

ADMINISTRATIVE & STAFF REPORTS FOR December 14, 2017

Bruce Gay, Library Director

- 1. First Week on the Job:** I was welcomed to the library on Wednesday, November 29. I met the management team on the first day and discussed with them end-of-year budget issues. Both Assistant Director John Klima and head of Operations Jim LaPaz provided in-depth tours of the library over the first few days. On Friday, December 1, I was able to meet the staff as a whole during staff education day. On Friday, December 1, I was able to meet the staff as a whole during the staff education day. The week of December 4-8 has been spent holding one-on-one meetings with my direct reports. I've also met the Mayor and City Administrator and was introduced and spoke briefly at the City Council meeting on December 5. On Friday, the 8th, I will be attending the quarterly meeting of WLA's Library Development & Legislation (LD&L) committee in Madison. On Tuesday the 12th, I will be attending the Public Library System Redesign (PLSR) Technology workgroup meeting in Fitchburg. I serve as the workgroup lead in this process.

John Klima, Assistant Director

- 1. 2018 Budget:** The City Council approved the 2018 operating budget in about fifteen minutes. There was minimal discussion about the budget before it was called to vote. I think the Finance Committee, the City Administrator, the Finance Director, and the Mayor worked very diligently to vet the budget before it was brought before the full Council. I want to thank our management team for helping put together the Library budget.
- 2. Power Outage:** We had a power outage on November 7 from a blown fuse. It affected 47 total customers. The staff did a great job organizing patrons and keeping busy while we were closed. It took a bit to get everything back online but that ends up being ok. You don't want everything to come back online at the same time and create a new power outage. We did end up burning out the mother board for our community room audio controller. AVI was able to come in right away and assess the damage and send the unit out for repair. It took a few weeks to get the unit back but the community room is at full working capacity at this time.
- 3. Competencies:** The City continues to move forward with creating competencies for staff for our staff evaluation system that will be implemented next year. I went to a meeting with Joan at City HR to discuss how to write competencies which was very helpful. I was also at a City department head meeting that was a question and answer session about the competencies. It was good to hear that other departments had similar questions to us.
- 4. Festival of Books:** There were 1415 attendees over the course of Thursday, Nov. 2nd (LFA event,) Friday, Nov. 3, and Saturday, Nov. 4 at the 2017 Southeast WI Festival of Books. For the Festival Authors Connect to Schools events, 716 Students participated. The panel I moderated was well attended and had good discussion among the panelists

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and the audience. With the changes coming to the UW system we are in a wait and see mode for what will happen for a 2018 Festival.

- 5. New Library Director:** We proudly welcomed Bruce Gay, our new Executive Director, to the Library on November 29. I look forward to working with Bruce and helping him guide the Library forward.

Carolyn Peil, Technical Services Manager

- 1. Staff Changes:** Becca Galow joined Technical services on November 7 as our new Library Assistant. Becca will split her 20-hour position between Technical Services and Circulation.

After spending the past few months as an LTE in Technical Services, Jeanette Fellows is our new 20-hour Page/Shelver. Jeanette started on November 6th.

- 2. Staff Education and Development:** On November 1, I attended the Care of Library Materials workshop at Brookfield Public Library with Therese Lyons and Laura Sumpter. It was very well attended and I came away with several good bits of information, particularly where to look for DVD and CD cover graphics.

Therese Lyons and I participated in a two-part webinar entitled "Effectively Responding to a Mental Health Crisis." While this webinar was presented by the Texas State Library and Archives Commission, we found it to be full of great information about this crisis facing libraries everywhere. It was extremely timely given our Staff Ed Day presentation from NAMI.

Page/Shelvers Sandy Grosh and Jeanette Fellows attended a 1-hour training session on Outlook at City Hall on November 13th. Prior to November, Sandy and Jeanette did not have e-mail accounts through the City.

- 3. Technical Services Activities:** Materials are moving through Technical Services at a great rate. Our cataloging shelves are looking bare and the processing carts are almost empty.

From a high of over 200 items, our 90 day in-process list is down to 5 items. We have benefitted immensely from the extra hours available since May.

Therese Lyons, Circulation Supervisor

- 1. Circulation Highlights:** In November, 82,140 items circulated. Checked in items totaled 54,822 and 10,202 holds were filled. Library card registrations totaled 249 and 29,240 visitors came to the Library to take advantage of the many programs and resources offered.
- 2. Continuing Education:** On November 1, I attended a seminar in Brookfield entitled "Care of Library Materials Workshop" presented by SEWI Libraries Continuing Education. Topics covered included how to assess damaged material and how to do simple repairs

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in Circulation. This will be helpful as we encounter materials that require minor repairs like taping corners. Special tape has been purchased so we are ready to begin.

