

6.0

TO: Plymouth District Library Board

DATE: 20 July 2021

RE: Monthly Report

FROM: Shauna Anderson, Director

June 2021 Statistics:

Circulation – Books & Other	42,280
Circulation – Overdrive Downloads	7,119
Circulation – Hoopla	2,574
Circulation – Overdrive eMagazines	447
Circulation – Kanopy	300
<i>Total Circulation</i>	<i>52,720</i>
Electronic Access	83,859
Web Mobile Use	6,331
App Use	5,161
App Unique Devices	751
App Page Views	6,296
Public Computer Use	661
Wireless Use	7,770
Volunteer Hours	11
Meeting Room Use	0
Virtual/Online Programming	540

Building Updates

In-process elevator work will be finished by the end of July. Our public elevator will be out of order on July 29 while installation takes place. The staff elevator will be made available to all patrons who need it during the installation. This update will allow our elevators to let people out in the event of a power failure.

An air quality test was ordered before I began based on staff feedback about an area of concern in the building. The results of the inquiry established that our indoor air quality in the areas tested are significantly cleaner than our outdoor air and do not pose any health risks.

Personnel Updates

Kaitlyn Theisen was hired as a Circulation Clerk. Robyn Lowenstein resigned as Business & HR Administrator, and her last day was July 16. Interviews are being conducted for the open Business & HR Administrator position. I hope to have a new hire in place shortly. New business will include proposals for the addition of two positions to our organizational chart to better leverage capacity from unfilled positions.

COVID Reopening

The library remains in Level 5 of our Reopening Plan. We plan to introduce full weekday hours starting August 1 with the addition of Sundays in September. At the advice of our legal counsel, I have revised policy for staff at Level 5 to allow for self-screening of symptoms without the use of daily forms. This will be covered under Old Business.

Strategic Planning

Outlined below is a roadmap that I am following to help us produce a Strategic Plan covering fiscal years 2022-2025 by the end of this current fiscal year. So far, I have facilitated two staff Q&A sessions where I was able to both introduce myself to the staff while gaining valuable insights into the library's internal aspirations. All activities outlined for July have been accomplished.

ACTIVITIES	July	Aug	Sep	Oct	Nov	Dec
Form Strategic Planning Committee with representation from all departments. Hold an introductory meeting.						
Start a Strategic Planning channel on the PDL Discord server for broader staff input and to help follow along in the process in real time.						
Mission/Vision/Values revision exercises with management team.						
Community demographics inquiry: analyze community statistics alongside anonymized patron data from our catalog						
Meet with community leaders to learn more about their strategic priorities. Point person to report findings to committee.						
Facilitate "Ask Exercises" with various patron groups. Point person to report findings to committee.						
Hold two Community Conversations (in-person/virtual TBD). Point person to report findings to committee.						
Provide an interactive display in the library lobby to encourage anonymous feedback about what our patrons want to see as our community emerges from the pandemic. Point person to report findings to committee.						
Facilitate a synthesis session with strategic planning committee to review various findings and create a list of key themes, which will be turned in to our strategic priorities and goals.						
Finalize the Strategic Plan and present to the board.						
Management team to develop objectives for FY22 based on goals outlined in the Strategic Plan. Present finalized objectives to the board						

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	43,493	203.76%
JUNE	93,841	91,929	86,209	89,418	82,853	79,146	74,359	73,759	68,681	13,558	42,374	212.54%
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	234,881	
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		
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	174,804	
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	10520	-26.15%
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	59980	
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

June 2021

Mary Kelly

Databases and Electronic Media

- Ancestry has committed to remote access through September 2021. As Ancestry seems to commit to remote access a few months at a time, I am guessing that they will either raise prices and/or charge for remote access. (Our Ancestry account renews in April 2022.)
- Our databases will be reviewed as we come upon 2022. I believe it is important that they meet a minimum standard of use if we intend to hold on to these products.
- Kanopy was recently acquired by Overdrive.

Intranet and Website

- I have a new version of our Intranet nearly ready for our use. One of the main features is a knowledge base. In addition to technical information, we will include procedural information as well.
- As the library starts adding back more services, I will be re-fashioning our website to reflect those services and hopefully streamline our look. Heather has been my design soundboard, and since my own skills have dramatically improved during COVID, I am hoping we can be a bit more creative in our virtual look.

