

Administrative and Staff Reports for October 8, 2020

September Circulation

September 2020	September 2019	Change	Year to date 2020	Year to date 2019	Change
44,688	80,362	-44.39%	403,976	798,717	-49.42%

September E-Circulation

September 2020	September 2019	Change	Year to date 2020	Year to date 2019	Change
9,697	8,392	15.55%	87,891	75,389	16.58%

September Library Card Registrations

September 2020	September 2019	Change	Year to date 2020	Year to date 2019	Change
239	351	-31.9%	2,137	3,331	-35.85%

Bruce Gay, Library Director

- 1. 2021 Budget:** The 2021 capital budget was approved by the City Finance Committee at its September 22 meeting. There were no questions about the library projects. The full council will take up the capital budget on October 6. The City Finance Committee is now reviewing department operating budget requests. The library is scheduled for review on October 15. No further changes have been requested by City Administration or the Council.
- 2. Front Entry/First Floor renovations:** Bill Robison sent additional front entry repair information and renderings in September. The images showed the horizontal pieces as either a set of resin panels or a more traditional canopy. Some renderings also included an image on the vertical resin panels. The front entry repair project will be combined with the first-floor renovation to save money in 2021.
- 3. Pandemic Response:** I've watched the Waukesha County numbers with concern through September. Despite the increases, no staff have had a positive test for the Coronavirus. The library continues to sanitize workstations after a member of the public is finished. In the middle of September, the media area was opened for public browsing, which has been a popular change. Most of the stacks and all of the second floor remain closed.
- 4. Staff Evaluations:** The evaluation process is in full swing. In 2021 staff pay increases are dependent on their evaluations—a new process for the library. Managers are working hard to complete their evaluations.
- 5. Meetings:** Resource Library Directors, WLA's Library Development and Legislation (LD&L), Bridges Board of Trustees, and a three-day Wisconsin Libraries Transform Communities (WLTC) virtual conference.

1. **Equipment Moving:** We decided to open up the AV area for browsing and move the reference staff back to the permanent reference desk. I came in on a Sunday to get equipment moved and set up including:
 - a. Moved PCs, telephones, barcode scanners, and receipt printers from the temporary reference desk back to the permanent one;
 - b. Moved our ADA public computer down the rotating art wall; this computer will serve our ADA needs as well as those who aren't able to wear masks for medical reasons;
 - c. Deployed one of our microfilm machines; patrons will need to get film from staff;
 - d. Moved a catalog computer and its furniture back to its original spot between AV and fiction.
2. **Zoom Training:** I've been helping Library staff with Zoom testing and training. Mid-September and going forward we will be doing a lot of virtual programs. I answered questions from Children's staff and helped them test virtual story times. I've been working a lot with Sarah Poppie and Kori Hall to get ready for running Waukesha Reads virtual programs. Sarah has done a great job of working out the specifics of how we stream Zoom meetings to YouTube.
3. **Virtual Programming:** One of the unexpected problems that came up with running programs through Zoom was patrons not getting Zoom meeting information for programs they had registered for. I would get their emails as my email was set up as the reply-to for our registration software. I've created a forwarding email (events@waukeshapubliclibrary.org) that goes to me and the two reference email accounts. This way staff can see replies from patrons that are having trouble. I also added some information to our registration events. We included a phone number that shows on the calendar so that patrons would see to call that number with questions. Also, we started putting the Zoom meeting information in the confirmation email that gets sent out to patrons.
4. **Vega Discovery Demo:** I took part in a Vega Discovery demo that Bridges coordinated. This is a service being offered via Polaris, our catalog software, that would work as a new online catalog option.
5. **WhoFi:** I set up a demo with a company called WhoFi who helps libraries track their WiFi usage. I really like the way this product works. I'm setting up a follow-up demo with City IT as we share the WiFi network with the City and need to coordinate installing this service with them.
6. **Teen Gaming Club:** I met with Carley Rymkus and Amy Welch to talk about virtual gaming options. We will be doing some testing this fall of different gaming platforms like STEAM, Tabletopia, and Jackbox. We will also look and see if there's a way to share content from our Nintendo Switch where teens would be able to show each other games like Animal Crossing where you create a village of anthropomorphic animals.

