



DIRECTOR REPORT

To: Plymouth District Library Board
From: Shauna Anderson, Library Director
Date: June 16, 2022

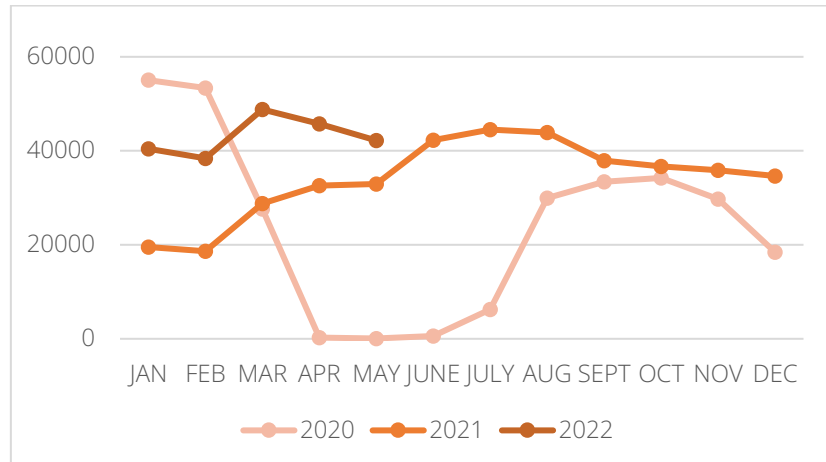
CONTENTS

Circulation	2	Technology	6
Physical circulation declined significantly for the second month in a row		Web hosting changes, Antivirus deployment, and Amazon account updates	
Participation	3	Facilities	7
Successful online events, but decreasing participation/usage overall this month		Many needed repairs and inspections	
Community Engagement	4	Personnel	8
Friends celebrate milestones, new grant awarded, participation in community events		Payroll upgrades, staffing updates, anniversaries, training opportunities, and conference report	

CIRCULATION

PHYSICAL COLLECTIONS

We are demonstrating a downward trend in circulation for a second month in a row. I will be working with staff to come up with an action plan to increase visitors and circulation throughout the summer.



DIGITAL COLLECTIONS

eResources increased over the previous month but still show a lag in comparison to prior year averages. Databases decreased slightly. Purchases continue to be made to the library's Overdrive Advantage account, which provides digital copies of high-interest titles directly to our patrons, in addition to the copies available to our entire MCLS consortium. These purchases limit hold times for our patrons, and cost the library approximately \$35,000/year.

FEBRUARY'S MOST POPULAR TITLES

- Ghost Boys* by Jewel Parker Rhodes
- **The Last Thing He Told Me* by Laura Dave
- The Maid* by Nita Prose
- The Paris Apartment* by Lucy Folely
- Run Rose Run* by Dolly Parton & James Patterson

*This title has been on our most popular checkout list for **6 months** straight!

PARTICIPATION



Our new Hook & Needle Social Group creates a space for community members to work on knitting/crocheting projects together.

PLANT-BASED EATING

The virtual program *Plant Based Eating Made Healthy & Delicious* garnered 70 live attendees along with another 21 recorded views. Giving us a clear message that sustainable practices, such as veganism, are a demonstrated interest in our community.

LESSONS LEARNED

This year, we decided to try holding our popular Free Comic Book Day event on the Main Street porch. During planning, the dates for the Farmer's Market had not yet been announced,

so we planned an alternate location that would allow us to participate in this national event. Participation, however, was significantly lower than in previous years. Only 175 attendees joined us on the porch as opposed to last year's program, which boasted over 700 attendees. It is obvious that our community relationships act a multiplying force in effectively engaging with our stakeholders through Plymouth.

