

**TO:** Plymouth District Library Board

**DATE:** March 11, 2021 6

**RE:** Monthly Report

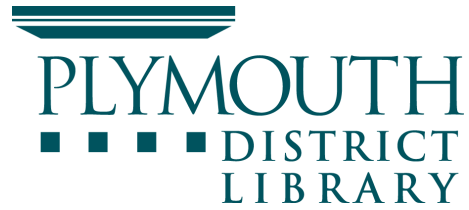
**FROM:** Carol Souchock  
Director

**February 2021 Statistics:**

**Note: During the month of January Plymouth District Library provided curbside only circulation service.**

Circulation – Books & Other	18,634
Circulation – Overdrive Downloads	7,480
Circulation – Hoopla	3,560
Circulation – Flipster (e-magazines)	228
Circulation – Rbdigital e-magazines)	228
Circulation – Overdrive (new e-magazines)	364
Circulation – Kanopy (e-movies)	459
<b>Total Circulation</b>	<b>30,953</b>

<b>Electronic Access</b>	55,969 sessions to our web site
Web Mobile Use	5,486
App Use	4,008
App Unique Devices	666
App Page Views	4,689
Public computer use	97 hours of use
Wireless use	2,962 sessions (includes patrons accessing outside)
Volunteer Hours	79 Teens & TBD Adult = 79 + Friends Book Sale Captain TBD
Outside Groups Meeting Room Use	0 Meetings/0 attendees
PDL Porch/Lawn/Lot Use /attendees	0 Programs or Meetings
PDL Meeting Room Use	0 Programs or Meetings /0 attendees
Virtual and Online Programming	See individual department reports



## **Library Programs and Services in February:**

As we planned for our March 1 reopening of the main floor our web and social media team, with leadership from Heather Pacheco, assisted director Souchock with promotion of the library's reopening. Each time we transition service we must update our website, many social media channels, app, catalog, and phone messages, eNewsletter, and print newsletter as well as making sure that our staff are knowledgeable about the changes.

Heather also played a leadership role in transitioning our Reading Buddies program to a virtual environment. This well planned and run program offered the opportunity for teens to provide 50 hours of volunteer time while supporting younger children in a fun reading program. Please read the attached report for more information.

Our eMagazines have undergone two vendor changes most recently. We had been providing this format via Flipster for several years but converted to RBDigital this year for both cost savings and an expansion of titles. RBDigital was unexpectedly purchased by Overdrive so they are now our new eMagazine vendor. This month you can find stats from all three vendors. Surprisingly enough, given the changes use remained strong. Overdrive is a well-known company and the magazines are now available via the popular Libby app. Overdrive shared that our library will receive a package of over 3,000 popular titles and up to three years of back issues where available at no additional cost on our remaining subscription term. Going forward, our magazine subscription through OverDrive will renew on an annual basis. All magazines will be available for unlimited simultaneous access with no circulation caps.

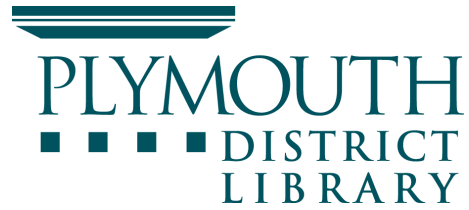
## **Technology Updates:**

Much of Melanie Bell, our head of Information Technology, and her staff's time this month was devoted to preparing to move the library's technology from the vestibule lobby to the main floor of the building and further streamlining the curbside via the porch pick up process. Melanie and I also met with Security 101 to investigate ways to use our existing cameras to assist with head counts and face mask compliance. More information on that will be forthcoming.

## **Building Update:**

As mentioned last month the lighting in the high area near the fireplace was converted to LED due to ballast failures in this area. Our electrical contractor will be submitting a DTE rebate request to help offset some of the cost of this project.

The library experienced some limited leaking due to ice dams on the roof. It was discovered that the temperature controls on our gutter snowmelt system had failed and most likely contributed to this issue. A



temporary work around to force the gutter snowmelt system on was utilized to help melt the icicles and a long term solution is being researched by our electrician.

