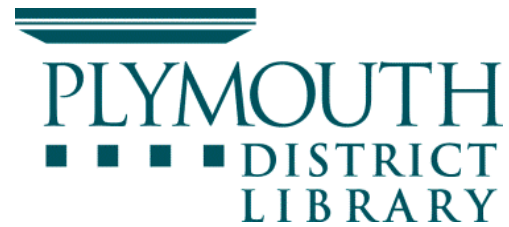**TO:** Plymouth District Library Board
RE: Monthly Report – May 2021
FROM: Melanie Bell – Interim Director

May 2021 Statistics:

6

Circulation

Circulation – Books & Other	32,973
Circulation – Ovderdrive Downloads	9,122
Circulation – Overdrive (e-magazines)	456
Circulation – Hoopla	2,840
Circulation - Kanopy	335
Total Circulation	**45,726**

Electronic Access	75,509 sessions to our web site
Web Mobile Use	5,495
App Use	4,752
App Unique Devices	708
App Page Views	5,468
Public Computer Use	275 hours
Wireless Use – See Note	7,879

Virtual and Online Programming	See individual department reports

Volunteer Hours	53 Teen + 10 Adult = 63 hrs

NOTE: The computer that was counting wireless usage died. I'm currently using the data provided by the actual wireless equipment and plan to use this data going forward.

At the end of May we said farewell to our Director Carol Souchock who will be missed!
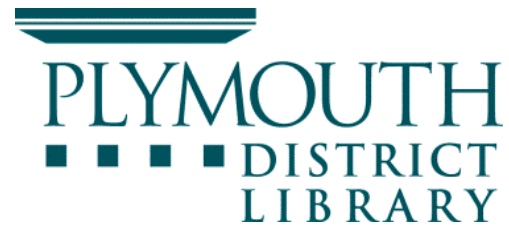
Library staff were also very focused on all the preparation required to extend our hours starting June 1st. During this busy time, they were also preparing for the kick off of the PDL Summer Connection which also starts June 1st.

Library Programs and Service in May:
In May our adult services staff, led by Dee Beaver, featured our annual Local Author Fair! The event featured 20 local authors and was a huge success. We had 253 total views of 5 videos and 25 attendees.

The Friends of the Library also welcomed Barbara McQuade to present "Liberty, Safety and the Rule of Law" which was well received with a total of 97 attendees.

Building Update
May 19th we had to shut down the exterior book drop area for a few hours to replace a large roof top unit fan motor.

Director's Activities:
In May I met with Carol Souchock weekly to transition to the role of interim director. I was introduced to several of our vendors who help in the maintenance of the building. I also received training from Robyn and Carol on various aspects of HR and payroll systems so that I could be prepared to manage those duties as well.

Carol worked on finalizing reports for the 2020 Bosch Grant and the 2018 Dunning Foundation HVAC Grant. Carol and I also reviewed the updated MIOSHA rules that were released May 21st and updated our Covid-19 Preparedness and Response Plan and our reopening policy.

I want to thank the Board and the Staff for their patience and support as we transition between directors.

