

TO: Plymouth District Library Board

DATE: September 12, 2019 **6**

RE: Monthly Report

FROM: Carol Souchock
Director

August 2019 Statistics:

Circulation – Books & Other	63,685
Circulation – Overdrive Downloads	6,789
Circulation – Hoopla	1,614
Circulation – Flipster (e-Magazines)	539
Circulation – Kanopy (e-movies)	122
Total Circulation	72,749

Electronic Access	39,277 sessions to our web site
App Use	4,620
App Unique Devices	698
App Page Views	5,576
Public computer use	2,625 hours of use
Wireless use	14,360 sessions
Volunteer Hours	95 Teens & 199 Adult = 294
Outside Groups Meeting Room Use	86 Meetings/826 attendees
PDL Meeting Room Use	43 Programs or Meetings /626 attendees

Library Programs and Services:

Summer Reading fun for ages ran through early August. Our staff puts a great deal of effort into planning and implementing our Summer Reading programs.

We hosted a fun event for families called Camp Plymouth this month which drew 44 adults and 65 children. Our youth staff created this new event which replicated camp activities. This event featured old fashion camp games, crafts and songs in Township Park which is located at McClumpha and Ann Arbor Trail. We appreciated partnering with Plymouth Township for this event. They provided park access at no cost and helped us promote this event.



Our teen staff held our first Escape Room event in August. Thirty teens, and a few parents, participated in solving clues and then celebrated with games, snacks and more fun.



Two adult services events drew heavy attendance this month. First, we were thrilled to host nationally known author Elizabeth Berg early this month. She spoke about her “Happy” series of books, her upcoming book releases, as well as engaged the audience in a conversation about her commitment to doing good. I highly recommend you read her books! This was an extremely well received and uplifting program. Secondly I attended our Grand River Avenue program which features two popular speakers. They shared stories and a photo gallery of buildings on Grand River

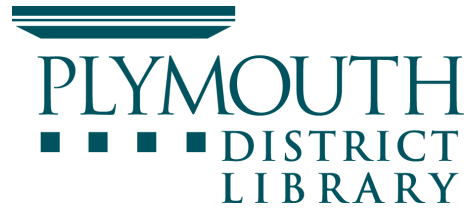
from across the state. Those attending shared their memories of many of these iconic architectural wonders. The success of this and other library architectural programs, along with encouragement from our library board president Brian Anderson, has encouraged me to investigate the possibility of our library hosting a traveling exhibition of architect Writ Rowland the architect who designed the extraordinary Guardian Building in Detroit. I am investigating the opportunity to do so in 2020.

Circulation of electronic resources continues to see significant growth. This month circulation of our electronic collection of books, audiobooks, movies, music, and etc. grew by 52% over the same month last year. This includes materials from a variety vendors including: Overdrive (ebooks and eaudiobooks), Hoopla (ebooks, eaudiobooks, movies, music, comics), and Kanopy (movies).

Two changes regarding ematerials are detailed in Holly Hibner’s attached Digital Services Narrative. First, publisher changes in the ebook market are impacting our patrons access to current materials. Secondly, Lakeland Library Cooperative our ebook cooperative is starting a new “Lucky Day” collection for popular materials.

Technology Updates:

Melanie Bell, our new Head of Information Technology, came on board in early August. Along with participating in an extensive orientation to our library and technology infrastructure Melanie immediately started working on two projects. First, she took over the implementation of our computer lab upgrades as we prepare to offer the full Adobe Creative Cloud software suite in this area as well as on the teen and selected staff computers. Secondly, she is working to complete the replacement of our low vision computer. She has also been spending time getting to know our staff and their technology needs. In September she will start to spend regular time on our public service floor to gain a better understanding our public technology service needs.



Director's Activities:

This month it was my pleasure to spend a significant amount of time onboarding our new information technology head Melanie. We worked closely to allow her to gain knowledge on the current status of our technology department as well as upcoming projects and goals. I also brought in a local vendor and facilitated an overview of our POTS (plain old telephone system) lines. My goal is to eliminate lines (which will result in a cost savings). In addition we are working on potentially providing a backup Internet connection.

