

Manager Highlights
August 2021

Materials Department
Amy Eisenschink

1. Mission Moment:

- Laura – One of my favorite notary interactions was with a young man who was extremely grateful for our help and proclaimed that we had “saved [my] bacon.”

2. Personnel:

- Sadly, we said good-bye to Executive Director, Kristin Stoeger on Wednesday, August 4. Kristin is truly a great leader who supported the staff like no other. We will miss her but wish her well in her next chapter of life.
- Emily Laabs had her 90-day conversation. She is doing great.

3. Staff Development:

- Laura attended the Public Service meeting and Youth Service meetings
- Laura met with a Youth intern to explain some of the fine points of ILL.
- Ann R. met with Trenton a Youth intern to further explain the ordering process and answer some questions he had.
- Amy attended the FMLA/ADA/WC training put on by CVMIC for all managers
- All employees continue taking the computer security training offered monthly by MCLS and Infosec
- Lisa P. attended a fall webinar on upcoming Adult Nonfiction titles.

4. Outreach Activities:

- Judy traveled the city purchasing gift cards from local businesses for the Libraries Build Strong Communities campaign coming up in September.
- Lisa P. attended the WPLC OverDrive Selectors Committee Meeting.
- Lisa P. wrote an article for Seehafer News about the Read Africa Grant.
- Lisa P. made an appearance on Coolest Coast about the Read Africa Grant.

5. Operations Activities:

- Laura worked with Judy and Amy to roll out the ILL holds markers. She also met with Public Service and Youth Service staff and wrote a Facebook post and procedures for desk staff, alerting staff and patrons to the new markers on the holds shelf.
- Laura met with Susie M. to develop more clear guidelines for patrons who seek notary services.
- Amy and Stacey met with Cawley Company to continue moving forward with new signage for the entire building.
- Julia and I approved bills and attended all necessary meetings.
- Amy, with Lori Engelbrecht’s help, sent the MPL Board approved, 2022 budget to City Hall.
- Personnel committee is actively seeking candidates for the Executive Director.

- The shifting in adult fiction is complete. Next phase is moving shelving around to expand adult large print and adult books on CD.
6. Significant Statistics:
- Laura – Notary requests = 24
 - Judy – Discs cleaned =10
7. What's coming up?
- Laura will continue working with Susie M., Tony and Karen on updating the Notary Public services information that appears on line and in the building.
 - Grab and go reusable bags for checkout
 - LARS meeting
 - Food Truck days for employees (city-wide)
 - LARS Cataloging workday (September 23, 9-12?)
 - All staff training with Ryan Dowd (September 24, 1-5pm)
 - Employee performance evaluations
 - Libraries Build Strong Communities campaign
 - Ordering yearbooks from other middle and high schools

Youth Department
Julia Lee

Mission Moment:

One of our regular patrons shared the great news that she is getting her first children's book published! Her publishers recommended starting a blog to get the word out about her soon-to-be picture book. This patron approached Youth staff and asked if Manitowoc Public Library's Youth department could be the focus of her first blog post! She will be interviewing Youth staff about the physical and digital resources we have for families.

Personnel:

- We said goodbye to our WAICU interns on August 3 and August 12. They were an invaluable help during the busy Summer Reading Program, and we hope they got great experience to add to their college experiences!

Staff Development:

- Youth staff completed new internet security trainings, provided by MCLS. Topics included Phishing and Password Security.
- Several Youth staff completed the Ryan Dowd webinar, "Back-Up: How to Back-Up Your Coworkers during a Crisis."
- Julia attended the "FMLA/ADA/WC Training for Supervisors" held by CVMIC
- Other webinars included "Enhancing Public Library Storytimes to Promote School Readiness" and "Library 2.0 Service, Safety, and Security."