Carolyn Peil, Technical Services Manager

1. **Technical Services Activities:** The Rental Collection is back! Eight titles were added back into this collection with more coming as popular new releases arrive in the building.

Amy and I started talking about replacing the Book Group kit bags. We have just a few left from the 75 or so ordered between 2003-2007. These bags have served us well over the years and the collection remains viable.

Circulation Supervisor Therese Lyons and I visited Hartland Public Library to see their "Tinker Tote" kits in preparation for a discussion with Children's Librarian Kaushalya Iyengar and Head of Children's Services Kerry Pinkner; Children's staff would like to add a similar collection. This discussion was very productive. Our concerns about the number of pieces in several of the proposed kits were addressed, as was the best way to circulate the sets, how long to circulate them, and how to handle missing pieces. Kaushalya proposed an initial collection of 24 themed sets which would include an activity and a related book or two.

I worked with Reliance Barcode Solutions on re-ordering 2 types of barcodes- 50,000 sets of duplicate barcodes and 7,500 sets of AV barcodes. Best of all, these were shipped free of charge, saving us \$135.00.

Neo Gov self-reviews and manager-level reviews were completed during September.

Librarian Sara Byrnes created 26 original cataloging records in OCLC. Well done, Sara!

Therese Lyons, Head of Circulation

1. **Circulation Highlights:** In September, **44,688** items circulated. Checked in items totaled **31,306** and library card registrations totaled **239**. There were **16,927** holds filled in September and **14,109** visitors came in to pick up holds, browse our new books and AV section, and use our computers.
2. **Departmental Happenings:** We continue to have full holds shelves and have seen an increase on holds for children's items. Transits have also remained busy. Patrons have commented on how happy they are to have the AV section open
3. **Continuing Education:** On September 16 I attended "Trust Building as a Tonic for Toxic Workplaces." The presenters discussed the lack of compassion and trust in a toxic environment.

On September 23 and 24 I attended the Tech Days webinars which included topics on navigating across the digital divide, productivity and technology, service, and constant change.

On September 28 I attended *Responding When COVID Comes to Your Library: Learning from Real Stories*.

On September 30, I attended a webinar called *Mission Possible: Positive Leadership*. One tip for being a positive leader was sharing good news. Let people know that good things are happening.

I also watch the updates from the City Administrator.

- 4. Meetings:** The Bridges circulation supervisors are meeting every other week for zoom meetings on Thursday mornings. We discuss our experiences as we navigate through customer service and staff issues. On Wednesday, September 23 we had our scheduled semi-annual meeting. I have volunteered to be on a subcommittee to review the Café circulation agreement between libraries to ensure consistency in procedures amongst the libraries.
- 5. Staff Updates:** Chris Jahnke has accepted a 24-hour Library Assistant position and Amy James has accepted a 20-hour shelver position. We are also in the process of filling additional shelver vacancies with interviews scheduled in early October.

Kori Hall, Head of Program Development and Community Engagement

- 1. NEA Big Read/Waukesha Reads:** It's Waukesha Reads kicked off in September with a lantern hike and a Japanese Yokai presentation at Retzer Nature Center. The weather was perfect for the 237 hikers that walked the trail, and 83 people stayed to hear Professor Daniel Becker tell scary Japanese folktales. This was one of our very few in-person events in 2020, and we feel it was a success!

This is the first year that the Library has offered a Waukesha Reads virtual challenge, using the same Beanstack software that ran our summer reading programs. So far, 65 people have registered to participate. I encourage you to do the same! You can join by clicking on the "Virtual Challenge" tab on WaukeshaReads.org or by clicking [here](#). There are instructional videos available on our [Waukesha Reads YouTube Channel](#).

