



DIRECTOR REPORT

To: Plymouth District Library Board
From: Shauna Anderson, Library Director
Date: September 11, 2024

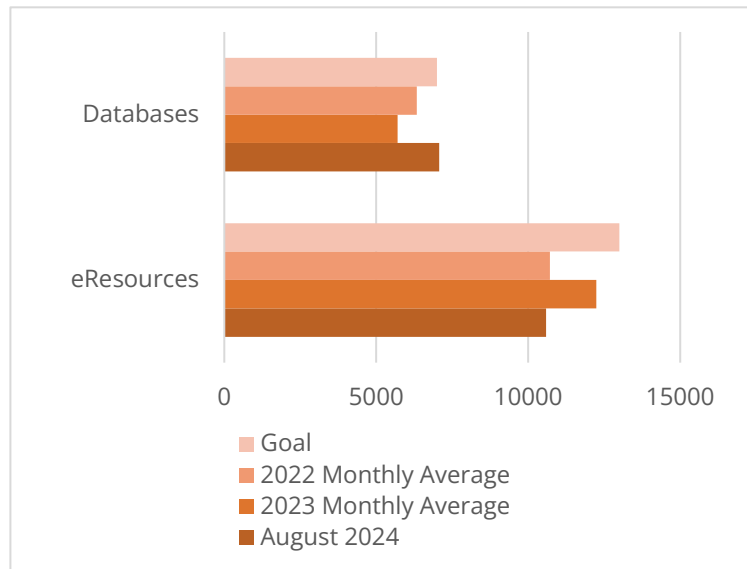
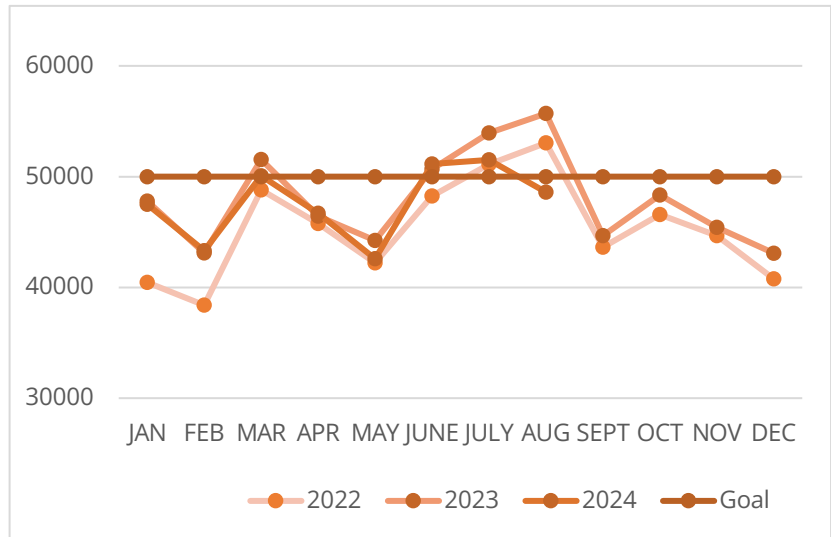
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Checkouts overall went down significantly.		Overview of library technology systems.	
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Participation across the library dropped compared to prior years, while SRP skyrocketed		Centennial Garden planting begins. Issues with Amphitheater & City Hall plumbing.	
Community Engagement	4	Personnel	7
Tabling at local events.		Review of organizational chart and staff realignment over past few years.	

CIRCULATION

PHYSICAL COLLECTIONS

Physical circulation was below expected for another month. Despite the popularity of the Summer Reading Program, both our door count and checkouts were significantly down compared to previous years, post-COVID.



DIGITAL COLLECTIONS

eResource was down significantly, while database usage surged.

We now have a combined digital and physical circulation of 454k, at 81% of our goal so far this year.

AUGUST'S MOST POPULAR TITLES

- The Women* by Kristin Hannah
- Funny Story* by Emily Henry
- Camino Ghosts* by John Grisham
- Swan Song* by Elin Hilderbrand
- The Summer Pact* by Emily Giffen

PARTICIPATION



PDL hosted The Superhero Project this month. The exhibit showcases professional drawings of youth as superheroes to help kids reflect on what makes them strong and special.

