

TO: Plymouth District Library Board

DATE: January 16, 2020 **7**

RE: Monthly Report

FROM: Carol Souchock
Director

December 2019 Statistics:

Circulation – Books & Other	49,211
Circulation – Overdrive Downloads	6,157
Circulation – Hoopla	1,501
Circulation – Flipster (e-Magazines)	475
Circulation – Kanopy (e-movies)	172
Total Circulation	57,516

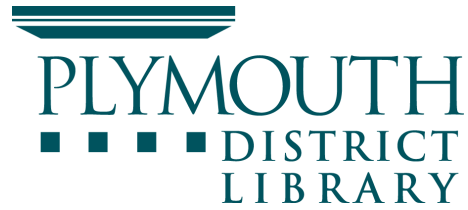
Electronic Access	55,305 sessions to our web site
App Use	4,046
App Unique Devices	691
App Page Views	4,802
Public computer use	2,239 hours of use
Wireless use	11,625 sessions
Volunteer Hours	63.5 Teens & 168 Adult = 231.5
Outside Groups Meeting Room Use	78 Meetings/880 attendees
PDL Meeting Room Use	27 Programs or Meetings /618 attendees

Library Programs and Services:

In the month of December our programming usually slows down a bit but this year we hosted three large programs: Rhapsody: Silver Strings Dulcimer Society with an attendance of 126 and our youth News Year Eve Party and Winter Carnival.

Technology Updates:

Melanie and her team, with the assistance of Katie Page, our technical services coordinator, focused on updating Sirsi Workflows (our catalog software) which required that they touch every staff computer. In addition they worked on the public computers to update Envisionware (our printing and time management software) to address an issue. We had hoped to hold off on working on our public and staff computers until they were replaced in early 2020 but timely needs required that we address them at this time. We are working on ways to expand the kind of updates that can run



automatically on our computers. This will allow for greater efficiencies and expand the opportunities for our staff to focus other projects.

Building Update:

In December Genson's Plumbing completed the primarily interior irrigation plumbing updates needed to allow us to remove the failing City of Plymouth irrigation lines from our system. I will focus on the second part of that project which is the updating of the irrigation heads and disconnection of the two systems outside in coming months.

One of our humidifiers has been leaking and this month I brought in a mechanical engineer from PBA, our engineering firm, to help track down the cause and come up with a plan to address this issue which the installers have not been able to resolve.

Director's Activities:

Along with my weekly Rotary president duties I had the opportunity to represent the library at several community events in December:

- Holiday gathering for Opportunity House residents (Rotary sponsored)
- Salvation Army Bell Ringing
- United Way and Plymouth Historical Museum Wine Tasting
- Plymouth Historical Museum Volunteer Recognition Dinner
- SCORE holiday luncheon

Events like this provide an opportunity for me to engage with library patrons and our volunteers who are active with these groups. As always I hear from them how much our community appreciates the library and the personalized service that our staff provides.

December department reports are attached. All reports are posted on the Library's web page plymouthlibrary.org, and print versions are available in the public meeting packet at Upper Level Reference.

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

Digital Services Report
December 2019
Mary Kelly

Electronic Resources

Materials/E Resources

Late December, Overdrive was sold by Rakuten USA to a private equity firm, KKR. How this will transfer to users and libraries is difficult to predict. However, I do feel pretty safe in estimating that pricing will increase.

<https://www.publishersweekly.com/pw/by-topic/industry-news/industry-deals/article/82066-equity-firm-agrees-to-buy-overdrive.html>

Databases and Streaming

In renewing products for the coming year, there was a significant price increase on most of the databases. Most averaged just over 5% from the previous year.

Going forward, I will be checking in on all the databases purchased for at least one session monthly. I think this will help make sure that our databases are working properly and recording data. Database data reporting is somewhat inconsistent, and on our lower performing databases, I want to make sure that at least one use is recorded.

Print Collection

Aaron, our Intern, is assisting with weeding the computer books. We are also trying to get more support material to reflect our new Creative Lab. As upgrades continue to progress, we will be including more materials that reflect the technology available in the library.

Programming

Medicare Part D

Programming ended December 3. We had a pretty consistent turnout. With the creation of a new website for Medicare, we were playing catch up nearly the entire six weeks. Each event had significant changes, which was not helpful for our presentation. I am looking forward to next year when the new site will be stabilized.

