

Administrative and Staff Reports for October 10, 2019

September Circulation

September, 2019	September, 2018	Change	Year to date, 2019	Year to date, 2018	Change
80,362	79,917	0.6%	798,717	802,791	-0.5%

September E-Circulation

September, 2019	September, 2018	Change	Year to date, 2019	Year to date, 2018	Change
8,392	7,778	7.9%	75,389	60,970	23.6%

September Library Visits

September, 2019	September, 2018	Change	Year to date, 2019	Year to date, 2018	Change
29,994	28,243	6.2%	292,895	286,776	2.1%

September Library Card Registrations

September, 2019	September, 2018	Change	Year to date, 2019	Year to date, 2018	Change
351	364	-3.6%	3,331	3,151	5.7%

September Computer Use (hours)

September, 2019	September, 2018	Change	Year to date, 2019	Year to date, 2018	Change
2,934	2,557	14.7%	25,804	23,386	10.3%

Bruce Gay, Library Director

- 1. Bridges Technology Committee:** I'm chairing a technology committee for the Bridges Library System. The committee is working on three separate projects. First, the state requires a five-year technology plan from each system and the committee is completing a draft of this plan for board approval. Second, the committee is working with Waukesha County to complete an RFP process for a mobile app for the library catalog. The app would be implemented in 2020. Finally, the committee will work on adding NCIP (NISO Circulation Interchange Protocol) functionality to the catalog. NCIP would make it much easier for library staff to lend and borrow books from outside the system—currently this is a very manual process.
- 2. Annual Employee Evaluations:** Managers have been busy meeting with all staff to complete the first year of the City's new evaluation system. Employees self-rate their performance on a pass/fail basis. Managers rate employees and together create SMART goals for the next year. In 2020 the evaluation system is scheduled to be on a five-point scale.
- 3. Brown Bag Conversation:** I spoke at a Parks & Recreation department "Brown Bag Conversation" to a group mostly of seniors. The group was very interested in the library's direction—all were also aware of the Waukesha Reads program.

1. **Children's Public Computers:** Tony and I met with Kerry and Chris to talk about replacement plans for different equipment in the Children's department. We discussed potential replacements for the Library's "Launch Pads" (children's educational tablets) that have proven to be unreliable. There are also 20 old iPads that no longer receive software updates to replace. Kerry and Chris proposed Amazon Kindle Fires to replace both the Launch Pads and iPads. They would have the functionality of the iPad at a cheaper cost than a Launch Pad or iPad and ideally have greater durability. I have ordered two to test. We will also replace the public desktop computers in the Children's Department and are looking at offering a different types of computers from the first floor. We anticipate spending a little more money to get computers better suited for video and gaming applications.
2. **Tech Days East:** Tony and I attended one of the now annual Tech Days East workshops (there are six workshops total). The workshop is free and typically contains good information. This year I attended sessions on Out of the Box Tech Classes for Adults, DPI Scanning Kits, Making it with the Cricut Maker, and the Future of Public Library System Technology. The Out of the Box session was particularly interesting. A librarian from Mequon presented several of the tech training programs they offer adults at her library: Cut the Cable (about moving from cable television to streaming services), Smart Speakers (Amazon Alexa or Google Home), and Smartphones (three classes in all that take patrons from the basics to more interesting uses of smartphones).
3. **Computer upgrades:** Tony is upgrading all public computers to Office 2019. The functionality of the software is virtually the same as Office 2016 but it always a good idea to stay on the latest version of software. Similarly, he is updating all the computers in the building that are still on Windows 7 to Windows 10. Support for Windows 7 ends in January.
4. **Sussex Visit:** Adele from Sussex asked the Bridges directors what they were using for display software and Bruce asked me to respond to her. We emailed back and forth and then Adele and several other librarians from Sussex came to see how it worked firsthand. While here they also asked questions about our sorter and the scanning station among other things.

1. **Technical Services Activities:** Thirteen new hotspot units were processed in September. This brings our number of circulating units up to 21 which will help reduce the holds list, currently at 46.

At the request of YA Librarian Carly Rymkus and Amy Welch, our Serials staff has begun removing back issues of YA magazines so that a single rolling year is kept for all but one title. (We keep all issues of the inhouse "Zine" magazine.)

On September 11th, Nick Anderson from Midwest Tapes visited with members of Technical Services, Adults, and Children's to discuss various A/V services available to us. We are taking some initial steps towards moving more of our video selection to this company, especially for children's titles, and have begun setting up EDI ordering and invoicing with them.

