

Administrative and Staff Reports for April 8, 2021

March Circulation

March 2021	March 2020	Change	Year to date 2021	Year to date 2020	Change
64,186	46,027	39.45%	159,316	208,387	-23.55%

March E-Circulation

March 2021	March 2020	Change	Year to date 2021	Year to date 2020	Change
10,913	9,193	18.71%	31,524	27,139	16.16%

March Library Card Registrations

March 2021	March 2020	Change	Year to date 2021	Year to date 2020	Change
198	484	-59.09%	471	1322	-64.37%

Bruce Gay, Library Director

- 1. Library Pandemic Response:** The Library continued in much the same way in March as in the past few months. Almost the entire building is open for browsing, with the exception of the Carnegie Room and the toddler and infant play area, 321 Alphabet Square. We still require masks for customers and staff, based on City policy. The Library continues to encourage short visits.
- 2. First Floor Renovation:** Construction document design was complete at the beginning of March and available to contractors on March 12 through the City's bid process. In some ways I feel like I am handing the project off as the City process begins—this is a good thing as that process consistently produces good results within the budget.
- 3. American Recovery Plan Act (ARPA):** As part of ARPA, the library community in Wisconsin will be eligible for \$3.27 million, administered through the state's Department of Public Instruction. A DPI representative met with the System and Resource Library Administrators Association of Wisconsin (SRLAAW) on March 29 to discuss planning for ARPA. Although ARPA cannot be used for building construction projects, it can be used for technology, digital content (ebooks and e-audiobooks), network equipment, and other library services. The anticipated "Build America's Libraries Act," if passed, could be used for construction. DPI is still deciding how to best use the funding; both library system directors and resource library directors are involved in these discussions.
- 4. Impact Fee Study:** The City recently completed a study of its Impact fee program. Library impact fees are one-time fees for new residential developments, meant to cover extra costs of new residents. The fees can be used to help pay for construction projects; the first-floor renovation will use almost \$100,000 in these fees. The study looked at future Impact fees. Previously fees were based on an anticipated expansion of the library's footprint. Since those plans have changed and the library plans to remain the same size, the new rate at which fees are assessed will be lowered. This will not affect the current project but would mean lower fees available for future library renovation or construction projects.

5. **March 26 Power Outage:** The power went out at about 6 pm on Monday, March 26. The Library had to close early because of it. When power was restored we learned that an HVAC controller was irreparably damaged by the outage and needs to be replaced. According to City Project Engineer Katie Jelacic, the library is one of only a few City-owned buildings without a backup power generator.
6. **Wisconsin Libraries Transform Communities (WLTC):** This year-and-a-half long project had a two-day meeting on March 22 and 23. I serve as a coach in the program, helping teams from libraries in Platteville and Richland Center develop community-centered projects. The pandemic has caused a lot of problems with the projects and the teams have had to reconfigure repeatedly. The project ends in June.

Jim LaPaz, Building Operations Manager
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1. Building:

- HVA was called in to work on the HVAC computer interface. Tony, Matt, and Hennes assisted.
 - We have gone live with an online maintenance request form.
 - Pat and I rearranged tables in the public areas prior to opening up some seating.
2. **Staff:** I made IDs for the two new employees and walked them around the building, talking about fire, tornado, bomb threat, active shooter, and general safety. I also made new IDs for several managers and two staff members with changed titles.
3. **Park/Rec Security Committee:** I attended a Park/Rec Security Committee meeting. Park/Rec reported that it has been much quieter since they started locking the Union Street bathrooms at 6:00 pm, with an unlock time of 7:00 am. They still experience daily messes in the bathrooms. The Police again arrested a homeless man for issues at Union Street. They said that the Union Street has become the unofficial headquarters of the homeless population. Groups trying to help them in their own way drop off large numbers of bags of food and clothing daily, so much that a lot gets thrown out. They feel that some of these issues will dissipate with the coming of warmer weather.
4. **Moving Vietnam Wall:** I've attended several meetings of the Moving Wall committee. The library is helping raise funds by selling t-shirts. I've been recruiting volunteers for the event from my Waukesha Police Reserve Unit as well as other organizations.

Kerry Pinkner, Community Engagement Services Manager
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1. **Internal Programming (Paula Mason, Team Lead):** The CE staff have continued offering their regular virtual programming throughout March while also dedicating time to develop a variety of programs for the 125th Anniversary of the City of Waukesha and the Library and continue summer program planning.
- Outreach Lead Kelly Davis received permission from Lisa Ritzert, an attendee from her March Doughnuts & Documentaries program to share her following email message:
 - "I have been a full-time caregiver for my parents, primarily my mother, the last couple of years. My mother had stage IV cancer and passed away a few

months back. Now, I'm a full-time caregiver for my father who has declined in health dramatically. There's plenty that consumes a day and disrupts any semblance of routine. I am grateful for these online opportunities to learn and to "meet" and chat with other human beings. 😊 Please feel free to use my story to support and promote online library/community programs, even if and when we pull out of this COVID confinement."

