Plymouth District Library

2019 Annual Reports

PLYMOUTH DISTRICT LIBRARY

TO: Plymouth District Library Board   10.1

DATE: January 19, 2020

RE: 2019 Annual Report

FROM: Carol Souchock, Director

While library services continue to adapt to changing community needs, one thing remains steadfast and that is our staff's focus on providing personalized service to our patrons.

We continue to seek ways to connect with our community, not only in the library, but also outside of our facility. We do this by bringing library services to the places where our community gathers. Traditional outreach by our youth and teen services staff takes place during visits to preschools and K-12 classrooms. We continue to expand our outreach in local parks. This year four library programs were hosted at Kellogg Park and Plymouth Township Park. We also hosted a booth during the Fall Festival, at the request of our teen staff, where they, with the assistance of other library staff and volunteers, engaged with over 2,000 community members.
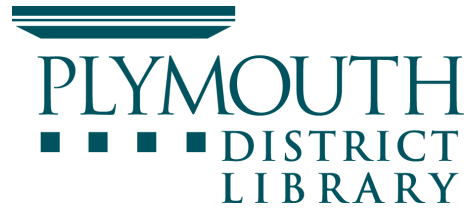
This year we launched several new technology services including our mobile app, a Creative Lab which features the full Adobe Creative Cloud software suite and upgraded core technology resources including our catalog and time management/printing services.

The summary found below and in the attached department reports details our ongoing commitment to providing a high level of library services.

Check Outs: A total of 787,450 items were checked out in 2019. This figure includes our traditional count of print, AV, and other materials of 685,783 and 101,667 electronic checkouts of audio and print books from Overdrive and Hoopla and electronic checkouts of magazines via Flipster. We experienced an overall drop of 1.68% in circulation. Traditional circulation of print, AV, and other materials fell by 4.71% from the previous year while circulation of e-resources grew by 25.21% over last year. E-resources make up almost 13% of our circulation.

Donations and Grants: The Library and our Foundation received a total of $72,730 in all donations and grants. This includes our Friends contributions and donations of $29,553 to support programs and services and individuals donations for the purchase of library materials.   Along with many individual donations the library is regularly supported by local organizations including the Woman's National Farm and Garden Association, the Plymouth Lions Club, the Ann Arbor Bicycle Touring Society, and the Kiwanis Club of Colonial Plymouth.   In addition to cash donations and grants the library also received two significant in-kind donations this year. Richard Eisiminger's firm Rich Realty donated drone photography and Doug Willett's company LunaTech donated 360 Matterport photography.

Please see more detailed information regarding our Friends and Foundation below.
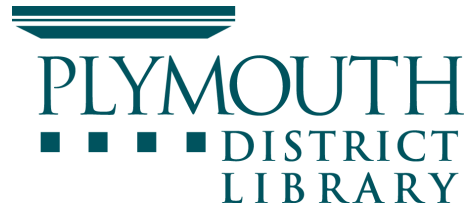
Larger grants and donations from 2019 include:

Dunning Foundation - Digital Newspaper Project $30,000

Kiwanis Club of Colonial Plymouth – Maker Table $1,400

The Friends of the Library received a generous grant from the Bosch Foundation in 2019 of $12,750 to support STEM (Science, Technology, Engineering, and Math) through the purchase of Lynda.com/LinkedIn Learning and virtual reality products. These projects are taking place during the Bosch grant fiscal year of 2019-2020.

The Friends of the Plymouth District Library: The Friends ongoing book sale continues to be a major source of revenue and funds the majority of our library programs in addition to many capital projects.   Additional Friends funds of $12,768 were raised through contributions and grants. Book sale leadership changed this year with the retirement of three valued book sale captains. Our captains coordinate monthly sales and volunteer teams. We were fortunate that three experienced book sale volunteers stepped up to take on the role of captains and they have done an outstanding job.

The Friends provided sponsorship of library programs/services totaling $29,553. To assist the library in long term building needs the Friends also created a new rainy-day fund. They set aside $5,000 in this account which they hope to grow annually. They also contributed $5,000 to the library's Community Foundation of Southeast Michigan account.

