

Administrative and Staff Reports for April 11, 2019

Bruce Gay, Library Director

1. **Manager Check-Ins:** I met with each direct report to review progress over the last quarter as part of the City's evaluation system. Managers throughout the building have been completing these quarterly check ins and adding information to the City's online evaluation system, NeoGov.
2. **Speaking engagements:** I spoke to the Practical Club on March 26 and the Beacon Lights Club on April 9 about the library, its history, its current importance to the community, and future plans.
3. **Front-entrance project:** I met with Alderman Joe Pieper, Alderman and Trustee Erik Helgestad, Board President Amy Riebel, City Engineer Katie Jelacic, and City Administrator Kevin Lahner to discuss the front entrance replacement costs, as approved at the March Board meeting. I was not encouraged to take the current proposal to the City's Finance committee and have contacted Bill Robison to investigate alternatives providing a safe, attractive, and durable entrance at a lower cost.
4. **Coaching for Success:** All managers attended a WCTC workshop, *Coaching for Success*, with other library management team members. The presenter talked about different coaching styles needed for different age cohorts (Boomer, Millennial, Gen Xer, etc). The training centered on the GROW model (the acronym stands for Goal, Current Reality, Options, and Will (or Way Forward)). Managers use the model to help their employees improve employee performance, solve problems, make better decisions, learn new skills, and reach their career goals.

John Klima, Assistant Director

1. **Erin Kramer:** Erin gave her notice and her last day at WPL was April 5. She is taking a job with the Bridges Library System as their technology support person. Erin was instrumental in helping me stay afloat during my first few months here at WPL. She is not someone we'll be able to replace but we will move forward. At least we know in the short term we can always contact Bridges and ask for help from the tech support person.
2. **EDI Training:** I attended the first EDI (Equity Diversity and Inclusion) training session run by our EDI staff. As a Library we invite all members of society to use our services and want everyone to feel welcome. The EDI group helps us see places where we are creating barriers to patrons trying to use our services. We can always improve on making the Library more inclusive and open to people. We had a lot of good conversation among staff about things we see in the Library that could be improved to help people. I'm excited by what the EDI group is doing and look forward to more from them in the future.
3. **Display Computer:** Kori and Sue will begin using our new display software on video displays throughout the library in April. They will be able to update monitors remotely, rather than walking around the building.
4. **Hotspots:** We own 20 hotspots for public use. However, between damaged and unreturned hotspots we only have about five that are circulating. I'm working with Amy and Carolyn to get devices returned, and with the provider to replace the damaged

hotspots. The program the library purchases hotspots through only allows one order every twelve months so more can be added in November.

Carolyn Peil, Technical Services Manager

1. **Staff Education/Development:** On March 5, Library pages Tracy & Julie went to Mukwonago Public Library for a Book Repair workshop – they found it very informative, although a bit crowded.

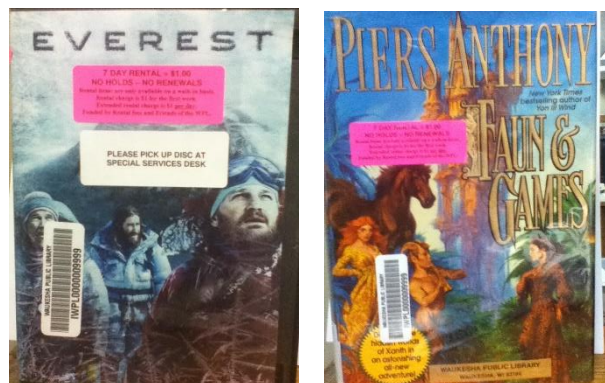
Carol, Anne, Julie, Tracy attended an EDI presentation on March 22.

2. **Technical Services Activities:** On March 1, Samantha Vogel, a Chippewa Valley technical college student, observed Julie & Tracy for 3 hours for her “Fundamentals of Technical Services” class.

We welcomed Cindy Detro back from FMLA on March 27. Jenn Ubert did yeoman’s work keeping up with periodicals and withdrawing during Cindy’s absence.

Also on March 27, we submitted a signed service proposal to WT Cox Subscriptions to become our new periodicals subscription service provider.

Tracy, Julie & Anne collaborated to create new “Rental Collection” labels. These will replace the pink strips which encircled the covers of books & DVD rental items previously.



