



DIRECTOR REPORT

To: Plymouth District Library Board
From: Shauna Anderson, Library Director
Date: February 10, 2022

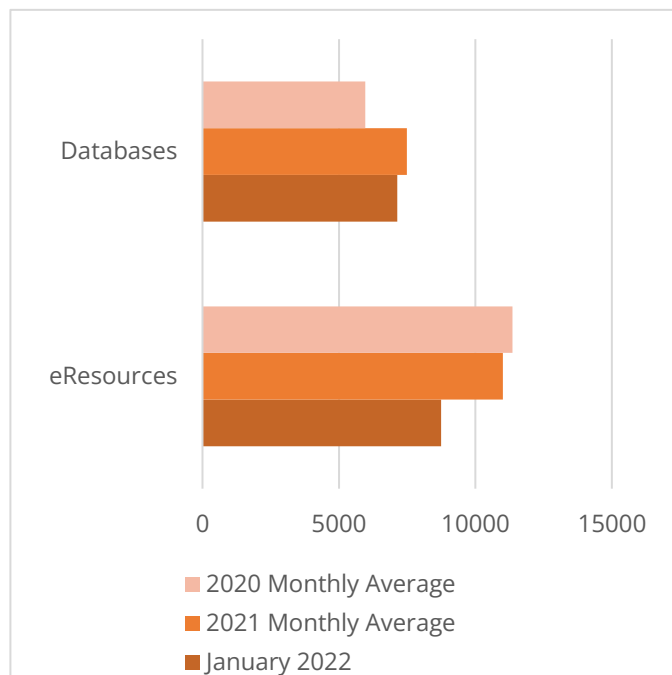
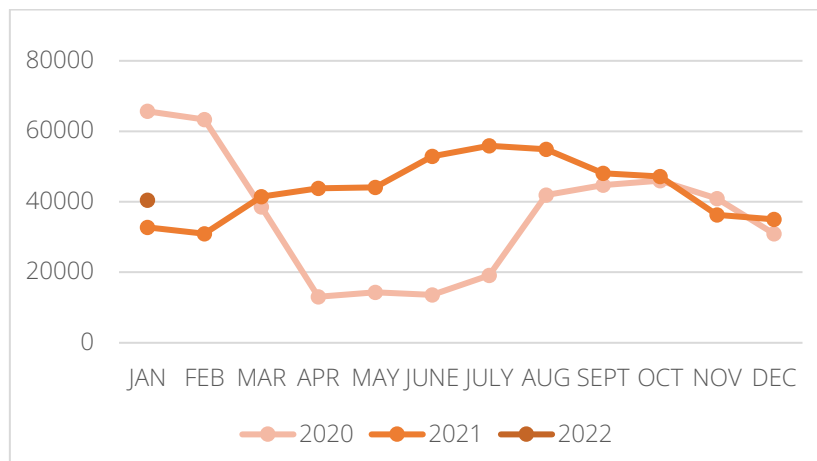
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CIRCULATION

PHYSICAL COLLECTIONS

Despite 10 days of curbside-only service in January, our physical materials circulated slightly higher than the previous month (15.5% increase). We also demonstrated a 24.5% increase over the previous year.



DIGITAL COLLECTIONS

Due to the higher costs incurred through digital collections, we have had to setup tight budgets on our eResources. During the month of January, we hit our Kanopy budget on January 25, much earlier than anticipated. This limited patron access to Kanopy. We are currently in talks with TLN to join the statewide Kanopy deal, which would provide cost savings for this resource.

JANUARY'S MOST POPULAR TITLES

- The Absolutely True Diary of a Part-Time Indian* by Sherman Alexie
- Apples Never Fall* by Liane Moriarty
- The Last Thing He Told Me* by Laura Dave
- Black Bottom Saints* by Alice Randall
- The Women of Copper Country* by Mary Doria Russell

PARTICIPATION



Participants in the Bad Art Night program get ready to make a masterpiece...kind of.

BAD ART NIGHT

Youth Librarian, Jessica Keeler facilitated the popular *Bad Art Night* program in January. The original wait list grew so long that we opened up a second session of the event. Kids had a great time getting creative at large easels and with no pressure to make their art look a certain way. Participants loved it!

POTATO FAMINE LECTURE

The most popular adult event of the month was the zoom lecture *The Potato Famine and the Coming of the Irish to America* presented by Terry O'Leary, author of the *Irish Crossings Trilogy*. Adult Services Coordinator, Holly Hibner, hosted the event. The library received many positive complements after the presentation including the following:

"I wanted you to know how much I enjoyed [the] 1/4/22 zoom presentation... It prompted me to re-visit some of my own heritage information."

