

## Administrative & Staff Reports for May 17, 2018

Bruce Gay, Library Director
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- 1. Resource Library Activities:** On April 10 I met with Bridges Library System Director Connie Meyer to talk about possible additional resources and opportunities WPL could offer as the system's resource library. Department heads discussed a series of possible services we could offer. These ideas will be the basis of discussion at a future APL meeting of all member library directors. Bridges held a full day strategic planning meeting on April 19 at the New Berlin Public Library. Additionally, on May 2, I attended a meeting of the System and Resource Library Administrators Association of Wisconsin at the Country Springs Resort in Pewaukee.
- 2. Library Events:** On Thursday, May 3, the library hosted a reception for those attending the state public library conference in Pewaukee. Approximately 80 library staff from around the state, along with WPL staff and board members, enjoyed music, snacks, and a beer tasting from local brewery Raised Grain.

On Friday, April 27, the Friends held their annual "Mystery Mingle" fundraiser in the library. Attendees had to determine first who was the kidnapper among a group of fairy tale characters, and later who murdered Snow White. This was a very nice and well attended event, and thanks to the Friends for organizing it.

- 3. WPL Strategic Planning:** The Strategic Planning Committee met with Bruce Smith and Melissa McLimans to go over the timeline and make some early decisions on planning processes on April 23. The plan should come to the library board for approval at its October, 2018 meeting. Planning activities include:

- Staff S.W.O.T. analysis on May 16;
- Community survey from June 4 to July 14;
- Community Conversations sessions between July 9-20;
- A webinar explaining the data WiLS has available to the library;
- A meeting to review the library's mission and vision statements in August;
- A meeting to develop the strategic plan's outline early in September; and
- A meeting to develop an implementation and communication plan later in September.

#### **4. Community meetings:**

- On April 30 the library hosted staff and trustees from the Watertown Public Library. Watertown is in the initial planning stages of an addition to their facility and was touring various libraries throughout the area.
- On May 2 I attended the "Celebrate Waukesha Breakfast" at the Tuscan Hall. The topic was the opioid epidemic in Waukesha and the efforts surrounding it.
- On May 4 I attended a "Get to know the CAC" event at the Goodwill location on Nike Avenue. The Community Action Coalition for South Central Wisconsin (CAC) works to reduce poverty in Waukesha County.
- The library prepared for the march/rally on May 1 beginning in Cutler Park. Over 3000 attended based on estimates. There was very little impact on library activities besides a fuller-than-usual parking lot that morning.

John Klima, Assistant Director

1. **Televisions:** We purchased a replacement television for the circulation desk and a new television for the Teen Zone. The television for the Teen Zone will help immensely in promoting and running programs.
2. **Circulation Workstations:** Circulation is no longer double-checking material coming through the sorter. This allowed us to remove one of the check-in stations.
3. **UPS Replacement:** I came in at 6:00 AM on April 8 to replace our UPS battery backup system in the server room. One part provides backup power for WPL-only services and the other part provides network and internet access for WPL and all Bridges libraries. I was able to have the batteries replaced and the system back up and running by 7:30.

Carolyn Peil, Technical Services Manager

1. **Technical Services Activities:** The LAs withdrew 2960 items in April. This is the highest April total since 2015, when over 3000 items were withdrawn.

After a few frustrating months, the label printer is finally operational. The LAs have been creating templates and fine tuning font size. We are currently creating only "fat" labels. We hope to try out "skinny" labels in the next few weeks.



Therese Lyons, Circulation Supervisor

1. **Events:** On April 10, we celebrated Library Staff Appreciation Day. Pizza and salad were provided by the Friends of the Library and Managers provided the desserts. Thank you to our wonderful library staff!

On April 26, we celebrated our volunteers with the annual volunteer luncheon. This year's theme was "Come Hang with the Cool Cats at the WPL Diner." Our volunteers enjoyed hamburgers and coleslaw from Dady Oh's and root beer floats featuring John's root beer. Sue Baker from the Les Paul Foundation provided an entertaining presentation on Waukesha's own Les Paul. Volunteers left with prizes including tote bags, water bottles, and Les Paul guitar picks. It was a lot of fun. Thank you, volunteers!

2. **Projects:** The shelveers are working on putting all Children's DVDs in alphabetical order. The goal is to provide a better patron experience for users of Children's DVDs while they are browsing the collection and when they are trying to find a specific DVD.
3. **Continuing Education:** Leading Waukesha ended with some very valuable experiences. We were given the opportunity to interview other City department leaders and learn about their unique management approaches. We were also given the opportunity to talk with Kevin Lahner, our City Administrator to see how he effectively leads and what is in store for the City of Waukesha. Finally, on April 18, I had the chance to serve lunch and work in the clothing store at the Hope Center which was the volunteer opportunity for Leading Waukesha. I look forward to the opportunities that are ahead as part of the Leading Waukesha alumni.

On April 27, I attended a seminar entitled "Everyone Does Security" presented by Michelle Dennis, who is head of security at the Hedberg Library in Janesville. She provided some valuable insight into how to deal with specific security issues and general information on procedures in place in Janesville that may be helpful in Waukesha.

