

## Administrative and Staff Reports for January 14, 2021

### December Circulation

December 2020	December 2019	Change	Year to date 2020	Year to date 2019	Change
44,971	72,574	-38.03%	541,702	1,038,411	-47.83%

### December E-Circulation

December 2020	December 2019	Change	Year to date 2020	Year to date 2019	Change
9,867	8,572	15.11%	117,008	100,823	16.05%

### December Library Card Registrations

December 2020	December 2019	Change	Year to date 2020	Year to date 2019	Change
106	274	-61.31%	2,540	3,921	-35.22%

Bruce Gay, Library Director

- 1. First Floor Renovation:** Managers met virtually with staff from Engberg Anderson on December 5 and again on January 12 to put together construction bid documents. At the time of this writing the project is on track for a Summer beginning.
- 2. Feasibility Study:** Library Strategies completed interviews with Waukesha residents the first week of January. A final report should be ready for board review at the February meeting.
- 3. Library Reorganization:** Work continues on the reorganization plan for the library departments. Staff identified new workspaces in December and early January the Maintenance department has been moving furniture, repairing walls, and cleaning for the new "tenants." Staff were officially organized into their new departments beginning on January 4.
- 4. 2021 Manager SMART Goals:** I met with each of my direct reports to discuss 2021 goals. With the reorganization and first floor renovation useful goals were easier to write, although may prove harder to complete.

John Klima, Technology Manager

- 1.** No report this month.

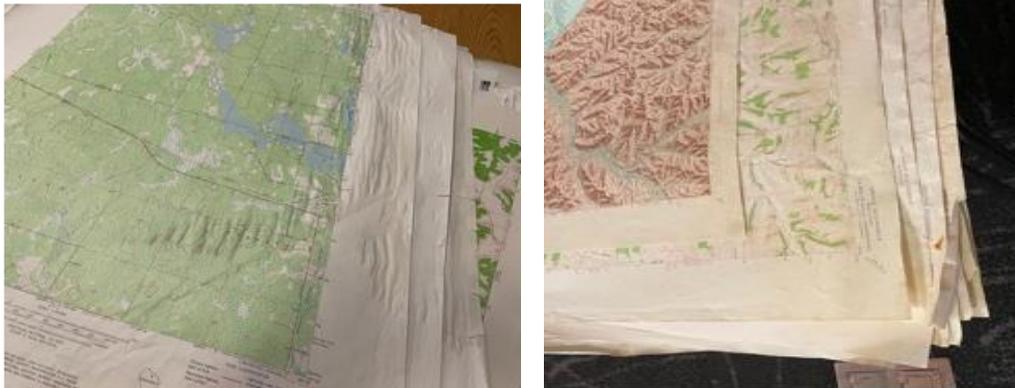
Carolyn Peil, Materials Collection Services Manager

- 1. Technical Services Activities:** December 4 was Staff Education Day. Many members of Technical Services participated virtually.

We are in the process of signing up for a new "Sustainable Shelves" program offered through Baker & Taylor. On December 9, Library Assistants Cindy Detro and Jenn Ubert and I watched a presentation on this program which is designed to provide libraries a means to "responsibly remove weeded or unwanted books

from their collection.” Instead of materials ending up in landfills, B&T will send materials to a pulp factory for recycling. We are very excited about this partnership.

On December 11, I met with Government Documents Librarian Elizabeth Craft to record some water damaged plat maps in our collection. Elizabeth needed to create a list of the damaged items for the State. These maps will be discarded.



Library Assistants Jenn U., Cindy D. & I also met on December 16 to review our magazine holdings in preparation for the annual magazine weed in January. We are trying to standardize the number of years we keep back issues.

I spent several hours at City Hall over the week of December 7 looking at furniture for staff workspaces. The new Library reorganization will see Technical Services rebrand as Materials Collection and a few former Information Services staff will join us. We hope to add some square footage to the department for these newest members, hence the need for additional furniture.

