



DIRECTOR REPORT

To: Plymouth District Library Board
From: Shauna Anderson, Library Director
Date: October 10, 2023

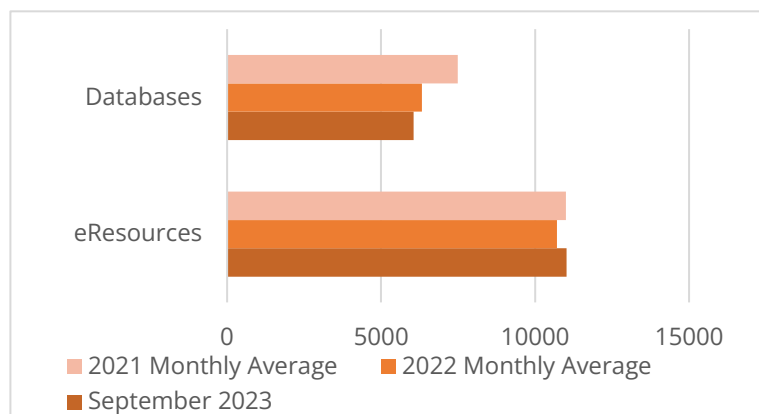
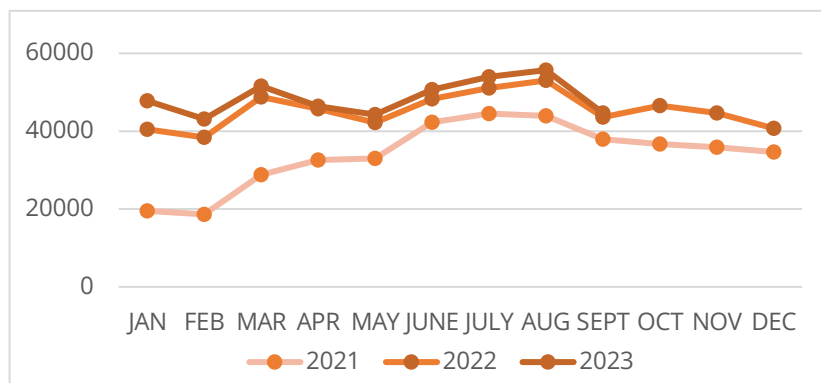
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Physical circulation and eResource usage dropped, but database usage grew.		PC deployment and potential staffing updates.	
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School collaborations, fall fest success, and lots of community outreach efforts.		Conference attendance reports	

CIRCULATION

PHYSICAL COLLECTIONS

Circulation demonstrated a distinct drop from the success of summer programming—steeper than anticipated based on last year’s data.



DIGITAL COLLECTIONS

eResources, which has been performing very well during the summer months, demonstrated about a 9% decrease. Databases, however rose over 20% compared to the previous month.

CARDHOLDER REPORTS

Due to the implementation of the Orange Boy Savannah application, we are now able to visualize library data in a more usable format. This allows us to learn about our patrons and understand their needs. While we think of ourselves as an institution that caters to youth and families, the vast majority of our cardholders are adults interested in reading adult fiction, with very low library card adoption from youth. As we continue to use the system, our ability to learn more about users will grow, and I plan to share more of what we are learning here in my director reports.

JUNE’S MOST POPULAR TITLES

- Tom Lake* by Ann Patchett
- Lessons in Chemistry* by Bonnie Garmus
- Happy Place* by Emily Henry
- Zero Days* by Ruth Ware
- The Five-Star Weekend* by Elin Hilderbrand

PARTICIPATION



PROGRAM HIGHLIGHTS

- A program presented in conjunction with Miigwech, Inc. to recognize Orange Shirt Day had 60 attendees. Tribal elders who survived Holy Childhood boarding school in Harbor Springs, MI told their stories and a documentary featuring their experience was shown.
- A Halloween Kids Costume Swap garnered participation from 80 patrons, demonstrating additional success of programs that provide opportunities for neighbors to share resources with each other.
- Books on Tap has become our most popular book discussion, with 25 people attending. This is a distinct shift from pre-COVID patron preferences for day-time book clubs aimed at seniors. The Books on Tap group is intergenerational and represents diverse interests.

