

## Administrative and Staff Reports for August 8, 2019

Bruce Gay, Library Director

1. **2020 Budget:** Cindy Braun, Joan Quinlan, and all the managers have been a great help putting together a 2020 operating budget request. Within the realities of the budget, we are trying to make changes to better serve the community. The initial budget requests are due on August 13.
2. **First Floor Redesign:** The two committees met on July 11 and will meet again on August 8. I expect the financial numbers to be significantly lower than the initial Capital budget request, and I will amend that request once these are known. The design so far both shows an exciting template for the library and is sensible to the city's needs.
3. **Employee Evaluations:** Managers have completed another round of quarterly employee check-ins using the City's NeoGov system. In August all employees will have the opportunity to evaluate their own performance and set another set of goals. The system has proven to be a little difficult to use; I commend the managers for their patience and fortitude working through an unintuitive piece of software.
4. **City Council Strategic Planning:** On Saturday, July 13 I spoke at the Council's Strategic Planning meeting about the current state of the library and its future goals. Council members had many excellent questions afterward.

John Klima, Assistant Director

1. **WiLS World:** Tony Chiantello and I attended the WiLSWorld conference in Madison. This year the conference focused on equity and inclusion, tying into WPL's Strategic Plan. The keynote speaker, Rebecca Stavik, talked about not asking for permission. The concept is finding things in the library, in your specific place, that need improvement and implementing change. Essentially telling people what you're going to do without asking for input. Sarah Lawton from Madison Public Library talked about making the library a place where people feel they belong. She said to focus on equity and inclusion because focusing on diversity can push people away.
2. **Guest Passes:** I met with Kerry, Kori, Therese, and Amy to talk about our guest pass procedure for computer access and the broader issue of fines blocking computer use. We want as many people to use our computers as possible and simplifying the guest pass process—whoever asks for a guest pass gets one—and eliminating blocking cards due to fines is a way to achieve that. The policy that blocks access to computers due to fines will be revised and brought to the board at a later meeting.
3. **Kickin' It with Kevin:** This month's session focused on three tools available through Office 365. Microsoft Teams is a chat, conference call, meeting software. It can be used to send simple text message between employees or even among a group of employees. This is a useful tool that the Library can use to communicate with each other and partners through text, audio, and video. OneDrive is a cloud-based storage solution similar to Google Drive or DropBox. It is meant for when one to three people need access to data. You can store documents in OneDrive and they are automatically backed up. You can also share access to documents with other people. Tony and I use OneDrive already instead of our networked personal drives. SharePoint is a cloud-based storage solution that works best when you need to share documents among a large group of people. Each person will have access to the online folder. We used SharePoint

for our strategic plan last year. Tony and I have plans to do a trial run with a Library department in moving their documents to SharePoint and see how that impacts their workflow.

4. **Hotspot Lending Programs Webinar:** I attended a webinar about creating a hotspot lending program. While I didn't learn much from the webinar the nice thing was that it confirmed that we are following best practices in how we run our program. They did talk about placing short surveys in with the hotspots and would share the types of questions that people ask. I think it would be useful to solicit feedback from the public about the program.
5. **Help Desk Software:** Tony and I got set up in the City's help desk software so that we could track computer/technology issues in the Library. Staff has done an excellent job of moving from our previous procedure of calling or emailing to contacting the help desk first.
6. **Sorter:** The sorter continued to have issues where pushing the people to open the exterior return did nothing. MK has been able to reset the system, but it hasn't found a permanent fix. They did find incorrect code in the software and modified it. They will monitor our system to make sure that this fix has resolved the problem permanently.
7. **OPAC:** Following the example of Fort Atkinson Public Library we made a few changes to our OPAC (online catalog) to streamline the experience for the public. We made the search interface simpler, replacing a series of buttons with a simple drop-down interface. We also cleaned up the page that appeared when a search brought back no results.

