

Administrative and Staff Reports for August 13, 2020

July Circulation

July 2020	July 2019	Change	Year to date 2020	Year to date 2019	Change
47,604	105,869	-55.03%	316,592	627,630	-49.56%

July E-Circulation

July 2020	July 2019	Change	Year to date 2020	Year to date 2019	Change
10,190	8,815	15.6%	68,030	58,407	16.48%

July Library Card Registrations

July 2020	July 2019	Change	Year to date 2020	Year to date 2019	Change
130	370	-64.86%	1,731	2,567	-32.56%

Bruce Gay, Library Director

- 1. First Floor Design Development:** Managers and I met virtually with architects from Engberg Anderson on July 7, 14, 21, 28 and August 4. In early September the library should receive accurate cost estimates for the project which can be used to update the library's capital project requests.
- 2. Feasibility Study Committee:** I've asked several community members to join the feasibility study committee. Meetings with Library Strategies should begin in the middle of August.
- 3. Meetings:** It seems online meetings have multiplied during the pandemic. I have weekly meetings now with Resource Library directors, two Wisconsin Libraries Transforming Communities (WLTC) teams I work with, the City Emergency Operations team, and the library managers. Other meetings in July were with the Friends of the Library, the Bridges Library System board, the Library Development and Legislation (LD&L) committee of WLA, and with each manager for a quarterly check-in.
- 4. Pandemic Response:** Library operations are very similar to the beginning of July as we wait for infection levels to go down before offering more services. Managers continue to greet customers in the lobby. On July 27 we started to require masks for computer users. The governor's mask order has been well-received by staff; we've had very few issues with customers.

John Klima, Assistant Director

- 1. Maker Space:** I met several times with Kerry Pinkner, Amy Welch, Carley Rymkus, and Kori Hall to talk about what types of programs and equipment we would want in the maker space that's part of the first-floor redesign. We worked on a shared document to keep track of all our ideas. From there we created our own top ten list of things we'd like to see in the maker space. I took those lists and collated them into a master list sorted from the most mentioned to least mentioned. The group will continue to meet to make our final determinations about what will be in the room.

2. **Southeast Wisconsin Festival of Books**: I wrote a proposal for the executive board on how the Festival could run virtually. I detailed what would be needed in two options: running everything on your own or working with a company to do all the work. I attended several virtual conferences—including WisCon (Wisconsin’s largest science fiction convention) and the ALA Annual—as well as volunteering as tech support for the Science Fiction Writers of America’s Nebula Awards Weekend. I had several follow-up meetings with SFWA to learn more about their exact process so that I could put it into the proposal. I presented the proposal to the executive board and then stepped back from the time that I gave to the Festival so that I could focus on work at the Library. I’ll be able to apply what I learned in this process to running events this fall for Waukesha Reads.
3. **Computer Issues**: With Tony Chiantello out I’ve been fixing computer issues for Waukesha Public Library staff and patrons. There are things that come up every day that need my attention. These range from Adobe not working to open PDFs to monitors going black to installing additional equipment. If I’m unable to resolve the issue I can bring it to my weekly meeting with City IT.
4. **Public Computers**: At the request of Amy and the reference staff we stopped requiring registration for patrons wanting to use a public computer and switched back to walk-up use. This both made work easier for staff and for patrons to use computers. The computers required some configuration work based on different Windows settings.
5. **WiFi Access Points**: I had City IT order several additional WiFi access points that would send a signal further into Cutler Park. This was done in conjunction with Bridges and partially funded with grant money. The equipment was set to arrive in the Library in July but has been backordered to September. I had hoped to get the equipment in place and be available during warmer months, but the extended WiFi will be useful year-round.

Carolyn Peil, Technical Services Manager
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1. **Technical Services Activities**: On July 1st, Library Page Tracy Esser counted 2328 items awaiting cataloging. This is 900 more items than January 2nd. This can be attributed to more consistent materials ordering this year and COVID-19 staffing shifts resulting in some months with lower than average outputs.

Technical Services staff added almost 2300 items to the collection in July. We withdrew over 4400 items.

Our “wall of books” was stabilized by Matt Messerschmidt. For years, one side of this “wall” (really 2 runs of book shelves) tilted slightly outward and caused some concern amongst staff. But not anymore!

