

Administrative and Staff Reports for April 9, 2020

March Circulation

March 1-15 2020	March 2019	Change	Year to date 2020	Year to date 2019	Change
46,027	92,838	-50.42%	208,387	260,477	-20.00%

March E-Circulation

March 2020	March 2019	Change	Year to date 2020	Year to date 2019	Change
9,193	8,571	7.26%	27,139	25,225	7.59%

March Library Visits

March 1-15 2020	March 2019	Change	Year to date 2020	Year to date 2019	Change
13,589	34,869	-61.03%	76, 568	97,778	-21.69%

March Library Card Registrations

March 2020	March 2019	Change	Year to date 2020	Year to date 2019	Change
484	376	28.72%	1,322	889	48.70%

(45 online)

March Computer Use (hours)

March 1-15 2020	March 2019	Change	Year to date 2020	Year to date 2019	Change
1,489	2,635	-43.49%	7,641	7,679	-0.49%

Bruce Gay, Library Director

1. Coronavirus 19 and the Library: I want to give a brief timeline of activities since the last Board of Trustees meeting (Thursday, March 12).

- On Friday, March 13 the library canceled all programs and meetings through Friday, April 3. The idea at the time was to follow state guidance to limit groups of more than 10. Programs have since been canceled through April.
- On Sunday, March 15, after consulting with the City Administrator and Board President, I decided to close the library at the end of the day. Both Saturday, March 14, and Sunday had seen almost double the circulation of previous weeks.
- Most Bridges libraries were closed starting Monday, March 16. A few remained open Monday and into Tuesday, but none have been open since. Several Bridges libraries tried curbside pickup programs for materials on hold the first week, but these have also ended.
- The first week we were closed staff were urged to work from home if possible. Most librarians chose to do this. Library IT staff (John and Tony Chiantello) worked hard to get equipment to staff to be able to work from home.
- On Wednesday, March 25, working with the City Human Resources department and the Board President, staff were split into two shifts. One shift started paid administrative leave the next day with the other shift continuing to work. This

dramatically reduced the number of people in the building to, at most, a dozen each day. The shifts will switch beginning April 6 and rotate in two-week intervals.

- Many staff members were temporarily reassigned to work in the City Clerk's office processing absentee ballots. With approximately 40% of registered voters choosing to vote absentee (as of April 2) their help was crucial. Claudia Byrne, Mary Galvin-Santos, Dawn Habben, Tracey Heckenkamp, Khorye Huffman, Andy Kristensen, new hire Sarah Poppie, Jane Rickett, and Stacy Werkheiser all deserve thanks for this important work.
- Beginning the week of March 30, children's and reference staff greatly increased community engagement efforts through social media, with daily events, including story times, book talks, and other ideas meant to help people during their social distancing periods.
- Technical Services staff initiated a project to relabel all music CDs with a new call number meant to be easier for the public to understand.
- Staff continue to select library materials, complete online continuing education, plan programs, search for items marked missing in the library catalog, update computers, and in general do work they can while we are closed.
- On April 1, the Bridges Library System began a trial of Hoopla, an eBook, Audio eBook, music, graphic novel, and movie service. Hoopla uses a different model than OverDrive. With Hoopla, items are always available, but a library is charged each time an item is used. Bridges has \$50,000 designated for the trial. Because of the safer at home order, we expect more use than in "normal" times, but we'll monitor use over the next months.
- I meet daily with the City's Emergency Operations group and daily with the Library Managers. All meetings are virtual. I'm working with managers and staff to consider tasks they can do now to make the library better when we reopen.

