



Memorandum

To: Manitowoc Library Board of Trustees
From: Karin Adams, Executive Director
Re: Re-organizational Plan
Date: July 27, 2026

Dear Library Board of Trustees,

I have been in my role as Executive Director for almost 4 years. In that time, I have observed our current daily operations and processes, analyzed data trends over the last decade related to our services, and experienced all the roles in our organization by working in each department with current employees. I am now ready to make internal departmental changes to improve our interactions with the public and the efficiency and productivity of employees. These changes will focus on:

- Patron/customer service
- Right-sizing departments
- Balancing responsibilities/tasks of departments and positions

I feel strongly that the public library's priorities and operations should evolve and develop in response to the ever-changing needs of its community members and society. It is time to adjust our departments and internal structure to better serve the public now and in the future.

I have included an overview of the changes here; I will give an in-depth presentation on the structure changes and the reasons behind the decision at the next Personnel Committee Meeting.

Respectfully,

Karin Adams
Executive Director

PUBLIC SERVICES (11 people)

- Customer service at 2 public desks
- Patron library card accounts
- Check out of materials
- IT (public and staff)
- Marketing
- Collection maintenance of Adult materials
- Meeting room scheduling and coordination
- Volunteer coordination
- Homebound services
- One-to-One Literacy
- Programming for Adults

MATERIALS MANAGEMENT (19 people)

- Selection and ordering
- Acquisitions
- Cataloging
- Processing and mending
- Check in and sorting of materials
- Shelving materials and pulling Holds
- ILL
- Running reports of materials

Due to the trends in Library and patron usage in the last decade, we need to make departmental changes:

- Patron/in-person service focus
- Right-size departments
- Balance responsibilities/tasks

CURRENT Department Structures

PUBLIC SERVICES

- Customer service at Business Center
- Reference
- IT (public and staff)
- Marketing
- Collection maintenance of Adult materials
- Meeting room scheduling and coordination
- Volunteer coordination
- One-to-One Literacy
- Programming for Adults

New TECHNICAL SERVICES

- Selection and ordering
- Acquisitions
- Cataloging
- Processing and mending
- ILL
- Homebound Services
- Reports of collections

New CIRCULATION

- Main customer service desk
- Patron library card accounts
- Check in/out and sorting of materials
- Shelving materials and pulling Holds
- Reports of materials movement/patron accounts

FUTURE RE-ORGANIZATION