

Manager Highlights November 2017

Youth Services (Julia Lee)



1. Mission Moments:

- The new additions to our department—thanks to the Jean Dvorak Memorial Fund—have generated a lot of excitement. The Children’s Department was lucky enough to get a new puppet theatre, reading cabin and furniture, a light table, new kitchen play set, and a workbench. We have had many children and parents tell us how wonderful our new dramatic play areas are. The puppet theatre is a HUGE hit with multiple performances going on throughout the day. One little boy saw the reading cabin, sat in the chair and said, “It’s just my size!” And we’re not sure who loves the Lite Brite accessories more the children or the parents who grew-up with Lite Brites. Our new elements have been the source of much interactive play! ☺
- A family told Susie that they LOVED how we are displaying our picture books face-out on top of the shelves. They said they were browsing and exploring the collection much more because they could see so many new and interesting covers.

2. Personnel:

- Lisa completed her employee training!
- Susie came back to us on November 13th and is working her full-time hours again! ☺

3. Staff Development:

- Julia wrote an article about her favorite WLA (Wisconsin Library Association) conference session, “Coding for the Rest of Us” that was featured on the YSS (Youth Services Section) Blog!
- Julia attended her first Kiwanis meeting on November 6th
- Susie attended an Investing Early Meeting on November 28th

4. Outreach Activities:

- Julia had a Head Start Story Time on November 2nd
- Monroe came to MPL on Nov 3rd for a Library Explorers Program

- Julia joined Kristin in presenting to MPSD librarians about virtual library cards and MPL Youth Services on November 14th
- Susie had a Redeemer Story Time November 16th
- Julia & Lisa went to Jefferson school to teach coding on November 1st, 8th, 15th, and 29th
- Lisa went to the Light to meet with teens and promote MPL's teen services on November 17th
- Julia had a meeting with Kya Diehl from UW-Extension to discuss spring programming on November 20th
- Julia was a judge for the Holiday parade on November 22nd
- Bethany Lutheran came to MPL on November 27th for a Library Explorers Program
- Bright and Early on November 28th, Julia joined Kristin in presenting to the Sunrise Rotary about MPL Youth Services

5. Operations Activities:

- PICTURE BOOK CITY IS UPON US! If you can't find Susie or Julia, look in the stacks. ☺
- Betty has been researching department-wide signage to make our collections easier to navigate.
- Julia attended Fundraiser committee meetings every Monday in preparation for the big Gala in March
- Julia attended Manager's Meetings every Tuesday
- Betty attended a FISH meeting on November 1st
- Lisa completed her new employee training!
- Youth Staff had a department meeting on November 10th
- The 20th Anniversary committee had a meeting on November 10th to discuss activities and planned events for the day. Our next meeting is planned for February.
- The Summer Reading Program committee met on November 10th to discuss plans to streamline MPL's Summer Reading Program.
- Julia attended a Friends of the Library meeting to discuss funding ideas on November 13th
- Lynn lead a fun, Thanksgiving-themed Makerspace program on November 13th
- Julia, Susie, Lynn, and Lisa attended a Doctor Who planning meeting on November 15th
- Youth Staff had bi-weekly meetings with Julia throughout the month of October
- Julia attended the City Manager's Meeting on November 20th
- Susie lead a Coding Club on November 27th
- Julia, Lynn, and Betty met to discuss next year's Jefferson Outreach program (Makerspaces) on November 29th

6. Significant Statistics and Activities:

- Lynn had 53 people at Family Story Time on November 18th!
- We had 73 people attend our Lumberjack Party on November 21st!
- We had 137 people attend our Make & Take Cookie program on November 24th!