### **Director's Activities:**

This month, along with our leadership team, I continued to serve as COVID and Circulation supervisor. As previously shared the role of the COVID supervisor expanded to include providing assistance with various aspects of curbside service. Every hour the library is open either I or one of my leadership team serve in these roles to support our staff and library safety and services.

As we prepared to reopen I worked with our wonderful Friends book sale captains to make sure that our ongoing book sale would be updated by our March 1 reopening date.

I continue to meet regularly with local library directors via TLN (The Library Network) meetings. This provides an opportunity for libraries to learn from each other during these challenging times. This group came together to discuss the need for EAP (Employee Assistance Programs) at our libraries and with TLN leadership a plan is now in place to offer this needed service. I also submitted a BOSCH Community Fund STEM focused grant to continue to support the purchase of LinkedIn Learning and a pilot project that will provide for the checkout of mobile hotspots and Chromebook to improve our patrons Internet access outside of the library. This is an invitation only process and we have been invited to participate for the last five or so years.

February department reports are attached. All reports are posted on the Library's web page [plymouthlibrary.org](http://plymouthlibrary.org), and print versions will be filed at Main Floor Reader's Advisory Desk.

## ANNUAL CIRCULATION -- PLYMOUTH DISTRICT LIBRARY

Books and Materials circulation, including in house use and electronic resources

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Change from previous year
JANUARY	87,551	88,408	84,739	76,457	76,430	75,399	70,347	67,220	65,816	65,672	32,760	-50.12%
FEBRUARY	85,085	86,994	79,891	76,133	72,587	72,523	64,813	62,271	60,969	63,332	30,953	-51.13%
MARCH	93,960	89,549	90,269	88,531	79,347	79,780	67,406	72,436	69,554	38,594		
APRIL	88,645	84,872	86,178	80,485	68,944	72,663	69,101	65,250	66,641	13,067		
MAY	80,787	79,194	73,298	77,661	69,006	68,816	66,070	61,116	62,829	14,318		
JUNE	93,841	91,929	86,209	89,418	82,853	79,146	74,359	73,759	68,681	13,558		
JULY	98,321	100,719	98,505	97,402	87,997	84,194	77,855	79,361	76,889	19,126		
AUGUST	97,431	94,868	88,896	86,989	85,330	82,568	74,516	76,302	74,749	41,930		
SEPTEMBER	75,596	76,733	71,428	72,392	68,676	67,208	61,033	60,255	60,028	44,730		
OCTOBER	80,382	84,453	75,643	75,774	69,897	69,130	64,490	63,278	63,175	45,999		
NOVEMBER	83,511	80,897	72,172	75,115	71,331	67,397	61,874	61,688	60,603	40,946		
DECEMBER	78,391	71,381	69,208	73,732	66,505	63,327	60,402	57,948	57,516	30,983		
<b>TOTAL</b>	<b>1,043,501</b>	<b>1,029,997</b>	<b>976,436</b>	<b>970,089</b>	<b>898,903</b>	<b>882,151</b>	<b>812,266</b>	<b>800,884</b>	<b>787,450</b>	<b>432,255</b>	<b>63,713</b>	
<b>Change from previous year</b>	<b>-1.46%</b>	<b>-1.29%</b>	<b>-5.20%</b>	<b>-0.65%</b>	<b>-7.34%</b>	<b>-1.86%</b>	<b>-7.92%</b>	<b>-1.40%</b>	<b>-1.68%</b>	<b>-45.11%</b>		

