PLYMOUTH DISTRICT LIBRARY

TO: Plymouth District Library Board

RE: Monthly Report

DATE: December 13, 2019 **6**

FROM: Carol Souchock
Director

November 2019 Statistics:

Circulation – Books & Other	52,690
Circulation – Overdrive Downloads	5,891
Circulation – Hoopla	1,413
Circulation – Flipster (e-Magazines)	Not Available
Circulation – Kanopy (e-movies)	148
Total Circulation	**60,142**

Electronic Access	35,967 sessions to our web site
App Use	4,046
App Unique Devices	690
App Page Views	4,835
Public computer use	Not Available
Wireless use	11,877 sessions
Volunteer Hours	61.5 Teens & 179 Adult = **240.5**
Outside Groups Meeting Room Use	100 Meetings/1,235 attendees
PDL Meeting Room Use	45 Programs or Meetings /478 attendees

Library Programs and Services:

This month we celebrated the opening of our Creative Lab. Our computer lab which was updated with high end computers which allow for the use of the Adobe Creative Cloud suite. In addition our new graphic printer is now available for use by lab patrons and is in the process of being activated for wireless printing needs. Our Creative Lab open house on November 23 was attended by several members of our board, community leaders, a representative from the State Library, and a great variety of community members.

Technology Updates:

Along with lab updates we are in the early stages of preparing Windows 10 computers with Office 2016 for staff. This necessitated the training of IT and reference staff on the use of these updated
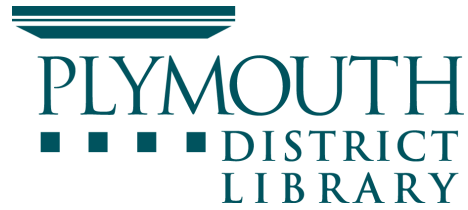
Windows products. All staff will be participating in this training in the coming year as we update or replace all of our public and staff computers with Windows 10 machines.

Director's Activities:

This month I proudly represented the library at several important community events including the PCCS Education Excellence Foundation Open House where I connected with teachers, administrators, and students. In addition I attended the premier of the documentary movie *Plymouth, Michigan a Rich History* and was thrilled to see several of our current and retired employees recognized in the credits. They provided research that assisted in the creation of this film. I also attended the CFSEM annual finance meeting and connected with staff from the CFSEM and other library directors whose libraries have CFSEM funds.

In November I worked with local companies to prepare for our irrigation upgrades. This included plumbers and irrigation companies. This project will result in long term cost and energy savings for the library. I also started some discussions with PBA, our engineering firm, to learn about options for LED light conversions and replacements. I met our new mechanical engineer David Newton from PBA. David is taking over from Chris Young who recently retired. PBA is a highly qualified firm that often works for us providing engineering design on various building projects.

Robyn Lowenstein, our Business and HR Administrator, and I engaged with two different organizations this month that support our VEBA. We met our new Alerus team with the goal of improving our service as well as conducted a phone meeting with Lynn McGuire, a benefit attorney from the law firm Butzel Long.

November 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	60,142	-2.51%
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	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		
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	7452	12.13%
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%		

* November 2019 does not yet include Flipster statistics
* January 2007 onward includes Overdrive statistics
* January 2015 onward includes Flipster statistics
* March 2016 onward include Hoopla statistics
* January 2019 onward include Kanopy statistics

December 2, 2019

Digital Services Report
November 2019
Mary Kelly

Electronic Resources
Materials/E-Resources

Macmillan's embargo is in place and I will be watching to see how this effects wait times with our patrons. Licenses and use of e-books and e-audio books are constantly changing. As a business strategy, I am sure the big publishers will continue to change and rethink access. It will be important to keep an eye on the industry itself. The *American Library Association* is still fighting this strategy and you can read more about this issue at https://ebooksforall.org.

Databases and Streaming
With the addition of a free version of Sanborn Fire Maps available through the Library of Congress, we are discontinuing our purchase of Sanborn Fire Maps. The new link has been updated.

Hoopla will be rolling out some additional features starting September 2020 called Hoopla 2.0. They are positioning the company to be a direct competitor to Overdrive. They will not be discontinuing the always available, just adding some metered content.

I am also trying to organize the billing cycles to reduce issues of renewals and to ease the record keeping aspects. This will help us better track our databases and costs.

