

PLYMOUTH DISTRICT LIBRARY



Annual Reports 2020

TO: Plymouth District Library Board

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DATE: January 16, 2021

RE: 2020 Annual Report

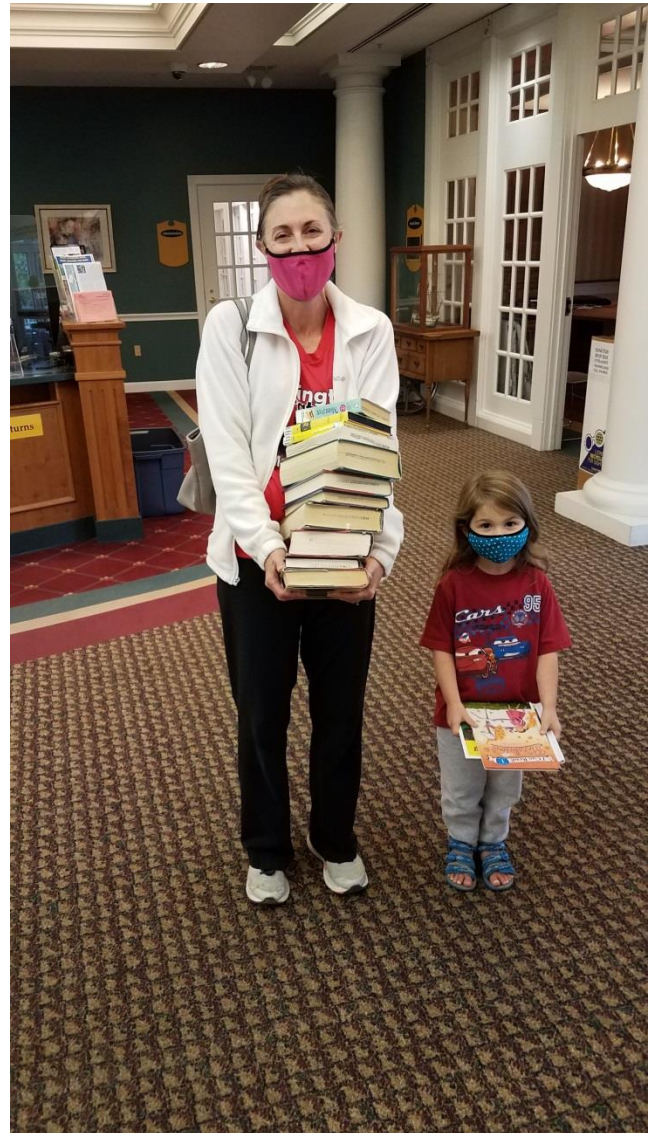
FROM: Carol Souchock, Director

In 2020 our staff and board faced numerous challenges in providing library service to our community due to the pandemic while community needs drastically changed. Through these challenges we focused on what we could do and strived to provide quality service based on our values of access, literacy, community destination, and personalized service.

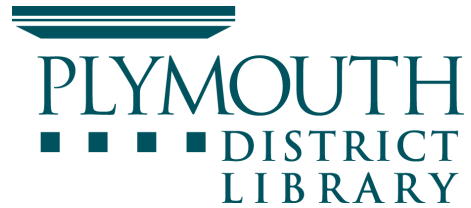
As we finish out a challenging 2020 and look forward to a better year in 2021 I want to acknowledge our staff and board's flexibility, creativeness, and perseverance.

You all stepped up to the challenges the library faced and continue to focus on ways to help each other and serve our community.

The summary found below and in the attached department reports details our ongoing commitment to providing a high level of library services even during the challenges of a pandemic.



Check Outs: A total of 432,225 items were checked out in 2020. This figure includes our traditional count of print, AV, and other materials of 292,174 and



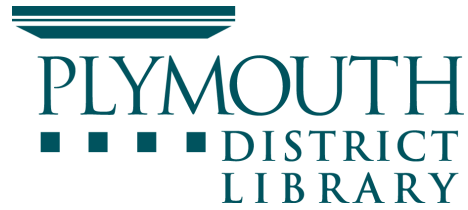
140,081 electronic checkouts of audio and e books from Overdrive and Hoopla, movies and music from Kanopy, and electronic checkouts of magazines via Flipster and RBDigital. Due to the building and service closure in the spring total circulation dropped by 45.11% in comparison to 2019. The circulation of e-resources grew by 51.27% over last year. E-resources made up almost 48% of our 2020 circulation in comparison to 13% in 2019.

Donations and Grants: Donations and grants came from a variety of sources. This included a \$48,000 state appropriation to support IT upgrades and \$50,000 from the Dunning Foundation to help offset the cost of our HVAC project. The library received Friends donations totaling \$40,121 to support programs and services including a grant from the BOSCH Fund and Friends funds to help with the purchase of library materials. Along with many individual donations for material memorial purchases the library also received \$1,100 in donations for the purchase of magazines, and \$300 was donated to the library's account at the CFSEM (Community Foundation Southeast Michigan). Other donations came from local organizations that provide regular sponsorship of the library including the Woman's National Farm and Garden Association and our local Plymouth Lions Club. Please see more detailed information regarding our Friends and Foundation below.

Larger grants and donations from 2020 include:

Dunning Foundation – HVAC	\$50,000
State of Michigan Appropriation	\$48,000
BOSCH Fund – STEM Focus via Friends	\$14,960

The Friends of the Plymouth District Library: The Friends ongoing book sale continues to be a major source of their revenue. This year the Friends book sale revenue was significantly impacted due to the library closure. However, contributions to the Friends remain strong. Over the years our Friends continue to fund the majority of library programs in addition to many



capital projects. Over the last ten years the Friends have donated almost \$400,000 to the Plymouth District Library!