\* January 2007 onward includes Overdrive statistics

\* January 2015 onward includes Flipster statistics

\* May 2015 onward includes in house use statistics

\* March 2016 onward includes Hoopla statistics

\* January 2019 onward includes Kanopy statistics

\* May 2020 onward includes RBDigital statistics

## ANNUAL CIRCULATION -- PLYMOUTH DISTRICT LIBRARY

### Books and Materials

	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	69,340	63,731	59,332	55,920	55,037	19,497	-64.57%
FEBRUARY	84,332	85,254	78,151	73,631	69,080	66,621	59,195	54,857	52,372	53,363	18,634	-65.08%
MARCH	93,207	88,057	88,282	85,865	75,870	73,534	61,306	64,045	60,021	27,623		
APRIL	87,853	83,429	84,216	78,012	65,585	66,999	63,306	57,846	57,368	243		
MAY	80,054	77,781	71,366	75,148	64,809	63,528	60,366	53,814	53,217	72		
JUNE	93,014	90,287	84,050	86,829	77,524	72,824	67,524	65,241	58,496	629		
JULY	97,484	98,891	96,288	94,483	82,188	77,485	70,392	70,474	66,458	6,220		
AUGUST	96,392	92,920	86,533	84,115	79,340	75,916	67,321	67,347	62,184	29,957		
SEPTEMBER	74,575	75,060	69,438	69,792	63,832	61,389	54,976	52,528	50,589	33,428		
OCTOBER	79,383	82,844	73,550	73,078	64,541	63,207	57,822	55,114	53,582	34,245		
NOVEMBER	82,408	79,326	70,246	72,378	66,306	61,883	55,531	54,208	51,398	29,727		
DECEMBER	77,051	69,705	67,092	70,915	61,290	57,609	53,731	49,760	48,215	18,420		
TOTAL	1,032,560	1,010,383	951,885	938,043	843,147	810,335	735,201	704,566	669,820	288,964	38,131	
Change from previous year	-1.87%	-2.15%	-5.79%	-1.45%	-10.12%	-3.89%	-9.27%	-4.17%	-4.93%	-56.86%		

## ANNUAL CIRCULATION -- PLYMOUTH DISTRICT LIBRARY

### Electronic resources

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Change from previous year
JANUARY	744	1579	2066	2660	3648	4349	5068	6779	8232	9342	13263	41.97%
FEBRUARY	753	1740	1740	2502	3507	4206	4520	6215	7567	8683	12319	41.87%
MARCH	753	1492	1987	2666	3477	4229	4910	6992	8158	10359		
APRIL	792	1443	1962	2473	3359	4247	4580	6186	7870	12824		
MAY	733	1413	1932	2513	3144	4056	4733	6299	8164	14246		
JUNE	827	1642	2159	2589	3519	4338	5076	6878	8535	12929		
JULY	837	1828	2217	2919	3793	4907	5530	7226	8777	12906		
AUGUST	1039	1948	2363	2874	3875	4633	5398	7265	11064	11969		
SEPTEMBER	1021	1673	1990	2600	3609	4456	5077	6581	8564	11295		
OCTOBER	999	1609	2093	2696	3701	4385	5508	7022	8518	11747		
NOVEMBER	1103	1571	1926	2737	3533	4330	5154	6646	7913	11218		
DECEMBER	1340	1676	2116	2817	3825	4624	5596	7107	8305	12563		
<b>TOTAL</b>	<b>10941</b>	<b>19614</b>	<b>24551</b>	<b>32046</b>	<b>42990</b>	<b>52760</b>	<b>61150</b>	<b>81196</b>	<b>101667</b>	<b>140081</b>	<b>25582</b>	
<b>Change from previous year</b>	<b>62.62%</b>	<b>79.27%</b>	<b>25.17%</b>	<b>30.53%</b>	<b>34.15%</b>	<b>22.73%</b>	<b>15.90%</b>	<b>32.78%</b>	<b>25.21%</b>	<b>37.78%</b>		

