

TO: Plymouth District Library Board

DATE: July 19, 2020 6

RE: Monthly Report

FROM: Carol Souchock
Director

June 2020 Statistics:

Note: The library's building closed on Friday, March 13 at 5 pm due the governor's order regarding COVID-19. Therefore these statistics do not reflect public building access. Curbside check outs of library materials started late in June.

Circulation – Books & Other	629
Circulation – Overdrive Downloads	8,356
Circulation – Hoopla	3,647
Circulation – Flipster (e-magazines)	347
Circulation – Rbdigital (new e-magazines)	197
Circulation – Kanopy (e-movies)	382
Total Circulation	13,759

Electronic Access	60,435 sessions to our web site
App Use	2,506
App Unique Devices	647
App Page Views	3,598
Public computer use	0 hours of use
Wireless use	3,542 sessions (patrons accessing outside)
Volunteer Hours	0 Teens & 0 Adult = 0
Outside Groups Meeting Room Use	0 Meetings/0 attendees
PDL Meeting Room Use	0 Programs or Meetings /0 attendees
Online Programming	See individual department reports

Library Programs and Services In June:



We started curbside check out services in late June by first offering the opportunity to check out library materials to patrons who had holds on the shelves when the library closed in mid-March. We soon followed that up by providing library patrons with the opportunity to place new holds on materials and pick them up via curbside service. Please read through Katie Page, our technical services coordinator's report for more information on curbside services. Due to our inability to work in the library because of the HVAC project we set up curbside service to run out of our receiving area. Our clerks and the library leadership team, who served as COVID supervisors, during this process worked in some challenging temperature conditions outside as we have regularly experienced temperatures in the high 90's over the last two months. Other libraries had the opportunity to run curbside service from their lobby but we had to conduct this service outdoors. I am proud of the planning and leadership our circulation team of Katie, Linda, and Cassie, along with support from Melanie Bell our IT

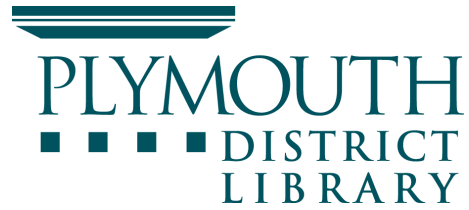
head, and other admin leadership, and the implementation of our circulation staff who rocked in providing this new service. They did an outstanding job and it has been appreciated by our patrons who were absolutely thrilled to have access to library materials.

We continue to respond daily to patron inquiries received via email and by phone (voice mail). We are in the process of expanding our communications methods by restarting our chat service and added a new phone line for patrons utilizing our curbside service.

Staff working from home continue to offer high quality online programming for all ages, social media and website updates, communicate with our patrons through a variety of methods, and support our summer reading program Summer Connections.

Technology Updates:

As Melanie Bell, our head of Information Technology, shares in her report it has been a busy month for our technology staff. Melanie analyzed curbside service software and moved forward with the use of Calendly to allow patrons to create appointments to pick up library materials. This software provided great efficiency and a better experience for patrons.



Building Update:

We aggressively moved forward with our HVAC duct work project in June with the goal of completing this project before the library was allowed to open up and provide in building service to our community. Due to the seven week shut down of construction that was not possible and the library had to remain closed for public occupancy until we completed this project.

As shared last month, during our building closure the library building continues to be checked daily to make sure any building issues are promptly addressed. 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.

Director's Activities:

The main focus of my job continues to be maintaining and expand library services during our building closure, communication and community partnership, planning to reopen the library safely, and supporting our wonderful staff during these stressful times.

June was a particularly busy month for me as I participated in 35 meetings, in addition to our normal meetings, focused around the following areas:

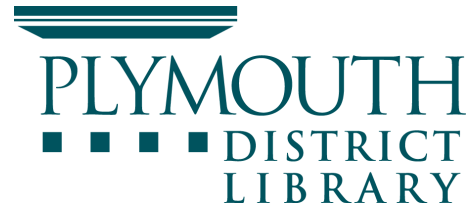
Personnel: preparing for our personnel committee meetings and creation of new COVID-19 required policies, notifying and preparing our pages and clerks for furloughs, and reboarding our administrative and clerk teams to start up curbside service

Building: worked with our construction management team and provided supervision to the contractors who worked directly for the library during our HVAC duct work project, our insurance company regarding a claim, the fire department regarding our building occupancy and safety, and met with companies bidding on our duct cleaning project

