

## Administrative and Staff Reports for March 12, 2020

### February Circulation

February 2020	February 2019	Change	Year to date 2020	Year to date 2019	Change
80,060	82,186	-2.59%	162,360	167,639	-3.15%

### February E-Circulation

February 2020	February 2019	Change	Year to date 2020	Year to date 2019	Change
8,657	7,840	10.42%	17,946	16,654	7.76%

### February Library Visits

February 2020	February 2019	Change	Year to date 2020	Year to date 2019	Change
31,852	32,600	-2.29%	62,979	62,909	0.11%

### February Library Card Registrations

February 2020	February 2019	Change	Year to date 2020	Year to date 2019	Change
304	238	27.7%	838	513	63.4%

### February Computer Use (hours)

February 2020	February 2019	Change	Year to date 2020	Year to date 2019	Change
3182	2475	28.56%	6152	5044	21.96%

Bruce Gay, Library Director

- 1. Wisconsin Libraries Transform Communities:** In December I applied to be a "coach" in this Department of Public Instruction initiative. In early February I learned I'd been accepted. DPI describes the program as "an 18-month masterclass in authentic leadership, resilience, and self-care." The program includes both "teams" and "coaches." Each coach will be working with two teams for the next year and a half. The program includes several multi-day meetings at different locations in the state, all paid for by DI. The first webinar meeting was held on Friday, February 14. As I continue, I'll share more. Kerry Pinkner was accepted as part of a team in the program.
- 2. Feasibility Study:** I met with Mayor Reilly for his ideas on names of people who might serve on the feasibility study committee. I've uploaded images from our predesign work for Library Strategies to review in anticipation of the study in the next month.

John Klima, Assistant Director

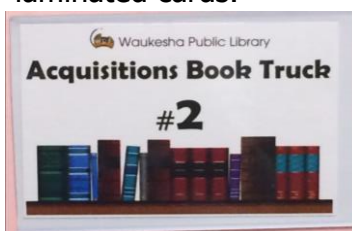
- 1. Children's Computer Usage:** Now that we've had a full month with the new children's computers, we can see what type of impact they are having. The number of sessions almost tripled from January to February (85 to 237) and the amount of time used on those computers almost quadrupled.

2. **Public Copiers:** The company that provides service and maintenance on the public copiers funded by the Friends stopped in to discuss upgrades. The equipment has outperformed expectations but is more than ten years old. We will work with the Friends once we have discussed a replacement quote.
3. **3D Printer Demo:** A member of the public requested a demo of our 3D printers. Jason and I showed the two different printers we have in the building and discussed pros and cons of both. The patron in question has been going to the Milwaukee Maker Space but is part of a group that is interested in starting something based in Waukesha that would be easier to attend more frequently.
4. **Chili Cook Off:** We held our annual staff chili cook off and Children's was able to retain their trophy for another year. This is a fun event that showcases the talent that lives in our staff.
5. **Microsoft Teams:** I held a short training session for managers at our last heads meeting. Teams lets employees chat with each other, share files, share computer screens, and collaborate in a number of other ways. I had hoped it would be a way that desk staff could communicate to managers discretely, but it give notifications inconsistently and may not be a solution. The reference staff has used Teams successfully to communicate with staff for when backup on the desk is needed.
6. **Tech Help:** Amy, Kathryn, Tony, and I met to talk about our plan of providing extra tech help for the public to take some of load off the reference desk. After tracking requests over the last two months of 2019, Amy found the Tuesdays tended to be the days that people asked for help with technology. The four of us will start a rotation providing technical help for the public on Tuesday afternoons in April.

Carolyn Peil, Technical Services Manager

1. **Staff Education and Development:** Librarian Sara B. officially became a full-time member of Technical Services although she will continue to cover daily Reference desk shifts and retains some selection.
2. **Technical Services Activities:** Information Services was short staffed, so I gave a tour of the library to 3 people from Spring City Corner Clubhouse on February 6. This organization aids adults diagnosed with mental illness by offering support, social connections and job skills training to its members. The attendees were all amazed at what WPL offered; I hope they will take advantage of our services going forward.

Acquisitions staff Jill & Amanda created some informational cards this month. Instead of reusing small post-it notes to know when deliveries were made or in what order to receive items, we now have large, colorful book truck magnets and laminated cards.



Library Page Tracy E. and I are helping to plan this year's Volunteer luncheon which will take place in April. The first planning meeting was held on February 5<sup>th</sup>.

