

6.0

TO: Plymouth District Library Board

DATE: 3 September 2021

RE: September Monthly Report

FROM: Shauna Anderson, Director

August 2021 Statistics:

Circulation – Books & Other	44,238
Circulation – Overdrive Downloads	7,452
Circulation – Hoopla	2,491
Circulation – Overdrive eMagazines	476
Circulation – Kanopy	261
Total Circulation	54,918

Electronic Access

Web Mobile Use	5879	
App Use	5366	
App Unique Devices	819	
App Page Views	6258	
Public Computer Use	898	
Wireless Use	9519	
Volunteer Hours	110	9 adult/101 teen
Meeting Room Use	37	+ MI Philharmonic concert on the porch
Virtual/Online Programming	306	*Free Comic Book Day included 700 participants

Building

We replaced the library's fish tank in the youth services department. Our servicer recommended replacing the aged unit a few years back, as the tank was beyond repair for many issues. The new tank is over twice the size of the original with a more modern and updated look. Heather Pacheco and Lauren Baker are working on educational exhibit signage to accompany the fish tank.

After a patron accidentally broke our magnifier display case, we placed an order for a replacement unit. The unit has been trapped in supply chain delays and is expected to arrive in February.

Longstanding issues with the overhead speakers throughout the building are currently being addressed. Whole sections of the library are without any working speakers, and librarians are unable to make announcements using our phone lines. As of the writing of this document, our audio contractors are working on getting at least one speaker in each area of the library up and running to ensure that emergency paging is functional. Melanie Bell will be able to provide a verbal update on the course of the project.

Personnel

I begin my maternity leave on Tuesday, September 7 and plan to return by Monday, November 8. During my leave, I will be attending board meetings remotely and be available to weigh in on any time-sensitive situations. The rest of the managerial team will be moving key projects forward until I return.

I completed the Library of Michigan New Director online workshop on September 3, 2021. This training is required for all library directors within one year of appointment in order to qualify for state aid. Training topics included state and federal programs, public funding, library law, and budgeting.

The Facilities Supervisor position was not filled in the first round of interviews, therefore we plan to re-post the position in October with additional support in recruitment.

COVID Updates

As Wayne County moved in to the High category of COVID spread, we began requiring face masks for members of the public, starting August 16. This measure received feedback from patrons across the spectrum of support and disagreement. Going forward, we will align our policies with that of the Plymouth-Canton Community School District, to support more cohesion for families across the community. When the CDC categorizes our community as High or Substantial community spread, we will require masking from staff and the public.

Sunday hours will begin again on September 19. Staff available at this meeting will be able to comment on the outcomes of our first Sunday open since the start of the pandemic.

Programs

Starting in September, we began offering in-person events again to the public. Certain events are employing a hybrid-style model, making use of both zoom technology and in-person experiences. We are investigating more outdoor program models and additional indoor formats for the winter, including bringing back storytimes under certain conditions. Our first outdoor program in some time, Free Comic Book Day, attracted over 700 participants.

The youth services department is re-vamping their imaginative play area to include more wipeable toys and surfaces. Staff put together a prototype environment to help us test out how a more play-based space will work for us in the midst of the pandemic.

We are also investigating ways to allow better access to our technology tools for the public, by prototyping a makerspace in our computer classroom on the upper level. Policies governing the use of these technology tools will be presented in New Business. We are looking to roll out the new services in early 2022.

Strategic Planning

Staff are employing a number of activities to provide avenues for patron feedback throughout the fall. Cardholder data was anonymized and analyzed to help us draw out key themes and avenues for patron engagement. Committee members also began a public campaign to produce more relevant feedback, based on the “Ask Exercise” and “Community Conversation” activities from the Harwood Public Innovator model of community engagement. The committee will continue to meet regularly throughout my maternity leave to synthesize key themes from the data collected so that we can create a list of strategic priorities for our final plan.