Services: participated as a COVID supervisor during Friday night curbside services, and in IT training for new curbside software, met with our Friends book sale volunteer coordinator to plan for the Friend's book sale start up as this is an important revenue source for our library

Reopening Planning: met with other directors to help facilitate our reopening process and brought our cleaning company back to work with a focus on COVID-19 sanitization

I am pleased to share that my role as the president of the Rotary Club of Plymouth ended in late June just as we started final preparations to reopen the library. I will continue to serve on the club board for a few more years as past president. I was honored to serve as president of this prestigious and important community organization and to help lead our club's impactful COVID-19 relief over this last year. Our library continues to help educate



our community about services available from the United Way and the Salvation Army who our addressing basic community needs. My work with Rotary has expanded our partnership with these organizations and others.

June department reports are attached. All reports are posted on the Library's web page plymouthlibrary.org, and print versions will be available in the public meeting packet at Upper Level Reference for access once the building reopens.

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	13,067	-80.39%
MAY	80,664	80,787	79,194	73,298	77,661	69,006	68,816	66,070	61,116	62,829	14,318	-77.21%
JUNE	96,317	93,841	91,929	86,209	89,418	82,853	79,146	74,359	73,759	68,681	13,558	-80.26%
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	12824	62.95%
MAY	548	733	1413	1932	2513	3144	4056	4733	6299	8164	14246	74.50%
JUNE	526	827	1642	2159	2589	3519	4338	5076	6878	8535	12929	51.48%
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	68383	
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

	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	69,340	63,731	59,332	55,920	55,037	-1.58%
FEBRUARY	81,419	84,332	85,254	78,151	73,631	69,080	66,621	59,195	54,857	52,372	53,363	1.89%
MARCH	93,303	93,207	88,057	88,282	85,865	75,870	73,534	61,306	64,045	60,021	27,623	-53.98%
APRIL	85,011	87,853	83,429	84,216	78,012	65,585	66,999	63,306	57,846	57,368	243	-99.58%
MAY	80,116	80,054	77,781	71,366	75,148	64,809	63,528	60,366	53,814	53,217	72	-99.86%
JUNE	95,791	93,014	90,287	84,050	86,829	77,524	72,824	67,524	65,241	58,496	629	-98.92%
JULY	102,544	97,484	98,891	96,288	94,483	82,188	77,485	70,392	70,474	66,458		
AUGUST	102,483	96,392	92,920	86,533	84,115	79,340	75,916	67,321	67,347	62,184		
SEPTEMBER	79,484	74,575	75,060	69,438	69,792	63,832	61,389	54,976	52,528	50,589		
OCTOBER	83,536	79,383	82,844	73,550	73,078	64,541	63,207	57,822	55,114	53,582		
NOVEMBER	86,248	82,408	79,326	70,246	72,378	66,306	61,883	55,531	54,208	51,398		
DECEMBER	77,079	77,051	69,705	67,092	70,915	61,290	57,609	53,731	49,760	48,215		
TOTAL	1,052,251	1,032,560	1,010,383	951,885	938,043	843,147	810,335	735,201	704,566	669,820		
Change from previous year	-2.04%	-1.87%	-2.15%	-5.79%	-1.45%	-10.12%	-3.89%	-9.27%	-4.17%	-4.93%		

Electronic Services for June 2020

Mary Kelly

Overview

Overdrive recently announced the acquisition of RBMedia. Both of these entities are owned by the private equity firm KKR. There will be some significant changes as these content providers combine products. The Overdrive platform will be incorporating the RBMedia content in the first phase.

Currently, PDL only has the magazine platform with RBMedia. The consolidation will start with audio platforms and then move to the magazines. I believe this will ultimately be a good fit as RBMedia has a variety of products, many of them exclusive, that can be folded into our digital collections. The true impact will be how this translates to pricing and functionality. MCLS is scheduled to meet in September and hopefully there will be more information on how this will impact the group.

Given the constantly changing conditions, our use statistics of all of our materials should be treated with caution. However, I would like to point out the number of emails we have received from patrons. I believe patrons are becoming more comfortable with this medium, since I have even gotten follow up or repeat users. In addition, the variety of questions have moved beyond basic procedural or requests, to more in-depth conversations. I would also like to point out that by and large patrons are overwhelmingly positive.

