

## Director's Report October 2017

### Mission Moment

The mission of Manitowoc Public Library is to promote a culture of reading and to provide access to information. Through services we strive to foster an environment that meets the educational, recreational and cultural needs of the community.

- Mission moment – Outreach at Roncalli High School - Email sent to me by Colleen Piaskowski, teacher at Roncalli – October 17, 2017
  - I wanted to thank you for allowing us to host Tim Gadzinski and Lisa Pike this week. They did a great job speaking with our students and showing them some of the resources available through the Manitowoc Public Library. Our school president said that when they were presenting to the whole school, he could see students taking out their phones and logging on to MPL's website to check out [tutor.com](http://tutor.com) and some of the other things they were talking about. That's awesome!
  - I wanted to share with you an article I am including in our school's monthly newsletter that goes out to all current students and alumni. I hope you don't mind. I've pasted it below.
    - **Mrs. P's Study Skills**
  - The Manitowoc Public Library has some incredible, free online resources to help students with school work. My favorite is [tutor.com](http://tutor.com) where expert tutors who have been thoroughly screened are available from 4:00 p.m. - 11:00 p.m., 7 days a week, to work one-on-one with a student in real time in a safe, online classroom and everything is anonymous. These tutors help students of all ages, from elementary school through college! Students can even upload a picture of their assignment or an entire worksheet and the tutor will work through it with the student. Students can submit papers and the tutor will send back a marked-up copy with comments and suggestions. To top it off, there is also access to ACT/SAT and AP exam resources. It is AMAZING; grab your library card and check it out! [www.manitowoclibrary.org](http://www.manitowoclibrary.org) If you have any questions, feel free to email me [cpiaskowski@roncallijets.net](mailto:cpiaskowski@roncallijets.net). ~Colleen Piaskowski
  - Also, there has been a lot of interest in the Hacker's Club. However, so many of our students are not from Manitowoc so it's difficult to get them to the library for the meetings. We were wondering if there was a way for MPL to host this club at Roncalli, after school some days? We would even open it up for the middle school students to join us. I think it would be a great way to begin breaking down the stigma that students have regarding attending library-sponsored events. Right now, it's not "cool" to go to those even if the students are interested in the activity. I think by coming to them and letting them get to know you and see how fun these groups and events can be, you are more likely to get groups of friends to come out to other events at the library. Just a thought...
    - (Julia is following up on this opportunity.)

### Personnel

- October 10 – Public Services monthly meeting
- October 13 – Youth Services meeting
- Page performance evaluation forms: After evaluating this process, it has been determined to utilize the current form to the best of our ability with modifications due to time constraints for pages. We may re-evaluate next year.
- The management team and I began reading *The Coaching Habit* by Michael Bungay Stanier. As we move towards a more collaborative, team environment, coaching is an important element. It is

also new to some of my management team. We reviewed several books before deciding to read this one together and discuss. The reason we chose this book is that it is a great starting point to establish coaching as a regular, informal part of your day so managers and staff can have greater impact with less work.

- Annual Culture Survey: Last year, I sent out the first culture survey to assess from an employee's standpoint the status of our library culture. It was very informative related to barriers staff were encountering. Due to this insight, I brought this survey back to continue to assess the culture as we move forward. I intend for this to be an annual survey moving forward to continue generating ideas on improving our team environment. The management team will be reviewing the results of this survey in November and developing an action plan to be shared with staff.

### **Staff Development**

- October 2 – Training with Jason on new SAM procedures, cash register, and MK Solutions
- October 4 – CEO Breakfast series and lecture with Frank Abignale Jr.
- Training from Stacey on the buildings breakers

### **Outreach Activities**

- October 2 – Be My Guest radio spot with Julia – We talked about Drugs in Our Community and upcoming youth events
- October 7 – presentation to P.E.O. organization on library funding sources
- October 18 – Boys and Girls Club of Manitowoc County Advisory Board meeting
- October 24 – Presentation to Golden K on updates for MPL and introduce myself to this group
- HTR article on Human Trafficking event in November

