

## Administrative and Staff Reports for November 12, 2020

### October Circulation

October 2020	October 2019	Change	Year to date 2020	Year to date 2019	Change
47,045	85,425	-44.93%	451,021	884,133	-48.99%

### October E-Circulation

October 2020	October 2019	Change	Year to date 2020	Year to date 2019	Change
9,759	8,747	11.57%	97,650	84,136	16.06%

### October Library Card Registrations

October 2020	October 2019	Change	Year to date 2020	Year to date 2019	Change
161	316	-49.05%	2,298	3,647	-36.99%

Bruce Gay, Library Director

- 1. 2021 Budget:** The budget process continued without any major complications. At the October APL meeting, Bridges member library directors voted to change a portion of the 2021 Bridges budget—a recommendation which the Bridges Library System Board of Trustees adopted—which changed a hoopla funding plan. Instead of Bridges making a payment to each member library, totaling \$75,000, to pay for hoopla through individual library accounts, Bridges will pay hoopla directly for system use in 2021. This change reduced a payment to WPL by \$13,485. To match the change, the Adult Materials amount was lowered by \$13,485. Otherwise, the operating budget passed the Finance Committee with no changes and is expected to pass the full council vote on Thursday, November 5.
- 2. Staff Meetings:** I held seven staff meetings the week of October 26 to present and discuss the proposed organizational changes. Meetings were held in the Community Room with socially distant seating and with everyone masked. Staff seemed curious and receptive to the idea of change.
- 3. City Library Collective:** WiLS facilitated a meeting with library directors of similar sized libraries across the state to investigate an idea they are calling the “City Library Collective.” This group of peer libraries might work collaboratively on projects and surveys and provide a network. In many cases, these libraries are substantially larger than any other libraries in their systems and may feel isolated. Libraries serving populations between 50,000 and 100,000 were invited.
- 4. Annual Evaluations:** All staff have completed or will shortly complete the annual evaluation process, along with merit pay increases based on 2020 performance. In the next month staff will complete their 2021 SMART goals to start the process again.

1. **Sorter Check Ins:** Jane Rickett from Circulation noted that the sorter was not re-enabling the security bit on the RFID tags in our material. She returned material through all three returns but none of them got re-secured. I sent in a help ticket to mk. They responded with the values that were getting set on the tags. I then spoke with Bibliotheca—who supports our selfchecks—to see if they knew what values should be used. Bibliotheca told me that the values that mk was using were standard for Dutch/European RFID security. They gave me the values that Bibliotheca programs into selfchecks in North America and I passed those along to mk. After mk updated the software with new values, I had Jane retest our return stations and the security bit was being enabled.
2. **North Wall WiFi:** At the beginning of the pandemic I worked with City IT to add additional WiFi access points along the north wall of the Library to provide more WiFi into Cutler Park. We initially thought the equipment would be ready for install in July, but it didn't arrive until October. This has been a persistent concern with regards to technology. Things like webcams, headsets, microphones, etc. all went out of stock as many businesses started having people work from home. With winter approaching, it's hard to know what sort of immediate benefit we'll see from the new WiFi access points, but it will be useful come spring and summer next year.
3. **Maintenance Cell Phone:** We upgraded maintenance to a basic smart phone after a request from Jim and the maintenance crew. This will give them better service and dependability throughout the building than the flip phones they were using.
4. **WhoFi:** Kevin from City IT attended a follow-up demo with WhoFi. The WhoFi service will give us better WiFi statistics than what we currently have access to. I wanted to include City IT because WhoFi has a small piece of software that gets installed into the management software for our wireless networks. Kevin had no concerns about WhoFi so we started looking into adding the service but unfortunately the Library's WiFi units have been discontinued. The Library upgrade to new WiFi units in 2021 and we will be able to enable WhoFi at that time.
5. **Teen Gaming Club:** Amy Welch, Carley Rymkus, and I tested some virtual/remote options for the Teen Gaming Club. Initially we had discussed using a service called Tabletopia that replicates games in a shared virtual environment. This would require that the teens sign up for an account with Tabletopia, but it's free so we thought that might be a good option. However, after Carley talked with some of the teens, she learned that almost all of them Roblox accounts already. Rather than have them sign up for a new service that they might not get a lot of use out of, we decided to test Roblox. I was working from home when we did the test so that helped replicate the teens' experience. There are a lot of games that can be played on Roblox so this is a great solution for our Teen Gaming Club until they are able to return to the Library.

