

## Administrative & Staff Reports for June 14, 2018

Bruce Gay, Library Director

1. **Waukesha Reads:** The Library received word from the NEA that it had been awarded a \$15,000 grant for the annual Waukesha Reads program. This year's book is *Everything I Never Told You*, by Celeste Ng. Waukesha Reads will kick off on September 11 at a Trivia Tuesday. The "Dinner and a Movie" event will be Sunday, October 21.
2. **Resource Library activities:** I attended the Bridges board meeting on May 15 in Jefferson and developed a list of resource library ideas for discussion at the June 15 APL meeting.
3. **Library Events:** The library held a reception for the Waukesha Canvas project, which is displayed near the circulation desk. Artists who worked on the project and representatives from WEA Trust, who provided funding, attended.
4. **WPL Strategic Planning:** The strategic plan community survey opened on June 4. The library developed a plan for marketing the survey in different ways each week through the survey close date of July 14.
5. **Community meetings:** I attended a meeting of the Advisory Council of the Southeast Wisconsin Festival of Books at UW-Waukesha. The Festival is held early in November near the end of the Waukesha Reads project.
6. **Community Library Liaison:** In late May, Michele Gagner accepted the position as Community Library Liaison. Michele has worked at the library for several years as a Library Associate in the Children's Department and recently earned her MLS degree. Kerry Pinkner and I met with School District of Waukesha representatives, including WPL Board member Amy Riebel, to discuss the Community Library Liaison and how the school district and library can work together to most effectively develop this position.
7. **Personnel:** In addition to the Community Library Liaison interviews, I've been part of interviews to fill vacancies in the Technical Services and Children's departments. In the next weeks the library will seek to fill vacancies in Building Operations and Circulation.

John Klima, Assistant Director

1. **Hotspots:** Bridges Library System directors received information that the ZTE brand WiFi Hotspots many system libraries use have the potential to burst into flame if left plugged in while being used. Waukesha PL does not carry these hotspots. However, we have seven broken hotspots that won't be replaced right now to avoid problematic models.
2. **Label Printers:** We configured the label printer in technical services correctly and ordered a second, to efficiently allow printing of both size labels. Dedicated label printers, as opposed to using a standard printer with sheet-fed labels, will reduce the problems technical services staff run into printing labels. Label printers are less expensive to run than standard printers and should realize benefits over time.
3. **Teen Zone TV:** The wall in the Teen Zone was reinforced to mount a 65" monitor. We are continuing to look at best long-term options for connecting the monitor for programs and regular daily use.

4. **Sunlight Readable Monitor:** I'm looking to replace the monitor in the exterior book return with a "sunlight readable" monitor for easier public use. Although these monitors cost between \$2,500 and \$3,000, the improved service would be worth the cost. I am working with several companies to ensure that the monitor will work in our AMH.
5. **LITA Blog:** I am the co-editor of the Libraries and Information Technology Association (LITA) blog. Because of this I also serve on a few advisory committees for ALA. We did a recruitment drive this spring for new bloggers and we'll be adding more than 30 new writers to the blog. This is the largest influx of writing talent to the blog ever and it's exciting to see where it goes from here.
6. **Patron Point Demo:** Mellanie at Bridges set up a demo for a product called Patron Point. It connects with a library catalog to market library services better to our patrons. For example, when a patron is registered to the library they would get a welcome email and then on their registration anniversary they would get another email where we could highlight services we offer. There are some concerns from Bridges directors about patron privacy so that would have to be sorted out before the system moves forward but I think this is a great opportunity to get out all the amazing things we do to our public.
7. **mk Solutions:** I met with Nathaniel Finkel, the new mk sales rep. The company is addressing the needs of customers by providing additional staff. Previously we worked with Rachel Davis, North American VP of Sales and Marketing. It was difficult to get in touch with Rachel due to all the job duties she had. It will be good to have a dedicated person to communicate concerns to.