Therese Lyons, Head of Circulation

1. **Meetings:** On September 20, I attended the Leadership Alumni Counsel Meeting at City Hall. The goal of the Counsel is to plan future events for Leading Waukesha graduates including social events, guest speakers, and presentations by different City Departments.
2. **Continuing Education:** On September 5, I viewed a webinar entitled *How Do I Come Across to Others*. The main point was that a person who is assertive is much more likely to achieve his or her goals and gain influence over others. Assertive people are open, honest, and direct whereas aggressive people tend to alienate others and passive people fail to have their opinions heard.

On September 19, I attended an online webinar entitled: *The All New BiblioApps: Designed to Deepen Engagement and Delight Patrons*, which highlighted the benefits of using a library app for patrons.

On September 24, I attended a presentation by Julia Robson from the Waukesha County Parks and Land Use Department entitled *What Makes A Successful Leader*. The presenter asserted that there are three fundamental things needed to effectively lead. They are an ability to engage, inspire, and empower. She also urged leaders to celebrate small wins, explain the “why” behind the assignment, and ensure that the team feels valued.

3. **Staff Updates:** We are pleased to welcome Kristina Magsig and Addie Radandt as our new 20-hour page/shelvers. Kristina has worked in an administrative capacity at Wisconsin Lutheran College and Trinity School and is currently a classroom aide at Whittier Elementary. She is a frequent library patron and brings her enthusiasm for libraries and her experience working on successful teams in the school system to our Circulation team.

Addie recently graduated from the University of Wisconsin-Madison with a degree in Communications. During her time at Madison, she was a Research Intern for the UW Madison Division of Diversity, Equity and Educational Achievement Department.

Both Kristina and Addie worked at the library as 10-hour shelvers. Kristina was a shelve here in 2004 and Addie was a shelve between 2013 and 2017.

Kori Hall, Head of Program Development and Community Engagement

1. **NEA Big Read/Waukesha Reads:** Waukesha Reads kicked off in September with two successful events. On September 10, volunteers walked around the City’s Tribute Tuesday event passing out books and calendars and talking to people about *Lab Girl*. On September 21, Waukesha Reads made our debut appearance at Retzer Nature Center’s Apple Harvest Festival. We set up an information tent and book giveaway and hosted two nature hikes led by Waukesha County Conservation Biologist, Julia Robson. Even though it rained in the afternoon, we distributed over 500 books. The Apple Harvest Festival was the perfect place for our kickoff as it included other local organizations, vendors, a planetarium show, activities for kids, refreshments, and a different demographic than we normally reach. People loved the free books, and we have been invited to return next year!

We are very excited about this year's upcoming programs and have given away ALL of our 2050 free books. Our first few events in September have had excellent attendance, and we hope this continues through the October programs. Books can still be checked out from any library in the Bridges Library System, and audio and eBook copies are also available through OverDrive.

2. **Project Homeless Connect:** This year the Library was invited to attend Waukesha's first Project Homeless Connect at Carroll University (sponsored locally by United Way). Project Homeless Connect is a one-day event dedicated to serving individuals experiencing homelessness by providing health screenings and access to community resources in a single location. From 10-3 we helped people get Library cards and passed out information about Library resources. There was an excellent response from organizations in our community, along with great coverage by the local media, and we were very honored to be a part of this day.
3. **National Voter Registration Day:** National Voter Registration Day was September 24, and we were thrilled to have the Waukesha Branch of the League of Women Voters in our building for the afternoon. From 12-4 they spoke with 80 people, registered 3 new voters, updated 11 voting addresses, and answered a variety of voting questions. We hope to have them back prior to every election going forward.

Amy Welch, Information and Adult Services Manager

1. **Afterschool Activities:** Carley began holding Afterschool Activities for teens this month. We kicked off the school year with Teen Welcome Week, where Carley held an afterschool activity or regular club meeting each day during the first week of September. Going forward, Carley will provide activities like Switch games, board games, or coloring and crafts to teens in the afternoon once a week as the schedule allows. We are very excited to announce that 97 teens participated in our first Teen Welcome Week! We are hoping that these activities will give teens who stop by in the afternoon something fun and engaging to do.
2. **Homeschool Meetup:** Carley held the first Homeschool Meetup program for teens in September. For the remainder of the school year, Homeschool Meetups will be held on the first Monday of each month. This program will give our homeschooled teens a great opportunity to get to know our Young Adult Librarian and the resources the Library offers for their age group.
3. **SEWI Adult Programming Meeting:** I attended the SEWI Adult Programming meeting at the end of September. Library staff from the southeast WI area met in Elkhorn to discuss their library programs and what they've learned from the programs. This year the topics discussed were Community Engagement, Community Outreach, Adult Crafts, and Senior Programming. Everyone had great suggestions for programs to do or not to do, and it was a great opportunity to learn and network.

