

Manager Highlights May 2021

Materials Management (Amy Eisenschink)

- Mission Moment:
 - Amy was able to talk to two little girls as they proudly carried out their library material in a backpack that they also checked out. They both loved the backpacks and had a hard time choosing the perfect one.
- Personnel:
 - Amy and Lisa conducted 4 interviews to fill 3 open page positions. 2 positions will remain unfilled for the time being.
 - Carlie Murphy resigned her page position. Her last day was May 17. She will be moving on to the Aquatic Center before leaving for college in the fall.
 - Barb Welnetz resigned her page position. Her last day was May 21. She and her husband will enjoy retirement.
- Staff Development:
 - Amy and Lisa attended the WAPL virtual conference. She attended training on topics such as, Police in the library, Personal space, How to create a library of things, Closed doors aren't closed (digital collections during a pandemic), Staying connected during the new normal, and Marketing your collections. She also attended two Key Note speakers.
 - Amy gave a tour of the Materials Workroom, AMH and other back room offices to the new Teen Associate, Lisa Devins-Horohoe. Lisa P. has also helped with Lisa Devins-Horohoe's training having been the prior teen associate.
 - Amy attended the managers training from PFlagg and LUV on Equity, Diversity and Inclusion.
 - Judy, Lisa and Laura attended the Public Services meeting
 - Lisa attended the Youth Services meeting as desk staff.
 - Judy, Lisa Ann R. and Laura attended the EML on Video games
- Outreach Activities:
 - As chair of the scholarship committee for Sunrise Optimist, Amy attended the Roncalli High School Scholarship Awards Ceremony.
 - Amy and Lisa attended the LARS meeting on the 14th.
 - Lisa attended the WPLC Digital Library Steering Committee Meeting on the 20th as representative for MCLS.
 - Lisa conducted the May Adult Virtual Book Discussion on the 18th for *Furious Hours* by Casey Cep.
 - Lisa made an appearance on Coolest Coast promoting mental health books in our collections in honor of National Mental Health Awareness Month.

- Operations Activities:
 - Amy, Lisa, Kristin and Stacey met to finalize the moving of adult non-fiction empty shelving to the adult fiction area. This will allow us to get fiction material off the bottom shelves, spread out the collection and make room for growth.
 - Judy trained the new YA assistant Lisa D. on Workflows
 - Laura trained Lisa D. on ILL and delivery procedures
 - Laura met with a sales representative about the proposed replacement of the postage meter
 - Amy met youth staff to discuss shifting youth non-fiction collection west.
 - Amy and Lisa met with Kristin to discuss budgets and 2022 Overdrive possibilities.
 - Amy led the investigation to start a circulating backpack collection. She and Betty found many cute themes. The collection was funded with donation money. Ann R. ordered the backpacks which have all arrived and are now circulating.
 - We have moved the teacher collection material to the adult non-fiction collection. Statistics showed that the same subject matter circulated four times better downstairs than it did upstairs.
 - Signage committee continues to meet to finalize a vendor and wording.
 - RFID Library Solutions staff was here on the 20th to continue testing new software.

- Significant Statistics:
 - Laura – Notary requests = 21
 - Judy – Discs cleaned =45

- What’s coming up?
 - Two new pages will start in June
 - Videogame collection goes live
 - June 1 extend hours during the week back to normal
 - Lisa will be appearing on Coolest Coast with Julia to promote the new Videogame collection.
 - Materials staff will have training sessions with the 2 Youth interns.

Facilities Services (Stacey Bialek)

MISSION MOMENT:

“Never in the field of human conflict was so much owed by so many to so few”

~Winston Churchill~

Remember this Memorial Day. Remember all those who died for the freedoms we hold dear. As one anonymous quote puts it best, “Our flag does not fly because the wind moves it. It flies with the breath of each soldier who died protecting it”.

COVID-19 UPDATE:

- In congruence with the new CDC guidelines on masking requirements, vaccinations, and indoor/outdoor gatherings, the Library Board has eliminated the mask mandate for both the public and staff on library property.
- As we approach June 1, facilities is preparing for the transfer of the enhanced sanitization responsibilities from other departmental staff to the facilities department, which includes preparations for returning to standard operational hours during the week.
- The library has also amended the Low Threat Level Actions document to allow for the return of more furniture and furnishings to the public areas.