### **Operations Activities**

- Summer Reading Program: In October, I began meeting with those connected with our summer reading programs. One of the things I would like to see is a more universal approach to our summer reading program. I would like to see a similar feel across all the age levels. I would also like to incorporate Homebound Services adults into our adult summer reading program. We will continue this discussion in November. We are also contemplating the idea of branding our MPL summer reading program separate from the national initiative.
- National Library Week 2018: On October 31, MPL's management team met with the Director and staff from Lester to discuss collaborating on the Libraries Build Strong Communities annual campaign. They shared some great information and resources with us. We also developed some ideas on how to co-market with Lester. Both libraries are excited to partner in this program. MPL staff intend to start recruiting businesses for this program starting in January.
- Cataloging Literacy Materials: Amy and Mary P. have taken on this project. All items were catalogued in October. Mary P. will be training her tutors on this new process in November. Amy should finish the remaining items as they periodically come in over the next year. All staff were updated on this new procedure in one of my weekly newsletters. We had over 1,000 items in the Literacy collection! Having all of these catalogued and in our system will help us better track and understand the materials we have.
- October 9 – Friends Board meeting
- October 9 – Drugs in our Community: Second in our Domestic mini series
- October 17 – Foundation Board meeting
  - I will be working with the Board President to revise and send out their Fall Fundraising Letter. We hope to have that sent out prior to Thanksgiving.

- 2018 Foundation Fundraiser meeting: I have put together a committee of four MPL staff, including myself, who will be organizing this fundraiser. We are also working with a committee of 3 Foundation Board members to lead this. We are meeting every two weeks to work on this fundraiser. The month of October focused on finalizing the caterer and performer. We were able to taste test two local caterers in the community. We will be awarding one of them in November. We also started talking about sponsorships for this fundraiser.
- Marketing Plan: the marketing committee met on October 19. We discussed some of the current services we offer and statistics that go along with it. It became apparent that this process needed some re-structuring. Anne will be in contact with other libraries and businesses about marketing plans before we next meet.
- October 26 – meeting with Bibliotheca rep on issues we have had with their machines and software/hardware updates on self-check machines
- Poetic Pairings event in April 2018: The Friend’s of Manitowoc Public Library are interested in co-sponsoring an event for April 2018 focusing on poetry in our community. It was created based on the successful program held annually at Sheboygan Public Library. The event pairs a local poet up with a community leader in the area. The community leader picks a poem that has had an impact on their life. They then share this with the poet they are paired up with. Based on the poem and the community leader, the poet writes a response poem to that conversation. On the night of the event, the community leader and poet each present their poem to the community along with the impact of each poem on them personally. All of the poems are then produced in a booklet for attendees. I have been working with Jean Biegun on developing a letter to send out to community leaders.
- SILLI internal grants: The SILLI grant reviewed committee met on October 20. This committee consisted of Tim, Roxanne, and myself. We awarded three grants: Starlings, Sow and Grow, and SRP marketing. These three grants were notified by October 31. Each grant is well underway for completion in 2018. Each of the grants will be presenting to the Library Board in early 2018.
  - As a reminder, “S.I.L.L.I.” is an acronym for “Supporting Innovative Library Leadership Initiatives”. Essentially, it’s a grant opportunity for any staff member of MPL (Library Director and Grant Coordinator excluded), wherein people team up to propose innovative ideas for the library (it can really be anything short of suggesting a construction project) that moves MPL positively forward. At the end of the process, a maximum of three grants can be awarded for up to \$1,000 each. The emphasis is on collaboration and innovation.
- Incident Reporting procedures: Roxanne, Jason and I have finished developing the incident report procedures and forms which will become Safety and Security Reports. All of the forms and procedures are available on the staff intranet. I’ve attached the quick steps and blank form at the end of my report for you to see the final products as well. We will conduct training in November for staff with a two week transition period. We hope to be live with using Safety and Security Reporting before Thanksgiving.
- Virtual Library Cards: Virtual library cards went live at MPSD at the end of October. I conducted several training sessions on VLCs in the month of October. We also distributed all of the marketing materials. We will follow back up with MPSD library media specialists in November to see what questions they may have.
  - Anne, Julia, and I have also started talking about a possible upgrade option for teachers to move from a VLC to a full teacher’s card. I have followed up with MPSD and MCLS to make sure it is feasible which it is. I will be following up with MCLS Library Directors in November to get their input as this will possibly affect them at their libraries.

