

Administrative and Staff Reports for January 9, 2020

Bruce Gay, Library Director

1. **Staff Training Day:** All staff met on Friday, December 6, for the library's annual staff training day. In the morning staff watched the Emilio Estevez film, *The Public*, which focuses on the Cincinnati Public Library during an extreme cold spell and the homeless population that depended on the library. After the movie staff met in small groups to discuss issues around homelessness. In the afternoon we had a speaker on healthy eating habits from the Waukesha Employee Health & Wellness Center. Later, individual staff members reported out to the entire group on initiatives they had instituted to improve the library. Overall it was a very useful day.
2. **Feasibility Study:** The ad hoc Funding Committee and Finance Committee of the board met on December 19 to review the three RFP responses for a feasibility study and capital campaign. I would like to thank the board members who gave serious attention to this issue.
3. **Staff Meetings:** I met with all staff during November and December in small group meetings. For each meeting, I asked three questions: 1) What is one thing we should change to make our customers' experiences better? 2) What is one thing we should change to make your work life better? 3) Is there anything else you'd like to discuss? Staff came to each meeting prepared to discuss. I'll work with the managers to find solutions to as many of the issues raised from these as possible in the next months.

Carolyn Peil, Technical Services Manager

1. **Technical Services Activities:** Technical Services staff held two meetings during December to prepare for the annual magazine weed in January.

Library Associates Jill Cefalu and Amanda Neuendorf closely monitored the budgets for both Adult & Children's materials in December to make sure funds were spent by December 31st. This is always a guessing game of trying to figure out what materials will arrive by the end of the year and what will not—this year we were hindered by slower than normal service by our primary supplier, Baker & Taylor.

A Children's new video game collection will be unveiled in January. We had hoped to roll the collection out during late December, but our order took much longer than anticipated to arrive.

I met with Bridges Database Librarian Beth Bechtel on December 23rd to go over our plans for the upcoming changes to our DVD collection. We are able to make "bulk changes" to the item records for our non-fiction and "series" DVDs to enable these items to circulate for 14 days. Performing a bulk change allows multiple records to be changed with just a few key strokes, instead of working with records individually.

Therese Lyons, Head of Circulation

1. **Departmental Happenings:** This month, the Circulation department participated in the city decorating contest. The Mayor and City Administrator were the judges. Although we did not win, it was a tremendous teambuilding experience and the department looks awesome.

2. **Meetings:** On December 17, I participated in a Waukesha Leadership Alumni volunteer initiative. Alumni welcomed new Leadership graduates and together we wrote encouraging notes which were placed in hats and mittens going to children in Waukesha after school programs.
3. **Continuing Education:** On December 17, I watched a webinar entitled "Courageous Leadership: A Training Program that Creates Workplace Courage." The premise of the program was that courage can be taught and should be encouraged because courageous workers are happier, more creative, and more productive.
4. **Staff Updates:** Two of our 20-hour pages, Micah Knapp and Addie Radandt, submitted their resignations. Both have secured Internships in their chosen fields. They will be leaving us in January, and we wish them well.

Kori Hall, Head of Program Development and Community Engagement

1. **NEA Big Read —Waukesha Reads:** Waukesha Public Library's 2019 NEA Big Read final report was submitted to the NEA/Arts Midwest on December 11. Just over 11,000 people attended *Lab Girl* programming this year, showing that Waukesha Reads continues to be a popular and successful event in our community. The Waukesha Rotary Club Charitable Fund also contributed money to our NEA Big Read, and I submitted a final report to them on December 18.

Waukesha Reads 2020 is already in the works. The Steering committee met in December and selected the book, which was chosen from a list provided by the NEA. Because we will be applying for another NEA grant, it was necessary to choose a book from their list of titles. The grant application is due on January 29, and, per NEA guidelines, the title is confidential.

2. **AARP Tax Site:** The Library is very excited to be an AARP tax assistance site again this year. On Thursdays from February 6 through April 9 AARP volunteers will help people prepare and submit their taxes. Appointments are required and can be made starting in early. Any age or income level is eligible to participate. This was a hugely popular service last year, and we are thrilled that AARP will be partnering with the Library again in 2020.
3. **Retirement:** Sue Moore retired from the Library effective January 3. Sue worked for 18 years as our Library Associate in Programming and Public Information and will be missed very much by her co-workers and the patrons who attended her programs. We wish her all the best in this new chapter of her life.