To assist the library in long term building needs the Friends also created a new rainy-day fund in 2019. They hope to grow this fund annually.

In addition, representatives from the Friends volunteer and attend numerous library activities as well as provide encouragement and support to our staff. This encouragement was particularly appreciated during this challenging year. While participation at large events was cut back this year due to the pandemic our Friends book sale volunteers, under the leadership of our wonderful captains, did an amazing job to keep the book sale up and running when they could during this challenging year.

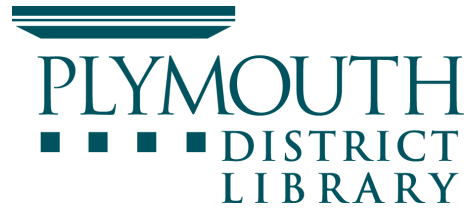
Endowment Donations: The library's Community Foundation of Southeast Michigan endowment fund received \$300 in donations in 2020. Endowment giving by individuals significantly dropped after the tax law changes a few years ago.

Door Count: 100,687 in 2020 versus 314,364 in 2019.

Electronic Downloads (e-books and e-audiobooks): Increased by 51.27 % this year with 140,081 downloads in 2020 in comparison to 101,667 in 2019.

Programs: Providing quality programming is one of our library's strong points. Attendance at library programs remained strong this year. Both for those in person programs we provided from January – March of 2020 and for virtual programs we provided in numerous formats from March – December. Please see the detailed attendance breakdown in the department reports attached.

Public Computer and Wireless Use: Wireless use of tablets, phones, eReaders, and laptops continues to be in great demand in the library while



traditional use of the library's computers remains steady.

In 2020 there were 70,726 uses of our wireless network with an average of about 5,900 uses per month. Wireless device use was 152,924 in 2019 with an average of 12,744 uses per month. We promoted outside use of our wireless network and our community greatly appreciated this service! Our wireless Internet service was used by many in cars parked in the lot, sitting on the porch or just hanging out on the grass along Main Street.

Public Meeting Room Use: We hosted a total of 230 meetings by outside groups with 3,450 attendees in 2020 before our meeting rooms closed in March of 2020. We hosted a total of 1,089 meetings with 12,519 attendees in 2019.

Social Media Participation: We maintain a strong social media presence with many followers. We continue to use a team approach for social media activity. Doing so was more important than ever in 2020.

4,336 Facebook followers in 2020 versus 3,625 in 2019 for 20% increase

3,089 Twitter followers in 2020 versus 3,014 in 2019 for 3% increase

1417 Instagram followers in 2020 versus 1017 in 2019 for 39% increase

Volunteer Activity: Adults volunteered a total of 792 volunteer hours in 2020.

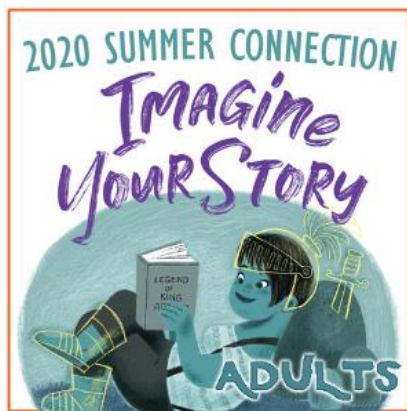
Mobile Use: This year we launched a new eNewsletter which is delivered to over 10,000 patrons twice a month. This resource helps us communicate library events and services in a timely manner.

In 2019 Katie Page, our technical services coordinator, launched the Plymouth District Library's Blue Cloud Mobile app. Our app provides mobile friendly access to our catalog and expanded mobile access to library services and collections. In 2020 about 750 patrons actively used the app each month with an average of 4,500 launches monthly.

2020 Adult Services Annual Report

Prepared by Holly Hibner

The library's core values of Literacy, Access, Community Destination, and Personalized Service were challenged in every way in 2020, and the Adult Services staff rose to the challenge!



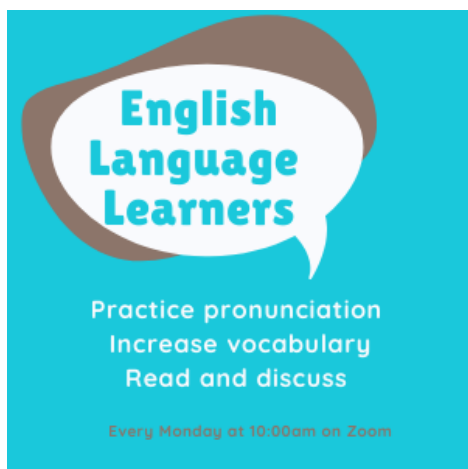
We moved our programming from in-person to virtual, and our Zoom account and our YouTube channel have both proven to be **Community Destinations**! Adult Services staff presented more programs in 2020 than in the previous year and hosted nearly as many events with guest presenters as in 2019. (See General and Adult program statistics below). We were able to continue all three of our adult book clubs in the virtual environment, as well as many of our ongoing programs like DIA Behind the Seen, English Language Learners, Cut the Cord, the Adult Summer Reading Program, and a very successful Local Author Fair. We also forged a partnership with the

Northville District Library to cross-promote each other's adult programs. This allowed both libraries to present to a wider audience and reach more patrons in both communities. We also recorded many of our programs and made them available on Facebook and YouTube to extend their reach.

In true embodiment of the core value of **Access**, we also pivoted our collection management in 2020 from less print resources to more e-resources. We added the RB Digital magazine service, and re-allocated funds to streaming and download services like Libby, Hoopla, and Kanopy. We created e-book club kits that utilized always-available Hoopla titles. We also moved new materials to the library's main level for browsing when the other floors were not open.



