

Administrative and Staff Reports for September 12, 2019

Bruce Gay, Library Director

1. **2020 Budget:** I've attended several meetings at City Hall about the budget, including Council Finance Committee meetings discussing the Capital Budget request. At the date of this writing, the Capital requests have moved forward unchanged. City Administrator Kevin Lahner and Finance Director Rich Abbott are currently reviewing the 2020 Operating Budget requests. So far, I have not heard of any changes.
2. **First-Floor Redesign:** Bill Robison shared enhanced images (with color and images of people) showing the entry area, Carnegie Room, meeting spaces, and Maker Space. I will schedule a final meeting in September to show the results to the two committees who worked diligently on the design.
3. **2020 County Library Tax Exemption:** The Council approved a resolution guaranteeing a minimum 2020 Municipal library appropriation. Combined with the board action ensuring the library is meeting its standards, this annual resolution exempts the City of Waukesha from the Waukesha County Library tax. Failure to exempt would cost City residents over \$1.6 million.
4. **Beloit Library Visit:** On August 9 I met with Nick Dimassis, library director at the Beloit Public Library. Nick and members of his team spoke at the WAPL conference in May about their new service design. Beloit has reorganized staff into departments of 1) Library Services, 2) Library Resources, 3) Programming & Community Engagement, 4) Marketing & Communications, 5) Information Technology, and 6) Business-Administration. While the model may not work exactly for Waukesha, the ideas behind the changes were consistently public facing and creative.

John Klima, Assistant Director

1. **Missing/Deleted Files:** The City upgraded to new file servers and during the cutover some files went missing. The Library had a few dozen files reported missing, most of which were not recovered. Library staff was able to reproduce the work so nothing was lost permanently.
2. **Staff Computers/Windows 10 Updates:** Our replacement schedule called for ten staff PCs to be replaced this year. Once he finished the public computers, Tony began setting up and deploying staff computers. Additionally, Tony has been updating staff computers running Windows 7 to Windows 10. Support for Windows 7 ends in January. The computers aren't scheduled for replacement soon so need to be updated to be as secure as possible.
3. **Hotspots:** The Library received ten new WiFi hotspots and ordered replacements for three others. Carolyn will be adding these to our collection in September. We have a good process in place for checking on overdue hotspots and stopping services on them. This has kept our existing hotspots available and cycling through the hold list.
4. **School District WiFi:** The school district updated their equipment in the Library. There are now five WiFi access points for the school district network throughout the building for students and faculty to access their files.
5. **Digital Content Working Group:** I've accepted a two-year appointment from the president of LITA Library and Information Technology Association, a division of ALA, to

serve as LITA's representative on the ALA's Digital Content Working Group. This group is charged with investigating the rising publisher-created barriers—sometimes financial, sometimes blocking access—to digital content for libraries. The group will investigate all areas of what libraries can do to surmount these barriers including training, alternate sources of digital content, marketing/public awareness, and advocacy to decision makers which could mean government officials or even publishers.

Carolyn Peil, Technical Services Manager

1. **Technical Services Activities:** An updated "Replacement Costs for Lost or Damaged Pieces" chart was completed on August 28th. Thanks to Anne K. of Technical Services and Jane R. of Circulation for all their work on this.

Acquisitions received 2428 items in August. This is the highest monthly total since May 2017 when 2938 items were received.

Disney DVDs will now be ordered through Midwest Tapes. Baker & Taylor has been unable to supply these titles going back to late last year.