↓ 14,407

Library Visits

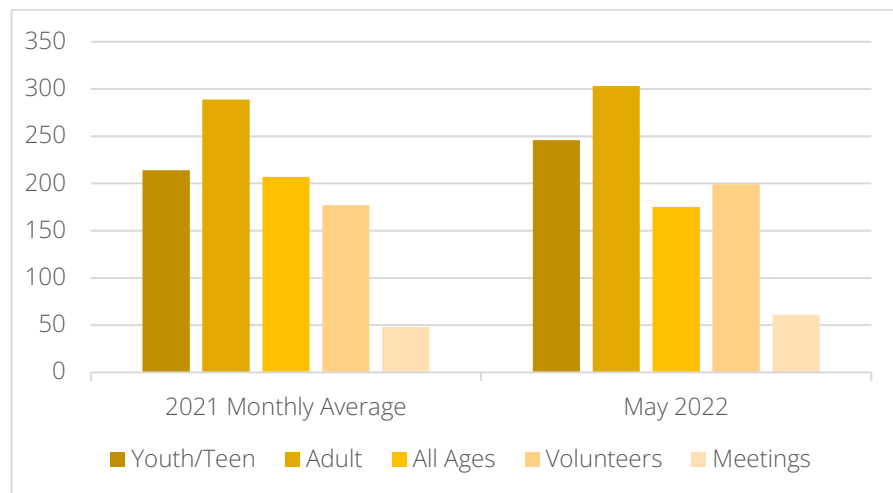
↓ 2,274

Questions Answered

↑ 58

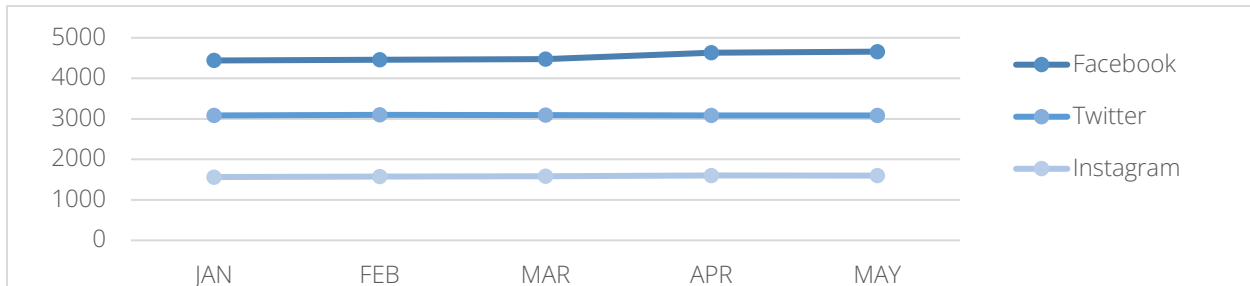
Total Programs

Youth program participation increased in May, as youth librarians ramped up marketing in preparation for summer reading. Lots of great connections have been made with teachers this year, adding to our reach in the community.



COMMUNITY ENGAGEMENT

ONLINE AUDIENCE



PROJECT UPDATES

Plymouth Showcase Event

Heather Pacheco and Sean Glasgow hosted a booth on behalf of PDL at the Plymouth showcase event hosted by the Chamber. The booth highlighted our Creative Lab services, with a live 3D printing demonstration. Over 130 true interactions took place. This event also honored Friends Board President, Diane Cupps, who won Volunteer of the Year award.

Friends Celebrate 40 Years

Friends of Plymouth District Library celebrated 40 years of service to the Plymouth community this past month. Their annual program this year invited Kelli Dobner from Samaritas to discuss her work with refugees in our local area.

2022 BOSCH Community Fund Grant Award

PDL received a grant from the Bosch Community Fund to support STEM learning in multiple formats. They continue their support of the popular resource LinkedIn Learning, along with two new resources—arts and crafts database Creativebug along with youth database Lerner Maker Lab. New STEAM items will be circulated in the library's growing Library of Things. New tools will also be purchased for the Creative Lab, including sewing machines, a laser cutter, and a heat press.

