PLYMOUTH DISTRICT LIBRARY

TO: Plymouth District Library Board

RE: Monthly Report

DATE: February 14, 2020 **6**

FROM: Carol Souchock
Director

January 2020 Statistics:

|	
Circulation – Books & Other	56,330
Circulation – Overdrive Downloads	6,976
Circulation – Hoopla	1,648
Circulation – Flipster (e-Magazines)	537
Circulation – Kanopy (e-movies)	181
Total Circulation	**57,516**

Electronic Access	106,085 sessions to our web site
App Use	4,942
App Unique Devices	768
App Page Views	5,888
Public computer use	3,035 hours of use
Wireless use	13,691 sessions
Volunteer Hours	76 Teens & 225 Adult = **301**
Outside Groups Meeting Room Use	77 Meetings/1212 attendees
PDL Meeting Room Use	51 Programs or Meetings /1184 attendees

Library Programs and Services:

In the month of January we proudly host our local high school students during Exam Cram. During Exam Cram we bring out every chair and table the library owns for use by high school students studying for exams.   We provide a quiet place to study, areas for students working on group projects, to connect with friends, and healthy snacks for them with the assistance of our Friends.

In addition we hosted several large programs in collaboration with The Plymouth Ice Festival and The Miracle League this month. I thank Susan Stoney, our community relations specialist, for taking the lead with the Ice Festival programs in my absence during Ice Festival weekend.

We also kicked off tax season with a very popular AARP Tax Scheduling Open House in early January. This approach was suggested by Susan and it has been very successful in efficiently facilitating tax appointments.
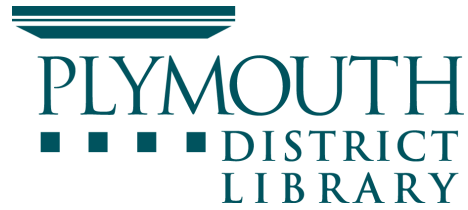
Technology Updates:

We were proud to "go live" with mobile printing this month. Mobile printing allows patrons to print from their own equipment. They can send the jobs from inside the library as well as from home or work.

We also rolled out our new ADA computer which provides library users with access to specialized software for those who need assistance in reading websites, have visibility challenges, and much more

Building Update:

A quiet month in regards to the building. Therefore I am not providing a building update for January. This is very unusual.

Director's Activities:

In January I had several opportunities to be involved with library programing:

- Hosting the Low Vision session as we transition responsibilities for this program
- Initiated a repeat of our popular Technology Petting Zoo
- Hosted the Plymouth Chamber of Commerce business open house at the library

I always enjoy participating in the Friends of the Plymouth District Library quarterly gatherings. What an amazing group of library champions! This month they supported three initiatives: 3D printers for the teen area, replacement of our aging fish tank, and the Wirt Rowland (architect of the Guardian Building) exhibition and programs.

In addition I attended the Plymouth Concerned Citizens session at the library on the PCCS bond proposal, participated in interviews for an open part time adult services librarian position, and represented the library at the BOSCH Community Fund gathering.

In conclusion, I want to thank the board for the opportunity to attend the Consumer Electronic Show, in January, with our head of IT Melanie Bell. This was truly an amazing experience. We not only had the opportunity to engage with current technology vendors from around the world but CES also provided both of us with inspiration on the role our library can play in educating our community about emerging technology.
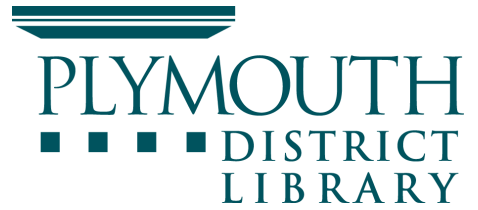
January department reports are attached. All reports are posted on the Library's web page plymouthlibrary.org, and print versions are available in the public meeting packet at Upper Level Reference.

