

**TO:** Plymouth District Library Board

**DATE:** November 14, 2020 6

**RE:** Monthly Report

**FROM:** Carol Souchock  
Director

**October 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.**

Circulation – Books & Other	34,252
Circulation – Overdrive Downloads	7,772
Circulation – Hoopla	3,236
Circulation – Flipster (e-magazines)	330
Circulation – Rbdigital (new e-magazines)	156
Circulation – Kanopy (e-movies)	253
<b>Total Circulation</b>	<b>45,999</b>

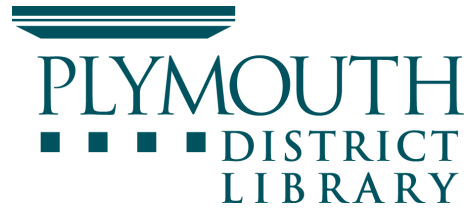
<b>Electronic Access</b>	60,925 sessions to our web site
Web Mobile Use	5,854
App Use	4,982
App Unique Devices	756
App Page Views	5,976
Public computer use	613 hours of use
Wireless use	5,672 sessions (includes patrons accessing outside)
Volunteer Hours	0 Teens & 0 Adult = 0
Outside Groups Meeting Room 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 October:**

This month was the library building's third full month of being open to the public since our closure in March of 2020 due to COVID-19. In addition to welcoming around 250 visitors a day to the building we also continued to provide curbside service (203 appointments), technology use and support our online audience with programming and online resources and materials.

Check out of materials continues to grow and even with our current reduced hours this month we circulated 63% in comparison to last October.



Use of MeLCat our state wide interlibrary loan service remains strong. This month we received 1,186 MeL items for our patrons and sent out 1,075 items to other libraries. This process like most other library processes had to be reworked to limit the number of people working in one area.

Mid month we allowed our Friend's book sale volunteers to return after conducting COVID safety training with them. They have been anxiously waiting to return and help with the Friend's ongoing book sale. Prior to this only our four book sale captains (Michele Defer, Mary Maurer, Diane Cupps, and Donna Joppich) and one former captain Judy Morgan were allowed to facilitate the book sale process. Our captains did a truly outstanding job over these last few months with the Friend's book sale. It is such an important fund raising resource for the Friends and the library.

### **Technology Updates:**

As Melanie Bell, our head of Information Technology, shares in her report that October was another busy month for her and her team. When the library reopened we make the decision to make sure that technology staff were available every hour the library was open to provide direct customer service and to focus on sanitation of the equipment in use by the public. This is another change from pre-COVID-19 when we only had tech support available during selected hours of the day.

Here in the building our tech staff support use of our equipment as well the BYOD (bring your own devices) technology the public brings in. With patrons now so dependent on the use of technology at home for work and pleasure it became evident that we need to consider adding a one on one support service. Melanie started offering this service as a trial in our Friends room which allows for better social distancing.

Our technology staff continues to do an outstanding job supporting our reference staff's online programming using Zoom. We continue to offer many of our previously provided programs such as English Language Learners and Rhapsody as well as many new programs for all ages. Our programming has always been one of our libraries strengths. It is rewarding to see the transition our reference and technology staff have made to adapt to online offerings and the public's enjoyment and positive responses.

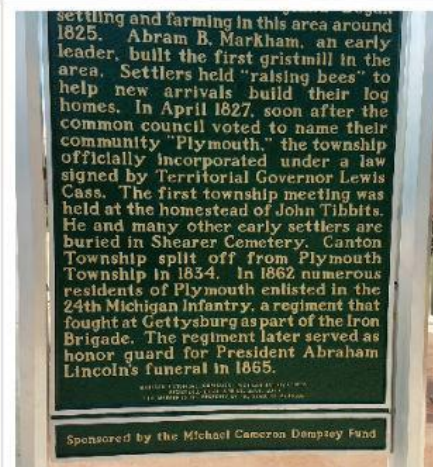
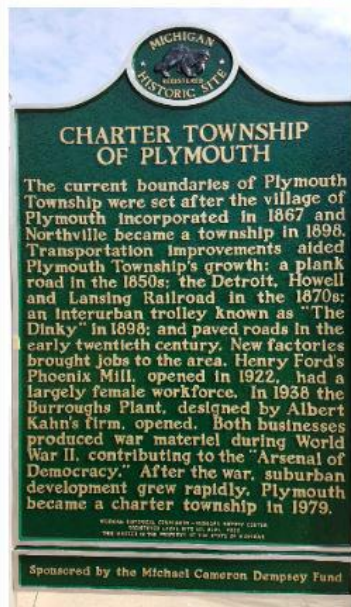
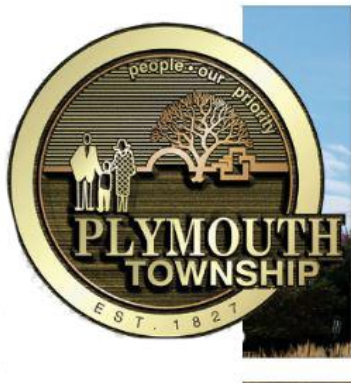
### **Building Update:**

