

Administrative and Staff Reports for February 11, 2021

January Circulation

January 2021	January 2020	Change
47,772	82,300	-41.95%

January E-Circulation

January 2021	January 2020	Change
10,910	9,289	+17.45%

January Library Visits

January 2021	January 2020	Change
12,731	31,127	-59.1%

January Library Card Registrations

January 2021	January 2020	Change
145	534	-72.85%

Bruce Gay, Library Director

1. **Organizational Restructure:** In January some staff moved to new office areas and began work in the new departments. The departments and managers are:

- Building Operations—Jim LaPaz
- Community Engagement—Kerry Pinkner
- Marketing and Communication—Kori Hall
- Materials Collection—Carolyn Peil
- Public Services—Therese Lyons
- Technology—John Klima

Each manager reports directly to me, along with administration staff Cindy Braun and Joan Quinlan. In any restructuring some tasks and duties seem to start off as orphans with no clear department connection. In January we spent time identifying these tasks and trying to determine the best places to put them.

2. **Feasibility Study:** The final report from Library Strategies is complete, with a final review from the feasibility study committee on Wednesday, February 10. I've also shared the report with City Administrator Kevin Lahner at his request.
3. **First Floor Redesign:** The next meeting of the first floor study construction document group will be Tuesday, February 16. Email exchanges were common throughout January and early February addressing different issues. Currently we are looking to changing the door security system (using a keycard) to match other City of Waukesha buildings.

1. Building:

- Ahern performed sprinkler testing. Everything went well.
- Hennes worked on a boiler and two hot water pumps.
- Circuit Masters installed an outlet for Carolyn and ordered a replacement external light for above the book return after a city plow sheared off the old light.
- Matt and I moved furniture and plexiglass to help with the shutdown of the temporary children's desk and the moving of Children's staff to the reference desk.

2. Staff Reorganization: I planned a complicated but orderly series of staff moves. Maintenance moved furniture and cleaned office space in advance of these moves. We received three shipments of furniture from City Hall and Engineering that managers had chosen for their staff. Maintenance moved what was needed upstairs.

Maintenance moved Kerry into John's old office and then cleaned Kerry's old office before Kori moved in. Matt repaired Kori's old desk and cleaned the office, which Cindy moved into.

Carolyn and I met to plan her employee moves and then maintenance moved cabinets, shelving units, tables, and a workstation. After Tony was moved to Cindy's old office, maintenance took down a section of wall and moved two large bookcases to replace it. Joanne, Jenny, and Jen were then moved into Tony's old office.

Michele and Rachel were moved into my old office. Kelli, Kelly, Olivia, Khorye, and Chris were moved into their new workroom.

Tony and Jason's new furniture was installed.

3. Staff: Tony and I met to discuss electronic maintenance work orders. I had quarterly NeoGov check-ins with Matt, Pat, and Jeff.

4. Committees: I attended a virtual Park/Rec meeting for the Moving Vietnam Wall, which is coming to Frame Park in May.

1. Internal Programming (Paula Mason, Team Lead): It's been a busy, but productive start to 2021 as our new Community Engagement department is working on planning our all-ages programming together for the first time. We've been focusing efforts on developing an array of summer programming while continuing to reach our patrons through virtual programs.

Two of our CE staff members contributed special anecdotes from their January programs:

- Families with young children greatly enjoyed Library Associate Kelli Cramer's story time "Wiggles and Giggles", which drew 78 children and 25 adults over two programs. Kelli reported that the story times ended on a very heartwarming note, with several of the children blowing her kisses. A mom also recognized her at the library and let her know how much her two-year old son enjoyed the program.

- Teen Librarian Carley Rymkus reported a high level of engagement from the 7 teens who attended the Teen Book Club discussion of *You Should See Me in a Crown*, by Leah Johnson. This title was chosen to align with the Martin Luther King, Jr. Day programming on racial equity and health. Carley reported that the teens were so interested in discussing the book that she barely needed to prompt them with discussion questions.
- Our Outreach Lead, Kelly Davis, who is currently facilitating the *Doughnuts & Documentaries* program, has found meaningful ways to enrich the discussion experience for program participants. She successfully reached out to Mama D's, a local coffee shop, to set up a partnership to provide the first 15 program registrants with a free cookie or scone to enjoy while attending the program from home! Kelly has also focused her efforts setting up local speakers to join the upcoming sessions based on their expertise and community experience.

