

Administrative and Staff Reports for August 13, 2026 Board Meeting

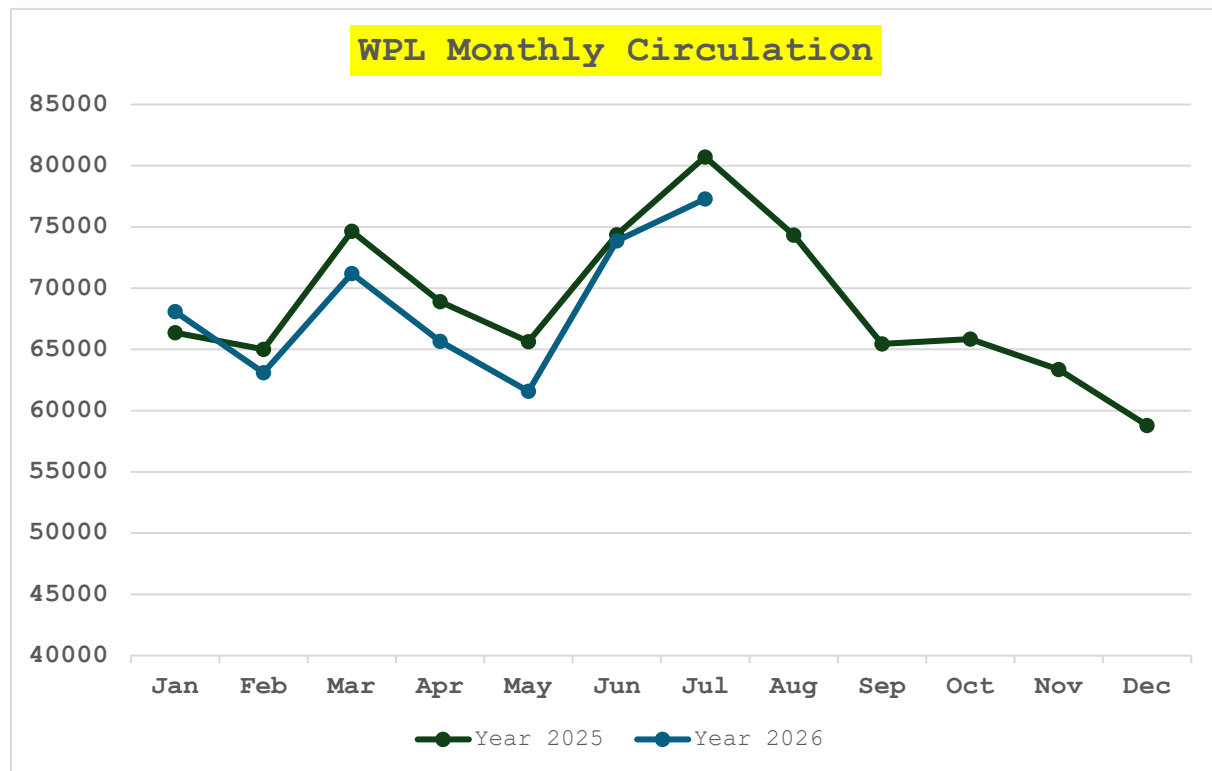
LIBRARY DIRECTOR, BRUCE GAY

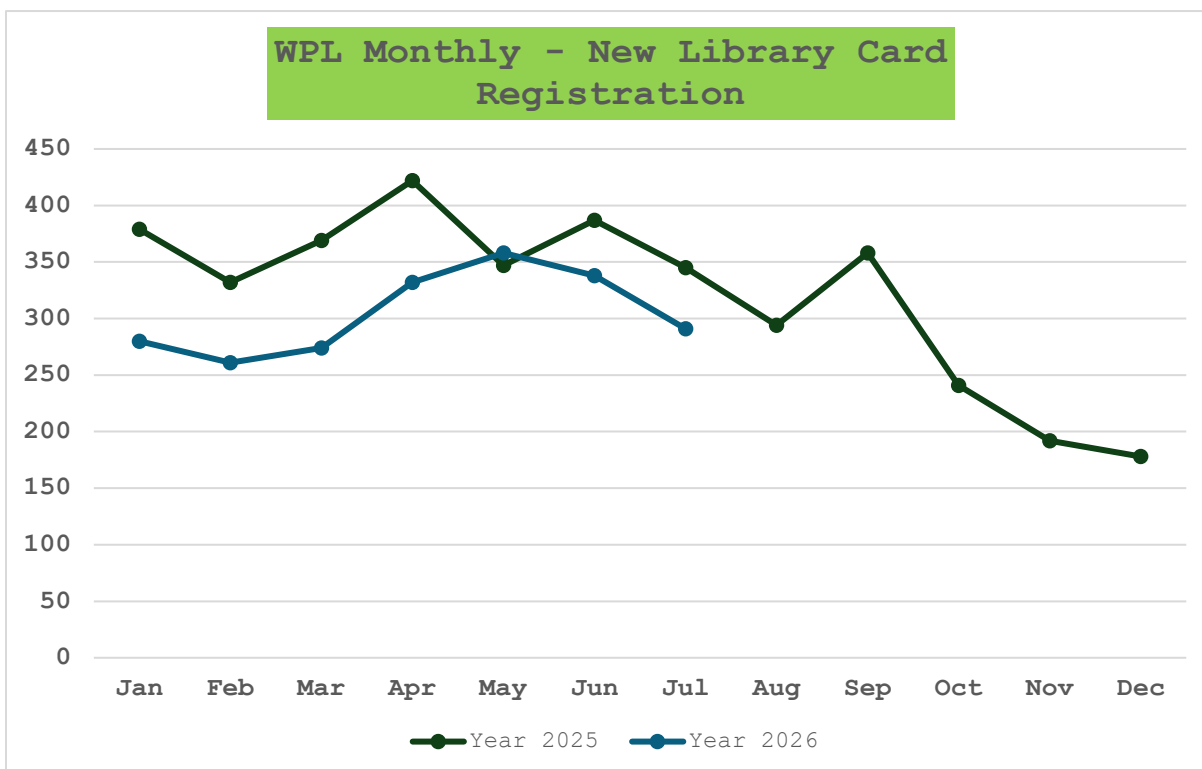
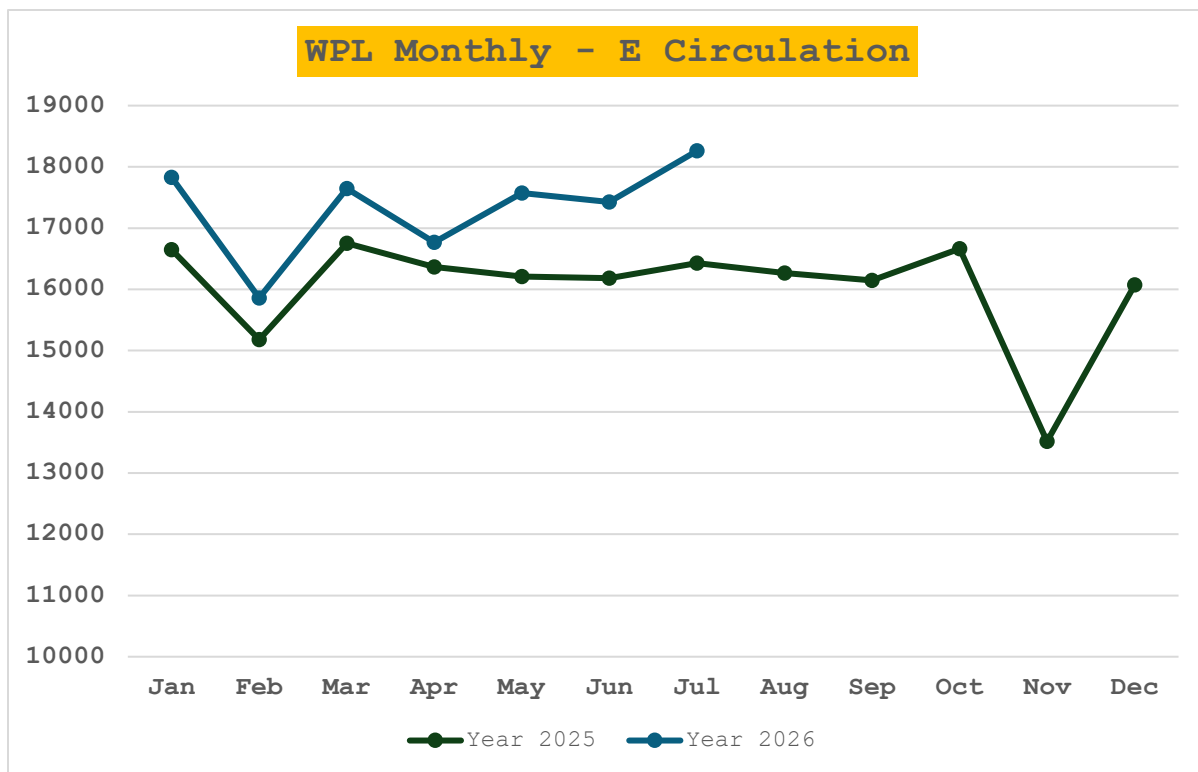
- **E-book Fair Pricing Work Group:** The group met again on July 23. Several other states' legislation has been shared—laws have been passed in Connecticut, Rhode Island, New Jersey and Illinois addressing the issue. The changed laws do not directly address vendor behavior, but instead prevent libraries from signing contracts that contain restrictive licensing. Early in August I participated in a Zoom meeting with Representative Lee Snodgrass of the Appleton area who may sponsor legislation in Wisconsin. Despite the frequent meetings, consultants who have worked with other states believe the process will take several years.

