

## Administrative and Staff Reports for July 8, 2021

### June Circulation

June 2021	June 2020	Change	Year to date 2021	Year to date 2020	Change
74,649	39,236	90.26%	351,949	268,988	30.84%

### June E-Circulation

June 2021	June 2020	Change	Year to date 2021	Year to date 2020	Change
10,379	9,918	4.65%	62,515	57,840	8.08%

### June Library Card Registrations

June 2021	June 2020	Change	Year to date 2021	Year to date 2020	Change
332	137	142.34%	1,306	1,601	-18.43%

Bruce Gay, Library Director

- 1. Capital Campaign:** I've met a few times with Library Strategies planning the capital campaign. An initial meeting with them and some key potential campaign committee members will be held next week.
- 2. First-Floor Renovation:** The renovation is proceeding. The Carnegie room asbestos abatement was completed in June. The areas for the four new conference rooms are under construction now. This has meant a lot of shelves have been moved. Earlier in June I finalized the contract with Hallett to move shelves. A great deal of moving will happen later in July in anticipation of recarpeting most of the first floor.
- 3. Manager Training:** The library management team held a two-hour training on June 15 discussing growth and fixed mindsets, barriers to team success, and other topics. We have scheduled a follow-up meeting on July 19. One of the keys to the success of the first meeting was holding it out of the library, and the second meeting will also be outside the building. One manager reported that, "It was great to have time to meet and talk as a group which we do not get a lot of chances to do. Often it's only two or three managers at a time or we're focused on a specific topic and don't get the opportunity to talk proactively about the Library."

Jim LaPaz, Building Operations Manager

### 1. Building:

- On June 3, maintenance moved the three shelves of Spanish material to make room for Absolute to work on a new conference room.
- On June 21, Nation's Roof performed \$13,000 of emergency roof repairs.

- On June 24, on very short notice maintenance staff moved shelves and took several apart near the current Local History area. Furniture was moved into storage. They all did a great job.

Kerry Pinkner, Community Engagement Services Manager
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**1. Internal Programming (Paula Mason, Team Lead):** We had a jubilant kick-off to the start of our Summer Reading Program—Tails & Tales! The CE team ushered in summer programming starting the week of June 14 with an array of programming for all ages, taking place outdoors, out in the community, and virtually. From story times, live performances, and exercise programs in the park to virtual discussions and presentations, the team designed a wide variety of programming to appeal to Waukesha area residents of all ages.

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

- On June 9, Librarian I, Kelly Davis and Library Associate Khorye Huffman hosted a Pride-themed discussion about the documentary “After Stonewall” and welcomed a representative from Family Equality to engage with group participants.
- Library Associates, Kelli Cramer, Chris Sturtevant, and Rachel Brown have found eager audiences for their outdoor story times on Monday and Wednesday mornings with crowds of over 65 attendees at each showing! Various CE staff members have also been assisting at these programs as they learn the ropes. We have heard from patrons how much they missed story times and the opportunity to socialize for both kids and parents alike.
- On June 16, Makerspace Coordinator Amy Welch reported the Adult Book Discussion participants had a great time discussing *There, There* by Tommy Orange.
- Our Family Fun Day performances held at 3:30 pm on Tuesdays have been well-received by children and families. On June 15, we welcomed several feathery owl friends from the Schlitz Audubon Nature Center, and on June 22, Mr. Pickles engaged an eager crowd of children with bilingual songs, jokes, and general merriment. Both performances brought in over 100 attendees at each showing.
- On June 22, Librarian Carley Rymkus hosted a virtual trivia program featuring categories such as pop culture, literature, animals, mythical creatures, and Waukesha. The teen participants did fantastic and had a very close contest, so each person got a small prize for participating!
- On June 23, Librarians Kelly Davis and Paula Mason welcomed 9 adult attendees to Gentle Yoga in Cutler Park which was taught in collaboration with an instructor from Waukesha’s Park and Rec Department. Participants remarked on how relaxing it was to practice yoga outdoors and expressed their gratitude for the program.

