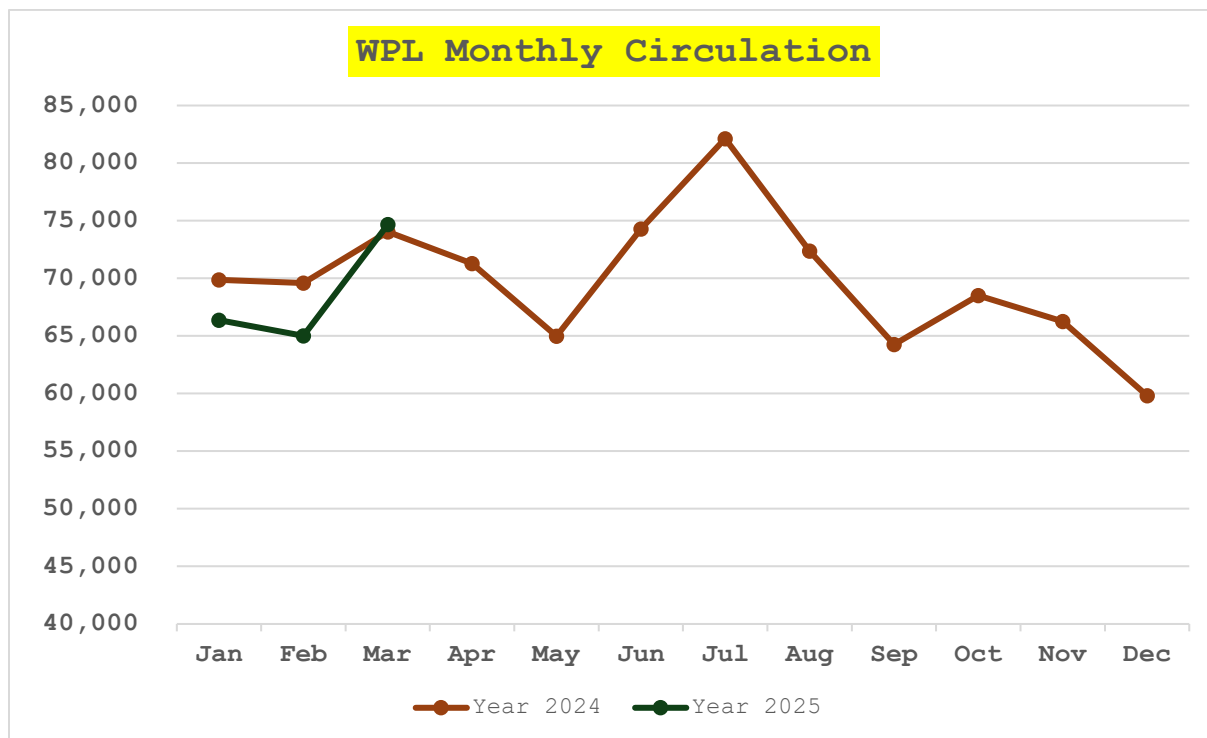


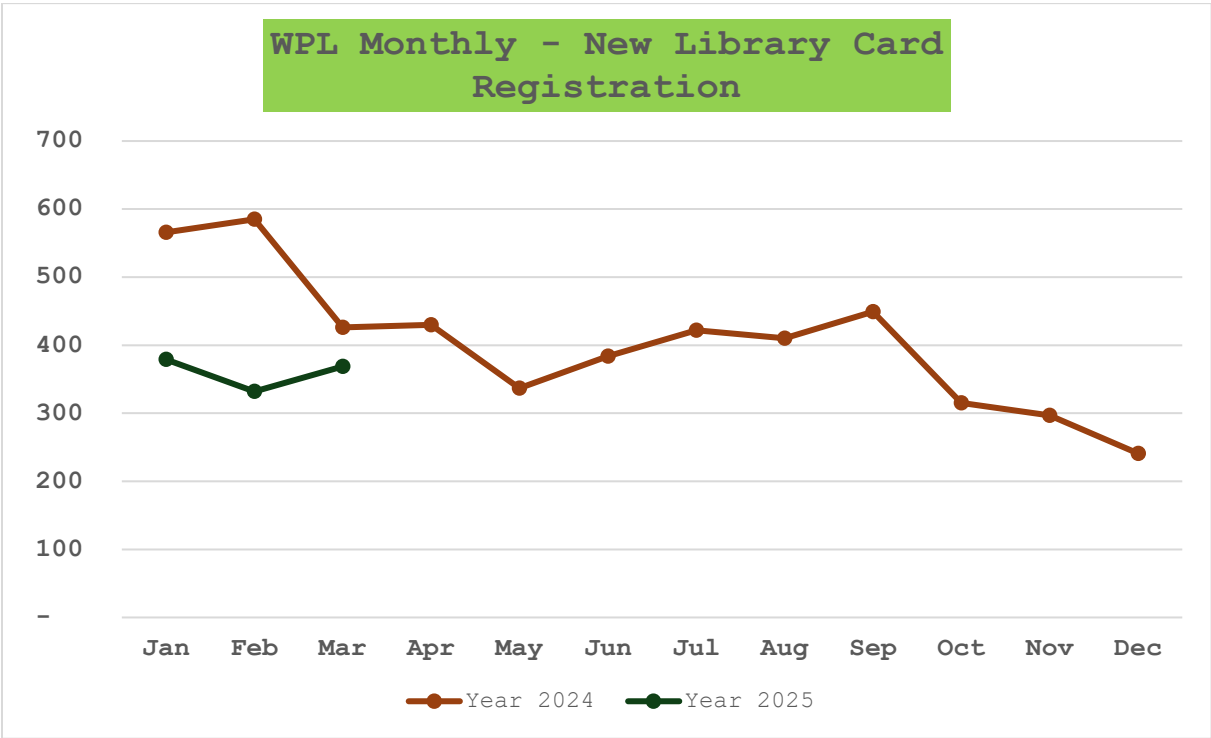
