

## Administrative and Staff Reports for February 13, 2020

### January Circulation

January 2020	January 2019	Change	Year to date 2020	Year to date 2019	Change
82,300	85,453	-3.69%	82,300	85,453	-3.69%

### January E-Circulation

January 2020	January 2019	Change	Year to date 2020	Year to date 2019	Change
9,289	8,814	5.39%	9,289	8,814	5.39%

### January Library Visits

January 2020	January 2019	Change	Year to date 2020	Year to date 2019	Change
31,127	30,309	2.69%	31,127	30,309	2.69%

### January Library Card Registrations

January 2020	January 2019	Change	Year to date 2020	Year to date 2019	Change
534	275	94.18%	534	275	94.18%

### January Computer Use (hours)

January 2020	January 2019	Change	Year to date 2020	Year to date 2019	Change
2,970	2,568	15.65%	2,970	2,568	15.65%

Bruce Gay, Library Director

- 1. First Floor Renovation update:** I had an introductory phone meeting with Library Strategies to move forward with the feasibility study. The initial task will be the creation of a feasibility study committee.
- 2. Census 2020:** I'm serving on the Complete County Committee for the City. The library has hosted a twice-weekly census taker application table where volunteers working for the census are trying to sign up census takers.
- 3. Bridges Director Search:** I participated in first and second round interviews for the new Bridges director, held at the Waukesha County Courthouse. At a special Bridges board meeting to be held on Wednesday, February 12, the hiring committee will make a recommendation to the full board for their approval and subsequent job offer. The board would like a new person to be on board by the middle of March.
- 4. Public Speech:** I spoke at St. Mark's Lutheran Church in Waukesha to a group of senior citizens. The group was gracious and very interested.

1. **ALA Midwinter Meeting:** I attended ALA's Midwinter meeting in Philadelphia. My main purpose for going was the first formal meeting of the Digital Content Working Group but I was able to attend a number of sessions that dealt with technology, patron privacy, and eBook access (which is the main charge of the working group). I was also able to meet with several of our vendors in the exhibit hall. It's always beneficial to be able to have a face-to-face meeting with vendors. I learned a few tricks about Polaris I didn't know and also learned of some new features coming for our scanning station.
2. **Sorter:** I got a call on New Year's Eve that the book return was down. I logged in remotely and saw that the message was a stuck book. When I was able to get to the Library, I found a book stuck in the roller bin—the book's cover was stuck between rollers—we put out when we're closed for consecutive days. I sent photos of the stuck book to mk to get their opinion on how to avoid this in the future. The roller bin is designed to be placed on the end of the conveyor, so books dropped gently on to the roller. We've placed on one of the side bins so that the pusher arms are moving books onto the roller bin. The next time we need to use the roller bin we're going to put the roller bin at the end of the conveyor and see if that resolves the problem.
3. **Display TVs:** Tony has been working on replacing the computers that are connected to our display TVs so that we can have them running Windows 10 since Microsoft support for Windows 7 has ended. The only two remaining are in the Teen Zone and Boardroom.
4. **SelfCheck Updates:** Bibliotheca updated our SelfCheck computers to run Windows 10. They also upgraded the receipt printers at the same time. The new computers in the SelfChecks are much smaller which should help with performance and maintenance; the old computers took up most of the free space inside the SelfCheck which made it difficult to work on the computers.

1. **Technical Services Activities:** On January 2, we had 1,429 un-cataloged items in Technical Services. For comparison, last year we had 1,462 items needing cataloging; in 2018, only 563.

The annual magazine weed started on January 6 and was completed on January 15<sup>th</sup>. This year a greater number of back issues were weeded. Circulation for magazines more than 2 years old is minimal so keeping them is not a good use of space. Additionally, many of the popular titles are available through the "Flipster" service, making paper copies redundant. In all, 5,590 magazines were removed from the collection: Adult: 5,169; Reference: 135; Children's: 286.

In conjunction with this year's magazine weed, we worked with Information Services Manager Amy Welch to try a "magazine sale" for discarded issues of popular titles.



- 2. Staff Education and Development:** The Wild Wisconsin Winter Web Conference was presented January 22 & 23. I attended 2 sessions this year, "Making the Most of the Space You Have," and "From 'Participation Trophies' to 'Retire Already!'" I took away a few good thoughts from the former, especially considering the proposed 1<sup>st</sup> floor redesign. The second session was disappointing and did not provide me with much information.