PROGRAM HIGHLIGHTS

- Sinking Ships, Daring Rescues, and Pirates on the Great Lakes was a fantastic program with 30 enthusiastic attendees. Mike Cox shared stories of pirates and shipwrecks, interspersed with musical interludes with acoustic guitar and singing by his two accompanying performers.
- The *Make 'Em Laugh* live program from July 31 was recorded and added to our YouTube channel, and received 343 views in August!
- Volunteers delivered over 200 books to homebound individuals and senior facilities.

↓ 17,255

Library Visits

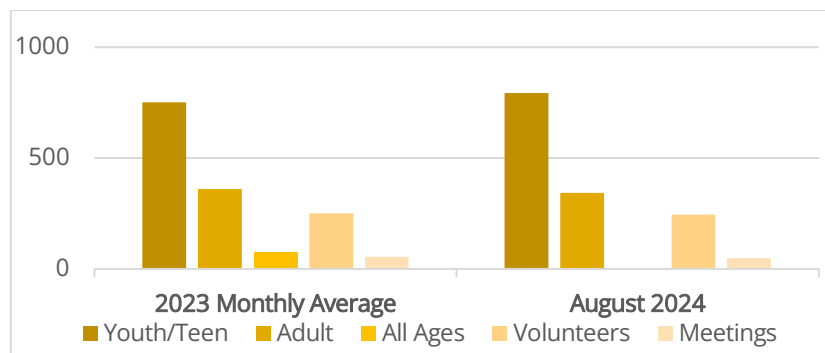
↓ 4,017

Questions Answered

↓ 79

Total Programs

Overall, participation across all spheres of the library dropped in August. For the past two years, August had been our most popular month across all library services.



COMMUNITY ENGAGEMENT

PROJECT UPDATES

Farmer's Market

PDL staff are hosting booths at many of the Saturday Farmer's Markets. At the two events held in July, staff interacted with over 300 people. PDL Staff talked with community members about library offerings, gave out science kits, and made craft projects.

Community Outreach

Heather Pacheco participated in the Steps Against Suicide event in Northville to provide mental health resources.

 Plymouth District Library
Published by Donna PlymouthLibrary Jackson
August 1

Congrats again to the winners of our Summer Reading Raffle. Winners are listed below and will be contacted to come and pick up the prizes!

Adult Winners: Angeles R. Dakota H., Molly P., MaryJane W., Judy W., Jennifer W., Kelly F.

Little Kid Winners: Elena M, Liliana M., Edmund B, Ameilia B, Maisie R, Molly G., Cal L.

Big Kid Winners: Adelyn M. Isaac M., Leo U., Makimozhi R., Laila E. Ava M., Andrew W., Locke S., Noah W. Audrey S., Finn B.

Teen Winners: Andrew H., Drake D., Patrick B. Andrew M., Nathan W., Cole S, Josh B., Norah V.

You have ONE MORE CHANCE to win prizes in our Summer Reading Raffle at the end of August. Keep reading and enjoying all the summer activities at PDL #SummerReading2024 #summervibes #SummerReading2024



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TECHNOLOGY

SPECIAL PROJECTS

Server Recovery

After an internal system failure, Eric Klute and Melanie Bell worked tirelessly to reset the library's technology infrastructure. All server functionality has now been recovered and plans are in place to finalize implementation of new servers.

Staff Laptop Deployment

The IT team transitioned librarians from desktops to laptop PCs. This is meant to allow greater flexibility in working locations and set the stage for enhanced collaboration.

Lab Updates

The Teen STEM program wrapped up for the summer. We are grateful for the opportunity to mentor so many fantastic young people, and we wish them all the best at college!

Mobile App Updates

This month, we saw 370 new users on the library's new mobile application. Usage so far indicates increased usage of the application by a smaller group of individuals than our previous app.

