

Administrative and Staff Reports for May 13, 2021

April Circulation

April 2021	April 2020	Change	Year to date 2021	Year to date 2020	Change
59,498	4,376	1259.64%	218,814	212,763	2.844%

April E-Circulation

April 2021	April 2020	Change	Year to date 2021	Year to date 2020	Change
10,051	10,669	-5.79%	41,575	37,808	9.96%

April Library Card Registrations

April 2021	April 2020	Change	Year to date 2021	Year to date 2020	Change
308	71	333.8%	779	1,393	-44.07%

Bruce Gay, Library Director

- 1. ARPA and other Federal Funding Opportunities:** I continue to monitor news on how the Federal recovery act funds will be spent. There are two areas with good potential for funding. First, the Federal E-Rate program has been expanded with an additional \$7 billion. The draft rules indicate this can be used for end-user equipment and can cover 100% of costs. Second, the state Department of Instruction has received \$3.27 million for libraries. We may be able to use some of this money to pay for new self-checks as part of the renovation and/or equipment in the Makerspace. Final rules for how DPI plans to allocate the money have not come out.
- 2. Kiwanis Speech:** On April 15 I spoke virtually to the Waukesha Kiwanis club about the upcoming changes to the library. The group seemed interested and asked about potential funding opportunities moving forward.
- 3. Library 125th Presentation:** As part of the City's 125th celebration, the Library ran a virtual program on "Your Library: Past and Future!" Dr. Ellen Langill, who wrote the library's history in *Windows to the World* spoke on the history of the library and I spoke again about the upcoming changes. Almost 40 people attended the virtual program.

Jim LaPaz, Building Operations Manager

1. Building:

- We met with Brian Knapp from the City Garage to plan the installation of our new exterior backup materials return station. On Friday, April 9 site preparation was started, and concrete was poured. The return was installed on April 16.
- For Tornado and Severe Weather Awareness week I toured several staff members around the building and explained responsibilities.
- Jeff and Pat picked up magazine racks from North Lake.

- On Sunday, April 18 I came down to the library after being alerted by Stanley Security that we had multiple trouble alarms on our Simplex fire panel. I found and cleaned a dirty smoke detector and reset the system.
- Matt and I placed chairs at tables and opened up some of the library seating.
- Ahern performed a quarterly sprinkler test which we passed.
- I took new photos of staff and with them rearranged the staff bulletin boards to reflect the new departments. Matt then re-hung the boards.
- I updated the library's emergency call list. I also updated the Bomb, Fire, and Tornado procedures to reflect the duties of the new departments.
- Mark from Hennes brought the HVAC chiller up for the season.
- Steve from HVA was back repairing problems from our power outage. After switching computer ports and IP addresses he was able to talk to the chiller and give us control of the system.
- Maintenance cleared old computer chairs and six-foot tables from the Community Room.

2. Moving Vietnam Wall: I attended a meeting at Park/Rec for the Moving Vietnam Wall.

Kerry Pinkner, Community Engagement Services Manager

1. Internal Programming (Paula Mason, Team Lead): The Community Engagement Department kicked off celebrations in a big way for the 125th Anniversary of the City of Waukesha and the Library! Our staff brought lots of creative ideas and energy to the programs that they designed for this significant milestone.

A few of our CE staff contributed the following anecdotes about their April programs:

- Library Associate Dawn Habben and Page/Shelver Mitzi Keadle (joined by colleagues, Kelly, Kelli & Olivia in the photo) dressed in period clothing and staffed our 125th Celebration Table on April 8. They handed out 384 Tootsie Rolls with a fun message and encouraged people to fill out Memory Cards to share a favorite memory about the Library! Dawn reported back later that a patron asked to speak with the person in charge of the project and the patron relayed how much she enjoyed the original idea and wanted to use it for her husband's birthday celebration as well.
- On April 15, Library Associate Dawn Habben and Librarian Kelly Davis had a great Doughnuts and Documentaries discussion with local bird expert Spence Stehno, the Benjamin F. Goss Bird Club President. Spence even agreed to lend his expertise to



another future library program in the summer when he'll guide a bird walk in Frame Park!

- One participant followed up after the program with this comment: "The birders discussion was delightful. So many different perspectives of participants' birding experiences. The guest speaker enhanced the discussion. Great idea to bring in an expert. Thank you and Waukesha Library for making this possible!"

