

## 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
<b>JANUARY</b>	87,551	88,408	84,739	76,457	76,430	75,399	70,347	67,220	65,816	65,672	32,760	<b>-50.12%</b>
<b>FEBRUARY</b>	85,085	86,994	79,891	76,133	72,587	72,523	64,813	62,271	60,969	63,332	30,953	<b>-51.13%</b>
<b>MARCH</b>	93,960	89,549	90,269	88,531	79,347	79,780	67,406	72,436	69,554	38,594	41,490	<b>7.50%</b>
<b>APRIL</b>	88,645	84,872	86,178	80,485	68,944	72,663	69,101	65,250	66,641	13,067	43,811	<b>235.28%</b>
<b>MAY</b>	80,787	79,194	73,298	77,661	69,006	68,816	66,070	61,116	62,829	14,318	44,061	<b>207.73%</b>
<b>JUNE</b>	93,841	91,929	86,209	89,418	82,853	79,146	74,359	73,759	68,681	13,558	52,894	<b>290.13%</b>
<b>JULY</b>	98,321	100,719	98,505	97,402	87,997	84,194	77,855	79,361	76,889	19,126	55,899	<b>192.27%</b>
<b>AUGUST</b>	97,431	94,868	88,896	86,989	85,330	82,568	74,516	76,302	74,749	41,930	54,918	<b>30.98%</b>
<b>SEPTEMBER</b>	75,596	76,733	71,428	72,392	68,676	67,208	61,033	60,255	60,028	44,730	48,096	<b>7.53%</b>
<b>OCTOBER</b>	80,382	84,453	75,643	75,774	69,897	69,130	64,490	63,278	63,175	45,999	47,230	<b>2.68%</b>
<b>NOVEMBER</b>	83,511	80,897	72,172	75,115	71,331	67,397	61,874	61,688	60,603	40,946		
<b>DECEMBER</b>	78,391	71,381	69,208	73,732	66,505	63,327	60,402	57,948	57,516	30,983		
<b>TOTAL</b>	<b>1,043,501</b>	<b>1,029,997</b>	<b>976,436</b>	<b>970,089</b>	<b>898,903</b>	<b>882,151</b>	<b>812,266</b>	<b>800,884</b>	<b>787,450</b>	<b>432,255</b>	<b>452,112</b>	
<b>Change from previous year</b>	<b>-1.46%</b>	<b>-1.29%</b>	<b>-5.20%</b>	<b>-0.65%</b>	<b>-7.34%</b>	<b>-1.86%</b>	<b>-7.92%</b>	<b>-1.40%</b>	<b>-1.68%</b>	<b>-45.11%</b>		

\* 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

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<b>JANUARY</b>	86,807	86,829	82,673	73,797	72,782	69,340	63,731	59,332	55,920	55,037	19,497	<b>-64.57%</b>
<b>FEBRUARY</b>	84,332	85,254	78,151	73,631	69,080	66,621	59,195	54,857	52,372	53,363	18,634	<b>-65.08%</b>
<b>MARCH</b>	93,207	88,057	88,282	85,865	75,870	73,534	61,306	64,045	60,021	27,623	28,794	<b>4.24%</b>
<b>APRIL</b>	87,853	83,429	84,216	78,012	65,585	66,999	63,306	57,846	57,368	243	32,627	<b>13326.75%</b>
<b>MAY</b>	80,054	77,781	71,366	75,148	64,809	63,528	60,366	53,814	53,217	72	32,972	<b>45694.44%</b>
<b>JUNE</b>	93,014	90,287	84,050	86,829	77,524	72,824	67,524	65,241	58,496	629	42,280	<b>6621.78%</b>
<b>JULY</b>	97,484	98,891	96,288	94,483	82,188	77,485	70,392	70,474	66,458	6,220	44,518	<b>615.72%</b>
<b>AUGUST</b>	96,392	92,920	86,533	84,115	79,340	75,916	67,321	67,347	62,184	29,957	43,899	<b>46.54%</b>
<b>SEPTEMBER</b>	74,575	75,060	69,438	69,792	63,832	61,389	54,976	52,528	50,589	33,428	37,904	<b>13.39%</b>
<b>OCTOBER</b>	79,383	82,844	73,550	73,078	64,541	63,207	57,822	55,114	53,582	34,245	36,694	<b>7.15%</b>
<b>NOVEMBER</b>	82,408	79,326	70,246	72,378	66,306	61,883	55,531	54,208	51,398	29,727		
<b>DECEMBER</b>	77,051	69,705	67,092	70,915	61,290	57,609	53,731	49,760	48,215	18,420		
<b>TOTAL</b>	<b>1,032,560</b>	<b>1,010,383</b>	<b>951,885</b>	<b>938,043</b>	<b>843,147</b>	<b>810,335</b>	<b>735,201</b>	<b>704,566</b>	<b>669,820</b>	<b>288,964</b>	<b>337,819</b>	
<b>Change from previous year</b>	<b>-1.87%</b>	<b>-2.15%</b>	<b>-5.79%</b>	<b>-1.45%</b>	<b>-10.12%</b>	<b>-3.89%</b>	<b>-9.27%</b>	<b>-4.17%</b>	<b>-4.93%</b>	<b>-56.86%</b>		

