

Administrative and Staff Reports for November 11, 2021

October Circulation

October 2021	October 2020	Change	Year to date 2021	Year to date 2020	Change
66,801	47,045	41.99%	629,613	451,021	39.60%

October E-Circulation

October 2021	October 2020	Change	Year to date 2021	Year to date 2020	Change
10,729	9,759	9.94%	104,354	97,650	6.87%

October Library Card Registrations

October 2021	October 2020	Change	Year to date 2021	Year to date 2020	Change
273	161	69.56%	2,455	2,298	6.83%

Bruce Gay, Library Director

- 1. Capital Campaign:** The Capital Campaign committee met several times in October. The Library hosted a behind-the-scenes event previewing the effects of the renovation, hosted in the Carnegie Room, on October 27. Mayor Reilly also spoke at this event. The Library's Marketing and Communications department developed a campaign brochure including naming opportunities and a pledge card and using the library's newly approved logo. In November the committee will begin meeting with potential donors to tell the library's story and express the need.
- 2. First Floor Renovation:** The renovation continues. Late in October library staff prepared for the demolition and reconstruction of the new service desk area, to be located where the former circulation desk is. This stage of the renovation meant that the circulation desk had to be relocated across the hall and that the interior automated book return conveyor needed to be removed. Early in November the glass and fabric partitions in the new Community Room were installed. The exterior panels are expected to arrive by the end of the month. Contractors spent much of their time working on the new Parks bathroom addition in October.
- 3. Waukesha County Library Planning Committee:** The planning committee met once in October and expects to finalize the new plan at its next meeting or shortly thereafter. Besides several small tweaks to the library minimums to exempt from the County Library Tax, the plan will seek to add electronic circulation as an element when determining the county tax for residents of areas without a library. This could potentially bring more County revenue to the library in future years.

Jim LaPaz, Building Operations Manager

1. Building:

- Matt repaired and painted the bollards outside of the library.

- We have had three of the six fiber optic projectors out that power the “stars” in the entrance ceiling. Our electrician could not find parts or replacements. Matt took one apart, found similar parts, and repaired all three.
- Hennes got the boilers up and running.
- Matt began disassembling nonfiction shelving and adding some sections to fiction.
- Matt cleaned up the Carnegie Room in advance of the Wednesday event.
- After a night of rain, we had 5 roof leaks. Nation’s Roof was called in for repairs.
- Matt set up new Hold shelves and removed the old ones.

2. **Meetings:**

- Matt and I attended a planning meeting for the conversion of the computer room to office space.
- Bruce and I met with Rhett Surman from the Garland Company to discuss our 2022 roof project.
- I attended a pre-bid roof meeting with Rhett Surman and four possible bidders.
- I had meetings with my staff and completed their NeoGov reviews.

Kerry Pinkner, Community Engagement Services Manager

1. Waukesha Reads ~ Community Read: Sandra Cisneros’ award-winning book, *The House on Mango Street* proved to be the perfect title to bring people together who have different backgrounds and experiences. Themes of social class, identity, Mexican American culture, and gender are interwoven throughout the novel and formed the basis for a wide variety of entertaining and educational programs held during the month of October. Here are a few of our favorites....

- **A Virtual Conversation with Sandra Cisneros**

One of the highlights of all the Waukesha Reads events was to hear from author, Sandra Cisneros, during a 60-minute virtual conversation. She was engaging, down-to-earth and very open about her life experiences and writing style. Some comments from attendees: “This is a wonderfully honest presentation. Thank you for this event Waukesha Reads and Ms. Cisneros!”, “Thank you so much for tonight, you continue to inspire!” and “Sandra, your stories bring me so much joy. Thank you for sharing your stories and tonight’s evening with us!

- **An Evening on Mango Street.** In a collaboration with the Waukesha Civic Theatre, we kicked off the evening with Mexican tapas, followed by an original Cabaret inspired by the book, and concluded this extraordinary evening with a traditional Mexican dance and rope twirling performance from Ballet Folklórico Nacional de Milwaukee.