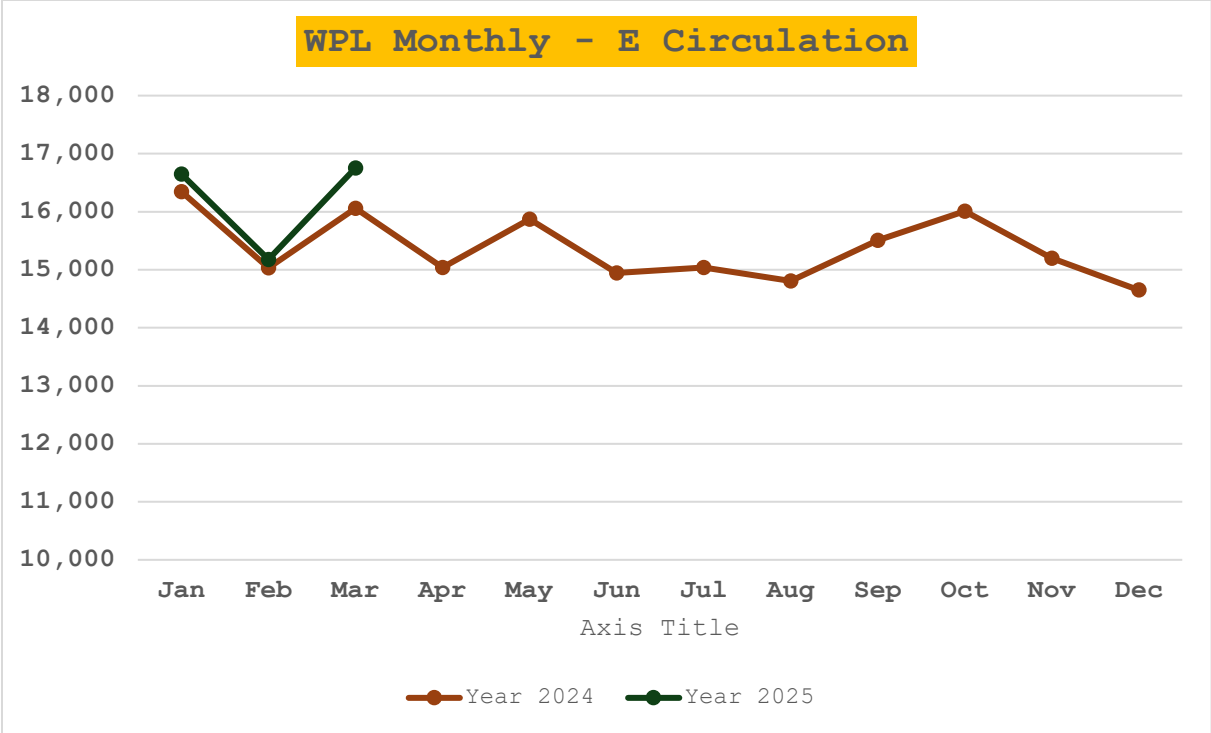
## **Administrative and Staff Reports for April 10, 2025 Board Meeting**

