

Administrative and Staff Reports for May 14, 2020

April Circulation

April 2020	April 2019	Change	Year to date 2020	Year to date 2019	Change
4,376	86,318	-94.93%	214,119	348,330	-38.53%

April E-Circulation

April 2020	April 2019	Change	Year to date 2020	Year to date 2019	Change
10,669	8,023	33.0%	37,808	33,248	13.72%

April Library Card Registrations

April 2020	April 2019	Change	Year to date 2020	Year to date 2019	Change
71 online	378	-81.22%	1,393	1,267	9.94%

April Virtual Programs

April Adult & Teen Facebook 2020	Engagement	April Teen Instagram 2020	Engagement	April Children's Facebook 2020	Engagement
49	2,979	22	364	22	3,998

Bruce Gay, Library Director

1. Coronavirus 19 and the Library:

- For the first few weeks of April the library was very quiet. Staff continued to work to add videos and content to our Facebook and Instagram pages, new books, CDs and DVDs were added to the library collection, and several projects—details below—continued. After the Governor's second emergency order, managers and staff scrambled to organize an effective and efficient holds pickup system. Using the library's events calendar and its ability to allow customers to sign up for meetings, we set up 3-hour pickup time slots and began holds pickup on Monday, April 27. The first week of this service went well and staff made the process more efficient. In the last four days of April, 288 people picked up bags of held items at the library. On May 4, the Bridges System began delivery of materials between libraries, which added to the workload. I give staff a great deal of credit for managing the holds pickup process.
- Meetings during the pandemic: If anything, meetings have multiplied during the last months. I now meet daily with City directors for an update along with a daily meeting with library managers. The APL group (Bridges Library Directors) has now started meeting every other week. A newly formed group of the 16 resource library directors also meets every other week. This last group, which includes directors from Appleton, Eau Claire, Green Bay, Janesville, Kenosha, La Crosse, Madison, Manitowoc, Milwaukee, Oshkosh, Platteville, Racine, Sheboygan, Superior, and Wausau, has not met regularly before, and has been quite helpful. Additional Library Development & Legislation (LD&L) and System and Resource Library Administrators

Association of Wisconsin (SRLAAW), and Bridges Board meetings, have kept my calendar full.

2. **Front-Entry Repair:** The contract language was worked out between Engberg Anderson and the City Attorney's office and signed at the end of April. Under the City's bid processing process, work should be able to begin in late Summer.
3. **Wisconsin Libraries Transform Communities (WLTC):** On April 20 and 21 I attended virtual training sessions for this program. Originally this training was to be part of a conference in Madison. As a coach, I am working with two teams from the Platteville and Richland Center libraries. The program will continue into 2021. The coaching training will assist me with facilitation and project management skills.

John Klima, Assistant Director

1. **Zoom:** The library purchased a Zoom license to run Library Board meetings online. The City then also purchased a license and a Webinar add-on to allow board members to be the only speaking members of a Zoom meeting. Members of the public would only be attendees. We will use the Webinar version for the May board meeting. The Library will continue to use the Zoom license for book discussions as well as other virtual events.
2. **Community Room AV Tower:** The remote control for the AV equipment in the community room has stopped holding a charge. Our vendor, AVI, fixed it with parts from a different unit. Unfortunately, the remote unit and receiver in our AV tower are no longer manufactured meaning we will need to upgrade the tower soon. In a worst case, we would be able to set the system to a single option—e.g., DVD player or PC input—and continue to use the equipment.
3. **YouTube:** I met with Kori Hall and Amy Welch to discuss the library's YouTube channel. I walked them through the controls on how to add content, create sub-channels (e.g., Book Talks, Readalouds, How to, etc.) to help people find specific content, and to enable staff to add content to the account. Since the staff has been creating more online content it may be worthwhile to also post on YouTube.
4. **Folding@Home:** Here is a little information about what our public computers have accomplished for the Folding@Home project:

Team Statistics	Number	Notes
Rank	9,289	Globally
WUs	3,243	Workunits folded
Credit	5,518,500	A value calculated by comparing the amount of time it takes our computers to finish a workunit versus their benchmark computer.

Carolyn Peil, Technical Services Manager

1. **Technical Services Activities:** Librarian Sara Brynes changed the call number on **3,958** CD records during April. She finished all the non-classical genre collections except MR (Rock).



Here's what's left to work on.



Relabeled CDs ready to be shelved.

Library Assistant Anne Klug finished creating new genre labels for the CD classification dividers.

Prior to starting our Holds Pickup service all RENTAL material was pulled and changed to circulating to help fill customer holds. Once the building opens back up for public use, we'll return these items to RENTAL status.

Technical Services also pushed to get all items with Waukesha holds cataloged and processed prior to April 24 so customers could be contacted and pick up times arranged.