1. **Technical Services Activities:** We started to circulate our current magazines. With the Carnegie Room closed, our magazines were not getting used. Library Assistant Cindy D. asked if we might bring a selection up for customers to check

out. We've also included several Children's titles. Here's what the display looks like:



Coming soon: Video Games in the Adult Collection and Literacy Kits and Binge Boxes in Children's.

Therese Lyons, Head of Circulation
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1. **Departmental Happenings:** We welcomed Chris Jahnke to the circulation library assistant team. She is going through training now. Amy James is now working 20 hours per week instead of 10 and we welcome the extra help.  
We also welcomed our new shelveers who are also going through training.
2. **Continuing Education:** On October 8, I attended *Motivational Currency: The Coins of Influence and Inclusion* which focused on encouraging people to motivate people and to pay attention to uncovering and understanding what drives people.

On October 13, I attended *Managing Workplace Anxiety*. The focus was on the source of workplace anxiety and ways to cope and manage with it. If you're having fun, you learn quicker and retain the information longer.

On October 19 and 20 I had the opportunity to virtually attend the Back in Circulation conference. This conference is hosted by UW-Madison every other year and is normally held on campus. I was happy to find that the content of the program lost nothing being held virtually. I was able to learn about other libraries' successes and challenges converting to a one desk service model, how to deal with underserved populations, effective ways to have difficult conversations, and much, much more. I appreciate having had the opportunity to attend this conference.

3. **Meetings:** On October 7, the Café Circulation subcommittee had their first meeting to review the Café circulation agreement between libraries. The goal of the subcommittee

is to update the agreement and explore new items to add to the agreement. We also reviewed and updated standard forms used by all the libraries. We met weekly throughout the month.

I continue to meet bimonthly with the café circulation supervisors. The meetings have been very helpful navigating through the unique situations that the pandemic has created for circulation of library materials.

4. **Staff Updates:** We hired Sally Pass, Andie Stella, Kyle Stringham, and Kayla Vega as our new page/shelvers. Sally recently retired from the school district of Waukesha where she worked as a library assistant at Rose Glen elementary school for 27 years. Andie has a background in Art and Creative Writing and is pursuing her MLIS. Sally and Andie will fill our 20-hour shelve positions.

Kyle was a library volunteer at the Matheson Memorial library in Elkhorn and is passionate about movies and filmmaking. Kayla is in her second year at Mount Mary and is majoring in history and minoring in Writing for New Media. She speaks fluent Spanish. Kyle and Kayla will be filling the two 10-hour shelve positions.

Kori Hall, Head of Program Development and Community Engagement
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1. **NEA Big Read/Waukesha Reads:** We had a fun (and challenging!) year virtually celebrating *When the Emperor Was Divine* with the community. Following are some 2020 Waukesha Reads highlights:

- The Waukesha Reads kickoff events were offered outside and in-person at Retzer Nature Center in September. The evening started with a self-guided Japanese Lantern Hike, attended by 239 people, and ended with 83 people listening to creepy stories about Japanese Yokai told around a campfire.
- We redesigned and reactivated the Waukesha Reads YouTube channel this year, livestreaming many of our programs and making recordings available whenever possible. Eleven videos were posted this year, and they have been collectively viewed 1,017 times. The numbers will continue to increase the longer the videos are available.
- Author Julie Otsuka did a virtual presentation for us this year, making her the second Waukesha Reads author to speak in 14 years of community-wide reading. 121 devices logged in to watch her live presentation. Due to copyright concerns, we were not able to post a recording of the program.
- Internment Camp survivor Sam Mihara was another highlight of our program. At this time, 269 people have watched his presentation on Mass Imprisonment in America.
- This year we introduced a Waukesha Reads Virtual Reading Challenge. Various activities like reading the book and attending events were worth points, which then could be entered into an online raffle. Ninety-three people signed up to participate in the challenge, and we gave away three unique prize baskets.
- Several drive-thru book pickups were scheduled to distribute copies of *When the Emperor Was Divine* to people who were uncomfortable coming into the Library building. We gave away approximately 200 books during those times.
- 1,825 copies of *When the Emperor Was Divine* and 60 copies of *They Called Us Enemy* (the teen companion title) were distributed in the community. We were THRILLED to give that many copies away to local readers.

