TO: Plymouth District Library Board   **DATE:** April 14, 2021 **7**

RE: Monthly Report   **FROM:** Carol Souchock
Director

March 2021 Statistics:

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

Circulation – Books & Other	28,794
Circulation – Overdrive Downloads	7,927
Circulation – Hoopla	3,962
Circulation – Flipster (e-magazines)	65
Circulation – Rbdigital e-magazines)	N/A
Circulation – Overdrive (new e-magazines)	379
Circulation – Kanopy (e-movies)	363
Total Circulation	**41,490**

|	
Electronic Access	80,834 sessions to our web site
Web Mobile Use	5,761
App Use	4,775
App Unique Devices	670
App Page Views	5,648
Public computer use	210 hours of use
Wireless use	**4,075** sessions (includes patrons accessing outside)
Volunteer Hours	28 Teens & 2 Adult = 30 (Not Including Friends Book Sale Captain hours)
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 March:

The library reopened the building for public access effective March 1 for the Main Floor and on March 15 for the Upper Level. The library had been closed to public foot traffic due to COVID-19 since late November of 2020.

We utilize many different communication resources and all must be updated when a big service change, such as these two, takes place. I thank our web and social media team for their assistance in communicating the library's reopening plans. 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.

In March our youth staff, led by librarian Dana Bussard, featured our annual March Reading Program. This year 78 children participated. Youth services also offered many popular storytimes via Zoom this month. They were offered both in the daytime and in the evenings.

This month we brought back one of our long term volunteers to assist with the cleaning of DVDs. This like everything else over the last year required some adjustments due to the pandemic including safety training and relocating the volunteer's work area to a upper level study room.

As you can see from the photo above local residents whose children attend a Bulgarian school in Plymouth asked if the library would host a outdoor display celebrating spring. This included wrapping a tree in red and white yarn and signage. On March 1st Bulgarian people across the globe celebrate a tradition called Baba Marta (Grandma March), related to welcoming spring. On that day Bulgarians exchange and wear Martenitsas – red and white twisted threads, symbolizing health and happiness. These are given away to friends, family and colleagues and are worn around the wrist or on clothes.

PLYMOUTH DISTRICT LIBRARY
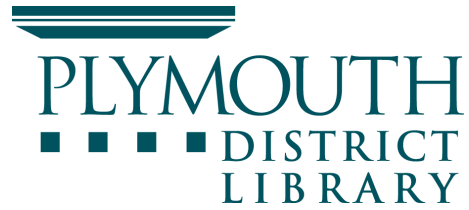
Technology Updates:

Much of Melanie Bell, our head of Information Technology, and her staff's time this month was devoted to planning for the reopening of the library and making sure that our public computers (and other technology) were ready for public use. They removed the library's temporary technology setup from the vestibule lobby. Our technology staff continues to provide Zoom support for numerous library programs.

Building Update:

HVAC work took place on the upper level to extend piping for more efficient humidification. This will require the extension of a wall on the upper level to hide the new piping.

Director's Activities:

This month, along with our leadership team, I continued to serve as COVID 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 facilities team members and other staff to make the building physically ready.

I continue to meet regularly with local library directors via TLN (The Library Network) meetings. In addition I meet with our insurance agent, prepared for the hiring of an executive search firm, and attended a Ballot Success workshop in March.

March department reports are attached. All reports are posted on the Library's web page 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	41,490	7.50%
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		
TOTAL	1,043,501	1,029,997	976,436	970,089	898,903	882,151	812,266	800,884	787,450	432,255	105,203	
Change from previous year	-1.46%	-1.29%	-5.20%	-0.65%	-7.34%	-1.86%	-7.92%	-1.40%	-1.68%	-45.11%		

* 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--February 2021 includes RBDigital statistics

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		
MAY	80,054	77,781	71,366	75,148	65,862	64,760	61,337	54,817	54,665	72		
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	66,925	
Change from previous year	-2.04%	-2.15%	-5.79%	-1.45%	-8.76%	-3.10%	-9.44%	-4.18%	-4.71%	-57.40%		

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	12696	22.56%
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		
TOTAL	10941	19614	24551	32046	42990	52760	61150	81196	101667	140081	38278	
Change from previous year	62.62%	79.27%	25.17%	30.53%	34.15%	22.73%	15.90%	32.78%	25.21%	37.78%		

* January 2007 onward includes Overdrive statistics
* January 2015 onward includes Flipster statistics
* March 2016 onward includes Hoopla statistics
* January 2019 onward includes Kanopy statistics
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Electronic Services Narrative March 2021
Mary Kelly

March has been extremely busy with several issues with our electronic media:

BrainFuse, a product that provides homework help and job assistance, went online. Right now staff are trying out this product and we have been promoting it to the public. The challenge will be to explain all the services available.

