

Administrative and Staff Reports for March 12, 2026 Board Meeting

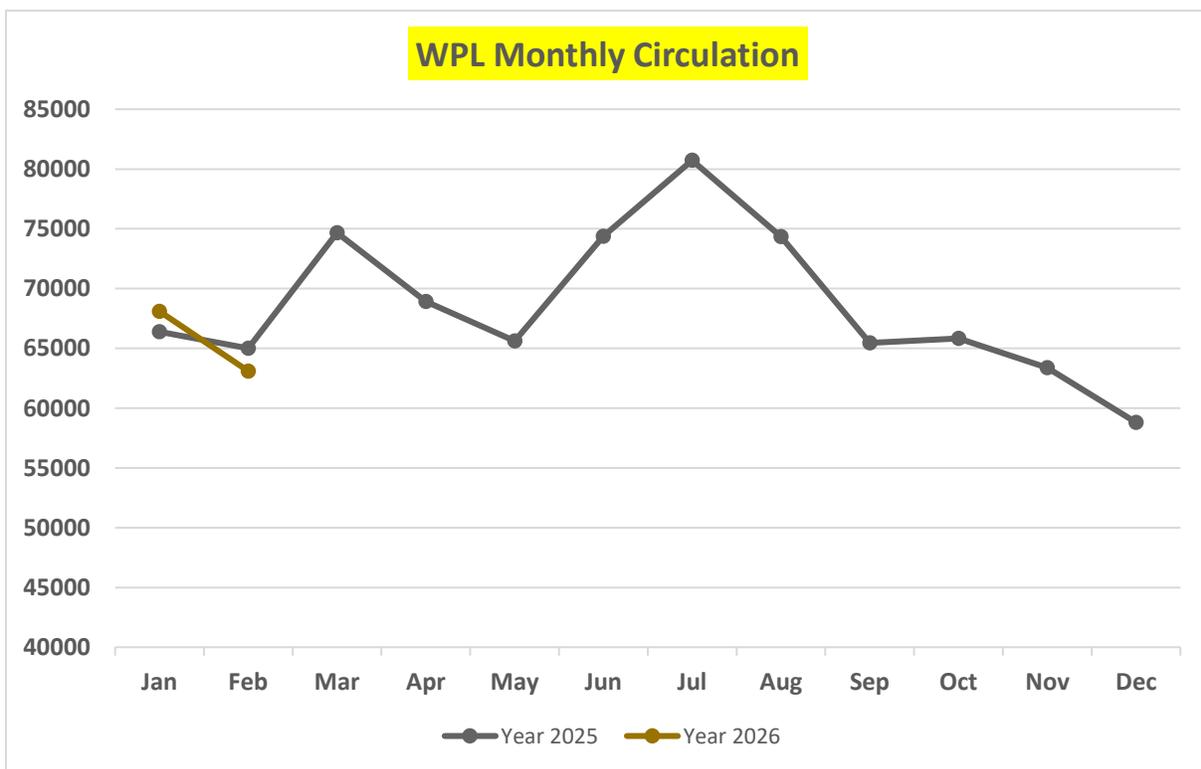
LIBRARY DIRECTOR, BRUCE GAY

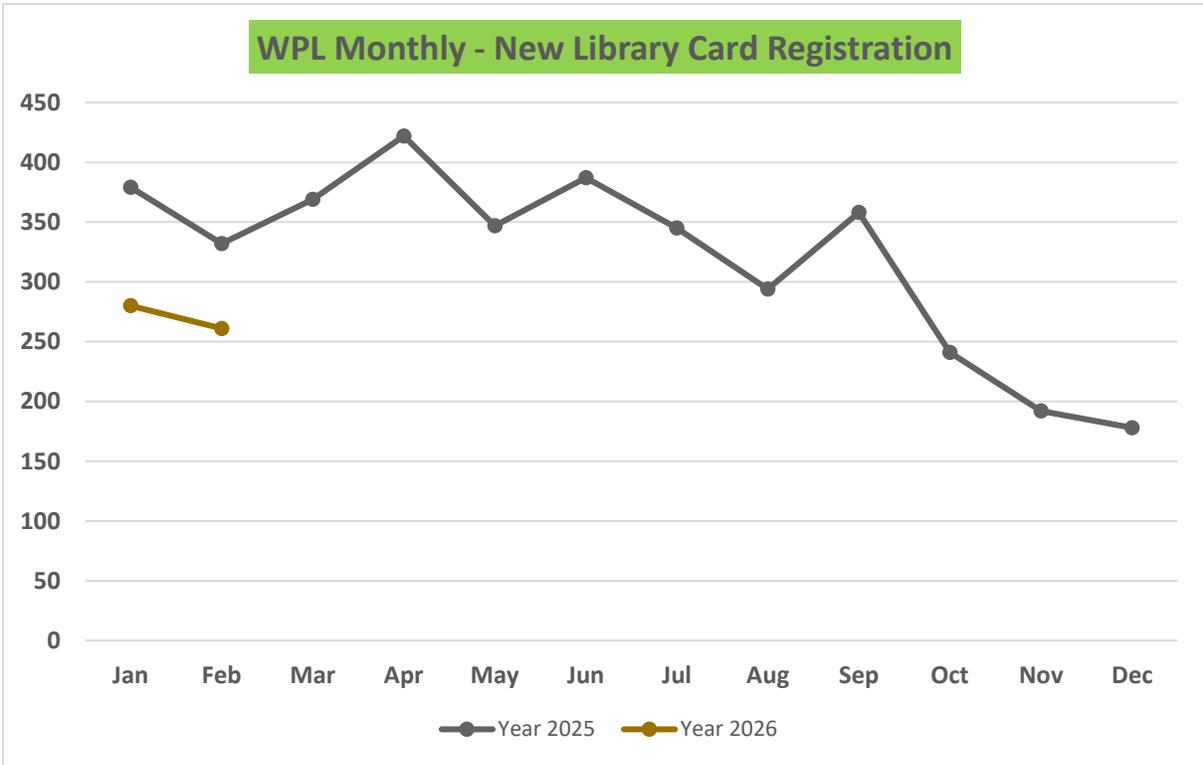
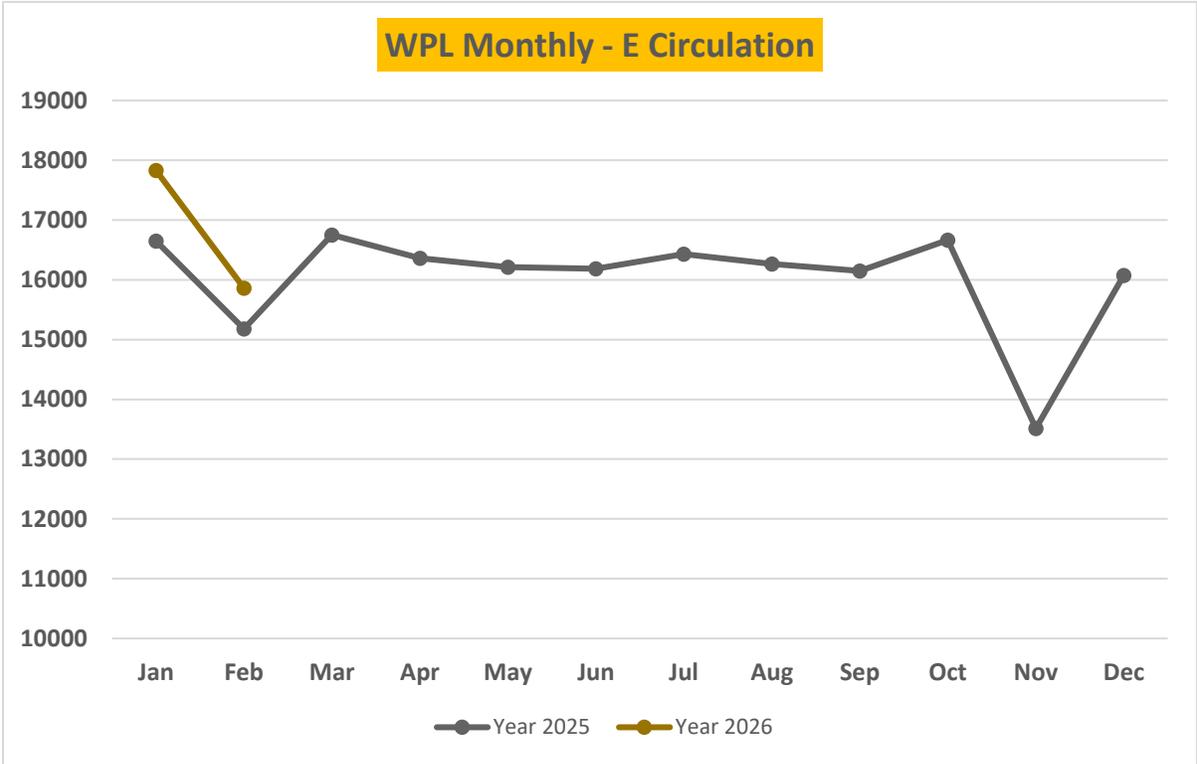
- WTMJ Interview:** On February 20 I was interviewed by WTMJ Radio on-air host Sandi Maxx as part of a series she is doing on libraries in Milwaukee and the Bridges system. She was a real professional and a delight to be interviewed by. The interview is available here: <https://wtmj.com/shows/whats-on-tap/2026/02/27/spotlight-interview-bridges-library-system-celebrating-the-130th-anniversary-of-the-waukesha-public-library/>. A shorter Youtube version is here: https://youtube.com/shorts/4B6eqfgxm_4?si=G-uxilX3xl0jCcE1

