

Manager Highlights June 2021

Youth Services (Julia Lee)

Mission Moment: Storytimes on the Mooooooo-ve!

June brought about the much-anticipated return of our regular storytimes! This summer, Youth staff Betty & Lynn created a traveling storytime schedule called “Storytime on the Road.” Modeled after our popular virtual storytimes and field trips, “Storytime On the Road” takes our storytimes out into the community! Our June rotation included the Wisconsin Maritime Museum, Rahr-West Art Museum, Cedar Crest, and Red Arrow Park! After storytime, every child gets a FREE book to take home, courtesy of the Friends of Manitowoc Public Library.

A participant shared her feedback with library staff: *“Just a quick thumbs up to the library for their on the road story times! I missed the Rahr-West, but have done the Maritime Museum, Cedar Crest and plan to be at Red Arrow!”*

Staff and patrons alike have been thrilled at the return of in-person storytimes! Great work, Lynn and Betty, on bringing storytime back and promoting literacy in our community!



Personnel:

- Our second WAICU intern, Trenton B., started his internship on June 1!

- **MPSD Fall Intern Interviews:** MPL is collaborating with MPSD's student internship program. MPSD internships provide eligible high school students with valuable work experience, and MPL is thrilled to be a host site! A huge thank you to Betty for conducting interviews! We hired a wonderful candidate who will be starting as our fall intern on September 7.

Staff Development:

- Youth staff completed the "Introduction to Cyber Security" training made available by MCLS.
- Susie M. has taken on the role of summer intern mentor. Susie has been setting up training for the interns, provides support and connects them with other staff, and helps the interns with project management. One great aspect Susie has added to the summer internship is interdepartmental trainings. Every Tuesday, the interns shadow a different member of staff to learn various roles in every department. This helps our interns get a better idea of how the library works as a whole, instead of just learning how the Youth department works. Thank you, Susie, for your hard work in setting up our interns for success!

Outreach:

- **SRP Virtual Visit:** Susie M. provided a virtual SRP promotional visit for Monroe 1st graders on June 2
- **Coffee on the Coast:** Julia and Lisa were guests on June 2 to promote MPL's video game collection
- **SRP Virtual Visit:** Julia provided a virtual SRP promotional visit for Madison Kindergarteners on June 4
- **SRP Virtual Visit:** Julia provided a virtual SRP promotional visit for Jefferson 2nd graders on June 7
- **SRP In-Person Visit:** Susie M. went to Jefferson to promote the Summer Reading Program to 3 classes on June 7
- **Coffee on the Coast:** Julia was a guest on June 9 to promote the Summer Reading Program
- **WOMT "Be My Guest:"** Julia was a guest on WOMT's "Be My Guest" to promote the Summer Reading Program on June 11

Activities:

- **Hmong Culture Night: June 1**
Hmong Culture Night was a smash hit! The night kicked-off with Mayor Nickels reading two proclamations, including Hmong American Day and Asian American/Pacific Islanders Month. We also had Hmong singers, dancers, and a fashion show! Each participant received a special goodie bag of Hmong treats and we ended the night with a raffle donated by a Hmong-owned business. This event was a collaboration between Manitowoc Public Library and community member Kaonou Hang-Vue. We look forward to hosting more events that celebrate the beautiful diversity of Manitowoc!



- **Video Game Collection: Launched June 1**
Our video game collection officially launched on June 1 – and very soon afterward, ALL 18 games were checked out! Julia, Amy, and Lisa P. are working together to purchase extra copies of the most popular games to keep holds lists to a minimum. We are THRILLED that the community is excited about our new video game collection!
- **Summer Reading Program Kicks-Off!** The Summer Reading Program kicked-off on June 14!
- **International Mud Day Collaboration w/Woodland Dunes: June 28**
We celebrated International Mud Day with a fun and educational collaboration with Woodland Dunes for the 3rd year in a row on June 28! Woodland Dunes and MPL combined our powers to host a STEAM Monday program that taught kids about the importance of soil, encouraged them to think like scientists, and create their own mud slime! We are thrilled to continue this collaboration that has been going strong 3 years in a row! Big kudos to Susie M., Trenton, and Ashley for their work on this program!
- **Farm Wisconsin Discovery Center Storytime:** Lynn provided a farm-themed storytime at the Farm Wisconsin Discovery Center! Families who attended the storytime received half-price admission to the Center. We had 26 people enjoy storytime with Ms. Lynn!
- **Summer Programming Returns:** Youth staff and patrons alike are THRILLED that June meant the return of regular in-person programming for the first time in over a year. This summer, we are happy to offer both in-person and virtual programs to reach as wide an audience as possible. Programs we are offering this summer include:
 - **STEAM (Science, Technology, Engineering, Art, and Math) Mondays:** Each Monday @ 1:00 + Virtual Grab & Go option
 - **Storytime on the Road:** Tuesdays @ 9:30
 - **Family Activity Night:** Tuesdays @ 5:00 + Virtual Livestream of select events
 - **Baby Storytime:** Wednesdays @ 9:30
 - **Kids' Special Guest Programs:** Wednesdays @ 2:00 (June programs included "Tales About Tales" w/Artist Mary Tooley and Glaze & Paint!)
 - **Teen Battle of the Books:** Team practices Thursdays @ 4:00 (both in-person & virtual participation options)

