

Administrative and Staff Reports for May 9, 2019

Bruce Gay, Library Director

1. **First Floor Predesign Study:** I met with Bill Robison and Alex Ramsey from Engberg Anderson Architects, along with John Klima and Kori Hall, to discuss the process for the first floor redesign project. They recommended two separate committees, one made up of staff and one of community stakeholders. Around 12 will be in the stakeholder group—currently I have nine confirmed members. About ten staff will participate in the staff group. The first meeting will be May 22, at 7:30. Breakfast meetings may work better for the stakeholder group. On Monday, April 29 I met with representatives from the Parks Department about the project.
2. **Bridges Technology Committee:** I was asked to chair a reformed Technology Committee for the Bridges Library System. The first committee meeting was April 30 at the Bridges office. The group discussed the possible implementation of NCIP, which promises increased efficiency for staff completing requests for materials from outside the Bridges system, and the Bridges Technology Plan, which is required by the State of Wisconsin Department of Public Instruction in order to receive Federal funding.
3. **Volunteer Lunch:** The Library hosted its annual Volunteer Lunch on Thursday, April 25. We had a speaker from the YMCA on healthy eating, along with a healthy lunch. Thanks to all the staff who organized this enjoyable event, particularly Kori Hall, Cindy Braun, Joan Quinlan, Sue Moore, and others.
4. **Mystery Mingle:** The Friends of the Waukesha Public Library hosted their annual Mystery Mingle on Friday, April 26. Once again I had no idea who the murderer was, though I guessed correctly this year. About 40 total people attended for the meal and mystery.
5. **Wisconsin Association of Public Libraries (WAPL) Conference** The conference was held in Rothschild, Wisconsin (near Wausau) on May 1-3. I attended along with two other WPL staff—Kori Hall and Nancy Aycok. Thanks to the Friends of the Library for supporting two attendees at this conference.

John Klima, Assistant Director

1. **SelfChecks/Bibliotheca:** One of the two SelfChecks in children's needed to have its computer replaced. We took advantage of that to upgrade the software to the latest version. We'll upgrade the remaining SelfChecks in May. We are also looking into an upgrade to integrate some other services, such as including the library's calendar on the self check, to enhance their value for the public.
2. **Windows 10/Microsoft Office Updates:** City IT noted that there was a point in the Windows update process where the automated updates got stuck and needed to be manually updated to restart the automated updates. Most of the Library got stuck at that point and I've been moving them past it so that they can keep updated. Once the Windows updates happen, the staff is getting our latest MS Office update which is breaking shortcuts to software (the old software is gone so the shortcuts no longer work) and I'm helping staff move forward with that, too.
3. **School District Wireless:** The school district installed several more wireless access points to go with the ones near the Teen Zone. They added two on the second floor in

the children's area and another in the community room. We now have almost as full coverage in the library for the school district Wi-Fi as we do for the library Wi-Fi.

Carolyn Peil, Technical Services Manager

- 1. Technical Services Activities:** Quarterly NeoGov check-ins were held with most Technical Services staff members.

Acquisitions staff visited Cedarburg Public Library on April 3 and Menomonee Falls on April 29 to see how they use the Baker & Taylor EDI (electronic data interface) ordering feature. While there, we also toured the libraries.

Cataloger Sara Byrnes and I met with Bridges Database Librarian Beth Bechtel to review procedures for overlaying Overdrive e-book records. Sara tested the procedures and is now also assisting Beth with Overdrive audiobook records.

I attended the first meeting for the proposed 2019 Café Authority Record Clean-up Project at the Bridges office on April 4. Beth and Shawn Carlson will meet with representatives from Polaris and two vendors in early May to get more concrete information on timelines and database downtime. Currently the thought is that this update would occur in August or September.

Catalogers Kathryn Weisbeck, Kelly Bolter, Sara and I attended the quarterly Café Cats meeting in Delafield on April 9. We discussed merging similar bibliographic records in response to some of the complaints in the recent catalog users survey. We also discussed how to address the recent uptick in popular DVD titles being issued with and without "special features" discs and how having multiple bibliographic records affects holds list management.

We accepted the new periodicals order from WT Cox. They will preorder our titles and invoice us in early May. Cindy D. and Jenn U. watched a few of the webinars provided on the WT Cox website and found them to be very helpful.

I cataloged 11 children's Blu-Ray titles on April 30; they represent the beginning of our circulating Blu-Ray collection. This collection will grow over the next few years and will eventually include titles for the Adult collection.