This month we started up our humidifiers and started the initialization process after the work completed this summer on our HVAC systems. This initialization process will continue in early December when winter conditions will call for humidity on a regular basis.

In the fall months much of our HVAC and other preventive maintained (PM) takes place. During our HVAC PM it was discovered that one of our older heating units needs to be replaced and that there is an issue with the blower motor on one of the roof top units. As a result I started working on plans for repairs and replacement.



**Director's Activities:**

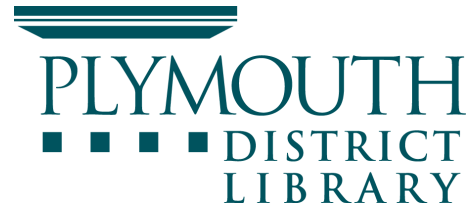


This month I had the opportunity to work with a couple of our community partners including Plymouth Township, The Plymouth Township Historical Commission, and the United Way. Along with Susan I attended the unveiling of the Plymouth Township Historical marker early this month. I am very proud of the role our staff played in supporting this project. Librarian Kathy Petlewski and reference assistant Jeff Wears conducted historical research and helped write the narrative for the marker and Susan utilized her creative skills to create a cover for the marker. I continue to collaborate with the United Way and will be featured in an upcoming video detailing our partnership.

In addition I continue to play a leadership role in serving on the Rotary Club of Plymouth, Plymouth Historical Society/Museum and the Plymouth Township Historical Commission boards.

Along with Robyn I met with MERS representatives to move the expected plan changes forward.

I along with our COVID leadership staff, which includes all department heads (Robyn, Holly, Lauren, Katie, Melanie, Susan), the page and clerk supervisor's Cassie and Linda, and librarian Alice McCardell continue to



make sure that one of us serve as COVID supervisors every hour the building is occupied. We make sure safety standards are enforced and provide our patrons and staff with support during these challenging times.

October department reports are attached. All reports are posted on the Library's web page [plymouthlibrary.org](http://plymouthlibrary.org), and print versions will be available in the public meeting packet at Main Floor Reader's Advisory desk with the upper level of the library closed.

## 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
<b>JANUARY</b>	85,759	87,551	88,408	84,739	76,457	76,430	75,399	70,347	67,220	65,816	65,672	-0.22%
<b>FEBRUARY</b>	81,886	85,085	86,994	79,891	76,133	72,587	72,523	64,813	62,271	60,969	63,332	3.88%
<b>MARCH</b>	93,850	93,960	89,549	90,269	88,531	79,347	79,780	67,406	72,436	69,554	38,594	-44.51%
<b>APRIL</b>	85,582	88,645	84,872	86,178	80,485	68,944	72,663	69,101	65,250	66,641	13,067	-80.39%
<b>MAY</b>	80,664	80,787	79,194	73,298	77,661	69,006	68,816	66,070	61,116	62,829	14,318	-77.21%
<b>JUNE</b>	96,317	93,841	91,929	86,209	89,418	82,853	79,146	74,359	73,759	68,681	13,558	-80.26%
<b>JULY</b>	103,150	98,321	100,719	98,505	97,402	87,997	84,194	77,855	79,361	76,889	19,126	-75.13%
<b>AUGUST</b>	103,073	97,431	94,868	88,896	86,989	85,330	82,568	74,516	76,302	74,749	41,930	-43.91%
<b>SEPTEMBER</b>	80,034	75,596	76,733	71,428	72,392	68,676	67,208	61,033	60,255	60,028	44,730	-25.48%
<b>OCTOBER</b>	84,161	80,382	84,453	75,643	75,774	69,897	69,130	64,490	63,278	63,175	45,999	-27.19%
<b>NOVEMBER</b>	86,823	83,511	80,897	72,172	75,115	71,331	67,397	61,874	61,688	60,603		
<b>DECEMBER</b>	77,680	78,391	71,381	69,208	73,732	66,505	63,327	60,402	57,948	57,516		
<b>TOTAL</b>	<b>1,058,979</b>	<b>1,043,501</b>	<b>1,029,997</b>	<b>976,436</b>	<b>970,089</b>	<b>898,903</b>	<b>882,151</b>	<b>812,266</b>	<b>800,884</b>	<b>787,450</b>		
<b>Change from previous year</b>	<b>-1.74%</b>	<b>-1.46%</b>	<b>-1.29%</b>	<b>-5.20%</b>	<b>-0.65%</b>	<b>-7.34%</b>	<b>-1.86%</b>	<b>-7.92%</b>	<b>-1.40%</b>	<b>-1.68%</b>		

