

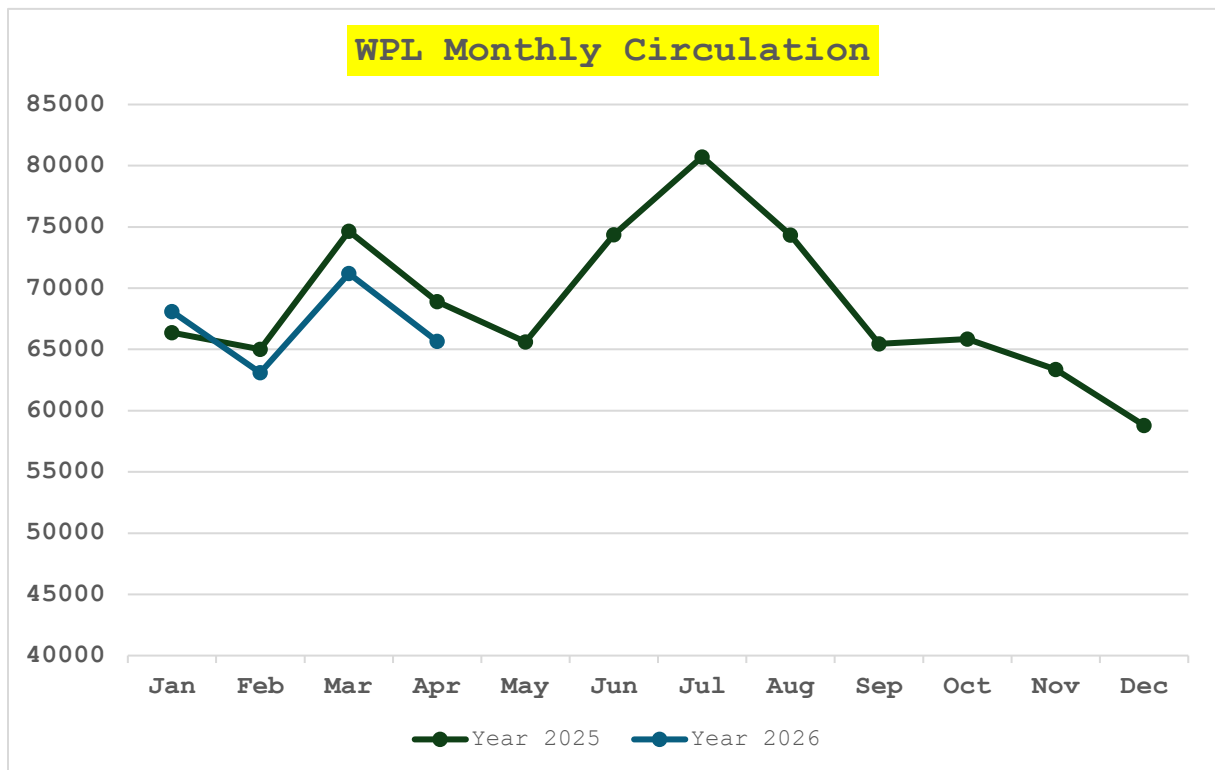
## Administrative and Staff Reports for May 14, 2026 Board Meeting