On April 20, CE Manager Kerry Pinkner, Librarian Kelly Davis, Library Director Bruce Gay, and local historian Ellen Langill also hosted a great virtual program to celebrate the City and the Library's 125th Anniversary! 37 attendees joined in to learn more about the history of the Waukesha Public Library from its early founding days all the way to the present-day plans for our 1st Floor Redesign! If you missed the program a recording is available on You Tube: <https://youtu.be/6x9q058tdiY>

Program-Specific Attendance:

- 125th Celebration Table: 384
- Teen Programming
 - Teen Manga and Anime Club: 7 attendees
 - Teen Book Club: 5 attendees
- Doughnuts and Documentaries: 12 attendees
- Your Library Past and Future: 37 attendees
- Adult Book Discussion: 9 attendees
- Special Ed Storytime: 4 classes: 20 Teens & 10 Adults
- Virtual Book Discussion with Hawthorne School: 10 children; 1 adult
- East Asia in Wisconsin: 15 children; 3 adults
- 1000 Books Before Kindergarten: 10

2. Maker Kits (Amy Welch, Team Lead):

Total Kits Given Out in April: 608

Adults Genealogy Boot Camp: 150 & Book Page Screen Print - 50

Teens Blackout Poetry: 27

Children: Quill Pen and Ink: 118; Play-Dog Fun with Fossils: 72; May Baskets: 100;

Lawn Ornament Pinwheels: 91

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

- New bins & a wagon were purchased which will make material delivery to assisted living facilities much easier.
- We collaborated with the **Waukesha County Historical Society and Museum** on a "Genealogy Boot Camp" Take and Make Activity in conjunction with the Library's 125th Anniversary. The kit was available at both the Library and the Historical Society and Museum.
- Film Club Programming: We continue to identify local connections who can speak to a film's impact on Waukesha. We are excited to welcome Bike Fed, Family Equality, and Lifestridders to our summer Film Clubs



Community Library Liaison (Librarian I Michele Gagner)

- Shared First Grade Book Buddies (FGBB) virtual field trip video with classes from **7** Title One schools. The video was translated into Spanish by SDW translator.
- First Grade Book Buddy Virtual Visits: 13 visits: 315 children; 20 adults; **140 NEW Library cards**.
- Hosted virtual book discussion and shared extension activity with **10** fifth grade students from Hawthorne.
- Hosted East Asia in Wisconsin Libraries grant-funded book discussion and shared extension activity with **15** fifth graders from Hadfield, Heyer, and Whittier schools.
- Dropped off books at Giggly Hugs after school program at Hadfield, and shared read-alouds with **8** children and **2** adults.
- Participated in Horning Middle School intergenerational book discussion.



Feedback received in April:

"Thank you Michele for yet another wonderful time with our scholars. It was so good to see them engaged & contributing to the discussion." Dilini Williams, Hawthorne Library Assistant

"Thank you Michele for your coordination and continued efforts to support our students and families as well as keeping them connected with the library!" Trish Goodspeed, Title One Coordinator

Home Delivery Service Update:

- Delivered and picked up materials for 80 patrons during 24 trips, totaling 74.5 miles of driving
- Coordinated materials for 4 assisted living facilities' Outreach events
- Created 2 new Outreach cards
- Circulated 526 materials

Feedback received in April:

Donald T: "I now renewed my Outreach association – with Olivia – met her [for the] first time today 4/21/21- a very charming and gracious young lady in the footsteps of Diane – just thought you'd care to know – you've a wonderful staff – be pleased with all – especially during these difficult times. Thank you."

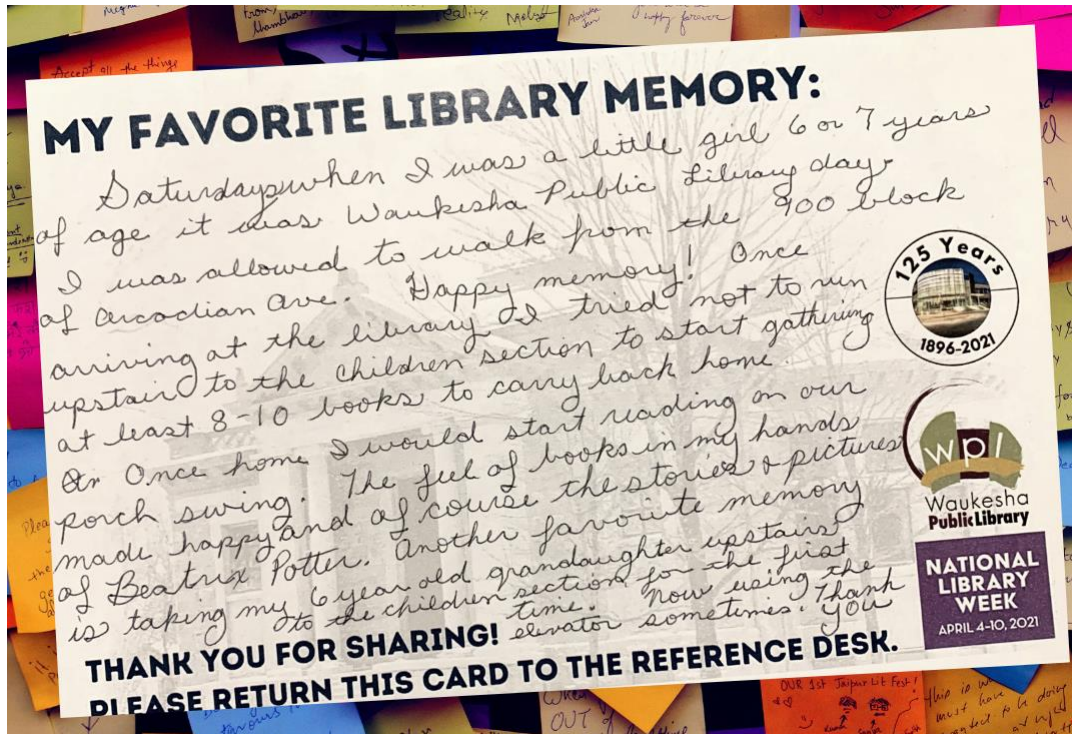
- 4. Team Updates:** Kerry, Amy, Kelly & Paula attended Streamline for Success: Library Programs & Services Reboot in April. During the two-part interactive workshop, we identified a desired service goal and applied design thinking principles to help us create a streamlined plan. We focused on producing meaningful, intentional services to support the Library's mission, rather than reverting to the traps of "more is more" or "we've always done it this way".