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| Carolyn Peil, Technical Services Manager |
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1. **Staff development & Education:** I attended the WAPL Conference at Country Springs on May 3-4. This was the first time I could attend this conference and I found the sessions I attended very informative.
2. **Technical Services Activities:** We finally finished re-cataloging and re-processing the children's "CDBOOK in Bag" collection. The 75 or so items are now part of the Children's ++ Fiction collection.

Our new label printer is working great. John Klima placed an order for a second label printer which we will use for "skinny" or barcode-sized labels.

Library Associates Ruth & Jill, along with Library Assistant Cindy Detro worked on correcting subscription dates with EBSCO, our magazine subscription supplier. This is a battle fought every year.

The cataloging shelves are looking bare. Catalogers Sara, Kelly & Kathryn are moving items along at a good clip. In May, 2,259 items were received by Acquisitions and 1,992 items were added to the collection.

With the reality of having two Library Pages leaving within two weeks of each other, I spent much of May updating the Processing manual. Library Page Sandy Grosh proofread sections of the manual for accuracy and clarity.

3. **Staff Changes:** On May 7, Sandy Grosh submitted her resignation effective June 15. Sandy has been a Library Page in Technical Services for almost 22 years—she started in

July, 1996. Her knowledge of processing all our various types of materials will be missed by all.

Julie Nilsen accepted the 20-hour page position vacated by Jeanette Fellows. Julie previously worked as a Shelver in Circulation. She began training with Sandy on May 29.

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| Therese Lyons, Circulation Supervisor |
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1. **Projects:** Library Assistants are preparing descriptions for Library Assistant shift responsibilities. Once they are completed, they will be compiled into a binder for quick reference.

The shelveers have completed placing all Children's DVDs in order. This was a several week-long project. Our goal is to maintain this order moving forward so that patrons and library staff are able to locate Children's DVDs faster and easier.

2. **Meetings:** On May 2, I hosted the Interdepartmental Networking Committee meeting at the Library. Representatives from Parks, City Planning, Transit, Fire, and Water Utilities met to discuss the various happenings in the City.

3. **Continuing Education:** On May 2 and May 3, I attended the Wisconsin Association of Public Libraries annual convention at the Country Springs Hotel. The keynote speaker was Lance Werner from the Kent District Library in Western Michigan. He spoke of the need for kindness in the workplace and in public service stating that the way staff will feel is the way patrons will feel, and if you staff does not feel valued, neither will your patrons. He said we are in the people business not the book business.

Managing Performance with the HR Guy presented by Brian Mortimore, also from Kent Library involved managing in difficult situations and how to navigate difficult conversation. This was an effective presentation in that we could role play through a difficult conversation so that we left with skills for future conversations.

Another interesting presentation was Library Explorers and Virtual Library Cards. Susie Menk, a Children's Librarian from Manitowoc Public Library, discussed how she, along with her IT Department set up virtual library cards for children in the Manitowoc school system. She went through the process of how she got the schools onboard by developing the Library Explorers program. Children would come in with their class and receive a presentation from the children's department and IT on how to use the cards and the many resources available with the cards.

Finally, Sherry Collins, from Eau Claire showed us how youth services librarians are finding different ways to connect to their libraries outside of the library doors, like a book bike.

On May 24, I attended the 2018 WLA-SSCS Annual Professional Development Conference in Baraboo-Support Staff and Circulation Services Rock! Topics included replacing your cash register with a Square Point of Sale, discussing 21<sup>st</sup> Century library trends, and enacting policy changes like fine free library cards.

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| Kori Hall, Head of Program Development and Community Engagement |
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1. **In the Community:** Paula, Sara and I presented our book talk *Cool Reads for Hot Summer Days* at the Wisconsin Education Association Council's conference for retired

teachers on May 10. Sara and I also visited the Sunrise Rotary's meeting at the Machine Shed on May 15 to discuss upcoming Library programming and to give a shortened version of our presentation. Approximately 50 people heard us speak at the two presentations.

