



TO: Plymouth District Library Board

DATE: February 11, 2021 #6

RE: Monthly Report

FROM: Carol Souchock
Director

January 2021 Statistics:

Note: During the month of January Plymouth District Library provided curbside only circulation service.

Circulation – Books & Other	19,497
Circulation – Overdrive Downloads	8,475
Circulation – Hoopla	3,792
Circulation – Flipster (e-magazines)	261
Circulation – Rbdigital (new e-magazines)	301
Circulation – Kanopy (e-movies)	434
Total Circulation	30,983

Electronic Access	60,408 sessions to our web site
Web Mobile Use	5,376
App Use	4,405
App Unique Devices	700
App Page Views	5,191
Public computer use	109 hours of use
Wireless use	2,894 sessions (includes patrons accessing outside)
Volunteer Hours	0 Teens & 0 Adult = 0
Outside Groups Meeting Room Use	0 Meetings/0 attendees
PDL Porch/Lawn/Lot Use /attendees	0 Programs or Meetings
PDL Meeting Room Use	0 Programs or Meetings /0 attendees
Virtual and Online Programming	See individual department reports



Library Programs and Services in January:

The focus this past month was on increasing our daily capacity to support curbside material pickup due to ongoing high demand. As reflected in Katie Page, our Technical Services Coordinator's monthly report we increased the number of pick up appointments from December to January by 56% in a variety of ways including changing from individual 15 minute pickups to numerous pickups per hour, increasing curbside hours, etc. This was possible due to the entire staff's commitment to supporting curbside material pickup and our circulation leadership and their staff's flexibility and dedication. The wait time for curbside pickup appointments has greatly decreased resulting in improved service.

Technology Updates:

Much of Melanie Bell, our head of Information Technology, time this month was devoted to making adjustments to the use of our Calendly software to implement the changes detailed above.

Building Update:

In January building needs included mechanical preventative maintenance and adjustments to the humidifiers based on the fall mobilization of this equipment. In addition the high lighting near the fire place is failing. This will require ballast as well as bulb replacement. Due to the location of these failures repairs will require the use of a lift and this overhead work will be quite time consuming. To minimize future work in this area these fixtures will be replaced with LED lighting. The plan is to complete this work before the library reopens.

Director's Activities:

This month, along with our leadership team, I continued to serve as COVID and Circulation supervisor. As shared last month the role of the COVID supervisor expanded to include providing assistance with various aspects of curbside service. Every hour the library is open either I or one of my leadership team serve in these roles to support our staff and library safety and services.

I continue to meet regularly with local library directors via TLN (The Library Network) meetings. This provides an opportunity for libraries to learn from each other during these challenging times. I also attended the BOSCH Community Fund local meeting in preparation for submitting our STEM focused grant. This is an invitation only process and we have been invited to participate for the last five or so years.

I completed our State Aid report and took a few much needed days of vacation off this month.

January department reports are attached. All reports are posted on the Library's web page plymouthlibrary.org, and print versions will be filed at Main Floor Reader's Advisory Desk.