Adobe Training

Carol made arrangements for classes on Photoshop and InDesign. Carol has already booked Wanda for additional courses in the spring.

Computer Classes

We are now scheduled through May 2020 for our programming.

Statistics for Electronic media, Databases, and Social Media

There was a significant jump in our website session. A possible explanation is that the computer lab is open on a daily basis, with 12 computer set to plymouthlibrary.org as their homepage.

Database Usage - Changes November to December 2019

Database Name	November	December	% change
Consumer Reports-pg views	402	n/a	n/a
Consumer Reports-visits	32	n/a	n/a
Flipster Searches	346	371	7%
Flipster sessions	416	416	0%
Novelist Plus sessions	18	14	-22%
Novelist Searches	40	31	-23%
Biography in Context searches	0	4	n/a
Biography in Context sessions	0	2	n/a
Gale Courses (enrollees)	3	5	67%
Gale Interactive Science searches	0	0	n/a
Gale Interactive Science-sessions	5	0	-100%
Lit Resource Center searches	4	4	0%
Lit Resource Center sessions	4	3	-25%
Contemporary Auth Sessions	3	2	-33%
Contemporary Auth searches	3	2	-33%
Lynda New Users	9	4	-56%
Lynda Videos Viewed	670	681	2%
Lynda.com -active users	373	378	1%
Lynda.com log ins	177	223	26%
Mango Languages-sessions	38	18	-53%
Morningstar Useage (page views searches)	447	472	6%
Morningstar Useage (total log ins)	56	122	118%
Ancestry unique searches	959	635	-34%
Detroit Free Press	28	4	-86%
Fold3 Library Edition	66	50	-24%
Heritage Quest	12	51	325%
ProQuest Historical Newspapers: Detroit Free Press (1923-1999)	92	31	-66%
ProQuest Historical Newspapers: Detroit Free Press (1831-1922)	83	15	-82%
Reference USA (log ins)	27	35	30%
Tumblebooks	5	1	-80%
Wowbrary Newsletters	3,034	2,436	-20%
Wowbrary pages click through to catalog	1,857	2,788	50%
Wowbrary pages viewed	3,980	1,186	-70%

**December 2019 Web, Social Media, Streaming,
Overdrive**

Overdrive	November	December	% Change
Overdrive ebooks checked out	3,563	3,785	6%
Overdrive eaudiobooks checked out	2,328	2,372	2%
Overdrive new users registered	54	59	9%
Overdrive unique patrons	1,322	1,335	1%
Streaming			
Hoopla-new patrons	29	39	34%
Hoopla-number of items used (circ)	1,413	1,501	6%
Kanopy-unique patrons	59	59	0%
Kanopy-number of credits used	148	172	16%
Social Media:			
Twitter Followers	3,019	3,014	0%
Instagram Followers	1,014	1,016	0%
Facebook Followers	3,587	3,627	1%
Reference Email	70	52	-26%
plymouthlibrary.org			
Sessions	35,967	55,305	54%
Users engaged in at least 1 session	20,252	39,603	96%
mobile + tablet users	6,465	6,671	3%
Page views	214,203	202,444	-5%
Mobile App			
Unique devices used during the month	690	691	0%
# of times app was opened and used (launches)	4,046	3,954	-2%
Total Page Views (including home page)	4,835	4,802	-1%

Adult Services Monthly Report December 2019

Adult Programs

A12/02	ELL Conversation Group	12
G12/02	Excel Basics	4
G12/03	Medicare Part D	1
A12/05	Low Vision Info Session	14
A12/09	ELL Conversation Group Holiday Party	25
A12/09	ELL Reading Group	7
G12/09	Computer Basics 1	6
G12/10	Google Docs	6
G12/10	Chess Club	5
G12/10	Contemporary Books	12
G12/12	Books on Tap	10
G12/14	Tabletop Game Day	3
G12/14	Word Processing Basics	6
A12/15	Rhapsody: Silver Strings Dulcimer Society	126
A12/16	ELL Conversation Group	15
G12/16	Computer Basics 2	3
G12/18	Brown Bag Books	20
6 Adult programs, Attendance 199		17 Total programs
11 General programs, Attendance 76		275 Total attendance

