

Administrative and Staff Reports for August 9, 2018

Bruce Gay, Library Director

1. **Strategic Planning**: In July, we held three "Community Conversations" with invited members of the community. Sessions were held on July 9, 11, and 19 with roughly 30 attendees. In addition, the library survey closed on July 14 with about 1200 responses. The Library used social media, posters, email newsletters, and a dedicated computer in the library to generate interest in the survey. On August 6 the WiLS consultants presented information from the data-gathering stage of the process. Further meetings are being held August 23, September 5, and September 19. A proposed Strategic Plan should be ready for the October 11 Board meeting.
2. **Public Library System Redesign (PLSR) Summit**: On July 30 and 31 I attended a Summit in Stevens Point to discuss the PLSR process. Roughly 100 library people from around the state attended. The group reviewed workgroup recommendations and two proposed models, "W" and "Y." In the end, the summit recommended that the PLSR Steering team work on incremental progress and concentrate on the workgroup recommendations. Neither W nor Y were recommended in their entirety.
3. **2019 Budget**: The Finance department recommended a few small changes to the CIP budget to align it more closely with City practices. The major change was moving \$10,000 from CIP dedicated to regular roof maintenance to the operating budget. City departments were given instructions to keep a flat budget outside of contract costs, water and sewer, and electricity. A two-percent staff increase will be part of the City operating budget for all departments. Library department managers submitted 2019 requests to me at the end of July.
4. **Resource Library recommendations**: The July APL meeting in part reviewed WPL's suggestions for increased Resource Library services. At the end of the discussion, APL passed a recommendation to the Bridges board that recommended a Bridges 2019 budget with no increase in Resource Library expenditures. Wisconsin statute 43.16(1)(a) details the process for Library Systems to reach agreement with the Resource Library, and includes a provision that in the event of no agreement, the terms from the previous contract are kept in place for an additional year.

John Klima, Assistant Director

1. **Hotspots**: The Library replaced ten hotspots for public use to increase its collection to fifteen. These are very popular with the public and have a long hold list.
2. **Label Printers**: Our new label printers give us the ability to print barcodes. Although there are not significant savings compared to commercially printed barcodes, we are now able to reprint barcodes, which will save staff time. Previously we'd replace a barcode and RFID tag and update the catalog, but now we can simply reprint the damaged barcode. This should be operational later in August.
3. **Book Return**: The sorter's exterior return was down from the evening of July 23 to the afternoon of August 1. Library staff was unable to fix the problem using regular

maintenance methods. MK sent a technician on Friday July 27th, who returned after parts were delivered on August 1 to complete the repair. Shortly after 5:00 on August 1 the system was working. We are planning a conference call with MK representatives to address the long delay in the repair.

4. **WiLS World 2018:** I attended WiLS World 2018 in Madison. This is a conference for library technology staff. The conference is always interesting for both its programming and for networking opportunities. I attended sessions on makerspaces, blockchain, AI, the future of ebooks, and how to end a project. I always come away from WiLS World with something to bring to the Library—this year it's information on things to know before setting up a makerspace and how to end a project (and just as importantly how to know when to end a project)—and new technology contacts throughout the state. For full disclosure I've been on the planning committee for WiLS World for several years now.
5. **Telephone Lines:** Two of the four phone lines used to call patrons regarding their holds and overdue material were dead. City IT contacted Windstream and opened a help ticket to get the lines back up and running.
6. **Budget:** Items that had previously been in different departments have been moved into the IT budget category. This will not affect any budget numbers but it clarifies the responsibility for these items. These items are maintenance contracts for: the sorter, selfchecks and security gates, community room AV equipment, and our microfilm machines.
7. **Impact Networking:** We determined that an outside vendor is not needed for a network assessment, and that the Library should instead use the City IT department. The outside assessment would cost \$7,000, and either City IT or Heartland Business Solutions, contracted to run the City IT help desk, could perform this service.