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		
MARCH	93,850	93,960	89,549	90,269	88,531	79,347	79,780	67,406	72,436	69,554		
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

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		
MARCH	93,303	93,207	88,057	88,282	85,865	75,870	75,551	62,496	65,444	61,396		
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%		

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		
MARCH	547	753	1492	1987	2666	3477	4229	4910	6992	8158		
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

Electronic Services Report   February 3, 2020
January 2020
Mary A. Kelly

Programming
Additional Photoshop and InDesign Classes have been booked, as fast as we arrange additional sessions.

Digital Learning Day, an initiative of the *Alliance for Excellent Education* will be on February 27 and I will be conducting 2 sessions about learning opportunities at the library as well as our electronic collections.

Programming is scheduled through May and I will begin summer scheduling soon.

Website
Website maintenance is a priority. Our goal last year was to make it more functional. This year, it will be about improving usability for patrons, improving the artwork, and keeping the content fresh and updated.

The Intranet is also due for an overhaul as the current theme is not appropriate for our current needs. A more flexible theme should help with our document management and make information more findable for staff.

Additions to the website included tax information and links to appropriate federal and state sources, as well as information on the *Accounting Aid Society* free tax assistance.

Due to the addition of mobile printing through the PrinterOn app, I added additional pages to the website outlining options. As our technology is changing, I am going to be re-doing some of our services page to reflect the changes with the Creative Lab, new printers, and mobile printing. This has implications to our other pages so there will be some reorganization to the website, mostly to our services page.

Collections
In order to support our inclusion of the Adobe products in the lab, I have been ordering more materials on the Creative Cloud for both staff and the public.

I have stepped up my monitoring of the databases both from remote locations (where appropriate) and at the library to have a better sense of the data collection and use. Since all the products are a bit different in how they collect data, this is helping me with my own understanding of database use.

Professional Development
I will be attending the *Computers in Libraries* conference at the end of March.

I also attended training in the new mobile printing app and the low vision software for the ADA computer.

I also participated in a webinar about digital financial literacy programs in libraries, with the goal of helping seniors embrace online banking.

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

Electronic Resources	2019 December	2020 January	% Change
Overdrive ebooks checked out	3,785	4,260	13%
Overdrive eaudiobooks checked out	2,372	2,716	15%
Overdrive new users registered	59	72	22%
Overdrive unique patrons	1,335	1,394	4%
Flipster downloads	340	397	17%
Flipster online views	135	140	4%
Hoopla-new patrons	39	45	15%
Hoopla-number of items used (circ)	1,501	1,648	10%
Kanopy-unique patrons	59	60	2%
Kanopy-number of credits used	172	181	5%
Social Media:			
Twitter Followers	3,014	3,023	0%
Instagram Followers	1,016	1,027	1%
Facebook Followers	3,453	3,650	6%
Reference Email	52	80	54%
plymouthlibrary.org			
Sessions	55,305	106,085	92%
Users engaged in at least 1 session	39,603	88,716	124%
mobile + tablet users	6,671	7,651	15%
Page views	202,444	199,011	-2%
Mobile App			
Unique devices used during the month	691	768	11%
# of times app was opened and used (launches)	3,954	4,942	25%
Total Page Views (including home page)	4,802	5,888	23%

Special Notes:

In December the library was closed for holidays (Christmas Eve, Christmas day, and New Year's Eve), and January had only 1 (New Year's Day), accounting for some variance in use statistics.

The majority of our web traffic is from within the library, since every public computer is set to plymouthlibrary.org as its home page, so sessions are significantly less when the library is closed