As you know last month I proudly started serving the Plymouth community as the President of the Plymouth Rotary Club. I represented the library and Rotary from the stage of the Friday night "Music in the Air" concerts in Kellogg Park. I have spoken several times to literally thousands of concert goers from the Kellogg Park stage. These types of events not only bring greater awareness of the library to the Plymouth community attending the concerts but also of libraries in general to the many visitors from other communities.

In addition, I attended a grant workshop from the Michigan Humanity Council and the PCCS Back to School Bash in Canton's Heritage Park. Finally, I also assisted in the orientation of our three new Friends of the Plymouth District Library book sale captains. These three along with our fourth captain coordinate a team of amazing book sale volunteers who daily accept book donations and organize the Friends ongoing book sale.

August 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

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	Change from previous year
JANUARY	84,363	85,759	87,551	88,408	84,739	76,457	76,430	75,399	70,347	67,220	65,816	-2.09%
FEBRUARY	82,946	81,886	85,085	86,994	79,891	76,133	72,587	72,523	64,813	62,271	60,969	-2.09%
MARCH	95,291	93,850	93,960	89,549	90,269	88,531	79,347	79,780	67,406	72,436	69,554	-3.98%
APRIL	87,952	85,582	88,645	84,872	86,178	80,485	68,944	72,663	69,101	65,250	66,641	2.13%
MAY	83,779	80,664	80,787	79,194	73,298	77,661	69,006	68,816	66,070	61,116	62,829	2.80%
JUNE	98,465	96,317	93,841	91,929	86,209	89,418	82,853	79,146	74,359	73,759	68,681	-6.88%
JULY	106,219	103,150	98,321	100,719	98,505	97,402	87,997	84,194	77,855	79,361	76,889	-3.11%
AUGUST	102,728	103,073	97,431	94,868	88,896	86,989	85,330	82,568	74,516	76,302	74,749	-2.04%
SEPTEMBER	82,543	80,034	75,596	76,733	71,428	72,392	68,676	67,208	61,033	60,255		
OCTOBER	87,637	84,161	80,382	84,453	75,643	75,774	69,897	69,130	64,490	63,278		
NOVEMBER	86,413	86,823	83,511	80,897	72,172	75,115	71,331	67,397	61,874	61,688		
DECEMBER	79,425	77,680	78,391	71,381	69,208	73,732	66,505	63,327	60,402	57,948		
TOTAL	1,077,761	1,058,979	1,043,501	1,029,997	976,436	970,089	898,903	882,151	812,266	800,884		
Change from previous year	6.30%	-1.74%	-1.46%	-1.29%	-5.20%	-0.65%	-7.34%	-1.86%	-7.92%	-1.40%		

* 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

Books and Materials circulation, including in house use

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	Change from previous year
JANUARY	84,190	85,237	86,807	86,829	82,673	73,797	72,782	71,050	65,279	60,441	57,584	-4.73%
FEBRUARY	82,711	81,419	84,332	85,254	78,151	73,631	69,080	68,317	60,293	56,056	53,402	-4.73%
MARCH	95,076	93,303	93,207	88,057	88,282	85,865	75,870	75,551	62,496	65,444	61,396	-6.19%
APRIL	87,694	85,011	87,853	83,429	84,216	78,012	65,585	68,416	64,521	59,064	58,771	-0.50%
MAY	83,489	80,116	80,054	77,781	71,366	75,148	65,862	64,760	61,337	54,817	54,665	-0.28%
JUNE	98,207	95,791	93,014	90,287	84,050	86,829	79,334	74,808	69,283	66,881	60,146	-10.07%
JULY	105,928	102,544	97,484	98,891	96,288	94,483	84,204	79,287	72,325	72,135	68,112	-5.58%
AUGUST	102,406	102,483	96,392	92,920	86,533	84,115	81,455	77,935	69,118	69,037	63,685	-7.75%
SEPTEMBER	82,213	79,484	74,575	75,060	69,438	69,792	65,067	62,752	55,956	53,674		
OCTOBER	87,199	83,536	79,383	82,844	73,550	73,078	66,196	64,745	58,982	56,256		
NOVEMBER	86,031	86,248	82,408	79,326	70,246	72,378	67,798	63,067	56,720	55,042		
DECEMBER	78,990	77,079	77,051	69,705	67,092	70,915	62,680	58,703	54,806	50,841		
TOTAL	1,074,134	1,052,251	1,032,560	1,010,383	951,885	938,043	855,913	829,391	751,116	719,688		
Change from previous year	6.90%	-2.04%	-1.87%	-2.15%	-5.79%	-1.45%	-8.76%	-3.10%	-9.44%	-4.18%		

