

TO: Plymouth District Library Board

DATE: December 11, 2020 6

RE: Monthly Report

FROM: Carol Souchock
Director

November 2020 Statistics:

Note: The library's building closed on Friday, March 13 at 5 pm due the governor's order regarding COVID-19. Curbside check outs of library materials started late in June and the library reopened on July 29, 2020 for limited in-building public access. The library closed again on Saturday, November 23 at 5 pm and converted back to curbside and limited technology access.

| | |
|---|---------------|
| Circulation – Books & Other | 29,728 |
| Circulation – Overdrive Downloads | 7,244 |
| Circulation – Hoopla | 3,197 |
| Circulation – Flipster (e-magazines) | 288 |
| Circulation – Rbdigital (new e-magazines) | 180 |
| Circulation – Kanopy (e-movies) | 309 |
| Total Circulation | 40,946 |

| | |
|--------------------------------------|---|
| Electronic Access | 57,943 sessions to our web site |
| Web Mobile Use | 5,675 |
| App Use | 4,494 |
| App Unique Devices | 703 |
| App Page Views | 5,506 |
| Public computer use | 357 hours of use |
| Wireless use | 4,769 sessions (includes patrons accessing outside) |
| Volunteer Hours | 0 Teens & 0 Adult = 0 |
| Outside Groups Meeting Room Use | 0 Meetings/0 attendees |
| PDL Porch/Lawn/Lot Use /attendees | 0 Programs or Meetings |
| PDL Meeting Room Use | 0 Programs or Meetings /0 attendees |
| Virtual and Online Programming | See individual department reports |

Library Programs and Services in November:



November was the fourth month that the building was opened since our closure in March of 2020 due to COVID-19. Foot traffic significantly increased this month and we welcomed an average of 450 visitors a day to the building. We also continued to provide curbside service, technology use and

support our online audience with programming and online resources and materials.

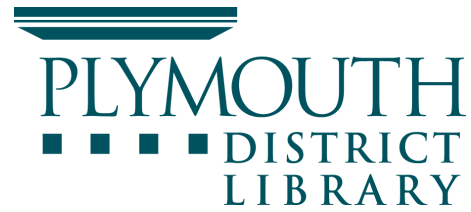
With board support the library closed to public in-building use on Friday, November 23 at 5 pm for the safety of patrons and staff and to help flatten the COVID-19 curve as positive COVID cases exploded this month throughout southeast Michigan and the state of Michigan.

The building closure required a significant transition in curbside check out and technology services as well as overall staffing schedules to limit staff exposure to each other and to provide contactless service. In addition changes were quickly made to our phone system, web site, social media, etc. to let our community know about the service changes.

I created layers of staff working in the building throughout the day. These layers limit the number of people from one department who are here at one time and limit the number of staff arriving and leaving at the same time to minimize exposure.

Prior to the building closure I was considering the need to reduce public hours due to staffing challenges associated with the number of staff in quarantine due to non-library related COVID-19 contact tracing. In addition we experienced our first and second positive COVID-19 cases among staff members this month. Both employees are improving and expect to return to work.





After bringing our Friends book sale volunteers back late in October the Friends saw increased book sales in November as the book sale area was updated daily. With the buildings closure the Friends book sale was temporarily closed at the end of this month. Additional volunteer training took place this month for new book sale and for home bound delivery volunteers. We restarted home bound delivery this month on a limited basis. With the building closure all volunteers except for the home bound delivery volunteers who volunteer outside of the building have been put on hiatus.

Virtual programming remains strong as evidenced by the attached reports. Our staff puts tremendous creativity and effort into these programs for all ages. I had an opportunity to speak to one of our regular patrons who volunteers for the Plymouth Canton Literacy Council through our ELL (English Language Learners) programs this month. He told me how pleased he was with the conversion of our ELL programs to a virtual online format. When they first transitioned to online programming he was not sure how this was going to work out and was concerned about the technology skills he and others would need. Now, a few months later the ELL students and volunteers are thriving in this new online environment and he feels this option should continue even after people can gather.

