

ADMINISTRATIVE & STAFF REPORTS FOR September 14, 2017

John Klima, Interim Director

1. **Budget:** With the help of the Library's department heads and Cindy Braun I was able to develop an operating budget for 2018. I met with the city administrator and finance director and we made a few small changes to the budget to get our request to fit under the percent increase the City had requested.
2. **City Finance:** The City Finance committee held a meeting to go over the capital requests from City departments. There were no questions for the Library from the committee.
3. **Polaris Migration:** The Polaris migration took most of a workday but it went smoothly from a patron standpoint. Staff has adjusted quickly to the few differences in the hosted environment. I have to commend Erin Shepard for going above and beyond in getting our staff up and running after the migration.
4. **LITA WCC:** After many years of writing for the Library and Information Technology Association (LITA, a division of ALA) blog, I am now co-editor of the blog with Cinthya Ippoliti (a librarian at Oklahoma State). In addition to setting the direction of the blog, assigning topics, and editing posts, Cinthya and I are members of LITA's Web Coordinating Committee (WCC). The WCC runs and manages the web presence of LITA. I attended my first virtual meeting in August and will attend monthly meetings during my tenure as co-editor of the LITA blog. This is a volunteer position but it is an excellent way to keep tabs on what is happening in technology in the library world at large.

Carolyn Peil, Technical Services Manager

1. **Staff Education and Development:** Library Assistant Anne Klug showed Library Assistant Jane Rickett how to use our disc cleaning machines. Jane cleaned 194 discs this month, including 154 proactive DVDs (DVDs which we pulled from the collection, not those sent up to us for cleaning)

Librarian Kathryn Weisbeck started working on Children's non-fiction books. There are many quirks to cataloging non-fiction but she is up to the challenge.
2. **Technical Services Activities:** August was a fabulous month in Technical Services. Not only were we able to keep up with A/V repackaging, we are also getting items cataloged, processed and out to our customers in a very timely manner. At last check, items on the book trucks were there just one week or less. In August, Technical Services staff members added almost 700 A/V volumes to the collection, re-classed or re-labeled over 1000 items and withdrew over 3,000 items; each is a record high for 2017.

The Polaris upgrade on August 17 gave Library Assistants Anne Klug and Carol Rose time to finally RFID items in the Children's story hour collection and in the Director's office. Carol and Librarian I Sara Byrnes helped with processing books and A/V items.

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New holiday labels have arrived for the spines of the Children's ++ Holiday book collection. The old labels were not sticking well anymore and were looking tired and dated. The new, colorful labels will help brighten up the collection. We will use the new labels going forward and, as time permits, re-label items currently in the collection.

After a bumpy few weeks, Bibliotheca, our RFID tag supplier, and I made contact. Our tag supply was getting low and would not last out the year. The price per tag on our last order in March was \$.29, this time I secured a price of \$.165 cents each.

Therese Lyons, Circulation Supervisor
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1. **Circulation Highlights:** In August, 93,687 items circulated. Checked in items totaled 66,476 and 10,891 holds were filled. Library card registrations totaled 327 and 30,294 visitors came to the Library to take advantage of the many programs and resources offered.
2. **Continuing Education:** On August 23, a representative from the Waukesha Police Department instructed the Library Managers on how to deal with patrons with mental health issues. He explained the steps that should be taken by staff and how the police department assists with these situations.
3. **Meetings:** On Wednesday, August 23, the semiannual Café Circulation Meeting was held in Delafield. Topics covered included updates on director searches in Fort Atkinson, Muskego, and Waukesha; beginning 18 month expiration dates for new card registrations and renewal of library cards; sharing patron barcodes on a limited basis if proper identification is shown; damaged and missing pieces procedures; circulating DVD series for 2 weeks if the item is from Waukesha but checked out at a library that allows for a longer circulation period; and programming updates for the Bridges Libraries.
4. **Projects:** Preparations are under way for our yearly Staff Education Day on December 1. Joan, Kerry, and I met with representatives from NAMI to discuss a presentation to staff on working with patrons with mental health issues.