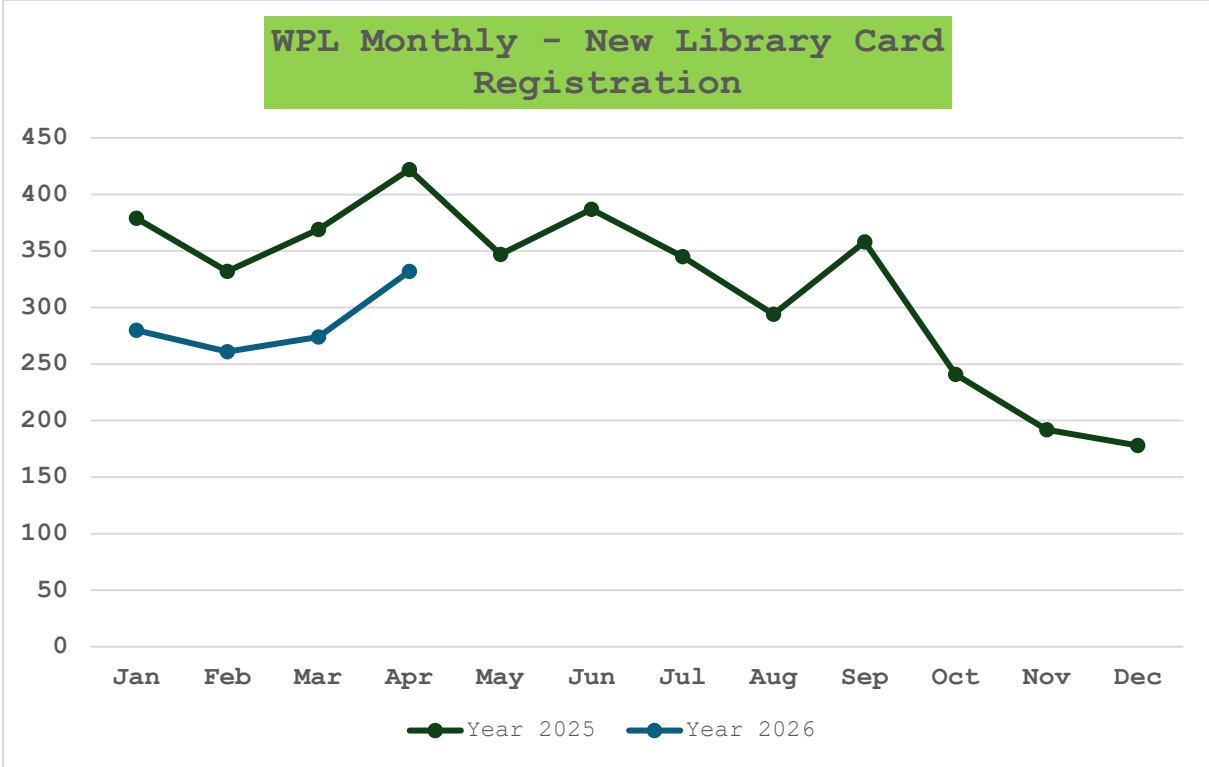
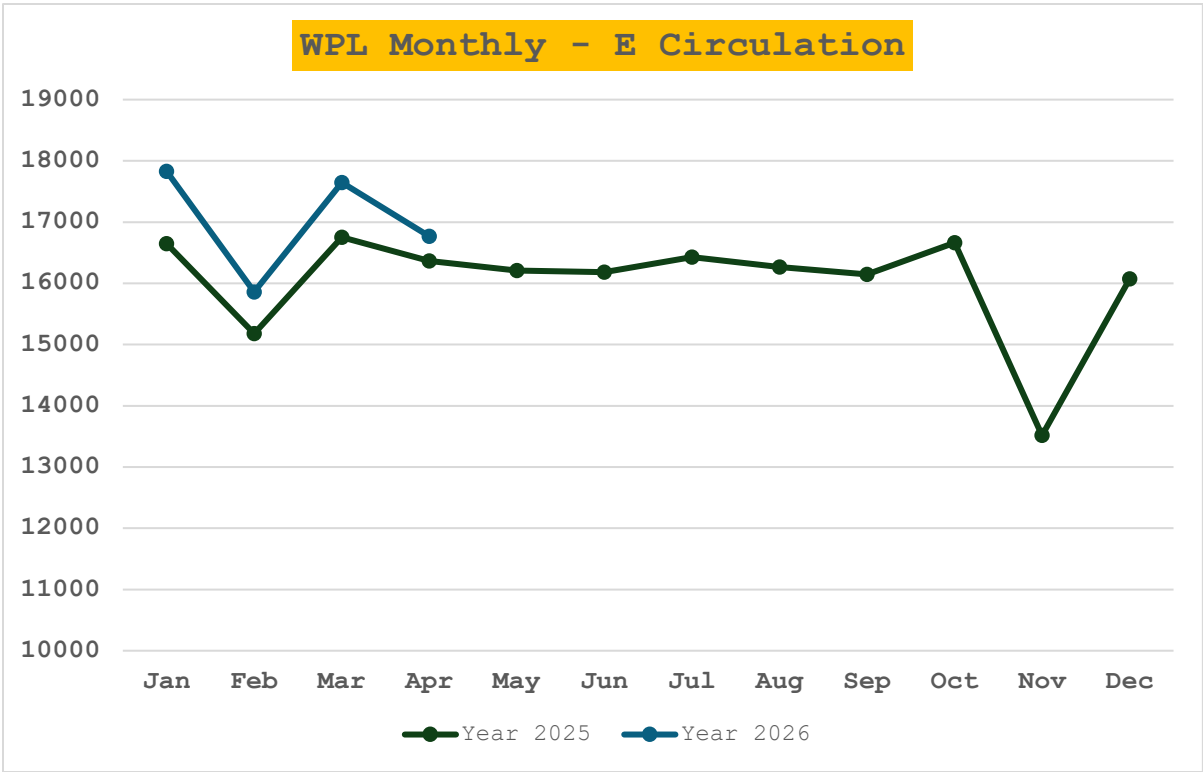
LIBRARY DIRECTOR, BRUCE GAY

