



# DIRECTOR REPORT

**To:** Plymouth District Library Board  
**From:** Shauna Anderson, Library Director  
**Date:** September 8, 2022

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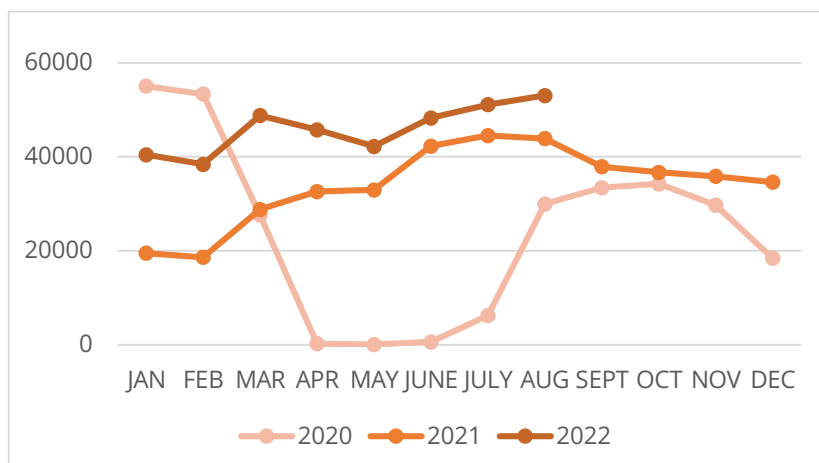
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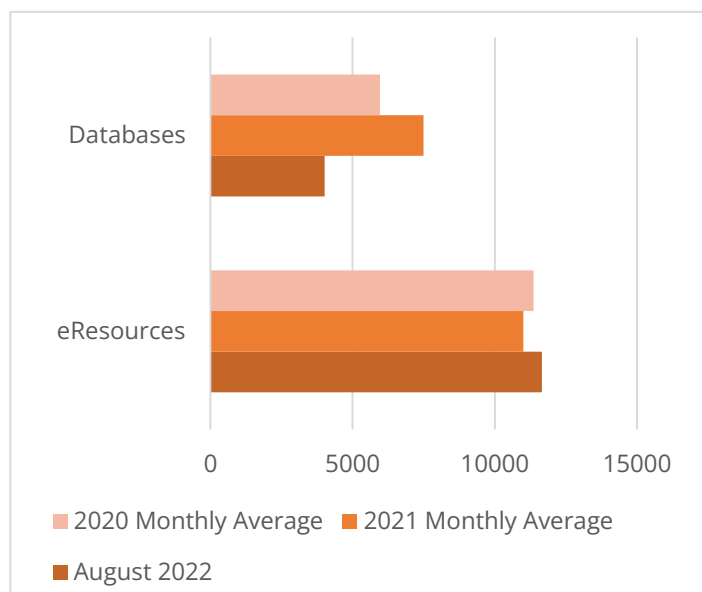
# CIRCULATION

## PHYSICAL COLLECTIONS

Circulation for physical collections continues to trend upwards. We will be working on campaigns surrounding new collection items to draw users back during the fall to keep this trend.



Baker & Taylor, our primary book vendor, was down for a few weeks due to a cybersecurity breach. This outage was very disruptive to our internal processes. Ordering has just resumed and books are starting to ship once again. During this time, we vetted a number of additional vendors to support our collections in the event that a disruption of this scale occurs again.



## DIGITAL COLLECTIONS

One of our main database vendors, Ebsco reported issues with their usage statistics this past month, which accounts for the apparent drop in usage. It is likely that our usage remained relatively stable despite what the numbers say. We just launched Creativebug, a subscription-based online resource for artisanal crafts and patterns created by Joann Fabrics. It is an especially phenomenal resource for quilters, knitters, and the like.

## AUGUST'S MOST POPULAR TITLES

*The 6:20 Man* by David Baldacci

*The Hotel Nantucket* by Elin Hilderbrand

*What Happened to the Bennetts* by Lisa Scottoline

*The Paris Apartment* by Lucy Foley

*Sparring Partners: Novellas* by John Grisham

# PARTICIPATION



Teens make Japanese Ink Floating artwork (above). Youth enjoy a scavenger hunt alongside Rodolfo Alvarado, author of the Perla Garcia Mysteries (left).