Youth Stats	November 2016	November 2017	Percent Change
AWE Sessions	101	285	182.18%
EDGE Sessions	37	120	224.32%
Wii	35	45	28.57%
Maker Space	N.A.	16	N.A.
Board Games	N.A.	3	N.A.
TumbleBooks Total Views	109	600	450.46%

7. What's coming up:

- PICTURE BOOK CITY IS UPON US!
- Annual Performance Reviews coming up in January 2018
- We will be hiring a new 22 hour/week position to allow the Children's Department to open on Thursdays. The position has been posted on NeoGov. Interviews will start in January.
- Minion Madness Party is on December 8th
- Doctor Who Day is coming up on December 9th
- Teen Spa Night is December 12th
- Teens will be decorating the bookends for the Teen Scene on December 13th
- Santa is coming to the library on December 16th !
- Family Activity Nights for December: Fun w/4-H, Read to Certified Therapy Dogs, and a Library New Year's Party!
- We've begun planning Summer Reading 2018, so start getting excited!

Facilities (Stacey Bialek)

MISSION MOMENT:

"You don't get harmony when everyone sings the same note."

~Steve Honey~



The Dr. Who festivals are unique in their own right, but they wouldn't be as successful as they are without the great staff behind the curtains. We have some very ingenious people *who* are able to take an obscure and esoteric television show broadcast on the BBC and turn it into a local phenomenon that is enjoyed by so many. Thanks to all you "Who-sers" *who* make the library seem so much bigger on the inside.

PERSONNEL:

- Nothing to report.

STAFF DEVELOPMENT:

- The City of Manitowoc's Safety Team has started a sub-committee to investigate re-energizing the "See Something, Say Something" campaign within the city and perhaps the county. With the increasing violent tragedies within some of most sacred and safe venues, one of the Safety team members thought it prudent to re-invigorate this simple, yet effective program that is licensed through Homeland Security.
- Performance Evaluation Forms are nearly completed. The managerial team continues to hone the perimeters and definitions of the core competencies.

OUTREACH ACTIVITIES:

- MPL's F.I.S.H. Committee (Fellowship Inspiring Social Harmony) is planning for more activities in the next few months. Ugly Sweater Contest will make a return, as well as a Winter Potluck Soiree. Thanks to everyone who participates and keeps this committee energized!
- The Library celebrated one of its own this November at the Young Professional's Banquet held at Knox's Silver Valley Hall. Congratulations to Kristin on her award. Many 'whoops' and whistles were let out as she approached the stage for what started out as one of the shortest acceptance speeches on record. Thanks for putting the word prestige back into library nomenclature.

OPERATIONS ACTIVITIES:

- The Board Room presets are completed for the new A/V upgrade. We have scheduled Camera Corner for December 18th for their 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.
- We have ordered the park picnic table and will be making a trip to Pleasant Prairie to keep the delivery costs to a minimum.
- We continue to monitor the heating system performance now that we are in full stride with the heating season. We've done a few tweaks with office valves and ventilation, but everything seems to be in good order.
- We cleared and winterized all the roof drains in anticipation of the couple of winter thaws we experience every season.
- We have changed out the majority of window gaskets along the south side of the building. We will resume the rest of the replacements again in Spring.

- We have only one more exterior door hinge to replace. The entire south and east side exterior doors hinges were beginning to show wear and sagging, which made some of the doors harder to close and set security sensors for the security system.
- Manitowoc Heating successfully repaired the large top side heat exchanger. We had a small, but precipitous leak in the overhead coil. We were able to remove a small section and weld a repair in its place.

SIGNIFICANT STATS/ACTIVITIES:

- Nothing to report.

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 Potluck and Ugly Sweater Contest