Kori Hall, Head of Program Development and Community Engagement
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1. **Community Room:** In recognition of Sexual Assault Awareness Month, the Library was happy to host the Women's Center Clothesline Project from April 3 to May 4 on our Community Art Wall. The Clothesline Project offers those affected by violence the opportunity to share their story by using words or artwork to decorate a t-shirt. The shirts are then displayed to let others, who may be suffering in silence, know that they are not alone. There are an estimated 500 projects running nationwide, with more than 60,000 shirts on display.
2. **In the Community:** The Library participated in two community fairs in April. On April 14, Paula and I attended the ProHealth Fair at the Waukesha Expo Center. This event is meant to keep the community well informed about health and safety topics. Six hundred ninety-three people attended the fair and took advantage of free health screenings, radon testing kits, \$5 bike helmets, and much more. The Library was one of 73 organizations represented, and we were excited to promote all the health-related information available in our Library—from fitness and medical items in our collection, databases and Flipster to health-related classes offered through Gale Courses.

Paula and I also participated in the WCTC Summer Education and Recreation Fair on April 19, sponsored by the Waukesha Hispanic Collaborative Network. This bilingual fair promotes educational and recreational opportunities available over the summer for adults, families and children. There's fun to be had at the Library all year long, but especially in the summer! We took advantage of the opportunity to promote our programming and to urge families to sign up for Summer Reading together. About 260 people attended the fair.

On April 13, Paula and I attended a meeting of the Waukesha County Retired Educator's Association at the Machine Shed to discuss upcoming Library programming and to booktalk some hot summer reads. Thirty-Five people attended the meeting.

3. **Waukesha Reads:** A request for funding was submitted to the WE Energies Foundation on April 9, and another to Meijer on April 30. The Committee of the Whole convened in April to continue planning this year's Waukesha Reads events. We also welcomed two new partners to the Waukesha Reads group: Healing Hearts of

Waukesha County and the Waukesha Food Pantry. Local artist Ann Windell was chosen to create the images for this year's program.

Amy Welch, Information & Adult Services Manager

1. **Edible Book Festival:** The fourth annual Edible Books Festival was held on April 14. Thirty-six participants submitted twenty-seven total entries to compete for this year's top prize (a \$75 Visa gift card). 130 ballots were submitted by staff and customers throughout the afternoon. We decided to change this year's grand prize amount from \$50 to \$75 in hopes of increasing participation. Like last year, we allowed staff to vote for the Staff's Choice category. All of the amazing entries may be viewed on the Library's Facebook page. This is a fun event for the whole family, and we hope it will continue to grow in popularity.
2. **Tax Forms:** Tax forms were available to the public from Monday, January 30 through Sunday, April 22. We distributed 13,248 federal and 8,523 state forms for a total of 21,771 forms given away. We also provided customers with a quick printing option for any tax forms we do not carry. We set up a tax form computer next to the print station to allow easy access to the printer as well as the Reference Desk. The Library continues to be one of the only places in Waukesha that offers free tax forms to the public.
3. **Volunteer Fair:** We held our third Volunteer Fair on April 28 from 1-3 p.m. in the lobby. Sixteen people representing eight local organizations spent the afternoon speaking with adults and teens interested in doing volunteer work in the Waukesha community. Seventy-four people took part in the Volunteer Fair, and several organizations expressed an interest in participating again next year.
4. **Reference Survey:** The Library conducted its quarterly reference completion rate survey during the week of April 16-22. There were a total of 1,787 reference and non-reference transactions completed at the adult Reference Desk during the week, for an average of 26.67 questions answered per hour. This is a slight decrease from April of 2017.

Kerry Pinkner, Children's Services Manager

1. **Programs:** The Children's Department had nice turnouts at the weekly storytimes (average attendance 40-50), playgroup (80-90), Fairy House Storytime and activity (59), and LEGO Club (25-40).
2. **Community Partnerships and Outreach:** 224 people attended our Dia de Los Niños event on April 28. Library Associate Michele Gagner did an outstanding job promoting the event and partnering with outside organizations. We had three cultural craft projects, and the School District of Waukesha, Parents Place, and Catholic Charities had information tables with activities for families as well. El Sistema Youth Orchestra performed, and many of the families stayed to enjoy the program after. We had a good assortment of refreshments thanks to contributions from Woodman's, Meijer, Walmart, and Buttercream Bakery.

Librarian Kaushalya Iyengar did her "More than Books" presentation for Hawthorne and Banting families who are part of the Community Learning Centers. 32 people attended and learned about our databases, received a tour of the Children's Department, and got a sneak peek at our summer reading programs.

Through our partnership with Carroll University's Spanish program we were fortunate to have Intern Olivia Schmidt help us with the translation of the summer reading brochure, signage and the Dia de Los Niños surveys. We hope to continue this partnership in the fall.

3. **Community Library Liaison:** Bruce, Joan and I, along with School Librarian, Malena Koplin interviewed potential candidates for the Community Library Liaison position. We hope to have someone in this position by the end of May, beginning of June.

Jim LaPaz, Head of Building Operations
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1. **Building:** Maintenance patched and painted the curved wall outside of the Community Room. They also did a very large amount of building repairs and touch up painting in advance of our May 3 party.

Maintenance replaced the decaying faucet in the left Circulation workroom bathroom with a taller model, per staff requests.

Maintenance discarded 27 chairs from the public area that we had purchased 15 years ago. They had all been cleaned multiple times but were showing their age. Our new chairs arrive in mid-May.

2. **Weather:** I spoke to two groups of staff about tornado (and fire) safety in conjunction with Severe Weather Awareness Week.