

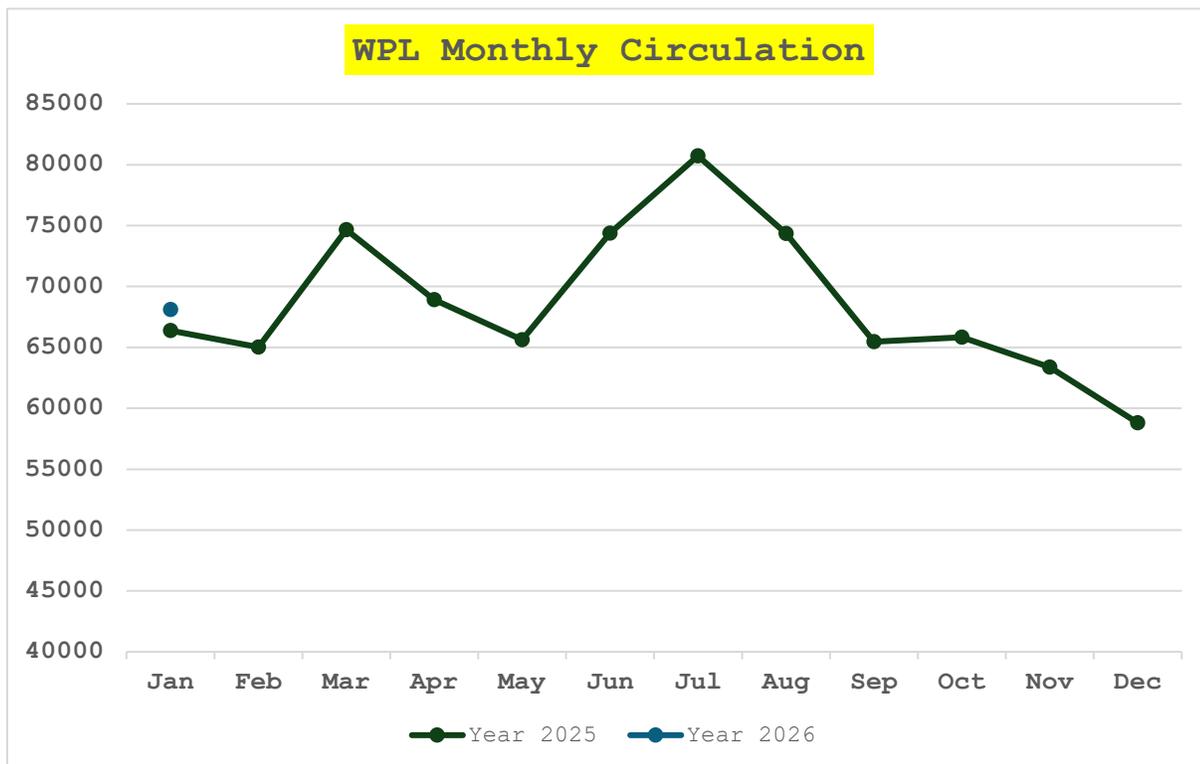
Administrative and Staff Reports for February 12, 2026 Board Meeting