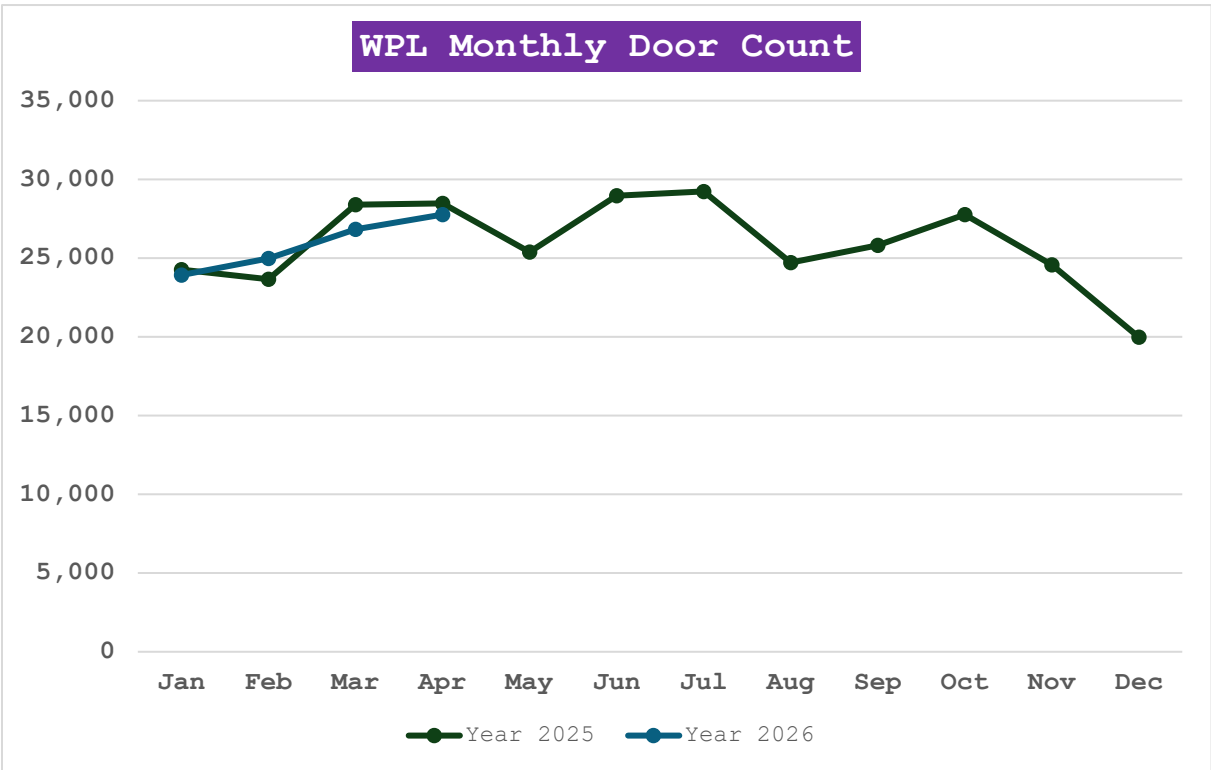
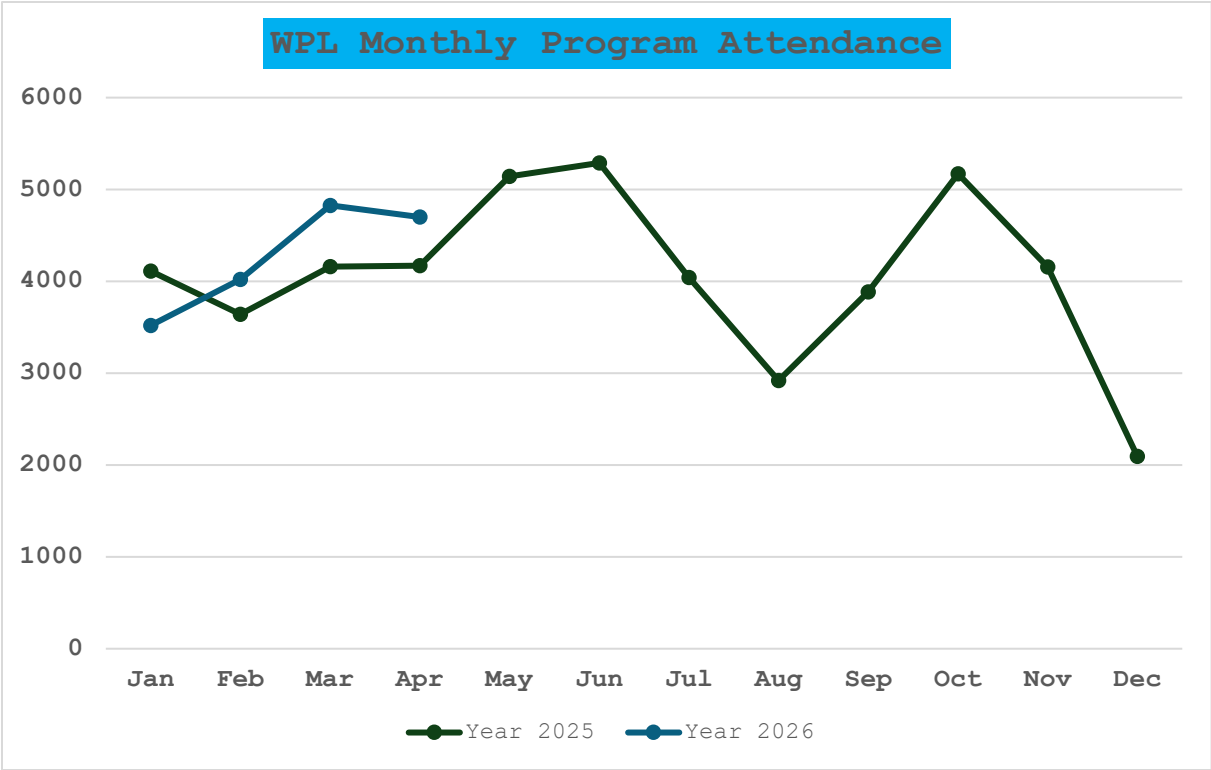
- **City Department Director planning meetings:** City department directors met again on April 7 to continue discussions on the city’s operating budget and the employee pay system.
- **Waukesha County Library Plan:** The “Act 150’ committee met on April 6 for a public hearing on the revised plan. Enough libraries passed the revised minimums to exempt for the plan to move forward. At this point the County Commissioners and Executive will review and approve the plan, which will be in effect from 2027 through 2031.
- **Bridges App RFP:** I have been serving on the Bridges technology committee which has met several times throughout April to evaluate proposals from App makers for a new library App. The process is led by Waukesha County. The current App has run out of contract extensions necessitating the request for proposal process. Ideally the winning vendor will be selected in May with implementation by the end of 2026.