ANNUAL CIRCULATION -- PLYMOUTH DISTRICT LIBRARY

Books and Materials circulation, including in house use and electronic resources

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Change from previous year
JANUARY	87,551	88,408	84,739	76,457	76,430	75,399	70,347	67,220	65,816	65,672	32,760	-50.12%
FEBRUARY	85,085	86,994	79,891	76,133	72,587	72,523	64,813	62,271	60,969	63,332	30,953	-51.13%
MARCH	93,960	89,549	90,269	88,531	79,347	79,780	67,406	72,436	69,554	38,594	41,490	7.50%
APRIL	88,645	84,872	86,178	80,485	68,944	72,663	69,101	65,250	66,641	13,067	43,811	235.28%
MAY	80,787	79,194	73,298	77,661	69,006	68,816	66,070	61,116	62,829	14,318	44,061	207.73%
JUNE	93,841	91,929	86,209	89,418	82,853	79,146	74,359	73,759	68,681	13,558	52,894	290.13%
JULY	98,321	100,719	98,505	97,402	87,997	84,194	77,855	79,361	76,889	19,126	55,899	192.27%
AUGUST	97,431	94,868	88,896	86,989	85,330	82,568	74,516	76,302	74,749	41,930	54,918	30.98%
SEPTEMBER	75,596	76,733	71,428	72,392	68,676	67,208	61,033	60,255	60,028	44,730		
OCTOBER	80,382	84,453	75,643	75,774	69,897	69,130	64,490	63,278	63,175	45,999		
NOVEMBER	83,511	80,897	72,172	75,115	71,331	67,397	61,874	61,688	60,603	40,946		
DECEMBER	78,391	71,381	69,208	73,732	66,505	63,327	60,402	57,948	57,516	30,983		
TOTAL	1,043,501	1,029,997	976,436	970,089	898,903	882,151	812,266	800,884	787,450	432,255	356,786	
Change from previous year	-1.46%	-1.29%	-5.20%	-0.65%	-7.34%	-1.86%	-7.92%	-1.40%	-1.68%	-45.11%		

* January 2007 onward includes Overdrive statistics

* January 2015 onward includes Flipster statistics

* May 2015 onward includes in house use statistics

* March 2016 onward includes Hoopla statistics

* January 2019 onward includes Kanopy statistics

* May 2020--February 2021 includes RBDigital statistics

ANNUAL CIRCULATION -- PLYMOUTH DISTRICT LIBRARY

Books and Materials

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Change from previous year
JANUARY	86,807	86,829	82,673	73,797	72,782	69,340	63,731	59,332	55,920	55,037	19,497	-64.57%
FEBRUARY	84,332	85,254	78,151	73,631	69,080	66,621	59,195	54,857	52,372	53,363	18,634	-65.08%
MARCH	93,207	88,057	88,282	85,865	75,870	73,534	61,306	64,045	60,021	27,623	28,794	4.24%
APRIL	87,853	83,429	84,216	78,012	65,585	66,999	63,306	57,846	57,368	243	32,627	13326.75%
MAY	80,054	77,781	71,366	75,148	64,809	63,528	60,366	53,814	53,217	72	32,972	45694.44%
JUNE	93,014	90,287	84,050	86,829	77,524	72,824	67,524	65,241	58,496	629	42,280	6621.78%
JULY	97,484	98,891	96,288	94,483	82,188	77,485	70,392	70,474	66,458	6,220	44,518	615.72%
AUGUST	96,392	92,920	86,533	84,115	79,340	75,916	67,321	67,347	62,184	29,957	43,899	46.54%
SEPTEMBER	74,575	75,060	69,438	69,792	63,832	61,389	54,976	52,528	50,589	33,428		
OCTOBER	79,383	82,844	73,550	73,078	64,541	63,207	57,822	55,114	53,582	34,245		
NOVEMBER	82,408	79,326	70,246	72,378	66,306	61,883	55,531	54,208	51,398	29,727		
DECEMBER	77,051	69,705	67,092	70,915	61,290	57,609	53,731	49,760	48,215	18,420		
TOTAL	1,032,560	1,010,383	951,885	938,043	843,147	810,335	735,201	704,566	669,820	288,964	263,221	
Change from previous year	-1.87%	-2.15%	-5.79%	-1.45%	-10.12%	-3.89%	-9.27%	-4.17%	-4.93%	-56.86%		