Therese Lyons, Head of Circulation

1. **Circulation Highlights**: In July, **47,604** items circulated. Checked in items totaled **38,510** and library card registrations totaled **130**. There were **18,383** holds filled in July and **10,944** visitors came in to pick up holds, browse our new books, and use our computers.

2. **Departmental Happenings:** Our holds shelves remain packed. We have placed overflow carts in the area to accommodate the increase in holds.

On July 31, we celebrated Harry Potter's birthday while wearing masks and practicing social distancing. We had Harry Potter themed decorations, treats, and costumes. Members from Bridges and volunteers stopped in to share in the celebration.

3. **Continuing Education:** I continue to watch the weekly updates from the City Administrator.

On July 22, I attended "Using Technology to Safely Reopen and Strategically Pivot During the COVID-19 Crisis."

On July 23, I attended "The Art of Possible" which discussed:

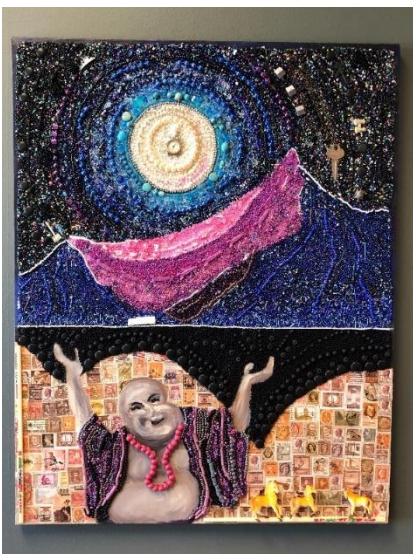
- The importance of recognizing the true motivation behind why people work
- How to engage your team by communicating a clear vision and a plan to execute
- The importance to both the organization and your teams to continue to focus on what is possible even when the current outlook is filled with challenges
- The science behind why some leaders are better equipped to extract discretionary effort and inspire people to work at their full potential

4. **Meetings:** I continue to take part in the weekly first-floor renovation Zoom meetings.

I also continue to attend the Bridges circulation supervisors 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. **NEA Big Read/Waukesha Reads:** Waukesha Reads is right around the corner! We're working diligently to finalize our programming calendar and have been experimenting with different ways to offer our programs virtually. Waukeshareads.org and our Waukesha Reads [Facebook page](#) have recently been updated, so please take a look! We also received our original artwork from local artist Rose Lange (picture below). Free books and programming calendars will be available to the public starting September 8.



2. **Doughnuts and Documentaries is coming back!** The Library is very excited to be bringing back a virtual rendition of our Doughnuts & Documentaries program. We will be using the Library database Hoopla to provide the movie, and then we'll meet on Zoom for a virtual discussion. To participate, sign in to [Hoopla](#) (with your library card number) before August 12 and watch the documentary "A Tuba to Cuba." Then, on August 12 at 11:00 AM, join us for a group discussion on Zoom. To get the login information for the discussion, you must register using our [online event calendar](#). For now, it will be BYOD—bring your own doughnuts!

Amy Welch, Information and Adult Services Manager

1. **Summer Reading Update:** Our teen and adult summer reading programs are still going strong. As of the end of July, we have 304 adults, 25 staff, and 140 teens registered for their respective programs. So far this summer, adults and staff have read 1,656 books, and teens have read 98,187 pages. A more complete overview will be included in a later report.
2. **Virtual Engagement:** We continued with our virtual engagement in July. Librarians held an Adult Book Discussion meeting, a Teen Book Club meeting, two Dungeons & Dragons events (one for teens and one for adults), guided meditations, a vision board workshop, and a meeting with Meta House via Zoom. We are continuing to plan virtual engagement opportunities during the coming months. Upcoming programs include a second Dungeons & Dragons event, guided meditation, and a drinking shrubs event. Our July Take & Make crafts were quite popular, and we have an embroidery Take & Make planned for August. Our librarians are working hard to continue to provide fun and interesting virtual programs.
3. **Reference Completion Rate Survey:** We conducted our survey the week of July 6-11. There were a total of 1,286 reference and non-reference transactions completed at the Adult Reference Desk during the week, for an average of 20.41 questions answered per hour. Considering the current pandemic, these numbers are impressive. Our survey continues to show that we remain an important information point in the community.
4. **Book Discussion Titles:** The remainder of the 2020 Adult Book Discussion titles have been announced! All upcoming book discussions will be held via Zoom.