Amy Welch, Information and Adult Services Manager

1. **2019 Teen Programs:** Our Teen Librarian, Carley Rymkus, has worked very hard to increase teen programming in 2019. She added two new monthly programs, the Teen Gaming Club and the Teen Homeschool Hangout, and has started offering afterschool activities once a week during the school year in addition to our other regular programs. Carley and our Community Library Liaison, Michele Gagner, made more visits to local schools in 2019, including informational presentations and fun lunch time activities. Carley also held Welcome Week activities at the beginning of the 2019/2020 school

year. Carley has done a fantastic job planning interesting and engaging programs for our teens and has made every effort to show them what the Library has to offer. Carley's 2019 Teen Statistics write-up details her goals, programming and results throughout the year.

Total Teen Programs

2019: 87 **2018:** 55 **2017:** 56

Total Teen Participation

2019: 1,420 **2018:** 663 **2017:** 610

- 2. The Zine Volume 14:** This December, the Teen Manga and Anime Club created volume 14 of their publication, The Zine. The Zine has been released twice a year since 2013. A circulating copy of each issue is added to the YA Magazine Collection upon release, and a limited number of free copies are available for teens to take. Each member of the Teen Manga and Anime Club received their own color copy at the December meeting. Volume 14 compiles artwork, games, reviews, word searches, a memory drawing game and more submitted to our YA Librarian over the last six months.

Kerry Pinkner, Children's Services Manager

- 1. Programs:** Attendance at some of our more popular December events:

- Holiday Storytime: 152
- Music Celebration & 1Kb4K Graduation: 79
- Gingerbread House programs: 667

<u>Programs</u>	2019	2018
Total Events	36	39
Total Contacts	1693	1911

Removing registration for our Gingerbread House classes more than doubled the number of people who were able to attend. 2018 total attendance was 304 people compared to 667 people who participated in 2019. (Not all the graham crackers made it to the construction phase – see photo below).

Total attendance was down due to a decrease in the number of uses of our drop-in early literacy activity (6 vs. 297).

- 2. Community Partnerships and Outreach:** Staff and patrons enjoyed Christmas carols in the Children's program room compliments of students from Les Paul Middle School.

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

- Whittier Family Night – Read-alouds and craft activity at evening holiday event. 25 children, 15 adults.
- Coordinated Whittier all-school field trip – students heard read-aloud and toured library. 210 children, 25 adults; about 35 students received library cards.



- Met with Theresa Maier, special ed teacher from Les Paul Middle school; will begin library visits and sensory story time with her students w/intellectual disabilities in January.
 - Giggly Hugs @ Hadfield and Whittier: Exchanged books, did read-aloud and craft activity. Extra visit to Hadfield; did read-aloud and gingerbread house activity. 58 contacts with children, 8 contacts with adults.
 - Library Lunch Bunch @ Horning: Built gingerbread houses and shared ideas for second semester programming. 78 children, 3 adults.
 - 371 student contacts (including 210 on field trip, with other WPL staff participating) 51 adult contacts.
- 4. Volunteers:** We are grateful for the many volunteers we had during the month of December. They prepared more than 650 gingerbread house supply bags. In addition, volunteers helped us prep for programs and clean our DVD shelves.
- 5. Professional Development and Team Meetings:** As part of the Leading Waukesha program I participated in a group project at the Waukesha Food Pantry. Each of the smaller groups also had an opportunity to interview a leader from a local profit or non-profit organization. My group met with Amber from Community Care, a nonprofit organization that helps adults with long-term care needs live as independently as possible. This program is a rewarding experience for employees looking to connect and learn from colleagues who work at other City of Waukesha departments, in addition to expanding their leadership skills through discussions, interviews and book presentations. I highly recommend this program.
- All staff participated in Staff Ed Day.
- 6. Miscellaneous:** We worked with Bruce and Mona Deming from Embury to re-upholster some of the worn loveseats, chairs and bench cushions. The change in fabric gave new life to the furniture and has created a more inviting space.

Library Associate, Jason Penckofer has been working with our IT Department to add family friendly games to the new computer equipment that we hope to have out by the beginning of the year. We interviewed the afterschool crowd and parents to find out why our patrons use computers in the Children's Room and suggested equipment and games that will best meet the needs of our families.

Jim LaPaz, Head of Building Operations
--

- 1. Building:** Maintenance painted two study rooms and installed chair rails. Dillaber's repaired the lock on one of our front power doors.
- 2. Meetings:** I attended two meetings for the Moving Vietnam Wall. We plan to ramp up volunteer recruiting in January.
- I attended a meeting of the Park/Rec Security Committee. We discussed the high school shooting, CPR, homeless issues, drug use in the parks, new Park/Rec cameras, and Park/Rec security during court sessions and council meetings.

3. **Behavior:** We issued a two-year ban to a customer who assaulted another customer in the building and was arrested. The man has had eight incidents since 2012 and has previously served three one-year bans.

We issued a 1-year library ban to a man who was harassing and stalking female library staff members.