

Administrative and Staff Reports for November 13, 2025 Board Meeting

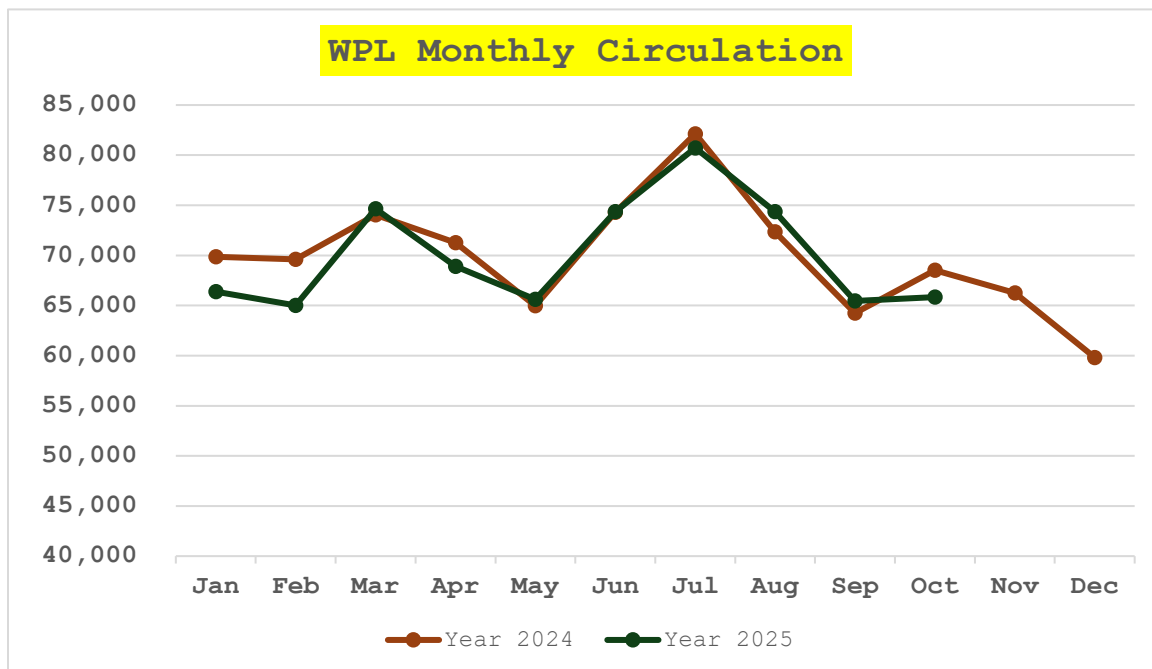
LIBRARY DIRECTOR, BRUCE GAY

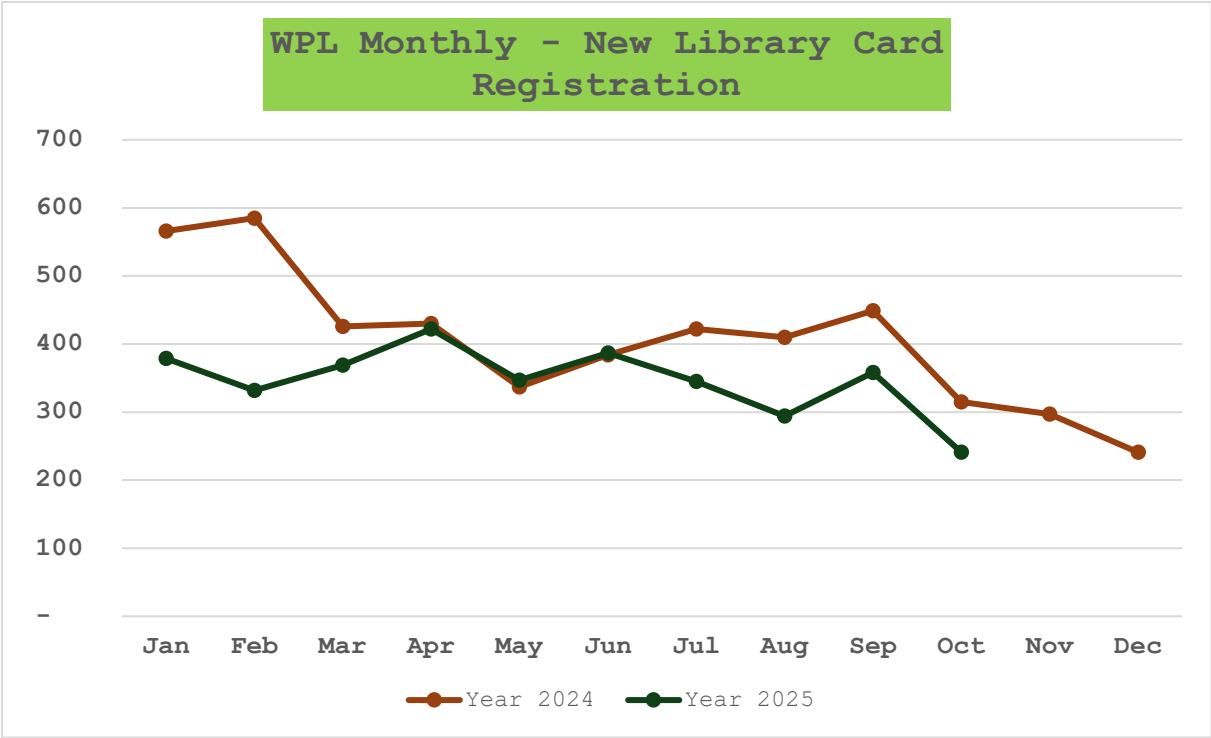