Therese Lyons, Head of Circulation

1. **Circulation Highlights:** In April, **4,376** items circulated. Checked in items totaled **20,471** and library card registrations totaled **71**. There were **4,614** holds filled in April. **4,370** of those holds were filled between April 22 and April 30. Of the **8,682** holds placed in April, **6,565** of them were placed when we started publicizing our holds pick up service on April 22. Between April 27 and April 30, we had **288** patrons pick up their holds.
2. **Departmental Happenings:** The beginning of the month started with a lot of online training and webinars and ended with the creation and implementation of a holds pickup service. On Wednesday, April 22, Circulation began calling patrons who had existing holds on the shelf to schedule pickup times for the following week. On April 27,

our phones were turned on again and patrons began calling in or scheduling pickup times online. We soon became proficient at the procedure for placing holds, pulling holds, and preparing them for pickup.

The process is as follows:

Patrons call in to place a hold. Once the hold has been pulled, patrons schedule a pickup time online or by calling the library. To locate the items placed on hold, the circulation department runs a report every morning listing the items to be pulled. This is called the "Picklist."

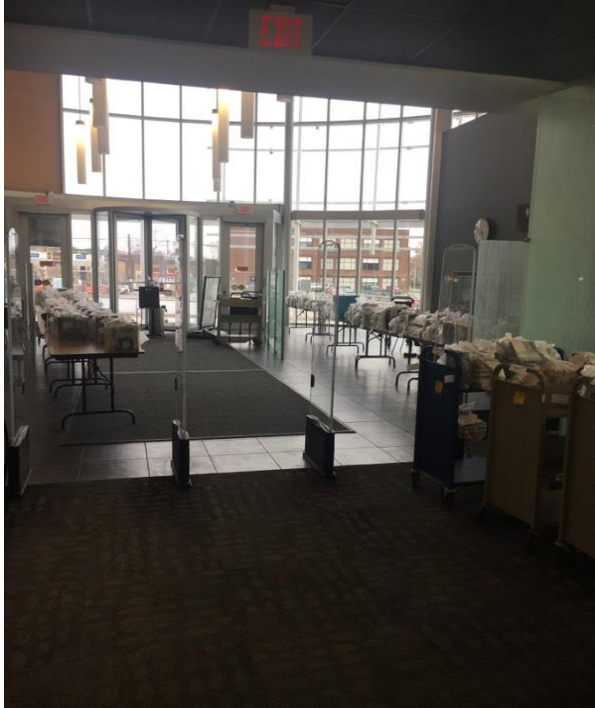


Each morning staff highlights the Waukesha items being picked up in Waukesha on the 300 to 400-page Picklist. Every department helps to pull holds.

Once the holds are pulled, they go on the holds shelf. (The yellow arrow below is our current holds shelf). Our holds quickly overflowed on to tables.



After patrons arrange a pick-up time, the materials are prepared for pick up by placing items in bags and tagging them with patron's name and pickup time. Bags are placed on tables and carts in the lobby sorted by day and pickup time period.



The final step is the pickup! A patron arrives at the library, calls the posted circulation number, and has holds placed on a cart outside of the door.



Patrons wait in line for their holds. The wait has never been more than a few minutes. The result is very happy patrons!



We can schedule 150 pickups per day. It has been very rewarding to see staff so enthusiastic and patrons so grateful that we are providing this service.

We ended April with a small well deserved thank you gift to staff.



Kori Hall, Head of Program Development and Community Engagement

1. **Programming Highlights:** Due to COVID-19, all Library programs and Community Room meetings were cancelled. I worked with the Information Services Department to put together a plan for offering online community engagement through our Facebook and Instagram accounts. Please refer to Amy Welch's report for more details. The Information Services staff has done an excellent job adjusting to our changing circumstances and learning new skills (like making videos) while being "safer at home."
2. **Waukesha Reads:** The Library has been discussing what Waukesha Reads will look like in 2020. We are still committed to having a community-wide reading program; however, it will most likely be executed on a much smaller scale due to planning interruptions from COVID-19 and the unknown future of social gatherings.

I submitted a request for funding to the WE Energies Foundation on April 7.

3. **Temporary Database Access:** WPL was thrilled to start offering access to the hoopla digital streaming service on April 1st. With hoopla, you can download and stream movies, TV shows, eBooks, audiobooks, music, and more. Each library card is allowed four downloads per month. For a limited time, hoopla is making a "Bonus Borrows" collection available as well. Items borrowed from that collection will not count against your monthly quota. Bridges Library System was able to purchase a limited time trial, which will be over once the amount of money they allotted has run out. Depending on the cost and the response of users, this is a service we may consider continuing in the future. Due to the generosity of library vendors, we are also able to temporarily offer home access to Ancestry Library Edition, Newspaper Archive, and Tumble Books.

