

Administrative and Staff Reports for November 14, 2019

Amended Statistical Report for October 10, 2019

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%
			23,384	25,802	-9.4%

October 2019 Statistical Report

October Circulation

October, 2019	October, 2018	Change	Year to date, 2019	Year to date, 2018	Change
85,429	87,289	-2.1%	884,133	890,080	-0.67%

October E-Circulation

October, 2019	October, 2018	Change	Year to date, 2019	Year to date, 2018	Change
8,747	7,990	9.5%	84,136	76,738	9.6%

October Library Visits

October, 2019	October, 2018	Change	Year to date, 2019	Year to date, 2018	Change
33,109	31,362	5.57%	326,004	318,138	2.47%

October Library Card Registrations

October, 2019	October, 2018	Change	Year to date, 2019	Year to date, 2018	Change
316	269	17.47%	3,647	3,420	6.63%

October Computer Use (hours)

October, 2019	October, 2018	Change	Year to date, 2019	Year to date, 2018	Change
3,439	2,911	18.1%	26,823	28,713	-6.6%

Bruce Gay, Library Director

- 2020 Budget:** I attended several budget meetings during October and early in November. On October 17 the City Finance Committee reviewed the Library's 2020 operating budget, which was approved by the full council on November 5. The Finance Committee asked several questions about the feasibility study and planned upcoming renovations.
- WLA Conference:** Along with several staff, I attended the WLA annual conference in the Wisconsin Dells October 8-11. I was very pleased with the positive reception at the conference to the WPL-led presentations.

3. **Bridges App RFP:** As chair of the Bridges Library System Technology Committee I am part of the group selecting a vendor for a Bridges App. The app will provide easy mobile device access to the library catalog, events, and patron accounts. App selection will be finished by the middle of January.
4. **Bridges Director Selection:** I have volunteered to be on the committee selecting the next director for the Bridges Library System. Initial interviews are scheduled for the week of January 20. The committee is hopeful to have a new director in place by late March, 2020.
5. **WPLC Summit:** I attended a Wisconsin Public Library Consortium summit on October 25 in Stevens Point. The summit was a response to changes in the e-book industry, particularly in response to changes from Macmillan publishing preventing libraries from buying multiple copies of their ebooks.
6. **Director's Retreat:** I attended the SEWI (Southeast Wisconsin) Director's Retreat on November 1 at the Menomonee Falls Public Library. Library directors from Bridges, Milwaukee County, Monarch, and Lakeshores attended the morning meeting. Cindy Fesemyer from the Department of Public Instruction (and most recently from the Columbus, WI public library) spoke on community engagement and announced an exciting initiative for 20 public libraries to participate in a community engagement cohort, training staff and community members on effective community engagement practices. Nick Dimassis, Beloit Public Library Director, spoke on changes made in Beloit designed to provide better public service.

John Klima, Assistant Director

1. **Children's Public Computers:** Instead of replacing the Children's public computers with the same model as on the first floor of the Library, Children's asked for computers better suited to gaming applications for their patrons. We've selected computers with faster processors and better graphics along with new, larger monitors. The equipment has been ordered and should be in the Library well before the end of the year.
2. **Children's Launchpad/Tablet Replacements:** Children's has two sets of older equipment to replace: iPads used for programs and Launchpads (portable devices pre-loaded with learning apps and games) which circulate. We are testing Amazon Fire 8 for Kids devices to see if they will meet either or both needs.
3. **Technology Plan:** I completed a revised draft of the technology plan and delivered it to Bruce. I also sent a link to the document to Tony Chiantello in order to get his input.
4. **One-to One Training:** Tony and I met with Amy Welch and Kathryn Weisbeck to develop a plan for one-to-one technology training for patrons. The plan will provide a staff member once a week for tech help. Patrons will be able to receive in-depth assistance on computer issues. The reference staff is tracking computer questions during the month of November to determine what time will work best. Amy and I will coordinate staff to work these days.
5. **Windows 10 Updates:** Tony continues to update all computers to Windows 10. Tony has done an excellent job of handling the updates including communicating with department heads and responding to issues that arise.

Carolyn Peil, Technical Services Manager

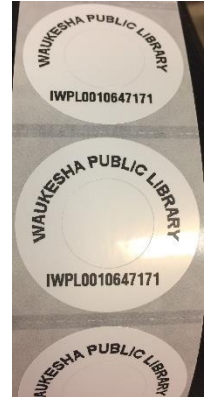
- 1. Technical Services Activities:** A third label printer was installed in Technical Services this month. This one will be dedicated to printing "donut" labels for our A/V discs. Instead of writing out barcode numbers by hand for multiple disc sets, sometimes 20 to 30 times, we will now just print out these labels.

The Wisconsin Library Association annual conference was held this month in Wisconsin Dells, and I was very fortunate to attend. Some of the sessions I attended covered outreach services, hiring and keeping employees, creating usable public spaces, a Technical Services Q&A, and our EDI committee's presentation.