- Monday, October 16 – Common Council Meeting
- 2018 Budget –The mayor did include funding in the 2018 budget for opening on Thursdays, funding the new pay plan, and balancing the budget. We will still have a \$50,000 shortfall, but I feel confident we can make that up. The budget is now in the hands of the Finance Committee who will deliberate in October and November. I will be attending these Finance Committee meetings to answer any questions they may have on the library allocation. Approval on the 2018 budget is expected to take place on November 20 at the Council meeting.
- LEAPFROG update: During the month of October, we have focused on developing our layout. We should have a layout completed in November with a presentation to the Board in December. We will also be soliciting staff feedback on this plan.
- Core Competency Standards: Each manager was broken into a team of two. Each group will develop standards for the five core competencies being used in the 2018 performance evaluation process. At the end of November, we will reconvene as one group to discuss the standards we have developed and finalize them for the 2018 process.

### **Significant Statistics and Activities**

- Virtual Library Cards rolled out the last week in October. We have been sending marketing materials and speaking in person at the schools on this resource and all of our databases. Already, in the last week of October, we are seeing increased use of our databases. I'm looking forward to seeing November's numbers.
- Drugs in our Community event held on October 9 brought in 94 people to this important panel discussion.
- The Mayor included funding to open the libraries into his 2018 Budget which he presented to the City Council on October 16.

### **Adult Literacy One-to-One – Mary Petersen**

#### 2017 Common Ground Conference

- Program Coordinator attended conference in Appleton with three program tutors
- Conference is for technical colleges and literacy programs throughout the state
- Sessions covered technical college-literacy program partnerships, learning strategies, resources for English language learners, leadership transitions, data collection, and human trafficking
- Tutors found sessions informative with strategies and ideas that could be incorporated into their tutoring sessions
- Session information will be shared by tutors at November Monthly Tutor Meeting

#### Program Materials and Check-Out

- All program materials have now been barcoded and inventory is almost completed
- Materials will now be checked out by tutors with their Literacy library card rather than the previous index card/pencil system
- Will ensure that materials are retained by the program
- Huge thanks to Amy Eisenschink for her speed and efficiency in barcoding hundreds of items!

#### Tutor Training

- 6 volunteers were trained this month
- 5 will be active tutors and one will be an alternate or substitute tutor
- Substitute tutors fill in when a regular tutor is on an extended vacation or out for a time, due to health/medical reasons
- Hoping to hold another training in December—just need two more volunteers!

#### **Grant Writing – Tim Gadzinski**

While the “Create Tomorrow” fundraising gala remains my primary acquisition focus for the moment, grant-wise it’s still worth pointing out that:

- The S.I.L.L.I. grant initiative arrived at its awarding stage in October. It’s been both very rewarding and satisfying to have been a part of this process since the beginning. It was genuinely interesting to see the ideas presented by my fellow MPL staffers and I believe that for an inaugural grant program, the three proposals that received funding—Starlings, Seed Library, and SLP promotion—were worthy and diverse recipients. I’ve now moved on to looking forward to seeing all three proposals put into play.