Other

I will be attending (virtually) Digipalooza, which is Overdrive's annual conference.

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

Electronic Resources	May 2021	June 2021	% change	Notes
Overdrive ebooks checked out	4,782	4,617	-3%	
Overdrive eaudiobooks checked out	2,675	2,582	-3%	
Overdrive new users registered	57	66	16%	
Overdrive unique patrons	1,608	1,421	-12%	
Overdrive Magazines	456	447	-2%	
Flipster Downloads	11	n/a	n/a	note1
Flipster Online Views	-	n/a	n/a	note1
Hoopla-new patrons	32	26	-19%	
Hoopla-number of items used (circ)	2,840	2,574	-9%	
Kanopy-unique patrons	103	95	-8%	
Kanopy-number of credits used	335	300	-10%	
Social Media:				
Twitter Followers	3,063	3,076	0%	
Instagram Followers	1,493	1,512	1%	
Facebook Followers	3,940	3,925	0%	
Reference Email	88	59	-33%	
Reference Chat	13	23	77%	
plymouthlibrary.org				
Web-Sessions	75,709	83,859	11%	
Web-Users (at least 1 session)	59,240	66,551	12%	
Web-Page Views	141,926	155,678	10%	
Web-Mobile Use (including tablets)	5,495	6,331	15%	
Mobile App				
Unique devices used during the month	719	751	4%	
# of times app was opened and used (launches)	4,752	5,161	9%	
Total Page Views (including home page)	5,480	6,296	15%	

1 Flipster has been discontinued and is no longer available to our patrons.

Databases June 2021

Database	May 2021	June 2021	% Change	
Ancestry unique searches	1,982	1,571	-21%	<i>Note 2</i>
BrainFuse-Help Now	12	3	-75%	<i>Note 1</i>
BrainFuse-Job Now	27	7	-74%	<i>Note 1</i>
Consumer Reports-pg views	938	808	-14%	
Consumer Reports-visits	81	66	-19%	
Data Axle (formerly Ref USA)	28	31	11%	
Detroit Free Press	2	5	150%	
Detroit Free Press (1831-1922)-HN	13	10	-23%	
Detroit Free Press (1923-1999)-HN	30	21	-30%	
Fold3 Library Edition	0	81	n/a	<i>Note 2</i>
Gale Courses (enrollees)	4	3	-25%	
Heritage Quest	3	3	0%	<i>Note 2</i>
Linked In-Logins	20	23	15%	
Linked In-Unique Users	13	18	38%	
LinkedIn courses viewed	75	36	-52%	
Mango Languages-sessions	119	78	-34%	
Morningstar Useage (page views)	139	n/a	n/a	
Morningstar Useage (total log ins)	30	n/a	n/a	
Novelist Plus searches	212	222	5%	
Novelist sessions	31	41	32%	
Tumblebooks	126	53	-58%	
Wowbrary Newsletters	2,430	2,443	1%	
Wowbrary pages click through to catalog	1,236	932	-25%	
Wowbrary pages viewed	3,726	3,901	5%	

Notes:

1 Staff use probably accounted for the previous month use, as they got up to speed in using the Brainfuse products. School also ended in June which also led to less demand

2 Genealogy databases have had wild fluctuations over the last year and half. I believe that the normal habits of the genealogy users has probably changed. Also, Proquest has had issues with regards to reporting use statistics since late 2020.

