

Manager Highlights  
September 2021

Materials Department  
Amy Eisenschink

1. Mission Moment:

- Laura – A patron/board member mentioned that the ILL holds markers are appreciated and help remind when patrons have materials ready for pick up that aren't on the holds shelf. Thank you to Amy, Judy, the MM clerks and the Service Desk staff for their hard work as we launched the markers. We will continue to monitor their use.
- As disappointed as staff were with the small number of food trucks, the thought behind the day sponsored by the People Committee was appreciated.

2. Personnel:

- Patti Hoffmann successfully made it through her training period. We met for her 90-day conversation. She learns quickly and is a great asset to the library and the community it serves.
- Personnel committee met two times to screen Executive Director candidates over the phone. Next step will be to narrow down the candidates and conduct face to face interviews.

3. Staff Development:

- Most staff attended the all staff training on September 24. Ryan Dowd presented on how to use empathy when dealing with difficult patrons, no matter their age. Staff have been watching his webinars since 2020. The state generously paid for this access for all Wisconsin libraries in 2020 and 2021. We were thrilled that the Foundation was able to support our request to have him on site. Ryan is a dynamic speaker and time moved quickly. Staff will be using everything they learned while interacting with patrons. Just remember two things, (1) Put your pennies in the cup and (2) Slow is smooth and smooth is fast.
- As part of the Materials Department Plan, Amy, Chris Hamburg (Lester Public Library) and Lisa Pike organized and led a Cataloging Work Day for MCLS library staff. The morning started with a demonstration from OCLC about products available to us because of our subscription. We then moved on to reiterating definitions, common terms, must do's, and basic cataloging procedures. Staff from the MCLS libraries were able to ask questions and everybody left with a renewed sense of knowledge.

4. Outreach Activities:

- Laura and Ann R. attended the Cataloging Work Day.
- Lisa P. and Amy virtually attended the LARS Meeting. The shared ideas that come from these meetings always make them a good use of time.
- Amy attended the LARS Director's meeting. We continue discussing possible grants and ways that MCLS can support the libraries in 2022
- Lisa P. attended the WPLC Steering Committee Meeting

- Amy attended MLC (Manitowoc Leadership Committee) meetings, Council meeting, MPL Board meeting and the MCLS Board meeting.
5. Operations Activities:
- Lisa P. and Amy attended Signage Committee Meetings. The committee is making great strides. We are waiting for the hex numbers from the logo committee so that phase one can be put in place. Amy and Stacey walked the building to determine sizes for many of the future signs.
  - Judy and Lisa P. attended Public Services meeting. Lisa also attended the Youth Service meeting.
  - Lisa P. had a brief conference call with a library vendor
  - Laura worked with Susie Menk on revised guidelines for patrons seeking notary services. The procedures were improved and made more clear for staff working the service desk.
  - Amy created the reusable grab and go bags for adventure passes and crafts. They are working well.
6. Significant Statistics:
- Laura – Notary requests = 20
  - Judy – Discs cleaned =25
7. What's coming up?
- Lisa P. will be attending the Virtual Lead the Way Conference on Community Engagement.
  - Performance evaluations
  - Continue working on 2022 Operating budget and start working on 2022 Foundation requests
  - Staff involvement in the interview process for the next Executive Director
  - Flu shots for those that want them
  - Trunk or Treat

Youth Department  
Julia Lee

### **Mission Moment: From Susie M.**

I was working the desk on Wednesday when I had a young girl return the Microscope toy to the desk. I asked her if she enjoyed playing with the microscope and she said yes. Then I asked what she did with it and she replied "I used it to check out books like the library!" I proceeded to ask her if she wanted to be a librarian when she grew up. She replied, "either a librarian or a teacher" and I told her she could be both. Her eyes got really big and she looked excited! Her mom loved it!

### **Personnel:**

- We are happy to be partnering with MPSD's YA Apprenticeship program as a host site for a student internship for the 2021-2022 school year. Our YA Apprenticeship intern, Madison, started on September 8. She will be completing a 450-hour internship with the

Youth department between September – June. Madison is a senior who loves Starbucks, coaches volleyball, and hopes to pursue a degree in Education. Welcome, Madison!

### Staff Development:

- Youth staff attended the All Staff training hosted by Ryan Dowd, founder of the Homelessness Training Institute. We learned strategies for de-escalating situations, preventing issues before they arise, and how to manage difficult situations with empathy.



