

Administrative and Staff Reports for October 14, 2021

September Circulation

September 2021	September 2020	Change	Year to date 2021	Year to date 2020	Change
62,910	44,688	40.78%	562,812	403,976	39.32%

September E-Circulation

September 2021	September 2020	Change	Year to date 2021	Year to date 2020	Change
10,411	9,697	7.36%	93,625	87,891	6.52%

September Library Card Registrations

September 2021	September 2020	Change	Year to date 2021	Year to date 2020	Change
284	239	18.83%	2,182	2,137	2.11%

Bruce Gay, Library Director

- 1. Capital Campaign:** The Capital Campaign committee has met several times in late September and early October identifying potential donors and getting training on making capital requests. Part-time Capital Campaign Coordinator Grace Foley is in regularly and learning about the library and its needs. The committee plans to meet every other week through November to continue its work.
- 2. First Floor Renovation:** Progress continues on the renovation. Recently light fixtures were installed in the Community Room and new conference rooms. Late in September the fireplace arrived and has been installed in the Carnegie Room. Looking forward, the next stage of construction might be more intrusive as the current Circulation desk is removed and that area closed to the public, along with the interior book drop return.
- 3. Waukesha County Library Planning Committee:** This committee meets every third week. The most recent meetings have focused on the County library standards and whether changes should be made. It is likely that the standard for the number of computers and the standard for the overall size of the collection will be lowered, based on changing public demands for library service. WPL has consistently been far above these standards. The committee is also considering adding a standard that all libraries must have five basic policies, all of which WPL already has.

Jim LaPaz, Building Operations Manager

1. **Building:**

- Hallet moved the nonfiction collection back and moved the fiction collection so that construction on the Makerspace could begin.
- Maintenance moved the AV collection.
- Matt continued replacing old floor power/data covers.

- 2. Staff:** I had meetings with my staff and completed their NeoGov reviews.

1. Internal Programming (Paula Mason, Team Lead): During the month of September, the CE Department remained busy with a variety of programs—some outdoor, some indoor, and some off-site! We also began getting involved in events for Waukesha Reads, such as handing out hundreds of copies of *The House on Mango Street* to participants at Apple Harvest Festival and drive-thru book pick-ups. We also provided some after-school programming for students of all ages and made creative use of the spaces open to us as construction continues on our first floor.

- On September 21, Library Associates, Carley Rymkus and Olivia Langby welcomed 10 teens for their Pop-Up program which focused on postcard art. Teens used discarded fiction books, graphic book, sheet music, and colored pencils to create postcards.



- Outdoor Storytime has continued to be a very successful program as we have moved into Fall! Library Associate, Kelli Cramer reported that several adults from the Adaptive Community Approach Program (ACAP) joined the children and caregivers and cheered and clapped throughout the program. The outdoor venue for storytime has allowed for participants who may not otherwise know about the program such as the people from ACAP to see it happening, and join in.



- On September 15, Librarian Kelly Davis led a discussion of the book "Caste: The Origins of Our Discontents" by Isabel Wilkerson, assisted by Librarian Paula Mason. Betty Groenewald from SOPHIA also joined the discussion to provide local context for the 13 participants. The participants had much to say about this powerful book!
- On September 22, 27 participants enjoyed the third Memory Café offering! The theme for the program was astronomy, with local astronomy experts Gary Sampson and Dave DeRemer sharing their knowledge about the stars of the Autumn Sky. In addition to the presentation, each participant received a folder that included information about future Memory Cafes, activities, and a sky chart to assist them with their future stargazing. Library Associate, Dawn Habben and Kerry helped at the Memory Project Family Day held at Retzer Park. 79 people attended this special event.

Program-Specific Attendance:

- Word of the Week:
 - Full month of September: 63 participants
- Outdoor Storytime
 - September 13: 15 children, 10 adults=35 participants
 - September 15: 28 children, 17 adults=45 participants
 - September 20: 26 children, 19 adults=45 participants
 - September 22: 15 children, 12 adults=27 participants
 - September 27: 25 children, 34 adults=59 participants
 - September 29: 26 children, 21 adults= 47 participants
- Toddler Storytime and Social Hour
 - September 17: 27 children, 24 adults=51 participants
 - September 27: 24 children, 21 adults=45 participants
- School-Age Programs
 - Kids Pop-Up, September 7: 22 children, 4 teens, and 9 adults=35 participants
 - Kids Pop-Up, September 21: 10 children, 6 adults=16 participants
 - Lego Club, September 16: 25 children, 9 adults=34 participants total
- Teen Programming
 - Teen Pop-Up, September 7: 7 participants
 - Teen Pop-Up, September 21: 10 participants
 - Teen Manga and Anime Club, September 21: 17 participants
 - Teen Book Club: 3 participants
- Hawthorne After School Program: 22 children, 2 adults=24 participants
- Adult Programming
 - Film Club, September 8: 9 participants
 - Adult Book Discussion, September 15: 13 participants
 - Adult Pop-Up, September 16: 9 participants
 - Perks That Work, September 20: 10 participants
 - Memory Café, September 22: 27 participants
 - Memory Project Family Day, September 27: 79 participants (WPL staff assisted)
- Waukesha Reads Events
 - Apple Harvest Festival, September 18: gave out 493 copies of Sandra Cisneros' *The House on Mango Street* and 7 copies in Spanish
 - Drive-thru Book Pickup, September 20: 48 books distributed
 - Drive-thru Book Pickup, September 22: 60 interactions, 70 books distributed
- 1000 Books Before Kindergarten: 14 children signed up

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

Homebound Outreach Efforts: Patrons and staff continue to enjoy visits to homes and local assisted living facilities. Patrons at many of the facilities are lined up and waiting for library staff to arrive for their monthly browsing event!

September 2021 update:

- Delivered and picked up materials for 108 patrons during 17 trips, totaling 90 miles of driving
- Coordinated and hosted Outreach events at 6 assisted living facilities
- Created 8 new Outreach cards
- Circulated 830 materials

Library Associate, Olivia Langby provided booklists for patrons at Silvernail who are interested in starting their own book club. Staff distributed Waukesha Reads books to

patrons interested in joining in the Waukesha Reads excitement! Outreach efforts were also highlighted on WPL's Facebook page.



This year the team worked to enhance our homebound outreach efforts by bringing "Take and Make" kits to our homebound patrons, including one that showed patrons how to grow seeds in toilet paper tubes. Jessica Parent, Life Enrichment Coordinator at Summit Woods, recently shared that the kits were a big hit at her facility. One resident grew an eight-foot-tall sunflower using materials provided by the library! This is just one way that WPL Staff have an impact outside of 321 Wisconsin Ave.

Michele Gagner, Community Library Liaison Update: September is typically devoted to planning Community Library Liaison programming with schools as the academic year kicks off and teachers begin reaching out to the library. Michele has been in contact with special education teachers at Waukesha South High School, sixth grade literacy teachers at Les Paul, librarians, and library aides at elementary and middle schools, the School District Title One coordinator, and staff at the Hawthorne Elementary after-school program and has a variety of programs and visits planned for October and beyond.

2021-2022 CLL programming kicked off with a visit to the after-school program at Hawthorne, which is facilitated by WPRF staff. Twenty-two students enjoyed read-alouds, a bookmark craft, and a bin of 50 books left for participants to read while at their program. The kids at the program, ranging from kindergarten to fifth grade, especially enjoyed the books we shared; their leader remarked on how engaged they were, and a little girl told Michele that she was 'really good at reading stories.'

3. Makerspace Activities & Summer Library Program for All Ages (Amy Welch, Makerspace Coordinator):

- Plarn Bed Rolls - Our summer service project, Plarn Bed Rolls, has hit its next step! Seven bed rolls have been turned in and were donated to our partners at the Housing Action Coalition for Waukesha County, Salvation Army and NAMI.

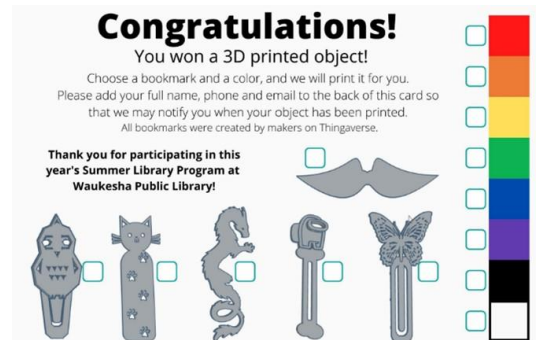
We are very excited that this project has taken off so well. Plarn Bed Rolls may be turned in at any time at the Reference Desk. Instructions are available for anyone interested.