Database Use - January 2020

	2019 December	2020 January	% change	Notes
Consumer Reports-pg views	402	784	95%	
Consumer Reports-visits	32	62	94%	
Novelist Plus sessions	14	17	21%	
Novelist Searches	31	51	65%	
Biography in Context searches	4	4	0%	
Biography in Context sessions	2	3	50%	note 1
Gale Courses (enrollees)	5	8	60%	
Gale Interactive Science searches	0	0	no change	
Gale Interactive Science-sessions	0	1	100%	note 1
Lit Resource Center searches	4	5	25%	
Lit Resource Center sessions	3	4	33%	
Contemporary Authors-sessions	2	3	50%	note 1
Contemporary Authors-searches	2	4	100%	
Lynda New Users	4	10	150%	
Lynda Videos Viewed	681	469	-31%	
Lynda.com active users	378	387	2%	
Lynda.com log ins	223	201	-10%	
Mango Languages-sessions	18	13	-28%	
Morningstar Useage (page views searches)	472	217	-54%	
Morningstar Useage (total log ins)	49	29	-41%	
Ancestry unique searches	635	1,183	86%	
Detroit Free Press	4	31	675%	
Fold3 Library Edition	50	156	212%	
Heritage Quest	51	35	-31%	
ProQuest Historical Newspapers: Detroit Free Press (1923-1999)	31	82	165%	
ProQuest Historical Newspapers: Detroit Free Press (1831-1922)	15	31	107%	
Reference USA (log ins)	35	50	43%	
Tumblebooks	1	11	1000%	Note 2
Wowbrary Newsletters	2,436	3,053	25%	
Wowbrary pages click through to catalog	2,788	1,984	-29%	
Wowbrary pages viewed	1,186	3,593	203%	

Notes

1. The single use recorded for January 2020 reflects
my logging in to test the database. For clarification,
my use was recorded even if I did not invoke a search.

2. The Youth department has been making a
concerted effort to market this product.

Adult Services Monthly Report January 2020

Adult Programs

A01/02	Low Vision Info Session	12
G01/04	Technology Petting Zoo	195
A01/06	ELL Conversation Group	17
A01/07	AARP Tax Scheduling Open House	104
A01/08	AARP Tax Scheduling Open House	27
G01/08	Computer Basics 1	4
A01/11	Ice Festival concert: Fats Waller Tribute	45
A01/13	ELL Conversation Group	12
A01/13	ELL Reading Group	6
G01/14	Excel Basics	8
G01/14	Chess Club	6
G01/14	Contemporary Books Club	14
G01/15	Computer Basics 2	8
G01/15	MS Publisher Basics	7
G01/16	Books on Tap	12
A01/18	Intro to Adobe Photoshop 1	12
A01/20	ELL Conversation Group	5
G01/21	Google Drive	8
A01/21	KonMari	45
G01/22	Brown Bag Books	25
G01/23	Great Michigan Craft	8
A01/23	DIA Behind the Seen	16
A01/25	Papercrafting	16
G01/25	Film Club	5
A01/25	Intro to Adobe Photoshop 2	12
G01/25	Tabletop Game Day	4
A01/27	ELL Conversation Group	17
A01/27	ELL Reading Group	7
A01/27	Needlecrafters	5
A01/28	Preserving Family Photographs	35
G01/28	Chess Club	12
G01/29	Chamb.Commerce Bus. Resources Open House	17
A01/30	SCORE One-on-One	2
G01/30	Google Docs	5
A01/30	Know Our Neighbor: LGBTQ Public Forum	65

19 Adult programs, Attendance 460   34 Total programs
16 General programs, Attendance 338   786 Total attendance

Output Measures

Total questions: 4131 (3445 in 12/19, 4256 in 1/19)   At Ref desk: 1237 (980 in 11/19, 1265 in 1/19)
At RA desk: 1801 (1416 in 11/19, 1770 in 1/19)   At Youth desk: 811 (695 in 11/19, 891 in 1/19)
Short ref: 1866 (1460 in 11/19, 2034 in 1/19)   Extended ref: 351 (249 in 11/19, 410 in 1/19)
Readers Advisory: 99 (79 in 11/19, 94 in 1/19)   Programming: 373 (236 in 11/19, 265 in 1/19)
Equipment Assistance: 234 (287 in 11/19, 222 in 1/19)   Computer Instruction: 151 (154 in 11/19, 162 in 1/19)
Envisionware: 347 (389 in 11/19, 338 in 1/19)   Directional: 189 (140 in 11/19, 216 in 1/19)
Other: 298 (302 in 11/19, 290 in 1/19)   Group Study Rooms: 223 (149 in 11/19, 225 in 1/19)

Projects

Librarians trained on the library's new mobile printing service.
Librarians trained on the upgraded accessibility software on the ADA computer.
Interviews held for a new Part-Time Adult Services Librarian. An offer has been made and the new Librarian, Dee Beaver, will start work in February.