Therese Lyons, Head of Circulation

- 1. Circulation Highlights:** In April **85,843** items circulated. Checked in items totaled **57,180** and **10,894** holds were filled. Library card registrations totaled **370** and **33,587** visitors came to the Library to take advantage of the many programs and resources offered. Our visitor count was up 12% from last April!
- 2. Departmental Happenings:** Throughout the month of April, I conducted quarterly check ins with Circulation Department staff. I received some very valuable feedback as we discussed their accomplishments, concerns, and goals. Some examples of ideas that were shared during check in discussions are as follows: Library Assistant Jane suggested a sign at the Interior check in point to let patrons know that if they didn't see a title come up on the check in screen, the item would be checked in in the workroom. That sign is now hanging at the check in screen. Laura, another LA completed two

Spanish Gale courses and worked with our Carroll intern on translating our welcome speech for new cardholders into Spanish. LA Stacy was proud of taking the initiative of cleaning and reorganizing the DVD holds shelf after hearing a comment that we weren't able to fit all of the DVDs on hold on the shelf from a page/shelver. She was also proud of revising the damaged item letter and business renewal letter.

On April 1, we added a new feature to the online catalog. Patrons who do not already have a library card may sign up for a temporary account online. They have one month to come into their local library and complete the registration process and obtain a library card. With the online card, patrons may check out ten Overdrive items, place two holds on physical items, and ten holds in Overdrive. We have had over 30 patrons sign up for cards online.

On April 9, we celebrated National Library Workers Day by treating staff to lunch. The Circulation Department also sent a signed flier to the other Bridges libraries wishing them a happy national Library Worker's Day and thanking them for their help.

3. **Meetings:** On April 4, I attended the Interdepartmental Networking meeting at the Park and Recreation department. We discussed summer programming, new IT updates, and the status of projects in the city including the new City Hall development.

On April 5, I attended a Leadership meeting at City Hall to plan future events for Leading Waukesha members including a park clean up volunteer project, a presentation by the City of Waukesha Human Resources Department, and a lunch get together in June.

4. **Continuing Education:** On April 9, I attended a workshop presented by motivational speaker Deb DiSandro entitled "Support Staff to the Rescue" with Circulation Library Assistant Laura Sumpter. The presentation focused on ways in which we can diffuse and navigate through difficult work situations and an overview of four different communication types: the director, the relator, the thinker, and the socializer.
5. **Staff Updates:** We welcomed Frances (Fran) O'Herron to our team as our new 20-hour page/shelver on April 17. Fran is retired from Integra, Inc. where she spent 20 years in the Human Resources Department.

Kori Hall, Head of Program Development and Community Engagement

1. **AARP Tax Assistance:** The Library is very grateful to have partnered with AARP to offer free tax assistance to members of our community. After ten weeks of offering the service, we collectively assisted 347 citizens with preparing and submitting their taxes! This has been a very popular service, and AARP has agreed to use the Library as an official tax assistance site again in 2020. We are hopeful that this may become a permanent partnership.
2. **Constitution 201:** Timothy Moore, Deputy Director of UW-Madison's Center for the Study of the U.S. Constitution, conducted a 3-week study of the American Presidency for Library patrons in April. The class had an attendance limit of twenty-five people, and was registered completely full. Participants received a free textbook and a study binder (but no official homework!), and discussed topics like the war powers of the president, the shared powers of the presidency, and the original debates about executive power. These classes always receive rave reviews, so the Library will look for more

opportunities to help educate the community about civic engagement topics in the future.

3. Waukesha Reads/NEA Big Read:

- We are happy to welcome Carroll University back to the Waukesha Reads Committee of the Whole. Joe Hardenbrook, Director at Todd Wehr Memorial Library, will be joining the committee at our next meeting.
- Local artist Gerta Zinda was chosen to create the art for this year's program. She is working on a watercolor painting, which will eventually be added to our Library's permanent art collection.
- A request for funding was submitted to the WE Energies Foundation on April 12.

Amy Welch, Information and Adult Services Manager

- 1. Edible Books Festival:** The fifth annual Edible Books Festival was held on Saturday, April 13. Thirty-six participants submitted twenty-six total entries to compete for this year's top prize (a \$75 Visa gift card). 155 ballots were submitted by staff and customers throughout the afternoon. We decided to add two new categories this year, "Best Depiction of a Children's Book" and "Best Depiction of an Adult Book". We also opened up voting to staff as well as the public. All of the amazing entries may be viewed on the Library's Facebook and Instagram pages. This is a fun event for the whole family, and we hope it will continue to grow in popularity.
- 2. International Tabletop Day:** On Saturday, April 27, we celebrated International Tabletop Day with an afternoon of board games, card games, role playing games and more. Customers of all ages were welcome to attend this event, and two other staff members, two volunteers, and I spent the afternoon teaching and playing with participants. Our special activities—Magic the Gathering open-play, Dungeons and Dragons character creation and the D&D dungeon run—were a hit. This program was a great opportunity for staff to introduce participants to games they had never played before, and show off our own love for tabletop gaming. We hope to hold this event again in the future.
- 3. Tax Forms:** Tax forms were available to the public from Tuesday, February 5 through Wednesday, April 17. We distributed 10,682 federal forms, and 5,922 state forms for a total of 16,604 forms given away. We also provided customers with a quick printing option for any tax forms we do not carry. As in the past, this was done with our tax form computer. We set up the tax form computer next to the print station so that customers had easy access to the printer as well as the Reference Desk. The Library continues to be one of the only places in Waukesha that offers free tax forms to the public. We are happy to continue providing this important service to our community.
- 4. Teen Gaming Club:** This month our YA Librarian, Carley Rymkus, held the first Teen Gaming Club (TGC) meeting in the Teen Zone. This club is open to teens in grades 7-12, and will be held the first Tuesday of the month from now on. With this club, WPL teens are able to enjoy multiplayer games, board games and more for two hours after school with friends. We received our new Nintendo Switch this month as well, and the teens are excited to start using it at TGC meetings.
- 5. Westerns:** Paula Mason and Kathryn finished weeding the Westerns Collection this month. With the help of Technical Services and Circulation, the remaining items from