 In addition, representatives from the Friends volunteer and attend numerous library activities as well as provide encouragement and support to our staff. This year they helped the library participate in several large community events (Ice Festival, Fall Festival, and Farmer Market booths for Comic Book Day) by sponsoring our ice sculpture, and adult, teen and youth activities during these large events.
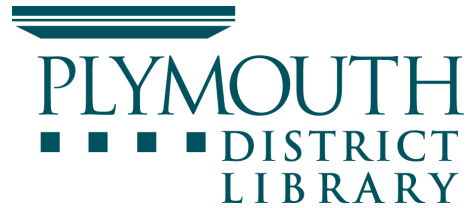
Endowment Donations: The library's Community Foundation of Southeast Michigan endowment fund received $5,125 in donations in 2019. While endowment giving by individuals significantly dropped after the tax law changes a few years ago there continues to be discussion in the state legislature about the possibility of bringing these tax credits back.

**Door Count:** 314,364 in 2019 versus 321,141 in 2018.

Electronic Downloads (e-books and e-audiobooks): Increased by 25.21 % this year with 101,667 downloads in 2019 in comparison to 81,196 in 2018. The breakdown in growth is as follows: We experienced a 22 % increase in the use of Overdrive, 28% increase use of Hoopla, and a 27 % increase in the use of Flipster. 2019 was our first full year of Kanopy use.

Programs: 16,594 people attended 845 programs in 2018 compared to 18,546 attendees and 908 programs in 2018.

Public Computer and Wireless Use: Wireless use of tablets, phones, eReaders, and laptops continues to be in great demand in the library while traditional use of the library's computers remains steady.
We now have seven years of wireless use statistics. In 2019 there were 152,924 uses of our wireless network with an average of about 12,744 uses per month. Wireless device use was 121,145 in 2018 with an average of 10,095 uses per month. Our public Internet access computers were used 30,326 times (30,680 hours of use) and the average session was for one hour.

Public Meeting Room Use: We hosted a total of 1,089 meetings by outside groups with 12,519 attendees in 2018. We hosted a total of 959 meetings with 11,781 attendees in 2018. The breakdown between outside group use and library use of the meeting rooms this year was
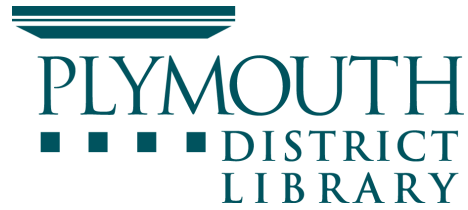
approximately 70 % use by outside groups in comparison to 30% of library use.

Registered Patrons: We have 65,918 patrons and signed 2,851 people up for library cards in 2019. 52% of our patrons are Plymouth City or Township residents and they account for 69% of our circulation of materials. The majority of non-resident use continues to come from nearby communities like Canton, Northville, and Livonia.

Social Media Participation: We maintain a strong social media presence with many followers. We continue to use a team approach for social media activity.

3,625 Facebook followers in 2019 versus 3,113 in 2018 for 16% increase

3,014 Twitter followers in 2019 versus 2,945 in 2018 for 2% increase

1055 Pinterest followers in 2019 versus 1045 in 2018 for 1% increase

1017 Instagram followers in 2019 versus 970 in 2018 for 5% increase

Volunteer Activity: A total of 3,040 volunteer hours from adults (2,259) and teens (781) took place in 2019. Both adult and teen volunteer hours remain strong.

A variety of volunteer opportunities are available for both adult and teens The teen department volunteer opportunities include shelfing, Book Buddies during the summer, and more advanced volunteer opportunities such as NHS tutoring.

Mobile and Web Site Use: We have focused on expanding and improving our mobile services to meet demand. In 2019 we transitioned to one mobile friendly website. Previously we had been supporting both a mobile
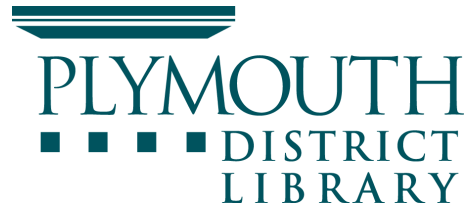
friendly site and a traditional web site. This change was made to better serve our community and to allow staff to work more efficiently.