The “white albatross” printer in Technical Services was replaced by a new, much smaller printer by the City’s new printer services provider. This swap was very smooth and painless and didn’t interrupt our workflow.

I continue to investigate EDI ordering and Automatically Yours notifications with Baker & Taylor. Ruth and Jill will accompany me on a few library site visits in April where we will see these processes in action.

Therese Lyons, Head of Circulation

1. **Circulation Highlights:** In March **93, 314** items circulated. Checked in items totaled **60,191** and **13,225** holds were filled. Library card registrations totaled **367** and **34,869** visitors came to the Library to take advantage of the many programs and resources offered. Visitor count is up 2% from last March.

2. **Departmental Happenings:** This month a new function was offered to patrons in their Accounts. Patrons are now able to create usernames instead of using their library barcode to log in to their accounts.
3. **Meetings:** On March 20, I chaired the semiannual Café Circulation meeting that was held in Delafield. Some of the topics covered were how Online Patron Registration will work, the patron associations feature in Polaris, and lost/damaged procedures. Our next meeting will be Wednesday, August 21 in Delafield.
4. **Continuing Education:** On March 1, attended a program at WCTC entitled "A Key Ingredient to Making Lean Work". The focus of this presentation was on good team building and the structure that is necessary for an efficient and productive work team.

On March 4, I attended a workshop put on by NAMI entitled "Mutual Support People Helping People" The workshop centered on recognizing the difference between and understanding how to use peer support and mutual support at home, in society, and in the workplace.

On March 7, I viewed a webinar entitled "Difficult Conversations: Embrace Confrontation and Produce Long Lasting Benefits." My takeaway from the webinar was how important it is to prepare before a difficult conversation so that you get your message across clearly to work collaboratively toward a solution. Also, know what is nonnegotiable and what you absolutely need to accomplish.

On March 26, I attended a Leading Waukesha continuing education session at City Hall. Leading Waukesha alumni were given the opportunity to hear from and ask questions of some of Waukesha's Aldermen. Topics discussed included the greatest accomplishments and challenges facing Waukesha. Both Aldermen mentioned the increase in homelessness as a challenge which has also been seen at the library. Both also cited the library as one of the most positive things in the city.
5. **Staff Updates:** Two 10-hour shelveers submitted their resignations. Our new 20-hour shelveers and Library Assistant are training.

Kori Hall, Head of Program Development and Community Engagement

1. **League of Women Voters** – The League of Women Voters visited the library on March 9 to register voters and answer questions about the upcoming April 2 election. They answered 70 questions, registered 3 voters, and helped 3 people update their addresses. We are excited about this new partnership, and hope to have them here before all upcoming elections.
2. **Show Us Your Library Card Campaign** – In celebration of National Library Week, Waukesha Public Library has partnered with downtown businesses to thank our current library card holders for using this library. From April 7-20, patrons may simply show their library card at a variety of local businesses to receive a special discount. Many thanks to the generous businesses who have supported this initiative.
3. **Chairs** – I ordered 22 new armchairs for the first floor. They will replace badly worn chairs, leaving 16 chairs for replacement in 2020.
4. **Waukesha Reads/NEA Big Read** – I continue to work on plans for our 2019 Waukesha Reads events. The Rotary Club Charitable Fund grant application has been

submitted, and I am currently writing a grant proposal for WE Energies. I also submitted a donation request letter to the Lions Club of Waukesha.

Amy Welch, Information and Adult Services Manager

- 1. Summer Reading Preview:** We have begun preparing for this year's Summer Library Program for Adults and Teens. This year's theme is "A Universe of Stories", and we are very excited for programs we have planned. Adult and Teen events were sent to the Parks, Recreation, and Forestry Department this month for their quarterly activity guide. This is a great partnership and an excellent way to promote our programs throughout the city. Donation requests for Teen and Adult prizes were also sent out this month. A few of our generous partners in the community have already responded. Stay tuned for all of the exciting things coming this summer!
- 2. New Teen Gaming Equipment:** In preparation for our new Teen Gaming Club starting in April, John has ordered a Switch gaming system and several multiplayer games to add to the teen programming game collection. We chose games that are great for a party style setting, allowing several teens to play at once. WPL teens are excited for the new club to begin, and for the new gaming system to arrive.