Kerry and Kelly attended the Housing Action Coalition meeting. We were introduced to representatives of several Waukesha organizations that we hope to collaborate with in the future. Kelly Fox, with Literacy Services of Wisconsin was the April presenter.

Kelly Davis attended a Wisconsin Valley Library Service webinar on Reader's Advisory session called "RA for All: Flip the Script and Think Like a Reader (COVID Edition)" the presenter was Becky Spratford. Her website is: <http://raforall.blogspot.com/>

Kori Hall, Marketing & Communications Manager

1. **Fun on Facebook:** For National Library Week, we asked Library Patrons to submit cards with their favorite library memory. We picked a few and shared them on Facebook. Below is a sample. If you do not already follow us, please consider following @WaukeshaPublicLibrary and our new(ish) Facebook page for the Children's Department: @waukeshalibrarykids.



2. **Waukesha Reads:** We have begun discussing what Waukesha Reads will look like in 2021. With both the pandemic and Library construction looming, there are still a lot of unanswered questions. I have spoken with several of our community partners, and they are all anxious to start interacting with the community again. We should hear soon if we are the recipient of an NEA Big Read grant, and then planning can really get underway! I also submitted a request for funding to the WE Energies Foundation on April 12.
3. **AmazonSmile:** The Friends of Waukesha Public Library use AmazonSmile to help raise funds to support the work they do for the Library. Amazon has just added the AmazonSmile feature to their Amazon app, so now you can use it every time you shop!

Here's how it works:

- Open the Amazon App on your mobile device
- From the main menu, tap on "AmazonSmile" within Programs & Features
- Select "Friends of Waukesha Public Library" as your charity
- Follow the on-screen instructions to activate

The Friends appreciate your support!

4. **Historical Photo Display:** New photos went up in our historical photo display for the month of May. The display celebrates the 125th anniversary of the Library and the City of Waukesha and is currently hanging in our community art space. Stop by and take a look!

Carolyn Peil, Materials Collection Services Manager

1. **Technical Services Activities:** There are 2 new display racks near the elevators. These were rescued from the basement of Town Hall Public Library. Their director, Kaushalya Iyengar- previously a children's librarian here at WPL- offered these racks to us as she remembered we were looking for something similar for children's magazines a few years ago. With the Carnegie Room potentially being closed for an extended period, we are now able to offer our patrons convenient access to current issues of newspapers and magazines. (Newspapers still need to be read in-library.)



We moved the Binge Boxes to the A/V area. The collection is more visible now and we have seen an increase in circulation as a result.



Children's Collection and Public Services Librarian Lizzy Lowery took her first steps toward cataloging here at WPL. She worked on looking up duplicate titles and checking bibliographic records.

We began cataloging the Children's Literacy Kits collection which was put together late last year. LAs Carol & Anne and Pages Tracy & Sally worked on the many processing steps required to get the kits ready for our customers. We should have most of the kits ready by the end of May.

Page Jenny Biwer did a tremendous job researching titles in our "Book Group Kits in-waiting" collection. She looked up which titles were held by other Bridges libraries and which titles we owned in large print. She then enhanced our spreadsheet to include this information.

I met with other librarians in the Bridges system on April 26th to create some guidelines for Book Group kits going forward. We will be working as a group to merge like records together to create a cleaner catalog for our customers.

Therese Lyons, Public Services Manager
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1. **Public Services Highlights and Happenings:** In April **59,498** items circulated. Checked in items totaled **42,999** and library card registrations totaled **308**. Library card registrations increased by over 100 from March. There were **12,339** holds filled in April. We had **13,938** visitors visit the library.