- In a similar vein, Programming Lead Paula Mason reported that a mother and her adult daughter attended our Adult Book Discussion featuring Brit Bennett's bestseller *The Vanishing Half*, and the daughter attended from Oshkosh. We have certainly been seeing examples in which we welcome participants virtually to a program who may not be able to attend if it were held in-person.

Program-Specific Attendance:

- Teen Manga and Anime Club: 8 attendees
- Teen Book Club: 5 attendees
- Simple Science Zoom attendance: Flowers-8 children, 5 adults and Microbits-6 kids, 4 adults
- Doughnuts and Documentaries: 13 attendees
- Adult Book Discussion: 6 attendees
- Wiggles and Giggles Storytime: 91 children total, 23 adults total
- Special Ed Storytime: 22 teens total, 14 adults total
- Virtual Book Discussion: Michele's program through the School District of Waukesha

Pre-recorded program videos on Facebook

- Family Storytimes: 7 (1-minute) views
- Preschool Fun Days: 63 (1-minute) views
- Simple Science: 8 (1-minute) views

- 2. Maker Kits (Amy Welch, Team Lead):** Much like the last few months, the Community Engagement Team's Maker Kits and Think, Build, Create Kits have been a big hit. Most of our kits were completely gone by early afternoon on Mondays, as their popularity continues to grow.

In March we created nine children's kits, one teen kit and two adult kits, and gave out 30-80 bags per kit. This month's kits included: Cactus Rocks, Pinch Pots, Picasso Art, Scratch Art, Mini Sailboats, Catapults, Storyboard Making, Toilet Paper Tube Seed Starters, and four Preschool Fun Day kits.

Patrons are still very enthusiastic about our kits and are regularly asking when the next one will be ready. We are working on more kits for the coming months and will be increasing the number of kits given out this summer.

- 3. Community Outreach (Kelly Davis, Team Lead):** This month the outreach team focused on meeting patron needs in a streamlined way:

- Outreach efforts to homebound patrons are being divided among Community Engagement Team Members to provide even more efficient service to patrons. Also, the Team is utilizing the Polaris Outreach Portal and laminated patron check out/in cards to continue to streamline efforts.

- The Team is now sharing "Take and Make Kit" instructions and Activity Sheets with Homebound patrons further enhancing our quality service.
- We provided a "birthday box" Take and Make Kit to Hebron House to help families celebrate upcoming birthdays!
- Kelly attended the Waukesha Housing Action Coalition Meeting and WLA's Outreach Services Round Table meeting.

Community Library Liaison (Librarian I Michele Gagner)

- Preparing for First Grade Book Buddies virtual visits in April – working with schools to schedule visits and library card registration, created virtual library field trip video, and editing video translated into Spanish.
- Kids' Choice wrapped up - 338 School District of Waukesha students participated, read 1891 books, and cast 575 votes. This was 86% of the number of participants voting compared to 2019, and 72% of books read. Pivoting from in-person to virtual book talks had some impact, but we were pleased with the number of students who participated.
- Four Virtual Storytimes for special education classes were held throughout the month included 22 total student and 12 adult (teacher/aide) contacts.
- East Asia in Wisconsin grant-funded virtual book discussions and activities were conducted and included 11 student participants from Hadfield, Heyer, and Whittier schools.
- A virtual book discussion on *Clean Getaway* by Nic Stone with ten students from Hawthorne school was held.

Home Delivery Service Update:

- Delivered and picked up materials for 63 patrons during 17 trips, which totaled 65 miles of driving
- Coordinated materials for 4 assisted living facilities' Outreach events
- Created 2 new Outreach cards
- Circulated 454 materials

4. Community Partnerships: Kerry met with Angela Meyers, Bridges Library System, Jennifer Harders, ADRC and LuAnn R. to discuss hosting future Memory Cafes at WPL. The Library Memory Project is a partnership between public libraries in Waukesha, Washington, and Milwaukee Counties with a mission to provide programs to those affected by memory loss, Alzheimer's disease, and other forms of dementia.

5. Team Updates: Librarian, Kelly Davis recently joined the WLA Literary Awards Committee. Each year the committee selects outstanding published works by Wisconsin-connected authors and is responsible for the selection of the WLA Literary Award. The Literary Award is the award given to an author with a Wisconsin connection for a work written in the previous year.