## ANNUAL CIRCULATION -- PLYMOUTH DISTRICT LIBRARY

### Electronic resources

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Change from previous year
<b>JANUARY</b>	744	1579	2066	2660	3648	4349	5068	6779	8232	9342	13263	<b>41.97%</b>
<b>FEBRUARY</b>	753	1740	1740	2502	3507	4206	4520	6215	7567	8683	12319	<b>41.87%</b>
<b>MARCH</b>	753	1492	1987	2666	3477	4229	4910	6992	8158	10359	12696	<b>22.56%</b>
<b>APRIL</b>	792	1443	1962	2473	3359	4247	4580	6186	7870	12824	11182	<b>-12.80%</b>
<b>MAY</b>	733	1413	1932	2513	3144	4056	4733	6299	8164	14246	11088	<b>-22.17%</b>
<b>JUNE</b>	827	1642	2159	2589	3519	4338	5076	6878	8535	12929	10520	<b>-18.63%</b>
<b>JULY</b>	837	1828	2217	2919	3793	4907	5530	7226	8777	12906	10968	<b>-15.02%</b>
<b>AUGUST</b>	1039	1948	2363	2874	3875	4633	5398	7265	11064	11969	10680	<b>-10.77%</b>
<b>SEPTEMBER</b>	1021	1673	1990	2600	3609	4456	5077	6581	8564	11295	9759	<b>-13.60%</b>
<b>OCTOBER</b>	999	1609	2093	2696	3701	4385	5508	7022	8518	11747	10118	<b>-13.87%</b>
<b>NOVEMBER</b>	1103	1571	1926	2737	3533	4330	5154	6646	7913	11218		
<b>DECEMBER</b>	1340	1676	2116	2817	3825	4624	5596	7107	8305	12563		
<b>TOTAL</b>	<b>10941</b>	<b>19614</b>	<b>24551</b>	<b>32046</b>	<b>42990</b>	<b>52760</b>	<b>61150</b>	<b>81196</b>	<b>101667</b>	<b>140081</b>	<b>112593</b>	
<b>Change from previous year</b>	<b>62.62%</b>	<b>79.27%</b>	<b>25.17%</b>	<b>30.53%</b>	<b>34.15%</b>	<b>22.73%</b>	<b>15.90%</b>	<b>32.78%</b>	<b>25.21%</b>	<b>37.78%</b>		

\* January 2007 onward includes Overdrive statistics

\* January 2015-May 2021 includes Flipster statistics

\* March 2016 onward includes Hoopla statistics

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## **Electronic Services – October 2021**

Mary Kelly

### Databases and Electronic Media

- Ancestry is discontinuing remote access at the end of 2021. Although this was expected, it is disappointing that they have not offered it as an option for public libraries.
- Most of our databases will be renewing at the same time annually. This should simplify the management/payment of these items.
- Hoopla and Kanopy are now under stricter budgeting rules. We are also not prepaying these resources anymore, which gives us more control on spending.
- Our Overdrive E-books group, MCLS, has three partner library systems, which allows our patrons access to more items and gives us a wider variety in the collections. TLN's Download Destination is the latest group under consideration to add as a new partner library.
- Brainfuse had a very good month. As we are into the new school year, more students are taking advantage of the Help Now service. Job Now, the other component, still hasn't found its audience yet.