Plymouth District Library
Published by Later · May 18 at 12:01 PM ·

PDL Staffer, Veronica recommends *The Dictionary of Lost Words* by Pip Williams. Veronica says it's "a historical novel of the making of the first Oxford English Dictionary told through the fictional Esme, daughter of one of the men who worked on it. Through Esme we learn that words evolve and their meanings are often unpleasant and shouldn't be erased or left on the Scriptorium floor (where the dictionary was edited.) It's a delightful combination of history, love, loss, and ... See more



1,095 People reached 108 Engagements - Distribution score Boost post

19 1 Comment 2 Shares

Plymouth District Library
Published by Jessica Keeler · May 15 at 10:04 PM ·

Thank you for your patience! We will be open as usual tomorrow.

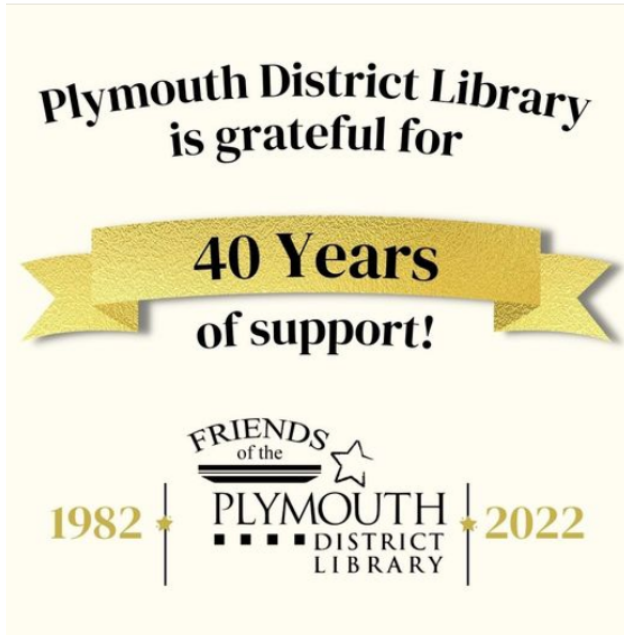


1,138 People reached 101 Engagements - Distribution score Boost post

40 1 Comment 1 Share

Plymouth District Library
Published by Later · May 25 at 9:30 AM ·

The first meeting of the Friends of the Plymouth District Library was May 25, 1982. Over forty years, the Friends have given immeasurable support to the Library, especially in funding countless programs for all ages! We are so grateful for the support of the Friends and for all you do for our community! For more information, visit <https://friends.plymouthlibrary.org/>



1,095 People reached 74 Engagements - Distribution score Boost post

43 5 Comments 3 Shares

Plymouth District Library
Published by Later · May 21 at 12:30 PM ·

Are you a person who's great with kids and interested in exploring a career in Libraries? Plymouth District Library is seeking a summer Youth Services intern! For information on this and other open positions, see plymouthlibrary.org/jobs/



1,541 People reached 132 Engagements - Distribution score Boost post

9 3 Comments 7 Shares

TECHNOLOGY

SPECIAL PROJECTS

Updated Web Hosting

The library has a long tradition of hosting our own websites on servers located in the building. While this affords a certain amount of control, the replacement of aging servers did not feel like an appropriate move, considering the multitude of high-quality off-site web hosting services that exist. Assistant Director, Melanie Bell moved the library's main site along with the Friends of the Library's website and our workplace intranet to a new web host in May. There was minor downtime while the sites were in transition, but no public services were impacted.

New Antivirus Software

Bell deployed a new antivirus solution across the library. The CrowdStrike software was selected in coordination with The Library Network, allowing PDL to obtain this coverage along with the rest of the local library consortium.

Amazon Account Updates

Bell coordinated the move to a new Amazon Business Prime account through a statewide deal facilitated by The Library Network. This new account is set up to provide a more seamless invoicing experience, along with shipping and bulk purchasing deals. It also ensures that purchases receive prior authorization from budget line managers before they are submitted—adding a much-needed approvals workflow to our purchasing procedures.

↓ 12,499

WiFi Sessions

↓ 810

Computer Sessions

↓ 153,923

Website Hits

↓ 4,850

Mobile App Uses

FACILITIES

Server Room HVAC Replacement

Keeth Heating replaced the library's server room HVAC system this month—just in time for higher summer temperatures to start kicking in. All temperature-related issues that our servers were experiencing have resolved.