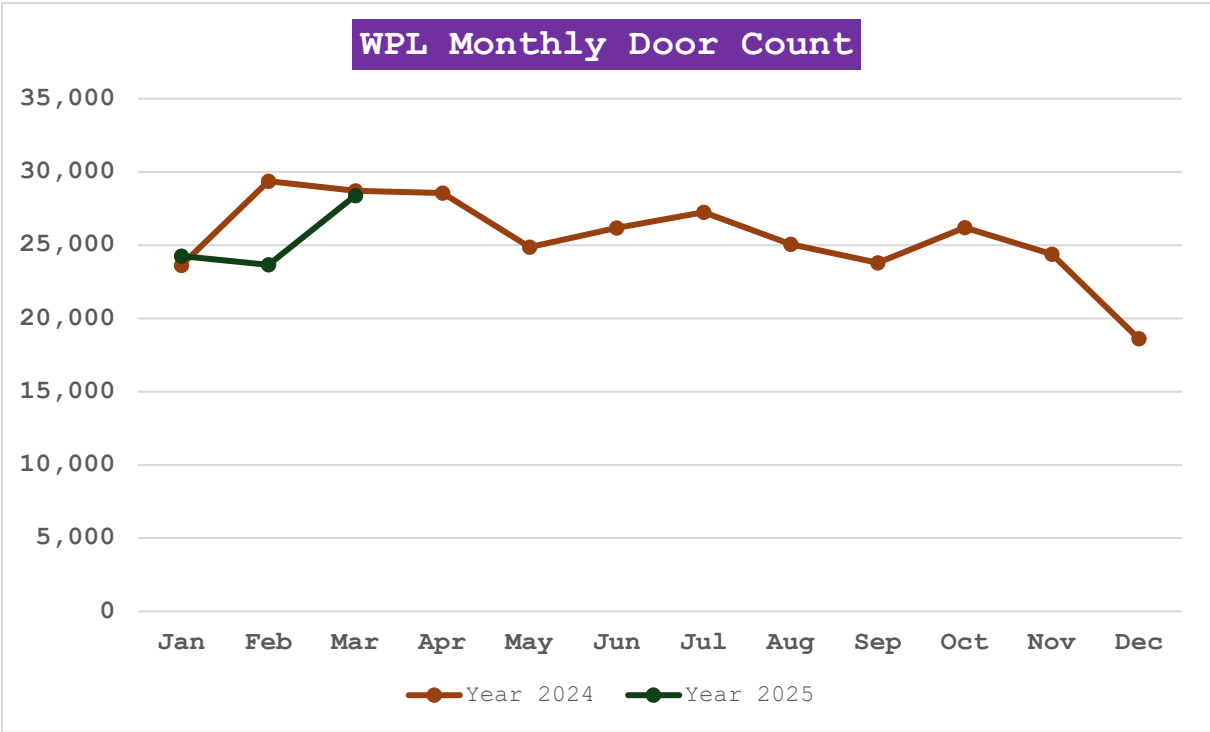
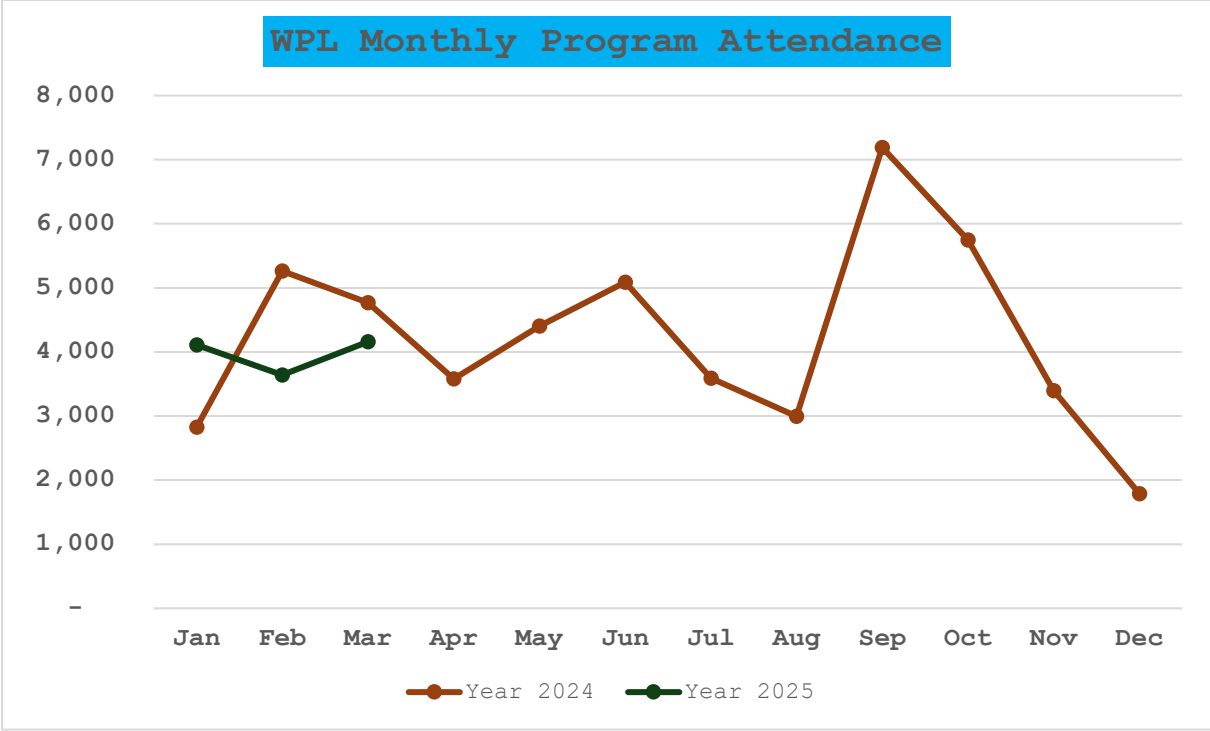
LIBRARY DIRECTOR, BRUCE GAY

- **Class and Compensation Study followups:** Several positions at the library have been scheduled to be reviewed by the City's Human Resources department in 2025. The incumbent, or incumbents, in the positions are asked to complete a Job Description Questionnaire (JDQ). The library's JDQs have been completed for the year and we are waiting to find out how the positions may be evaluated in terms of compensation. Any compensation changes would occur in January, 2026. No employee would see a reduction in pay through this process.
- **Joint Finance Committee hearing:** I was an organizer for the State's Joint Finance Committee hearing at the State Fair Park on April 4. The JFC holds four hearings around the state every two years to hear constituent concerns about the biennial budget. The library effort is led by the Wisconsin Library Association and its Library Development and Legislation committee.
- **Bridges System Director Search Committee:** I met several times throughout March and participated in the first round of interviews to select a new Director for the Bridges Library System. The second round of interviews is scheduled for April 10. Karol Kennedy plans to retire early in June.

### **WPL By the Numbers:**







## ADMINISTRATIVE SERVICES, THERESE LYONS

### **Staff Training, Engagement and Continuing Education**

- This month we've hosted staff development / THAM sessions on: Science of Reading, Lucky Day Collection, WPL Social Media, RFID Tags and Spring Book Tasting.
- We are preparing for our half day of Staff Education in May. Thanks to Justin and Kelly for arranging customer service training with Jamie Matczak.