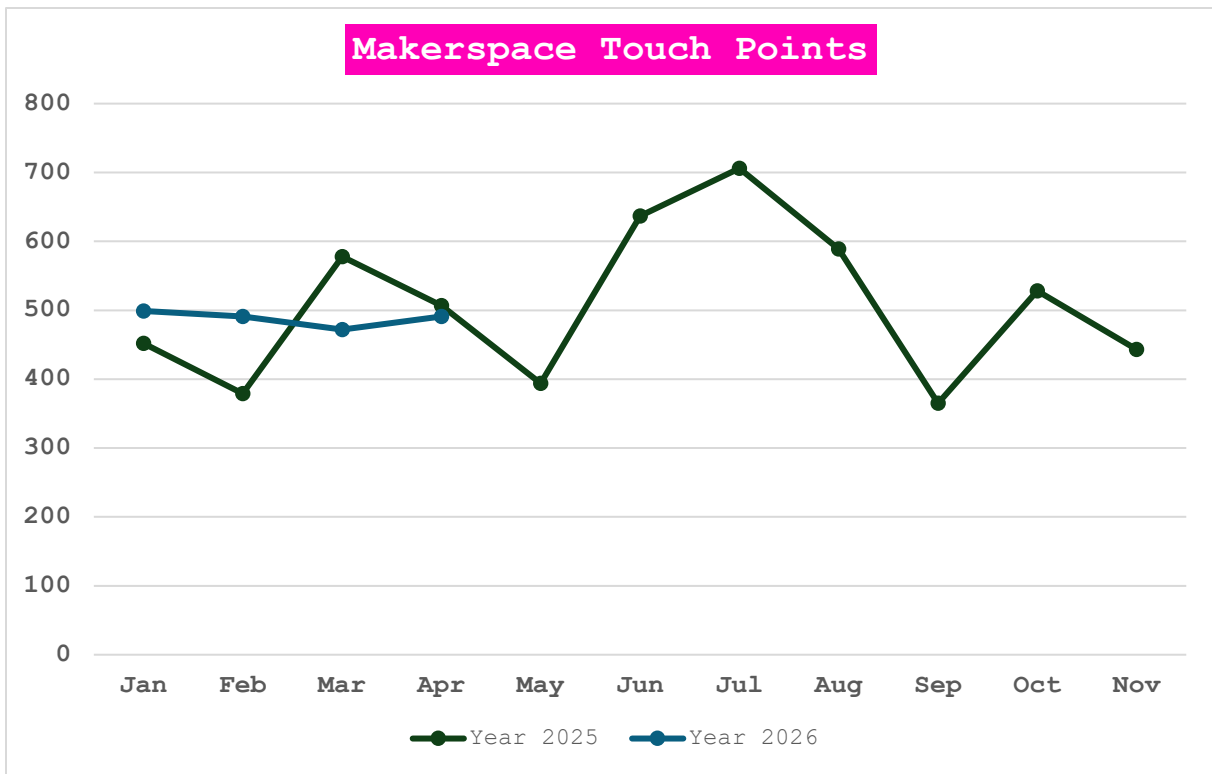
Waukesha Public Library Service Standards	
	<b>WE ARE PEOPLE-CENTERED</b> Purpose over task • Respect for privacy • High regard for all
	<b>WE CELEBRATE OUR SPACE</b> Shared ownership • Proactive helpfulness
	<b>WE ARE CONSISTENT IN OUR SERVICE</b> Unified experience • Timely responses Effective referrals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

