TO: Plymouth District Library Board

RE: Monthly Report

DATE: April 19, 2020 **6**

FROM: Carol Souchock
Director

March 2020 Statistics:

Note: The library's building closed on Friday, March 13 at 5 pm due the governor's order regarding COVID-19

Circulation – Books & Other	28,235
Circulation – Overdrive Downloads	7,216
Circulation – Hoopla	2,312
Circulation – Flipster (e-Magazines)	561
Circulation – Kanopy (e-movies)	270
Total Circulation	**38,594**

Electronic Access	94,132 sessions to our web site
App Use	Not Available
App Unique Devices	Not Available
App Page Views	Not Available
Public computer use	1,113 hours of use
Wireless use	7,172 sessions
Volunteer Hours	19.5 Teens & TBD Adult = **TBD**
Outside Groups Meeting Room Use	TBD Meetings/TBD attendees
PDL Meeting Room Use	TBD Programs or Meetings /TBD attendees

Library Programs and Services In February:

The Plymouth District Library building closed to the public on Friday, March 13 at 5 pm per the governor's order due to COVID-19 Coronavirus but the library is open for business virtually 24/7. We have always had a strong online presence but this month our staff committed to expanding our social media, web site, app, and virtual programming. We created a social media and web team which is meeting weekly via Zoom software and they are doing an outstanding job. Our online services are growing daily while we still respond to community needs via phone and email.
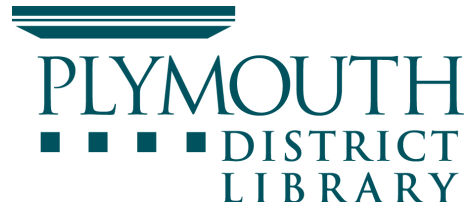
Technology Updates:

We had one major technology focus this month. This was preparing for our leadership team to work from home. Melanie Bell, our head of Information Technology, did a truly outstanding job getting ready for this in a very tight timeline. When I realized we would be closing the library building I reallocated funds and purchased additional laptops for our department heads to use at home. This way they are able to remotely access our network drives, library catalog, and files while maintaining security of our network. In addition existing library equipment was repurposed for other staff that need remote access. This was a big project and it involved our leadership staff, myself included, learning new technology skills to work remotely. Melanie's work here was vital to supporting the productivity of our leadership staff and the functionality of our organization during our building closure.

In addition I want to recognize tech assistant Bruce Koldys who has been assisting me and other staff in learning how to use Zoom. I made the decision to purchase this virtual/online meeting software for the library and am very pleased we have done so. We use this software to not only hold our official library board meetings but also for our staff to connect and work together in groups.
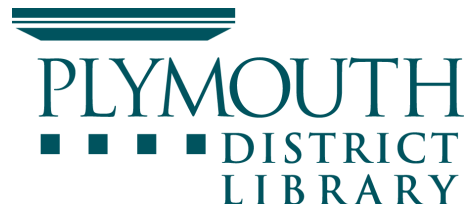
Building Update:

I worked aggressively with our Construction Management team (engineer from PBA, architect from Merritt Cieslak Design, McCarty and Smith) on our current HVAC issues this month and we are planning to address the duct work challenges as soon construction workers are able to do so. This project was delayed due to the Staff Home Stay Safe orders from the governor.

During our building closure the library is checked daily. It is important that we do so to make sure there are no water or sewage issues and to take care of our fish and plants. I can assure you both are happy and healthy!

Staffing Update:

First, I want to take the time to recognize our wonderful leadership team of Robyn Lowenstein, Susan Stoney, Holly Hibner, Lauren Baker, Melanie Bell, Katie Page, Linda Vanda VanderLaan, and Cassie Cobb. Their leadership and flexibility during these challenging times has been remarkable! They are being asked to learn new technologies and work in ways we have never considered before. They have all stepped up and done so graciously. Their commitment to our library needs to be acknowledged and is greatly appreciated.