### **Human Resources**

- Custodians and the Building Maintenance Coordinator (Matt) worked on their JDQ this month. They have been submitted to the city for their review.
- I worked on the Teen Intern Job Description and a Job Posting with Alyssa and reviewed our options for security in the future with Justin.

### **Library Support Efforts:**

- The Friends Board met March 18 to discuss their work and receive updates from the Library. The Friends Board reviews the Library's monthly administrative staff reports (the same report included in the Board of Trustee agendas). Each and every meeting the Friends Board is so incredibly complimentary of the work done at WPL. The Board are such cheerleaders!
- WPL is working to be a hub of reading and champion of books for our community and for staff. This month we surveyed staff about their interest in a book club.
- We met with Sign Effectz, Inc this month and they provided a rendering of a sign showing Quad Graphic's sponsorship of Studio321.

### **Library Happenings**

- This month, we featured the history of the Waukesha Public Library in our Display cases. Thanks to Marketing for the signage.
- The City Library Collective (CLC) met in March. The CLC is researching what kind of comparative information would be helpful to the member libraries. For instance, comparisons have already been made regarding circulation numbers of the 13 participating libraries (we are doing very well!) We would like to go beyond statistical information contained in annual reports and explore other areas that would generate information supporting libraries which could be shared with municipalities.



## **Building**

- On Thursday, March 27, we had the bed bug dog from Bourn Pest go through the building and we are happy to report that no sign of bed bugs was found. Checking quarterly has been very helpful.
- Thanks to Jenny and Matt for attaching clings to the Family and Babycare bathroom windows, providing more privacy for those using them.



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## COMMUNITY ENGAGEMENT, ALYSSA PISARSKI

### **In March, the Library hosted 117 programs with 4,160 attendees**

- Children's Programs: 37 programs, 2,183 attendees
- Teen Programs: 14 programs, 256 attendees
- Adult Programs: 23 programs, 487 attendees
- General Interest: 43 programs, 1234 attendees

### **Program Highlights**

- **Youth Art Reception** – It is always a highlight of the year! The youth art reception brought in 385 patrons. There was live music from local student orchestras, refreshments from the Friends of WPL, and a community art project to participate in.
- **LEGO Club** – Thirty-nine patrons attended Lego Club in March. We began with an inspiring read-aloud about Bunnies on a Boat and hopped into our challenge. Each child was given a bunny figurine and asked to design a boat. We tested our boats in a tub of water and worked through redesigns as needed.
- **Wiggles and Giggles** – This fun and engaging storytime hosted 389 patrons in March! Miss Kelli shared early literacy tips, and we enjoyed stories, rhymes, and music.
- **Hello Saturday** – During this all-ages family program, 99 patrons and their families listened to a read-aloud of *Fiona Builds a Fairy House* by Kristen Dickson. After the reading, they built their own fairy houses using natural materials, along with some sparkle and imagination.



- **Kids in the Kitchen** – March's Kids in the Kitchen program focused on hand pies! 37 kids and family members watched a demonstration on making blueberry pie filling and had the opportunity to shape their own hand pie. Kids learned about different versions of hand pies around the world and enjoyed a funny read-aloud and a short video about picking blueberries.
- **Teen Snack Hour** - Fifty-seven hungry teens enjoyed trying different chips and dips at our Teen Snack Hour in March. After trying different combinations of delicious dips and tasty chips, the teens clear frontrunner and favorite was a classic: tortilla chips and salsa!
- **Adult Book Discussion** – Led by WPL Librarian Paula Mason, the March 12 book discussion featuring *Lessons in Chemistry* by Bonnie Garmus had bonus content - a demonstration on the science of pretzel-making presented by Community Library Liaison, Michele Gagner! Fifteen patrons attended, enjoying a discussion of this popular and thought-provoking title, and sampling a pretzel fresh out of the oven.
- **Milwaukee Pretzel Company Demo** - Jeremy Schrupp from Milwaukee Pretzel Company did a pretzel demo while talking about the history of pretzel making and what makes a good pretzel. Thirty-eight patrons attended the program, and each left with a giant Bavarian soft pretzel to take home.
- **Spring Book Tasting** - This Spring, Librarians Paula Mason and Khorye Huffman, added a new way of experiencing book tasting. They shared this season's tastiest titles in the evening at Spring City Wine House (23 patrons in attendance) and an additional morning program in the library's program room (17 patrons in attendance). Patrons learned about new titles and grew their "to-be-read" lists.
- **Memory Cafe** - Everyone enjoyed the Irish music performed by Tom and Evan Leahy. It was fun for all to be entertained by this talented father and son duo. Attendees dressed in their favorite green and played hand instruments to tap to the beat. The room was decorated nicely and featured a St Patrick's Day



theme. Attendees loved all the "green" food! Thank you to the Friends of WPL for supplying green grapes, mint Oreos, and lime punch.

### **Outreach Highlights**

- Total outreach circulation: 799 items were delivered to and borrowed by Waukesha Outreach Patrons. The Outreach Services team had 127 in person interactions with outreach patrons in March, and received nine phone, text, and email requests.
- Moreland Grove Senior Living Facility – In an attempt to reach new patrons, Library Associate Kristine Richards delivered a presentation on outreach services and library offerings to seven residents at the Moreland Grove senior living facility.

### **Library & School Collaboration**

- In March, special education and afterschool programming continued with 126 participants from Hadfield and Hawthorne afterschool programs, South and North High Schools, Waukesha Transition Academy, and Adult Day Services. Students enjoyed listening to stories and creating self-portraits.
- More than 60 sixth and seventh graders from Butler and Horning Middle Schools participated in Library Lunch Bunch this March. Participants enjoyed playing a variety of UNO games.



