

## Administrative and Staff Reports for December 10, 2020

### November Circulation

November 2020	November 2019	Change	Year to date 2020	Year to date 2019	Change
45,710	81,695	-44.05%	496,731	965,837	-48.57%

### November E-Circulation

November 2020	November 2019	Change	Year to date 2020	Year to date 2019	Change
9,491	8,115	16.96%	107,141	92,251	16.14%

### November Library Card Registrations

November 2020	November 2019	Change	Year to date 2020	Year to date 2019	Change
136	274	-50.36%	2,434	3,921	-37.92%

Bruce Gay, Library Director

- 1. Staff Training Day:** On Friday December 4 the Library was closed to the public for its annual Staff Training Day. This year the training was all done virtually, with library staff using Zoom at home or in the building to attend sessions on Trauma-Informed Care from Healing Hearts of Waukesha; a program on customer service at the Library; an Equity, Diversity, and Inclusion workshop; and department meetings for the new departments. Despite the circumstances, the sessions went well and I think staff was pleased. Special thanks to Joan Quinlan for organizing the entire day, Therese Lyons for working on the customer service presentation, John Klima and Tony Chiantello for organizing the technology so well that everyone was able to attend, the managers for holding productive department meetings, and the staff for their attentive attendance.
- 2. Pandemic Response:** Beginning Monday, November 16, the library stopped offering public computer sessions for customers. This was done when new COVID-19 cases were beginning to spike in Waukesha County and was an effort to limit customer time in the library to 15 minutes or less. For the first several days after the change managers stayed in the lobby to answer customer concerns. Library hours remain limited to Monday through Friday 9-6, Saturday 9-1.
- 3. Feasibility Study Progress:** The first set of feasibility interviews have been completed, and another group of citizens contacted for more interviews. Library Strategies, our consultant on the project, reports that the interviews have gone extremely well and we should have a report by the end of the year.

John Klima, Assistant Director

- 1. Public Computers:** At the start of the month we reduced the time limit for public computer use from two hours to one. This was done to decrease the time customers spent in the Library. We also struggled with people sitting at the computer in addition to spending time on the computer, so they were in the Library longer than two hours. About a week later as positive COVID cases spiked in the county we restricted access to a single public computer for 15 minutes/day. We ran into some problems with some

larger Windows updates during the month but we were able to swap computers around so that the public always had something to work on.

2. **Mobile Printing:** Earlier in the year we switched our mobile printing services. I met with Kori Hall and Sarah Poppie to discuss what needed to be in a brochure about the new service so that we had current material for the public in print and on the website.
3. **Technology Preparation for Staff Ed Day:** I ran some afterhours Zoom meetings for staff to practice logging in from home and make sure their computers they planned to use for Staff Ed Day didn't have any problems connecting. Tony Chiantello prepped our 15 training laptops so that staff in the building for Staff Ed Day who don't have dedicated computers would be able to log into the virtual sessions for the day.
4. **Staff Computers/Phones:** Tony helped set up staff stations outside of the children's workroom to create better social distancing for staff. We are also getting two additional phones from City IT for reference staff have access to a phone—one in the cataloging area and a second in the Teen Zone—for social distancing. For the most part, we only have one reference librarian at the desk so we needed the additional phones to provide support for the person on desk.
5. **SharePoint:** Tony and I received training from City IT on editing a SharePoint site. SharePoint is Microsoft software that allows multiple users to access the same document at the same time. The City uses SharePoint for the employee intranet. We are making our own library version. One goal for next year is to move staff from local and networked files to cloud-based files. Getting the Library's SharePoint instance set up will go a long way towards completing that goal.

Carolyn Peil, Technical Services Manager

1. **Technical Services Activities:** During November we rolled out two new collections for our customers:

Children's added "Binge Boxes"- four to six DVDs with a collective theme (Christmas, Disney animated films) in a single box.

Adults added video games- PS4, Switch, and Xbox formats.



Library Assistant Anne Klug worked her magic and created some wonderful graphics for a few of the Xbox video games. They required 2-disc cases which we didn't have and couldn't purchase. We substituted double DVD cases.

Library Assistant Joanne Owens began training Library Assistant Jenn Ubert on ILL procedures. Jenn will be Joanne's backup going forward.

We sent our newest disc cleaning machine in for a tune-up. Being down to a single machine significantly slowed down our turn-around time for cleaning discs and getting them back to the circulating collection.

Therese Lyons, Head of Circulation
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1. **Departmental Happenings:** I met all 25 members of my staff to discuss performance evaluations. It was great touching base with all of them and hearing about how they are doing. They continue to be resilient and positive even through the pandemic. I commented many times on how impressed I was with the consistently good customer service they have been offering. We have offered to run out to cars when customers are concerned about entering the building; some have taken us up on that offer.

Stacy Werkheiser created a newsletter for our volunteers who are unable to come into the building right now. She named it the "WPL Helping Hands Digest." She updates volunteers on current library happenings like new hours, new collection offerings, and staff updates.