ALA Midwinter Meeting Report
Philadelphia, PA, January 25-28, 2020
Submitted by Holly Hibner

Saturday, January 25
Council Orientation for New and Returning Councilors
Returning Councilors are always encouraged to attend orientation, both to meet and support new
Councilors and to refresh our understanding of how ALA is organized, how resolutions move through the
system, and Robert's Rules of Order.

Library Marketing & Advocacy through Social Media
Libraries use social media to market services, materials, and programs, facilitate research and education,
solicit feedback, and build community. Social media can help reach diverse and underserved
populations: youth, working/singe parents, people with limited mobility, recent immigrants, people with
disabilities, people seeking citizenship, people experiencing abuse. Interesting ideas from this session:
- Social media team should represent the community you are informing. Diversity is essential.
- "One voice" is important, but a flexible voice and aesthetic for each audience is important too.
  When crafting messages for youth, teens, emerging adults, seniors, etc. use language that works
  for that audience.
- Remember the library's values when crafting messages.
- Assessment: engagement statistics, comment analysis, surveys, testimonials
- ADA compliance for those with audio/visual impairments. Use alt text in images. Make graphics
  with high contrast of shapes, fonts, colors. Caption videos.
- "The most sustainable way to market and advocate for library funding is to foster appreciation
  in patrons."
- Social media series ideas: Patron spotlights (#StudyStyle), Staff spotlights (#PDLStars),
  #MotivationMonday and #FeelGoodFriday, FAQs, #DailyDoseofTruth and #WannaLearnMore,
  #ServiceSaturday, #Ready4Research, #BookFaceFriday, Events & programming

ALA Council/Executive Board/Membership Information Session
Reports from the President, President-Elect, Executive Director, Nominating Committee, Endowment
Trustees, Budget Analysis and Review Committee, Treasurer, and a new Philanthropy Advisory Group.

<u>Sunday, January 26</u>
ALA-APA Council Session – Reports of the ALA-APA Executive Director and Treasurer

ALA Council I
Reports:
- Review of Executive Board Actions since 2019 Annual Conference
- Steering Committee on Organizational Effectiveness - A 73-page report outlines the work of this committee. One of their recommendations includes elimination of ALA Council, a cost savings of $800,000 annually!
- Nominations for Council Executive Board
- ALA Awards Committee – The Melvil Dewey Award is being changed to ALA Medal of Excellence.
- ALA Resolutions Committee

Resolution: Ensuring Intellectual Freedom and the Right to Peacefully Assemble at ALA Conferences and Meetings. This resolution was drafted in response to a new free speech zone at this conference, established by Conference Services Office, called "The Square." This is in response to demonstrations held at ALA 2019 Annual Conference in the exhibit space. It was intended to create a space that does not hinder any exhibitor's ability to safely and fairly provide information and services in the booth that they paid for, but which still allows concerned members to voice their opinions. When "The Square" language appeared in the Code of Conduct, members were very vocal about its restriction on free speech. They also felt that membership and Council should have more oversight to approve these types of internal restrictions before they become official language in ALA documents. Motion passed.
- Resolved, that the American Library Association (ALA), on behalf of its members:
  - Requires that the ALA Council approve all internal restrictions to First Amendment rights at all ALA events, proposed by all ALA offices, ALA committees, or other ALA bodies.

ALA Presidential Candidates Forum - There are two candidates for ALA President: Patty Wong and Steven Yates. They shared prepared opening and closing remarks and answered questions from members. Both are fantastic candidates with long histories of involvement with ALA and the profession.

Scholastic and We Need Diverse Books Present - Scholastic discussed their Power of Story Campaign and shared some upcoming releases. We Need Diverse Books shared their mission and collaboration with Scholastic to make diverse books available and a priority of libraries and publishers.