### Intranet and Website

- The new intranet is nearly ready for use. Melanie has arranged some subdomains for me to upload some testing sites.
- The most important feature will be our Knowledge Base. This is an important strategy for us to organize policies and procedures as they are updated.
- In addition, Melanie and I have discussed file organization and version control. I am currently working on a naming scheme that will prevent us from hanging onto duplicates and orphan files.

### Other Items

Looking ahead to 2022, I would like to wrangle our Genealogy and Michigan collections with some re-cataloging and weeding. In addition, I would like to get some of our information into a better database. There are many updates and corrections needed, and much of it is in paper form. Hopefully as we start looking to 2022, we can re-arrange many of the physical items and re-think how the databases are organized.

## Databases October 2021

Database	September 2021	October 2021	% Change	Notes
Ancestry unique searches	891	1,508	69%	
BrainFuse-Help Now-unique visits	6	51	750%	
BrainFuse-Job Now-unique visites	-	4	N/A	
Consumer Reports-pg views	508	N/A		October stats not published in time for this report
Consumer Reports-visits	36	N/A		October stats not published in time for this report
Data Axle (formerly Ref USA)	18	19	6%	
Detroit Free Press	24	15	-38%	
Detroit Free Press (1831-1922)-HN	3	52	1633%	
Detroit Free Press (1923-1999)-HN	29	60	107%	
Fold3 Library Edition	51	5	-90%	
Gale Courses (enrollees)	2	2	0%	
Heritage Quest	-	-		<i>no activity</i>
Linked In-Logins	19	19	0%	
Linked In-Unique Users	16	15	-6%	
LinkedIn courses viewed	73	59	-19%	
Mango Languages-sessions	85	51	-40%	
Morningstar Page Views (Searches)	260	N/A		October stats not published in time for this report
Morningstar Useage (total log ins)	69	N/A		October stats not published in time for this report
Novelist Plus searches	181	157	-13%	
Novelist sessions	26	34	31%	
Tumblebooks	170	106	-38%	
Wowbrary Newsletters	2,439	3,038	25%	
Wowbrary pages click through to catalog	706	1,234	75%	
Wowbrary pages viewed	3,255	4,193	29%	

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

	<b>September 2021</b>	<b>October 2021</b>	<b>% change</b>
<b>Electronic Resources</b>			
Overdrive ebooks checked out	4,276	4,338	1%
Overdrive eaudiobooks checked out	2,673	2,886	8%
Overdrive new users registered	64	51	-20%
Overdrive unique patrons	1,572	1,591	1%
Overdrive Magazines	550	595	8%
Hoopla-new patrons	36	32	-11%
Hoopla-number of items used (circ)	2,031	2,066	2%
Kanopy-unique patrons	76	88	16%
Kanopy-number of credits used	229	233	2%
<b>Social Media:</b>			
Twitter Followers	3,083	3,086	0%
Instagram Followers	1,544	1,600	4%
Facebook Followers	4,411	4,560	3%
Reference Email	44	77	75%
Reference Chat	11	12	9%
<b>plymouthlibrary.org</b>			
Web-Sessions	92,690	92,938	0%
Web-Users (at least 1 session)	74,656	78,210	5%
Web-Page Views	155,064	155,914	1%
Web-Mobile Use (including tablets)	5,517	5,514	0%
<b>Mobile App</b>			
Unique devices used during the month	748	792	6%
# of times app was opened and used (launches)	4,649	5,135	10%
Total Page Views (including home page)	5,530	5,972	8%