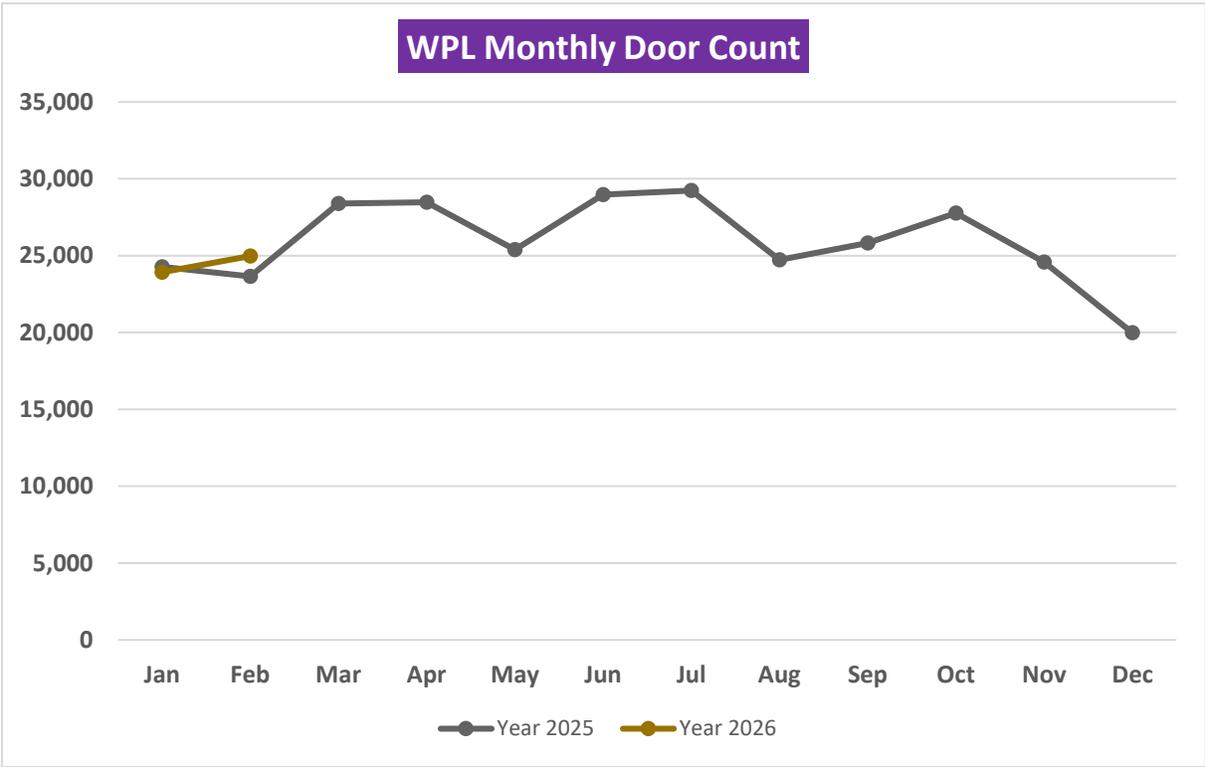
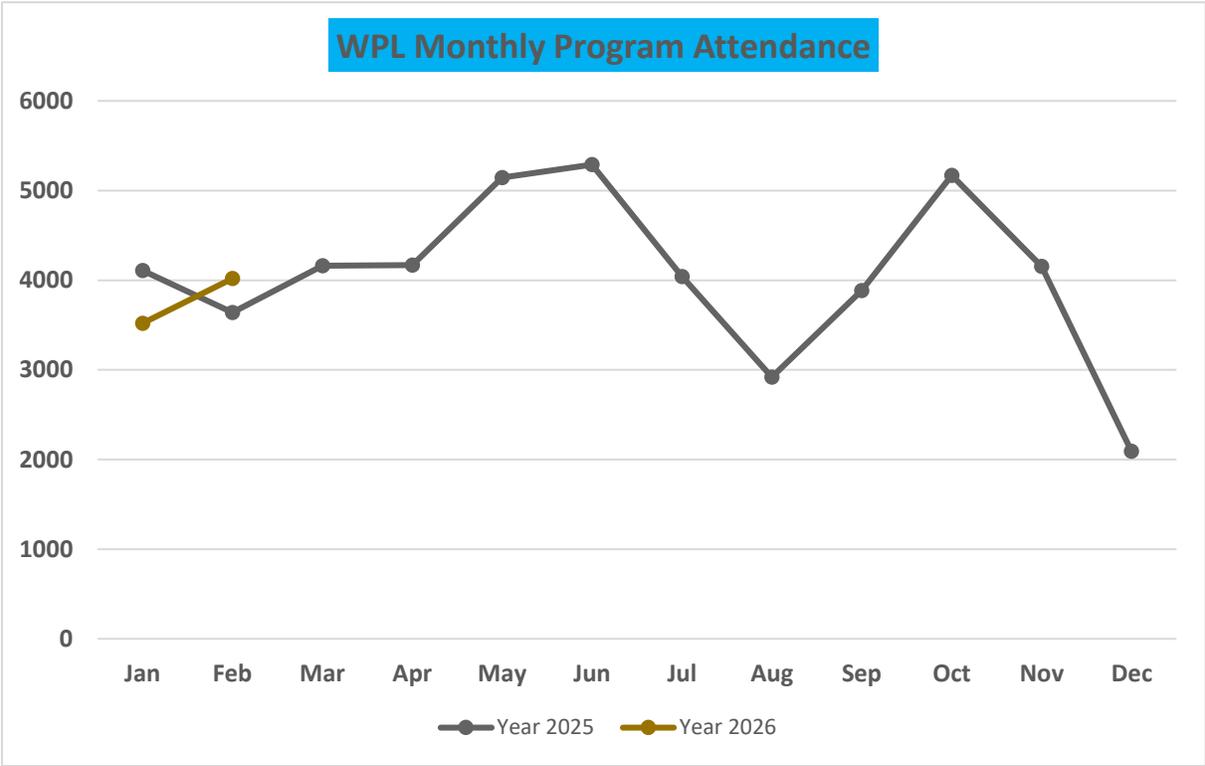
Waukesha Public Library Service Standards	
	WE ARE PEOPLE-CENTERED Purpose over task • Respect for privacy • High regard for all
	WE CELEBRATE OUR SPACE Shared ownership • Proactive helpfulness
	WE ARE CONSISTENT IN OUR SERVICE Unified experience • Timely responses Effective referrals • Fair enforcement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