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		
MARCH	93,960	89,549	90,269	88,531	79,347	79,780	67,406	72,436	69,554	38,594		
APRIL	88,645	84,872	86,178	80,485	68,944	72,663	69,101	65,250	66,641	13,067		
MAY	80,787	79,194	73,298	77,661	69,006	68,816	66,070	61,116	62,829	14,318		
JUNE	93,841	91,929	86,209	89,418	82,853	79,146	74,359	73,759	68,681	13,558		
JULY	98,321	100,719	98,505	97,402	87,997	84,194	77,855	79,361	76,889	19,126		
AUGUST	97,431	94,868	88,896	86,989	85,330	82,568	74,516	76,302	74,749	41,930		
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	32,760	
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 onward 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		
MARCH	93,207	88,057	88,282	85,865	75,870	73,534	61,306	64,045	60,021	27,623		
APRIL	87,853	83,429	84,216	78,012	65,585	66,999	63,306	57,846	57,368	243		
MAY	80,054	77,781	71,366	75,148	64,809	63,528	60,366	53,814	53,217	72		
JUNE	93,014	90,287	84,050	86,829	77,524	72,824	67,524	65,241	58,496	629		
JULY	97,484	98,891	96,288	94,483	82,188	77,485	70,392	70,474	66,458	6,220		
AUGUST	96,392	92,920	86,533	84,115	79,340	75,916	67,321	67,347	62,184	29,957		
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	19,497	
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		
MARCH	753	1492	1987	2666	3477	4229	4910	6992	8158	10359		
APRIL	792	1443	1962	2473	3359	4247	4580	6186	7870	12824		
MAY	733	1413	1932	2513	3144	4056	4733	6299	8164	14246		
JUNE	827	1642	2159	2589	3519	4338	5076	6878	8535	12929		
JULY	837	1828	2217	2919	3793	4907	5530	7226	8777	12906		
AUGUST	1039	1948	2363	2874	3875	4633	5398	7265	11064	11969		
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	13263	
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 onward includes Flipster statistics

* March 2016 onward includes Hoopla statistics

* January 2019 onward includes Kanopy statistics

* May 2020 onward includes RBDigital statistics

Electronic Services Narrative

January 2021

Mary Kelly

General Comments

As we start a new year, the website continues to be my primary concern. Our patrons are interacting more with the library website through Zoom programs, setting up appointments for pickup, and even searching the catalog. Listening to staff and patron feedback requires constant evaluation of our user experience.

Website/ Intranet Updates

- Added Wowbrary feed to the teen booklist page
- Added additional booklists/references to Adult Book lists
- Created a page for Social Media team with helps and standards for the web and the platforms
- Re-evaluation of pages and updating documentation

Upcoming projects/issues:

- Re-design of teen page for more permanent content
- Re-design of Downloadables page to accommodate changes to Overdrive, RB Digital, and the discontinuation of Flipster in February.
- Creating more archival spaces on the website for older information.

Overdrive and other E-resources and databases

Hoopla and Kanopy are constantly increasing in use in our library. The instant availability of these products is a major factor for this growth.

RB Digital magazines has now merged with Overdrive, and Flipster will be discontinued in February 2021.

LinkedIn Learning is dropping the Lynda.com and making subsequent changes to our account in February. This is a final step in integrating the LinkedIn site with Lynda.

Hoopla is expanding the Bonus Borrows promotion program that it began last year.

Other Items

Kathy Petlewski gave a talk about online resources for genealogy in late January. I know that we had some increases in our genealogy databases for January, and I expect this will continue into February.

I attended a Kanopy Town Hall focusing on content and reporting.

Databases January 2021

Database	Dec 2020	Jan 2021	% Change
Ancestry unique searches	1,736	2,061	19% *
Consumer Reports-pg views	872	1,347	54%
Consumer Reports-visits	72	82	14%
Detroit Free Press	19	22	16%
Detroit Free Press (1831-1922)-HN	72	56	-22%
Detroit Free Press (1923-1999)-HN	83	83	0%
Fold3 Library Edition	54	64	19%
Gale Courses (enrollees)	8	10	25%
Heritage Quest	0	65	n/a
Lynda New Users	5	0	n/a
Lynda Videos Viewed	363	1,328	266% **
Lynda.com -active users	455	455	0%
Lynda.com log ins	71	194	173% **
Mango Languages-sessions	152	158	4%
Morningstar Useage (page views searches)	511	300	-41%
Morningstar Useage (total log ins)	86	74	-14%
Novelist Searches	173	164	-5%
Novelist Plus sessions	24	23	-4%
Reference USA (log ins)	41	28	-32%
Tumblebooks	95	85	-11%
Wowbrary Newsletters	2,468	3,085	25%
Wowbrary pages click through to catalog	642	879	37%
Wowbrary pages viewed	3,057	2,725	-11%

*Last month Ancestry reported 153 uses. This month they are showing 1736 uses for December, not 153. It is not clear why their December number was reported to us incorrectly, but it has now been corrected.