- **Las Sufragistas/The Suffragists Film Club**

Librarians Paula Mason & Khorye Huffman welcomed Eufrosina Cruz, a globally recognized indigenous and women's rights activist and member of the Mexican Congress, along with Eloisa Gómez, coordinator of the Latinx Voter Outreach Committee of the League of Women Voters of Milwaukee County to this discussion. In this bilingual virtual event, 33 participants from across the state of Wisconsin had the opportunity to hear from Eufrosina and Eloisa while discussing the importance of civic engagement and issues related to the documentary film *Las Sufragistas/The Suffragists*, which focuses on the life of Eufrosina Cruz. Following the event, comments included: "WPL has set a new standard for bridge building", "what a joy to have Eufrosina on our call", and "so impressed with the international connection".

- **Latinos in the Midwest**

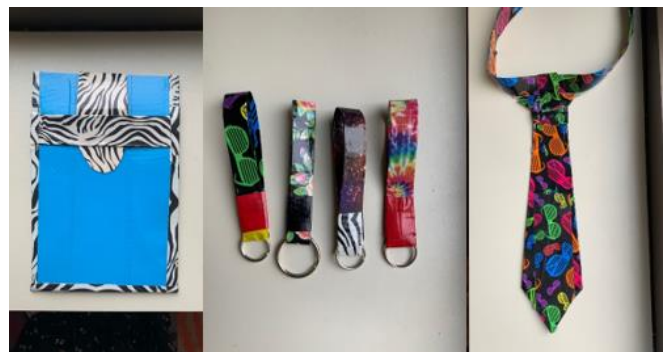
Marquette University professor Sergio González presented "Latinos in the Midwest" at Carroll University to an audience of 45 attendees in a program coordinated by Librarian Paula Mason. Dr. González interjected personal stories, humor, and up-to-date research and analysis on the topic of the impact Latinos have had in the American Midwest historically, currently, and in the future. Audience members engaged throughout the program and had the opportunity to pose questions at the end. Afterwards, one Carroll University student remarked how great it was to hear him speak on that topic as she herself had served on her school's student-led Latino group.

- **Wine & Art Night**

We were honored to have special guest, Jesús Avila from La Casa de Esperanza Charter School join us for the evening. He shared his experiences with Día de los Muertos, and the traditions behind the holiday. Afterward, our very talented Makerspace Coordinator, Amy Welch showed participants some ideas they could use to make their very own Día de los Muertos skulls." Thanks to Spring City Wine House for hosting the event.

2. Internal Programming (Paula Mason, Team Lead): The Community Engagement department was a hive of activity during the month of October with Fall programming in full swing along with Waukesha Reads events taking place across Waukesha. CE staff continued offering programs in various settings—outdoors, inside the library, and at other community venues—and interacted with patrons of all ages. Here are a few anecdotes from a sampling of our programs this month:

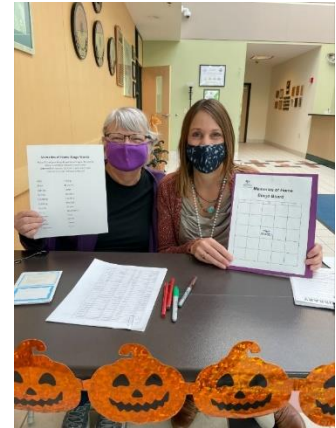
- On October 5, Library Associate, Carley Rymkus engaged with 15 teens during a Pop-Up activity focusing on Duct Tape art. Carley reported "Teens had a great time crafting with Duct Tape at the Teen Pop Up on October 5! The teens used duct tape to make phone pouches, purses, bow ties, ties, and key chains! Teens also enjoyed playing the Nintendo Switch and gaming on the Teen Zone computers."



- On October 20 during Outdoor Storytime, Library Associate Kelli Cramer and Page/Shelver Mitzi Keadle welcomed a group of about 10 adults from ACAP (Adaptive Community Approach Program) along with a crowd of children and their caregivers. ACAP is a community organization for people with differing abilities. According to Mitzi,

the 10 adults enjoyed the humor of the stories and participating in the action rhymes of the programs. They later returned to another Outdoor Storytime this same month!