- Pop-up Activities - September "Pop-Up Activities" were offered for kids, teens, and adults. These are maker-based programs and are held in any part of the library we

can carve out as a program space while our construction is underway. So far in September we've had five pop-ups including:

- Adults – Bad Art Night
- Teens – Button Making and Postcard Art
- Kids – Sticker Art and Color Changing Beads
- 3D Bookmarks - With the end of summer reading, final grand prize winners received a coupon for a few 3D printed bookmark of their choice of design and color. To date, we've printed 18 bookmarks for winners! The most popular color choice purple and the most popular design was the butterfly. A sample of the coupon is listed below. This was a great opportunity to showcase our 3D printer and our future makerspace.



4. **Community Engagement Team New Roles:** Carley Rymkus transitioned to part-time status and Khorye Huffman moved into the full-time Librarian position in the Community Engagement Department.
5. **Professional Development:** Several staff had an opportunity to watch webinars from the "Tech Days" event. Interesting topics included: 1) Free Online Tools to Increase Your Productivity and Workflow 2) Digital First: All Library Planning Starts With Digital 3) Canva Demo and Q&A 4) Video Production.

Kori Hall, Marketing & Communications Manager

1. **St. Vincent de Paul *Getting Ahead Guide*:** The Library was invited to participate in the new Spanish language *Getting Ahead Guide* that is being published by St. Vincent de Paul for the Spanish speaking population in Waukesha County. They will be translating all the information we submitted into Spanish and adding it to their publication. The Library has agreed to be a distribution point for this important new community resource once it is complete.
2. **Display Window:** The Marketing Department was loaned a large display window on the corner of Grand Ave. and South St. to promote Waukesha Reads downtown! We borrowed props from the Waukesha Civic Theatre, asked the Waukesha City Garage to make us a custom street sign, and created additional pieces so that we could re-create Mango Street in the window. Stop and admire it if you have a chance! It is most impressive at night—when you can see the LED lights on "the four little elms the city planted by the curb." See how many symbols from the book you can find! The display will be there until the end of October.



3. **Waukesha Reads:** Waukesha Reads is off to an amazing start! We had great weather at Retzer's Apple Harvest Festival, our two drive-thru book pickups, and at the Waukesha Art Crawl. The sunshine must have inspired the community to do some reading...because we have given away all 1,500 English copies of *The House on Mango Street*! There are still Spanish copies available if you or someone you know would like one. The first issue of our Waukesha Reads Newsletter went out on October 1, and it will go out weekly through the month of October. If you missed the first one, you can view it at <https://conta.cc/3opzPWn> or on the Waukesha Reads Facebook page. I hope to see you at some of our upcoming events! To view the event calendar, or to register for any upcoming programs, visit <http://waukeshareads.org>.
4. **October: Domestic Violence Awareness Month:** The Library's EDI Committee and the Waukesha Women's Center are working in partnership during the month of October to help promote Domestic Violence Awareness Month. The Library is hosting a supply drive to benefit the Women's Center and is also distributing promotional items (such as pens, magnets, bracelets, etc.) while supplies last. In addition, from October 25 – November 5, WPL will be offering \$1.00 of fine forgiveness for each item donated to this cause. To view the list of high-priority items desired by the Women's Center, see the "Latest News" section of our website. (https://waukeshapubliclibrary.org/?doing_wp_cron=1629479515.3072609901428222656250)

Library staff members are also invited to participate in **National Purple Thursday** on October 21. The Women's Center will be stopping by to photograph our staff to help show community participation in this awareness campaign.



Carolyn Peil, Materials Collection Services Manager

1. **Technical Services Activities:** Two staff members from Brookfield Public Library visited Materials Collection on September 30th to see how we created RFID tags. Library Assistant Anne K. gave a demonstration and answered a few questions.

We worked on updating website links to our Book Group Kit collection.

NeoGov evaluations took up a great deal of everyone's time in September.

Three "Busy Bags" were created for the Adult Reference Desk. These bags are designed to provide a few quiet activities for our youngest customers while their caregivers use the public computers. Bags are checked out from the Reference Desk and are for in-library use only.



Therese Lyons, Public Services Manager

- 1. Public Services Highlights and Happenings:** There were **62,910** items circulated in September. Checked in items totaled **47,765**. Library card registrations totaled **284**. There were **11,278** holds satisfied. Visitor count was **20,570**.

We received and answered the following email questions:

*Email questions "Ask A Librarian": **28**

Obituary Searches: **0**

Overdrive Support Customers: **15**

Overdrive Support Questions: **15**

Hoopla: **0**

On September 28, the temporary reference desk was moved back to its original location as construction continues. Other changes this month included moving the computers in to and out of the teen zone, moving the paperbacks and the Av collection, and moving all of fiction and nonfiction. The page/shelvers have done a tremendous job navigating through moving collections and putting collections back in order after being moved. They have done so with a great attitude and a willingness to help. The same goes for the Adult reference staff who have had to split desk time between the teen zone and the temporary reference desk, retrieve hard to locate materials that were not accessible to the public, and work with unhappy patrons who were unable access materials on their own. They too, handled adversity with professionalism and patience and continued to provide a high level of customer service.