In 2019 Katie Page, our technical services coordinator, launched the Plymouth District Library's Blue Cloud Mobile app. Our app provides mobile friendly access to our catalog and expanded mobile access to library services and collections. We have about 700 patrons actively using the app each month with an average of 4,000 launches monthly.

ANNUAL CIRCULATION -- PLYMOUTH DISTRICT LIBRARY

Books and Materials circulation, including in house use and electronic resources

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	Change from previous year
JANUARY	84,363	85,759	87,551	88,408	84,739	76,457	76,430	75,399	70,347	67,220	65,816	-2.09%
FEBRUARY	82,946	81,886	85,085	86,994	79,891	76,133	72,587	72,523	64,813	62,271	60,969	-2.09%
MARCH	95,291	93,850	93,960	89,549	90,269	88,531	79,347	79,780	67,406	72,436	69,554	-3.98%
APRIL	87,952	85,582	88,645	84,872	86,178	80,485	68,944	72,663	69,101	65,250	66,641	2.13%
MAY	83,779	80,664	80,787	79,194	73,298	77,661	69,006	68,816	66,070	61,116	62,829	2.80%
JUNE	98,465	96,317	93,841	91,929	86,209	89,418	82,853	79,146	74,359	73,759	68,681	-6.88%
JULY	106,219	103,150	98,321	100,719	98,505	97,402	87,997	84,194	77,855	79,361	76,889	-3.11%
AUGUST	102,728	103,073	97,431	94,868	88,896	86,989	85,330	82,568	74,516	76,302	74,749	-2.04%
SEPTEMBER	82,543	80,034	75,596	76,733	71,428	72,392	68,676	67,208	61,033	60,255	60,028	-0.38%
OCTOBER	87,637	84,161	80,382	84,453	75,643	75,774	69,897	69,130	64,490	63,278	63,175	-0.16%
NOVEMBER	86,413	86,823	83,511	80,897	72,172	75,115	71,331	67,397	61,874	61,688	60,603	-1.76%
DECEMBER	79,425	77,680	78,391	71,381	69,208	73,732	66,505	63,327	60,402	57,948	57,516	-0.75%
TOTAL	1,077,761	1,058,979	1,043,501	1,029,997	976,436	970,089	898,903	882,151	812,266	800,884	787,450	
Change from previous year	6.30%	-1.74%	-1.46%	-1.29%	-5.20%	-0.65%	-7.34%	-1.86%	-7.92%	-1.40%	-1.68%	

* January 2007 onward includes Overdrive statistics
* January 2015 onward includes Flipster statistics
* May 2015 onward includes in house use statistics
* March 2016 onward include Hoopla statistics
* January 2019 onward include Kanopy statistics

ANNUAL CIRCULATION -- PLYMOUTH DISTRICT LIBRARY

Books and Materials circulation, including in house use

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	Change from previous year
JANUARY	84,190	85,237	86,807	86,829	82,673	73,797	72,782	71,050	65,279	60,441	57,584	-4.73%
FEBRUARY	82,711	81,419	84,332	85,254	78,151	73,631	69,080	68,317	60,293	56,056	53,402	-4.73%
MARCH	95,076	93,303	93,207	88,057	88,282	85,865	75,870	75,551	62,496	65,444	61,396	-6.19%
APRIL	87,694	85,011	87,853	83,429	84,216	78,012	65,585	68,416	64,521	59,064	58,771	-0.50%
MAY	83,489	80,116	80,054	77,781	71,366	75,148	65,862	64,760	61,337	54,817	54,665	-0.28%
JUNE	98,207	95,791	93,014	90,287	84,050	86,829	79,334	74,808	69,283	66,881	60,146	-10.07%
JULY	105,928	102,544	97,484	98,891	96,288	94,483	84,204	79,287	72,325	72,135	68,112	-5.58%
AUGUST	102,406	102,483	96,392	92,920	86,533	84,115	81,455	77,935	69,118	69,037	63,685	-7.75%
SEPTEMBER	82,213	79,484	74,575	75,060	69,438	69,792	65,067	62,752	55,956	53,674	51,464	-4.12%
OCTOBER	87,199	83,536	79,383	82,844	73,550	73,078	66,196	64,745	58,982	56,256	54,657	-2.84%
NOVEMBER	86,031	86,248	82,408	79,326	70,246	72,378	67,798	63,067	56,720	55,042	52,690	-4.27%
DECEMBER	78,990	77,079	77,051	69,705	67,092	70,915	62,680	58,703	54,806	50,841	49,211	-3.21%
TOTAL	1,074,134	1,052,251	1,032,560	1,010,383	951,885	938,043	855,913	829,391	751,116	719,688	685,783	
Change from previous year	6.90%	-2.04%	-1.87%	-2.15%	-5.79%	-1.45%	-8.76%	-3.10%	-9.44%	-4.18%	-4.71%	