Therese Lyons, Head of Circulation

1. **Circulation Highlights:** In August, **91,011** items circulated. Checked in items totaled **71,280** and **10,522** holds were filled. Library card registrations totaled **415** and **31,287** visitors came to the Library to take advantage of the many programs and resources offered. Our visitor count increased by 6% compared to last August.
2. **Department Happenings:** Staff is in the process of doing their self-ratings for Performance Evaluations. This is the first year that they have been asked to evaluate themselves. Despite being new, the process is going well.
3. **Meetings:** On August 28, I travelled to Delafield for the Café Circulation conference. I acted as chair for the meeting. Items discussed included procedures for items claimed returned, items missing from the holds shelf, fine forgiveness and waiving of fines, volunteer programs, creating cards for minors when guardian's card is blocked, circulating book club kits, and policies for staff checking out materials.
4. **Continuing Education:** On August 2, I attended *How To Say It: Coaching Conversations*, a webinar focused on how to facilitate constructive coaching conversations so that employees are empowered and achieve improvement. During these conversations, advancement and growth should be promoted and employee performance should be raised to its highest level.

On August 5, I attended *The Making of a Mindful Leader* which focused on bringing mindfulness into our leadership through such things as purposeful pauses and simple meditation exercises.

On August 22, I attended the EDI staff training along with 3 Pages and 3 Library Assistants from the Circulation Department. The EDI committee shared information on equity versus equality, sharing more than one story and how important it is, and a discussion about the importance of intersectionality.

Kori Hall, Head of Program Development and Community Engagement

1. **NEA Big Read/Waukesha Reads:** It's that time again! Sue and I spent all of August preparing for the thirteenth annual Waukesha Reads program. This month we received the remainder of our materials: t-shirts, raffle cards, event calendars, coasters, buttons, etc. The Friends of the Library came in and labeled the 2100 books that we are now distributing to the community. The official kickoff happens at the September 10 Tribute Tuesday concert in Cutler Park, and at Retzer Nature Center's Apple Harvest Festival on September 21. Most events will be happening in October, but a few are in September. You can see a presentation about herbs at Oak Hill Terrace, experience NAMI Waukesha's "Stories of Hope" program, make paper plants at the Library, or go out to Carroll University's Prairie Springs Environmental Education Center for a craft and the opportunity to explore the grounds, which are not usually open to the public.
2. **Marketing Plan:** August was an information gathering month for WiLS as they work with the Library to help create a Marketing Plan. This month I completed a "Marketing and Communications Action Plan Questionnaire" (as did several other Library employees), completed an "inventory of marketing efforts" (detailing the process we currently have for promoting library events), and provided them with samples of our marketing materials. They plan to analyze the materials in September and October and will meet with us again in November.
3. **Blood Drive:** The Library hosted a very successful blood drive on August 8. The Red Cross registered 23 participants, collected 21 pints of blood, and recruited 7 first-time donors. The Library hosts 2 blood drives per year and is happy to provide this life-saving service to the community.
4. **Waukesha Community Picnic:** The Library participated in the second annual Waukesha Community Picnic, held across the street at the E&R United Church of Christ. Several community organizations set up information tables, and the Chief of Police presented a short program on opioid addiction in Waukesha. The picnic also featured music, raffles, a petting zoo, and face painting for the kids.

Amy Welch, Information and Adult Services Manager

1. **Blu-rays** We added Blu-rays to the Adult DVD Collection this month. Blu-rays continue to be a popular format, with long holds lists on items owned by other libraries. We hope that adding a few of our own will give our customers more options, help relieve the holds lists, and add to the shared CAFÉ collections.
2. **Teens/Tweens** Based on a staff request during quarterly check-ins, I asked the Children's Department, Kori, Kerry and Jim to join the August 16 Librarian meeting to go over how we will address teen/tween behavior issues this coming fall. Our main goal is to make the teens feel welcome while also reminding them to be mindful of their behavior while in the Library. We had an excellent discussion about how we address behavior issues, what to do in specific situations, and how we may all communicate more effectively with our teens/tweens, and each other. After our meeting, I created a very basic behavior tracking document on OneDrive and shared it with Reference and Children's desk staff, Kerry and Jim. Our goal with this document is to communicate with one another about which teens are having the most behavior issues, and when they are being addressed. We hope this extra communication will allow all of us to be more consistent with the teens/tweens.