Finally, there are still FREE books available, so tell your friends and family to stop by and pick one up. Also, don't forget to like our Waukesha Reads Facebook page (<https://www.facebook.com/WaukeshaReads>) and subscribe to our newly redesigned Waukesha Reads YouTube Channel (<https://www.youtube.com/WaukeshaReads>). Our Waukesha Reads website (<http://waukeshareads.org>) has also gotten a new look this year, so be sure to take a look. I hope to see some of you at our virtual events in October!

Amy Welch, Information and Adult Services Manager

- 1. Staff News:** Diane Molsbee, our Outreach staff member for almost the last 40 years, retired this month. Diane ran our Outreach program extremely well and took pride in working with our homebound customers. They all knew her and appreciated the care she put into her work. When she retired, I received several phone calls from facilities and individuals asking me to send Diane their best and wondering if we will continue Outreach services. This service has bettered many lives, and our Outreach customers have expressed their excitement for its continuation. We wish Diane the very best and will work hard to keep this service up and running.

We are happy to announce that Khorye Huffman will be joining the Reference team! Khorye currently works in the Special Services department and will be filling the vacant part-time Library Associate position in the Adult and Information Services department. Khorye is currently working towards her Master's in Library and Information Science at UW-Milwaukee and has been a cheerful and welcoming presence in Special Services. We are excited to welcome her to our team.

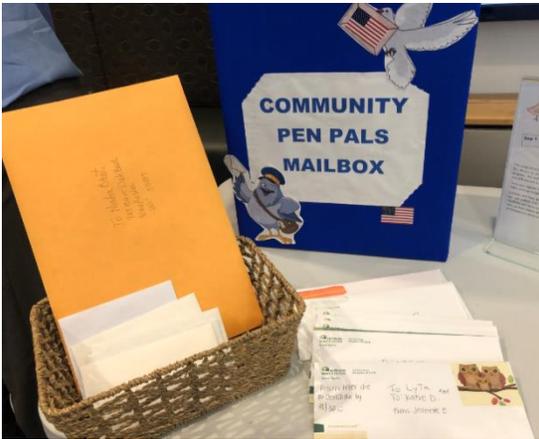
- 2. Virtual Engagement:** We continued with our virtual engagement in August. Librarians held a Dungeons & Dragons event for adults, a book discussion, an EDI Committee organized presentation with Reggie Jackson, teen club meetings, a month-long Teen Top Ten passive program on Instagram, and a teen Take & Make. 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. Our September Take & Make craft for teens, Japanese Calligraphy Kits, was our first Waukesha Reads contribution. We are hoping to make more Take & Makes available for adults this fall.

Kerry Pinkner, Children's Services Manager
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1. Fall Programs for children and families off to a great start!

- A total virtual Laptime & Wiggles and Giggles – Using Zoom, we have been able to host live interactive storytimes. Children, parents and storytellers have really enjoyed the opportunity to 'see' each other again.
- 1000 Books before Kindergarten– We've expanded this popular reading program by offering an online version using Beanstack, the online reading platform that we used for our 2020 summer program.
- Preschool Fun Day video and grab 'n go bags – We started with 30 early literacy bags and have increased this to 50 because all bags were gone by the first or second day.
- 3D Printing Live! An instructional video is posted on Facebook. Children and families can post comments or ask questions with Mr. Jason (Library Associate, Jason Penckofer) on Tuesdays from 4-4:30 p.m.
- Think-Build-Create – Each week, kids can pick up a different grab 'n go bag with all the supplies needed for fun STEM activities such as marshmallow castles, Chinese calligraphy, sensory bottles and more!
- Homeschool Hangout – We've reconnected with our families virtually! The first class involved a drawing lesson and was so popular with those who attended that we may continue to use this subject each month.
- Diverse Book Talks - Children encounter diversity on a regular basis in their interactions at home, in school, or around their neighborhood. Another way that children learn about the world around them and other cultures is through the social messages found in stories. Each week we introduce 2-3 different books in a virtual booktalk that reflect the diverse experiences of children in our community.
- Wednesday Magic Tricks – Every Wednesday we offer a Facebook video that gives a sneak peek into the world of magic and shows kids how different tricks are accomplished.
- Reading Without Walls Reading Program - Adapted from Gene Luen Yang's reading program, this online reading challenge is simple and fun for all ages.

