

Manager Highlights October 2017

Youth Services (Julia Lee)



Mission Moments:

- We had an AMAZING October filled with Spooktacular events. Between our Healthy Halloween Party on October 24th and Beauty & the Beast Masquerade on October 27th, we had over 200 people attend programs that week!
- Lynn and Julia led families in singing “The 13 Nights of Halloween” at our Healthy Halloween Party, after which we were asked to post our rendition on YouTube by several families because it was so fun. We’ll be famous before you know it! 😊
- We had a family drive from Green Bay to attend our Beauty & the Beast Masquerade! The family said that they have always loved MPL’s programs and check our website for all our fun events.

2. Personnel:

- Julia completed her new employee training!
- Susie had hip surgery on October 23rd and she is on the road to recovery. We wait to have her back in the Children’s Department on November 13th!

3. Staff Development:

- Lisa, Lynn, Susie, and Julia attended a collaborative Grassroots Meeting October 5th to share program ideas with other Youth librarians! Susie did a fabulous job leading a presentation about coding & meeperBots.
- Susie attended a Child Safety Network Meeting on October 10th
- Betty, Lisa, and Julia got to attend WLA October 17th-20th at the Kalahari in the Dells. We got to listen to fantastic presenters, meet other librarians, and get TONS of incredible ideas that we can’t wait to implement at MPL!

4. Outreach Activities:

- Julia joined Kristin on WOMT’s “Be Our Guest” on October 2nd to talk about upcoming Youth events

- Lisa, Susie, & Julia attended a Selector's Meeting on October 2nd
- Julia brought crafts and promotional materials to Art On The Lakeshore at the YMCA October 7th (Thanks to Amy & the Sunrise Optimists for putting the event together!)
- Jackson School Visit October 9th
- Julia, Lisa, and Anne J. met with a RAYS representative about having a table in the library lobby
- Lisa visited with McKinley staff to collaborate on future MPL outreach on October 9th
- Julia was a part of Lincoln's Reality Store on October 12th
- Susie did a story time at the Riverview Fall Festival October 12th
- Susie had a Redeemer Story Time October 13th
- Despite the chill and rain, Betty went out to the Farmer's Market on October 14th with a healthy food scavenger hunt for kids. We partnered with the UW-Extension FoodWISE program to promote reading and healthy, local eating. Every kid who completed the scavenger hunt challenge received a free book!
- Lisa talked to individual classes and an all-school pep rally at Roncali High School October 16th & 17th (Thanks for setting up the visits, Tim!)
- Julia brought promotional materials to the Lights On After School Jefferson October 26th
- Julia had two Head Start Story Times October 26th

5. Operations Activities:

- Youth Staff have been working with Emily to design the new Picture Book City signage. Signage for the shifting process has been created and is ready to be put out when we begin shifting end of November-December.
- Betty has been researching department-wide signage to make our collections easier to navigate.
- Betty & Lynn finished their Non-Fiction labeling project! Our most popular Dewey sections have bright, colorful shelf labels to help make the collection more browsable. It looks FABULOUS! Thanks to Bruce & the Maintenance staff for making the labels sturdy and secure.
- Julia attended Fundraiser committee meetings every Monday in preparation for the big Gala in March.
- Betty attended FISH meetings and helped put together the big Chili cook-off!
- Julia was invited to a Sunrise Optimist Club meeting on October 11th at 6:30 in the morning. She somehow made it out of bed in time and had a wonderful time talking about Youth Services at the meeting (Thanks for the invitation, Amy!).
- Betty completed training with Ann Reimer on B&T 360.
- Betty trained with Roxanne on Collection HQ.
- Youth Staff had a department meeting on 10/13.
- Julia attended the City Manager's Meeting on 10/16.
- The Youth Department had a Spring Ideas Share meeting to plan out the next four months on October 16th.
- Susie, Lisa, Jason K., and Julia met to finalize plans for the Library Explorers program on October 17th.
- Susie, Lisa, & Julia attended several selectors meetings throughout the month of October to learn how we could participate in the Collection HQ Most Improved challenge.
- Lisa met with Roxanne to discuss the future of the YA collection and how to reduce DOA
- Julia met with Kristin & Anne J. to discuss virtual library cards.

- Julia met with Indah Erdmann regarding an Indonesian Anklung SRP program on 10/25.
- Julia completed Database training with Anne J. on 10/30.
- Youth Staff had bi-weekly meetings with Julia throughout the month of October.