9,219

Library Visits*

1,716

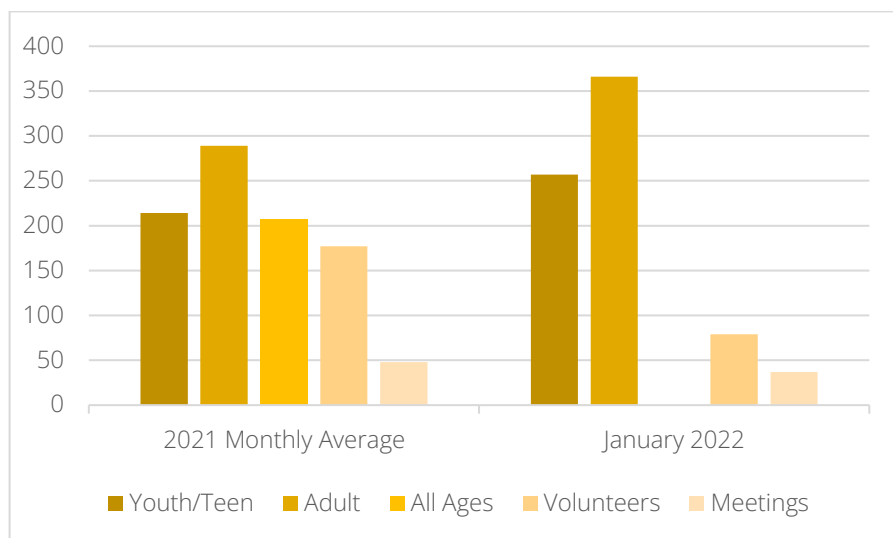
Questions Answered*

42

Total Programs

Program participation saw an increase over last year despite the library closure. All ages programs were not offered this month. 68 craft packs were distributed, most to celebrate MLK Jr. Day.

**The library was closed for curbside-only service for 10 days in January.*



TECHNOLOGY

SPECIAL PROJECTS

Creative Lab Re-Opening

Head of IT, Melanie Bell, worked with staff to learn more about the library's 3D printers in anticipation of the re-opening of the Creative Lab in February. Patrons will soon be able to submit 3D or large format files to the library that will be printed by our staff. The lab will be open on Thursdays for drop-in hours and a variety of specialized software and hands-on technology tools will be made available. We hope to expand drop-in hours and services as capacity allows.

DNS Server Migration

Our DNS server was moved offsite, allowing us to remove a server functioning well-beyond its life expectancy.

BS&A Preparations

Implementation of our new financial software has required a number of intensive conversations with BS&A, to ensure the proper transfer of our data and the proper setup in alignment with our financial procedures. Melanie is setting up a number of automations between regular vendors/financial accounts. We anticipate a go-live date of March 21. Check signers will be contacted closer to the date for training on the new system. All board members were provided with signature sheets in their mailboxes to support the creation of digital signatures.

Amazon Account Changes

Melanie has been working with an Amazon account representative to move the library on to the statewide business Prime services while also updating our invoicing system for easier order tracking.

BOSCH Community Fund Grant

The library was invited to apply for the most recent round of the BOSCH Community Fund grant program. We will be requesting support for digital learning databases, circulating STEM kits, and new tools for the makerspace in the Creative Lab. Our application will be turned in prior to the next board meeting.

12,476

WiFi Sessions

474

Computer Sessions

175,817

Website Hits

5,723

Mobile App Uses

COMMUNITY ENGAGEMENT

ONLINE AUDIENCE



TOP SOCIAL MEDIA POSTS

Plymouth District Library
Published by Later · January 24 at 2:01 PM · 🌐

Can you imagine a cozier day to snuggle up with a good book? 📖
The fireplace is on and the seats are warm-- we're open until 9pm!

1,059 People reached 75 Engagements - Distribution score [Boost post](#)

👍❤️ 49 3 Shares

Plymouth District Library
Published by Later · January 15 at 9:00 AM · 🌐

Three of PDL's top ten checked out Young Adult Fiction books of 2021 were from Leigh Bardugo's Grishaverse! If you love Bardugo's books, here are some other books you might want to check out:
The Cruel Prince, Holly Black
Caraval, Stephanie Garber
A Court of Thorns and Roses, Sarah J. Maas
Throne of Glass, Sarah J. Maas... See more

1,516 People reached 110 Engagements - Distribution score [Boost post](#)

👍❤️ 32 2 Comments 5 Shares

Plymouth District Library
Published by Later · January 19 at 4:35 PM · 🌐

Plymouth District Library will reopen tomorrow, Thursday, January 20 at 10 am. Decreasing Covid positivity numbers and increasing staff availability numbers bring this good news!
We will resume scheduled pickup-on-the-porch as the way to pick up holds without entering the library. Meeting room use will resume Saturday, January 22.