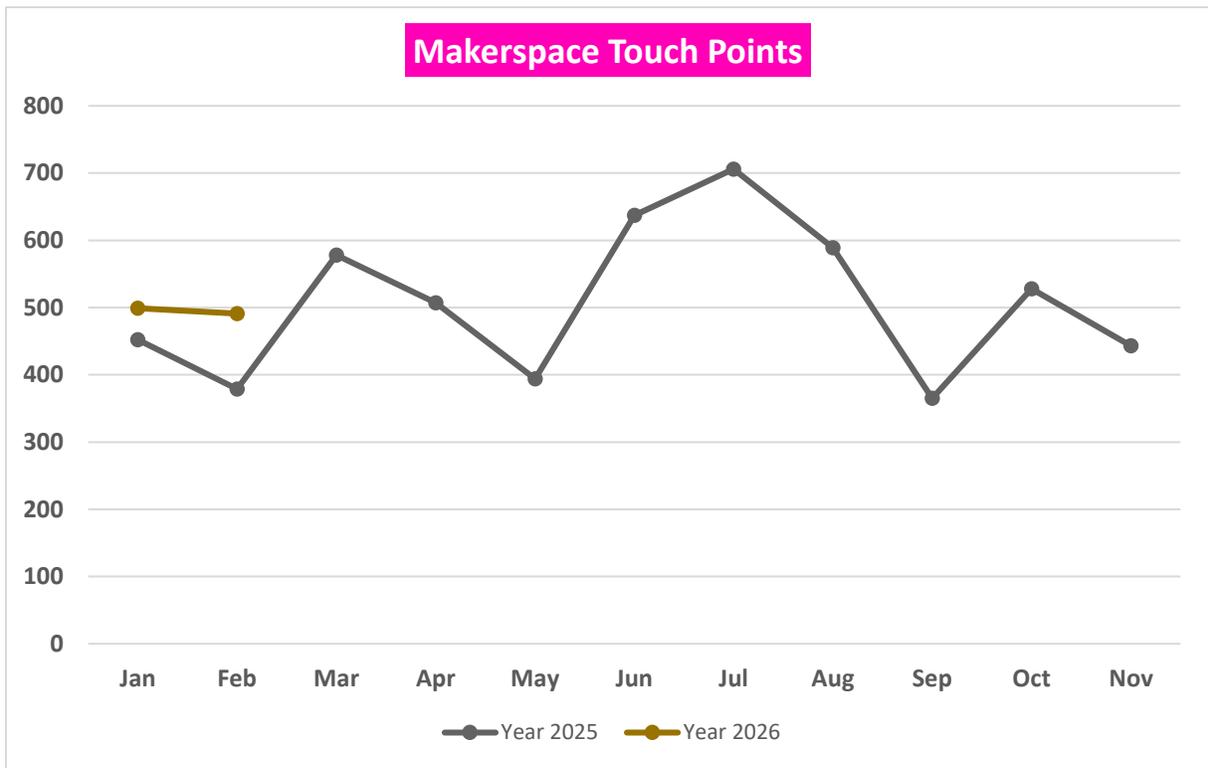
- Wisconsin Association of Public Libraries (WAPL) Conference:** Waukesha staff will present two different programs at the upcoming WAPL Conference, to be held at the end of April in Elkhart Lake. Special Projects Coordinator Kelly Davis and Assistant Director Therese Lyons will be presenting *Moving Beyond the Manual: Keep Staff Engaged During and After Orientation*. This program will show how communication has improved at WPL. Librarians Khorye Huffman and Paula Mason and Community Library Liaison Michele Gagner will present a program titled *What's Cooking? Lessons from a Library Test Kitchen*.