6. Significant Statistics and Activities:

- Susie saw **120** people at Riverview's Fall Frolic on 10/12!
- Lisa got to talk to almost 300 students at Roncali about our teen services 10/16!
- We had **91** people attend our Healthy Halloween Party on 10/24!
- We had **133** people attend our Beauty & the Beast Masquerade on 10/27!

Youth Stats	October 2016	October 2017	Percent Change
AWE Sessions	92	324	252.17%
EDGE Sessions	33.5	116	246.27%
Wii	33	40	21.21%
Maker Space	N.A.	12	N.A.
Board Games	N.A.	7	N.A.
TumbleBooks Total Views	183	812	343.72%

7. What's coming up:

- MTAC meets November 7th @ 5:30
- Hacker's Club meets November 8th @ 4
- Pilgrims In Peril (Makerspace) is November 13th @ 4
- Silk Scarf Painting is November 15th @ 5
- Teen Games Guild is November 21st @ 5:30
- Make & Take Holiday Cookie Decorating is November 24th from 1-3
- Coding Club is November 27th @ 4
- FAN continues in October with Fun with 4-H (BINGO night!), Reading to Certified Therapy Dogs, Lumberjack Party, and Yoga Story Time!
- Picture Book City shifting will begin the first week of December! We will be meeting with departments, putting up signs, and keeping everyone informed as we make progress.

Facilities (Stacey Bialek)



MISSION MOMENT:

Three is a magic number. Yes it is. It's a magic number.

~School House Rock~

A man and a woman had a little baby. Yes, they did. They had three in the family.
Congratulations to Nissa, David, & Eve. That's a magic number.

PERSONNEL:

- Good luck to Don Chewning and Megan Wasnerski. As they travel onto different paths, we wish them well and thank them for their service.

STAFF DEVELOPMENT:

- Final revisions are being made on the new Safety/Security Reporting protocols. Training has already started for staff on the new Incident Report Guidelines and input perimeters.
- Maintenance staff that was unable to attend the staff portion of the new Performance Evaluation process have viewed and studied the video version of the training.
- We had well over 75% participation in the Workplace Culture Survey. Thanks to all the managers and our director for putting out treats and snacks for all to enjoy!

OUTREACH ACTIVITIES:

- MPL's F.I.S.H. Committee (Fellowship Inspiring Social Harmony) is planning quite a few fun events in the upcoming weeks. A Chili Bowl-A-Thon Competition, a special get-together for our newest Library Baby, and some Holiday Cheer activities are on the docket. We have also been busy with our FISH Charter, FISH Welcome Wagon for new employees, and the new FISH Tank info board in the staff break room. We will be recruiting for new Fish by next month.
- The Library kept a low profile, but offered a helping hand in the downtown's Wendigo Fest. With the event sprawling over two days, vendors took advantage of our power, space, and neighborly generosity. Hopefully the fest was successful enough that it returns next year and doesn't become known as Wendi-Come & Gone!

OPERATIONS ACTIVITIES:

- Camera Corner will be finishing up the A/V upgrades in the Board room by next month. We have installed the white board on the south wall and await CCCP installation of controls and projector.

- Camera installation continues onward. We have wired a new camera near New Romance and are in the process of wiring power to the portico for another camera.
- Concrete work is complete on the south side for Ann Herrmann's Memorial. We have ordered the park picnic table and will be installing it as soon as it arrives.
- Due to everyone's patience, we have prolonged the start-up to our heating season to November. During this time, we were able to replace the main feeder valve (maintains proper water levels) and repaired a newly developed leak in the upper heating coil. Once the boilers are running at full cycle, we will be monitoring everyone's heat output and making changes based on performance and personal preference.
- We realigned and repaired some wind-damaged cladding (aluminum sheets that protect exposed construction framing) on the northwest children's turret/rotunda.
- Thanks to the Fire Dept. and other donors, we are now equipped with a new AED machine. It is located in the AED cabinet near the Tax Forms. We would also like to thank the Manitowoc Fire Dept. for the ½ day training for city managers, which included the library director and managers, on AED, CPR, and basic 1st Aid.
- Thanks to Bruce, we have also installed five new "No Smoking within 20 Feet of any Entrance" signs around the library's perimeter.

SIGNIFICANT STATS/ACTIVITIES:

- During my nearly 10 year stint here at MPL, our heating season normally began anywhere between 10/1 and 10/18. Keeping in mind that a later start mean saving money, starting the season in November means a significant savings of \$650-\$1,000 on the heating budget.