ANNUAL CIRCULATION -- PLYMOUTH DISTRICT LIBRARY

Electronic resources

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Change from previous year
JANUARY	744	1579	2066	2660	3648	4349	5068	6779	8232	9342	13263	41.97%
FEBRUARY	753	1740	1740	2502	3507	4206	4520	6215	7567	8683	12319	41.87%
MARCH	753	1492	1987	2666	3477	4229	4910	6992	8158	10359	12696	22.56%
APRIL	792	1443	1962	2473	3359	4247	4580	6186	7870	12824	11182	-12.80%
MAY	733	1413	1932	2513	3144	4056	4733	6299	8164	14246	11088	-22.17%
JUNE	827	1642	2159	2589	3519	4338	5076	6878	8535	12929	10520	-18.63%
JULY	837	1828	2217	2919	3793	4907	5530	7226	8777	12906	10968	-15.02%
AUGUST	1039	1948	2363	2874	3875	4633	5398	7265	11064	11969	10680	-10.77%
SEPTEMBER	1021	1673	1990	2600	3609	4456	5077	6581	8564	11295		
OCTOBER	999	1609	2093	2696	3701	4385	5508	7022	8518	11747		
NOVEMBER	1103	1571	1926	2737	3533	4330	5154	6646	7913	11218		
DECEMBER	1340	1676	2116	2817	3825	4624	5596	7107	8305	12563		
TOTAL	10941	19614	24551	32046	42990	52760	61150	81196	101667	140081	92716	
Change from previous year	62.62%	79.27%	25.17%	30.53%	34.15%	22.73%	15.90%	32.78%	25.21%	37.78%		

* January 2007 onward includes Overdrive statistics

* January 2015-May 2021 includes Flipster statistics

* March 2016 onward includes Hoopla statistics

* January 2019 onward includes Kanopy statistics

* May 2020-February 2021 includes RBDigital statistics

Electronic Services – August 2021

Holly Hibner – filling in for Mary during her short-term leave.

Databases and Electronic Media

- Confirmation of payments made (according to the general ledger) continue. Kudos to Mary for very clear record-keeping and a solid spending plan for the fiscal year!
- We hope to see an uptick in use of BrainFuse Help Now and Job Now in September, as school starts.
- Morningstar has changed the way they report remote use. At the time of this narrative, there was a 49% increase in searches and a 13% increase in total logins from July to August.
- Of the 36 Gale Courses enrollments in 2021, there are 31 unique enrollees. Of the 36 enrollments, there have been only 9 course completions, and those are by 7 unique patrons. This database may be reconsidered for renewal in 2022.
- Staff were given demo access to a youth database called LOTE (Languages Other Than English). Feedback was overall positive.
- Download limits were placed on Hoopla and Kanopy to ensure our budget lasts through the rest of 2021. The months of lock-down in early 2021 used a large portion of the yearly budget. The new limits should solve the problem with very little inconvenience to patrons.

Intranet and Website

- Combined the Policies/Procedures and Training/Instruction pages on the Intranet
- Updated all links on those two pages as well
- Created a training/instruction page on the Intranet for Sunday Admin staff, who will be covering breaks at all service desks on Sundays.
- Updated the Calendly porch pickup instructions on both the intranet and webpage.
- Re-organized links in the widgets on the intranet to combine the most relevant information.
- Created a Reference Sources widget.
- Fixed the code for the Evanced RSS feed on the Youth webpage
- Added the PDF of the new print newsletter to the Newsletters page on the website