WPL By the Numbers:









ADMINISTRATIVE SERVICES, THERESE LYONS

Human Resources

We extended the posting for the 10- and 20-hour Security Guard positions. The posting date was extended to Friday, February 27. Interviews will take place in early March.

Public Services Library Associate Dana Waltenberry left the library to take a fulltime position with the City of Waukesha Park, Recreation, and Forestry Department. We have posted her position. The posting will close on Friday, March 20.

We’ve started preparing the documents for the Succession Planning project. Contact numbers for key vendors, emergency services, suppliers, and individuals are being updated for an overall continuation of business.

Staff Development and Projects

On February 4, Administrative Services organized an appetizer day for staff. Delicious appetizers were enjoyed by all.

I had the privilege of attending Library Legislative Day and hearing Governor Evers one last time before he retired. The meetings with legislators went well. They are always so happy to meet with us.

This month, we hosted a variety of Staff Development and THAM sessions. THAM topics included: IT Review of Equipment Offered, Memory Care Kits/Library of Things, Library Memory Project, City of Waukesha's Police Department Crisis Response Unit.

I attended webinars on AI, Responding to ICE in the library, What Makes Online Training Work by Niche, and Managing Up Without Melting Down.

Preparations are well under way for our half day of staff training on May 1. We've lined up Trevor Huskey, a therapist who does public speaking on mental health topics. He has done several presentations on dealing with anxiety in the workplace, including a presentation to NAMI called "The Breathtaking World of Anxiety." We are also exploring training on staff preparedness for an accident or injury in the library.

Building

On February 3, ATT&T and CNN cut over the phone number for the panic buttons and the elevator. This eliminates the land line phones left in the building and will save about \$4000 a year. These projects have been a combined effort between IT, City IT, and Maintenance.

Thanks to Matt and Jason for reviewing and revising our Maintenance Request form making it more useful and efficient.

