

## ***Angela Zimmermann, Executive Director Report***

July 2021

### **Reopening RPL**

I've removed most all limitations in regards to patrons' visits to the physical building – capacity limitations, time limits, etc. Everything that remains in place in regards to COVID-19 regulations is concerning the Youth Services Department. Masks are required in the Youth Services Department, I've not placed computers back out in the YSD area yet, and neither is the play area open. Most children's programs remain virtual as well yet.

### **2<sup>nd</sup> Floor Renovation**

Since the approval from the Board at the June meeting to go forward with the 2<sup>nd</sup> floor renovation, we've had two meetings with the architects. The architects and their team were also onsite the week of June 28<sup>th</sup> to verify existing conditions/measurements, to meet the project team, and to review the information and schedule for moving forward. The next meeting will be discussing the needs and equipment for each individual space, collection size/requirements, storage, and such. It does appear that the project, despite the fact that we're not using any City funds, will require Public Works and Services Committee and City Common Council approval to move forward. I'll know more about this next week at the Board meeting.

### **Website Redevelopment / Community Engagement Platform**

Still turning out to be a slow and tedious process but one we want to get right. We continue to go back and forth with our website vendor (DesignsTouch) and completion has been reached on the homepage design and the inner page design. Next steps involve building the individual landing pages and continuing to input content. The holdup is actually with SirsiDynix and the Community Engagement Platform. We're waiting from them for the RSS feed code which will be embedded into our new website for the Events calendar. SirsiDynix is launching a new pilot project for CEP and wanting us to be involved with this, but this would delay the whole project into September/October. We're pushing SirsiDynix to at least get us up and running with the Events calendar portion to then supply that to our website designers.

### **2<sup>nd</sup> Bookmobile/Techmobile**

LDV has received notification that they will have the chassis at the end of September. Custom work will then begin on the body. We're also working with Custom Graphics to design the outer graphic wrap. We've also received interest from a few sponsors/businesses who are interested in donating to the equipment/collection to be on the 2<sup>nd</sup> book truck.

### **Personnel/Operations**

Quite a few personnel changes continue to take place, particularly with the approval of the new organizational chart. Fred Fischer turned his retirement the day of the last Board meeting to me. Fred was the Network Administrator at RPL for the past 25 years and we thanked him for

his service to RPL. I have an interim plan utilizing the resources and knowledge of the Tech Team to fill this void and to actually, better understand what the position all entails. We'll also be leaning on the IT knowledge/skill at Lakeshores Library System, as needed.

We're currently filling some vacancies within the Bookmobile staff.

We're also going to have to hire several pages in the coming months as several go off to college.

We had an all-staff meeting on June 18<sup>th</sup> where we reviewed the renderings from the architects and the project approved by the Board for the 2<sup>nd</sup> floor. We also reviewed the newly approved organizational chart and the forthcoming changes, and reasoning behind it. Much of my time in the past month has been spent dealing with personnel, HR, and organizational changes. Budget time is also quickly approaching and time has been spent as well supplying the City with requested projected figures for 2022, and many talks have been happening internally in regards to budgetary needs for 2022.

***Darcy Mohr, Head of Adult and Youth Services Report***

**Programming**

The Library presented 58 programs in June, which had a total participation of 1984 people. We have started to bring back a few in-person, indoor programs. Group sizes are limited. Thus far it has gone smoothly. We are also starting to receive requests for outreach programming.

“Lunch Break at the Library” has been a big hit this summer. Every Wednesday 3-4 food trucks park in the circle drive from 11:00 - 2:00. Attendance averages between 75-100 each week.

In addition to these programs, 11 patrons called into our “Phone-a-Story” line.

**June Programming Statistics**

<b>Program</b>	<b># of Programs</b>	<b>Participants</b>	<b>Format</b>
1st Chapter Friday	4	30	YouTube
Adult Informational	1	16	Zoom
Adult Informational	1	10	YouTube
Adult Informational	1	3	In-Person
Adult Informational	2	139	Facebook
Book Club	1	10	Zoom

Craft for Children (Instructions)	5	52	YouTube
Craft for Children	1	16	Take and Make
Craft for Teens	1	11	YouTube
Dungeons and Dragons	1	2	Zoom
Japanese Calligraphy	1	4	You Tube
Make Stuff	1	16	In Person
Maker Monday	1	23	In Person
Minecraft Club	1	2	Zoom
Outdoor Movie	1	5	In Person
Random Acts of Science	4	71	YouTube
Random Acts of Science	4	449	Facebook
Scratch for kids	1	16	In Person
Storytime	10	174	YouTube
Storytime	5	586	Facebook
Storytime (outdoors)	5	70	In Person
Bookmobile storytime	2	8	In Person
Summer Scares	1	2	Zoom
Summer Scares	1	27	You Tube
Zoo program	1	167	Facebook
Zoo program	1	75	In Person
<b>Totals</b>	<b>58</b>	<b>1984</b>	

**Patron Services**

During the month of June staff answered 1164 calls and 60 chats. A total of 5441 questions were answered across all methods of communication. 56% of the reference questions were asked in person, while 44% were received over the phone or via chat. This compares to 49% in person and 51% via phone or chat in May. This is a good indication that people are returning to the Library.

**June Reference and Computer Use Statistics**

Total # of phone calls	1164
Total # of questions via call center	2322
Avg. # of calls per day	44.7
Avg. # of calls per hour	5.5
Total talk time	82 hours, 53 min.
Avg. call length	4 min, 16 sec.
Total chats	60
Total chat messages	444
Avg. # of messages per chat	7.4
Total phone and chat questions	2382
In-person reference questions	3059
Total # of reference questions answered	5441
Computer usage - total logins	668
Computer usage - total time	423 hours, 4 min
Computer usage - avg. time per login	38 minutes
Printouts from computer	239
Black and white copies	5200
Color copies	417
Faxes	403

Scans	2182
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### **Library Collections**

Everything old is new again. Due to the recent resurgence of vinyl records, we have added a small selection to our collection.

### **Staff activities**

Adult and Youth Services staff members participated in a combined total of 17 hours of continuing education in June.

### **Staying connected with the community**

As part of the Books for Babies program, RPL sent 175 books to Ascension-All Saints for

<b><i>Christopher Tobias, Lead of Circulation and Technical Services</i></b>
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newborn babies.

### **Circulation**

RPL circulated a total of 39,442 items during the month of June, 36,180 items from Main and 3,262 items from Bookmobile. May circulation was 30,511. As comparison to pre-COVID times, June 2019 circulation was 53,267. Approximately 9,129 holds were placed and filled. 5,730 items loaned to other libraries. 387 new library cards issued.

### **Technical Services**

#### *Ordering and processing*

In June TSD staff placed orders for 1012 items and received 348 previously ordered items. A total of 1009 items were added to the catalog.

#### *Current Project Updates*

- Adult nonfiction call number updating is continuing. Sections remaining include 300s, 400, 600s, oversized and WI history. We continue to find a large number of items that require mending.
- Stephanie has completed spine label updates for juvenile picture books and will now begin spine label updates to juvenile DVD and audiobook collections.
- Dawn and Amber are continuing with the Juvenile nonfiction weeding project.