ALA President's Program featuring Chef Jeff Henderson - Jeff Henderson was convicted and imprisoned for drug dealing in the 1990s. He has since become a television personality and Executive Chef at multiple high-end restaurants in Las Vegas. He is the author of several books, and speaks on the schoolyard-to-prisonyard pipeline. He connected libraries to prison issues of literacy, education, lifelong learning, and credited libraries with being a key piece of breaking that pipeline. He was very interesting!

#eBooksForAll Campaign Update - There is a very useful "Value of Author Marketing Calculator spreadsheet" available at http://www.ala.org/pla/issues/ebooklending.

Council Forum II - Council Forum is an informal discussion group that is completely optional to attend. No formal Council business takes place at forum. Discussion included ALA's financial situation, MacMillan e-book embargo, and upcoming resolution on charging prisoners to read.

PLA Breakfast for ALA Councilors - Discussed ALA's financial situation, ALA reorganization, #ebooksforall, and upcoming initiatives of PLA.

Council II
- Report of the Committee on Organization. Council voted to make Council Forum a subcommittee of the Orientation Committee.
- Report of the Freedom to Read Foundation. Has expanded their work beyond litigation to education initiatives.
- Report of the Taskforce on Online Deliberation and Voting for ALA Council. Motion to accept Task Force recommendation that work continue within SCOE Forward Together Phase Two in the area of online voting and deliberation in order to clarify and codify best practices across the organization. Motion passed.
- Affiliate Request – Polish-American Librarians Association. Motion that the Polish-American Librarians Association be granted affiliate status with ALA. Motion passed.

Resolution in Opposition to Charging Prisoners to Read. Several states with for-profit prison systems are moving prison libraries from print collections to electronic and charging prisoners by the minute to access materials. Prisoners who get paid at all for work done while in prison often make as little as 8 cents per hour, so charging dollars per minute for access to books creates barriers to access. Prisoners are trying to complete GEDs, and gain literacy and job skills so that when they re-enter society, they are employable. Motion passed with strong support.

Motion to suspend the implementation of 2019-2020 CD#40 as amended until the end of the ALA Fiscal Year 2020. CD#40 was passed at Council I and refers to Freedom of Speech at ALA Events. There was concern among Divisions that they would have to wait until Council convenes twice a year in case situations arose around their own conferences (especially large conferences like PLA, YALSA, and ACRL). There was also concern that it puts Council in a managerial position rather than a body concerned with policy. Process is what is at issue, not First Amendment rights. Suspending implementation does not negate Council's support for the resolution; it simply gives Council time to put process in place.
- Amended language was suggested to create a task force to review the impact and make recommendations to Council by ALA Annual 2020. Motion defeated. Original motion to suspend was defeated.

Financial Discussion –ALA used reserve money from Divisions and Roundtables to cover operating costs for ALA. ALA is seen as "one ALA" with "one checking account." If a Division or Roundtable has a balance, that balance is theirs to use. However, in order to pay all the bills, ALA has one central account. 2015 was the last time the general account had a positive balance. Last year, Council approved a "planned deficit budget," or an "investment budget." Investments were made in IT and other ALA initiatives. A Councilor asked for 5 years of line-item spreadsheets on ALA revenues and expenditures. Another Councilor asked for balance sheets for the Divisions and Roundtables, as well as for the Executive Board to explain where the money was coming from when they approved the investment budget. Another Councilor asked about the communication process for spending money. Bylaws require that information sharing, and there is concern that those conversations did not happen. Transparency and communication is the main issue here – Division Boards and even the Executive Board were caught unaware that any of this happened, and had to explain to their constituencies without having been informed ahead of time. Councilor at Large asked for a timeline of communications.

Council Forum III - Discussion of upclming Resolution in Defense of the Free Speech of Supporters of the Movement for Palestinian Rights, MacMillan ebooks, and ALA finances.

Tuesday, January 28
Council III - Memorials, Tributes, and Testimonials, including a tribute to Dita Kraus, "The Librarian of Auschwitz"

Reports:
Executive Board election results: Two from MI: Alexandra Rivera from U of M and Larry Neal from Clinton-Macomb Public Library.