I also want to recognize the many staff members who have asked what can I do to help. In doing so you helped take weight off of our leadership team and made our jobs easier during this challenging time. Finally, I

want to recognize all of our staff, and our evening cleaning crew, for your commitment during the weeks leading up to our building closure. With things changing often daily flexibility was required and you adapted to these changes and worked as a team to support each other and our library patrons.

Finally, I want to welcome Lauren Baker, as our new youth and teen services coordinator. Lauren has been with the library for many years and has worked hard over the years to grow into this leadership role. She is a welcome addition to our leadership staff. Congratulations Lauren!

Director's Activities:

In early March I lead daily HVAC meetings to determine the best path forward on this project. In addition I attended two municipal funding workshops to help address our library's long term fiscal needs.
I also participate in the final interviews for our Youth Services Coordinator.

I also responded to changing needs of the library due to COVID-19 and worked hard to provide our staff with the tools and support they needed to work during these very challenging times and to maintain the high level of service our community expects. In addition I am continuing my leadership role in maintaining our building during our closure. I make sure the building is checked daily and any building issues are promptly responded to.

My community duties during the second half of March are hard to describe. I have moved into a greater leadership role in our community due to my presidency of the Rotary Club of Plymouth. I am helping coordinate collaboration and information between the City of Plymouth, Plymouth Township, the Salvation Army, the United Way, and our Plymouth Rotary Club. Together we are working hard to determine immediate and long term community needs and respond to them. As part of these duties I research, make recommendations and coordinate the decisions on where Rotary should invest our resources with the support of our club and foundation boards. We are currently purchasing and distributing face shields, meals, and much more to those in need including the general public and our local first responders and hospital workers. I am very proud to be a member of the Plymouth Rotary Club and of the good work we do locally and around the world. Our role in supporting our community through this process will continue to grow in the coming months as additional needs are determined. As a result my Rotary work is more important that I could have ever imagined this year.

I also lead the library's transition to predominately virtual/online public services and supported our staff during this transition with the assistance of a great leadership team. We are rocking in this role and will continue to do so.

March department reports are attached. All reports are posted on the Library's web page plymouthlibrary.org, and print versions are available in the public meeting packet at Upper Level Reference.

ANNUAL CIRCULATION -- PLYMOUTH DISTRICT LIBRARY

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

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Change from previous year
JANUARY	85,759	87,551	88,408	84,739	76,457	76,430	75,399	70,347	67,220	65,816	65,672	-0.22%
FEBRUARY	81,886	85,085	86,994	79,891	76,133	72,587	72,523	64,813	62,271	60,969	63,332	3.88%
MARCH	93,850	93,960	89,549	90,269	88,531	79,347	79,780	67,406	72,436	69,554	38,594	-44.51%
APRIL	85,582	88,645	84,872	86,178	80,485	68,944	72,663	69,101	65,250	66,641		
MAY	80,664	80,787	79,194	73,298	77,661	69,006	68,816	66,070	61,116	62,829		
JUNE	96,317	93,841	91,929	86,209	89,418	82,853	79,146	74,359	73,759	68,681		
JULY	103,150	98,321	100,719	98,505	97,402	87,997	84,194	77,855	79,361	76,889		
AUGUST	103,073	97,431	94,868	88,896	86,989	85,330	82,568	74,516	76,302	74,749		
SEPTEMBER	80,034	75,596	76,733	71,428	72,392	68,676	67,208	61,033	60,255	60,028		
OCTOBER	84,161	80,382	84,453	75,643	75,774	69,897	69,130	64,490	63,278	63,175		
NOVEMBER	86,823	83,511	80,897	72,172	75,115	71,331	67,397	61,874	61,688	60,603		
DECEMBER	77,680	78,391	71,381	69,208	73,732	66,505	63,327	60,402	57,948	57,516		
TOTAL	1,058,979	1,043,501	1,029,997	976,436	970,089	898,903	882,151	812,266	800,884	787,450		
Change from previous year	-1.74%	-1.46%	-1.29%	-5.20%	-0.65%	-7.34%	-1.86%	-7.92%	-1.40%	-1.68%		