Outreach:

- MPL has teamed up with MPSD Summer School to provide each student in the Elementary and Middle School Academies with free books! Youth staff are visiting schools the last week of July and first week of August to promote library resources, fall programs, and hand out free books!
 - Monday, August 2: Riverview Elementary
 - Tuesday, August 3: Jefferson Elementary & Monroe Elementary
 - Thursday, August 5: Franklin Elementary

Activities:

- **Downtown Storywalk:** Betty and Julia hit the streets of downtown Manitowoc to invite businesses to participate in our fall storywalk! From September 15 – October 15 families can pick up a map at the library and read a book as they walk around downtown. If families collect the special letters on each page and answer our “secret question,” they can enter in a raffle for \$25.00 in Chamber Bucks!
- **Radio Ads:** Julia and Tim wrote and recorded delightfully cheesy radio ads for our upcoming Libraries Build Strong Communities campaign on August 31! Tune into WCUB or WOMT to hear. ☺
- **Hamilton Collaboration:** Julia and Lisa D. met with Hamilton Woodtype staff to plan a Teen Lock-In for March at the museum. The lock-in would include hands-on printing projects led by Hamilton museum staff!
- **Fall Programming:** As summer winds down, Youth staff are hard at work finalizing the details for Youth programming from September-December. In addition to being fun, engaging, and educational, our top priority is safety. We will have safety protocols in place to ensure the safety of both patrons and staff, including limiting registration, keeping materials separate (not communal), and sanitizing. Thanks to ALL Youth staff for making our programming and outreach possible!
- **The Search Begins:** We were so sad to say goodbye to our fearless leader, Kristin, on August 4. Kristin fostered a positive work culture and team environment that the management team is dedicated to continuing. All managers have now assumed director duties into our daily roles. Thank you for your patience and flexibility as we adjust. ☺
- **Virtual Library Cards:** Julia contacted all schools in the area about submitting their files to update our Virtual Library Cards. Thanks to Margie V., all of last year’s cards were purged from the system and new files we have received have been uploaded.

Significant Stats:

Summer Reading Program	2021	Summer Reading Program	2020	%Difference from 2020
Total # of registrations	1,368	Total # of registrations	1,034	+32.30%
Total # who completed challenge	613	Total # who completed challenge	369	+66.12%
Total Days Read	29,479	Total Days Read	19,564	+50.68%
Total Active Readers	990	Total Active Readers	730	+35.62%

MPSD Summer School Reading Program Participation	568	MPSD Summer School Reading Program Participation	N/A (cancelled due to COVID)	--
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What's Coming Up:

- Preparing to welcome our MPSD Youth Apprenticeship intern to the Youth department team on September 7
- Gearing up for our first teen lock-in in a year-and-a-half!
- Our Teen Associate, Lisa D., is working on getting staff and volunteers for our first-ever library haunted house in October!
- Julia will be preparing a presentation for the Wisconsin Library Association on data-driven analysis with Karen, Lisa P., and Becky (MCLS) in November
- Activities:
 - **FAMILY ACTIVITY NIGHT: FARM WISCONSIN! Tuesday, September 7 @ 6:30-7:15pm** Dive into the science of strawberries with Farm Wisconsin! Learn about this incredible Wisconsin fruit and even extract DNA from strawberries.
 - **LEARN & PLAY ANGKLUNG WORKSHOP Saturday, September 11 @ 1:00pm-2:00pm** Learn about Indonesian culture and get hands-on experience playing the Angklung instrument! Angklung is a wonderful instrument that promotes creativity and teamwork.
 - **TEEN LOCK-IN: HANGOUT NITE! September 17 @ 6:30pm-9:00pm** Attention teens! Come spend an evening with your friends playing computer and video games, board games and more. Snacks and beverages will be provided!
 - **FAMILY MINI-GOLF! Tuesday, September 21 @ 5:30-7:30pm** Play mini-golf in the library! Register for a family tee-time and putt your way through book stacks. Everyone is a winner!