Library Assistant Laura Sumpter WON the city's Halloween jack-o-lantern carving contest!

Stacy also organized Holiday gift cards and well wishes for volunteers going through health issues. We hope to welcome our volunteers back as soon as we safely can.

I have been working with Joan Quinlan on a presentation for Staff Education Day on our new customer service initiative. It is my first opportunity to speak with staff as the Public Services Manager and I am looking forward to this opportunity. The presentation is called "We're All on the Same Page: Customer Service in the Library-Creating a Customer Service Experience".

2. **Continuing Education:** I viewed multiple customer service presentations in anticipation for Staff Education day. I am archiving many of them to be used as future training for service desk staff. This is part of my new responsibilities as the Public Service Manager. We will be offering ongoing continuing education opportunities, staff tutorials on desk responsibilities, and other customer service initiatives, to better our already good customer service.

Kori Hall, Head of Program Development and Community Engagement
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1. **ADRC Caregiver Event:** On November 12, the Library partnered with our local Aging and Disability Resource Center (ADRC) to offer a drive-thru caregiver appreciation event. Caregivers caring for a senior over the age of 60 or a grandparent over the age of 55 raising a grandchild were invited to participate in this event and receive a gift bag of goodies. The gift bags contained things like fuzzy blankets and socks, gift cards, craft kits, and snacks. Volunteers from the ADRC set up a tent in our parking lot, and 19 caregivers drove through and picked up gift bags.
2. **WLA Virtual Conference:** I was excited to attend some marketing sessions at the WLA Virtual conference on November 11. ***Setting Your Library's Course with Community Demographics*** demonstrated several resources for finding

demographics, reviewed how to find them specifically for an individual community, and discussed how to use them to make data informed decisions for your organization. I also attended ***Logos, Fonts, Colors, Oh My!: Creating a Style Guide for Your Library***. This session discussed the importance of creating a consistent, professional brand for the Library. I am currently working with the marketing team to create a similar document for Waukesha Public Library.

3. **NEA Big Read/Waukesha Reads**: The Committee of the Whole met in November to evaluate the 2020 program and to begin discussions for choosing next year's title. The Steering Committee met later in the month and chose the 2021 book. We will be meeting again in December to brainstorm for the 2021 grant application, which is due in January. I am currently working on the NEA Big Read final report, due in mid-December.

Amy Welch, Information and Adult Services Manager
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1. **Continuing Education**: Carley Rymkus attended the two-day YALSA Symposium in November. This conference was held virtually on November 7 and 8. Carley attended the following:
  - Author Kickoff: Taking Space: Making Diverse Voices Heard in a Crowded Landscape
  - Equity in Action: Transforming Teen Services
  - We're All in This Together: Building Partnerships Between Public and School Libraries
  - Safe Place: Advocating for Teens Beyond the Library
  - Author Kickoff: Pride of Space: LGBTQ+ Representation in YA
  - Workforce Preparedness and College Readiness Training
  - Getting Teens Excited about Reading: Thinking Inside the Teen Book Box

Carley is very thankful for the opportunity to attend the symposium this year and found these sessions interesting and informative. She also attended the "Ornery Teenagers" webinar, presented by Ryan Dowd of the Homeless Training Institute. She found this webinar helpful for those working with teens.

All staff participated in the City's EDI training this month. Those who were unable to attend the training session live were sent a link to watch the recording at their convenience.

2. **Restructuring**: We've started preparing for our restructuring this month with many meetings and training sessions. Currently, I am training Carolyn Peil on Collection Development, a project that will take some time to fully transfer to her. I am also working with the liaison from the new Collections Department to coordinate scheduling the Reference Desk. Kerry Pinkner and I have met several times to go over training and programming and will continue to meet in the coming months.
3. **Virtual Engagement**: We continued with our virtual engagement in November. Librarians held a book discussion, a recipe sharing program, a Zen Garden Take & Make, teen club meetings, and a teen Sharpie Mugs Take & Make. We are

continuing to plan virtual engagement opportunities during the coming months as we adjust to our new roles.

Kerry Pinkner, Children's Services Manager
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## **1. Fall Programs for children and families:**

- Take & Make Kits continue to be a popular solution for programming during the pandemic. In November, we gave away close to 400 early literacy and STEAM kits. Each week we have a different theme and video posted on the WPL Children's Facebook page for children and their adults to follow along as they create, build and dream using the supplies provided to them.
- Library Associate, Chris Sturdevant worked closely with other libraries in the Bridges System to co-host four interactive classes in November: Mammoth Hunters, Tyrannosaurus Rex, Fire with Friction, and Predators and Prey. The program is offered with a consortium of several other system libraries. During the 4 sessions hosted we had 75 children and 44 adults tune in to see skeletal remains of mammoths, saber cats, hunting tools and other fascinating insight into Ice Age life. The program continues into December.
- Families (and storytellers) enjoyed weekly interactive laptimes and storytimes during the month of November. A total of 138 children and adults joined us at one or more of the classes.
- The Beanstack platform purchased for all Wisconsin libraries with a generous LSTA grant received by the DPI has allowed us to offer online reading programs (1000 Books before Kindergarten and Reading Without Walls, Kids' Choice 2020/21) during the fall & winter months.
- Other virtual programs offered for children and families include: Family Bedtime Stories and Diverse Book Talks.