I also attended the first SEWI Technical Services Meet-Up on October 15. This was a chance for technical services staff from five Southeastern Wisconsin library systems to discuss issues affecting work flow.

The Authority Clean-Up Project began October 30. The Polaris catalog was frozen until November 5 with no changes possible to bibliographic records. For the catalogers, this hinders our workflow as we cannot alter any existing bibliographic records during this time.

"Flipster" is the e-magazine service Waukesha Public Library provides. Library Assistants Cindy Detro and Jenn Ubert labelled the 68 physical versions of titles we receive which are part of this service in order to better market the service.



Therese Lyons, Head of Circulation

- 1. Departmental Happenings:** On October 2, I represented the library at the Waukesha Noon Lioness Club's annual dinner and accepted their generous donation of \$250 for the library. Other recipients included The Women's Center, Easter Seals, St Joe's Clinic, and the Hope Center.

On October 31, the Circulation department held its annual Halloween party. This year patrons enjoyed staff dressed up as spiders, cats, angels, pirates, and princesses. In addition, thanks to Lea, one of the Circulation LAs, the interior book was dressed up as the Monster Book of Monsters from Harry Potter.

- 2. Meetings:** On October 17, I hosted the Interdepartmental Networking meeting here at the library. Representatives from various city departments attended. This meeting provides an opportunity for mid-management city employees to share information on a more informal basis. Topics included updates on the City Hall project, the fire department's initiative to include Waukesha icons on their trucks, and new road and building projects planned for the city.
- 3. Continuing Education:** On October 4, I viewed a webinar entitled *What Does Your Coaching Style Say About You?* The presenter described four different coaching styles: direct, spirited, systemic, and considerate and concluded that effective coaches create a match between their style and the situation. Coaching was defined as the process of creating high performance, improving poor performance, and encouraging change and learning.

On October 7, I attended a webinar entitled *A New Way to do Team Building Training*. Key elements of how to build a successful cohesive team were highlighted including creating a cooperative atmosphere, balancing planning and implementation, and working problems out in advance of implementation.

On October 9, 10, and 11, I had the opportunity to attend the WLA conference in the Wisconsin Dells. During the conference, I attended presentations on motivating staff, the importance of honest interactions and feedback with staff, an analysis of the changes in three libraries after going fine free, the creation of memory kits for the benefit of those suffering from, and those caring for people with memory loss, and suggestions on how to raise funds for libraries. I also attended sessions on how to introduce change to your library staff and how some libraries, like Beloit, have changed their whole organizational structure to better meet the needs of patrons and provide more opportunities for staff.

Kori Hall, Head of Program Development and Community Engagement

1. NEA Big Read/Waukesha Reads: We had such a great time celebrating the book *Lab Girl* by Hope Jahren with our community this year. Following are some of the 2019 Waukesha Reads highlights:

- 2,050 copies of *Lab Girl* were distributed in the community. In addition, Carroll University and Generac purchased and distributed another 100 copies to promote their special events.
- *Lab Girl* was such a popular title that we ran out of free books on October 3.
- An estimated 5,000 people came to Retzer Nature Center's Apple Harvest Festival, where Waukesha Reads volunteers gave away nearly 500 books and many more event calendars.
- Our Baraboo Bound bus trip to Devil's Lake Lavender Farm, the Driftless Glen Distillery, and the Aldo Leopold Foundation completely sold out.
- 275 people came to see NASA astrophysicist Michelle Thaller at the Waukesha Civic Theatre.
- 89 people came to Carroll University to hear Emily Graslie speak.
- 73 people came to the Library to hear R. Bruce Allison talk about Wisconsin's famous and historic trees.
- 62 people went to the Retzer Nature Center to learn about the history of the Retzer Family.
- 58 people went to the planetarium to hear Dr. Karen Andeen talk about her work at the South Pole's IceCube Neutrino Observatory (with accompanying planetarium show).
- 61 people came to the Library to learn about and meet the Midwest Conservation Dogs.
- 80 people came to hear the Waukesha Reads Cabaret at the Southeast Wisconsin Festival of Books, and 28 people attended the scholar panel.
- The community painted and distributed over 200 rocks promoting Waukesha Reads in the area. Photos are still showing up on the Waukesha County "Rocks" Facebook page!
- 86 spots ran on Wisconsin Public Radio promoting Waukesha Reads.

- 650 people attended/played in the School District of Waukesha's fall concert, which had a *Lab Girl* theme.

Those are just a few of the events that have been happening all over town this month, and none of it would be possible without the collaboration of our Waukesha Reads partners and our dedicated volunteers.