\* January 2007 onward includes Overdrive statistics

\* January 2015 onward includes Flipster statistics

\* March 2016 onward includes Hoopla statistics

\* January 2019 onward includes Kanopy statistics

\* May 2020 onward includes RBDigital statistics

## Electronic Services Narrative February 2021

Mary Kelly

- February's web focus was on promoting the March 1 opening and the subsequent changes to the website to reflect the new status.
- As we changed over the year on the website, I added an additional page for COVID related documents, which made some of the Admin/Board pages a bit easier to navigate and less crowded. I also have been continuing to update our COVID information for the public by focusing on the MDHHS information links.
- There were some changes to the youth web pages, and some rearranging and updating of information. We also added a teen book *Wowbrary* header on the teen booklist page.
- *Brainfuse* was finalized for PDL. This database has a lot of potential; not just for students, but for adults as well. Test prep, job assistance, and live tutoring make this an exceptional product.
- Renewals for Ebsco, Morningstar, and other databases came in this month. For the most part our renewals will be running April to April for 2021-22.
- Proquest reported problems with their usage statistics and that going forward they will be more reliable. Ancestry, Heritage Quest, and Fold3 saw astronomical increases in February over January. I am reporting what is presented as of this writing, but I will be reaching out to Proquest for clarification.
- Kanopy and Hoopla continue to grow in popularity with our patrons. Although I increased the number of checkouts per month for both services, very few people actually use all their available credits. Before COVID, Kanopy was showing very little growth. I expect even post-COVID, these services will retain their popularity.
- RB Digital completed the merge to Overdrive Magazines in early February. We are now adding this to the statistical report. We had a nice debut number of 364 checkouts. The other digital magazine services will be discontinued soon.
- The social media team focused on our changing hours and services.

## Databases February 2021

Database	Jan 2021	Feb 2021	% Change	Notes
Ancestry unique searches	2,061	7,520	265%	Note 1
Consumer Reports-pg views	1,347	n/a		
Consumer Reports-visits	82	n/a		
Data Axle (formerly Reference USA)	28	29	4%	
Detroit Free Press	22	37	68%	
Detroit Free Press (1831-1922)-HN	56	38	-32%	
Detroit Free Press (1923-1999)-HN	83	65	-22%	
Fold3 Library Edition	64	305	377%	Note 2
Gale Courses (enrollees)	10	8	-20%	
Heritage Quest	65	337	418%	Note 1
LinkedIn Learning -new users	0	1		Note 3
LinkedIn Videos Viewed	1,328	1,268	-5%	Note 3
LinkedIn -active users	455	456	0%	Note 3
LinkedIn- log ins	194	138	-29%	Note 3
Mango Languages-sessions	158	92	-42%	
Morningstar Useage (page views searches)	300	125	-58%	
Morningstar Useage (total log ins)	74	49	-34%	
Novelist Plus sessions	23	30	30%	
Novelist Searches	164	162	-1%	
Tumblebooks	85	93	9%	
Wowbrary Newsletters	3,085	2,459	-20%	Note 4
Wowbrary pages click through to catalog	879	985	12%	Note 4
Wowbrary pages viewed	2,725	2,707	-1%	Note 4

1. ProQuest reported a problem with statistics for December 2020 through February 2021. As of March, 2021 this is the number on the report. This is the second change in 5 days.

2. Fold 3 numbers verified for January and February.

3. Lynda officially changed to LinkedIn Learning on March 3.

This new platform will be counting statistics differently going forward and cannot be compared to the previous months.

4. I added a Wowbrary teen feed to the book list page for teens.



## Electronic Resources, Social Media, Web, and App

### February 2021

<b>Electronic Resources</b>	<b>Jan 2021</b>	<b>Feb 2021</b>	<b>% change</b>
Overdrive ebooks checked out	5,634	4,925	-13%
Overdrive eaudiobooks checked out	2,841	2,555	-10%
Overdrive new users registered	75	63	-16%
Overdrive unique patrons	1,682	1,656	-2%
Overdrive Magazines	n/a	364	n/a
Rbdigital Checkouts	301	228	-24%
Flipster Downloads	220	187	-15%
Flipster Online Views	41	41	0%
Hoopla-new patrons	47	39	-17%
Hoopla-number of items used (circ)	3,792	3,560	-6%
Kanopy-unique patrons	120	125	4%
Kanopy-number of credits used	434	459	6%
<b>Social Media:</b>			
Twitter Followers	3,071	3,079	0%
Instagram Followers	1,450	1,454	0%
Facebook Followers	4,339	4,355	0%
Reference Email	195	150	-23%
Reference Chat	22	19	-14%
<b>plymouthlibrary.org</b>			
Web-Sessions	60,408	55,969	-7%
Web-Users (at least 1 session)	41,877	39,271	-6%
Web-Page Views	132,869	123,557	-7%
Web-Mobile Use (including tablets)	5,376	5,486	2%
<b>Mobile App</b>			
Unique devices used during the month	700	666	-5%
# of times app was opened and used (launches)	4,405	4,008	-9%
Total Page Views (including home page)	5,191	4,689	-10%