On November 3, I attended a webinar entitled "Making Difficult Conversations Easy." The webinar focused on how to handle difficult conversations and how to make conflict an opportunity to gently move toward, instead of invoking negative feelings in individuals. The speaker shared several strategies on how to maneuver through difficult conversations including checking assumptions, staying focused, and getting clear on expectations.

On November 9 and November 16, I attended a 2 part webinar on mental health entitled NAMI: Mental Health Crisis Planning Learn to Recognize Prevent and Prepare. This presentation focused specifically on situations that may arise in a library. Topics included living with mental illness, signs and symptoms of mental illness, mental illness and violence, and how to best approach a mental health crisis in a library.

On November 9, I was given the opportunity to share with the Library Board some information about the Circulation Department and lead a tour of the Circulation Department. This opportunity was very much appreciated. If you have additional questions, please let me know.

- 3. Leading Waukesha:** I have been selected to be a part of the next Leading Waukesha program which will begin in January of 2018. According to the City, "This program is designed to develop skills needed for successful leadership at all levels and in all departments of our organization. The program will include 10 sessions stretched over the course of four months, January-April 2018. The topics will range from learning about your leadership style, learning about how to motivate and inspire those around you and learning about what other organizations are doing in our region." I have started the 4 books that are required reading and I look forward to starting the meetings with the nine other participants selected from the City of Waukesha.
- 4. Projects:** Circulation continues to check shelves for Lost items and if not found remove the Item Records from the catalog. We are continuing to place AV slips in all of our DVDs requesting that patrons let us know if they run into any problems playing the DVDs. This slip gives patrons an opportunity to alert staff to problems in our AV collection. Our goal is to catch the issues before a damaged or dirty DVD is circulated hopefully reducing frustrated patrons who are unable to play their borrowed DVD. We have expanded this project to placing slips in CD cases and CDBook cases.

The first draft of Library Competencies for the Library Associate, Library Assistant, and Page/Shelver Circulation positions have been completed. Staff has attended Outlook training in preparation for accessing Competency information in their e-mails.

The Circulation team went all out for our Holiday decorating contest. Special thanks to Jane, Angela, Sue, and Laura for making the department so festive and beautiful.
- 5. Department Changes:** Becca Galow has accepted the Library Assistant split position between Circulation and Technical Services. Our current 10 hour shelver, Julie Nilsen has accepted and started the position of 20 hour shelver. Dana Waltenberry will be

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starting on December 6 as the new 20 hour Library Assistant. Also beginning on December 6 are three new Shelves: Mary Pakenham, Lisa Ponto, and Elizabeth Booth. Our current 20 hour Library Assistant, Stacy Werkheiser has accepted the full time position left vacant by Nancy Hause's retirement after 24 years with the library. We are currently in the process of interviewing for the 20 hour Library Assistant position.

Kori Hall, Head of Programming Development & Community Engagement

1. **Waukesha Reads – NEA Big Read:** Waukesha Reads has been reined in for 2017, and believe that Waukesha had a great time reading and discussing *True Grit* by Charles Portis! A few final events took place early in November:

- Mike Earp, retired U.S. Marshal, relative of Wyatt Earp's and published author, came all the way from Alexandria, Virginia to tell us what it is currently like to be a U.S. Marshal, and what it would have been like to be a U.S. Marshal during the time period of *True Grit*. As a bonus, he brought his wife Chris with him. Chris is a current U.S. Marshal who works with Interpol, the Organized Crime Directorate and with the Witness Protection Program. The two of them told stories from their careers to a crowd of around 175 fascinated people. Mike also signed books and chatted with the crowd at the social hour prior to his presentation. A big thank you to the Waukesha Civic Theatre for hosting this successful event.
- I moderated the "Authors & Artists on True Grit" panel at the Southeast Wisconsin Festival of Books, which was attended by 35 people. Authors Larry Watson and Paul Colt, along with Page Remmers (from the Waukesha Community Arts Project) and Phil Smith (accompanist for the Waukesha Reads cabaret) discussed the Western genre in general and talked about the ways in which *True Grit* played a role in their writing and artistic lives.
- The writing contest awards ceremony also took place at the Festival of Books. There was an encore of *A Little Fierce Cabaret*, followed by the awards ceremony, which I was honored to host. We had a winner and a runner-up in each of the three Waukesha Reads Flash Fiction categories (middle school, high school and adults). The writers were asked to submit a fiction entry, of no more than 1,000 words, featuring a character exhibiting "True Grit." You can read the winning entries on waukeshareads.org. The Century Fence essay contest winners were also recognized at the ceremony, which was attended by about 40 people.