### **Partnerships/Collaborations**

- **AARP Tax Aide** – The library is partnering with AARP again to offer free tax preparation assistance. Twenty-one AARP volunteers completed 88 tax returns in March. Appointments are available every Thursday from 9:30am-4pm until April 10<sup>th</sup>
- **Youth Art Month** – March is Youth Art Month, and we celebrated by displaying hundreds of pieces of student artwork from nine Waukesha Public Schools. We also featured a library-wide art scavenger hunt, which was enjoyed by 59 participants. This scavenger hunt was developed and supported by the Public Art Committee and will continue until the end of April.

### **Community Engagement Highlights**

- **Early Literacy Activity Table:** In the children's area, 279 children practiced color identification through coloring sheets and the lightboard. The lightboard was a rainbow of fun manipulatives for little patrons to sort and exercise their fine motor skills.



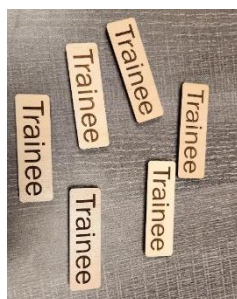


- **DPI Inclusive Teen Internship Grant** – Waukesha Public Library has been selected as one of seven Wisconsin public libraries to participate in the 2025 Teen Inclusive Internship summer program. This project was made possible in part by the Institute of Museum and Library Services, with support from the Wisconsin Department of Public Instruction. This is a paid internship, and the library will receive LSTA funding to recruit and hire a teen intern.

## INFORMATION TECHNOLOGY, JOHN KLIMA

### **Studio 321:**

- 578 patron touch points this month! The first day of spring break was our busiest single day in the last three years. We had 60 people working in the space over the course of the day!
- We also trained 100 people on our machines! We had a large homeschool group and two 4H groups training this month, which really boosted our numbers.
- Makerspace Coordinator Amy Welch made Trainee badges on the Glowforge for desk staff. She also mini 3D printed replicas of the Chicago Art Institute's Lions for our Adaptive Community Approach Program (ACAP) friends. Pictures attached. March was a fast and busy month!

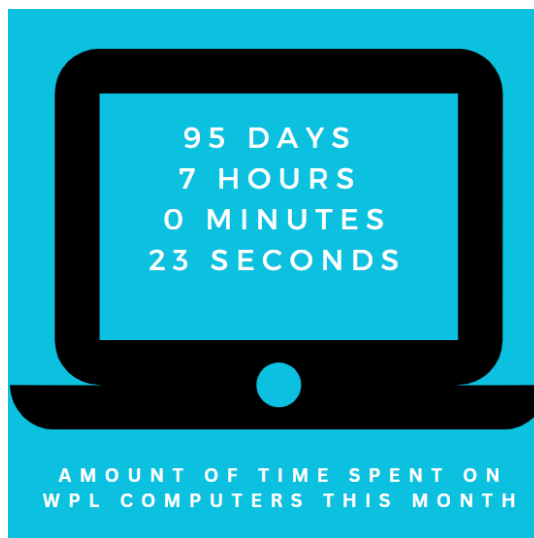


### **Activities:**

- **Sorter** – MK returned in March for additional repairs on the sorter. The internal conveyor belt had a worn-out roller bar that they were going to replace. Unfortunately, the new roller bar was the wrong size. The old roller bar was not in good enough shape that it could be put back in the sorter. We are waiting on the correct-sized roller bar. The sorter has been completely down since February 20<sup>th</sup>.



- **Microsoft Exam Proctoring** – We continue to have meetings with the Meucci group who is helping DPI facilitate libraries around the state being able to offer Microsoft Office Specialist certifications to patrons at no cost. In our meeting in March, we set the procedure for how patrons would request exams from us. The process has been slow, but that way we know we’re not missing any steps.
- **Polaris Upgrade** – Bridges oversaw an upgrade to Polaris, our catalog software, on March 25<sup>th</sup>. IT Technician II Jason Penckofer and Public Services Manager Justin Stevenson made sure that the Library was prepared to work without access to Polaris while the upgrade happened. We have at least one upgrade ever year, so the entire process is something that staff knows. After a few hours, the upgrade was done and all the staff computer stations, selfcheck, and catalog computers were put back to normal.
- **Training Laptops** – Jason has been preparing replacement training laptops for Studio 321 in batches of five. He put the first five out in March, and the response from patrons has been very positive. He’ll get the remaining ten out in April. Patrons use these computers to work with our 3D printers, the laser cutter, and the Cricut among other makerspace equipment.
- **Hearing Loop** – We learned that our Hearing Loop in the Program Rooms is not working. The Hearing Loop is an audio device typically installed in the floor that takes the audio signal from our Program Room microphones and sends it directly to the Telecoil in patrons’ hearing aids. Since the Loop is mostly just a series of wires in the floor, we suspect that the wires have gotten damaged through tables and chairs being moved over them in the Program Rooms. The installation warranty has expired, so I’m working with vendors to get an idea of what it will cost to install a new Hearing Loop in the ceiling.




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## MARKETING & COMMUNICATIONS, KORI HALL

### Lit Lounge & Email Recommendations

- The Marketing Department is rebranding the “Adult Books and Reading” page on the Library’s website to “The Lit Lounge”—where readers are always VIP. 😊 The department is in the process of creating a selection of rotating booklists and adding helpful links to highlight WPL’s collections and services. This month we added booklists for *Staff Picks*, *Black Voices*, *Bold Women-Bold Stories*, *Novels Set in*

*Wisconsin, Classic Gothic Novels, and Celebrating Pride.* The lists are being created using LibraryAware, which allows us to customize banners and branding, making them more visually appealing than ever before.