3/8/2021/mk

## Adult Services Monthly Report February 2021

### Adult Virtual Programs

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

G02/01	ELL Conversation Group	12 students, 2 tutors
G02/01	ELL Reading Group	10 students, 2 tutors
A02/04	DIA Behind the Seen	18
A02/04	Author Q&A with Debby Irving (Nort)	45
A02/05	Detroit's Sojourner Truth Housing Riot (Nort)	52
G02/08	ELL Conversation Group	12 students, 3 tutors
G02/08	ELL Reading Group	7 students, 2 tutors
A02/08	Telling Twain	62
G02/09	Contemporary Books	18
A02/10	Genealog. Research/Foreign Countries (Nort)	36
A02/11	Tipping Point Theatre (Nort)	104
G02/15	ELL Conversation Group	9 students, 2 tutors
G02/15	ELL Reading Group	5 students, 2 tutors
A02/17	RJ Spangler Jazz Trio (Nort)	31
A02/18	Virtual Tour-Jim Crow Museum (Nort)	20
G02/18	Books on Tap	6
G02/22	ELL Conversation Group	12 students, 2 tutors
G02/22	ELL Reading Group	8 students, 2 tutors
G02/24	Brown Bag Books	16
A02/25	Light Pollution w/MI Dark Skies	54
<u>A02/25</u>	<u>Electric Cars: Past, Present, and Future (Nort)</u>	<u>55</u>
10 Adult programs, Attendance 477		21 Total programs
11 General programs, Attendance 132		609 Total attendance

### Questions Asked at Service Desks

Total questions: 1077 (1045 01/21, 3692 in 02/20)	At Ref desk: 433 (61 in 01/21, 1041 in 02/20)
At RA desk: 8 (127 in 01/21, 1518 in 02/20)	At Youth desk: 447 (847 in 01/21, 830 in 02/20)
Short ref: 761 (808 in 01/21, 1719 in 02/20)	Extended ref: 145 (178 in 01/21, 276 in 02/20)
Readers Advisory: 3 (4 in 01/21, 99 in 02/20)	Programming: 8 (8 in 01/21, 194 in 02/20)
Equipment Assistance: 28 (13 01/21, 230 in 02/20)	Computer Instruction: 9 (4 in 01/21, 151 in 02/20)
Envisionware: 90 (0 in 01/21, 361 in 02/20)	Directional: 11 (7 in 01/21, 187 in 02/20)
Other: 21 (23 in 01/21, 281 in 02/20)	Group Study Rooms: 1 (0 in 01/21, 194 in 02/20)

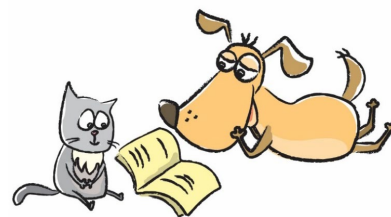
**Online Content:** Online content are programs that are pre-recorded or allow passive participation rather than in real time. They happen on various online platforms, including the library web page and social media.

02/14	Rhapsody: Huron Ridge Bluegrass Group	75 views on YouTube
02/25	Light Pollution w/MI Dark Skies	57 views on YouTube
YouTube subscribers 202 (197 in 01/21)		Total views 467 (743 in 01/21)
Total watch time 40 (70.8 in 01/21)		Most watched video: Overdrive Magazines via Libby App

# Reading Buddies Feb 2021 Report

## Summary

2021 was the first year we tried Reading Buddies as an online program, due to COVID-related library closure. The program was a success and I would not hesitate to do it online again.



We ended up with ten pairs of buddies. Thirteen teens completed the training; so two teens were designated as alternates (and one teen we had to let go when her assigned buddy dropped from the program due to scheduling conflicts.) Young buddies enjoyed ½ hour of reading aloud to their big buddy each week, followed by 15 minutes of fun time for the whole group.

