathryn Weisbeck added ++ HOLIDAY books to her cataloging repertoire. One of our disc cleaning machines began making strange noises. After a call to the manufacturers' service department, Cindy Detro, Bruce Hansen, and I took the machine apart and gave it a good cleaning. The minor surgery required to perform this feat was successful and the machine is up and running again. Next up, learning how to replace the rubber platen covers on both machines.

**2. Technical Services Activities:** On July 3, LTE Page Jeanette Fellows inventoried the un-cataloged items in TS. We are at 4,027 items; this is down 1,132 items since the January 3 count. The extra hours enjoyed by the LAs and the addition of Jeanette's LTE hours are clearly making inroads on the department's backlog.

Jane Rickett relabeled 234 Disney related items for the Children's collection in July. This project is nearly completed.

During the last two weeks of July Technical Services department members made clearing off the "repackaging" cart a priority and by July 31, it was empty. Special kudos to Library Assistant Carol Rose who is repackaging efforts during the last few days of July allowed us to achieve this goal.

Library Associates Ruth Huibregtse and Jill Cefalu ensured that the Vojtik trust money was fully spent by both Adult and Children's Services departments and the lists of titles purchased has been submitted to Joan. This is a huge undertaking and it is good to have it completed before fall.

### Therese Lyons, Circulation Supervisor

**1. Circulation Highlights:** **100,049** items were circulated in July. **68,057** items were checked in, and **10,323** holds were filled. There were **300** 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. Department Meetings:** Departmental discussions in July included review of our procedures for handling questions about Milwaukee County residents, Internet Only cards, changing the record after patron is billed and there is a price adjustment, patron privacy, custodial parent and child cards, and following up on items in transit.

**3. Projects:** Shelters have been tackling the monumental task of reshelving returned summer materials on a timely basis. Thanks to a cooperative effort between LAs quickly and efficiently checking in returned materials and shelters sorting and shifting materials on the shelves, there have been less than 10 carts waiting for reshelving most of the summer.

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

1. **Waukesha Reads:** It is an exciting time of year as the plans for Waukesha Reads are really coming together! I held a Committee of the Whole meeting this month, at which all of our partners approved their event entries in the Waukesha Reads Calendar. This year's program, featuring the book *True Grit* by Charles Portis, will feature around 40 events and 13 book discussions around town. Library Associate Sue Moore and I have been preparing many of our marketing pieces ahead of time: t-shirts, buttons, raffle cards, signs, catalog banners, advertisements, book labels, social media posts, newsletters, reading guides and more. There are some exciting events coming up for this Waukesha Reads — like an Oneida storyteller, a visit by Mike Earp (yes, related to Wyatt) and a bus trip to the Wild West Museum and the Dancing Horses Theater. We cannot wait to reveal them all to the community! Our program starts with the Tribute Tuesday Country Kickoff on September 12 in Cutler Park, so put on your cowboy boots and I will see you there! More information will be coming at the September Library Board meeting.

### Amy Welch, Information & Adult Services Manager

1. **Summer Reading Program Update:** Our Adult Summer Reading Program came to a close at the end of July. We registered 201 adults this summer, and we will draw prizes from this summer's reading form entries in early August. The Teen Summer Reading Program will end on August 4 with the End of Summer Lock-in and Grand Prize Drawing. As of the end of the month, we have registered 330 teens.

A full report for both of our summer reading programs will be submitted in August.

2. **Adult Book Discussion Titles:** Our eagerly awaited book discussion titles have been announced! The following books were chosen to complete our 2017 Adult Book Discussion lineup:

August 16: *Exit West* by Mohsin Hamid

September 20: *Lilac Girls* by Martha Hall Kelly

October 18: *True Grit* by Charles Portis

November 15: *The Death and Life of the Great Lakes* by Dan Egan

December: No discussion

3. **Reference Survey:** We conducted our quarterly reference completion rate survey during the week of July 19-24. There were a total of 1,544 reference and non-reference transactions completed at the Adult Reference Desk during the week, for an average of 23.04 questions answered per hour. Even with the slight decrease in number of questions from last July, the Reference Desk remains as busy as ever. July's numbers continue to prove that the Library is a reliable and highly sought after source of information in the community.