\* 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

### Electronic resources

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Change from previous year
<b>JANUARY</b>	522	744	1579	2066	2660	3648	4349	5068	6779	8232	9342	<b>13.48%</b>
<b>FEBRUARY</b>	467	753	1740	1740	2502	3507	4206	4520	6215	7567	8683	<b>14.75%</b>
<b>MARCH</b>	547	753	1492	1987	2666	3477	4229	4910	6992	8158	10359	<b>26.98%</b>
<b>APRIL</b>	571	792	1443	1962	2473	3359	4247	4580	6186	7870	12824	<b>62.95%</b>
<b>MAY</b>	548	733	1413	1932	2513	3144	4056	4733	6299	8164	14246	<b>74.50%</b>
<b>JUNE</b>	526	827	1642	2159	2589	3519	4338	5076	6878	8535	12929	<b>51.48%</b>
<b>JULY</b>	606	837	1828	2217	2919	3793	4907	5530	7226	8777	12906	<b>47.04%</b>
<b>AUGUST</b>	590	1039	1948	2363	2874	3875	4633	5398	7265	11064	11969	<b>8.18%</b>
<b>SEPTEMBER</b>	550	1021	1673	1990	2600	3609	4456	5077	6581	8564	11295	<b>31.89%</b>
<b>OCTOBER</b>	625	999	1609	2093	2696	3701	4385	5508	7022	8518	11747	<b>37.91%</b>
<b>NOVEMBER</b>	575	1103	1571	1926	2737	3533	4330	5154	6646	7913		
<b>DECEMBER</b>	601	1340	1676	2116	2817	3825	4624	5596	7107	8305		
<b>TOTAL</b>	<b>6728</b>	<b>10941</b>	<b>19614</b>	<b>24551</b>	<b>32046</b>	<b>42990</b>	<b>52760</b>	<b>61150</b>	<b>81196</b>	<b>101667</b>	<b>116300</b>	
<b>Change from previous year</b>	<b>85.50%</b>	<b>62.62%</b>	<b>79.27%</b>	<b>25.17%</b>	<b>30.53%</b>	<b>34.15%</b>	<b>22.73%</b>	<b>15.90%</b>	<b>32.78%</b>	<b>25.21%</b>		