Carolyn Peil, Technical Services Manager
--

1. **Staff Changes:** On July 23, Jenn Ubert joined Technical Services in a new Library Assistant 20-hour split position with Circulation. Jenn will be working with Cindy Detro to learn serials management. She has worked as a 20-hour Library Assistant in Circulation since April 2013.

2. **Technical Services Activities:** Julie Nilsen and Tracy Esser have made tremendous strides learning the ins and outs of materials processing. They are getting materials out to the public within a day or two of items being cataloged.

Both disc cleaning machines have had tune-ups and are back and being used regularly.

Library Assistant Cindy Detro, and Library Associates Jill Cefalu and Ruth Huibregtse met to compare our current periodicals subscription service, EBSCO, with WT Cox, a competitor. They are preparing their findings and drafting questions for WT Cox.

Therese Lyons, Circulation Supervisor

1. **Circulation Highlights:** In July, **106,993** items circulated. Checked in items totaled **72,107** and **10,063** holds were filled. Library card registrations totaled **328** and **34,633** visitors came to the Library to take advantage of the many programs and

resources offered. Our visitor count was up 7% from July of 2017. Monday, July 30, was a very busy circulation day with **4,347** items checked in.

- 2. Projects:** We are working diligently to shelve materials as quickly as possible due to the increase in summer circulation. Childrens materials are our priority for the summer months.

We have been preparing for, conducting, and following up on interviews for Circulation's open positions. All positions have been filled.

On July 19 and July 22, I volunteered at the Bridges booth at the Waukesha County Fair. It was a wonderful opportunity to talk to fair goers about the many resources and programs we offer at the library. During my time there, over 300 people stopped to inquire about our programs or just express their love of WPL.

- 3. Meetings:** On July 19, I attended the Interdepartmental Networking Meeting at City Hall. Representatives from most City Departments attended. It was a great opportunity to share information between mid-level managers across the City.
- 4. Staff Updates:** Khorye Huffman has accepted the Library Assistant position in Circulation. Micah Knapp has accepted the vacant 20-hour Page/Shelver position. We have also filled six 10-hour Page/Shelver positions. Our new shelvees will start in August.

Kori Hall, Head of Program Development and Community Engagement

- 1. Waukesha Reads:** It's an exciting time of year as the plans for Waukesha Reads are really coming together! This year's program, featuring the book *Everything I Never Told You* by Celeste Ng, will feature 36 public events and 13 book discussions around town. Sue and I have been preparing many of our marketing pieces ahead of time: t-shirts, buttons, raffle cards, signs, catalog banners, advertisements, book labels, social media posts, newsletters, reading guides, and more. There are some amazing events coming up for this year's Waukesha Reads — a presentation and traditional lion dance at Waukesha's ShaoLin Center, Tai Chi in Cutler Park, a presentation about women in medicine at the newly remodeled Waukesha County Historical Society and Museum, and a keynote presentation by local psychotherapist and *Milwaukee Journal* Columnist Philip Chard. Not to mention our bus trip to Chicago's Chinatown, a presentation on Waukesha Beach, and our fan favorite – Dinner and a Movie! Our program starts on September 11 at Waukesha's Tribute Tuesday concert in Cutler Park. More information will be available at the September Library Board Meeting.
- 2. Tax Preparation Site:** The Library will be Waukesha's AARP tax preparation site for 2018. This means that for one day each week, from February through April, our Community Room will be dedicated to helping citizens prepare their taxes. The service will be available to any citizen filing basic tax returns. AARP plans to have enough volunteers to assist 8 people at a time!
- 3. Francis Gary Powers Jr.:** On July 21, Francis Gary Powers Jr. spoke at the Library. Mr. Powers is the son of famed U-2 pilot Francis Gary Powers, the founder of the Cold War Museum, and a Cold War scholar and author in his own right. He spoke extensively about his father's failed U-2 mission and subsequent conviction for espionage in the Soviet Union, along with his own experience on the *Bridge of Spies* movie set with

Steven Spielberg and Tom Hanks. He was an excellent presenter, and we were so happy to have him stop at the Library on his way to the EAA Fly-In in Oshkosh. A big thank you to Chris Sturdevant from our Children's Department who helped arrange the program.