Skylight Project

The library's skylight was fixed this month by the Edwards Glass. Facilities Supervisor Yong Heo worked with our neighbors at the Baker House to provide access to the roof via a lift located in their parking lot. The skylights are now holding up well to the heavy rains we have been experiencing. No more need for buckets in the DVD section.

Column and Porch Repairs

Green Earth Coatings completed work on the columns on Main Street and the main entrance. The areas effected by leaking were repaired prior to painting.

Repairs and Preventative Maintenance

Repairs were made to the library's main entrance doors and our public elevator. Inspections were performed on the library's sprinklers, back flow system, and fire extinguishers.

DTE Energy Savings Program

Heo is working with contractors to enroll the library in an energy efficiency program with DTE. More information to follow in coming months.

PERSONNEL

Open Positions

Facilities Technician	Applications open until filled
IT Coordinator	Applications closed 6/10/22

New Hires

Aaron Cunningham	Effective 05/31/22	Facilities Technician
Charlotte Pavlic	Effective 06/13/22	Youth Services Intern

Terminations

Virgie Batayeh	Effective 05/01/22	Custodial Technician
Nina Chamberlain	Effective 05/01/22	Custodial Technician
Greg Franklin	Effective 05/06/22	Custodial Lead

Employee Anniversaries

Lauren Baker	05/29/07	15 years	Youth Services Coordinator
Sarah Perry	05/24/21	1 year	Youth Librarian
Patty Soter	05/09/17	5 years	Circulation Clerk

May FTE Count: 41.49

ADP PAYROLL UPDATE IMPLEMENTATION

PDL is working with our payroll provider, ADP, to upgrade the library's account to include time and attendance features, streamlining record keeping around staff hours and schedules. On June 7, 2022, the implementation specialist who set up our account worked with library staff to run a "test payroll" with the new system. Staff repeatedly flagged to the implementation specialist that the numbers showing up on the test payroll were incorrect, however the vendor encouraged the test payroll to be submitted, citing that everything would work properly. Only 15 staff members had a correct payroll as a result of the errors in our account.

The differences were calculated and a recommended second payroll process was submitted. In this second payroll, a number of staff members received duplicate withholdings for things like benefits, retirement, and taxes. All the various errors that resulted from this implementation process were documented, and everyone who was affected by those errors was contacted to provide them with equivalent compensation.

Library leadership met with ADP stakeholders to review what went wrong and set expectations around the accuracy of our payroll system going forward. Multiple meetings are scheduled this week to ensure the next few payroll cycles are processed without error.

BLOOD BORNE PATHOGEN TRAINING

After staff concerns were brought to the attention of library administration around the safety standards of the workplace, all Facilities and Person-in-Charge eligible staff have been mandated to review a training on protecting oneself from blood borne pathogens. We have also reviewed the placement of effective PPE, biohazard kits, materials safety data sheets, and other measures available to ensure a safe workplace.

EMPLOYEE EVALUATIONS

The management team implemented an updated employee evaluation process to be completed by the end of this month. Going forward, all staff will be reviewed together in June each year using a standardized set of forms customized to our workplace and specific staff roles. As I approach my 1 year anniversary with the library, I encourage the Director Evaluation committee to meet and consider opportunities for feedback on my performance, in alignment with these new guidelines.

COVID CLOSURE IN MAY

The library closed the weekend of May 21-22, 2022 due to COVID-related staffing concerns. In reviewing this event, updates were suggested to include better cross-training to support weekend staffing shortages and a more thorough communication plan in the event of other potential closures.

MERITT MEMBER CONFERENCE

Melanie Bell, Assistant Director

Sessions Attended

Keynote- Election Cybersecurity in the Age of Disinformation Our Rude Awakening and Moment of Clarity Public Libraries - Post-Pandemic: A changing Role Solving the Connectivity Crisis: Inspiration from Other Places The Hybrid Mindset: Building Blocks for a Successful Organizational Strategy Beyond the Perimeter- How to Centralize Security and Threat Protection Policies Using Zero-Trust Architecture Simplify Your Network and Security Edge

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

They reinforced the necessity of covering the basics like updates, backups, and education. Discussion around the need for multi-factor authentication has convinced me that this is something we need to pursue sooner rather than later. Considering purchase of USB security keys as the primary source for multifactor authentication. Also learned a lot of interesting ideas for how to make legislation consider broadband infrastructure and adoption a priority.