Technology Updates:

As Melanie Bell, our head of Information Technology, shares in her November report she and her staff, with my building assistance, transitioned over the weekend of November 20 - 22 to move our public technology services to the library's vestibule lobby. I felt that it was important that we continue to provide library patrons with access to a computer and printer and the Internet. The trick was how to do so in a contactless manner. That weekend I brought in Security 101, a local company, to run data lines into the lobby and our electrician who set up additional power outlets in this area. Charlie, from our IT staff moved our equipment out to this area along with the furniture needed.

Building Update:

For once there were no pressing building issues this month beyond the need to update technology and data lines to create a public technology area in our lobby.

Director's Activities:

This month, along with our leadership team, I continued to serve as COVID supervisor as well as focus on my responsibilities of overall building safety. We have a dedicated staff member assigned as a COVID supervisor every hour we are open to the public and when staff are in the building. We continue to make sure safety standards are enforced and provide our patrons and staff with support during these challenging times.

As previously mentioned I conducted COVID-19 safety training for incoming Friend's Book Sale and Home Delivery Service volunteers. All volunteers are expected to follow the same safety standards required of staff.

In addition I attended training sessions with the Friends of Michigan Libraries, MIOSHA, and MERS in November.

Finally, a big focus of my time this month was on helping to communicate the library's message, along with Susan Stoney, regarding service changes to the public and staff.



November department reports are attached. All reports are posted on the Library's web page plymouthlibrary.org, and print versions will be filed at Main Floor Reader's Advisory Desk.

ANNUAL CIRCULATION -- PLYMOUTH DISTRICT LIBRARY

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

| | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | Change from previous year |
|----------------------------------|------------------|------------------|------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|--------|---------------------------|
| JANUARY | 85,759 | 87,551 | 88,408 | 84,739 | 76,457 | 76,430 | 75,399 | 70,347 | 67,220 | 65,816 | 65,672 | -0.22% |
| FEBRUARY | 81,886 | 85,085 | 86,994 | 79,891 | 76,133 | 72,587 | 72,523 | 64,813 | 62,271 | 60,969 | 63,332 | 3.88% |
| MARCH | 93,850 | 93,960 | 89,549 | 90,269 | 88,531 | 79,347 | 79,780 | 67,406 | 72,436 | 69,554 | 38,594 | -44.51% |
| APRIL | 85,582 | 88,645 | 84,872 | 86,178 | 80,485 | 68,944 | 72,663 | 69,101 | 65,250 | 66,641 | 13,067 | -80.39% |
| MAY | 80,664 | 80,787 | 79,194 | 73,298 | 77,661 | 69,006 | 68,816 | 66,070 | 61,116 | 62,829 | 14,318 | -77.21% |
| JUNE | 96,317 | 93,841 | 91,929 | 86,209 | 89,418 | 82,853 | 79,146 | 74,359 | 73,759 | 68,681 | 13,558 | -80.26% |
| JULY | 103,150 | 98,321 | 100,719 | 98,505 | 97,402 | 87,997 | 84,194 | 77,855 | 79,361 | 76,889 | 19,126 | -75.13% |
| AUGUST | 103,073 | 97,431 | 94,868 | 88,896 | 86,989 | 85,330 | 82,568 | 74,516 | 76,302 | 74,749 | 41,930 | -43.91% |
| SEPTEMBER | 80,034 | 75,596 | 76,733 | 71,428 | 72,392 | 68,676 | 67,208 | 61,033 | 60,255 | 60,028 | 44,730 | -25.48% |
| OCTOBER | 84,161 | 80,382 | 84,453 | 75,643 | 75,774 | 69,897 | 69,130 | 64,490 | 63,278 | 63,175 | 45,999 | -27.19% |
| NOVEMBER | 86,823 | 83,511 | 80,897 | 72,172 | 75,115 | 71,331 | 67,397 | 61,874 | 61,688 | 60,603 | 40,946 | -32.44% |
| DECEMBER | 77,680 | 78,391 | 71,381 | 69,208 | 73,732 | 66,505 | 63,327 | 60,402 | 57,948 | 57,516 | | |
| TOTAL | 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 | -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

| | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | Change from previous year |
|----------------------------------|------------------|------------------|------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|--------|---------------------------|
| JANUARY | 85,237 | 86,807 | 86,829 | 82,673 | 73,797 | 72,782 | 71,050 | 65,279 | 60,441 | 57,584 | 56,330 | -2.18% |
| FEBRUARY | 81,419 | 84,332 | 85,254 | 78,151 | 73,631 | 69,080 | 68,317 | 60,293 | 56,056 | 53,402 | 54,649 | 2.34% |
| MARCH | 93,303 | 93,207 | 88,057 | 88,282 | 85,865 | 75,870 | 75,551 | 62,496 | 65,444 | 61,396 | 28,235 | -54.01% |
| APRIL | 85,011 | 87,853 | 83,429 | 84,216 | 78,012 | 65,585 | 68,416 | 64,521 | 59,064 | 58,771 | 243 | -99.59% |
| MAY | 80,116 | 80,054 | 77,781 | 71,366 | 75,148 | 65,862 | 64,760 | 61,337 | 54,817 | 54,665 | 72 | -99.87% |
| JUNE | 95,791 | 93,014 | 90,287 | 84,050 | 86,829 | 79,334 | 74,808 | 69,283 | 66,881 | 60,146 | 629 | -98.95% |
| JULY | 102,544 | 97,484 | 98,891 | 96,288 | 94,483 | 84,204 | 79,287 | 72,325 | 72,135 | 68,112 | 6,220 | -90.87% |
| AUGUST | 102,483 | 96,392 | 92,920 | 86,533 | 84,115 | 81,455 | 77,935 | 69,118 | 69,037 | 63,685 | 29,961 | -52.95% |
| SEPTEMBER | 79,484 | 74,575 | 75,060 | 69,438 | 69,792 | 65,067 | 62,752 | 55,956 | 53,674 | 51,464 | 33,435 | -35.03% |
| OCTOBER | 83,536 | 79,383 | 82,844 | 73,550 | 73,078 | 66,196 | 64,745 | 58,982 | 56,256 | 54,657 | 34,252 | -37.33% |
| NOVEMBER | 86,248 | 82,408 | 79,326 | 70,246 | 72,378 | 67,798 | 63,067 | 56,720 | 55,042 | 52,690 | 29,728 | -43.58% |
| DECEMBER | 77,079 | 77,051 | 69,705 | 67,092 | 70,915 | 62,680 | 58,703 | 54,806 | 50,841 | 49,211 | | |
| TOTAL | 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 | -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

| | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | Change from previous year |
|--------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|------------------------------|
| JANUARY | 522 | 744 | 1579 | 2066 | 2660 | 3648 | 4349 | 5068 | 6779 | 8232 | 9342 | 13.48% |
| FEBRUARY | 467 | 753 | 1740 | 1740 | 2502 | 3507 | 4206 | 4520 | 6215 | 7567 | 8683 | 14.75% |
| MARCH | 547 | 753 | 1492 | 1987 | 2666 | 3477 | 4229 | 4910 | 6992 | 8158 | 10359 | 26.98% |
| APRIL | 571 | 792 | 1443 | 1962 | 2473 | 3359 | 4247 | 4580 | 6186 | 7870 | 12824 | 62.95% |
| MAY | 548 | 733 | 1413 | 1932 | 2513 | 3144 | 4056 | 4733 | 6299 | 8164 | 14246 | 74.50% |
| JUNE | 526 | 827 | 1642 | 2159 | 2589 | 3519 | 4338 | 5076 | 6878 | 8535 | 12929 | 51.48% |
| JULY | 606 | 837 | 1828 | 2217 | 2919 | 3793 | 4907 | 5530 | 7226 | 8777 | 12906 | 47.04% |
| AUGUST | 590 | 1039 | 1948 | 2363 | 2874 | 3875 | 4633 | 5398 | 7265 | 11064 | 11969 | 8.18% |
| SEPTEMBER | 550 | 1021 | 1673 | 1990 | 2600 | 3609 | 4456 | 5077 | 6581 | 8564 | 11295 | 31.89% |
| OCTOBER | 625 | 999 | 1609 | 2093 | 2696 | 3701 | 4385 | 5508 | 7022 | 8518 | 11747 | 37.91% |
| NOVEMBER | 575 | 1103 | 1571 | 1926 | 2737 | 3533 | 4330 | 5154 | 6646 | 7913 | 11218 | 41.77% |
| DECEMBER | 601 | 1340 | 1676 | 2116 | 2817 | 3825 | 4624 | 5596 | 7107 | 8305 | | |
| TOTAL | 6728 | 10941 | 19614 | 24551 | 32046 | 42990 | 52760 | 61150 | 81196 | 101667 | 127518 | |
| Change from previous year | 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