ANNUAL CIRCULATION -- PLYMOUTH DISTRICT LIBRARY

Electronic resources

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	Change from previous year
JANUARY	173	522	744	1579	2066	2660	3648	4349	5068	6779	8232	**21.43%**
FEBRUARY	235	467	753	1740	1740	2502	3507	4206	4520	6215	7567	**21.75%**
MARCH	215	547	753	1492	1987	2666	3477	4229	4910	6992	8158	**16.68%**
APRIL	258	571	792	1443	1962	2473	3359	4247	4580	6186	7870	**27.22%**
MAY	290	548	733	1413	1932	2513	3144	4056	4733	6299	8164	**29.61%**
JUNE	258	526	827	1642	2159	2589	3519	4338	5076	6878	8535	**24.09%**
JULY	291	606	837	1828	2217	2919	3793	4907	5530	7226	8777	**21.46%**
AUGUST	322	590	1039	1948	2363	2874	3875	4633	5398	7265	11064	**52.29%**
SEPTEMBER	330	550	1021	1673	1990	2600	3609	4456	5077	6581	8564	**30.13%**
OCTOBER	438	625	999	1609	2093	2696	3701	4385	5508	7022	8518	**21.30%**
NOVEMBER	382	575	1103	1571	1926	2737	3533	4330	5154	6646	7913	**19.06%**
DECEMBER	435	601	1340	1676	2116	2817	3825	4624	5596	7107	8305	**16.86%**
TOTAL	3627	6728	10941	19614	24551	32046	42990	52760	61150	81196	101667	
Change from previous year	92.11%	85.50%	62.62%	79.27%	25.17%	30.53%	34.15%	22.73%	15.90%	32.78%	25.21%	

* January 2007 onward includes Overdrive statistics
* January 2015 onward includes Flipster statistics
* March 2016 onward include Hoopla statistics
* January 2019 onward include Kanopy statistics

Technology Support Annual Report 2019

Prepared by Melanie Bell

Staff

The IT Department is a five person team that consists of three Tech Assistants, a Computer Support Technician, and the Head of IT. Our Tech Assistants are: Rebecca VanStraten, Charlie Stratton, and Bruce Koldys. Tech Assistants are available at peak hours on the upper level to assist patrons in the use of library equipment, help setup audio visual equipment for programs, and help with a variety of tech projects including the Tech Petting Zoo. Our Computer Support Technician is Ibrahim Ghalib. Ibrahim trouble shoots general software issues for both staff and public. He also provides hardware support for all of the library's end user equipment, and assists with updates and maintenance of the same equipment. Our Head of IT is Melanie Bell. Melanie is responsible for supervising the department, and managing the servers and network, as well as updates and maintenance of library equipment. Melanie is new to the library. She was hired in early August of 2019.

Professional Development

- Several IT staff attended the TLN Technology Forum.
- Several IT staff attended the Telesys Conference to learn about audio visual equipment trends
- All IT staff participated in Windows 10, Office 2016, and Adobe Creative Cloud training in preparation for the deployment of new software.
- Head of IT and Library Director attended BSB phone system conference to learn about enhanced 911 services.
- Head of IT presented at the Merit Broadband Summit on the subject of Anchor Institutions Advocating for Broadband.