In terms of the gala, Kristin, myself, and our two new committee members—Emily and Julia—are continuing to move forward with turning our ideas into reality. In addition to having to endure the trials of consuming delicious food to decide who would cater the event, October was also notable for:

- Negotiating an amazing price for our featured performer, Cycropia Aerial Dance
- Securing Petskull Brewery as a beer sponsor, which will be brewing a special beer especially for the fundraiser
- Securing Ryan’s on York as an additional sponsor for the remaining beer needed for the evening
- Secured the services of Becca Jabs to execute the Pet Portrait for the Silent Auction Portion of the fundraiser

#### **What’s coming up?**

- I am working on three Domestic Issues presentations this Fall. September will focus on Suicide Prevention – October is Drugs in our Community – November is on Human Trafficking. We will be partnering with local experts such as our police department in facilitating these discussions.
- LEAPFROG and I are continuing progress of the 1<sup>st</sup> Floor Redesign Project. (LEAPFROG stands for Librarians Exploring And Planning Future Redesign Opportunities and Growth) We are starting to develop a layout.
- In November, I will meet again with HR Director to continue with the EPM merger.
- The management team will continue reading The Coaching Habit and discussing in November.
- I will begin the process of reviewing and revising job descriptions for approval by the Library Board.

## Safety and Security Quick Reference

All staff members are responsible for viewing the Patron Banned Log once each work day.

When dealing with a problem patron, take the following steps:

- Issue a verbal warning. Be clear about what the problem behavior is, what policy it violates, and what will happen if the behavior continues. Be clear about what you expect them to do to comply.
- Steps based on Level of Security Concern:
  1. Concern: You do not need to issue warnings. Use this to document behavior which if persists would warrant a warning.
  2. Low: Issue two warnings. If it persists beyond this point, ask them to leave for the day.
  3. Medium: Issue one warning. If it persists beyond this point, ask them to leave for the day.
  4. High: Ask them to leave, and give a one week verbal ban. This may constitute an immediate police phone call.
- If the behavior continues – either within the same day or on a future visit – the patron should be asked to leave the library for the day and a Safety and Security Report should be submitted immediately.
  1. If you are on desk, please ask a coworker to cover for you so you can step in the back to complete the form.
- If the patron becomes hostile, dangerous, or refuses to comply, call the police.

For library staff members: if you are uncomfortable approaching a patron by yourself, ask security guards on duty, your desk backup, manager, or other staff member, to assist.

[Safety and Security Guidelines](#)

[Safety and Security Logs](#)

### FORMS

[Safety and Security Report Form](#)

[Employee Accident Report Form](#)

[Patron Accident Report Form](#)

### POLICIES

[Code of Conduct Policy](#)

[Internet Use Policy](#)

## SAFETY AND SECURITY REPORT FORM

Fields marked with an \* are required

**Violation Date \***

**Violation Time \***

How would you categorize the violation:

**Concern:**

- Odd Behavior
- Potential Problem
- Other:

**Low:**

- Food/Drink
- Improperly Using Restrooms
- Inappropriate Attire
- Loitering
- Offensive Odor (body, belongings, food)
- Animal Issue
- Sleeping
- Unattended Child
- Volume Disturbance
- Other:

**Medium:**

- Disruptive Behavior
- Entering Unauthorized Areas
- Harassment
- Inappropriate Display of Affection
- Public Computer Violation
- Soliciting
- Smoking Products
- Unattended Items Left in Library
- Vandalism

**High:**

- Aggression/Threats
- Alcohol/Drugs
- Inappropriate Sexual Contact
- Theft
- Trespassing

**Was law enforcement called \***

- Yes       No

**Describe situation**

Include location, others involved, description of victim, witnesses, etc.

**Action Taken \***

- No Action Taken
- 1st Warning
- 2nd Warning
- Asked to leave for the day
- 1 week ban
- Other

**Staff Recommendation \***

Management will take this under advisement

- No Further Action At This Time
- 30 Day Ban
- 60 Day Ban
- 90 Day Ban
- 6 Month Ban
- 1 Year Ban

**Photos of Offender/Incident**

Select Files

Is Security Camera Footage Needed? \*

- Yes
- No

Staff Member Completing This Form \*

Kristin Stoeger

**Offender Information:** *Complete to the best of your knowledge*

First Name

Middle Name

Last Name

Gender

- Male
- Female
- Undetermi
- d

Birthdate or Approximate Age

Library Card #

Height

Weight

Hair Color

Eye Color

**Other Identifying Info**

(Tattoos, Piercings, etc)

[Click here to add another offender](#)

Submit