ANNUAL CIRCULATION -- PLYMOUTH DISTRICT LIBRARY

Electronic resources

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	Change from previous year
JANUARY	173	522	744	1579	2066	2660	3648	4349	5068	6779	8232	21.43%
FEBRUARY	235	467	753	1740	1740	2502	3507	4206	4520	6215	7567	21.75%
MARCH	215	547	753	1492	1987	2666	3477	4229	4910	6992	8158	16.68%
APRIL	258	571	792	1443	1962	2473	3359	4247	4580	6186	7870	27.22%
MAY	290	548	733	1413	1932	2513	3144	4056	4733	6299	8164	29.61%
JUNE	258	526	827	1642	2159	2589	3519	4338	5076	6878	8535	24.09%
JULY	291	606	837	1828	2217	2919	3793	4907	5530	7226	8777	21.46%
AUGUST	322	590	1039	1948	2363	2874	3875	4633	5398	7265	11064	52.29%
SEPTEMBER	330	550	1021	1673	1990	2600	3609	4456	5077	6581		
OCTOBER	438	625	999	1609	2093	2696	3701	4385	5508	7022		
NOVEMBER	382	575	1103	1571	1926	2737	3533	4330	5154	6646		
DECEMBER	435	601	1340	1676	2116	2817	3825	4624	5596	7107		
TOTAL	3627	6728	10941	19614	24551	32046	42990	52760	61150	81196		
Change from previous year	92.11%	85.50%	62.62%	79.27%	25.17%	30.53%	34.15%	22.73%	15.90%	32.78%		

* January 2007 onward includes Overdrive statistics

* January 2015 onward includes Flipster statistics

* March 2016 onward include Hoopla statistics

* January 2019 onward include Kanopy statistics

Database Usage - Changes July to August 2019

	July	August	% change
Consumer Reports-pg views	617	1,539	149%
Consumer Reports-visits	60	100	67%
Flipster Searches	405	355	-12%
Flipster sessions	506	420	-17%
Novelist Plus sessions	40	26	-35%
Novelist Searches	274	100	-64%
Biography in Context searches	1	0	-100%
Biography in Context sessions	1	0	-100%
Gale Courses (enrollees)	9	5	-44%
Gale Interactive Science searches	0	0	0%
Gale Interactive Science-sessions	1	0	-100%
Lit Resource Center searches	2	6	200%
Lit Resource Center sessions	2	6	200%
Lynda New Users	6	2	-67%
Lynda Videos Viewed	833	824	-1%
Lynda.com active users	350	351	0%
Lynda.com log ins	257	204	-21%
Mango Languages-sessions	25	11	-56%
Morningstar Useage (page views searches)	298	173	-42%
Morningstar Useage (total log ins)	55	36	-35%
Ancestry unique searches	1,017	699	-31%
Detroit Free Press	3	18	500%
Fold3 Library Edition	77	36	-53%
Heritage Quest	144	122	-15%
ProQuest Historical Newspapers: Detroit Free Press (1923-1999)	85	100	18%
ProQuest Historical Newspapers: Detroit Free Press (1831-1922)	93	101	9%
Sanborn Maps	0	0	0%
Reference USA (log ins)	57	33	-42%
Tumblebooks	3	4	33%
Wowbrary Newsletters	2,401	3,025	26%
Wowbrary pages click through to catalog	1,580	1,719	9%
Wowbrary pages viewed	3,317	4,029	21%

