

TO: Plymouth District Library Board

DATE: November 9, 2019 6

RE: Monthly Report

FROM: Carol Souchock
Director

October 2019 Statistics:

Circulation – Books & Other	54,657
Circulation – Overdrive Downloads	6,353
Circulation – Hoopla	1,522
Circulation – Flipster (e-Magazines)	538
Circulation – Kanopy (e-movies)	105
Total Circulation	63,175

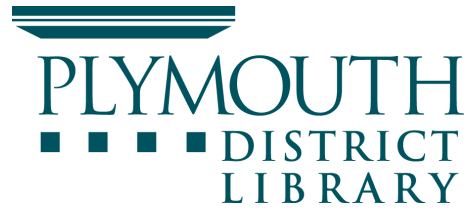
Electronic Access	38,826 sessions to our web site
App Use	4,089
App Unique Devices	703
App Page Views	4,956
Public computer use	2,929 hours of use
Wireless use	13,936 sessions
Volunteer Hours	61.5 Teens & 195 Adult = 256.5
Outside Groups Meeting Room Use	103 Meetings/1,177 attendees
PDL Meeting Room Use	49 Programs or Meetings /1,164 attendees

Library Programs and Services:

Star Wars Reads Day brought in 259 patrons of all ages. This event draws in new and regular visitors to the library. Staff and volunteers were dressed in Star Wars t-shirts and costumes which added to the fun. We greatly appreciate the assistance our Friends of the Library provide which allows us to host these types of events.

This month our teen librarians Barb and Shelby supported PCCS students and teachers through a variety of outreach activities including providing books to classrooms, book clubs, booklists, teacher library cards, and more. We continue to seek opportunities to expand upon our strong relationships with the Plymouth Canton Community Schools and other schools in our community. We have also initiated several new programs for teen services this fall. Shelby has also started a Dungeons and Dragons program here at our library based upon requests from local students. In





addition Shelby, Katie Page, and other staff are providing Virtual Reality Adventures for teens and adults each week.

Carol Champagne, our youth services coordinator, and Susan Stoney, community relations specialist, hosted the library's table at Pumpkin Palooza once again this year. They engaged with literally thousands of people at this fun outside event.

Technology Updates:

Melanie Bell, Head of Information Technology, and her staff have been implementing the purchase and installation of the new computers and Adobe Creative Cloud software for our updated computer lab project. We will host an open house for our Creative Lab on Saturday November 23 from 11 am – 2 pm. Please consider joining us that day and invite your family and friends to join you. Our library will be the only public institution in Western Wayne County that offers this wide scale service.

Director's Activities:

This month was a particularly busy month as both the library's 2020 and my Plymouth Rotary club budgets were due. Our budget process starts in early summer and takes several months to complete. Robyn, our HR and Finance Administrator, and all department heads participate in this process and their support is greatly valued. In addition to final budget preparations I participated in several finance and personnel committee meetings, along with meetings with our VEBA team, this month as we finalized our budget and plan for future retirement and healthcare changes. I attended the MERS conference, with board members Mary Maguire, and librarian Dana Bussard and the Michigan Library Association Conference.

I also continue to research options on window repairs by meeting with McCarthy & Smith project manager Aaron Phillips and vendors. Other vendor connections this month included attending the fall BSB seminars including sessions on implementing enhanced 911 service. BSB is one of our current telecommunications service providers.

The Michigan Council for Arts and Cultural Affairs announced over 9 million dollars in grant funding for Michigan organizations this month. I am proud to have supported some of our local community grant applications by providing research assistance.