Public Services Department
Karen Hansen

MISSION MOMENTS

- For the third year in a row, June assisted a special needs group in participating in the Summer Reading Program in a meaningful way. The individuals she served appreciated the extra efforts she put forth to engage them at MPL!
- Staff used their radio headsets for a new type of task when a visitor stopped by the Library and asked Therese for information on where to find a restaurant that serves smelt. Rather than trying to look at menus for restaurants, she put out a call on her headset to anyone who could recommend a restaurant offering smelt. Several staff members chimed in with a number of recommendations. He left the Library shortly afterward to dine at one of those recommended restaurants. Staff are often wonderful helpers to visitors and tourists, ready to research as well as recommend the best places to visit and dine!
- Jen helped several jobseekers this month. In one instance, after assisting a woman filling out a job application on her phone (which included helping her upload several documents), the patron was so

grateful, she asked Jen if we accept tips and really wanted to pay for the service. Jen kindly directed her to our donation box. In another interaction, a patron was overwhelmed with gratitude when, with some assistance, he finally completed a job application after three attempts.

- Margo reported a story from one of her tutor/learner pairs. One of the tutor/learner pairs is working hard at studying the past tense (this is complex and takes time). They used a creative way to practice using irregular past tense verbs by looking at maps and identifying places she (the learner) has been. They could talk about it using past tense while working on some geography and conversation skills.
- Emily reported that a patron stopped at the desk to say her and her husband came from Waukesha to see the "Obsession Collection" display, because they have always loved 'American Gothic'. She asked them how they heard about the program and they said they saw the appearance on Channel 5 Live. She said this was such a cool collection and complimented our "beautiful library."
- Tony went above and beyond to help a patron locate a specific cookbook, providing excellent customer service despite a major language barrier between him and the patron. Even when our staff cannot speak the native language of some of our patrons, they demonstrate resourcefulness, patience, and compassion in getting those patrons what they need.

PERSONNEL

Karen and the other managers assumed the duties of the Executive Director in early August.

STAFF DEVELOPMENT

- Staff have been engaging in cyber-security courses from Infosec.
- Staff-led training sessions:
 - D!bs room reservation refresh (led by Emily)
 - Mango database refresh (led by Matt)
- Idea Box Badging for Staff
 - Meredith completed 3D printer badging.
 - Mary, Therese, Matt, and Jen completed sewing machine badging
- Tony completed a UW-Madison extension class "Having Difficult Workplace Conversations."
- Tony passed his notary exam.
- Staff engaged in several webinars and online learning opportunities.

OUTREACH

Meredith presented to a group of retired teachers from MCREA and highlighted some of the Library's nontraditional items on August 23. A member of that group reported that "[Meredith's] presentation provided at the MCREA meeting was full of great ideas for our members and loved ones as well. I follow the library online, but must admit I do not look over the whole website when I get emails. I have missed out on lots of materials that are available to me. I definitely will be looking closely in the future."

OPERATION ACTIVITIES

August Programs

- Yoga in the Park with Kate Casey (Meredith)
- (Virtual) Spice It Up with Chef Casey (Meredith)
- (Virtual) The Beer Experience with Paul Hoffman (Tim)
- 8th Street Historic Walking Tours (Meredith, David, Mary, Jen)

Upcoming Programs

- CASA Advocacy Panel (Tim)
- Greg Renz Author Visit (Therese)
- Stitching our Story (Meredith)
- Volunteer Fair (Therese)
- Yoga in the Park with Kate Casey (Meredith)
- Book and a Movie in the Park: A Wrinkle in Time and How to Train Your Dragon (Therese)
- Flower Power: Pruning Your Perennials with Jordan Kabat (Meredith)
- Everything Under One Inch (Tim)
- Cats on Mats with Kate Casey (Meredith)
- Hidden in Plain Sight (Mary)