Personalized service was provided through our online reader advisory service. Adult patrons can fill out a form on the website, telling us what they're in the mood for, and we email them a list of titles they may enjoy. Our other method of personalized service in 2020 was the on-demand delivery of materials from the closed upper and lower levels of the building to patrons on the open main level. When the building was closed in the spring, staff personally returned calls – from their homes – to patrons who left voicemails on the library's main phone extension, to be sure patrons were able to access curbside pickup, got answers to reference questions, and had working library card accounts.



All of our programs, collections, and services focus on the fourth core value of **Literacy**. In 2020, the English Language Learners conversation and reading groups moved to weekly Zoom events. We also continued our tradition of meeting one-on-one with seniors to help them learn about the Medicare Part D system. Staff also created a wide variety of instructional and informational videos for our YouTube channel, moving our digital literacy efforts to that environment.

Statistics for 2020

Reference staff answered a total of 19,859 questions in 2020. (48,548 in 2019)

218 adults participated in the Adult Summer Connection online summer reading program in 2020. 95 challenges were completed and 67 prizes were awarded. (379 participants and 262 prizes awarded in 2019).

General programs (presented by library staff): 162 programs offered and 1631 attended. (156 programs offered and 2327 attended in 2019).

Adult programs (presented by a guest): 111 programs offered and 3514 attended. (194 programs offered and 3657 attended in 2019.)

Total programs and attendance for 2020: 272 programs offered and total attendance of 5133. (Total programs and attendance for 2019: 349 programs offered and total attendance of 5971.)

Social Media Statistics:

4336 Facebook followers (3625 in 2019)

3089 Twitter followers (3014 in 2019)

1417 Instagram followers (1017 in 2019)



**Plymouth District Library
Youth and Teen Services
Annual Report 2020**

Personnel

Personnel experienced a big change in Youth Services for 2020. Lauren Baker was named Youth and Teen Services Coordinator effective March 2020. Shelby Fox-Purrier resigned as Part Time Teen Librarian in June. Sean Glasgow was hired as the new Part Time Teen Librarian in late December.

Programming

Youth Programs prior to shutdown on March 13, 2020

(still in person at the time)

	Programs	Juvenile attendance	Adult attendance
Baby	10	143	127
Preschool	42	403	354
School Age	16	172	68
Homeschool	1	30	18
All ages	3	94	69
Parenting	1	13	85
Total	73	855	721

Teen Programs prior to shutdown on March 13, 2020

(still in person at the time)

Teen Tech Tutors	10
Animanga	5
STEM	23
Dungeons & Dragons	32
Virtual Reality	12
Inclusive Social Group	3
Teen Volunteer Orientation	13
Exam Cram - After Hours	100
Exam Cram - Regular Hours	150
Books & Bites	7
Magic: The Gathering	9
Teen TLC Volunteers	2

Total programs 17

Total attendance 366

Virtual Programs after March 13, 2020

Teen hosted 69 programs for a total of 387 participants

Youth hosted 30 programs for a total of 383 participants

Take and Make Programs

Teen: 3p, 32 kits given to patrons

Youth: 9p, 630 kits given to patrons

Teen Summer Reading Program

68 participants. 19 programs with 187 participants

Youth Summer Reading Program

185 participants. 3 programs offered with 56 participants

Access

Virtual Storytime Kits

Since in person programming was not an option we decided to create Virtual Storytime Kits. Staff created 37 Kits. We posted 1 kit a week through the end of 2020. The kits were posted to Facebook, uploaded to our website, and send out to our Storytime email group. The staff focused on books that were available through our online resources, Hoopla and Tumblebook Library.

Facebook Read Alouds

Staff read 79 stories out loud. They were posted twice a week to Facebook and then uploaded to YouTube through the end of 2020

Youth Book Bundles

Once we re-opened in July, we started offering personalized Book Bundles. Patrons fill out a form with their age and interest and a librarian creates a bundle of books for them. Staff has processed 478 requests

Teen Book Match

Teens can fill out a form to request recommendations from the Teen Librarian, 90 requests have been filled.

Grab and Go Bags

We also made up over 70 Grab and Go, so patrons can take a collection of books!

Outreach

Barb was able to visit 4 classes virtually in the Fall. She spoke to 213 students!

Professional Development

Barb Dinan attended PLA in February (in person)

Lauren Baker attended ALSC National Institute in October (virtually)

Collection

Staff was able to weed before the shutdown. The Non-Fiction 600's, JCD, JE, JREF, JPRO, JER, JDVD were cleaned up before we closed.

Since the Youth Level was closed to the public we brought up collections for patrons to browse on the Main Level including new books, seasonal books, parenting materials. (See attached Images)



Electronic Services Annual Report 2020

Mary Kelly

It is difficult to summarize 2020 and put into context for an annual report. However, I have provided some comparison graphs to give everyone a data driven impression of how different this year was compared to 2019.

Website

It is difficult to use a comparison of 2020 and 2019 for several reasons. Of course the impact of COVID-19 completely affected how our community used the library website. In addition, half-way through 2019 we re-designed the website. Many pages during COVID were discontinued or re-arranged to better access the electronic resources. I began to re-design again to highlight and promote our electronic resources as well as keep patrons informed about the status of the library and information about COVID.

Major changes to the website:

- Created an online form to apply for a library card
- Re-designed book lists for youth and teens
- Moved our e-collections to the front by creating a menu item
- Removed irrelevant pages: meeting rooms, test proctoring, home delivery, etc.
- Added Chat with a Librarian feature
- Created a status page with currently available services
- Created a COVID resources page and updated regularly based on MDHHS information

Kanopy, Hoopla, and Overdrive

Immediately after closing in March we increased the number of checkouts in Hoopla and Kanopy. Kanopy didn't move much until December 2020, when it had the largest billing since we instituted the service. The content on Kanopy is a particular niche. There wasn't as much of an increase as we expected.