## **Program-Specific Attendance**

- Outdoor Storytime
  - June 14: 85, June 16: 78, June 21: 84, June 23: 104
- Family Fun Day
  - June 15: 110 total & June 22: 112 total
- School-Age Book Discussion:
  - June 17, 3<sup>rd</sup>-4<sup>th</sup> grade: 2 children
- School Age Program: Tails & Tales with Greek Mythology, June 24: 0 attendees
- Word of the Week: 144
- 1000 Books Before Kindergarten: 118 children signed up as of 6/21
  - Teen Programming: Gaming Club: 4 Manga & Anime Club: 5 Trivia: 3
- Film Club, June 9: 6 attendees
- Couch Potatoes Unite, June 15: 2 attendees
- Adult Book Discussion, June 16: 7 attendees
- Graphic Book Discussion, June 22: 1 attendee
- Gentle Yoga, June 23: 9 attendees
- Choose Your Own: True Crime Book Discussion, June 24: 0 attendees

2. **Fall 2021 Programs**: The Community Engagement Team has been busy planning Waukesha Reads and Fall programs and outreach. We have had to get creative this year, as there are no program rooms available in the library.

3. **Maker Kits (Amy Welch, Team Lead)**: Maker Kits: Summer has started very well with several kits given out in June. Kits are available each Monday June 14 through August 2.

Adults: 6/14 - Found Object Planter Kits (50) 6/21 - Sun Paper (66)

Teens: 6/14 - Clay Magnets (58) 6/21 - Seedling Pots (39)

Family/Kids: 6/14 - Seed Bombs (100) 6/21 - Animal Origami (100)

Homebound: We gave out 75 Activity Kits to our Homebound neighbors. An additional Activity Creation Kit was given out, as well as two activity sheets returned. Those that have been turned in as well as activity sheets made by staff and the Teen Manga and Anime Clubs will be a part of the July kit.

Several kits were also taken to our partners at the Women's Center. We will be sending additional kits to the Women's Center throughout the summer.

3D prints – 3 requests - 36 printed objects

4. **Beanstack**: The Summer Library Program began on June 1 and to date, 1,722 readers are registered. Here is the breakdown of registrants by age group:  
274 adults, 203 teens, 1,078 school age children, and 146 Bubble Buddies. Library staff have a separate reading program and 21 from our Team are participating.

Readers have earned 8,712 badges, read 325,347 minutes/5,422 hours, and 64 have already completed the program. Bubble Buddies, who are counted differently, have read 2,103 books. All readers have the chance to continue collecting badges throughout the summer for a chance to win prizes during the Grand Prize Drawing.

5. **Community Outreach (Kelly Davis, Team Lead)**: Outreach efforts are in full swing! 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.



**Buchnerfest:** The library was well presented at this city-wide kick off to summer event! We distributed 125 literacy kits, talked up the summer library program and answered questions about upcoming events. Chris Sturtevant did a fantastic job sharing the story of John Buchner, even after his eyebrows and mustache fell off when the temperature started to rise. The Outreach Team is working to extend the Summer Library Program beyond 321 Wisconsin Avenue.



**Homebound Outreach:** Many of our facilities have welcomed us back for browsing events in this month. These are great opportunities to talk with patrons and learn more about their interests. We are also providing activity sheets created by library staff and patrons to our homebound patrons – word finds, coloring sheets, etc.– these are well received!

Just some of the positive feedback:

*Thanks! Your service is greatly appreciated!!! - Harriet M - 6/2/2021*

*The residents enjoy you coming to Summit Woods and being able to talk to you and check out books. - Jessica P. Activity Director at Summit Woods - 6/4*

*Olivia received a lovely painting from a patron!*

- Delivered and picked up materials for 77 patrons during 19 trips, which totaled 76.4 miles of driving
- Coordinated and hosted Outreach events at 6 assisted living facilities
- Created 9 new Outreach cards
- Registered 4 Outreach patrons for the Summer Library Program and distributed 65 activity kits

#### **Additional Efforts:**

- We provided 60 teen and family maker kits to the Women's Center. We also distributed 200 flyers about the Summer Library program to the Waukesha Food Pantry.

**Community Library Liaison (Librarian I Michele Gagner):**

**School Visits:** Outreach for this school year wrapped up in early June. Community Engagement staff finished the virtual Summer Library Program visits to Title One schools, presenting in June to **425** students in eighteen classrooms at two schools. In all, we presented to approximately **1525** students in **56** classrooms. Children and teachers had a lot of good things to say about the presentations - Library Associate Olivia shared one of many positive comments that kids, parents and teachers shared: *A patron came in with her classmate today, and after some discussion of the summer library program, she mentioned that a really animated librarian had done a virtual visit for her class. Both kids said that Kelli was so engaging and exciting that she made ALL THE KIDS in the class want to sign up!*

**Storytimes:** Michele also finished a successful year of virtual story times to special ed classes at Waukesha South High School. Katie Keast, who teaches one of the classes, commented: *Thank you for your continued support and willingness to work with us and our students. We hope to schedule times next year to visit the library in person, as well as have virtual story times.*

**After Summer School Outreach:** Michele is visiting Waukesha Park and Rec summer school wraparound programs at Bethesda, Hadfield and Banting schools weekly through the week of July 16. Eighteen children at Bethesda School, 15 at Hadfield, and 43 at Banting signed up for a modified reading "mini-challenge," designed by Michele for wraparound participants to complete at their program sites. Kids ranging from kindergarten to sixth grade also enjoyed read-alouds and activity packets leftover from Buchnerfest.