Amy Welch, Information and Adult Services Manager

1. **Reference Completion Rate Survey:** Reference staff conducted this quarter's Reference Completion Rate Survey in the middle of July. Staff answered an average of more than 24 questions per hour. The survey continues to show that we remain an important information point in the community.
2. **Equity, Diversity and Inclusion Committee** July marked the first meeting of the Equity, Diversity and Inclusion (EDI) Steering Committee. The goal of this committee is to improve services by creating and promoting a more equitable, diverse and inclusive environment and culture here at WPL. Paula Mason and Kelly Bolter have been working to collect information about similar initiatives in libraries in preparation for the meeting. Paula and Kelly visited Racine Public Library to discuss their EDI activities and spoke with a Kenosha Public Library librarian about their IDEA initiative. Kelly also watched the "Understanding Power, Identity and Oppression in the Public Library" webinar, which discussed power structures in libraries that negatively affect diversity.
3. **Summer Reading Program-updates:** Summer is winding down, and the adult and teen SRP registrations and reading forms are still coming in. As of the end of July, we have registered 294 adults and 805 teens. The grand prize drawing for teens took place at the End of Summer Lock-in on Friday, August 3. A full summer summary will be submitted next month.

Kerry Pinkner, Children's Services Manager

1. **Programs:** This is our year to ROCK! At the end of July, 3700 children had registered for the Summer Reading Club (SRC). We are on track to beat the 1994 SRC registration record.

The Music Lab was popular – 79 people came to the Instrument Petting Zoo, courtesy of the White House of Music. We were also fortunate to have a representative from the high energy program "Music Together" work with 41 of our patrons during one of the labs. Other themes were "Battle of the Bands" and "Make Your Own Guitar".

Popular Family Fun Day performances included: Fox and Branch Music Duo, Hale O Malo – Hawaiian dance, Juggler Chris Fascione and musician Duke Otherwise. Total attendance at these performances was 572.
2. **Community Partnerships and Outreach:** Community Library Liaison Michele Gagner registered 225 children for the SRC through different outreach opportunities. The high percentage of reading records returned was likely due to site leaders keeping track of the reading logs, and recording the time that Michele read to the kids.

Over the course of summer, Michele did readers' theater at some sites, and worked on a collaborative art project at each site; paper quilts centered on what kids learned outside the classroom this summer. What really seemed to appeal, though, even to the older kids, were the read-out louds. In the past, we've found it challenging at times to keep

school-aged kids engaged with "storytimes;" Michele was impressed with the eagerness and attentive listening skills of kids at all four outreach sites.

She also worked with about 35 SDW kids attending Salvation Army day camp and School Care childcare center weekly, when they visited the library. All Salvation Army kids completed the first level of the SRC. Their leader checked out audio books at their first visit, and the students listened to *The Watsons Go to Birmingham* at the center over the course of the summer. The School Care kids, mostly students from Whittier and Heyer, completed all three levels of the reading program, and the center used the coupons the kids received to plan field trips.

Michele also helped with the SDW Bookmobile visits, and as she began to see many of the same kids in different settings the importance of relationship building really came into

focus. Especially for kids who aren't public library users, getting to know a friendly face from the library is a way for them to build a relationship with the library itself.



Jim LaPaz, Head of Building Operations
--

1. Building: The roofers were onsite performing CIP roof repair work.

We were a couple of weeks late because of staff shortages, but we completed the second of my three SMART Goals for the year. The basement was thoroughly cleaned, pegboard was hung, tools and equipment were consolidated, and preventative maintenance schedules were posted.

We passed our quarterly Ahern sprinkler inspection.