



PLYMOUTH  
■ ■ ■ ■ DISTRICT  
LIBRARY

# Annual Report 2021

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# MESSAGE FROM OUR DIRECTOR

This year, we invested our time, talent, and resources in building a new strategic vision for Plymouth District Library.

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As we close out another unprecedented year at PDL, I want to lift up the efforts of our library staff. We reopened a number of important library services alongside the presence of COVID-19 in our community, and the risks involved in that effort should not be downplayed. Our team continues to confront the unknowns of our current context with determination and optimism, understanding our impact and responsibility to the community at-large.

Libraries stand for the strength that comes from working together. By sharing resources, we create opportunities for the entire community to have what they need to succeed and grow. This mission is reflected in our most recent Strategic Plan, an ambitious three-year roadmap for elevating our beloved institution. We seek to reflect our community in all that we do, and we made sure to include as many diverse voices as possible in the creation of this plan.

What we have accomplished this year, and what we seek to accomplish going forward, is only possible through the generosity and support of the Plymouth community. We hope to maintain the comfortable atmosphere that so many enjoy, while increasing our collaborative efforts across the entire community and raising our expectations for the quality of our services. Thank you for joining us as partners in this endeavor.



Shauna Anderson, Library Director



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We seek to reflect  
our community  
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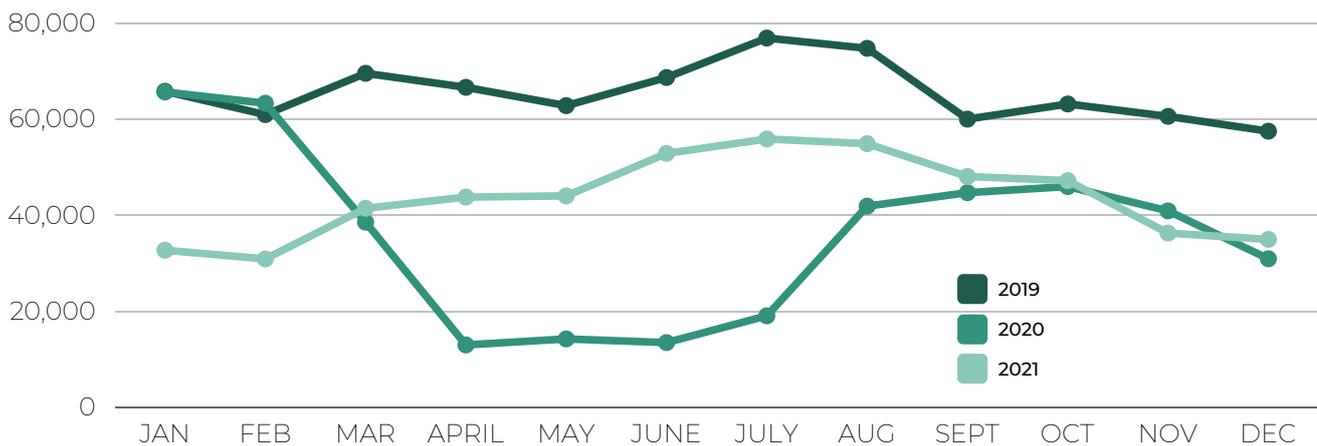
# CIRCULATION

Circulation statistics are an important barometer for a library's impact in the community, helping us demonstrate usage of the materials we provide. However, it does not reflect the entire picture of what we provide to the community. Libraries across the country have seen declining check outs, even before the pandemic, while demonstrating an increase in other forms of participation— from meeting room use to event attendance.

Comparative circulation statistics of area libraries are compiled monthly by The Library Network and annually by the Detroit Suburban Library Round Table. In this manner, PDL continues to reflect similar trends as our neighbors, while maintaining one of the highest circulation per capita figures locally. On average, 21.5 books are checked out for every person in our service area.

