

Administrative and Staff Reports for November 8, 2018

Bruce Gay, Library Director

1. **Wisconsin Library Association Annual Conference:** The conference was held in La Crosse from October 23 through 26. Nine library employees—including me—attended at least some of the conference. Some of the conference sessions staff attended were on storytelling for adults, strategies for dealing with sexual harassment, “passive” programming, virtual library cards, marketing the strategic plan, circulating non-traditional items, teen evening programming, working with the Spanish-speaking population, and makerspaces. I think the staff who attended were energized by the conference and have come back to the library with ideas for a lot of new services. I hope to see several new initiatives come out of the conference, and I think the energy and excitement staff felt will help the library a great deal.
2. **Food for Fines:** The Food for Fines program went very well. Between October 15 and October 31, we waived \$4,002.75 in fines. For the entire month we waived \$6,724.00. For comparison, in September, we waived a total \$3,859 in fines. We have not yet received information on how many pounds of food were delivered to the Food Pantry—a more complete report will be available in December.
3. **City Meeting about the Waukesha Homeless population:** I met with the Mayor, City Administrator, and heads of several City Departments on Friday, October 19. This first meeting helped City staff have a more complete understanding of how homelessness has affected different departments. A future meeting has been set in November.
4. **2019 City Budget:** I attended a budget open house at Roots Coffee House on October 17. Attendance was low because of the Brewers’ game against the Dodgers at the same time. The Finance Committee requested no changes to the Library’s operating or capital budget. The budget is scheduled for approval on November 8.

John Klima, Assistant Director

1. **E-mail Quarantine:** City IT started a new email security service to prevent spam and viruses. As is typical with such a service, email that previously appeared in people’s inbox was then blocked. Library employees who used their work email for notifications from Polaris (for holds, overdue, etc.) were not receiving the emails. ILS Administrator Shawn Carlson figured out how to “whitelist” the emails to allow it to be delivered.
2. **Public Computers:** I am working with our vendors to get new public laptops replaced. I have also ordered new computers to replace all of our public desktops. The plan is to have all those computers replaced by the end of the year.
3. **Southeast Wisconsin Festival of Books:** I am on the executive and planning committees for Festival of Books. The Festival was the first weekend of November. I moderated two science fiction and fantasy panels at the Festival. I also update the Festival website. I also do social media for the Festival which helps us see how other organizations do social media.

Carolyn Peil, Technical Services Manager

1. **Technical Services Activities:** The annual Materials Budget meeting was held on October 17. December 7 is the last day to submit 2018 orders to ensure materials are in the door by December 31. Once again, Library Associates Ruth Huibregtse and Jill Cefalu did a fantastic job pulling numbers together for this meeting.
2. **Continuing Education:** I attended a Live2Lead session at WCTC courtesy of City Hall on October 12 with Therese Lyons (as a current member of Leading Waukesha the City covered my registration fees.) We watched John C. Maxwell, Tyler Perry, Carly Fiorina, Daniel Pink, and Debra Searle speak on leadership in a livestream feed from Atlanta.

On October 16, I participated in a Managers-in-Motion presentation at City Hall with other City managers. This was sponsored by HealthStat, the same company which oversees the Health Center.

Therese Lyons, Head of Circulation

1. **Circulation Highlights:** In October **87,746** items circulated. Checked in items totaled **58,316** and **11,397** holds were filled. Library card registrations totaled **269** and **31,362** visitors came to the Library to take advantage of the many programs and resources offered.

This year's Circulation Halloween theme was Alice in Wonderland. We hosted a tea party for the library and loved watching patrons enjoy the fun as we helped them in costume at the Special Services desk. We had the Cheshire Cat, the White Rabbit, flowers, animals, playing cards, the Mad Hatter, the Queen of Hearts, and Alice herself in attendance. It was a nice reminder of what a great team we have in Circulation.
2. **Meetings:** On October 2, I met with Linda Brown, the Circulation Supervisor in Muskego. She shared a lot of valuable information on their Circulation procedures, particularly concerning using LEAP.
3. **Continuing Education:** On October 15 and October 16, I attended the annual Back in Circulation conference held in Madison. Topics included addressing patron needs by combining the Reference and Circulation desk to make one service desk, practicing empathy when working with patrons, creating a friendly and welcoming library by revamping the entrance to make it inspiring and welcoming, creating a relationship with staff from the beginning wherein expectations are explained, including explaining the realities of the position-good and bad, providing excellent customer service, practicing mindfulness in the library to maintain a positive working attitude, and maintaining a documented training and performance log to be used for performance evaluations.

Kori Hall, Head of Program Development and Community Engagement

1. **Waukesha Reads-NEA Big Read:** October was a flurry of Chinese culture, forensic science, psychological insight, family history, and talks about Lydia Lee. We had such a great time reading *Everything I Never Told You* (EINTY) with our community. Following are some of the 2018 Waukesha Reads highlights:
 - 2,100 copies of EINTY and 100 copies of our children's companion title *The Year of the Dog* were distributed in the community.

- More than 1,300 people came to our Waukesha Reads kickoff events at Tribute Tuesday and the Waukesha Civic Theatre.
- Our bus trip to Chicago's Chinatown sold out.
- 260 people came to see Philip Chard's keynote address at the Waukesha Civic Theatre.
- 113 people came to our annual Dinner and a Movie event at Marcus Majestic Cinemas.
- 11 local private book groups (in addition to our 14 public book discussions) reported to us that they read EINTY in October.
- 80 people came to the Library to hear Marilyn Hagerstrand's presentation on Waukesha Beach.
- 76 people came to the Library to hear the Waukesha Police Department talk about the ways in which they use forensic science to solve crimes.
- 62 people brought antiques to Mark Moran's antique appraisal event.
- 40 people attended EINTY team trivia at The Chancery.
- 38 people came out to Waukesha's ShaoLin Center to hear SiFu Steven C. Kleppe and see a traditional lion dance.
- 29 people came to Bernie's Tap Room to participate in *Watercolors and Wine*.
- 28 people tried Tai Chi in Cutler Park.
- 22 people enjoyed a Chinese tea and a book discussion at Golden Gate Restaurant.