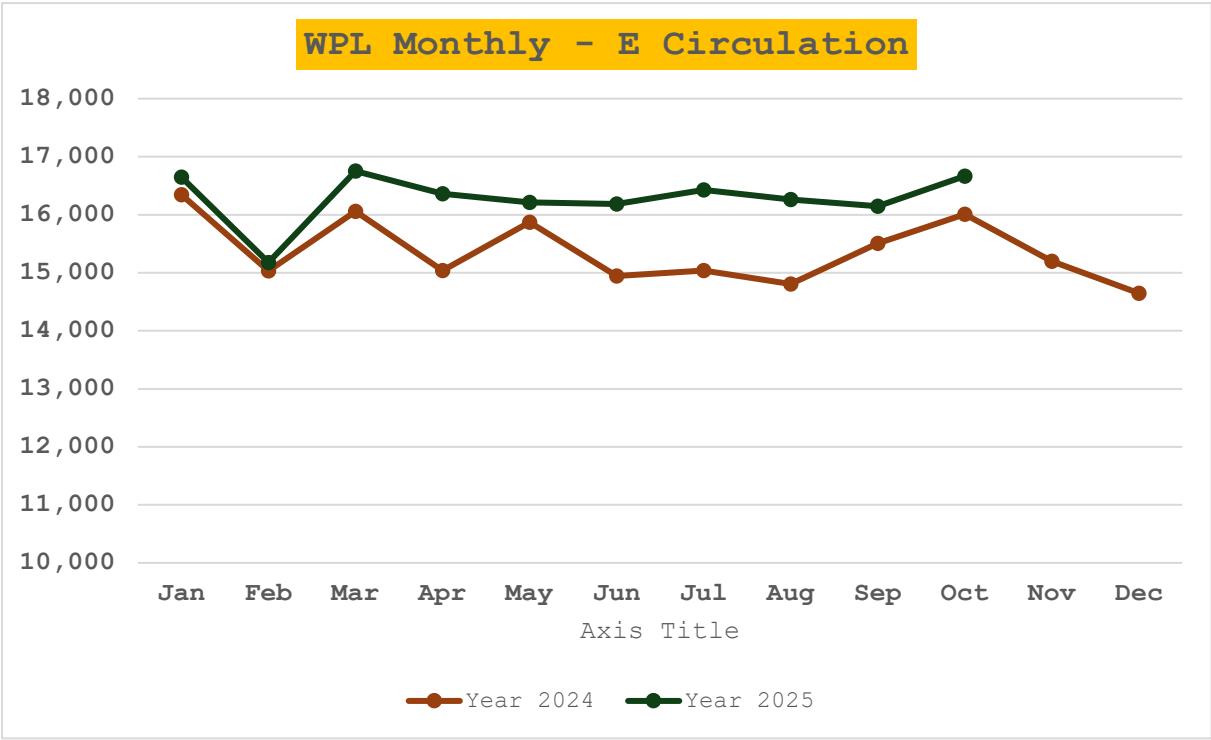
October is usually our busiest month of the year and was quite active this year. Waukesha Reads events headlined the successful month.