2,542 People reached 135 Engagements - Distribution score [Boost post](#)

👍❤️ 27 6 Comments 7 Shares

NEW STYLE GUIDE EXAMPLES

PLYMOUTH
DISTRICT LIBRARY

TITLE :
SOURCE SERIF PRO

SUBHEADING :
OPEN SANS LIGHT

Paragraph:
Open sans

PROJECT UPDATES

Seats & Feet Donation Drive

PDL acted as a collection site for Plymouth Democratic Club's community service initiative. Socks and underwear for all ages were collected to support the PCCS clothing bank.

Upcoming Partnership Development

Community Relations Specialist, Heather Pacheco, has been investing in a number of new collaborative relationships including a new book festival scheduled for later this year at PARC, a community mental health/wellness fair scheduled for April, and a partnership with the Chamber to hand out bags to new residents.

Auto Renewal Launch

The library turned on Auto Renewal starting in January. This catalog functionality gives patrons extra time to return items that are not on hold for someone else. The public messaging campaign included our eNewsletter, social media, website update, and press release. Director, Shauna Anderson, was interviewed by radio station 88.1 The Park.

Library Closure & Re-opening

The library closed for curbside service January 10 and re-opened when staffing numbers and local test positivity rates began levelling out, on January 20. During the closure, we had to shut down public service points due to lack of available staff. Curbside pickup was changed to a same-day, on-demand system that the public enjoyed. Unfortunately we do not have the ability to extend this service full-time while the library is open.

Updated Logo, Font & Color Palette

The library's branding received a small update to allow for more modern applications. The new Book Bike has been ordered in the new color palette, and staff will receive t-shirts with the new logo on Staff Day sponsored by the Friends of the Library. In the coming months, we will be evaluate our signage in the building to create a more cohesive look and feel.

FACILITIES

HVAC Monitoring

Facilities Manager, Yong Heo, sat down for discussions with our HVAC monitoring company, BAS, to help us understand the longstanding issues with our rooftop unit this season. BAS brought in the manufacturer of the rooftop unit to make adjustments to the machinery. We have had fewer instances of the unit needing to be reset since these adjustments were made.

Snow Melt

Our snow melt system was making noises during the first larger snow event of the season. After determining that the glycol levels were insufficient, a service call was made. Glycol levels dipped shortly after the service call, indicating that repair might be necessary. Yong is currently working with Tempco to resolve these issues.

Routine Boiler Service

Our boiler fluids were tested and serviced in January. No issues were found.

Furniture Quotes for Upcoming Projects

Matt De Bear from Library Design came in to help us strategize and prepare quotes for upcoming furniture projects. We will be ordering new chairs for the circulation desk, shelving pieces to support a growing video game collection along with the reorganization of our youth graphic novels, and soft seating for a new Tween hangout area in the youth department. Shipping delays and increased lead times for materials will likely prolong these updates, but we are getting an early start to ensure these projects get done this fiscal year.

Column Work

The columns surrounding the building, especially those on the Main St. side of the building, are exhibiting serious damage. Yong is beginning to solicit quotes for refinishing and painting the columns and ceilings of our porch areas. This will be an expensive repair, so we are looking to approach the project in phases.

Facility Contracts

The library severed contracts in January with GEM, who provided Facility Management support, and GDI, who provided custodial support.

PERSONNEL

New Hires

Nina Chamberlain	02/05/22 Start Date	Evening Custodial Technician
Virgie Batayeh	02/05/22 Start Date	Evening Custodial Technician

Open Positions

Internal-only, Part-Time Technical Services Clerk

Interviews were postponed due to the weather-related closures. The final candidate will likely be selected before the board meeting.

Departures

Barb Dinan	Effective 01/16/22	Teen Services Librarian
Karel Neubacher	Effective 01/28/22	Technical Services Clerk

Employee Anniversaries

Kim Butterbaugh	01/09/17	5 years	Technical Services Clerk
Susan Grybb	01/11/16	6 years	Library Page
Rachel McNamara	01/09/17	5 years	Circulation Clerk
Tim Sherman	01/06/09	13 years	Adult Service Librarian

STAFF DAY

February 21, 2022 via Zoom

9:00-9:30	State of the Library Address
9:30-10:30	Equity, Diversity, & Inclusion Training with Dr. Lee Meadows
10:30-11:00	Break
11:00-12:00	Retirement Savings Workshop with Nationwide Rep Candice Cataldi Chair Yoga Workshop
12:00-1:00	Lunch
1:00-2:30	Staff-Led Book Discussions
2:30-3:00	Closing Remarks/Wrap-up Activity
3:00-5:00	In-Building Projects (<i>Full-Time Staff Only</i>)

To-go bags with breakfast items and library t-shirts along with boxed lunches for in-building staff will be provided by Friends of Plymouth District Library.