- **Teen Programming:** Fridays @ 1:00 (June programs included Henna Tattoos and Cats & Crafts w/Lakeshore Humane Society!)
- **iPad Station Update:** Max, Susie M., Julia, and our summer interns worked on updating the iPads to configure to a new management system, update apps, purchase new apps, and delete old apps in June. The iPad table is now up and running!

Significant Stats:

- **Summer Reading Registration:** As of June 30, we have 1,227 people signed up for SRP! At this point in 2020, we had 985 participants. **We are up 242 people from last year!**
- **Hmong Culture Night:** 79 in-person attendees, 534 Live Views! 6,000+ reach on Facebook!
- **Family Activity Bags:** 103 circs

What's Coming Up:

TEEN DIGITAL DRAWING 101: July 9 @ 1pm

Take your drawing off of the sketchbook and into digital media! Use our iPad Pros to explore new ways of sketching, illustrating, and more! Open to ages 11-18. Register online for this one time instructional program.

Touch the Trucks! July 14 @ 10:00-12:00

Join us in the parking lot across Quay street for the chance to get up close to some of your favorite BIG trucks! We'll have a fire engine, a Coast Guard boat, a semi tow truck, road grader, John Deere farm equipment, and MORE!

ZOOZORT MINI-ZOO: July 28 @ 10:00-2:00

Our animal friends from Zoozort are coming back for a mini-zoo experience! Families can reserve a time to be up close and personal with animals and artifacts!

Facilities Services (Stacey Bialek)

MISSION MOMENT:

"Involuntary migrants, no matter what pot they are thrown into, tend not to melt."

~The Spirit Catches You and You Fall Down~Anne Fadiman~

The library hosted a very special Hmong cultural exhibit this month. Set up by Kaunou and her family, it offered precious insight into the importance the Hmong put into family, home, and tradition. Fadiman writes, "When the Hmong people fought a long war in Laos in the 1960s and '70s the victorious communist powers threatened to destroy the entire Hmong population through genocide. The Hmong chose to leave rather than surrender. But, many of them still long for Laos. Since they can't return to their homeland, they maintain a sense of home through their cultural practices. This resilience defies the "melting pot" ideal of American immigration where newcomers abandon their own ethnic traditions and "melt" into the dominant American culture".

COVID-19 UPDATE:

- As Activity Levels and Burden numbers continue to decline, the library will phase over to our Lifted threat level per Board approval. This will allow the library to fast-track its ability to meet the needs of the public and allow certain areas or services that are not fully open to be brought back to full capacity as their special restrictions are met.

PERSONNEL:

- Welcome to Trenton, our newest intern. We were happy to give Trenton his emergency walk-thru tour in order to familiarize himself with the floor plan of the library and the evacuation routes. Have a great summer, Trenton!

STAFF DEVELOPMENT:

- Due to the concerted efforts of Julia and Kristin, the library was able to procure the services of Ryan Dowd for this Fall's All-Staff training. Mr. Dowd will be here in September to share his expertise in handling difficult situations when dealing publicly with patrons whose backgrounds may make it tough for them to avoid conflict when interacting with others.
- Our City's Safety Team Committee: Nothing new to report.

OUTREACH ACTIVITIES:

- Library staff were able to grow a little love with a little help from the F.I.S.H. Committee's latest all-staff adventure, Sow 'N Go. We had plenty containers, soil, and succulents/herbs for everyone to have at least one plant-baby for their very own. F.I.S.H. also sponsored a Sundae on Monday event for everyone. Staff nicely brought their favorite toppings and shared some sweet times.
- F.I.S.H. will also be sponsoring a Mini-Golf outing by the Aquatic Center in Citizens' Park. Team & Solo win prizes will be available: 1st Hole-in-One, Most Hole-in-Ones, Best Team Accumulated Score, and Best Individual Score. Light snacks and refreshments will be available.
- The library has a Gothic Art Exhibit slated for a Mid-July set up.