\* January 2007 onward includes Overdrive statistics

\* January 2015 onward includes Flipster 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
<b>JANUARY</b>	85,237	86,807	86,829	82,673	73,797	72,782	71,050	65,279	60,441	57,584	56,330	-2.18%
<b>FEBRUARY</b>	81,419	84,332	85,254	78,151	73,631	69,080	68,317	60,293	56,056	53,402	54,649	2.34%
<b>MARCH</b>	93,303	93,207	88,057	88,282	85,865	75,870	75,551	62,496	65,444	61,396	28,235	-54.01%
<b>APRIL</b>	85,011	87,853	83,429	84,216	78,012	65,585	68,416	64,521	59,064	58,771	243	-99.59%
<b>MAY</b>	80,116	80,054	77,781	71,366	75,148	65,862	64,760	61,337	54,817	54,665	72	-99.87%
<b>JUNE</b>	95,791	93,014	90,287	84,050	86,829	79,334	74,808	69,283	66,881	60,146	629	-98.95%
<b>JULY</b>	102,544	97,484	98,891	96,288	94,483	84,204	79,287	72,325	72,135	68,112	6,220	-90.87%
<b>AUGUST</b>	102,483	96,392	92,920	86,533	84,115	81,455	77,935	69,118	69,037	63,685	29,961	-52.95%
<b>SEPTEMBER</b>	79,484	74,575	75,060	69,438	69,792	65,067	62,752	55,956	53,674	51,464	33,435	-35.03%
<b>OCTOBER</b>	83,536	79,383	82,844	73,550	73,078	66,196	64,745	58,982	56,256	54,657	34,252	-37.33%
<b>NOVEMBER</b>	86,248	82,408	79,326	70,246	72,378	67,798	63,067	56,720	55,042	52,690		
<b>DECEMBER</b>	77,079	77,051	69,705	67,092	70,915	62,680	58,703	54,806	50,841	49,211		
<b>TOTAL</b>	<b>1,052,251</b>	<b>1,032,560</b>	<b>1,010,383</b>	<b>951,885</b>	<b>938,043</b>	<b>855,913</b>	<b>829,391</b>	<b>751,116</b>	<b>719,688</b>	<b>685,783</b>		
<b>Change from previous year</b>	<b>-2.04%</b>	<b>-1.87%</b>	<b>-2.15%</b>	<b>-5.79%</b>	<b>-1.45%</b>	<b>-8.76%</b>	<b>-3.10%</b>	<b>-9.44%</b>	<b>-4.18%</b>	<b>-4.71%</b>		



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

<b>Electronic Resources</b>	<b>September</b>	<b>October</b>	<b>%Change</b>
Overdrive ebooks checked out	4,841	5,143	6%
Overdrive eaudiobooks checked out	2,645	2,629	-1%
Overdrive new users registered	106	112	6%
Overdrive unique patrons	1,551	1,604	3%
Rbdigital Checkouts	181	156	-14%
Flipster Downloads	260	274	5%
Flipster Online Views	29	56	93%
Hoopla-new patrons	63	49	-22%
Hoopla-number of items used (circ)	3,095	3,236	5%
Kanopy-unique patrons	85	76	-11%
Kanopy-number of credits used	244	253	4%
<b>Social Media:</b>			
Twitter Followers	3,077	3,079	0%
Instagram Followers	1,311	1,356	3%
Facebook Followers	4,077	4,119	1%
<b>Reference Email</b>	151	136	-10%
<b>Reference Chat</b>	11	18	64%
<b>plymouthlibrary.org</b>			
Web-Sessions	57,332	60,925	6%
Web-Users (at least 1 session)	37,719	41,714	11%
Web-Page Views	141,634	142,208	0%
Web-Mobile Use (including tablets)	6,334	5,854	-8%
<b>Mobile App</b>			
Unique devices used during the month	710	756	6%
# of times app was opened and used (launches)	4,325	4,982	15%
Total Page Views (including home page)	5,315	5,976	12%

## Database Use October 2020

Database	September	October	% Change
Ancestry unique searches	1,606	1,080	-33%
Consumer Reports-pg views	866	1,023	18%
Consumer Reports-visits	72	78	8%
Detroit Free Press	17	44	159%
Detroit Free Press (1831-1922)-HN	46	21	-54%
Detroit Free Press (1923-1999)-HN	83	53	-36%
Fold3 Library Edition	59	29	-51%
Gale Courses (enrollees)	8	4	-50%
Heritage Quest	96	2	-98%
Lynda New Users	3	2	-33%
Lynda Videos Viewed	520	323	-38%
Lynda.com -active users	445	447	0%
Lynda.com log ins	159	93	-42%
Mango Languages-sessions	114	114	0%
Morningstar Useage (page views searches)	299	not reported as of 11/9/2020	n/a
Morningstar Useage (total log ins)	43	not reported as of 11/9/2020	n/a
Novelist Searches	225	183	-19%
Novelist Plus sessions	43	31	-28%
Reference USA (log ins)	41	39	-5%
Tumblebooks	62	127	105%
Wowbrary Newsletters	2,498	3,101	24%
Wowbrary pages click through to catalog	687	1,112	62%
Wowbrary pages viewed	2,094	3,231	54%

## **Electronic Services Narrative October 2020**

**Mary Kelly**

Patrons seem comfortable using the website and the downloadable products. (Without any supporting data, I personally did not have as many support calls as in the previous month.) I was also able to listen in on a few webinars on the role of e-books and delivering reference service during COVID. There was also discussion on how everyone expects prices to increase significantly as there are plenty of mergers and reorganization of Hoopla, RBDigital, and Overdrive. Ancestry was also sold to a media group and no one has any information on how that will translate to the libraries that use the service.