## Adult Services Monthly Report October 2021

### Adult Virtual Programs

G10/4	ELL Conversation Group	10 students, 1 tutor
G10/4	ELL Reading Group	10 students, 2 tutors
A10/4	What's It Worth?	36
A10/6	Plant-Based Nutrition	54
G10/11	ELL Conversation Group	7 students, 1 tutor
G10/11	ELL Reading Group	6 students, 2 tutors
G10/12	Contemporary Books Discussion	18
A10/15	Underground Double Feature	7
A10/16	Underground Double Feature	12
G10/18	ELL Conversation Group	8 students, 1 tutor
G10/18	ELL Reading Group	6 students, 2 tutors
G10/19	Medicare Part D	6
G10/21	Books on Tap	8
A10/21	Financial Wellness Workshop	13
G10/25	ELL Conversation Group	8 students, 1 tutor
G10/25	ELL Reading Group	8 students, 2 tutors
A10/25	ELL Book Club: Page by Page	7 students, 2 tutors
A10/25	Kristy Robinett: A Ghost of a Story	79
G10/26	Medicare Part D	6
G10/27	Brown Bag Books	18
6 Adult programs, Attendance 210		19 Total programs
13 General programs, Attendance 131		341 Total attendance

### Questions Asked at Service Desks

Total: 2202 (2295 in 9/21, 2331 in 10/20)	Ref desk: 721 (692 in 9/21, 413 in 10/20)
RA desk: 720 (866 in 9/21, 1462 in 10/20)	Youth desk: 522 (470 in 9/21, 227 in 10/20)
Short ref: 1101 (1195 in 9/21, 1765 in 10/20)	Extended ref: 193 (161 in 9/21, 134 in 10/20)
Readers Advisory: 46 (61 in 9/21, 40 in 10/20)	Programming: 85 (138 in 9/21, 25 in 10/20)
Equipment Assist: 69 (90 in 9/21, 47 in 10/20)	Comp Instruction: 105 (92 in 9/21, 75 in 10/20)
Envisionware: 166 (187 in 9/21, 129 in 10/20)	Directional: 120 (129 in 9/21, 43 in 10/20)
Other: 202 (185 in 9/21, 53 in 10/20)	Group Study Rooms: 115 (57 in 9/21, 2 in 10/20)

### Online Content:

YouTube subscribers	245 (243 in 09/21)	Total views 552 (259 in 09/21)
Total watch time hours	76.9 (10.8 in 09/21)	Most watched video: Kristy Robinett

10/06/2021	Plant Based Nutrition: VegMichigan	70 views
10/21/2021	Financial Wellness: Pay Yourself First	15 views
10/26/2021	Kristy Robinett: A Ghost of a Story	128 views

### Other Projects:

- The library was awarded a \$625 Great Michigan Read Action Grant from the Michigan Humanities Council. Sarah Vargas wrote the successful grant proposal.
- Great Michigan Read raffle: 21 entries
- Staff attended the Michigan Library Association Virtual Conference

Sarah Vargas  
Workshop Report  
September 28 – October 12, 2021

Equity in Action: Fostering an Antiracist Library Culture was a three-part workshop offered by Library Journal. It consisted of three live sessions that each had three guest speakers, plus additional coursework (handouts, group discussion) online. This was an incredibly informative and relevant workshop and I am very thankful to the library for allowing me to attend!

**Dismantling White Supremacy in the Library** - Andrea Blackman, Chief Diversity, Equity and Inclusion Officer, City of Nashville (TN)

Blackman talked about white supremacy-- how it is baked into our institutions, and how it manifests on individual and systemic levels. Librarianship as a profession has been dominated by whiteness throughout history (upholding segregation, upholding Jim Crow laws, etc.), and it's important to keep that framework in mind when trying to enact change. She also talked about how her library tackled EDI (equity, diversity and inclusion) training and how they made it an ongoing, personal experience for staff.

**Implicit Bias** - Tarica LaBossier, Assistant Public Defender, Broward County Office of the Public Defender, Fort Lauderdale (FL)

In this session LaBossier explained what implicit bias is and how it shapes the culture of our libraries. She also spoke on how important it is to understand the ways our individual privilege and biases function interpersonally and within larger systems in order to combat racism and be an effective activist in the profession.