Additionally, the Equity, Diversity, and Inclusion Committee held their annual Martin Luther King, Jr. programming featuring the keynote speaker Dr. Damon Tweedy, author of the book *Black Man in a White Coat: A Doctor's Reflections on Race and Medicine*. Dr. Tweedy's program which was live streamed on YouTube, had 319 views, and his presentation was well-received by the audience members. We also had 10 participants for the Adult Book Discussion of his book who greatly enjoyed listening to his presentation and were excited to continue discussing the subject matter.

2. MakerKits (Amy Welch, Team Lead):

- MakerKits and Think, Build, Create Kits were available on Mondays each week. In January we gave away 25-50 kits per project, and eight kits total: one teen kit, two adult kits, and five children's kits, including backup kits.
- This month's kits included: Emoji Plushies, Paper Bag Journals, Winter Bird Feeders, Embroidery for Kids, Bubble Rockets, two Preschool Fun Day kits and our backup kits made of left-over projects.
- We have found that patrons enjoy these kits and are eager to explore the various projects we put together. During the spring, we are planning to offer two adult kits and one teen kit per month, and one Children's kit per week. We look forward to working on future kits.

Total Program Attendance:

Teen Programming: 24

Simple Science Zoom attendance: 27

Monday Night Movie & Doughnuts and Documentaries: 21

Health Disparities and Race in the Time of COVID-19: 319 views

Adult Book Discussion: 10 attendees

Wiggles and Giggles Storytime: 103

3. Children's Facebook Account Engagement: 626 engagements, 41 likes, and 5 comments *Program attendance for Preschool FUN Day and Family Bedtime Stories is included in these numbers.*

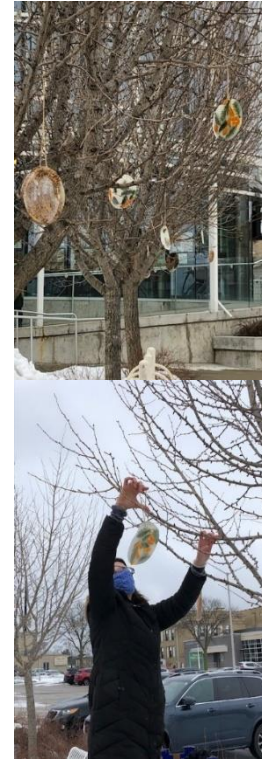
4. Community Outreach (Kelly Davis, Team Lead):

Outreach

2021 is off to a great start for WPL's Outreach efforts. Staff are adapting to the restructure and plans for supporting upcoming events like Buchnerfest are well underway.

Community Library Liaison

- Librarian Michele Gagner is taking part in the Project READY (Reimagining Equity and Access for Diverse Youth) initiative. Approximately 130 public and school librarians have been invited to participate in this DPI-coordinated program. Participants focus on reading, reflecting, and discussing issues of systemic racism, and how to address them in their work with youth.
- I'm continuing to work with special education classes at Waukesha South High School, doing biweekly read-alouds via WebEx.
- Book discussions funded by the East Asia in Wisconsin grant will likely begin in February, with fifth graders from Hadfield, Heyer, and Whittier.
- We're continuing to promote the Kids' Choice reading program for fourth, fifth, and sixth graders. The final book-talk videos were posted on Facebook, and we're reminding schools that online voting begins February 14.
- Michele is representing the Public Library in a School District of Waukesha committee who is tasked with naming the new cafeteria at Les Paul Middle School. This group, which includes Superintendent Sebert, school representatives, and local historians, toured the beautiful new space at Les Paul, and discussed the accomplishments of Theodora Youmans, a well-known suffragist, and Waukesha Freeman editor whose home was where the LPMS parking lot now stands.



Homebound Patron Outreach

Library Associate Olivia Langby visited 64 outreach patrons and checked out 537 items in January. Patrons have been extremely grateful for the outreach service we provide. Here are few of the complimentary comments that Olivia received this month.

- "We're just so excited that this service is starting again! Everyone is talking about reading." – Jo Z.
- "Such a wonderful library and wonderful service... Especially during COVID getting books is so fantastic." - Susan A.
- "You're [Olivia] doing a heroic job!" – Jenny P.
- "Thank you for this wonderful service. I really appreciate it." - Frank K.

Partnerships

- JanBoree – Our programs looked a little different this year but were no less popular than in the past. This year we even got the adults involved! The first 100 people to stop by the Public Service's desk received a take 'n make kit with enough supplies to make a bird feeder kit like the ones you see in the photo. Families with children also picked up 200 fairytale kits which included a magical wand. Something new this year was our outdoor Story Walk® featuring the book, *Three Bill Goats Gruff*.