Those are just a few of the events that have been happening all over town this month, and none of it would be possible without the collaboration of our Waukesha Reads partners and our dedicated volunteers.

Amy Welch, Information and Adult Services Manager

1. **Ordering:** Based on reports from Acquisitions, we are well on our way to spending the materials budget by December 7. We have maintained a steady pace over the course of the year, and I am proud to say that our Reference staff has done an excellent job keeping that pace and ordering items that fit the needs of our community. We have a little over a month left to spend the remainder of our materials budget, and I am confident we will do so.
2. **NAMI Table:** During National Mental Illness Awareness Week (October 7-13), we coordinated with the National Alliance on Mental Illness (NAMI) of Waukesha County to put up a table with informational handouts and books covering topics related to mental illness for the public to take. NAMI representatives were also in the Library Wednesday afternoon to speak with customers who had questions or sought more information about mental illness and the services and resources NAMI provides. NAMI is an important organization in our community, and we are happy to have partnered with them. We look forward to working with NAMI on projects like this in the future.
3. **Teen Instagram Page:** We have decided to stop updating the Library's Teen Facebook page and replace it with a Teen Instagram page. The Teen IG page was created on October 15, and the response was automatic. So far, we have 122 followers, and have had comments from several YA authors on a few of our posts! Carley, our YA Librarian, plans on posting pictures from around the Library, teen event information, book suggestions, and more on the new IG page. We are hoping to draw more teens into the Library by engaging them on the social media platform they frequent.

1. Programs for Children and Families:

<u>Programs</u>	2018	2017
Total Events	96	96
Total Contacts	4,575	4,093



Attendance at our programs and school visits increased 12% over last year. This is partly due to our successful author visit on October 15. Grant funding allowed us to bring bilingual author, Angela Dominguez to Blair and Heyer Elementary Schools for school assemblies. This was followed by an evening event for families at the Library

that included a buffet meal, autographed copy of one of Angela's books and a family activity. 930 children and adults had an opportunity to hear Ms. Dominguez speak and meet with her. The program was funded in part with a grant from the Institute of Museum and Library Services which administers the Library Services and Technology Act (LSTA). The food was provided with program funding from the Friends of WPL.

October was busy with 6th grade visits to the library and Kids' Choice Booktalks at the elementary schools. We interacted with more than 850 students and teachers at these visits.

Our second Homeschool Hangout was very popular. 76 children and adults hung out with us to get creative and learn more about artist Frida Kahlo.

109 people attended the popular Star Wars Day at the Library. We were fortunate to have volunteers from the 501st Legion-Wisconsin Garrison join us again. They are a big hit with the kids.

For many years we have been brainstorming to find just-the-right activity for the middle school students who visit the Library afterschool. None have been as successful as the Board Game Challenge that we started in October. Tweens have an opportunity to challenge a Children's Librarian to 15 minutes of board game play. The winner gets a sweet treat and bragging rights. This has been a great way for staff and kids to make a positive connection.

- 2. Community Partnerships and Outreach:** WPL and Parent's Place partnered to offer a Triple P Parenting Discussion on developing good bedtime routines. Partner meetings: Hispanic Collaborative FEAT, Community Learning Center, JanBoree, Waukesha Youth Collaborative Executive Committee.
- 3. Professional Development:** Library Associate, Chris Sturdevant's WLA conference presentation, "Ignite the Fire for History in Children" shared insight with the crowd on how to connect children with history in the library. While at the conference he attended presentations that discussed resources for families of children with special needs, community engagement and improving your children's area.

Community Library Liaison, Michele Gagner also went to the conference. She attended presentations that focused on school/library partnerships and serving youth and the underserved.

Librarian I, Kaushalya Iyengar has been enjoying her "Leading Waukesha" classes. In October, she interviewed Ron Grall, Director of Parks and Recreation to learn more about his leadership style.

Library Associate, Olivia Langby and Kaushalya and I attended the Charlotte Zolotow Symposium. Authors at the event discussed the importance of representing an accurate and diverse experience in children's literature and shared personal stories of the barriers they have overcome. Next, we broke into groups and heard about titles that have paved the way for recently published books that at one time may have been considered controversial. The three of us came back with a renewed appreciation for children's literature and the career that we have chosen.

Michele attended the [Windows on the World workshop hosting by Pewaukee Library.](#) Authors, [Miranda and Baptiste Paul](#) discussed their books, *Adventures to School: Real Life Journeys of Students from Around the World*.



Jim LaPaz, Head of Building Operations
--

- 1. Building:** Another horizontal glass panel above the front entrance shattered on October 23. Fortunately, this panel did not fall to the ground. Part of the entrance and the handicapped ramp was cordoned off. Klein-Dickert removed the panel. After consulting with Bruce Gay, Katie Jelacic, and outside engineer Boyd Coleman, we decided to have all of the glass removed. Boyd had the lab results from the last fallen panel and said that they had lost all durability. Klein-Dickert removed the remaining glass panels on October 31. We will discuss possible replacements with the City and Engineering in the near future, with replacement likely sometime in 2019.
- 2. Incidents:** I met with Lt Hendricks and two CPU Officers to brainstorm on student behavior issues. The SRO from Les Paul MS is planning to be more involved and CSOs have been walking through daily, as have officers.