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 will end December 3.

Carol made arrangements for classes on Photoshop and InDesign. These classes are already filling up. Winter 2020 programming is already in place, thanks to Holly. Before long we will be looking at Spring 2020 programming.

Statistics for Electronic media, Databases, and Social Media
See attached detail.

Database Usage - Changes October to November

	October	November	*% change*
Consumer Reports-pg views	869	n/a	
Consumer Reports-visits	68	n/a	
Flipster Searches	389	346	*-12%*
Flipster sessions	426	416	*-2%*
Novelist Plus sessions	22	18	*-22%*
Novelist Searches	49	40	*-23%*
Biography in Context searches	2	-	
Biography in Context sessions	1	-	
Gale Courses (enrollees)	9	3	*-200%*
Gale Interactive Science searches	0	-	
Gale Interactive Science-sessions	3	5	*40%*
Lit Resource Center searches	7	4	*-75%*
Lit Resource Center sessions	3	4	*25%*
Lynda New Users	5	9	*44%*
Lynda Videos Viewed	713	670	*-6%*
Lynda.com active users	364	373	*2%*
Lynda.com log ins	150	177	*15%*
Mango Languages-sessions	37	38	*3%*
Morningstar Useage (page views searches)	269	n/a	
Morningstar Useage (total log ins)	35	n/a	
Ancestry unique searches	733	959	*24%*
Detroit Free Press	30	28	*-7%*
Fold3 Library Edition	230	66	*-248%*
Heritage Quest	30	12	*-150%*
ProQuest Historical Newspapers: Detroit Free Press (1923-1999)	45	92	*51%*
ProQuest Historical Newspapers: Detroit Free Press (1831-1922)	55	83	*34%*
Sanborn Maps	0	-	
Reference USA (log ins)	47	27	*-74%*
Tumblebooks	13	5	*-160%*
Wowbrary Newsletters	2,431	3,034	*20%*
Wowbrary pages click through to catalog	1,465	1,857	*21%*
Wowbrary pages viewed	3,539	3,980	*11%*

November 2019 Web, Social Media, Streaming, Overdrive

Overdrive	October	November	*% Change*
Overdrive ebooks checked out	3,791	3,563	*-6%*
Overdrive eaudiobooks checked out	2,562	2,328	*-10%*
Overdrive new users registered	44	54	*19%*
Overdrive unique patrons	1,301	1,322	*2%*
Streaming			
Hoopla-new patrons	37	29	*-28%*
Hoopla-number of items used (circ)	1,522	1,413	*-8%*
Kanopy-unique patrons	42	59	*29%*
Kanopy-number of credits used	105	148	*29%*
Social Media:			
Twitter Followers	3,012	3,019	*0%*
Instagram Followers	1,010	1,014	*0%*
Facebook Followers	3,573	3,587	*0%*
Reference Email	86	70	*-23%*
plymouthlibrary.org			
Sessions	38,826	35,967	*-8%*
Users engaged in at least 1 session	21,753	20,252	*-7%*
mobile + tablet users	7,021	6,465	*-9%*
Page views	232,770	214,203	*-9%*
Mobile App			
Unique devices used during the month	703	690	*-2%*
# of times app was opened and used (launches)	4,089	4,046	*-1%*
Total Page Views (including home page)	4,956	4,835	*-3%*

Adult Services Monthly Report November 2019

Adult Programs

A11/04	ELL Conversation Group	18
G11/05	Medicare Part D	11
G11/05	Cut the Cord	52
G11/06	Computer Basics 1	4
A11/07	DIA Behind the Seen	15
G11/07	Google Docs	4
A11/09	Make Better Photos	18
A11/11	ELL Conversation Group	9
A11/11	ELL Reading Group	2
G11/12	Medicare Part D	10
G11/12	Chess Club	3
G11/12	Contemporary Book Club	12
G11/13	Computer Basics 2	4
G11/16	Film Club	5
A11/17	Rhapsody: WWI Music Hall	73
A11/18	ELL Conversation Group	15
G11/19	Medicare Part D	9
G11/20	Let Me Google That for You	3
G11/21	Books on Tap	11
G11/23	Creative Lab Open House	60
G11/23	Papercrafting	22
A11/25	ELL Conversation Group	14
A11/25	ELL Reading Group	9
A11/25	Needlecrafters	5
G11/26	Medicare Part D	9
G11/26	Chess Club	7
G11/27	Brown Bag Books	19
G11/30	Tabletop Game Day	9