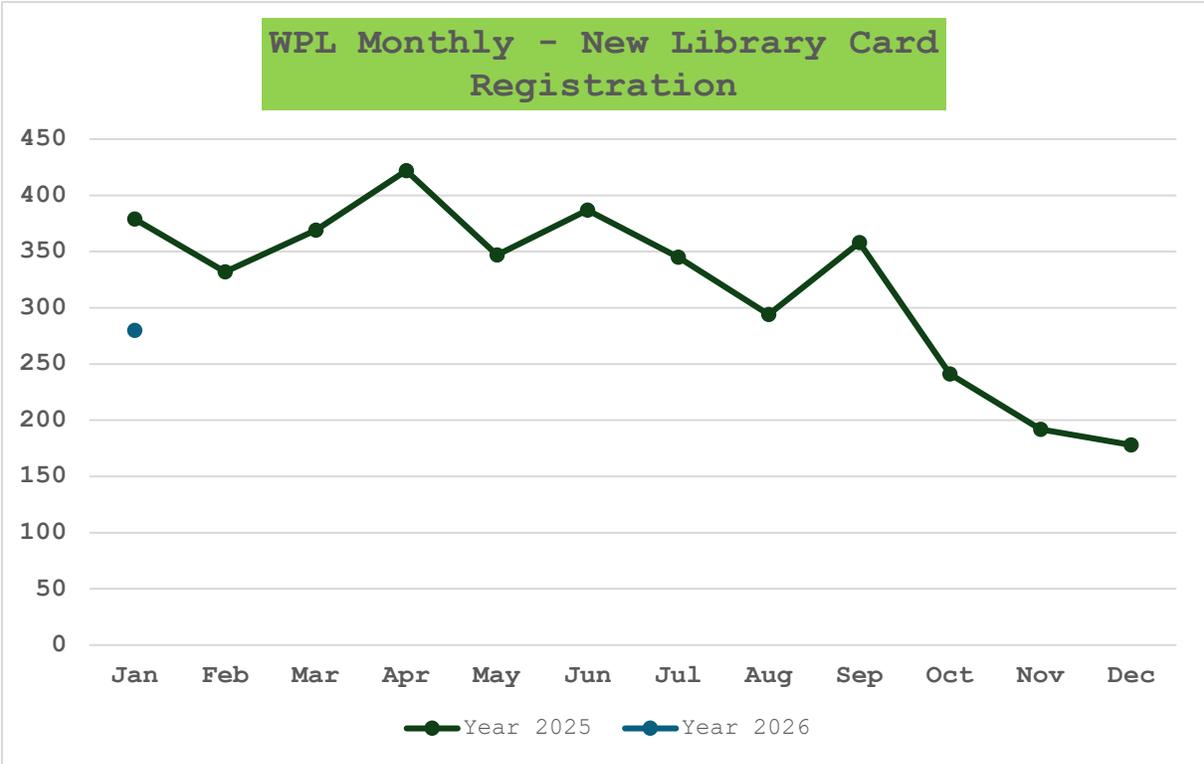
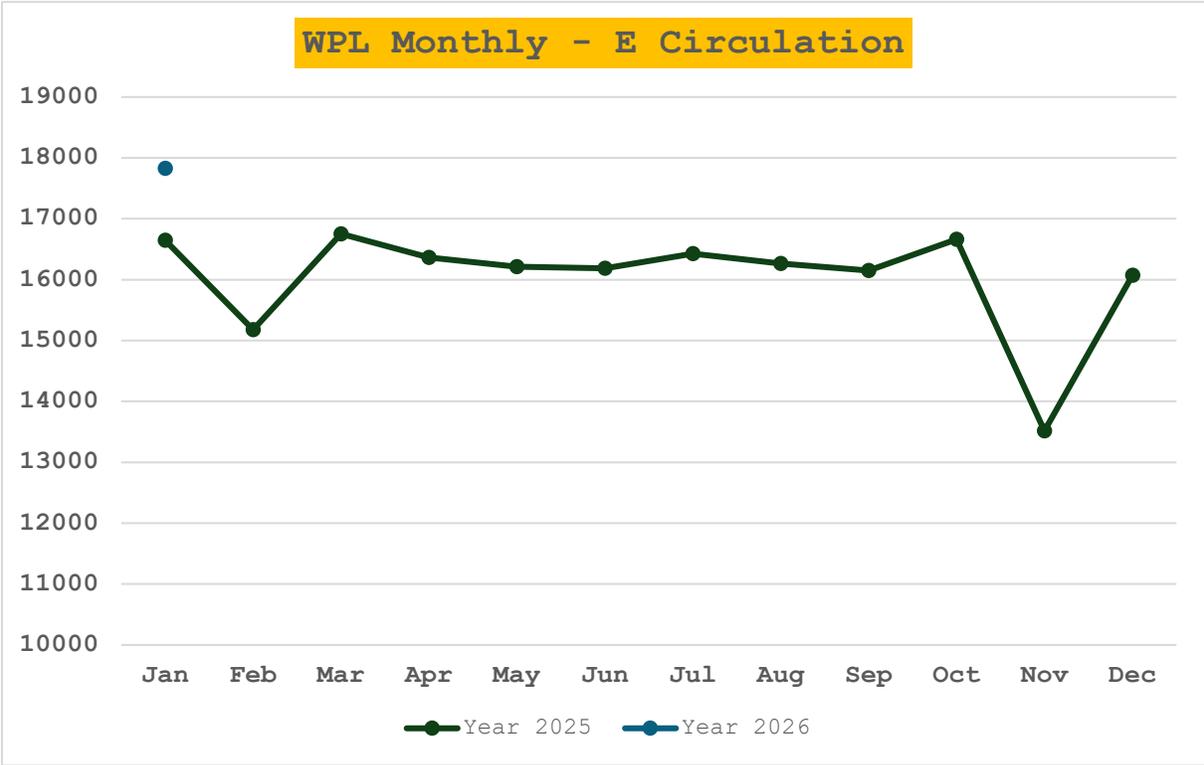
LIBRARY DIRECTOR, BRUCE GAY