Therese Lyons, Head of Circulation

- 1. Departmental Happenings:** Circulation has been busy creating new cards for school groups (including 200 for Heyer school this month), looking for lost and missing items on shelves, updating our business card accounts, and reviewing Circulation procedures.

In January, I met with the Circulation department for quarterly check ins. Wonderful ideas were discussed, many evolving into SMART goals. They included better billing notice language, new announcements, different signage for the interior book drop and book return, a new welcome pamphlet, new sign-up sheets and signage for volunteers, developing a volunteer appreciation schedule, and learning how to pull customer holds from an electronic list. We are anxious to move forward with these initiatives that will lead to better customer service.

- 2. Meetings:** On January 8, we had our first meeting exploring how we can serve our patrons more quickly and efficiently by cross training desk staff. The "No More Pinballing" committee has already created a list of ideas to explore that should decrease the amount of times that customers are sent back and forth between desks.

- 3. Continuing Education:** On January 10, I viewed a webinar entitled "*The Ten Behavioral Questions to Ask to Prevent a Bad Hire*" The questions focused on how potential employees interacted with others, solved problems, and handled conflict.

On January 23, I attended two sessions of the Wild Wisconsin Winter Convention. The first focused on how to best use the space you have in your library and the second focused on how to manage a multigenerational department.

- 4. Staff Updates:** We said goodbye to two long time shelvees, Micah and Addie. They will be missed. We have posted the two 20-hour shelvee positions and plan to have the vacancies filled in February.

Kori Hall, Head of Program Development and Community Engagement

- 1. Programming Highlights:** On January 9, the Library held a Red Cross community blood drive. Twenty donors participated, donating 13 pints of blood and potentially saving up to 69 lives.

As part of the Library's Martin Luther King, Jr. Day celebration, we partnered with Plowshare Fair Trade Marketplace to show the documentary *Remembering Bronzeville*. Despite the severe snowstorm that hit the night before, 42 people showed up to watch the film and to have a discussion with local filmmakers Karen Slattery and Mark Doremus. Unfortunately, Clayborn Benson III, the founding Director of the WI Black Historical Society and Museum in Milwaukee, was not able to join us due to the weather. Even so, we had an excellent discussion about the documentary, and the Library happily accepted a copy of the film to add to our collection. Many thanks to Plowshare Fair Trade Marketplace for helping us arrange this educational Saturday morning.

The Library offered staff the opportunity to attend the sixth annual Wild Wisconsin Winter Web Conference held January 22 and 23. This free, state-wide virtual conference offers a variety of library-based training sessions and is a great way to connect with other library workers around Wisconsin. Eight, one-hour sessions were selected for viewing, with topics such as workplace culture, adult services, incorporating EDI values into readers' advisory, community engagement, programming with purpose, emotional intelligence, and taking a break from your smart phone. The sessions have been archived so that they can be viewed by additional staff members in the future.

AARP volunteers will be offering tax assistance in the Library on Thursday mornings, February 6 through April 9. Currently, all our appointments are filled. This service has been hugely popular, and we are thrilled to be able to offer it to our community.

- 2. NEA Big Read —Waukesha Reads:** The grant application for Waukesha Reads 2020 was submitted to the NEA/Arts Midwest on January 22. We were honored to receive \$15,000 in 2019 and are hopeful that we will obtain another grant this year. WPL has received NEA Big Read grants for 10 of the 13 Waukesha Reads programs that we have conducted thus far. We will find out if we received a grant near the end of April.

Amy Welch, Information and Adult Services Manager
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- 1. Tax Forms:** Federal and State tax forms were put out the week of January 13. We decided to move the forms to the empty tables behind the Reference Desk so that customers may get the paper forms they need, ask questions at the desk, and use the Tax Computer all in the same area. Demand for forms is as high as ever. We are happy to continue offering this valuable service to our community.
- 2. Continuing Education:** On January 22 and 23, we showed several of the Wild WI Web Conference sessions in the Board Room. Reference staff watched some sessions live and others at their desks as time permitted. This month we watched *Adult Services 101*, *#OwnVoices for All Readers*, *Level Up on Your Social*, and *From "Participation Trophies to "Retire Already."* Staff is welcome to watch more webinars after they have been archived.

Elizabeth Craft attended the first 2020 LITA meeting this month in Madison. Meetings will be held once a month, with the final meeting in June. LITA is the Wisconsin Library Association's Literary Awards Committee, and this is Elizabeth's second year on this committee.