Feedback from parents, kids and teens was positive:

*"I have to tell you that Katie was on cloud 9 after last week's session! She had so much fun and has been looking forward to meeting up with her buddy again. Thank you so much for putting this together."*

*"Oliver had fun and loved the story. Lauren did a great job coming up with a quick solution [to tech problems]."*

*"Thank you so much for bringing such amazing program to the community! Your work (especially during crazy times like this) are invaluable and so greatly appreciated!!!"*

*"I just wanted to thank you for the Reading Buddies program! This was our first time participating, but an excellent experience for my son, Cooper. He really enjoyed reading with his buddy Brennan and looked forward to each week. He's never that excited to read with us!"*

[from teens] *"I just want to say that I loved the reading buddies program! It was very enjoyable for both me and my buddy." "Thank you so much! I will for sure sign up for the summer! I had so much fun!"*

## Program Format:

**6:45pm - Teens joined the Zoom room.**

Teens brought up on their screen the PDF of Youth Book Series and open the Ebsco e-book database.

**7:00pm - Young buddies joined the Zoom room.**

Big buddies, little buddies and parents of little buddies were welcomed.

When ready, the tech lead invited all participants to a breakout Zoom room.

**7:10 - 7:30pm - Buddy pairs shared a breakout room for reading time.**

Big buddy screen-shared the Youth Book Series PDF and help their little buddy pick a book series to start with. Then switched to sharing the Ebsco e-book database. Little buddy picked a book to read and big buddy brought it up full size on the screen and advanced the book as the little buddy read.

**7:30pm - All participants were called back to the main room for a fun words-based game.**

**7:45pm - Program end.**

## The Numbers...

12 teens & 10 youth participated

38 half-hour reading sessions were enjoyed by youth

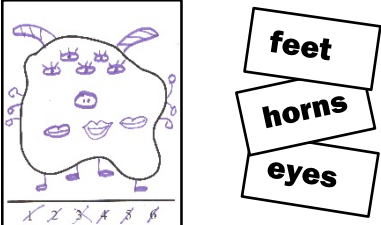
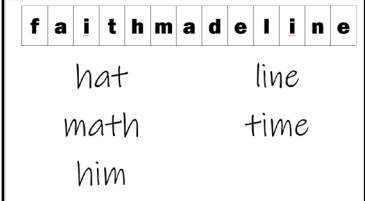
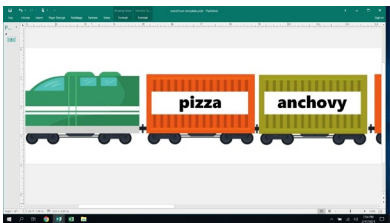
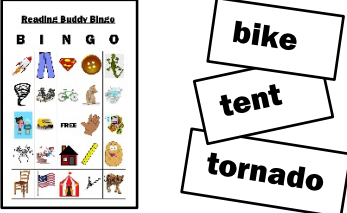
50 hours of highly-engaged volunteer time by the teens

## Costs

No costs were associated with this program this year, due to it being online.



## Activities

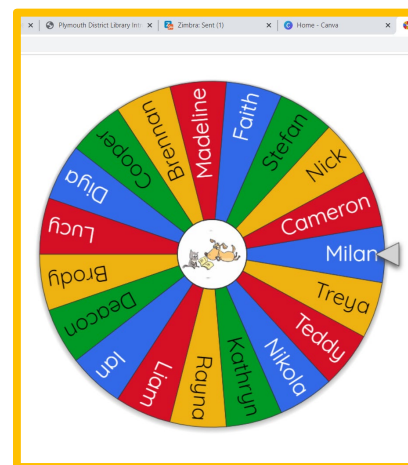
	<p>Week 1 – We played <b>Build a Monster</b>.</p> <p>Kids numbered their pages 1-6, then drew a monster outline. For six rounds, they picked one of the 6 numbers then HP held up a body part word and the kids drew that many of that part.</p>
	<p>Week 2 – We played <b>Name Boggle</b> where the buddies returned to their breakout rooms and found as many words as they could using the combined letters of their names.</p>
	<p>Week 3 – We made a <b>Word Train</b> where kids took turns adding a word to the word train that began with the same letter that the previous word ended with. The person who named the first car got to choose the category for that train's words.</p>
	<p>Week 4 – We played <b>Bingo</b> where words were shown and kids had to find the corresponding picture on their board.</p>