Adult Services Monthly Report June 2021

Adult Virtual Programs

A06/03	DIA Behind the Seen	17
G06/07	ELL Conversation Group	9 students, 1 tutor
G06/07	ELL Reading Group	8 students, 2 tutors
A06/07	Dark Side of the Mitten	49
G06/08	Contemporary Books	14
G06/14	ELL Conversation Group	7 students, 1 tutor
G06/14	ELL Reading Group	7 students, 2 tutors
G06/17	Books on Tap	3
G06/21	ELL Conversation Group	8 students, 1 tutor
G06/21	ELL Reading Group	7 students, 1 tutor
A06/22	Summer Cooking: Pizza on the Grill	70
G06/23	Brown Bag Books	9
G06/28	ELL Conversation Group	9 students, 1 tutor
G06/28	ELL Reading Group	9 students, 2 tutors
3 Adult programs, Attendance 136		14 Total programs
11 General programs, Attendance 101		237 Total attendance

Questions Asked at Service Desks

Total questions: 2616 (1848 05/21, 0 in 06/20)	At Ref desk: 494 (368 in 05/21, 0 in 06/20)
At RA desk: 934 (581 05/21, 0 in 06/20)	At Youth desk: 775 (323 in 05/21, 0 in 06/20)
Short ref: 1338 (1034 in 05/21, 0 in 06/20)	Extended ref: 197 (121 in 05/21, 0 in 06/20)
Readers Advisory: 97 (22 in 05/21, 0 in 06/20)	Programming: 221 (23 in 05/21, 0 in 06/20)
Equipment Assist: 107 (131 in 05/21, 0 in 06/20)	Computer Instruction: 87 (67 in 05/21, 0 in 06/20)
Envisionware: 190 (277 in 05/21, 0 in 06/20)	Directional: 189 (117 in 05/21, 0 in 06/20)
Other: 171 (51 in 05/21, 0 in 06/20)	Group Study Rooms: 19 (5 in 05/21, 0 in 06/20)

Online Content:

6/3	DIA Behind the Seen	30 views
6/7	Dark Side of the Mitten	21 views
6/22	Summer Cooking: Pizza on the Grill	35 views

YouTube subscribers 230 (221 in 05/21)	Total views 329 (568 in 05/21)
Total watch time 28 hours (44.1 in 05/21)	Most watched video: Origami Butterfly

Other Projects:

- Moved to Stage 5 library service: replaced furniture, opened study rooms for use, reinstated services like exam proctoring
- All Librarians were trained and added to the Covid Supervisor list
- Librarians are planning fall programming: in-person, virtual, and hybrid options
- Researching new options for sustainable routine discards of library materials (in addition to Better World Books)
- 2022 adult collection budget submission
- 2022 serials renewals
- Compiling financial data for Dunning Foundation newspaper digitization grant final report
- Holly Hibner attended the Annual Virtual Conference of the American Library Association to fulfill obligations as ALA Councilor-at-Large. Report attached.

American Library Association Virtual Annual Conference, June 24-29, 2021

Submitted by Holly Hibner

Session highlights:

Opening session: Nikole Hannah Jones, Pulitzer-prize winning journalist for the New York Times on racial injustice and author of the forthcoming book *The 1619 Project: A New Origin Story*. “This new book substantially expands on that work, weaving together eighteen essays that explore the legacy of slavery in present-day America with thirty-six poems and works of fiction that illuminate key moments of oppression, struggle, and resistance.” – Amazon description

Featured Speaker: Dr. Leana Wen – Author of the upcoming book *Lifelines: A Doctor’s Journey in Public Health*. Dr. Wen has built an impressive career making public health visible and available to American citizens. She discussed libraries as essential services, and as an important part of public health.

Beyond Picture Perfect Diversity: How to Create a Sense of Inclusion: Dima Ghawi, Executive Coach – Workplaces need to go beyond having the perfect image of diversity and create a safe culture for our employees who want to feel a sense of belonging. In order to create a culture of inclusion we need to have *curiosity* about ourselves and others, we need to have *courage* to speak up and to take action and be allies, and to be *committed* because it is not just one day; it’s continuous work. Steps to creating inclusion were suggested.

Business Reference in Public Libraries made Easy –

Databases are key: business: marketing, company info, investing/financial info, consumer info, small business builder, legal collection, educational (LinkedIn Learning), language learning (international business), citizenship. Be aware of what schools/universities/colleges our community members attend, what businesses are in our area, what home businesses are in our area, and what business organizations are in our area. Elevator speech: what we have to offer, plus librarians to help you use it.

Is the New Normal Here Yet? Tinley Park Library, IL – How one library used Communico, a customer engagement platform, to navigate the phases of library re-opening. Communico is an integrated suite of tools/modules to help users discover and use library tools. Our library will have a live demo of this product in mid-July.