* January 2007 onward includes Overdrive statistics
* January 2015 onward includes Flipster statistics
* May 2015 onward includes in house use statistics
* March 2016 onward include Hoopla statistics
* January 2019 onward include Kanopy statistics

ANNUAL CIRCULATION -- PLYMOUTH DISTRICT LIBRARY
Electronic resources

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Change from previous year
JANUARY	522	744	1579	2066	2660	3648	4349	5068	6779	8232	9342	**13.48%**
FEBRUARY	467	753	1740	1740	2502	3507	4206	4520	6215	7567	8683	**14.75%**
MARCH	547	753	1492	1987	2666	3477	4229	4910	6992	8158	10359	**26.98%**
APRIL	571	792	1443	1962	2473	3359	4247	4580	6186	7870		
MAY	548	733	1413	1932	2513	3144	4056	4733	6299	8164		
JUNE	526	827	1642	2159	2589	3519	4338	5076	6878	8535		
JULY	606	837	1828	2217	2919	3793	4907	5530	7226	8777		
AUGUST	590	1039	1948	2363	2874	3875	4633	5398	7265	11064		
SEPTEMBER	550	1021	1673	1990	2600	3609	4456	5077	6581	8564		
OCTOBER	625	999	1609	2093	2696	3701	4385	5508	7022	8518		
NOVEMBER	575	1103	1571	1926	2737	3533	4330	5154	6646	7913		
DECEMBER	601	1340	1676	2116	2817	3825	4624	5596	7107	8305		
TOTAL	6728	10941	19614	24551	32046	42990	52760	61150	81196	101667		
Change from previous year	85.50%	62.62%	79.27%	25.17%	30.53%	34.15%	22.73%	15.90%	32.78%	25.21%		

* January 2007 onward includes Overdrive statistics
* January 2015 onward includes Flipster statistics
* March 2016 onward include Hoopla statistics
* January 2019 onward include Kanopy statistics

ANNUAL CIRCULATION -- PLYMOUTH DISTRICT LIBRARY

Books and Materials circulation, including in house use

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Change from previous year
JANUARY	85,237	86,807	86,829	82,673	73,797	72,782	71,050	65,279	60,441	57,584	56,330	-2.18%
FEBRUARY	81,419	84,332	85,254	78,151	73,631	69,080	68,317	60,293	56,056	53,402	54,649	2.34%
MARCH	93,303	93,207	88,057	88,282	85,865	75,870	75,551	62,496	65,444	61,396	28,235	-54.01%
APRIL	85,011	87,853	83,429	84,216	78,012	65,585	68,416	64,521	59,064	58,771		
MAY	80,116	80,054	77,781	71,366	75,148	65,862	64,760	61,337	54,817	54,665		
JUNE	95,791	93,014	90,287	84,050	86,829	79,334	74,808	69,283	66,881	60,146		
JULY	102,544	97,484	98,891	96,288	94,483	84,204	79,287	72,325	72,135	68,112		
AUGUST	102,483	96,392	92,920	86,533	84,115	81,455	77,935	69,118	69,037	63,685		
SEPTEMBER	79,484	74,575	75,060	69,438	69,792	65,067	62,752	55,956	53,674	51,464		
OCTOBER	83,536	79,383	82,844	73,550	73,078	66,196	64,745	58,982	56,256	54,657		
NOVEMBER	86,248	82,408	79,326	70,246	72,378	67,798	63,067	56,720	55,042	52,690		
DECEMBER	77,079	77,051	69,705	67,092	70,915	62,680	58,703	54,806	50,841	49,211		
TOTAL	1,052,251	1,032,560	1,010,383	951,885	938,043	855,913	829,391	751,116	719,688	685,783		
Change from previous year	-2.04%	-1.87%	-2.15%	-5.79%	-1.45%	-8.76%	-3.10%	-9.44%	-4.18%	-4.71%		

April 6, 2020

Electronic Services Report
March 2020

The impact of COVID-19 on our community has dramatically shifted our resources and attention to providing library services virtually. Since this event is unlike anything else, I have been trying to look at daily data on our website, e-products, social media, and our info email, to make sure our website and our e-collection are responding to the needs of the community. In addition, the staff is stepping up its efforts to reach our patrons through all the available channels we have: such as social media, the website, email, and phone.