**It is unclear why Lynda.com usage was so high in January, but these numbers are confirmed.

Electronic Resources, Social Media, Web, and App January 2021

Electronic Resources	Dec 2020	Jan 2021	% change
Overdrive ebooks checked out	5,416	5,634	4%
Overdrive eaudiobooks checked out	2,541	2,841	12%
Overdrive new users registered	82	75	-9%
Overdrive unique patrons	1,611	1,682	4%
Rbdigital Checkouts	264	301	14%
Flipster Downloads	266	220	-17%
Flipster Online Views	58	41	-29%
Hoopla-new patrons	55	47	-15%
Hoopla-number of items used (circ)	3,607	3,792	5%
Kanopy-unique patrons	118	120	2%
Kanopy-number of credits used	411	434	6%
Social Media:			
Twitter Followers	3,090	3,071	-1%
Instagram Followers	1,410	1,450	3%
Facebook Followers	4,198	4,339	3%
Reference Email	211	193	-9%
Reference Chat	23	22	-4%
plymouthlibrary.org			
Web-Sessions	59,050	60,408	2%
Web-Users (at least 1 session)	40,430	41,877	4%
Web-Page Views	128,735	132,869	3%
Web-Mobile Use (including tablets)	5,564	5,376	-3%
Mobile App			
Unique devices used during the month	750	700	-7%
# of times app was opened and used (launches)	4,451	4,405	-1%
Total Page Views (including home page)	5,318	5,191	-2%

2/3/21/mk

Adult Services Monthly Report January 2021

Adult Virtual Programs

Virtual programs happen in real time on Zoom. We collaborated with the Northville library to cross-promote each other's programs. Attendance at their programs included, but not broken down by residency.

G01/04	ELL Conversation Group	6 students, 2 tutors
G01/04	ELL Reading Group	5 students, 2 tutors
A01/06	Adult Craft on Zoom (Northville)	15
A01/07	DIA Behind the Seen	22
G01/09	Animal Crossing Fishing Tourney	5
G01/11	ELL Conversation Group	8 students, 2 tutors
G01/11	ELL Reading Group	5 students 2 tutors
A01/12	Do You Have Enough \$ to Retire? (Nort)	61
G01/12	Contemporary Books	15
A01/14	Plymouth Railroads	88
G01/18	ELL Conversation Group	5 students, 3 tutors
G01/18	ELL Reading Group	5 students, 2 tutors
A01/19	Cadillac & the Founding of Detroit (Nort)	82
A01/19	The Keto Diet	21
G01/21	Books on Tap	7
A01/21	Thursday Trivia Night on Zoom (Nort)	20
G01/25	ELL Conversation Group	10 students, 2 tutors
G01/25	ELL Reading Group	8 students, 2 tutors
A01/25	PBB: The Poisoning of Michigan (Nort)	75
A01/26	Relax and Refresh: Harpist (Northville)	40
A01/26	Researching Genealogy in Digital Libraries	75
G01/27	Brown Bag Books	14
10 Adult programs, Attendance 499		22 Total programs
12 General programs, Attendance 110		609 Total attendance

Questions Asked at Service Desks

Total questions: 1045 (921 in 12/20, 4131 in 01/20) At Ref desk: 61 (61 in 12/20, 1237 in 01/20)
At RA desk: 127 (67 in 12/20, 1801 in 01/20) At Youth desk: 847 (793 in 12/20, 811 in 01/20)
Short ref: 808 (745 in 12/20, 1866 in 01/20) Extended ref: 178 (115 in 12/20, 351 in 01/20)
Readers Advisory: 4 (4 in 12/20, 99 in 01/20) Programming: 8 (12 in 12/20, 373 in 01/20)
Equipment Assistance: 13 (4 in 12/20, 234 in 01/20) Computer Instruction: 4 (7 in 12/20, 151 in 01/20)
Envisionware: 0 (0 in 12/20, 347 in 01/20) Directional: 7 (5 in 12/20, 189 in 01/20)
Other: 23 (29 in 12/20, 298 in 01/20) Group Study Rooms: 0 (0 in 12/20, 223 in 01/20)

Online Content: Online content are programs that are pre-recorded or allow passive participation rather than in real time. They happen on various online platforms, including the library web page and social media.