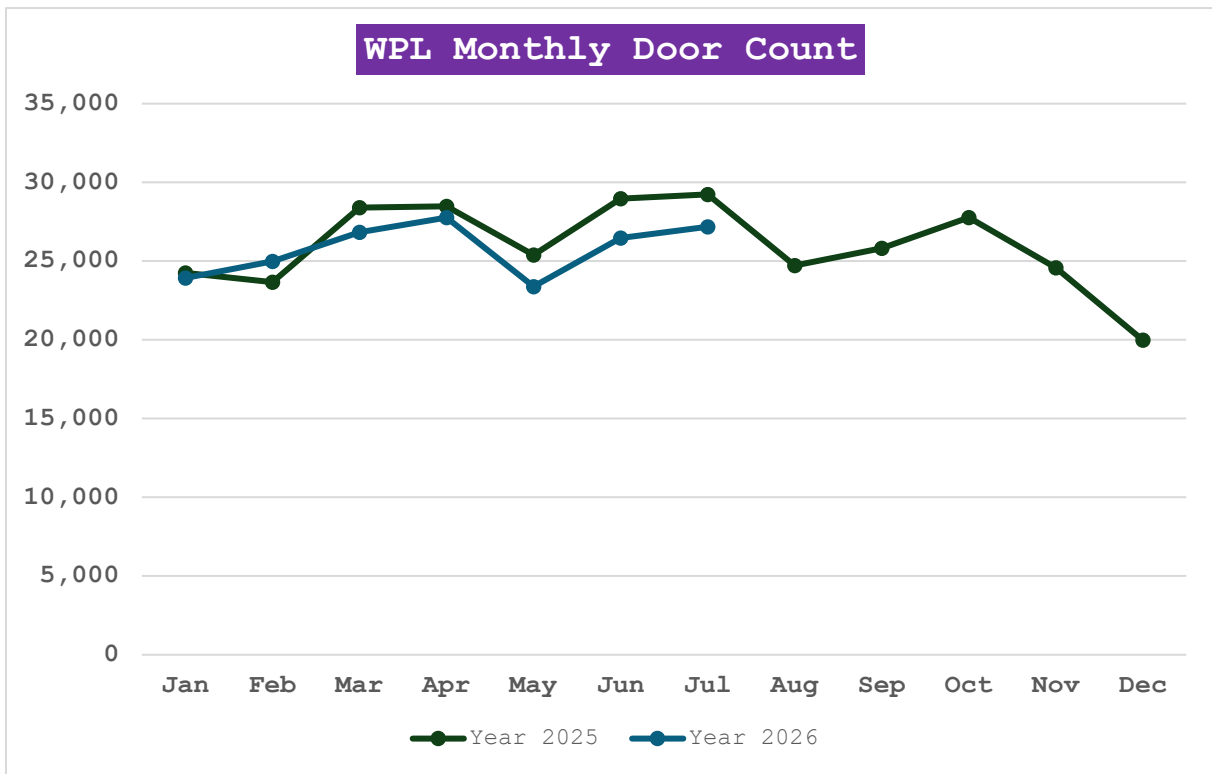
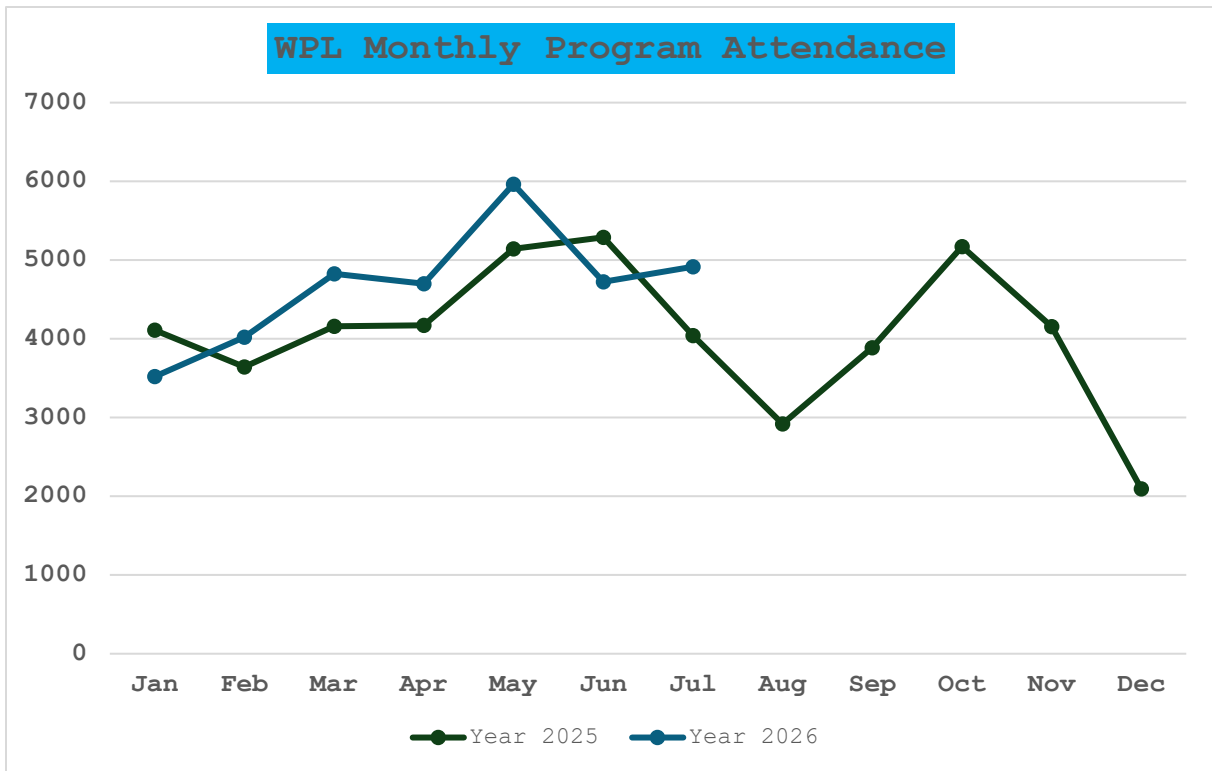
Waukesha Public Library Service Standards	
	WE ARE PEOPLE-CENTERED Purpose over task • Respect for privacy • High regard for all
	WE CELEBRATE OUR SPACE Shared ownership • Proactive helpfulness
	WE ARE CONSISTENT IN OUR SERVICE Unified experience • Timely responses Effective referrals • Fair enforcement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