Projects

In January IT staff helped with the Tech Petting Zoo. We created squishy circuits to teach kids about electricity and introduced kids to droids they could control with an iPad. The droids were also a big hit at the Star Wars Day in October. In July IT staff assisted with the 50th Anniversary of the Moon Landing event by helping to run the Merge VR systems.

In November IT staff implemented a new Adobe Creative Lab. This project was started by Library Director Carol Souchock and funded with a Michigan Enhancement Grant. It allowed the library to replace the old lab computers with high end machines that have the full Adobe Creative Cloud suite installed. Through this grant the library was also able to acquire a new graphics printer for patrons to use as well as replacing the Teen public computers with new equipment that has the full Adobe Creative Cloud suite. This new Creative Lab is a great resource for our community.

In late 2019 we replaced an aging server and updated our time and print management software. We developed an equipment refresh cycle to make maintenance of our technology easier to sustain. We also worked on a large project to convert over 100 years of local newspapers to a digital format that is available online and searchable. This digitization project was made possible through the generous support of the Margaret Dunning Foundation and the Jack Wilcox Foundation. This project is anticipated to be completed mid-year in 2020.

Over the year we also maintained, updated and backed up the library's 8 servers, 154 computers, websites, printers, iPads, laptops, miscellaneous tech equipment, and assisted with the audio visual setup for multiple programs.

2019 Annual Report
Digital Resources and Emerging Technologies
Mary Kelly

January 13, 2020

2019 saw quite a few changes. The launch of our new website in July, the addition of the Adobe Creative Suite in November, and the upgrades to the lab computers have been welcome additions to our library. Technology has such a huge impact on our citizens. As more and more transactions move to the web, it is important for the library to be there for our patrons.

In addition, PDL is firmly committed to continue offering beginning technology programs, so that entry into the digital world is available to everyone.

Website

My major objective in 2019 was to get our new website launched and functioning. Our new website went live in July of 2019. I am extremely happy that it is functioning well. Although I have been a webmaster for my own sites for over a decade, this was the first time I have prepared a site from beginning to launch. I am extremely happy with the result and the support of our staff who worked hard to get this project launched. Changing platforms to the more intuitive WordPress has allowed our Librarians and Interns to contribute and publish fresh content in a timely manner.

My objectives for 2020 will be to fine tune the website and keep pace with best practices, timely content, and improved design. Specifically, I want to concentrate on accessibility features, backend organization, and improve the artwork and graphics. It is important to stick to the original objectives of a clean, uncluttered look, current and relevant content, and accessibility for anyone and from any device.

Our PDL app is also continuing to grow in popularity. Back in January 2019 there were only 318 instances of the app being launched and opened. By the end of the year, that number was consistently hitting 4,000 launches.

Between the app and our more mobile friendly website, we are now seeing a big increase in the use of mobile devices. It will be important to continue to improve the UX of the website to accommodate this growth.

Databases

Databases had an average increase in price of about 5%. The most popular paid database is Consumer Reports. Page visits average around 900 visits a month. Ancestry.com remains the most popular of our databases, averaging about 700 visits a month. The other databases are not as consistent; however, when Kathy Petlewski gives a genealogy program, we see an increase in use across all our genealogy databases.

Streaming/Ebooks

Overdrive:

MacMillan put an embargo on library purchases for new materials for eight weeks. This has caused quite an uproar among the library world. Although MacMillan promised libraries a single copy, this is

misleading as it means that MCLS and other cooperative groups only get one copy. The effect is one copy to be shared by more than 25 libraries. The ALA has begun a campaign to protest this policy called #ebooksforall.

Overdrive also was sold in late December 2019 to a private equity group. It is too early to determine what this purchase will do at the library level, but it is worth keeping an eye on this development.

Kanopy and Hoopla

This is our first complete year with our streaming film service, Kanopy. We average about 50 unique patrons per month. Because of the emphasis on foreign films and documentaries, it does serve a unique niche with our patrons.