## SUMMER CONNECTION

A full accounting of Summer Connection participation revealed that 520 individuals participated through a combination of online and in-person/paper forms. Many patrons signed up for multiple online accounts and utilized both paper and online forms of reporting. We will be using this feedback to support a more easy-to-follow program next year.

↓ 16,958

Library Visits

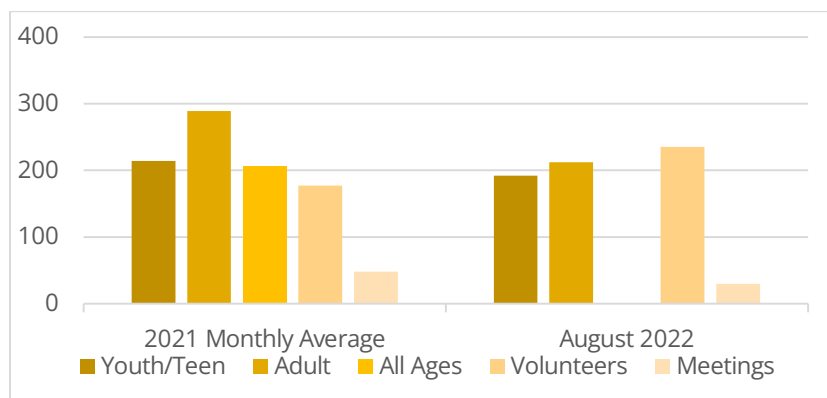
↑ 3,272

Questions Answered

↓ 45

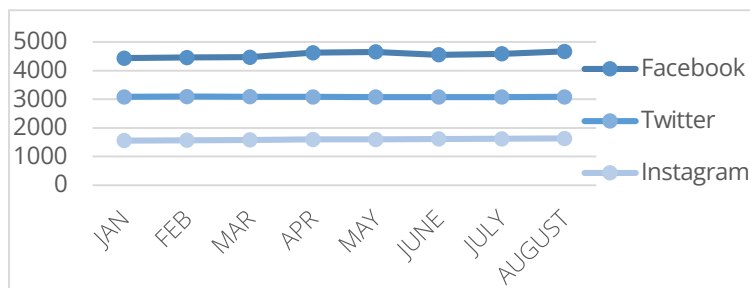
Total Programs

Participation during the month of August was focused primarily on outreach in the community. PDL staff interacted with 1,456 members of the community and organizations outside our walls.



# COMMUNITY ENGAGEMENT

## ONLINE AUDIENCE



## PROJECT UPDATES

### PCCS Back to School Bash

Library staff engaged with parents and students at the Plymouth-Canton Community Schools' Back to School Bash. Over 1,000 individuals stopped by the library booth to learn about our services.

### Community Collaborations

PDL is currently hosting a donation drive coordinated by the library's teen volunteer squad. The donation drive was organized alongside PBJ outreach to support local individuals experiencing homelessness. Requested items include food and personal hygiene items.

### School Outreach

PDL participated in Bird Elementary's Meet-the-Teacher Night in August. We also have a number of events planned with local classrooms throughout the fall.

Plymouth District Library  
Published by Later - August 29 at 10:10 AM

The best time travel books come in all packages: adventure, historical fiction, romance, social commentary, mystery, humor, poetry. It really has it all. So, if you are able to belt out the opening credits from Doctor Who on command, these books are for you! #woooooeewoooo

1. Fortunately, the Milk by Neil Gaiman
2. Only a Monster by Vanessa Len
3. Kindred by Octavia Butler



632 People reached 27 Engagements Boost post

10 1 Share

Plymouth District Library  
Published by Later - August 23 at 12:01 PM

Youth Librarian, Jessica, recommends Little Monarchs by Jonathan Case. It's been fifty years since a sun shift wiped out nearly all mammal life across the earth but 10-year-old Elvie and her caretaker, Flora are on the verge of discovering a vaccine. Filled with science, adventure, and girl power, this dystopian graphic novel will appeal to a wide audience. Check it out today! #PDLpicks



632 People reached 22 Engagements Distribution score Boost post

13



# TECHNOLOGY

## SPECIAL PROJECTS

### Reviewing Backlogs

Eric Klute is working his way through the library's HelpDesk system to address a longstanding backlog of individual staff concerns.