Along with the behavior tracking document, Carley will be working with the teens more frequently afterschool. She has dubbed the first week of September "Teen Welcome Week," and will have activities in the Teen Zone for teens all week during afterschool hours. We are looking forward to a great school year!

- 3. Summer Reading Wrap-Up** This summer's theme for adults, teens and children was "A Universe of Stories." Our Teen Summer Reading Program was once again a great success, with 715 teens registering to participate! That number represents 40 local schools, reading a total of 179,100 pages, with an average of 1,171 pages read per reader. In addition to our year-round Teen Gaming Club, Teen Manga and Anime Club, Teen Book Club and Teen Advisory Group, participants enjoyed four Teen Tuesday events, three Thursday events, two author Skype events with YA authors Rhoda Belleza and Katie Kennedy, and the End of Summer Teen Lock-in and Grand Prize Drawing. We had 51 participants enjoy our lock-in this year. Teens had the run of the library from 5-9 after closing on a Friday evening. Activities included a movie, duct tape crafts, a maker station, Asteroid Toss, a painting and sharpie tile art station, a video game lounge with Wii U and Switch games, henna tattoos, board games, and pizza/snacks.

The Adult Summer Reading Program was also a success. 267 adults ages 18 and over registered to participate, reading a total of 2,146 books over the course of the summer. Several of our Reference librarians hosted programs centered on our summer reading theme "A Universe of Stories." We held a staff side to our summer reading program this year as well. Staff forms were placed in a separate drawing from the public program. The numbers above reflect staff and public participation.

In June, we held the first of two "Adult Storytime" events at Bernie's Tap Room, the "Intergalactic Bath Bombs" make & take program, and the "Transgender 101" workshop led by OutReach of Madison. In July, we held the second "Adult Storytime" event at Bernie's Tap Room, "Trek & Trivia," and the "Solar System Exploration" program led by Dr. Jean Creighton, NASA Airborne Astronomy Ambassador and Director of UWM Manfred Olson Planetarium. We also held four Monday Night Movies, two Doughnuts and Documentaries programs, and two Adult Book Discussions. Sara also created an August book display featuring popular titles from the Adult Summer Reading Program. Participants earned an extra entry form for the grand prize drawing at each adult event offered this summer. A total of 69 extra entries were turned in.

- 4. Continuing Education** Summer was a busy time for Continuing Education. Kathryn watched the "Library Promotion in the Digital Age" webinar hosted by Recorded Books in late July. She learned about restructuring the website, using library blogs and digital book discussions to engage customers. Kathryn found this program very useful for marketing and outreach librarians.

Carley watched several SLJ Teen Live! webinars including "Fostering Empathy Through Library Programming and Collaboration," the "Lunch Keynote with Becky Albertalli and Aisha Seed," and "Family Matters." She learned more about the Human Library program, working with teens struggling with family issues, and learned about some potential books to read with the Teen Book Club. Carley brought back several ideas for continuing to reach and work effectively with our diverse community of teens.

I attended the WLA Leadership Development Institute, August 7-9. This three-day institute covered topics like emotional intelligence, creative problem solving, using personal strengths effectively, collaboration/relationship building, and critical decision

making. We discussed all of these topics at length and worked in groups to create presentations that used all of the leadership tools we had gained over the course of the institute. I found the LDI to be an excellent and unique opportunity that has not only given me quite a lot to reflect on as a leader, but also allowed me to meet many talented and exceptional members of the Wisconsin library community. I am honored to have had the chance to attend.

- 5. Department Changes** After two and a half years as one of the Information Services department's Library Associates, Nancy Aycock has accepted the position of Children's Library Assistant at Pauline Haass Public Library in Sussex. Nancy has been an exceptional member of our team, and we are going to miss her dearly. We wish her well on her new adventure!