**Critical Conversations in LIS** - Becky Calzada, Library Services Coordinator, Leander Independent School District (TX)

Calzada spoke on some of the equity, diversity, and inclusion conversations happening in the library and information sciences, including discussion of Critical Race Theory, LGBTQIA+ displays and performers in libraries, and trans rights. She gave tips on how to have these conversations with community members, including how to phrase responses in a way that does not mimic the inflammatory rhetoric patrons sometimes use, which is promoted by popular news media or political organizations.

**Creating Antiracist Programming** - Kimberly Brown-Harden, Community Branch Manager, Indianapolis Public Library (IN)

This session aimed on teaching how to assess library programs and services and develop a plan of action for the future, including how to audit current programming and tackle gaps and address barriers in the community based on that audit. Brown-Harden stressed the importance of connecting with the community itself and not just making assumptions based on demographics. She noted that "race-neutral" policies in libraries often reproduces racial disparity, and this is especially true for programming, and so it's important to be intentional when it comes to diversity in planning programs.

**Building Diverse Collections** - Dontaná McPherson-Joseph, Collection Management Librarian, Oak Park Public Library (IL)

McPherson-Joseph talked about how to assess the level of equity at your library by conducting regular audits of collections, displays, and ordering. She stressed the importance of benchmarks for equity,

*Sarah Vargas*



diversity and inclusivity when it comes to collection development and displays. She also shared resources that provide reviews for more diverse titles.

**The Culture of Fit: White Supremacy Through Policy** - Sojourna J. Cunningham, Social Sciences and Assessment Librarian (VA), Jennifer Stout, Teaching and Learning Librarian (VA) & Samantha Guss, Social Sciences Librarian (VA)

This session was about how creating an antiracist culture at libraries must involve consideration of staff culture and hiring practices. They spoke about the concept of “fit” in library hiring practices—generally the concept of a library worker “fitting” into the existing library culture is often the most important factor in selecting candidates, but in a white dominated profession that means selecting candidates that “fit” into the culture of whiteness. They talked about how to develop and implement antiracist recruitment and hiring practices—ex. limiting required qualifications on job posts, active recruitment, and posting to list-servs specific to ethnic caucuses.

**Engaging Your Local Community in Antiracism Work** - Angel Jewel Tucker, Youth Services Manager, Johnson County Library, Overland Park (KS)

In this session Tucker detailed how the Johnson County Library prioritized deliberative dialogue about race in their community after the death of Trayvon Martin. Through this deliberative dialogue, Tucker and other Johnson County librarians created Race Project KC, an immersive racial justice initiative for high schoolers focused on U.S. history. Tucker and Race Project KC teamed up with Kansas City author Tanner Colby (*Some of My Best Friends Are Black: The Strange Story of Integration in America*) to use his book as the principle text for the program. The project pairs students from predominantly white high schools with those at predominantly black ones and one that is mostly Hispanic. Tucker coordinates monthly events through the school year, including author talks, museum visits, deliberative dialogs, and educator summits.

**Racism as ROI** - Max Macias, Independent Librarian

The message of this session was: the more we invest in antiracism, the more we will get out of our libraries. He details how the workforce in this profession is over 80% white, and that an influx of new influences, concepts, and processes that BIPOC and other historically underrepresented people bring is the only way to advance innovative thinking in the profession. He also sends a call to stop relying on racist fundamentals of the profession, such as certain metadata standards and the Dewey decimal system.

**How To Create Impactful Change (Or: Doing the Work Even if You're the Only One Doing It)** - Nikhat Ghouse, Associate Librarian for the Social Sciences and Coordinator of the Diversity Alliance Residency Program, American University (DC)

Ghouse talked the differences of climate (feelings about environment, determined on individual level) and culture (long held, not always obvious assumptions of groups) in an organization, and how many libraries have cultures built on concepts of whiteness. She talks about how to make valuable change from every position in a library, regardless of institutional support. “Everyone has a sphere of influence, and anyone with a sphere of influence can be a leader.” She stresses listening not to respond and instead listening to hear what is being said when in dialogue with people about antiracism.