Output Measures

Total questions: 3445 (3523 in 11/19, 3576 in 12/18)	At Ref desk: 980 (979 in 11/19, 1085 in 12/18)
At RA desk: 1416 (1492 in 11/19, 1442 in 12/18)	At Youth desk: 695 (741 in 11/19, 738 in 12/18)
Short ref: 1460 (1610 in 11/19, 1555 in 12/18)	Extended ref: 249 (298 in 11/19, 295 in 12/18)
Readers Advisory: 79 (102 in 11/19, 82 in 12/18)	Programming: 236 (186 in 11/19, 217 in 12/18)
Equipment Assistance: 287 (281 in 11/19, 228 in 12/18)	Computer Instruction: 154 (157 in 11/19, 159 in 12/18)
Envisionware: 389 (330 in 11/19, 332 in 12/18)	Directional: 140 (138 in 11/19, 197 in 12/18)
Other: 302 (221 in 11/19, 303 in 12/18)	Group Study Rooms: 149 (200 in 11/19, 208 in 12/18)

Flipster Use

December 2019 –stats unavailable at time of report. (461 in November 2019, 539 in December 2018)

Youth Services Monthly Report December 2019

Programs:

Baby 4p 50j, 51a

Preschool 9p, 84j, 77a

School age 7p, 152j, 118a

Programs included our weekly Tuesday clubs and two programs for the holiday break.

Passive programming: 151 ornaments for the tree.

Displays:

9 displays including the Nutcracker display in the glass case and Miss Carol's Favorites

Meetings:

12-2 CC and DB meeting with Miracle League

Circulation:

Youth Department	2019	2018
CDs	220	187
Fiction	11,808	11,681
Nonfiction	2,837	2,627
Baby	29	16
DVD	2,385	2,430
Magazines	22	26
Audiobooks	470	349
Puppets	122	90
Videogames	337	331
Total	18,230	17,737

Monthly Report for Teen Activities for December 2019

Teen Programs:		15 Offered	143 total attended
12/7	Animanga	4	
12/7	Teen Tech Tutors	2 tutors, 2 patrons	
12/11	Dungeons and Dragons	13	
12/11	Poetry Workshop	62	
12/11	Teen Volunteer Orientation	6	
12/12	STEM: Frozen	14	
12/13	Magic: The Gathering Club	3	
12/14	Virtual Reality Adventures	5	
12/14	Teen Tech Tutors	2 tutors, 1 patron	
12/17	Books & Bites	3	
12/18	Project LIT	9	
12/18	Inclusive Social Group	3	
12/21	Teen Tech Tutors	3 tutors, 2 patrons	
12/21	Virtual Reality Adventures	5	
12/28	Teen Tech Tutors	4 tutors, 0 patrons	

Outreach	2 offered	32 total attended
20 books delivered to Plymouth HS Book club		20
12 books delivered to West MS		12

Teen Collection Circulation

	December '19	November '19	% Change Last Month	December '18	% Change Last Year
TBOOKPACK	3	6	-50%	2	50%
TCDBOOK	54	52	4%	58	-7%
TFIC	1108	1149	-4%	1371	-19%
TGRNOVEL	221	268	-18%	225	-2%
THOTREAD	234	249	-6%	86	172%
TMAGAZINE	0	1	-100%	5	-100%
TMANGA	588	548	7%	554	6%
TNEWF	162	161	1%	155	5%
TNF	181	159	14%	192	-6%
TSTACKS	69	162	-57%		
TSTORAGE	84	3	2700%		
TSHADOW	2	56	-96%		
Total	2704	2814	-4%	2648	2%

YA Ebook Circulation

- YA Fiction – 426 (444 in November 2019, 394 in December 2018)
- YA Nonfiction – 8 (9 in October 2019, 5 in December 2018)

Teen Volunteers **63.5 hours**

- 7 teens for volunteer orientation = 1 hour each = 7 hours
- 40 hours of shelving and other tasks = 40 hours
- 11 teen computer tutors assisted 5 patrons = 1.5 hours each = 16.5 hours

December 2019

Susan Stoney Community Relations

Marketing library programs/services

Creative Lab – ongoing

Teen Poetry Workshop – December 11

Silver Strings Dulcimer Society – December 15

Red Cross Blood Drive – December 20

Noon Year's Eve Party – December 30

Winter edition of Plymouth Today – tech focus

Community Relations

The youth department joined me in meeting with representatives of the Miracle League, the Ice Festival and the Downtown Development Authority to finalize plans for our special Sensory Friendly Ice Festival event on Thursday, January 9. This special Ice Festival event is a first for us and one in which we are pleased to participate.