Leadership Development for All: Orange County Library System - OCLS has established itself as a learning organization. Lifelong learning is a goal for staff as well as patrons. This is reflected in their vision, mission, and core values. They market learning opportunities for staff in a weekly email blast, intranet, and staff training website. They have a staff training YouTube channel. There is required learning throughout the year, as well as optional opportunities. Learning/growth/development is part of their annual staff evaluation process. The presenters shared an intensive leadership development plan.

Social Media for Small and Rural Libraries – Lots of ideas were shared in this session of what to post, on which platforms, and how often. They also discussed social media policies, the use of alt-text and universal design for accessibility, using hashtags, and running promotions and ads.

Library Services and Programs for Older Adults: The Top 10 Ways – In 2030 there will be more older adults than children. Our core users now will have different needs in 10 years. Think beyond large print: robust, up to date collections, programs, and online resources on a variety of personal interests. Include

subjects and collections for older adults in displays, merchandising, and showcasing. Policies: are they senior friendly? How do you handle fines and fees? Husband/wife pickup of holds.

Rethinking How We Measure the Impact of Libraries – Surveys should ask about value to quality of life and *why* people find value in services. Existing measures don't tell the whole story of the library's impact. Statistics are important, but they don't always give context or describe the effect our services have on peoples' lives. "Are we continuing to serve the overserved?" Or are we really being representative of who is in our community? We need to serve the *entire* community, not just the majority. Are we here to make as many people as possible happy, or are we here to make a difference?

Featured Speaker: Stanley Tucci – In addition to award-winning actor, Tucci is author of the upcoming memoir "Taste: My Life Through Food." The book is about what an important impact food has had on his life. He is also the author of two cookbooks, and discussed the difference between the process of writing a cookbook vs. a memoir. (The memoir was easier because the cookbook takes time to test everything and you have to be so meticulous about measurements and instructions.)

Selection Audit and Weeding: The One-Two Punch – Identify the voices that are missing in the library collection. Include race, ethnicity, ability, religion, gender, sexual orientation, etc. Definition of inclusive and culturally responsive collections: "Inclusive and culturally responsive collections life up the voices of historically marginalized groups in an authentic, affirming manner; reflect students' first languages; and include formats to scaffold learning." Selection is a gate-keeping activity of deciding what texts people have access to. Weeding plays a critical role in managing library collections by removing outdated titles that often promote bias and harmful stereotypes. Promotion: how we use visual marketing, digital reading advisory, professional learning, and social media to increase access to inclusive titles.

PLA meeting for ALA Councilors – Forward Together resolutions overview. In evaluating the draft resolutions, the PLA Board united around three key principles: Equity and improving diverse member engagement, including virtual participation and maximizing direct election to ALA governance bodies, Streamlining and simplifying processes to improve organizational agility, and fiscal responsibility and understanding financial impacts of all proposed changes. They went through each resolution being presented to Council next week and shared which they support, and what changes would make them support others.

Council Forum I – Discussions of resolutions coming to Council meetings in the next few days: Resolution on U.S. Enterprises' Abridgement of Free Speech, Resolution in Support of Open Educational Resources, Forward Together Working Group Resolutions, ALA Code of Conduct, and Resolution on Greater Transparency in the Library of Congress Subject Headings Revision Process.

Membership Information Session and Virtual Membership Meeting – Memorials, tributes, and testimonials, reports of the President, President-Elect, Executive Director, Treasurer, Budget Analysis and Review Committee, Endowment trustees, Public Policy and Advocacy.

Council I – Various committee reports (Committees on Budget Analysis & Review, Diversity, Education, Library Advocacy, the Status of Women in Librarianship, Council Orientation, Policy Monitoring, Public Awareness, Publishing, Resolutions). Nominations for the Council Committee on Committees and the Planning and Budget Assembly.

- Forward Together Fiscal Analysis Working Group
 -
- Resolutions Workgroup:
 - ALA Core Values – Resolution Passes
 - Roundtables (Moved to Council 2)
 - All other resolutions of the FTWG were referred to a new task force to be created, to take a closer fiscal look at them.