- Youth staff completed the latest InfoSec Security training on safe web browsing
- Julia began an online Civics Leadership course, which consists of six webinars set over the next few months.
- Susie M. continued her CVMIC Leadership coursework
- Betty S. and Susie M. attended Tech Days 2021 virtually, and watched webinars about emerging tech trends, video editing, and more!
- Lynn C. watched the webinar, “Libraries & Reading: New Service Models for Patrons with Intellectual Disabilities”

### Outreach:

- Julia and Karen went on “Coolest Coast” to promote “Libraries Build Strong Communities” on September 1
- Betty provided an outreach storytime to Pinecrest on September 11
- Kirsten provided an outreach storytime to Lakeshore CAP on September 13
- Susie M. provided an outreach storytime to Redeemer Preschool on September 17
- Betty and Julia collaborated on a Seehafer article about our Downtown Storywalk, submitted to Tim on September 20
- Tim and Julia went on WOMT’s “Breakfast Club” on September 27 for one last “Libraries Build Strong Communities” and upcoming teen programs

### Activities:

- **Summer Reading Wrap-Up Meetings:**
  - The Summer Reading Program Committee met to discuss the pros, cons, and ideas for improvement that came from SRP 2021. Thank you to Karen, Lisa P., Emily, Meredith, and Tony for all your hard work putting together another amazing reading program for our community!
  - The Youth department also met to discuss what went well in terms of the Summer Reading Program as well as the pros and cons of Youth events from this past year. Thanks to ALL the Youth department staff for your creativity and innovation during another challenging yet fabulous summer for our community!
- **Downtown Storywalk:** Betty prepared all of the beautiful pages for our Storywalk AND our Grab & Go bags (including map, fall pencil, and scratch n' sniff bookmarks). On September 14, Betty & Julia hit the streets again and hung all the pages in participating businesses. 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!
- **Kiwanis "Cops N' Kids" Program:** Julia met with Kiwanis members, MPD officers, members of the Sherriff's department, and the YMCA Director to discuss a collaboration program that would connect law enforcement officers and fire fighters with kids in the community. Kiwanis would like to sponsor storytime events at the library where officers and fire fighters are the special guests. Kiwanis hopes to sponsor books to give away to kids who attend. At our first planning meeting, we talked about event specifics, possible dates, and provided feedback on Kiwanis book giveaways.
- **Library Mini-Golf!** On September 21, the Youth department hosted our first-ever "Reader Cup" mini-golf course! All nine holes designed and built by Lynn C. and our MPD YA Apprenticeship Intern, Madison – and they did a FABULOUS job! Families got to golf around the department at different-themed holes (like our Shark hole, complete with a water hazard and lighthouses) and ended at our Glow-In-The-Dark hole. Each hole had themed books patrons could check out. Our registration was FULL for the event, and patrons asked when we would be bringing mini-golf back again. Congratulations, Lynn and Madison – what a hole-in-one! 😊



- **Winter Fest 2021:** We started the planning for Winter Fest 2021. We are planning to hold a family event that will be an interdepartmental collaboration of the highest caliber! On the docket are LIVE reindeer, live music (lined up by Tim), a bake sale hosted by the Friends of the Library, a diverse range of holiday crafts, and a fun traditional Hmong New Year game. Winter Fest is scheduled for December 5. More details coming as we solidify the exciting events!

#### **What's Coming Up:**

- Preparing for our first-ever Haunted Library and our second Trunk-or-Treat!
- Susie M. will be attending the Virtual Lead the Way Conference on Community Engagement.
- Performance evaluations
- Continue working on 2022 Operating budget and start working on 2022 Foundation requests
- Starting to plan winter programming (December – February)
- Staff involvement in the interview process for the next Executive Director
- Julia will be preparing a presentation for the Wisconsin Library Association on data-driven analysis with Karen, Lisa P., and Becky (MCLS) in November

Facilities Department  
Stacey Bialek

#### **MISSION MOMENT:**

“Most gulls don’t bother to learn more than the simplest facts of flights—how to get from shore to food and back again. For most gulls, it is not flying that matters, but eating. For this gull, though, it was not eating that mattered, but flight. More than anything else, Jonathon Livingston Seagull loved to fly.”

~excerpt from Jonathon Livingston Seagull~

#### **COVID-19 UPDATE:**

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

#### **PERSONNEL:**

- A big, library welcome to our newest intern, Madison. Madison will be with us through next spring as she helps out in the Children's Dept.

#### **STAFF DEVELOPMENT:**

- The Library Board of Trustees is making progress in filling the Executive Director's position. Candidates have been whittled down to manageable number that will be slated for personal interviews in the very near future.
- Our City's Safety Team Committee: The city's Personal Protection Equipment Policy has been drafted and amendments are being made towards the final policy. The library will be branching off of the city's basic format and formulating our own PPE Use Policy. Discussions are still continuing concerning the committee's budget. Ideas on expenditures include ice cleats and supplying some radios to city service vehicles.
- Ryan Wow'd. That's right our very own personal presentation from Ryan Dowd for our Fall All-Staff was very informative and entertaining! Thanks to all who participated, those managers who tirelessly set this program up, and to MCLS for providing the refreshments and snacks!
- Thanks to all the hard work from the Signage Committee. We are getting that much closer in finalizing colors, configuration, fonts, and wording for the entire library overhaul of signage.