PERSONNEL:

- Welcome to both Lisa and Ashely to the MPL team! We were able to give both of our newest team members their security walk-thrus while providing an understanding of library fire safety, evacuation procedures, and alarm controls. We look forward to the arrival of Trenton in early June as the newest intern and team member of the Youth Department.

STAFF DEVELOPMENT:

- The F.I.S.H. committee has decided to cancel the Movie Matinee. We will re-evaluate perhaps as a seasonal offering later throughout the year. Keep an eye out for our Grab 'n Sow Event in early June, where staff can pot an herb or succulent, then keep it as their own. Also, watch for Potluck Sundae/SRP Kick-Off in early June. F.I.S.H. will provide the vanilla ice cream, bowls, utensils, and staff can bring their favorite toppings to add.
- Administrative staff were enlightened with another learning opportunity from presenters from both PFLAG and Lakeshore United Visionaries. Thanks to both Patrick and Sonia for taking time and putting together an informative and thought provoking training session.
- Our City's Safety Team Committee:
 - No Lost Time Injuries to report this month
 - The next city building inspections will be for the Silver Creek/Lincoln Park sites.
 - We are finalizing the city-wide Personal Protection Best Practices Policy
 - Plans are to distribute prizes to city staff as part of Summer Safety Highlights. Ideas include skin care, sunburn, or insect repellent sample sizes.
 - Safety members will be developing a Safety Log/Checklist for the city fleet. These new regular inspection walk-thrus will be approved by HR.
- Library staff should definitely try and find the time to review the latest Ryan Dowd training on calling the Police:
 - When to call 9-1-1

- Police Onsite? What to expect from them when they arrive; and what is expected of you.

OUTREACH ACTIVITIES:

- A huge “Way-to-Go” to Julia and her participation in the Memorial Day parade downtown Manitowoc. Nice to see familiar faces and greet friends when we take pride in our community.
- Thanks to Julia and her new sister from another mother, Kaonou, and her beautiful displays of Hmong culture.

OPERATIONS ACTIVITIES:

- We will be getting Request For Proposals or RFP’s from area roofing companies. The library roof has been budgeted to be replaced along with other city building roofs. I will be working with the JJ Walvoord in assessing these roofs and getting the RFP’s very soon.
- We continue to replace the square light fixtures with LED’s. We have completed the wiring in the new chandelier in the small 8th street turret in the Children’s Department.
- We continue to replace the Non-Fiction lighting fixtures with new T-5 LED replacements. We have been faced with a few wiring changes that needed addressing, but overall the process is proceeding as planned with a couple of minor changes.
- Now that air intake is near 75% due to the pandemic mitigation plans stating the fresh air was better at neutralizing COVID, we need to modulate the exterior dampers to allow for increase flow of fresh air. It was easy to mix the outside, cooler air with our warmer, boiler air than it is mixing hot, humid outside air with the A/C air. During this Summer Season, if your office of seems warmer, more humid, or even too cool, send me an email ASAP
- We removed the remaining art exhibit wall hardware from City Hall. Some of the remaining pieces were sequestered away in the Mayor’s office and Stacey was finally able to set aside time for us to remove these last sections. We will be using these pieces for hanging art in similar fashion as along the 2nd floor veranda.
- We will be proceeding with Phase II (east staff/parking lot entry and the 2nd floor Stairwell Staff Due to the manufacturing implications of the pandemic worldwide, we are waiting patiently on some of the critical equipment needed to initialize and complete Phase II.
- There is a concerted, team effort in designing and revamping the security camera throughout the library. This newer system will have better definition cameras and an easier user platform to download photos and videos.
- As we finish the relocation of 4 shelving units from Non-Fiction to Fiction, plans are to initiate the color coding of pillars to identify collections and the selection of furniture that will replace some of the older, broken down pieces.

WHAT’S COMING UP?

- Continued lighting upgrades in Children’s, veranda hallway, and 1st Floor main room collections
- Install of the new bottle filler/water fountain on the first floor.

- New Staff Door Entry System-Phase II Install on South Staff Door after software revisions
- Security Camera Estimates

Youth Services (Julia Lee)

Mission Moment: Virtual Class Field Trip!

