

Manager Highlights March 2017

Youth Services (Susie Menk)

1. Mission Moment: While doing a Toddler Time, I was reading the book “The Little Red Hen Makes a Pizza”. One little boy was listening and as the story progressed he seemed to get a little antsy. Finally he stood up and said, “Miss Susie, I have to go to the bathroom. Don’t read any more til I get back.” He didn’t want to miss any of the book! It was so funny!

2. Personnel:

- We have hired a WAICU summer intern, her name is Erin Engstrom. We look forward to having her with us this summer!
- We will be posting for another 19 hour per week summer intern to help in the Children’s Department during our reading program. We hope to have this position filled by early May.
- Justin Schnell submitted his resignation. We will be looking to fill this position as soon as possible.
- Our new manager, Julia Lee, will be starting May 1st. We look forward to having her join our team!

3. Staff Development:

- Susie is working on a Coding Class through the Wisconsin Department of Public Instruction. The class will be wrapping up by the middle of May.
- Susie attended the Grassroots Meeting at the Chilton Public Library.
- Susie participated in the All Staff Cleaning Day. We cleaned out the cupboards in Balkansky B/C and moved filing cabinets around.
- Susie was interviewed by a 6th grade student at Jefferson School. She was doing an article on the library summer reading program for her school newspaper.
- Susie attended a Power Up Conference at UW Madison. This was an enlightening conference and I was able to speak with Gretchen Casserotti, a librarian who started the whole Picture book City movement! It was awesome!

4. Outreach Activities:

- Betty did two story times for the Crossing.
- Susie did a story time for Redeemer.
- We did a class visit for HeadStart.
- Susie did a Dr. Seuss event at Riverview.
- We had a nice turnout for Winter Readathon party—73 in attendance.
- YMCA brought in a group for a class visit.
- Jefferson and St. Francis of Assisi were here for our Star Reader program

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5. Operations Activities:

- We are busy working on weeding and on our PIC book city again.

6. Significant Statistics and Activities:

- Our Saturday story time attendance has been averaging about 30-35 per week!
- We have partnered with Dare to Dream to host a Theater for the Very Young program on the second Friday of each month.

AWE Sessions	416
EDGE Sessions	161
Wii	46
Minecraft	58
Board Games	9
TumbleBooks Total Views	154

7. What's coming up:

- Our 2nd grade Star Reader program is going strong. We will have schools in through April and into May.
- Wizarding World will be April 22nd. Butterbeer, Beast booklets, Potions class and more!
- We are hosting Miss Wisconsin for a story time and a Spring Egg Hunt on April 15th. We will also have teens from the Valders Key Club here to do face painting that day.
- We will be doing a story time at Pinecrest on May 6th.
- We are going to be heading out to the schools to talk about the summer reading program, "Build a Better World"

Facilities (Stacey Bialek)

MISSION MOMENT:

"Thanks for being here"

~Special remembrance of Ann Herrmann, Children's Dept. Manager and lover of life~



Now that staff has had some time to reconcile their hearts and minds to the idea that one of our beloved friends and colleagues will not be coming back, we can look forward knowing that that is what Ann would have wanted us to do. Gather up the children and parents, immerse them all in the deep wells of learning, and then inspire them to share their experience with others while encouraging them to return together and experience the magic she fostered here at MPL. I think we all can see Ann sitting center stage in that awesome amphitheater in Heaven with a smile on her face and song in her heart.

PERSONNEL:

- Select members of the staff have been involved in the interview process to select a new Children's Dept. Manager. We have heard from some very talented people and wish them all Good Luck! A final decision should be in April.

STAFF DEVELOPMENT:

- Management staff attended a mandatory performance evaluation workshop facilitated by CVMIC. The aim is to reform and refine the current annual/bi-annual performance evaluation process into something easier to complete and more attune to the upcoming changes in the pay process.
- Those of us who are part of the First Floor Planning Committee or L.E.A.P.F.R.O.G. attended many webcasts focusing on space, layout, and design opportunities that other libraries have had to deal with in their past. We will be working on usability scenarios and possible visits of local sites to compare and inspire.
- The maintenance department is now in the process of hands-on refresher training for exterior door alarms. Very soon we will be taking small groups and retrain on certain emergency procedures, such as evacuation.