Hoopla is probably the most-used of our e-products. Much of that is due to variety of media types and instant access. Use of Hoopla doubled in 2020. Content-wise, it usually has more backlist titles and less current best sellers than Overdrive.

Overdrive also showed an increase in checkouts and nearly doubled the number of new users over 2019. Overdrive runs much like a traditional library, with wait times and holds. Consequently, there are usually lags in getting the hot titles. Increasing the budget for Overdrive allowed me to meet demand better than usual.

Databases

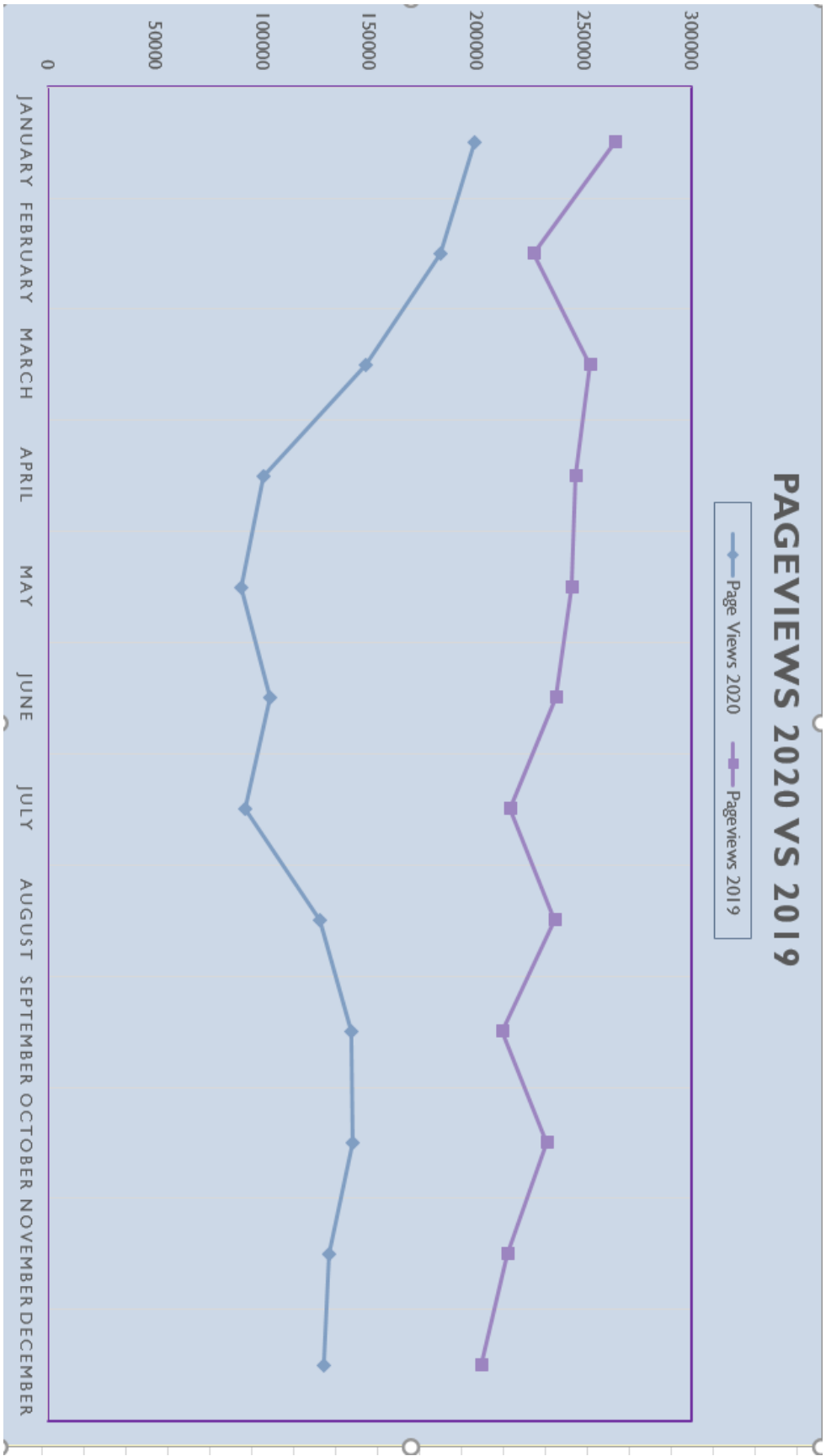
Three databases were discontinued in 2020. Most were ready to be retired even before COVID-19. Ancestry and the other genealogical databases were up and down during the year. Originally, Ancestry, Fold3, and Heritage Quest required in library use only, and it was a while before ProQuest added remote access. Ancestry was also purchased by a media holding company and I imagine that as long as COVID is an issue they will continue to let us have remote access. The flipside to this discussion is that I think patrons will now accept this as the norm. I am predicting price increases once the dust settles.

I was particularly interested in our instructional platforms: LinkedIn Learning/Lynda, Mango Languages, and Gale Courses. These platforms all showed increased use, but not as much as I expected. Gale Course enrollments remained steady, but fewer people completed the courses than in previous years.