**Partnerships:** Several 4<sup>th</sup> graders from Hawthorne Elementary School displayed Pride posters in the Library during the month of June. 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.

**6. Team Updates:**

- Two or three members of our Community Engagement Team will participate in the *Perks that Work Pilot Project*. The Waukesha-Ozaukee-Washington (WOW) Workforce region is developing a pilot project, starting with Waukesha County, to help job seekers re-engage after the pandemic. Librarians from the Bridges System will answer questions about library resources.
- Kelly Davis attended a meeting with the Housing Coalition
- Kelly attended the WLA Book Award committee meeting
- Carley Rymkus and Michele Gagner attended the Waukesha Youth Collaborative meeting
- Paula Mason and Kerry attended the Family Empowerment Actions Team meeting
- Kerry attended a WiLSWorld Shorts with the Wisconsin Latinx History Collective
- Kerry attended a management training workshop on *Growth Mindset*, led by Lisa Burke from Energage

1. **Construction Slides:** The Marketing Department created some slides to help get the public excited about the changes happening in our building! They have also been a helpful tool for the staff to use when answering questions about the construction, the noise, the hanging plastic, etc. The slides are currently running on the TV above the Special Services Desk. Take a look!



2. **Waukesha Reads:** Waukesha Reads is the grateful recipient of a \$1,600 donation from the Waukesha Lion's Club. This donation will entirely fund the large print books for our 2021 community-wide read. We have ordered all the English and Spanish books for this year's program, and they should be arriving in the next few weeks.
3. **Kids Facebook Promotion Page:** Nearly a year ago, the Library started a Kids Facebook page (@waukeshalibrarykids) to feature events, photos, and news from our Children's Department. Currently, the Children's Page has 348 followers, as opposed to the 3,424 followers on our general Library page. So, we wanted to take advantage of our summer volunteers to help us increase those numbers! Starting now, and running through July, we will be offering small prizes (pencils, buttons, temporary tattoos) to anyone who shows us that they are following the page. We will also be promoting it on signage, on social media, and through email blasts. We've been increasing the content on that page, and now we just need people to find the page and enjoy it. Tell your family and friends!
4. **Gustav the Goat:** I would like to introduce Gustav the Goat, WPL's Summer Library Program mascot! He was named by the Marketing and Community Engagement teams and is helping us track the progress of our Read to Feed campaign this summer. The Marketing Department updated the art on the goat tracker so that everyone can see



how their reading translates into donations. Stop by the elevator on the second floor to see the progress of our readers!



Carolyn Peil, Materials Collection Services Manager

- 1. Technical Services Activities: 321 Alphabet Square is open again.** This popular play area re-opened on June 21. Toys and play pieces are being sanitized several times a week to help keep everyone healthy. Children's Librarian Lizzy Lowrey is searching for some additional play pieces to freshen things up!





**Switch Games.** The entire Nintendo Switch video game collection was pulled from circulation for 7 days this month. Customers will now need to take the empty game case to the Special Services desk where the game cartridge can be picked up. This new procedure was implemented to curtail a rash of missing games over the past few months.

Kudos to Anne, Carol, Sally & Tracy for their work getting this collection back out to our customers so quickly.



2. **Meetings:** I met with 3 members from the Waukesha County Genealogical Society on June 14. We discussed some of our genealogical periodical and reference holdings.
3. **Collection Moves:** Spanish and Playaway collections moved to the middle of the non-fiction collection (there was space available) to allow work to begin on one of the large group study rooms.

Several shelves holding our 900's non-fiction collection were removed for additional group study room construction work. The 800's and 900's collections were condensed on the remaining shelves.

Our map case was emptied and donated to the Waukesha County Historical Society & Museum- the topographical maps will be discarded. (Many were damaged through years of use.)

Our business & pamphlet file collections have been condensed into 3 cabinets and moved near the Local History area.

4. **Bib Record Clean-Up:** Librarian Kathryn Weisbeck and I resumed work on Polaris database record cleanup. Thousands of misspelled words were compiled into a list



during the Authority Control project two years ago. Words beginning with "S" are now being worked on.