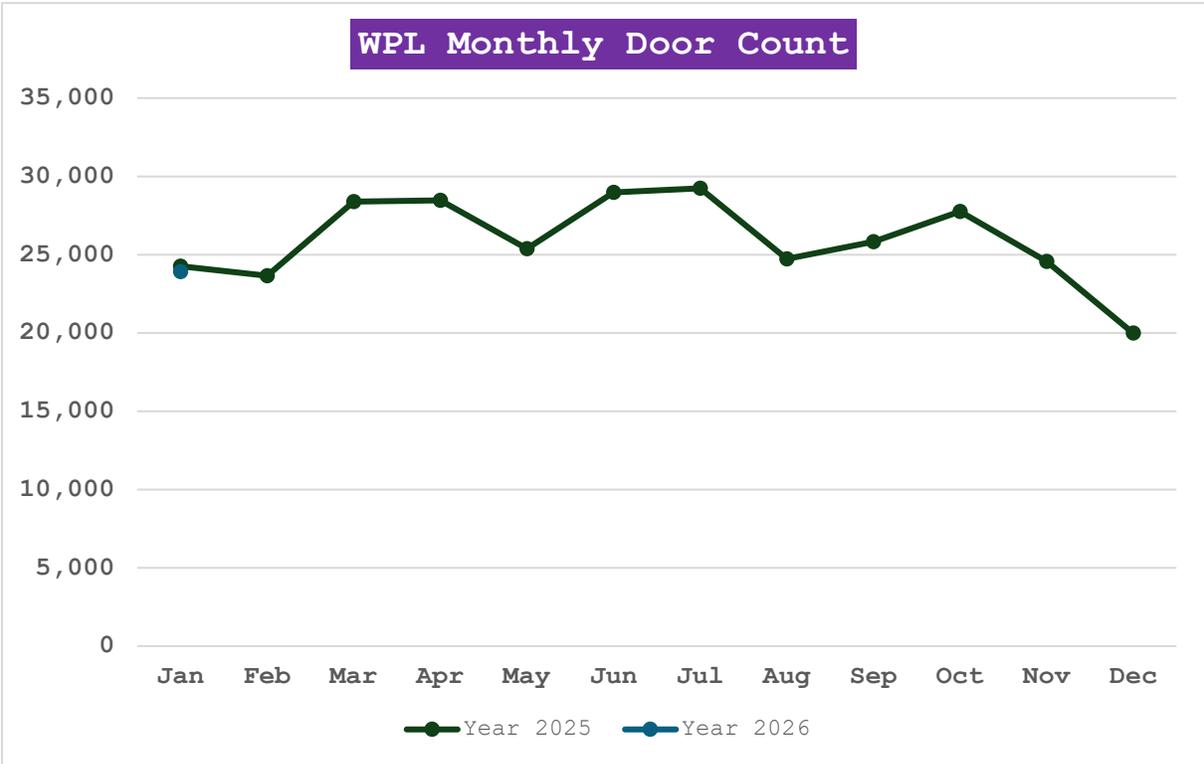
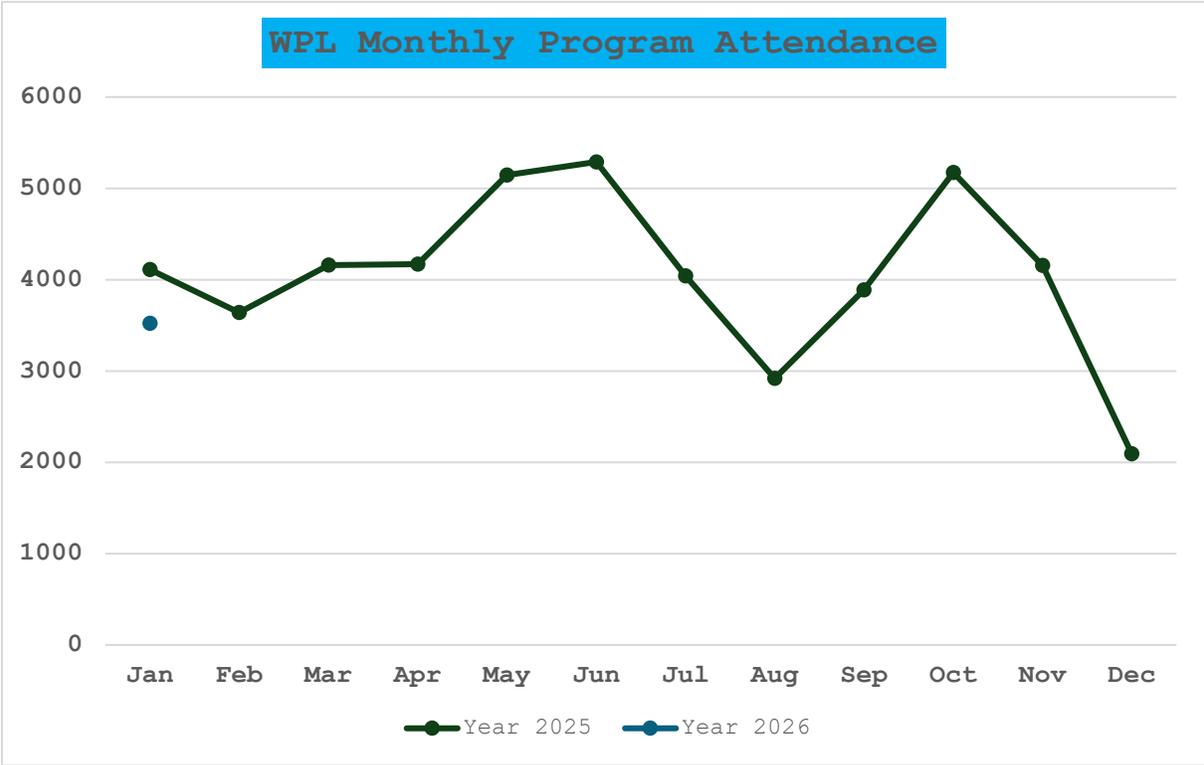
- **Manager Interviews:** I have been holding “career interviews” with the managers late in January. These interviews are meant to provide both information for succession planning and to address a concern raised by the employee engagement survey, where respondents felt career advancement opportunities were missing. After I finish with the managers interested staff can interview.
- **Library Legislative Day, 2026:** I met several times with the planning committee for Legislative Day, About 225 people registered for the event, which will be held February 10.
- **Act 150 Committee:** The Waukesha County Library Services planning committee (Act 150) met on January 13. Discussion revolved around the minimums to exempt for full time employees per capita and materials spending per capita. At the APL meeting on February 16 there was a long discussion on the materials spending per capita question which was ultimately resolved. The planning committee met again on February 3 and approved the plan.
- **HVAC Upgrade project:** There have been several necessary but unexpected change orders for this project. We hope to finish it in the next month.