### **Website activities/Intranet development**

- Projects like the book bundles, online library card registration, and the Info email accounted for most web form activity on our website.
- Most of our web activity stayed steady or there was a slight uptick in use.
- The Mobile App saw a nice increase in use. I am speculating that this was due to the number of students we registered.
- Continuing web maintenance and updates
- We are continuing to learn more about Google Analytics and trying to understand patron behavior on our website.

### **Overdrive and other E-resources and databases**

- There are some significant changes at Overdrive as they continue to merge the content from RBDigital to the Overdrive Platform.
- In addition, Hoopla will be adding more content from the Recorded Books catalog as a part of the reshuffling of these vendors.
- SORA, the school version of Overdrive/Libby is active at PCCS. SORA allows students to connect with their local public library's catalog. The SORA app only allows age appropriate titles through that filter. I am starting to track youth and teen materials on the Overdrive platform for any increase in use.
- Hoopla use has been a steady player in our e-collection. The instant availability of the items is probably the driving factor. However, Overdrive content is focused on current, new best sellers, which don't show up as fast in Hoopla's collection.
- This is the first month that Kanopy has had a drop in unique patrons since pre-COVID-19. It is a somewhat niche product and we usually had about 20% less patrons using the service than other streaming services.

### **Programming**

We had an overview program on Medicare and started our annual Part D consultations. We gave options of phone call appointments or Zoom - or any other communication program. About half of my appointments so far are using Zoom. Open enrollment ends December 7.

## Adult Services Monthly Report October 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.

A 10/01	DIA Behind the Seen	16
A 10/04	Rhapsody: Andy & Judy	25 Zoom, 13 FB Live
G 10/05	ELL Conversation Group	10 students, 2 tutors
G 10/05	ELL Reading Group	6 students, 1 tutor
A 10/05	Roadside Reflections (Northville)	28
A 10/07	Adult Craft on Zoom (Northville)	10
A 10/07	Medicare 101	18 Zoom, 10 FB Live
A 10/07	Korea: Land of the Morning Calm	34 Zoom, 13 FB Live
A 10/08	History of DeHoCo	69 Zoom, 16 FB Live
A 10/08	Thursday Trivia Nights on Zoom (Northville)	9
G 10/10	Animal Crossing Fishing Tourney	10
G 10/12	ELL Conversation Group	15 students, 2 tutors
G 10/12	ELL Reading Group	9 students, 2 tutors
A 10/12	Between the Lines Book Club (Northville)	4
G 10/13	Contemporary Books Discussion Group	12
G 10/15	Medicare Part D	5
G 10/15	Books on Tap	7
A 10/15	5 Love Languages (Northville)	18
G 10/19	Medicare Part D	5
G 10/19	ELL Conversation Group	8 students, 1 tutor
G 10/19	ELL Reading Group	6 students 2 tutors
G 10/20	Medicare Part D	4
A 10/20	Women's Long Battle for the Vote (Northville)	28
G 10/22	Medicare Part D	5
A 10/22	Orphan Train Era	87
G 10/26	Medicare Part D	4
G 10/26	ELL Conversation Group	7 students, 1 tutor
G 10/26	ELL Reading Group	8 students, 2 tutors
G 10/26	Needlecrafters	0
G 10/27	Medicare Part D	4
G 10/28	Brown Bag Books	16
G 10/29	Medicare Part D	4
A 10/29	Haunted History for Adults	85 Zoom, 20 FB Live
13 Adult programs, Attendance 503		33 Total programs
20 General programs, Attendance 158		661 Total attendance

### Questions Asked at Service Desks

Total questions: 2331 (2577 in 9/20, 4064 in 10/19)	At Ref desk: 413 (483 in 9/20, 1138 in 10/19)
At RA desk: 1462 (1648 in 9/20, 1800 in 10/19)	At Youth desk: 227 (223 in 9/20, 738 in 10/19)
Short ref: 1765 (2073 in 9/20, 1717 in 10/19)	Extended ref: 134 (119 in 9/20, 340 in 10/19)
Readers Advisory: 40 (31 in 9/20, 103 in 10/19)	Programming: 25 (24 in 9/20, 275 in 10/19)
Equipment Assistance: 47 (32 in 9/20, 317 in 10/19)	Computer Instruction: 75 (82 in 9/20, 184 in 10/19)
Envisionware: 129 (110 in 9/20, 418 in 10/19)	Directional: 43 (55 in 9/20, 198 in 10/19)
Other: 53 (49 in 9/20, 279 in 10/19)	Group Study Rooms: 2 (1 in 9/20, 233 in 10/19)