Circulation was trained on accessing and using the "new" Polaris. On August 17, the Bridges System successfully migrated to our new Polaris module. During the day, Circulation worked offline. While offline, SelfChecks were unavailable which meant that during that time, Circulation staff checked out all material that left the building. At 5PM when Polaris was live again, items returned during the day were returned were checked in, including all of our transits. Fortunately, patron impact was minimal. The Circulation department handled a challenging day with, patience, creativity, and professionalism.

Our Lost materials project continues. Library pages have been checking the shelves for lost materials. Library Assistants have been updating our item records and removing those that have been marked "Lost" since 2014.

5. **Department Changes:** Shelves Addie, Evan, and Drew are leaving the department to continue their education. They were a tremendous help this summer and contributed to

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our ability to shelve materials in a timely manner during the busy Summer Reading season.

Kori Hall, Head of Programming Development & Community Engagement

1. **Waukesha Reads/NEA Big Read:** Waukesha Reads is right around the corner, and August has been a flurry of activity as we prepare for this community-wide event! This month we received the remainder of our materials: t-shirts, raffle cards, event calendars, buttons, etc. The Friends came in and labeled the 2100 books that we will be distributing FREE starting September 5, and all our program materials were distributed to our 40+ community partner organizations. Sue and I have been working tirelessly to prepare all the marketing materials that we will need in the next two months – signs, press releases, invitations, newspaper ads, Facebook /website updates and more. We have been working hard to plan this program all year, and we are ready to introduce the book *True Grit* to Waukesha! The official kickoff happens at the September 12 Tribute Tuesday. Hope to see you all there!
2. **Blood Drive:** The Library hosted a blood drive on August 10. The Red Cross collected 14 pints of blood from 14 donors, saving a potential 72 lives! The Library hosts two blood drives per year and is happy to provide this life-saving service to the community.
3. **Unity in the Community:** Sue and I represented the Library at Waukesha's new "Unity in the Community" event at River's Crossing Park on August 19. The event is meant to bring representatives from a variety of City departments together so that citizens can walk around, see what is currently happening in the City of Waukesha and get their questions answered. This year the event was held during two of the local beer gardens, with Librarians Kelly and Katherine attending the second event at Bethesda Park. It was a very nice day, sitting outside in the sunshine and talking with people about all the programs and services the Library has to offer.

Amy Welch, Information & Adult Services Manager

1. **New Collection Assignments:** This month I began training Librarians Kathryn and Elizabeth on their new Collection Development duties. The two of them met with each of the current selectors to speak about the selection areas they will be assuming responsibility for. Both Kathryn and Elizabeth have minor experience collecting at their previous libraries, and I have no doubt that they will uphold the Library's Collection Development policy as they move forward with their new responsibilities. Both of them are eager to plunge right in!
2. **Summer Reading Wrap-up:** This summer's theme for adults, teens and children was "Build a Better World." Our Teen Summer Reading Program was once again a success, with 330 teens registering to participate! That number represents 39 local schools, reading a total of 167,600 pages, with an average of 1,156 pages read per reader. In addition to our year-round Manga/Anime Club, Teen Book Club and Teen Advisory Group, participants enjoyed six Teen Tuesday events, four Thursday Makerspace Days,

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two author Skype events with YA authors Antony John and Ann Aguirre, and the End of Summer Teen Lock-in and Grand Prize Drawing. We once again had 40 participants enjoy our annual lock-in. Teens had the run of the library from 5-9 p.m. after closing on a Friday evening. Activities included a movie, duct tape crafts, a maker table, Live Angry Birds, Giant Jenga, Wii and Wii U games, henna tattoos, board games, bookend art, painted rocks and planters, and pizza/snacks.