Committee on Legislation

International Relations Committee - Resolution Celebrating the Centennial Anniversary of the American Library in Paris (passed without discussion)

Intellectual Freedom Committee
- Access to Library Resources and Services Regardless of Sex, Gender Identity, Gender Expression, or Sexual Orientation: An Interpretation of the Library Bill of Rights (update to language – motion passed)
- Resolution on Forming a Working Group to Align Vendor Privacy Policies with ALA Policies and Ethics (related to LinkedIn Learning policy. Motion passed without discussion.)

Joint Report from Committee on Legislation, International Relations Committee, and Intellectual Freedom Committee: Resolution in Defense of the Free Speech of Supporters of the Movement for Palestinian Rights.
- The resolution passed in Council at a vote of 63:62 at ALA Annual Conference 2019 and a working group was created to work on it.
- A new resolution was drafted by that task force. However, COL and IRC both recommend not supporting the resolution and IFC abstained from making any recommendation, so the newly worded resolution was not brought to Council at this conference.
- Many felt it does not have a clear relationship to libraries, that it does not further ALA's legislative priorities, that it may alienate some ALA members, and that it could hinder ALA's relationships with legislators.
- Others noted state-level anti-BDS (Boycott, Divestment, Sanctions) measures in which penalties are imposed on companies supporting BDS. They feel that this is a library issue because our vendors, consultants, trainers, etc. are being held by oath to those state-level anti-BDS measures. And, of course, free speech is a core value of librarianship as well.
- Resolution defeated. It will likely come back to ALA 2020 Annual Conference.

FY2021 Programmatic Priorities: Maggie Farrell, ALA Treasurer
- The association's primary areas of focus over a 3-5-year period are advocacy, information policy, professional & leadership development, and equity, diversity, and inclusion.
- These priorities represent the basis for development of the FY2021 budget. No dollar amounts are assigned; only the priorities to develop that budget.
- Programmatic Priories were approved by Council.

ALA Financial Discussion

- Unplanned deficits covered by assets of the Divisions and Roundtables
- Executive Board acknowledges significant missteps and communication errors.
- They pledge to build effective communications and build trust.
- "How did we get here?" The three main streams of revenue are memberships, conferences, and publishing. All three have declined in recent years.
- Documentation will be forthcoming, as requested by Council, and will continue to be shared at a deeper level of detail going forward.
- The unplanned deficits in FY2019: Publishing missed budget target by $596,928. ALA Offices and Member Relations missed budget target by $169,322. Midwinter Meeting 2019 had a net revenue of -$578,202.
- Note: ALA has significant assets, but most are not liquid.
- Sale of ALA Headquarters building in Chicago went to endowment fund.
- IT over-spend was due to ALA's eCommerce System. In 2016-2017, ALA had an e-store that was effectively dying (regular outages). They needed to move to a new eCommerce system. ALA demands accessibility features in software products. They also have a complex structure that IT vendors have found difficult to work with. ALA contracted with software for dues/donations/e-store and elearning. There were external developer costs to customize the software for ALA'sneeds. There were also issues of staffing and retention issues (with ALA, not the vendor), which caused things to take longer and cost more. IT was not independently tracking their capital expenditures; they were relying on the general management books. Previous year under-expenditures masked the current year over-expenditure. IT was then required to keep its own set of financial books for IT spending. For FY2020, they are stabilizing IT expenditures. ~$300,000 has been taken out of the IT budget for projects that will be done at a later date. For FY2021 they are looking at a large range of internal cuts.
- Publishing: Not bad, but not growing. Membership: Not bad, but not growing.
- We are entering a painful period within the general fund where many things will be held off. Membership growth needs a focus, as that is an area with a lot of potential for revenue.
- Long term solutions are structural: how we organize the association, how we focus, the pace we keep. Changes in governance and/or membership models need to happen and be refined.
- Divisions/Roundtables charged with structuring prudent budgets for FY2021.

Youth Services Monthly Report
January 2020

Programs:
Baby: 4p; 43j, 48a
Storytime: 22p; 201j, 174a
School age: 7p; 71j, 32a
All ages: 3p; 94j, 69a
Homeschool: 1p; 30j, 18a

The three all ages programs were for Ice Festival, Miracle League, and for MLK day. The Homeschool Program (Michigan Science Center) received wonderful reviews from participants.