- On October 22, Librarian Kelly Davis and Mitzi held Toddler Storytime and Social Hour for some of our youngest patrons and their caregivers. One mom with two toddlers shared that she traveled from Greenfield to attend and said she appreciated the offering, and the opportunity for socialization and learning.
- On October 27, Library Associate Dawn Habben and Librarian Kelly Davis hosted Memory Café: "Stories of Home" at the Kathryn Muehl room inside the Parks, Recreation and Forestry Department for 31 adults. Each participant shared their own favorite memory of home, played "home"-themed Bingo, and left with an art book to record more memories. According to Dawn, people were so very appreciative, and the attendees loved sharing their nostalgic home memories with others.



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

Homebound Outreach Update:

- Delivered and picked up materials for 105 patrons during 26 trips, totaling 94 miles
- Outreach events at 7 assisted living facilities, 4 new Outreach cards created
- Library Associate Olivia Langby provided collection development resources for the Avalon Director to help plan an overhaul of their facility library
- Circulated 877 materials

Additional feedback: "The Waukesha public library has literally saved my life. Going from being functionally blind to listening to such wonderful books! They light a fire in my dark living room." --Jenny P.

StoryCorps: This month Librarian Kelly Davis attended thirteen hours of StoryCorps facilitator training. StoryCorps uses an interview model that fosters communication by promoting the importance of listening and sharing stories. The facilitator's role is to be the person present during the interview who promotes a comfortable, meaningful experience for the participants and handles all technical aspects of the recording. There is a small team of library staff from the Bridges Library system who participated in this multi-day training. Kelly took a deep dive into StoryCorps equipment, procedures, and then got to participate in mock interviews. The experience was incredibly eye-opening and participating in StoryCorps will absolutely add value to our patron experience. Stay tuned for more on this exciting initiative!

Michele Gagner, Community Library Liaison Update: In October, Michele began planning and facilitating face-to-face programming with school groups, after interacting virtually with SDW students last school year.

Six 6th grade classes from Les Paul Middle school visited the library October 20 and 21 – 161 students toured the building and learned about behavior expectations and the Kids' Choice reading program. Approximately 30 students registered for new library cards.

Special Education students from Waukesha South High School visited the library for their first storytime program of the school year. Ten students and four teachers/aides enjoyed spooky read-alouds and browsed books after the stories. The students were very engaged with the slightly scary books and had some great suggestions for books they'd like to browse at their next visit! This program will run every other Tuesday at 8:15 a.m. and is

being held in the Teen Zone until the Children's Program Room is accessible. Katie Keast, one of the teachers, hopes to have students register for library cards and begin checking out books when we move the program upstairs.

Makerspace (Amy Welch, Makerspace Coordinator): Pop-up Activities

October Pop-Ups were designed around our Waukesha Reads programming. Here is a list of the pop-up programs we held this month:

- Adults – Memory Art Books - Participants created an art book from scratch and received prompts with which to fill the book based on memories of their childhood.
- Teens – Duct Tape and Mini Pinatas - Duct Tape projects were offered at the beginning of the month and Mini Pinatas were made towards the end of October.
- Kids – Stress Relief and Button Making - Stress Relief activities were offered at the beginning of the month and Button Making was offered towards the end of the month.

Pop-Up Activities are open to drop-in participants with no registration required. All activities reported patron enjoyment of the projects. We will continue offering pop-ups throughout the winter and are hoping to transition these types of programs into Studio 321 once it is open.

3D Printer

Four more bookmarks, and six 3D print requests were printed on the 3D printer this month. The bookmarks have been a great introduction to our 3D printer for all ages, and I hope to continue offering these types of in-house prizes. 3D print requests are currently only available for children, but I hope to expand these offerings with Studio 321.

- 4. Professional Development:** Michele, Kerry and Kelly attended the Association of Bookmobile and Outreach Services (ABOS) annual conference. There was a wealth of panels, presentations, posters, and message boards all about outreach efforts! The conference was inspiring and provided lots of food for thought for future outreach programming. Amy and Kelly attended the Adult Services meetup.