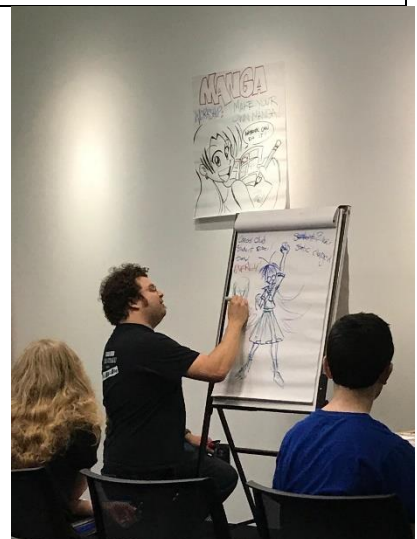
I was invited to attend a tour and orientation of the "in-progress" remodeling of the Waukesha County Historical Society. We are very excited to be able to host one of our Waukesha Reads events at the museum in the fall. The museum is going to look fantastic, once the remodeling is complete.

2. **New Furniture:** The Library received 28 new armchairs on May 17. The chairs are located throughout the first floor and replace worn out chairs that could no longer be salvaged. Eight of the new chairs feature tablet-arms and have become some of the most popular seats in the building. We are hoping to replace the remainder of the old chairs in 2019.
3. **Wisconsin Association of Public Libraries (WAPL) Conference:** I am very grateful to have had the opportunity to attend the 2018 WAPL Conference "Renew" on May 3-4 at the Country Springs Hotel and Conference Center in Pewaukee. I participated in a variety of excellent and informative sessions on topics such as building better libraries through kindness, super short story night, marketing on a shoestring budget, mystery readers' advisory, managing HR performance, and outdoor library programming. I also attended a luncheon at which the speaker spoke about increasing civic engagement strategies for public libraries. The information and professional connections made at these conferences is invaluable for keeping WPL on the cutting edge of library service.

Amy Welch, Information & Adult Services Manager

1. **Teen Manga Festival:** The annual Teen Manga Festival was held on Saturday, May 5 and was once again a success. 11 local teens participated in a workshop, "How to Make Your Own Comics" by Milwaukee artist Nick Katzfey. After the workshop, teens enjoyed snacks, a movie, and crafts including origami, duct tape, polymer clay, and button making. We also held a raffle, and a cosplay contest where teens came dressed as their favorite manga character. This festival is a popular teen event, and demonstrates the Library's continuing importance as a safe and fun space for local teens.

2. **Wisconsin Association of Public Libraries Conference:** This month I had the opportunity to attend the Wisconsin Association of Public Libraries (WAPL) Conference at The Ingleside Hotel. I attended several excellent sessions, including the keynote address: *Better Libraries and Stronger Communities Through Kindness, Empathy and Love* presented by Lance Werner; *Super Short Story Night* presented by Richard Zarborowske; *Making the Library a Touchstone for Information: Civic Engagement Strategies for Public Libraries* presented by Amy Koester; *Makerspace Confidential* presented by Joshua Cowles; *Managing Performance with the Library HR-Guy* presented by Brian L. Mortimore; and *At the Movies With Librarians X: The Next*



*Chapter* presented by Sherry Machones, Erin Foley, Rachel Arndt, Brett Rohlwing, Amy Stormberg, and Angela Bodzislaw. Each session was fun and informative, and I'm eager to try out some of the programs and tips I took away from the conference.

Elizabeth Craft also attended the conference. She went to several sessions with me, and two others on her own including *Don't Let the Bed Bugs Bite* presented by Edwin Schacherer, and *Mystery Readers' Roundup* presented by Clairellyn Sommersmith, Jennifer Cook, Sara Davister, and Emilyn Linden. Elizabeth reports that she found the sessions useful, encouraging, and that she had a great time.

Kelly Bolter participated in a panel for *PLA Posthaste!* with several Bridges librarians at WAPL as well. During their session, they spoke about their experiences getting to and attending the PLA 2018 conference in March, and what presentations they attended. Kelly reports that their talk went very well, and is grateful for the experience.