The adult Summer Reading Program was also a great success. 201 adults ages 18 and over registered to participate, reading a total of 835 books over the course of the summer. Several of our Reference librarians hosted speakers whose presentations centered on our summer reading theme "Build a Better World." In June we had "Astronomy for Everyone" presented by Kevin Manning, and "The Hidden Impact of Segregation in the Waukesha Area" presented by Reggie Jackson from the Dr. James Cameron Legacy Foundation, Inc. (America's Black Holocaust Museum). In July we had "Low Waste - No Waste Food Preservation" presented by Ann Wegner LeFort of Mindful Palate, and "Living Better with Less without Feeling Deprived" presented by clutter coach Kathi Miller. We also had four Monday Night Movies. Our librarians created a brochure containing reading recommendations submitted by participating readers.

It was a busy summer, and we hope that all the Summer Reading participants had as much fun being part of these programs with their families and fellow community members as we had making it happen.

3. **Staff Changes:** I am sad to announce that our limited-term librarian, Julie Maynard, will not be returning to WPL this fall. Julie's husband accepted a new job in Michigan, and her family will be moving this month. Julie had been working Sundays for the last few years, and before that had worked in both the Information Services and Technical Services departments as a Cataloger. We wish Julie and her family the very best on their new adventure!
4. **Libby:** This month WPL librarians have been training and promoting the use of OverDrive's new app, Libby. Libby is an intuitive, user-friendly app, which allows patrons the ability to bounce between their bookshelf and Wisconsin's Digital Library collection with just a tap of the finger. Libby will eventually phase the older OverDrive app out, but for now, both will remain available. We are happily promoting Libby to new OverDrive users!
5. **Adult Summer Reading Club:** The seventh annual Adult Summer Reading Program, open to ages eighteen and over, ran June 1 – July 31, 2017. The goal of the program was to promote reading and literacy among Waukesha adults by giving them the opportunity to win prizes for the books they read and to share reading recommendations with their fellow community members. Along with the Children's and Teen Summer Reading Programs, it also created an activity that families could do together over the course of the summer.

Starting June 1, adult readers were able to sign up to participate at the Reference Desk. They were encouraged to submit one entry form for each book they read over the course of the summer, up to four books each week. Completed entry forms were

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collected at the Reference Desk. Each of the entries was placed into a drawing at the end of the program, and a drawing was held on August 8 for great prizes.

The entry forms included a space for readers to rate and comment on each book they completed. The library compiled lists of reader recommendations, which were made available to the community in a brochure that was produced over the course of the summer.

Local businesses and the Friends of the Library donated prizes. Donations included tickets to the Waukesha Civic Theater, the Wisconsin Philharmonic, and gift certificates to Rochester Deli. Some book and AV donations, vendor gifts and advance reviewer copies, were also used as miscellaneous prizes, along with "Build a Better World" promotional items. Our two grand prizes, \$50 gift cards from Home Depot and Stein's, were purchased with funds from the Friends.

6. **Adult SRC Statistics:**

Total Registrations

2017: 201 2016: 239 2015: 236 2014: 272 2013: 244 2012: 163

Total Entries (each representing one book read)

2017: 835 2016: 909 2015: 1124 2014: 935 2013: 975 2012: 896

7. **Teen Summer Reading Club:** The Teen Summer Library Program ran from June 1 through August 4 this year. For each 100 pages of reading, teens completed and submitted an entry form. Each week, starting on June 19, ten prizewinners were drawn from the reading forms submitted the previous week. Prizes for the weekly drawings included coupons from *Charles Z. Horowitz Planetarium*, *Chipotle Mexican Grill*, *Country Springs Hotel & Waterpark*, *Cousins Subs*, *Divino Gelato*, *Milwaukee Bucks*, *Moor Down's Footgolf*, *Old World Wisconsin*, *Orange Leaf*, *Pettit National Ice Center*, *Pizza Hut*, *Rocky Rococo Restaurants*, *Sky Zone Trampoline Park*, *Waukesha County Fair*, *Waukesha County Ice Arenas*, *Waukesha County Parks*, and a coupon redeeming the winner of up to \$5 in fines from their Waukesha Public Library account.