01/10 Rhapsody: Ships that Go Down and Ships That Come in with Lee Murdock
97 views on YouTube

YouTube subscribers 197 (181 in 12/20) Total views 743 (909 in 12/20)
Total watch time 70.8 (98.6 in 12/20) Most watched video: Curbside Pickup Moved to the Porch

What Do I Read Next readers advisory form for adults: 2

Friday, January 22

Ruby Bridges: Featured Speaker, Diversity in Publishing Stage – A conversation between Ruby Bridges and Carla Hayden, the Librarian of Congress. They discussed the Ruby Bridges Foundation, which “provides leadership training programs that inspire youth and community leaders to embrace and value the richness of diversity,” as well as Ruby’s new book “Ruby Bridges: This is Your Time.”

Council Forum 1 - Previews of Resolution on the Surveillance of Library Users through Behavioral Tracking and Resolution in Opposition of Facial Recognition Software in Libraries. Both will come to council through Intellectual Freedom Committee report at Council III on Tuesday.

Saturday, January 23

Opening Session: Ibram X. Kendi and Keisha N. Blain – Discussed their upcoming book “400 Souls: A Community History of African America 1619-2019.” The book is comprised of entries written by nearly 100 different African American writers and poets. The phrase “I am my ancestors’ wildest dreams” is reflected in the narratives, as the writers describe all that Black people have overcome in this country, and what the wildest dreams of their ancestors were, the obstacles they faced, and how they overcame them.

Member, Councilor, and Executive Board Information Session
ALA Presidential Candidates Forum

CORE Top Technology Trends – Discussed “deepfakes” and how libraries can maintain legitimacy as a valid source of information in the age of synthetic media. Also discussed issues of privacy and the normalization of surveillance. There are implications for COVID contact tracing, patron data gathered by vendors (example given: curbside pickup appointment software), use of security camera footage in libraries, facial recognition software used in academic settings for things like test proctoring, and workplace surveillance through productivity apps.

Sunday, January 24

ALA-APA Council Meeting – Included in report was a reminder that ALA-Allied Professional Association has Post-MLIS certification programs: Certified Public Library Administrator and Library Support Staff Certification. They have also updated their APA Wellness website: www.ala-apa.org/wellness.

ALA Council I – Report from the ALA Executive Director, Reports of Council Committees, and discussion of the Forward Together final report. Forward Together is ALA’s re-organization working group.

Council Forum II – Preview of actions and resolutions coming to Council II: Committee on Organization (5 actions), Resolution to Condemn White Supremacy and Fascism as Antithetical to Library Work, Resolution to Classify Library Workers as 1B Essential Workers to be Listed as a Priority Workforce in Receiving the COVID-19 Vaccine, Resolution on Replacing the Library of Congress Subject Heading “Illegal Aliens” with “Undocumented Immigrants,” and Resolution to Embed Carbon Offset Fee in Registration Fees for all ALA and Division Event Attendance.

Navigating Advocacy in a Virtual World – Larry Neal (Clinton-Macomb Public Library) gave a virtual tour of his library to Rep. Andy Levin in which he highlighted how the work the Representative does at the federal level impacts how the library is able to serve his constituents locally. Used examples like IMLS funding for the REALM study (making library materials safe for patron and staff handling), CARE act funding for face shields and plexiglass barriers (making in-person library service safer for patrons and

staff), Obama’s ConnectED program (resulting in giving every student in the library community access to library resources with a library card or student ID), and IMLS funding for LSTA (for statewide shared databases, especially valuable during the stay-home-stay-safe part of the pandemic).

Ethan Hawke: Featured Speaker – Discussed the origins of his new book “A Bright Ray of Darkness” as well as his idea that being an actor is a “celebration of writing.”