21 Adult programs, Attendance 178   33 Total programs
12 General programs, Attendance 254   432 Total attendance

Output Measures

Total questions: 3523 (4064 in 10/19, 3695 in 11/18)   At Ref desk: 979 (1138 in 10/19, 1163 in 11/18)
At RA desk: 1492 (1800 in 10/19, 1558 in 11/18)   At Youth desk: 741 (738 in 10/19, 641 in 11/18)
Short ref: 1610 (1717 in 10/19, 1642 in 11/18)   Extended ref: 298 (340 in 10/19, 366 in 11/18)
Readers Advisory: 102 (103 in 10/19, 100 in 11/18)   Programming: 186 (275 in 10/19, 168 in 11/18)
Equipment Assistance: 281 (317 in 10/19, 224 in 11/18   Computer Instruction: 157 (184 in 10/19, 173 in 11/18)
Envisionware: 330 (418 in 10/19, 367 in 11/18)   Directional: 138 (198 in 10/19, 180 in 11/18)
Other: 221 (279 in 10/19, 245 in 11/18)   Group Study Rooms: 200 (233 in 10/19, 229 in 11/18)

Flipster Use
November 2019 – 461 (538 in October 2019, 466 in November 2018)

Youth Services Monthly Report
November 2019

Programs:
Baby: 4 programs, 70j, 89a
Preschool: 16p, 174j, 136a
School age: 7p, 68j, 30a

Passive programs: Christmas cards for Veterans: 168 cards were done—twice as many as last year!

Displays:
Thanksgiving books
7 other displays
Fall memories in display case

Projects:
Weeded J Biographies
Weeded and relabeled Rainbow Fairies

Training:
11-19 LB and DB Adobe Creative Cloud training

Circulation:

Youth Department	2019	2018
CDs	208	248
Fiction	13,735	14,123
Nonfiction	3,413	3,195
Baby	37	34
DVD	2,627	2,828
Magazines	19	27
Audiobooks	546	572
Puppets	123	89
Videogames	316	344
Total	**21,024**	**21,460**

Monthly Report for Teen Activities for November 2019

Teen Programs: **19 Offered   101 total attended**

11/1	Magic: The Gathering Club	2
11/2	Teen Tech Tutors	2 tutors, 2 students
11/2	Virtual Reality Adventures	1
11/9	Teen Tech Tutors	2 tutors, 2 students
11/9	Animanga	4
11/9	Teen Volunteer Orientation	5
11/9	Virtual Reality Adventures	5
11/13	Dungeons and Dragons	17
11/14	STEM: Digestion	6
11/15	Magic: The Gathering club	0
11/16	Teen Tech Tutors	6 tutors, 0 students
11/16	Virtual Reality Adventures	15
11/19	Books & Bites	6
11/20	Inclusive Social Group	6
11/23	Teen Tech Tutors	2 tutors, 0 students
11/23	Virtual Reality Adventures	2
11/27	Dungeons & Dragons	8
11/30	Virtual Reality Adventures	5
11/30	Teen Tech Tutors	2 tutors, 1 student

Outreach   **3 offered   39 total attended**

West Middle School – delivery of student-requested titles	17
Plymouth High School – book club title delivered for students	16
Starkweather – audio books and library cards for students	6

Teen Collection Circulation

	November '19	October '19	% Change Last Month	November '18	% Change Last Year
TBOOKPACK	6	6	0%	2	200%
TCDBOOK	52	54	-4%	56	-7%
TFIC	1149	1369	-16%	1429	-20%
TGRNOVEL	268	262	2%	239	12%
THOTREAD	249	233	7%	73	241%
TMAGAZINE	1	2	-50%	1	0%
TMANGA	548	644	-15%	418	31%
TNEWF	161	168	-4%	234	-31%
TNF	159	198	-20%	160	0%
TSTACKS	162	135	20%		
TSTORAGE	3	38	-92%		
TSHADOW	56	136	-59%		
Total	2814	3245	-13%	2612	8%

YA Ebook Circulation
- YA Fiction – 444 (480 in October 2019, 354 in November 2018)
- YA Nonfiction – 9 (9 in October 2019, 6 in November 2018)

<u>Teen Volunteers</u>   **<u>61.5 hours</u>**

- 5 teens for volunteer orientation = 1 hour each = 5 hours
- 35.5 hours of shelving and other tasks = 35.5 hours
- 14 teen computer tutors assisted 5 patrons = 1.5 hours each = 21 hours

Community leaders and library customers
turn out for our Creative Lab Open House.