None of this would have been possible without the assistance of the Waukesha Reads Committees, the Library's IT staff, and our local sponsors. Their support has been much appreciated during this challenging year!

Amy Welch, Information and Adult Services Manager

1. **Reference Completion Rate Survey** We conducted our survey the week of October 5-10. There were a total of 980 reference and non-reference transactions completed at the Adult Reference Desk during the week, for an average of 15.56 questions answered per hour. Considering the current pandemic, these numbers are still good. Our survey continues to show that we remain an important information point in the community.
2. **Virtual Engagement** We continued with our virtual engagement in October. Librarians held a book discussion, a family oral history program, teen club meetings, and an origami Take & Make for teens. Each one was successful in its own way, with participants happy to be engaging with library staff and each other. All of our October virtual programming tied in with this year's Waukesha Reads events. We are continuing to plan virtual engagement opportunities during the coming months and are planning more Take & Make kits for adults and teens this fall.

Kerry Pinkner, Children's Services Manager

1. **Fall Programs for children and families:** The Grab 'n Go literacy and STEM kits continue to be popular with our families. In October we handed out 193 preschool kits and 183 STEM kits. Virtual Laptime and Wiggles & Giggles Storytimes have been a popular way for us to connect with families. A total of 194 children and adults (and 6 dogs) attended via Zoom.
2. **Community Partnerships and Outreach:** 33 children and 26 seniors are participating in the Intergenerational Community Pen Pal program. One of the children recently shared a heartwarming story about his pen pal. Through their letters, the boy found out that his pen pal is a World War II vet and that he lives in the same area where the man grew up and attended the same school. The family of the young boy has chosen to continue their connection even after the program ends.
3. **Community Library Liaison Update~Michele Gagner:** In October, we made a strong pivot to virtual programming with the schools, as visitors are not being allowed in buildings. In place of our fall Kids' Choice school visits, Michele created an introduction/book-talk video, and will follow up with book talk videos created by her and others in the Children's Department. Michele and Carley collaborated to create a video for AVID students, outlining public library resources, especially the new HelpNow database. Michele also revised a resource guide and shared a link to a video tutorial for Title 1 teachers.

The First Grade Book Buddies LSTA grant has been extended into spring; we are putting together a plan to shift the project to a virtual format if field trips aren't feasible in spring.

4. **Library Care Packages:** We put together 38 Library Care Packages/594 items in October.
5. **Literacy Kits:** We've been collaborating with Technical Services and Circulation to determine the best way to circulate literacy kits. Librarian I, Kaushalya Iyengar has put together thirty kits using the five early literacy skills (Read, Write, Play, Sing, Talk) as her guide. Each bin includes two books, a book extension and a guide for parents. Themes include: Colors, Dinosaurs, Telling Time, Puppets and Feelings just to name a few.



Jim LaPaz, Head of Building Operations

1. **Building:**

- The Jeff completed a quarterly spraying for bed bugs.
- Hartford Steam Boiler inspected our two HVAC boilers. We passed with no issues.
- Hennes shut down the cooling tower and chiller for the season.
- Hennes replaced a motor in the large air handler pre-heater.

2. **Meetings:** I attended a meeting of the Park/Rec Security Committee. The Police reported that they have been dealing with and trying to help large numbers of homeless, primarily along the Riverwalk. They said that finally the County has gotten involved and is trying to interview people to see if they want help and if they need shelter. The City, HHS, NAMI, and WMH are all working together. A group that provides lunch stated that a short while ago they were providing for 12-15 people. That is now up to 35-40. The Riverwalk has been very problematic, with threats against Park/Rec workers. Tickets are being written for a variety of issues, but these go unpaid.

3. **Behavior:** With a limited part of the building open to the public, we have seen an increase in incidents. This is likely because of the cooler temperatures.

We did issue a lifetime ban to a man during the month. He repeatedly used the family restroom for hours at a time, bathing and flooding the room. He also did this in the handicapped stall of the men's room. He has been banned from numerous places. After Police contact and the issuance of a one-month library ban, he continued his behavior after sneaking into the building. On October 16 he was asked to leave; when Police arrived, he was arrested.