

## Administrative and Staff Reports for July 9, 2020

### June Circulation

June 2020	June 2019	Change	Year to date 2020	Year to date 2019	Change
39,236	92,998	-57.81%	268,988	521,761	-48.45%

### June E-Circulation

June 2020	June 2019	Change	Year to date 2020	Year to date 2019	Change
		%			%

### June Library Card Registrations

June 2020	June 2019	Change	Year to date 2020	Year to date 2019	Change
137	440	-68.88%	1,594	2,197	-27.44%

### June Virtual Programs

June Adult & Teen Facebook 2020	Engagement	June Adult & Teen Instagram 2020	Engagement	June Children's Facebook 2020	Engagement
8	976	23	565	4	325

June 2020 Adult & Teen Zoom Programs	Participants
6	38

Bruce Gay, Library Director

- 1. COVID-19 Responses:** On June 8 the Library reopened to the public with limited computer access, printing and copying, access to librarians, and hold pickup. Managers have been scheduled in the lobby to welcome the public and to offer face masks. Masks have not been required but strongly recommended. Public reaction has been very positive overall, with the major complaint being the inability to browse the collection. During the week of June 22, the new books were returned to their shelves and small browsing collections of other materials were added in the lobby and hall.
- 2. Wisconsin Libraries Transforming Communities (WLTC):** I am continuing in my role as coach for the Richland Center and Platteville libraries in this project. Coach training is once a month and covers topics such as how to facilitate discussions, how to help teams getting stuck, and how to manage emotions. Teams are working toward gathering community data and, over the course of the next year, will develop a team project facilitated through the library. Because of the pandemic, both teams have struggled to move forward quickly.

- 3. First-Floor Renovation Design Development:** Several managers and I met with architects from Engberg Anderson on June 16 to kick off the “design development” phase of the first-floor redesign. Design development will provide a much more detailed plan for the library—providing detail as specific as the number and quality of chairs needed. After this stage is complete, a more accurate project budget can be provided which will inform the capital budget.

John Klima, Assistant Director
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- 1. Reopening to the Public:** Tony Chiantello and I worked on getting our technology prepped for the June 8 reopening. That included setting up temporary reference desk for adult services and children’s, removing most of the public computers including microfilm stations, adjusting patron’s time on the public computers from unlimited use to one hour and fifty minutes, changing the public computers from walk-up usage to requiring a reservation, setting up a 15-minute express computer, moving two catalog computers into the space accessible by patrons, and separating the four first-floor SelfChecks to provide better social distancing.
- 2. Southeast Wisconsin Festival of Books:** The Festival will be virtual this year and I’m chairing a committee to figure out how that will be done. The answers I find for the Festival will also apply to programming for Waukesha Reads. I’ve attended a number of virtual conferences to see how they work as well as asking conference runners for a behind the scenes look at the set up.
- 3. First Floor Design & Development Kickoff:** The Library met virtually with Engberg Anderson to move us into the next phase of the first-floor redesign. In addition to general technology questions, I will determine what equipment we’ll have in our makerspace so that can be part of the plans moving forward. My initial plan this year was to visit makerspaces in other libraries, but I’ll have to do something else. I will create a survey to send out to libraries with makerspaces as well as some follow-up conversations with the libraries I was going to visit so that we can make the best decisions for what equipment our makerspace will have.
- 4. ALA Annual – Virtual:** I attended this year’s ALA Annual conference which was held virtually this year. I wanted to see how ALA would convert a large convention into a virtual environment. Like many conferences, they greatly reduced the number of sessions they normally host. Additionally, the Annual conference is typically a place where many committees have in-person meetings but a lot of those are happening virtually and therefore did not have to be tied to the dates of the conference. There were some interesting sessions—top technology trends is always a favorite of mine and there was an interesting session on using Twitch and Discord in the library—as well as their typical caliber keynote speakers—this year was Misty Copeland and Natalie Portman. I was most interested in seeing how they replicated the exhibit hall virtually as the exhibit hall is one of the big draws for an ALA conference. I was completely disappointed. With more than 650 vendors, there was little feel of the normal conferences. Instead, each vendor had a very small presence on the conference website with links to the vendor website. Some vendors were available for video meetings which was interesting but not applicable. Others tried to do virtual giveaways, but it just didn’t come together.