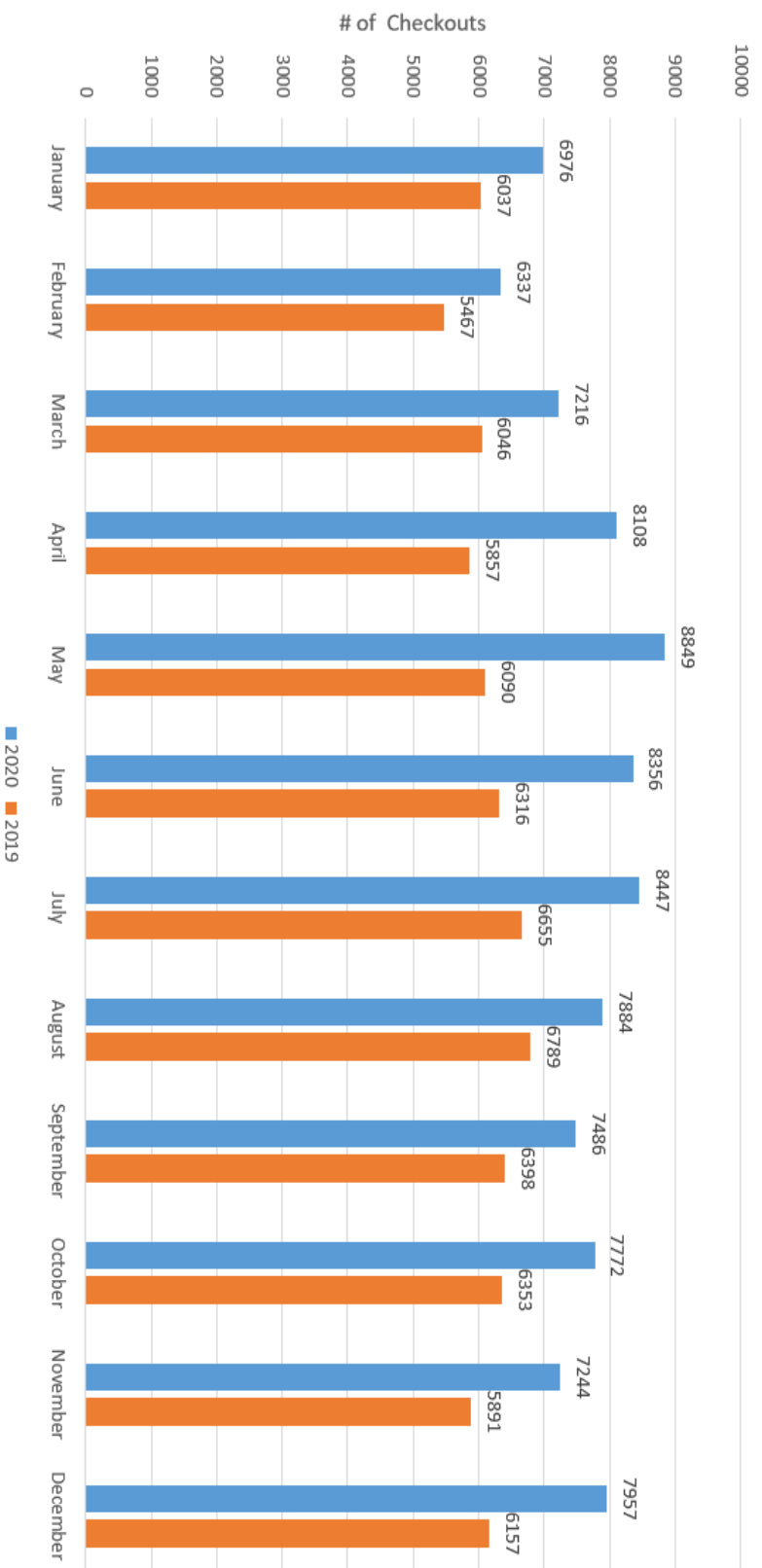
Social Media

There was a concerted effort to push promotion and interaction with our patrons through social media. After our closing in March, we dramatically increased the amount of content. For many, this was a way of staying connected with each other and with the library. Facebook was one of the larger drivers to our website. I also want to mention the wonderful artwork created by Reference Assistants Heather and Veronica that made our social media and web pages so much better.

Mary Kelly
Electronic Services Librarian



Overdrive Checkouts 2019-2020



Hoopla Borrows by Format 2020

Hoopla patrons began 2020 with 10 borrows per

Unique Titles Borrowed

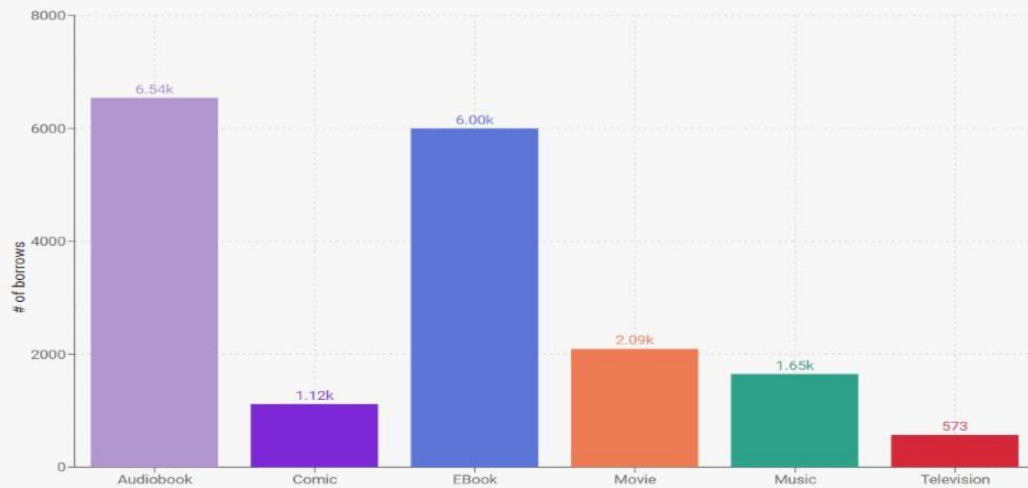
This report shows, by format, the number of titles that were borrowed at least once on hoopla for your library during a given period of time.