Kori Hall, Marketing & Communications Manager

- 1. Display Window:** The Marketing Department will be taking down the Waukesha Reads window display (on the corner of Grand Ave. and South St.) in the next few days. For those who didn't get a chance to see it, here are pictures:

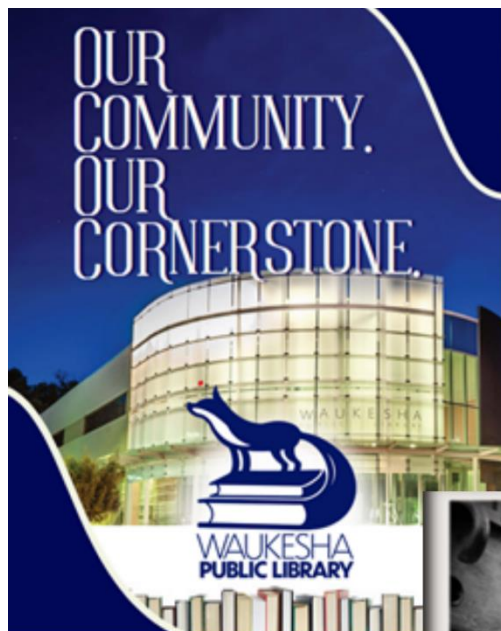
- 2. National Purple Thursday:** Waukesha On October 21, the Library staff participated in *National Purple Thursday*.



A representative from The Women's Center stopped by to photograph our staff as we showed support for domestic violence awareness in our community.

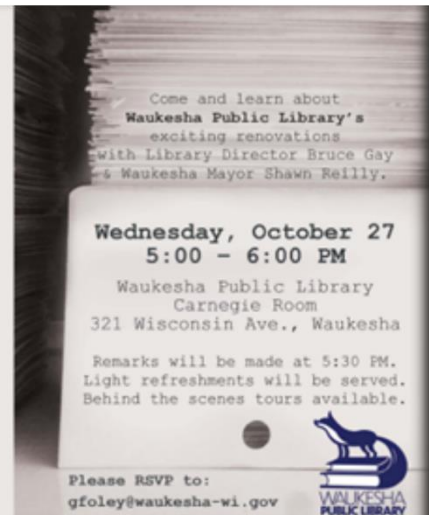
3. **Capital Campaign Projects:** What the Marketing Department created:

- 1) A six-page capital campaign glamour piece (with two additional inserts)
- 2) Reception invitations.



"My library and its staff were an absolute lifeline this last year. Books, other media, and kindness are necessary to my well-being, and I can find them all at Waukesha Public Library."

This month, the Marketing Department worked on several projects to assist with the Library's capital campaign. From the writing, to the design, and even sifting through patron quotations, each member of the team participated to make these pieces come together. It was also our first opportunity to use the new Library logo—which was exciting for us as well. We can't wait to officially debut it in 2022!



4. **Waukesha Reads:** Another Waukesha Reads is in the record books! We had an amazing 15th year celebrating *The House on Mango Street* by Sandra Cisneros. Following are just a few of our 2021 highlights:

- We had no trouble giving away FREE books this year! The Library gave away approximately 1,500 English language books, 100 large print books, and 100 Spanish language books to the community.
- Our team was excited to be part of Retzer Nature Center's Apple Harvest Festival and Waukesha's October Art Crawl. Attendance at those events was 4,600 and 3,500 respectively.
- Two drive-thru book pickups were scheduled to distribute copies of *The House on Mango Street* to people who felt uncomfortable coming into the Library. We gave away 109 books during those four hours.
- We discovered that people are ready to start getting out and about! Approximately 168 people attended *An Evening on Mango Street* at Waukesha Civic Theatre. This

event featured the tenth annual Waukesha Reads Cabaret and a performance by Milwaukee's Ballet Folklórico. There was also a display of Mexican Art from La Casa de Esperanza and Mexican appetizers.

- 45 people attended the *Latinos in the Midwest* presentation by Dr. Sergio Gonzalez at Carroll University.
- 29 people attended Wine & Art at Spring City Wine House, and we all enjoyed a presentation by Jesus Avila (from La Casa de Esperanza) about Day of the Dead while decorating papier-mâché skulls.
- The Waukesha County Historical Society and Museum conducted two fascinating walking tours of The Strand neighborhood. About 50 people attended!
- We were thrilled to have award-winning author Sandra Cisneros join us virtually. Despite effort from the Green Bay Packers to diminish our attendance (ha!), 73 people attended. We are hoping to make the videorecording available for 48 hours on the Waukesha Reads YouTube channel. Once those dates are determined, we will send out notifications to our patrons via newsletter blast and social media.

None of this would have been possible without the assistance of the Waukesha Reads Committees and our local sponsors. Their support has been much appreciated during this challenging year!