COMMUNITY ENGAGEMENT, ALYSSA PISARSKI

In FEBRUARY the Library hosted 113 programs with 4,019 attendees

- **Children's Programs:** 41 programs, 2,556 attendees
- **Teen Programs:** 21 programs, 400 attendees
- **Adult Programs:** 17 programs, 526 attendees
- **General Interest:** 34 programs, 537 attendees

Program Highlights

- **Little Sweetheart Dance:** We had a wonderful event with 185 attendees! Patrons enjoyed cookies, juice and music in Program Room A/B.
- **Kids in the Kitchen:** 46 Attendees made their own pupusas, an El Salvadorian flatbread made of masa flour and filled with cheese. Pupusas can also be filled with meat, beans, and other vegetables. The kids rolled out their pupusa, filled them with cheese, and baked them for a safer and more efficient alternative to the traditional pan-fried method.
- **Mingle & Bingo:** 46 seniors attended Mingle & Bingo this month. This community get-together has become a highlight for the 55+ community. Adults share snacks, play Bingo, and connect with each other. It's heartening to see the lasting friendships form with those in attendance.
- **Memory Cafe:** It really was a Heavenly Delight at our February 25 Memory Cafe. We had 69 total attendees who all enjoyed the sweet sound of A Little Bit of Heaven band. 19 of the attendees came to our Memory Cafe for the very first time. The band entertained us with cheery polkas, waltzes, and many well-known melodies. Attendees were not afraid to get up and dance-everyone had a great time filled with food, fellowship, and dancing.



Outreach Highlights

Total outreach circulation: 586 items were delivered to and borrowed by Waukesha Outreach Patrons in February. The Outreach Services team had 118 in person interactions with outreach patrons this month, and received 77 phone, text, and email requests.

Library & School Collaboration

- **Kids Choice:** This year's Kids' Choice program was a big hit with Waukesha readers this year. Students in the School District of Waukesha read 2,483 total Kids' Choice books. 463 students voted, just shy of the 468 who participated last year. The schools with the most total votes were Rose Glen with 71, Prairie with 60, and Hawthorne with 52.
- **Lunch Bunch:** Thirty-two students at Butler and Horning Middle Schools attended this month's Lunch Bunch programs. Sixth and seventh graders had fun with STEM challenges, building a device that solved a challenge using a random assortment of materials.
- **School Outreach:** More than 140 children, teens, and adults enjoyed outreach programming at the Library and at school sites in February. Participants from Waukesha South, North and West High Schools, Waukesha Transition Academy, Butler Middle School, Hadfield and Hawthorne Elementary School, and Adult Day Services enjoyed books about friendship and colors and had fun making decoupage valentines and creating with Perler Beads.
- **Summit View Family Art Night:** 235 Summit View students and family members enjoyed a lively Family Art Night at the Library on February 26. The program was coordinated with the school's art display in the children's department and gave students the opportunity to share their art with family members. Families also enjoyed an art project and an art scavenger hunt that took them throughout the building.

Partnerships/Collaborations

Ebenezer Child Care Visit: Ebenezer Child Care Center visited WPL's children's area on February 25. Eleven children and 2 caregivers listened to "I Took My Frog to the Library", learned about book care and took a tour around the children's floor to look for Pete the Cat's missing buttons.

Community Engagement Highlights

- **Volunteer Update:** In February, 20 volunteers worked a total of 62 hours at the Library. Volunteers worked in the Makerspace, Materials Collection, Memory Cafe, and Adult and Children's Programming. We also welcomed three new volunteers this month!
- **Teen Self Directed Activities:** Library Associate Carley Rymkus designs monthly activities in the Teen Zone for teens to enjoy while visiting the library. In February, teens completed the

sentence "I love my library because..." on paper hearts. 44 teens participated. A few heartwarming responses include:

- "The people and the books. I've lived in a lot of towns in my life which means a lot of libraries. This library is my favorite."
 - "I get to sit down and just draw and read, and it always makes me happy on a bad day."
 - "It has a lot of books that you can read and learn new things from the books."
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INFORMATION TECHNOLOGY, JOHN KLIMA

Studio 321

- Studio 321:
 - 491 patron touchpoints
 - 51 makers were trained on makerspace equipment.
 - Website – Finalized survey for Revize and scheduled our kickoff meeting for mid-March.
 - Security Cameras – Baycom installed ten new cameras to our security system in one day. We now have camera coverage of nearly all the Library's public areas.
 - Program Room AV – Forte came in and verified the software builds for our control panels for the AV in the program room. Next they will make adjustments to that code so they are ready for the install of a new hearing assistance system, replacement blu-ray player, and additional microphone in Program Room A. We currently have the Program Rooms blocked off in early May for Forte to do the installation and testing of this new equipment.
 - Bradford Systems Shelving Concepts – A representative from Bradford Systems came to the Library to talk about shelving/storage solutions for Studio 321. He got input from myself, Makerspace Coordinator Amy Welch, Library Associate Sarah Wieneke, and Page/Shelver Mitzi Keadle (who often helps out in Studio 321) on the needs of the space and the pain points for storing material. We will get conceptual drawings from him in March. Once we approve the design, he will write up a quote for the work so we can determine if we should move forward with the work.
 - Bibliotheca Training – I watched a training session from Bibliotheca on their new software release for managing selfchecks. The new software will give us a single point of entry for managing all of the devices at once. Currently, I have to log into each device separately to make updates/changes to settings. I requested that we get this update and we have been put into a queue for later this year.
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MARKETING & COMMUNICATIONS, KORI HALL