### Point-of-Sale System Replacement

The library's aging credit card machine has been rebooting itself regularly due to the power issues that the library recently dealt with relating to a broken part in the library's generator. Despite being hooked up to an uninterruptible power supply (UPS) battery, the machine continues to present problems. Eric Klute is securing quotes and demonstrations on a number of vendors to support the replacement of our current system. The replacement will offer more support for digital reporting and invoicing and offer opportunities to interface with our cash register as a complete unit.

### Door Access Project Update

We are still waiting for materials to come in before starting installation. We expect the project to take place in the next few weeks.

### Server Quotes

Klute is working with Assistant Director Melanie Bell to compile quotes for another server purchase that is budgeted for 2022. Board members can expect quote approval on that project next month.

### Wireless Phones

Our current phone vendor offers a mobile option for library staff, however the system has been functionally inoperable due to an incompatible firmware update. Until this is rectified, the library is piloting the affordances of using a mobile application for staff who are often required to move throughout the building.

↑ 12,296	↑ 1,521	↓ 166,179	↓ 5,688
WiFi Sessions	Computer Sessions	Website Hits	Mobile App Uses

# FACILITIES

## LED Retrofit Project

Facility Supervisor, Yong Heo, is continuing the LED retrofitting project on the lower level. With the abundance of can lights in the cloud fixtures in the youth department, and the difficulty of replacing those bulbs, we are prioritizing an upgrade to this area using hardwired wafer LEDs.

## Snow Melt Repair

Heo found a suitable HVAC repair company to rectify the library's snow melt concerns. Robertson Morrison, who provided our CSD-1 testing, will be upgrading the size of the expansion tank to support the system's glycol supply.

## Centennial Grounds Improvement Project

The Wilcox Foundation has offered to provide their \$40,000 grant to the library within this fiscal year to allow us to begin working with the approved landscape architect on the new vision for the library grounds. This will give us enough time to ensure the project is able to break ground next fiscal year.

## Door Security

Upon the suggestion of our recent Active Assailant Trainer, Eric Kolke, PDL will be working on numbering our doors and providing clear mapping documentation to our local police department to support any potential emergency response needs in the future.

## Furniture Upgrades

New soft seating has been purchased to be added to the youth department. This will fulfill one of their space requests for the year—to create an area for tweens to gather socially on the lower level.

The Baby Crawl Space is still waiting on benches and foam flooring to complete installation. Developmentally appropriate toys and fixtures were purchased with the generous support of the Kiwanis Club.

# PERSONNEL

## Open Positions

Facilities Technician	Applications open until filled
Reference Assistant	Applications due 09/19/22
Circulation Clerk	Interviews ongoing

## New Hires

Samantha Cooney	Effective 09/07/22	Youth Services Intern
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## Terminations

None

## Employee Anniversaries

Melanie Bell	08/12/19	3 years	Assistant Director
Cathy Boismier	09/11/18	4 years	Circulation Clerk
Christine Campbell	08/27/19	3 years	Page
Kristel Dobson	09/20/07	15 years	Tech Services Clerk
Fern Edgar	09/16/91	31 years	Tech Services Clerk
Pam Hakala	09/10/12	10 years	Page
Holly Hibner	08/31/09	13 years	Adult Services Coordinator
Kathleen Kozakowski	09/17/13	9 years	Adult Librarian
Heather Pacheco	08/12/13	9 years	Community Relations Specialist
Donna Roraback	08/26/14	8 years	Page
Andrew Spongberg	09/06/17	5 years	Reference Assistant
Hiroko Stolaruk	08/14/14	8 years	Page
Kaitlyn Thiesen	08/27/19	3 years	Tech Services Clerk
Jeff Wears	09/07/16	6 years	Reference Assistant
Alexis Williams	08/09/21	1 year	Page

August FTE Count: 41.14

## ACTIVE SHOOTER RESPONSE TRAINING

In August, we received ALICE training courtesy of PCCS from Security Manager Eric Kolke. This training gave staff a lot of helpful tips for survival in crisis situations. We will be following up on recommendations for building security outlined in the presentation. After this training, I provided the mandatory Hazard Communication Training required by MIOSHA.