Public Services

I. Mission Moments

- Judy had a patron looking for help finding a former three sport athlete from Lincoln High School. At first the patron wanted help on his iPad for information. Judy went to AtoZ Database to confirm the phone number and also gave the patron an address for the athlete. The patron was so happy and surprised that we could give him that information. The patron was so happy he asked where the donation box was and his wife said she had scarves that she could donate.
- Meredith had a patron come up to her and tell Meredith how much she loved the staff picks. The patron told Meredith she is never disappointed by the book she picks off the display and reads books she would never have thought to read.
- David: Our patrons had a lot of fun with the book in a bucket. So many people looked at it while I was working at the Service Desk. Most people gave up quickly and the people who did guess seemed to be making random guesses. At least one person guessed how many strips of paper were in the bucket.
- Mary: Our meeting rooms have been used for a variety of programming, special events, bridal showers, birthday parties and of course the occasional meeting😊. On Saturday, November 18th we had a reservation in the Balkansky Community Room for a "wedding ceremony". Although this is not a first for libraries, it is a first for MPL.
- Mary: I was helping a mother with three young boys, when one of the boy's commented he had lost his library card and asked if he could get a new one. She asked me if it cost anything to get a new card. I told her that if a card is lost there would be a \$2.00 charge. There was a teenage girl sitting in a chair near the service desk, who overheard our conversation. She approached the desk with \$2.00 in hand and said "a library card is a valuable thing" and handed me the money. The patron looked surprised, so I asked her if she was willing to accept this girl's offer, she hesitated for a moment, but said yes. She thanked the girl.

- Margo: We have been providing book collections to local assisted living centers for many years. One of these places is Maritime Gardens. Not too long ago, we received some interesting feedback from their activity director. The residents had been enjoying some of the books that lend themselves to reading aloud. So every six weeks we make certain to include a few books with short chapters of history or inspirational stories. Some of these have included: The Chicken Soup for the Soul books, Grand Central: Original Stories of Postwar Love and Reunion, Advice from My 80-Year Old Self: Real Words of Wisdom from People Ages 7 to 88, James Herriot's Animal Stories, Hoolie's True Yooper Tales, It Happened in Wisconsin, National Parks of America: Experience America's 59 National Parks, Manitowoc County Memories and many more. We enjoy searching for these books and are happy to know they provide for an engaging community activity at Maritime Gardens!
- Therese: I helped a woman log on to one of our computers, and she seemed pretty confident. A little while later she showed up at the desk, and just looked at me, with her chin quivering, and gestured for me to come to her computer. She just needed a little help, and we got her papers printed. A few minutes later, she came past the desk, smiling and waving as she headed out. We have patrons that need help every day, but when it is something that you can actually see is causing distress, it is great to be able to change a bad part of their day, and see them walk out happy.

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II. Personnel

- Interviewed candidates for Public Services Assistants; Jordan Kabat, former MPL Clerk accepted the 20-hour Public Services Assistant position, beginning 11/27/17.
- Amy Nessman turned in her resignation as a Public Services Assistant, effective January 2, 2018.

III. Staff Development

- Anne attended webinar with Collection Team on "Promoting Your Collection".
- Meredith attending Promoting your Collection on November 3 and Summer Reading Program Recap meeting on November 10
- David is continuing his contribution on the first floor redesign committee.
- Mary attended Promoting your Collection webinar in November.
- Margo attended a FISH committee meeting.
- Therese attended Promoting your Collection webinar on November 3.

IV. Outreach Activities

- Anne attended monthly City Manager's meeting with Mayor at City Hall.
- Five judges sequestered in Children's Department to award the following trophies for the Lakeshore Holiday Parade: One Best of Parade, Five Judges' Choice, and Three Holiday Spirit. Winners will be announced at Common Council on Monday, December 18.

V. Operations Activities

- Anne's operations meetings: LARS in New Holstein; met with Amy E. on Core Competencies; First Great Decisions Committee meeting—February 5-March 26 dates set; 20th Anniversary Committee meeting; Recap of Summer Reading Program Committee meeting; Summer Reading Program Marketing Committee meeting; Finishing touches/meetings for Lakeshore Holiday Parade; Board and WIMI Meeting—Topic: Giving

Thanks with Jessica Hanson of Take Note Studio, Inc.; presented Marketing Plan for MPL to Kristin; took the lead on 'Pack a Healthy Lunch' at City Hall and at MPL for City Wellness Committee; attended monthly City Wellness Committee meeting.