- 3. Inclusive Services:** Kori and I attended this month's Inclusive Services meeting hosted at Pewaukee Public Library by Bridges. We discussed ways to make the Library

more accessible, both as a physical space and as an electronic space, and we discussed the outcome of the Accessibility Study completed at several Bridges libraries in 2019. It was eye opening to see what changes need to be made to better serve our community, and what changes other libraries have already started to make.

Kerry Pinkner, Children's Services Manager
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- 1. Programs:** Even the snowy weather didn't keep people from enjoying JanBoree events at the library. 312 people stopped by to enjoy polka music, Mendhi art, and a variety of other "Around the World" activities and games. Library Associate, Chris Sturdevant was interviewed about JanBoree by Channel 58.

<b><u>Programs</u></b>	<b>2020</b>	<b>2019</b>
Total Events	55	42
Total Contacts	2457	2573

Sunday FUN-Days - Every Sunday we offer an informal STEAM program for our creative young library users and their families. Art supplies, games and other activities are available in the program room during open hours. This has been a great way to use up leftover supplies from other programs and offer an activity that requires limited staff time.

The new computers have arrived in the Children's Department and the kids love them! Faster speed, more memory, bright lights, and a view of the inner workings are getting rave reviews.

- 2. Community Partnerships and Outreach:** Exciting news! The library has been added to the School District of Waukesha's Van Delivery route.

I attended the Hispanic Collaborative Network (HCN) quarterly meeting with Library Associate, Olivia Langby. This meeting is an opportunity for us to share information about our programs and resources with representatives of organizations who have a similar mission to our own.

I met with a Carroll University student who is interested in interning at the library. She will be available on most Wednesdays, February thru April, from 3:00-6:00 p.m. for any children or families needing Spanish-language assistance. She will also help us translate library fliers and brochures when needed.

- 3. Community Library Liaison (CLL) Update:**

- Began biweekly sensory storytimes and library visits from special ed class from LPMS.
- Two book discussions at Lowell School.
- Literacy Night at Meadowbrook School.
- Afterschool programs at Hadfield and Whittier and Library Lunch Bunch at Horning.
- Coordinated Heyer all-school field trip – 380 children attended, approximately 210 registered for library cards.
- Grant proposal accepted for First Grade Book Buddies project at Title I schools – partnering with Trish Goodspeed, Title I coordinator.

- 4. Professional Development and Team Meetings:** We finished the first round of NEO GOV Check-ins for 2020.

I received a Certificate of Achievement at the *Waukesha Leads* graduation event.

Librarian I, Kaushalya Iyengar is serving as the 2020 WAPL Conference Program Co-Chair.

Library Associates, Jason Penckofer, Kelli Cramer and Olivia Langby attended the Bridges Mock Awards. Library Staff & School Librarians meet to discuss notable children's books published in 2019 and predict the award winners that are announced each January at the American Library Association's Midwinter meeting.

Olivia and Kaushalya worked with others on the EDI committee to plan several successful Martin Luther King, Jr. events for the month of January.

Jim LaPaz, Head of Building Operations
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1. **Staff:** Custodian Bruce Hansen retired after 35 years of service to the library.
2. **Building:** Hennes was called in for boiler issues. A frequency drive was replaced and both boilers were working as they should.  
Carpet and Vinyl of Waukesha replaced the vinyl flooring in the elevator.  
A key was broken off in the staff entrance lock. Aro Lock and Door came to repair it.  
Automatic Entrances was called in to work on a front door that would not lock.  
Nation's Roof was called in to repair a large hole in the roof above technical services.  
Ahern repaired deficiencies in our sprinkler system that were identified in our last inspection.
3. **Behavior:** We issued a two-year ban to a man who was drunk with open intoxicants. The man has previously served three one-year bans and one two-year ban, all of which involved alcohol.  
We banned two men for 1 year each who had drunk alcohol in the building and passed out.
4. **Meetings:** I talked to Reference staff about active shooters and emergency exits and took them around the building.

I attended a volunteer subcommittee meeting for the Moving Vietnam Wall. We are starting to contact groups in Waukesha to start filling time slots when the Wall is here.

I consulted with the Police Department on bed bugs.

I attended a session of the Wild WI Winter Web, Best Practices in Managing a Multigenerational Library Staff. Essentially, she went through stereotypes of the different generations as well as traits from research. Her conclusions were that workers of all generations have similar values and needs, that generational differences have been overstated, that we all have the same priorities but in different orders of importance, and that generational differences at work are small. I disagreed with almost all of this. Also, she never got around to best practices.