

Administrative & Staff Reports for April 12, 2018

Bruce Gay, Library Director

1. **Community Contacts:** Met with representatives from the Beacon Lights Club and Waukesha State Bank, both of whom gave generous donations to the library.
2. **City of Waukesha Strategic Planning:** I attended a two-day strategic planning session for the City of Waukesha late in March. The Common Council worked through issues during the session with a facilitator. City department heads were available to answer questions and provide advice if needed.
3. **PLSR Technology Workgroup:** After two years, the Public Library System Redesign (PLSR) workgroups completed their reports for the Steering Team. The 47-page Technology workgroup report my team was responsible for was one part of the 333 page report, and addressed how statewide technology might be better provided to local libraries. The Steering Team, made up of library leaders from around the state, will work through the report and provide a series of recommendations to the State Superintendent in the late Summer or early Fall. All workgroup reports are available at www.plsr.info.
4. **WAPL Reception:** Planning for the WAPL reception at the library continues. The Friends of the Library generously have offered to provide drinks, light snacks, and entertainment. Raised Grain Brewery in Waukesha will host a beer tasting table at the event, and Sam Llanas, formerly of the BoDeans, will provide entertainment.

John Klima, Assistant Director

1. **Hotspots:** The library's popular hotspot lending program is being updated. Currently the library circulates six hotspots, with nine others either damaged or missing. The library will add an additional 16 hotspots to accommodate our extensive holds list on hotspots.
2. **Public Computers:** Because of lower use, the total number of public computers on the first floor has been reduced. This will lower the library's long-term replacement costs and provides the public with built in power-supplied tables for use with laptops or other devices, which is a growing need. In addition to the annual replacement schedule, we also plan to replace some of the library's public laptops, staff laptops, training laptops, and programming iPads. We will address those plans later in 2018.
3. **Computer management software:** Faronics, a software company, offers a computer management set of programs the library is investigating to better manage the public computers. The "Cloud Connector" will automate software updates, provide antivirus software, and control what the public can do on a computer, making the computers both more secure and reliable.
4. **Inventory Wand:** RFID vendor Tech Logic brought in their inventory wand that lets you "read" a shelf of books as you run the wand across it. The wand is able to tell if a book is in the wrong section, if it fulfills a hold, if it isn't checked in, and other things. Bibliotheca—the company for our self-checks and security gates—also makes an inventory wand that the library will test.
5. **Festival of Books:** The executive committee of the Southeast Wisconsin Festival of Books met. The Festival will happen on November 3 and 4 of this year. We also talked

about potential keynote speakers. The programming committee will have its first meeting in April.

Carolyn Peil, Technical Services Manager

1. **Staff Education & Development:** I attended an Introduction to Project Management workshop at the Oconomowoc Community Center on March 20. It was sponsored by Southeastern Wisconsin public library systems. This was a great introduction to the topic of Project Management and one I'd like to learn more about.

On March 22, I attended the "Coach Your Team to Greatness" session of the Virtual PLA conference here at the Library.

2. **Technical Services Activities:** IT Tech. Erin Shepard continues to configure the new label printer for the Library Assistants. After several lengthy phone calls with the vendor, Bayscan, it has been determined that the problem might be with our Polaris settings instead.

Overcrowding on the Adult AV shelves has led to a large volume of discards and withdrawals for Technical Services staff. We have streamlined our withdrawing procedures to help move items out of the department.

We are currently working on repackaging 75 or so titles from the old Children's "CDBook in Bag" collection. Every set requires new labels, changing item records, attaching a CD pocket to the book, and sometimes a new book jacket as well.

Therese Lyons, Circulation Supervisor

1. **Projects:** Preparations are under way for our Volunteer Luncheon on April 26. We will also be celebrating National Library Workers Day on April 10 during National Library Week.

Staff continues to check for items with a catalog status of "Lost" for over two years. Staff also now reviews reports on items that were lost and paid for through e-commerce. These titles are then sent to Technical Services and Reference to determine if the item will be replaced.

2. **Continuing Education:** Several Circulation staff attended the Public Library Association live webinars which were presented in the Library Board room.