We continued with our guaranteed-prize-winner form, which was given to the teens when they registered. This form, orange in color, could be brought to the Reference Desk upon completion to receive a coupon for a free personal pan pizza from *Pizza Hut*. This guaranteed that each person who registered for the summer reading program would receive a prize after they read their first 100 pages.

Before summer started, I had the chance to promote the summer library program at North High School, West High School, Butler Middle School, Horning Middle School, and Les Paul Middle School by registering students in 6th-11th grade during their lunch hours. Visiting the local schools at the end of the school year has been a great way to boost our registration numbers, as well as get the word out to students' families about our summer programming.

Teen events were mostly kept on Tuesdays, *Teen Tuesdays*, with a few events occurring on Thursdays. By doing so, teens knew that every Tuesday held an event or

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club meeting. Our special events this year included two author Skypes with Young Adult authors Ann Aguirre and Antony John. On the theme of Build a Better World, there were three makerspace programs where teens could create a more hands-on project. These Makerspaces were Succulent Plants, String Art, and Recycled Art. Extra entries toward the Grand Prize Drawing were given out at all events prior to the lock-in as incentives for program participation.

This year we held our sixth End of Summer Lock-In on Friday, August 4 from 4:55 p.m. to 9:00 p.m. Participants were required to return a permission slip in order to attend this event. Activities included a movie, a video game lounge, Giant Jenga, live action Angry Birds, a maker table filled with miscellaneous craft supplies, henna tattoos, board games, duct tape, and a table where teens could paint canvases, bookends, rocks, pots, and saucers. We also provided pizza and snacks.

One grand prize drawing was held this summer with three grand prizes and eleven runner-up prizes. Winners were selected from all of the reading forms and extra entries submitted over the summer. We also offered door prizes and a raffle during the lock-in for attendees.

8. Teen SRC Statistics:

Total registration:

2017: 330 2016: 376 2015: 272 2014: 368 2013: 417

Total participants (turned in at least one reading slip):

2017: 145 2016: 173 2015: 150 2014: 158 2013: 155

Color reading forms turned in:

2017: 135 2016: 169 2015: 141 2014: 141 2013: 138

Total Summer Events:


2017: 20 2016: 20 2015: 22 2014: 24 2013: 22

Total Event Participants:

2017: 221 2016: 235 2015: 240 2014: 209 2013: 212

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Kerry Pinkner, Children's Services Manager

	YEAR	TOTAL
1	1994	3699
2	2015	3600
3	2014	3589
4	 2017	3516
5	2016	3496
6	2013	3484
7	1992	3476
8	2008	3385
9	2007	3373
10	2012	3325

1. Summer Reading Club: 2017 was another successful year for summer reading club registrations and percentage of children finishing all three reading records. Almost 40% of the children who signed up completed the program. This is up from 35.71% last year.

Based on the number of reading logs turned in, Children **age 3-12** read a whopping 22,868 hours or **1,372,080 minutes** this summer! The Bubble Buddies, or children **under the age of three** were read **15,540 books**. Congratulations to all of our readers – great job!

The more children read this summer meant more support to the Heifer International Project. Alpacas, goats, heifers, bees, and a garden seedling kit are

being purchased to benefit families both in the USA and abroad. We are especially thankful to the *Donald J. and Betty Lou Tikalsky Community Fund* for their generous contribution to fund this project.

We ended the summer with a "Rip-Roaring" comedy performance and party for 200 children and adults. Meijer Foods and Woodman's donated the ice cream for this event.