We received our periodicals renewal information from WT COX late in February. Cindy, Jenn, Jill & Amanda met on the 26 to begin reviewing the 61-page document.

- 3. New Collection-Children's Video Games:** 82 video games were added to the collection in early February. During February, these games circulated 171 times. (They currently circulate for 7 days.) The games are currently located on the Children's Information Desk. Eventually they will move to a permanent location with the other A/V collections.



Therese Lyons, Head of Circulation
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- 1. Departmental Happenings:** Staff attended the first Wednesday Wisdom session on how to formulate effective SMART goals. They also continued to make new library cards for new library card holders from the Waukesha schools.
- 2. Continuing Education:** On February 19, I watched a webinar entitled "Caring For Customers-a Disney Inspired Approach to Community Engagement." The focus of the webinar was how to provide great customer service and Disney does this with the following formula: Great Leaders + Valued Staff + Satisfied Guests=Great Business Results.

On February 27 and 28, I attended the Virtual PLA conference and attended sessions on the role of middle managers in libraries, new library ideas, including collection display and data gathering, and training staff to serve patrons experiencing homelessness.

- 3. Staff Updates:** Three new Shelves started in February. Andy Kristensen and Holly Neubert will be filling 20-hour positions and Debra Keshan will fill a 10-hour position. Andy graduated from UW Madison with degrees in English and History and plans to pursue his master's in library science. He currently works in Butler as a library aide and has also worked in Walt Disney World. Holly also has library experience. She previously worked as a Circulation clerk in Pewaukee. She loved her time at the library and looks forward to returning to that work. Deb is the business owner of Whitton's Mittens and was also an LPN. She loves knitting and is ready to serve library patrons as a member of our team. All three understand the importance of customer service and look forward to working here.

Kori Hall, Head of Program Development and Community Engagement
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- 1. Programming Highlights:** The Library had excellent attendance at our February programs.
  - The AARP tax assistance program has been very successful. Volunteers assist patrons with filing their taxes every Thursday morning. Since we began the service on February 6, AARP has helped 101 people file their taxes from our Community

Room. This program will be running through April 9, but all our appointments are currently filled. We've received so many positive comments from our patrons about this service, and we are thrilled to partner with AARP to offer it to the community.

- Our Monday Night Movie on Feb. 24 was *Harriet*, and 49 people attended. This was excellent turnout, and we had a greater variety of ages than we normally see at our movies.
- On February 27, the Waukesha County Historical Society & Museum presented their new presentation called *8 Glasses a Day: Wellness and the Springs Era*. This program also had 49 people in attendance

2. **NEA Big Read —Waukesha Reads:** continue to work on plans for our 2020 Waukesha Reads program. This month I submitted a grant request to the Waukesha Rotary Club Charitable Fund.

Amy Welch, Information and Adult Services Manager
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1. **Teen Winter Reading Challenge:** Our second Teen Winter Reading Challenge ran from December 1 through February 29. Teens in grades 7-12 completed the reading challenge by filling out bingo boards with a variety of prompts including reading a book, using a library card, visiting the library, attending a program, etc., provided by our YA Librarian, Carley. Each "Bingo" or row completed won participants an entry into a raffle at the end of the challenge. 8 teens participated, completing 28 total "Bingos." Several prizes including gift cards, and prize books were given out. This year's participants were very excited to participate in this challenge, and we are looking forward to next year.
2. **Public Library Association Conference:** The PLA Conference was February 25-29 in Nashville, TN. Elizabeth attended this year's conference in person, and webinars were made available to staff to view in the Library's Board Room. Elizabeth attended several sessions each day, including:
  - Decreasing Barriers to Library Use
  - Intentional Inclusion: Disrupting Middle Class Bias in Library Programming
  - Programming for All Abilities
  - Service to Bilingual Public Library PatronsI attended several webinar sessions including:
  - Creating a Diverse Patron-Driven Collection
  - We're All Tech Librarians NowElizabeth enjoyed her time at PLA this year and is grateful for the opportunity to attend!
3. **Adult Services Meeting:** I attended the Adult Services meeting in Delafield on February 18. Staff from Bridges libraries spoke about current programming and our plans for this summer. We were joined by a librarian from the Talking Books Library, who gave us information about their services, updates on changes, and what materials are offered to customers. These quarterly meetings are a great way to brainstorm and share ideas on how to provide excellent service our adult customers.
4. **Reference Completion Rate Survey:** February marked our first Reference Completion Rate Survey of 2020. We conducted our survey the week of February 10-16. There were a total of 1,324 reference and non-reference transactions completed at the

Adult Reference Desk during the week, for an average of 19.76 questions answered per hour. These numbers continue to show that we remain an important information point in the community.