Webinars attended included:

Great Expectations: Customer Service and the Future of Libraries; Eliminating Fines and Fees on Children's Materials to Create a Win-Win for Your Library; Operationalizing Your Strategic Plan; Coach Your Team to Greatness; and Lost in the Library? Never Again with User Centered Design.

On March 29, I attended a Leadership Presentation hosted by Paul Decker, Chair of the Waukesha County Board of Supervisors on how to navigate generational differences in the workplace.

3. **Meetings:** On March 1, I attended the Interdepartmental Networking meeting at the Parks and Recreation Department. It is a great way to exchange information and ideas related to the City of Waukesha on a mid-management level.

On March 14, I met with Dr. Anselmo Villarreal, President and CEO of La Casa de Esperanza, along with my Leading Waukesha team members. La Casa is one of the leading nonprofit organizations in Waukesha due, in large part, to the leadership of Dr. Villarreal. In addition to speaking with him and viewing his impressive collection of antique Mexican artifacts, we received a tour of La Casa's new school and learned about his leadership philosophy. We also learned about two other prominent Waukesha businesses during our classes, Waukesha State Band and Kwik Trip, and how they remain successful.

- 4. Leading Waukesha:** Leading Waukesha continues with additional presentations and discussions on what makes a great leader. The books discussed this month were *Drive*, by Daniel Pink and *Good to Great* by Jim Collins. My team presented on March 20 on *Drive*.

Kori Hall, Head of Program Development and Community Engagement

- 1. Community Room:** The Friends of Waukesha Public Library recently gave the Library more than \$500 to paint the back wall of the Library's Community Room with a special projector screen paint. Painting the wall allowed the Library to reverse the orientation of the room, improving the program experience for both presenters and attendees, while still maintaining a projection space for movies and other presentations. So far, the community has loved the change!
- 2. PLA Virtual Conference:** The Library offered all Bridges Library System staff the opportunity to attend the Public Library Association's Virtual Conference *Imagine the Possibilities* on March 22 and 23. The conference was broadcast live from Philadelphia, PA, consisting of 6 sessions each day. Topics ranged from strategic planning and customer service to programing, eliminating fines, and teaching technology. Nineteen staff members on Thursday, and 14 staff members on Friday, took advantage of this unique opportunity for continuing education and networking.

Amy Welch, Information & Adult Services Manager

- 1. Shifting:** Several shelveers and I moved the Book Group Kits to the bottom two shelves below the holds shelves, and Playaway collection to the former Book Group Kit area. We also began shifting CDBooks, and will continue to shift in April. Our goal is to give the CDBooks more space, as this collection remains popular among our customers.
- 2. Public Library Association Conference:** This year, the Public Library Association Conference was held in Philadelphia from March 21 through March 24. WPL was able to send several staff members to the conference this year. From the Information Services Department, Paula Mason and Kelly Bolter were chosen to participate.

Among programs Paula and Kelly attended were "Serving Low-Literacy and Multilingual Communities at Your Library," "How to Start Training Your Staff to Be More Culturally Competent," and "Big Ideas with Tim Wu: Net Neutrality."

Each of the Librarians not attending PLA in person participated in at least one virtual conference presentation.
- 3. Reference Desk:** Kori and I visited several Bridges libraries this month, as we begin researching the costs of a new Reference Desk. We went to Brookfield, New Berlin, Elm Grove, Hartland, Pewaukee and Delafield. At each library, we asked Reference staff

what qualities they liked in their desk, and what changes they would prefer. We also took several pictures of the desks we thought would serve our staff and customers well. I have also compiled notes from WPL's Reference staff describing what they would like to see in a new desk. Kori, Bruce and I will be meeting with our architect early in April to start discussing a design and quote in preparation for the 2018 CIP requests.

- 4. Information Services Cross Training:** In an effort ensure that we have a backup ready for every major Information Services duty, I have assigned specific staff to begin training in areas in which I feel we need more support. Currently, this includes ILL and Bookletters. This month Paula trained Kathryn and I on the first half of the Bookletters duties, and Joanne trained Carley and Elizabeth as backups for ILL picklist. We will continue training in April, as both areas require time and practice.