## Gratitude...

... to Melanie and Bruce for being tech leads for a set-up-intensive and action-packed Zoom session each week plus two trainings  
 ... to Lauren for joining me each week to be another set of adult eyes and ears  
 ... to 12 really dependable, positive, and dedicated teen big buddies

## Thoughts & Ideas for Next Time

- I wouldn't change a thing if we did this program remotely again.
- Teens and parents both seemed to appreciate a reminder email with the login on the day of the event each week.
- It was good to have a teen alternate, as we needed him several times.
- Tech: Pre-set breakout rooms plus a couple extra for emergencies; make sure everyone can share screens; make all PDL staff co-hosts; wait to admit young buddies until program time; after week one, send pairs to b/o as soon as both are there to maximize reading time



### **Detailed Program Specifics:**

#### **6:45pm - Teens joined the Zoom room.**

Teens brought up on their screen the PDF of Youth Book Series and open the Ebsco e-book database. Teens were reminded each week that *only these two tabs* should be open on their computers and that they are to screen share with their buddy *only these two screens, nothing else*.

- Week 1, teens were given the name of their little buddy and their buddy's reading level (as provided by the parents at registration).
- Weeks 2-4, teens heard any announcements and were invited to ask questions or share any feedback from the week prior.

#### **7:00pm - Youth joined the Zoom room.**

Big buddies, little buddies and parents of little buddies were welcomed.

Week 1, all were introduced to how the program would work using breakout rooms. All participants were reminded that adult leads will be coming and going from the breakout rooms throughout, and that they should just ignore us, unless they need assistance. Big and little buddy pair-ups were announced. When ready, the tech lead invited all participants to a breakout Zoom room.

- Weeks 2-4, any temporary or new match-ups due to absences or attendee changes were announced. Pairs were sent to the b/o as soon as both were there to maximize reading time.

#### **7:10 - 7:30pm - Buddy pairs shared a breakout room for reading time.**

Big buddies spent a few minutes getting to know their buddy with small talk such as hobbies, school and favorite books. (Teens were instructed that conversation should be safe, fun and appropriate.)

Big buddy screen-shared the Youth Book Series PDF and help their little buddy pick a book series to start with.

Big buddy then stopped sharing that screen and switched to sharing the Ebsco e-book database, searching for the book series that was selected.

Little buddy picked a book to read and big buddy brought it up full size on the screen. Little buddy read aloud with encouragement and assistance from big buddy, who advanced the book as each page was read. Teens were trained with basic tactics to help a "stuck" reader to get past a tricky word, and trained to spot when a book is too hard and might need to be swapped for an easier title.

Note that big buddies were instructed to use the *Ask for Help* button if they had trouble of any kind that needs adult assistance. This includes technology, behavior or literacy questions. Big buddies were instructed to never leave their little buddy alone in the breakout room.

At the end of the book, big buddy asked comprehension questions, if available, and discussed what was read, then returned to the series list to begin another book.

Big buddies were invited to partner-read (taking turns with little buddy to read a sentence/paragraph/page) or to read aloud to their buddy from a book in the database.

**7:30pm - All participants received notice that the breakout rooms will be ending soon and were automatically returned to the main Zoom room for a fun words-based game.**

**7:45pm - Little buddies dismissed.** Big buddies stayed a bit to share/debrief.

# Youth and Teen Monthly Report February 2021

## Online Engagement

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

## Virtual Programming

2/2/2021	Dana	Lego Club	8	
2/2/2021	Lauren	Graphic Novel Book Club	11	
2/3/2021	Lauren	Zoom Storytime	28	
2/3/2021	Heather/Lauren	Reading Buddies	10	12
2/4/2021	Barb	Teen Volunteers		8
2/5/2021	Sean	D and D		5
2/9/2021	Dana	Pokemon Club	6	
2/10/2021	Lauren	Zoom Storytime	28	
2/10/2021	Heather/Lauren	Reading Buddies	9	11
2/11/2021	Barb	Books and Bites		5
2/13/2021	Sean	D and D		5
2/15/2021	Dana	Pizza and Pages	6	
2/16/2021	Dana	Game Club	1	
2/17/2021	Heather/Lauren	Reading buddies	9	9
2/19/2021	Sean	D and D		5
2/23/2021	Lauren	Maker Club	3	
2/24/2021	Heather/Lauren	Reading Buddies	10	10
2/25/2021	Barb	Teen Creative Space		0
2/27/2021	Sean	D and D		6