August 2019 Web, Social Media, Streaming, Overdrive

Overdrive	July	August	% Change
Overdrive ebooks checked out	4,008	4,130	3%
Overdrive eaudiobooks checked out	2,647	2,659	0%
Overdrive new users registered	79	61	-23%
Overdrive unique patrons	1,335	1,331	0%
Streaming			
Hoopla-new patrons	45	49	9%
Hoopla-number of items used (circ)	1,439	1,614	12%
Kanopy-unique patrons	52	56	8%
Kanopy-number of credits used	158	122	-23%
Social Media:			
Twitter Followers	2,992	3,004	0%
Instagram Followers	994	1,002	1%
Facebook Followers	3,307	3,542	7%
Reference Email	35	45	29%
plymouthlibrary.org			
Sessions	19,695	39,277	99%
Users engaged in at least 1 session	9,014	21,153	135%
mobile + tablet users	3,718	7,447	100%
Page views	215,561	236,557	10%
Mobile App			
Unique devices used during the month	718	698	-3%
# of times app was opened and used (launches)	4,223	4,620	9%
Total Page Views (including home page)	5,165	5,576	8%

Digital Services Narrative, August 2019
Submitted by Holly Hibner

I virtually attended the MCLS e-books group meeting on August 21. They webcast their meetings so anyone can join remotely. Some notes from that meeting:

- The group is piloting a state-wide lending system for e-books, along with Lakeland Library Cooperative. The group is now considering expanding the pilot to one more library system.
- The group is starting a “Lucky Day” collection for very popular titles that typically have longer hold lists. A few copies will be designated as “Lucky Day” and will not be able to be renewed or held, so if they are available...it’s your lucky day!
- Publishers are making lending e-books in libraries ever more complicated. MacMillan has embargoed their new releases so that the cooperative (MCLS) can purchase one copy for the first eight weeks after they are released. No other libraries in the cooperative can buy any more copies until the 9th week. Blackstone Audio won’t make their new titles available to Overdrive until they’ve been on Amazon/Audible for 90 days. Both of these new models will make hold lists quite long for 2-3 months, with no other option for libraries.

Website statistics have evened back out and are similar to what they were before the switch. Now that we have one mobile-responsive site, we are tracking mobile use of that site, but we do not have to track or update an entirely separate mobile website. This is a major time-saver! The new site is working well. Youth and Teen departments continue to make minor updates (teen booklists coming soon!), and staff are being trained this month to post programs and services to the home page. All of the goals of switching to the Wordpress platform have been achieved! Having a separate mobile app has also been a nice service to offer to people who prefer to access the library that way.

Adult Services Monthly Report August 2019

Adult Programs

A08/01	Low Vision Info Session	14
A08/01	Folded Book Art	30
A08/05	ELL Conversation Group	22
G08/05	Excel Basics	6
A08/10	Meet Author Elizabeth Berg	90
A08/12	ELL Conversation Group	15
A08/12	ELL Reading Group	3
G08/13	Contemporary Books	15
G08/13	Chess Club	14
A08/15	SCORE One-on-One	0
G08/15	Books on Tap	10
A08/15	Guardians of Detroit	32
A08/17	Papercrafting Workshop	15
A08/19	ELL Conversation Group	18
A08/19	Grand River Avenue	92
G08/20	Tabletop Game Day	0
A08/22	DIA Behind the Seen	9
A08/22	Garden Group	9
G08/24	Film Club	5
A08/26	ELL Conversation Group	14
A08/26	ELL Reading Group	4
A08/26	Needlecrafters	6
G08/27	Chess Club	13
G08/28	Brown Bag Books	34
16 Adult programs, Attendance 373		24 Total programs
8 General programs, Attendance 97		470 Total attendance