### WPL By the Numbers:









## ADMINISTRATIVE SERVICES, THERESE LYONS

### Human Resources

- On April 14, the new 20-hour Library Associate, Lauren Dahl, started in the Public Services department. Lauren shared a little about herself with staff and said:

“I’m a voracious reader, frequent video gamer, and lover of all things pink. I graduated from Lawrence University last spring, where I majored in English: Creative Writing and minored in Russian. I’m also a poet with two published works in the Appleton arts journal *fsm*. Reading-wise, my favorite genres include fantasy, horror, and literary fiction...”

Lauren also works at the Hartland Public Library, so she comes to us with experience.

- We’ve posted the Public Services Library Associate Intern position. It closes on May 15. We also reposted the 10-hour Security Guard position (internally called the Patron Relations Assistant position). This position also closes on May 15.

### Staff Development and Projects

Staff celebrated National Library Week by receiving notes of gratitude from the Board President, Friends Board President, individual Friends Board members, and the Chair of the Public Art Committee. The Friends displayed a sign with balloons by the Information desk. Staff enjoyed goody bags, a pizza lunch, treats from managers each day and raffles. Thanks to Friends for their financial support of National Library Week!

A big thank you to Cindy and Kelly for arranging a fun-filled week very appreciated by staff!

Mayor Alicia Halvensleben attended our April 23 THAM and spoke about the importance of the Library. She presented staff with a National Library Week proclamation and posed for a picture.



### **WAPL**

Kelly and I presented at the Wisconsin Association of Public Libraries annual conference on Tuesday, April 28, held at the Osthoff Hotel in Elkhart Lake. The presentation was called "Moving Beyond the Manual: Keep Staff Engaged During and After Orientation." The presentation included information our enhanced Orientation process, THAMs, Happs, and Monday Morning Meetings. The presentation was well received with several attendees asking questions during and after the presentation.

Kelly attended the three keynotes and breakout sessions: Organize and Prioritize, How do you know what the future holds for your library? Plan!!, At the Movies with Librarians: One Adaptation After Another, Fun(d)raising for Libraries: From Carnegie to Barbie, Don't Praise the Machine: Prompts and Queries for Effective GenAI answers and outputs, and The Psychology of Change Management.

I attended other sessions including: Teaching Information Literacy in the Age of GenAI; Librarians at the Tipping Point; Responding to ICE at the Library-Real World Approaches; Prioritizing Culture for a Healthier team; Classics Everlasting; and What's Cooking?: Lessons of a Library Test Kitchen.

This month's THAMs included presentation on Federal Law Enforcement coming to the Library, the Holds Shelf, Library Visit Share Out, Books about Books in celebration of National Library week and Story Time and Early Literacy. We also hosted two City IT trainings on Artificial Intelligence.

### **Cross Training Success!**

As of this writing, all but one staff member has completed the second round of cross training. Everyone who works at a public service desk now has additional experience on all three public service desks. To celebrate Bruce sent personal letters to staff members as they completed their cross training.

### **Community Engagement**

- The Beacon Lights Club held their annual meeting at the Library on Monday, April 13. Kelly spoke at this meeting to give a short update on the Library and thanked the Beacon Lights for a generous donation.

### **Building**

- On April 14, the tornado warning sirens sounded during the evening hours, and staff and patrons sheltered in place in our basement tornado shelter. A big thank you to Matt and the Maintenance team for keeping the basement clean and well stocked with supplies for times when we need to shelter in place.