The following changes have been made with respect to electronic services. This is not a complete list of changes or necessarily permanent changes. As our library has changed focus, the website also must change to reflect our new situation. This will be a continuing challenge as this crisis unfolds.

Website changes:

- Created an information page for COVID-19 resources, specifically from the Michigan Department of Health and Human Services Department (MDHHS), the CDC, and World Health Organization.
- Created a page with resources for help with local services to *Salvation Army*, *United Way* and *Michigan 211*. I also created a companion volunteer/help page for people to contribute toward helping in our community.
- I shifted our electronic collections to a separate menu item to link directly to our e-collections and streaming services. This made the e-products easier to find.
- Additional posts on access and use of the electronic collections.
- A streamlined library card web application.
- Added "last updated" dates to information that continually changes.
- We have added a FAQ page to answer questions about our closure, library circulation issues, etc.
- Added a slider on the front page highlighting changes posts and other information. This replaces our Wowbrary slider of new books added to the collection.
- Changed the Genealogy/Local History page to reflect only databases available remotely; including the updated link for remote access of Ancestry Library Edition.
- Updated and reorganized the Business Resources page to reflect links and information related to filing for unemployment and business relief resources.

Databases and E resources

Many of our vendors have stepped up to offer extra resources or have expanded holdings. We have shifted budget resources to make sure our patrons have access to as many e-resources as possible.

- Ancestry Library edition is now available remotely
- Hoopla is currently offering "Bonus Borrows" of materials that won't charge a checkout to a patron account. This is available through April 30.

- Kanopy has offered a bonus list of movies that also don't count against a patron account as a checkout.
- Other vendors have also offered up additional resources for youth and teen. These are promoted regularly on Facebook, Twitter, and Instagram.

Statistics for March:

Where possible, I looked at data on a daily basis for March 2020. A couple of key dates were flagged so I could see if there were any changes in use of the website, social media, and electronic collections. This isn't necessarily a complete picture as many of vendors don't produce data that specific. In addition, some data isn't available yet.

However, significant dates to keep in mind when we are examining some of the data for March.

March 10, 2020: 2 confirmed cases in Michigan.

March 13, 2020: PDL closed at 5 pm; all schools are closed, beginning the following Monday.

March 16, 2020: Bars and restaurants are closed.

March 23, 2020: Stay at home order is in effect.

Databases

ProQuest, which handles Ancestry, Fold3, Heritage Quest, and Detroit Free Press, did not provide data for March. Wowbrary decreased by nearly half. Since Wowbrary is takes a feed from our print purchases, after March 13, print purchases were suspended. The Wowbrary feed was disabled and a web slider of information and key posts was substituted on the website.

Electronic Resources, Web, and Social Media

Overdrive, Hoopla, and Kanopy increased overall. Of particular interest is the increase in new patrons that registered in March. Across all the products, these numbers jumped over 50% from the previous month.

Our website data dropped slightly from last month. Since the library was closed since the 13th, all our public computers were not used. The home page on all of those terminals is plymouthlibrary.org, so every time a patron opens a web browser, the site loads. If we correct for the loss of our public machines during the latter half of the month, the net change is probably negligible. Aside from the catalog, the new page with our e resources was quite popular.

Finally, our social media presence was ramped up to about 2-3 times our normal schedule. We did increase our followers in Facebook. However, that number isn't necessarily indicative of how many people were actually reading our posts. Facebook "remembers" your favorite posters and automatically will include them in your newsfeed. Facebook followers are deliberate choices by readers to include the posts. March posts included clarifications on e-resources, alternative programming, promoting specials by vendors, solicitations for COVID relief, and other newsworthy items. To the extent it was appropriate for the format, Twitter and Instagram also followed these themes.

