PLYMOUTH
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L I B R A R Y

April 19, 2020

To: Plymouth District Library Board
From: Carol Souchock, Plymouth District Library Director

Re: Library Services and Staff Duties During Building Closure

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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. All staff are encouraged to support them with ideas. Our expansion in services in this area is just beginning and you will see it continue to grow while we still respond to community needs via phone and email.

If there was ever a time to show our value to our community this is it!
You will see below how we have starting doing so differently and the role our staff is playing to not just maintain but grow our library's value to our community.

 These unusual circumstances require all of us to adapt in so many ways. This includes the way we work and the way we provide service.

In addition to the information below please read my April 2020 report in Section 6.1 of this board packet. There are two librarian reports there. I am referring to the one covering March. In that report I speak about the role our leadership team and staff have played as we transitioned to our current situation and today.

Phone and Email Reference:
Library staff check and respond to these inquires several times a day / 7 days a week.

Library Cards:
Katie Page, our technical services coordinator, set up a way for patrons to sign up for cards online. We created a new card that can be used right now to access our eResources. She also made sure that cards will not expire while the building is closed and troubleshoots issues with patron's cards from home.

Website:
Our website under Mary Kelly's leadership continues to be updated to better service our virtual audience. The new slide show at the top of the page replaces Wowbrary which previously highlighted new print materials. The slide show features high profile sections of our website and will continue to be updated. We are featuring our downloadable books, music, movies, and more. In addition to appropriate COVID-19 info and links to help our community.

Social Media:
Our new social media team posts several times each day on our social media channels to keep our patrons informed and entertained: Facebook, Twitter and Instagram.

In addition we have re-established our You Tube channel.
Where we feature programs, informational and fun videos.
Check out this website post on it which links to our videos.
https://plymouthlibrary.org/2020/04/11/check-out-our-youtube-channel/

eResources (books, movies, music, comics, etc.):
I almost doubled our eResources budget during the first days of our Stay Home Stay Safe order knowing that demand for e books, movies, etc. would explode.

 In addition we have increased eResources as follows:

Hoopla:
Increased from 10 titles to 30 that can be checked out each month.
Overdrive:
Greatly expanded titles available for PDL patrons only and responding to requests for titles from patrons and teachers.
Kanopy:
Increased use from 10 to 15 titles that can be checked out at one time.
EMagazines: Signed up for TLN's magazine package that will expand our titles from 60 to 3,500 titles on May 1.

eLearning Tools for all ages:
We are promoting our services such as Lynda/LinkedIn Learning for adult and teens and our many products that can help parents and teachers

Virtual Programming and other support:
Below you will find information on just some of the virtual programing our reference staff are providing:

Sean - Origami demonstration on Facebook a few weeks back and Books on Tap zoom gathering on April 16.

Sherry - Researching creation of virtual book club kits. Sharing social media ideas.

Tim - Has scheduled a zoom Brown Bag Books for April 22 and a practice session in advance on April 15. He is looking into how to select and distribute an e-book for the May and June BBB discussions. Suggestions from the group included Amazon Classics, Overdrive and Project Gutenberg. Sharing social media post suggestions in his subject areas.

Sarah - In addition to a virtual conversion for Contemporary Books, Sarah created an abridged version of Cut the Cord, an infographic with some homesteading resources from Hoopla to replace her cancelled homesteading program, and staff recommendations for Hoopla and Kanopy as well.

Shelby & Nick - Both have D & D sessions scheduled and are gathering participants. With both running sessions, and possibly utilizing volunteer Dungeon Masters, we could grow this effort to five sessions per week. They are using Discord and roll20.net for these virtual sessions.

Lauren - The youth dept is offering Wednesday and Sunday evening virtual storytimes through Facebook and has encouraged other library employees to participate if interested. She is also monitoring the titles being presented to make sure we are in compliance with the authors and publishers. Trustee Yassir Khogali will be reading one soon.

Rebecca - Utilizing Instagram for some clever bookface posts.

Dee - Has created a plan for our annual Author Fair, that had been scheduled for May 16. She has proposed an online Author Showcase to authors who had been confirmed as participants. The Showcase will introduce 3 authors per day for a week. She hopes to follow up the online showcase with a live event later this year. Dee is also creating a virtual book club.

Holly - Pulled together components of our YouTube channel and has organized them into playlists for easy use. This is being promoted through our website and social media.

Heather - Has already provided a storytime and a papercraft event and has another papercraft event in the works. Helping with graphic work and sharing social media post ideas.

Katy - Katy is working with the English Language Learners group to create online sessions for this weekly group. Planning future orders with sensitivity toward supporting small businesses with our purchases.

Barb - Helped facilitate the purchase of additional e-books by Michael Vey after a teacher request came from West Middle School. Playing a leadership role on our social media/web team.

Alice - Alice is managing our ideas email and idea files and has a storytime coming up. She has also reached out to her home delivery patrons.

Dana - Will be reading selections of Shel Silverstein's work for National Poetry Month.

Kathleen – Reached out to our Film Club participants with phone calls. Collection development and suggested social media posts in her subject areas of gardening and cooking.

Veronica – Sharing lots of ideas and creating graphics for us to use online.

Jeff – Working with Dee to create a virtual escape room. Sharing social media post ideas.

Jessica – Created storytime and book talk videos.

Mary Kelly - Playing a leadership role on our web/social media team

Katarina – Support the youth department as needed

Aaron – Continuing education

Katie: Maintaining our catalog and phone system remotely and providing patron assistance with library card use

Other Staff Contributions:

All staff including pages and clerks:

- participating in continuing education opportunities to better expand their skills sets and serve our community.
- Checking email, our website, and social media channels regularly to assist in promoting the library
- Providing ideas for virtual service

Administrative staff, including the director, continue to perform their core duties and adapt our ways of doing so. All of which are much more complicated when working from home.

Coordinators and the director are working hard to support their staff in working remotely.