Amy Welch, Information and Adult Services Manager

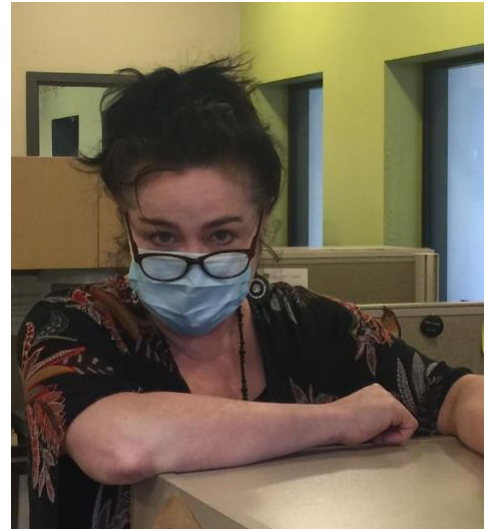
1. **Holds Pickup – Reference:** We began offering our holds pickup service the last week in April. Staff has come back into the building on a staggered schedule to answer the Reference desk phones and assist with the holds pickup process. Reference staff responsibilities include placing holds, registering customers for a time to pick up their items, and pulling holds as needed. We are also handing out tax forms as requested by customers, as we still have quite a few left over from before we closed the Library. We are happy to be able to provide this service and are starting to get into a good routine.
2. **Hoopla:** Reference staff have been asked to assist with Hoopla support along with our regular OverDrive support duties. Customers have responded well to Hoopla, and we are excited to try out this new service.
3. **Virtual Engagement** We continued with our virtual engagement via our social media pages in April. Staff has worked hard to create unique posts and have enjoyed this opportunity to explore reaching customers in a different way. Some of the engagement pieces we created this month are morning meditations on Wednesdays, show and tell Fridays, crafternoons and more. We will continue creating virtual engagement posts throughout May and are looking ahead to what we can offer this summer.

1. **Social Media & e-Resources:** When the "Safer at Home" order took effect, we began looking at alternative formats for services and resources and found that social media platforms and e-resources were useful tools. We began posting storytimes and STEAM videos, including a virtual Harry Potter escape room to Facebook and added a link to Tumblebooks, a database that offers children's animated picture books and read-alongs.

<u>Virtual Programs</u>	2020 April
Total Events	22
Total Engagements	3,998

2. **What's New:**

- Pinterest – Parent's looking for new literacy activities, storytime videos and booklists can find inspiration on the virtual bulletin boards located on the recently launched library Pinterest page.
- Beanstack ~ The Wisconsin Division for Libraries and Technology was awarded a discretionary grant that was used to contract with Beanstack, an online platform and mobile app that makes it easy for patrons to register and track their summer reading. Our library recently received access to the Beanstack "Sandbox" and we have been busy planning online summer reading programs for all ages. The contract will run through 2023.



3. **Hold Pickups:** The Children's team returned to the library to answer reference calls and pull materials for the new hold pickup service. We also added a form to the website that offers patrons the option to email us their requests. We are calling this service the "Library Care Package" and it has been quite popular. Within a few hours after posting the announcement on Facebook we had seven requests.
4. **Community Partnerships and Outreach:** I attended a two-day virtual Statewide Community Engagement training in April. The training focused on Whole System Thinking – Libraries can only thrive when their communities thrive. For the next 18-months I will be working with community partners, Julie Valadez, President of the Hispanic Collaborative Network and Amanda Medina-Roddy, School District of Waukesha Board Member to develop a strong understanding of the needs of our community.
5. **Community Library Liaison Update:** In April, CLL, Michele Gagner's focus was on being mindful of the uncertainty that both the school district and the public library are facing, and on trying to determine the changing needs of teachers, families, and students.
- Reaching out to school librarians to try to determine programming needs.
 - Communicated with librarians and SDW tech staff about Beanstack, the summer reading platform/app that we'll be using.

- Shared information about digital resources with librarians and teachers who reached out.
- Created screencast video for teachers and parents outlining digital resources for K-12 students.
- Created "cooking at home" video for Heyer school - their High Interest Day, which we were planning on attending, was changed to a digital format.
- Communicated with Trish Goodspeed, Title I coordinator, about re-launching First Grade Book Buddies grant program in fall.
- Worked on closing out LSTA grant for this school year.

Jim LaPaz, Head of Building Operations
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1. Building:

- Matt repaired the lower lobby porthole lights.
- Matt deep cleaned the administration women's restroom.
- I vacuumed the first floor and Children's for several hours every day and helped with building cleaning.
- Katie Jelacic from Engineering recommended a man named Rhett Surman from a company called Garland to help plan our eventual roof replacement. Rhett came over to inspect the roof. He also repaired several areas that needed attention.
- An HVAC hot water pipe burst in the ceiling of the Community Room. After placing garbage bins to catch the waterfall and using shovels to get the water out through the emergency exit, we shut down the water and the boilers. Hennes was called in to repair the pipe and refill the system. There was no real damage to the room and later the carpet was shampooed.
- Hennes replaced a leaking HVAC backflow preventer in the basement.
- Carpeting in the public areas was shampooed.
- The maintenance shop was thoroughly cleaned and reorganized.
- Ahern performed a quarterly sprinkler inspection, which we passed with no issues.
- Our quarterly changing of the filters on the air handlers was completed.
- We assisted in getting ready for curbside pickup of materials.

2. Staff: Two members of the maintenance department were out on FMLA for essentially the entire month.