OPERATIONS ACTIVITIES:

- We continue to evaluate roofs and soliciting bids for replacements. The city has a number of roofs due for replacement and will be seeking a competitive bid for a package deal. We will be using a drone in July to get a survey of both the library and City Halls' roofs.
- In our efforts to integrate light sensors along the Franklin and 8th streets lighting fixture, we faced a few logistical problems with both the sensors and LED bulbs working in unison. We will be using Check Electric to diagnose the peculiarities and proceed once again with upgrading the fixtures in an effort for better reading and browsing of our collections.

- It has helped that the weather has been cooperating with mild temperatures. Our efforts to integrate our A/C air distribution with more fresh air to facilitate efforts to control the growth of bacteria and other pathogens that could perhaps lead to a viral outbreak has been very successful. We have had only a couple of offices warmer than normal and those were easily fixed. Thanks to everyone's patience, and remember to notify me of any drastic changes in air quality in your work areas: temperature, humidity, airflow, etc.
- We will be proceeding with Phase II (east staff/parking lot entry and the 2nd floor Stairwell Staff Due during the latter portion of July. Parts have become available for this project's completion. Camera Corner will be using the existing south proximity staff door to extend this door proximity card system to the east staff door and the 2nd floor stairwell doors.
- Our library team has worked with a number of vendors to get the best overall package on upgrading our security camera system. We will be presenting our recommendation in July and await approval on cost and best overall system.
- 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.
- Throughout the months of July and August, we will be addressing the outside landscaping section by section. Some of the major items that will be addressed are: trimming back the pines along the east parking lot, trimming back all the trees in the parking lot, cleaning up the exterior, corner curved planter along the Teen Hang Out into a raised bed, replacing all decorative rock areas that have been overrun with weeds.
- Both the Cross-Connection valve that controls any cross contamination on potable city water with the non-potable supply, as well as any sink or restroom fixture that is equipped with any anti-backflow device has been inspected and re-certified by a licensed plumber during the last week of June.
- We have finally found a vendor that will match the deal on 2-way radios that we received back in April for all staff to have their own radio, ear piece, and charging station. We have been shipped about half of the radios and will inventory/distribute them once we receive the last half of the shipment mid-July.
- As part of the annual evaluation and upgrading our buildings emergency equipment and procedures, we will be placing permanent, reflective numbers on all exterior entrance/exit doors. The numbering system will help speed up emergency response time and aid emergency personnel to locate hotspots or the injured. Our doors will start with the west side automatic door as #1 and, then proceed clockwise until we end at the Idea Box exit as #7.

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

- Window Film/Glare Reduction on Youth Picture Book City and Main Service Desk windows

Talking with Board member, Linda Hunter, after a previous Board meeting, she mentioned that she did not see the punch line to a joke I had posted back in March. So, in her honor, I leave you with this:

A man walks into a bar with a giraffe. After a few drinks, the giraffe keels over onto the floor and dies. The man begins to walk out of the bar when the bartender yells out, "You can't leave that lyin' there!" The man looks back nonchalantly and says, "That's not a lion. That's a giraffe."

The only thing I love is elephants. After that, everything else is irrelephant.

Materials Management (Amy Eisenschink)

- Mission Moment:
 - Judy-A patron was on the computer typing up a letter, before she could finish the computer timed out and her document that she typed up was gone. I had to tell her that unfortunately she could not retrieve it and she would have to type it up again. I got her logged in and made sure she had 2 hours to finish the letter. She also needed helping putting it on a flash drive and sending the document to our email so we could send it to her. Matt helped her with the flash drive. After everything was done she was so thankful and said she hasn't been in the Library for a long time and would be coming back and she also said to me, that she hopes someone does something nice for me in the next week.
 - Laura – A patron asked Children's staff to speak with the person who brought Russian language books for children to MPL. She was so grateful for ILL, which brought the books to her, so that she doesn't need to travel to a bookstore in Chicago.
 - Laura – A patron phoned while I was at the Remote Desk, asking if we have church directories. He was seeking a particular church directory from the early 1990s, which featured photos of his recently deceased brother. The family couldn't locate a suitable photo for the funeral and the newspaper obituary, so they were hoping for access to the church directory. We happened to have the directory in question, and thanks to our ability to make color photocopies, we were able to quickly provide exactly what he needed...and he picked the copies up on his way to the mortuary. It was wonderful to be able to assist in this time of need.
- Personnel:
 - Emily Laabs started as a shelving page on June 7. Welcome!
 - Patti Hoffmann started as a shelving page on June 22. Welcome!
- Staff Development:
 - Ann R. showed the interns how to order and receive materials.
 - Judy showed interns how the serials process works.
 - Lisa P. showed the interns how collection development/material selection and material cataloging works.