Kerry Pinkner, Children's Services Manager

- 1. Programs:** Something magical happened at the library at the Family Fairytale Festival. With the help of our own Fairy Godmother, Char Paulbicke, fourteen performers were invited to the event and shared their talents and enthusiasm with 463 people. Here are just a few of the comments we heard from parents "you made a lot of children very happy today" and "we already love this library, but today you went above and beyond."

<b><u>Programs</u></b>	<b>2020</b>	<b>2019</b>
Total Events	63	59
Total Contacts	2,766	2,304

We celebrated Valentine's Day with the popular Sweetheart Dance: 95 Children and adults dressed in their favorite red and pink outfits and enjoyed a morning of dancing with Ms. Kelli.



Kids experimented with MicroBits and 3D printing during the February "What the Tech?!" classes.



Other family programs offered in February: Afterschool Game Challenge for Tweens, Game Day, Homeschool Hangout, LEGO Club & Mindstorm class, PajamaRama, Playgroup, Preschool FUN Day, Wiggles & Giggles, Crazy 8s Math Club, Sunday FUNday, Puppet Storytime, Stories Alive & a very special

Stuffed Animal Storytime and Sleepover.

- 2. Community Partnerships and Outreach:** We are fortunate to have an intern from Carroll University assisting children on Mondays and Wednesdays with Spanish language needs.
- 3. Community Library Liaison (CLL) Update:** Much of February was spent working on upcoming grant-funded projects. I ordered items for the Social-Emotional Outreach Kits, funded by the Sequences & Stories Mini-grant, and plan to pilot the kits in March with the afterschool programs at Whittier and Hadfield. I've also been working with Trish Goodspeed, School District of Waukesha Title I coordinator, to plan the First Grade Book Buddies field trips; nine groups, a total of 412 children, will visit the Public Library the second and third weeks of March.

School van delivery kicked off in February. The delivery van picks up and drops off items on Tuesdays and Thursday. We haven't promoted the service widely yet, but it's been used to send school district books and Public Library promotional materials to schools, and for schools to return WPL books returned mistakenly to their buildings.

- 4. Professional Development and Team Meetings:** Librarian I, Kaushalya Iyengar and I attended the PLA conference in Nashville this year. We heard from some of the top

professionals in the country and had several opportunities to network with other librarians who are doing new and exciting things to bring programs and services to their libraries that focus on Equity, Diversity and Inclusion.

I was selected to participate in an 18-month DPI training/community partnership program with HCN President, Julie Valadez to implement a community project that focuses on the needs of our Hispanic community.

*A little bit about the program...*

The purpose of the Wisconsin Libraries Transforming Communities (WLTC) program is to create a more equitable, diverse and inclusive society via the work of public libraries. It recognizes that equity, diversity and inclusion impact all aspects of work among public libraries, and within the communities served by libraries. This work includes addressing, dismantling, and transforming policies, structures, and biases in the field of librarianship and the communities they serve. Teams will consist of one public library staff person and one community member.

Jim LaPaz, Head of Building Operations
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1. **Building:** Hennes was called in because the building heat was out. A water issue was repaired. Hennes replaced gaskets on a leaking water pump.

Jeff replaced a large number of burned out lights and ballasts around the building.

Ford Construction installed a fan and heater in the west lobby wall. We've had issues with frozen pipes, as water pipes had been installed on an uninsulated outside wall.

Circuit Masters was in to do some rather complicated electrical work.

2. **Staff:** I made ID cards for three new shelvees, spoke with them about safety, and took them around the building to discuss fire and tornado responsibilities I made ID cards for three new shelvees, spoke with them about safety, and took them around the building to discuss fire and tornado responsibilities.

3. **Meetings:** I attended a committee meeting at Park/Rec for the Moving Vietnam Wall. Donations are coming in. Most of the commitments, such as motorcycle escort, honor guard, etc. are confirmed. We are soon going live with volunteer signups.

I attended a Park/Rec Security Committee meeting. We discussed recent problem behavior, new Park/Rec cameras, and an attempted break in at Horeb Pool.

4. **Behavior:** We banned a customer for one year who has repeatedly stalked and harassed staff.

We have experienced an increase in teen misbehavior. I have been in frequent contact with the SROs at Les Paul and Butler.