Carolyn Peil, Technical Services Manager
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1. **Staff Updates:** Technical Services said "good-bye and happy retirement" to Library Associate Ruth Huibregtse. on July 10. Amanda Neuendorf started her new position as an Acquisitions Library Associate on July 16.
2. **Technical Services Activities:** Library Associates Jill Cefalu, Amanda & I attended an Acquisitions meet-up in Menomonee Falls on July 18. This was a great opportunity for Amanda to hear about how Oconomowoc & Menomonee Falls use the Polaris Acquisitions platform and to meet the Acquisitions staff at these libraries. During the meeting we had a great discussion about A/V vendors, periodical usage, and where and how our libraries purchase basic supplies such as book tape & A/V cases.

On July 19 I met with three other members on the Bridges Authority Control Project committee and a County Purchasing agent. During this meeting we were given the responses to the project and scoring instructions. The committee met again on July 26 to discuss the proposals. A winner was ultimately chosen but cannot be named until a contract is signed. The Bridges Database Manager is still targeting September 2019 for this project.

Therese Lyons, Head of Circulation

1. **Circulation Highlights:** In July **102,981** items circulated. Checked in items totaled **72,095** and **10,722** holds were filled. Library card registrations totaled **353** and **36,909** visitors came to the Library to take advantage of the many programs and resources offered.
2. **Department Happenings:** We have been updating our holds procedure. Beginning July 31, we will print out holds slips instead of writing initials on slips of paper. We have also created alphabetical dividers on the hold shelf to make it easier for patrons to find their items. The formatting of the printed hold slips gives more information to staff and patrons, eliminates the need to write out initials, and saves staff time and decreases the number of errors.
3. **Events:** On July 25, I volunteered at the Bridges booth for Farm Tech Days in Jefferson County. Not only was it a great way to visit with current and future patrons, but it was also an opportunity to collaborate with Bridges and other library volunteers.
4. **Staff Updates:** Alex Nelton has accepted the 20-hour Page/Shelver position and began additional shifts immediately to help with the summer rush.

Kori Hall, Head of Program Development and Community Engagement

1. **NEA Big Read/Waukesha Reads:** It's such an exciting time of year when we can see the start of Waukesha Reads on the horizon! This year's program, featuring the book *Lab Girl* by Hope Jahren, will feature 43 public events and 10 book discussions around town. We have been preparing many of our marketing pieces ahead of time: t-shirts, buttons, reading guides, catalog banners, book labels, newsletter templates, the event brochure, and more. There are some amazing speakers coming this year—such as Waukesha native Michelle Thaller, the current Director of Science for Communications at NASA's Goddard Space Flight Center. We are also thrilled to have secured Emily Graslie, *Brain Scoop* sensation and the "Chief Curiosity Correspondent" for Chicago's Field Museum. Mark your calendars for our kickoff at Retzer Nature Center's Apple Harvest Festival on September 21, and watch for more information at the September Library Board Meeting.
2. **Civic Theatre Partnership:** The Library is very excited to be expanding our partnership with Waukesha's Civic Theatre going forward. The Civic Theatre will be hosting our Waukesha Reads event with Michelle Thaller this fall, and will be making our programming handouts available at the theatre all year long. The Library will be hosting a display each month to highlight an upcoming show, and the Civic Theatre will be presenting short, pop-up productions at the Library to delight our patrons. We have also been discussing the possibility of special book discussions and ticket discounts for the community as well.

Amy Welch, Information and Adult Services Manager

1. **Reference Completion Rate Survey:** July marks our third Reference Completion Rate Survey of 2019. We conducted our survey the week of July 8-13. There were a total of 1,552 reference and non-reference transactions completed at the Adult

Reference Desk during the week, for an average of 25.87 questions answered per hour. This represents an increase of 99 questions from our July 2018 survey. These numbers continue to show that we remain an important information point in the community.