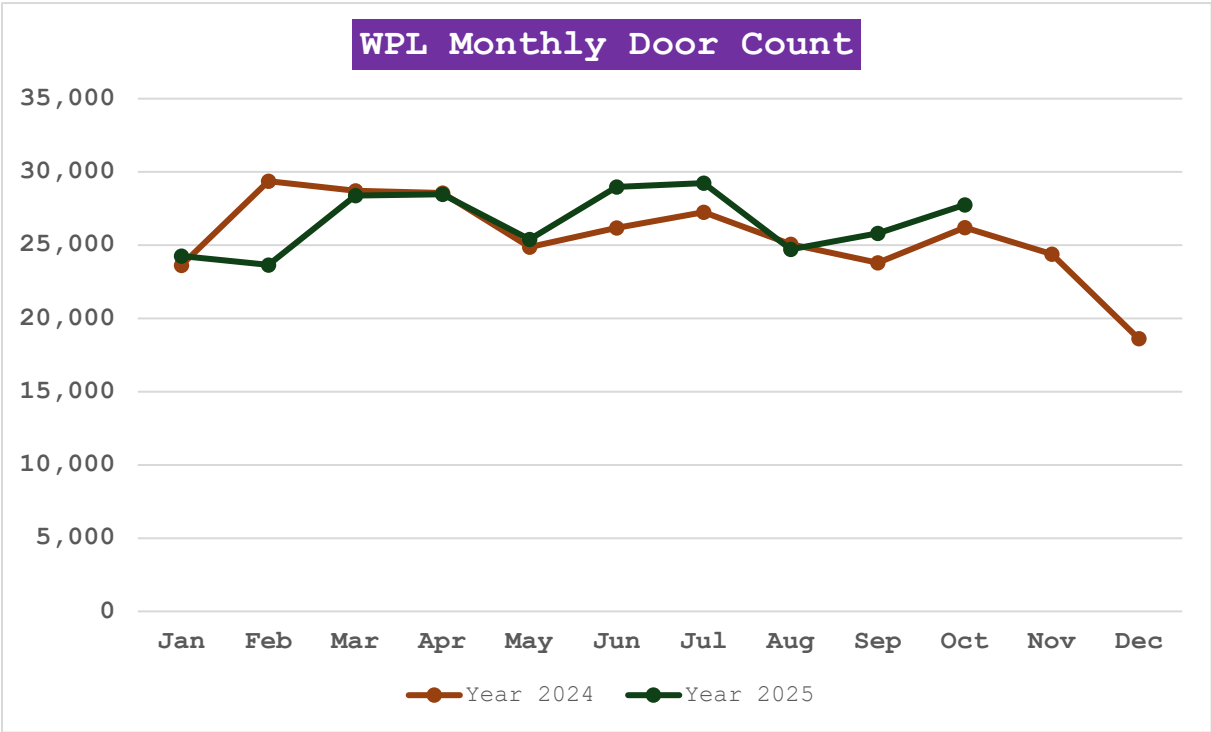
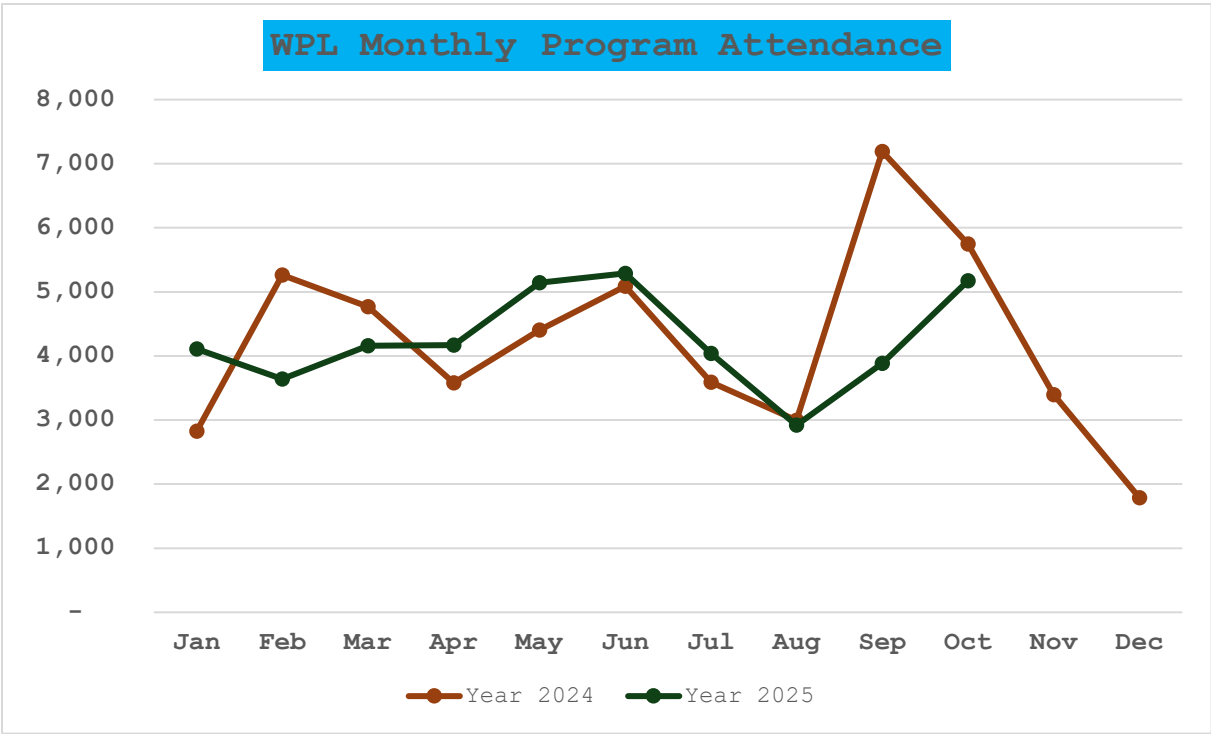
- Waukesha County Act 150 Committee:** The committee met on October 14 and November 4. There has been progress but there are still issues to work through, including the “distribution formula”—how the county determines what libraries should receive—and the “minimums to exempt,” which in some cases may no longer accurately reflect quality library standards.
- System and Resource Library Administrators Association (SRLAAW):** SRLAAW met on October 28 as part of the Wisconsin Library Association annual conference. The group discussed the success of the IMLS Postcard campaign and the ongoing difficulties tied to the bankruptcy of Baker & Taylor.
- Children’s Area Planning:** In October I met with Jody Sweeney, a capital campaign consultant and with leadership at Luci Creative, a company that designs children’s spaces. Just last week a small group met to discuss a possible renovation of the children’s area.