Hoopla has a broader appeal, as it covers books, audiobooks, film, television, and music. Hoopla's parent, Midwest Tape, is looking to start entering the market to compete with Overdrive. There should be more about this starting in September of 2020. They would still offer the Hoopla product, but also set a separate program that mimics the Overdrive model.

Social Media

Facebook is our biggest social media driver to our web page. We average about 3,400 followers a month. Instagram is averaging about 1,000 followers a month and Twitter is hovering around 3,000 followers monthly.

Programming

PDL is committed to offering basic instruction in computers and the common Microsoft Office courses, Word and Excel. With Creative Lab adopting the Adobe Creative Suite, we will continue to expand our programming in that direction. Our courses already are booked up, and Carol added additional sessions to accommodate the interest in the Adobe Creative Suite. Many staff members have been expanding their knowledge through tutorials from Adobe and through our Lynda/LinkedIn courses. I hope we can expand this programming during 2020.

Medicare D programming is one of our cornerstone programs. 2019 saw a huge makeover in the Medicare website. Changes were often happening in real time as patrons were trying to make selections. All of us involved in this program, including our patrons, needed extra time and patience with the new website. Hopefully enrollment next fall will be a little less confusing for everyone as the new Medicare website stabilizes. Even after ten years being a part of this program, the gratitude of this particular group continues to move me and remind me why I became a librarian.

Professional Development

Computers in Libraries, March 25-28, 2019, Washington, D.C.

Digipalooza Academy, August 9, 2019 Toronto, Canada

Presenter, Library of Michigan, *Beginning Workshop*, May 17, 2019, Shanty Creek Resort

2019 Adult Services Annual Report   **Prepared by Holly Hibner**

Adult Services contributions to strategic plan goals in 2019 include:

Literacy

- New technology classes in 2019 included Managing Your Digital Photos and Let Me Google That for You.
- All beginner classes on Microsoft products have been updated to Office 2016.
- The English Language Learners added a Reading Group twice a month, in addition to their continued weekly conversation group.

Personalized Service

- A reader's advisory form has been placed on the new library web page. Patrons can request reading suggestions based on their interests.
- A new display has been placed at the self-check stations in order to increase circulation and patron awareness of available library materials.

Statistics for 2019

Reference staff answered a total of 48548 questions in 2019. (54,245 in 2018)

379 adults participated in two different adult summer reading programs in 2019. (407 in 2018).

General programs (presented by library staff): 156 programs offered and 2327 attended.
(155 programs offered and 2394 attended in 2018).

Adult programs (presented by a guest): 194 programs offered and 3657 attended.
(197 programs offered and 3475 attended in 2018.)

Total programs and attendance for 2019: 349 programs offered and total attendance of 5971.
(Total programs and attendance for 2018: 352 programs offered and total attendance of 5869.)

Volunteers delivered 2904 items to 8 senior living facilities in 2019.
(2904 items to 8 outreach facilities in 2018)

Volunteers delivered 985 items to 14 Home Delivery recipients in 2019.
(884 to 12 people in 2018)

26 exams were proctored in 2018. (42 in 2018)

248 faxes were sent through FAX24 and $76.05 made in commissions.
(274 in 2018 and $47.64 in commissions)

Social Media Statistics:

3625 Facebook followers (3113 in 2018)   1055 Pinterest followers (1045 in 2018)
3014 Twitter followers (2945 in 2018)   1017 Instagram followers (970 in 2018)

Programs

155 programs for teens occurred in 2019, attended by 1387 teens. (2018: 179 programs, 2318 attended.)

Some of the popular programs offered in 2019 included an extended after hours Exam Cram, Virtual Reality, a new Dungeons and Dragons club, and a very successful Teen Poetry Workshop in fall 2019. The Teen department does an exceptional job of offering diverse and inclusive events. The Books and Bites teen book club, the STEM programs, NHS tutoring, Teen Tech Tutors, and the Inclusive Social Group have continued in 2019 as well.