Electronic Services Narrative

November 2020

Mary Kelly

General Comments

As with everyone else, I am frustrated about COVID's interference in everyone's daily life. I feel that our website is now a core way we deliver service and interact with the public. This means that the website has to be re-worked to meet this larger role. There is constantly changing information that we need to communicate. Given that COVID-19 will continue to be an issue in our community, it is essential that we adjust our web presence to maximize our outreach and accessibility.

Website activities/Intranet development

- Reassessed and removed pages, posts, and images to maximize relevancy
- Updated documentation and versions.
- Created a rolling marquee on the header for recent or major changes.
- Prepared drafts for 2021 information.
- Assisted various staff members with WordPress content and tech support.
- Created content such as sliders, buttons, pages, and more.

Overdrive and other E-resources and databases

- Continuing to monitor the service changes and mergers among our vendors: Ancestry, RB Digital, Hoopla, Overdrive
- Reviewing database use and assessing products
- Tracking data on use of our databases and how they are accessed through our website.

Other Items

- Continuing to upgrade my skills with web programs through Lynda
- Continuing to investigate Knowledge Management organization
- Inventory and weeding of computer books
- Organizing data for state aid report
- Following up patron questions and providing support for various tech to the public.
- Created social media posts
- Met with patrons (virtually) regarding Medicare Part D

**Electronic Resources, Social Media, Web, and App
November 2020**

| Electronic Resources | October | November | % change |
|---|----------------|-----------------|-----------------|
| Overdrive ebooks checked out | 5,143 | 4,824 | -6% |
| Overdrive eaudiobooks checked out | 2,629 | 2,420 | -8% |
| Overdrive new users registered | 112 | 58 | -48% |
| Overdrive unique patrons | 1,604 | 1,511 | -6% |
| Rbdigital Checkouts | 156 | 180 | 15% |
| Flipster Downloads | 274 | 232 | -15% |
| Flipster Online Views | 56 | 56 | 0% |
| Hoopla-new patrons | 49 | 36 | -27% |
| Hoopla-number of items used (circ) | 3,236 | 3,197 | -1% |
| Kanopy-unique patrons | 76 | 95 | 25% |
| Kanopy-number of credits used | 253 | 309 | 22% |
| Social Media: | | | |
| Twitter Followers | 3,076 | 3,082 | 0% |
| Instagram Followers | 1,347 | 1,381 | 3% |
| Facebook Followers | 4,119 | 4,170 | 1% |
| | | | |
| Reference Email | 136 | 124 | -9% |
| Reference Chat | 18 | 18 | 0% |
| | | | |
| plymouthlibrary.org | | | |
| Web-Sessions | 60,925 | 57,943 | -5% |
| Web-Users (at least 1 session) | 41,714 | 39,577 | -5% |
| Web-Page Views | 142,208 | 131,173 | -8% |
| Web-Mobile Use (including tablets) | 5,854 | 5,675 | -3% |
| | | | |
| Mobile App | | | |
| Unique devices used during the month | 756 | 703 | -7% |
| # of times app was opened and used (launches) | 4,982 | 4,494 | -10% |
| Total Page Views (including home page) | 5,976 | 5,506 | -8% |