Kerry attended a two-day Cohort training as part of the Wisconsin Libraries Transforming Communities.

Kerry also attended a virtual presentation to learn more about how Libraries have been collaborating with the Job Center in Waukesha to provide much needed resources and services to the community.

Kori Hall, Marketing & Communications Manager

1. **Libraries Step Up: Historical Photo Display**: Take a stroll back in time as we celebrate our 125th anniversary! A collection of historical photographs showcasing Waukesha Public Library and the City of Waukesha is currently on display in our community art space. The photos were obtained and annotated through the efforts of John Schoenknecht in recognition of Waukesha's 100th anniversary in 1996. Seventeen photos will be on display in April, and they will be replaced by 17 different photos in May. We also brought one of the display cases from the Local History Area up to that space as well and filled it with interesting Library artifacts. If you happen to be in the Library, be sure to take a look!
2. **New Staff**: The Marketing Department is now fully staffed! I am pleased to announce that Sarah Wilhelm joined our team on March 29. She is a recent college graduate and holds a bachelor's degree in International Business Management and Marketing from the University of Social Sciences and Humanities in Warsaw, Poland.
3. **National Library Week**: The Friends of Waukesha Public Library worked with Spring City Wine House and Mama D's Coffee to arrange some special discounts for National Library Week! From April 4-10, show your library card at either business to receive the following discounts:
 - Spring City Wine House: 10% off your purchase
 - Mama D's Coffee: 5% off your purchaseThese offers (at both places) are not available with other coupons or discounts. Enjoy!
4. **Waukesha Public Library and the City of Waukesha celebrate 125 years**: The Library is thrilled to be celebrating our 125th anniversary this year! Take a look at the events the Library has planned: <https://waukeshapubliclibrary.org/waukesha-public-library-and-the-city-of-waukesha-celebrate-125-years/>

Carolyn Peil, Materials Collection Services Manager

1. **Technical Services Activities**: Elizabeth (Lizzy) Lowrey joined WPL on March 8 as our new Children's Collection Development and Customer Service Librarian I. Lizzy was formerly Head of Youth Services at North Shore Public Library. She'll be responsible for our Children's and Young Adult print collections and will be part of the Children's Public Service desk team.

We are working on the Book Group Kit collection this month. We withdrew poorly circulating titles and are adding new titles. We are considering purchasing new tote bags for this collection by the end of the year, incorporating our updated color palate and logo if possible.

In preparation for the upcoming first floor remodel project, our reference collection is being weeded. Over 100 state and federal items have been pulled from the shelves so far.

The Adult New Reader collection has been pulled from the shelves. The collection was underutilized and was taking up "prime shelf space." The Puzzle Exchange has been moved to these shelves.

- 1. Public Services Highlights and Happenings:** In March, **64,186** items circulated. This is an increase of approximately 20,000 circulated items over February. Checked in items totaled **43,704** and library card registrations totaled **196**. Checked in items and new card registrations also increased. There were **14,013** holds filled in March. Interestingly, holds filled went down which may reflect the fact that the building was open to the public in March and less items were placed on hold. We had **11,605** visitors visit the library.

- Our counter was blocked for 2 days. Therefore, our visitor count was likely higher.

We received and answered the following:

Email questions "Ask A Librarian": **48**

Obituary Searches: **1**

Overdrive Support Customers: **21**

Overdrive Support Questions: **21**

Last month I started a new procedure of sharing something either motivational or practical once a month with the Public Services staff. The Public Services staff share this month was how to renew an expired card which included the categories of cards that WPL offers and scenarios that might arise when helping a patron renew an expired card. Now all desk staff have the tools necessary to renew a card eliminating the need for patrons to return to the Special Services desk if they want to use a card or check out items and are unable to because their card is expired.

On March 29, we had a power outage in the building at approximately 6:15PM requiring the building to be cleared and closed. Staff responded well calling emergency personnel.

- 2. Meetings:** I am attending the regular meetings with Engberg Anderson concerning the first-floor redesign.

On March 10, I met with Steph Larson, a MLIS graduate student from UW Milwaukee. She is doing research on the changing role of circulation supervisors and was very interested in our new organizational structure. She believes that the circulation supervisor role is expanding and that our structure is in line with the future of libraries and of the circulation supervisor position.

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. We had our formal meeting on March 25. Of interest was the recommendation to directors that all cards expired for over 3 years be removed from the catalog regardless of whether there are old charges from other libraries.

- 3. Continuing Education:** On March 11, I attended Ryan Dowd training on procedures for service animals in the library. I plan to share this information with all Public Services staff.