WHAT'S COMING UP?

- Children's Department lighting upgrades with LED drop-in lamp conversion in the square fixtures
- Memorial bench along Franklin Street
- Carpet cleaning on veranda, mezzanine, Balkansky BC, and picture book rotunda
- FISH Chili Competition

Public Services (Anne Juza)

I. Mission Moments

- Homebound Services (Margo): Delivery to a new patron. She is an avid reader who typically reads a book a day. Her son has been bringing her reading material from the library, but is unable to continue as his work hours have increased significantly. In our initial contact, I was able to find out that she has read since she was 4 years old. She and her mother would walk to the library every week and fill their tote bags with books. She is an English major who has been lucky enough to teach her grandchildren to read and enjoy books, carrying on the important family tradition. So glad we can help keep the flow of books coming!
- Mary Davis: An interesting conversation while helping a patron. I helped an older gentleman find the book, *Helter Skelter*. We started talking about the recent news about one of the Manson cult members seeking parole. He shared with me a story from when he went to San

Francisco to visit a friend in the late 60s. While visiting his friend he decided to take a bus to check out the Morningstar Ranch Commune in Santa Rosa. Another man got on the bus at the same time, he felt very uneasy sitting next to him, so he got up and moved. After watching the news, he realized that the man on the bus was Charles Manson!

- Therese: One Monday night, I had a family of 4 come in and head to the used book store shelves. They were from Minnesota, on their way to Door County. The mom had grown up in this area and stopped to visit the library, both for old time's sake, as well as to let her boys pick out used books to take camping. This is more of a nice to share story – knowing that she loved the library and wanted to stop in, as well as remembering the used books we've always offered.
- On a personal perspective from Tim: I truly enjoyed being a member of the S.I.L.L.I. Grant Committee. I was fortunate enough to have Kristin ask me to help draft up the rules and application for the grant, so I've been in on it since its inception. It was very interesting to see the ideas, both from the successful applicants and the non-awarded people as well. I believe that it's a terrific program. Not only are the new things coming into the library awesome, I just think it's such a good plan to have our staff take a stake in their workplace.

II. Personnel

- Don Chewning, Library Assistant resigned; interviews will begin for 20 hour Library Assistant asap.
- Several staff went to the Open Enrollment & Go365 Meetings at City Hall. A few even received their flu shots.
- Three Public Services Staff members met with Anne for a "One-to-One Time" (conversation with Anne for personal growth, thoughts, comments, concerns, etc).
- David had his Sow & Grow project chosen through the SILLI grant process—Congratulations!

III. Staff Development

- Anne's staff development: Certification in Management Series from CVMIC--16 classes--3 years to complete; Webinar on Marketing Library Services; Managers reading, *The Coaching Habit*.
- Jason completed an Overdrive Support course through WILS to offer better support tools for helping patrons with their Overdrive issues. He also took over as the contact for support questions for MPL.
- Mary watched Granicus webinar, "Processing Minutes"; attended a webinar on Data Informed Collection Development.
- Meredith attended Wisconsin Library Association annual conference in Wisconsin Dells as the recipient of receiving the 2017 Paralibrarian of the Year.

IV. Outreach Activities

- Windigo Fest, MPL's participation: Children, Teen, and Sidewalk Chalk Art.
- P.E.O. members met with Director (who discussed the roles of Boards--Foundation, Trustees, and Friends-- of MPL) and Anne described the services offered by MPL.
- Partnership with Lester Public Library Staff for National Library Week—"Libraries Build Strong Communities".

- Tim and Lisa (Teen Associate) talked to the Roncalli staff and student assembly about the digital services offered by MPL.