During December I also spent several hours working with Librarian Amy Welch learning a few of the new duties I'll be undertaking as Materials Collection Manager. This will be an ongoing process over the next several months.

Therese Lyons, Public Services Manager

- 1. Departmental Happenings:** Despite the challenge of presenting to staff via Zoom, Staff Ed Day, held on December 4, was a big success. The presentation on customer service presented by Joan and me, entitled “We’re All on the Same Page: Customer Service in the Library-Creating a Customer Service Experience” was very well received.

Stacy prepared and sent out small gifts to our volunteers for the holidays which they appreciated. We also decorated and entered the city decorating contest. We didn’t win, but we had a lot of fun.

- 2. Continuing Education:** On December 8, I attended “Fill Up Your Fuel Tank With Compassion Resilience” presented by Rogers Memorial Behavioral Health. I also put together a team and applied for Compassion Resilience training in January and

February. This training focusses on how to better care for ourselves, our colleagues, and our community during challenging times.

On December 9, I attended a webinar entitled "Leadership via the Lens: Remote Leadership" which focused on leading virtually.

- 3. Meetings:** There were various meetings throughout the month concerning the reorganization. I began working with Amy on scheduling for a combined Children's and Adult reference downstairs.

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:** Congratulations to Laura Sumpter who will be starting her position as Public Services Library Associate on Monday, January 4. She will be joining Angela as the second Library Associate in the department. Laura has been with the library for 18 years. During that time, she worked in both the Circulation and Technical services department. She also worked as a circulation clerk at the Pewaukee public library. Laura brings a wealth of experience and knowledge to this position including excellent leadership and customer service skills.

Kori Hall, Marketing & Communications Manager
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- 1. NEA/Waukesha Reads:** Waukesha Public Library's 2020 NEA Big Read final report was submitted to the NEA/Arts Midwest on December 13. Approximately 5,071 people attended our *When the Emperor Was Divine* programming this year, showing that Waukesha Reads (whether it is virtual or in-person) continues to be a popular and successful event in our community. The Waukesha Rotary Club Charitable Fund also contributed money to our NEA Big Read, and I submitted a final report to them on December 15.

Waukesha Reads 2021 is already in the works. The Steering committee met in December and selected the book, which was chosen from a list of six titles provided by the NEA. Because we will be applying for another NEA grant, it was necessary to choose a book from their list of acceptable titles. The grant application is due on January 27, and the title is still top secret (Sorry!). I have submitted the "Intent to Apply" paperwork and am now working on the grant application.

- 2. Staffing:** Our part time Marketing Associate, Sarah Poppie, resigned after nine months with WPL. She was indispensable during Waukesha Reads, and her upbeat personality will be sorely missed by staff and patrons alike. Her position is currently posted and will close for applications on January 15. We are hoping to hire two part time Marketing Associates from this group of applicants.

Amy Welch, Information and Adult Services Manager
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- 1. The Zine Volume 16:** This December, the Teen Manga and Anime Club created volume 16 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 16 compiles artwork, games, reviews, word searches and more submitted to our YA

Librarian, Carley Rymkus, over the last six months. Contents for this issue were completed from home and submitted electronically to Carley. Our teens have been happy to continue working on their publication even while the Library has been partially open.

- 2. Virtual Engagement:** We continued with our virtual engagement in December. Librarians held a Macramé Keychain Take & Make, a DIY Coaster Take & Make, teen club meetings, and a teen Hot Chocolate Craft 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 as we adjust to our new roles.

Kerry Pinkner, Community Engagement Services Manager

### **1. Programs for children and families:**

- Colossal Fossils: 207 viewers, 10 virtual events
- Homeschool Hangout: 4 children, 2 adults (Zoom)
- Wiggles & Giggles Storytime: 90 viewers, 3 Zoom storytimes
- Preschool Fun Day Kits: Handed out 150 early literacy kits
- Think, Build & Create kits: 150 kits

- 2. Community Partnerships and Outreach:** 260 Gingerbread House kits were delivered to the Hebron House, The Women’s Center, The Hope Center, the School District of Waukesha Bilingual Family/Community Liaison and Catholic Charities. Each kit contained supplies to create a paper gingerbread house, create-your-own wooden ornament and a candy cane. The project was a collaboration with the HCN and WPL. The Chair of the Family Empowerment Action Team posted this delightful photo on Facebook of her daughters using supplies from the kit to create gingerbread houses.

