

Bruce Gay, Library Director

1. **Front Entry Repair:** I met with City Engineer Katie Jelacic and Bill Robison of Engberg Anderson Architects to discuss planning for the study to repair the front entry. We discussed having several plans, one of which would be to reuse the current vertical panels with a new, more secure mounting system.
2. **Manager Goals:** All managers and direct reports presented 2019 SMART goals. Managers spent a great deal of time in December meeting with all staff and entering information in the City's new online evaluation tool, Neogov.
3. **Public Library System Redesign (PLSR) update:** The PLSR Steering team invited all library directors in the state to complete a survey reviewing the draft report recommendations. The report began with "directives" from the library community, which were:
 - Service improvements must benefit library patrons.
 - Workgroup reports should be used as frameworks for specific service improvements.
 - Take action now on recommendations with robust support.
 - Service improvements must be soundly implemented.
 - Potential unintended consequences should be anticipated and studied.

The seven recommendations in the draft report are:

- Develop System Standards, Best Practices, and Accountability.
- Enhance Collaboration by Creating Incentives and Removing Barriers.
- Reduce the Number of Regional Systems.
- Analyze the Current Funding Formula.
- Initiate Delivery Service Pilot Projects.
- Create an Effective, Well-Managed, State-Scale Discovery Layer.
- Implement a Learning Management System for Professional Development.

The survey let you select "Agree," "Disagree," and "Could Agree with Some Changes." The nature of the survey was such that only by selecting "Could Agree" could you give any comments—I suspect this limitation led more directors to this choice than otherwise it might. Although the Steering Team's term was technically complete at the end of 2018, they will continue to meet in early 2019 to finalize a report. While there may be some recommendations with value, the report as presented was clearly written by many people and thus was jumpy and hard to follow.

John Klima, Assistant Director

1. **Public Laptops:** Laptop usage nearly quadrupled from last month to this one. So far the six laptops are providing adequate coverage but I will monitor use and add more if needed.
2. **Unique Patron Service Solutions:** I met with Jeremy from Unique Patron Service Solutions (we already use Unique for collection services) and talked with him about their additional services. They include a phone answering service—where Unique remotely answers phone calls to the library, and a chat service, where patrons ask questions via chat and Unique would answer. At this time neither service is cost effective for the library.

3. **Service Desk Communication:** The service desk staff—adult reference, children’s reference, and circulation—have asked whether there would be a way for staff to communicate to managers through a computer application other than email. Sometimes staff need to contact a manager easily without calling. This will be something I investigate in 2019.
4. **MK Maintenance Visit:** By contract MK provides one preventative maintenance every year for the sorter. In December we had our first visit. Preventative maintenance includes a thorough cleaning and testing of the system by a technician. The company has hired more staff state-side and so there are people available closer to the library. The technician did a great job cleaning the sorter.

Carolyn Peil, Technical Services Manager
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1. **Staff Education/Development:** Technical Services staff participated in Staff Education Day on Dec. 7. The morning sessions touched on staying safe in the library with presentations by the Waukesha Fire and Police departments. The afternoon was highlighted by a teambuilding activity created by our own Anne Klug based on the TV series “Chopped.” Cataloger Kelly Bolter, along with other members of the EDI committee, presented plans for MLK Day.
2. **Technical Services Activities:** Library Acquisitions hosted representatives from Oconomowoc & Menomonee Falls on December 5 to discuss procedures and exchange tips for using the Polaris Acquisitions module. This “meet-up” was spearheaded by Beth Bechtel of the Bridges office and we plan to continue these sessions quarterly during 2019.
3. **Periodicals Vendor change:** WT Cox will be our new periodicals vendor in 2019. EBSCO has been our vendor for years, but their customer service has frequently been poor for the past few years. WT Cox has a user-friendly website and seem eager for our business. They provide subscriptions to many current “direct order” titles which will free up Acquisitions time.