↓ 16,493

Library Visits

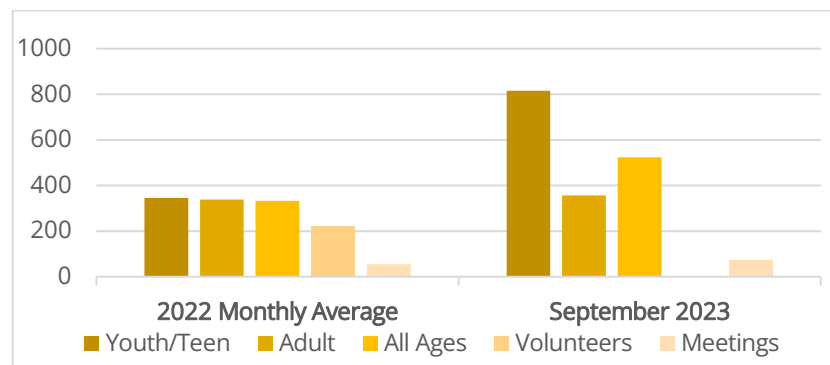
↓ 2,578

Questions Answered

↑ 71

Total Programs

Adult program attendance picked back up, although youth saw a decrease over their astronomical participation last month. Meeting room bookings went back up after the summer.



COMMUNITY ENGAGEMENT

PROJECT UPDATES

School Collaborations

PDL staff participated in two school visits with local elementary teachers, and hosted a home school group for an event onsite. Youth staff put together an educator newsletter that is starting back up for the year.

Fall Fest Participation

The library participated in the Fall Fest program by hosting a booth with free craft activities for all ages. Additionally, the library brought in a performer for the main stage on Saturday afternoon, and provided informal storytimes in Kellogg Park during the Pancake Breakfast. Around 1,500 individuals visited the library booth.

Local Outreach

PDL hosted a blood drive with the Red Cross that exceeded its goal with a full schedule of participants. We hosted a table with representatives from MDHHS to help community members learn about becoming a foster family. Staff also hosted a booth at the Farmers Market with a craft geared toward teens. We made another order of COVID tests as demand increased, through our ongoing collaboration with MDHHS.

Friends of the Library Event

The Friends of PDL hosted an event in conjunction with Friends of Canton Public Library to celebrate their anniversaries of service to the community, entitled *Literacy Liberty for All*. While the event itself was positive and civil, the library received vocal pushback regarding our relationship with the Friends as a result, due to the subject matter of the event.

Plymouth District Library
September 5 at 11:55 AM

On behalf of our community of summer readers, Plymouth District Library says a big "Thank you!" to our sponsoring local businesses! Your generosity was critical to the astounding success of our summer reading program.

Readers - Did you love this year's summer program rewards? Please continue to support these sponsoring businesses and let them hear your appreciation!



THANK YOU to all of our local sponsoring businesses for Your support!



39

2 comments

Plymouth District Library
September 9 at 10:30 AM

One of the best things about the library is the variety of visitors we have! This week, we welcomed a very special guest all the way from the [Cromwell Belden Public Library](#) in Connecticut! Sir Lancesloth LOVED our library! He checked out some books, used some of our tools in The Lab, and even took some time out to work on our puzzle. Follow his adventures by searching [#SirLanceslothTravels](#)



42

1 share

TECHNOLOGY

SPECIAL PROJECTS

Personnel Updates

Due to a recent resignation, the IT department is considering new staffing options. A full time position will likely be posted in the near future combining public service and education with back-end support for computer programming and systems administration, to set the library up for additional success in integrating high-quality, customized technology-based solutions to patron needs.

Teen STEM Corps

Three of our summer STEM Corps members stayed on for the fall semester, and we added an additional STEM Corps member who started in September. They are all helping to keep the space open for more hours and supporting projects from both members of the public and library staff.

PC Deployment

Due to the increase in demand for library PCs, the IT team deployed 3 additional PCs to the teen zone and 4 PCs with Adobe software to the upper level.

↓ 12,872	↓ 1,410	↑ 138,749	↓ 5,319
WiFi Sessions	Computer Sessions	Website Hits	Mobile App Uses

FACILITIES

Furniture Additions

New tables were delivered for the Walldorf/Dunning rooms. The tables, approved by the board, make it easier to keep up with the consistent room setup changes needed throughout the day for the variety of meeting room users the library supports.

LED Lighting Upgrades

Danboise Electrical provided LED upgrades to staff stairwells, mechanical rooms, and track lighting for our meeting rooms. These upgrades continue to push the library further toward better energy efficiency.