Electronic Resources, Social Media, Web, and App
March 2020

Electronic Resources	February	March	%Change
Overdrive ebooks checked out	3,903	4,733	21%
Overdrive eaudiobooks checked out	2,434	2,483	2%
Overdrive new users registered	53	130	145%
Overdrive unique patrons	1,370	1,502	10%
Flipster Downloads	368	393	7%
Flipster Online Views	193	168	-13%
Hoopla-new patrons	38	96	153%
Hoopla-number of items used (circ)	1,538	2,312	50%
Kanopy-unique patrons	73	95	30%
Kanopy-number of credits used	247	270	9%
Social Media:			
Twitter Followers	3,034	3,029	0%
Instagram Followers	1,044	1,057	1%
Facebook Followers	3,662	3,724	2%
Reference Email	74	90	22%
plymouthlibrary.org			
Web-Sessions	99,514	94,132	-5%
Web-Users (at least 1 session)	82,453	81,788	-1%
Web-Page Views	183,145	148,748	-19%
Web-Mobile Use (including tablets)	6,752	6,248	-7%
Mobile App			
Unique devices used during the month	785	not avail	
# of times app was opened and used (launches)	4,869	not avail	
Total Page Views (including home page)	5,682	not avail	

Database Use - March 2020

Database	February	March	% Change
Ancestry unique searches	443	not avail	n/a
Biography in Context searches	0	0	n/a
Biography in Context sessions	0	0	n/a
Consumer Reports-pg views	635	730	15%
Consumer Reports-visits	52	49	-6%
Contemporary Auth searches	2	3	50%
Contemporary Auth Sessions	2	1	-50%
Detroit Free Press	9	37	311%
Detroit Free Press (1831-1922)-HN	112	64	-43%
Detroit Free Press (1923-1999)-HN	104	64	-38%
Fold3 Library Edition	149	115	-23%
Gale Courses (enrollees)	4	9	125%
Gale Interactive Science searches	1	0	n/a
Gale Interactive Science-sessions	1	0	n/a
Heritage Quest	37	not avail	n/a
Lit Resource Center searches	5	2	-60%
Lit Resource Center sessions	3	1	-67%
Lynda New Users	7	8	14%
Lynda Videos Viewed	559	778	39%
Lynda.com -active users	394	404	3%
Lynda.com log ins	160	170	6%
Mango Languages-sessions	26	57	119%
Morningstar Useage (page views searches)	508	362	n/a
Morningstar Useage (total log ins)	75	69	n/a
Novelist Plus sessions	22	13	-41%
Novelist Searches	49	85	73%
Reference USA (log ins)	45	39	-13%
Tumblebooks	61	46	-25%
Wowbrary Newsletters	2,439	2,468	1%
Wowbrary pages click through to catalog	1,849	1,066	-42%
Wowbrary pages viewed	3,872	1,947	-50%

Adult Services Monthly Report March 2020

Adult Programs

A03/02	English Language Learners Conversation Group	18
G03/04	Computer Basics 1	6
G03/05	Low Vision Info Session	12
A03/07	Photoshop 2	8
G03/07	Tabletop Game Day	13
A03/08	Rhapsody: Paul VornHagen Jazz Quartet	83
A03/09	English Language Learners Conversation Group	13
A03/09	English Language Learners Reading Group	6
G03/10	Chess Club	7
G03/10	Contemporary Books Group	15
G03/11	Computer Basics 2	8
A03/12	Blood on the Mitten	29

6 Adult programs, Attendance 157   12 Total programs
6 General programs, Attendance 61   218 Total attendance

Output Measures from 3/1/2020 to 3/13/2020

Total questions: 1839 (3692 in 02/20, 4046 in 3/19)   At Ref desk: 479 (1041 in 02/20, 1119 in 3/19)
At RA desk: 763 (1518 in 02/20, 1725 in 3/19)   At Youth desk: 435 (830 in 02/20, 915 in 3/19)
Short ref: 796 (1719 in 02/20, 1843 in 3/19)   Extended ref: 122 (276 in 02/20, 435 in 3/19)
Readers Advisory: 50 (99 in 02/20, 87 in 3/19)   Programming: 191 (194 in 02/20, 312 in 3/19)
Equipment Assistance: 128 (230 in 02/20, 200 in 3/19)   Computer Instruction: 66 (276 in 02/20, 167 in 3/19)
Envisionware: 171 (361 in 02/20, 334 in 3/19)   Directional: 95 (187 in 02/20, 170 in 3/19)
Other: 131 (281 in 02/20, 291 in 3/19)   Group Study Rooms: 89 (194 in 02/20, 207 in 3/19)