August – *Hello Girls* by Elizabeth Cobbs
September – *They Called Us Enemy* by George Takei
October – *When the Emperor was Divine* by Julie Otsuka
November – *Inheritance* by Dani Shapiro

Kerry Pinkner, Children's Services Manager

1. **Summer Reading:** A total of 866 children are currently registered for the summer reading club. 792 children are signed up for the 3-12 club and 74 are signed up for Bubble Buddies. 20 children have completed the Bubble Buddies program (27.03% of those registered) and 11 have received their board book (55% of those who've finished). 215 children have finished the 3-12 club (27.15% of those registered) and

149 have received both their rewards, and on child got either their book or their coupons, but not both (69.53% of those who've finished).

2. **Imagination Station:** Waukesha families are enjoying the different literacy kits we offer each week. We gave out 403 kits in July. The comments received have been very positive. Here are just a few, "We loved them. Even the fairy houses. Kept my three school-age boys busy for two hours which was great for me – a win/win. They even added LEGOS." "Thank you so much for putting them (the kits) together. My kids love them!" "Really enjoyed last week's kit. So cute – loved the mad libs." The kids told their grandma she could bring the kits home again.
3. **Book Discussions:** 17 children participated in virtual book discussions in July. While a much lower number than past years, discussion were lively and enjoyed by those who attended.
4. **Community Partnerships and Outreach:** We recently partnered with the Hispanic Collaborative Family Empowerment Team, Waukesha Health and Human Services and the School District of Waukesha. An activity sheet (Actividades en Familia para el Verano) encouraged families to stop by the library during the week of July 27 and pick up a Spanish literacy kit at our Monday or Thursday Imagination Station. Donated face masks and hand sanitizers were also included in the kits.
5. **Community Library Liaison Update~Michele Gagner:** In July, the CLL's focus was on providing library outreach at School District of Waukesha lunch distribution sites. I visited five of the six elementary school sites, with the sixth school scheduled for Friday, July 31. Families received an Imagination Station activity packet for each of their children. Each child also had the opportunity to choose a book to take home and keep, thanks to a generous financial contribution and a donation of book sale items from the Friends of Waukesha Public Library.

As of July 24, we've distributed 359 activity packets and 211 books, and have had socially distanced contact with 222 community members. A second round of visits to each lunch distribution site is scheduled for August. These visits have been very helpful in keeping connected to families during this challenging summer; both families and school principals have expressed their appreciation for the library's outreach efforts.
6. **WLTC Training:** Every Tuesday I meet with our coach and two partners to discuss conversations we have been having with community members. In July much of the focus was on the School District of Waukesha and the Spanish Literacy kits we offered at our Imagination Station. On July 17 we attended a virtual meeting with Librarians and partners from several locations within Wisconsin. We discussed the challenges we were facing within our community and looked at different options to find out the needs of our patrons.
7. **Miscellaneous:** Staff continues to be busy pulling materials for patrons, filling browsing displays, answering questions about summer reading and filling Library Care package requests.

1. Building:

- Nation's Roof repaired a roof leak over the fiction area.
- Nation's Roof did an annual roof inspection. This will provide an annual cost for roof maintenance as well as a date and price for a full roof replacement.
- Fire alarm and smoke detector testing was done by Johnson Controls. We passed.
- Ahern performed a quarterly sprinkler test, which we passed.
- Flemings Fire 1 checked all fire extinguishers in the building.
- An electrician from Elect-Tech worked on and repaired two emergency lights in the library.
- Hennes checked the basement and rooftop HVAC as we had reported two issues. The building humidity has been running in the low 70% range and the chiller has been tripping out on low water faults. Mark made adjustments and is checking with a coworker about the chiller faults.
- A pipe in the basement was broken and water drained into the basement, shutting down the AC. Hennes was called in on an emergency basis on July 10 and 11 to get everything restarted.

2. Renovation:

- I came in while on vacation on July 8 to show an architect from Engberg Anderson and an engineer around the library. They were looking for electrical panels, etc. in advance of our redesign project.
- I coordinated demonstration furniture deliveries from several vendors.
- I coordinated visits by potential contractors interested in bidding on the front exterior lighting and renovation.