**1. Technical Services Activities:** Lots of shifting happened in June...

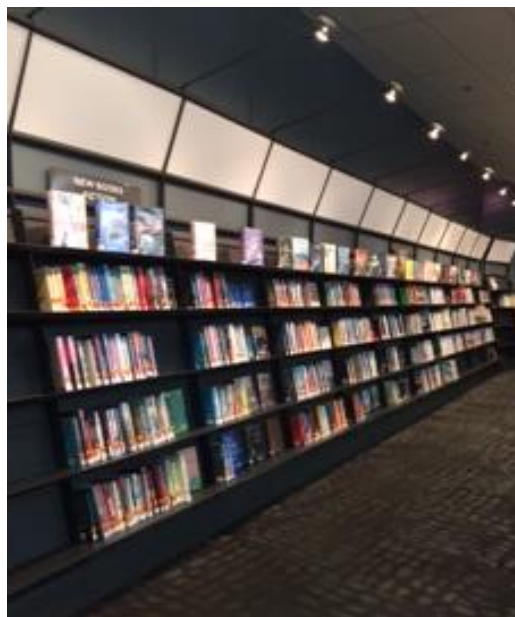
New Books were moved to the Reference area on June 2<sup>nd</sup> to make room for self-service holds pick-up.



Some of the Adult DVD collection was also moved to create a self-service DVD holds pick-up location.



New Books were moved back on June 25<sup>th</sup>. Customers appreciated browsing this collection again.



Over 1100 Children's CDs were relabeled in June. We are looking forward to the time when customers can again browse this collection with the new, colorful, genre dividers.



Ordering continues at a steady pace; our cataloging shelves are full. It is a wonderful sight to see this summer. Acquisitions staff received almost 2500 items and processed 157 invoices this month. We added almost 2400 items to the collection, more than 500 items more than June of 2019 or 2018.

Therese Lyons, Head of Circulation

1. **Circulation Highlights:** In June, **39,236** items circulated. Checked in items totaled **39,087** and library card registrations totaled **137**. There were **16,515** holds filled in June and we are averaging between 400 to 800 visitors per day. (Our visitor count was not working a few of the days in June and, therefore, the total count is inaccurate.)
2. **Departmental Happenings:** Things are slowly getting back to normal for Circulation. On June 8 we opened the doors to the public. With our limited holds pick up service, our shelvers have been receiving many questions about how to find their holds. Desk traffic has been steady. The plexiglass shields at the desk are working great and both staff and patrons are comfortable with the new design. It is good to see our regular patrons back in the library and welcome new patrons.

Our materials were due on June 15 which caused an increase in returned materials right before and after that date. We started pulling unclaimed holds giving us a little more space on the holds shelves. We started sending out notices and resuming collection activities on June 18 and on June 30, all overdue notices were sent out.

Our volunteer book mender came in for a few hours in June. We are holding off on other volunteer activities until we are able to safely have more people in the department and adhere to social distancing.

On June 25, staff was able to move holds back to the regular holds shelf and bring New Books back to the New Books shelf. Patrons are now able to browse the new book collection which has been greatly appreciated.

3. **Continuing Education:** On June 9, I watched a webinar entitled ***Public Libraries Respond to COVID-19: National Survey Results***. On June 17, I watched ***COVID-19: Preparing and Implementing Tools to Reopen Post Stay-At-Home-Order***. I continue to watch the weekly updates from the City Administrator as well.
4. **Meetings:** On June 16 I took part in the first-floor renovation Zoom meeting. The Bridges circulation supervisors continue to have weekly zoom meetings on Thursday mornings. We discuss our experiences as we navigate through customer service and staff issues. A wealth of information is shared which has helped greatly as we make decisions and implement new procedures.

Kori Hall, Head of Program Development and Community Engagement

1. **Waukesha Reads:** I am thrilled to announce that the Library has once again been selected to receive a \$15,000 Big Read grant from the National Endowment for the Arts! The media embargo was lifted on June 16, and the *Waukesha Freeman* published a press release announcing to the community that *When the Emperor Was Divine* by Julie Otsuka will be our NEA Big Read title this year. In addition, we will be reading the graphic novel *They Called Us Enemy* by George Takei and Eisinger Scott Becker with our middle school and high school readers. This year's NEA Big Read will operate a little differently, featuring a limited number of events with some of them being presented virtually. Given the current situation, we are not as far along in our planning as we usually are at this time, but we are dedicated to putting together a fun and informative

program for the community. Free books will be available at the Library starting on September 8. If you haven't done so already, please follow Waukesha Reads on Facebook and watch for the unveiling of our updated website, coming soon!