John Klima, Assistant Director

1. **Work From Home:** Much of my and Tony's time in March was spent getting equipment ready for staff to work from home. Departmental laptops set up in February for staff use were converted into laptops for department heads to use to work from home. This meant that instead of relying on the web-based version of Office 365 we installed Office apps on the laptops directly. We also worked with Bruce to get some staff set up with equipment and VPN (Virtual Private Network) access to services like MUNIS (our general ledger), Granicus (our meeting/agenda software), and others. Non department heads were able to be set up with other laptops we had in the building so they could work from home. Some staff are using their own equipment at home.
2. **Virtual Meetings:** After the call came through to avoid gatherings of 10 or more people, Bruce moved our daily department head briefings from the boardroom to online. Most of the department heads' desktop computers did not have cameras or microphones to be able to take part in the meetings via Teams. We had several webcams on hand that we were able to install for some managers, provided others with microphones, and had some use their departmental laptops. Department heads have also used the Teams app on their phone to connect to our virtual meetings.
3. **Webinars:** I attended a number of webinars over the past few weeks, including: "Microfilm and Newspaper Scanning," "Libraries and COVID-19: Providing Virtual

Services,” “Public Libraries Respond to COVID-19: The Current Landscape,” “How Remarkable Leadership Applies in a Virtual World,” and “E-Learning with MakerBot.” ALA is running a series of webinars under the “Public Libraries Respond to COVID-19” banner that look interesting. I’m compiling a list of the webinars I’ve seen and I will share out information to staff for those who want to watch the recordings.

- 4. Equipment:** I loaned a dozen USB Wifi adapters to the City to help convert some of their desktops to PCs that people could use at home. Wifi equipment is in high demand and the City is having trouble purchasing it in a timely manner.

Carolyn Peil, Technical Services Manager
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- 1. Staff Education and Development:** I attended 2 webinars on March 4, “Prevent Duplication: Save Time Deduping with Built-In ipage Features!” and “Coaching Employees.” The first was presented by Ingram, a vendor we are using for our children’s video games and adult travel books. The second was presented by HRDQ-U.

I attended a webinar entitled: “Body Odor: The Most Dreaded Conversation of All Time” on March 5. It was presented by Ryan Dowd as part of his continuing homelessness training.

These webinars are always informative and provide some excellent tips on interacting with all our library patrons.

Library Associate Amanda N. attended the ALA Live webinar, “Libraries and COVID-19: Managing Strategies and Stress” on March 20. She found the webinar to be informative. I shared the archived link with others in the department to watch at a future time.

- 2. Technical Services Activities:** Catalog Librarian Sara B. started our much-anticipated CD relabeling project on March 24. All our non-classical CDs will be relabeled with a simpler label, moving away from the confusing and outdated ANSCR system (Alpha-Numeric System for Classification of Recordings) which we’ve used for years. This project will keep our platooning staff busy for a few weeks- there are over 10,000 CDs to relabel. (As of March 31, 927 items have been relabeled.)

Here’s an example of what we’re doing:

Old Label



New Label



We are wiping down the shelving units and washing the green dividers



Colorful Genre labels are also being created



On March 30, Library Assistant Cindy Detro submitted our periodical renewal list to WT COX. This is our first renewal with WT COX as we switched to their service last March. While the review process takes many sets of eyes and several weeks to complete, the actual renewal is done electronically and was very easy to complete.

I am very pleased with the team members of Technical Services. They have really put forth a tremendous effort over the past few weeks; coming to work each day with a positive attitude and making some great strides towards the goal of improving and enhancing our collections.

- 1. Departmental Happenings:** . We received our staff laptop from IT and we are beginning to train shelvees on how to pick holds electronically. With the aid of the laptop, shelvees are able to go out any time to pull holds. By using the laptop and Leap, we are minimizing the length of our holds list each morning which is sometimes difficult for the shelvee pulling holds to finish. This also provides better customer service because we can get holds on the shelves for patrons more quickly. Using Leap will be a great help after we reopen to catch up with the many hold materials that we anticipate will need to be filled.

Despite the library being closed since the middle of March, staff has kept busy with meaningful library work. We have had staff working on updating Circulation procedures, taking Gale courses and other continuing education courses, helping with the CD relabeling project, looking for lost and missing items, cleaning and shelf reading, and continuing to check in returned materials, answer patron calls and keep the workroom functioning. We are also supporting our community by placing signs in the Circulation windows supporting our first responders and healthcare providers.

I have also been able to find meaningful work while we are closed to the public. I am taking this opportunity to work on performance evaluation rough drafts and staff check ins for the 26 members of my staff. I have also enrolled in four Gale courses and have attended several webinars ranging from topics such as how to lead remotely to the importance of good customer service in libraries. I meet with managers and work with staff each day reviewing documents they have prepared and ensuring that they have the resources they need to continue being productive. Looking forward, I will also be working on some customer service initiatives including a proposed customer service manual for staff.