2. Community Partnerships and Outreach:



Intergenerational Community Pen Pal program – Children who brought letters to the library’s “mailbox” in September are now receiving responses from local senior community residents. One special pen pal even sent the beautiful art piece in the photo. This has been a wonderful collaboration with the children of

Waukesha, Oak Hill Terrace Senior Community, Linden Grove Communities, and Avalon Senior Living.

Pups & Pops program - We partnered with HAWs one rainy September day to offer some distanced outdoor fun. 35 people stopped by the tent outside the library to visit with a one-year old chocolate lab mix and a 7-year-old tabby cat. Families also had an opportunity to learn more about the Humane Animal Welfare Society and pet adoption. In addition, everyone who stopped received a tasty treat from Pete’s Pops.



CLL Librarian, Michele Gagner and I were invited to meet with the new School District of Waukesha Superintendent, Dr. Jim Sebert and other community partners. We talked about the shared Community Library Liaison position and other ways in which we have collaborated with the school district in the past.

Librarian, Kaushalya Iyengar attended the Waukesha Youth Collaborative meeting. These meetings have been a great way for us to network with community partners and learn more about what other organizations are doing right now to serve the needs of our youth.

3. Community Library Liaison Update~Michele Gagner:

- Visiting the afterschool program at Hadfield weekly and doing programming with approximately 12 children outdoors; doing read-alouds, bringing books for rotating classroom library, and leaving rainy-day activities for kids to do with leaders.
- Have been in contact with school district administration regarding restarting school van pick-up – hope to have this going later this fall.
- Coordinating library card registration for Heyer fifth grade class – teacher we worked with last year reached out.
- Reached out to district AVID coordinator, will be working with Carley Rymkus to create video outlining digital resources, including HelpNow live tutoring.
- Submitted South East Asia grant application; Title 1 coordinator Trish Goodspeed shared contact information about teachers who could help coordinate book discussions.

- Reached out to librarians and library aides regarding Kids' Choice and sending promotional materials. Will likely create book talk video to push out to classes, as visitors are not presently permitted in schools.

4. Databases: The Bridges Library System has licensed a new database called HelpNow. It offers live homework help - in both English and Spanish - and gives students the opportunity to chat with live tutors. Michele has created a recording for the schools that talks about this, and other library resources that students may find useful.

5. Professional Development: Several members of the Children's Team attended Tech Days 2020 webinars, including classes on "Productivity and Technology" and "Change is a Constant: Technology, Service, and Constant Change."

6. Social Media: We've been busy adding recordings, book suggestions, digital escape rooms and photos of our beloved library tigers to the new children's Facebook page. Check it out – and 'like' the page - if you haven't yet had a chance.
www.facebook.com/waukeshalibrarykids

If you're looking for additional activities or children's booklists our new library Pinterest page has several fun ideas. www.pinterest.com/wplchildrens/boards/

Jim LaPaz, Head of Building Operations

1. Building:

- The library elevator failed because of a burned-out motor and contacts. These were replaced a week later, but the new motor was faulty. A second motor was installed, but further issues arose. The circuit board had a battery changed and was re-programmed. The filter and valve were cleaned. After that the elevator worked.
- Matt and I reconfigured barricades in advance of the reopening of AV and the return of Reference to the Reference Desk.
- Flemings Fire 1 checked and began repairing emergency lighting in the building.
- Mark from Hennes replaced HVAC motor seals, bearings, and couplers.
- Nation's Roof began \$23k worth of much needed roof repairs.

2. Meetings: I attended a meeting of the Park/Rec Security Committee. The pool project is coming along well. Some classes are starting up at Schuetze along with pre-school. The Police said that they are seeing large numbers of new homeless people. Park/Rec said that many people are attempting to camp in the parks. They are also experiencing many issues along the river and by the Union Street bathrooms.