LinkedIn Learning performed an upgrade in early March. The administrative interface is completely different and statistics are also dramatically different. *LinkedIn* support has advised that comparison between the two interfaces is not appropriate as they are now processing different metrics. You will see in the statistics report that comparison to the previous month is discontinued.

Overdrive merger of RB Digital was completed in March, including the import of our digital magazine subscriptions from RB Digital into Overdrive. However, the MCLS Overdrive group voted against a shared magazine subscription going forward. Overdrive will honor our original RB Digital expiration date of April 30, 2021, after which time our patrons will no longer have access to magazines through Overdrive. While a shared magazine collection required a unanimous vote, which it did not get, MCLS is looking into other options for the libraries who voted in favor of the shared collection.

Ebsco/Consumer Reports
The *Consumer Reports* database changed authentication systems, which caused a problem with access. Once the issue was identified, it was a relatively easy fix. *Consumer Reports* statistics have also been missing, and our sales rep is currently tracking down our usage reports. March use has been reported, but February's data is missing.

Proquest
Ancestry data reporting is continuing to be problematic. Since my last report the site has reported February's usage statistic at least three different times, with different numbers every time. Proquest is working on this issue. The data on Ancestry should be considered an estimate at this point. Ancestry access is still available remotely through June. Since they continually renew this option every few months, it is likely that our ability to access Ancestry remotely is still temporary.

Website/Social Media
I am continuing to update and re-do pages throughout our site as necessary. Currently, Mel and I are on the lookout for an option of a site checker plugin. This would do a more comprehensive check of our site for problems. Maintenance is continuing, and I am updating the documentation. The social media team now has a dedicated page on the intranet for meeting minutes, notes, and training. Veronica and Heather have been invaluable in providing us with excellent art for the website and social media.

Print Collection
With help from Katie Page, I have been updating the computer book collection. As the DDC has evolved, many like items have been assigned conflicting call numbers. This project has been quite extensive, and I will be rebuilding it over the course of the next year.

Databases March 2021

Database	Feb 2021	Mar 2021	% Change	
Ancestry unique searches	4,145	1876	-55%	note 2
Brainfuse	n/a	29	n/a	note 1
Consumer Reports-pg views	n/a	725	n/a	note 3
Consumer Reports-visits	n/a	59	n/a	
Data Axle (formerly Reference USA)	29	30	3%	
Detroit Free Press	37	20	-46%	
Detroit Free Press (1831-1922)-HN	38	56	47%	
Detroit Free Press (1923-1999)-HN	65	59	-9%	
Fold3 Library Edition	305	123	-60%	
Gale Courses (enrollees)	8	2	-75%	
Heritage Quest	337	24	-93%	
LinkedIn Learning-Unique Courses Viewed	n/a	73	n/a	note 4
LinkedIn Learning-log ins	n/a	20	n/a	note 4
Mango Languages-sessions	92	116	26%	
Morningstar Useage (page views searches)	125	386	209%	note 5
Morningstar Useage (total log ins)	47	143	204%	note 5
Novelist Plus sessions	30	34	13%	
Novelist Searches	162	164	1%	
Tumblebooks	93	72	-23%	
Wowbrary Newsletters	2,459	2,454	0%	
Wowbrary pages click through to catalog	985	902	-8%	
Wowbrary pages viewed	2,707	3,079	14%	

Notes:

1 Brainfuse was added to our database lineup in March 2021

2 Ancestry/Proquest continues to have data reporting problems. February
   data changed several times during the month. March data could be an issue as well.
   Our other Proquest products include Heritage Quest, Fold3, and the Detroit Free Press.

3 Consumer Reports has not reported February 2021 data. Although an Ebsco product,
   this data is considered separate from the other Ebsco products.

4 LinkedIn Learning completely overhauled how statistics were gathered. As of March 4, 2021,
    previous months were considered legacy statistics and LinkedIn stated that comparing
   the previous months data was misleading.
    The current number reported is the number of times a service or database was accessed.