V. Operations Activities

- Public Services Staff/Materials Management Staff Selectors attended Collection HQ meetings and webinar: Data Informed Collection Development.
- Book and a Movie discussion, *The Light Between Oceans*, at Lakeshore Cinema attracted 79 patrons.
- Anne's meeting attendance: WIMI Board/Regular Meeting with Speaker Kathleen McDaniel, City Attorney and tour of City Hall with Mayor; CAT/Circ Meeting at Lester Public Library; Runaway & Youth Services (RAYS) rep to discuss partnership with MPL; wrote an article for Sunday's HTR about Book & a Movie; City Manager's Meeting with Mayor; Lakeshore Holiday Parade Meeting; City Wellness Committee Meeting; Human Resources Council (HRC) Meeting; Virtual Library Cards (VLC) & Teacher's Merge Meeting; Summer Read Recap Meeting.
- David, Therese, Tim, and Jason presented their 2-D representation of the First Floor layout to the LEAPFROG committee members.
- David created an Experimental Placement Display using Collection HQ featuring easy to use investment books.
- David has ordered Christmas music; ran reports in Collection HQ in the non-fiction collection 001-699 and weeded 206 books using this method; condensed and weeded Reference books.
- Jason held a class on Libby (new software to download ebooks).
- The CCR room is being utilized on Tuesday evenings and two patrons used the 3D printer for personal projects.
- Margo attended the Summer Reading Program recap meeting, along with a selector's meeting (discussion using Collection HQ more frequently). She created two Experimental Placement displays—"Scare Up a Good Book" and "WANTED: Great Westerns" in the Large Print display area; Margo, Therese, and Mary P met to share about what each department implements regarding the volunteers they oversee; Margo is very active on the FISH Committee, which hosted the first ever MPL Chili Tasting Contest!
- Mary created an experimental placement on Collection HQ for National Novel Writing Month.
- Meredith attended the Summer Library Reading Re-cap, Collection HQ, Dalek Wall, and Data Informed Collection Development meetings.
- Meredith put together a "Who Done It?" and EMOJI display. The books were added in CHQ experimental placement.
- Therese contacted Sandi White at MPD regarding the codes the PD uses and forwarding them to Therese for MPL's background checks considering potential volunteers at MPL.
- Therese attended the Anniversary and LEAPFROG meetings.
- Therese has a volunteer and job coach that started working in the Children's Department on a weekly basis and a volunteer working in the Materials Management Department, helping unpack boxes of new material.
- Tim scheduled Chad Lewis and Joe Kazda to appear on WCUB's, "The Breakfast Club" to promote their programs; secured Julie Ribley of Lakeshore CAP and Kris Pierce of 5-Stones to be members of the "Human Trafficking in Our Community" panel discussion of MPL's Domestic Mini-Series.

VI. Significant Statistics/Activities

- “A Harvest of Books” display circulated 135 items
- Author Event: “Wisconsin Most Haunted” with Chad Lewis—210 in Attendance
- Notice the plants in MPL? Therese has a wonderful ‘green thumb’ volunteer who tends to the plants
- Ninety-four in attendance at the “Drugs in Our Community” Domestic Issues Mini-Series
- Tim pursued and created three Photography/Video Notice Boards to inform the public that they are being photographed and/or videotaped at events and may be used in future MPL promotional materials

VII. What’s Next

- Great Decisions Lecture Series underway—books are ordered
- Mary pulling titles for Christmas Display
- Meredith putting a Holiday Cooking/Crafting/DVD/Music Display
- Therese is planning a Used Book Sale for the Holidays
- Doctor Who Day, Saturday, December 9

Materials Management (Roxanne Staveness & Amy Eisenschink)

1. 1 Mission Moment:

- Laura - After considering ways to streamline the process of preparing items for book clubs, we implemented changes that have been beneficial to ILL and Service Desk staff, as well as being much more convenient for patrons at pick up. Our patrons are unanimously in favor of the change – our favorite comment is the email referring to the new checkout process as “the best invention ever! So easy.”
- Ann R. – I took my niece to the Treat Street event hosted by Downtown Manitowoc on Saturday October 28. The library was on the list as one of the participants, however the library wasn’t aware of this. I mentioned this to Anne J. and the library was prepared for the all the ghosts and ghouls that came to visit. My niece was very excited with the spider ring she received.
- Roxanne - Susie K - mission moment. Found \$3 in a book and she researched who it belonged to.

2. Personnel:

- Laura – Susie Koch’s first day as ILL Clerk was October 16th. She is catching on very quickly, and already offering good suggestions for ways we may be able to fine tune some of our ILL processes. A huge plus to training staff new to ILL is hearing their questions and comments, which often lead to changes that benefit the ILL workflow. New ideas and perspectives are always welcome.
- Amy – This month we welcomed Jordan Kabat to the department as a clerk. He has caught on extremely quickly and is a great addition to our team. Megan Wanserski left her position as a page to concentrate on her studies. Her smile and sense of humor will be missed.
- Roxanne -