Waukesha Public Library Service Standards	
	WE ARE PEOPLE-CENTERED Purpose over task • Respect for privacy • High regard for all
	WE CELEBRATE OUR SPACE Shared ownership • Proactive helpfulness
	WE ARE CONSISTENT IN OUR SERVICE Unified experience • Timely responses Effective referrals • Fair enforcement
	WE RESPECT EACH OTHER Positive library culture • Presence matters • Self-awareness

WPL By the Numbers:







ADMINISTRATIVE SERVICES, THERESE LYONS

Human Resources

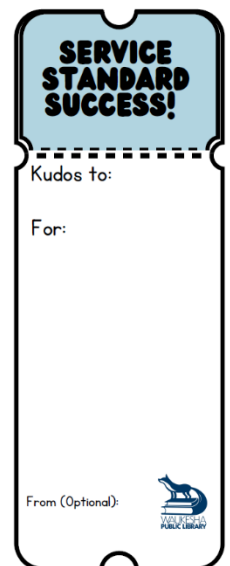
- Managers are working on their 2026 SMART Goals. They are also preparing short summaries of their 2025 successes and 2026 plans to share with staff, on Staff Ed Day.
- I am working on developing an Accident or Medical Emergency procedure document for staff to refer to in case of an incident in the building.
- I've also started the policy audit for 2026.

Building

- The HVAC project is going well. During the last week of October, the heat was turned on. Lee Mechanical is still in the building. New thermostats are being installed, and the old ones are being removed. Some cleanup work remains to be done as well. We hope to have the project completed soon.
- We completed the Energy Star forms so that we now may be eligible for refunds and rebates on qualifying projects.
- On October 8, we had a fire alarm that was set off by smoking/vaping in the family bathroom on the first floor. Staff responded quickly and efficiently. It prompted a review of fire procedures which have been updated with minor changes.
- We are planning on adding two panic buttons to the first floor Information desk. One is already located at the Children's desk. We are also looking into current speaker placement in the building and are considering adding new speakers so that patrons are better able to hear announcements.

Staff Development

- This month, we hosted a variety of Staff Development and THAM sessions. Topics included a GIS presentation by City staff, a "We Are People-Centered" presentation on the final Service Standard, an overview of the Hope Center, a session on WPL Conference and Meeting Rooms, and an introduction to the Kids Choice Program.
- On October 7, I attended "Space to Grow: assessing future library building needs," and "Crafting a Memorable Staff Ed Day." Special Projects Coordinator Kelly Davis also attended the Staff Ed Day webinar. We walked away with some new ideas for this year's Staff Ed Day! Another webinar I attended was "Farewell to Death by PowerPoint." There were some great tips on how to present effectively with PowerPoint.
- On October 14, Librarians Emily Janssen and Caitlin Schaffer and Community Library Liaison Michele Grabner and I attended the Bridges Inclusive Services meeting at the Jefferson Public Library. Conversation topics included what libraries are doing to be more inclusive, invisible disabilities sensitivity training, web accessibility and compliance with new rules, and programming.
- Michele shared about our Transition Academy programming. Attendees also talked about having neurodiverse staff and how to provide what was needed, such as light and sound adjustments, etc. The WPL team shared our future building projects like a more accessible public bathroom on the first floor. It's always nice to have an opportunity to talk with fellow Bridges professionals and learn/share.