Carolyn Peil, Materials Collection Services Manager

1. **Technical Services Activities:**

- **Staff Turnover** - Librarians Kathryn W. and Lizzy L. both resigned on October 5th to take positions with Milwaukee Public Library. We are in the process of filling both vacancies.
- **Collection News** - Materials selectors Elizabeth C., Erin D., Sara B., Kathryn W., and Lizzie L. met with me on October 20th to review spending for the year and to divide up selection responsibilities previously covered by Kathryn & Lizzie.

Selectors continued to weed collections during October. Kathryn finished a large Science Fiction weed before she left. Erin continues to work her way through the 600's. Mysteries and Large Print are being addressed in anticipation of their upcoming final move.

Jenny B. performed miracles emptying non-fiction shelving units for future use in the Fiction area.

AV shelves were moved closer to their final location – where Fiction was previously. Matt M. worked hard to get shelves unified in appearance.



Therese Lyons, Public Services Manager

1. **Public Services Highlights and Happenings:** There were **66,801** items circulated in October. Checked in items totaled **47,309**. Library card registrations totaled **275**. There were **10,425** holds satisfied. There were **22,856** patrons who visited the library in October.

This month, plans were made to move the Special Services desk across the aisle in the lobby. In preparation for that move, holds, book group kits, and newspaper bins were relocated. Materials were shifted to accommodate shelf moves in early November and materials in the circulation workroom were moved to prepare for the book return conveyor belt to be shortened.

2. **Reference Completion Survey:** In October, we completed our fourth Reference Completion Rate Survey of 2021. We conducted our survey the week of October 10-16. There were a total of 1253 reference and non-reference transactions completed at the Reference Desks during the week for an average of 18.7 questions answered per hour. These statistics include questions answered at the Adult and Children's reference desk as well as questions posed to Outreach staff.

3. **Meetings:** In October, I continued my meetings with the Staff Education Day committee. We discussed speakers, activities, and the logistics of Staff Ed Day.

I met with all shelveers, library assistants and library associates to review their yearly performance evaluations. I also prepared performance evaluations for the Adult Reference and Children's Reference public desk staff.

4. **Continuing Education:** On October 1, I attended the Lead the Way symposium presented by the University of Wisconsin-Madison. This symposium focused on learning how to lead conversations and facilitate and cultivate community connections. It also included segments on how to use data in community engagement and setting individual community engagement goals. This program was provided through the Wisconsin Libraries Transforming Communities Academy. I also attended a Wisconsin Libraries Transform session continuing our discussion topic of how to best engage our communities.

John Klima, Technology Manager

1. **Sandra Cisneros Zoom Testing:** I worked with Kori and Kerry to test our Zoom account for the Sandra Cisneros Waukesha Reads event. We ran three separate tests to make sure that answered all the questions we had about running a webinar. Our preparation was worth the effort as the event went off without a hitch.
2. **Bibliotheca Upgrade:** I signed an agreement with Bibliotheca to replace our SelfChecks, RFID security gates, and staff RFID workpads. We are spreading the costs over six years for the equipment.
3. **Makerspace Exhaust System:** We are looking at putting a laser cutter in the Library's makerspace. Everyone we spoke to recommended that we have a dedicated exhaust solution for the laser cutter. The makerspace has a large exhaust fan for the entire

room, but Bruce and I met with Engberg Anderson to talk about putting in something additional for the laser cutter.

4. **Community Engagement Meeting:** I joined a morning meeting with the CE department to talk about technology in the building. Kerry has been having managers talk to her staff about what the different departments in the library do. Meeting with managers is also part of my technology plan. It was good to be able to meet with a department and answer their questions. I'm looking into ways to be able to meet with other departments and come back to CE in the future.
5. **New IT Server Closet:** We continue to meet and make plans for the conversion of Shawn's office to our new server location in the library. Engberg Anderson is drawing up plans for how the room needs to be set up so that the construction company can begin work on it.
6. **Replacement PCs:** We received our order of replacement computers for 2021 this month. Casey will work on getting them deployed before year end. There are a lot of delays with computer equipment as there is a shortage of microchips. I wasn't sure that we would get the equipment this year at all. This will be an issue for the forthcoming year, too.