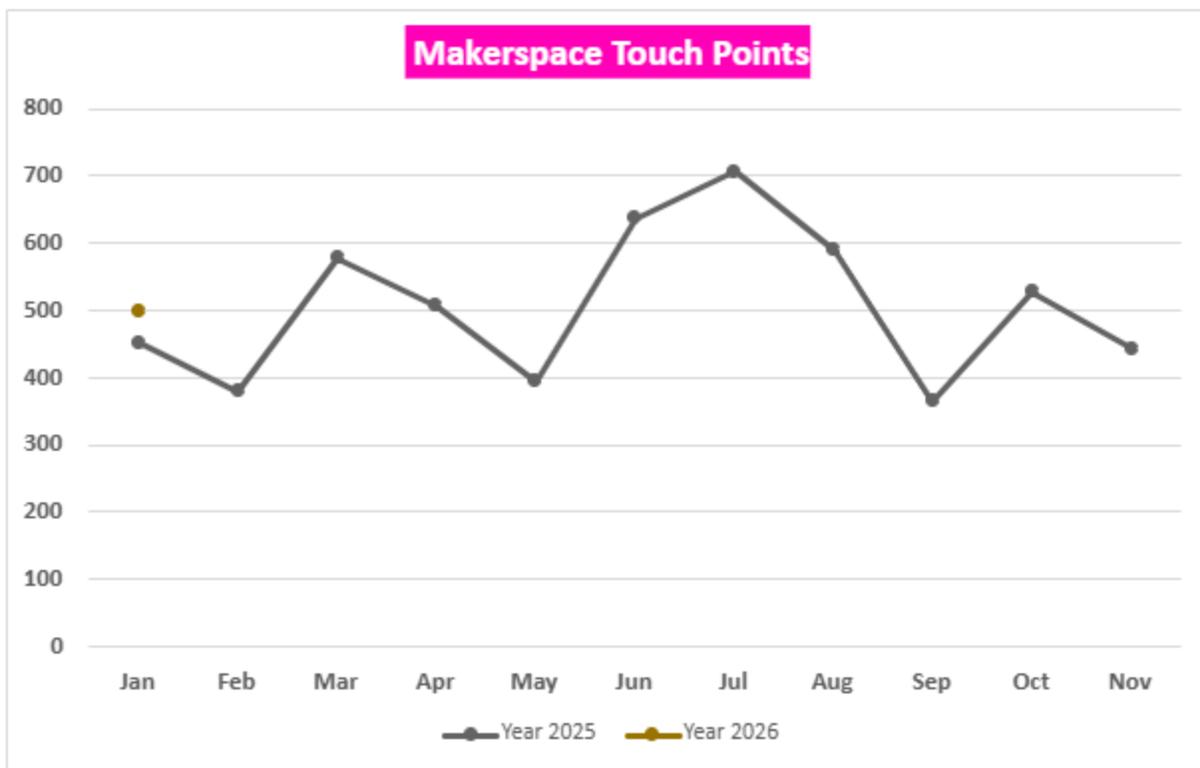
Waukesha Public Library Service Standards	
	<p style="text-align: center; margin: 0;">WE ARE PEOPLE-CENTERED</p> <p style="font-size: small; margin: 0;">Purpose over task • Respect for privacy • High regard for all</p>
	<p style="text-align: center; margin: 0;">WE CELEBRATE OUR SPACE</p> <p style="font-size: small; margin: 0;">Shared ownership • Proactive helpfulness</p>
	<p style="text-align: center; margin: 0;">WE ARE CONSISTENT IN OUR SERVICE</p> <p style="font-size: small; margin: 0;">Unified experience • Timely responses Effective referrals • Fair enforcement</p>
	<p style="text-align: center; margin: 0;">WE RESPECT EACH OTHER</p> <p style="font-size: small; margin: 0;">Positive library culture • Presence matters • Self-awareness</p>