↑ 14,438 ↑ 1,656 ↑ 606,221 17,292

WiFi Sessions

Computer Sessions

Website Hits

Mobile App Uses

IT INFRASTRUCTURE

INTEGRATED LIBRARY SYSTEM

An Ideal ILS Includes:

- Patron Data & Management: a module to collect patron data, track checkouts, while maintaining strict security and privacy
- Collection Data: a database module that records items in a collection alongside associated metadata in a MARC record format, the design of the information architecture in this module creates or inhibits findability
- Report Functionality: the product's ability to pull information from the various databases and arrange the data meaningfully to create insights into the library's operations
- Administration: with security and privacy in mind, locking down certain information or making it available to connecting systems

ASSOCIATED SYSTEMS

- OPAC (Online Public Access Catalog): the digital card catalog that the public can interact with for searching, connects to the ILS through various information sharing protocols
- Self-Check Systems: a standalone unit that allows individuals to access aspects of the patron catalog to support self-service, units are purchased separately or put together in a DIY approach
- Mobile Application: another standalone software that pulls data directly from the ILS to enhance the patron experience for searching and account self-service, specifically on a mobile device
- Library Databases & eResources: subscription services that libraries purchase on behalf of their patrons, must connect to ILS systems to determine eligibility to use the system
- Print & Time Management: IT systems that allow library patrons metered access to public internet machines and print systems, with privacy and security in mind, ILS often integrated for a more seamless experience
- Michigan eLibrary (MeL): a statewide consortium which allows for the sharing of materials across all public libraries and many private/academic institutions

-WorldCat: a nonprofit project to make all public library collection data visible and searchable online, increasingly interacts with Google to support library visibility, requires regular upkeep on our end to maintain

-Text/Phone Call Reminders: a separate service that sends text messages, emails, and phone calls to patrons to remind them of account updates, often utilizes direct connections and auto-generated reports from the ILS to maintain

-OrangeBoy Savannah: a data analysis platform that helps us understand patron behaviors and how to cater our messaging more appropriately to certain audiences, anonymized data is shared automatically from all our different data points to support the formation of marketing clusters

-Financial Software: a separate module that helps us track bulk acquisitions, budget, and pay vendors, does not connect directly to the ILS

FACILITIES

Centennial Gardens

The landscape removal phase of the project kicked off with the East side large tree removal, pre-treatment of new planting areas, safety fencing erected, and a public perennial giveaway in all the areas affected by the new landscaping plans.

We are currently working with City Hall to support a pipe leak that might require demolition and re-installation of portions of the Wilcox Amphitheater. Updates on this project should be forthcoming.

Library Closures

The library was closed for a full day due to a power outage across the City, resulting from intense storms. The event triggered additional discussions internally about how to prioritize energy self-sufficiency so that we can remain open in emergencies such as this.

Miscellaneous Projects

The Facilities team worked with vendors to repair ADA loose restroom locks, update the door openers on both sides of the door to make it much easier to operate, and reset the door open timing to further assist our patrons.

Preventative Maintenance was performed on the vestibule air curtain. No concerns were noted.

Cleared out two major plumbing blockages to restore drains to proper functioning.

PERSONNEL

Open Positions

None

New Hires

Melissa Henderson	Starting 9/26	Reference Assistant
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Promotions

Bella Doornbos	Effective 8/25	Reference Assistant
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Terminations, Retirements, Resignations

Alan Zheng	Teen STEM
Gia Ventimiglia	Teen STEM
PJ Kim	Teen STEM
Raphael Menotti	Teen STEM

Employee Anniversaries

Andrew Spongberg	9/6	7 years	Cataloger
Samantha Stachoviak	9/6	2 years	Youth Librarian
Jeff Wears	9/7	8 years	Reference Lead
Pamela Hakala	9/10	12 years	Library Page
Cathy Boismier	9/11	6 years	Circulation Clerk
Lintecia Johnson	9/11	1 years	Library Page
Alyssa Jacobsen	9/18	2 years	Circulation Clerk
Kristel Dobson	9/20	17 years	Technical Services Clerk

August FTE Count: 46.3

MIOSHA PREVENTATIVE INSPECTION

To ensure that the library is prioritizing staff safety and wellness, PDL participated in MIOSHA's Take a Stand Day. MIOSHA staff came to the building to have a planned inspection and give preventative recommendations. No serious issues were found, but staff are working on implementing as many recommendations as possible over the next few weeks.

NEW LEADER TRAINING

To support all of the new members of the Leadership Team, HR Specialist Zach Hose is leading a multi-week discussion of Brene Brown's book *Dare to Lead*.