Output Measures

Total questions: 4730 (5453 in 7/19, 4555 in 8/18)	At Ref desk: 1179 (1162 in 7/19, 1417 in 8/18)
At RA desk: 2019 (2109 in 7/19, 1759 in 8/18)	At Youth desk: 1095 (1794 in 7/19, 910 in 8/18)
Short ref: 2003 (2086 in 7/19, 1998 in 8/18)	Extended ref: 310 (413 in 7/19, 388 in 8/18)
Readers Advisory: 106 (168 in 7/19, 115 in 8/18)	Programming: 400 (845 in 7/19, 282 in 8/18)
Equipment Assistance: 393 (342 in 7/19, 264 in 8/18)	Computer Instruction: 266 (206 in 7/19, 247 in 8/18)
Envisionware: 436 (430 in 7/19, 481 in 8/18)	Directional: 149 (206 in 7/19, 221 in 8/18)
Other: 480 (584 in 7/19, 371 in 8/18)	Group Study Rooms: 187 (173 in 7/19, 188 in 8/18)

Flipster Use

August 2019 – 539 (525 in July 2019, 422 in August 2018)

Projects:

The Adult Summer Reading Program final report is attached.

Mary Kelly and Alice McCardell attended Digipalooza Academy in Toronto. This was a one-day, abridged version of the old Digipalooza conference, and seems to be more focused on consortia-level concerns than Advantage-library or patron issues. This was the general consensus of the MCLS Ebooks group at a meeting I attended on 8/21 as well. Alice's Digipalooza Academy report is attached.

Adult Summer Reading Program 2019

A Universe of Stories

This is the 13th summer for the Plymouth District Library's Adult Summer Reading Program. As in the past several years, patrons were offered two ways to participate: a paper-based log or an online option using Beanstack.

This year's theme centered around space and the universe, so this year's approach was to have a paper "Analog" adventure log and a "Digital" adventure log online. Adults only needed to log *any library service used* each week for eight weeks. It could be a book read, a movie watched, or any other library service used. They logged their activity on either their paper adventure log or in Beanstack for their digital adventure log.

The Friends of the Library once again funded prizes for the adult reading program, so here's a big thank you to them!

This year's prize envelope included:

- One \$5 gift certificate from the Plymouth Chamber of Commerce, to be used at any member business
- One \$2 Friends Book Bucks coupon to be used in the library's used book sale
- One Penn Theatre ticket
- A book light
- A free appetizer at Applebee's (donated by Applebee's)

The goal of adult summer reading is to discover new genres and library collections, to model reading and library use for children, and of course to have fun and enjoy all that the library has to offer.

Analog Adventure Logs: 131

147 game sheets in 2018

Online Option:

248 readers registered

260 in 2018

167 readers (67%) logged at least 1 book or activity

197 in (76%) 2018

131 readers (53%) logged 8 books or activities

150 (58%) in 2018

570 books and 964 activities logged (1534 total)

921 in 2018

Prizes Awarded:

262 (131 Analog, 131 Digital)

346 in 2018

Total participation:

379 (131 Analog, 248 Digital)

407 in 2018

Digipalooza Academy Report
August 9, 2019 -- Toronto, ON

I had never been to a Digipalooza conference before but had heard how fun and useful it was. Unlike the multi-day conference of previous years, Digipalooza '19 was a one day "academy" and was subtitled "Becoming a Libby Ambassador." This sounded perfect for someone offering direct patron interaction with Overdrive's Libby app. Unfortunately, the reality of the conference is that it was primarily directed at individuals who are at the consortium level or who are directly responsible for their individual library's contract and content. Much of the day was focused on collection development strategies that take place at a level we are not involved in as we are simply members of the consortium and not curators of its collections. There was a single session on helping patrons navigate the Libby app. For me, the most useful takeaway was discovering how Preference settings work and how they are key in troubleshooting most patrons' issues with the app. This is something that will very likely be helpful in assisting our patrons.

I appreciate the opportunity to attend this conference but I regret that, if its focus remains the same, I am unable to recommend that our staff attend it in the future. The portion that was useful to front line staff could easily be conducted as a half hour webinar. Much of it is available online in the Staff Training modules on the Overdrive Resource Center.