<u>Marketing library programs & services</u>

Magic the Gathering – November 1 & 15
Basics of Photography/Part 2 – November 9
Tartanius Flynn & the Dugouts -- November 17
Creative Lab Open House – November 23
Honor Our Veterans Display – ongoing
Mango Language Learning – ongoing

<u>Community Relations</u>

On behalf of the Friends, I delivered lunch to the Dept. of Municipal Services - always fun and always appreciated.

Enjoyed my annual trip to Salem High School and WSDP Radio for their annual Thanks-for-Giving pledge drive. The station – Bill Keith and students - all love the library and it shows. Library staff members are contacted probably 2-3 times per month for on-air interviews about our programs.

November was all about celebrating Plymouth as seen at the world premiere of the documentary, "Plymouth, Michigan: A Rich History". Sell-out crowds at the Penn Theatre for the first six screenings prompted the scheduling of additional screenings. I was glad to attend the Friday night screening and to help direct traffic for the Sunday screenings.

Ellen Elliott and Mark Salloum celebrate their
creation of the Plymouth history
documentary.

Attending the Chamber social at USA Hockey and a holiday gathering of the Women's Giving Circle, both on November 20, gave me a great opportunity to promote our new Creative Lab.

<u>Volunteers</u>

If November is a month of gratitude – our volunteers certainly come to mind. This past month, they generously gave us 179 hours of service.

<u>Meeting Rooms</u>

Thanksgiving week slows down our meeting room usage a bit in November, but numbers remained fairly consistent - see below.
For the month, totals were as follows:

Outside groups	100 meetings	1235 attendees
PDL groups	45 meetings	478 attendees
Total	145 meetings	1713 attendees

The Plymouth Ukulele Group –
affectionately known as the Ukes –
makes good use of our meeting rooms.

Technology Support
Summary of November 2019

From: Melanie Bell – Head of IT

November was busy with implementation of a server upgrade,
print/time management upgrade, and lab upgrade. The lab upgrade was an awesome
project started by Carol Souchock and funded with a Michigan Enhancement Grant that
replaced the old lab computers with high end machines that have the full Adobe Creative
Cloud Suite installed, and access to a new graphics printer. It's a great resource for our
community and the implementation was an excellent learning opportunity. I'd like to give
special thanks to the IT staff for all their help in this process. I'd also like to thank the rest
of the staff for their work in communicating the project with patrons and their help running
classes in the lab while it was in transition.

Servers and Network:

- Applied security updates to Linux and Windows Servers.
- Moved data and services from the old print/time management public server to a new print/time management public server.
- Retired the old virtual server to free up resources.
- Verified our backups.

Public and Staff Computers:

- Ibrahim and I worked on finalizing the setup for the 13 lab machines. Ran into a few issues with software conflicts but all bugs were worked out.
- IT staff installed the new lab machines in the lab and removed the old ones.
- Used parts from the old lab machines to make repairs to a few other staff and public machines in the building.

Website:

- Applied updates to all the WordPress sites.

Other:

- IT staff trained on Windows 10, and Office 2016.
- Attended Broadband meeting whose goal is to expand access to broadband.
- Invited to and attended a professionally facilitated conversation about gender equity hosted by Gov. Whitmer. It was a very interesting brainstorming session about how to address gender equity in Michigan.

<u>Technical Services Monthly Report – November 2019</u>

Statistics

Our technical services staff cataloged and processed 1,359 items new to our collection and placed 93 purchase orders in the month of November. Our circulation staff registered 176 new patrons.

For MeL interlibrary loan, we sent 1,124 items to other libraries, and received 1,252 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	$10.00	$314.49
Check	$17.65	$0.00
Cash	$124.39	$2,136.40
Credit	$245.29	$904.35
Total	**$397.33**	**$3,355.24**
Year to date total	**$5,418.11**	**$42,743.73**

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

Katie Page
Technical Services Coordinator