- 2. Meetings:** On March 6, I met with the leading Waukesha Alumni committee. We discussed future potential events including a program at the library detailing the history of the Vietnam Wall and a tour of the wall on the first day it is open to the public, Thursday, May 19. Unfortunately, this event was postponed until 2021.

- 1. Newsletter Statistics:** Since the majority of our March adult programs were cancelled, I thought I would share some Newsletter statistics in lieu of programming highlights. On April 1, the newsletter went out to our 1,515 subscribers. It was opened by 702 people (66% opened on a home computer, 34% on a mobile device). This is an open rate of 49%, which is actually very good by industry standards. The average open rate for others in our industry (classified by Constant Contact as "Other-Nonprofit") is 17%. Our click-through rate (people clicking on links provided in the newsletter) was 101 clicks (14.3%). In comparison to other months, we normally have an open rate of around 600 (give or take a little) and our click-through rate is usually much lower (around 5%). So, we definitely saw an increase in open rate and clicks during this COVID-19 quarantine! If you haven't already, you can sign up for the Library's newsletter on our website. Click on the "Sign up for Newsletter" button on the right-hand side of our homepage.

2. **League of Women Voters:** The Waukesha County Branch of the League of Women Voters visited the Library on March 7, from 10AM-2PM. They spoke with 111 people and registered 12 new voters. They expressed their appreciation for the opportunity to provide information about upcoming elections and for the opportunity to encourage citizens to get out and vote. We will gladly continue to partner with this organization as they urge citizens to become more civically involved in their communities.
3. **Marketing Associate:** The Library is very happy to welcome Sarah Poppie to our staff as the new part-time Marketing Associate. Sarah comes to us from West Allis Public Library, where she worked as a Librarian planning and promoting adult programming and social media. Her official start date happened while the Library was closed, so she has been helping out with the election in the City Clerk's office. We can't wait to welcome her to the building and to our staff!
4. **AARP Tax Help:** AARP was able to run two tax assistance days at the Library in March, helping 46 people file their income taxes. Unfortunately, the remainder of their scheduled days were cancelled due to the current pandemic situation. We worked with AARP to contact everyone and attempted to refer people to other places where help was still available. It is unlikely that we will be able to reschedule these sessions, even with the new July 15 tax deadline. AARP is still very happy working with the Library, and they plan to use us as a tax assistance site again next year. Our patrons have come to depend on this service, so we are very excited to offer it to the community again in 2021.

Amy Welch, Information and Adult Services Manager

1. **Continuing Education:** Continuing education has been a great activity for staff to work on from home during this month's shutdown. Several staff members have started new Gale Courses, and many webinars have been watched. Here's what Continuing Education opportunities Information Services staff are taking advantage of in March:

Webinars

Homelessness Training: Body Odor
 Hoopla webinar
 Incorporating EDI Values into Readers' Advisory Service
 Interactions with Teens
 Level Up On Your Social: Social Media Trends
 Making the Most of the Space you Have
 Planting Seeds and Anticipating Blossoms: A Community Engagement Model

Gale Courses

Advanced Microsoft Excel
 ASL
 Discover Sign Language
 Fundamentals of Supervision and Management II
 Get Grants!
 Individual Excellence
 Intermediate Microsoft Excel
 Managing Customer Service
 Master Public Speaking

Speed Spanish
Speed Spanish II
Speed Spanish III

- 2. Virtual Programming:** Closing the Library to the public in March has given us the unique opportunity to try virtual programming. We currently have three active social media pages, a general Library Facebook page, an Adult Instagram page and a Teen Instagram page. Adult, Teen and Children's Services have coordinated to create regular posts throughout April to bring information and fun content to our customers.

One of our first adult virtual programs was the regularly scheduled Adult Book Discussion of *The Library Book* by Susan Orlean, hosted by Elizabeth Craft. This program was posted on our FaceBook page, and questions were posted in the discussion section of the event. Customers were encouraged to respond to the questions and ask their own. Other programs our Information Services Librarians will be working on are guided meditations, book talks, Readers' Advisory, "True Crime Tuesdays," cultural offerings, "Crafternoons" and more.