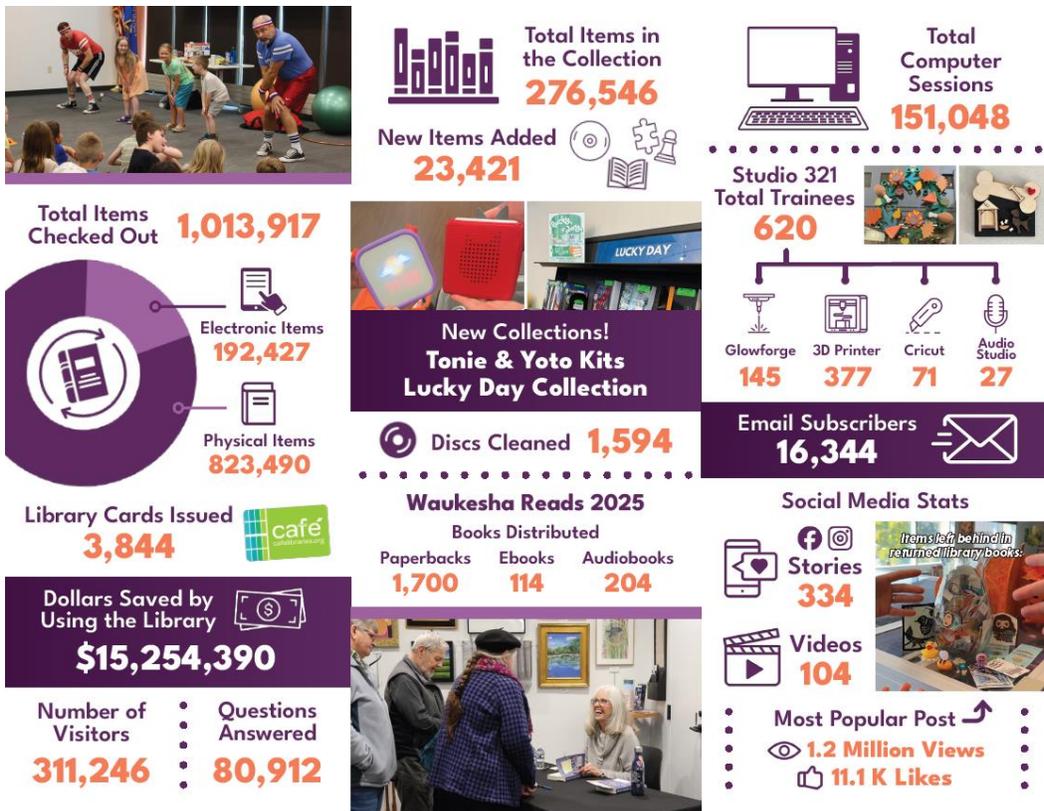
Parks & Recreation Activity Guide

Marketing created the Library's Summer Library Program advertisement for the Waukesha Parks & Recreation Guide. The Library elected to reduce its space in the activity guide to allow additional time to finalize the details for our summer events. The advertisement serves as an early reminder that the Summer Library Program is just around the corner. A handout with a full event list will be available at the Library in May. The Parks & Recreation Guide is scheduled for delivery to Waukesha households in mid-April.



Annual Report

The Marketing Team produced a public-facing annual report for distribution to patrons, dignitaries, and donors. It showcases the Library's most impressive statistics from 2025, including the most checked-out titles. You can view the full report online here: [2025 Annual Report](#)



Rotary Club Pancake Breakfast

Maddy and Shannan represented the Library at the 2026 Rotary Club Pancake Breakfast on February 21. Because the Rotary Club Charitable Fund awarded a grant to Waukesha Reads in 2025, the Library was invited to attend and showcase its services at this annual fundraising event. Maddy and Shannan spent four hours at the breakfast and connected with 34 attendees.

Marketing Meetup

Maddy represented the Library at the Bridges Marketing Meetup on February 16. The meeting focused on the new website accessibility requirements taking effect at the end of April and the steps the Bridges libraries are taking to comply with the updated guidelines. Details from Library Legislative Day and plans for the summer systemwide activity (Plant a Seed, Read) were also discussed.