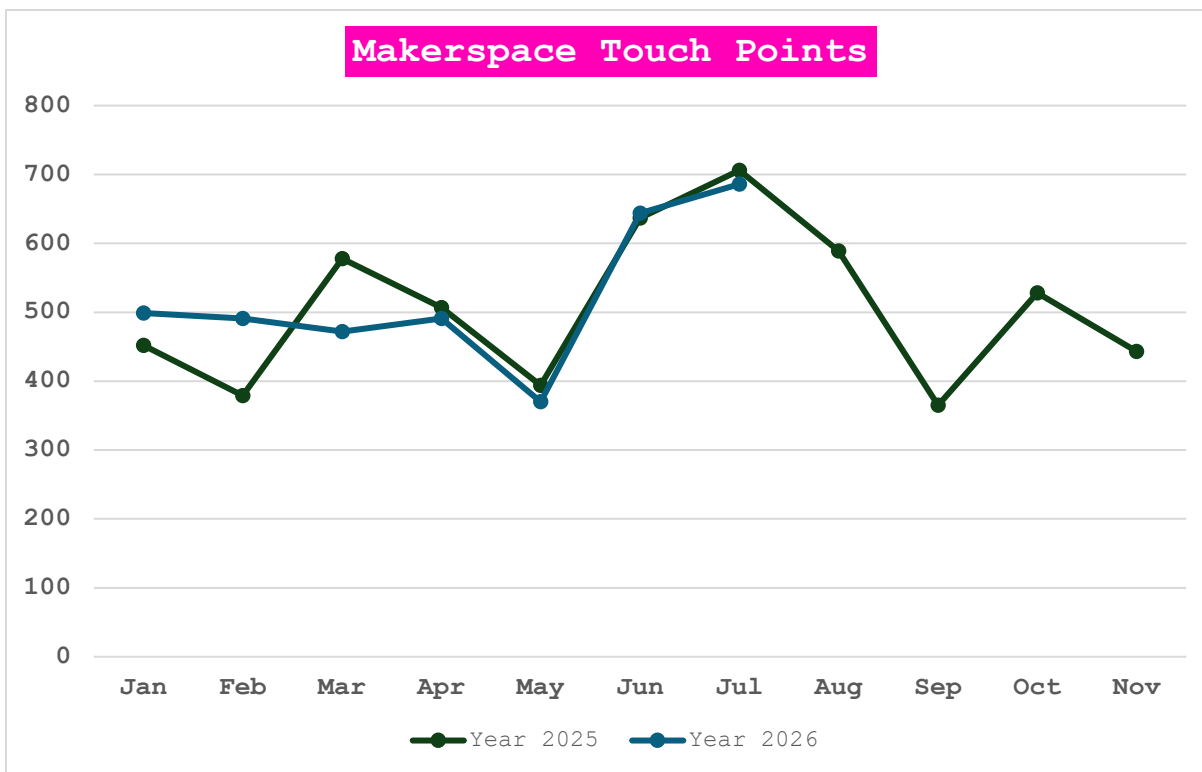
- **Revolving Door Repair:** Plans to fix the front door continue. There has been late progress and now we believe the door will be repaired by the end of November. Because the door is custom sized, there is a 12–14-week lead time on ordering materials for the project.
- **Trustee Appreciation Event:** Please mark your calendar for this year's **Trustee Appreciation Event**. It will take place on **Tuesday, September 29, 6-8 pm at Retzer Nature Center**. Come for a dinner and planetarium show.