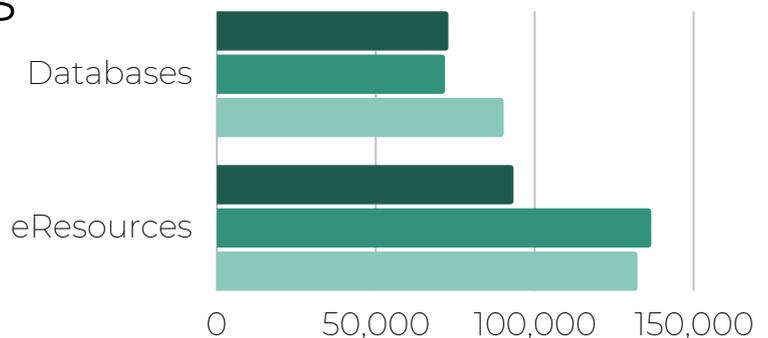
## Physical Books & Materials

Check outs for books and other physical materials saw a steady increase as we improved curbside services and reopened our library for in-building use, although we see fewer overall checkouts than pre-pandemic levels.



## Digital Resources

eResources continue to be an area of growth for PDL through apps like Libby, Hoopla, and Kanopy. Despite the higher costs for online resources, efforts were made to increase the availability of eBooks, audiobooks, and more as our community is demonstrating a shifting preference toward digital reading.



### 2021 Top Titles

- The Four Winds* by Kristin Hannah
- Very Good Things* by Martha Stewart
- Firekeeper's Daughter* by Angeline Boulley
- Claudia and the New Girl* by Gabriela Epstein

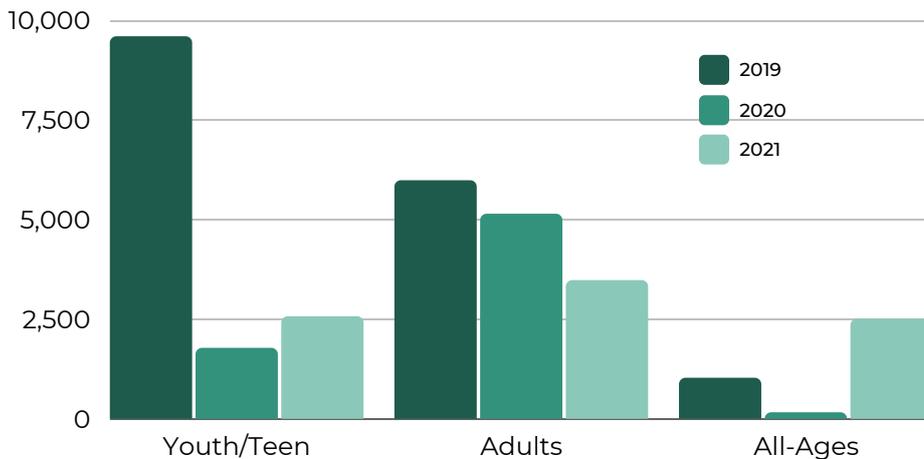
# PARTICIPATION

We ensured that the public had a variety of ways to connect with the library.

Whether through volunteering, attending a program, or engaging in research-- the ability to network with others and try new things are important experiences that libraries provide their communities. Civic participation creates a sense of connection, and we need that now more than ever. Through changing times, PDL maintained a broad range of outlets to keep those connections strong.

## Events & Programs

High-quality events are a hallmark of the Plymouth District Library service model. We reintroduced in-person events and implemented hybrid (in-person and virtual) options when possible.



 **25,247**  
Questions answered by library staff

 **3,413**  
Hands-on activity packets distributed

**2,119**  
volunteer hours served in 2022

### Volunteers

Volunteers at Plymouth District Library range from teens through older adults. They perform a variety of tasks to support the operation of the library-- shelving materials, preparing supplies, sorting donations, and delivering items to homebound patrons.

Our robust teen volunteer program gives young people the opportunity to demonstrate leadership through regular meetings, decision-making opportunities, and unique projects. When teens have an idea, our staff actively find ways to support making their events or services a reality. Some examples of teen volunteer projects include:

- Creation of a regular email newsletter
- Make-it-Take-it activity kits designed and created by teens
- Video game and book discussion events
- Sending holiday cards to troops from kids in the community

# COMMUNITY ENGAGEMENT

In 2021, we reopened our in-person public services and surveyed the community to direct our future offerings.