HVAC Repair

Roberston Morrison was brought in to diagnose a humidifier that was warning of leak detection. Keeth Heating supplied the library with our regular HVAC filter replacements.

Bathroom Repairs

Assa Abloy was brought in to replace the automatic door closer for the Unisex Bathroom on the Main Level. Additionally, Genson Plumbing replaced an automatic flusher with a manual option after the automatic one broke.

Groundskeeping

Transitions Outdoors was contracted to provide additional grounds support to the land along the Union Street brick wall. After discussions with the City, it was determined that the Library folded that work into previous contracts, and therefore, we committed to supporting the upkeep of that portion of our blurry property lines.

Teen Zone Updates

The next space that will be getting a refresh is the Teen Zone. I met with designer Jessica Helgerson, via zoom, to establish a plan for our design direction that will make use of the current footprint but provide a transformative visual update more in keeping with the library's overall vibe. The sign for the space will be coming down before the end of the year and new furnishings will be ordered before the end of the year. In 2024, we expect to paint and potentially re-carpet the space.

PERSONNEL

Open Positions

None

New Hires

None

Terminations, Retirements, Resignations

Karel Neubacher	Effective 9/16/23	Substitute Clerk
Ibrahim Ghalib	Effective 10/4/23	Technology Assistant

Employee Anniversaries

Sean Glasgow	10/12	7 years	Teen Librarian
Audrey LeBlanc	10/17	18 years	Technical Services Clerk
Sarah Winter	10/19	8 years	Adult Librarian

September FTE Count: 43.2

UW MADISON: GRAPHIC DESIGN FOR LIBRARIANS

Colleen Kingsbury, Teen Librarian

Sessions Attended

Online course from UW Madison iSchool (6/12-7/9)

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

This was a pretty intensive course, with lectures that were usually longer than an hour and lots of reading, so it is difficult to quickly summarize what I learned! For the sake of brevity: we learned the principles and elements of design, how to use visual hierarchies, and the basics of utilizing typeface and color. This course was exactly what I was looking for—I feel much more confident creating promotional graphics for the teen department now that I have some basic graphic design knowledge. Learning about visual hierarchy was particularly helpful, as utilizing it makes me focus on how information is delivered to patrons and in what order.

Anything we should consider implementing at PDL?

Since this was a course focused on boosting my personal knowledge of graphic design, I did not come away with any broader suggestions for the library.

MUNICIPAL EMPLOYEE RETIREMENT SYSTEM 2023

Mary Kelly, Emerging Technologies Librarian

Sessions Attended

Portfolio Investment Update

25 Retirement Preparation Do's and Don'ts

Social Security Overview

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

This was very basic and helpful. I didn't find anything particularly new, however the social security speaker was excellent and she was good at explaining information.

Anything we should consider implementing at PDL?

A social security presentation would be helpful. We have the senior alliance but this woman was so interesting.

MUNICIPAL EMPLOYEE RETIREMENT SYSTEM 2023

Shauna Anderson, Director

Sessions Attended

MERS Business Meeting
Portfolio Investment Update
Defined Benefit Funding and Your AAV
Impacts of SECURE 2.0
Benchmarking Your Retirement Plan
Everest Resilience: Overcoming Adversity
Cybersecurity Threat Landscape
OPEB Case Study

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

I learned a ton about different retirement plan designs and offerings specific to MERS. This knowledge will absolutely help me be a better advocate for our staff and continue to make decisions that move the organization forward in addressing the issues in our current pension program. Learning about the specific provisions of the recent SECURE 2.0 implementation was particularly illuminating, as it opens up more financial choices and flexibility for employees in retirement planning, while incentivizing more plans to embrace a Roth model.

Anything we should consider implementing at PDL?

The underfunded liability of our pension program is to the point where we are out of compliance with PA 202, so changes will need to come to both our plan design and the level of contributions that the library is making to the program. MERS officials talked about using a bridging model to help employees cope with plan design changes (i.e. after a certain date, the multiplier will be reduced or COLA removed, after a certain date, all employees will be automatically contributing X% toward their pension). I will definitely be reaching out to MERS representatives to discuss changes and present them at a future meeting.

Another update that I would suggest based on the information presented at the conference would be to look at translating our VEBA program to something similar to the MERS Retiree Healthcare Funding Vehicle. This program offers full service in providing a similar setup to our current program. All administration is taken care of by MERS-- actuarial reporting, fiduciary liability, retiree education, and investment service. These programs can be coupled with a Healthcare Savings Plan to allow staff the ability to contribute and utilize their medical savings at any point in their lives, not just retirement premiums. MERS contracts with a company that provides their own insurance marketplace with benefit counselors to help retirees select the appropriate plan design for themselves with the funding that is available.