Monday, January 25

Introducing “I Dream of Popo” – an introduction to this #ownvoices picture book by Livia Blackburne and Julia Kuo.

Special Guest: Amanda Gorman – Inagural National Youth Poet Laureate performed “Change Sings,” a lyrical picture book coming out in fall 2021.

ALA Closing Session: First Lady, Dr. Jill Biden – Discussed and praised Librarians as a crucial link in the education process, as well as helping those with job hunting, lifelong learning, and other critical community needs.

ALA Council II

- Reports of ALA Council Committees and Special Committees, all 5 action items from the Council on Organization passed the vote, all nearly unanimously. Resolution from Committee on Legislation in Support of Broadband as a Human Right also passed unanimously.
- Resolution to Condemn White Supremacy and Fascism as Antithetical to Library Work. Passes 160 yes, 4 no, 2 abstain.
- Discussion: ALA 5-year pivot strategy
- ALA financial update

ALA Executive Board Candidates Forum – Voted for 3 out of 6 candidates after hearing their statements at this forum.

Council Forum III – Preview of Tribute resolution for Ona Šimaitė (a fascinating university librarian who helped countless Jewish people in the Vilna Ghetto in Lithuania during WWII) and update from the ALA Treasurer on the change from Programmatic Priorities to Budget Objectives.

Tuesday, January 26

ALA Council III

- Memorials, tributes, and testimonials
- Reports of ALA and Council Committees.
 - Intellectual Freedom Committee included a Resolution in Opposition to Facial Recognition Software in Libraries, which passed and a Resolution on the Misuse of Behavioral Data Surveillance in Libraries, which also passed.
- Executive Board election results
- Budget objectives/programmatic priorities
- Operating Agreement work group update
- Resolution on replacing the Library of Congress Subject Heading “Illegal Aliens” with “Undocumented Immigrants” – Addressed in 2016, but not acted on during the last administration. Suggestion from the Subject Analysis Committee to wait 6 months into the new

administration and then bring it forth at Annual Conference if the body thinks necessary at that time. Motion removed by general consent.

- Resolution to Classify Library Workers as 1B Workers to be Listed as a Priority Workforce in Receiving the COVID-19 Vaccine – discussion of vaccine priority as a local issue and various state library association statements on this issue. Passed with two amendments to the original proposal.
- ALA Honorary Membership Nomination for Robert Wedgeworth

Youth and Teen Monthly Report January 2021

Online Engagement

- 5 Early Literacy Tips posted to all social media platforms and our website.
- Teen had numerous posts across social media platforms.

Virtual Programming

12/29-1/5	Dana	Movie Club	2	
1/2/2021	Sean	D and D		4
1/5/2021	Dana	Lego Club	17	
1/6/2021	Lauren	Zoom Storytime	16	
1/8/2021	Sean	D and D		6
1/12/2021	Dana	Pokemon Club	5	
1/13/2021	Lauren	Zoom Storytime	36	
1/16/2021	Sean	D and D		5
1/18/2021	Dana	MLK Online	14	
1/18/2021	Katarina	Pizza and Pages	9	
1/19/2021	Dana	Game Club	2	
1/20/2021	Lauren	Zoom Storytime	26	
1/22/2021	Sean	D and D		5
1/27/2021	Lauren	Zoom Storytime	26	
1/27/2021	Heather	Reading Buddies (training)		5
1/28/2021	Barb	Teen Creative Space		0
1/30/2021	Sean	D and D		5
1/30/2021	Heather	Reading Buddies (training)		8
			153	38

153 Youth and 38 Teen participants for programming

Take and Make Projects

1/1-			
1/31/2021	Barb	Light Up Cards (Teen)	16
1/11/2021	Dana	MLK Day	22
1/26/2021	Lauren	Maker Club	15

53 Craft kits distributed in January

School Outreach

Barb	Library Cards	4
	Request for	
Barb	Resources	3
Barb	P-CEP Book Club	6
Barb	Project Lit	12

