

Administrative and Staff Reports for June 10, 2021

May Circulation

May 2021	May 2020	Change	Year to date 2021	Year to date 2020	Change
58,486	16,989	244.26%	277,300	229,752	20.70%

May E-Circulation

May 2021	May 2020	Change	Year to date 2021	Year to date 2020	Change
10,561	10,114	4.42%	52,136	47,922	8.79%

May Library Card Registrations

May 2021	May 2020	Change	Year to date 2021	Year to date 2020	Change
195	71 online	174.65%	974	1,464	-33.47%

Bruce Gay, Library Director

- 1. Pandemic:** Library staff and customers are adjusting to a more normal environment after 15 months of the library being closed, open only for curbside pickup, open for limited service and limited hours, and open but with masks required. We are looking forward to more usual operations moving forward.
- 2. First Floor Renovation:** The first-floor renovation project began in earnest late in May. Many collections had to be moved to allow construction of the new meeting room space and Carnegie Room. Library staff have been excellent at adjusting on the fly to the changes. Issues with a building permit have slowed the start of the construction.
- 3. Manager Training:** City HR reached out to me to discuss the Library's interest in free training. Last year the City contracted with a firm to survey all departments about job satisfaction. As part of the contract, the company agreed to provide a department with additional training. The HR department thought the library would be interested, and I agreed. Later in June managers will attend a training off site on the "growth mindset" and will discuss the survey results and the organizational restructuring.

Jim LaPaz, Building Operations Manager

1. Construction:

- Pat and Jeff moved Children's furniture from the Program Room and placed it in the public area. Pat and I moved furniture out of storage and placed it in the public areas of the first floor. Maintenance cleaned out the Carnegie Room and Community Room. Maintenance and other library staff moved AV shelving.
- Bruce and I toured the Police Department to see if we could claim any furniture.

2. **Building:**

- Hennes performed HVAC work in the basement and on the roof, replaced a leaking valve in the ceiling above Kerry's office, and cleaned AC nozzles.
- Bruce and I met with Rhett Surman from the Garland Company to discuss roof replacement.
- I made IDs for five new employees and programmed the building locks.
- Stanley repaired a ground fault in the security system

3. **Moving Vietnam Wall:**

- I completed my third Smart Goal of the year when we brought the Moving Vietnam Wall to Waukesha. After being on the committee for nearly two years, it was wonderful to see thousands of people visit. I put in 39 hours this year between planning, setting up and taking down the Wall, and working security as a Police Reserve Officer. I made many new friends, connected with many vets, and talked to hundreds of people.



Kerry Pinkner, Community Engagement Services Manager

1. **Internal Programming (Paula Mason, Team Lead):** Warmer weather in May brought the opportunity to offer some in-person, outdoor programs in Cutler Park, as well as several of our regular virtual programs. The Community Engagement (CE) Department continued honoring the City of Waukesha and the Library's 125th celebration as well with our Día de los Niños program and planned a book discussion in coordination with the Vietnam Veterans Memorial Moving Wall visit.

- A few of our CE staff contributed the following anecdotes about their May programs: On May 1, the CE team hosted Día de los Niños in Cutler Park,



which was our first large-scale, in-person program for children and families in over a year. The program was hosted in collaboration with the Family



Empowerment Action Team (FEAT) and the 125th celebration of Waukesha and the Library and was a joyful success! We welcomed 248 people who came to enjoy a live music and dance performance featuring students from Hawthorne Elementary, and several activity stations highlighting art, music, local Latin history, and a love of reading. Each child in attendance was also able to pick out a book to take home to keep from a wide selection of bilingual titles. A special thanks to Julio Pabon, the music teacher at Hawthorne Elementary, who planned and prepared his students for a wonderful performance, and many thanks as well to various FEAT partners who volunteered at the event.

- On May 19, our Adult Book Discussion group met to talk about *Hidden Valley Road* by Robert Kolker. According to Amy Welch, Makerspace Coordinator, “we had 8 attendees, and a non-stop discussion of the myriad topics of this incredible nonfiction title. Everyone had something to say about the book, and we overshot our discussion hour by 15 minutes. We could have easily continued talking for another hour.”
- Young Adult Librarian Carley Rymkus reported having a lovely book discussion on the illustrated graphic novel memoir, *Almost American Girl* by Robin Ha. She said, “the teens really enjoyed the book, and we had a fantastic discussion about the difficulties of the author’s immigration to the United States and going to a high school where she does not speak the language. This was a great novel to read during Asian American and Pacific Islander Heritage Month!”
- On May 26, Library Associate Chris Sturdevant hosted a special outdoor book discussion in Cutler Park for the title *We Were Soldiers Once—and Young* by Lt. Gen. Harold G. Moore and Joseph L. Galloway. The program was held in conjunction with the Vietnam Veterans Memorial Moving Wall visit. Chris reported that it was a very engaging discussion, with some Vietnam War veterans in attendance, along with a career retired veteran from the Army National Guard, as well as other patrons who were interested in the topic.

