

## Administrative and Staff Reports for July 11, 2019

Bruce Gay, Library Director

1. **First Floor Redesign:** Staff and community committees met with Engberg Anderson on June 13 and July 11. Engberg prepared a very preliminary budget for the entire project, including the front entry repair, in order for the Library to submit a capital budget request. I will share the very early draft of the redesign with the Friends of the Library Board on July 8 and urge that group to consider fund-raising opportunities moving forward.
2. **2020 Capital Budget Requests:** In addition to the first floor renovation request at \$5,450,000 over two years, the library submitted 2020 capital equipment requests for technology at \$67,500, an exterior book return for \$8,500, and new shelving at \$10,000 per year starting in 2021.
3. **Alfred Gorham—Waukesha's Tuskegee Airman:** Mayor Shawn Reilly contacted me about preparations for a celebration of Alfred Gorham, a Tuskegee airman, World War II fighter pilot, graduate of Waukesha High School, and long-time Waukesha resident. We'll be collaborating with the Waukesha County Airport and Waukesha County Museum in the fall with book displays and possible showing of documentary and feature films on the airmen.
4. **Strategic Planning Year 2:** I spoke with Bruce Smith on planning for activities related to the Strategic Plan in 2020. The Library is in good shape moving forward and should feel confident about the positive directions. In August a full report will be shared with the board along with 2020 initiatives.

John Klima, Assistant Director

1. **New Technician II:** We welcomed our new IT Technician II, Anthony (Tony) Chiantello this month. Tony has a great background in PC support which will help us get our IT concerns on track. This month he's getting acclimated to the library and trying to remember coworker names. Tony replaces Erin Kramer, who took a position with the Bridges Library System.
2. **MS Office License Changes:** All City employees were given email accounts to fully utilize the NeoGov staff assessment software. These additional Office licenses created large additional costs, and many of the staff who got email don't typically use it in their daily work. These employees include the Library's page/shelvers, along with bus drivers, park/rec maintenance staff, and so on. IT decided to convert those accounts into web-only Office accounts to save money. This change created some confusion here at the Library when staff got error messages trying to use Office. It also potentially creates procedural changes for how our reference desk staff log in and use computers. Several access and productivity issues have cropped up with the change. Tony and I will follow up with IT to get these issues sorted out.
3. **Help Desk software:** The City uses help desk software to track computer issues. Tony is familiar with this software from previous IT jobs. We lacked a good procedure to track computer issues at the Library. I asked IT if Tony and I could be set up as users in the help desk software to track Library tech issues and they agreed. This will be a great help to us. Issues will no longer get lost or forgotten. It also plays to Tony's strengths to use a familiar system.

4. **Literacy Council Spelling Bee:** The Library competed in the Literacy Council Corporate Spelling Bee thanks to a generous donation from the Friends of Waukesha Public Library. The theme this year was Star Wars. Our team *Revenge of the Shush*, went out in the second round when the difficulty of the words jumped drastically after the first round. I set three simple rules for the team for the Bee and we accomplished them all: 1) Don't misspell your first word, 2) Don't be the first team out, and 3) Have fun!
5. **Online Catalog:** Bruce asked me to look at our online catalog to make it more user-friendly. There are many options for how information is found and displayed in the catalog. I'm using the Fort Atkinson version of the online catalog, which recently made several changes, as a starting point to change the look and feel of the catalog.
6. **Sorter:** The sorter has ongoing issues with the external return. MK has been monitoring it continually through June to see what happens in the system when it stops working for the public. They've adjusted the software that controls the external return and have found that some internal sensors are getting dirtier than expected. We try to clean it but any system open to the outside is going to have these kinds of issues.
7. **Public Computers:** The main task I've given to Tony is configuring and deploying our new public computers. This draws on his strengths gained working at the Muskego-Norway school district and helps him learn some library software, including Deep Freeze, Faronics Cloud Connector, and MyPC.

Carolyn Peil, Technical Services Manager
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1. **Technical Services Activities:** I attended the annual WiLS Peer Council meeting in Madison on June 3. We heard a presentation about the future of cataloging and learned about several free, or almost free, applications to make off-site group work easier. While at the Central Branch of Madison Public Library, I took the opportunity to explore the green roof patio and other features of this vibrant library.  
  