Waukesha Reads

- The Waukesha Reads Partner Committee met on February 17. The Steering Committee revealed the 2026 title to the partners, and the Library team presented several programming ideas to the group. The title will not be announced to the community until May.
- The Waukesha Reads giveaway books were ordered from Porchlight Books in Milwaukee (1,700 copies). The Library expects delivery around July 1.

Other Marketing Projects:

- The January "Welcome" email was sent to 149 new cardholders on February 9. It was opened by 108 people, and one person unsubscribed.
- February social media statistics:
Adult Facebook and Instagram=23 posts (including 5 reels) and 8 stories
Children's Facebook=23 posts (including 5 reels)
- February newsletter blasts were sent out on the following topics: the Community Resource Fair; Quiet Book Club; and the *One Golden Summer* book discussion.
- Two GIFs were created showcasing the "I love my library" hearts created by teens during the Valentine's Day program.
- A new sign was created for the glasses and hearing aids collection box.
- Reusable signage was created for selling "special items" in the Friends Book Sale.
- A rough script was drafted for Bruce's radio appearance on WTMJ's *What's on Tap* with Sandy Maxx. You can listen to his appearance [here](#).

- Youth Art Month flyers were created in English and in Spanish.
- Inserts were made to brand the library napkin holders in our program rooms.
- The first draft of the new outreach brochure was created and routed to CE for feedback.
- Decorations were created for the “Heavenly Delight” Memory Café.
- Ten book display signs were created for the month of March.
- March event information was submitted to the City of Waukesha calendar, the Downtown Waukesha calendar, and the Eras event calendar.
- March event information was submitted to Peachjar.



MATERIALS COLLECTION, CAROLYN PEIL

Meetings

Librarian Emily Janssen attended a Bridges Adult Services Meet-up via zoom on February 18th.

Cross Training

MC librarians, including myself, started phase 2 of the WPL cross-training initiative in February. We had our initial meeting with Public Services staff to go over what happens at the circ desk.

THAM Presentation

On February 5th, I presented a brief overview of new items coming to the Library of Things collection this year, including Memory Care kits, a telescope, portable DVD and CD players, and a karaoke machine.

Seed Library

Work started in earnest on the Seed Library this month. Many labels for flowers, herbs, and vegetables have been printed, cut and attached to envelopes. We’ve been fortunate to have several volunteers help us – Annika G., Pat & Jerry K., Kelly D. and her mom, Kathy R.

Magazine Weed

LA Cindy Detro finished the annual magazine weed this month. A total of 2192 magazines were weeded from our collection during January & February. Many of the weeded magazines are offered for sale on the Friends of the Library book sale shelves.

**255 Audiovisual
Materials Were Added
to Our Collection This
Month**



PUBLIC SERVICES, JUSTIN STEVENSON

Activities

- Public Services Manager Justin Stevenson, Marketing & Communications Manager Kori Hall, Community Engagement Manager Alyssa Pisarski, and Library Director Bruce Gay met with Ethan Boehm, co-owner of North Pillar Brewing in Waukesha. WPL will be collaborating with North Pillar on the creation of a beer as well as programming both at the brewery and at the library. More information to follow as plans become more concrete.
- The second phase of cross-training began in early February. In this new phase, reference and children's desk staff are being trained on the circ desk, and circ desk staff are being trained at the children's desk. The reception to cross-training has been excellent so far, with staff learning more about their coworkers in other departments and feeling more comfortable helping patrons at the desk. It has also provided more flexibility to schedulers and made our desk team more adaptable.
- On February 4, several Public Services staff met with the Materials Collection team to discuss our expanding Library of Things collection and how these items might be safely stored behind the desk while still being browsable by patrons. Public Services then created space in the Circ Workroom for Library of Things storage and brainstormed ideas about a display board for patrons to explore. Library Associate Stacy Hillmer researched and drafted an agreement/waiver for patrons to sign when checking out Library of Things items and Explore Passes.
- Library Legislative Day took place on February 10. This is an annual event organized and hosted by the Wisconsin Library Association. Library staff and library trustees from around the state gather in Madison at the Capitol to meet with legislators, convey our appreciation for their support, and share stories about the impact we have in our communities. This year, WPL was represented by Bruce, Therese, Caitlin, Justin, board members Alicia Halvensleben and Erik Helgestad, as well as Barbara Gauch of the Friends of the Library. We had great conversations with our legislators from a variety of Assembly and Senate Districts and were encouraged by their support and love of public libraries.