ANNUAL CIRCULATION -- PLYMOUTH DISTRICT LIBRARY

Books and Materials circulation, including in house use

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Change from previous year
JANUARY	86,807	86,829	82,673	73,797	72,782	71,050	65,279	60,441	57,584	56,330	19,497	**-65.39%**
FEBRUARY	84,332	85,254	78,151	73,631	69,080	68,317	60,293	56,056	53,402	54,649	18,634	**-65.90%**
MARCH	93,207	88,057	88,282	85,865	75,870	75,551	62,496	65,444	61,396	28,235	28,794	**1.98%**
APRIL	87,853	83,429	84,216	78,012	65,585	68,416	64,521	59,064	58,771	243	32,629	**13327.57%**
MAY	80,054	77,781	71,366	75,148	65,862	64,760	61,337	54,817	54,665	72	32,973	**45695.83%**
JUNE	93,014	90,287	84,050	86,829	79,334	74,808	69,283	66,881	60,146	629		
JULY	97,484	98,891	96,288	94,483	84,204	79,287	72,325	72,135	68,112	6,220		
AUGUST	96,392	92,920	86,533	84,115	81,455	77,935	69,118	69,037	63,685	29,961		
SEPTEMBER	74,575	75,060	69,438	69,792	65,067	62,752	55,956	53,674	51,464	33,435		
OCTOBER	79,383	82,844	73,550	73,078	66,196	64,745	58,982	56,256	54,657	34,252		
NOVEMBER	82,408	79,326	70,246	72,378	67,798	63,067	56,720	55,042	52,690	29,728		
DECEMBER	77,051	69,705	67,092	70,915	62,680	58,703	54,806	50,841	49,211	18,420		
TOTAL	1,032,560	1,010,383	951,885	938,043	855,913	829,391	751,116	719,688	685,783	292,174	132,527	
Change from previous year	-2.04%	-2.15%	-5.79%	-1.45%	-8.76%	-3.10%	-9.44%	-4.18%	-4.71%	-57.40%		

Electronic Services Narrative
May 2021
Mary Kelly

<u>Databases and Electronic Media</u>

- I am planning to work with Holly to address how we can better report data on use of the electronic resources and databases. I would like us to focus on cost/benefit and patron value with our reporting.
- Ancestry is continuing remote access through September 2021. I expect as things return to normal they will either restrict remote access and/or charge more for that service.
- Flipster is still showing activity. This is probably just leftover from whenever they turn off access.
- Generally, there wasn't much change in monthly activity. Please see the attached data.

<u>Website/Intranet/Friends Website</u>
- I have been working on updating our intranet. I would hope some of the changes I have been trying will also increase interdepartmental communication.
- I have discussed with the Admin staff on developing a knowledge base in the Intranet so it can be easily accessed by everyone. I am hoping we can get this up and running for staff soon.
- I have also been working on cleaning up the Friends website and hope we can talk to them about a re-design as we start heading toward normal.
- There will have to be some more re-design to reflect our status with respect to COVID-19 as more of our services come back online.
- There will be more significant changes and training to the website as we move toward the new block editors from WordPress.

<u>Other</u>

I have plans to participate in a few webinars addressing diversity and inclusion, business information, and other collection related topics over the next 2 months. Digipalooza is also planned for August and will be online.

Databases May 2021

Database	April 2021	May 2021	% Change	
Ancestry unique searches	1,256	1,982	58%	*note 1*
BrainFuse-Help Now	15	12	-20%	
BrainFuse-Job Now	5	27	440%	
Consumer Reports-pg views	1,140	938	-18%	
Consumer Reports-visits	59	81	37%	
Data Axle (formerly Ref USA)	28	28	0%	
Detroit Free Press	3	2	-33%	
Detroit Free Press (1831-1922)-HN	65	13	-80%	
Detroit Free Press (1923-1999)-HN	98	30	-69%	
Fold3 Library Edition	45	-	-100%	*note 1*
Gale Courses (enrollees)	2	4	100%	*note 2*
Heritage Quest	45	3	-93%	*note 1*
Linked In-Logins	21	20	-5%	
Linked In-Unique Users	19	13	-32%	
LinkedIn courses viewed	63	75	19%	
Mango Languages-sessions	83	119	43%	
Morningstar Useage (page views)	197	139	-29%	
Morningstar Useage (total log ins)	36	30	-17%	
Novelist Plus searches	172	212	23%	
Novelist sessions	31	31	0%	
Tumblebooks	263	126	-52%	
Wowbrary Newsletters	3,048	2,430	-20%	
Wowbrary pages click through to catalog	765	1,236	62%	
Wowbrary pages viewed	2,764	3,726	35%	

1 All of the genealogy products can experience wild fluctuations depending on a variety of factors. In addition, these are all Proquest products which has had some problems with statistical reporting.