Website activities/Intranet development

- Website documentation and general website maintenance
- Created additional pages and posts about the holds pickup plan and other library programs and resources
- Continued work on the new Intranet

Overdrive and other E-resources

- Coordinated with Proquest for remote access to Fold3 and Heritage Quest genealogy databases
- Purchased additional copies and new materials on social justice
- Investigated statistics reporting issue in EBSCO and Proquest. New links in place to solve this problem.
- Overdrive statistics are lower than last month, and I think this is a reflection of people going back to work, school ending, and curbside pickup of physical materials beginning.

Social Media

- Continued to develop new content

Other

- Continued professional development in areas of web design and development and product tutorials.

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

Electronic Resources	May	June	%Change
Overdrive ebooks checked out	6,078	5,653	-7%
Overdrive eaudiobooks checked out	2,771	2,703	-2%
Overdrive new users registered	141	86	-39%
Overdrive unique patrons	1,672	1,641	-2%
Rbdigital Checkouts	487	197	-60%
Flipster Downloads	282	321	14%
Flipster Online Views	85	26	-69%
Hoopla-new patrons	211	78	-63%
Hoopla-number of items used (circ)	4,183	3,647	-13%
Kanopy-unique patrons	119	114	-4%
Kanopy-number of credits used	360	382	6%
Social Media:			
Twitter Followers	3,058	3,065	0%
Instagram Followers	1,145	1,200	5%
Facebook Followers	3,861	3,964	3%
Reference Email	110	225	105%
plymouthlibrary.org			
Web-Sessions	62,960	60,435	-4%
Web-Users (at least 1 session)	55,749	47,936	-14%
Web-Page Views	90,342	103,660	15%
Web-Mobile Use (including tablets)	3,714	5,573	50%
Mobile App			
Unique devices used during the month	533	647	21%
# of times app was opened and used (launches)	1,435	2,506	75%
Total Page Views (including home page)	2,398	3,598	50%

Database Use June 2020

Database	May	June	% Change
Ancestry unique searches	2,538	2,829	11%
Biography in Context searches	0	0	<i>no change</i>
Biography in Context sessions	0	0	<i>no change</i>
Consumer Reports-pg views	920	936	2%
Consumer Reports-visits	80	90	13%
Contemporary Auth searches	1	5	400%
Contemporary Auth Sessions	1	2	100%
Detroit Free Press	76	104	37%
Detroit Free Press (1831-1922)-HN	51	24	-53%
Detroit Free Press (1923-1999)-HN	71	85	20%
Fold3 Library Edition	<i>Note 2</i>	119	n/a
Gale Courses (enrollees)	10	7	-30%
Gale Interactive Science searches	0	0	<i>no change</i>
Gale Interactive Science-sessions	0	0	<i>no change</i>
Heritage Quest	<i>Note 2</i>	0	n/a
Lit Resource Center searches	4	0	-100%
Lit Resource Center sessions	1	0	-100%
Lynda New Users	16	5	-69%
Lynda Videos Viewed	1,356	1,196	-12%
Lynda.com -active users	428	433	1%
Lynda.com log ins	266	305	15%
Mango Languages-sessions	197	179	-9%
Morningstar Useage (page views searches)	220	162	-26%
Morningstar Useage (total log ins)	53	31	-42%
Novelist Plus sessions	<i>Note 1</i>	16	n/a
Novelist Searches	<i>Note 1</i>	141	n/a
Reference USA (log ins)	21	24	14%
Tumblebooks	86	160	86%
Wowbrary Newsletters	3,121	2,508	-20%
Wowbrary pages click through to catalog	258	240	-7%
Wowbrary pages viewed	1,287	1,129	-12%

Note 1: Novelist data wasn't registering. New link was corrected in June.

Note 2: Proquest provided remote access mid June for Heritage Quest and Fold3.

Proquest is providing remote access to Ancestry on a month by month basis.

Adult Services Monthly Report June 2020

Adult Virtual Programs

Virtual programs happen in real time on Zoom. We collaborated with the Northville District Library to cross-promote each other's programs. Attendance at their programs included, but not broken down by residency.