The Teen Summer Game, "A Universe of Stories," finished with 198 registered participants. There were 335 books read, 929 activities completed, 726 prizes earned, and 574 prizes redeemed. The average age of participants was 14. Some of the fun summer events for teens included a "Nailed-It" style cooking competition, an Escape Room, and a rubbing alcohol painting art program.

Outreach   The Teen department provided research instruction, book talks, Teen Summer Game promotion, open houses, and reading events at a variety of schools throughout the year, both private and public.

The Teen department connected with teachers and schools in 2019, presenting at teacher in-services, creating educator library cards for classroom use, training teachers about the library's e-resources, and making "book stacks" available to teachers who need multiple copies of books to teach.

Volunteers   Teens volunteered 781 hours in 2019, in which they shelved materials, provided technology tutoring and completed special projects. (882.25 hours in 2018).

Collections Total items circulated from the teen collection in 2019 were 37,777. (37,152 in 2018)
5233 young adult e-books were circulated in 2019. (4074 in 2018)

Teen Zone   In late 2019, the Teen Zone added a large maker table. Several tables were also wired with electricity and USB ports.

Plymouth District Library
Youth Services
Annual Report 2019

Personnel

Personnel was experienced a big change in Youth Services for 2019. In September part time
Youth Librarian Elizabeth Pitcher left to take another job. In December Katarina Quain
replaced her and Carol Champagne retired as Head of Youth Services.

Youth Staff participated in a variety of trainings, workshops, webinars, classes, committees
and conferences. Altogether we attended 31 various trainings, including Lauren Chairing
TLN's Youth Services Committee.

Outreach

For National Library Week, we had a Storybook Walk at Township Park.
We participated in Kindergarten orientation at 4 public schools this Spring.
We participated at 4 Open Houses in the Fall.
We visited private schools with information about Summer Reading Program.
We visited several schools for their special nights, including ESL night at PCCS
We welcomed or went to several preschools and have hosted visits from several
        elementary schools as well as scouting groups.
We had programs for the Ice Festival and the Fall Festival and Art in the Park this
        year.
We celebrated Free Comic Book Day by having a booth at the Farmers Market
        and giving them away there instead of in the library to market the library
        to people who may not be library users.
We did various interviews with 88.1 Radio station to promote programs.
We collaborated with the Salvation Army and United Way to bring underserved
        Kids to the library for SRP programs and participation.
We participated in The DDA's Pumpkin-palooza Halloween program.
We assembled the collections of books that will be placed in waiting spaces around the
        Community for the Read While You Wait program.
We gave a presentation on Early Literacy to the DAR group.

Collection

We separated out the very popular "Who Was/Is? Series of biographies from the general
        biography collection into their own area to make them easier to find.
We added extra call numbers and new spine labels for some series that are huge to making
        searching for them easier.
We weeded heavily in jBIO, jER jMK, jDVD, and jCD.

We put up 102 displays, including ones that dovetail with big Library events, such as Star
Wars Reads Day, and personal collections such as Miss Carol's miniature book collection.

Circulation

Circulation was pretty steady. Some of the biggest losses were in CD's and audiobooks, which might be explained by new cars no longer having CD players. We continue to look for ways to expand it.

	2019	Month average	2018	Month average
CDs	2,520	210	2,907	242
Fiction	177,196	14,766	175,786	14,649
Nonfiction	46,212	3,851	45,247	3,771
Baby	454	38	657	55
DVD	36,701	3,058	37,026	3,086
Magazines	384	32	374	31
Audiobooks	7,089	591	7,492	624
Puppets	1,525	127	1,201	100
Video games	4,286	357	4,799	400
Total	276,346	23,029	278,545	23,212

Programs

We worked with the United Way and the Salvation Army to provide weekly programs and a chance to participate in SRP for disadvantaged youth. We also continued to do community programming for the three big events in Plymouth: Ice Festival, Art in the Park and Fall Festival. Heather Pacheco, a Reference Assisstant, put together again ran the Reading Buddies, pairing teens with elementary students for one-on-one reading practice. It was tweaked a bit this year, with lessons learned from the first try last year. We also continued our regular programs like Tuesday clubs, storytimes, READ, Pizza and Pages, Money Smart Week storytime, Saturday and Baby Storytimes, Summer Reading Program and the like.