Carol Souchock and I were invited to a holiday luncheon by the Ann Arbor chapter of SCORE. It was nice to connect with other libraries and the Detroit chapter folks to learn more about SCORE and how it might benefit our customers.

As a staff, we were pleased to join the Plymouth Goodfellows in making Christmas happen for 3 local families. The Goodfellows were pleased as well - "Thank you and your team for helping us again this year. Your generosity is much appreciated. The parents were in awe of your attention to detail when picking out gifts for their children."

The Ann Arbor Bicycle Touring Society came by with a gift check for the library in December. A number of their members live in Plymouth and the group utilizes our meeting rooms throughout the year.

Another faithful meeting room user, the Daughters of the American Revolution invited me to their holiday luncheon at the Historical Museum.



Bikers in the house

Volunteers

We have a few volunteers who head south in the colder months so our numbers were a bit lower than other months; 168 volunteer hours were tallied during the month.

Meeting Rooms

December meeting room activity is less than other months – but a few large events prevailed. Our Poetry Workshop for Teens doubled in size from what we had expected. The December Rhapsody concert was also a well-attended event.

In December we hosted:

Outside groups	78 meetings	880 attendees
PDL groups	<u>27 meetings</u>	<u>618 attendees</u>
TOTAL:	105 meetings	1498 attendees



Diligent young poets

PC Reservation PC Usage Report

Organized By PC Area

Prepared 1/2/2020

From 12/1/2019 to 12/31/2019

Includes Timeouts, Inactivity, Early Close, Forced Close, Declined Policy

Totals

PC Area	Total Uses	Total Time	Average Session
Dedicated	122	114:13	56.172
Lower Level	208	183:21	52.889
Main Level	90	54:19	36.211
Training Lab	119	108:09	54.529
Upper Level	1714	1779:18	62.286
TOTALS	2253	2239:20	59.636

This report was generated using the EnvisionWare Inc. Reporting Module

Technology Support

Summary of December 2019



From: Melanie Bell – Head of IT

December we finalized project and worked on preparing for the new year. The new teen machines with adobe were deployed to finish the public computer deployment for 2019. We still have some staff computers to update but all the software has been installed on the new staff machines.

Servers and Network:

- Applied security updates to Linux and Windows Servers.
- Verified our backups.
- Began work on a new virtual staff server.
- Worked with vendor to update license and software for security camera systems.

Public and Staff Computers:

- Ibrahim finalized the teen machines and we deployed them.
- Updated Sirsi Workflows software on all staff machines
- Bruce installed the ZoomText software on the new ADA machine. The system is ready to deploy after finishing staff training.
- Replaced Robyn's machine. Worked with vendor to transfer financial software license and data to new machine.
- Replaced public typewriter
- Ibrahim and I updated Envisionware configuration on the public machines to fix an issue with them losing their printers occasionally.

Website:

- Applied updates to all the WordPress sites.

Other:

- Attended two broadband meetings whose goal is to expand access to broadband.
- Programmed shutdown of computers for library closings in 2020.
- Katie, Carol and I met with our phone vendor to discuss preparations for enhanced 911.

Technical Services Monthly Report – December 2019

Statistics

Our technical services staff cataloged and processed 1,240 items new to our collection and placed 103 purchase orders in the month of December. Our circulation staff registered 153 new patrons.

For MeL interlibrary loan, we sent 1,148 items to other libraries, and received 1,096 items for our own patrons.

Fines and fees

Here is a breakdown of our intake of lost fees and overdue fines, according to our ILS software:

	Lost	Overdue
Online	\$8.00	\$375.20
Check	\$0.00	\$34.35
Cash	\$199.43	\$2,338.94
Credit	\$93.24	\$892.45
Total	\$300.67	\$3,640.94
Year to date total	\$5,718.78	\$46,384.67

Lost fees include payments for damaged items, replacement costs for lost items, and processing fees.

Katie Page
Technical Services Coordinator