3. Staff Development:

- Ann R. - I attended the Open Enrollment meeting concerning next year's insurance. I received the flu shot which the City offers each year. I attended the semi-annual Lars circ/cat meeting. We discussed several topics including interlibrary loan returns, Libby, cleaning up user profiles, automated messaging, hold flags and deleting users.
- Roxanne – Received my flu shot.
- Amy E. – I attended the last class from CVMIC toward my Certificate in Management. It was 16 classes that I feel have helped me grow as a manager. I attended training for Go365 and for the open enrollment I stepped way outside of my comfort zone and submitted an article for the HTR to marketing. It will be in the HTR near the end of the year. I worked with Kelly Hardow one Monday night while she was still in training. She is doing a great job!
- Laura – I attended a webinar on collection development. I also worked on revamping two S.I.L.L.I. grant applications (one of which was approved!) and spent some time troubleshooting the new procedures for readying book club collections for patrons. I also shared my impressions of how Mango Language and Pronunciator compare to one another.
- Judy - Attended the Service desk meeting. Attended the LARS Cat/Circ meeting. Attended the Open Enrollment.

4. Outreach Activities:

- Amy-Attended several Optimist meetings. Julia Lee attended one Optimist meeting with me. She talked about all of the exciting upcoming events. The Optimist Club is all about empowering and supporting children. Great fit.
- Roxanne – Attended Lions Club meetings. Researched our December award honoree for the Lions.
- Laura - I had the privilege of leading the October MPL book discussion of *A Tree Grows in Brooklyn*. We had a really great discussion among the 10 attendees. We continue to provide ILL copies of books for the MPL book discussion, the Book and a Movie event, and the Zimmer Forum. Books for these three monthly events circulate very well, and we hope, lead to increased attendance at the events, as well.

5. Operations Activities:

- Laura & Roxanne – LEAPFROG.
- Ann R. - I trained Betty on how to use B&T to send order carts to me. I met with Meredith, David, and Roxanne to discuss a new B&T Anime DVD standing order program. I ran the usual reports for the month – In Transit, Monthly problem, 6 month cleanup, long overdue
- Amy - I have started cataloging the literacy material in the One-To-One office. This month I was able to get 691 items done. I am about 75% done. Met with staff from Lester Public Library to discuss National Library Week collaboration.
- Judy - Trained Mary Petersen on Workflows, so she can do registrations, check out and check in for her Literacy people.
- Laura - I attended the Public Services Department meeting and one LEAPFROG meeting. LEAPFROG met just once in October, as we'd taken a hiatus to develop our own visions of a redesigned first floor. The discussion of those conceptual drawings was lively and brought forth a lot of very workable solutions to the issues we currently face.
- Roxanne - Leadership for Manitowoc County Chamber of Commerce planned for us to visit 8 non-profits! It was an eye opening experience to see what can be done with hard work and dedication. All of them told us that donations and volunteers are the 2 biggest needs of each organization. Of all them Peter's Pantry was the most amazing, not that they all weren't amazing, but the amount of food items they can offer in such a small space is remarkable. I attended the

Downtown Master Plan for Kristin. I continue to order patron request materials and to catalog materials both for MPL and MCLS.

6. Significant Statistics and Activities:

- Laura –14 notary requests, proctored 3, circulated 14 book discussion kits, and filled multiple copies of 11 titles. We submitted 423 requests on behalf of our patrons, and received 391 items in response to these ILL requests – a fill rate of nearly 93%. We loaned 210 items to borrowing libraries, in response to 227 requests sent to us during October – also a fill rate of nearly 93%. We also received and filled four email requests from the Winnefox Library System.
- Amy - Added 1854; Withdrew 1974; Processed 1183; Mended 167.
- Judy – Took care of notices and counted register till.

7. What's coming up?

- Roxanne & Laura - Leapfrog meetings.
- Roxanne & Amy - Management meetings weekly.
- Roxanne -Lion's Club meetings. Participating in Chamber of Commerce Leadership Manitowoc County Program. In December I am part of the Lion of the Year committee and we will be honoring someone special at our December banquet.
- Amy – Optimist Club meetings. Finish cataloging One-To-One literacy material. Start re-cataloging over 10,000 picture books to create a new Picture Book City. Work on updating job descriptions with Kristin.
- Laura – The ILL Procedures continue to be developed and improved as our new ILL Clerk works through them. We will begin training another ILL Clerk in mid-November. LEAPFROG Committee work will continue. Therese and I have begun discussing the upcoming Readers Advisory we will present on December 8th. It's a lot of fun to compare notes and impressions about our own favorite books, as well as those titles book groups are enjoying and recommending.
- Judy – Department meeting. Finish up with withdrawing materials.
- Ann R. - Continue to spend the rest of the 2017 budget