Show Custom

01/01/2020

to

12/31/2020



Hoopla Borrows by Format 2019

Unique Titles Borrowed

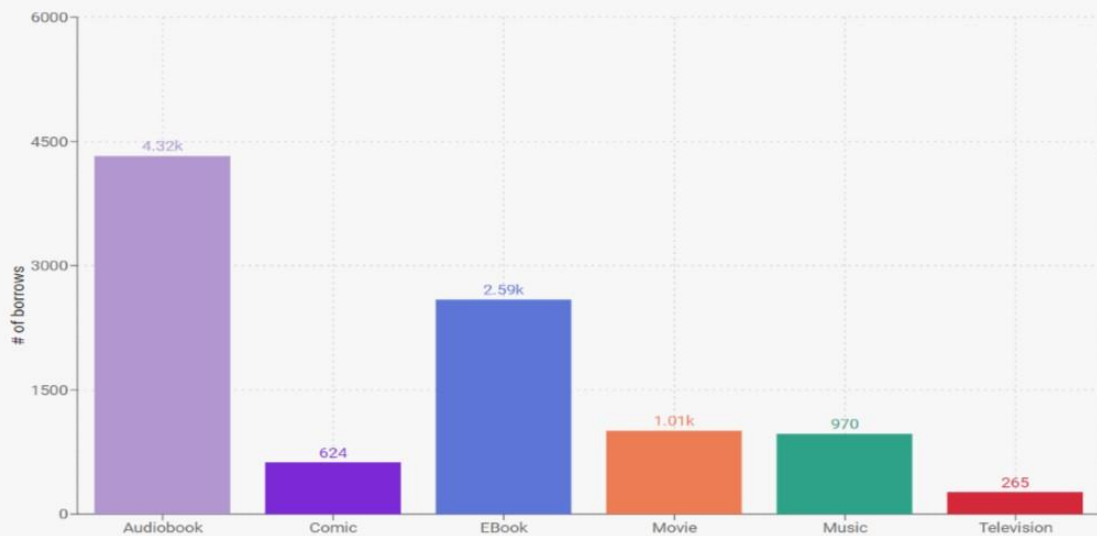
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Show Custom

01/01/2019

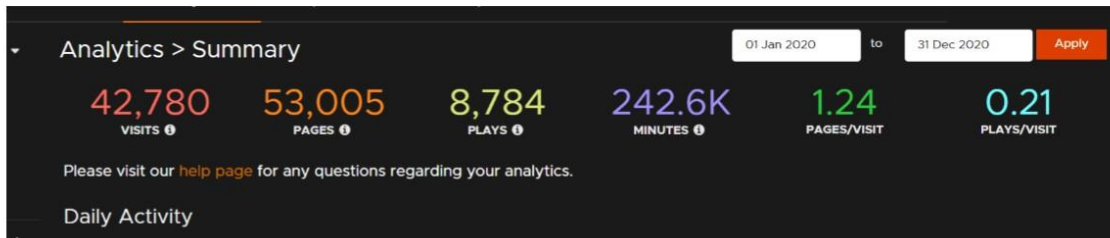
to

12/31/2019

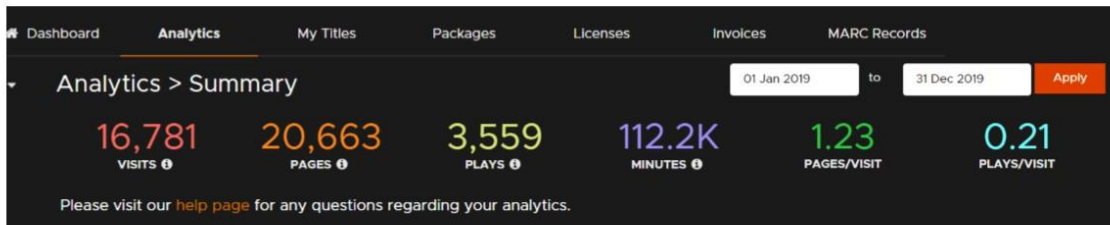


Kanopy Visits/Use 2019-2020

2020



2019



Technology Support Annual Report 2020

Prepared by Melanie Bell



2020 - Overview

This year has been one of change and adjustment for everyone. All of our staff came together to maintain services for our public. We learned to adapt our jobs and found new ways to provide assistance for each other. For the IT Department these changes were represented in a variety of ways. March-June IT staff provided work from home resources and helped with Zoom programs. July-November we changed from having IT staff available at peak hours to having IT staff available every hour the library was open to maintain a safe and clean public computing environment. November-December we started curbside computer appointments with a computer and print release station in the vestibule and learned how to assist with printing hold slips to speed up curbside service. I am very proud of the way our staff has pulled together to overcome the many difficulties this year has presented.

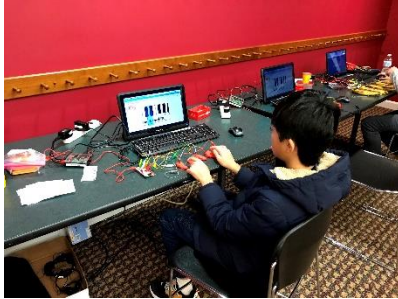
Professional Development

- Thanks to the board the Head of IT attended the Consumers Electronic Show (CES) in Las Vegas in early January
- During Covid-19 lockdown all IT staff participated in a number of professional development courses including:
 - Tech Skills for Live Chat
 - Communication and Customer Service Skills
 - Become an IT Support Technician
 - PC Troubleshooting
 - Gmail – Email from Google, Customer Service Strategies, De-Escalation Recognizing and Responding to Tense Situations, Working with the Public, Welcoming Libraries & Trans Communities Parts 1&2, Serving LGBTQIA+ Youth in Your Library, How to

Handle Angry Customers, PLS Scheduling and Literacy, Zoom Video Conferencing, Microsoft Teams for Library Staff, and more.