June was a month for library visits. On the 19, Therese Lyons, Joan Quinlan, and I visited Dwight Foster Public Library in Fort Atkinson & the Watertown Public Library. We wanted to see Fort's recently remodeled space and the plans for Watertown's new library as we plan for our upcoming first floor remodel here at Waukesha.
2. **Volunteers:** We are trying a monthly "volunteer opportunity" in Technical Services in which a library volunteer helps us with the large volume of "old" New Books the first Tuesday or Friday of the month, removing the "New Book" sticker from the spine. There are often over 100 books needing attention at the beginning of a month and label removing is a time-consuming activity.

LA's Anne & Carol, and Pages Julie & Tracy came up with this idea to help eliminate some of the time-consuming steps needed to prepare DVD / Blu-Ray "combo" sets for circulation. (Waukesha separates the discs by format.) Blu-Rays will have a label like this; DVDs will have a similar label reading "DVD only."



- 3. Technical Services Staff Changes:** In preparation for Library Associate Ruth H.'s retirement in July, three internal candidates were interviewed on June 14. Circulation Page/Shelver Amanda Neuendorf accepted the position.

Therese Lyons, Head of Circulation

- 1. Departmental Happenings:** We have revised our transit procedure and have eliminated printing transit slips except under very limited circumstances saving both time and paper.
- 2. Meetings:** On June 7, I attended the Leading Waukesha Leadership Committee meeting. Members of the committee discussed future Leading Waukesha Alumni events including a work shadow day, a presentation by City IT and future social get togethers.
- 3. Continuing Education:** On June 13 and 14, I attended the Wisconsin State Bar Convention in Green Bay for personal reasons and attended several sessions pertaining to libraries including, *Social Media and Free Speech*, *How Mindfulness can Improve Your Practice*, *Cultivating Cultural Competence: Creating and Maintaining a Respectful, Productive Workplace for People of all Kinds*, *Improving Diversity and Inclusion in the #MeTooEra*, and *That'll Never Happen Here: Cultivating a Workplace Culture Less Conducive to Sexual Harassment and Misconduct*.

Kori Hall, Head of Program Development and Community Engagement

- 1. Waukesha Reads/NEA Big Read:** I am thrilled to announce that the Library has once again been selected to receive a \$15,000 Big Read grant from the National Endowment for the Arts! The media embargo was lifted on June 12, and the *Waukesha Freeman* published a press release announcing that *Lab Girl* by Hope Jahren will be our NEA Big Read title this year. I have been working to finalize the calendar for this year's events, which will be sent to the graphic designer the first week in July. I attended three NEA training webinars this month: a "Repeat Reader's" panel, a grant management workshop, and a conference call with other organizations around the country reading *Lab Girl*. We received our commissioned painting from local artist Gerta Zinda, and had it photographed at Tom Fritz Studios in Milwaukee for use in our marketing materials. The Committee of the Whole met on June 6, and we finalized our

program lineup for this year's NEA Big Read. I updated both the Waukesha Reads website and the Waukesha Reads Facebook page to reflect our 2019 NEA Big Read title.



Amy Welch, Information and Adult Services Manager

- 1. Adult Book Discussion Titles:** The remainder of our 2019 Adult Book Discussion titles have been announced:

July 17: *Artemis* by Andy Weir  
August 21: *Educated* by Tara Westover  
September 18: *Flight Behavior* by Barbara Kingsolver  
October 16: *Lab Girl* by Hope Jahren  
November 20: *Americanah* by Chimamanda Ngozi Adichie  
December: No discussion

- 2. The Zine:** This month Teen Librarian Carley Rymkus and the Teen Manga and Anime Club finished the 13<sup>th</sup> volume of *The Zine*. Published twice a year since 2013, *The Zine* has been an ongoing and popular Teen Manga and Anime Club project. Free copies are distributed to members of the Teen Manga and Anime Club and are available in the Teen Zone for customers to take. A PDF copy of the current issue is uploaded to the Library's website, and a copy of each issue is added to the YA Collection. This month's topics include artwork, a recap of the 2019 Teen Manga Festival, a word search, a word scramble, a caption contest and more. Volume 14 will be out this December.

- 3. Summer Reading Programs – Update:** Summer is off to a great start. At the end of June 236 adults and 689 teens were registered.

We continued with the staff side of the adult reading program, separate from the public program. Staff may not participate in the public grand prize drawing, so a special staff prize drawing has been set up with prizes such as winning reserved parking spots for a month, jeans for a week, etc.

We also continued giving out extra entries towards the adult grand prize drawings to participants attending Library events. This month, 30 extra entries were turned in. We hope this extra chance to win will continue to encourage literacy and involvement in the Library throughout the summer.