WPL By the Numbers:









ADMINISTRATIVE SERVICES, THERESE LYONS

Human Resources

After conducting interviews in July, we have a new 24-hour per week Library Assistant in Materials Collection. Katie Wichmann comes to Waukesha with years of library experience. Here is a little bit about her in her own words.

Hi Waukesha Library!

I'm Katie. I have worked in libraries since 1999, focusing on circulation, technical services, and reference departments. I'm a well-rounded reader, but my favorites include science fiction, dystopia, romance, light fantasy, and historical fiction. I live in Milwaukee with my gamer husband Matt and our 3 cats: Sprocket, Yukon, and Cookie. In my spare time, besides reading, I collect rocks and minerals, I have an extensive collection. I craft things like micro-macrame friendship bracelets and crochet amigurumi and blankets. I also play simulation/cozy video games. If I'm not vegetable gardening in summer, I'm camping at state parks or catching my favorite metal bands around town. I am looking forward to meeting you all and joining your team!

Friends Update

During their July Board Meeting, the Friends shared various fundraising and activity updates. Their Waukesha Reads sponsorship drive has started. Financial summaries were shared. Don Butler came to the volunteer fair we hosted at WPL and spoke with Friends/WPL Staff during the event. He was interested in learning more about the Friends, attended July's Board meeting as a guest, and we anticipate he will be joining the Board.

Art Display

This month we welcomed Leo Bjornstad and feature his artwork in our display cases near the Carnegie Room.

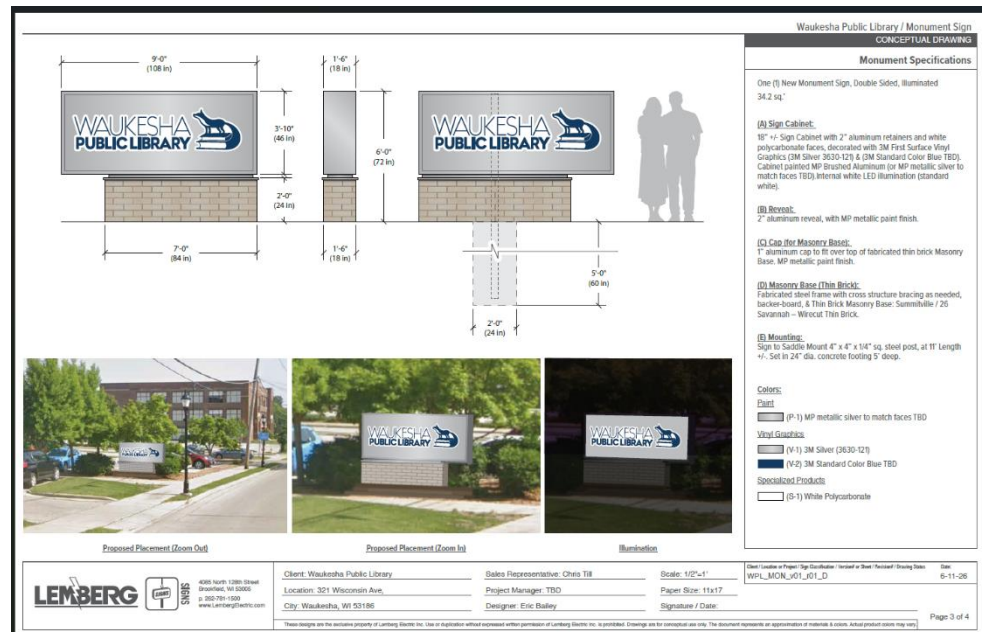
Building

- We had follow up meetings with the city and Lemberg Signs to finalize the location and design for the outdoor Library sign. This is the design that was chosen. We expect the sign to be finished by Fall.

Staff Development

Our July THAMs included presentations on WAPL Conference Report Outs, Book Clubs at WPL, How a book is processed, New Fall WPL Book Clubs, and Library Champions: Board, Friends and Public Art. We also showed the Ryan Dowd training, "How to Handle Problematic Behavior and Enforce Rules" for staff. Kelly watched an informative Niche Academy hosted webinar called "Return on Investment (ROI): Beyond What Your Library is Worth."

On Wednesday, July 29, the Library hosted a "Thank you" cookout for the staff. Thanks to our grillers, Matt and Jenny. Thanks to Cindy for all her hard work organizing the event and thank you to Friends for continuing to support our efforts to support staff!



COMMUNITY ENGAGEMENT, ALYSSA PISARSKI

In JULY the Library hosted 113 programs with 4,916 attendees

- Children's Programs:** 52 programs, 3,575 attendees
- Teen Programs:** 6 programs, 71 attendees
- Adult Programs:** 16 programs, 533 attendees
- General Interest:** 39 programs, 737 attendees

Program Highlights

- Storytime with Guest Author Samira Álvarez:** Local author Samira Álvarez visited with 70 patrons and shared her book, *Asi Respiro*. Attendees listened to the bilingual storytime, learned breathing techniques, and practiced self-regulation tools. Afterwards, participants created bookmarks, bead bracelets, painted rocks, and designed scratch art.