OUTREACH ACTIVITIES:

- We have completed another successful season of Great Decisions. Preliminary attendance is near 1000 for the season.

OPERATIONS ACTIVITIES:

- We are now on the 2nd floor installation of the final loop of the new security cameras with installation in children's, veranda corridor, and elevator area.
- Our sprinkler (fire suppression) system contractor has made the necessary upgrades per building inspection and certification. They will be back in April to inspect the rest of the system and recertify for another year.

- We are finishing installation and tuning of a new video intercom system that will enable staff to greet and “buzz-in” guests, contractors, and delivery services. The camera is now installed.
- We’re beginning the quarterly vent cleaning. We will be starting on the 2nd floor children’s until we get to the end.
- We will be upgrading some of the circulation pump mechanisms, such as spring couplers, and replacing some of the aging heating valves prior to the middle of April.
- The maintenance department staff are reviewing emergency procedures and preparing for the All-Staff meeting in April.
- We have been taking small and hopefully helpful parts in some of the newest quests for grants, such as, rooftop solar panels and new makerspace in the Teen Scene.

SIGNIFICANT STATS/ACTIVITIES:

- Nothing to report.

WHAT’S COMING UP?

- Children’s Department lighting upgrades with LED drop-in lamp conversion.
- Finishing 2nd floor Security Camera install
- Staff & Building Security Evaluation with MPD representative Sgt. Bruce Jacobs
- Painting of the 2nd floor veranda hallway from “purple preserves” to “honey tone”.

Public Services (Anne Juza)

I. Mission Moments

- MPL’s website ‘Contact Us’ submission: I want to thank you for adding the book *25 Women Who Survived Cancer*. I requested the book and you decided to purchase it and for that I am very thankful. Being a cancer survivor myself, it was very uplifting for me. Keep up the great work!
- Judy received a plate of homemade fudge from a patron this month, who, with Judy’s help, printed out Christmas letters on special paper. The patron waited to give the fudge to Judy because she thought Judy might have made a New Year’s resolution and not be tempted with fudge! BTW, the fudge was delicious!
- Emily was helping the husband of our Quilling presenter. He had said he hasn’t had a library card in a very long time and wanted to research his old guns. Emily signed him up with a new card and started assisting the best she could with the information he was seeking. At the end of the night, he stopped by the desk to tell Emily she made his day and that he can tell the staff are very knowledgeable and love what they do. He was so pleased with the customer service he received. Goes to show, you’re never too old to get a library card and find what you’re looking for at your local public library!
- David helped a patron navigate the US Copyright site in order to copyright her song which she was going to be performing at her church. She even performed her song in the Franklin Street Room for David.
- David helped a patron apply for a visa to go to China to pick up his grandson.
- Therese recommended a book to a co-worker. As Therese was walking past her work area a little later, the co-worker was sharing the title with others and telling them to read the book, too.

II. Personnel

- David had a teachable moment for the Service Desk staff: A patron gave them what they thought was the name of a company in order to get a phone number. An internet search showed the existence of a product with that name, but not a company by that name. David showed the staff members the reference books called *Brands and Their Companies*. The books list the names of hundreds of thousands of brands and the companies that produce their brands.
- Amy E and Margo helped a fellow city employee set up the application and start putting together a monthly library collection for the city employee's homebound parents. Now each month, the daughter is able to stop by the library to pick up a fresh batch of material and this has given her parents some enrichment as well as helped the city employee as their caretaker. Great teamwork between departments at MPL!
- Anne was on the management team for the Children's Services Manager interview.
- Anne gave an overview of the Public Services Manager duties to Rachel, the intern from SLC.
- Meredith was named the 2017 Paralibrarian of the Year! We are so proud at MPL!