WPL By the Numbers:









ADMINISTRATIVE SERVICES, THERESE LYONS

Human Resources

We’ve posted the 10-hour and 20-hour Security Guard positions. These positions will be called Patron Relations Assistants internally. They will work closely with Charlie Carreros, our Patron Relations Associate, and be part of the Public Services team, reporting to Justin Stevenson. The posting is scheduled to close on Friday, February 6.

The beginning of the year is filled with updating records, checking different accruals, and ensuring that our information is accurate and up to date. Thank you to Cindy Braun and Kelly Davis for reviewing, reminding, and checking. Additionally, we checked for expired products, like candy and supplies in the emergency shelters and expired materials in our emergency kits.

We also updated our Unscheduled closing procedure which will help with unexpected weather.

Cindy is busy working on the Annual Report with input from all departments.

Staff Development and Projects

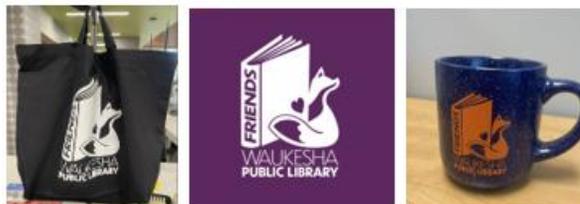
This month, we hosted a variety of Staff Development and THAM sessions. THAM topics included: 2026 Strategic Plan, Reading is Lit Year-Round Reading Program, Patron Relations Specialist presentation, and Tax Forms/Explore passes. We also hosted eight of the Wild Wisconsin Winter Webinar in our Board Room on a variety of topics selected by the management team.

I finished several Niche tutorials that I had started and didn't finish and rediscovered how valuable the tutorials are. I also attended "Inclusivity in Library Spaces," and sessions during the Wild Winter Web Conference.

On January 20, Alyssa Pisarski, John Klima, Matt Messerschmidt, custodian Jenny Biwer, and Library Associates Dawn Habben and Carley Rymkus met to review our Meeting Room Reservation system. Our goal is to streamline the Meeting Room Reservation process and share as much specific information as possible concerning setting up spaces. In 2026 we plan on reviewing the Meeting Room policy and software that may be helpful in better describing room set ups.

Friends

The Friends Board met this month to solidify board positions and term expiration dates. The Board also heard updates from their various Board members on their work, the next meeting of the Friends Board will be March 3. Note that the Friends are now selling new merchandise a stylist tote bag and new mug. The Friends are supporting the Reading is Lit Year-Round Reading Program through book sale coupons and we are grateful!



Staff Cross Training

We are wrapping up our first round of cross training. Select staff were asked to cross train on their non-primary desk (Children's or Adult) the feedback from this project has been very positive. Here are a few comments from staff: "It went great!" and "It was helpful. I feel much more comfortable helping people with computer/printing. That was what I needed help with, the most, to be effective." and "It's been very helpful. I feel more confident about manning the ref desk." Our second round of cross training will begin early next month. Big thanks to Librarians Caitlin Schaffer, Michele Gagner, Gloria Makris, Khorye Huffman and Kelly for taking on the additional task of training! Cross training will provide us with more flexibility with scheduling and supports our commitment to customer service.

Library Visit Program Launched

This month we also launched our Library Visit and Share program which is a direct result of Staff Education Day Survey feedback. Staff expressed interest in visiting other libraries. Now they can work with their manager to arrange for a visit to learn from other library staff. WPL Staff can visit during work time and will get reimbursed for mileage; in exchange they are asked to present at a THAM or possibly a Board meeting. So far, we've already had a group of three employees complete the interest form. They plan on visiting two branches of the Milwaukee Public Library.

Building

The HVAC project is wrapping up, and we are anxious to start on the 2026 CIP projects. They are:

1. Outdoor sign.
2. First floor bathroom renovation.
3. Space Needs Study wrap up and initiation of Administrative area renovation.