Database Use November 2020

| Database | October | November | % Change |
|--|---------|----------|----------|
| Ancestry unique searches | 1,080 | 1,052 | -3% |
| Consumer Reports-pg views | 1,023 | 1,269 | 24% |
| Consumer Reports-visits | 18 | 88 | 389% |
| Detroit Free Press | 44 | 16 | -64% |
| Detroit Free Press (1831-1922)-HN | 21 | 83 | 295% |
| Detroit Free Press (1923-1999)-HN | 53 | 114 | 115% |
| Fold3 Library Edition | 29 | 16 | -45% |
| Gale Courses (enrollees) | 4 | 3 | -25% |
| Heritage Quest | 2 | 36 | 1700% |
| Lynda New Users | 2 | 3 | 50% |
| Lynda Videos Viewed | 323 | 338 | 5% |
| Lynda.com -active users | 447 | 450 | 1% |
| Lynda.com log ins | 93 | 77 | -17% |
| Mango Languages-sessions | 114 | 104 | -9% |
| Morningstar Useage (page views searches) | 433 | 580 | 34% |
| Morningstar Useage (total log ins) | 108 | 38 | -65% |
| Novelist Searches | 183 | 209 | 14% |
| Novelist Plus sessions | 31 | 23 | -26% |
| Reference USA (log ins) | 39 | 25 | -36% |
| Tumblebooks | 127 | 85 | -33% |
| Wowbrary Newsletters | 3,101 | 2,473 | -20% |
| Wowbrary pages click through to catalog | 1,112 | 712 | -36% |
| Wowbrary pages viewed | 3,231 | 2,923 | -10% |

Adult Services Monthly Report November 2020

Adult Virtual Programs

Virtual programs happen in real time on Zoom. We collaborated with the Northville library to cross-promote each other's programs. Attendance at their programs included, but not broken down by residency.

| | | |
|-------------------------------------|---|-----------------------|
| G11/02 | Medicare Part D | 4 |
| G11/02 | ELL Conversation Group | 11 students, 1 tutor |
| G11/02 | ELL Reading Group | 9 students, 2 tutors |
| A11/02 | Dream It: Dream Interpretation | 165 Zoom, 24 FB Live |
| G11/03 | Medicare Part D | 2 |
| A11/04 | Adult Craft on Zoom (Northville) | 10 |
| G11/05 | Medicare Part D | 4 |
| A11/05 | DIA Behind the Seen | 20 |
| A11/07 | Cut the Cord | 38 |
| G11/09 | Medicare Part D | 0 |
| G11/09 | ELL Conversation Group | 9 students, 1 tutor |
| G11/09 | ELL Reading Group | 7 students, 2 tutors |
| G11/10 | Medicare Part D | 2 |
| G11/10 | Contemporary Books Discussion Group | 18 |
| A11/11 | Salute to Freedom (Northville) | 17 |
| G11/16 | Medicare Part D | 0 |
| G11/16 | ELL Conversation Group | 9 students, 2 tutors |
| G11/16 | ELL Reading Group | 8 students, 2 tutors |
| A11/16 | Detroit's Birwood Wall (Northville) | 50 |
| G11/17 | Medicare Part D | 2 |
| A11/18 | Out of Rushmore's Shadow (Northville) | 43 |
| G11/19 | Medicare Part D | 0 |
| G11/19 | Books on Tap | 7 |
| A11/19 | Thursday Trivia Nights on Zoom (Northville) | 7 |
| A11/23 | Dogs, Horses, and Indian (Northville) | 21 |
| G11/23 | ELL Conversation Group | 11 students, 2 tutors |
| G11/23 | ELL Reading Group | 10 students, 2 tutors |
| G11/24 | Medicare Part D | 2 |
| G11/25 | Brown Bag Books | 10 |
| G11/30 | Medicare Part D | 1 |
| G11/30 | ELL Conversation Group | 11 students, 2 tutors |
| G11/30 | ELL Reading Group | 9 students, 2 tutors |
| A11/30 | Respect and Renew: Renovation (Northville) | 61 |
| 10 Adult programs, Attendance 456 | | 33 Total programs |
| 23 General programs, Attendance 164 | | 620 Total attendance |