**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.

10/04	Rhapsody: Andy and Judy	49 views on YouTube, 32 FB (1 minute+)
10/07	Medicare 101	50 views on YouTube, 26 FB (1 minute+)
10/07	Korea: Land of the Morning Calm	21 views on YouTube, 28 FB (1 minute+)
10/08	History of DeHoco	75 views on YouTube, 55 FB (1 minute+)
10/22	The Orphan Train Era	86 views on YouTube, (Not on Facebook)
10/29	Historical Hauntings of the Midwest	40 views on YouTube, 51 FB (1 minute+)

YouTube subscribers	167 (163 in 9/20)	Total views	586 (273 in 9/20)
Total watch time	68.5 hrs (16.5 in 9/20)	Most watched video:	The Orphan Train Era

Animal Crossing: 35 visits to our island, including 10 at the “Fishing Tourney” event on 10/10



**Michigan Library Association Virtual Annual Conference**  
**Submitted by Kathleen Kozakowski**

The opening presentation of the MLA annual conference, Powered Productivity: Super Tech Tools to Get Stuff Done with Your Nerdy Best Friend Beth Zesenis, was chock full of practical, applicable advice, offered by a dynamic and humorous speaker. So many apps, so much information!

I attended Beth's afternoon session, too, and found myself taking many notes on tools designed to highlight our library's messages in new and exciting ways. The animation apps, in particular some of the "mosaic" apps, are powerful means to communicate with the library's target audiences without significant expense invested

The afternoon session with State Superintendent Dr. Michael Rice was challenging to attend. His presentation just lacked the needed "pizzazz" to keep a remote audience engaged.

I also attended Tangible Disease-Control Strategies for Libraries in the afternoon. Two architects provided library physical-space suggestions for mitigating the spread of COVID-19. One of their suggestions was to limit staff use of the public restrooms, and to block off every other stall or sink to enforce social distancing. I was happy to learn that PDL already has implemented some of the presenters' suggestions regarding the HVAC system, MERV-13 filters, and increased building airflow. These changes will be vital as we enter the winter season with increased time spent indoors and the continuing COVID-19 pandemic.

The last session of the day, All-Conference Session with Author Alicia D. Williams, was surprisingly poignant and inspiring. Ms. Williams discussed the impact of reading and books on her life, and detailed her experiences as a child of color growing up in Detroit. She exhorted librarians to really "see" our patrons, especially our young ones, and to cultivate deeper connections/relationships. This would be difficult under our normal circumstances, but is made even more so under our current challenges. Many attendees, myself included, became misty-eyed during Ms. Williams' presentation (people conveyed their emotional responses via chat.) Her passion and enthusiasm were contagious, and now I'm very interested in reading her fiction.

The conference organizing team should be commended for managing to create a worthwhile experience under challenging circumstances. The virtual interactions with vendors were weird to me; I thought that I could just flit from vendor to vendor, hidden and lurking. I didn't stop to think that they could at least see my name "pop up" on screen! And, frankly, I missed all the tchotchkes and freebies and in-person contact that are such a big part of the annual experience.

I'm grateful that recordings of all the sessions will be available because there was so much compelling content to explore. There were several more sessions that I would like to view once they're available.

I appreciated the opportunity to attend and interact with other librarians via the chat function. Thank you.

## Youth and Teen Monthly Report October 2020

### Online Engagement

- 8 Stories Read Aloud by various staff for an average of 664 engagements on each video.
- 4 Virtual Storytime Kits were released for an average of 607 engagements. The kits were advertised on Facebook and sent out on Constant Contact.
- Teen had numerous posts across social media platforms.