#### **OUTREACH ACTIVITIES:**

- The F.I.S.H. committee will be planning some outdoor autumn activities. Plans are in the works to rent out a city cabin and enjoy some outdoor cooking, games, and a movie, "Hocus Pocus", anyone?

#### **OPERATIONS ACTIVITIES:**

- We continue to evaluate roofs and solicit bids for replacements. Evaluation of roof integrity is still on-going and Requests for Proposals are hopefully coming to fruition as we gather a complete package of multiple roofs.
- We are nearing the end of switching out the shelving units from the Children's Dept, Adult Fiction, Adult Fiction, and Adult Large Print. Plans are also in the works to slide Graphic Novels over to the end of NF and expand the shelving for the Teen Collection.
- 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. Haven't seen the last of them. We ended up replacing two of the top HVAC fans as seagulls continue to drop their unwanted (is there such a thing?) food scraps onto the fan

guards. Some of the small items make their way through and rattle around the fan blades until they end up jamming up the motors.

- We sadly took down the long-running Gothic Arts display provided by Barb Bundy-Jost. Thanks to both Tim G. and BBJ for their hard work and professionalism in making this exhibit a “must-see”.
- Along with reps from the Children’s Dept and Teen Associate, we did a cursory walk-thru for the setup on the Haunted Library on October 26<sup>th</sup>. They are still looking for volunteers and extra Halloween decorations to borrow.
- Heating season is just around the corner! We have started our annual boiler blowdowns and vent cleaning.
- We have finished piping the last of the new water lines and will be installing the new bottle filler/water fountain at the end of October.

### **WHAT’S COMING UP?**

- Continued lighting upgrades in Children’s, veranda hallway, and 1<sup>st</sup> 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.

### **Stacey Bialek-October 2021**

#### **Just for Larfs:**

A sailor walks into a bar

The barkeep asks, "How did you end up with that peg leg?"

And the pirate replies, "A cannon ball blasted out the deck and took me leg with it."

"Why do you have that hook?"

"Arrrgh! We was looting a ship and lost me hand in a sword fight."

"And the eye patch?"

"I looked up at a seagull and blimey, the scalliwag pooped right in me eye."

"You lost your eye from bird poop?"

"Nah, It was me first day with the hook."

### **MISSION MOMENTS**

- Jen had a fun conversation with a woman who just arrived here from Florida. She had just closed on a house and came straight to the library to get a card and place holds on books. She hadn't even stepped into her new house yet!
- Emily assisted a patron at the desk who could not recall the book she had recently returned that she really enjoyed, and wanted to know the author. There was no record of the book on her account, but the patron remembered bits and pieces of what the book was about. With the assistance of Laura, Emily entered random search descriptions into google, and was able to find the book based off the bits and pieces she provided to us. Patron was very happy and checked out the two other books by this author!
- Mary reported that a visitor from Minneapolis was very impressed with our "new" library, as the last one he had visited was the Hamilton Street library. He was especially interested in our Book Discussion Kits. He loved the concept of them and the monthly book discussions we have at MPL.
- Matt assisted a visitor who came on the Badger, who was impressed with our library and offerings. She indicated she is on her local library board in Michigan and discovered many amenities and services she wanted to share with her own board for possible implementation.
- Tony assisted a patron who came to the building because she received a postcard from our Libraries Build Strong Communities campaign. These postcards were intentionally sent to households who had not used library services since prior to the pandemic. During her visit, Tony updated her card, assisted her throughout the library, helped her use the catalog, find books, showed her the DVDs, and helped her check out and earn more raffle tickets. What a great series of interactions prompted by a simple postcard!
- While in the stacks, June came across a patron looking for more books by certain author in the large print collection. She took the time to look up titles from similar authors and sought out the patron to provide her with some other reading options. While working the service desk, Meredith went the extra mile to ensure a patron didn't walk away empty-handed after she didn't find some items, suggesting some new selections. The patron reported back that two of the three titles were fantastic and wanted more suggestions.
- One of our literacy tutors highlighted the joy in being able to start meeting in-person again after a hiatus brought on by the pandemic. The tutor reported that after going so long without seeing their learner, they had a lot of fun catching up. "It was really cool to see that she has missed meeting with me as well, and came with specific things she was eager to work on. It made us both so excited to work together again and it will be good to get back into our routine of meeting twice a week!"

### **PERSONNEL**

- Karen and the other managers assumed the duties of the Executive Director in early August.
- Staff started the process of writing and submitting annual reviews.
- The management team and Mary worked to support and plan the director interviews.