I learned that of the MERS organizations that provide Retiree Healthcare, we are the ONLY ones who allow those over age 65 to stay on the library's health insurance. Every single other program offers a reimbursement model with no option to stay. Although I knew from the beginning of my time here that our VEBA needs a serious overhaul, this offers me additional urgency to mitigate the risks to the organization before it turns out like the pension program.

UM: PUBLIC LIBRARIANSHIP IN CONTENTIOUS TIMES

Lauren Baker, Youth and Teen Services Coordinator

Sessions Attended

Panel discussion: Libraries, Social Media, and Online Discourse

Frontlines at Public Libraries- small breakout group activity

Museum walk and talk activity

Banned Books and Forbidden Ideas: An Old Problem Brings Fresh Evils

MLA Resources (MI Read to Read)

A Librarian's Guide to Empowerment and Calm

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

The most important thing that I learned was the difference between disinformation (intentional wrong info) and misinformation (inaccurate information). I feel like vetting resources will be easier if one can tell when info is wrong due to misinformation or disinformation. When we are flooded with information we can essentially give up on the truth, a lot of times we keep repeating the info until we believe it is true. It is always best practice to do your research to find the most accurate/reliable information. In an era with technology at our fingertips it is important that we are still the experts at evaluating and researching information. We want to make sure that information literacy works and sometimes when there is too much info there are not enough experts to curate that information.

Anything we should consider implementing at PDL?

We are the knowledge base for our community so it would be great if all staff had training on misinformation and disinformation. I do know that the Librarians seek out training but maybe it can be across all the departments. I also feel like we should encourage more staff to attend our Board Meetings. It is good practice to know what is happening on that level in the workplace!

2023 HUMAN CAPITAL SYMPOSIUM

Zach Hose, HR Specialist

Sessions Attended

- Beyond ChatGPT: How AI Will Transform your Company and Career
- The Occupational Athlete
- The Employee Benefits Regulatory and Legislative Update
- Grit, Gratitude and Grace: The 3 G's to a Great Culture, From the Silent Generation to Generation Alpha: Innovations in Women's Health
- Recognize and Respond: Addressing Mental Health Concerns in the Workplace
- How to Prevent Employee Burnout

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

I learned a lot while at the Human Capital Symposium. I found the concept of integrating AI within the workplace very interesting. There's a lot of misconceptions that AI is meant to replace jobs or humans, but Paul Roetzer shared his thoughts on why it is so important to keep things human. As an expert within the field of AI, Roetzer believes that the workplace should and will never completely remove humans/human jobs. Roetzer also does not see AI as a means for taking jobs away from people. Rather, Roetzer focuses on how implementing AI can improve efficiency within workflows.

Another thing that I learned was that we can view our employees as athletes. The idea behind this is essentially that as workers we train and develop certain skills that require us to perform at a high level in order to "win" or accomplish a goal. This is an important idea to keep in mind because we typically understand the importance of recovery and self-care for athletes but we often overlook these same things for ourselves as workers or for our staffs.

Something really interesting that I learned about was the idea of how there are certain benefits that companies do/can offer to help support women's health. Whether these are benefits or accommodations, it was interesting to hear how there are certain ways that employers can better support their female employees. One specific example is offering certain accommodations for employees who are going through menopause.

Anything we should consider implementing at PDL?

One thing we should consider implementing at PDL is the incorporation of AI. There are opportunities where AI can add to overall efficiency and it is something that we could potentially look into. However, we must still be cautious as AI can not always be accurate. A simple example of how we could implement AI is at our public service desks. If a patron asks for a book recommendation, we could use something like ChatCPT to generate a list of recommendations.

Another thing that we should consider implementing at PDL is having some outside training on how to deal with mental health within the workplace. Whether you are a supervisor or HR, there are times where working with staff there can be some mental health concerns or times where it feels like you are not able to support the employee properly. This is okay and something that we are not qualified or expected to do. However, what we can do is to provide resources or know how to effectively communicate, hear, and validate the experiences of one of our staff members while we provide resources and potentially give them some help that they may need. By having outside training, this could better equip our supervisors, and myself, with tools and methods for helping those who are struggling within the parameters of our job and positions.