2. Maker Kits (Amy Welch, Team Lead): With summer planning keeping us busy in May, only two kits, a Bookmark Kit for teens and a month-long kit for adults, the Activity Creation Kit were handed out this month. The latter kit is a project meant to give back to the community. We asked patrons who took the Kit to create activity sheets for our

homebound neighbors this summer. Activities may be wordsearches, coloring sheets, crossword, or other puzzles. Our first Activity Kit will go out to our homebound patrons in early June.

- 3. Community Outreach (Kelly Davis, Team Lead):** We are back to hosting in person browsing events at some facilities and patrons are elated! These events were paused for more than a year and now we have been invited back (with safety precautions in place) to bring materials that residents can browse through and check out. During these events WPL staff can now meet some of the patrons that we have been delivering books to for the past year, discuss favorite authors, and encourage patrons to request more books for our next monthly visit. Also included are pictures of the browsing events at Berkshire and Kensington and Summit Woods. Our IT Team have ensured that our team has the support needed when offsite at these events, which makes checking out books a seamless experience for our patrons.



- On May 6, Librarian's Amy Welch and Kelly Davis presented "Must Reads for 2021 Summer" in a session for the WEAC-Retired Annual Virtual Conference. The presentation was well received and over a dozen books were recommended to the group! Connie Martin, host of the session said, "Your presentation was awesome, and we are receiving so many positive comments from session participants. I can't wait to start reading the books you recommended! I hope you will consider presenting again next year."
 - Our Outreach Team is working to extend the Summer Library Program beyond 321 Wisconsin Avenue.
 - We are in conversations with the **Women's Center, Hebron House, Hope Center, Waukesha Food Pantry, La Casa** and other local nonprofit organizations to extend our summer programming out into the community.
 - We are also encouraging our homebound patrons to participate in the Summer Library Program!
- 4. Community Library Liaison (Librarian I Michele Gagner):** This month the focus was largely on Summer Library Program virtual school visits. Children's Reference Desk staff shared information about summer reading in a video that was sent to all elementary schools in Waukesha. The video's stars were Children's Reference Desk staff, we wanted children to see familiar faces inviting them back to the library! Big thanks to Library Associate, Olivia Langby for doing the heavy lifting to edit and draft the script for the video. Title One elementary schools were also offered the opportunity to schedule live virtual visits for each homeroom – library staff talked about summer reading, shared the video, and answered questions from students.
- Five elementary schools attended virtual visits (two have visits scheduled June 1-4).
 - The CLL and other library staff presented to 39 groups of students and approximately **1100** students attended the virtual visits, along with about **45** adults.
 - Natalia Bonilla from the School District of Waukesha translated the summer reading video into Spanish, and Librarian, Paula Mason and Olivia prepared a Spanish-language presentation for Dual Language classes.

Students and teachers enjoyed their virtual visits – kids had great questions about how many books are in the library, if they could bring their pets to the library, and “Why is the library so fragile?” We hope that this targeted outreach to students at Title One schools will keep these children engaged in summer learning!

- Librarian (CLL) Michele Gagner also facilitated Virtual Storytimes with the two special education classes at Waukesha South High School. Each class had two story time presentations – attendance at the storytimes totaled 18 teens and 8 adults.

Kori Hall, Marketing & Communications Manager

1. **Summer Reading:** The Marketing Department has been working hard to help get the Library spruced up for our Summer Library Programs!

The wall in the Children’s Department:



WPL’s Summer Library Program catalog banner:



Programming posters:

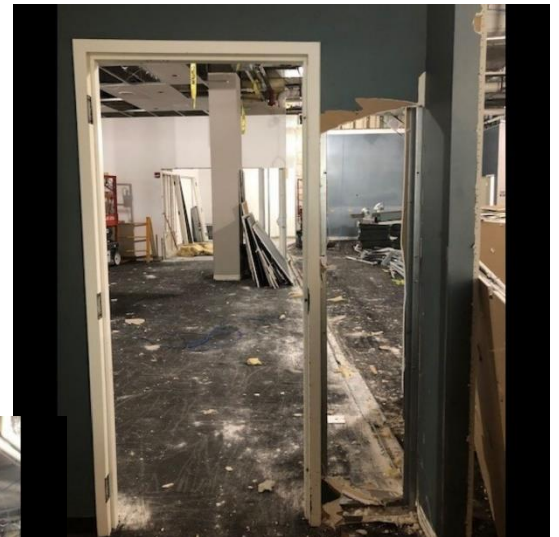
We also created program handouts for [Children/Teens](#) and [Adults](#). We hope to see you at some of our summer events!