Questions Asked at Service Desks

| | |
|--|--|
| Total questions: 1591 (2331 in 10/20, 3523 in 11/19) | At Ref desk: 277 (413 in 10/20, 979 in 11/19) |
| At RA desk: 779 (1462 in 10/20, 1492 in 11/19) | At Youth desk: 376 (227 in 10/20, 741 in 11/19) |
| Short ref: 1290 (1765 in 10/20, 1610 in 11/19) | Extended ref: 65 (134 in 10/20, 298 in 11/19) |
| Readers Advisory: 19 (40 in 10/20, 102 in 11/19) | Programming: 7 (25 in 10/20, 186 in 11/19) |
| Equipment Assist: 31 (47 in 10/20, 281 in 11/19) | Computer Instruction: 52 (75 in 10/20, 157 in 11/19) |
| Envisionware: 66 (129 in 10/20, 330 in 11/19) | Directional: 33 (43 in 10/20, 138 in 11/19) |
| Other: 26 (53 in 10/20, 221 in 11/19) | Group Study Rooms: 2 (2 in 10/20, 200 in 11/19) |

Online Content: Online content are programs that are pre-recorded or allow passive participation rather than in real time. They happen on various online platforms, including the library web page and social media.

10/29-11/10 Historical Hauntings of the Midwest
57 views on YouTube, 52 views on Facebook (1min+)

11/01-11/10 Rhapsody: Silver Strings Dulcimer Society
108 views on YouTube (pre-recorded, not live)

11/02-11/10 Dream It
58 views on YouTube, 231 FB (1 minute+)

| | | | |
|---------------------|----------------------|---|--------------------|
| YouTube subscribers | 172 (167 in 10/20) | Total views | 537 (586 in 10/20) |
| Total watch time | 73.7 (68.5 in 10/20) | Most watched video: Curbside Pickup in 4 Easy Steps | |

Animal Crossing: 17 visits to our island

11/30/20 What Do I Read Next readers advisory form for adults: 1

Youth and Teen Monthly Report November 2020

Online Engagement

- 9 Stories Read Aloud by various staff for an average of 408 engagements on each video.
- 4 Virtual Storytime Kits were released for an average of 492 engagements. The kits were advertised on Facebook and sent out on Constant Contact.
- Teen had numerous posts across social media platforms.

Virtual Programming

| | | | |
|------------|----------------|---------------------|----|
| 11/1-11/30 | Katarina | Code Wednesday | 31 |
| 11/3/2020 | Dana | Lego Club | 4 |
| 11/7/2020 | Sean | D and D | 3 |
| 11/10/2020 | Dana | Pokemon Club | 3 |
| 11/12/2020 | Jessica/Lauren | Books and Bites | 7 |
| 11/13/2020 | Sean | D and D | 4 |
| 11/16/2020 | Lauren | Pizza and Pages | 9 |
| 11/17/2020 | Dana | Game Club | 6 |
| 11/18/2020 | Heather/Lauren | Volunteer Meeting | 6 |
| 11/21/2020 | Sean | D and D | 5 |
| 11/21/2020 | Jessica | Dr. Who (Online) | 16 |
| 11/24/2020 | Lauren | Maker Club (Online) | 11 |
| 11/27/2020 | Sean | D and D | 4 |

109 patrons served by our virtual programming

Take and Make Projects

| | | | |
|------------|--------|------------------------|-----|
| 11/1-11/30 | Dana | Various Coloring Pages | 125 |
| 11/24/2020 | Lauren | Maker Club | 14 |

139 Kits taken (either in person or picked up curbside)

Teen Zone Displays

- Jessica- Doctor Who Comic Day

Special Projects

- 67 Book Bundle requested and filled (Youth)
- 4 BookMatch requested and filled (Teen)
- Reference Meeting 11/10 attended by Lauren, Dana, Katarina
- Sean Glasgow from Adult Dept is helping with Dungeons and Dragons until we replace Shelby
- The Teen Dept is collaborating with Northville in promotion of Teen Events between the 2 libraries
- All staff has been creating and contributing content for Social Media
- Tuesday Clubs have been made virtual with the exception of Maker Club, we offer patrons an activity they can pick up and do at home, we post activities to our website and send them out via Constant Contact
- Dewey the Dog was added to the Main Level to encourage families to take our Maker Activities
- Added Thanksgiving Books to the Main Level

November 2020

**Susan Stoney
Community Relations**

Marketing library programs/services

Hat & Mitten Drive for local Headstart students
Medicare Part D
Library service updates
Honoring Our Veterans display
1:1 Tech Help
Cut the Cord

I attended a Library Works webinar, “The Art & Science of Marketing Library Services” on November 19. This one-hour session provided some valuable information on community needs and patron use patterns and how to match them with services we provide.