Slides for these presentations and any other relevant course material are available for any staff member who would like to view it in a folder on the Staff network: Staff>Presentations>Fostering An Antiracist Library Culture.

*Sarah Vargas*

## Youth and Teen Monthly Report October 2021

### Online Engagement

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

### Virtual Programming

10/2/2021	Animanga		0
10/4/2021	Virtual Baby Time Kit	17	
10/6/2021	PM storytime	9	
10/7/2021	AM storytime	7	
10/7/2021	Teen Leadership		27
10/7/2021	Graphic Novel Book Club	9	
10/11/2021	D & D		6
10/11/2021	Parenting: Anxiety	34	
10/13/2021	PM storytime	7	
10/14/2021	AM storytime	7	
10/18/2021	Virtual Baby Time Kit	9	
10/18/2021	Pizza and Pages	11	
10/24/2021	Pumpkin Palooza		1500
10/25/2021	D & D		6
10/27/2021	Teen Craft Program		2
10/30/2021	D & D		8

*110 youth served, 49 teens served; 1 community program with 1500 participants*

### Take and Make Projects

10/1/2021	Lion Craft	18
10/1/2021	Pumpkin Craft	78
10/1/2021	Leftover Crafts	8
10/26/2021	Spider Web	30

*48 kid crafts; 86 teen crafts*

### School Outreach

Salem HS (3 Sci-fi and 2 Multi Language Learners)	100
Plymouth High School	10
Pioneer MS	4

*100 teens reached through zoom visits, 14 books requested*

### Virtual Teen Volunteers

- 45 virtual hours
- 9 new sign ups

## Special Projects

- 5 Book Bundle requested and filled (Youth)
- Great Pumpkin Palooza turnout (see attached Report)
- Reference Meeting 10/12
- Series Passports: 12
- Became a Leap Into Science contributor, planning great stuff for 2022
- Sarah P. and Sean continues working on the Strategic Planning Committee
- Sean and Jessica working on the Social Media Committee
- New Big Book Holder courtesy of the Kiwanis Club
- MLA Annual Conference offered virtually to the entire staff
- Text and Learn Kindergarten (TALK)- 3 children signed up
- The Teen Dept is collaborating with Northville in promotion of Teen Events between the 2 libraries

Our Fun Glass Display for October!



# October 2021 Monthly Report –Community Relations & Marketing

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## Marketing Library Programs/Services

Regular on-going marketing activities included:

➤ Writing and editing two editions of our e-newsletter:

e-News	sent	opened	desktop/mobile	clicks
Oct 6	10258	28.3%	69% / 31%	2.1%
Oct 20	10234	29.2%	71% / 29%	1.3%

➤ Communication with Plymouth DDA and Plymouth Chamber and Plymouth Township for library coverage in their updates and calendars

➤ Social media marketing in October promoted:

- domestic violence awareness month
- breast cancer awareness
- “PDL picks” staff recommendations
- Cybils awards nominations
- holiday baking & cozy weather cooking
- Indigenous Peoples Day
- Libby
- school librarian of the year (from P-CCS)
- Secretary of State self-service stations
- MeL Academic e-Book collection
- maintenance work on front steps
- *Goodnight Goon* MeL read-aloud
- FAFSA form for college student aid
- ReadIt (MeL resource for ELL)

• plus the following programs and resources:

Youth	Teen	Adult:
Virtual babytime kits Brainfuse tutoring Youth Take-and-Makes Zoom Family Storytime <i>Change Sings</i> book display Kids & Anxiety Graphic Novel club Pizza & Pages book club Youth book bundles	Brainfuse tutoring Teen Pumpkin Painting Books & Bites book club	e-book club kits Great MI Read Brainfuse Job Now Ask Mike the Appraiser Plant-Based Nutrition Financial Wellness: Pay Yourself First Underground Cinema for Halloween New Page by Page ELL book club Kristi Robinet Ghost of a Story

## Meeting Rooms

**83 meetings** were held in October: 67 for outside groups/11 for PDL

I continue to lead implementation of the new LibraryCalendar event and meeting room software. Staff were trained on the new system, after which they created their events in the new system and ported over all existing reservations. All links for programs in the calendar were updated on the website and social media to link to the new system. Nov 1 is go-live date.

