

## **LIBRARY DIRECTOR REPORT**

*Submitted by Angela Zimmermann, Library Director*

November 2020

### **BUDGET**

We are very much on track of spending the 2020 budget at 79.2%. Any other necessary mentions of the 2020 budget were discussed in the Audit and Approval of Expenditures. The Donations account (5806) remains very healthy thanks to anonymous donations and memorials from the community.

The Village public hearing for the 2021 Budget will be held on Wednesday, November 18<sup>th</sup> at 6:00 pm. I've submitted the necessary slides to the Finance Director and will be there to present.

### **BUILDING AND GROUNDS**

#### *Air Conditioning Compressor Unit*

Per Hennes Services, they are still looking at more than a month before they even have the unit themselves. I imagine this is going to be set-up and scheduled after my departure from MCL. We have confirmed that the air is circulating just fine in the south end of the building (it just wasn't cooling during the summer), so I have allowed MetaSpace 511 usage again for employees and within the proper space limitations.

#### *Boilers*

When it started to get cooler outside, we noticed now that the library wasn't heating up! Hennes Services came in and realized that both boilers were down. They got us back up and running and we had heat the next day but in the process, they realized both of our pumps needed repair. There were leaks found on both pumps requiring new seals and couplings. These repairs will be taking place on Tuesday, November 10<sup>th</sup>. The cost of these repairs will be \$1,340.

#### *ORCAweb- Delta Controls*

Not the most exciting news here. ORCAweb is the web-based front end computer for use by applicable staff to control the HVAC. It's a computer-based Web server that connects to both the building automation network and to the facility LAN. We can view the graphics, device architecture, tenant portal pages, etc. and adjust room temperatures. Well, the computer that this software is on is about to die. My hope is that it carries into 2021 but that may not be the case. Illingworth-Kilgust (Emcor) is our vendor for this software and we've informed them that we need to purchase a new computer ASAP and have the new software built onto the computer. All of our computers have been updated to Windows 10 (Windows 7 tech support, I believe, ended in January of 2020). The problem here is with the switch from Windows 7 to

Windows 10, Windows changed how much the connection to the system works when they made this switch. It is Emcor's understanding that it was a security risk as to why they had to do this.

With that, to upgrade our control headend and to bring the system graphics, alarming and histories up-to-date to work with Windows 10, they need to install a device called a Jace and they will then have to recreate everything on that computer. The cost of this complete rebuild is \$17,250.

HOWEVER (even though this seems COMPLETELY backwards since everything has been upgraded to Windows 10 and Windows 7 is no longer supported), we're going to try installing Windows 7 -again, how backwards!?- on to a new computer and then the cost to rebuild the system would be only \$4,300.

Bottom line with this is, I have the two quotes (good for 30 days) and we know the current computer is going to die soon. We'll see if installing Windows 7 is feasible on to one of our current computers (or maybe a dual boot of Windows 7 and Windows 10) and then we could go with the lower cost quote. Based on our forthcoming findings, this is where a Building & Grounds meeting may be needed prior to the December meeting.

#### *Air Purification System*

Hennes Services will also be installing air purification systems into the two air handlers at MCL. The air purification system is to treat viruses and is designed to eliminate sick building syndrome risks by reducing odors, air pollutants, chemical odors, smoke, mold bacteria, and viruses. I believe these were just installed (or will be soon) as well at the Waukesha Public Library. Cost to install this in both air handlers is \$1,595.

#### *Extending our Wi-Fi Network*

We know many patrons utilize our Wi-Fi outside the building by sitting in our parking lot. The Wi-Fi reaches both ends (north and south) of the parking lot decently but does not service well directly in front of the library front doors. It also extends about 10-15 feet to the west of the building but it wouldn't hurt if it could extend a bit more to allow patrons to connect to our free public Wi-Fi network. I've asked for a quote from Taylor Computer Services (who services our Wi-Fi) to understand the cost and what would have to be done (i.e. if cabling would be needed). This is something that would maybe come back to the Building & Grounds Committee if interested in pursuing and perhaps within the New Year.

#### *USA Fire Protection*

We had our annual fire suppression inspection. During these inspections, it was discovered that the dry valve needed to be repaired as the spring has rotted off. The United States Alliance Fire Protection came out and spent a few hours here to take a look at fixing this. It was determined

during the attempt to make the repairs to the dry valve that it is beyond any repairs at all. An entirely new Viking dry valve has to be installed. For the removal of the existing dry valve, installation of the new, and performing the trip tests on the new one, the cost is \$5,219. Considering this has to do with our fire alarm system, I have immediately signed-off on this quote but I'm imagining this could be a capital expense. This would be another agenda item for a Building & Grounds Committee meeting.