LIBLEARNX CONFERENCE REPORTS

Holly Hibner, Adult Services Coordinator

Sessions Attended

Voices of Asian Americans in History and Today
Practical Tools for Implementing a Collection Diversity Audit
How to Think Like a Project Manager to Execute Your Ideas
The Relevance of IDEA work in Librarianship
Bite-Sized Readers' Advisory Training
One Voice for all Library Types: Exploring Ecosystem Implementation
Diversity, Author Identity, and Metadata: Encouraging the Discovery of Hidden Voices
Authentic Voices in Collection Audits: Representing Children and Teens Living in Generational Poverty
Information Power: Get Your Staff to Love Library Data
What Keeps Us Growing? A Discussion About Late-career Motivation — For Everyone
Problematic Authors and their Works: An Intellectual Freedom Q&A

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

The collection-related programs were especially useful. I learned how to scale a diversity audit to make it less overwhelming, the value of shared language/taxonomy when making diverse materials findable in a library catalog, how to use ALA's toolkit for "problematic authors," and how to include economic diversity in collection management (which was one of the diversity categories I found most difficult to quantify).

I also loved the Late-career Motivation program, although I only caught the second half of it and it doesn't seem to be available as a recording (yet?). I learned about the idea off-boarding and transferring institutional knowledge before employees retire, and also ways to challenge late-career employees to contribute to library goals while preparing to scale back their involvement incrementally as they approach retirement (for example, through mentoring newer employees).

The Information Power program inspired me to look into further LinkedIn Learning courses on setting up data dashboards in Excel, which requires Excel skills I do not yet have! The files shared by the presenters will be valuable in my learning.

Anything we should consider implementing at PDL?

- Off-boarding of late-career employees and succession planning
- Many of the file downloads shared in the diversity audit session can be implemented in our own diversity audit.
- Excel data dashboards (we should implement learning more...it might prove to be overkill for our needs! The presenters shared data between branches in a large library system.)

LIBLEARNX CONFERENCE REPORTS

Heather Pacheco, Community Relations Specialist

Sessions Attended

Voices of Asian Americans in History Today (Opening Session)
ALA President in Conversation with U.S. Senator Mazie K. Hirono
Author Angeline Boulley
Advancing Race & Social Equity in Library Communications
Engagement Isn't One Thing; It's Everything
Sustainability 101 for Libraries
Making Our Spaces Accessible: Makerspaces That Include Patrons with Disabilities
Author Molly Shannon
Let Teens Lead: Strategies To Build Programs Developed By Teens, For Teens
What Keeps Us Growing? A Discussion About Late Career Motivation - For Everyone
Innovative Approaches to EDI in Texas Libraries
Be Here Now: Presenting Library Resources at the Moment of Need
Cicely Lewis, Founder of the Read Woke Movement
Connecting the Dots: Engaging Stakeholders in Effective Library Advocacy
Author Jacqueline Woodson
Dr. Martin Luther King Sunrise Celebration
Author Mariko Tamaki
The Candy Corn Question: Passive Programming That Pulls Them In
Develop Your Trade Skills with Virtual Reality
Voice of Change (Closing Session)

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

- My biggest take away from this conference was A LOT about people with underrepresented voices and ways to better support their being seen and represented within the library context. This theme was addressed in many, many sessions at the conference.
- I learned lots of tools to help increase patron engagement (and ways to think about engagement differently.)
- I learned more about Google ad grants and about a company that may be of interest to help us do this, should we decide pursue.
- I learned a lot about effectively working with teens (including Hart's ladder of youth participation)
- I learned a lot of creative approaches to passive programming and ways to make it an effective tool in the library.

I think attending a conference like this serves to stir the imagination about how things could be and lift us out of the familiar way we usually do things. It brings new energy, new ideas and new impetus to engage in thoughtful review some of our practices, policies and approaches. I think we will be able to put many small new ideas in place to add up to better programming, healthier spaces and more equitable representation.

Anything we should consider implementing at PDL?

