

Administrative & Staff Reports for January 11, 2018

Bruce Gay, Library Director

1. Public Library Association annual conference: I've asked interested librarians and managers to submit applications to attend the PLA conference in Philadelphia from March 20-24. This excellent conference should give our attendees many good and innovative ideas to implement in Waukesha. Funding for the conference will be available from remaining 2017 funding.
2. Staff one-on-one meetings: I've met with all managers at the library to discuss concerns and job responsibilities. As I've come to expect, the managers were extremely gracious with their time and thoughtful and committed to their work.
3. Book drop and sorter: Thanks to the hard work of Assistant Director John Klima and Library Information Technician Erin Shephard, the book drop now successfully reads Waukesha Public Library RFID tags. John and Erin, along with Therese Lyons, are now planning for the various sorting issues that need to be answered before the sorter goes live.
4. First APL meeting: On December 15, I attended my first APL meeting of all directors from the Bridges Library System. Directors discussed the new eCommerce system, staff evaluation programs, and the ongoing statewide Public Library System Redesign project.
5. First Bridges board meeting: Likewise, on December 18 I attended my first Bridges Library System board meeting. I was able to report on Waukesha's progress updating its UPS system at the meeting.

John Klima, Assistant Director

1. UPS Batteries: We ordered and received two replacement UPS (uninterruptible power supply) systems for our server room. I had replaced the batteries in the old system nearly six years ago. This time we're replacing the control unit and the batteries to get the entire system up to date. Each system has five batteries weighing 90 pounds each. I am working with City IT to get them installed.

Carolyn Peil, Technical Services Manager

1. Processing Update: Like last month, materials are moving through Technical Services quickly. Our cataloging shelves are almost bare and the processing carts are empty. Thanks to the hard work of the materials selectors, Acquisitions had a very smooth December as far as ordering goes. We had a steady stream of orders being sent and received and were not overwhelmed with stacks of boxes waiting to be opened.

2. Holiday Books: Except for the Christmas books, the children's Holiday collection has now been given colorful, new holiday spine stickers.
3. Label Printer Visits: In early December, Technical Services staff Carol Rose & Anne Klug accompanied Erin Shepard and me on site visits to Muskego, Mukwonago, and Menomonee Falls public libraries. We went to look at label printers in action. Our current set-up utilizing sheets of labels fed through laser printers has drawbacks; utilizing dedicated label printers would be a great alternative.
4. Innovative Services at Other Libraries: While at Mukwonago, we got a look at their new Maker Space area. Some of the services they offer include: 3-D printers, sewing machines, and video-to-digital transfer equipment. Menomonee Falls staff showed us their newly re-labeled children's collection and their barcode scanner which populates information for a new library card using the barcode on the back of a driver's license.

Therese Lyons, Circulation Supervisor

1. Continuing Education: On December 12, I attended a webinar entitled *"Dealing with Difficult People in the Workplace."* The webinar focused on good communication, assuming positive intent, speaking privately about correctable behavior, and making the interaction a teaching moment. Also discussed was how to model good behavior, how to be assertive as opposed to being aggressive, and mediation between employees.
2. Volunteers: As the year ends, a special thank you to our wonderful volunteers. Included among our volunteers are Jerry, who has done a tremendous job keeping the CDBook collection in order and well dusted and Pat, who has done the same for the CD Collection and Large Print Collections. Nancy, Ann, Jill, Betsy and Ruth keep our carts in order and moving to the floor to be shelved and Nance works to make sure that minor repairs are completed on our collection. All are willing to lend a helping hand wherever it is needed.
3. Painting Project: The entrance walls on either side of the Special Services desk were painted to match the walls in the Circulation back room. A small change has made a big difference. The walls have a cleaner fresher new look.
4. E-Commerce: Patrons now have the opportunity to pay their account charges online. If patron's fine is over \$5.00 he/she is able to make payments toward the account. A 50 cent fee is charged for the service. So far the response has been very positive.
5. Department Changes: After almost 24 years of service to the library, Nancy Hause retired on December 1st, and celebrated her retirement on Staff Education Day. The Mayor presented a watch to Nancy and said a few words about her years of service. The staff team building event was an Escape Room where eight teams worked to help Nancy Escape from the Library. She had a great time and

will be missed. A warm welcome to Dana Waltenberry, our new 20 hour Library Assistant and new shelveers, Elizabeth Booth, Mary Pakenham, and Elizabeth Ponto who all started in December.