Projects
Since the library closure, reference staff have been working remotely on the following projects:
- Creating virtual programming to provide in April, such as a virtual book club
- Contributing social media and web content
- Creating lists and recommendation posts on titles available on Overdrive, Hoopla, and Kanopy
- Participating in Zoom staff meetings
- Reading reviews and creating carts for materials to be purchased when the library re-opens
- Checking info@plymouthlibrary.org email and phone extension 200 to respond to messages from patrons
- Managing cancelled programs and contacting registrants with that information
- Webinars and online classes

Monthly Report for Teen Activities for March 2020

Teen Programs:		5 Offered	44 total attended
3/4	New Voter's Guide to Elections, Pt 1	6	
3/6	Magic: The Gathering Club	5	
3/7	Teen Tech Tutors	1 tutor, 1 student	
3/11	Dungeons & Dragons	19	
3/12	STEM: Engineer a Tower	12	

Outreach	3 offered	31 total attended
West Middle School - 6 titles delivered		6
Starkweather - 5 copies of Internment delivered and 2 requests pending		5
Ordered 20 copies of Born A Crime for Plymouth HS book club		20

Teen Collection Circulation

	March '20	February '20	% Change Last Month	March 19	% Change Last Year
TBOOKPACK	1	3	-67%	10	-90%
TCDBOOK	28	78	-64%	42	-33%
TFIC	415	1232	-48%	1561	-73%
TGRNOVEL	90	174	-48%	280	-68%
THOTREAD	87	237	-63%	130	-33%
TMAGAZINE	0	0	0%	0	0%
TMANGA	309	622	-50%	514	-40%
TNEWF	54	192	-72%	158	-66%
TNF	54	224	-76%	234	-77%
TSTACKS	51	145	-65%	82	-38%
TSTORAGE	0	0	0%	2	-100%
TSHADOW	0	71	-100%		
Total	1089	2978	-63%	3013	-64%

YA Ebook Circulation
- YA Fiction – 527 (379 in February 2020, 406 in March 2019)
- YA Nonfiction – 25 (10 in February 2020, 13 in March 2019)

Teen Volunteers	19.5 hours

- 18 hours of shelving and other tasks = 18 hours
- 1 teen computer tutors assisted 1 patron = 1.5 hours each = 1.5 hours

Projects

Since the library closure, the Teen Librarians have been working remotely on the following projects:
- Creating virtual programming, such as a Dungeons & Dragons meet-up
- Creating social media and web content for teens, parents, and educators, including homeschoolers
- Creating teen booklists for e-resources available on Overdrive and Hoopla
- Collaborating to make library cards and digital materials available to PCCS students
- Participating in Zoom meetings with other librarians
- Managing cancelled programs and contacting registrants with that information
- Webinars and online classes

Youth Services Monthly Report
March 2020

Programs:
Baby: 2p, 39j, 48a
Preschool: 8p, 86j, 81a
School age: 3p, 47j, 19a
Total: 13p, 172j, 148a

To celebrate March is Reading Month we started a month long reading program featuring Pete the Cat. We gave away almost 100 bags before the library closure on March 13th at 5:00pm. We also celebrated Ready to Read Michigan by featuring the book Parade of Elephants by Kevin Henkes. Due to the Covid-19 Pandemic the library closed at 5:00pm on March 13th. The week leading up to the closure there was a significant drop in our storytime numbers compared to the first week in March whether it was the altered school schedule due to the March 10th election or the start of social distancing we do not know. The Youth staff has been working hard creating content for Social Media like recording book readings. We have also been doing research on how to create virtual storytime kits which we will roll out on social media and our website in mid to late April.