- In “The Lit Lounge,” you can subscribe to one or more of 15 newsletters that will send reading recommendations straight to your email inbox. You can also subscribe to our new quarterly newsletter, *Letters From the Lit Lounge*, which is targeted toward book clubs and book lovers of all kinds. Marketing created these lists in early March, and the response has been encouraging! *Letters From the Lit Lounge* currently has 230 subscribers, and 342 people have subscribed to at least one of the recommended reading newsletters. Most people have subscribed to several.



### **Continuing Education**

I attended the “WLA on the Road” event at Waukesha County Technical College on March 19. The session was called *Secrets for Making the Most Out of LinkedIn*, presented by Sue Gresham (otherwise known as “The LinkedIn Lady”). She spoke mostly on ways to use and improve your personal LinkedIn account, but did encourage libraries to use their organization profiles to promptly respond to inquiries, pursue relationships with community leaders, and make connections with existing and possible collaborators. Following the presentation, we took a tour of the WCTC library.

### **Waukesha Reads**

The WE Energies Foundation grant application was submitted on March 11. This is the final grant application that will be submitted until we learn if the Library will be awarded an NEA Big Read grant for 2025. We expect hear by the end of April.

### **Park and Rec Guide**

Marketing created our Summer Library Program pages for the Waukesha Parks & Recreation Guide. You can currently view these pages on the “Latest News” section of our website, and printed copies (including a Spanish version) will be available in the Library soon. The Parks & Recreation Guide should be delivered to Waukesha homes around April 12.

**COLOR OUR WORLD 2025**

**Summer Library Program**  
June 1 – August 1  
This summer, color your world with a book! All ages can join our Summer Library Program on WaukeshaPublicLibrary.beanstack.org or by downloading the Beanstack Tracker app. If you prefer, a paper reading log can be picked up at the Library. Don't miss out on the chance to win free books, coupons to local businesses, and entries into our Grand Prize Drawing! Sign up starting June 1. Entries accepted until August 1. Happy Reading!

**Think, Build, Learn, & Create: School-Age Programs**  
All Ages Tie Dye  
June 12 - 2:00-4:00 PM - Cutler Park  
Kids of all ages can color their world at this tie-dyeing event! Bring your own t-shirts and dyeable items. If you forget, we'll have cloth squares available (while supplies last).

**Kids in the Kitchen**  
July 9 & 23 - 4:30 & 6:30 PM - Program Room A/B  
Learn about cooking and sample a tasty treat. Kids ages 5-12 are welcome to participate. Registration is required.

**Kids Fun Zone**  
Thursdays, July 10-31 - 10:00 AM-4:00 PM - Children's Dept.  
Experience something new each week! Drop in when you can, leave when you'd like.

**Art Explorers** - July 16 & 30 - 4:30-5:30 PM - Studio 321  
Color your world with art projects inspired by the masters! Learn about the work of famous artists and create your own masterpiece to take home. Each child (ages 5-12) must have an adult with them when using the makerspace. Registration is required.

**Farmers' Market Storytime**  
June 21 & 26 - 9:30 & 11:30 AM - Waukesha Farmers' Market  
Listen to stories, songs, and rhymes while enjoying your treats from the market. Bring a blanket or chair to sit on.

**Book Club Summer Camp**  
June 17-19: Grades K-2 Our Friend Hedgehog by Laura Castillo  
June 24-26: Grades 4-6 The Wild Robot by Peter Brown  
2:00-3:00 PM - Children's Dept. (Day 1)  
Join us for 3 days of book fun! Make new friends while you dive into a wonderful story. We'll extend our imaginations through book related crafts, activities, and a special snack on day 3. Children should read the book before the first day of camp so they're ready to make connections and talk about the story. Call 262-524-3692 to register and reserve a copy of the book for your child. Registration is required and is for all three days.

**Family Fun: Programs & Activities for Kids of All Ages**  
**Family Fun Days**  
Tuesdays, June 17-July 29 - 3:30-4:30 PM - Program Room A/B  
IF IT'S TUESDAY IN THE SUMMER, IT'S FAMILY FUN DAY! Join us for these family-friendly performances.  
June 17: Snake Discovery\*  
Snake Discovery is bringing Snake, Rattle and Roll to WPL! Learn about reptiles and amphibians that call the Midwest home. We'll watch a salamander eat, debunk turtle myths, touch snakes, and more.  
June 24: Circus Boy  
As seen on TV's Ripley's Believe It or Not! Circus Boy Bobby Hunt delivers an action-packed show for all ages. Juggling, comedy, and audience participation included.  
July 1: No Family Fun Day  
July 8: James the Magician\*  
Enjoy a family magic show full of comedy and storytelling!  
July 15: A Visit With Mr. Lincoln  
Abraham Lincoln will be visiting WPL to teach us about the history of our nation.  
July 22: Science Heroes\*  
Learn about real-life science heroes who use STEM to add splashes of color to our world—from lighting designers to pyrotechnicians. Then, get hands-on with some experiments to help you discover your own science power!  
July 29: Wildlife in Need  
Meet animals up close while you learn how this wildlife rehabilitation center helps the creatures living in your own backyard.  
Sponsored by the Bridges Library System.