2 Gale Courses are on a 6 week schedule, which can make month to month stats vary.

Electronic Resources, Social Media, Web, and App
May 2021

Electronic Resources	April 2021	May 2021	% change	Notes
Overdrive ebooks checked out	4,979	4,782	-4%	
Overdrive eaudiobooks checked out	2,572	2,675	4%	
Overdrive new users registered	43	57	25%	
Overdrive unique patrons	1,597	1,608	1%	
Overdrive Magazines	400	456	12%	
Flipster Downloads	41	11	-273%	note 1
Flipster Online Views	7	-		note 1
Hoopla-new patrons	27	32	16%	note 2
Hoopla-number of items used (circ)	2,887	2,840	-2%	
Kanopy-unique patrons	101	103	2%	
Kanopy-number of credits used	296	335	12%	
Social Media:				
Twitter Followers	3,076	3,063	0%	
Instagram Followers	1,480	1,493	1%	
Facebook Followers	4,403	3,940	-12%	
Reference Email	87	88	1%	
Reference Chat	10	13	23%	
plymouthlibrary.org				
Web-Sessions	78,224	75,709	-3%	
Web-Users (at least 1 session)	61,029	59,240	-3%	
Web-Page Views	148,341	141,926	-5%	
Web-Mobile Use (including tablets)	4,663	5,495	15%	
Mobile App				
Unique devices used during the month	708	719	2%	
# of times app was opened and used (launches)	4,670	4,752	2%	
Total Page Views (including home page)	5,468	5,480	0%	

1 Flipster has been discontinued and is no longer available to our patrons.
This number is probably from bookmarked pages and Ebsco not yet shutting down this app.

2 Hoopla incorrectly reported 30 for April new patrons. This has been corrected to 27.

Adult Services Monthly Report May 2021

Adult Virtual Programs
We continue to collaborate with the Northville library to cross-promote each other's programs. Attendance at their programs is listed below, but not included in totals.

G05/03	ELL Conversation Group	12 students, 2 tutors
G05/03	ELL Reading Group	11 students, 2 tutors
A05/03	Building Resilience (Northville)	18
A05/04	Suddenly Single	31
A05/05	Adult Craft Tutorial on Demand (Northville)	2
A05/06	DIA Behind the Seen	46
A05/06	Knitting 101 (Northville)	10
G05/10	ELL Conversation Group	10 students, 2 tutor
G05/10	ELL Reading Group	10 students, 2 tutors
A05/10	Between the Lines Book Club (Northville)	2
A05/11	Friends welcome Barbara McQuade	97
G05/11	Contemporary Books	13
A05/13	Online Shopping (Northville)	16
G05/15	Author Fair & Showcase	25
G05/17	ELL Conversation Group	11 students, 2 tutors
G05/17	ELL Reading Group	9 students, 2 tutors
A05/17	Cook Along with Ming (Northville)	25
G05/20	Books on Tap	7
A05/20	Thursday Trivia Night (Northville)	7
G05/24	ELL Conversation Group	12 students, 2 tutors, 1 observer
G05/24	ELL Reading Group	12 students, 2 tutors
A05/24	Tuskegee Airmen (Northville)	125
G05/26	Brown Bag Books	14
A05/26	Drawing MI's Redistrict Maps	45
A05/26	Evolution of Democracy in the US (Northville)	35

4 Adult programs, Attendance 219   16 Total programs
12 General programs, Attendance 163   382 Total attendance

Questions Asked at Service Desks
Total questions: 1848 (2091in 04/21, 0 in 05/20)   At Ref desk: 368 (431 in 04/21, 0 in 05/20)
At RA desk: 581 (708in 04/21, 0 in 05/20)   At Youth desk: 323 (366 in 04/21, 0 in 05/20)
Short ref: 1034 (1174 in 04/21, 0 in 05/20)   Extended ref: 121 (156 in 04/21, 0 in 05/20)
Readers Advisory: 22 (55 in 04/21, 0 in 05/20)   Programming: 23 (16 in 04/21, 0 in 05/20)
Equipment Assist: 131 (174 in 04/21, 0 in 05/20)   Computer Instruction: 67 (60 in 04/21, 0 in 05/20)
Envisionware: 277 (258 in 04/21, 0 in 05/20)   Directional: 117 (130 in 04/21, 0 in 05/20)
Other: 51 (67 in 04/21, 0 in 05/20)   Group Study Rooms: 5 (1 in 04/21, 0 in 05/20)

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.