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## COMMUNITY ENGAGEMENT, ALYSSA PISARSKI

### In APRIL the Library hosted 119 programs with 4,701 attendees

- Children's Programs: 42 programs, 2,945 attendees
- Teen Programs: 19 programs, 338 attendees
- Adult Programs: 15 programs, 422 attendees
- General Interest: 43 programs, 996 attendees

### Program Highlights

- **Family Book Club:** WPL hosted our first Family Book Club during the week of Spring Break on April 2. Families found comfy areas in the Children's area to read *The Hope Jar* by Deborah Marcero and then came back to the program room to create Hope Jars filled with their dreams to take home. Each family received a copy of our book club book to take home, courtesy of the Friends of the Waukesha Public Library. 42 patrons, big and small participated.
- **Creative Sparks:** 25 patrons participated in our school-age art program this month. The children used various materials to sculpt 3D Spring Gardens. Families expressed gratitude for the program's creative focus.
- **Common Scams and How to Avoid Them:** On April 20, Ben Merens from the Wisconsin Bureau of Consumer Protection visited the library and spoke to 69 attendees about spotting and avoiding scams. He discussed common scams, taught how to spot the warning signs, and shared tips for staying safe.
- **Edible Books:** On Saturday, April 11, the Waukesha community celebrated books, art, food, and culture by creating edible masterpieces inspired by favorite books! A total of 216 people attended. 163 community members voted for the winners in 5 different categories. Pictured is the *The Rainbow Fish* who received Best in Show. Runner-up for Best in Show was Library Associate Laura Sumpter's *The Art of Pasta*. We had a total of 32 entries with lots of amazing creativity!



## Outreach Highlights

Total outreach circulation: 776 items were delivered to and borrowed by Waukesha Outreach Patrons in March. The Outreach Services team had 128 in person interactions with outreach patrons this month, and received 82 phone, text, and email requests.

## Library & School Collaboration

- **School Outreach:** After enjoying spring break week, 133 students from Waukesha West, North and South High Schools, Waukesha Transition Academy, Butler Middle School, Adult Day Services, and Hadfield and Hawthorne afterschool programs had fun with read-alouds and activities at the Library and their school sites.
- **Hadfield Field Trip:** More than 400 students and teachers from Hadfield Elementary School visited the Library with their classes on April 29. Michele, Gloria, Charlie, and Rachel guided classes through three rotations: a Library tour, checkout, and a read-aloud and Q&A about the Library.
- **4K Family Night at Hillcrest Elementary:** Students entering 4K and their families attended the Spring into Summer event at Hillcrest Elementary. 32 attendees received information about the summer reading and programming at WPL. Kids spun the wheel of prizes and made scratch art bookmarks.

## Partnerships/Collaborations

- **Dia De Los Ninos:** On Saturday, April 25, we welcomed 185 attendees to our annual bilingual, family-friendly event celebrating reading and honoring cultural heritage. Families had the opportunity to meet with various non-profit organizations, make musical instrument crafts, and enjoy and dance along to Hawthorne Elementary's talented music and dance performers.
- **United Way Techquity Event:** Waukesha Public Library teamed up with United Way's Techquity division to share laptops at no cost with people in the community. From this partnership, 70 people visited the library and received a free laptop with information on set up, how to attain affordable wifi, and a number to call for tech support.



## Community Engagement Highlights

- **Public Library Association Conference:** Alyssa, Caitlin, and Michele were grateful to have the opportunity to attend the PLA conference in Minneapolis in early April. Along with 6,000 other library employees, they attended sessions ranging from early literacy initiatives to leadership development to establishing boundaries with patrons, and event how to start a cat-adoption program at your public library. Alyssa, Caitlin, and Michele will be sharing what they learned at a THAM in early summer!
- **Wisconsin Association of Public Libraries Conference:** Librarians Khorye, Michele, and Paula applied and were accepted to present at the WAPL conference in April 2026. 12



attendees from various libraries throughout Wisconsin listened and learned about the hard work that goes into creating and facilitating kitchen programming at the library.

- **Pantheon Career Panel at Waukesha South Highschool:** Michele was invited to attend a career panel sponsored by Pantheon Industries. The event, held at Waukesha East, was attended by Waukesha Transition Academy and Elmbrook transition students, and featured an opportunity for students to learn about working at the Library and practice their interview skills

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## INFORMATION TECHNOLOGY, JOHN KLIMA

### Studio 321

- 491 patron touchpoints
- 93 makers were trained on makerspace equipment.
- Fun this month: One of our makers had been donating his time to fix our tall Glowforge chair's folding mechanism, but it broke further before he could add his adjustments. Another maker decided to donate a chair to us instead of Goodwill! So, two makers made our month by attempting to fix and finally replacing our tall chair.