Teen Librarian Carley Rymkus will be also be posting virtual programs for teens to participate in on the Teen Instagram page. Her first book discussion was available all day, with individual videos of her asking discussion questions posted throughout the day. Teens interacted with the videos and gave some great responses to her questions. Other Teen programs will include craft programs, book discussions, quizzes, book ratings, passive programs, Readers' Advisory and more.

We are excited to try out this new way of programming and hope to make the best of the shutdown as possible. Each Librarian has made a special effort to create and monitor their posts, and they have all put a lot of hard work and creativity into their different ideas.

Kerry Pinkner, Children's Services Manager

- 1. Programs:** "When life gives you lemons, use them to make lemonade", is an age-old adage used to encourage optimism in the face of adversity. I am so proud of our library for coming up with new ways to best provide resources and services during this time of adjustment.

Programs	2020 (March 1-15)	2019
Total Events	37	77
Total Contacts	1,512	3,661

Our children's team has been busy working from home to create online story times and STEAM activity videos for families to watch at home. Here are some of the wonderful comments that were received on Facebook after posting two story times:

- This was so fun! My kids LOVED it and already wanted to watch a second time (especially the sleeping/awake animal part). "Thank you, Miss Kelli!"
- This was awesome! I am so proud of the Waukesha Public Library and its exceptional staff during this time of crisis.
- Way to go WPL! 1st class Children(s) library.

Programs inside the library were cancelled after March 15 so attendance numbers are much lower this month. In addition to the school visits listed below, Homeschool Hangout (102 participated) and the Trinity Irish Dancers (196 attended) drew large crowds.

2. Community Partnerships and Outreach:

- 3/2 - Giggly Hugs @ Whittier after school; exchanged books, introduced social emotional outreach kit. 6 children, 2 adults.
- 3/3 - Giggly Hugs @ Hadfield after school; exchanged books, introduced social emotional outreach kit. 25 children, 3 adults.
- 3/3 - SDW library department meeting; updated on outreach programming, First Grade Book Buddies, discussed future collaboration with Butler while school library is closed. Five adults.
- 3-4 - Les Paul Sensory Storytime; four children, four adults.
- 3/9 - First Grade Book Buddies class field trips, Bethesda monolingual and Lowell. Approximately 90 children, 10 adults.
- 3/11 - First Grade Book Buddies class field trips, Banting and Whittier. Approximately 95 children, 10 adults.

The cancellation of school and closing of the library left a great deal of outreach programming in flux. Five additional classes were scheduled to visit the library for First Grade Book Buddies, and Carley and Michele were scheduled to visit more than 600 students at Butler Middle School. At this time, it's unknown if these programs will be scheduled this school year. DPI has indicated that they will allow us to revise programming dates for the First Grade Book Buddies project.

I have been in contact with school librarians and have shared information about public library resources. School District of Waukesha students continue to receive instruction, either through distance learning provided by their teachers or via eAchieve Academy, the district's online school.

Jim LaPaz, Head of Building Operations
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1. **Staff:** Matt Messerschmidt, our new Building Maintenance Coordinator, started working during these very difficult times. After building tours and chatting about building needs, he dove right in.
2. **Building:** An HVAC water pump in the basement blew out its bearings and seals and leaked water in the basement. Hennes removed the pump, installed a new one, and rebuilt the old pump as a backup.

I completed a Bed Bug Checklist to accompany our Bed Bug Procedures. The Circulation Department will keep this as a guide with the bed bug supplies.

During our closure to the public, maintenance staff has been very busy. The lobby was deep cleaned, carpet has been shampooed all over the building, lights were changed in the Carnegie Room, and the back stairwell was cleaned out.

3. **Meetings:** I set up a blank firing exercise with the Police so that we could hear what gunshots sound like in the building. It was extremely instructive.

I attended an emergency meeting of the Park/Rec Security Committee to talk about recent homeless issues.

4. **Behavior:** We are issuing a one-year ban to a man who had three alcohol related incidents in the library in a week, including open intoxicants. He has a history here, which includes two previous one-year bans.