## Adult Volunteers & Friends

**14.5 PDL adult volunteer hours** were logged in October

I continue to support the Friends as needed, especially the used book captains. Donations calmed down to a bit more manageable pace this month. A new adult volunteer orientation is planned for November.

## Community Relations

PDL hosted a scarecrow in Kellogg Park based on a character from *Where the Wild Things Are* by Maurice Sendak.

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

- Township Trees, Bees & Butterflies event
- Scarecrows in Kellogg Park
- Schoolcraft College job fair
- Plymouth shred & recycle day
- Plymouth drug takeback day
- Pumpkin Palooza

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

Community event attendance:

- dedication event for the new Wilcox fountain in Kellogg Park
- civility event put on by the Plymouth Chamber of Commerce



## Training

I attended/viewed a number of sessions for the virtual annual MLA conference:

- Catch Me When My Millage Falls: A Proposal to Reform the Headlee Amendment and Proposal A to Stabilize Property Tax Revenues
- Welcoming Everyone: Creating Equitable & Inclusive Library Policies
- Taking the Pulse: Strategic Planning During a Pandemic
- Extra Hands on Deck: Successful Management of Library Volunteers
- Becoming Exceptional (keynote with Dan Cable)

I continue to participate as a member of the Strategic Planning Committee.

# PC Reservation PC Usage Report

## Organized By PC Area

Prepared 11/8/2021

From 10/1/2021 to 10/31/2021

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

### Totals

PC Area	Total Uses	Total Time	Average Session
ADA	29	25:22	52.483
Adult	799	671:08	50.398
Teen	15	3:51	15.400
Youth	16	5:36	21.000
<b>TOTALS</b>	<b>859</b>	<b>705:57</b>	<b>49.310</b>

*This report was generated using the EmissionWare Inc. Reporting Module*

## Technology Support

### Summary of October 2021



#### From: Melanie Bell – Head of IT

October saw us working to prep the learning lab to re-open for classes and a lot of preparation for the Google migration that will be happening in November. We will be transitioning our email from TLN Zimbra to Google. Through the generous support of the Friends and Google's non-Profit offerings we will be able to save \$5000 per year on email services once this transition is finished.

#### Servers and Network:

- Applied security updates to Linux and Windows Servers.
- Verified our backups.
- Updated documentation for E911 and sent out to all staff as well as posting on the intranet
- After more testing discovered wireless phones report the building address but not the zone for E911. Working with vendor to resolve.
- Updated SSL security certificates for all of our websites.

#### Public and Staff Computer

- Ibrahim and I installed and setup five computers in the learning lab so we can begin having classes in the learning lab once more.
- Worked with vendor to install financial software on a second computer to make it easier for multiple people to access.
- Sent out multiple surveys to staff to prepare for Google migrations
- Setup staff accounts for the new library calendar system
- Created instructions for setting a hybrid zoom/face to face meeting and did some staff training.
- Windows update caused some printing issues on the staff machines that had to be fixed.

#### Other:

- I became chair of the TLN Tech Comm Meeting and chaired the first meeting.
- Attended strategic planning meeting
- Contacted Mobile Beacon about the hotspots to check on the status of our order and they report we are on the waiting list but they have not shipped yet.
- Moved my office to free up some space for our TBD facilities manager and to have easier access to tech equipment.
- 10,447 Wireless Sessions

## Technical Services Monthly Report – October 2021

### **Statistics**

Our technical services staff cataloged and processed 942 items new to our collection and placed 59 purchase orders in the month of October. We registered 166 new patrons this month.

For MeL interlibrary loan, we sent 881 items to other libraries, and received 1,041 items for our own patrons.

Katie Page  
Technical Services Coordinator