this collection were relabeled and moved to the Fiction Collection. Westerns are now interfiled in the Fiction Collection and can be easily located by the yellow cowboy boot sticker on the spine. After the Western move was completed, Elizabeth Craft shifted the Mystery Collection to absorb the shelves formerly housing the Westerns.

Kerry Pinkner, Children's Services Manager

- 1. Programs for Children and Families:** We saw a big jump in program attendance this month over last April. This is partly due to the increase in numbers at the Bunny Hop and El Día de los Niños events. In addition, partnerships with Safe Babies, Healthy Families and Alcir tutoring encouraged new families to visit our events, as did the use of the children's program room for the PAAC art reception.

<u>Programs</u>	2019	2018
Total Events	58	39
Total Contacts	3224	2114

Popular events in April:

- Bunny Hop: 166 children and adults
- Baby & Me Classes: 123 babies & adults (6 classes)
- Playgroup: 312 people (4 classes)
- Rhythm & Rhymes: 130 (4 classes)
- Stories Alive: 149 (4 classes)



- 2. School & Summer Reading Presentations: TOTAL: 556 students & adults**
 @ Hadfield; @ Heyer; Family Summer Recreation & Education Fair @ Horning; 4K Early Learning Event @ Summitview; Blair Elementary classes visited WPL; Showcase of Learning @ Hawthorne; Waukesha South High School @ WPL; @ Whittier.

3. Community Partnerships and Outreach:

- Community Learning Center Partnership: "More than Books" presentation at WPL – 10 people attended.
- Safe Babies, Healthy Families Mom's group: 28 people heard stories and used library resources.
- YMCA Healthy Kid's Night – Summer program resources and activity. 70 people.
- Pewaukee Area Arts Council (PAAC) hosted their reception in the Children's program room.

We began a new partnership with Alcir Sports & Entertainment, a local non-profit organization who provides volunteers to tutor children in the community.

April Community Library Liaison Update ~ Librarian Michele Gagner

4/2 - Poster session about CLL programming at WEMTA, with Malena Koplin.

4/8 – Presentation with Carley R. to AVID at Waukesha South. Five classes, 90 first generation college bound students; shared information about digital and physical public library resources.

4/9 & 4/30 – Sensory storytimes at Waukesha South High School – special ed class was not able to visit the library.

4/10 – Book discussion with 10 fifth graders at Heyer Elementary.

4/17 – Represented WPL at Family Summer Recreation and Education Fair @ Horning Middle School. Shared information about summer reading and library resources with 67 dual language and special education students & families. Signed four people up for library cards.

4/23 – Attended "Sequences and Stories" workshop at Franklin Public Library, learned about and discussed Connected Learning and Educational Equity.

4/23 – Represented WPL, with Olivia, at Hawthorne Showcase of Learning Night. Shared information about summer reading club with 116 students and family members; signed nine people up for library cards.

4/25 – Banting CLC "More Than Books" at WPL – shared stories, activity, and information about summer reading with five children; shared information about library resources with three parents.

4/26 – Book discussion with five fourth graders at Hawthorne Elementary School.

- 4. Miscellaneous:** We recently shifted some of the children's materials which will give us more room on the shelves. The extra shelf space allows us to promote & display more books. Two shelving units in front of the Internet computers were moved, opening up the area so that it seems more spacious.

Jim LaPaz, Head of Building Operations

- 1. Building:** For severe weather awareness week I toured and spoke with seven staff members. I had previously talked to the entire Reference department and all of the new staff members. We also covered fire safety.

We passed our yearly state elevator inspection.

- 2. Smart Goals:** I completed the training for my second SMART Goal of the year. I finished and tested out of Practical Tips for Challenging Homeless Patrons. This was a multi-hour online class by Ryan Dowd. Ryan is an attorney, author of *The Librarian's Guide to Homelessness*, and runs Hesed House, a shelter in Chicago. I typed up a Cliff

Notes type version of the training for staff. Staff will be invited to take part or all of the training.

3. **Security**: We issued one-year library bans to two men who were drinking beer and smoking by the front doors. One man has had a series of incidents here. The second was new but kept threatening violence.
4. **City Meetings**: I attended a meeting of the Park/Rec Security Committee. Park/Rec, the Police, and I primarily talked about city homeless issues that have affected our departments. I mentioned the online training that I had completed, Practical Tips for Challenging Homeless Patrons.