When it became clear that in-person field trips and school visits would not be possible for most students this spring, Youth staff worked hard to provide virtual versions. On May 5, Ms. Lynn and Ms. Betty worked together to plan, film, and coordinate a live virtual field trip for Riverview school. Here is the message we received from the coordinating teacher after the visit: *Thank you so much for today! The students loved the tour! I appreciate your willingness to work with us and provide this for our community.*

Personnel:

- Lisa D., our new Teen Associate, started on May 10. We are thrilled to have her on the Youth team!
- Our first WAICU intern, Ashley, started May 24.
- We said good-bye to Carrie P. on May 28, and wish her the best of luck in her future endeavors.

Staff Development:

- Several Youth staff watched the Ryan Dowd webinar: “Police: How to Reduce Police Calls and Keep Everyone in Your Organization Safe”
- Lynn C. watched the webinar: “Passive Programming That Pulls Them In: Provocative Passive Programming Ideas”
- Susie M. continued to work through the CVMIC Leadership Certificate trainings.
- Julia participated in the manager training on May 14 (the exact same content as the All Staff training).
- Susie M. and Julia completed the first part of their Project READY training module with a Capstone event presented by the Department of Public Instruction on May 15.
- Julia led two staff training sessions on our new video game collection May 26 & 28 to familiarize staff with procedures before the collection launched June 1.

Outreach:

- **Lakeshore CAP Zoom Storytime:** Betty provided a virtual storytime to Lakeshore CAP families on May 17.
- **Coffee on the Coast:** Julia was a guest on May 5 to promote the virtual “Fact vs. Fake: How Do You Know What Information to Trust?” program.
- **WCUB:** Julia was a guest on WCUB on May 5 to promote the virtual “Fact vs. Fake: How Do You Know What Information to Trust?” program.
- **SRP Virtual Field Trip:** Betty & Lynn provided a virtual field trip for Riverview 1st graders on May 5.

- **SRP Virtual Visit:** Susie M. provided a virtual SRP promotional visit for Riverview 3rd graders on May 7.
- **SRP In-Person Visit:** Susie M. went to Immanuel Lutheran to promote the Summer Reading Program on May 19.
- **Coffee on the Coast:** Julia was a guest on May 19 to promote the AHmong Friends Art exhibit and upcoming Hmong Culture Night.
- **SRP Virtual Visit:** Lynn and Julia worked together to provide a virtual Summer Reading presentation to Jefferson 2nd graders on May 21.
- **SRP Virtual Visit:** Betty provided 2 virtual Summer Reading presentations on May 27 to Madison students grades K-5.
- **Local Five Live:** Julia went on Local Five Live to promote the AHmong Friends cultural exhibit with exhibit coordinator, Kaonou Hang-Vue on May 28.
- **Tech N' Scouts:** With the library re-opening, we have had scout troops request to continue our coding and robotics program. Susie facilitated two Tech N' Scouts programs in May, and was joined in facilitating by Nate M. from Materials. This marks the end of our spring Tech N' Scout season – we look forward to booking more scout programs in the fall! HUGE shout-out to Susie M. for planning and developing the programs, and making Tech N' Scouts possible!

Activities:

- **Summer Reading Program Pre-Registration Opened May 1!** We had 396 patrons pre-register in the month of May.
- **Library Card Free Day!** May 15 was Library Card Free Day at Manitowoc Historical Society! 48 people showed their library cards and got FREE admission to the historical village. In addition, Ms. Betty did a grand storytime for families at 10:30.
- **Hmong Storytime:** Kaonou Hang-Vue joined Julia on May 12 for a very special Hmong/English storytime in honor of Hmong American Day (May 14). Kaonou provided Hmong outfits for the occasion and invited Julia to wear Hmong clothing for the program! Kaonou and Julia read *The Greedy Wife* in both Hmong and English.



- **Farm Storytime:** Local farmer and author, Indah Erdmann, and her very friendly chickens joined us for a special storytime and reading of Indah’s new book *A Day at The Fluffy Butt Hutt* (the name for Indah’s chicken coop)!
- **Live Events Return!** May brought the return of our first in-person programs in over a year! Family Activity Night returned on Tuesday, May 18 with guests from Manitowoc Historical Society providing an evening of “Pioneer Play” – games that pioneer children would play long before the advent of technology.