Respectfully,

Alice McCardell

Youth Services Monthly Report August 2019

Programs:

Baby 4p, 46j, 52a
Preschool 4p, 48, 38a
School age 9p, 173j, 85a
Edge 1p, 19j

Programs included end of SRP and we began our Tuesday clubs in August to give children library activities after Summer Reading program ended. Also added Camp Plymouth, a program held at Township Park on Sunday, August 25.

Meetings and Staff Training:

8-9 LB attended the TLN Youth meeting. Because the President of the Teen group was on vacation, she presided over the Teen meeting as well as the Youth meeting

Projects:

Weeded J500
Prepared materials for Open Houses.
Weeded and shifted JPT to add another section of Big Books

Outreach:

8-27 Open House at Bird
8-28 Open House at Isbister, Farrand and Smith Elementary Schools

Displays:

9 displays including Seeds in the glass display and mermaid books.

Circulation:

Youth Department	2019	2018
CDs	274	323
Fiction	16,516	17,745
Nonfiction	3,915	3,750
Baby	40	29
DVD	3,940	3,842
Magazines	43	59
Audiobooks	708	811
Puppets	127	159
Videogames	454	499
Total	26,017	27,217

Summer Reading Program 2019

“A Universe of Stories”

Final Report

Number of Participants:

2019 2018

Edge:	389	390
SRP:	646	627
RTM:	414	361
Total	1,449	1,378

Nonfiction Game:

	2019	2018
Read 4 books	141	113
Read 8 books	107	86

Programs

- Drop In storytimes
15p, 274j, 177a
- School Age programs
26p, 1023j, 502a
- Edge programs
3p, 42j, 10a
- Reading Buddies: 8 p, 75j

Total programs 2019:
52 programs 1,414j, 689a

We started our weekly programs with the big draw—an animal program, hoping to hold onto the momentum generated by the excitement of the beginning of SRP and that served us well, as the number of programs was slightly reduced but attendance was up. We again hosted programs with the Salvation Army Day camp on Thursdays, but because the 4th of July fell on Thursday as did their field day, we only had them for 8 programs instead of 10.

Monthly Report for Teen Activities for August 2019

Teen Programs: **13 Offered** **133 total attended**

08/02	Teen Escape Room	30
08/03	Teen Tech Tutors	3 tutors, 1 student
08/03	Animanga	0
08/03	Teen Volunteer Orientation	7
08/10	Teen Tech Tutors	3 tutors, 1 student
08/14	Dungeons & Dragons	10
08/14	Chill Out Sundae Party	21
08/17	Teen Tech Tutors	4 tutors, 2 students
08/20	Books & Bites	2
08/21	Inclusive Social Group	5
08/22	Indiana Jones @ the Penn	7
08/24	Teen Tech Tutors	3 tutor, 2 students
08/28	Dungeons and Dragons	11
08/29	Teens Cook	16
08/31	Teen Tech Tutors	4 tutors, 1 student

Outreach **0 offered** **0 total attended**

Teen Collection Circulation

	August '19	July '19	% Change Last Month	August '18	% Change Last Year
TBOOKPACK	5	7	-29%	7	-29%
TCDBOOK	66	104	-37%	104	-37%
TFIC	1541	1773	-13%	1946	-21%
TGRNOVEL	363	424	-14%	365	-1%
THOTREAD	171	179	-4%	100	71%
TMAGAZINE	0	4	-100%	0	0%
TMANGA	782	979	-20%	797	-2%
TNEWF	198	236	-16%	317	-38%
TNF	214	254	-16%	242	-12%
TSTACKS	143	135	6%		
TSTORAGE	38	1	3700%		
TSHADOW	2	1	100%		
Total	3523	4097	-14%	3878	-9%

YA Ebook Circulation

- YA Fiction – 505 (541 in July 2019, 361 in August 2018)
- YA Nonfiction – 15 (2 in July 2019, 7 in August 2018)