## New Library Event Calendar & Meeting Room Booking Software

The implementation of a new library event calendar helped increase public awareness of library programs. It also streamlined the meeting room booking process for the community groups that utilize our spaces.

## Communicating Changing Protocols with the Public

As the spread of COVID decreased and increased locally throughout the year, the library engaged in a number of mitigation efforts to support the re-opening of our services in a safe manner.

We removed time limits for browsing, re-opened study rooms and meeting rooms, began offering in-person programs, and removed quarantine requirements on our physical items. This required constant communication with the public to establish consistent expectations in the midst of so much change.



## Community Input for Strategic Planning

The library engaged the community in a number of activities to provide feedback on the future direction of the library-- from formal online surveys to interactive displays to in-person interviews. We learned that the community values diversity/inclusion efforts and needs additional support learning about library offerings.

The library remains a vital community gathering space. In August, we re-opened our community rooms for reservation and hosted 293 meetings over the course of five months.

# TECHNOLOGY

This year, we modernized the applications that support the functioning of our workplace and allow for better communication with the public. PDL also prototyped new ways to support public computing with broad access to a range of technology.

Project	Activities	Outcomes
Google Workspace Implementation	We moved email providers from Zimbra to Google Workspaces and provided training to staff.	<ul style="list-style-type: none"> <li>• \$5,000 annual savings</li> <li>• Improved online productivity and collaboration</li> </ul>
Selection of New Financial Software and Public Event Calendar	We set specifications, reviewed a number of proposals, and secured a new provider for our financial software. We supported the new event calendar implementation.	<ul style="list-style-type: none"> <li>• Implementation of the new system will be ready in March 2022</li> <li>• Revised workflows will support better financial transparency</li> </ul>
Chromebooks & WiFi Hotspots for Public Checkout	Chromebooks & WiFi hotspots were purchased with support from the BOSCH Community Fund.	<ul style="list-style-type: none"> <li>• Still waiting on WiFi hotspots to arrive due to shipping delays</li> <li>• This collection will help us launch a new "Library of Things" in 2022</li> </ul>
Coordination of the Public Computer Lab through COVID Challenges	We moved hardware and established new procedures to match the changing landscape of public services due to COVID.	<ul style="list-style-type: none"> <li>• 6,262 computer sessions</li> <li>• Over 80,000 WiFi sessions</li> </ul>
Facilitation of Zoom Events for the Public	The IT team took the lead in supporting all of our virtual programs, working alongside librarians to produce high-quality experiences.	<ul style="list-style-type: none"> <li>• PDL received a higher participant per event ratio than pre-pandemic levels</li> <li>• Hybrid events were able to flex between in-person and remote</li> </ul>

# NEXT STEPS

Our strategic planning process identified five areas where we will be investing our attention going forward. These goals are outlined below along with specific activities that the library will undertake next year.

01

## Promote equity across our community and contribute to a welcoming, inclusive environment for all

PDL will implement benchmarks for collection diversity to analyze our collections and guide ordering going forward. We will also provide ongoing training opportunities for staff on topics related to equity, diversity, and inclusion.

02

## Increase awareness of library services and resources

Our website will get an update for accessibility and better user experience. We will also design a patron onboarding system to help new cardholders become active library users. A style guide will be developed to support public communication efforts going forward.

03

## Connect with patrons across multiple environments, prototyping services that extend beyond books

We will produce at least 10 different outdoor public programs throughout the year, create a new “library of things” collection, submit a grant proposal to update the technology in our meeting rooms, and re-open the Creative Lab.

04

## Become a convening space in our community for shared dialog and action

PDL will help reconvene the Know Your Neighbor committee and launch a new library liaison initiative to help connect the library to the broader community.