5 Morningstar usage fluxuates from month to month without any obvious reason. These numbers
   are verified.

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

Electronic Resources	Feb 2021	Mar 2021	% change	Notes
Overdrive ebooks checked out	4,925	5,255	7%	
Overdrive eaudiobooks checked out	2,555	2,672	5%	
Overdrive new users registered	63	66	5%	
Overdrive unique patrons	1,656	1,648	0%	
Overdrive Magazines	364	379	4%	
Rbdigital Checkouts	228	n/a	n/a	
Flipster Downloads	187	56	-70%	note 1
Flipster Online Views	41	9	-78%	note 1
Hoopla-new patrons	39	36	-8%	
Hoopla-number of items used (circ)	3,560	3,962	11%	
Kanopy-unique patrons	125	97	-22%	
Kanopy-number of credits used	459	363	-21%	
Social Media:				
Twitter Followers	3,079	3,075	0%	
Instagram Followers	1,454	1,475	1%	
Facebook Followers	4,355	4,251	-2%	
Reference Email	150	144	-4%	
Reference Chat	19	11	-42%	
plymouthlibrary.org				
Web-Sessions	55,969	80,834	44%	
Web-Users (at least 1 session)	39,271	62,098	58%	
Web-Page Views	123,557	155,927	26%	
Web-Mobile Use (including tablets)	5,486	5,761	5%	
Mobile App				
Unique devices used during the month	666	670	1%	
# of times app was opened and used (launches)	4,008	4,755	19%	
Total Page Views (including home page)	4,689	5,648	20%	

1 Flipster has been discontinued and is no longer available to our patrons.

Adult Services Monthly Report March 2021

Adult Virtual Programs Virtual programs happen in real time on Zoom. Collaboration w/Northville library.

G03/01	ELL Conversation Group	12 students, 1 tutors
G03/01	ELL Reading Group	13 students, 2 tutors
A03/01	COVID Vaccination Info (Northville)	25
A03/02	Do you have enough money to retire?	45
A03/03	Adult Craft on Demand Tutorial (Northville)	9
A03/04	DIA Behind the Seen	37
G03/08	ELL Conversation Group	11 students, 2 tutors
G03/08	ELL Reading Group	9 students, 3 tutors
A03/08	Between the Lines Book Club (Northville)	1
A03/09	Ladies of the Lights (Northville)	55
A03/09	Resume Writing	19
G03/09	Contemporary Books	13
A03/11	The 15 Millionth Ford (Northville)	55
G03/15	ELL Conversation Group	13 students, 2 tutors
G03/15	ELL Reading Group	9 students, 2 tutors
A03/15	What's it Worth?	59
A03/15	She's Gone Missing (Northville)	36
G03/18	Books on Tap	8
A03/18	Thursday Trivia Night (Northville)	28
A03/19-26	Neither Wolf nor Dog (Northville)	32
G03/22	ELL Conversation Group	12 students, 2 tutors
G03/22	ELL Reading Group	12 students, 2 tutors
A04/23	NDL MI Avenue	82
G03/24	Brown Bag Books	17
G03/29	ELL Conversation Group	13 students, 2 tutors
G03/29	ELL Reading Group	12 students, 2 tutors
A03/29	City of Champions (Northville)	18
A03/30	Coney Detroit (Northville)	40

16 Adult programs, Attendance 541   29 Total programs
13 General programs, Attendance 174   715 Total attendance

Questions Asked at Service Desks
Total questions: 2087 (1077- 02/21, 1839 - 03/20)   At Ref desk: 392 (433 in 02/21, 479 in 03/20)
At RA desk: 919 (8 in 2/21, 763 in 03/20)   At Youth desk: 218 (447 in 02/21, 435 in 03/20)
Short ref: 1292 (761 in 02/21, 796 in 03/20)   Extended ref: 141 (145 in 02/21, 122 in 03/20)
Readers Advisory: 33 (3 in 02/21, 50 in 03/20)   Programming: 31 (8 in 02/21, 191 in 03/20)
Equipment Asst: 161 (28 in 02/21, 128 in 03/20)   Computer Instruction: 49 (9 in 02/21, 66 in 03/20)
Envisionware: 249 (90 in 02/21, 171 in 03/20)   Directional: 94 (11 in 02/21, 95 in 03/20)
Other: 35 (21 in 02/21, 131 in 03/20)   Group Study Rooms: 2 (1 in 02/21, 89 in 03/20)

Online Content: Online content are programs that are pre-recorded or allow passive participation.

2/25	Light Pollution w/MI Dark Skies	266 views from 3/1 to 3/16
3/2	Do You Have Enough Money to Retire?	34 views from 3/2 to 3/16

YouTube subscribers 206 (202 in 02/21)   Total views   463 (467 in 02/21)
Total watch time   29.5 (40 in 02/21)   Most watched video: Overdrive Magazines via Libby

Youth and Teen Monthly Report March 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