Personnel Changes
Effective Monday March 27th Lauren Baker became the Youth and Teen Services Coordinator.

Displays:
Ready to Read Michigan Display- Parade of Elephants by Kevin Henkes
Women's History Month Display

Projects:
LB/JK Update and started inventory of the Youth Professional Collection
DB- weeded JER and JDVD

Staff Development:
3-13 LB at TLN Youth and Teen meeting

Circulation:

Youth Department	2020	2019
CDs	63	199
Fiction	8,100	15,851
Nonfiction	1,960	4,613
Baby	6	47
DVD	1,482	3,235
Magazines	14	58
Audiobooks	279	518
Puppets	47	138
Videogames	221	361
Total	**12,172**	**25,020**

Marketing library programs/services
- Rhapsody; Paul Vornhagen Jazz Quartet – March 8
- Blood on the Mitten Author talk – March 12
- Census 2020 programs and services ongoing

I attended the Library of Michigan millage workshop on March 3. It was well done and informative.
I also attended a TLN membership meeting at the Novi Public Library on March 6.

Community Relations
On behalf of the Friends, I was glad to deliver afternoon break snacks to the City Dept of Municipal
Services.

Volunteers
Before March 13, our volunteer hours were on track to hit an average monthly total of approximately
200 hours. Upon the closure, Carol and I sent a joint email or letter to explain our closure and to
express our appreciation for their continued efforts.

Meeting Rooms
I worked with a wide variety of community groups on meeting room needs for the first half of March
before we closed. The bus drivers of the Plymouth Canton Community Schools were planning a
meeting at the library – I was so sorry their meeting was not to be. I contacted all community
members who had meetings booked at PDL from March 14 – 31 to tell them that their meetings were
cancelled.

I am unable to pull meeting room usage data remotely. I will amend this report at a later date to
reflect actual room usage from March 1 – 13 and lost room usage due to closure March 14 – 31.

Technology Support
Summary of March 2020

From: Melanie Bell – Head of IT

Primary focus for this month was of course Coronavirus mitigation efforts. At the beginning of the month IT staff were cleaning computers and electronic equipment daily. Once the library closed our efforts focused on supporting our staff with remote access and training. We have also been working on maintaining our network infrastructure. Our department would like to join the rest of the staff in thanking the board for their support in these difficult times.

Servers and Network:
- Applied security updates to Linux and Windows Servers.
- Verified our backups.
- Worked with Carl Miller to find a better solution for offsite backups.
- Upgraded memory and hard drives on some of our servers in preparation for moving resources so that we can retire some of our older server equipment

Public and Staff Computers:
- Created a schedule for IT staff to daily clean computer and electronic equipment
- Purchased six new laptops and repurposed six other laptops so that they could be used for essential staff to remotely access the PDL network and resources.
- Installed software on essential library workstations to support remote access.
- Created documentation and training for staff regarding working from home.

Website:
- Applied updates to all the WordPress sites.
- Looking at chat and text solutions for interacting with our patrons.

Other:
- Carol purchased Zoom licensing so that we could host online meetings.
- Bruce created documentation on how to use Zoom and has been providing support to staff learning how to use Zoom
- Charlie has been working on updating instructions for using some of our online resources.
- IT staff have been attending webinars and training sessions to increase their skill sets.

Statistics

Between March 1 and March 15, our technical services staff cataloged and processed 612 items new to our collection and placed 34 purchase orders. Our circulation staff registered 157 new patrons during this time.

MeL interlibrary loan statistics are not yet available.

Library closure

I want to thank the entire clerk and page staff for their invaluable assistance preparing the library for closure. In particular, I'd like to thank Linda Vanderlaan and Cassie Cobb for going the extra mile to make this closure smoother and easier for our staff and our patrons.

During the closure, the clerks and pages will be taking online training on both library-specific topics and broader technology topics. We deeply appreciate the Board's support during this difficult time.

Katie Page
Technical Services Coordinator