- **Art Explorers:** 72 patrons attended the Art Explorers program in the Makerspace. Children learned about famous artists Ruth Asawa and Gustav Klimt. They got to try their hand at making wire sculptures and painting with metallics. Fun was had by all!

- **Teen Cupcake Making:**

22 teens displayed their talents for cupcake decorating by decorating four cupcakes: one



Fourth of July themed, one Dinosaur Habitat, and two Free Decorate cupcakes. Prizes were awarded to the Winner and Runner-Up for each category. Special thanks to Amy Welch, Charlie Carerros and Justin Stevenson for being our judges!

- **Trivia at North Pillar Brewing:** Public Services Manager Justin Stevenson and librarian Khorye Huffman quizzed Waukesha locals on their trivia prowess. They were joined by 82 patrons at North Pillar Brewing, the biggest attendance for this program yet.



- **Busting Food Myths with Jessica Gawrys:** We welcomed 34 patrons to the second program in our "Chef in Residence" series with Dietician Jess Gawrys. Attendees had the chance to learn about a wide variety of common food and diet-related myths and sample a healthy snack of cowboy caviar salad with tortilla chips.



Outreach Highlights

- **Total outreach circulation:** 789 items were delivered to and borrowed by Waukesha Outreach Patrons in July. The Outreach Services team had 117 in-person interactions with outreach patrons this month, and received 88 phone, text, and email requests.

- **Farmer's Market Outreach and Storytime:** Library Associates Ali Parker and Chris Sturdevant and Library Intern Alyssa Lambert held a space at a tent for the Farmer's Market in July. The book bike was an attraction, as well as the two storytimes, as over 100 members of the community stopped by to say hello. Many of them were already very supportive of the library.
- **Daycare Outreach Storytimes:** Library staff visited six daycare locations and coordinated two field trips to the library in July, leading storytimes for 211 children and caregivers. In addition to providing literacy-based learning opportunities for children in attendance, outreach visits to daycare centers provide an opportunity to demonstrate early literacy practices and share early literacy tips with daycare workers.

Partnerships/Collaborations

- **ACAP Move Freely, Read Freely Class:** In July, Alyssa Pisarski and Librarian Caitlin Schaffner met with 13 members of ACAP's Move Freely, Read Freely class to discuss intellectual freedom and censorship. The group has been meeting weekly at the library to read and discuss *The Color Purple*, *The Handmaid's Tale*, and *The Golden Compass*.
- **Sentry House Outreach Resource Visit:** Librarian Khorye Huffman connected with Amanda Denning, the Hebron House coordinator, and 9 temporary residents to discuss the library's many offerings, all over card games of giant Uno.
- **Juno House Community Barbecue:** Organizations from across Waukesha teamed up for a community BBQ, led by Juno Houe of Hebron Housing services. Librarian Khorye Huffman shared the joys of button making over 25 kids and adults and hyped up the cool and crucial resources our library has to offer. Connections with other organizations were also made on such a beautiful sunny day.



Community Engagement Highlights

- **Waukesha County Fair 4-H Table:** Library Associate Chris Sturdevant and Financial Analyst Cindy Braun met with Fair goers in the 4-H pavilion. About 60 kids and families stopped by to say hello, spin the prize wheel and learn about the Summer Reading club and other programs offered by the library.

- **Early Childhood Literacy Initiative:** Library Associate Rachel Brown expanded the library's Early Literacy Outreach Initiative to the Waukesha County WIC Clinic and a fourth laundromat location. Rachel restocks a little free library at each location once a month with books purchased with funds from the Bridges 2025 Innovation Grant. This project seeks to serve families with children ages 0-5 who experience barriers visiting the library and increase access to early literacy resources and programs. Since the initiative started in April 2025, the library has distributed over 900 books!
- **Summer Library Program:** The Summer library program ended on August 1! There was a 14% increase in registration in our Summer Library Program this year, compared to 2025. A total of 4,598 kids, teens, and adults logged 2,745,221 minutes of reading this summer, and readers participating in the Bubble Buddies program logged 10,407 books.