**Learn & Grow: Preschool Programs**  
**1000 Books before Kindergarten**  
Reading with your child builds a solid foundation of pre-reading skills, ensuring they enter SK ready to succeed. Babies and children not yet enrolled in kindergarten are encouraged to sign up. Stop by the Library to receive your reading log or sign up using the Virtual Reading Programs tab on our website.  
**Cuentos en la Biblioteca**  
Cuentos en la Biblioteca  
Los lunes a las 11:00 AM  
El 16 y 23 de junio  
El 7, 14, 21, 28 de julio  
En la Sala de Programas para niños y niñas  
¡Vengan a disfrutar de cuentos, actividades, y una paleta helada con toda la familia!  
Este programa ha sido diseñado para las familias hispanohablantes con niños pequeños. No es necesario inscribirse con anticipación. ¡Todos son bienvenidos!

**Outdoor Storytime**  
Tuesdays & Fridays @ 11:00 AM  
June 17-Aug. 1 (Cutler Park)  
July 8 (Children's Dept.)  
July 1 & 4 (No Storytime)  
Join us for a drop-in Storytime for kids of all ages! Bring a blanket and your lunch. During bad weather, storytime will move into the Children's Dept.  
June 20 @ 11:00 AM - Cutler Park  
Celebrate a special storytime in cooperation with the Barbara Barth Foundation for Family Library. Listen to stories, decorate a tote bag, and try a literacy-themed obstacle course.

**Messy Masterpieces**  
Aug. 4, 11, 18, 25  
11:00 AM-12:00 PM  
Children's Dept.  
Let your child explore art without the pressure of making anything specific. Kids will be encouraged to experiment, play, and discover their own artistic style.

**Studio 321**  
Regular Open Studio Hours:  
Monday-Wednesday, 12:00-4:00 PM  
Thursday, 12:00-4:00 PM; Friday, 12:00-5:00 PM  
Equipment Training: Learn how to use the Glowforge Laser Cutter, 3D Printer, and the Cricut Maker 3. Please contact Studio 321 staff to set up an appointment.  
Email: Studio321@waukesha-wi.gov or call 262-524-3746.

**Waukesha Public Library**  
321 Wisconsin Ave.  
Waukesha, WI 53198  
262-524-3692  
Thanks to the Friends of Waukesha Public Library for their support! For information about joining, please visit the Library's website.  
WPL is committed to providing the highest degree of accessibility within our means. Please call 262-524-3695, or email referrals@waukesha-wi.gov, two weeks prior to any event to ensure adequate time for accessibility accommodation requests to be explored.  
Follow us on Facebook!

**Book Bike**  
WPL's Book Bike will be visiting local parks and community events this summer. Watch for us to roll into your neighborhood with fun giveaways and lots of Library information.

## Other Marketing Projects:

- The February "Welcome" email was sent to 149 new cardholders on March 7. It was opened by 88 people, and nobody unsubscribed.
- March social media statistics are as follows:  
Adult Facebook and Instagram=25 posts (including 8 reels) and 39 stories  
Children's Facebook=23 posts (including 8 reels)
- All adult, kids, teen, and Studio 321 summer events have been added to the Library event calendar.
- Multiple banners for the Library's Bonfire store were created.
- *Letters From the Lit Lounge* bookmarks were created. They will be placed in Library hold items as part of the marketing strategy to launch the new newsletter and the recommended reading lists.
- The Summer Library Program t-shirt design was created. It will be available in multiple colors and styles on the Library's Bonfire site.
- Maddy and Shannan presented on the Library's social media strategy at the March 13 THAM.
- The Summer Library Program reading logs were created (4 versions).
- Signs were created to enhance the Waukesha History display case on the first floor.
- Signage, ballot boxes, and entries were created for the Edible Book Contest.



- Browsing collection signs were created in English and in Spanish for a local pediatric office.
- A “thank you” magnet was designed for the volunteers who helped get the Seed Library up and running.
- A special ballot box and entry forms were created for the April *Sometimes You Need to Vent* book display
- Promotional materials and flyers were made for Dia de los Niños.
- Digital resource icons (to be used on our website) were created for Novelist Plus and Consumer Reports.
- Newsletter blasts were sent out in March on the following topics: *Lessons in Chemistry* book discussion; Student Art Fair; Lucky Day Collection; Spring Book Tastings; Letters from the Lit Lounge newsletter; the catalog update; the Edible Book Contest
- The Staff Picks content carousel was updated in the CAFÉ Catalog, and the *Staff Picks* newsletter was sent out.
- Ten book display signs were created for the month of April.
- April event information was submitted to the City of Waukesha, the Downtown Waukesha, and the Eras event calendars.
- April event information was submitted to PeachJar.

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## MATERIALS COLLECTION, CAROLYN PEIL

**Lucky Day Collection:** On March 7th our Lucky Day Collection made its debut- replacing our Rental Collection. Items selected for this collection have long holds lists. Library customers may check out 2 items from the Lucky Day Collection and enjoy them for one week. There are currently 125 items in the collection with 70-75% of these items checked out on average.



### Library of Things Addition

This month we added Kids and Adult sized “ earmuffs.” These are noise-reducing ear/hearing protectors.





**Seed Library:** The 2025 seed library rolled out on March 17th. Like last year, the seed library contains a variety of flowers, herbs, and vegetable seed packets for our customers to choose from. After 2 weeks, over 2300 packets have been given away. Huge thanks to Anne, Carol, Tracy, Sally, Amanda, Jenn, Sara, Cindy, Ann, Emily, Paige, Annie, Kelly, Therese, Bruce, Julia. Also, to our Friends volunteers- Mike, Mary, Karen, Candy. Huge thanks to Kelly's mom and Annie's family for all their help too. And last, but not least, thank you to our Waukesha Transition Academy helpers.