III. Staff Development

- Mary and Lori worked together on creating Board Minutes using Granicus, watched the Granicus webinar on "Generating an Agenda", and attended a virtual meeting with Emmett from Granicus.
- Mary and Meredith attended the Readers Advisory-Horror.
- Several Public Service Staff attended the Citizenship Training presentation conducted by Meredith.
- Mary and Meredith attended a Selector's Meeting.
- Therese visited the Elisha D Smith Public Library in Menasha for two seminars: Tutor and Learner Retention Strategies and Community Collaboration and Partnership Discussion.
- Anne's meetings in March: City Performance Evaluation Training, Board Meeting and Regular WIMI Meeting-Topic: Generational Differences in the Workplace, Wellness Committee, LARS in Brillion, CVMIC in Menasha: Strategic Management Planning, City Managers Meeting, and NLW #3 Meeting.
- Jason met with the City LEAN Committee and the Committee agreed to take on the challenge in the scenarios that are going to be available from the First Floor Planning Committee. Stay tuned!
- Jason attended the LibTech Conference in Minneapolis. This two-day conference had many sessions on how different technologies are helping libraries in all types of communities and settings. Jason attended several Makerspace sessions and how to engage the community in using these spaces. He has lots of ideas for MPL.

IV. Outreach Activities

- David and Nissa appeared on the Senior Matters radio show. They explained the process of researching a staff member's genealogy.
- Anne continued to outreach to the Women In Management, Inc. group at the Holiday Inn.
- Anne enjoyed a nice dinner at Courthouse Pub with one of the dynamic Great Decisions speakers, Wendy Scattergood, PhD from St. Norbert College speaking on the topic: U.S. Foreign Policy and Petroleum.
- Anne led the discussion after the movie, *The Help*, having 33 people in attendance.
- Meredith went to Lakeshore Cap and talked about Citizenship Resources at MPL.

V. Operations Activities

- Mary helped the Youth Staff (Lynn & Justin) with Time Simplicity.
- David, Therese, and Jason met with the First Floor Planning Committee, fine tuning the First Floor Usability Scenarios.
- Mary, with a suggestion from Jean Biegun--local poet and Friends Board Member—set up a poetry display for April Poetry Month.
- Spring Cleaning Day, with teams in various colored bandanas, had a fun-filled morning and a great A&W lunch afterward.
- Tim and Therese met with the President and VP of the Friends Board to hash out a plan for the summer book sale in July; MPL will have an outside “mini” book sale.
- Kristin, Therese, and Margo are looking at other organizations’ websites regarding their volunteer process to see about changing our website to be more streamlined and user friendly.
- Margo continues to be of assistance on the FISH Committee (March—St. Patrick’s Day potluck).
- Meredith has been attending National Library Week and Wizarding World meetings; thanks to Linda, June, Tim and Emily for life-size images cut outs and postings on Facebook and MPL webpage.

VI. Significant Statistics Activities

- 212 people, along with MPL staff attended the Michael Perry author event at UW-Manitowoc
- Large Print Display: 267 circs; Books on CD Display: 101 circs
- 3 genealogy requests

VII. What’s Next

- Wizarding World Event-Saturday, April 22
- National Library Week Events
- Planning for Adult Summer Library Program-Author Lesley Kagen will speak June 14 @ 6 pm
- Volunteer Reception (currently over 70+ active volunteers at MPL)

Materials Management (Roxanne Staveness)

1. Mission Moment:

- I am participating in the Manitowoc Lean on the Lakeshore program. In the month of March our challenge was to complete the equivalent of an Ironman Triathlon. I walked/ran 26.2 miles, stationary biked 113 miles, and completed swim/walk 2.4 miles in the pool. I also attended workshops on healthy food options. Between the classroom and the locker room I was able to talk about the cook books we have, DVDs about food, helped a woman with her OverDrive app, and talked about the library whenever possible with what we have to offer. One of the other participants comes to our Book and a Movie night.

2. Personnel:

- Sent job offers to 4 people we interviewed for open page positions.
- New pages will be starting in April and the last one in June.
- Participated with other staff in group interviews of candidates for Children's Manager Position.

