

Administrative and Staff Reports for June 13, 2019

Bruce Gay, Library Director

1. **All Staff Meeting:** I held two all staff meetings on May 8, speaking at 8 and 4. At the meeting I reviewed progress on several strategic planning initiatives.
2. **First Floor Redesign:** The first meetings with Alexandra Ramsey and Bill Robison of Engberg Anderson were held on May 22. A stakeholder group met at 7:30 followed by a staff group at 9. The next meeting is scheduled for June 13.
3. **Technician II Vacancy:** Four candidates interviewed for the vacant Technician II position, previously held by Erin Kramer who resigned to begin work for the Bridges Library System. Mellanie Mercier, John Klima, and I conducted the interviews. As of this writing, an offer has been made and accepted. We are currently awaiting the results of the background check and drug screen before a final offer is made.
4. **Noon Lions Club:** I spoke to this group at its May 21 meeting at the Clarke Hotel. The Lions gave the library \$1000 to support this year's Waukesha Reads program. Specifically, the money will be used to buy large print and downloadable audio copies of the book.
5. **City Council Orientation:** I met with four newly elected Council members on May 21. The City has created a kind of "speed dating" orientation, where council members rotate through department directors to quickly meet and get a brief overview of the department.

John Klima, Assistant Director

1. **Technology Plan:** I've been writing a first draft of my technology plan but I realize that there are large pieces that I won't be able to finish until the first floor redesign study is done. Additionally, the new IT Tech II will likely have ideas and input that will drive some of the structure of the plan.
2. **Polaris Upgrade:** Our catalog software, Polaris, was upgraded in May. The upgrade went very smoothly. Our staff is quite versed in what to do when the catalog is down. The system was back up within an hour of opening.
3. **Server Upgrade:** City IT upgraded some of its servers which created some network issues for us. About half of the building (staff, not public) could not access the network. Once notified, City IT worked to reboot an older piece of equipment for us. Once that was complete all systems operated normally.

Carolyn Peil, Technical Services Manager

1. **Technical Services Activities:** Acquisitions staff visited Mead Public Library (Sheboygan) on May 15 to see how they use the Baker & Taylor EDI (electronic data interface) ordering feature.

I attended the second meeting for the proposed 2019 Café Authority Record Clean-up Project at the Bridges office on May 21, where we worked on a list of authority project specifications. The Committee still hopes this project will occur late August or early September.

On May 23, I attended the Support Staff & Circulation Services Annual Conference at the Chippewa Valley Technical College in Eau Claire with Circulation Manager Therese Lyons. I attended sessions on leadership, communication, staff empowerment, and packaging non-book materials for circulation.

During May, Kori Hall and I worked on creating some blank note cards using 3 different photos taken by Librarian Kelly Bolter.

2. **Technical Services Staff Changes:** On May 9, we said "congratulations and goodbye" to Library Assistant Becca Werginz. Becca completed her MLIS from UWM and accepted a full-time librarian position in Sussex. Her 8 hours in Technical Services will be split between LAs Anne K. & Carol R. for the time being.

Therese Lyons, Head of Circulation

1. **Circulation Highlights:** In May, **81,205** items circulated. Checked in items totaled **56,587** and **10,960** holds were filled. Library card registrations totaled **489** and **30,375** visitors came to the Library to take advantage of the many programs and resources offered.
2. **Departmental Happenings:** We are in the process of transitioning from having initials on slips of paper in materials on the holds shelf to printed hold slips. We are also changing our transit printing parameters so that we will print fewer transit slips reducing paper use and increasing efficiency for the Circulation Department. On May 21, Picklist Shelves Amanda Neuendorf and I visited Mukwonago Public library to talk about using Leap for the Picklist. Our hope is to be using this web based system to find holds each day by the end of the summer.
3. **Continuing Education:** On May 23, Technical Services Manager, Carolyn Peil and I attended *Help Yourself, Help Your Library*, the 2019 WLA-Support Staff and Circulation Services Annual Professional Development Conference held in Eau Claire. The first program, *Being the Leader Without being the Boss*, focused on the potential of everyone to be a leader not just those in management positions. Presenter Jane Wray emphasized that desire, vision, and focus move your bus in the right direction and that the bus is fueled with positive energy. She also emphasized that the people who share your vision should be invited on the bus but some won't get on so don't waste your energy on them.

I also attended *Giving Bad News*. Presenter Betsy Bleck, provided an outline for giving bad news to a staff member. Prepare beforehand, then during the meeting, get to the point, remain objective, rationally detach, listen empathetically, offer something, and bring closure. Then afterward debrief, document, and follow-up.

Practical tips for the interviewing process including how to apply, how to get an interview, how to write a cover letter, and how to get promoted were covered in *How to Get Hired*. Finally, presenter Autumn Baumann emphasized that three of the most important aspects of cultivating excellence in customer service are ensuring that staff is thoroughly trained, prioritizing communication, and creating an atmosphere of empowerment during her presentation: *Unified Circulation Staff: Cultivating Excellent Customer Service*.