2. **Summer Reading Programs:** Summer is winding down, and the adult and teen registrations and reading forms continue to come in. We have 264 adults and 713 teens registered. The grand prize drawing for teens will take place at the End of Summer Lock-in on Friday, August 2. Adult prizes will be drawn at the beginning of August. We will draw our staff winners at that time as well. A full summer summary will be submitted next month.
3. **Continuing Education:** Kelly Bolter reports that “The Role of Libraries in Advancing Racial Equity” was an especially interested session at WiLS World, and that the work that the City of Madison is doing to educate their employees about racial equity is a great example of what she would like to see implemented here in Waukesha.

I attended the Adult Services Meeting held by Bridges at Delafield Public Library on July 23. We spoke about how we run our book clubs, what types of programming we do for older adults, difficulties we have with programming, and craft projects. It was great to meet up with new and familiar adult services librarians from Bridges libraries and go over some of the programs we offer our customers.

Kerry Pinkner, Children’s Services Manager
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1. **Programs:** Program participation was “Out of This World” in July! Attendance numbers increased by 19% over last year.

<b><u>Programs</u></b>	<b>2019</b>	<b>2018</b>
Total Events	81	65
Total Contacts	4871	4095

More than 3,700 children are currently registered for the Summer Reading Club (SRC). Last year we set a record with the number of children registered. It looks like we might exceed that number this summer.

Drop-in events have been a successful way to encourage families to visit the library. 1,141 people participated in our Monday Kids’ Fun Zone and enjoyed games, and other space-themed activities.

Popular Family Fun Day performances saw a total of 662 people in attendance.

2. **Community Partnerships and Outreach:** We’re taking our stories outside of the walls of the library to the delight of local children and families. We’re building relationships with children we might not see at the library and encouraging them to read during the summer. In addition to offering storytimes we offer summer reading registration and an opportunity for children to return the reading logs during this visit.

Wednesday morning storytimes in Cutler Park have attracted a whopping 469 people at five storytimes (averaging almost 100 each time).

We also do weekly storytimes at Hebron House. It’s been a wonderful opportunity for us to build relationships with the guests and their children.

We offer two Bilingual Storytimes, one in the evening at Sentinel Park and the other at Saratoga Parks during the lunch hour.

Groups of children from local summer programs at the Salvation Army, YMCA, LaCasa, Summitview Elementary are visiting the library each week or we are visiting their location.

Community Library Liaison, Michele Gagner registered 150 kids for the summer reading program at the Cool School programs at Heyer, Banting, Hadfield this summer. Most of the children completed at least one of their reading logs.

We were invited to Parent's Place summer picnic and offered a storytime to 25 people.

3. **Professional Development:** Library Associate, Olivia Langby attended "The Role of Public Libraries in Advancing Racial Equity" workshop in Madison with her EDI committee colleagues. Speakers, Gordon Goodwin – GARE and Sarah Lawton – Madison Public Library, discussed how we can take a critical look at government institutions like public libraries to make practices more racially equitable.

Jim LaPaz, Head of Building Operations
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1. **Building:** Nation's Roof was here to examine the exterior of the north atrium where the ceiling tiles fell. They found no leakage in that area. On the children's peak they did repair a hole and replaced a few shingles that had blown off. Bob Ford will soon be bringing a lift in to make repairs to the area.

We've been working with Engineering, Finance, and the city's insurance company in regard to the front Plexiglas panels. Everyone is in agreement that they should be removed. I contacted Sign Effectz and requested the removal of all remaining front Plexiglas panels. The quoted cost was \$6,072.61.

Stanley Security replaced a backup battery in the Simplex system.

Bob's Glass replaced the shattered Carnegie Room window that the deer ran into.

Circuit Masters replaced the broken timer that controls much of the outdoor lighting.

Electro-Glo electrostatically painted the main stairway railing and the elevator.

Schoenwalder Plumbing replaced two sump pumps in the basement.

Flemings Fire 1 inspected all of our fire extinguishers.

2. **Staff:** I met with the maintenance staff to talk about scheduling changes beginning in September, when full Saturdays and Sunday hours start.