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### Kerry Pinkner, Children's Services Manager

1. **Programs:** July was another fun-packed month for our youngest patrons and their families. Using our summer reading club theme, "Build a Better World," as the inspiration for one of our drop-in Kids' Fun Zone programs, children decorated bookmarks for nursing homes, made dog pulls and catnip toys for the local Humane Society, and created kindness boxes to share with others. Each Monday in June and July, we offer a variety of activities for children to do at their leisure. Children also made musical instruments, learned about our nation's landmarks, made bird feeders for our feathered friends, and enjoyed an Independence Day celebration.

<u>Programs</u>	2017	2016
Total Events	67	68
Total Contacts	4208	3483



Tuesday Family Fun Days entertainment included magician David Seebach, Latin dancing from Salsabrosa, and the zany and the action-packed antics of Circus Boy.

Older children enjoyed LEGO Robotics (even a few fathers could not resist joining in the fun) STEAM art, and 3D printing during STEAM Discovery classes.

In addition, children and families enjoyed book



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discussions for children in 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, Game Days, healthy activities with JumpBunch, outdoor storytimes and Stories Alive.

- 2. Summer Reading Club (SRC):** As of July 31, close to 3,500 children have registered for the summer reading club!
- 3. Community Partnerships and Outreach:** The Children's Staff enjoys reaching out to the community who may not have an opportunity to come to the library. During the summer, we partner with Park/Rec to bring stories to five local parks - Banting, Buchner, Merrill Crest, Saratoga and Sentinel. We also gave storytimes at the Boys & Girls Club and LaPetite Childcare Center in July.

Librarian Kaushalya Iyengar and Library Associate Chris Sturdevant represented WPL and the Bridges Library System at the Waukesha County Fair.

- 4. Professional Development:** Children's Manager Kerry Pinkner attended a Libraries Transform meeting and Block Party committee meeting. Children's Manager Kerry Pinkner and Library Associate Michele Gagner hosted the Hispanic Collaborative FEAT committee meeting.
- 5. Volunteers:** We are so fortunate to have a wonderful group of dedicated volunteers. Each year, they help us register children for the Summer Reading Club and celebrate the reading milestones of our young readers. During the months of June and July, teens and adults logged in 939 volunteer hours in the Children's Department.
- 6. Miscellaneous:** A representative from Findaway products demonstrated Children's Playaways and Launchpads one afternoon in July. He gave out earbuds and car adapters to those who stopped by.

The fall programs are planned, and the brochure designed. Brochures will be made available to the public sometime next week.

### **Jim LaPaz, Head of Building Operations**

- 1. Building:** BadgerAlarm replaced a broken security camera in the Children's area.

A massive rainstorm and possible lightning strike took out a WE Energies transformer, interrupting power to the library. To complicate matters, WE Energies claimed it was not their issue. We had to call and pay our electrician to come in and verify that it was WE. The library was lucky, as we only lost one HVAC motor due to the surge. The HVAC went down but Bruce was able to restart it. A rooftop unit could not be restarted and Hennes was brought in. They were able to get it working. We also had to call in Kone to reset the elevator.

The same rooftop unit that we had issues with after the power outage went out again. This unit controls the Community Room. A call was made to Hennes. They

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worked on the unit twice more. A duct in admin was dripping water as a result of these problems. Hennes insulated the duct.

We experienced issues with high building humidity. Steve, a Hennes engineer, adjusted the air intake louvers in the basement. He recommended their replacement and suggested that we consider an entirely new computer system that would tie together all of the various HVAC systems. We do not feel that the louver replacement is currently necessary. A new computer system would be wonderful. We have worked with Engineering in the past on this, but the cost is prohibitive.

Maintenance repaired and touch up painted the elevator shaft and the north wall in advance of the art relocations and installations.

2. **Behavior:** A man was threatening and used vulgar language toward circulation staff. He also caused a scene on the front steps. He was arrested for Disorderly Conduct. Since he was previously arrested twice for DC and served two one-year bans, we now issued a two-year ban to him.