G 06/01	ELL Conversation Group	8
G 05/11	ELL Reading Group	8
A 06/04	Abraham Lincoln: A New Birth of Freedom	63 Zoom, 20 Facebook Live
G 06/08	ELL Conversation Group	6 students, 2 tutors
G 06/08	ELL Reading Group	6 students, 2 tutors
G 06/09	Contemporary Books	11
G 06/15	ELL Conversation Group	10 students, 2 tutors
G 06/15	ELL Reading Group	8 students, 2 tutors
A 06/17	Michigan Auto Insurance Laws	47 (Microsoft Teams)
G 06/18	Books on Tap	7
G 06/22	ELL Conversation Group	6 students, 1 tutor
G 06/22	ELL Reading Group	6 students, 2 tutors
G 06/22	Needlecrafters Zoom Meetup	3
A 06/23	Ruffage: Practical Guide to Vegetables (Northville)	24
G 06/24	Brown Bag Books	15
A 06/24	Your Lying Eyes: How Illusions Work (Northville)	30
A 06/25	Berlin: History and Highlights of a Great City	35 Zoom, 19 Facebook Live
G 06/29	ELL Conversation Group	8 students, 2 tutors
G 06/29	ELL Reading Group	10 students, 2 tutors
A 06/30	Bees in the D: My Pollinator Garden	55 Zoom
6 Adult programs, Attendance 293		20 Total programs
14 General programs, Attendance 127		420 Total attendance

Online Content

Online content are programs that are pre-recorded or allow passive participation rather than in real time. They happen on various online platforms, including the library web page and social media.

Adult Summer Connection 175 adults registered, 37 challenge completions (so far!)

YouTube subscribers	142 (129 in May 2020)	Total views	491 (510 in May 2020)
Total watch time	21.6 (17.3 in May 2020)	Most watched video:	Curbside Pickup 157 views

6/4-6/11 Abraham Lincoln program video: YouTube – 11 views
Facebook – Estimated reach 1000, Post engagement 64, and 527 views

6/17-6/30 Michigan Auto Insurance Laws video: YouTube – 44 views
Was not streamed on Facebook Live. This video will continue to be made available, and the program is repeating in August.

6/25-6/30 Berlin program video: YouTube – 11 views
Facebook – Estimated reach 556, Post engagement 9, and 184 views
These stats are from the first five days this video was available. It will be available until July 6.

Special Projects: In June we virtually celebrated, observed, or acknowledged special events and holidays like June is Audio Book Month, Father's Day, D-Day, Juneteenth, Pride Month, high school graduation, Margaret Dunning's birthday, and Flag Day via our social media channels and website.

American Library Association Virtual Conference, June 22 – 27 **Submitted by Holly Hibner**

My second term as ALA Councilor at Large continues. Council is the governing body of the American Library Association. As a Councilor at Large, I represent general membership. I help to craft ALA policy, formal statements and positions, and vote on their permanent place in the organization. My current term ends at the conclusion of the annual conference in summer 2022.

Friday, June 19: Council Forum 1 (an informal discussion group of Council)

Monday, June 22: Virtual Information Session, Virtual Membership Meeting, Council Forum 2

Tuesday, June 23 from 1-3pm: Council Session I

- The report of the ALA Treasurer was sobering. The association has a budgetary deficit of \$4.5 million. Strategies they are using to offset this deficit include CARES/PPP funding, EIDL loans, borrowing from the endowment fund, and planned ALA staff furloughs. They submitted an insurance claim to cover their losses related to annual conference financial obligations, since the in-person conference had to be cancelled.
- Resolution on Protecting Privacy and Safety in Coronavirus-related Library Policy. This resolution discourages libraries from collecting patron information for non-library use (such as contact tracing). The resolution passed. I voted “yes.”
- Resolution on Developing Library Security Policies in Keeping with ALA Policy. This resolution refers to protecting library patrons from police violence. It encourages libraries to adopt person-centered, trauma-informed policies and restorative justice practices for handling patron behavior issues. There was much discussion about two specific resolved clauses, and ultimately the mover withdrew the resolution (with consent of Council) from consideration so that it can be improved and re-presented in Council III.

Tuesday, June 23 from 4-6pm: Council Session II

- The Committee on Organization presented an action item to dissolve ALCTS, LITA, and LLAMA Divisions, create CORE as a Division, Dissolve ASGCLA Division, and allocate their components to other ALA Units. Motion passed. This is all related to ALA’s restructuring plan, called “Forward Together.”
- The Constitution and Bylaws committee presented a motion to revise the ALA constitution and Bylaws to allow virtual meetings and online voting. Motion passed. Note: The Executive Board voted to allow *this* meeting and *these* votes to occur virtually...this revision to the Constitution and Bylaws allows virtual meetings and online voting for future ALA Business.
- Forward Together, the Steering Committee on Organizational Effectiveness, presented their timeline for approval by Council. Discussion was very long, and a motion to extend Council II by 30 minutes was defeated. Discussion will continue at Council III and no formal action was taken.