Teen Volunteers **95 hours**

- 7 teens for volunteer orientation = 1 hour each = 7 hours
- 77.5 hours of shelving and other tasks = 77.5 hours
- 17 teen computer tutors assisted 7 patrons = 1.5 hours each = 10.5 hours

Teen Summer Reading Stats:

198 registrations	335 books read	929 activities completed
726 prizes earned	574 prizes redeemed	14 = average age of participants

August 2019

Susan Stoney
Community Relations

Marketing library programs

Folded Book Art – August 1
Escape Room – August 2
Meet Author Elizabeth Berg – August 10
Grand River Avenue – August 19
Camp Plymouth – August 25
Michigan Adventure Pass - ongoing

Community Relations



I enjoyed time with customers and colleagues at Camp Plymouth on Sunday, August 25. This first-time event held out at Township Park included games, crafts, prizes and a fun open-mic session under a shade tree. It all made for a great day.

I attended a training webinar for Libraries for Life – a statewide effort to create awareness about organ donation. Since 2010, libraries across Michigan have participated in this simple and effective campaign to educate patrons about organ, tissue, and eye donation and to encourage them to join the Michigan Organ Donor Registry. This effort was originally spearheaded by the University of Michigan's Taubman Health Sciences Library but has expanded to include public, academic, special, and hospital libraries across the state. This collaborative effort has inspired more than 4,000 people to sign up as donors! I will be utilizing volunteers to staff an info table in our main entrance area between October 10-16.



Volunteers

Slowly, but surely, we are moving our new volunteers into their duties with training and hands-on work. In August, our volunteer hours were tallied at 199.

Meeting Rooms

As Summer Reading programs wrap up and some of our regular meeting room users take the month of August off, our meeting room activity was a bit quieter than that of previous months. Totaling meetings and attendees, our August numbers shook out as follows:

Outside groups	86 meetings	826 attendees
PDL groups	<u>43 meetings</u>	<u>626 attendees</u>
Total	129 meetings	1452 attendees

PC Reservation PC Usage Report

Organized By PC Area

Prepared 9/3/2019

From 8/1/2019 to 8/31/2019

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

Totals

PC Area	Total Uses	Total Time	Average Session
Dedicated	164	128:30	47.012
Lower Level	263	170:37	38.924
Main Level	143	97:21	40.846
Upper Level	2049	2228:28	65.255
TOTALS	2619	2624:56	60.136

This report was generated using the EnvisionWare Inc. Reporting Module

Technology Support

Summary of August 2019



From: Melanie Bell – Head of IT

This is my first month on the job and I've been meeting with staff and department heads to get a feel for the technology needs. Carol has been a huge help in giving me an overview of the projects in progress that need completion and just introducing me to the support infrastructure. Carl has also been very helpful in learning the systems already in place and passing on information for accessing and configuring the systems.

Servers and Network:

- Received training on the backup system.
- Received training on managing the helpdesk ticket system.
- Moved data from the primary staff server to enhance performance and security of the system.

Public and Staff Computers:

- Working on finalizing updates to the computer lab.
- Met with each of the IT staff to receive training on audio visual equipment, time and print management solutions and printers.

Updates:

- Applied security updates to Linux and Windows Servers
- Applied updates to all the WordPress sites.
- Updated security certificates on all the websites.

Other:

- Attended TLN Technology Committee Meeting.
- Attended the Michigan Broadband Cooperative Board Meeting. The Michigan Broadband Cooperative is in the process of becoming a 501 © 3. They are a grass roots initiative to expand broadband access.
- Attended a meeting with Katie, Carl, and Carol to discuss our current Plain Old Telephone System (POTS).

Technical Services Monthly Report – August 2019

Statistics

Our technical services staff cataloged and processed 1,406 items new to our collection and placed 70 purchase orders in the month of August. Our circulation staff registered 234 new patrons.

For MeL interlibrary loan, we sent 1,360 items to other libraries, and received 1,384 items for our own patrons.

Katie Page
Technical Services Coordinator