COMMUNITY ENGAGEMENT, ALYSSA PISARSKI

In **JANUARY** the Library hosted **91 programs with 3,520 attendees**

- **Children's Programs: 30 programs, 1,829 attendees**
- **Teen Programs: 7 programs, 137 attendees**
- **Adult Programs: 14 programs, 367 attendees**
- **General Interest: 40 programs, 1,187 attendees**

Program Highlights

- **Books for Babies and Titles for Tots:** 196 patrons attended these story times designed to introduce patrons to new board and picture books in the library's collection. Families learned literacy tips, enjoyed a read aloud, and participated in developmental playtime.
- **Nourishing our Neighbors:** On January 12, we hosted a panel discussion on food and nutrition insecurity. Five panelists joined the conversation from UW-Madison Extension, the FOOD Pantry Serving Waukesha County, Waukesha County Public Health-WIC, and St. Vincent DePaul. 38 attendees learned about resources for hunger relief and nutrition education at the local level.
- **YMCA Nutrition Workshop: Budget-Friendly Meals:** The library hosted two speakers from New Berlin YMCA. Nearly 50 attendees enjoyed samples of Marry Me White Bean Soup and freshly made hummus. Participants requested that the library invite the YMCA to the library again in the future.
- **Adult Book Discussion:** Eight people attended January's Adult Book Discussion of *Heaven and Earth Grocery Store* by James McBride. Joining the conversation as a community partner was Jennifer Layton, Director of Child Welfare at Catholic Charities.
- **Memory Cafe:** We had a great time at our January 28 Memory Cafe where our theme was Laughing in the New Year! This cafe was led by Waukesha Community Health Educator Dan Michaels who taught us how to add more laughter to our lives, anytime and anywhere. We enjoyed plenty of snacks, including homemade chocolate chip cookies with google eyes.



- **Janboree:** Dennis Roscoe gave a Mars Vacation talk at the morning session to 85 attendees. We had 340 attendees at the afternoon session. Galaxy slime, planets, space helmets, and constellation activities were popular with the crowd. Considering the negative temps in the morning, we were very pleased with the turnout

Outreach Highlights

Total outreach circulation: 1,234 items were delivered to and borrowed by Waukesha Outreach Patrons in January, a 53% increase from the monthly average of items circulated in 2025. The Outreach Services team had 107 in person interactions with outreach patrons this month, and received 84 phone, text, and email requests.

Library & School Collaboration

- **Kids Choice Book Discussion:** Nearly 40 fourth and fifth grade students from Heyer and Hawthorne Elementary Schools participated in book discussions centered on *Restart* by Gordon Korman, a title from this year’s Kids’ Choice reading program. Three groups of monolingual and dual language students had lots of thoughtful reflections and greatly enjoyed the book. Community Library Liaison Michele facilitated the discussions. A special “thank you” goes out to the Friends of Waukesha Public Library for purchasing books for discussion participants to keep, and to CE Page/Shelver Kayla Vega, who also works as a Library Assistant at Hawthorne, for helping facilitate the Dual Language discussion.
- **Banting Family Night:** 130 students and family members from Banting Elementary School braved a very cold evening to attend Banting’s Family Night at the Library. Families enjoyed a library scavenger hunt, reading and math activities, read-alouds, and hot dogs served by several of their teachers.



Partnerships/Collaborations

St Luke’s Preschool Field Trip: Library associates Kristine Richards and Rachel Brown conducted a story time and tour of the Children’s department for two St. Luke’s 4K classes. 52 students and their chaperones listened to stories, learned about library book care, and searched the Children’s floor for Pete the Cat’s four missing buttons. Students were able to check out books and explore 321 Alphabet Square. This is a regular yearly visit from St. Luke’s Preschool class to learn about the library.

Community Engagement Highlights

- **Reading is Lit Challenge:** The *Reading is Lit* Challenge began this month and will be active throughout 2026. The challenge encourages participants to read at least eight books this year and includes 120 recommended titles. Readers have the chance to earn raffle tickets and prizes as

they progress through the challenge. The *Reading is Lit* Challenge supports the first goal of the strategic plan, to be a vibrant hub that fosters literacy, learning, and connection in the community.

- **2026 Youth Mock Awards:** Library Associate Kristine Richards attended the Bridges and MCFLS Youth Mock Awards on January 15. The Youth Mock Awards is an annual event that provides library staff an opportunity to discuss the best books published for children and young adults over the course of the year and expand their readers' advisory skills. This event precedes the American Library Association's annual Youth Media Awards that are announced at the end of January. Staff participation in this event aligns with the library's strategic plan to foster a culture of excellence.