- Staff Education Day plans are well under way! We've finalized our speakers, the agenda for the day, and food.
- On Halloween, we had our annual trick-or-treating from department to department. Each department shared some fun facts.
- Administration shared the following:
 - *We've hosted 41 THAMs already this year. Friends made \$4,397 this year so far in Culver's Nights, and we've had more than 150 donations to the Endowment fund this year.*
- Maintenance was as follows:
 - *The library building square footage is 71,566 square feet, slightly less than the square footage of Lambeau field's turf which is 87,000 square feet.*

Book Club

On October 29, we had our staff book club over the lunch hour. We discussed our Waukesha Reads book "The Seedkeeper." A big thank you to Library Associate Kristine Richards and Librarian Ann O'Hara for hosting these book discussions. They are so much fun!

National Friends of Libraries Week

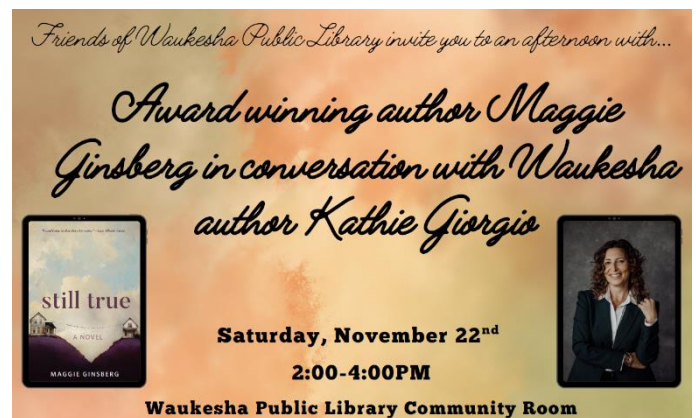
We celebrated National Friends of Libraries Week through several initiatives. These included social media, a Friends-themed book display, and signage throughout the building. A letter of appreciation was published in the *Waukesha Freeman* and thank-you notes signed by staff were shared with the Friends, the Public Art Committee, and the Board of Trustees. We are deeply grateful to our Friends for their ongoing support.

Friends

The Friends have sent out invitations to their membership for the upcoming November 22 event featuring Maggie Ginsberg.

Service Standards

Following the final presentation on Service Standards, staff have been actively working to embed these principles into the Library's culture. This includes the introduction of phone etiquette documentation. The standards are now attached to the employee phone directory. A monthly raffle has been implemented to recognize staff who exemplify the standards. The standards are now featured on the front page of our SharePoint site, included in the monthly Board report, displayed on the "About" page of our website, and integrated into new employee orientation. They will also be added to Happs and the master schedule in 2026.



City Library Collective (CLC)

I continue to represent Waukesha in the Director's CLC group (Due to a repeated scheduling conflict that Bruce has, he is unable to attend.) We met for 2 hours on October 10 and continue to discuss what data would be most useful, comparatively speaking, to the member libraries. Some of the other CLC libraries are Beloit, Appleton, Oshkosh and La Crosse-libraries similar in size to Waukesha.

In October, the Library hosted 128 programs with 5,171 attendees

- Children's Programs: 39 programs, 2,734 attendees
- Teen Programs: 19 programs, 411 attendees
- Adult Programs: 30 programs, 1,210 attendees
- General Interest: 40 programs, 816 attendees

Program Highlights

- **Halloween Hop:** We danced the morning away and served cookies and juice. The children (and some adults) wore costumes! 164 people attended.
- **Music Monday:** October had two sessions of Music Monday with 162 attendees. Patrons had fun suggesting tools to fix our broken wagon, marching like dinosaurs, and coming up with the silliest dances.
- **Teen Snack Hour:** 51 hungry teens visited our Program Room to snack on tortilla chips and salsa and to play Nintendo Switch games!
- **Memory Cafe:** Howard Aprill with Wehr Nature Center was our guest presenter for our October "Batty for Bats" memory cafe. This cafe was highly interactive as we played bat jeopardy, played a bat matching game, and learned fascinating bat facts. We sang a bat song and even got to feel what the smallest bat in WI weighs (It's 7.5 grams-the weight of 3 pennies). Attendees also enjoyed pumpkin bars, and social time with one another. Even though not everyone loves bats, everyone had a great time! Jenna Sachs, local Fox6 news reporter, was there and some filming was done at this cafe for an upcoming news report. 50 people in attendance.