- **Summer Is Coming:** The 2021 Summer Reading Program Committee met again in February. This committee comprises of Public Services and Youth staff collaborating to plan another successful Summer Reading Program for Manitowoc. This month, we focused on online marketing, our kick-off week raffle, and staff training. Our lawn signs were ordered and look amazing!
- **Summer Program Planning:** Program planning in a pandemic is extra tricky – good thing we have extra amazing Youth staff! Youth staff met in April to plan our summer programming. We discussed details of our online scavenger hunt, trivia contest, and went through our programming calendar details.
- **AHmong Friends: An Introduction to Hmong Culture Opens!** Our much-anticipated cultural exhibit officially opened to public on May 17! THANK YOU to all staff who helped coordinate this exhibit, especially Kristin Stoeger and Stacey Bialek! We are so excited to be able to celebrate this wonderful part of our diverse community! The exhibit will run through June 14.
- **Virtual Library Tour:** Knowing that most students would not be able to participate in a traditional library tour this year, Youth staff created our own virtual field trip to the library! You can check it out [here](#).

Significant Stats:

- **Family Activity Bags:** 39
- **Teen Activity Bags:** 19
- **Library Card Free Day at Manitowoc County Historical Society:** 48 cardholders

What's Coming Up:

- **SUMMER READING PROGRAM!** Kick-Off is June 14!
- Video Game Collection launch June 1!
- AHmong Friends: An Introduction to Hmong Culture exhibit May 17-June 12
- Virtual & In-person Summer Reading Program school visits continue in June!

Public Services (Karen Hansen)

MISSION MOMENTS

- Max assisted a patron who was struggling with completing her teacher registration license. The online workflow was confusing and upsetting for the patron. Max worked with the patron for a long period of time until the process was completed. She was extremely pleased and thanked staff for their assistance!
- Therese reported that while working at the remote desk, a patron called, asking if we still provide Curbside Service. He was very thankful when she said we did. When the patron arrived for pickup, he once again thanked Therese for this service. She noticed that he had a note in his record stating we mailed him a card in 2020. What a great example of the services we are providing during this health crisis!
- Margo reported that a homebound patron sent a note about a book in her collection. At first, the patron was not excited to read about the topic, but in the end, she really enjoyed Kristin Hannah's *The Four Winds*. It sparked some conversations with a few CNAs at her living facility. The CNAs, who were quite young, had not heard of the dust bowl. It's really neat when a book leads to a conversation, a connection, and an exchange of history and memories.
- Tony delivered top notch customer service to a patron and his mother, who is blind. With the help of our online tool, NovelList, Tony assembled a collection of 17 audiobooks for them, according to their taste. Our staff strive to deliver personalized service!

PERSONNEL

Nothing to report

STAFF DEVELOPMENT

- Karen, Emily, and other staff helped train Lisa D.
- Linda continues training on pivot tables in Excel
- Karen attended the EDI manager training on May 14
- Webinars Viewed
 - "ECF: Information for Libraries and Schools" (Tim)
 - Fine Free Public Libraries (David)
 - "Mysteries, They Wrote" (Therese)
 - "Ornery Teens" (Jen)
 - "Weeding Your Collections" (Margo)

OUTREACH

Nothing to Report

OPERATION ACTIVITIES

May Programs

- (Virtual) Fact vs. Fake: How Do you Know What Information to Trust (Julia, Tim)
- (Virtual) Foraging Mushrooms with Matt Welter (Tim, Meredith)
- (Virtual) Book Discussion: *Furious Hours* (Lisa P.)

Upcoming Programs

- June: Bird Walk at Woodland Dunes Program (Meredith)
- June: (Virtual) What's on your plate? The pathways of seafood from local to the whole world with Titus Seilheimer, Fisheries Specialist (Meredith)
- July: (Virtual) Manitowoc Bites: A Weird Manitowoc Foodstravaganza! (Tim)
- July: (Virtual) Spice It Up with Chef Casey (Meredith)
- 8th Street Historic Walking Tours (Meredith, David, Mary, Jen)
- August: The Beer Experience with Paul Hoffman (Tim)
- Summer: Being LGBTQ in Small Town America (various staff)
- Summer: Book and a Movie at the Park collaboration with the Parks Dept. (Therese and Karen)