October 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		
DECEMBER	79,425	77,680	78,391	71,381	69,208	73,732	66,505	63,327	60,402	57,948		
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		
Change from previous year	6.30%	-1.74%	-1.46%	-1.29%	-5.20%	-0.65%	-7.34%	-1.86%	-7.92%	-1.40%		

* 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		
DECEMBER	78,990	77,079	77,051	69,705	67,092	70,915	62,680	58,703	54,806	50,841		
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		
Change from previous year	6.90%	-2.04%	-1.87%	-2.15%	-5.79%	-1.45%	-8.76%	-3.10%	-9.44%	-4.18%		

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		
DECEMBER	435	601	1340	1676	2116	2817	3825	4624	5596	7107		
TOTAL	3627	6728	10941	19614	24551	32046	42990	52760	61150	81196		
Change from previous year	92.11%	85.50%	62.62%	79.27%	25.17%	30.53%	34.15%	22.73%	15.90%	32.78%		

* January 2007 onward includes Overdrive statistics

* January 2015 onward includes Flipster statistics

* March 2016 onward include Hoopla statistics

* January 2019 onward include Kanopy statistics

November 2, 2019

Digital Services Report
October 2019
Mary Kelly

I returned to work on October 7, 2019 and began catching up. Thanks to Holly for covering my duties over my medical leave.

Electronic Resources

Overdrive:

Macmillan Publishing will be instituting an embargo on public library purchases of newly released e media. Essentially, PDL's purchasing group, MCLS will be limited to 1 copy of any Macmillan title. After 8 weeks, the library or library purchasing group will be entitled to purchase additional copies. The effect of this embargo will increase wait times on new releases. The *American Library Association* (ALA) has condemned this new pricing strategy and has organized information on both the ALA website and **ebooksforall.org**. This embargo will be implemented on all of Macmillan's imprints and subdivisions.

Databases and Streaming

Most of the databases have been renewed for the year 2020. I have been trying to reset our billing cycle in order to make it more convenient to process payments and keep track of costs. So far most of the databases we purchase are increasing around 4% over 2019. Budgets going forward could force us to choose some different products or discontinue those resources that aren't used enough.

Our **Morningstar Investment** database will be expanding and revamping their interface and updating Quote Pages on Mutual Funds and ETFs. This should roll out by Mid November. I am currently going over the database to create some help sheets for the librarians and any patrons. The current help documentation is over 30 pages long, so it will take a while for staff and patrons to figure out the database.

Programming

While I was on leave, Holly scheduled programming through 2019 and I hoping to experiment with more training, especially with our new **Adobe** products. This powerful software really sets us apart from other libraries. I have already been working through some tutorials to get a leg up.

We are continuing **Medicare Part D** help which will close on December 7, 2019. This year has been challenging as the website is new and seems to be changing every day. This program is pretty unique to our area and the overwhelming positive response from our attendees is absolutely uplifting.

Other

Our interns are assisting with weeding and helping me review our Adobe books so we have some options for patrons and staff.

**Database Usage - September 2019 to
October 2019**

	September	October	% change	Notes
Consumer Reports-pg views	1,068	869	-19%	
Consumer Reports-visits	72	68	-6%	
Flipster Searches	365	389	7%	
Flipster sessions	430	426	-1%	
Novelist Plus sessions	27	22	-19%	
Novelist Searches	73	49	-33%	
Biography in Context searches	0	2	n/a	
Biography in Context sessions	0	1	n/a	
Gale Courses (enrollees)	3	9	200%	
Gale Interactive Science searches	0	0	0%	
Gale Interactive Science-sessions	0	3	n/a	
Lit Resource Center searches	0	7	n/a	
Lit Resource Center sessions	0	3	n/a	
Lynda New Users	8	5	-38%	
Lynda Videos Viewed	828	713	-14%	
Lynda.com active users	359	364	1%	
Lynda.com log ins	149	150	1%	
Mango Languages-sessions	49	37	-24%	
Morningstar Useage (page views searches)	203	n/a	n/a	
Morningstar Useage (total log ins)	22	n/a	n/a	
Ancestry unique searches	428	733	71%	
Detroit Free Press	16	30	88%	
Fold3 Library Edition	27	230	752%	
Heritage Quest	37	30	-19%	
ProQuest Historical Newspapers: Detroit Free Press (1923-1999)	27	45	67%	
ProQuest Historical Newspapers: Detroit Free Press (1831-1922)	27	55	104%	
Sanborn Maps	0	0	product cancelled Nov 2019	
Reference USA (log ins)	41	47	15%	
Tumblebooks	13	13	0%	
Wowbrary Newsletters	2,430	2,431	0%	
Wowbrary pages click through to catalog	1,663	1,465	-12%	
Wowbrary pages viewed	3,570	3,539	-1%	