Wednesday, June 24

Attended the Opening Session of the virtual conference, featuring Misty Copeland. She discussed her newest book “Bunheads” and diversity and representation in the book of children in a ballet class.

Take the Lead: Developing Library Leaders at All Levels

Leadership is a mindset. Everyone needs to see themselves as a leader. Some employees may think leadership is reserved for upper management. Leadership is a practice, not a destination.

Leverage existing systems like meetings, communications, and processes to reach everyone: make leadership values and opportunities a regular part of library operations. For example, staff planning teams should be composed of staff at all levels with open calls for staff to participate.

First, define leadership values. They must be meaningful to everyone. Suggested leadership values: Adaptability, effectiveness, empowerment, ethical, inclusive, visionary. Must also put these things into context of your organization.

Intellectual Freedom, Hate Speech, the First Amendment, and You

“The answer to ideas we disagree with is more speech.” – Supreme Court. This program centered around collection policies, meeting room use, and other ways in which library neutrality and freedom of speech (even of hate groups) is inherently oppositional to moral and ethical values – especially of people of color and the marginalized or traditionally disadvantaged. The Supreme Court has agreed that there is no hate speech exception to content neutrality or viewpoint neutrality. Free speech encompasses all speech. Speech *may* be punished or outlawed only if it directly causes imminent serious harm.

If a library decides to open its facilities, then it must do so on a non-discriminatory basis. It is treated as a public forum that is open to public use. Current ALA Bill of Rights statements stress equal access to all ideas and providing resources and opportunities for all segments of the community, and to make a special effort of outreach to those who have traditionally been marginalized and disadvantaged. Libraries can show empathy with people directly affected by hate speech while being neutral on freedom of speech.

Thursday, June 25

Advocating for Your Library: The E’s of Libraries® and Collecting Stories

This program was about using the Five E’s (Education, Employment, Entrepreneurship, Empowerment, and Engagement) as a simple way to share with others what libraries do. Most of what libraries do fit in one of these categories. These are what make libraries essential, not “nice-to-have.”

- Education – Early childhood learning, K-12 education, adult education.
- Employment – Self-evaluation of skills, skill building, finding and landing the job
- Entrepreneurship – area of interest exploration, facilitating connections, identifying resources for funding and growing your business
- Empowerment – Financial, technology, and health literacy, civic and legal literacy, support for underserved populations
- Engagement – Learning, Social, and Community Engagement

These are words people understand. They are things people want to support. They are things people think of as essential. The Five E’s create a common language for people to talk about the library. Other possible E’s: enrichment, exploration, economy, equity, expertise, ease, everyone, everywhere.

How to Diversify Your Collection and Why It’s Important: Robin Bradford

Building a collection is not just dependent on who you see coming into the library. Different perspectives breathe life into old tropes and stories. Books written by diverse authors, featuring diverse characters, are for anyone, everyone, and all the time. They don’t have to teach a diversity-oriented or history lesson. They can just be fun, or entertaining, and include diverse characters. Reviews are fine, but articles, spotlights, and roundups are where review journals shine. Look at newsletters, publisher emails, author lists, and other parts of the “book atmosphere.” Find what circulates well in your library and start by diversifying that collection. Specific tools: Shelf Awareness, Publisher’s Marketplace, Book

Pulse from LJ, Booklist Corner Shelf and Top Shelf, Email lists from magazines and publishers, Edelweiss and Netgalley.

#OwnVoices for All Readers: Incorporating EDI Values into Readers' Advisory Service: Becky Spratford

How to recommend books about people who don't look like you: Talk about the book, the story, and its appeal factors. Read diversely, read widely, read *about* books so you don't put your own bias into them, plan to consciously add own voices titles. A large percentage of bestsellers are by white people, but that has a lot to do with marketing – not necessarily that people won't like diverse books that aren't bestsellers. Displays need to include diverse books always, not just during heritage months. "Diverse books" is not a genre. Mystery, science fiction, fantasy, etc. are genres. They include people of color and a variety of abilities, lifestyles, and worldviews. The term "multicultural" means "multiple" cultures. For example, an Indian romance with only Indian characters is not "multi" cultural.