- 2. Summer Survey:** The majority of the forty-six surveys returned had very positive things to say about the reading club. Most had learned about our library programs from the brochure and posters in the library. School visits and conversations with staff also ranked high as a way of communicating with families.

99% had children registered for the SRC.

Here are a few of the survey comments, "Your book selection and play areas make it so inviting for children to want to spend the time here." "Our family loves to read, but being part of the club makes my girls more enthusiastic about reading in the summer. They have a sense of pride when completing their reading forms."

- 3. Programs:** Other programs offered in August: Bilingual Storytimes in the Parks, Fantastic Flicks, Game Day, Kohl's Wild Theater, Outdoor Storytime, Stories Alive and Family Fun Days: Bassmeister, Pint-Sized Polkas, and the Traveling Lantern Theatre Troupe.

<u>Programs</u>	2017	2016
Total Events	29	29
Total Contacts (not including SRC #s)	1590	1620

- 4. Community Partnerships and Outreach:** Library Associate Chris Sturdevant represented WPL at the annual Waukesha Night Out event. This is the first year that we have participated. It is a

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wonderful opportunity to meet Waukesha families and share information about our fall events.

Library Associate Jason Penckofer represented WPL at the Tower Gardens event. This is a partnership with the UW-Extension. It is another great opportunity for us to meet with families, who may or may not know about our services and resources, outside of the library.

We gave storytimes at the Parent's Place picnic and at a visit to Christ the King pre-school. We also offered Bilingual storytimes at the Park/Rec programs at Sentinel and Saratoga parks.

- 5. Professional Development:** Children's Manager Kerry Pinkner attended a Libraries Transform, Family Empowerment Action Team (FEAT) and a Waukesha Youth Collaborative (WYC). Executive meeting.

Children's Manager Kerry Pinkner met with others on the Staff Ed Day committee to chat with representatives from NAMI (National Alliance for Mental Illness) about their upcoming presentation at our December staff meeting.

Library Associates Chris Sturdevant, Kelli Cramer and Rachel Sharpe Brown attended the SRC wrap-up at Oconomowoc Library. Representatives from most of the 24 Bridges Libraries shared stories and ideas about 2017 reading clubs, summer programs and performers.

- 6. Miscellaneous:** The fall brochures have arrived and are available in both English and Spanish. Check out some of our exciting new programs... 3D Modeling for Kids, S.T.E.A.M. Discovery Center, Appy Hour and Kid's Coding Club.

Fabric has been ordered to reupholster the stained and worn benches and cushions in the Children's Room.

Jim LaPaz, Head of Building Operations

- 1. Building:** The new chairs that we ordered for the Community Room were delivered. We were able to re-purpose the old chairs, the Police Department took 50 for the Range and Park/Rec took the rest.

Five replacement lights were installed along the walkway to Maple. Katie Jelacic had given me a company to use, World Class Outdoor Lighting. The old lights have been there for 14 years and have badly deteriorated.

We have been working with the city to replace the stairs and railing on the west side of the building. I provided plans from the 1988 building project to an architect.

Children's benches were taken to be re-covered.

We experienced issues with the Stanley Security system. Several motion detectors, glass breaks, the sprinkler system, and gas all showed faults. We could only clear them momentarily before they returned. I was called back to work on a Saturday after I had closed the building because the Fire Department was called in. After consulting with

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John, we placed the entire system in test mode until a service tech could get here. With no building monitoring, I asked the Police for extra building checks over the weekend. I also stopped in on that Sunday to look around and to change book bins. A tech from Stanley Security on the following Monday changed the popit for point 68 in the TV room. It was quite old and had loose wires. He said that could explain weird signals and faults throughout the building.

2. **Behavior:** I met with EPS security to plan for our needs and future scheduling. They have a new person in the mix for scheduling, a retired FBI agent.

After several mental health incidents in the Children's area, we invited Officer Nicolas Sharon to speak to the management group. He shared his expertise and gave advice on how to handle future incidents.