- 2. May the 4th be with you!** The Marketing Department hosted a staff party for Star Wars Day! Several staff members spent the day in costume, creating a fun atmosphere in the Library.

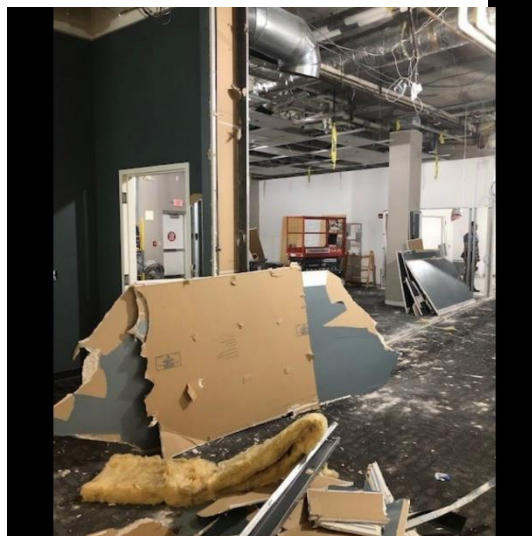


- 3. Construction:** Our department has been documenting the building redesign on Facebook and Instagram. Follow our accounts to see the changes as they're happening! You can view all the pictures we've posted so far by searching #WPLConstructionLife. This week, the Community Room wall came down!

Looking through the (former) Community Room Door:



The view from the (former) AV area:



4. **Waukesha Reads:** We were disappointed to hear that the Library was not chosen to receive NEA Big Read grant funding for Waukesha Reads this year. Even so, we are still committed to providing Waukesha with an outstanding community-wide reading program! We were thrilled to receive a \$1000 donation from the WE Energies Foundation.

Carolyn Peil, Materials Collection Services Manager

1. **Technical Services Activities:** What a month!

Our new Literacy Kit collection is finally available. We have 36 themed kits, each of which include 2 books, a simple toy, and an activity guide, and are designed to engage young children and their caregivers in one of 5 early literacy skills: talking, singing, reading, writing, and playing.

Huge thanks to Catalogers Sara & Kathryn, LAs Anne & Carol, and Pages Sally & Tracy for all their efforts in getting this collection ready for our customers.



Magazines and newspapers were removed from the Carnegie Room and placed near the Reference collection.

Customers now have direct access to all our currently received newspapers and magazines, as well as whatever past issues we hold.



New Books and almost all A/V formats were also moved during May. Part of the atrium entrance now houses New Books. CDs, Blu-Rays, and some DVDs now run north-south, near the center of the building. CDBOOKs run east-west, from the former computer area to the Teen Zone.



We sent our first discards lists to Baker & Taylor's Sustainable Shelves program. The program purchases some of our discards, based on ISBN matches, and allows us to ship other materials, free of charge, to a recycling facility. There is a bit more work involved on our end, but we will keep a greater amount of materials out of landfills and receive some credit toward our B&T invoices.

Our portion of the Book Group Kit re-cataloging project was completed in May. This entailed modifying bibliographic records to a generic standard so all libraries owning a specific title might share the bib record instead of having multiple records in the catalog for the same title.

Children's Collection Development librarian Lizzy attended a Community Engagement meeting in early May to share some of the recently released children's titles and some of the upcoming releases for summer. Lizzy also joined the Kids Choice Committee for 2021 and attended their first meeting on May 10.

- 1. Public Services Highlights and Happenings:** In May, **58,486** items circulated. Checked in items totaled **41,786** and library card registrations totaled **195**. There were **11,312** holds filled in May. We had **15,246** visitors visit the library.

We received and answered the following:

Email questions "Ask A Librarian": **35**

Obituary Searches: **0**

Overdrive Support Customers: **19**

Overdrive Support Questions: **19**

Hoopla Support Questions: **0**

The Public Services staff share this month was instructions on how to merge library cards in Overdrive when patron gets a replacement card so that they don't lose their place in line for holds.

The Public Services department undertook the project of removing expired cards with a less than a \$10 balance from the database. Approximately 3000 cards were removed in April and May and \$702.88 in fines were deleted from the system. These expired cards dated back to 2004.

I am working on updating the competencies linked with library positions that we use for performance evaluations in the city NeoGov program. For instance, terms need to be updated due to the organizational restructuring like changing the title of "Circulation Supervisor" to "Public Services Manager." There are also some substantive changes that need to be made including describing the new library associate in the public services department and reworking the language for library assistant competencies.