Kerry Pinkner, Children's Services Manager
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1. Summer Reading Club ~ A Universe of Stories:

- Another record year for summer readers! **3,743 children registered** for the summer reading club.
- **6,980 books read** to children under the age of 3 years who participated in the Bubble Buddies summer program.
- Children, 3 years or older recorded **27,155 hours of reading!**
- Rocket Reading Wrap-Up program: 190 people came to the event to celebrate their reading achievements, enjoy an entertaining performance by Kidsplay, and cool off with a refreshing ice cream cup, compliments of Meijer and Woodmans.

	YEAR	TOTAL
1	2019	3743
2	2018	3725
3	1994	3699
4	2015	3600
5	2014	3589
6	2017	3516
7	2016	3496
8	2013	3484
9	1992	3476
10	2008	3385

- 2. Programs:** During the months of May, June, July and August our talented library staff work a little harder to keep our young readers challenged over the summer with enough

<u>Programs</u>	2019	2018
Total Events	35	37
Total Contacts	2042	3134

resources and services so that they can start the new school year at or above the reading level they left at in June. Program participation was somewhat lower this August due to fewer visits at the registration fairs and a change in the way we now do our drop-in early literacy activities, but the total children and parents we reached at school visits, programs and outreach opportunities these past four months is no number to balk at. Total attendance at our 252 summer events and visits was more than 17,000 people!

3. Community Partnerships and Outreach:

- **Community Library Liaison (CLL)** - As Cool School wraparound programming ended at two of the three sites that we visited this summer, the CLL focus shifted to outreach events in the month of August. The CLL visited school registration and open house events at Horning and Les Paul Middle Schools and Hawthorne, Heyer, Hadfield, and Whittier Elementary Schools. After registering large numbers of students for library cards at Whittier, Blair (now merged with Hawthorne), Les Paul, and Hadfield last summer and throughout the school year, the outreach at

schools shifted more to promoting library resources and services and sharing what the CLL has been doing at schools. We registered close to 50 children and parents for library cards at outreach events and had some great conversations with families about how the public library can enhance learning for community members of all ages.

In addition to the outreach that Michele Gagner did in her role as our Community Library Liaison, we also provided services and resources to the Hebron House, Parent's Place, Salvation Army, YMCA Summer Camp, Summitview Elementary summer program, LaCasa, bilingual storytimes at Sentinel and Saratoga Parks and also for several local childcare organizations.

- **National Night Out** – We registered 14 children & adults for library cards, spoke to 240 people, and promoted our fall programs at this popular community event.

Michele presented information about library resources and services to several teachers who attended the SDW summer institute workshop at the library. Many commented how excited they are to learn that the library will no longer charge late fees on overdue children's materials.

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.

4. **Professional Development and Team Meetings:** Library Associate, Chris Sturdevant and I attended the Bridges Library System Youth Services Summer Discussion. This was an opportunity to share ideas and learn from our colleagues at the other libraries in Jefferson and Waukesha Counties. Primary discussions revolved around prize elimination, length of program, pros and cons of weekend and evening programs, multi-library partnerships & collaboration and outreach opportunities.

5. **Miscellaneous:** We celebrated and thanked our many wonderful teen and adult volunteers at a Pizza Party in August. We are thankful to have 25 dedicated volunteers who helped us with the Reading Club registration table and provided much needed assistance with prep for the many programs offered this past summer.

Some of the worn furniture and cushions in the children's room have been reupholstered to the delight of patrons and staff. The new colors have brightened the area and offer a fresh new contemporary look.

Jim LaPaz, Head of Building Operations
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1. **Building:** Fleming's Fire 1 inspected our fire extinguishers. There were no issues.

Hennes was called in to tension the belts on the air handler. They were rubbing and were giving off the odor of burnt rubber.

We called in the roofers on 8/16 for a leak in the administration area, which was repaired.

New stairway carpet was installed on 8/19 by Carpet and Vinyl of Waukesha.

Maintenance staff sprayed for bed bugs on 8/20.

Ford Construction repaired the ceiling damage in the atrium, finishing on 8/29.

Sign Effectz removed plexiglass panels from the front of the building on 8/29. Because of high winds they were unable to finish. They will return during the first week of September.