1. **Programs:** Attendance numbers are a good way to measure the success of a program, but don't always tell the whole story. We consistently look at new ways to provide the

Programs	2019	2018
Total Events	44	43
Total Contacts	2311	2447

most efficient and effective services and resources that fit the needs of our community, and sometimes our numbers reflect the transition period.



2. **Library Card Sign-Up Month:** Families are encouraged to sign up children for library cards every month, but promotion kicks into high gear in September during Library Card Sign Up Month. 36 new cards were created, and 155 children submitted drawing slips and shared the reason they use their library card.

3. **Welcome Back Middle Schoolers!** The tweens are back at school and regularly visiting the library after the end-of-the-day buzzer sounds. Throughout that first week each children's team member greeted the students as they walked in. We interacted through conversations, games, 3D printer lessons and art activities. The QotW (Question of the Week) has also been a fun activity. This was a positive experience for students and staff.



4. **Community Partnerships and Outreach:** Outreach and community partnerships have offered us a great opportunity to reach out to families who might not visit the library or use our resources. This month we provided outreach to the Hebron House, YMCA, Bethesda, Whittier & Hadfield elementary schools and shared storytelling tips with a WCTC early educator class.

Library Associate, Kelli Cramer represented WPL at the Bridges Library System table during the Retzer Apple Harvest Fest. She shared information with approximately 250 people during a 2-hour period. In past years, the children's staff has offered storytimes at this event.

5. **Michele Gagner, Community Library Liaison (CLL) Report:**

- Attended Bethesda Curriculum Night event with bilingual colleague; promoted library programming/services and signed up 18 individuals for library cards. Shared information about library resources with Bethesda teachers.
- Contacted Dan Schreier, AVID teacher at WS, about planning AVID visits this year and monthly programming for AVID freshman class. Also connected with Amanda Wagner, AVID coordinator; if we want to work with other AVID classes, including grades 7&8 at Les Paul and grade 8 at Horning, Wagner can put us in contact with teachers.

- Contacted Katie Keast, Waukesha South special education teacher, regarding Sensory Storytime.
- Worked with Carley Rymkus and Jenny Odau to plan and schedule Library Lunch Bunch biweekly program at Horning.
- Beginning afterschool programming at Whittier and Hadfield, via Giggly Hugs childcare. Will visit each site twice a month, bring 50 books for rotating library, and do read-alouds and activities at each visit.
- Attended Whittier Back-to-School event 9/28; shared information about library programming with families. Have been in communication with Brandy Hart - all-school field trip is tentatively planned for November 6. Bus will be funded by Whittier PTO. Also discussed with Hart possibility of January reading program, and some type of programming that will motivate students reading below grade level (book discussion with high-interest title?)

6. Professional Development and Team Meetings:

September was a productive month of meetings and professional development opportunities to re-energize our team after a very busy summer.

- As one of my Leading Waukesha class assignments, I interviewed Waukesha Community Development Director Jennifer Andrews to learn more about her leadership style. These classes have been extremely valuable. Not only am I meeting and interacting with leaders from other City departments, but also learning leadership traits from some of the best in the City.
- Sequences & Stories, Part 2 & Computational Thinking. Attendance at this workshop and the previous Part 1 means that we can apply for a \$1000 grant.
- Our team hosted a Family Empowerment Action Team meeting and discussed our goals for 2020.
- Tech Day workshop topics: Library programs - Drones and Cri-cut machines. Computational Thinking.
- Waukesha Youth Collaborative meeting: NAMI presentation

Jim LaPaz, Head of Building Operations
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1. Building: Nation's Roof repaired a hole in the library roof.

Maintenance removed 12 chairs in advance of the arrival of new ones.

Sign Effectz removed the remaining panels from the front of the building.

We had Circuit Masters in for several complex lighting issues that we were unable to repair. These included lights outside the garage, near circ, by the front doors, and in admin.

2. Training: I had training with the Police at Fire Station 1 and was re-certified for CPR/AED. I queried staff and found that there are three others that are certified.

3. Behavior: We issued a 1-year ban to a man who was disorderly with staff and threatened to stab another customer.