Kerry Pinkner, Children's Services Manager

1. Programs for Children and Families:

March was a busy month as you can see by the total number of events and contacts compared to last year. Another successful Art Reception is on the books! 485 children & adults enjoyed an early evening of art activities, refreshments & musical entertainment compliments of members of the Waukesha South High School Orchestra. Six Waukesha elementary schools displayed student art in the Library during the month of March.

Bright Beginnings: 30 Early Educators received two hours of continuing education credits at this popular Library workshop. Library Associate, Jason Penckofer discussed some of the best books of the year, and

<u>Programs</u>	2019	2018
Total Events	77	65
Total Contacts	3661	3157



Storytelling Naturalist, Coral Conant Gilles, shared fun ideas for children's book activities. What the Tech!? Kids had an opportunity to try out: Squishy Circuits, Osmo Coding, Ozobots, LittleBits and Raspberry Pi. 26 kiddos from the YMCA joined us during one of our spring break classes.

Homeschool Hangout: 84 people enjoyed an instrument petting zoo, compliments of Whitehouse of Music, and a couple of hand-clapping, foot-stomping tunes from Library Associate, Olivia Langby (right).



Other family programs offered in February: Afterschool Game Challenge for Tweens, Art Sundays, Baby & Me, Book Discussions: Grade 1-3 & 4-6, Card Game Saturday, Game Days, LEGO Club, PajamaRama, Playgroup, Preschool FUN Day, Rhythm & Rhymes for 2s & 3s, Scrappy Saturday and Stories Alive.



2. **Community Partnerships and Outreach:** I met with Deirdre Garcia, SDW Director of Multilingual & Global Education, to discuss ways the Library could support a new Planetarium opportunity for our Spanish-speaking families.

We hosted a Youth Services meeting for ten of our Bridges Library System colleagues. Topics included: Makerspace and Drop-in programs.

Representatives from the School District of Waukesha attended a presentation hosted by the Library to learn more about the missions of our Waukesha Youth Collaborative partners. 28 people attended.

Jason gave a "best books" presentation to 39 UW-Waukesha Early Education students.

3. **Community Library Liaison, Michele Gagner:** Attended and read at Heyer Elementary School's Read Across America event
 - Provided outreach to the Afterschool students at Whittier and Hadfield Elementary Schools
 - Offered activities at Horning Middle School's Lunch Bunch
 - Provided 2 sensory storytimes to students who visited WPL from Waukesha South High School

- Met with Dan Schreier, teacher at Waukesha South High School, to discuss how we might work together to share Library resources with AVID (Advancement via Individual Determination) students
- Whittier PTO meeting - Spoke in support of financing a bus to transport students to WPL
- Participated on WSPEI Planning Committee
- Met with SDW Summer School/Assessment Liaison & WPL Board President, Amy Riebel to discuss options for her summer schedule
- Attended a Disability Etiquette presentation

Luci, our Carroll University Intern, continues to offer Spanish language assistance every Monday and Wednesday, 3:00-6:00 p.m.

Other meetings hosted or attended in March: Family Empowerment Action Team, 2020 JanBoree Committee, and EDI committee.

4. **Professional Development and Meetings:** Power Up: A Leadership Conference for Youth Services Managers and Staff. I presented with Michele and SDW Librarian, Malena Koplin at this fully booked conference. Librarians and staff from all over the U.S. attended our presentation, "Better Together – A School District and Public Library Partnership".

Several of the Children's Staff attended the EDI Training, followed by an interesting discussion.

I attended a "Coaching for Success" class with the WPL Management Team.

Jim LaPaz, Head of Building Operations
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1. **Building:** Circuit Masters replaced emergency building lights that had failed.

Culligan Water Conditioning of Waukesha replaced our broken water softener with a new model.

The roof hatch above the employee stairwell leaked during heavy rain storms. We had the seal and handle replaced.

I toured three new Circulation employees and spoke to them about building safety and fire and tornado procedures.

2. **Security:** We permanently banned a man who has had five alcohol related incidents in the building since 2013 after finding him passed out drunk in the lobby.

We had two teens walking around punching and kicking other teens. Also a banned teen snuck into the building. The Police were called and I am working with them on this issue.

3. **City Meeting:** I attended an educational opportunity at City Hall for alumni of the city Leadership Class. Rebecca and Kevin set up a panel of two aldermen, Joe Pieper and Aaron Perry, to discuss their duties and to field questions. It was an informative hour and Joe Pieper was very complimentary of the library.