Anything we should consider implementing at PDL?

I'm really interested in further exploring some of the zero trust network architecture solutions. This technology centralizes a lot of the different security policies and presents the data the users need without giving them access to the network. Also plan to explore some of the Fortinet solutions for the edge network. I was really impressed with the Fortinet Gates. We need to move forward on implementing multi-factor authentication on our Windows, Linux, and Google infrastructure.

MICHIGAN HISTORIC PRESERVATION NETWORK CONFERENCE

Yong Heo, Facility Supervisor

Sessions Attended

SHPO WORKSHOP PARTS1-3
INTRO TO CONFERENCE
BUS TOUR: FIDDLER, HORSE FARM, AND HARVEST OF ICE
WALKING TOUR
KEYNOTE ADDRESS
ARCHEOLOGY AND THE NATIONAL REGISTER
WALK AROUND THE VILLAGE
BUS TOUR: PRESERVATION AROUND OAKLAND COUNTY

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

Gaining a better understanding of a local community's history made me realize the pivotal role the preservation of significant artefacts, structures and sites have in the telling of a community's story. Prior to attending the Michigan Historic Preservation Network conference, I didn't make the connection that preserving/restoring buildings and artefacts had as much to do with telling the story of a local community or persons as much as saving an antiquated object, site, or building for posterity's sake. Holly, Michigan was an apt location for a MHPN conference. It is a charming village whose residents take great pride in their historic downtown buildings and homes. Visiting Holly was a pleasant reminder of how change can be inclusive without sacrificing progress. It is a well preserved community of homes and businesses whose diverse array of buildings reflect the variety of architectural styles that have come and gone but well preserved over the course of its existence. Many architectural styles from Greek Revival, to Victorian, Arts and Crafts bungalows, and Italianates are featured throughout the village. The overall sense one has of being in a place where history is prominent-- from its buildings to its streets-- is a feeling of a connection to the past and to the community at large-- even to a non-native out of town visitor such as myself.

Anything we should consider implementing at PDL?

We can contact and partner with SHPO and MHPN for guidance on how to start a Certified Local Government. We can provide more resources to the public in the way of information and education about their local history. PDL can lead an initiative to make our district more aware of the social and economic benefits of creating an historic preservation community.

ZINGERMAN'S: THE ART OF GIVING GREAT SERVICE

Cathy Boismier, Circulation Clerk

Sessions Attended

All

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

Zingerman's integrated model for delivering customer service was great, applicable to any organization that serves community needs. The speakers also detailed a five-step approach for Effectively Handling Customer Complaints. I also liked the great feedback and exchanges with library personnel from across the state. I learned some new techniques for handling patron complaints, negativity, etc. that I will definitely apply to my job at the circ desk. I also learned tips about the power of language in speaking with patrons, and suggestions for better ways to rephrase certain responses, that I will implement moving forward.

Anything we should consider implementing at PDL?

I think it would be great for everyone at PDL to at least get copies of the conference workbook. Great stuff for everyone, since we all deliver customer service. Try to implement a new / or re-introduce existing co-worker recognition program

Kathleen Philo, Circulation Supervisor

Sessions Attended

It was one three (3) hour session with break-out discussions.

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

3 Steps to Great Service: What the customer wants, get it for them accurately, politely and enthusiastically, go the extra mile. Power of Language: What sentences to use and not use. For example, instead of no problem, say you're welcome or my pleasure. 5 Steps for Handling complaints, Calming Phrases. It really makes me think about my interactions at the library with both staff and patrons and how to "give great service" to all!

Anything we should consider implementing at PDL?

This seminar would be great for all employees! We should begin an employee recognition program at the library. An Employee Recognition Wall for all to use is one idea.