INFORMATION TECHNOLOGY, JOHN KLIMA

- Studio 321:
 - 686 patron touchpoints
 - 51 makers were trained on makerspace equipment.
 - Amy attended the Play Make Learn Conference in Madison on July 9 and 10. The theme of the conference this year was "Scrappiness" and all it entails in making, play, and education. Sessions included making and using biodegradable materials, reimagining art games, meeting the goals of adult patrons in the makerspace, and more. Amy and the Play Make Learn Game Masters lead another round of tabletop games at their open play session, and introduced conference participants to Honey Heist, Call of Cthulhu, Goat Crashers, and other tabletop role playing games.
 - Also, this month, our 50-foot-long Plesiosaur was finished and hung in Studio 321! Makerspace patrons are currently suggesting names, and a few of the top contenders are Harvey, Bob, Plesy, Terex, Vhagar, and Falcor.
 - And another thing! We received some amazing gifts this month from makers. First, we received 10 rolls of PLA filament and money towards more filament for our 3D printers. Keeping our printing free is especially important, as we have so many kids and teens using them. Second, a generous family bought and donated a BeaverBot cardboard cutter to the makerspace. These machines cut cardboard like a combination band/table saw. They are great for kids, with no exposed sharp parts. Third, a patron bought and donated a large butcher paper roll holder/slicer and a roll of paper. We receive donations regularly from patrons, whether it's an old bead collection, used art supplies, or leftover wood from a Glowforge project. Every single one is special, as it keeps the materials in the space free for everyone in our community to use and enjoy.
- Website – Marketing and Communication Manager Kori Hall, Graphic Designer Maddy Buchta, Library Associates Shannan Murray and Sarah Wieneke, and I reviewed updated website designs from Revize. We sent back comments and received further updated designs. We will review them and get back to Revize in early August. Sarah and I worked on building out the site map that Revize created of our website. I'll be reviewing the site map in August so we can sign off on it and

move forward with the new website. I also gained access to Revize's forms so I can confirm that Revize's built-in form designer can accommodate our needs.

- Lyngsoe Visit – Bobby Brown, sales rep from Lyngsoe Systems, visited the library to talk to Library Executive Director Bruce Gay and I about our holds locker and our book sorter. The holds locker has been submitted as a capital project for 2027. Bobby wanted to let us know that Lyngsoe had acquired D-Tech, another library vendor that made holds lockers. Prior to that, Lyngsoe contracted out building lockers from another company, but now they will be made under the Lyngsoe umbrella. Bobby also talked about Lyngsoe's book-sorting systems and took measurements of the space our current sorter is in. He is going to have his tech team create a proposal for replacing our sorter with one from Lyngsoe. Bruce and I explained that something that big would need to go through an RFP process.
- Webinar – Makerspace Coordinator Amy Welch and I attended an ALA webinar titled "Centering Makers' Values: An Outcomes Framework for Adult Makers in Public Libraries" about an IMLS funded National Forum report that documented how libraries strengthened their offerings by providing maker-centered services in your community. The most interesting piece from the webinar was a chart of eleven key outcomes that adult makers look to achieve through working in the makerspace. This lets the library find if there are gaps they can fill with new programs or strengthen existing programs. The chart is below and here is a link to a handout that goes into more detail about the outcomes [Outcomes-Framework-Handout.pdf](#)
- Scan Station – I started the process of replacing our Scan Station with the latest equipment. I'm looking to get that done before the school year starts.
- Baycom – Baycom came to the Library to talk to us about the electronic lock on the circ workroom door. While they were here, we also went around the building to show them places where staff currently use keys to access spaces (i.e., storage closets, the kitchen, etc.). Baycom will write up a proposal of what options we have to add electronic badge locks to different doors around the building as well as the plan for the circ workroom door.



MARKETING & COMMUNICATIONS, KORI HALL

New Book Clubs Promotion

The Library is launching four new book clubs starting in September: Thursday Night Thrills, Read It & Eat It, Lunch and Learn, and a Spanish-language discussion. To promote them, Marketing created a [brochure](#), currently available at the Public Services Desk, and will distribute an email blast and a

special *Lit Lounge* newsletter in August. Additional promotion is planned on WPL's social media channels and on the Library's website.

Fall Handouts

The Fall Programming Handouts are available now! Paper copies can be picked up at either of the Library's service desks, and electronic copies are available on the website. Spanish handouts will be available soon. Explore the links below and mark your calendars for some fabulous fall fun. [Adult Handout](#) / [Kids Handout](#) / [Teen Handout](#)

Waukesha Reads

- The Waukesha Reads books were received on July 9.
- Due to low engagement, the Waukesha Reads Facebook page will be retired this year. The Waukesha Reads content will transition to the Waukesha Public Library Facebook and Instagram accounts, where much of it was already being shared.

Other Marketing Projects:

- The June "Welcome" email was sent to 147 new cardholders on July 14. It was opened by 101 people, and nobody unsubscribed.
- July social media statistics:
 - Adult Facebook and Instagram=25 posts (including 8 reels) and 10 stories
 - Children's Facebook=31 posts (including 8 reels)
- July newsletter blasts were sent out for the following events: Farmers' Market Storytime; 250 Years of Independence; Bilingual Storytime With Samira Alvarez; Libby and the Café Libraries App; Trivia Night at North Pillar Brewing Company; The Carnegie Medal for Extraordinary Bravery; and An Evening With Author Nick Petrie. Blasts were also sent out for the July 3 & 4 closures.
- A sign was created for the Lion's Club vision screening.
- A sign was made promoting the new Read It & Eat It book club.
- The Request for Reconsideration form was updated.
- A promotional deck was created for the July 3 & 4 closures.
- Eight "Road to Reading" handouts for the 1,000 Books Before Kindergarten program were created in Spanish.
- Decorative signs were made for the July Memory Café.
- Eleven book display signs were created for the month of August.
 - Adult Displays: This Will Not End Well; Staff Picks; Are You Ready for Some Football?; Judge a Book By Its Edges
 - Teen Displays: New Books; Graphic Novels & Manga
 - Children's Displays: Just. One. Word.; Blue Books; Back to School; Escape With a Good Book; Cat Days of Summer
- The Staff Picks content carousel and showcase group were updated in the CAFÉ Catalog and the *Staff Picks* newsletter was sent out.
- A new booklist, *The All-Star Reader*, was created and added to the Library's website. It features fiction and nonfiction about sports.