We received and answered the following:

Email questions "Ask A Librarian": **32**

Obituary Searches: **2**

Overdrive Support Customers: **20**

Overdrive Support Questions: **25**

Hoopla Support Questions: **1**

The Public Services staff share this month was Animals in the library which described what is a service animal and when can they be in the library and Legal Advice versus Legal reference.

On April 1, we started offering our 125th Anniversary Commemorative library card to Board members, library staff, and those who saw it in our newsletter. On April 15, we gave all new card holders the commemorative card and offered the card free of charge to anyone who wanted a replacement card. It is a wonderful keepsake which commemorates our 125-year history.

During April, all circulation staff members had their quarterly check ins with me. Questions and concerns were addressed, and SMART goals were reviewed.

Joan and I also conducted several interviews for the vacant page/shelver positions.

2. **Meetings:** 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:** On April 14, I attended a webinar entitled "Mousify Your Culture for Mickey Inspired Success" which discussed the reasons why Disney customer service is so good. Disney emphasizes making it a fun place to be and selling the experience. Message, Interaction, and Context (MIC-key). The Disney message is-we create happiness.

I also participated in a seminar sponsored by the Institute of Museum and Library Services entitled "Streamline for Success." The presenters helped participants navigate through identifying an opportunity and see it through project preparation, implementation, and completion. I am using these resources to create and implement a project charter for combining the Reference desk and the Special services desk after our first-floor renovation project.

4. **Reference Completion Survey:** In April, we completed our second Reference Completion Rate Survey of 2021. We conducted our survey the week of April 26-May 1. There were a total of 887 reference and non-reference transactions completed at the Adult Reference Desk during the week, for an average of 15.03 questions answered per hour. There were a total of 167 reference and non-reference transactions completed at the Children's Reference Desk during the week, for an average of 2.83 questions answered per hour.
5. **Displays:** The Public This month's displays were: Past Oscar Nominations and Winners, Gardening, National Poetry Month, Financial Literacy Month, Here Be Dragons, Poetry Month, Gardens, National Humor Month and Earth Day.

We are offering magazines and newspapers to the public in our newly acquired magazine racks.

John Klima, Technology Manager

1. **Library Switch Replacement:** The Library need to upgrade its network switches (the equipment that all our computer information goes through between us and the City). I met with Kevin at City IT to coordinate the next steps of the project. Since our server room needs have changed over time, I want to move the remaining equipment into self-contained cabinets and then build a smaller server room inside the existing server room. Then the remainder of the old server room will be converted into working space for staff. The switches are already at City Hall and configured, but we need to get the other parts of the project in place. I am working on IT and engineering to figure out a budget and timeline for this project.
2. **Zoom:** We are going to get an updated Zoom license through Bridges that will allow Library staff to have larger events via Zoom. It will also provide a Webinar license for Library staff which provides a better experience with virtual programs that do not need interactivity. Currently the only Webinar we have is through my City computer account, so I must be available to start and run the Webinar. Getting the Webinar license for staff gives them a lot more flexibility and control over when they schedule programs.
3. **OneDrive/SharePoint Training:** I'm doing some one-on-one training with managers and staff to show how to use OneDrive and SharePoint. These cloud-based file storage options give staff more flexibility in how they work and help make working from home more efficient. I will continue to do training sessions with staff as needed.
4. **Hotspot Software Update:** The mobile hotspots we provide to the public run on the Sprint network. With the recent merger with T-Mobile, the hotspots need to be restarted so they can run a small software update to also run on the T-Mobile network which gives them more coverage throughout the country. Because of the popularity of the devices, it is taking some extra time to get them in hand and make sure they are updated but we are making it through all the devices.

5. **New Timeclock:** City IT installed an upgraded timeclock at the Library. Library staff needed to reregister with the new timeclock and Cindy took charge of getting staff set up.
6. **Public Computers:** After some feedback from Library staff we increased the public computer session time from 30 minutes to one hour. We also put out an additional computer. Jason is going through the computers in storage and running them through software updates so that when we choose to put out more computers they are ready to go.
7. **Chiller Computer:** Maintenance has a dedicated computer that connects to the software that runs the Library's HVAC system. We had hoped that we could move those controls to the staff PC that is in the maintenance office, but because of the chiller software needing to run on its own network we were unable to do so. In the end this is a better decision because if for some reason our computer network went down, maintenance will still be able to control the building's temperature.
8. **Calendar/Schedules:** We are still looking for a solution to some of our schedule needs—trying to find a single interface that shows employee schedules, desk schedules, and vacation requests—so I've reached out to other librarians I know in the area to see how they handle the same concern. I've gotten good feedback and have several more software options to review. I will also be meeting with City IT to look at options on our timeclock software that might help with some of these concerns, too.