

Administrative and Staff Reports for June 11, 2020

May Circulation

May 2020	May 2019	Change	Year to date 2020	Year to date 2019	Change
16,989	82,446	-79.39%	229,752	428,763	-46.42%

May E-Circulation

May 2020	May 2019	Change	Year to date 2020	Year to date 2019	Change
10,114	8,163	23.9%	47,922	41,411	15.72%

May Library Card Registrations

May 2020	May 2019	Change	Year to date 2020	Year to date 2019	Change
71 online	490	-85.51%	1,464	1,757	-16.68%

May Virtual Programs

May Adult & Teen Facebook 2020	Engagement	May Adult & Teen Instagram 2020	Engagement	May Children's Facebook 2020	Engagement
13	803	31	1,186	14	955

May 2020 Adult & Teen Zoom Programs	Participants
3	23

Bruce Gay, Library Director

- 1. COVID-19 Responses:** The month of May was spent operating a curbside holds pickup program and continuing regular social media programming. Both services have stretched staff and made a difference for the community.

After a lot of careful planning and preparation, the library plans to partially reopen on Monday, June 8. At that time, we will offer limited public computer access, regular hours, reference service, and holds pickup (in building). We have taken several steps to make the environment as safe for the public and staff as possible:

- Most of the public area of the building will continue to be closed in order to make it easier to clean the areas that are open.
- Each staff member has been given two cloth facemasks. Masks are required for staff working in the public area and when unable to maintain social distancing. Masks are encouraged for staff at all times.

- We are strongly recommending masks for the public and will provide them as needed.
- Computer access will be limited to 10 stations. This allows us to keep each computer at least six feet from any others.
- Plexiglass shields have been set up at each staff station. Staff also have access to face shields if they wish to wear them.
- Sanitizer and wipes have been placed throughout the building.
- Staff have completed a short training to prepare for reopening.
- Self-check stations have been separated for appropriate social distancing.
- Managers are scheduled as greeters in the lobby to answer questions and direct customers.
- Based on DPI and FEMA recommendations, we are limiting access to the building to 40 people. This is based on a six-foot radius “bubble” per person in our greatly limited public space.
- Chairs and tables for the public have been removed—we are trying to limit the time customers are in the building.
- The Community Room and small meeting rooms are closed.

As we work with the public, I expect to adapt services to be more efficient and continue to be safe.

John Klima, Assistant Director

1. **Summer Reading Registration:** I worked with Amy Welch, Kerry Pinkner, Carley Rymkus, and Jason Penckofer to configure the Library’s Beanstack account. Beanstack can register and track reading for Summer Reading programs. I worked mostly on the underlying infrastructure of our app while the rest created reading challenges and badges that patrons can earn throughout the summer.
2. **Zoom:** I trained the reference librarians on how to set up and run a Zoom meeting. Because we have a single license, the librarians relied on me to start their meetings because the license was associated with my email. Through our website host, we have free email accounts that we have not used to date. I set up one of these email accounts to use for Zoom and shared that information with Amy and Kori Hall so that the adult reference staff could use Zoom without needing me to start meetings.
3. **Reopening Technology Needs:** Tony Chiantello and I have been working on getting public computers set up for reopening. Patrons can use computers for an hour and fifty minutes each day. Additionally, once someone logs off the computer will be unavailable for ten minutes to give staff time to disinfect the PC. Reference staff will be creating reservations for patrons. Tony worked with our computer reservation vendor to set up an express station that will give patrons access to a computer for 15 minutes without a reservation or a library card. Tony and I also worked with Bibliotheca to get our self-check stations set up for touchless interaction. We’ve moved them apart on the first floor so that patrons aren’t close to each other when checking out.

Carolyn Peil, Technical Services Manager

1. **Technical Services Activities:** The adult non-classical CD collection (over 7,600 items) has been relabeled!



Back on the shelves



New signage

Next up is the Children's CD collection.