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

MATERIALS COLLECTION, CAROLYN PEIL

Highlights and Happenings:

Library Page Tracy Esser counted uncatalogued materials on July 1st. We had a total of 693 items. For comparison, on January 2nd we had a total of 1,671 items.

Materials Collection hosted the July 16th THAM. Staff members Amanda N., Sara B., Anne K., and Tracy E. provided a bit of insight into what they do as members of the department.

Collection Notes:

Library of Things Addition On July 10th we added an electric balloon pump to our collection.

New Explore Pass This month we added 2 passes to the Farm Wisconsin Discover Center in Manitowoc. These passes circulate for 7 days, admit 2 adults and up to 4 children from the same household and provide access to the Center's Land O' Lakes Birthing Center; a virtual tour of a local dairy farm; and a hands-on interactive exhibit about the science and technology of agriculture.



Welcome Katie

Katie Wichmann has accepted the open Library Assistant position. Katie has worked in libraries since 1999 holding various positions in technical services, circulation, and reference. Katie will be joining us from Frank L. Weyenberg (Mequon) Library where she worked as an Access Services Associate. Katie's first day is August 11th.

PUBLIC SERVICES, JUSTIN STEVENSON

Highlights and Happenings:

- Patron Relations Assistant Corrine Klister and Library Associate Lauren Dahl attended the City of Waukesha's first-ever SOAR Workshop, an interactive session designed for recently hired employees as a follow-up to Employee Orientation. At this session, Corrine and Lauren connected with other new employees, met City Administrator Tony Brown, and learned some of the inner workings of the City, like operations, policies, and finances.
- Patron Relations Specialist Charlie Carerros attended Library Journal's 2026 Security Summit in Cleveland. This Summit covered multiple facets of Library safety and security with libraries of different sizes and communities discussing challenges they faced and how they have responded. Topics included community engagement, staff development and mental health, police partnerships, and teen engagements. This was a high-quality conference where Charlie learned

new things from other libraries as well as received confirmation about the good work we are doing here at WPL.

- Public Services Manager Justin Stevenson attended Trade Day at GenCon in Indianapolis. Trade Day is a full-day conference for educators, librarians, mental health professionals, and retailers. Topics include staff development, collection expansion, and programming. This year, Justin attended sessions on makerspaces, implicit bias and culture development, programming, and community partnerships.
- Shelves Aster Nelson's last day was July 1. They accepted an exciting position at Carroll University that is part of their overall career plan in the psychology field.
- Following discussions with Pavlic Vending, the servicer of WPL's two vending machines, Justin secured a 5% commission on all vending sales. These payments will be made to the library quarterly going forward.
- Building Maintenance Coordinator Matt Messerschmidt and Justin installed the slat wall to the south of the circulation desk. This will be the future home of Library of Things items, Explore Pass information, flyers for events and services, and more.
- Ella Bachim, library clerk from Johnson Creek Public Library, spent an afternoon shadowing Justin. Ella is exploring a career in libraries and wanted to see how a larger library operates, from circulation and public service to collection development and programming. She met a lot of people, asked a lot of questions, and was very appreciative for her time visiting.
- The Quarter 3 Adult and Children's Desk Summits were held in July. These are quarterly meetings where all desk staff in the building gather to discuss important topics relating to desk practices and procedures. Topics explored this quarter were children's desk best practices, Libby support team expansion, re-numbering study rooms, the newly expanded eRef team, and much more.
- Librarian Khorye Huffman and Justin hosted trivia at North Pillar Brewery on July 23. This was the largest crowd yet by far, with 82 people coming out to join us. We have received highly positive feedback about this event in person, via email, and via online review. Our next trivia night is in November.
- As part of our Bridges Resource Library contract, Justin submits backup reference service stats every six months. These stats include totals of all requests for assistance from other Bridges libraries and all OverDrive support questions. From January through June 2026, WPL received 1



request for assistance for admin/IT related issues and 31 requests for issues related to Public Services. Our OverDrive support team answered **620 OverDrive questions** for 566 individuals. This is a sharp increase from the last reporting period (332 questions for 309 individuals) and likely the highest reported totals we have ever seen.

- Quality-of-life improvements: a new document for reviewing and tracking applicants for WPL positions; Waukesha is piloting the new account linking functionality on the Vega Discover catalog.