25 Educators and Students assisted

Special Projects

- 43 Book Bundle requested and filled (Youth)
- 4 BookMatch requested and filled (Teen)
- Reference Meeting 1/12 attended by Lauren, Dana, Barb, Katarina, Sean
- Social Media Meeting every Monday: Lauren, Barb
- Department Meeting- January 11- Lauren, Katarina, Dana, Barb, Sean
- Quotes from D and D session:
 - ~ "Thanks for DMing for me. With COVID-19, I haven't really gotten a chance to play, and didn't know anything about roll20 or how to use it. I really look forward to the next session immediately after we finish one"
 - ~ "I'm super hyped for next Saturday. The last session ended on a cliffhanger"
- The Teen Dept is collaborating with Northville in promotion of Teen Events between the 2 libraries
- All staff has been creating and contributing content for Social Media
- Tuesday Clubs have been made virtual with the exception of Maker Club, we offer patrons an activity they can pick up and do at home, we post activities to our website and send them out via Constant Contact
- Various webinars (free) and online training sessions have been attended by the dept as part of our work hours from home.

PC Reservation PC Usage Report

Organized By PC Area

Prepared 2/12/2021

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

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

Totals

PC Area	Total Uses	Total Time	Average Session
Vestibule	109	108:56	59.963
TOTALS	109	108:56	59.963

This report was generated using the EnvisionWare Inc. Reporting Module

Technology Support

Summary of January 2021



From: Melanie Bell – Head of IT

January we worked on enhancing work from home capabilities by sending staff home with equipment. We also assisted in many changes to improve the curbside experience.

Servers and Network:

- Applied security updates to Linux and Windows Servers.
- Verified our backups.
- Applied updates to all the WordPress sites.
- Made changes to the firewall to accommodate some support for our HVAC system
- Talked to our vendor about firmware updates for the firewall. Will work on implementing in late February.

Public and Staff Computers:

- Deployed work from home equipment with 7 staff members to enhance their work from home capabilities
- Replaced 2 circ machines with new Windows 10 machines.
- Programmed a new Wi-Fi phone for Youth Desk.
- Setup a new computer for reference staff in the learning lab.
- Distributed web cameras and headsets to staff who needed them at home.
- Purchased 4 RFID pads so that we could replace old one and increase the number of circ stations in the building.

Curbside Services:

- Made more changes to the curbside software so that we could be far more flexible on how many patrons we could accommodate in a single hour.
- Made changes to the setup and signage in the vestibule to mitigate disruptions for the patron using the computer in the vestibule.

Other:

- Attended TLN Tech Committee meeting where the demoed a free imaging solution that I'll be exploring.
- Put together SIP proposal for E911 services.
- Attended webinar on Best Practices for securing Zoom sessions. Made adjustments to the zoom settings to tighten security.
- IT staff assisted with 21 Zoom sessions this month

Technical Services Monthly Report – January 2021

Curbside service

We expanded our curbside service significantly this month, increasing our curbside hours and our appointment capacity per hour. We moved from a 15-minute appointment schedule to an hour-long appointment schedule, where we can easily customize the number of appointments we can accommodate per hour. This change has been well-received by patrons and staff.

In January, we had an astounding 2,230 curbside appointments (an increase of 56% from December). Our clerks prepared and checked out 11,774 items for our curbside patrons (an increase of 37% from December).

Under our current curbside system, we can offer 870 appointments per week. As a result, our patrons can now usually book a curbside appointment within 48-72 hours of receiving their hold notification, a huge improvement from our previous wait time of 1-2 weeks.

Thank you to the Board and to Carol Souchock for allowing us to make these changes, and thank you as always to the circulation staff for once again enthusiastically adjusting to major changes in our schedule and curbside system!

Statistics

Our technical services staff cataloged and processed 1,237 items new to our collection and placed 70 purchase orders in the month of January. Our circulation staff registered 238 new patrons.

For MeL interlibrary loan, we sent 1,003 items to other libraries, and received 938 items for our own patrons.

Katie Page
Technical Services Coordinator