05/04	Suddenly Single	24 views	05/06	DIA Behind the Seen	36 views
05/11	Barbara McQuade	51 views	05/15	Author Fair 253 total views of 5 videos	
05/26	Redistrict Maps	50 views			

YouTube subscribers 221 (207 in 04/21)   Total views   568 (132 in 04/21)
Total watch time   44.1 (8.3 in 04/21)   Most watched video: Local Author Fair Adult Non-Fiction

Youth and Teen Monthly Report May 2021

Personnel Updates
- Sarah Perry started as our new Part Time Youth Librarian

Online Engagement
- 5 Early Literacy Tips posted to all social media platforms and our website.
- Teen had numerous posts across social media platforms.

Virtual Programming

Date	Program	Kids	Teens
5/1/2021	Get Caught Reading	8	
5/4/2021	Lego Club	2	
5/4/2021	May the 4th	7	
5/6/2021	Teen Leadership		16
5/11/2021	Pokemon	1	
5/14/2021	D and D		6
5/17/2021	Pizza and Pages	8	
5/18/2021	Game Club	3	
5/19/2021	Jackbox		3
5/22/2021	Animanga	2	
5/22/2021	D and D		5
5/25/2021	Maker Club	6	
5/28/2021	D and D		6

37 kids and 36 teens served

Take and Make Projects

Date	Project	Count
5/1/2021	Jolly Rancher Kits	52
5/4/2021	Activities Sheets (May 4th)	30
5/25/2021	May Maker Club	15

97 projects requested

School Outreach

|	
Middle School Educator Request for books	28
Project Lit	12

40 students served

Special Projects
- 19 Book Bundle requested and filled (Youth)
- 4 BookMatch requested and filled (Teen)
- Reference Meeting 5/11
- SRP Kick off Meeting 5/25
- Social Media Meeting Mondays: Lauren, Barb
- The Teen Dept is collaborating with Northville in promotion of Teen Events between the 2 libraries
- All staff has been creating and contributing content for Social Media
- Tuesday Clubs have been made virtual with the exception of Maker Club, we offer patrons an activity they can pick up and do at home, we post activities to our website and send them out via Constant Contact
- 53 Volunteer hours (virtual) from the Teens
- 28 Teen Pre-Registered for Teen Summer Connection
- Various webinars (free) and online training sessions have been attended by the dept as part of our work hours from home.

May 2021 Monthly Report – Marketing & Community Relations

Marketing Library Programs/Services

My marketing support included:
- social media postings re: library programs as well as:
  - MAP program adds metroparks
  - Hoopla bonus borrows in May
  - Curbside service
  - Tax Day
  - Mental Health Awareness and MI.gov resources
  - New library hours
- write and edit two editions of the e-newsletter
- editing and vendor relations for June/July/August print newsletter
- weekly communication with Plymouth DDA for library coverage in their update
- dissemination of Summer Connection flyer to P-CCS schools and area private schools
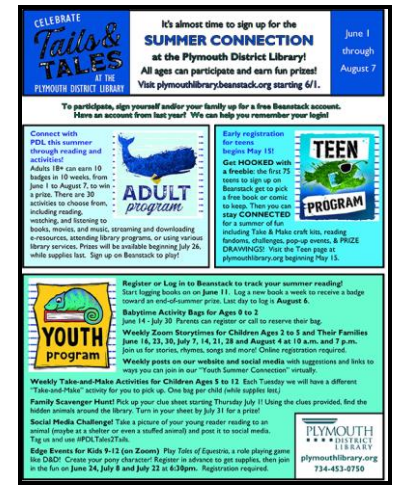
Community Relations

The Library hosted a collection of feminine sanitary products, sponsored by Wayne County Commissioner Melissa Daub, which had a very good response from the community.