Other Projects and Operation Activities

- **Summer Reading Program:** Karen, Meredith, Emily, and Tony made final preparations for this year's program. Full promotion is underway!
- **Adventure Pass:** Karen took over coordinating communications with Adventure Pass partners. In June, we are pleased to offer passes to the Aquatic Center. Therese has ensured passes are supplied for checkout.
- **Libraries Build Strong Communities:** Mary and Karen have been collaborating on the planning of the Libraries Build Strong Communities campaign. Mary is coordinating most day-to-day aspects of the campaign. She has selected staff to help her purchase gift cards for the grand prize.
- **Pandemic History Project:** David and Matt continued work on this project. David has been gathering and processing staff responses to the pandemic experience survey.
- **Get Caught Reading Contest:** Therese, Kirsten, Tim, and Emily set up a Get Caught Reading contest for the month of May for patrons and staff. Prizes will be issued after Facebook voting the last week of May.
- **Displays:** Large Print and Audiobooks, Gentle Reads, Epistolary Novels, National Parks, Clean Eating, Cheese Making.
- **Board Meetings:** Mary, Max, and Karen explored the pros and cons of moving MPL Board meetings to the Council Chambers. Max also explored the feasibility of assigning board members City email accounts. Mary continued the cleanup of Granicus files per the Clerk's Office.
- **Committees:** Committees that continued to meet included Safety and Security, Signage, and Website Redesign. The Signage Committee arranged for the Cawley Company to visit the Library to create a quote for future services.
- **Website and Logo Redesign:** The logo and website redesign will be moving forward in June. Karen and Kristin worked with the vendor (Library Market) and legal to vet the contract. Karen will work with the vendor to finalize plans for when the work will start. Staff have been alerted about the upcoming work, and the community will also be looped in about the change around the same time

we will seek their input in the discovery process of the logo redesign. This discovery process will take about two weeks once the logo redesign begins.

- **Marketing:** Major promotion efforts focused on Summer Reading, the video game collection, Fact vs. Fake, and AHmong Friends. Tim was busy promoting these and other events through our usual channels. Emily continued her work providing graphics and signage. Kirsten continues to coordinate social media efforts. Marketing planning efforts are underway for the September Libraries Build Strong Communities campaign. Therese engaged in a variety of Reader's Advisory-related promotions and interviews. It's worth noting that for the first time ever, an event generated more interest than Adventure Pass on Google Ads: AHmong Friends.
- **Grants:** Tim continues working on putting together a repertoire of complementary program for the National Endowment for the Humanities Coney Island exhibit. Most of Tim's efforts this month revolved around upcoming grants for eRate, ARPA, and LSTA.
- **Volunteer Services:** Therese coordinated the Coffee Table Book Sale, which generated about \$1,200 in revenue for the Friends! In preparation for revised donation guidelines, Therese fielded several phone calls about donations. General volunteers completed 20 hours this month.
- **Homebound Services:** Nothing new to report. Continuing to deliver expanded services based on safety requirements of delivery destination.
- **One-to-One Literacy:** Margo reported that we've had three new tutor/learner matches over the last month and a half. It feels wonderful to be growing in numbers again as far as our learning pairs go! Other highlights include:
 - Attending a regional meeting for Wisconsin Literacy of May 6.
 - Submitting an article to Seehafer News highlighting One-to-One Literacy, focusing on how we adapted during the pandemic and inviting new volunteers to our program.
 - Meeting with a former tutor to discuss the possibility of assisting some of her church members/past teacher co-workers in tutor outreach. They may know of needs in their community and we could certainly provide the curriculum and set-up if they would like to join our program and go through the training.
 - Finalizing reimbursement submissions for LTC with Lori.
 - Featuring information about Health Literacy in a monthly tutor meeting.
- **IT:** Max managed several ongoing IT projects. He assisted in running virtual programs, including Hmong cultural night. This month, Max also focused on fixing the catalog computers, finalizing the installation of the outdoor Wi-Fi signal booster, purchasing the new server, and working with MPU on the new city landing page. He is also handling the purchase of our new PC and print management software with Envisionware.

SIGNIFICANT STATISTICS

Nothing to report.

COMING UP

Summer Reading Program