Outreach Highlights

Total outreach circulation – 826 items were delivered to and borrowed by Waukesha Outreach Patrons in October. The Outreach Services team had 121 in person interactions with outreach patrons this month, and received 86 phone, text, and email requests.

Library & School Collaboration

- Special ed storytime programming is fully underway for this school year. Eighty-six students and program attendees from secondary schools and Adult Day Services enjoyed spooky read-alouds and a Halloween friendship bracelet craft.
- Eighty students and family members from Prairie Elementary School attended our first Family Engagement Night of the school year. Kids and their families engaged in plant-themed activities and enjoyed creating a snack of veggie wraps.



Partnerships/Collaborations

- **Waukesha Reads:** The Library hosted 25 Waukesha Reads programs with 1,335 attendees in September and October. The events explored themes in Diane Wilson's novel *The Seed Keeper* and attendees discovered local connections to topics presented in the book. Here are a few highlights during the month of October:
 - **A Conversation with Dan Egan @ Carroll University:** We had a great turnout of 130 attendees for acclaimed author and environmental journalist Dan Egan and Carroll University professor Dr. Todd Levine! 56 students from Carroll University were in attendance as well, which was a higher quantity of student representation than in past years for this annual Waukesha Reads presentation hosted at their campus.
 - **Mindful Nature Walk with the United for Waukesha Resiliency Center:** We welcomed 9 members of the public plus several WPL and United for Waukesha Resiliency Center staff members to this event! The participants were guided along beautiful areas of Frame Park while partaking in forest bathing and mindfulness activities led by the UWRC.
 - **A Brief History of the First Nations of WI:** Aaron Bird Bear was joined by an audience of 105 community members and explored the rich history of the First Nations of Wisconsin. Attendees learned about Boarding School practices and U.S. Assimilation and Termination policies that have had lasting impacts on Indigenous communities living in Wisconsin.
 - **Corn Husk Flower Workshop and Sprouting Seeds with Ukwakhwa:** Becky and Steve Webster from Ukwakhwa led the Corn Husk Flower Workshop for the Waukesha Reads Maker Monday Program. We had 40 participants learn how to make the flowers that are used to show what seeds to save for planting the following year. Sprouting Seeds had 34 attendees learn about the farm and education center (Ukwakhwa) on the Onieda Reservation that Becky and Steve started to share their cultural traditions.
- **A Night With Diane Wilson @ the Civic Theatre:** The keynote event with author Diane Wilson was a huge success! We had 221 people come to her presentation, *Seeds and Stories* which was held at the Civic Theatre. Diane Wilson had a great presentation where



she talked about the historical importance of Indigenous oral storytelling, her work with Native organizations in restoring seeds, and why our stories are seeds for the future. An engaging Q & A session followed her presentation. Diane signed copies of her book to anyone who wanted an autograph.

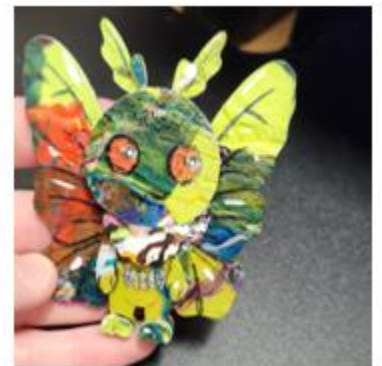
Community Engagement Highlights

- **Wisconsin Library Association Annual Conference:** Librarians Gloria Makris and Khorye Huffman and Alyssa attended and presented at WLA's annual conference in Middleton, WI. Gloria and Khorye presented on a panel called *Level Up Your Adult Programming: Fresh Ideas for Your Library*. Alyssa shared the Library's success partnering with laundromats to promote early literacy in a presentation titled *Early Literacy Outreach Initiative at Waukesha Public Library*.
- **School Age Activities in the Library:** Spooky fun was had by all as 283 children searched the library for a hidden grown-up version of the itsy-bitsy spider. Young patrons recorded the book the spider was reading and entered it on a slip to win a book prize.
- **WI Science Festival:** This October, Waukesha Public Library partnered with the WI Science Festival to hand out 50 "Science in a Bag" Kits. Kits included family resources and supplies for STEAM exploration. This is our 2nd year participating in the science festival and joining a collaborative of over 680 events promoting science statewide.