2. **Meetings:** In September, I continued my meetings with the Staff Education Day committee. We discussed speakers, activities, and the logistics of Staff Ed Day.
3. **Continuing Education:** On September 9, I attended the Ryan Dowd webinar on How to Kick Someone Out of the Library.

On September 14, I attended a monthly Compassion Resilience Training.

On September 17, I began the Wisconsin Libraries Transforming Communities (WLTC) Academy with 20 fellow librarians around the state. The first session focused on building internal and external skills to create confident, equitable leaders, how to embed EDI practice in leadership and encourage innovative approaches to library programs, services, and staffing, and creating a network of engaged leaders.

On September 28, I attended a meeting at City Hall with City Council members for the Leading Waukesha Alumni group.

4. **Displays:** September displays included:

Adult: Amy: Are You Ready for Some Football? Paula: Hispanic Heritage Month
Jason: Making Music Elizabeth: Quick Reads.

Children's: Olivia: Hispanic Heritage Month Lizzy: Kid's Choice Chris: Harvest
Rachel: Library Card Sign Up Month Kelli: Just Five More Minutes-Books About Video Games.

Teens: Lizzy/Carley: New Books Lizzy: Hispanic Heritage Month.

John Klima, Technology Manager

1. **Public WiFi:** The Library's Public WiFi went down about midway through the month. When City IT investigated the issue, they saw that our public WiFi was sharing the same IP addresses as the newly installed police department WiFi. Since you can't share IP addresses, City IT moved the Library to a new range, and everything was working again.
2. **Milwaukee Maker Faire:** Jason, Amy, and I went to the Milwaukee Maker Faire to learn more about what's happening in the world of Makers as we get ready for the Library's maker space. The Faire was hosted on the MSOE campus. In addition to learning about technology we might want to include in our maker space—laser cutting, sublimation printing, CNC routing—we saw other non-tech ideas/projects that would work well in the maker space like soldering, yarn making, leather working, chair caning, stuffed animal sewing, and more. The great thing about all of the presenters/vendors at the Faire is that they are local, so we met a host of potential partners/presenters for our maker space. It was also great to see our former co-worker Nancy Aycok who runs the Mukwonago maker space. They are doing a lot of interesting things there and we will be able to share ideas with her.
3. **Assessing Your Website Webinars:** I signed up for a series of three webinars about assessing your website from Infobase: Making Your Website More Accessible (Without Rebuilding from the Ground Up); Auditing Your Library's Website: How to Benchmark What You've Got; and Working with What You've Got: Practical Tips for Redesigning Your Library's Website. These webinars were

very informative. There is a lot that's changed about website design since I started building websites and even since we created the current Library website. I've shared the recordings with Kori so that she can watch them, too. They will be very helpful as we look at designing a new website.

4. **New Server Walkthrough:** We had people in from City IT, Bridges, and CC&N (vendor who's doing our networking work for the first-floor redesign) come over so that we could talk about what steps we needed to follow to convert Shawn's office into our new server space. With everyone in one place we could talk about who was in charge of which parts of the conversion as well as draft a list of questions that we needed answers to. While it may not be the flashiest part of the first-floor redesign, upgrading our infrastructure will make everything in the new space work better.
5. **Brookfield Library RFID:** Librarians from Brookfield Public Library came to WPL to ask questions about how we did our conversion to RFID a few years ago. They had a lot of good questions about the process of tagging the entire collection, how handle holds/material from other libraries, and processing the books. Brookfield won't have a sorter/book return as part of their process, but they will have SelfChecks, so I was able to help with questions about those.
6. **Electrical Work:** There was wiring in a column that was removed as part of the first-floor renovation that needed to be moved elsewhere in the Library. The wiring is part of the electrical panel that supplies power to the server room which meant the power to the server would be turned off while they worked. With the power off, there was the potential for network outages—meaning that WPL would have no internet, phones, wifi, etc. and that the Bridges system would lose their connection to the internet as their fiber line comes through our server room. The electricians started at 5:00am and were done in 23 minutes. Our backup battery system retained power for all the equipment in the server room during that time, so no one experienced any network outages.