Projects:
KQ- started weeding JNF600

Staff development and Meetings:
1-10 LB at TLN Youth and Teen meeting
1-14 LB, DB mobile printing training
1-15 LB- School Outreach Webinar
1-21 LB present the Youth Annual Report at the Board Meeting
1-21 DB Money Smart Week Webinar
1- 28 LB, DB ADA Computer Training

Displays:
Glass Display- Storytime
Reference Display- Best of 2019 determined by our circulation
Cake Top Display- Author Display- Rosemary Wells
                        Winter Picture Books

Circulation:

Youth Department	January 2020	January 2019
CDs	171	161
Fiction	13,541	13,547
Nonfiction	3691	3,866
Baby	38	30
DVD	2780	2,891
Magazines	41	51
Audiobooks	493	459
Puppets	119	96
Videogames	342	365
Total	**21,216**	**21,466**

Monthly Report for Teen Activities for January 2020

Teen Programs: **15 Offered   235 total attended**

1/4	Teen Tech Tutors	2 tutors, 1 student
1/4	Teen Volunteer Orientation	6
1/9	STEM: Plants	10
1/10	Magic: The Gathering Club	2
1/11-1/12	After Hours Exam Cram	100
1/13-1/15	Regular hours Exam Cram	150
1/11	Teen Tech Tutors	4 tutors, 2 students
1/15	Dungeons & Dragons	15
1/18	Teen Tech Tutors	0 tutors, 0 students
1/18	Virtual Reality Adventures	3
1/21	Books & Bites	4
1/22	Inclusive Social Group	3
1/24	Magic: The Gathering Club	3
1/25	Teen Tech Tutors	1 tutor, 0 students
1/29	Dungeons & Dragons	17
1/30	Teen TLC Volunteers	2

Outreach   **3 offered   41 total attended**

16 books delivered to West Middle School
20 books to Plymouth HS book club
5 books for Plymouth HS English class

Teen Collection Circulation

	January '20	December '19	% Change Last Month	January 19	% Change Last Year
TBOOKPACK	5	3	67%	3	67%
TCDBOOK	60	54	11%	59	2%
TFIC	1332	1108	20%	1464	-9%
TGRNOVEL	215	221	-3%	231	-7%
THOTREAD	277	234	18%	121	129%
TMAGAZINE	0	0	0%	0	0%
TMANGA	542	588	-8%	459	18%
TNEWF	207	162	28%	154	34%
TNF	201	181	11%	247	-19%
TSTACKS	115	84	37%	76	51%
TSTORAGE	0	2	-100%	4	-100%
TSHADOW	32	69	-54%		
Total	**2986**	**2704**	**10%**	**2618**	**14%**

YA Ebook Circulation
- YA Fiction – 465 (426 in December 2019, 480 in January 2019)
- YA Nonfiction – 9 (7 in December 2019, 7 in January 2019)

Teen Volunteers   **76 hours**
- 6 teens for volunteer orientation = 1 hour each = 6 hours
- 59.5 hours of shelving and other tasks = 59.5 hours
- 7 teen computer tutors assisted 3 patrons = 1.5 hours each = 10.5 hours

Marketing library programs/services
Technology Petting Zoo   - January 4
Ice Festival Events – January 9 – 12
Exam Cram – January 11 - 16
Martin Luther King Jr. Celebration – January 20
Great Michigan Craft – January 23
Creative Lab – ongoing
Michigan Activity Pass - ongoing

Community Relations
We hosted two successful sign-up coffee hours for the upcoming AARP tax season. On January 7 & 8, we welcomed approximately 120 local seniors in for coffee, donuts and appointment scheduling. This cuts down significantly on the scheduling process throughout the tax season, which is handled by one of our volunteers.

We joined the Miracle League and the Ice Festival for a special Sensory Friendly event on January 9. It was a wonderful event for families who are often unable to attend large events like this.