- Meredith selected a total of 511 items throughout the month of November and weeded 11 items.
- Meredith put together a holiday DVD display, holiday music display, holiday cooking display, and holiday crafting display.
- Meredith created a report in Blue Cloud that includes all of our items from adult nonfiction that will help us go over our overstocked areas in January.
- Meredith assisted with 5 genealogy requests, 1 photograph request and two Book a Librarians in November.
- Meredith finished moving the school records from the staff conference room to the annex. Label holders have arrived and she will get the labels on by the end of 2017.
- David is working with marketing on putting together information for a Business and Entrepreneur resources brochure.
- Tim appeared on Local 5 This Morning to promote the "Human Trafficking in Our Community" panel discussion at MPL. The appearance went really well and hopefully was responsible for attracting a few attendees. The hosts of the show—Nate Stewart and Brittany Falkers—are incredibly nice, very supportive, and very easy to work with on camera.
- FISH committee updates: We are facilitating the sign-up for Salvation Army bell ringing, we held the chili cook-off contest, we threw a shower for David, Nissa and Eve, we are accepting names for potential new members and accepting donations for the FISH fund, we facilitated some cards and memorials; we will meet to plan the Ugly Sweater contest, a holiday potluck and a going away party for Amy Nessman
- Therese: Our coffee table/better book sale was a hit. In 2 weeks we sold about 250 books, and raised just under \$700 for the Friends!!

VI. Significant Statistics/Activities

- Mary created an experimental placement on Collection HQ for Heartwarming Holiday Reads display with a total of 232 titles.
- Tim appeared before the city's Hotel Tax Commission to present MPL's case to receive a "Discover Manitowoc" grant to promote Doctor Who Day in Milwaukee. While the group is rather small, its influence is sizeable seeing as its members include the mayor and several alders. Tim was able to positively promote the library's programming and we were unanimously approved to receive a \$1,500 grant.

VII. What's Next

- Holiday Music at MPL on Saturdays in December
- Book & a Movie with Lakeshore Cinema: *A Christmas Story*
- Best Gift Ever Book Drive and Tree Train—MPL Friends Activities
- *Doctor Who Day*, Saturday, December 9 - The program is organized and everyone is working on their activity for that day. Almost everything has been purchased and the budget is in order. It's going to be a fun day!
- Supper Club presentation coming up on February 7 at 6 pm.
- Laura and Therese will lead a Reader's Advisory session on December 8 for MCLS libraries.
- Therese will be writing an HTR article on volunteers in January.

Materials Management (Roxanne Staveness & Amy Eisenschink)

1. Mission Moment:

- Laura - A patron who spends a great deal of time at the library asked to use the telephone at the Service Desk. He turned away from the desk but was not quiet when he placed his call, so we couldn't help but hear that he was making a reservation at a site serving free Thanksgiving Dinner to those in need. This was a poignant reminder that for some people, we are not just the "third place" where they spend their time...we may be at times the ONLY place they have to turn.
- Amy – My nieces were in town for Thanksgiving. They came in with family to decorate cookies. While they were here I gave them all a tour of the backroom. The girls were so excited to see how the library works that they went back to Grandma's house and created their own library. They used empty boxes to make computers, old cell phones as scanners and they even put TV trays together to make shelves of material.
- Judy – Patron was looking for a former 3 sport athlete from Lincoln. He was trying to find more information from using his IPAD, he did find a telephone number from Facebook. I went to A-Z database to confirm the phone number and I also found the address for the person. Patron was so grateful he asked where the donation box was and his wife said she had some scarfs she could donate.

2. Personnel:

- Laura – Ann Plekan began training as the ILL Clerk on November 14th. She has eagerly and enthusiastically learned everything we've shown her, and is always looking to add more skills so that she may be of more assistance. 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; we have reorganized the workspace so that it is now a bit more efficient, which is especially helpful as two employees share the space.
- Amy – Jordan Kabat was hired in October as a clerk and in November he was promoted to Public Services Assistant. We are sorry to see him leave our department but happy that we will still see him around. He will do great serving the public in this new area. Greg Jirik will be resigning his 15 hour per week page position. His last day will not be until February 9, 2018. Greg is a very hard worker and has great insight. We will miss him. We have completed interviews to replace Megan's page position. An offer will be made soon. I attended a lovely baby shower for Eve Ellison.
- Roxanne – Interviewing for open page position and have posted the open clerk position. Very sad that Greg will be leaving us.