Projects

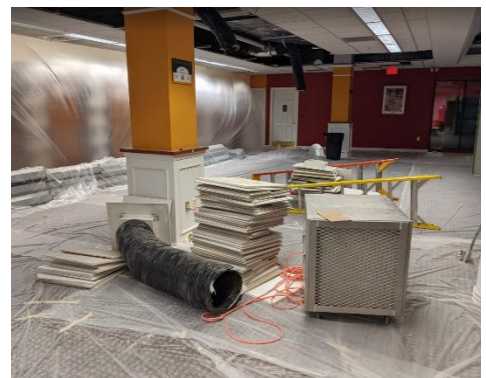
In January IT staff helped with the Tech Petting Zoo. We created brush bots to teach kids about electricity and introduced kids to droids they could control with an iPad. We also demoed the Creative Lab systems.



In February we setup and trained staff on using our new ADA computer. At the end of February, we also ordered 50 new computers. We received the new computers after the library was closed in March. Half of these computers were originally intended to replace the Upper Level public computers. As part of our Covid-19 mitigation efforts our Upper Level was closed. So we made plans to repurpose those machine for staff on the Main Level.

In March when the library closed for Covid-19 lockdown IT staff began managing Zoom sessions for online programing and participating in a number of professional development courses. IT staff also purchased 8 laptops and configured them to use VPN (virtual private network) and access the library's resources remotely. This was to allow management staff to do their jobs from home.

In April we moved all staff data from an old 2008 server to a newer 2015 server and reconfigured all staff computers to access the new server. IT staff also moved all the computer equipment on the upper level for HVAC renovations.



In June IT staff implemented a new Chat Service and setup software and computers for curbside service. We also created documentation and training for the curbside software.

In July IT staff redeployed equipment to prepare for opening in Grab and Go phase of the library reopening plan. Making sure equipment was setup to ensure social distancing and easy cleaning. We also replaced the public printers. When the library re-opened for grab and go service the IT staff dedicated themselves to being available every hour the library was open to clean computer equipment after every use.

August through October we finished replacing all the lower level staff computers with new machines. We re-imaged all the machines intended for the public to make them ready to be deployed in the main level staff area. We also added webcams, headsets, and a Chromebook for using Zoom and other video conference software in the library and worked on documentation of all the network ports in the building.

In November we worked to reconfigure equipment and developed new procedures so that we could provide curbside computer appointments and free printing. Due to the high demand for curbside service IT staff also learned how to print holding slips to help with the more traditional curbside services.



At the end of December, we ordered a new server that we plan to deploy in 2021 so that we may retire some of our aging servers. Over the year we also maintained, updated and backed up the library's 8 servers, public and staff computers, websites, printers, iPads, laptops, and misc. tech equipment.

Annual Report 2020 Community Relations

In an unprecedented year like 2020, we had to quickly adapt to a new world of serving our community in a variety of ways. As the pandemic progressed from our closure date of Friday, March 13, through to the end of the year, we had to evaluate and re-evaluate continuously as conditions changed. We had to do our best to keep our messages to the public updated and current. Between our website and our app, there could be a dozen or more places where info pops up and has to be correct. The establishment of our twice monthly eNewsletter, helped us convey library event, services and collection suggestions to over 10,000 patrons.

Of course, none of this happened in a vacuum. Not only did we have to determine the best path for PDL, we had to do it within the context of our local relationships and neighbors – area libraries, the schools, the business community, our cultural partners, government entities and more. It was important that we stayed connected to our community partners – and we did this in a number of ways:

- Hosted the Michigan Philharmonic on our porch on 2 occasions
- Attended Chamber of Commerce events via Zoom or in distanced locations like Kellogg Park and P.A.R.C.
- Maintained close contact with government officials at the City, Township, County and State levels
- Worked with Plymouth Canton Community Schools on several projects
- Collaborated with the Canton Public Library and the Northville District Library

Meeting Rooms

Throughout these months of the pandemic, barely a week would go by without a local organization (or 2 or 5 or 10!) reaching out for an update on our meeting rooms and if we would be making them available again soon. Due to the demand on our Walldorf & Dunning rooms for curbside service and material quarantine procedures, we were unable to host community meetings after the initial shut-down in the spring. For the first few months of 2020, we did host the following:

Outside groups	230 meetings	3450 attendees	(local non-profit groups)
Inside groups	<u>125 meetings</u>	<u>2183 attendees</u>	(library usage by programs, staff, Trustees & Friends)
Total	355 meeting	5633 attendees	

Volunteers

We certainly missed our volunteers once we closed the building in the spring. We did have some volunteers return in October, when our Used Book crew was back in the building and processing thousands of donations. For the beginning of the year, and then during their return in the fall, our adult volunteers generously provided 792 hours of service.



Technical Services Annual Report 2020

It's been a difficult and tumultuous year for the technical services staff. (As it has for the entire world!)

I am tremendously proud of our staff's efforts throughout the year, and grateful for their continued dedication to the library and to our community.

This year, the clerks and pages faced a multitude of changes, including dramatic changes to their job duties, schedules, and library procedures. Our clerks have been processing thousands of holds and tirelessly running curbside through the heat of summer and the frigid cold of winter. Our pages are now primarily responsible for handling all of our material returns and coordinating the quarantine process. (Take it from me, this is an exhausting and neverending job!)

Throughout all of these changes, the staff has maintained a positive attitude and a firm commitment to providing the best service possible. I am particularly grateful to our Page Supervisor, Cassie Cobb, and our Clerk Supervisor, Linda Vanderlaan, whose help implementing our new workflow has been absolutely indispensable. I am grateful every single day for their leadership and the tremendous support they give to our pages and clerks.