3. **Teen Summer Reading Program:** Each year, our teen librarian visits local schools to promote the summer reading program and pre-register teens going into grades 7-12. Carley Rymkus visited Waukesha North, West and South high schools and Butler, Horning and Les Paul middle schools in May, and will visit the Waukesha STEM Academy in early June. Carley stopped in during the lunch hours at the schools and has pre-registered 549 teens. The increase in registration is partly due to a new prize wheel Carley has taken to the schools. When teens register for summer reading, they can spin the wheel for prizes, including *Libraries Rock!* paper and magnetic bookmarks, pencils, lanyards, buttons, temporary tattoos and post-its. Several other Librarians went with Carley to help pre-register and hand out prizes. This summer's numbers are higher than the previous high of 417 registrations in 2013, and summer is just starting!
4. **Teen Zone Furniture:** Our replacement sofa arrived this month, which is the last piece of furniture purchased by the Friends of Waukesha Public Library for this project. A big thank you once again to the Friends for purchasing all of the new Teen Zone furniture! Several teens have reported that they are enjoying the new pieces.

The new TV in the room will be used by our Teen Librarian for gaming and movie programs, and to show the teen event PowerPoint slideshow. We have two brochure racks to hang now that the TV has been installed, and several pieces of teen art to complete the room. We are very pleased with the outcome of this project.

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| Kerry Pinkner, Children's Services Manager |
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1. **Programs:** The Children's Staff spend many hours during the months of May and June "on the road" promoting summer reading and programs at the Library. We have a great relationship with the schools in the District and were given the opportunity to attend several family nights at the schools in addition to presenting to the classrooms. We offered early registration at the evening events and signed up 163 children for the summer reading program. Children's staff made 76 presentations in May at 16 schools.
2. **Community Partnerships and Outreach:** Congratulations to Librarian Michele Gagner in her new role as the Community Library Liaison. She will work with both the Waukesha Public Library and the School District of Waukesha as CLL.

Michele met with other Public and School Librarians in the Bridges Library System to choose fifteen titles for the Kids' Choice Initiative. This was a huge task as more than 1,000 books were nominated by students.

I met with Kathy Duffek from Parent's Place to discuss a new collaboration opportunity for the fall. Kathy will offer Triple P Positive Parenting Solutions sessions at the Library with the Children's Department providing programming for the children during the time that the parents meet. Each month there will be a different focus: 1) Developing good bedtime routines 2) Dealing with disobedience 3) Managing fighting and aggression and 4) Hassle-free shopping with children.

3. **Professional Development and Meetings:** Kelly Bolter and I presented information about the PLA workshops that we attended at the May Library Board meeting and at the PLA conference. Our focus was "Removing barriers to representation and improving access to library resources."

Librarians, Kaushalya Iyengar, Michele Gagner, and Library Associate, Kelli Cramer came back from the WAPL conference with several great ideas.

Library Associates, Jason Penckofer and Kelli Cramer participated in the SWOT Analysis. Both mentioned that it was a positive experience.

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| Jim LaPaz, Head of Building Operations |
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1. **Building:** A water line in the boy's restroom broke, flooding a large area with 2 inches of water. The water also migrated through the floor to the Teen Zone. Bruce Hansen replaced the line and both faucets in the bathroom.

The exterior stair project was completed and the stairs reopened.

I met with representatives from Hennes and HVA. They investigated tying the rooftop HVAC unit, which controls temperatures in the lobby and Community Room, into the computer. This would allow us to easily change temperatures in that zone. After consulting with the Director I gave them approval to do the project.

Ford Construction mounted a new television behind the circulation desk in addition to the work they did in the Teen Zone to mount the new monitor.

Milwaukee Plumbing replaced pipes that drain the second floor staff restrooms. This plumbing, some of the oldest in the building, has been getting clogged almost daily. One pipe was cracked.