## UNITED FOR LIBRARIES VIRTUAL CONFERENCE

Lauren Baker, Youth Services Coordinator

### Sessions Attended

Intellectual Freedom Challenges: How to Strengthen Your Library's Response

Practical Policy Management: A Guide for Trustees

Diversity in Library Boards, Friends Groups, and Foundations: Successes and Struggles in

Recruiting and Retaining Diverse Materials

Library Workers are NOT Okay: How Trustees/Friends/Foundations Can Support the Health and Well Being of Library Staff- (Keynote)

Libraries, Trustees, Friends, Foundations, and the DEI Revolution with James O. Rodgers and Laura L. Kangas (Keynote)

Our Collection and DEI: A Richmond Public Library Story

Preparing for a Material Challenge

Power Up Your Annual Fund Drive

Community Needs Assessment: Informing Library Goals and Strategy

Political Advocacy: The Most Important Kind of Fundraising

Tweeting to Congress: Library Social Media Advocacy

### What did you learn? How do you think this conference will influence your work going forward?

I learned that no 2 libraries operate the same! We generally have the same principles but operate vastly different.

Factors that affect operations are funding, board/trustees/ Friends group/Foundations. My main experience with Libraries is how PDL operates so I enjoyed getting a glimpse into other Libraries. I feel like the conference overall was a good learning experience.

A lot of libraries are attempting to change for the better after the pandemic because the pandemic made some organizations realize the before was not that good. Staff has been undervalued in libraries across the country. I am glad for the opportunity to learn how to make our workplace better. Even by updating our policies we can have a positive impact on the staff, especially if they feel valued/heard. So having small committees involved throughout library operations is a good starting point. Thankfully for us that is already happening with staff being on certain committees.

### Anything we should consider implementing at PDL?

In session 1 regarding Intellectual Freedom Challenges. I really loved how Norfolk Public Library and Scarsdale Public Library worded parts of their Collection/Reconsideration Policies. Norfolk spoke about their commitment to intellectual freedom and unrestricted access to information. Scarsdale said "The choice of library materials by a library user is an individual matter. While a person may reject materials for oneself, he or she may not restrict access to those materials by other library users." I feel like it states upfront we understand that not everyone will agree with our material choice but they may not restrict it for other people. While I believe our policy that was just approved at the August Board Meeting is solid, it can't hurt to look at it again in a year and consider making our language even more foolproof.



Session 1 flowed nicely into session 2 regarding Policy Management. I think that we can do a better job with our staff to have them know our policies. During the first session it was stressed that staff should be able to sum up their policies relatively quickly, like an elevator pitch. Since we are updating all of them right now, maybe during staff day (Feb 23) we can do an overview of the updated ones. Depending on the size of the library if you are a recognized Library employee you could be asked questions while out and about around town. I think it would be beneficial to give staff talking points if they happen to be in public. It could be as simple as "we would love to educate you on our Library policies, why don't you call the Library on Monday to set up an appointment with the Director." Quite a bit of our staff is local so I would not be surprised if employees get asked Library questions in their off time.

The Keynote of Day 1 was interesting. I feel like there have been a lot of webinars/seminars on library workers not being okay. A few examples of what libraries did was add Wellness Hours (8 a quarter that do not count against time banks), food in lounge, personalized cards on birthdays, work anniversaries. I think that the biggest thing we (as managers) can do is recognize that every staff was affected differently from the pandemic and we need to listen and hear what our staff is telling us. We need to support them and help them as best as we can.

I love that we are tracking diversity stats for our new orders. Richmond spoke about using a Baker and Taylor collection tool to help audit part of their collections. So this might be something worth looking into if we decide to actually audit our collection in the future. The tidbit of info that was stressed the most was to start with a small sub-collection first so it is not overwhelming.

The section on Material Challenges was interesting. A take away from this session was to have a committee (staff members/trustees) all read the book in question. I feel like that is a good approach because in theory it will lead to thoughtful discussion on how this book fits into the collection. That might be something to look at in the future.

To have effective fundraising efforts you need to actually have money in the budget for advertising and spending money on events that are fundraisers. We should be identifying prospects for donors and building a database to keep track of the information. We need to make sure that we acknowledge/recognize the donors AND schedule "asks" throughout the year. This is part of the library operations that I do not have much experience with. I would assume we keep track of the donations/gifts given to the library. BUT how often do we ask for them? DO we really advertise that we WANT/NEED donations. I know that we plan on a 2023 gala to celebrate our 100 years but if it is successful maybe we could host one every other year as a fundraiser?