- 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:** I attended two Ryan Dowd events this month: "Police: How to Reduce Police Calls and Keep Everyone Safe in your Organization" and "Prejudice: Responding to Prejudicial Comments from Customers." Ryan Dowd is offering a series of well-done webinars that give step-by-step instructions and useful information on relevant topics.

On May 11, I attended a follow up to Compassion Resilience training during which representatives from libraries across the state shared where they were in the training process and provided tips to implement the training.

On May 19, I attended "Improv for Employee Development: Simple Activities to Increase Virtual and Face-To-Face Learning and Engagement" and "Fireside Chat: Improving Public Services for All Communities".

I also attended "Collective Wisdom of High Performing Women: Leadership Lessons Form the Judy Project."

On May 27, I attended the SSCS One-Day Circulation Conference. Topics included "Building A Culture of Shared Work-Before, During, and After the Pandemic"

presented by the Kenosha public library. This presentation was of particular interest because Kenosha just went through a restructuring in which the combined the Reference desk with the Circulation desk..

4. **Staff Updates:** We have hired 5 new shelvers. Jenny Hetcher and Ashlee Simons will be filling 20-hour positions and Harrish Bhela, Katie Wuerslin, and Aaron Pedersen will fill the 10-hour positions. Jenny has a background in teaching and graphic design. She also volunteered as a Shelver at the Mukwonago public library and is looking forward to bringing her positive approach to the library team. Ashlee is pursuing a degree in English and Secondary education and a minor in Spanish at Carroll University and has experience as a library worker at Carroll including shelving experience. She considers the library a public resource where patrons “deserve an inclusive environment with welcoming faces and accessible resources.”

Harrish is a student at Marquette University. He has experience as a Shelver and has his own podcast. He is very enthusiastic about starting as a Shelver here. Katie was a reference librarian at the Waukesha Public Library and left to pursue a teaching career. She is now retired from teaching and is excited to be back at the library as a Shelver. Aaron is a Marketing major at Carroll and, like Ashlee, has experience working in the Carroll library. He is anxious to bring his knowledge and attention to detail to our library.

John Klima, Technology Manager

1. **Self-Checks:** We had an issue with one of the SelfChecks not closing out its session when a customer walked away without completing the SelfCheck process. The next person to use that SelfCheck could check out material on the previous patron’s card. After doing some troubleshooting internally and then putting in a help ticket with Bibliotheca, they sent out a tech to try to find a resolution on site. The tech discovered that the keyboard connected to the PC inside the SelfCheck had fallen over so that a key was being pressed. The SelfCheck software interpreted that as some sort of input and thus never closed the session. The Bibliotheca tech disconnected the keyboards and mice from the four first-floor SelfChecks to prevent this problem from happening in the future. The keyboards and mice were left in the cabinet so that they were available if needed in the future.
2. **First Floor Computers:** Jason and I moved the public computers and one microfilm machine to the tables behind the reference desk. This was in preparation for the first-floor construction that’s started. We will need to move them again and we have several locations in mind for what that time comes. We also emptied out the computer equipment that was in the Community Room and put that into storage.
3. **Second Floor Computers:** We noticed that the catalog computers in the children’s area were not connecting to the catalog. We discovered that there was a network problem affecting the public network on the East side of the Library. We connected the catalog computers to the WiFi so that patrons could use them. City IT is working on fixing the network problem but had to order an adapter to be able to connect to the network equipment. This will get resolved in early June.
4. **Server Room:** Bruce and I met with IT staff from City Hall to talk about upgrades to network equipment in the library. City IT has new switches set up and configured for us which just need to be installed. We are taking this opportunity to see what it would cost

to move the network equipment in our current server room to another location. CC&N—the vendor doing network installation for the first-floor construction—sent a tech over to see what we wanted to have done so that he could generate a quote. We should have that in early June.

5. **Kronos:** I met with Tricia with City IT to talk about some of the things about Kronos—the City’s time-card software—that we have at the library. She showed me some of the options we can consider that will set the software up to better reflect how our schedule works and potentially fix some of the problems we have. I’ll be meeting with managers to talk about our options and their concerns and then likely set up another meeting with Tricia with the managers present.
6. **Library Technician II Interviews:** Bruce, Joan, and I had interviews for a new Library Technician II. We had a candidate we liked, and we offered him the job. He is going through background checks/drug screening. His tentative start date is June 14^h.
7. **Share Point:** I opened up SharePoint—cloud-based software for document sharing—to the Library staff. The response has been positive. There is a lot of good information on there. I will be working with managers to train them on moving documents from our network drives to SharePoint which will allow for more flexible collaboration. Additionally, we are using the News function of SharePoint to post construction updates for staff. We are also posting training information and EDI information on our SharePoint so that staff can easily find them. Staff can access SharePoint from anywhere they have an Internet connection.