We again welcomed the Plymouth Democratic Club for their annual SEATS & FEETS/Underwear and sock drive. They place a collection bin in our lobby for the month, and then also host a drop-in open house event on MLK day.

We had back-to-back Chamber events this past month. One January 28, I attended the 2020 Kickoff Breakfast. On the 29th, we hosted Chamber members for an early morning visit to our Creative Lab. They received an orientation on the Adobe Creative Cloud Suite, our business research databases, our SCORE mentor program and a PDL library card.

Continuing our work with the Know Our Neighbor committee, an LGBTQ Public Forum was held here on January 30, in conjunction with the Plymouth Canton chapter of PFLAG. Sixty-five individuals attended for this thoughtful and well-done panel discussion.

Volunteers
We trained a few new volunteers in January – with more expected in the coming months. These folks joined other veteran volunteers in providing 225 hours of service during the month of January.

Meeting Rooms
Meeting activity remains steady. In January we hosted:

Outside groups	77 meetings	1212 attendees
PDL groups	51 meetings	1184 attendees
Total	128 meetings	2396 attendees

PC Reservation PC Usage Report

Organized By PC Area

Prepared 2/5/2020

From 1/1/2020 to 10/31/2020

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

Totals

PC Area	Total Uses	Total Time	Average Session
Dedicated	161	134:49	50.242
Lower Level	231	209:17	54.359
Main Level	117	85:31	43.855
Training Lab	192	212:17	66.339
Upper Level	2160	2393:10	66.477
TOTALS	2861	3035:04	63.650

This report was generated using the EnvisionWare Inc. Reporting Module

Technology Support
Summary of January 2020

From: Melanie Bell – Head of IT

Highlight for this month was being able to attend the Consumers Electronics Show (CES) in Las Vegas. Many thanks to the board for making this incredible experience possible. I'll be giving a presentation on some of the amazing technology that was on display. We also went live with Mobile Printing this month. We are excited to offer patrons the chance to print from their own laptops, phones, and tablets to our printers.

Servers and Network:
- Applied security updates to Linux and Windows Servers.
- Verified our backups.
- Started moving the new staff machines over to the new server/domain.
- Finalize Mobile Print settings on the server and went live with Mobile Printing 1/20/20.
- Updated the help desk software.

Public and Staff Computers:
- Ibrahim deployed the ADA machine while Bruce and I worked on some simple documentation on how to use it and ran brief training session with librarians.
- Replaced the upper level tech staff computer.
- Worked with our vendor to make 11x17 printing available in the Creative Lab.
- Updated anti-virus software on the teen and lab machines. As we deploy Windows 10 we will update the rest of the computers.
- Configured new teen laptop and made it available to the teen librarians.

Website:
- Applied updates to all the WordPress sites.

Other:
- Attended two broadband meetings whose goal is to expand access to broadband.
- Bruce, Charlie, and I assisted with the Tech Petting Zoo. Bruce helped kids make bristle bots, Charlie helped kids use the droids, and I demoed Photoshop.
- Trained librarians on how to use the mobile printing.
- Met with teen librarian to discuss 3D printer purchase options. This purchase is made possible through the Friends.
- New microphone/speaker system installed in the Creative Lab to help students hear teacher/presenter when holding classes in the lab.

<u>Technical Services Monthly Report – January 2020</u>

Statistics

Our technical services staff cataloged and processed 1,554 items new to our collection and placed 68 purchase orders in the month of January. Our circulation staff registered 240 new patrons.

For MeL interlibrary loan, we sent 1,447 items to other libraries, and received 1,466 items for our own patrons.

Fines and fees

Here is a breakdown of our intake of lost fees and overdue fines, according to our ILS software:

	Lost	Overdue
Online	$154.59	$456.20
Check	$37.00	$23.10
Cash	$292.13	$2,530.64
Credit	$132.46	$897.50
Total	**$616.18**	**$3,907.44**
Year to		
date total	**$616.18**	**$3,907.44**

Lost fees include payments for damaged items, replacement costs for lost items, and processing fees.

Katie Page
Technical Services Coordinator