Kori Hall, Head of Program Development and Community Engagement

1. **New Furniture**: The Library received 22 new armchairs on May 17. The chairs match the ones we purchased last year, and are located throughout the first floor. We had hoped to replace the remainder of the worn-out chairs, but, due to a price increase, we still have twelve chairs to replace.
2. **Wisconsin Association of Public Libraries (WAPL) Conference**: I am very grateful to have had the opportunity to attend the 2019 WAPL Conference "Mission Possible" on May 2-3 in Rothschild, WI. I participated in a variety of excellent and informative sessions on topics such as leveraging library resources for marketing success, community involvement fairs for adults, upgrading programming possibilities with quality live streams, creating escape rooms, protecting patrons' online security, the art of managing up, current library marketing trends, romance novels in the 21st century, and books being made into movies. Bruce and I also attended a lunch with WiLS to talk about WPL being a pilot library in their new marketing plan service. The information and professional connections made at these conferences is invaluable for keeping WPL on the cutting edge of library service.
3. **Waukesha Reads/NEA Big Read**: I am happy to announce that we have received a \$1,000 grant from the WE Energies Foundation, a \$500 grant from the Waukesha Rotary Club, and \$1,000 from the Lions Club to help fund Waukesha Reads.

Amy Welch, Information and Adult Services Manager

1. **Teen Manga and Anime Festival** The annual Teen Manga Festival was held on Saturday, May 4 and was once again a success. 19 local teens participated in the "How to Draw Manga Style" workshop by Milwaukee artist Nick Katzfey. After the workshop, teens enjoyed snacks, a movie, and crafts including perler beads, polymer clay, DIY pocky, mini zines, button making and more. We also held a raffle, and a cosplay contest where teens came dressed as their favorite manga character. This festival is a popular teen event, and demonstrates the Library's continuing importance as a safe and fun space for local teens.
2. **Teen Summer Library Program – School Visits** Each year, our teen librarian visits local schools to promote our Summer Library Program and register teens going into grades 7-12 for the program. Carley made school visits to Waukesha North, West and South high schools, Horning and Les Paul middle schools, and Beautiful Savior Lutheran School in May. She will be making a visit to the Waukesha STEM Academy and Butler middle school at the beginning of June. Carley stopped by all of the lunch hours at the schools she visited, and has registered 355 teens this month. Upon registering for the summer reading program during these visits, teens are given the option to spin a prize wheel. Prizes included *A Universe of Stories* themed paper and magnetic bookmarks, pencils, lanyards, buttons, temporary tattoos and post-its. We are well on our way to another great summer!
3. **Wisconsin Association of Public Libraries Conference** Nancy attended this year's WAPL Conference in Rothschild, WI. She attended several excellent programs. Nancy brought back information and ideas to share with staff, and was very happy for the opportunity to attend this conference.

Kerry Pinkner, Children's Services Manager

1. School & Summer Reading

Presentations: May is typically a month that we spend most of our time promoting the summer reading club to students and teachers at school and library visits, and prep for summer programs. **TOTAL School & Summer Reading Presentations: 4620 students & adults.**

Programs	2019	2018
Total Events	64	58
Total Contacts	5291	4578

Several outreach events also allowed us to reach out to the parents. Blair Flair, Heyer Spring Math and Ice Cream Social, Pizza, Polka & Preschool in the Park, Prairie Puma Palooza, Whittier Family Engagement Night, and the WSPEI Event at Horning Middle School.

2. Community Partnerships and Outreach:

- I attended the Waukesha County Child Care Provider Appreciation event. This was a great opportunity to share information about our Bright Beginnings workshops and teacher resources with Early Childhood Educators. More than 200 adults attended.
- I met with A.J. from the Hebron House to discuss outreach opportunities and the Pop Up Library device that we will provide for their guests to access e-resources.

3. Professional Development & Meetings:

- Library Associate, Jason Penckofer presented at the UW Eau Claire "Games in Library" conference.
- Community Library Liaison, Michele Gagner attended a committee meeting whose mission it was to select 15 titles, from the more than one thousand titles that were nominated, for the fall Kids' Choice initiative.
- All Staff meeting on May 8.

Jim LaPaz, Head of Building Operations

1. Building: Joan's office wall and door were installed in order to provide more privacy for human resources issues.

Brian Charlesworth, the city Fire Marshal, conducted our yearly building fire inspection. We passed with no violations.

I put together a PowerPoint that highlighted the homeless training that I completed. It was shown to managers and disseminated to all staff and to the Police. Currently there are five staff members going through the full training. The security agents are looking through the full training as well using my access.

2. Security: After receiving a complaint about people driving the wrong way past the book return, I began monitoring the driveway more, particularly after school. I also consulted with the Police and Engineering Departments. Katie and Mike from Engineering feel that our signs are more than adequate, however, they plan to install traffic arrows on the pavement at both ends of the driveway.