- Sue Jirik showed the interns what it means to process new library material. She also let them do some hands on activities.
 - Judy, Lisa P. and Laura attended EML for Evanced training.
 - Judy and Laura attended the Public service meeting.
 - Lisa P. attended the Youth service meeting.
 - Lisa P. attended the Link & Learn Conference by Ingram Booksellers covering topics surrounding collection development and cataloging of materials.
 - All of the managers received refresher training at the main service desk.
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- Outreach Activities:
 - Lisa P. appeared on Coffee on The Coast with Julia L. to talk about the new Videogame Collection at the library.
 - As a member of Sunrise Optimist, Amy volunteered to help with the bike race on Monday June 21. While there, she was able to talk about the library in great detail to everybody that was there.
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- Operations Activities:
 - Tuesday, June 1 we went back to pre-COVID hours for Monday – Friday
 - Tuesday, June 1 we went live with the newest collection of video games. They are already a huge success.
 - Amy, Lisa P. and Ann R. met to discuss expenditures for remaining 2021 funds and budget needs for 2022.
 - Lisa P. touched base with our Thorndike Large Print vendor representative.
 - Amy and Lisa P. attended a meeting with Margie Verhelst (MCLS) and other leadership staff, to discuss streamlining the number of statistical reports that are produced and distributed each month.
 - Amy worked to create a packet of information to be given out with every new library card. Amy hopes to have this go live by the end of July.
 - Signage committee continues to meet and discuss options for choosing a vendor and finalizing wording.
 - Libraries Build Strong Communities campaign planning is underway.
 - Ryan (RFID Library Solutions) was here to install and train staff on the new software for the Automated Materials Handler. So far, it has been a smooth transition. He also got the picklist cart up and running. Staff will be trained on this equipment in July.
 - Shifting continues in adult fiction and youth non-fiction
 - Amy and Kristin have started gathering information for updating MPL Policies.
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- Significant Statistics:
 - Laura – Notary requests = 16
 - Judy – Discs cleaned =19

- What's coming up?
 - Lisa P. and Judy will be finalizing the 2022 Serial Order.
 - Lisa P. will be attending an ALA web course on re-evaluating catalog subject headings and authority records for inclusivity.
 - Picklist cart
 - Welcome packets for new card holders
 - One more new shelving page starts.

Public Services (Karen Hansen)

MISSION MOMENTS

- Karen assisted a patron from the Village of Whitelaw who was seeking an older *Herald Times Reporter* article. It turned out the patron needed a full image of the article to submit a matching grant. Karen worked with the patron to provide everything she needed. A few weeks later, we learned that the Village of Whitelaw received the grant funding, in part, because of our assistance! Our knowledgeable staff is always excited to use their skills and resources to the benefit of all!
- Meredith helped a patron access our resources on the citizenship test. The patron was thrilled with what we had to offer and appreciated our knowledgeable staff.
- Tim reported that he continues to receive requests for the Great Decisions PowerPoint presentations from people around the world. A retired Chinese educator living in Melbourne, Australia came across Professor Farrell's "China in Africa" lecture and wanted a copy of the PowerPoint as she thought it was a great presentation with a lot of valuable information. The reach of doing the show as a virtual event is something to be proud of!
- Therese and other staff worked with an out-of-town patron experiencing problems connecting to a Zoom meeting. He appreciated the efforts and enjoyed his visit to our library, even though he was unable to connect without a device. Having just bought a place here in town, he indicated he was looking forward to becoming a regular user.
- Two of our new learners received a library card with the help of their tutors. One of these learning pairs also explored the library and received an impromptu tour of the Idea Box from David and purchased some books from the book sale for the learner to practice reading to her younger sibling. The tutor mentioned that staff was very kind and helpful during the process of applying for a card.
- June has been working with a group of patrons with special needs to ensure they can meaningfully participate Summer Reading. She has been working with this group for a few years now, and we're glad they find a connection with our staff!
- Emily assisted a patron registering for the Summer Reading Program. In the course of the interaction, the patron explained that she is homebound and unable to leave the facility she lives at. She then started to say gets books through our digital collection to read on her Kindle, and said, "I can't thank you enough for having this available, it's been such a treat to me, and I just love the Manitowoc Public Library." The patron started to get emotional on the phone and continued to thank Emily and the library for everything we do for her.