Other Projects and Operation Activities

- **Summer Reading Program:** Staff concluded Summer Reading Program operation activities. This year's program saw an increase in participants over last year, as we saw visitors continue to increase over that time.
- **Libraries Build Strong Communities:** Staff made final preparations for the campaign, which starts September 1. Aside from preparing signage, raffle boxes, raffle tickets, final prizes, and communications, staff created original radio promotions and billboards. Karen and Tim appeared on The Breakfast Club to promote the campaign.
- **Website and Logo Redesign:** The redesign team (Karen, Tim, Emily, Max, Kirsten, and Jen) continued work on the logo and website redesign with Library Market. This month they further narrowed logo designs and worked hard to build the site map and other framework of the new website. The team also sent a survey to staff and patrons to gauge function and design priorities for the new website.
- **Collection Obsession Exhibit:** Tim coordinated the Collection Obsession Exhibit of American Gothic, which included a guided tour of the exhibit. The exhibit was featured in a Local 5 Live segment.
- **Displays:** Movies, Steamy August Reads, Disney Movies, and DIY
- **Committees:** Committees that continued to meet included Safety and Security, Signage, and Website/Logo Redesign.
- **Microfilm Machine Replacement Investigation:** Meredith has led an investigation into viable replacements for our aging microfilm machine.
- **Marketing:** Major promotion efforts focused on the Libraries Build Strong Communities campaign. Tim was busy promoting these and other events through our usual channels. Emily continued her work providing graphics and signage. Therese is still a regular visitor on Coffee on the Coast with her book recommendations. Emily and Karen started working on the 2022 Foundation fundraiser flyer.

- **Grants:** Unfortunately, due to a significant budget shortfall at the National Endowment for the Humanities, the planned Coney Island and WWI exhibits have been canceled. However, the Library will still move forward with the February Cycropia performance. The National Endowment for the Humanities has offered MPL an alternative exhibit, "Away from Home: American Indian Boarding School Stories," which focuses on the forced assimilation of Native Americans that began in the 1870s. Tim is coordinating this exhibit, which will be displayed this summer. Karen, Tim, Max, and Stacey have been working on pursuing ARPA grant funding to explore converting the Franklin Street Room into a learning hub, where patrons can receive training on a number of skills, with a special focus on job seeking skills.
- **Volunteer Services:** Therese focused her efforts on preparing for the September Volunteer Fair. General volunteers completed 11 hours this month.
- **Homebound Services:** Margo networked with Meredith so that she could bring information about the Memory Kits (brochures) to the Retired Educators meeting she attended 8/23. She mailed out a copy of the HTR article promoting Memory Kits along with a brochure to approximately fifteen to twenty various senior living facilities and home healthcare and hospice agencies. We added a few new patrons to our homebound delivery routes during the month of August. Word of mouth seems to be the best way for our program to gain new recipients. We appreciate the referrals our current patrons and their families provide.
- **One-to-One Literacy:** Margo met with two staff members at LTC-Manitowoc on 8/17 to talk about the partnership between our programs. It was helpful to compare our student lists and highlight upcoming events. She submitted an article for Seehafer News promoting our upcoming tutor training on Sept. 11th. Emily also developed a poster and a Facebook post for the training. Margo provided brochures for Meredith to bring to the Retired Educators meeting to promote the upcoming tutor training.
- **IT:** Max managed several ongoing IT projects. His projects included the following:
 - Removed and replaced aging networking devices.
 - Deployed board of trustees email account along with helpful guide to gain access via webpage and Android/iOS outlook app.
 - Drafted, created, and deployed new public correspondence form on website to allow public to reach board of trustees.
 - Installed new firewall to replace EOL firewall.
 - Finalized install of phase II of door fob readers for improved security.
 - Installed and configured new server.
 - Replaced dead UPS (Uninterruptible Power Supply) unit from rack. Installed new robust unit to handle current needs and future needs.
 - Began investigation for Google Drive alternative

SIGNIFICANT STATISTICS

None

COMING UP

September: Volunteer Fair

September: Libraries Build Strong Communities

Facilities Department
Stacey Bialek

MISSION MOMENT:

Mrs. Bundy: *"I hardly think a few birds are going to bring about the end of the world".*

Melanie Daniels, in response: *"These weren't a few birds".*

~ Conversation between Mrs. Bundy and Melanie Daniels from Alfred Hitchcock's *"The Birds"* ~

COVID-19 UPDATE:

- We are regularly keeping a close eye on the activity and case load of COVID, especially now with the surge of the Delta variant.