3. Staff Development:

- Ann R. - I attended the Materials Management Bi-monthly meeting. We talked about the new Security & Safety Procedures, cataloging of literacy items, payroll plan for 2018, and the HTR.
- Amy E. – Everybody has been trained on the new forms for Safety & Security. I attended the Wellness Committee lunch and learn on how to pack/eat a healthy lunch.

- Laura – I had a final opportunity to read and summarize my impressions of the PLSR document Kristin shared with me.
- Judy - Attended the Department meeting on Nov 14th. FISH meeting November 1st.
- Roxanne – Department meeting. Manager's Meeting. GO365 information session. Mayor's monthly Manager Meeting in Council Chambers. Library Board Meeting. Chamber of Commerce Leadership Group – we had team building exercises in the morning and attended the Facing Our Future symposium where we heard a number of speakers talk about hiring challenges in our community/state.

4. Outreach Activities:

- Amy-Attended several Optimist meetings. Janet Clements helped the Youth Department for the cookie decorating program. I attended the Future 15 awards banquet to support Kristin. The announcer even seemed impressed when she talked about how Kristin started the virtual library card program.
- Roxanne – Attended Lions Club meetings. Book and a Movie night – tested the possibility of bring the next month book along and checking it out using MPL laptop & hotspot. Checked out 8 books and 1 audiobook.
- Laura - 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.

5. Operations Activities:

- Laura & Roxanne – LEAPFROG.
- Ann R. - My main focus from now until the end of the year will be spending the rest of the 2017 budget. I stopped ordering Youth material since they had overspent some of their lines. Once I receive the budget reports for November from Lori, we will know where we stand with the budget. I can then start ordering and paying the invoices. I will be meeting with Roxanne frequently to make sure we spend but don't overspend. I ran the usual reports for the month – In Transit, Monthly problem, 6 month cleanup, long overdue. I ran notices and counted the cash register money as scheduled.
- Amy - I attended weekly management meetings, supervisor meetings with Roxanne, bi-weekly meetings with Kristin (working on job descriptions), core competency meetings, MPL board meeting, city department head meeting, and Public Service department meeting. I worked with Eric at RFID Library Solutions. We needed to add the 8 new home locations (picture book city) to the software attached to the AMH. Finished cataloging the One-to-One Literacy material.
- Judy – Training Jordan on Workflows and Service Desk.
- Laura - I attended the Public Services Department meeting and several LEAPFROG meetings. LEAPFROG is in the homestretch of the redesign process. We are at the point of seeking staff input and will compile their comments and discuss them as a committee. I viewed a webinar on design, which showcased some very interesting ideas, though they are not likely applicable to our project.

6. Significant Statistics and Activities:

- Laura – Cataloged 83 new items, 16 notary requests, proctored 2, circulated 14 book discussion kits, and filled multiple copies of 19 titles, and provided multiple copies of 7 titles to MPSD.
- Amy - Added 1125; Withdrew 2054; Processed 708; Mended 155.
- Judy – Did notices and counted money
- Ann R. - Orders: Books – 455, A/V 55, Other -23, for a TOTAL - 533

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.
- Amy – Optimist Club meetings, Picture Book City, Clerk interviews for Jordan's replacement, Start 2017 year end evaluations, Christmas and New Year's holidays
- Laura – The ILL Procedures continue to be developed and improved as our new ILL Clerk works through them. LEAPFROG Committee work will continue. Therese and I finalized background information and lists of titles for the 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 – Withdrawing magazines. Fish Meeting. Readers Advisory
- Ann R. - Spending remainder of 2017 budget,