### Activities:

- Website – Marketing and Communication Manager Kori Hall, Graphic Designer Maddy Buchta, Library Associates Shannan Murray and Sarah Wieneke, and I met with Revize to kick off the redesign of our website. The first half of the meeting was going over a requirements document for what we wanted in the new site, and the second half went into detail on the timeline of the project. It will take six to eight months to complete the entire project. Initially, there was a Federal deadline to meet WCAG ADA guidelines by the end of April 2026, but that has been extended until April 2027. The next step after this meeting is to get a design concept of the look of the new website in May.
- CoPilot – The City of Waukesha and Heartland Business Systems hosted two training systems on using CoPilot within our Office 365 accounts. Because the City is an enterprise client, CoPilot works with data in a closed environment as opposed to sending the data outside our network. This makes CoPilot safe for use with documents and information within the organization. After spending time in the training, I was able to come up with a few use cases to test it out. The first one was having CoPilot analyze our help tickets from MK Sorting Solutions to create a timeline of the problems we've had. I could have done this manually, but CoPilot was able to do it in a fraction of the time.
- Book Sorter – WPL was supposed to have a sorter refresh project completed by MK Sorting Solutions in 2025. In the meantime, MK sold their North American maintenance contracts to Lyngsoe systems. The project has not even been scheduled. I've reached out to the president of the company with a timeline of expectations for next steps on the project. I was able to use evidence from the CoPilot analysis to support my request from them. MK has until the end of June to schedule and start the sorter refresh project.

- QR Codes on Receipts – Special Projects Coordinator Kelly Davis and I tested putting a QR code on the receipt that our selfchecks generate for patrons. The QR code was coded with a link to our Books & Reading page for adults on the library website. WPL Staff has put a lot of time and effort into creating resources for readers on the website and we'd like more people to find them. This is an easy way to create some interest in that page. We can put different QR codes on each selfcheck, so the four selfchecks on the first floor will have a code to the adult Books & Reading page and the two selfchecks on the second floor will have a code to a similar page for children.
- File Storage/SharePoint – Public Services Manager Justin Stevenson, Kelly Davis, and I brought an informational page we created defining the difference between network drives (files we don't need ready access to), OneDrive (files you are working on alone; i.e., drafts and confidential information), and SharePoint (files you work on collaboratively with others) as options for storing files/documents to a department head meeting. After some discussion, Kelly said she would create a survey to go out to staff to learn more about how they are using SharePoint. Once we have that information we will go back to the informational document and make some decisions on best practices for the Library.
- Generic Email Address – City IT wants to convert generic email accounts from full Office 365 licenses to shared mailboxes. This frees up licenses, saves money, and creates some added security for access to the City network and files. In most cases, this change will be essentially invisible to end users. In other cases, most notably our Reference emails for adults and children, we will need to make some procedural changes on how people access and respond to mail with these accounts.




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## MARKETING & COMMUNICATIONS, KORI HALL

### Summer Library Program Merchandise

Summer Library Program t-shirts and sweatshirts are now available for purchase through the Library's [Bonfire](#) store. Designed by Maddy Buchta, WPL's Graphic Designer, the items are available in a variety of colors and styles. Because the program's official theme, *Unearth a Story*, is trademarked, the wording was adjusted slightly to avoid potential trademark infringement issues for items sold to the public. These shirts will be available for a limited time, so get yours today!



## A Spicy Romance Display

Thanks to BookTok, the romance genre is having a sizzling moment right now. Marketing jumped at the chance to create some special pieces for the May *We Like Them Spicy* book display. In addition to the display sign itself, Marketing created a bookmark to place inside each book, letting readers know just how hot the content would be. The back of the bookmark features a salsa recipe and a spice rating that matches the book's level of heat. Librarian Sara Byrnes is the mastermind behind this display and used the website

[romance.io](https://romance.io) to determine the spice definitions and book ratings, and Library staff contributed the salsa recipes. Marketing will be embracing this theme for the month of May, creating special booklists, memes, and social media posts to celebrate this popular genre.

Met Gala Meme (for social media)

## Waukesha Reads

The We Energies Foundation grant application was submitted on April 17. The grants are awarded near the end of May.