- 125th Anniversary celebration activities are planned for April 2021 at the Library. Committee members, Chris S., Dawn H., Paula M. & Kelly D. came up with several wonderful program ideas and activities for the month, including a virtual presentation, Día de los Niños event, take 'n make activity, and a photo slideshow or display.
- Buchnerfest –Kelly Davis and I met with the Buchnerfest 125th committee partners to offer ideas for the Summer Library Program Kick-Off which is also held at the June 12 event.
- I met with a new local group that is planning to focus on conversations about advocating for more equity and inclusion in the City. Possible community partnerships with this group might include collaboration on future programs for Black History Month or MLK Day.

5. Team Updates: Members of the Team whose workstations were in the former Children's Services offices were moved to what used to be the Reference workroom and nearby offices. A big thank you to Jim, Matt, Pat, Jeff, Tony, and Jason who helped us make this an easy transition. It's been great to have the entire Team in one location.

Kori Hall, Marketing & Communications Manager

- 1. NEA/Waukesha Reads:** The grant application for Waukesha Reads 2021 was submitted to the NEA/Arts Midwest on January 20. We were honored to receive \$15,000 in 2020 and have written an application requesting \$20,000 for use in 2021. WPL has received NEA Big Read grants for 11 of the 14 Waukesha Reads programs that we have conducted thus far. We will find out if we received a grant near the end of April. I am also thrilled to announce that we have signed a contract with the author of our 2021 Waukesha Reads title to do a virtual keynote presentation for our community on October 28.
- 2. Library Marketing and Virtual Conference:** The Library was able to purchase recordings of the National Library and Marketing Communications Virtual Conference, which was held at the end of 2020. I began viewing those sessions this month, and have so far seen sessions titled Taming the Social Media Beast; Tips, Tricks, and Tools for Marketing in a Pandemic; Neutral or Necessary: How Libraries Can Find Their Voice in Times of Unrest; and Digital Marketing During COVID-19. I am happy to report that our Library has already instituted many of the COVID-related strategies suggested for marketing during these times, and I'm proud to say that WPL has been providing more services to our community than many other libraries that attended this conference. I look forward to viewing the remainder of these sessions in the next few weeks.

Carolyn Peil, Materials Collection Services Manager

- 1. Technical Services Activities:** On January 4, Page Tracy Esser counted uncataloged items in Technical Services; we had a total of 1,213. For comparison, last year we had 1,429 items needing cataloging: in 2019, 1,462.

The annual magazine weed started on January 11. Library Assistants Cindy Detro and Jenn Ubert did all the weeding this year as we couldn't use our volunteers and the Carnegie Room was closed to the public. Cindy and Jenn also withdrew the item records

for the weeded magazines, completing the task on February 1st. In all, 4,686 magazines were removed from the collection: Adult: 4,322; Reference: 235; Children's: 129.

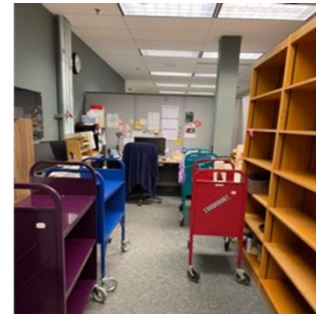
We are hosting a "magazine sale" again this year for some of our discarded issues of popular titles.

Library Associates Jill Cefalu and Amanda Neuendorf worked on closing out 2020 in Polaris Acquisitions. On January 16th, we rolled over funds for 2021.

Librarian Sara Byrnes reclassified 1,445 adult classical music CDs during January. This concludes the monumental CD reclassification project. Well done Sara! Special thanks to Library Assistants Anne Klug and Carol Rose for creating new call number labels (and Anne's creativity with the genre dividers) and Pages Julie Nilsen and Tracy for swapping out damaged cases and affixing the new call number labels to the cases.



Lots of furniture shifting happened during January. In anticipation of additional staff joining the Materials Collection team our supply cabinets were moved to create a new workspace in our alcove.



The IT Assistant area was cleared to make room for three workstations.

We started a Puzzle Exchange in January. Last year we were gifted over 75 puzzles which were just gathering dust here. We set many of the puzzles out in mid-January. Most of these have now been taken home and other puzzles brought in for others to enjoy. We received some positive social media attention with this endeavor.

2021 tax forms arrived and are now available for our customers.