## **2. Community Partnerships and Outreach:**

Outreach - In Library Associate, Olivia Langby's new role as our Outreach Coordinator she made 18 trips to assisted care facilities and homebound customers. She also helped one customer sign up for Talking Books, introduced her to the Outreach program and signed her up for a library card. Here are some of the lovely comments she has received during her visits:

- "A++ to the Waukesha Public Library for outstanding service!" (Susan A.)
- "I'm 94, I don't drive, my kids made me sell my car... The books are really wonderful. They take my mind off of everything going on. I don't know what I would do without this service." (Betty H.)

Community Pen Pal Program – Librarian I, Kaushalya Iyengar created a successful pen pal program this fall. 32 children and 28 senior residents participating from three different assisted living facilities participated. Per Kaushalya, "Children are enjoying the exchange of letters and drawings with their pen pals and they are reciprocated with the same enthusiasm from the senior residents. Some of the children have developed strong relationships with their pen pals and have told me that they are going to continue writing letters to their pen pals even after the program ends at the library in the end of December.

It has been a great partnership between WPL and the senior resident facilities. This program has inspired many children in our community and their families to reach out to senior residents who otherwise are unable to venture outdoors during the pandemic and are now able to see this world through children's eyes. Children have been sharing their hobbies, drawings, pictures of their pets and telling their pen pals about their day to day fun things they are learning and doing. One child has adopted a grandma through this program and all the personal stories they've shared with us have warmed our hearts at Waukesha Public Library."

- 3. Community Library Liaison Update~Michele Gagner:** In November, Michele continued to connect to the schools virtually. The Kids' Choice introduction video was shared with schools, and we followed up with four additional book talk videos, each highlighting several Kids' Choice titles. Malena Koplin, school librarian, linked the videos to QR codes so kids could view individual book talks on their school iPads.

In early November, we were notified that the Waukesha Public Library had been awarded an East Asia In Wisconsin Libraries grant. This grant will fund the purchase of 45 paperback books and allow Michele to facilitate three virtual book discussions with fifteen students. We are currently reaching out to schools to offer this opportunity to students looking for enrichment.

As part of fall Public Library programming, Michele has been doing biweekly Diverse Book talks, focusing on own-voice titles for middle-grade students. These videos have been shared with Demetri Beekman, Director of Equity and Educator Development for the School District; we are looking at other ways to share these videos with teachers who may be interested in hearing about new titles.

- 4. Library Care Packages:** The Children's Team put together 26 Library Care Packages/451 items in November. In addition, we pulled 51 books for 8 school requests. Someone recently shared with us how much they love getting Library Care Packages! She said, "it's like a fun surprise every time we get a new package," and they've discovered some really cool new authors. She thanked us profusely for the service!
- 5. Welcome Kelly Davis!** Kelly started her new position as Librarian I on November 30. In her former role as the Community Relations Program Manager at Generac Power Systems she fostered relationships with the greater Waukesha Community. She also has experience working with non-profits and doing corporate fundraising. Kelly will work closely with our Community Engagement and Public Services Teams.

Jim LaPaz, Head of Building Operations
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- 1. Building:** Circulation reported that bed bugs had been found in returned DVD cases and in a sorter bin. They isolated the DVDs in plastic bags, placed the bin in the garage, and contacted the customer. I sprayed everything and let it sit overnight. In the morning I wiped down every item and inspected them. No further bed bugs were found. We had done our building wide quarterly spray recently, but as a precaution I sprayed around the book return.

Hennes was called in for a runaway second floor heat issue.

Hennes installed UV units in the two air handlers and the rooftop unit to purify the air and kill viruses. These are the same units that are used in hospitals.

I had an hour-long meeting with representatives from The Garland Company dealing with our roof. They perform work for Katie Jelacic, inspecting roofs and acting as managers for roofing projects. They had inspected our roof earlier this year but were unable to get information to us in time for CIP because of COVID. They will inspect the roof again this year and offer suggestions for a replacement plan.

2. **Goals:** One of my 2020 goals was extended into 2021. Because of COVID, Park/Rec was not able to bring the Moving Vietnam Wall to Waukesha in 2020. It has been rescheduled for May 27-31, 2021, at Frame Park instead of Cutler Park. I am still serving on the committee. We touched base during the month and then I met with Kerry Pinkner and Chris Sturdevant to discuss Vietnam War related programming that we might be able to do.