INFORMATION TECHNOLOGY, JOHN KLIMA

Studio 321

- 528 patron touch points.
- 39 makers were trained on makerspace equipment.
- This month Makerspace Coordinator Amy Welch had the opportunity to visit Unbound, the Meridian Library District's makerspace in Meridian, ID. She met with staff and volunteers and learned about their Nomad Desktop CNC Mill, their training procedures, and saw some of the materials and CNC projects.
- Amy and Library Associate Sarah Wienke have also been experimenting with recycling PLA filament scraps from the 3D printers by melting them into sheets and cutting out projects on the Glowforge. More testing is needed, but so far the PLA scraps are cutting nicely!
- The dragon is a wood inlay keychain made on the Nomad CNC Mill and the Mothman is scrap filament melted into a sheet and cut on the Glowforge.
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Activities

- **Revize Web Hosting** – I met with Andrew Nofke (User Interface & User Experience) and Rebecca Pederson (Communication & Engagement Manager) from the City of Waukesha to

talk about their experiences with Revize and how we would want our two parts of Revize to interact with each other. Andrew also showed me behind the scenes in Revize to get a sense of what type of work it would entail. Later last month, Andrew and I met with Dylan Johnston from Revize to talk in detail about what the Library needed for website conversion. I have a quote from Revize that I will sign in November so we can start the process of building a new website for the Library.

- **Telephone Lines** – City IT Technical Operations Manager Greg Vanness met with Building Maintenance Coordinator Matt Messerschmidt and me to discuss the three remaining analog phone lines in the building. Greg wanted to convert those remaining lines over to digital phone lines as the three analog lines cost the city thousands of dollars each year for maintenance. The lines are a backup communication line for our security system and the elevator telephone for emergencies. All of these lines will be converted to digital.
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MARKETING & COMMUNICATIONS, KORI HALL

Waukesha Reads

- Another Waukesha Reads has come and gone! The Library had an amazing October celebrating *The Seed Keeper* by Diane Wilson. Following are a few fun facts:
- The Library gave away 1,700 paperback books and circulated 114 eBooks and 204 eAudiobooks on Libby. Book distribution started on September 2 and ended on October 13 (when the books ran out). Several people read and returned their copies, which were then redistributed to others in the community.
- In addition to the five book discussions listed in the Waukesha Reads brochure, 25 local book clubs, totaling 174 members, registered with the Library and received books and discussion guides for their meetings.
- The Marketing Department created 124 promotional pieces (including printed signs, digital signage, slides, flyers, social media images, t-shirts, and bookmarks) to promote Waukesha Reads to the community.

- The *Waukesha Freeman* published 3 stories about Waukesha Reads in 2025.



- Six email blasts were sent out promoting Waukesha Reads programming. Each blast went to approximately 16,300 people.

- A selection of photos from the Waukesha Reads events are below. Please see the Community Engagement report for program information and attendance numbers.

FOX6 News and Memory Café

- On October 22, FOX6 reporter Jenna Sachs and a camera crew spent the morning at our “Batty for Bats” Memory Café. They interviewed a few participants and captured B-roll footage for a story they are producing in cooperation with the Alzheimer’s Association. The piece will highlight the importance of memory care services in the community and discuss pending legislation aimed at establishing standards for memory care facilities. While the story won’t focus specifically on Memory Cafés, it will provide great exposure for the Library and our programs. Jenna Sachs will notify us once the story is scheduled to air.

Halloween

- Marketing asked WPL staff to respond to three Halloween polls during our employee trick-or-treating. According to the results, staff prefer scary books over scary movies; vampires over werewolves; and would rather work in a haunted library than live in a haunted house. In conjunction, Marketing asked our Facebook/Instagram followers the same questions and will be comparing the results on social media next week.

Other Marketing Projects:

- The September “Welcome” email was sent to 162 new cardholders on October 3. It was opened by 106 people, and nobody unsubscribed.
- September social media statistics:
Adult Facebook and Instagram=24 posts (including 8 reels) and 28 stories
Children’s Facebook=23 posts (including 8 reels)
- October newsletter blasts were sent out on the following topics: Waukesha Reads events (October 7-13); Waukesha Reads events (October 14-20); Waukesha Reads events (October 27-30); and the cancellation of “The Choice of Voice” writing workshop.
- A Letter to the Editor was sent to the *Waukesha Freeman* for Friends of Libraries Week.
- Digital display slides and social media images were created and posted for Friends of Libraries Week.
- The teen winter/spring programming text was edited, and a first draft of the teen handout began routing for feedback.
- A first proof of the winter/spring *Parks and Recreation Activity Guide* began routing for feedback.
- Decorative signs were created for the Memory Café.
- Two flyers were created to advertise storytimes at the Westbrook Express Laundry and the Flash Laundromat.
- Directional signs were created to indicate that the graphic book series *Jojo’s Bizarre Adventure* moved from the Young Adult Graphic Books collection to the Adult Graphic Books collection.
- Lettering and graphics were created and printed for the back wall of the Children’s Department.
- Signage for the Friends’ sale was updated to indicate that the price of the Waukesha Reads tote bags dropped to \$5.
- The Staff Picks showcase was updated in the Vega Catalog and the *Staff Picks* newsletter was sent out.
- A new booklist, *Spooky Season*, was created and added to the Library’s website.
- Twelve book display signs were created for the month of November.