- 1. Public Services Highlights and Happenings:** In January, **47,772** items circulated. Checked in items totaled **35,423** and library card registrations totaled **145**. There were **16,050** holds filled in January. We had **12,731** visitors pick up holds and browse our new books and AV section. We also began a puzzle exchange which has been very popular.

We received and answered the following:

Email questions "Ask A Librarian": **65**

Obituary Searches: **3**

Overdrive Support Customers: **29**

Overdrive Support Questions: **24**

On January 4, we combined the downstairs Children's desk with the Adult reference desk. This is a temporary move until we can safely reopen the Children's desk upstairs. Combining the desks has gone smoothly. Staff has also changed from 2- and 4-hour desk shifts to 3-hour shifts. This has also gone well. The staff that primarily works the Children's desk is now able to answer most of the Adult reference questions and vice versa. This is a big step toward cross training.

Taxes arrived and were ready for patron pick up on January 25. We have gotten a lot of questions about taxes and many patrons have already come in to pick up their forms.

Laura Sumpter started as a Library Associate in the Public Services department in January. Included in her job responsibilities are desk scheduling and oversight of the library assistant extra shift responsibilities. She will also be communicating with other libraries concerning lost items and payments. Laura is off to a great start!

- 2. Meetings:** There were various meetings throughout the month concerning the reorganization. I began working with Amy Welch on scheduling for a combined Children's and Adult reference desk downstairs until we can open the Children's department up again. We also discussed the reallocation of job responsibilities for the various departments.

I am attending the regular meetings with Engberg Anderson concerning the first-floor redesign.

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.

- 3. Continuing Education:** We have been selected to be a part of a program called Compassion Resilience Facilitator Training conducted by Rogers InHealth-Advocacy and Awareness Services and sponsored by the Department of Public Instruction.

Here is a short description of the program:

Facilitator training prepares you to bring the [Compassion Resilience Toolkit](#) resources to your colleagues. Small teams ideally include one leader and 1-3 people who will facilitate with staff. Your team will learn how to implement the toolkit in ways that match the realities of your library's current organizational commitments and goals.

Joan Quinlan and Librarian Elizabeth Craft are joining me in the training which we will then share with staff. Training will take place in January and February and consists of four 3-hour sessions. We are very excited about the training. As I said in the application:

Our Waukesha Public Library staff, composed of approximately 75 members, is going through a significant organizational change requiring staff to be open and willing to accept new opportunities and challenges while still working to meet the needs of our diverse and growing community during a pandemic. We believe that, more than ever, we would benefit from compassion resilience facilitator training to better care for ourselves, our colleagues, and our community. Compassion fatigue is a risk that we face, and we believe this training will provide the tools necessary to address it. This training also pairs well with our new customer service initiative of creating a customer experience focused on service and empathy. We hope that this training will help inspire our staff to support each other through our changes and help us to better serve our community.

On January 15, I attended Keys to Effective Communication During Uncertain Times presented by the WCTC Corporate Training Center. An interesting statistic discussed is that we remember only 20% of what we hear, and most people tune out after the first two paragraphs of an email.

4. **Staff Updates:** Congratulations to Laura Sumpter who started 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.

Good luck to Sally Pass who will be the new Materials Collection Development page in February. We will be looking for new 20-hour and 10-hour shelvers to joining the team in February or March.

John Klima, Technology Manager

1. **Server Room Fire Suppression:** There are currently only two WPL servers and one Bridgers server in our server room. I would like to condense the space that the equipment uses in the server room and convert the remainder of the room into working space for the Library's IT staff. The current fire-suppression system will be too large after the server equipment is reorganized so I brought in CINTAS to provide a quote for the removal and disposal of the current halon system. CINTAS no longer installs fire-suppression systems so I will work with the City to renovate the room.
2. **Electronic Form - Maintenance:** Library IT is converting its existing paper forms into electronic ones. The first form will be the maintenance request form. Tony Chiantello has designed a form that automatically sends the request to Jim LaPaz. Once he assigns it, the request is recorded in a spreadsheet. We are looking to deploy this form in February.

3. **Staff Moves:** Tony and Jason Penckofer spent much of their time in January helping staff move to new locations in the building and getting their computer equipment set up. Because of their hard work Library staff have been able to keep working despite all the disruption.
4. **Polaris Upgrade:** During a recent Polaris upgrade we discovered that our computer reservation software needed to be updated to continue to work even when it couldn't verify patron's library card status (i.e., when Polaris is being upgraded we can't check patron cards). The reservation software has been updated and will recognize when the catalog software is unavailable and switch to offline mode.