### Virtual Programming

10/1-10/31	Dana	Star Wars Online	31
10/1-10/31	Jessica	Digital Escape Room Online	2
10/2/2020	Sean	D and D	3
10/6/2020	Jessica	Books and Bites (Teen)	0
10/6-10/12	Dana	Lego Club	3
10/10/2020	Sean	D and D	2
10/13-10/19	Dana	Pokemon Club	4
10/14/2020	Nick	D and D	3
10/14/2020	BD/HP	Teen Volunteers	4
10/16/2020	Sean	D and D	2
10/19/2020	Katarina	Pizza and Pages	9
10/20-10/26	Dana	Game Club	1
10/24/2020	Sean	D and D	3
10/26/2020	Jessica	Maker Club (Online)	8
10/27/2020	Lauren	Spooky Read Aloud (Zoom)	30

17 programs with a total of 111 attendees

### Take and Make Projects

10/1-10/16	Jessica	Blackout Poetry (Teen)	1
10/5/2020	Lauren	Star Wars Week 1 (All Ages)	90
10/12/2020	Lauren	Star Wars Week 2 (All Ages)	100
10/19/2020	Lauren	Star Wars Week 3 (All Ages)	80
10/26/2020	Lauren	Star Wars Week 4 (All Ages)	95
10/27-11/2	Jessica	Maker Club- Luminaries (Youth)	55

6 different projects offered- 421 activities have been taken in person by a patron

### **School Outreach**

Barb	Salem HS	Speak about Library Services	97
Barb	Plymouth HS	Book Club Sets	18
Barb	PCCS	Romeo and Juliet Resources	70
Barb	PCCS	American Lit Resources (Access)	28

4 different visits with engagement of 213 students (Grades 6-12)

### **Teen Zone Displays**

- Jessica- Black out Poetry
- Lauren- Horror Stories

### **Special Projects**

- 86 Book Bundle requested and filled (Youth)
- 9 BookMatch requested and filled (Teen)
- Lauren attended the Association for Library Services for Children Virtual National Institute October 2-3, 2020 (see separate report)
- Dana, Katarina, Lauren, Jessica K, Aaron S. (intern) worked on a Resource List for PCCS ELA 4<sup>th</sup> Grade across various topics
- Reference Meeting 10/13 attended by Lauren, Dana, Katarina, Barb
- Youth and Teen Department meeting 10/14 to plan December, January, and February Newsletter
- 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
- Added Youth Halloween Books and Star Wars Books to the Main Level

Lauren Baker  
ALSC (division of ALA)  
October 2020

This was my first time attending Association of Library Services for Children (ALSC) National Institute. This conference is held every other year and the whole focus is Library Services for Children. Due to Covid-19 the conference was held virtually over 2 days. There was a lot of focus on Librarianship and how to help our community through trauma. The conference was originally going to be held in Minneapolis, Minnesota so not only were there programs offered about pivoting from libraries being an in-person community location to virtual there was discussion of how to help your library through trauma.

The conference kicked off with 4 major authors sharing how family and culture helped them through literature. The authors spoke about how family dynamics and cultural backgrounds make them the authors they are today. They also spoke about how family plays a role in your life in general. Another session was focused around the book *We Are Water Protectors* by Carole Lindstrom, illustrated by Michaela Goade. This book was based on Standing Rock, Dakota Access Pipeline. The author and illustrator wanted to send a message that young people need to feel empowered.

Two librarians spoke about how trauma affected their community and what their solution was. Beth Patin (Librarian, Holy Cross Boys School) spoke about how her school was devastated by Hurricane Katrina in 2005. The school was eventually rebuilt but it took years. The boys were actually bused to another school 1.5 hours away (everyday), their school day was 4PM to 11PM because another school opened their doors and allowed Holy Cross to use the space. Anita Montoya spoke about how the East Lake Branch of Hennepin County Library was damaged during the protests (there was a small fire that damaged parts of the collection). HCL response was to then take their library out into the community by going to Farmer's Markets, parks, donation sites to hand out free books/materials to families. They managed to stay relevant and help their community through a pandemic and protesting.

During the pandemic when a lot of the country was more "locked down" than now, librarians quickly turned to virtually programming and passive programming. Storytimes were done over Zoom, Brainfuse (HelpNow and JobNow) was becoming very popular as families were (and still are) struggling with school closures, some libraries started lending out chromebooks/hotspots to families. Librarians had to think outside the box to help the communities they served. Libraries also found that having kits available for families was a huge hit, caregivers loved they could pick up an activity kit for their child/children.