Also watched on-demand videos of:

- LITA Top Technology Trends
- ALA President's Program featuring Stacey Abrams
- Circulating Optimism: How Library Workers Have Shifted Rapidly to Engage and Assist their Communities
- Cyber Hygiene Prescreening (best practices to mitigate cyber risk, and an update on trends in cybersecurity.)
- Sonia Manzano - Featured Speaker ("Maria" from Sesame Street)
- Civic Duty?: Libraries and the Disenfranchised
- Promoting Multicultural Library Services in Virtual Spaces

Friday, June 26: Council Forum 3 (8-9pm)

Saturday, June 27: Council 3

- Financial Discussion: ALA answered specific questions from members and Councilors regarding the association's precarious financial situation.
- Forward Together: Steering Committee on Organizational Effectiveness. Amended resolution presented and voted on. Amendment passed, motion passed as amended.
- Resolution: Condemning U.S. Media Corporations Abridgement of Free Speech. Motion referred to Intellectual Freedom Committee and International Relations Committee. They will form a working group and report back at Mid-Winter Conference 2020.
- Resolution on Financial Autonomy and Collaboration among ALA Management, Divisions, Roundtables. Motion failed, but good discussion was had around financial autonomy of the various entities within ALA, and their financial relationships and roles relative to the larger body of ALA.
- Resolution on Developing Library Security Policies in Keeping with ALA Policy. Motion to create a working group comprised of representatives from various library types and ALA's ethnic caucuses to create guidance on library security policies. The intent is to keep library patrons safe from police violence by adopting restorative justice and de-escalation tactics rather than relying on police in a punitive role.

Youth and Teen Monthly Report June 2020

Online Engagement

- 8 Stories Read Aloud by various staff for an average of 854 engagements on each video.
- Our most popular post for the month was a tie between Holly H reading Pop! And our Therapy Dog Tux with his owner Jack, both engaging 1,100 folks!
- 4 Virtual Storytime Kits were released for an average of 697 engagements. The kits were advertised on Facebook and sent out on Constant Contact.
- Teen had numerous posts across social media platforms advertising Teen Summer Connection.

Youth Summer Connection

- 155 Youth participants signed up for the month of June.
- Three weeks of our Tuesday Summer Challenges have engaged with 650 patrons on Facebook. We have received submissions for the challenges to our Summer Connection e-mail. Those submissions are being posted on our Youth Webpage.

Teen Summer Connection

- 60 Teen Participants signed up for the month of June.

Personnel Changes

- Shelby Fox Purrier resigned effective June 17th, 2020.

Virtual Programming

6/3/2020	Shelby	D and D	4
6/3/2020	Nick	D and D	6
6/5/2020	Shleby	D and D	5
6/10/2020	Shelby	D and D	5
6/12/2020	Shleby	D and D	3
6/15/2020	Katarina	Family Movie Club	7
6/27/2020	Sean	D and D	4
6/22/2020	Barb	Virtual Animation- ATF	63
6/29/2020	Dana	Puppet Show- ATF	44

9 programs with a total of 141 attendees

- The views on our virtual programming for Virtual Animation and The Puppet (both performed by Alex Thomas and Friends) were fantastic. The views were counted based off IP address and do not included repeated views!

Special Projects

- Fall Planning meeting attended by Lauren, Barb, Dana, Katarina as well as 2 Reference Meetings
- Sean Glasgow from Adult Dept is helping with Dungeons and Dragons until we replace Shelby
- Rebecca Stout has continued on as a sub. She has been working on collection development for the Youth Picture Books and Youth Fiction books
- Katarina Q. has been attending the MiYouth Virtual meetings every week
- Katarina attended the Supercharged Storytime Webinar
- Lauren attended a webinar about starting Virtual Storytimes
- Barb has continued reviewing content for Beanstack that teens submit
- Barb is on the YALSA committee and has been keeping up to date with those duties
- The Teen Dept is collaborating with Northville in promotion of Teen Events between the 2 libraries
- Dana has started curating Grab and Go lists so we can have bags of items ready to go when we open to the Public from the Youth Floor
- Lauren has supervised 3 curbside shifts in the month of June
- All staff has been creating and contributing content for Social Media

June 2020

**Susan Stoney
Community Relations**

Marketing library programs/services

My primary focus for marketing our programs and services over the last month has been through our eNewsletter and social media. Our eNewsletter is sent to approximately 10,600 patrons on the first and third Wednesday of the month; roughly 30% open the email. We're utilizing social media to build this mailing list →

I have issued press releases and held an interview with Bill Keith of WSDP/88.1 radio about our virtual programs.