Technical Services staff teams continued alternating between working in the building and taking Administrative Leave during May. A steady flow of materials continued to move through the Department despite the lowered staffing levels. Everyone is looking forward to a return to "normal" in June when all staff are back together.

Materials spending for the year remains consistent. Overall, it is at 49.18%, slightly ahead of the 46% target for the end of May.

Therese Lyons, Head of Circulation

1. **Circulation Highlights:** In May, **16,989** items circulated. Checked in items totaled **27,085** and library card registrations totaled **71**. There were **14,603** holds filled in May and we had **3,856** vehicles use our holds pickup service.
2. **Departmental Happenings:** Circulation was extremely busy taking calls, pulling holds, and bagging them for our holds pickup service. The service has been very well received. We are fortunate to see a lot of very happy patrons and have received many thanks you's.

We are completing the month shifting our holds from tables back to shelves to prepare for reopening to the public.

We started the month with over 400 pages of items to pick to fill holds. We now average between 40 to 50 pages. All hold notifications have been turned back on and people have been filling our holds pickup slots more quickly.

Kori Hall, Head of Program Development and Community Engagement

1. **Waukesha Reads:** I am happy to announce that we have received a \$1,000 grant from the WE Energies Foundation and a \$1500 grant from the Waukesha Rotary Club to help fund Waukesha Reads. We have also secured the author of this year's book to present our virtual keynote event and booked another notable speaker to help us kick off the program. We will be able to announce the title/speakers after June 16.
2. **Little Free Libraries:** I worked with the Friends of Waukesha Public Library to coordinate a program to donate withdrawn Library books to local Little Free Libraries (LFL). The Friends provided the delivery volunteers, and I selected and labeled the books. Each LFL was able to specify the number of books they wanted and whether they wanted fiction, nonfiction, young adult, or children's materials. Each book was labeled with the following sticker:

Enjoy this donation from

**Friends of
Waukesha Public Library**

Join the Friends at:

waukeshapubliclibrary.org/friends



I spoke with several LFL owners, and they were thrilled to receive this generous donation from the Friends. The Library is very happy to have found another way to get materials out into the community during our closure.

3. **Signs, Signs, and More Signs!** Sarah Hoppie, our new Marketing Associate and I have been working diligently to create the signs, slides, website/newsletter content, and promotional materials that we will need once we reopen to the community. People are anxious to return to the Library, and we are looking forward to welcoming them back!

Amy Welch, Information and Adult Services Manager

1. **Summer Reading – Beanstack:** Our summer reading programs will be held virtually this year. The Wisconsin Department of Instruction won a LSTA grant, enabling Wisconsin libraries to obtain a three-year Beanstack website geared towards reading programs. Several staff customized the Library's Beanstack website with WPL branding, and summer challenges for all ages have been created. The site is user-friendly and interactive. Participants in our reading programs will choose an age appropriate challenge and read/perform activities in order to earn badges and reading incentives. Staff training has begun, and we will go live with the 2020 Summer Reading Programs on June 15. We are very excited to try out this new format, and incredibly grateful to the Wisconsin DPI for providing such an excellent tool to promote reading and social distancing this summer
2. **Virtual Engagement:** We continued with our virtual engagement in May. Librarians held an adult book discussion meeting, a teen book discussion meeting, and a Teen Manga and Anime Club meeting via Zoom. Each one was successful in its own way, with participants happy to be engaging with library staff and each other. We are continuing to plan virtual engagement opportunities during the summer months, including videos and live presentations. Several librarians will also be combining crafts with virtual

presentations, by putting together Take & Make craft kits for customers to take. Take & Make kits will be paired with videos on how to put the craft together. We are eager to continue providing this fun and evolving service.

Kerry Pinkner, Children's Services Manager

- 1. Social Media & e-Resources:** Online Storytime and STEAM activities will end temporarily so that we can focus on our summer literacy kits and the reading program. These are a sampling of some of the wonderful comments posted on Facebook.