I also want to thank our reference and IT staff for taking care of the pull list and checking in holds during these past couple of months. This allows us to focus our attention where it is most needed right now: our curbside pickup service.

Curbside service

Starting in July 2020 and continuing throughout the year, we implemented a curbside pickup service using the scheduling software Calendly. When a patron's hold becomes available, they are sent a link to schedule a pickup appointment. The specific form curbside has taken has changed over the course of the year. Currently, we are operating from the front porch of the library, and we offer 512 appointments per week, from three separate pickup "spots."

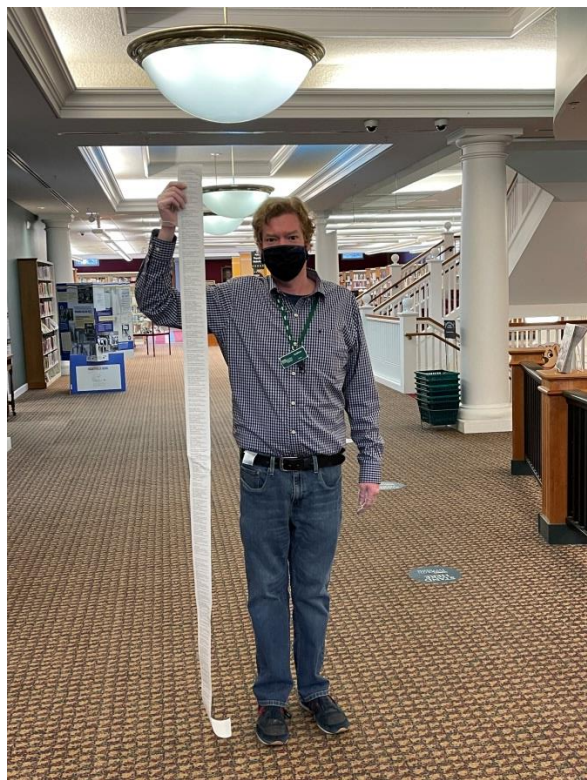


The evolution of curbside, from operating out of the parking lot during the summer, through our current operation from the front porch.

However, we are falling short of where we need to be, in terms of meeting the demand for curbside service. For some perspective: although we currently offer over 500 appointments per week, we would need around 800-850 appointments to accommodate every individual patron whose hold has become available that week. Demand for our material and for curbside service has remained consistent throughout our building closure.

My priority for January 2021 will be to scale up our curbside service aggressively to meet this demand. Most of the work for curbside takes place behind the scenes. Preparing curbside appointments is a time-consuming process, and expansion of service means that we will have to dedicate more staff time for appointment preparation.

We had an astounding total number of **3,814** curbside appointments during 2020. This has been an invaluable service to our community, and our patrons deeply appreciate it. I am confident that we can improve this service so that we can continue to deliver outstanding library service, even when our building is closed to the public.



Left: our (6'1") clerk Andrew displays a receipt for a particularly large single checkout.

Below: our clerk Karel shows off a day's worth of prepped curbside appointments: three full carts!



System news

Our app, BC Mobile, continues to be popular among our patrons. We average around 750 users per month, and these users open our app an average of 4,500 times a month.

We are looking into the possibility of using our app's built-in curbside pickup functionality, which facilitates on-demand curbside. (This would be in addition to our more traditional scheduled curbside service.)

Online credit card payments have been similarly successful, and I'm very grateful that we implemented this option before our building closure!

There have been no major changes to our integrated library system, but Melanie Bell and I continue to keep our software up-to-date.

Statistics

At the Circulation Desk, our clerk staff added 1,778 new patrons to our database – thank you to Linda Vanderlaan for working so hard to process our digital library card applications every day!

A significant portion of our new library cards are for students and teachers of the Plymouth Canton Community Schools system. Thanks to the efforts of our teen librarian, Barb Dinan, we were able to coordinate with PCCS and the Canton Public Library to ensure that every PCCS student has access to digital library materials.

In 2020, our clerks created and received 448 purchase orders and cataloged over 6,218 new titles. Our clerk and page staff prepared approximately 9,359 new items for the shelf. I want to thank our clerk Andrew Spongberg for offering to work from home during our summer closure, which helped us to finish our material backlog in record time.

For MeL interloan, we sent out 7,920 items to patrons at other libraries, and received 8,119 items from other libraries for our own patrons.

Katie Page
Technical Services Coordinator

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	30,983	-46.13%
TOTAL	1,058,979	1,043,501	1,029,997	976,436	970,089	898,903	882,151	812,266	800,884	787,450	432,255	
Change from previous year	-1.74%	-1.46%	-1.29%	-5.20%	-0.65%	-7.34%	-1.86%	-7.92%	-1.40%	-1.68%	-45.11%	

* 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	18,420	-62.57%
TOTAL	1,052,251	1,032,560	1,010,383	951,885	938,043	855,913	829,391	751,116	719,688	685,783	292,174	
Change from previous year	-2.04%	-1.87%	-2.15%	-5.79%	-1.45%	-8.76%	-3.10%	-9.44%	-4.18%	-4.71%	-57.40%	

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	12563	51.27%
TOTAL	6728	10941	19614	24551	32046	42990	52760	61150	81196	101667	140081	
Change from previous year	85.50%	62.62%	79.27%	25.17%	30.53%	34.15%	22.73%	15.90%	32.78%	25.21%	37.78%	

* January 2007 onward includes Overdrive statistics

* January 2015 onward includes Flipster statistics

* March 2016 onward include Hoopla statistics

* January 2019 onward include Kanopy statistics