- investigate whether we could develop a native land acknowledgement statement
- program idea: How to prepare for the psycho-social aspects of retirement
- enable ref staff to do on-the-spot simple checkout if they are working with patron
- add a chat bot pop-up to website
- Is our purchasing power is being used to benefit LOCAL economy as much as possible?
- sustainability program idea: costume swap (Oct), prom dress swap (March)
- feature underrepresented groups year-round, not just during heritage months
- signage on new book shelves reminding patrons that their book might be available digital
- Are we using the principals of universal design? Preemptively design to accommodate common disability issues to lesson people's need to disclose /ask for accommodations
- Are we creating a culture of accommodation? Do people KNOW we are willing?
- Google ad grants (through Friends and in partnership with Gale or other db vendor)
- Look into readwoke.com... Could our teens do this challenge? book ideas for bookstacks
- Create designated passive programming input spots so patrons get used to looking there to see what's new (lots of ideas on clever passive programs to share)
- program idea: trainings that the small business community is required to do (i.e. DEI, sexual harassment, etc. classes specifically for small business owners)

LIBLEARNX CONFERENCE REPORTS

Kaitlyn Theisen

Sessions Attended

1. Sort It Out! In-House Classification Systems for Comics and Graphic Novels
2. Practical Tools for Implementing a Collection Diversity Audit
3. The Relevance of IDEA work in Librarianship
4. Supporting Indie Authors
5. Personalization in the Catalog with Machine Learning and Linked Data
6. Diversity, Author Identity, and Metadata: Encouraging the Discovery of Hidden Voices
7. Diversifying Your Romance Collection
8. Tips for Interviewing in Academic Libraries

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

I learned quite a bit about IDEA and how it relates to both collections and cataloging practices. The "Relevance of IDEA Work in Librarianship" session listed a couple of works that I want to read for professional development.

Anything we should consider implementing at PDL?

I wish there were an easier way to change Library of Congress subject headings. The "Diversity, Author Identity, and Metadata" session just solidified that Native American subject headings really need to be decolonized. I also liked some of the suggestions that the speaker for the comics classifications suggested to keep comics in order when publishers constantly reboot with a new volume one.

LIBLEARNX CONFERENCE REPORTS

Shauna Anderson, Library Director

Sessions Attended

Author Interview: Maize Hirono	What Keeps Us Growing? A Discussion About Late Career Motivation For Everyone
Summer Reading to Summer Learning	Why DEI Fails
Advancing Race & Social Equity in Library Communications	Author Interview: Cicely Lewis
The Relevance of IDEA work in Librarianship	Sustainable Libraries Initiative
Author Interview: Molly Shannon	Makerspace Tools
Virtual Engagement for Free	Problematic Authors and their Works: An Intellectual Freedom Q&A
Sustainability 101	Author Interview: Collin Kapernick
Creating Digital Timelines	

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

I spent the bulk of this conference focusing on sustainability, organizational culture, and DEI. I came away with a ton of resources for follow-up learning, which I have been consulting as time allows.

In DEI, I learned about a number of excellent examples of how libraries have approached diversity work from the inside out. Prince George County Library created an internal stakeholder group to help reimagine the library's approach and that resulted in initiatives such as their award-winning pride programming. The IDEA presentation talked about a "groundwater approach" to this work—recognizing that equity issues exist "in the groundwater" and need to be treated with a much more holistic approach. I learned about a number on anti-racist resources, including the Characteristics of White Supremacy Culture. This resource documents particular organizational norms that result in exclusionary practices. I see some of these norms at play at PDL, and will be doing some work to help us envision other values and norms to replace what does not serve our entire staff and community.

In regards to organizational culture, I really took a lot away from the session on late-stage workers. As someone firmly in the middle of my career, I recognize that I have a blindspot when it comes to the lived experiences of those nearing retirement. It was very much a wakeup call to explore more supportive contexts and celebrate long-standing contributions to the organization.

For sustainability, I learned about the Sustainable Libraries Initiative along with a whole host of libraries doing amazing work limiting the environmental impact of public libraries. A lot of the leadership in this area seems to be coming from the east coast—the Blue Marble Library project, Mid-Hudson Libraries, the Library of Local project, and much more. These sessions have me researching waste audits, options for decarbonizing utilities, supporting more local businesses, rain water management, and much more.

Anything we should consider implementing at PDL?

I would love to have more thoughtful conversations about supporting staff approaching retirement. We lost a ton of institutional knowledge this past year, and I want to make sure that we are working to capture that pre-emptively instead of in a reactionary way, weeks before they

leave. I also want to make sure that staff have tangible ways to feel connected after retirement—like an official off-boarding system.

I am also very energized by the idea of a triple-bottom-line approach to decision-making—ensuring that our resources are allocated in ways that are environmentally sustainable, economically conscious, and oriented toward equity. There is a public library sustainability program that would be worth purchasing a membership to and exploring certification in the future.