I provided a library update to Plymouth Today magazine for their summer issue.

I enjoyed my first shift on Curbside Service and look forward to additional ones in the month ahead.

Community Relations

This time of working from home has allowed me to attend a number of community meetings through Zoom. In June I connected with the following groups:

Crain's Detroit Business –

What education may look like this fall

Plymouth Fairy Garden Facebook followers

Plymouth Area Chamber of Commerce

Department of Municipal Services

Plymouth Canton Community Schools

Southeast Michigan Council of Governments

Effective Survey Questions webinar

Plymouth Christian Academy

Friends of the Penn

Volunteers

We zipped out a quick keep-in-touch letter to our adult volunteers in June. There have been several patrons come forward to offer help with reshelving in the library, once we reopen. Due to the limited number of people we will be permitted to have in the building, we have politely declined these offers. We've let them know that we will reach back out to them once our volunteer program is back underway – hopefully later in the fall.

Meeting Rooms

Several of our regular meeting room customers have inquired about fall meetings. At this point I explain how we will be using the meeting rooms for returned material quarantine space and that we have not made a determination yet about fall meetings. I will keep them posted.



**You'll find
up-to-the-minute info in
our eNewsletter.
Sign up today!
<https://conta.cc/20medPe>**

Technology Support

Summary of June 2020



From: Melanie Bell – Head of IT

June was a busy month. We finalized setup of new curbside software and new chat software and trained staff on how to use both. We also setup new equipment for the curbside service. IT Staff continued to support online programming and participated in a number of online learning opportunities.

Servers and Network:

- Applied security updates to Linux and Windows Servers.
- Verified our backups
- Made adjustments to Firewall to allow for access to new MelCat servers.

Public and Staff Computers:

- Configured two of the new Lenovo machines for curbside service.
- Worked with Bibliotheca to get the newest RFID tagpad software running on the new curbside machines.
- Had some issues with the image on the new curbside machines. Working on an updated image for the rest of the new staff machines.

Website:

- Applied updates to all the WordPress sites.
- Finalized setup of the LibraryH3lp Chat/Text system and created documentation.
- Evaluated and purchased curbside software. We are using a product called Calendly. It allows for custom email and text notifications and multiple pickup locations/tents.
- Implemented new curbside software.

Other:

- Trained staff on how to use the LibraryH3lp system at Reference Meeting and IT staff meeting.
- Trained staff on how to use the new curbside software and wrote up instructions for both staff and the public.
- Bruce and Charlie have continued to support Zoom sessions throughout the month of June. They continue to do an amazing job staying on top of helping with the many different sessions.
- As mentioned earlier IT staff participated in a number of online learning opportunities including a Word 2019 course, Empathy at Work course, Improving your Conflict Competence course, a Cybersecurity in a Changing World webinar, and more.
- Attended the TLN Technology Committee. Discussion regarded what different libraries were using for curbside software, and plans for curbside service.

Technical Services Monthly Report – June 2020

Statistics

This month, I issued 30 online library cards to new users.

One of our clerks, Andrew Spongberg, has been cataloging new material from home. He is working on cataloging all incoming material, allowing us to get these items processed and out to patrons much more quickly when we're able to work in the building again. This month, he cataloged 193 titles, and he has cataloged a total of 360 titles since the library closed in March.

Curbside circulation

Last week, we began offering curbside pickup appointments, and so far this service has been a great success! We book two patrons per 15 minute pickup slot on weeknight evenings and weekends. The curbside shift is staffed by two clerks, who handle the pickups and the new holds, and someone from the administration team acting as supervisor.

So far, we have handled 161 curbside appointments, circulating a total of 462 items.

Our patrons are incredibly grateful for this service. As of Monday, June 29, we offered patrons the ability to place new holds again as well, and patrons are placing hundreds of new holds every day.

I want to thank Melanie Bell, Carol Souchock, Sue Stoney, Holly Hibner, and Lauren Baker for their help on brainstorming and setting up this new service. Most of all, I'd like to thank Cassie Cobb and Linda Vanderlaan for their invaluable help in planning and implementing curbside, and I'd like to thank the clerks for working incredibly hard and making curbside the success it's been so far!

Katie Page
Technical Services Coordinator