05

## Establish benchmarks and formalize procedures in ways that increase organizational clarity and public transparency

We will launch a new annual employee evaluation process, implement a new information management system for shared files, revisit the library policy manual and employee handbook for updates, and re-work our financial system.

With many new faces on the administrative team in 2022, Plymouth District Library focused on setting up new strategies for resource allocation and spending.

Major expenses in the 2021 fiscal year were often tied to the reintroduction of services as the course of the pandemic waxed and waned. Staffing expenditures increased with the addition of in-building services starting in March and Sunday hours starting in September. As we truncated and ultimately eliminated quarantine requirements on checked out items, we saved money by returning large carts that were rented to support our makeshift isolation room.

Numerous adjustments have been needed for our HVAC system this year-- changes to our humidifiers, replacement of boards used for communication purposes, the addition of a new fan to one of our rooftop units, and service to our boilers. We will be working with our contractors in 2022 to help resolve ongoing issues and create a realistic maintenance schedule to support upkeep of the system.

Our elevators were updated with enhanced safety mechanisms. In the event of a power failure, the elevators will drop to the bottom floor and the doors will open.

We were supported by the BOSCH Community Fund to provide laptops and WiFi hotspots for at-home checkout. Our hotspots have been subject to backorders and shipping delays, so we are expecting to launch the new service in early 2022.

## REVENUES

\$3,510,823	Tax Levy
\$223,735	Taxes Delinquent
\$17,000	Grants
\$31,792	State Aid
\$22,494	Penal Fines
\$19,576	Book Fines & Fees
\$4,055	Copier/Print Fees
\$4,831	Donations & Contributions
\$2,033	Friends of the Library
\$747	Interest on Investments
\$21,757	Community Foundation of Southeast Michigan
\$2,494	Insurance Claim Reimbursement
\$33,565	Other
<b>\$3,894,902</b>	<b>TOTAL</b>

## EXPENDITURES

\$1,642,762	Salaries - FT & PT
\$68,296	Salaries - Pages
\$237	Salaries - Sundays
\$129,422	Employers FICA
\$181,557	Medical/Dental/Optical
\$2,110	VEBA Contribution
\$11,085	Life & Disability
\$198,078	Retirement
\$68,234	Operating Supplies
\$375,777	Books & Materials
\$388,673	Contractual Services
\$11,321	Communications
\$9	Transportation
\$1,341	Conferences & Training
\$50,647	Community Promotion/Events
\$923	Printing & Publishing
\$50,287	Insurance & Bonds
\$3,905	Workers Compensation
\$171,005	Public Utilities
\$133,185	Repairs & Maintenance
\$5,398	Miscellaneous
\$1,088	Prior Year Tax Refunds
\$39,484	Equipment
\$3,680	Equipment Reserve
<b>\$3,538,504</b>	<b>TOTAL</b>

# ACKNOWLEDGEMENTS

We would be remiss if we failed to acknowledge the contributions of the people who work tirelessly to make the projects mentioned within possible.

Yasir Khogali, Library Board President

Michael Pappas, Library Board Vice-President

Jacqueline George, Library Board Treasurer

Jean Walsh, Library Board Secretary

Brian Anderson, Library Board Trustee

John Morrison, Library Board Trustee

Our dedicated library staff who demonstrate unparalleled commitment in the face of many challenges

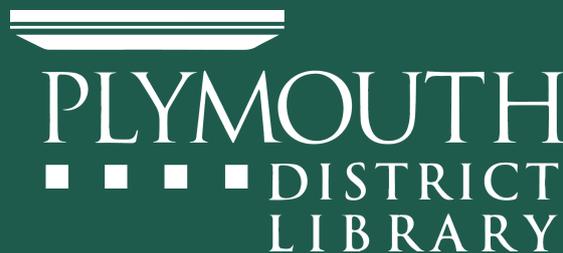
The generous support from individual donors across the community

BOSCH Community Fund

Margaret Dunning Foundation

Friends of Plymouth District Library

*We thank you for your continued support in our efforts to serve the community.*



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