3. Staff Development:

- Attended LARS meeting. Learned about the Hearing Loop.
- Finished *Black Belt* Librarian and completed answers.
- I am reading *Lara* by Anna Pasternak.

4. Outreach Activities:

- Led Tuesday Book Club. The book chosen was *We Are Not Prepared*. Good discussion.
- Heard representative from the Maritime Museum speak at Lion's Club meeting.

5. Operations Activities:

- Attended performance planning session at Rahr West.
- Participated in staff cleaning day on 03/16/17.
- Watched webinar about Qello to evaluate if for us. Recommended not at this time.
- Tim and I viewed a webinar about Patron Link and both recommended that it is not for us.
- Watched webinar about SYNC a summer reading app for teens. Will table until next year.
- Listened to Powerup! Teen Leadership in the Library led by Emily Sherrer. I went to Library school with Emily and it was a pleasure to listen to all the fabulous programming she is doing at her library in Arizona. She also just climbed Mount Kilimanjaro over New Years. She is originally from Wisconsin.
- Play to Your Strengths webinar. Very disappointing.
- Cataloged materials both for MPL and MCLS members.

6. Significant Statistics and Activities:

- Using Collection HQ I ran grubby lists and collection summary information sharing with appropriate selectors.

7. What's coming up?

- March book and a movie is *The Silver Linings Playbook*. In April our selection is *Marley and Me*.
- My Organization and Management of Collections continuing education course through UW-Madison SLIS department is up and running, lots of new ideas.

- Leapfrog meetings.
- Management meetings weekly.
- Lion's Club every other Tuesday.
- LARS catalog/circ meeting.
- Leading the July Book Club discussion. We will be doing poetry – materials to be discovered but for sure Mary Oliver will be included.

Highlights from Amy Eisenschink, Assistant Manager

MISSION MOMENT

- While at the LARS meeting in Brillion I learned about the hearing loop. I sometimes forget the importance of being able to serve ALL of our patrons, while maintaining their dignity. Simple things, like the hearing loop and the ability for patrons in wheelchairs to have eye to eye conversations at the service desks are things I never think about. The program was very ear opening. 😊

PERSONNEL

- We have completed the interview process to fill 3, currently open, page positions and 1 position that will become available this summer. We had a great batch of candidates this time. We hope to have new staff on board by mid-April.
- Performed 90 day reviews for Alex and Emily.

STAFF DEVELOPMENT

- I attended 2 CVMIC classes. The first one was called "Improving organizational communication" and one of the things I learned was what CAVE People are (Citizens Against Virtually Everything). The next class was called "Strategic Management Planning". One of the things I learned was that even though businesses must continually be looking forward we cannot forget to look back and appreciate all the great things staff accomplished.
- I watched the webinar called "Serving the Homeless".
- I attended the Public Services monthly meeting to discuss with them what I heard about at the HRC meeting.
- I led the clerk staff meeting. Many great ideas came out of this meeting for ways to improve the backroom and service to our patrons. I have implemented everything that was suggested.
- Attended the mandatory training at Rahr-West. This was presented by CVMIC. The entire city is changing the way performance evaluations are done. This was a workshop so that we could get started on defining job standards and goals for staff while CVMIC was there to guide us.

- I met with Kristin for our monthly meeting. We are continuing to work on updating policies and will be starting to work on job descriptions so they are ADA compliant.
- Ann covered the youth desk while they were short staffed

OUTREACH ACTIVITIES

- I attended 5 Optimist meetings.
- I attended 1 People Committee meeting at City Hall.
- I attended the City Manager's meeting, Library Board meeting and several team meetings.
- I attended the LARS meeting in Brillion.
- Therese Horstketter and I attended the luncheon at City Hall. This was for the 'relax day'. This day was set aside for staff to thoroughly clean their areas.
- Ann R., Judy and Laura attended the Reader's Advisory meeting on Horror.
- Judy and Laura attended the CIC training that Meredith gave.