#### *Weekend Custodian*

Our new weekend custodian has started since our other weekend custodian went missing (as reported in the October packet). Klassy Kleaners is local and has been doing a good job thus far.

#### *Landscaper / Groundskeeper*

Per the agreement, the landscaper ends the year with us annually at the end of October. We do bring him back frequently every once in a while to assist with outside projects as needed. He has received high praise again this year for the excellent condition of the library grounds.

### **CIRCULATION, PROGRAMMING, AND SERVICES**

Circulation was 21,998 in October of 2020, down 14.5% from October of 2019. Overall, the library has been very slow. Patron visits are down 41.8%. With the consistent rise of COVID cases, I don't think this news is alarming.

We continue to hold a hybrid of programming (in-person and virtual) with more and more trending back to solely virtual. We held one of our first virtual performer's for an adult program earlier in the month and it was well-attended, interactive, and overall went smoothly. Any in-person programs are very easily manageable with registration required, social distancing, and masks. Patrons must remain in their designated area/spot within the room as well. By far the biggest hit and excitement in the past months continues to be the food trucks.

Beanstack continues to be used for a plethora of reading challenges (adult reading challenges included now as well): <https://mukwonagolibrary.beanstack.org>

The subsequent page has the statistics for October:

## Mukwonago Community Library OCTOBER 2020 STATISTICS

Circulation					Programming			
Bridges Library System	This Year	Last Year	Increase/ Decrease	Year To Date	Type	Adults	Kids	Teens
Town of Mukwonago	6,325	8,504	-25.6%	48,257	Book Club (2)	10		
Eagle	619	914	-32.3%	6,223	Author Rod Vick	135		
Genesee	693	555	24.9%	5,204	Marshall Field Program	22		
North Prairie	752	867	-13.3%	6,037	Other Adult Programs(17)	60		
Vernon	1,948	2,273	-14.3%	16,586	STEAMtastic & Homeschool	14	18	
All other Waukesha County	1,213	1,813	-33.1%	9,694	General Drop In (4)		63	
Jefferson County	253	262	-3.4%	1,941	Kids Fall Reading		92	
<i>Subtotal Bridges System</i>	<b>18,834</b>	<b>21,585</b>	<b>-12.7%</b>	<b>153,750</b>	Colossal Fossils Virtual	25	48	
<b>Other Wisconsin Counties</b>					Kids Drop In (5)		50	
Milwaukee County	24	67	-64.2%	235	Kids Outreach Program	6	84	
Racine County	412	776	-46.9%	3,253	Rainbow Springs Walk	75	75	
Walworth County	2,717	3,281	-17.2%	22,588	Other Kids Programs (15)	9	38	
All other Wisconsin Counties	11	9	22.2%	49	YA Drop In (2)			0
<i>Subtotal Wisconsin Counties</i>	<b>3,164</b>	<b>4,133</b>	<b>-23.4%</b>	<b>26,125</b>				
<b>Total All Counties</b>	<b>21,998</b>	<b>25,718</b>	<b>-14.5%</b>	<b>179,875</b>				
<b>YTD ALL COUNTIES</b>	<b>179,875</b>	<b>271,382</b>	<b>-33.7%</b>		<b>Totals (955)</b>	<b>487</b>	<b>468</b>	<b>0</b>

Facility Use & Volunteers				Subscription Databases & Other Highlights			
	This Year	Last Year	Increase/ Decrease		This Year	Last Year	Increase/ Decrease
Meeting Room Library Use	41	88	-53.4%	MetaSpace 511 users (not programs)	2	15	-86.7%
Meeting Room Public Use	11	24	-54.2%	Overdrive Circulation	2486	2241	10.9%
Study Room Use	75	149	-49.7%	Gale Courses Verified (System Wide)	112	48	133.3%
Computer Usage	408	823	-50.4%	Interlibrary Loans Borrower	10	14	-28.6%
Patron Visits	6,998	12,024	-41.8%	Interlibrary Loans Lender	25	51	-51.0%
Active Volunteers	1	18	-94.4%	New Items Added	355	371	-4.3%
Volunteer Hours	4	92	-95.4%	New Cards Added	33	71	-53.5%

One highly successful program during the month of October which deserves mentioning was the drive-by author event with local author Rod Vick. 135 cars came through. We sectioned off the south end of the parking lot, provided clear signage, and set Rod Vick up with several tables for his books, and the event ran extremely smoothly. Attendees never had to get out of their car.