- October event information was submitted to the City of Waukesha calendar, the Downtown Waukesha calendar, and the Eras event calendar.
- October event information was submitted to Peachjar.

MATERIALS COLLECTION, CAROLYN PEIL

Activities

- Children's Librarian Caitlin Schaeffer. attended an Inclusive Services meeting in Jefferson on October 14.
- Librarian Erin Kramer attended the Local History/Historic Preservation Conference in Baraboo, October 16-17.
- Librarians Sara Byrnes, Erin Kramer, and I attended the Café Cats meeting at Jefferson Public Library on October 21.
- **Fundles for Friends:** Donated games, DVDs, and comic books have been curated into "fundles" (fun bundles) which will be for sale during the Friends Author event November 22.
- Librarians Caitlin Schaeffer and Emily Janssen attended a CCBC event at the New Berlin Public Library on October 21.
- I hosted Linda Peterson from Libraria, a book vendor from Beecher, Illinois, on October 22nd. We may look to Libraria as a backup book vendor, especially for "library bound" children's materials.
- Acquisitions LAs Jill Cefalu. and Amanda Neuendorf. hosted the semi-annual Café Acquisitions meet-up on October 27.



Baker & Taylor Update

Baker & Taylor, our primary book vendor for many years, announced they were going out of business after a failed sale to ReaderLink Distribution Services. (B&T had been in business for almost 200 years!) Selectors and Acquisitions staff frantically pivoted ordering from B&T to Ingram and Amazon over the past month.

Graphic Books Collection Refresh

Adult Selection Librarian Erin has refreshed the Graphic Books collection to incorporate dynamic shelving-allowing more materials to be shelved with the covers facing out- like a bookstore.



PUBLIC SERVICES, JUSTIN STEVENSON

Activities

- Patron Relations Specialist Charlie Carerros, Librarian Khorye Huffman, and Library Assistant Ali Parker represented the Library at the annual **Project Homeless Connect** event at Carroll

University on October 21. They shared information about our services with hundreds of participants and liaised with other community organizations.

Public Services Manager Justin Stevenson has begun working with North Pillar Brewery on a project to begin in 2026. The project will involve collaborating with North Pillar on creating a beer to be sold at the brewery. Potential programming around this collaboration includes a launch party at the brewery and a tasting at the library hosted by North Pillar.



- Special Projects Coordinator Kelly Davis created a phone etiquette and instruction document for staff. This will help us better serve our patrons and fellow staff and fulfills our Service Standard "We Are Consistent in Our Service."
- Justin met with Mark Schram, the Customer and Administrative Services Manager with Waukesha Parks, Rec, and Forestry to discuss bulk mailing through the United States Postal Service. This is a service WPRF uses for its large-scale marketing distributions such as the Activity Guides. The Library is investigating how this same service can be used to strategically mail marketing materials like postcards to our potential users in Waukesha and increase our patron numbers.
- Desk staff conducted the year's third reference count, where they tally all reference questions during the week. The count took place from October 12-18. In that time, desk staff answered 1,511 reference questions.
- Justin met with Brad Blumer and Megan Roessler to discuss ongoing work between the Library and **GIS**. They continue to explore ArcGIS Indoors as a tool to create an interior mapping system for the Library, but work is understandably slow because they are learning the system as they are using it. One of the ongoing projects between the Library and GIS is building a map of where WPL patrons live to target outreach and potential mailings in the future. This map has gone through a few iterations over the past year, and the three have decided that simpler is better. They will revisit the project at the end of Q1 2026 when they will refresh the data and find more efficient ways to populate the map. This map will help the Library more accurately target areas of the city for the mailings in the aforementioned project with Waukesha PRF.
- Shelves Sue Pockat and Linda Dirnbauer have begun working with Librarian Caitlin Schaffer on a weeding project in the Children's Area. Their teamwork and insight have given us new ways to collaborate between departments on similar projects in the future.
- Quality of life improvements: updated and improved phone protocol procedures for desk staff after 5pm.
- Two interesting facts from the Public Services Halloween display:
 - Three most popular holds (as of 10/29)
 - The Secret of Secrets | Dan Brown | 515 holds
 - The Academy | Elin Hilderbrand | 421 holds
 - Gone before Goodbye | Reese Witherspoon | 394 holds
 - This year, the furthest an interlibrary loan has traveled to get here is 2,256 miles. The item was from the Monterey County Free Libraries in Marina, California.