Kerry Pinkner, Children's Services Manager

- 1. Programs:** March is National Youth Art Month, and the Library celebrated the creative and artistic talents of Waukesha students displaying their work in the Children's Department with a special art reception. The eight schools from the District of Waukesha who participated were Banting, Blair, Lowell, Rose Glen, Summit View, Whittier and WSA



Randall Campus. Music was provided by members of the Waukesha South Orchestra, Kohl's Art Generation Color Wheel volunteers provided art supplies and an activity for the families, and the Friends of WPL provided funding for the refreshments. 489 people attended this special event.

The 2017-18 Kids' Choice winner is *Escape From Mr. Lemoncello's Library*, by Chris Grabenstein. Last fall, we visited most of the fourth and fifth grade classrooms in the district to book talk the fifteen nominated titles and introduced all the students, even those who didn't end up voting, to a collection of great books. In the Waukesha School District, 350 fourth and fifth graders cast 551 votes. This is more than double last year's program. Library Associate Michele Gagner did an awesome job coordinating this school collaboration.

Thirty-Five Early Educators joined us for our Bright Beginnings workshop to learn about some of the best books of the year and how to incorporate puppets into their early literacy activities. Those attending received two hours of continuing education credits from The Registry

- 2. Community Partnerships and Outreach:** We hosted a Waukesha Youth Collaborative meeting in the Children's program room for twenty-five community

partners. Each representative was given two minutes to share information about their organization's mission and resources for children and families with representatives from the School District of Waukesha.



Staff from the Waukesha County Board office helped us celebrate the Read Across America initiative and Dr. Seuss' birthday by reading and working with the children at our March 2 Playgroup. 80 children and adults attended.

Carroll University Intern, Olivia Schmidt provided Spanish tutoring or translation for families on Mondays, 5:00-7:00 p.m.

- 3. Professional Development & Meetings:** Librarians, Paula Mason, Kelly Bolter and I attended the Public Library Association (PLA) conference in Philadelphia. "Imagine the Possibilities" was the theme for this year's event and the speakers and presenters demonstrated that anything is achievable...start with an idea and turn it into a reality. Many of the talks that I attended focused on community collaborations and outreach to children and adults with barriers to library access.

Several members of the Children's Team had an opportunity to watch some of the virtual PLA sessions in the conference room.

I attended the Project Management workshop in Oconomowoc that was led by Dale Shaver, Waukesha County Parks and Land Use Director. He discussed project management techniques, including SMART goals, meeting management, benchmarks, communication and how the success of the project can be measured.

Library Associate, Chris Sturdevant presented information about our volunteer program at the March 9 Teen Think Tank workshop.

The Children's Staff met with Angela Meyers from the Bridges System office to discuss communication methods, programming, professional development, school/public library collaboration, among other things. It was an opportunity for staff to talk about what works already, and what areas we can expand upon.

Jim LaPaz, Head of Building Operations
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- 1. Building:** On March 1 I met with Bob Ford from Ford Construction to discuss our exterior west side stair replacement. Ford began construction on March 9 and completed the concrete pour on March 30. Still to be completed when the weather cooperates are the railings, landscaping, and a small asphalt section.

Aro Lock replaced a Trilogy Alarm Lock on the Circulation Workroom door. This is the most heavily used door in the library. It appeared that the circuit board was going bad as the lock couldn't hold its programming.

Maintenance painted the north wall of the Community Room with a special 4k projection screen paint. This was a difficult project as it required a base coat and two precise applications of the 4k paint.

- 2. Security:** I assisted Kathy Klager, the Director at Sussex, with Code of Conduct questions and provided a copy of our Security and Safety Manual to her.

I attended a class at the FBI Building dealing with Civilian Response to Active Threats. It was a wonderful class and I learned a great deal. Topics that were covered were a history of Active Events going back to 1764, a look at the demographics and an analysis of terrorists, a look at Avoid/Deny/Defend, how to prepare, how to act, first aid, etc. This was one of my SMART goals for the year.

I attended a meeting of the Park/Rec Security Committee. We discussed dogs in parks, the closing of the overflow shelter, recent homeless issues, etc.