Databases August 2021

Database	July 2021	August 2021	% Change	Notes
Ancestry unique searches	1,037	941	-9%	
BrainFuse-Help Now-unique visits	2	3	50%	
BrainFuse-Job Now-unique visites	3	1	-67%	
Consumer Reports-pg views	731	1,066	46%	
Consumer Reports-visits	66	61	-8%	
Data Axle (formerly Ref USA)	36	27	-25%	
Detroit Free Press	18	24	33%	
Detroit Free Press (1831-1922)-HN	5	3	-40%	
Detroit Free Press (1923-1999)-HN	27	11	-59%	
Fold3 Library Edition	101	33	-67%	
Gale Courses (enrollees)	2	5	150%	
Heritage Quest	44	-	-100%	<i>Reporting 0 uses in August</i>
Linked In-Logins	22	21	-5%	
Linked In-Unique Users	15	17	13%	
LinkedIn courses viewed	51	70	37%	
Mango Languages-sessions	95	117	23%	
Morningstar Useage (page views)	8	n/a		<i>Stats not yet published at time of report</i>
Morningstar Useage (total log ins)	7	n/a		<i>Stats not yet published at time of report</i>
Novelist Plus searches	175	190	9%	
Novelist sessions	36	37	3%	
Tumblebooks	127	111	-13%	
Wowbrary Newsletters	3,066	2,446	-20%	
Wowbrary pages click through to catalog	862	1,135	32%	
Wowbrary pages viewed	3,052	3,236	6%	

**Electronic Resources, Social Media, Web, and App
August 2021**

Electronic Resources	July 2021	August 2021	% change
Overdrive ebooks checked out	4,898	4,802	-2%
Overdrive eaudiobooks checked out	2,634	2,650	1%
Overdrive new users registered	50	66	32%
Overdrive unique patrons	1,606	1,544	-4%
Overdrive Magazines	525	476	-9%
Hoopla-new patrons	39	46	18%
Hoopla-number of items used (circ)	2,618	2,491	-5%
Kanopy-unique patrons	98	90	-8%
Kanopy-number of credits used	293	261	-11%
Social Media:			
Twitter Followers	3,077	3,085	0%
Instagram Followers	1,519	1,531	1%
Facebook Followers	3,978	4,511	13%
Reference Email	57	56	-2%
Reference Chat	15	19	27%
plymouthlibrary.org			
Web-Sessions	96,623	93,171	-4%
Web-Users (at least 1 session)	77,291	76,935	0%
Web-Page Views	166,754	161,077	-3%
Web-Mobile Use (including tablets)	6,182	5,879	-5%
Mobile App			
Unique devices used during the month	783	819	5%
# of times app was opened and used (launches)	5,402	5,366	-1%
Total Page Views (including home page)	6,463	6,258	-3%

Adult Services Monthly Report August 2021

Adult Virtual Programs

G08/02	ELL Conversation Group	7 students, 2 tutors
G08/02	ELL Reading Group	8 students, 2 tutors
G08/09	ELL Conversation Group	9 students, 1 tutor
G08/09	ELL Reading Group	8 students, 2 tutors
G08/10	Contemporary Books Discussion Group	12
G08/16	ELL Conversation Group	5 students, 1 tutor
G08/16	ELL Reading Group	5 students, 2 tutors
A08/16	Women in Sports	13
A08/19	Home Downsizing Workshop	71
G08/19	Books on Tap	5
G08/23	ELL Conversation Group	8 students, 2 tutors
G08/23	ELL Reading Group	5 students, 2 tutors
G08/25	Brown Bag Books	14
G08/30	ELL Conversation Group	10 students, 1 tutors
G08/30	ELL Reading Group	11 students, 1 tutors
2 Adult programs, Attendance 84		15 Total programs
13 General programs, Attendance 123		207 Total attendance