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

Overdrive	September	October	% Change
Overdrive ebooks checked out	3,843	3,791	-1%
Overdrive eaudiobooks checked out	2,555	2,562	0%
Overdrive new users registered	66	44	-33%
Overdrive unique patrons	1,322	1,301	-2%
Streaming			
Hoopla-new patrons	36	37	3%
Hoopla-number of items used (circ)	1,439	1,522	6%
Kanopy-unique patrons	54	42	-22%
Kanopy-number of credits used	129	105	-19%
Social Media:			
Twitter Followers	3,012	3,012	0%
Instagram Followers	1,007	1,010	0%
Facebook Followers	3,557	3,573	0%
Reference Email	50	86	72%
plymouthlibrary.org			
Sessions	36,656	38,826	6%
Users engaged in at least 1 session	20,038	21,753	9%
mobile + tablet users	7,096	7,021	-1%
Page views	211,724	232,770	10%
Mobile App			
Unique devices used during the month	691	703	2%
# of times app was opened and used (launches)	4,056	4,089	1%
Total Page Views (including home page)	4,919	4,956	1%

Adult Services Monthly Report October 2019

Adult Programs

A10/2	SCORE Small Business One-on-One	0
A10/3	Low Vision Info Session	14
A10/4	DIA Behind the Seen	7
G10/5	Tabletop Game Day	7
A10/6	Rhapsody: Drummunity	27
A10/7	ELL Conversation Group	11
G10/8	Chess Club	8
G10/8	Contemporary Books Club	14
A10/9	Medicare 101	17
G10/12	Star Wars Reads Day	259
A10/14	ELL Conversation Group	15
A10/14	ELL Reading Group	4
G10/14	Computer Basics 1	4
G10/15	Medicare Part D	13
A10/16	SCORE Small Business One-on-One	0
G10/16	Word Processing Basics	5
G10/17	Books on Tap	10
A10/19	Faygo	54
G10/19	Film Club	5
A10/21	ELL Conversation Group	14
G10/21	Computer Basics 2	8
G10/22	Medicare Part D	12
G10/22	Chess Club	8
A10/22	Cooking with Scraps	54
G10/23	Brown Bag Books	28
A10/24	Garden Group	13
G10/24	Managing Your Digital Photos	5
A10/26	Papercrafting	11
A10/28	ELL Conversation Group	14
A10/28	ELL Reading Group	3
A10/28	Michigan Haunts	108
A10/28	Needlecrafters	4
G10/29	Medicare Part D	11
A10/30	SCORE Small Business One-on-One	0
A10/30	Historic US Federal Census Records	40
20 Adult programs, Attendance 410		35 Total programs
15 General programs, Attendance 397		807 Total attendance

Outreach

	<u>1 offered</u>	<u>28 attended</u>
9/28 Farmer's Market	28	

Output Measures

Total questions: 4064 (3865 in 9/19, 4072 in 10/18)	At Ref desk: 1138 (1215 in 8/19, 1278 in 10/18)
At RA desk: 1800 (1532 in 9/19, 1590 in 10/18)	At Youth desk: 738 (1095 in 8/19, 791 in 10/18)
Short ref: 1717 (1653 in 9/19, 1822 in 10/18)	Extended ref: 340 (314 in 8/19, 377 in 10/18)
Readers Advisory: 103 (101 in 9/19, 105 in 10/18)	Programming: 275 (310 in 8/19, 248 in 10/18)
Equipment Assistance: 317 (274 in 9/19, 236 in 10/18)	Computer Instruction: 184 (219 in 8/19, 231 in 10/18)
Envisionware: 418 (372 in 9/19, 429 in 10/18)	Directional: 198 (157 in 8/19, 203 in 10/18)
Other: 279 (268 in 9/19, 211 in 10/18)	Group Study Rooms: 233 (197 in 8/19, 210 in 10/18)

Flipster Use

October 2019 –538 total uses
(598 in September 2019, 588 in October 2018)

Continuing Education

Several librarians attended the Michigan Library Association Annual Conference in Novi. Their reports are attached.