Community Relations

I was happy to assist the Friends with their Holiday Book Sale and then to promote it to the community.

Sorry to have missed my on-air visit with the students at 88.1 The Park. Each year I join them during the Thanks for Giving fund drive. This year, I just recorded a message that they used during the drive.



Volunteers

We provided COVID orientation for a handful of new used book volunteers. Before the Friends could train them on the used book part of their training, we determined that the building would close on November 21. We will pick their training back up after we reopen.

Meeting Rooms

Meeting rooms continue to be unavailable, as the space is in use for curbside staging and material quarantine.

PC Reservation PC Usage Report

Organized By PC Area

Prepared 12/11/2020

From 11/1/2020 to 11/30/2020

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

Totals

| PC Area | Total Uses | Total Time | Average Session |
|------------|------------|------------|-----------------|
| Main Level | 564 | 339:31 | 36.119 |
| Vestibule | 23 | 17:45 | 46.304 |
| TOTALS | 587 | 357:16 | 36.518 |

This report was generated using the EnvisionWare Inc. Reporting Module

Technology Support

Summary of November 2020



From: Melanie Bell – Head of IT

November has been busy! Our main focus has been on getting our new curbside computer service started. Equipment has been moved in to the vestibule and lots of training and documentation has been created to ensure the process is safe for both staff and patrons. IT staff have done a great job providing feedback and adapting to the new situation!

Servers and Network:

- Applied security updates to Linux and Windows Servers.
- Verified our backups.
- Applied updates to all the WordPress sites.
- Talked to vendors and finalized quotes for a new server that will host virtual servers.
- Renewed maintenance for content filter.

Public and Staff Computers:

- Setup a Chromebook to be used for Zoom sessions and included updated instructions
- Updated remote access laptops and all librarian machines with new remote access software and anti-virus.
- Ibrahim and I deployed the first Windows 10 circ machine. Waiting to see if things go smoothly before deploying the rest of them.
- Ibrahim and I switched the arrangement of the youth desk computers so that staff are now approximately 10 feet apart instead of 6.

Curbside Computer Services:

- Carol worked with Security 101 to get new network ports and power installed in the vestibule.
- Charlie moved computer equipment into the vestibule and setup the IT help desk behind the front doors.
- Made changes to the time management software to allow for curbside appointments and worked with our vendor Envisionware to enable free 10-page print jobs for all patrons.
- Created a lot of documentation and procedures for managing the new curbside computer service.

Other:

- IT staff assisted with 21, Zoom programs.
- Assisted Katie with changes to the curbside scheduling software to accommodate two tents.
- Attended TLN Technology Committee and was introduced to a new time/print management solution called TBS that has a lot of useful features.

Technical Services Monthly Report – November 2020

Curbside update

Most of this month has been focused on our move to curbside service, which has been immensely popular and successful so far.

In total, we had 337 curbside appointments during the month of November, and during the last week of November (when the building was closed to the public), we checked out over 1,600 items to patrons via curbside.

Due to its overwhelming popularity, we are already adding more time slots for curbside service, expanding our appointment availability on Monday-Thursday mornings. We are actively pursuing other ways to meet the incredible demand for library material.

Our pages continue to be hard at work managing the returns and the quarantine process, as well as their normal shelving work. A huge thank you goes out to Page Supervisor Cassie Cobb for her extraordinary leadership during this time.

Our clerks have had to transition to a very different workflow and workload, but as usual they have done so with enthusiasm. Another huge thank you goes out to our Clerk Supervisor Linda Vanderlaan; her organizational skills and positive attitude make all of this possible!

Katie Page

Technical Services Coordinator