Kori Hall, Head of Program Development and Community Engagement

1. Waukesha Reads/NEA Big Read: Waukesha Public Library's NEA Big Read final report was submitted to the NEA/Arts Midwest on December 4. I will be participating in the *True Grit* conference call on January 8 as a resource for libraries/organizations that will be doing their NEA Big Read programs on *True Grit* in the spring. About 11,999 adults and 2,378 kids attended our *True Grit* programming this year (in comparison to the 2016 total attendance of 9,500), showing that Waukesha Reads continues to be a successful event!
 - The Waukesha Rotary Club Charitable Fund also contributed money to our NEA Big Read, and I submitted a final report to them on December 21. I also sent updated Waukesha Reads materials to them for their nonprofit slideshow. Being featured in the slideshow is a great way for our program to get additional exposure in the community.
 - Waukesha Reads 2018 is already in the works. The Steering committee met in December and selected the book, which was chosen from a list provided by the NEA. Because we will be applying for another NEA grant, it was necessary to choose a book from their list of acceptable titles. The grant application for 2018 is due on January 24.
2. Adult Programs:
 - Dec. 13 – Doughnuts & Documentaries, *Owls* (52)
 - Dec. 12 – Monday Night Movies, *Going in Style* (15)
 - Dec. 14 – Make & Take, Fruit/Veggie Stamped Tote Bags (22)

Amy Welch, Information & Adult Services Manager

1. Teen Zone Update: The Teen Zone received a fresh coat of paint on December 14 and 15. Two of the Teen Zone's walls remained the same color, while the other three walls were updated to give the room a brighter feel. Several more pieces of furniture also arrived during December. The remainder of the furniture will arrive before the end of February, and we are very excited to see our Teen Zone project completed.
2. The Zine, Volume 10: This December, the Teen Manga and Anime Club created Volume 10 of their publication, *The Zine*. *The Zine* has been released twice a year since 2013. A circulating copy of each issue is added to the YA Magazine Collection upon release, and a limited number of free copies are available for teens to take. Each member of the Teen Manga and Anime Club received their own color copy at the December meeting. Volume 10 compiles artwork, trivia, word searches and more submitted to our YA Librarian over the last six months.

3. Tax Forms: Federal and State Tax forms have been ordered. We ordered roughly the same amount of forms as last year, keeping in mind any additional orders and leftover forms at the end of the 2016 tax season. We are planning on setting up our tax computer once again, as this has been a great help to those who need to print any additional forms we do not carry.

Kerry Pinkner, Children's Services Manager
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1. 1000 Books graduation: Families enjoyed the hand-clapping, foot-stomping fiddle music of Fox & Branch. After the music celebration 8 of our 1000 Books before Kindergarten graduates received their cap and certificate. Several early literacy activities were available to those looking for something to do after the festivities. 63 attended.
2. Santa Storytime: Children's Library Associate, Kelli Cramer and her husband John were a highlight of the Family Holiday Storytime. 154 people attended this popular event.
3. Casa de Jengibre: Close to 100 people attended the Gingerbread House event that was presented in Spanish. This a collaboration with the Hispanic Collaborative Network. Carroll University students helped with the storytime and the Waukesha South Orchestra played music for this event.

Jim LaPaz, Head of Building Operations
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1. Heating issue: On December 26 a hot water pump seal blew in the basement while staff were checking a heating issue. The basement filled with steam, the alarms tripped, and the Fire Department was called. Maintenance was able to shut the pump down. I was on vacation and received a call at home from Stanley Security. I came in to coordinate the repairs. To conserve heat we closed the building at 4:00 pm. We called Hennes in and they were able to get the heat up and running by about 8:30 pm. They returned later in the week to replace the blown seal and three others. To help with this problem I came in to work 6 times during my 12 days off.