Questions Asked at Service Desks

Total: 2900 (2700 in 7/21, 2526 in 8/20)	Ref desk: 760 (603 in 7/21, 420 in 8/20)
RA desk: 1077 (920 in 7/21, 1612 in 8/20)	Youth desk: 736 (723 in 7/21, 267 in 8/20)
Short ref: 1533 (1292 in 7/21, 1832 in 8/20)	Extended ref: 182 (212 in 7/21, 113 in 8/20)
Readers Advisory: 67 (82 in 7/21, 72 in 8/20)	Programming: 212 (219 in 7/21, 57 in 8/20)
Equipment Assist: 121 (125 in 7/21, 60 in 8/20)	Comp Instruction: 144 (187 in 7/21, 106 in 8/20)
Envisionware: 178 (212 in 7/21, 115 in 8/20)	Directional: 154 (149 in 7/21, 72 in 8/20)
Other: 261 (199 in 7/21, 97 in 8/20)	Group Study Rooms: 48 (23 in 7/21, 2 in 8/20)

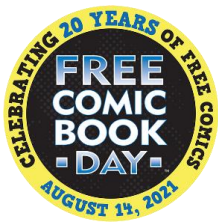
Online Content:

07/28/21	Urban Farming in Detroit	34 views
07/23/21	From Ancient Amman to the Deserts of Jordan	30 views
08/17/21	Women in Sports	23 views
08/19/21	Home Downsizing Workshop	63

YouTube subscribers 241(237 in 07/21)	Total views 233 (290 in 07/21)
Total watch time hours 21.9 (35.9 in 07/21)	Most watched video: Origami Butterfly

Other Projects:

- The final participation in the Adult Summer Connection was 287 participants, 116 completions, and 84 redeemed rewards.
- Administrative staff have been training across Circulation and Reference departments for upcoming Sundays.
- Dee Beaver and Tim Sherman participated in strategic planning committee meetings.



Free Comic Book Day 2021

Numbers at a Glance

Visitors to Our Booth		Comics Handed Out	
Adult	413	All Ages (Youth)	204
Youth	275	Teen/Adult	134
Staff Helpers	6 (plus 1 from GEM)	Past Year's Comics	About 60
Social Media*		Promotional Materials	
Instagram Post	9 likes	GN Info Flyers	36
Instagram Stories	About 75 views	Philharmonic Flyers	100
Facebook Post	11 likes / 4 shares	PDL Pencils	About half a box
Twitter	2 likes	PDL Rulers	About 50

*numbers calculated directly after event ended

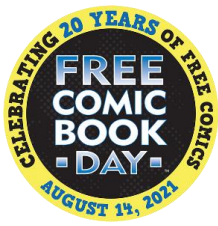
Summary

It was an odd year for Free Comic Book Day but the 20th anniversary of FCBD ended up being a success!

We cut our budget for comics this year as a result of the COVID-19 pandemic. With many comics left over from years past and a concern that attendance would be lower this year, we spent just under \$200 on comics. In light of the aforementioned concerns and the extra stock of older comics, we also decided not to limit visitors to one comic like we have in the past.

Heather Pacheco and Jessica Keeler met at the library at 7am to set up. In addition to the comics, we took our PDL tent, three tables, PDL Rulers and pencils, suckers, and a trifold pamphlet that Jessica made to highlight all our library has to offer when it comes to comics and graphic novels. Heather made a stock of flyers about our Philharmonic concert on the porch that had been added last-minute, which gave us something to hand out to our (mostly elderly) visitors that weren't interested in comics.

As it has been in years past, the All Ages comics were the most popular. Even though there were fewer options to order for these titles, we ordered more copies of them, which really helped us out. With the exception of a couple of titles, we had just enough to last for the majority of the event.



Free Comic Book Day 2021

We made a point to showcase the event in Social Media this year. A few visitors told us that they came because they saw it on Facebook and we posted live on our Instagram Stories which got nearly 100 views by the end of the day.

The weather was perfect and we had plenty of staff help allowing us to make a connection with pretty much everyone who visited. We're looking forward to next year!