We invited community contribution of farewell messages in our display for Carol Souchock via an online form.

PDL also cross-promoted (on social media) community news re: Hazardous Materials collection (Plymouth Township) and Covid vaccinations (City of Plymouth).

Media Coverage

Although I was not involved, I would like to note media coverage this month in *The Rock* regarding Carol Souchock's retirement. In addition, librarian Barb Dinan was interviewed by 88.1 the Park regarding upcoming Summer Connection programs for teens.

Meeting Rooms

Meeting rooms continue to be unavailable, as the space was still in use for curbside staging, furniture storage and materials quarantine.

The Plymouth Chamber did host a meeting on our porch on Tuesday, May 18 and we were happy to provide chairs and outdoor space for this event. Eight (8) people were in attendance.

<u>Volunteers</u>

Due to capacity limits and reduced traffic, we are not yet welcoming back most of our general PDL volunteers. Limited adult volunteer actility included:
Home-bound service – approx. 4 hours in May
Disk cleaning - 6 hours in May

I have been learning the ropes as liaison to the Friends of the Plymouth District Library. I attended the Friends Board meeting and had two meetings with book sale captains re: changes around Covid policy, procedure changes. I initiated changes and updates to the Friends website.
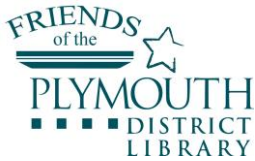
I have proposed a change to the Friends logo which will better reflect the importance of the word "Friends". The new logo was approved by the Friends Board; it will be employed immediately where the logo is in use digitally, and replaced on professionally printed collateral pieces as they run out and need reprinting.

<u>Staff Training</u>

Supporting Equity, Inclusion and Justice Work Through Organizational Development - TLN
Discovering Inherent Biases - TLN Leadership Series
Engaging Your Patrons: 5 Tips from Public Libraries and Beyond - Library Journal

PC Reservation PC Usage Report

Organized By PC Area

Prepared 6/10/2021

From 5/1/2021 to 5/31/2021

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

Totals

PC Area	Total Uses	Total Time	Average Session
Main Level Sitting	136	113:04	49.882
Main Level Standing	282	162:00	34.468
TOTALS	418	275:04	39.483

This report was generated using the EnvisionWare Inc. Reporting Module

Technology Support
Summary of May 2021

From: Melanie Bell – Head of IT

May was a very busy month. I had training with Carol and Robyn to take over payroll and act as interim director. I took over my temporary HR/payroll duties May 17th. IT staff setup and updated computers in preparation for moving all the internet computers from the main level to the upper level and adding more computers for patrons to use.

Servers and Network:

- Applied security updates to Linux and Windows Servers.
- Verified our backups.
- Applied updates to all the WordPress sites.
- Made some more security enhancements to the public network configuration
- Renewed maintenance contract on network equipment

Public and Staff Computer

- IT staff setup and updated computers on the upper level I preparation for moving the internet computers from the main level to the upper level
- Ordered and tested equipment for running a meeting that had participants on zoom and in person.
- Had some failures on the LL staff printer. Parts are currently hard to come by so we replaced the machine with the least used public printer/copier

Other:

- Ibrahim and Charlie worked cleaned up the IT supply room
- IT staff (primarily Bruce) assisted with 22 Zoom sessions this month
- Attended three demos on different next gen anti-virus solutions that TLN is evaluating. The solutions were Sophos, CarbonBlack, and Crowdstrike.
- Attended TLN Tech Committee meeting
- Met with the Friends and receive approval to use their 501©3 status to apply for Google Workspaces.