On March 16, I attended a webinar entitled Unconscious Bias in the Workplace. This webinar focused on how people take in information that creates their own

understanding of what's going on in the world which may form unconscious biases. An interesting statistic the presenter cited is the human brain unconsciously processes 11 million pieces of information per second compared to just 40 processed consciously.

On March 17, I attended 2 webinars presented by SECC, "Getting to Happy: Four Morale Boosting Initiatives and Self-Care 101: Battling Stress, Burnout" and "Vicarious Trauma to Live Your Best Librarian Life." The first webinar focused on tools to bolster and measure staff satisfaction like surveys and staff recognition. The second webinar focused on burnout: signs of it, how to avoid it, and remedies for it.

On March 18, I attended "Stronger Together, Building Community During a Pandemic" which focused on virtual community building activities.

Between March 24 and March 26, I attended a national conference sponsored by the National Institute of Health and the National Library of Medicine entitled Blossom (Building Life-Long Opportunities for Strength, Self-Care, Outlook, Morale and Mindfulness). The conference focused on health and well-being in the library profession including the role of a manager in creating and maintaining a healthy workplace, disability in the workplace, accommodations, and boundaries, and taking care of library workers in moments of crisis.

4. **Displays:** The Public Services Department, working in conjunction with Marketing and staff from the CE and Materials Collection Services departments, will be overseeing the displays in the building. This includes Adult display tables, displays in the Teen Zone, and Children's Displays. For March, displays included: Women's History Month (both an Adult and Teen display), Rereadables: Staff Picks, and Television.

We will keep one display table open for Magazines and video games until the Carnegie Room reopens.

5. **Staff Updates:** Twenty-hour shelve Holly Neubert has obtained a fulltime position and will be leaving us in April. Andie Stella is still on the mend. We hope that she will be back working in early April.

We have posted two 20-hour and two 10-hour shelving positions. We hope to have new staff in place in early May.

John Klima, Technology Manager

1. **Printers:** A Windows update in March made it so that staff was unable to print out of Polaris. The biggest impact was our pick list (the list of holds that we need to pull from shelves for patrons). We came up with several workarounds, but none of them were very efficient. Working with City IT we were able to uninstall the Windows update so that staff could go back to printing reports the way they always have. This update also impacted City employees, so IT is keeping an eye on future Windows updates for when this problem is resolved.
2. **First Floor Redesign:** We had several meetings about the first-floor redesign. I worked with Eric to answer questions about technology so that the vendor knew what we were looking to have in the new spaces. I also helped Eric with photos and measurements of different equipment—copiers, vending machines, microfilm machines, scanning stations, staff stations, etc.—so that they could be incorporated into the final design correctly.

3. **SharePoint:** Library Technology staff met to go over the setup of our SharePoint instance (essentially a place for staff to find information and collaborate on documents) and work through procedures that staff would need to transition from working on the City network to cloud-based file storage. I then presented the set up to Library management who gave a lot of great feedback. We will roll out our SharePoint (named **SHARE** (Staff Help And REsources) by Therese) in April.
4. **BiblioCommons:** I met with BiblioCommons to learn about their product. It is similar to PatronPoint (of which I saw a demo last month) in that it takes your online services—website, emails, newsletters, calendar, and so on—and has them work together to create a more engaging experience for the patron. I think a service like this could be very useful to Marketing as it could leverage their talents and reduce repetitive work. I intend to show these services to Kori in April.
5. **Waukesha School District WiFi:** As you may know, we have several WiFi access points (APs) from the school district in our building. They allow WSD staff and students to access the school network. WSD IT ran some software updates on their APs but the updates required a reboot which needed to be done from inside our building. Since the entire building is open to the public, I reached out to WSD and they came over and finished updating their equipment.
6. **Staff Phones:** We have all staff set up with desk phones that need desk phones. This increased the total number of phones and phone numbers we have in the building, but it allows staff to do their jobs better. Bruce coordinated getting cell phones for our remaining managers who did not have City phones as well as a dedicated cell phone for our outreach service. Our next step is to get cordless phones for our service desks and show staff headset options for the phones.
7. **Adobe Creative Suite:** We bought licenses for the Adobe Creative Suite for our Marketing department. One of the new members to Marketing already has a lot of experience using software from the Creative Suite (e.g., Photoshop, Illustrator, InDesign) so she'll be able to use those skills in creating marketing material for the Library. This is professional-level software that will allow Marketing staff to do work in house that we currently send out to designers.
8. **Maintenance Visit Sorter:** We had our annual service visit from mk for our sorter. Everything looked great and there were no issues.