## Other Marketing Projects:

- The March "Welcome" email was sent to 109 new cardholders on April 7. It was opened by 64 people, and one person unsubscribed.
- April social media statistics:
  - Adult Facebook and Instagram=28 posts (including 10 reels) and 7 stories
  - Children's Facebook=36 posts (including 10 reels)
- April newsletter blasts were sent out for the following events: From Shelf to Spoon: Celebrating Edible Books; the Edible Book Contest; Common Scams and How to Avoid Them; and the Libby and the Café Libraries App workshop. Blasts were also sent out for the Easter closing and the May 1 late open.
- The Adult Summer Event Brochure was completed this month. Pick up a paper copy at the Public Services Desk or view a [digital copy](#) on the Library's website. We'll be "unearthing" a lot of fun this summer!
- The Marketing Department met with Deb Wolniak, the new SPARS Coordinator at Waukesha's Parks and Recreation Department, to discuss her social media strategy and tell her about ours.
- The 2026 Library Improvement and Innovation Grant Application was written and submitted to Bridges.
- The "Need Help?" sign was redesigned for temporary closures at the Children's Desk.
- A letter was edited and sent to *The Waukesha Freeman* for National Library Week.



Display Sign



Bookmark (front and back)



- The artwork for the Summer Library Program wall in the Children’s Department was created and printed.
- A sign was created for the cancellation of Teen After-School Activities.
- Promotional materials were created for the May 1 late open.
- A [Love Your Library](#) reading list was created for the website to celebrate National Library Week. It features fiction about libraries and librarians.
- Decorative signs were created for the April Memory Café on butterflies.
- Ten book display signs were created for the month of May.
- May event information was submitted to the City of Waukesha calendar, the Downtown Waukesha calendar, and the Eras event calendar.
- May event information was submitted to Peachjar.

## MATERIALS COLLECTION, CAROLYN PEIL

### Meetings

- Librarian Emily J. attended a Teen Think Tank meeting at the Dwight Foster Public Library (Fort Atkinson) on April 15<sup>th</sup>.
- Librarian Erin K. toured the Huelsman Research Center and Archives at the Waukesha County Historical Society & Museum on April 24<sup>th</sup>. She now has a better understanding of what materials the Center holds and what help they might provide our patrons.

### Wisconsin Maritime Museum

We added a pass to the Wisconsin Maritime Museum in Manitowoc this month. The pass admits up to 2 adults and 2 children to the museum and USS Cobia (a submarine!)



## PUBLIC SERVICES, JUSTIN STEVENSON

### Highlights and Happenings:

- Work on the reference request policy continues. This project aims to create rules around obituary requests and other reference requests. The project has expanded in scope as the group is now seeking an appropriate e-commerce platform to handle payments from patrons. Public Services Manager Justin Stevenson has met with City IT to discuss platform options. City Finance and City IT both support the adoption of Square, so the reference request group will investigate that option.
- Marketing & Communications Manager Kori Hall and Justin Stevenson continue work on the mass mailing project. Kori and Justin met with Patty Stanley at the Waukesha post office early in April to discuss mass mailing options. The system is very complex and requires a lot of backend work to get set up. Kori received quotes from a printer and submitted a Bridges Innovation Grant, which has been accepted, to offset costs. The next step is Justin working with GIS to drill down into our patron map to see where our non-users are so we can target mailings more efficiently. Work from GIS is currently in progress.

- Librarians Michele Gagner and Caitlin Schaffer have begun revamping the form through which preschool instructors, homeschool parents, and others can request bundles of books centered around a certain topic and for a specific age group. This will streamline the overall workflow, simplify the process for patrons, and set up appropriate expectations for response time and the scope of work.
- Charlie graduated from the most recent Leading Waukesha leadership class. Here he is with his fellow graduates and City Administrator Tony Brown. Charlie says the best part of his time in the program was networking with people across departments throughout the City!
- Desk staff conducted the year's first reference count, where they tally all reference questions during the week. The count took place from April 6 through April 11. In that time, desk staff answered **1,860** reference questions. This is the most answered in a week since April 2024.
- The library saw an astounding **2,654** people come through the doors on Election Day. Staff signed up 30 new cardholders that day and helped many people renew their cards and check out items after they voted.
- Patron Relations Assistant Corrine Klister attended a two-day CIP training on April 29 and 30. This training was presented by NAMI Southeast Wisconsin. Patron Relations Specialist Charlie Careros and Justin Stevenson attended this training in 2024. Going forward, it will be required for all Safety Team members. Topics included mental health, suicide prevention, deescalation techniques, and an auditory hallucination simulation.
- A new improvement for the Safety Team is coordinated polos, sweaters, and badges for the Patron Relations Specialist and Assistants. This change visually sets Safety Team staff apart from other staff so they can be quickly and easily identified by staff and patrons. The badges were made by Makerspace staff.