Youth Services Monthly Report October 2019

Programs:

Baby—4 p, 70j, 74a

Preschool—14p, 182j, 153a

School Age—10p, 108j, 41a

Edge—1p, 9j

Youth staff also participated with Star Wars Reads day and Pumpkin Palooza in downtown Plymouth, where we visited with approximately 1,200 children and their families.

Displays:

Fall realia in display case

8 other displays including Fall and Halloween

Staff Development and Meetings:

10-11 LB led the TLN Performers' Showcase here at PDL

Outreach:

10-21 CC Speech on Early Literacy to the DAR 73a

Projects:

Weeded j900

Separated out the Who Was series in jBio

Circulation:

Youth Department	2019	2018
CDs	187	317
Fiction	14,435	14,109
Nonfiction	3,543	3,233
Baby	56	36
DVD	2,795	2,606
Magazines	15	20
Audiobooks	559	543
Puppets	119	85
Videogames	299	351
Total	22,008	21,300

Monthly Report for Teen Activities for October 2019

Teen Programs:		18 Offered	248 total attended
10/4	Magic: The Gathering Club	2	
10/5	Teen Tech Tutors	4 tutors, 3 patrons	
10/5	Virtual Reality Adventures	9	
10/9	Dungeons and Dragons	13	
10/12	Teen Tech Tutors	0 tutors, 0 patrons	
10/12	Animanga	3	
10/12	Virtual Reality Adventures	12	
10/16	Inclusive Social Group	3	
10/16	Teen Volunteer Orientation	6	
10/18	Databases: New School High	70	
10/18	Magic: The Gathering club	2	
10/19	Teen Tech Tutors	1 tutor, 2 patrons	
10/19	Virtual Reality Adventures	3	
10/22	Books & Bites	3	
10/23	Dungeons and Dragons	14	
10/26	Teen Tech Tutors	2 tutors, 5 patrons	
10/26	Virtual Reality Adventures	6	
10/30	Day of the Dead	85	

Outreach **5 teacher interactions**

- Supported ProjectLIT P-CCS Book Club with display, book list, and catalog links to selected books.
- Delivered 10 graphic novels and 10 novels to Starkweather for "paired" reading of They Called Us Enemy & Internment.
- Delivered 16 books to Plymouth HS book group.
- Reader Advisory - WWII non-fiction choices for West MS
- Booklist created for IB Biology Choice Reads - narrative nonfiction about life sciences
- Liberty MS - 100+ books for choice reads/book groups
- Issued two new educator cards

Teen Collection Circulation

	October '19	September '19	% Change Last Month	October '18	% Change Last Year
TBOOKPACK	6	8	-25%	6	0%
TCDBOOK	54	50	8%	51	6%
TFIC	1369	1299	5%	1412	-3%
TGRNOVEL	262	283	-7%	251	4%
THOTREAD	233	168	39%	55	324%
TMAGAZINE	2	1	100%	2	0%
TMANGA	644	816	-21%	428	50%
TNEWF	168	157	7%	255	-34%
TNF	198	192	3%	150	32%
TSTACKS	135	161	-16%		
TSTORAGE	38	41	-7%		
TSHADOW	136	36	278%		
Total	3245	3212	1%	2610	24%

YA Ebook Circulation

- YA Fiction – 480 (453 in September 2019, 435 in October 2018)
- YA Nonfiction – 9 (8 in September 2019, 4 in October 2018)

Teen Volunteers **61.5 hours**

- 6 teens for volunteer orientation = 1 hour each = 6 hours
- 45 hours of shelving and other tasks = 45 hours
- 7 teen computer tutors assisted 10 patrons = 1.5 hours each = 10.5 hours

October 2019

Susan Stoney
Community Relations

Marketing library programs/services

Star Wars Reads Day – October 12
The Faygo Story – October 19
Pumpkin Palooza – October 20
Cooking with Scraps – October 22
Dia de Los Muertos/Day of the Dead –
October 30, 2019
Virtual Reality Adventures – On-going
Saturdays



Community Relations

I joined librarian Sarah Vargas in meeting with Lisa Howard of the Plymouth Community Arts Council. We explored joint programming as it relates to the 2019 Great Michigan Read, *What the Eyes Don't See: a Story of Crisis, Resistance and Hope in an American City*.