Therese Lyons, Head of Circulation

1. **Circulation Highlights:** In December **74,613** items circulated. Checked in items totaled **49,647** and **10,682** holds were filled. Library card registrations totaled **176** and **24,803** visitors came to the Library to take advantage of the many programs and resources offered.
2. **Departmental Happenings:** Each member of the Circulation team met with me in December to discuss their SMART Goals, achievements over the past year, challenges, and future goals. The meetings were positive and productive.
3. **Continuing Education:** On December 3, I attended a webinar entitled: **From Librarian to Proficient Manager: Uncovering the Transitional Journey.** The presenter, from the Carnegie Library of Pittsburgh, presented research on how individuals became effective library managers. Most managers came up through the library system and were apprentices or unofficial managers to their departments. Each manager had their own management story and most acknowledged that they learned core experiences early on that led them to feel more proficient as a leader. They had

strong influences from other bosses and coworkers. They had a love of the job and a desire to do public service. The presenter also touched on the need to recognize a changing culture and that library managers need to work to strengthen the manager network. Through the strategic plan the Carnegie library now calls all managers Library Service Managers.

On December 12, I attended a webinar entitled "**Library Evolution: Libraries Thrive When We Change**" presented by the Topeka County and Shawnee Public Library. The premise was that resistance to change can be overcome with a dissatisfaction of the status quo, a clear vision of a positive future state, and first steps in the right direction.

4. **Staff Updates:** Page/Shelver Sue Glowacki and Library Assistant Becky Welch have handed in their resignations effective January 11. We have begun the process of filling their positions.

Kori Hall, Head of Program Development and Community Engagement

1. **Waukesha Reads/NEA Big Read:** Waukesha Public Library's 2018 NEA Big Read final report was submitted to the NEA/Arts Midwest on December 6. 6,209 adults and 1,391 kids attended our *Everything I Never Told You* programming this year, showing that Waukesha Reads continues to be a popular and successful event in our community. The Waukesha Rotary Club Charitable Fund also contributed money to our NEA Big Read, and I submitted a final report to them on December 14.

Waukesha Reads 2019 is already in the works. The Steering committee met in December and selected the book, which was chosen from a list provided by the NEA. Because we will be applying for another NEA grant, it was necessary to choose a book from their list of acceptable titles. The grant application is due on January 24, and the title is still top secret.

2. **AARP Tax Site:** The Library is excited to be an AARP tax assistance site in 2019. On Thursdays from February 7 through April 11, AARP volunteers will be available to help people prepare and submit their taxes. Appointments are required, and can be made starting January 7 at the Reference Desk. Any age or income level is eligible to participate. AARP volunteers will be able to help an average of six people per hour. Tax assistance is something we've been asked about for many years, and we are thrilled to partner with AARP to provide this free service for our community in 2019.

Amy Welch, Information and Adult Services Manager

1. **The Zine Volume 12:** This December, the Teen Manga and Anime Club created Volume 12 of their publication, *The Zine*. The Zine has been released twice a year since 2013. A circulating copy of each issue is added to the YA Magazine Collection upon release, and a limited number of free copies are available for teens to take. Each member of the Teen Manga and Anime Club received their own color copy at the December meeting. Volume 12 compiles artwork, games, trivia, word searches, taste test results and more submitted to our YA Librarian over the last six months.
2. **Tax Forms:** Federal and State Tax forms have been ordered. We ordered more forms than last year, as there have been major revisions to both Federal and State forms. We are planning on setting up our tax computer once again, as this has been a great help

to those who need to print additional forms we do not carry. Once tax forms arrive, they will be located on tables across from the Special Services Desk.

Kerry Pinkner, Children's Services Manager
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Report is pending.

Jim LaPaz, Head of Building Operations
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1. **Building:** HVA finished our project to link the rooftop unit to the HVAC computer. This allows us to better control temperatures in the lobby, circulation, the Community Room, and administration.

Hennes removed two VAV motors that had burned out. New motors are on order. The VAV boxes control the HVAC in various parts of the building.

2. **Meeting:** I attended a meeting of the Park/Rec Security Committee. We talked about the lack of an overflow homeless shelter this winter and the effect that it will have on the Library, Transit, and Park/Rec. We also talked about the live active shooter drills that the Police and Park/Rec have done.