Introduction to the book:

It all began with a sign. Posted on telephone poles, park benches, community centers, and a Woolworth's, Executive Order No. 9066—issued by President Franklin D. Roosevelt—sought to prevent “espionage and sabotage” by citizens of Japanese descent in the wake of the 1941 bombing of Pearl Harbor. Japanese Americans were arrested, rounded up, and transported to detention centers across the United States, where in some cases they were held for several years. Otsuka's novel unfolds in five different but interconnected narrative perspectives and moves hauntingly through a Japanese American family's internment experience in the voices of the mother, daughter, son, and father. (www.arts.gov)

Amy Welch, Information and Adult Services Manager
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- 1. Summer Reading Update:** Our teen and adult summer reading programs are going very well. As of the end of June, we have 265 adults, 24 staff, and 115 teens registered for their respective programs. Sarah P. has made several excellent Beanstack tutorial videos for our social media pages, and we have had customers and staff post some of the badges they are working on. Our most popular adult badges are “Check Out Books” and “Plant Something.” Our most popular teen badges are “Read a Physical Book” and “Pet an Animal.” So far this summer, adults have read 496 books, and teens have read 36,336 pages.
- 2. Virtual Engagement:** We continued with our virtual engagement in June. Librarians held an Adult Book Discussion meeting, a Teen Book Club meeting, a Teen Manga and Anime Club meeting, and an LGBT program with Outreach of Madison 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 coming months. Upcoming programs include Dungeons & Dragons events, a guided meditation series, a program with Meta House of Milwaukee, and more. Our first Take & Make craft was announced, and customers have been eager to pick up supplies. Our librarians are working hard to promote their new programming opportunities.
- 3. The Zine Volume 14:** This June, the Teen Manga and Anime Club created volume 15 of their publication, The Zine. The Zine has been released twice a year since 2013. A circulating copy of each issue is added to the YA Magazine Collection upon release, and a limited number of free copies are available for teens to take. Volume 15 compiles artwork, games, reviews, word searches, zentagles, and more submitted to our YA Librarian, Carley, over the last six months. The majority of this issue was completed from home and submitted electronically to Carley. Our teens have been happy to continue working on their publication even while the library was shut down or partially open for the last few months.



Kerry Pinkner, Children's Services Manager

1. **Summer Reading:** Registration for the Summer Reading program began on June 15. Parents have shared that they are happy that we are offering a program this year. There are currently 670 children signed up for the online program.



2. **Imagination Station:** Families can stop by the library on Mondays and Thursdays thru August 6 to pick up a literacy kit. We gave out 325 kits during the month of June.

3. **Community Partnerships and Outreach:**

We partnered with our friends at the Waukesha Parks, Recreation and Forestry Department to help kids kick off the summer with "Camp Kits. 270 kits were 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~Michele Gagner:** In June, the CLL focused on reaching out to schools to find out the best ways to get information and resources to kids and families over the summer. We sent home information about summer reading, and shared information in English and Spanish via school newsletters and Peachjar. Michele reached out to the six schools distributing free meals at school sites, and is planning to visit each site twice, distributing Imagination Station packets to families. Thanks to a generous donation, we were able to purchase some paperback books, and will distribute these along with select weeded materials that were originally bound for the Friends book sale.

5. **Social Media & e-Resources:** As we focus on summer reading and the re-opening of the library our virtual programs have been paused. Children's Facebook posts have focused on promoted our programs and book displays.

<b><u>Virtual Programs</u></b>	<b>June 2020</b>
Total Events	4
Total Engagements	325

Jim LaPaz, Head of Building Operations

1. **Building:**

- Pat suggested calling the Street Department and with their help, maintenance cleaned out the building air intake pits. Pat and Jeff added screen material to help keep debris out.

- Ahern came in to fix a deficiency from our last city fire inspection. A sprinkler in the Teen Zone closet needed to be raised to within 12" of the ceiling.
- Matt added drywall to an area in the TZ closet. He also removed an old computer mount from a column and repaired the column.
- Our quarterly bed bug spraying was completed.
- The plexiglass barriers that were ordered for the computer tables arrived and I assembled them.