There were some great sessions on making the Youth Space a play area. Right now is the best time to plan how to re-work your space. Yes, toys cannot be used during the pandemic but they will be a great thing to have once the crisis calms down. Play is a very important in early child development, it is how they learn cognitive skills, physical skills, social skills, literacy skills. Sacramento Public Library changes up their Youth Section every few months with a different theme (the staff called them cities) Each city costs about \$500 but includes all the materials for the children to play and learn with, most items were purchased at the dollar store and are re-usable. Another valuable tip was how to set up your outreach space if you take your library out into the community; lay a covering on the floor/ground for a play area for the kids. Have your tables be on the perimeter to have the play space in the center. This leaves space for play, crafts, etc. The process of play is all about exploring and learning.

Overall the conference was a good one. There are many ideas that we can use once we open up our spaces again.

### Marketing library programs

In October I Promoted a number of library programs and services to include:

Korea: Land of the Morning Calm – October 7

Pet First Aid – October 20

The Orphan Train – October 22

Spooky Read-aloud – October 27

Medicare Part D – ongoing

Star Wars Reads Month – ongoing

Book Club Kits – Virtual and physical

Scholarship Finder through Learning Express



### Community Relations

I attended an outdoor Chamber networking event in Kellogg Park on October 8. It has been nice to attend these events and have the opportunity to update them on what is happening at the library.

In October I met with local resident and veteran, John Pappas, to make plans for our November Honoring our Veterans display. John has an extensive military collection and has loaned us items in the past for display. He will share a WAAC uniform in November as we highlight Women in the Military.

I met with the Friends Board of Directors on October 28.

### Volunteers

We are welcoming back some of our used book volunteers, as we began accepting books donations in October. They have all been trained in Covid procedures and adjusted their routines somewhat. It is going smoothly and used book revenue has increased.

### Meeting Rooms

Meeting rooms are still not in use for community or library meetings.



# **Technology Support**

## **Summary of October 2020**



### **From: Melanie Bell – Head of IT**

October has been fairly busy for the IT department. We re-deployed upper level public computers, replaced monitors, and updated website security certificates. We also began a trial offering of 20 minute 1:1 tech help sessions for the public that maintain social distancing guidelines.

#### **Servers and Network:**

- Applied security updates to Linux and Windows Servers.
- Verified our backups.
- Started requesting quotes for a new server that will host virtual servers.
- Replaced uninterruptible power supply in server room.

#### **Public and Staff Computers:**

- Katie and I worked with Bibliotheca to resolve issues with the new self-check software.
- Replaced microfilm machine with a new Windows 10 computer.
- Worked with Bibliotheca to install new barcode reader software on the circ machines. Ran into issues with functionality between the new software and our patron/catalog system that we are working to resolve.
- Charlie and Ibrahim replaced old monitors for staff on the main level and for all the public catalog machines.
- Charlie re-deployed public computers on the upper level that had been placed in storage to clear room for construction. We spaced them to accommodate social distancing guidelines.

#### **Website:**

- Applied updates to all the WordPress sites.
- Updated SSL security certificates for all our websites as they were going to expire in November.
- Refreshed the development site to create a better environment for testing new plugins.

#### **Other:**

- IT staff assisted with 15, Zoom programs. Bruce runs the majority of these with Charlie and I stepping in to help out when needed.
- IT staff cleaned computers and electronic equipment between each use.
- Carol, Katie and I met to discuss next steps for implementation of enhanced 911
- IT staff deployed more walkie-talkies for staff communication, reconfigured them to work better in our environment, and wrote and distributed training documentation.

# PC Reservation PC Usage Report

## Organized By PC Area

Prepared 11/12/2020

From 10/1/2020 to 10/31/2030

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

### Totals

PC Area	Total Uses	Total Time	Average Session
Main Level ADA	137	98:06	42.964
Main Level Sitting	181	153:24	50.851
Main Level Standing	784	361:41	27.680
<b>TOTALS</b>	<b>1102</b>	<b>613:11</b>	<b>33.386</b>

*This report was generated using the EnvisionWare Inc. Reporting Module*

## Technical Services Monthly Report – October 2020

### **Statistics**

We issued a total of 163 new library cards this month.

Our clerks and pages received, cataloged, and processed 1,305 new items for our collection, and placed 67 new orders.

In the month of October, we had a total of 203 curbside appointments.

This month, we received 1,186 MeL items for our patrons, and sent 1,075 items to other libraries.

Katie Page

Technical Services Coordinator