In addition to our regular monthly programming, adults enjoyed three special programs titled "Adult Storytime," "Intergalactic Bath Bombs," and "Transgender 101." Our programs for teens included "Constellation String Art," "Galaxy Jars," a "Movie and Make" event, and an Author Skype with Rhoda Belleza.

4. **June Brown Bag Sale:** With our large weeding goals this year, the Friends of Waukesha Public Library have graciously allowed us to hold a special "Brown Bag" sale. During the month of June customers were able to fill a brown paper bag with items from the books sale for five dollars per bag. We had positive feedback from both staff and customers about the different sales this year and hope to hold another one in the coming months.
5. **Continuing Education:** This month I watched the Webinar "Creating Escape Room Programs and Other Immersive Experiences in Libraries." We held a mock escape room here for staff in the past, but it was helpful to see what other libraries are doing for their staff and customers. Two topics that really caught my attention were the digital breakouts and the immersive experiences. Digital breakouts are an online version of an escape room where players must solve riddles and puzzles to find clues to help "break out" of the game. Immersive experiences can be anything from an installation art piece to a Live Action Role Playing Game (LARP). Participants are immersed in the experience of the artwork or game for several hours to several days. This webinar provided great resources and ideas for how to create an immersive experience or escape room in a library setting.

Kerry Pinkner, Children's Services Manager
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1. **Programs:** We kicked off the Summer Reading Club (SRC) at Buchnerfest again this year. On hand to help promote our programs were the wildly popular Fairy God sisters, and our very own Mr. Chris who used his magical talents to "wow" the crowd. In addition, we lead a drop-in Storytime and registered children for the reading program during the two-hour event. More than 200 people attended.

At the end of June, more than 3,000 children had registered for the Summer Reading Club. The Kids are off to a great start! Over 3,000 books have been read to our youngest readers and the kids age 3 & up have logged in almost 10,000 hours of reading. Way-to-go Waukesha Readers!

The Children's Team did an awesome job planning programs around this year's summer reading theme, "A Universe of Stories." 315 people enjoyed our space-themed mini-golf course, and we averaged more than 200 children and adults at each of the other two Kid's Fun Zones.

We hosted two volunteer orientations. This summer, more than 20 volunteers will help us register children for the reading program, and celebrate the number of minutes and books read these next couple of months. They will also help with our drop-in programs and prep work.

- 2. Community Partnerships and Outreach:** In her role as Community Library Liaison, Librarian I, Michele Gagner has been busy reaching out to the schools who offer summer Cool Schools. She has been working with the students at Heyer, Banting and Hadfield Park/Rec programs. She has also been teaming up with Susan Aleson from the SDW who runs the Bookmobile program. This has been a great opportunity to share library resources and encourage children to read over the summer months.

Librarian I, Kaushalya Iyengar is working with Hebron House to bring storytimes and early literacy activities for their guests.

Library Associate, Olivia Langby represented WPL at the Bethesda Dual Language event at Merrill Crest Park. 135 people stopped by her table to chat about the summer reading club.

Through a partnership with the Waukesha Park & Rec Dept we are offering storytimes at Summitview, Sentinel and Saratoga. At our first couple of visits we read to more than 150 children and adults and signed up several kiddos for the SRC.

In June, we presented our summer reading talk to 1,517 students and teachers in the school district of Waukesha for a combined total of more than 6,400 for both May and June.

Jim LaPaz, Head of Building Operations
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- 1. Building:** Maintenance disassembled and moved 19 pieces of children's furniture to the garage for pickup. The furniture was being sent out to be re-covered. When they were returned we placed them in the Children's Department.

I met with Katie Jelacic and Bob Ford to discuss ideas for a backup book return.

On 6/20 a deer ran into and shattered the exterior glass pane of a Carnegie Room window. We taped it up, reported it to the Police and Finance, and called Bob's Glass.

On June 26 at 7:11 am several ceiling tiles fell from the north peak of the atrium. We consulted with Katie Jelacic and Bob Ford. On June 27 the building was tested for mold. We have contacted our roofer to examine the building exterior. When we have more information, we will talk to Ford about repairing the area.

I visited the Delafield and Mukwonago libraries to look for ideas for our reconfiguration.

On June 27 the storm that came through Waukesha blew 3 plexiglass panels off the front of the library. They shattered in the air and damaged cars in our lot and at St Luke's. Bruce Gay, Pat, and I cleaned up.

- 2. Security:** We permanently banned a man who harassed a woman and returned the next day and exposed himself.

I met with Cristina Tofte, the owner of The Steaming Cup and Tofte's Table about homeless issues. Waukesha Police Lt Joe Hendricks suggested that she consult with me because of the problems they are having.