- 5. Coming in July...** We plan to offer "Cultural Experience" passes to the Betty Brinn Museum and the Waukesha County Historical Society & Museum by the end of July.

Therese Lyons, Public Services Manager
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- 1. Public Services Highlights and Happenings:** In June, **74,649** items circulated. Checked in items totaled **48,617** and library card registrations totaled **332**. There were **12,027** holds filled in June. We had **21,410** visitors visit the library.

Email questions also increased. We received and answered the following:

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

\*Obituary Searches: **0**

\*We had a lengthy multipart microfilm research request which took several hours.

Overdrive Support Customers: **9**

Overdrive Support Questions: **7**

Hoopla: **1**

The Public Services staff share this month was a reminder of what we covered on Staff Ed Day: We try every day to meet the needs of our patrons with an attitude rooted in compassion and empathy. We work to create an experience for patrons, making the library the "third place" and creating "popsicle moments" whenever we can because patrons who have a positive experience will bring that into the community and not only will they return but they will bring others. Finally, every time we work with a patron, we let them know that it is a pleasure to serve them.

This month, the Public Services department did a fantastic job adapting to all of the changes created by construction. Shelves removed materials from shelves and reshelfed them after shelves were moved to accommodate new construction areas. Library Assistants and librarians explained what was going on and helped patrons find moved materials. Desk staff provided exceptional customer service while navigating through spaces that were no longer accessible and remained cheerful and helpful through continuous construction noise and ongoing collection relocations.

- 2. Meetings:** On June 11, I met with the Leadership Alumni Council to plan future monthly events for alumni of the Leading Waukesha program. Future events being considered are a Speaker Event featuring Kevin Lahner addressing the impact of COVID on the City, a tour of the newly renovated Buchner Park, a volunteer event to serve lunches to school children in the summer, a Speaker event by city council members, and a "History of Waukesha in 100 Objects" exhibit at the museum.

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 also met with Engberg Anderson concerning colors and surfaces for remodeling the first floor.

- 3. Continuing Education:** On June 2, I attended "Onboarding: A Virtual Path to Success." On June 3, I attended "Talking About the COVID Vaccine in Your

Community” which focused on learning strategies to share COVID-19 vaccine information and resources in communities. On June 15, I attended library manager training along with my fellow managers. On June 24, I attended “Fights and How to Prevent Them” by Ryan Dowd.

4. **Displays**: This month’s displays were: Tails and Tales-Summer Reading (animals and short stories), National Audio Book Month, Book Bingo, Pride Month, play outside, baseball, dive into a good book (books featuring Mermaids), and When is your birthday.
5. **Staff Updates**: Stacy Werkheiser has started a weekly Library SharePoint feature entitled “Helping Hands Digest.” In it, she updates staff on weekly library happenings.

John Klima, Technology Manager
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1. **Casey Bielawski**: We hired Casey Bielawski to replace Tony Chiantello as our IT Tech II. Casey comes from Heartland Business Systems where he was placed as an on-site engineer with the City of Waukesha. This means that Casey already knows how the City runs its networks and how it sets up computers. We’re excited to have Casey join the library staff.
2. **SharePoint**: Stacy Werkheiser from our Public Services department writes a monthly newsletter called Helping Hands that talks about things Library staff are doing. Therese thought it would be a good thing to put up on our SharePoint so that staff could read it there. I worked with Stacy to show her how to create a news post and put her newsletter on SharePoint. Stacy had some great questions that lead to a few solutions for our SharePoint including scheduling news posts and creating categories for our news posts so that we could filter them for specific topics.
3. **Library Website**: Librarian Carley Rymkus wanted to update the Teen portion of our website to match the Adult Services section of the site. I met with Carley and Kerry to talk about what the end goal was and we updated the Teen page.
4. **Bridge Display**: The display monitor on the bridge outside Children’s burned out in a power outage we had this spring. We put a small monitor up as a replacement but it was hard to see the slides. We bought a new display that was larger than the old one and replaced it.
5. **Donations to Friends**: Generac Power Systems decided to donate the funds from its Generac Gives employee auction to the Friends of Waukesha Public Library. I created a ‘choose your price’ page for Generac using a plug-in the Library purchased for our website. Generac donated a total of \$951.
6. **Public Computers**: We deployed an additional two public computers since the new carpet is scheduled to come in August. Additionally, we also updated the circulating laptops to be used by the public again which gives us five additional computers on top of the seven desktop public computers.