This year's seed library is supported in part by seed donations from A.P. Whaley Seed Company and a monetary donation from the Friends of the Waukesha Public Library.

## Meetings

- Library Assistants Amanda N. & Jill C. attended an Acquisitions Meet-up at Muskego Public Library on March 5<sup>th</sup>.
- Children's Librarian Caitlin S. attended the Kids' Choice Nominations Selection Committee Meeting at Delafield Public Library on March 6<sup>th</sup>.
- Also on March 6<sup>th</sup>, Caitlin presented a very informative THAM to WPL staff on the Science of Reading.
- Librarian Erin K. attended a 2-day virtual Genealogical Conference on March 6 & 7<sup>th</sup>.
- Pages Sally P. and Tracy E., LAs Anne K. and Carol R., Librarian Erin K. and I attended a webinar on March 11 entitled "How Many Pieces – Board Game Collection Management" sponsored by the UW-Madison iSchool. It's always nice to get confirmation that our procedures are inline with other Wisconsin libraries.
- Caitlin, Tracy, Anne, Carol and I met on March 14<sup>th</sup> to discuss best packaging procedures for a new children's collection. Stay tuned.

## Explore Pass Usage

Explore passes to the Horwitz-DeRemer Planetarium and Harley-Davidson Museum were renewed in March. Interesting facts: the Planetarium recorded 140 visits with our

pass March 2024-February 2025. The Harley Museum recorded over 300 visits. That breaks down to \$2.14 per visit to the Planetarium and \$1.78 per visit to the Harley-Davidson Museum.

## PUBLIC SERVICES, JUSTIN STEVENSON

- Special Projects Coordinator Kelly Davis and Public Services Manager Justin Stevenson have finalized plans for Jamie Matczak, Education Consultant at Wisconsin Valley Library Service, to be the guest presenter at WPL's May 2<sup>nd</sup> Staff Day. Jamie will present on customer experience and ways for us to take our customer service to a new level.
- Managers participated in demonstrations of two scheduling solutions, Snap and When I Work, in early March. Managers decided to move forward with a trial of When I Work. Justin Stevenson, Community Engagement Manager Alyssa Pisarski, and Materials Collection Services Manager Carolyn Peil have begun building the backend structure of the schedule, including setting up users and constructing templates. Testing will continue before starting a subscription with When I Work. The scheduling team is confident this solution will save a significant amount of staff time.

3p - 5p KIDS DESK (L)	3p - 5p MAKERSPACE (L)	3p - 5p MAKERSPACE (L)	3p - 5p MAKERSPACE (L)	3p - 6p ADULT DESK
3p - 5p ADULT DESK (L) 2	3p - 5p KIDS DESK (L)	3p - 5p KIDS DESK (L)	3p - 5p KIDS DESK (L)	3p - 5p MAKERSPACE (L)
5p - 6p MAKERSPACE (L)	3p - 5p ADULT DESK (L) 2	3p - 5p ADULT DESK (L) 2	3p - 5p ADULT DESK (L) 2	
5p - 8:30p KIDS DESK (L)	5p - 6p MAKERSPACE (L)	5p - 6p MAKERSPACE (L)	5p - 8:30p KIDS DESK (L)	
	5p - 8:30p ADULT DESK (L)	5p - 8:30p ADULT DESK (L)	5p - 8:30p MAKERSPACE (L)	
	5p - 8:30p KIDS DESK (L)			

- The library has reduced weekly security guard hours with contract security vendor Elite Protection Specialists. The new guard schedule started March 31. This reduction in hours was part of the budget justification for creating WPL's Patron Relations Specialist, a position which has been a great boon for the Library overall.
- To accommodate the need for in-person patron help at the reference desk, two people will now be staffed at the desk from 1-5pm. This is a change from one person at the desk and another upstairs answering the phones during this time. So far, the change has been a positive one, allowing more patrons to be helped more quickly at the desk.
- Justin Stevenson began the 2025 Leading Waukesha program, a citywide leadership program led by City Communications & Engagement Manager Rebecca Pederson and City Administrator Tony Brown.
- Page/Shelver Kristi Magoon provided a job shadow tour for a Pantheon Industries client on March 13. Pantheon is an organization that helps people with disabilities find job experience and job placement. The person wanted to learn more about the Library, its collection, and what a normal day looks like for a shelver.



- As number of visitors go, March 2025 was the busiest month for Waukesha since last March, with 28,394 people coming through the door.
- Librarian Khorye Huffman and Justin Stevenson led a successful trivia night at North Pillar Brewing, which saw an energetic, engaged crowd of 45 people (19 teams).
- Building Maintenance Coordinator Matt Messerschmidt installed a parabolic mirror at the corner of the Information Desk. This will improve customer service at both sides of the desk by increasing visibility and giving staff better sight lines.
- Justin Stevenson attended the citywide GIS Advisory Group meeting to discuss upcoming GIS projects around the City. Justin also attended the March 18 Housing Action Coalition Service Provider meeting. These meetings give Justin insight into homelessness in our community and how those issues might reach the Library and affect those we serve.
- Quality-of-life improvements: Public Services staff are always looking for and implementing improvements in workflow and procedure. March saw new procedures regarding Explore Passes, headphone checkout, and fax refunds.