### **STAFF DEVELOPMENT**

- All staff attended the Ryan Dowd Homelessness training at the all-staff training on 9/24. The training focused on implementing techniques to deliver excellent, empathy-driven customer service and de-escalating difficult situations.



- Staff have been engaging in cyber-security courses from Infosec.
- Staff-led training sessions:
  - StreamYard Tutorial (led by Tim)
- Idea Box Badging for Staff
  - Mary, Matt, and Betty completed 3Doodler badging
  - Linda completed badging on the Cricut
- Staff engaged in several webinars and online learning opportunities.

**OUTREACH:** Nothing to report.

## **OPERATION ACTIVITIES**

### **September Programs**

- Greg Renz Author Visit (Therese)
- Stitching our Story (Meredith)
- Everything Under One Inch (Tim)
- Volunteer Fair (Therese)
- Book and a Movie in the Park: How to Train Your Dragon (Therese)
- Yoga in the Park with Kate Casey (Meredith)
- 8<sup>th</sup> Street Historic Walking Tours (Meredith, David, Mary, Jen)
- Book Discussion: *The Bookshop*
- Flower Power: Pruning Your Perennials with Jordan Kabat (Meredith)

### **Upcoming Programs**

- CASA Advocacy Panel (Tim)
- Stitching our Story (Meredith)
- Cats on Mats with Kate Casey (Meredith)
- Hidden in Plain Sight (Mary)

### **Other Projects and Operation Activities**

- **Libraries Build Strong Communities:** The LBSC campaign lasted all month and was a success! Marketing continued to promote the campaign all month, while staff promoted it via word of mouth at service desks. Patrons were once again excited to enter our raffle.
- **Website and Logo Redesign:** The redesign team (Karen, Tim, Emily, Max, Kirsten, and Jen) finalized work on the logo redesign, which was approved by the Board on 9/27. Staff continued work on the website redesign with Library Market. Jen, Tony, Therese, and other staff are assisting with content creation for some of our new webpages.
- **Displays:** Disney Movies, A Harvest of Books, NAMI, Short Stories and Collective Works, American Adventures, Treat Yourself to Some Cookbooks, and Superhero Movie Bundles.
- **Stats:** Linda created a 3-year monthly comparison chart template for "Service Desk Stats" which automatically updates, and did a comparison chart for the months of July, August and September 2019, 2020, 2021 as well as a 3-year quarterly comparison chart for the 2021 third quarter.
- **Committees:** Committees that continued to meet included SRP, Safety and Security, Signage, Website/Logo Redesign, and F.I.S.H.
- **Marketing:** Major promotion efforts focused on the Libraries Build Strong Communities campaign, the Volunteer Fair, Everything Under One Inch, and Hidden in Plain Sight. Tim was busy promoting these and other events through our usual channels. Emily continued her work providing graphics and signage.

- **Grants:** Tim and Karen focused on navigating ARPA funding possibilities. Karen worked with the statewide City Library Collective to explore how MPL might benefit from a larger-scale request of ARPA funds. Tim has been planning the big Giving Tuesday fundraiser, which will benefit the Friends. Last year's Giving Tuesday efforts were a great success! He is also pouring time and effort into planning our "Away from Home" exhibit through the NEH, which we will host in the summer of 2022.
- **Volunteer Services:** Therese had a busy month with a number of programs, including the September Volunteer Fair. Several patrons attended the fair and were connected with non-profits in Manitowoc. General volunteers completed 18 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:** It was a busy month for Margo. She held the first in-person new tutor training session in quite some time. We were happy to welcome seven new tutors into our program! She was contacted by a member of the Retired Teachers Association. After hearing Meredith's presentation about the library in August, the member of the group wanted to feature our Literacy Program in their monthly newsletter in case anyone is interested in volunteering. What a great connection! Other activities included the following:
  - Participating in the WI Literacy Regional Networking Meeting
  - Facilitating a monthly tutor meeting
  - Working with one of our volunteers to present a new tutor training
- **IT:** Max managed several ongoing IT projects. His projects included the following:
  - Finalized OS image tool for new staffs PCs going forward
  - Installed SSL certs for the current website and intranet
  - Installed, configured, and deployed new Ricoh Multi Function Printer/copy machine which cut contract amount near 53%
  - Deployed Youth staff member with new laptop
  - Investigate and determined if credit card contract worth pursuing for self-checkouts and upcoming PC reservation
  - Began work on upcoming PC reservation system
  - Logged nearly 1,000 internal service tickets since he created the IT ticketing system

**SIGNIFICANT STATISTICS:** None

## **COMING UP**

Grab and Grow Seed Kits for November (Meredith)

Lakeshore Holiday Parade Planning (Meredith)

Giving Tuesday (Tim)

Evergleams (Tim)