INFORMATION TECHNOLOGY, JOHN KLIMA

Studio 321

- 499 patron touchpoints
- 61 makers were trained on makerspace equipment.
- This year's JanBoree event in the makerspace was Pipe Cleaner Constellations. Makers created a constellation with pipe cleaners and pony beads. Overall, we had 202 participants.
- Sarah and Amy had the opportunity to visit the Waukesha Makerspace in mid-January, which is a local, membership-based public makerspace. Our neighboring makerspace has several 3D printers, an electronics and soldering station, a leather sewing machine and supplies, laser cutters, a conference room for gaming, large power tools including lathes, stick welders, table saws, drill presses for both wood and metal, planers, and a variety of hand tools. Members have 24/7 access to the space and must be certified to use the machines on their own. They are an excellent resource for folks who don't have large power tools or the space to work on bigger projects at home. We hope to partner with them in the future.

Activities

- Website – I met with Marketing and Communication Manager Kori Hall and Library Associate Sarah Weineke to go over the survey we have from Revize to start our conversion to the new website. We will send out the survey in early February and then schedule our kickoff meeting with Revize.
- Sorter – We received word that Lyngsoe Systems purchased the service agreements for MK Solutions North American customers effective January 1, 2026. This would cover our annual maintenance visit as well as help tickets for the system. MK will continue to provide hardware and software upgrades for the system. Library Director Bruce Gay and I have a call scheduled in February to meet with the project manager for the sorter refresh project and to talk about the schedule of that project.
- Removal of Analog Phone Lines – In preparation for the cutover of our analog phone lines to digital, I recorded new outgoing messages for our three emergency buttons.
- Conference Rooms – Added a line to the confirmation email that gets sent to patrons when they reserve a conference room: "Conference Room reservations will be held for 15 minutes." Occasionally we have patrons reserve conference rooms and they get upset when we have

given the room away to someone else. While this won't reach everyone, it's an easy piece of customer service we can add to our messaging in hopes of informing people.

MARKETING & COMMUNICATIONS, KORI HALL

New Library Merchandise

Marketing launched new logo merchandise in the Library's Bonfire store on January 23. The expanded collection includes apparel and stylish accessories, offering something for every Library fan. Since the merchandise became available, the Library has sold 37 items, generating \$298.05 in sales commissions and \$204.57 in donations. The commissions and donations go straight to the Friends, so shop online, support the Library, and wear your Library gear with pride!



Continuing Education

- Each member of the Marketing Department took part in online continuing education opportunities this month.
- Library Associate Shannan Murray and Graphic artist Maddy Buchta participated in the Wild Wisconsin Winter Web Conference. Shannan attended *Promoting Your Collection, Programs, and Services with Better Book Displays*, a session that emphasized the importance of centering book displays on the books themselves. She also joined *Doing Nothing to Become a Better Human*, which explored the positive effects of taking a break to support overall well-being and happiness. Both Shannan and Maddy participated in *Book Talk 101*, which demonstrated that reading, listening to music, and watching movies provide sufficient training for preparing an effective book talk.
- Kori attended a Niche Academy webinar titled *Giving Effective Feedback* with several members of the management team. This session explored strategies for giving open and direct feedback in a positive and constructive way.

Waukesha Reads

- The 2025 Rotary Club grant report was submitted.
- The Waukesha Reads Steering Committee met on January 27 and selected the 2026 Waukesha Reads title. The committee will reveal the selection to the Waukesha Reads Partner Committee on February 17, but will not disclose the title to the community until July.

Other Marketing Projects:

- The December "Welcome" email was sent to 81 new cardholders on January 9. It was opened by 52 people, and nobody unsubscribed.
- January social media statistics:
Adult Facebook and Instagram=26 posts (including 7 reels) and 30 stories
Children's Facebook=33 posts (including 7 reels)

- January newsletter blasts were sent out on the following topics: the Nourishing Our Neighbors event on food insecurity; the MLK Day closing; *The Heaven & Earth Grocery Store* book discussion; The Choice of Voice writer's workshop; JanBoree events; the Budget-Friendly Meals workshop; and the new Library merchandise.

Promotional materials were created for the launch of the "Reading is Lit" reading challenge, including the vinyl sticker that will be given to challenge finishers. 3" x 3" sticker:

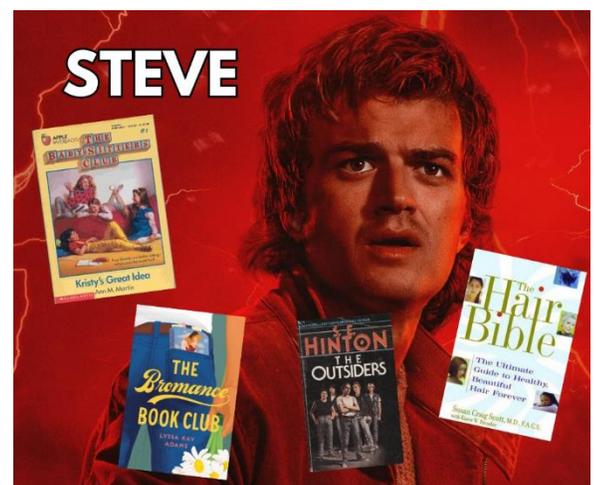


- New decals were designed for the drive-thru return. FASTSIGNS of Waukesha will remove the old decals and install the new ones once the temperature reaches 45 degrees.
- Handouts were created with information about AARP tax assistance.
- Photos were taken outside the building and inside the Carnegie Room for *Milwaukee Magazine* and *The Waukesha Freeman*.