As we head into the winter months, I have many outside groups and organizations calling for meeting room usage of the Community Room. Right now, I am allowing usage of the room if the group is under 20 and remains masked. I will be scaling back on making these reservations into the New Year though.

Hoopla is being somewhat utilized by MCL patrons. Hoopla is the digital media service offered that allows 4 checkouts per patron a month to stream movies, music, audiobooks, ebooks, and more. I will admit that MCL has not done the best job in promoting the Hoopla service.

We do continue to promote HelpNow effectively. HelpNow is a free, online homework and tutoring tool for learners of all ages. With your library card, students, caregivers, teachers, and adult learners get access to: live tutoring, homework assistance, study and collaboration tools, and writing lab. October 2020 HelpNow statistics for MCL are highlighted on the next page:

# Mukwonago Community Library

Report Period: October 2020

USAGE SUMMARY	
<b>Total Usage (Homework Help, Skills Building, Writing Lab, Test Center Visits, and Database Usage)</b>	<b>64</b>
<b>Database Usage</b>	<b>63</b>
<b>Homework Help, Skills Building, Writing Lab, and Test Prep Sessions</b>	<b>1</b>
Homework Help/ Skills Building Sessions	0
Test Center Visits	1
Writing Lab Submissions	0
ALC Visits	1
Unique Visits	9

  

DATABASE USAGE	
Adult Learning Center	8%
Skill Surfer	50%
Flashbulb	42%

  

SKILLSURFER USAGE		
<b>Elementary School</b>		<b>83%</b>
Grade 3 Math	100%	
<b>Middle School</b>		<b>17%</b>
Civics and Government	100%	

## CONTINUED SYSTEM INVOLVEMENT

I had a meeting in the past month with Mellanie Mercier (Bridges Library System Assistant Director and Automation Coordinator) about the functionality (use of filters, account features) and the look of the upcoming CAFÉ app and how it integrates with our information. If you'd like to get an idea of the app, here's a link that provides a general overview:

<https://www.screencast.com/t/9pdPqdSddio> and a review of the My Account features with multiple "family" cards can be explored here: <https://www.screencast.com/t/aaMiHi4o8j>.

Launch of the CAFÉ app is expected to be towards the end of the year.

Several items discussed at the last director's meeting had to do with plans for the upcoming winter and COVID-19. One area we discussed was in relation to the latest study approved by the Department of Health (based on a study conducted by the State of Oregon) and the recommendation from DPI that quarantine time for ALL library materials can go down to 24 hours. We have not switched at MCL from our three day quarantine to 24 hours for several reasons:

- It seemed a bit backwards to me to cut down the quarantine time as COVID cases continue to rise.
- The staff overall did not feel comfortable with 24 hours.
- Consistency. Both the patrons and the staff are used to the three days quarantine and who's to know if we'd go down to 24 hours, another study could come out stating to quarantine again at three days.

So, we've remained at three days quarantine. We are one of the few that did though within the system. Most went down to 24 hours once the study was released.

The next APL meeting is Friday, November 13<sup>th</sup>.

### **FRIENDS OF THE LIBRARY**

The Friends of the Library met in-person on October 21<sup>st</sup> in the Community Room. All chairs and tables were safely spaced out and honestly, I think this was the largest Friends group I've seen come together. They will be hosting their annual Cookie Walk for Midnight Magic. All items will be pre-packaged and the number of people allowed in the room at a time will be limited.

The Friends of the Library will also assist in hosting the tree lighting for Midnight Magic. The tree lighting will be after the parade this year and the parade is being held later (at 5:00 pm). For the tree lighting, the Friends are holding a passive fundraiser in-house beginning Tuesday, November 10<sup>th</sup> and going until Midnight Magic. Patrons will have the chance to buy raffle tickets to choose their favorite Christmas book (5 will be on display to choose from) and the book that receives the most votes, is the winner. From there, a winner will be drawn to then actually light the Christmas tree after the parade.

### **MCL REOPENING PLAN / PHASES**

Again, overall, we remain consistent in our daily operations. There's not much to report in this area currently and I do have the issues of masks back on the agenda as a discussion/action item for Thursday evening.

And as reported at the October meeting: As COVID cases continue to rise, I'm certainly watching the numbers closer and the impact within our area but do not feel at this time we need to roll back services (also based on the fact as to how few patrons are coming through our doors each day). If the discussion / concern was to roll back services, my metrics would be: staff health and comfort, local active cases, county cases, % positive of total tests, local school district cases, and healthcare availability. I don't have a particular number in mind but rather look at the context across all of these areas. Honestly, if the schools would go virtual (the high

school did as of last week), this would be almost a gut reaction of mine to have to revert back to curbside.