OPERATION ACTIVITIES

- I participated in the staff interviews for the new Youth Services Manager position. Ann R. and Judy helped give tours to the candidates.
- Met several times with Anne Juza, Roxanne Staveness and Kristin Stoeger about developing job standards/goals for next year's performance appraisals.
- Met with Roxanne several times to go over what was happening in the department.
- On the 16th many staff members worked extremely hard to clean out and just physically clean areas of the library. Everything looks great. It was nice that we were able to do this while the library was closed.
- Ann attended a selectors meeting to go over procedures for completing Baker and Taylor carts and sending them to her.
- Ann balanced the workflows budget so that it matched the city budget

SIGNIFICANT STATISTICS

- Added 896; Withdrew 358; Processed 963; Mended 115; Ordered 754

COMING UP

- All staff meeting
- National Library Week
- New employees starting
- WAPL Conference
- Table at YMCA youth health event

MATERIALS MANAGEMENT MONTHLY STATISTICS

For the month of March 2017

	Beginning	Adds	W/D	Year-To-Date
Collection	168,320	896	358	168,858
Monographic Volumes				
ADULT	85,099	526	110	85,515
REFERENCE	1,585	20	0	1,605
YOUTH	51,453	103	206	51,350
Audio Visual				
SOUND REC	12,419	88	11	12,496
VIDEO REC	13,453	158	31	13,580
OTHER	918	1	0	919
Microform Units	3,393	0	0	3,393

Highlights from Laura

March 2017 Monthly Report

Requests submitted via Wiscat on behalf of MPL borrowers: 448

Requests filled via Wiscat: 471

A fill rate of slightly more than 100% is fairly incredible; the truth is that requests that were submitted in February were filled in March.

Requests received from potential borrowers via Wiscat: 298

Requests filled by MPL: 290

This is a fill rate of 98%.

We spent \$43.76 to mail 15 packages containing ILL items back to the lending libraries.

I attended the Public Services department meeting, as well as a Selectors meeting. I participated in the Cleaning Day; it was wonderful to see colleagues working together to organize and clean our beautiful building! I was privileged to join Tim in a brief initial meeting with two local artists to explore the possibility of commissioning a mural above the entrance doors. A work of this nature could become a statement piece for MPL; it's certainly an intriguing possibility. I participated in several meetings as LEAPFROG is getting to work. We are excited about the potential to greatly improve the patron experience here at MPL!

During March, in addition to continuing to support the MPL "Book Discussion" and "Book and a Movie" programs, as well as the Zimmer Forum, we borrowed multiple copies of 13 titles written by Michael Perry, in advance of his hugely successful appearance here in Manitowoc. We circulated four book discussion kits during the month of March. We also borrowed multiple copies of 18 titles for book groups. In addition, we supplied multiple ILL copies of 14 titles to the Manitowoc Public School District staff for classroom use. We are extremely gratified to be working ever more closely with MPSD, which has been a goal of MPL for many years...great progress is being made! Here is a listing of the titles provided to MPSD during March:

AMONG THE HIDDEN

THE MAZE RUNNER

TO KILL A MOCKINGBIRD

MOONBEAR'S SHADOW

LILLY'S PURPLE PLASTIC PURSE

DOG DAYS: THE CARVER CHRONICLES

BEST FRIENDS FOR FRANCES

CHRYSANTHEMUM

THE EMPTY POT

THE FUNNY LITTLE WOMAN

DON'T LET THE PIGEON DRIVE THE BUS

GOODNIGHT MOON

GREEN EGGS AND HAM

SWIMMY

I experienced two mission moments, both of them outside MPL's four walls....at Barnes & Noble in Green Bay, while standing in line at the help desk, I provided information on Atty. Jerome Buting's account of the Avery trial to a customer who was looking for Avery-related books for a relative. It turns out the clerk wasn't familiar with Buting's book; it had arrived at B&N earlier that day, so it was retrieved from a box of new items and the customer and I had a nice book-related conversation in the meantime. Also, on the evening of Michael Perry's appearance at UW-Manitowoc, the coordinator of the program was heard telling attendees that the public library had set up a really nice display of Michael's books (an MPL Board member also mentioned this at the March meeting).

During March, we served 14 patrons as notaries public. We also proctored two exams for library patrons.