Waukesha's Carnegie Library as it looks today:
(Photo credit: Maddy Buchta)



- A press release was written and sent to *The Waukesha Freeman* announcing the \$10,000 Carnegie Corporation gift. It was published on January 30.
- Promotional materials were created for Pajamarama, Baby & Toddler Storytime, Preschool Fun Days, Music Mondays, the Little Sweetheart Dance Party, and Homeschool Hangout.
- Signage was created for the new display of adult materials in the Children's Department.
- Decorations were created for the "Laughing in the New Year" Memory Café.
- Signage was created to highlight music-related Dewey numbers for January's *The Hills Are Alive With Books About Music* display.
- New food and drink signage was created and hung in the Children's Department, Studio 321, and the Teen Zone.
- A new booklist, *The Rightside Up Reading List*, was created and added to the Library's website. It compiles the books featured in our popular social media posts recommending titles for characters from *Stranger Things*. Steve's books received the most responses, with the post as a whole getting 120 comments. Click [HERE](#) to see the full list.
- Nine book display signs were created for the month of February.
- February event information was submitted to the City of Waukesha calendar, the Downtown Waukesha calendar, and the Eras event calendar.
- February event information was submitted to Peachjar.



MATERIALS COLLECTION, CAROLYN PEIL

Activities

On January 2, Library Page Tracy Esser counted un-cataloged items in Materials Collection; we had a total of 1671. For comparison, last year we had 1,394 items needing cataloging: in 2024, 1,585. The higher numbers this year reflected the chaos caused by our main book supplier, Baker & Taylor, going out of business. We needed to switch suppliers and re-order thousands of dollars of books.

The annual magazine weed started January 2. Many withdrawn issues are being offered to our customers for \$.25 each through the Friends Book Sale.

Children's Librarian Caitlin Schaffer attended the Mock Book Awards at New Berlin Public Library on January 15.

Library Associates Jill Cefalu and Amanda Neuendorf worked on closing out 2025 in Polaris Acquisitions. On January 14, we rolled over funds for 2026. Budget lines for this year were created and entered in Polaris as well.

Tax Forms

State and Federal tax forms and instruction booklets were set out for customers on January 30, with the exception of the 1040 forms in Spanish and English- these forms have not yet arrived. Copies of the 1040 will be given out by Reference desk staff while we await our supply.



Radon Gas Monitors

Two radon gas monitors have been added to the Library of Things Collection. These will circulate for seven days and may be placed on hold.



Carroll University Intern

Annika Giese, a senior at Carroll, started a 40-hour internship with Materials Collection on January 28th. Annika will be observing, learning and participating in many MC activities over the next couple months.

PUBLIC SERVICES, JUSTIN STEVENSON

Activities

- The Aging and Disability Resource Center (ADRC) of Waukesha County began their time as a Community Office Hours partner in January. They are the first organization to start using this service. Community Office Hours is a program being piloted by Community Engagement Manager Alyssa Pisarski and Public Services Manager Justin Stevenson. The program gives community

organizations the ability to use WPL meeting rooms on a regular, recurring basis to provide those organizations with a consistent and high-quality space to meet clients.

- Desk summits began in January. The summits are quarterly meetings where all desk staff meet to discuss procedures, best practices, and ways to improve our services at the desk. There is one summit for the children’s desk and one for the reference desk. The Quarter 1 summits were very useful and kicked off many ideas that will be explored and implemented in 2026.
- Patron Relations Specialist Charlie Carerros led a THAM on January 22, where he discussed his role and how it fits into the larger WPL environment.
- Justin and Charlie have worked with City IT to implement Adobe E-Sign at the Library. This e-signature service has already greatly improved the suspension letter workflow, moving it from an almost entirely paper process to a digital process. As we get used to the service, we will hopefully use it to improve other processes at the Library.
- Discover the Cover returned in January. This is an annual display that shows off each staff person’s favorite book they read during the year. Titles were aggregated by Special Projects Coordinator Kelly Davis and the display was constructed by Makerspace Coordinator Amy Welch.
- Justin has joined the ALA Core Forum Planning Committee. This year’s Core Forum is in Louisville, Kentucky.