**** Estimated attendance at this year's Waukesha Reads programs is 14,377!** (11,999 adults and 2,378 kids)

The Waukesha Reads program has historically involved a service project of some sort, and this year we decided to collect new and gently used children's books for the free library at Waukesha's Hope Center. We worked with Bette Winkler, our very dedicated Waukesha Reads volunteer from WCTC, who brought in the Girl Scouts of Southeastern Wisconsin to help with the project. I'm very proud to say that we collected about 3,400 books for the needy children at the Hope Center! I'd like to thank the Friends of Waukesha Public Library who allowed us to collect books at the Library, giving up

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potential book sale revenue for the month of October. Three hundred seventy-two books were collected at Waukesha Public Library for this worthy cause.

The Committee of the Whole met in November to evaluate the 2017 program and to begin discussions for choosing next year's title. The Steering Committee will be meeting in December to choose the 2018 book, and the grant application for next year is due at the end of January. I'm currently working on the NEA Big Read final report, which is due in December.

Amy Welch, Information & Adult Services Manager

1. **2018 Adult Book Discussion Titles:** The titles for the first half of 2018 are in! This month the Adult Book Discussion group voted for their choices for February – June discussion titles. Many excellent books were suggested by our librarians, but only five titles made the final cut. We will be moving our book sharing month to January, where group members will share a book they've recently read. February through June titles are:

February: Lincoln in the Bardo by George Saunders

March: Small Great Things by Jodi Picoult

April: Behold the Dreamers by Imbolo Mbue

May: Killers of the Flower Moon by David Grann

June: The Chilbury Ladies Choir by Jennifer Ryan

We are looking forward to discussing these titles!

2. **Core Competencies:** This month department heads created core competencies for each library position in preparation for the implementation of the pay-for-performance review system set up by the City's HR department. With the input and patience of the Information and Adult Services staff, I was able to compile competencies for each position that reflect the excellent work each person does on a daily basis. I was able to speak with Info Services members either individually or as a group, and gained insight into their positions from their point of view. I have faith that the Information Services team will continue to provide outstanding service to WPL customers while we all adjust to this new procedure.
3. **Staff Projects:** Teen Librarian I Carley has begun compiling Volume 10 of The Zine, and is finalizing teen programming for January through May. She also has begun preliminary planning for spring school visits and summer programming. Carley and I finalized plans for the Teen Zone painting project.

Librarian I Elizabeth has been preparing for her Fruit & Veggie Stamps program in December, has created a Fantasy DVDs brochure, and has updated her Crime DVDs and New DVDs brochures.

Librarian I Kelly has begun creating a "Women in Speculative Fiction" brochure.

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Librarian I Paula added her new "Holiday Fiction" and "Celebrity Writers Round-Up" book lists to the Library's website. She also assisted Therese in updating the Spanish version of the student card application.

Librarian I Kathryn has been preparing for her Make & Take program in December. She also updated her Holiday, Superhero, and Science Fiction DVDs brochures.

Library I Sara updated the Adult Book Discussion brochure to reflect 2018 titles.

Library Assistant Joanne created new labels for the Fiction shelves after shifting was complete.

I created core competencies for Information and Adult Services staff, and I worked on a scavenger hunt for Staff Education Day.

Kerry Pinkner, Children's Services Manager

- 1. Programs:** Another busy month in the Children's Department! Popular programs included Thanksgiving Storytime (91 attended) and the Turkey Trot (151 attended).

Other programs offered in November: 4th-6th Grade Book Discussion, Appy Hour, Baby & Me, Chess Tournament, Coding Club, Family Fun Day, Game Day, LEGO Club, LEGO Mindstorm class, Pajamarama Storytime, Playgroup, Preschool Fun Day, Rhythm & Rhymes, STEAM Discovery Center and Stories Alive.