129 kids and 76 teens served

## Take and Make Projects

2/1-2/15	Dana	Valentine's Day Kits	144
2/1-2/28	Barb	Mystery Date with a Book	23
2/1-2/15	Barb	Squishy Circuit	64
2/23/2021	Lauren	Maker Club	12

243 Projects given to patrons

## School Outreach

Barb	Wilcox Essay	1
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1 Student assisted

## Special Projects

- 44 Book Bundle requested and filled (Youth)
- 3 BookMatch requested and filled (Teen)
- CSLP Summer Reading Meeting 2/2 attended by Dana and Lauren
- Reference Meeting 2/9 attended by Lauren, Dana, Barb, Sean
- Social Media Meeting every Monday: Lauren, Barb
- Dana and Lauren began prepping Spring Break Activity Bags for patrons

- Brainstorming Summer Connection
- 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
- 29 Volunteer hours (virtual) from the Teens
- Various webinars (free) and online training sessions have been attended by the dept as part of our work hours from home.
- Heather P. coordinated Reading Buddies between kids and teen. (see attached report for details)

# PC Reservation PC Usage Report

## Organized By PC Area

Prepared 3/11/2021

From 2/1/2021 to 2/28/2021

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

### Totals

PC Area	Total Uses	Total Time	Average Session
	93	97:15	62.742
Main Level Sitting	1	0:01	1.000
Main Level Standing	1	0:11	11.000
TOTALS	95	97:27	61.547

*This report was generated using the EnvisionWare Inc. Reporting Module*



## **Technology Support**

### **Summary of February 2021**



#### **From: Melanie Bell – Head of IT**

February's focus was preparing for moving back to the grab and go phase of the library's reopening schedule. IT staff moved, updated, and configured several pieces of equipment to prepare for our new phase of re-opening. We also made some change to help further streamline curbside service.

#### **Servers and Network:**

- Applied security updates to Linux and Windows Servers.
- Verified our backups.
- Applied updates to all the WordPress sites.
- Made changes to the firewall to accommodate changes from Lynda.com to LinkedIn Learning
- Requested quotes for network equipment maintenance.
- Implemented new scripts for monitoring creation of accounts on the staff network.

#### **Public and Staff Computers:**

- Replaced 2 more of the circ machines with new Windows 10 computers.
- Moved 3 staff workstations in preparation for re-opening to grab and go phase
- Programmed phones for use at the public computers for remote assistance.
- Ibrahim and I updated public computers, and moved equipment and wiring from the vestibule.
- Resolved network issues on one of our work-from-home laptops.
- Ordered new printers for a few of the circ workstations, and the Administrative Assistant.

#### **Other:**

- Submitted SIP proposal for E911 services
- Katie and I configured a new more flexible system for curbside appointments and manually moved all the appointments to the new configuration.
- Attended training for the administering the phone system.
- Carol and I met with a vendor to review software that offers facemask detection and occupancy limit alerts through our security camera system.
- Made a few more changes to Zoom security settings.
- IT staff assisted with 24 Zoom sessions this month

## Technical Services Monthly Report – February 2021

### **Curbside service**

Our curbside service remained steady during the month of February. We had a total of 2,637 appointments (an increase of 18% from January) and our clerks prepared and checked out a total of 11,057 items for our curbside patrons.

### **Statistics**

Our technical services staff cataloged and processed 986 items new to our collection and placed 51 purchase orders in the month of February.

For MeL interlibrary loan, we sent 1,044 items to other libraries, and received 827 items for our own patrons.

Katie Page  
Technical Services Coordinator