Amy Welch, Information and Adult Services Manager

1. **Wisconsin Library Association Conference:** Three Information Services Librarians attended this year's Wisconsin Library Association Conference in Wisconsin Dells. Librarians Kelly Bolter and Paula Mason (along with staff members Khorye Huffman and Olivia Langby) presented on how they formed the committee and started implementing EDI-centered education and changes at WPL. As part of the Literary Awards Committee, Librarian Elizabeth Craft participated in this year's awards ceremony. All three also attended several sessions.
2. **Ordering:** Based on reports from Acquisitions, we are well on our way to spending the entirety of our materials budget by our cutoff date, December 4. Even with adjustments to collection areas over the summer, I am proud to say that our Reference staff has done an excellent job ordering items that fit the needs of our community. We have a little over a month left to spend the remainder of our materials budget, and I am confident we will do so.

Kerry Pinkner, Children's Services Manager

1. **Programs:** Total program attendance for this past month is higher than October 2018 by 7%. Last year, the total monthly contacts included 930 children and adults who attended the author visits at the schools.

<u>Programs</u>	2019	2018
Total Events	101	96
Total Contacts	3917	4575

Impromptu gaming and activities for the afterschool crowd has helped build relationships with the students and has reduced the number of behavior challenges.

2. **Star Wars Activity Day:** More than 200 people attended the two-hour drop-in event. Our celebrity guests from the 501st Legion-Wisconsin Garrison were a big hit with families who participated.
3. **Community Partnerships and Outreach:** We continue to provide weekly outreach and storytimes at the Hebron House homeless shelter for women and families. The Popup Library device, now located at the shelter, is a small network device that provides families with smart devices instant access to certain e-resources without a library card.



4. School Visits:

School	# of Visits	# of Contacts
Kids' Choice Booktalks	12	789
Les Paul 6 th grade visits to WPL	9	202
Saratoga 6 th grade visits to WPL	26	

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

Total CLL visits	9
Total CLL student contacts (not including Les Paul sixth grade visits or Kids' Choice)	150

- Biweekly CLL visits to the afterschool programs at Hadfield and Whittier
- Library Lunch Bunch
- Waukesha South ninth grade AVID class visits. Shared information about library databases, as well as telling students about other opportunities available at the Public Library.
- Met with Dan Keyser, Melissa Yow, and Amy Riebel, school district administrators, to update them on CLL programming over the past several months.
- Met with Kara Morris, Title I teacher at Heyer, to discuss opportunities at that school.
- Kids' Choice school visits
- Visited three classes at Horning Middle School,
- Les Paul 6th visits to WPL
- Attended School Library Partnership meeting at Jefferson Public Library with Malena Koplin from the school district.

6. Professional Development and Team Meetings:

Wisconsin Library Association Conference

- *Connect and Create Panel Discussion: Public and School Librarian Collaboration Projects:* Michele Gagner and I participated on a panel discussion and shared details about the LSTA grant received in 2018 that allowed us to bring a bilingual author to two school all grade assemblies and one presentation at our library.
- *Diversity Grows and so Do We!* Michele and I also presented information about our partnership with the school district, and areas we are removing barriers, especially to underserved students.

Library Associate, Jason Penckofer and I met with Librarians from Milwaukee, Wauwatosa, and Pewaukee libraries to discuss the role that incentives play in encouraging literacy and summer reading. Wauwatosa Library recently eliminated all prizes and coupons from their summer reading program, and it did not have a negative impact on the program or number of readers who registered and participated.

Jim LaPaz, Head of Building Operations
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1. **Building:** Waukesha Carpet and Vinyl returned to re-glue some loose carpet on a few stairs. They also measured the elevator for vinyl replacement.

We experienced an ice buildup in ductwork in admin. Jay from Hennes replaced filters and a belt on the rooftop unit, which was the likely cause.

Stanley replaced a magnet on a security door that had failed and had generated 2 false alarms.

After consulting with Therese and Amy, I made changes to the Fire, Tornado, and Bomb Threat Procedures. These changes deal with areas that Circulation and Reference need to clear during an emergency. Because of the larger staff that Circulation has, I gave them slightly more area to cover.

2. **Meetings:** I attended 4 meetings regarding the Moving Vietnam Wall that is coming to Waukesha in 2020. The full committee met at Park/Rec, then a volunteer subcommittee, a meeting with a Vietnam vet who has helped with 26 Moving Walls, and finally a printer for commemorative and volunteer t-shirts.

I attended a meeting of the Park/Rec Security Committee. It consists of employees from Park/Rec, the Police Department, and me. We talked at length about homeless issues in Waukesha, graffiti in the parks, and City Hall construction. Voting is being moved to the Schuetze Building and Municipal Court and Council meetings will be held at Park/Rec.

3. **Continuing Education:** I attended a webinar by Niche Academy called Library Security Solutions. It was put on by Steve Albrecht, author of several books including Library Security, published by ALA. It was a very well-done webinar dealing with practical problems, tips, and solutions. Happily, most are familiar to us and we respond in a very similar manner to how he suggests.