<u>Virtual Programs</u>	May 2020
Total Events	14
Total Engagements	955

- Library Care Package:
 - "We love this service!!! You picked such wonderful books for our child! Will you continue this service even when you open up again? We love it!"
 - "We've done this twice and the amazing librarians have gotten it perfect both times! Highly suggest this service."
 - "This is amazing! We picked up our holds today (all kids' books) and my kids were so excited they just read all afternoon. Thank you for all you do for the community! <3"
 - STEAM concertina video:
 - "Ms. Olivia! This is absolutely amazing!!!! Raymond said, "awesome video! I hope she makes more!" 🥰🥰🥰The kids and I were mesmerized. We're missing you all. Wishing everyone health and happiness (and of course good music and good books). 🎵📖💖" (from Rebecca D'Amore)
 - Yoga Storytime video:
 - Rebecca D'Amore: "We just discovered the library videos. So great!!! Fills my heart. We miss you all so much. ❤️📖❤️📖"
 - "Great story time, Ms. Kaushalya! Tamsin misses seeing you at story time".
- 2. Summer:** Summer will look a little different this year, but we've come up with some fun activities to help children "Imagine their Story" – whether at home or at the library. Beginning June 15, families can pick up Summer Literacy Kits every Monday and Thursday through the end of July at the outdoor Library Imagination Station. Each kit includes literacy activities to do at home, and supplies.

Summer Reading Promotional Video – We worked with a videographer to create a video that promotes summer reading and some of the fun activities we plan to offer in June and July. We plan to post on social media, our website and send to the schools so that the teachers can share with families.

- 3. Community Partnerships and Outreach:** We are partnering with our friends at the Waukesha Parks, Recreation and Forestry Department to help kids kick off the summer with "Camp Kits." Each kit includes ideas and supplies for family-friendly activities that encourage early literacy, imagination and movement. The kits will be handed out at Buchner Park on June 13 – which would have been our yearly Buchnerfest/Summer Reading Kick-Off event.

- 4. Community Library Liaison Update:** In the CLL role, Michele continues to reach out to school district librarians and teachers during this time of virtual learning.
- She partnered with School Librarian Malena Koplin to work on the Kids' Choice nomination process.
 - Contacted Trish Goodspeed, Title 1 Coordinator, and created a read-aloud video for her to share with Title 1 first grade classes.
 - Contacted elementary principals to share our summer flyer and promotional video and have kept them and school librarians in the loop about library programming and services.
- 5. Professional Development & Meetings:** In addition to weekly meetings with my WLTC coach and team, I attended a virtual training - "Partnerships and Collaboration". Our team goal this month was to interview existing partners, potential partners, or stakeholders in the community. It was an opportunity for us to listen to what our community needs, and barriers have prevented them from achieving those needs – especially these past months. A reoccurring theme was finding a trusted online source for communication – especially Spanish resources. The next goal for our WLTC team will be to look at ways in which the library might help with this.

Jim LaPaz, Head of Building Operations
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1. Building:

- Jeff continued to paint study rooms and install chair rails.
- Matt replaced belts on the rooftop HVAC unit.
- Matt cleaned vents and repaired drywall around atrium windows. He also repaired a column near Reference.
- Pat and Jeff painted the first-floor public bathrooms and hallway.
- Hennes chemically cleaned the chiller tubes and switched the HVAC over to summer operations, air conditioning. They also replaced three leaking HVAC water pipe joints on the first floor.
- We experienced a roof leak in the fiction area after a storm. Nation's Roof found a tear in the membrane and repaired it.
- I sprayed for weeds around the exterior of the building.
- Pat and Jeff pressure washed all the chairs from the Children's Program Room.
- In anticipation of a limited reopening, we assembled and installed plastic sneeze guards at all three public service desks. We also blocked off areas of the building with tables and expandable plastic barricades.