Plans continue toward a springtime Cultural Celebration with the Historical Museum and the Plymouth Arts and Recreation Complex. Details to follow.

Attended a Chamber of Commerce coffee at Canton Park Dental practice, to further our efforts to keep area businesses informed about library services, programs and collections.

Enjoyed a wonderful afternoon with Carol Champagne at Pumpkin Palooza. Literally thousands of people stopped by our table for candy and library updates. Okay, actually thousands stopped for the candy and dozens for the info.

Accompanied one of our patrons, nonagenarian Ms. Shirley Carne, to the Metro Detroit Book & Author Luncheon in Livonia. I am already enjoying the work of one of the presenters, Bridgett Davis, author of *The World According to Fannie Davis: My Mother's Life in the Detroit Numbers*.

Volunteers

We celebrated the efforts of our Used Book Volunteers and Friends contributors at a coffee & cake reception on October 26. Our forty guests all enjoyed dessert and an update on the profound effect that the Used Book Sale has on the library. In October, our volunteers provided the library with 195 hours of service.

Meeting Rooms

Busy fall meeting days – two back-to-back busy days were October 11-12, when we hosted the TLN Performers Showcase (60 attendees) and Star Wars Reads Day (259 attendees).

For October, totals were as follows:

Outside groups	103 meetings	1177 attendees
PDL groups	<u>49 meetings</u>	<u>1164 attendees</u>
Total	152 meetings	2341 attendees

Technology Support

Summary of October 2019



From: Melanie Bell – Head of IT

October's major projects were planning and preparing for the upgrade of the lab machines and the upgrade of our time/print management public server. I met with our vendor to work out the details for implementing the upgrade and worked on documentation.

Servers and Network:

- Changed our email spam filter.
- Applied security updates to Linux and Windows Servers.
- Created new virtual print and time management public server and configured it in preparation for having it replace our old server.
- Verified our backups.

Public and Staff Computers:

- Purchased Adobe Creative Suite accounts for all of our new 2019 machines.
- Documented final setup instructions for the lab machines.
- IT staff unpacked and inventoried the lab machines.
- IT staff began work on final configuration of each of the lab machines.
- Worked with staff to put together Windows 10 and Office 2016 training resources.

Website:

- Applied updates to all the WordPress sites.

Other:

- Attended the Michigan Broadband Cooperative Board Meeting.
- Attended TLN Tech Forum. Received good recommendation for configuring redundant virtual server environment.
- Attended phone system conference and learned that Enhanced 911 will be required by December 2020. Carol, Katie, and I met with our vendor to discuss options for moving forward.

PC Reservation PC Usage Report

Organized By PC Area

Prepared 11/4/2019

From 10/1/2019 to 10/31/2019

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

Totals

PC Area	Total Uses	Total Time	Average Session
Dedicated	157	115:16	44.051
Lower Level	281	217:22	46.413
Main Level	149	75:21	30.342
Training Lab	9	3:32	23.556
Upper Level	2317	2517:36	65.195
TOTALS	2913	2929:07	60.332

This report was generated using the EnvisionWare Inc. Reporting Module

Technical Services Monthly Report – October 2019

Statistics

Our technical services staff cataloged and processed 1,614 items new to our collection and placed 92 purchase orders in the month of October. Our circulation staff registered 243 new patrons.

For MeL interlibrary loan, we sent 1,523 items to other libraries, and received 1,424 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	\$20.35	\$357.05
Check	\$50.00	\$8.75
Cash	\$306.45	\$2376.76
Credit	\$100.86	\$902.45
Total	\$477.66	\$3,645.01
Year to date total	\$5,020.78	\$39,388.49

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

Katie Page
Technical Services Coordinator