And as is the case everywhere, we're constantly having to adjust and juggle staff schedules to accommodate to those that may have to be out due to not feeling well, having to quarantine, or personal time-off.

## **OPERATIONS**

### *Performance Reviews*

I will be conducting the year-end annual performance reviews with all employees over the next couple of weeks. This will provide a foundation for the next Director and this will be what we use to justify 2020 employee one-time bonuses, if any.

### *Credit Card Terminals*

With the success of the credit card terminal in place at the Print Release Station, I have two more credit card terminals on order to get in place at the Circulation Desk. Yay! However, lead time on these since it is a step in the direction of contactless service, is about 6-10 weeks. I doubt these will be installed before my departure but they are on order. Additionally, the next Director is going to have to take a better look at the cost of such a service (i.e. maybe the Board decides to slightly increase copy costs to offset any interest charges). For the remainder of 2020 and as I presented it to the Board since I knew the installation would come towards the end of the year, at the moment, we will absorb any extra charges while we get the community aware that we're offering credit card service now.

### *Staff*

As mentioned in my e-mail last week, we have had one staff member test positive for COVID-19. The employee has not been in the building since Friday, October 30<sup>th</sup>. The library had obviously been deep-cleaned and sanitized every night, so there was no reason to close. In regards to close contact with other staff members, this employee has their own office and had been in and out of the library most all of last week anyways for various other personal reasons. The staff has been informed (not of who) but are aware of the situation. All decisions on my end have been made by talking to a few from the MCL Board, the Waukesha County Health Department, AND from seeing how other libraries have been handling this situation. Many other libraries, if they close, have to do so based on the fact that they don't have the staff to keep the library's operations going. We are not in that situation.....at least not yet.

Laura Frisch, Operations Supervisor, approached me at the end of last year that she'd begin to start thinking of retirement. She has officially handed in her letter of resignation and her last day will be December 18<sup>th</sup>. Laura has served the Mukwonago Community Library for the past 14

years and her detailed touches, care, and dedication can truly be seen everywhere you look. I, myself, have been beyond grateful for Laura in the last four years. She's a very committed worker, has been a huge supporter of the mission and goals of the library, and has a remarkable way with patrons and vendors. She shall be missed. We are purchasing a vase for her and will have it engraved thanking her for her service. We'll also figure out if and how we can have a safe farewell for her.

From an operations standpoint and the Operations Supervisor position, there's not much to change in this area as we started delegating her duties already at the beginning of the year, even prior to COVID. She holds the position still of Operations Supervisor but has not returned working in the building and continued working from home purchasing supplies, spearheading the Adult Take N' Make kits we're offering, and working with various vendors. These final job duties will be delegated in the next month to other employees.

So the Board has a heads-up, the employee salaries for next year were actually prepared to eliminate this position with the idea that an independent staffing assessment would be done. I also have always stated that I felt the Administrative Assistant and Operations Supervisor would either merge into an Assistant Director position or merge into solely the Administrative Assistant position. With my leaving now, the Interim Director or new Director may want to completely revisit this now.

## **VARIOUS**

### *Current Exhibit*

In collaboration with the Mukwonago Red Brick Museum, we are currently hosting the Wisconsin Historical Society's exhibit "We Stand on Their Shoulders": A History of Wisconsin Women and Voting. The exhibit explores moments when women in Wisconsin gained political rights and highlights a few of its key leaders and covers everything like the ratification of the 19<sup>th</sup> amendment, the 1921 WI Equal Rights Act, the 1924 Indian Citizenship Act, and the 1965 Voting Rights Act. It's set-up safely in the bay windows and allows for patrons to maneuver nicely between the displays.

### *Library Development & Legislation Committee Video Story Project*

The LD&L Committee has been coordinating a video project that showcases how libraries are "part of the solution", especially during a pandemic. This is part of their advocacy strategy for their requesting an increase in state aid for Wisconsin public library systems. We've been contacted to highlight MetaSpace 511 and the work we did with our 3D printers and sewing machines to create PPE at the beginning of the pandemic. Also touching on how we were able to raise donated funds so quickly for the efforts. They will be onsite filming on Tuesday, November 10<sup>th</sup>.

*Aging and Disability Resource Center*

The ADRC is holding an event in November for National Caregivers Month and we were asked to partner with them as a pick-up site. The ADRC is putting together caregiver packages to be picked-up in local communities. This will be via contactless delivery to their cars. We will host and partner with them for this event also on Tuesday, November 10<sup>th</sup> at MCL.