March Mini Reading Program participation:

	2019	2018
	121 participants	155

Summer Reading participation:

	2019	2018
RTM:	414 participants	336
SRP:	646	572
Edge:	389	216
Total:	1,449	1,125

Nonfiction game

I read 4	141	123
I read 8	107	99

Year Totals	Programs	Juvenile attendance	Adult attendance
Baby	47	790	796
Preschool	168	2,275	1,509
School Age	114	2,044	998
Edge	4	51	10
Homeschool	1	42	22
All ages	5	552	471
Parenting	1	30	120
Total	**340**	**5,406**	**3,817**

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Community Relations

Our efforts continued to bring more folks physically into the library, to bring even more to our virtual library through plymouthlibrary.org and our new app, and then to introduce PDL to even more when we take the library out into the community. During the past year, we met with a wide variety of community partners who all gave us an opportunity to tell our story to local citizens:

- Star Wars Night at USA Hockey
- Fall Festival
- AM Rotary
- Bank of Ann Arbor
- Chamber events
- Plymouth Township Parks Department
- Farmers Market
- PCCS Open House nights

Meeting Rooms

Nearly 150 local non-profit groups keep our Walldorf, Dunning and Friends rooms busy each and every week. These groups include scouts, homeowners, hobbyists, government and civic groups, health and human services organizations, teachers, book clubs – the list goes on and on. Our ability to provide this meeting space to the community is invaluable.

	2018	2019
Outside groups – (local non-profit groups)	**959 meetings/ 11,781 attendees**	**1,089 meetings/ 12,519 attendees**
Inside groups - (library usage by programs, staff, trustees, friends)	**552 meetings/ 10,146 attendees**	**466 meetings/ 9,475 attendees**
Total	**1,511 meetings/ 21,927 attendees**	**1,555 meetings/ 21,994 attendees**

Volunteers

We take great pride and concern for our volunteers – and to maintaining the library as a viable volunteer opportunity for residents of all abilities. We couldn't manage without them! In 2019, our adult volunteers generously provided 2,259 hours of service.

Technical Services Annual Report 2019

System news

Mobile app update

We publicly launched our new mobile app, BC Mobile, in June, and the patron response has been overwhelmingly positive. We consistently have around 700 patrons actively using the app each month, with an average of 4000 launches of the app monthly. The app developer is continuing to add new features, and we will continue promoting it as it develops and improves.

Online payments

We launched online credit card payments on our website and on the mobile app in March. In 2019, 28% of our credit card payments for overdue fines and lost fees were paid through this service.

ILS server

We migrated to a new ILS server in April. Our new server offered better hardware and an updated Windows server operating system. SirsiDynix handled the migration for us, and the process went very smoothly. I want to thank the Board for their financial support for this project, as well as Carl Miller for his invaluable help during the transition.

Bill breakdown

Here is our final breakdown of bills paid in 2019. This represents the amount of money we actually received from patrons, according to our ILS. The Lost column includes payments for damaged items, replacement costs for lost items, and processing fees.

	Lost	Overdue	Total
Credit card	$2,225.35	$11,386.99	$13,612.34
Check	$414.65	$257.65	$672.30
Online	$306.12	$3,502.99	$3,809.11
Cash	$2,755.82	$31,225.44	$33,981.26
Total	**$5,701.94**	**$46,373.07**	**$52,075.01**

Clerk activity

At the Circulation Desk, our clerk staff added 2,851 new patrons to our database, for a total of 65,918 patrons. 52% of our registered patrons are Plymouth city or Plymouth Township residents, and these patrons account for 69% of our circulation.

In 2019, our clerks created and received 1,050 purchase orders and cataloged over 11,087 new titles. Our clerk and page staff prepared approximately 17,244 new items for the shelf.

For MeL interloan, we sent out 15,273 items to patrons at other libraries, and received 15,501 items from other libraries for our own patrons.

Katie Page
Technical Services Coordinator