<u>Programs</u>	2017	2016
Total Events	74	68
Total Contacts	3233	3166



Twice a year, Children's Services offers a Bright Beginnings – Books Too Good to Miss! workshop for Early Educators. The morning and afternoon classes offer continuing education credits to those who attend and an opportunity to hear about some of the best new books of the year. Library Associate, Jason Penckofer presented titles and activities for the preschool ages and Librarian I, Kaushalya Iyengar shared books and activities for babies and toddlers. In addition, local author Dawn D'Amico, LCSW, PhD

discussed tips from her book, 101 Mindful Arts-Based Activities to get Children and Adolescents Talking: Working with Severe Trauma, Abuse and Neglect Using Found and Everyday Objects. A total of 54 adults attended.

- 2. Community Partnerships and Outreach:** Library Associate, Annie Nowak represented WPL at LaCasa's Literacy Night. She read stories and shared information about our resources and programs.



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Kids' Choice presentations continued at the following schools: Bethesda, Blair, Heyer, Lowell, Prairie and Whittier Elementary. The Children's Team booktalked to a total of more than 500 fourth and fifth graders at these visits.

Three 3rd Grade Lowell classes received a tour, read-aloud, and completed a scavenger hunt in the Children's room. Several students also received their first library card when they visited.

Each fall, Mt. Calvary preschoolers visit the Library and receive a storytime and short talk about the care of book and library etiquette.

Most of the La Casa de Esperanza classes have visited the Library this fall. In November, we shared stories and a short tour with two 4-year old Kindergarten classes.

Library Associate, Michele Gagner and I hosted the Family Empowerment Action Team (FEAT) Meeting.

I attended the quarterly Waukesha Youth Collaborative meeting at the Women's Center. Representatives of the Center spoke about how they serve the needs of the community.

Library Associate, Chris Sturdevant attended the JanBoree committee meeting. Website and brochure updates and signage requests were the topics discussed.

Michele participated in the Mock Awards Selection Committee. Throughout the year, Children's Library Staff from the Bridges Library System suggest some of the best books of the year for the Mock Caldecott, Newbery and Printz awards. The list is then narrowed down by the committee, and groups are formed to read, discuss and vote on the titles in January 2018.

Library Associate, Rachel Sharpe Brown represented WPL at the Early Childcare event. This is an opportunity for us to share information about our resources with Early Educators from Waukesha County.

I attended the quarterly Hispanic Collaborative Network meeting and shared information about library resources and programs with the 30+ in attendance. Representatives from the Salvation Army discussed their mission and partnership opportunities.

3. **Professional Development & Meetings:** Kaushalya, Chris, Kelli and Rachel attended the "Great New Books for Children" presentation given by the Cooperative Children's Book Center.

Rachel attended the First Response class.

Kaushalya attended a Community Learning Center partner meeting.

4. **Miscellaneous:** We asked families to write down what they were thankful for and added the leaves to our display tree. Some of the favorites are.... "I'm thankful for all of our library friends, everything, and My Big Daddy."

We are thankful to have such a wonderful Friends of the Library group. Several members helped us assemble 200 bags of goodies to be used for the December Gingerbread House classes.



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Jim LaPaz, Head of Building Operations

1. **Building:** On November 7 we experienced a power outage at noon that lasted an hour and a half. I called WE Energies large customer line and was initially told that 3 customers were affected. This was later amended to 47. The elevator would not work when power was restored and we could not reset it. Kone was called in and their tech repaired it. We experienced issues with the HVAC not regulating building temps after the power was restored. Hennes and HVA were called in to work on the HVAC.

Circuit Masters worked on broken 24 hour lights as well as the timer for the external lights.

2. **City:** I finished the pay for performance competencies for Custodian and Building Maintenance Coordinator and uploaded them to the network.

For my Leading Waukesha class I interviewed Finance Director Rich Abbott and introduced him to the group.

3. **Security:** We are permanently banning a man who was extremely disorderly. He screamed obscenities at least 50 times in the building, did karate kicks and a flip, and rushed at me twice after he exited the building. I had to hold a door shut as he kicked and punched the glass trying to get at me. I called Dispatch and asked for a 10-39, lights and sirens. He was so loud that they could hear him inside Les Paul Middle School. The school SRO responded and apprehended him before another six officers arrived. He has committed assaults in 4 other states.

I graduated from the FBI Citizen's Academy on November 1. It was a wonderful, unique, sobering experience. I offer my gratitude to Board Member Jeff Fowle for alerting me to this opportunity and sponsoring me, along with retired FBI Special Agent Jill Kasper from our security company, Elite Protection Specialists.