### **Outreach to Senior Community Centers & Homebound Patrons ~ Library Associate,**

**Olivia Langby:** In December 2020, I drove 75 miles during 28 trips, for 50 total units of service to Outreach patrons. I also created 4 new Outreach cards.

**Community Library Liaison Update~Michele Gagner:** As it became more evident that students in Waukesha won’t be fully transitioning back to face-to-face learning in the near future, more opportunities for virtual programming have presented themselves.

- Michele and Kerry met with Melissa Yow, Rachel Hermann, Amy Riebel, and Malena Koplín to discuss programming opportunities and ways the Public Library and schools can continue to connect. Instructional videos showing Public Library resources have been well-received by school district staff.
- Michele also met with Nancy Roncke from Horning and had the opportunity to participate in an intergenerational book discussion funded by a Waukesha Service



Club grant. Michele and Carley chatted with Nancy after the discussion and are planning ways that they can collaborate with Horning students and teachers.

- Thirteen fifth grade students from Whittier and Hadfield have expressed interest in participating in the book discussions funded by the East Asia in Wisconsin grant. Fifteen students will have the opportunity to participate in three book discussions; the first book will be sent to schools in January.
- Two special education teachers from Waukesha South opted to have their students with intellectual disabilities participate in story time programs via WebEx, and Michele facilitated two programs for each of their classes. The teachers projected the story time on a screen for the students, and managed the camera so students were able to respond to the stories and ask/answer questions. This simple program will continue biweekly in January and may expand to other secondary special ed classes after the holiday break.
- Michele will be part of a committee of school district staff and community members that will discuss the naming of the new cafeteria at Les Paul Middle School."

- 3. Team Updates:** On December 11 we said farewell to our colleague and friend, Kaushalya Iyengar. She accepted the Director's position at the Town Hall Public Library in North Lake and started in her new role at the end of December.

I attended the Bridges Library System Inclusive services meeting along with Librarian I, Kelly Davis.

Jim LaPaz, Head of Building Operations
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- 1. Building:** In advance of moving staff on the second floor to be closer to their Teams, I measured office spaces and met repeatedly with managers to plan.

Katie Jelacic in Engineering offered furniture in both Engineering and City Hall, as most will not be moved into the new City Hall. I made several trips to look at and tag furniture, as did all the involved managers. I created a master list for Katie of items that we have claimed. At the end of January Coakley will move these items to the library.

After experiencing a few issues with the HVAC computer, we brought in HVA. They changed a few things and showed Matt what they had done. Matt revised the HVAC manual that I had done a few years ago.

Matt and I met with Rhett from Garland about the library roof. Rhett went over his recent roof inspection. He found a few areas that Nation's Roof should have repaired but didn't. He is planning to call them for a roof walkaround so that they are on record to complete these if we have any warm days, or in the spring. The issues are tenting in a few different areas. Rhett said that the remainder of the roof looks decent for now. Matt will join them when they walk the roof. In January Rhett will return to present his thoughts on a full roof replacement, what materials and methods are possible, and a timeline.

- 2. Meetings:** I attended a Park/Rec Security Committee meeting. The Police reported that the number of homeless seems to have dropped with the colder weather. They are not sure where they have gone. A few months ago, groups that were serving daily lunches had 40-50 people in attendance. That has dropped to 8. Park/Rec confirmed a drop in bad behavior. A limited number of hotel vouchers for people in need are available and

will be managed by the Salvation Army. The Police mentioned that in January they will transition to 10-hour shifts. This will enable them to have more officers on the road during busy times, such as 5:00 pm to 3:00 am.