PERSONNEL:



- Nothing to report.



STAFF DEVELOPMENT:

- The Library Board of Trustees is making great headway into filling the vacant Director's position. Numerous applications have been tendered and future interviews are being scheduled for September.
- Our City's Safety Team Committee: Recent safety inspections by our Safety Group include the Lincoln Park cabins and Fieldhouse. Ideas were solicited for budget expenditures that would promote staff safety and security. One idea was supplying all staff that spends part of their work time outdoors with ice cleats. Quite a few departments are coming up on their annual Injury/Time Lost goals for their awards. And, lastly, October is Fire Drill month!
- Can I get a 5..5..5...10, I see a 10...15...15...there's a 15..now a 20..20..20..going..going...25..I got a 25! That's right. Joe Andrastek has hit his 25th Work-Iversary here at the library. Joe started at the library when it was on Hamilton Street shortly before the new one was built in 1998. Thanks, Joe, for being such a loyal and hard-working part of the library family for 25 great years!

OUTREACH ACTIVITIES:

- Sadly your F.I.S.H. committee put on the "Farewell" party for our outgoing director, Kristin Stoeger. Kristin had been with the library for about 5 years. The library made huge strides into
ure with her leadership, business sense, and pro-staff approach. We wish her all the best
bright, new future for her and her family.
-  Balloon Glow was a smash for another year. Lots of families and excellent weather helped make this downtown event a pinnacle for summer activities.

OPERATIONS ACTIVITIES:

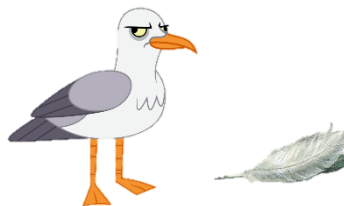
- We continue to evaluate roofs and solicit bids for replacements. Evaluation of roof integrity is still on-going and Requests for Proposals should be coming in shortly.

- Phase II of the door proximity project has been completed. The east parking lot staff door and the 2nd floor stairwell staff doors have been equipped with the proximity cards system. Also, we added the garage door on the south side of the library to keep the system uniform. One setback that we faced was on the second floor stairwell magnetic locking system. We choose to have the card reader installed so, you can use your personal cards against the wall card reader, but, unfortunately, the magnets are not powered to “lock” the doors. So, for now, this “staff only” door is basically for show as staff place their cards against the reader.
- Thanks to Chuck and his gallant efforts with the exterior landscaping projects. Along with the Teen Hang-Out rotunda clean up and edging, Chuck has also tackled pruning and cleaning up the east parking lot pine trees.
- Seagulls. See Gulls? You can’t miss them. From yanking newly repaired caulk from the repaired rooftop membrane. To out and out dropping bones and debris on the top side of our HVAC, 2021 has been a year learning how to cope with the local seagull population. Rubber rats, plastic owls, fishing string strung up to prevent landing, sub-sonic whistles; all in vain. They’re very territorial, very protective of their young, voracious eaters, and very smart. As Mrs. Bundy erroneously stated in the great Hitchcockian film, *The Birds*, *“I hardly think that either species would have sufficient intelligence to launch an amassed attack. They’re brain pans aren’t big enough”*. Oh, it’s not their brain pans. It’s just pure evil. Just look into their eyes.
- Hey! We’re open Sundays again! MPL is excited to welcome our patrons back to the library on these easy Sunday afternoons.



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.
- Window Anti-Glare/UV Fade shade system installed in Youth Picture Book City and Main Service Desk.



***Linda’s Humor Corner:**

What do you call a man with a seagull on his head?

Cliff.

What do you call a gull that knows everything?

Goo-gull