Youth and Teen Monthly Report August 2021

Personnel Changes

- Sean Glasgow started working as a Full Time Teen Librarian on Monday August 30th

Online Engagement

- Numerous posts for Youth and Teen across multiple social media platforms

Virtual Programming

8/1/2021	Owl Pen Pals		3
8/2/2021	Reading Buddies	10	11
8/3/2021	Graphic Novel Book Club	6	
8/4/2021	Storytime AM	23	
8/4/2021	Storytime PM	7	
8/5/2021	Teen Leadership		22
8/6/2021	D & D		6
8/14/2021	Free Comic Book	700	
8/20/2021	D & D		6
8/26/2021	Books and Bites		5

Youth served 46, Teen served 53

All ages program 700

Take and Make Projects

8/1/2021	Perler Beads	81
8/1/2021	Leftover Crafts (Teen)	66
8/3/2021	TM #8 Marble Run	105
8/8/2021	Leftover Crafts (Youth)	175
8/15/2021	Rainbow Loom	101

528 projects given out

Summer Connection- August Totals

- Youth- 0 New Registrations (program ended the first week of August)
- Teen- 22 Registrations; 193 books read & 12 book reviews submitted

Summer Connection – Teen Total

- 116 total registrants
- 753 books read
- 395 activities completed
- 108 reviews written
- 24 teens completed the challenge (10 or more badges earned)

Summer Connection – Youth Total

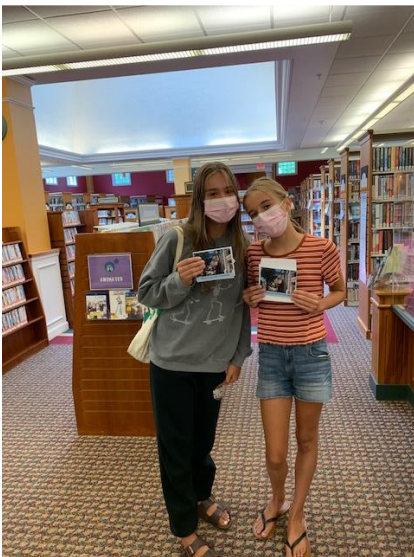
- 329 total registrants
- 1327 books read
- 310 Final Prize Books Handed Out
- 1,704 Take and Makes given out
- 348 e-mail recipients every week for Constant Contact program reminders
- 138 page views of our virtual Summer Connection webposts

Virtual Teen Volunteers

- 101 Volunteers hours
- 10 new volunteers signed up

Special Projects

- 6 Book Bundle requested and filled (Youth)
- Free Comic Book Day had over 700 attendees- See attached report
- Reference Meeting 8/10
- Youth Librarian Meeting 8/10
- Teen Librarian Meeting 8/18
- Sarah P. and Sean continues working on the Strategic Planning Committee
- PDL participated in MiLibrary Quest for Teen, 49 teens found the clue on our website and 2 teens overall found the clue from participating libraries (168)
- Weeded projects has started with these collections: Picture Books, Non-Fiction 000, 100, 400, Biography, DVD's
- The Youth Team started planning for a re-vamp the puppet/play area
- The Teen Dept is collaborating with Northville in promotion of Teen Events between the 2 libraries



Lollo sisters picking up their Teen Summer Connection Prize



Teens working on their Take and Make Kits!

August 2021 Monthly Report –Community Relations & Marketing

Marketing Library Programs/Services

In July, our marketing efforts communicated re:

- new expanded hours (returning weeknight closing time to 9am)
- the return of meeting rooms and study rooms to public use
- the return of masking requirements, due to increased level of community spread of Covid
- mental health resources (from National Council for Mental Wellbeing)
- information resources to learn about Afghanistan (following the Taliban takeover)
- resources for finding vaccine and Covid testing sites
- Wowbrary
- the following programs and resources:

Youth	Teen	Adult:
youth summer connection new Series Passports back-to-school youth books Graphic Novel club take and make activities	teen summer connection take and make projects Books & Bites book club teen newsletter Free Comic Book Day 1000 books before kdg	adult summer connection MeL databases e-Book club kits exam proctoring job & career databases Living Better with Low Vision Free Comic Book Day Home Downsizing Women in Sports MI Philharmonic concert on the porch

Regular on-going marketing activities included:

- social media graphics - creation and posting
- writing and editing two editions of our e-newsletter

e-News	sent	opened	desktop/mobile	clicks
Aug 4	10,247	32.63%	68% / 32%	3.4%
Aug 18	10,212	32.5%	69.1% / 30.9%	5.4%

- regular communication with Plymouth DDA and Plymouth Chamber and Plymouth Township for library coverage in their updates
- editing and vendor relations for fall print newsletter, which arrived in mailboxes Aug 25

Meeting Rooms

38 meetings of outside groups

Heather and Melanie are beginning the lead-up process for implementation of the LibraryCalendar event and meeting room software. October training is planned for a system kickoff in November.

Adult Volunteers & Friends

9.5 adult volunteer hours in July

The Friends book sale had another busy month of donations and featured many sale carts to help move all of the incoming materials.

Community Relations

The Library gained great visibility through our presence at the Farmers' Market for Free Comic Book Day. We had more than 700 visitors of all ages to our booth and were able to share information about our graphic novel collections.

We also hosted a concert by two members of the Michigan Philharmonic on the porch, which was a success with approximately 80 attendees.



Shauna and I met with Mayor Pro Tem Nick Moroz and Mayor Oliver Wolcott, to introduce ourselves and discuss community trends and issues.

PDL cross-promoted (on social media) community news re:

- MI Philharmonic season
- Salvation Army toiletry drive

PDL continues to promote Northville District Library events in our e-newsletter.

As a member of the Strategic Planning team, along with Susie Grybb, I have been “hosting” community questions on a board in the lobby. Community interaction has been good.



PC Reservation PC Usage Report

Organized By PC Area

Prepared 9/13/2021

From 8/1/2021 to 8/31/2021

Includes Timeouts, Inactivity, Early Close, Forced Close, Declined Policy

Totals

PC Area	Total Uses	Total Time	Average Session
ADA	19	15:47	49.842
Adult	797	698:26	52.580
Teen	55	29:17	31.945
Youth	27	2:58	6.593
TOTALS	898	746:28	49.875

This report was generated using the EmissionWare Inc. Reporting Module

Technology Support

Summary of August 2021



From: Melanie Bell – Head of IT

August saw us making the Youth and Teen machines available to the public once again. We also moved our phone system from using plain old telephone lines to SIP trunks which is the first step in implementing enhanced 911.

Servers and Network:

- Applied security updates to Linux and Windows Servers.
- Verified our backups.
- Finalized server and firewall configuration for VoIP (over SIP trunks).
- Met with vendor for moving from our phone system from using plain old telephone system lines to using VoIP (over SIP trunks) and finalized the transition. Next steps will be to implement E911 zones.
- Purchased VMware for server virtualization and Veeam for more robust backups.
- Worked with vendor to move financial data/software from Business Administrators computer to a server for easier backups.

Public and Staff Computer

- Fixed issues with the doorcount system
- Setup a third checkout computer at the front desk
- Bruce did some cross-training with admin staff on how to use the computer/print management systems.
- Bruce ran some training for Zoom for IT staff.
- Fixed some issues with public printing
- Approved purchase of new next gen anti-virus software called CrowdStrike from TLN. CrowdStrike will be deployed to all computers & servers in early October.

Other:

- Attended TLN Tech Committee meeting.
- Shauna and I trained Kwamsia on payroll and month end reports.
- Processed payroll for the first half of August.
- Attended strategic planning meetings
- Placed order for Chromebooks made possible through the Bosch grant. Followed up on hotspot order. We are looking at a 4-8 week delay on the hotspots due to the transition from Sprint equipment to T-Mobile equipment
- 9,519 Wireless Sessions

Technical Services Monthly Report – August 2021

Statistics

Our technical services staff cataloged and processed 1,034 items new to our collection and placed 50 purchase orders in the month of August. We registered 223 new patrons this month.

For MeL interlibrary loan, we sent 1,078 items to other libraries, and received 1,116 items for our own patrons.

Katie Page
Technical Services Coordinator