Council 2 – Reports of Officers and Special Committees

- FTWG Resolution on Roundtables – Resolution Passes
- Committee on Organization – Expansion of membership on the Policy Monitoring Committee and the Council Orientation Committee, Creation of a Code of Conduct Committee, Disband Committee on Membership Meetings; add their charge to Membership Committee. All pass.
- Resolution to Achieve Carbon Neutrality for ALA Conferences – Discussion of the cost of carbon offsets for conferences (about \$50K for a large in-person conference). Resolution passes.

Council 3

- Treasurer’s report indicates a gap of between revenues and expenditures. A Paycheck Protection Program (PPP) loan will be applied to fill that gap, as well as limits on travel and other expense reductions for the Executive office. Annual estimates of income approved by Council.
- Reports of various committees and workgroups
- Election results for Committee on Committees and Planning & Budget Assembly
- Resolution on Greater Transparency in the Library of Congress Subject Headings Process – Resolution defeated.
- Resolution on Replacing the Library of Congress Subject Headings Illegal Aliens Without Further Delay – Motion to refer to the Committee on Legislation

Closing Session: Barack Obama – Spoke with the Director of the Smithsonian Museum about his book, “A Promised Land.”

Youth and Teen Monthly Report June 2021

Online Engagement

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

Virtual Programming

6/1/2021	Owl Pens		9
6/1/2021	LGTBQIA+		46
6/1/2021	Graphic Novel Book Club	7	
6/1/2021	Baby Bags	93	
6/3/2021	Teen Volunteer		11
6/5/2021	Animanga		0
6/5/2021	D & D		4
6/11/2021	D & D		5
6/16/2021	Storytime 10	33	
6/16/2021	Storytime 7	7	
6/19/2021	Animanga		0
6/19/2021	D & D		5
6/23/2021	Storytime 10	24	
6/23/2021	Storytime 7	12	
6/24/2021	Edge: Tales of Equestria	9	
6/25/2021	D & D		5
6/30/2021	Storytime 10	25	
6/30/2021	Storytime 7	8	

Youth Participants: 218

Teen Participants: 85

Take and Make Projects

6/15/2021	Toddler Kits	18
6/15/2021	TM #1 Notebooks	263
6/22/2021	TM #2 Scratch Art	245

Youth Projects: 526 projects requested

Summer Connection

- Youth- 296 Registrations
- Teen- 38 Registrations; 273 books read & 48 book reviews submitted

Special Projects

- 6 Book Bundle requested and filled (Youth)
- 2 BookMatch requested and filled (Teen)
- Expanded hours (open at 10am) started on 6/1
- Reference Meeting 6/8
- Summer Connection started 6/1
- 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
- Overhaul of the Youth Booklist Page
- Jessica Keeler- YouPer Committee started for the 2021-2022 year
- 38 Volunteer hours (virtual) from the Teens

June 2021 Monthly Report – Marketing & Community Relations

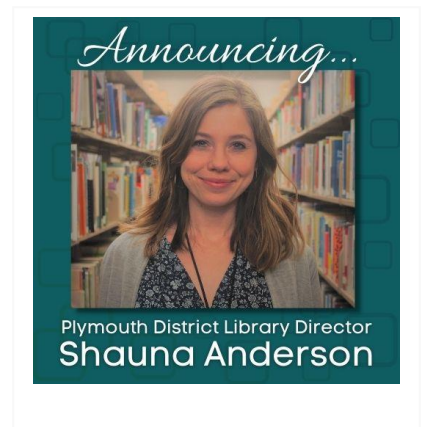
Marketing Library Programs/Services

The big news this month from a program marketing perspective was the kickoff of the Summer Connection. This includes Youth, Teen and Adult Summer Connection reading programs, plus:

Youth	Teen	Adult:
Animal Art challenge read to a pet Social Media Challenge weekly Take-and-Make projects Tales of Equestria online role playing game for middle-graders Zoom storytimes	Books & Bites book club MI Library Quest online game Owl Post Pen Pals Pride Month book giveaway	Dark Side of the Mitten Pizza-on-the-Grill

We also had big news to share with the community regarding:

- 1) Our new director, Shauna Anderson. We introduced the community to Shauna via press release and social media posts as well as a lobby display.
- 2) Movement to Stage 5 of our re-opening plan, which meant no limit on browsing time, 2-hour limit on computer use, which is now available by both walk-in and reservation and return of leisure furniture



Regular on-going marketing activities included:

- social media graphics - creation and posting
- writing and editing two editions of our e-newsletter
- regular communication with Plymouth DDA and Plymouth Chamber for library coverage in their updates

Community Relations

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

- Plymouth shred & recycle day
- Zoo and aquarium month (MAP pass connection)
- The Michigan Learning Channel
- Mosaic mental health event
- United Way community food drive

Shauna and I met with Wes Graff of the Chamber as an introduction to how we can support each other. Additional community leader introductory appointments will be scheduled in July and August.

Meeting Rooms

Individual study rooms were made accessible as mid-June. Most of the furniture has been removed from the meeting rooms and returned to use in the library. The Administrative Team has met several times to outline a plan for return to full use of meeting rooms in August. Staff meeting room use reservations for fall are in the books. Communication to our outside users will go out in July, inviting their use requests for August-December. In addition, demonstrations of meeting room booking software are scheduled for July.

Larger meeting rooms were used only by PDL staff in June:

PDL groups & programs	5 meetings	29 attendees
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Volunteers

As of the last week of June, we have given the green light for the return of adult volunteers who do indexing of the Plymouth Mail as well as volunteers who deliver books to area facilities. Teen and adult shelving volunteers are the only groups not yet returning to service.

Adult volunteer hours in June:

Home-bound service – 5 hours

Disk cleaning – 6 hours

I continue to support the Friends through communication and process help with used book sale, ordering new letterhead and assisting with donation of Friends discards.

PC Reservation PC Usage Report

Organized By PC Area

Prepared 7/6/2021

From 6/1/2021 to 6/30/2021

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

Totals

PC Area	Total Uses	Total Time	Average Session
Adult	534	363:15	40.815
Main Level Sitting	56	41:18	44.250
Main Level Standing	71	35:04	29.634
TOTALS	661	439:37	39.905

This report was generated using the EnvisionWare Inc. Reporting Module

Technology Support

Summary of June 2021



From: Melanie Bell – Head of IT

June was incredibly busy. We ran our first hybrid zoom/in-person board meeting for the director interviews and I acted as Interim Director and took care of payroll till June 21st. At the end of June, I got to welcome and train with our new Director Shauna Anderson and welcome our HR/Business Administrator Robyn back to work. IT staff also moved the internet computers to the upper level and setup the upper level print release station so that we could offer patrons double sided printing on 87.5x11 to 11x17 paper.

Servers and Network:

- Applied security updates to Linux and Windows Servers.
- Verified our backups.
- Applied updates to all the WordPress sites.
- Fixed some issues with a bad link to an old Friends website.

Public and Staff Computer

- IT staff setup the print release station on the upper level.
- Opened up the computers on the upper level to the public and moved from computers by appointment to computers available on a drop in basis.
- Extended computer time from 1hr per day to 2 hrs per day.
- Fixed some issues with public printers not showing up on the public computers.
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Other:

- IT staff assisted with 18 Zoom sessions this month
- Attended TLN Tech Committee meeting
- Processed payroll, and approved checks.
- Worked with vendor to start moving our phone system from POTS lines to SIP lines that support enhanced 911
- Updated Library Reopening Policy and COVID-10 Preparedness and Response Plan to reflect the new MIOSHA and CDC guidelines.
- 7,770 Wireless Sessions

Technical Services Monthly Report – June 2021

Staffing

We welcomed our new Circulation Supervisor this month, Kathleen Philo. Kathleen comes to us from the circulation department of the Northville District Library. We're overjoyed that she has joined us at Plymouth!

Statistics

Our technical services staff cataloged and processed 1,070 items new to our collection and placed 64 purchase orders in the month of June. We registered 143 new patrons this month.

For MeL interlibrary loan, we sent 1,087 items to other libraries, and received 1,176 items for our own patrons.

Katie Page
Technical Services Coordinator