PERSONNEL

Nothing to report

STAFF DEVELOPMENT

- Staff have been engaging in a cyber security course from Infosec.
- Staff participated in an Early Morning Learning session on the Evanced scheduling software.
- Several staff received training on the 3Doodler pen and received their badging certification.
- Tim gave several staff StreamYard tutorials for streaming programming.
- Margo attended a Wisconsin Literacy training about updates for the Achieve Database.
- Webinars Viewed

OUTREACH

Nothing to Report

OPERATION ACTIVITIES

June Programs

- Bird Walk at Woodland Dunes Program (Meredith)
- (Virtual) What's on your plate? The pathways of seafood from local to the whole world with Titus Seilheimer, Fisheries Specialist (Meredith)
- Yoga in the Park with Kate Casey (Meredith)
- (Virtual) Belonging: LGBTQ+ People in Small American Communities (various staff)
- Book and a Movie in the Park: Princess Bride (Therese)

Upcoming Programs

- 8th Street Historic Walking Tours (Meredith, David, Mary, Jen)
- July: (Virtual) Manitowoc Bites: A Weird Manitowoc Foodstravaganza! (Tim)
- July: (Virtual) Spice It Up with Chef Casey (Meredith)
- August: The Beer Experience with Paul Hoffman (Tim)
- July: Book and a Movie in the Park: A Wrinkle in Time (Therese)
- July: (Virtual) The Beer Experience with Paul Hoffman (Tim)

Other Projects and Operation Activities

- **Summer Reading Program:** Staff kicked off the Summer Reading Program. As of June, there were 264 active readers in the adult challenge. Emily, Meredith, Karen, and other committee members worked to prepare for the Brewers ticket giveaway in July. Tony launched the Staff Summer Reading program.

- **Libraries Build Strong Communities:** Mary has been coordinating most day-to-day aspects of the campaign. She and other staff working with her on the project have collected most of the local business gift cards that will make up the grand prize drawing.
- **Pandemic History Project:** David and Matt continued work on this project. David gathered staff survey results, while Matt has been gathering articles relevant to Manitowoc and the Library.
- **Get Caught Reading Contest:** Staff selected winners of the Get Caught Reading contest.
- **Displays:** Gentle Reads, Book and Movie, Summer Sports, Dairy Month, and Blue Books.
- **Committees:** Committees that continued to meet included Safety and Security, Signage, and Website/Logo Redesign. Margo connected Kristin with the Cawley Company as we move to the next step in the process.
- **Website and Logo Redesign:** The redesign team started work with their project coordinator at Library Market. The team kicked off the process toward the end of June, and expect to disseminate staff and patron surveys relating to the logo and website at some point in July.
- **Marketing:** Major promotion efforts focused on Summer Reading, AHmong Friends, Belonging, American Gothic Art, and Manitowoc Bites. 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 is still a regular visitor on Coffee on the Coast with her book recommendations.
- **Grants:** Tim continues work on preparing for the Coney Island exhibit. He continued to explore potential grants through ECF and ARPA. Lisa Pike's efforts in grant-seeking paid off in the form of a \$725 Read Africa grant.
- **Volunteer Services:** Therese implemented the new donation guidelines. We look forward to a smoother donation process for both patrons and staff, thanks to Therese's revisions. General volunteers completed 20 hours this month.
- **Homebound Services:** Margo and June sent Summer Reading Program materials to homebound patrons. Margo recruited a new volunteer, who will be taking a new book delivery route. Margo is collecting information from area senior living facilities in regards to current building access policies. Many places are now allowing our volunteers to enter once again as we head out of the pandemic. Each place is unique, so it is taking adjustments as we move forward.
- **One-to-One Literacy:** Tutor/learner pairs are meeting more frequently in our library spaces. Margo will soon be compiling the annual program data for Proliteracy and Wisconsin Literacy.
- **IT:** Max managed several ongoing IT projects. His projects included the following:
 - Configured, Finalized, and ordered rack style server to replace aging PCs that run day to day services (envisionware self check databases, SAM/Comprise, FTP for virtual cards, AP controller, etc). This server will serve for 10 years of hosting services now and into the future.
 - Ordered rack shelving to begin much needed rack clean up to expedite proper management of rack items in the event of failure
 - Create algorithm to farm statistics from library programming to help quantify community engagement, hoping to deploy in month of July!
 - Work with maintenance manager to finalize quote with security vendor and move further with purchase of security camera system overhaul.
 - Continue work with MPU to facilitate cyber security policies.

- Create, configure, and deployed library fork of city landing page, enabling staff access to several points of contact easily and more effectively.

SIGNIFICANT STATISTICS

Our Wi-Fi guest connections increased 20% this month!

COMING UP

AV Sale