Date	Program	Kids	Teens
3/1-31/21	March Reading Program	78	
3/2/2021	Zoom Storytime	17	
3/2/2021	Zoom Storytime	13	
3/2/2021	Lego Club	3	
3/3/2021	Jackboox Party		2
3/4/2021	Teen Leadership		14
3/5/2021	D and D		5
3/9/2021	Zoom Storytime	39	
3/9/2021	Zoom Storytime	14	
3/9/2021	Pokemon Club	6	
3/10/2021	Yoga		4
3/13/2021	Animanga		4
3/13/2021	D and D		5
3/15/2021	Pizza and Pages	8	
3/16/2021	Zoom Storytime	40	
3/16/2021	Zoom Storytime	11	
3/16/2021	Game Club	4	
3/17/2021	Jackbox Party		1
3/23/2021	Zoom Storytime	31	
3/23/2021	Zoom Storytime	16	
3/25/2021	Among Us		9
3/27/2021	Animanga		5
3/28/2021	D and D		5
3/30/2021	Zoom Storytime	28	
3/30/2021	Zoom Storytime	15	

323 Kids served and 54 Teens served

Take and Make Projects

Date	Project	Count
3/1/2021	Zen Garden	70
3/15-3/26	Spring Break Bags	204
3/24/2021	March Maker	9

283 Kits requested by patrons

School Outreach

Project Lit	13
Plymouth HS Book Club	6

19 Students assisted

Special Projects

- 52 Book Bundle requested and filled (Youth)
- 3 BookMatch requested and filled (Teen)
- MLA Spring Institute 3/11 and 3/12 attended by Lauren, Dana, Jessica, Sean, and Barb (see separate reports)
- Youth Summer Reading Meeting 3/4 attended by Dana and Lauren
- Teen Summer Reading Meeting 3/14 attended by Lauren, Barb, and Sean
- Reference Meeting 3/9 attended by Lauren, Sean
- Social Media Meeting Mondays: Lauren, Barb
- Dana prepping March Reading Program Prize Bags
- 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
- 28 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.

To: Lauren Baker
From: Barb Dinan
Date: March 30, 2021
Re: Spring Institute 2021

The opening keynote speaker was **Alex Gino,** an advocate for LGBTQIA communities since 1997 speaking on this year's theme - **Sparking Connections and Possibilities**.

Alex Gino's remarks focused on how libraries serve youth and teens with a focus on collections and services as mirrors for, windows to, and (slinging glass) doors by* the LGBTQIA+ community. (Rudine Sims Bishop introduced this concept in the 1990s and it has become an organizing framework for educators. The concept was referenced often during the conference. Visit this website for a brief description - https://humaneeducation.org/windows-and-mirrors-and-sliding-glass-doors-ensuring-students-see-themselves-and-others-in-literature/)

- Kids need adults to support kids right to read where their interests and curiosity take them.
- *We Need DIverse Books* is chipping away at the tip of the iceberg, but the 95% of the iceberg that is underwater remains. Diversity of authors is the most visible aspect and we need to bring diversity to the publishers' offices and the other, less visible parts of the industry.
- Ownvoices is important, but it's limited. Alex advocates expanding that concept to include "near voices" and "voices of people we love."
- A word about the "disabled community". The concept of disability is cultural, in that some people's interaction with the culture/society is different from a cultural "norm". For example, it's not a disability to have an intolerance for bright lights and loud noises in a society where bright lights and loud noises do not occur.

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Alia Jones on Watering Young Imaginations: Librarians Doing the Decolonization Work -

Alia Jones is a Black,Indigenous blogger with experience as an educator, library worker, independent bookseller, and Caldecott committee member. Her blog is Read It Real Good - blog https://readitrealgood.com/

She began with "land acknowledgements" which, in order to be valid, must be more than naming the original inhabitants, it must include a commitment to restorative action. Land acknowledgements were discussed in more detail in the session in the **Using Cultural Literacy to Decolonize Your Collections** session.

What is "Decolonization"

- Recognizing that libraries were created as assimilation centers to move European immigrants in the 19th century to be "Americanized" and "white". Libraries have never been neutral - they exist within the racialized spaces of a "settler" state.
- Librarians are gatekeepers with the power to choose, select, restrict access to information. The practitioners of Library and Information Science are predominantly white.
- Some strategies to guide decolonization.
- It will take some hard work to recognize these facts, including the work of overcoming "vocational awe," which was another oft referenced concept during the conference. (See the essay by Fobazi Ettarh VOCATIONAL AWE AND LIBRARIANSHIP: THE LIES WE TELL OURSELVES at -http://www.inthelibrarywiththeleadpipe.org/2018/vocational-awe/)
- It is necessary to understand and explore our history from the perspective of people who are Black, Indigenous and People of Color (BIPOC).
- Understand why Indigenous children were seen as a potential threat and source of resistance to westward expansion, which led to children being taken from their families and placed in boarding schools and foster homes with the specific objective of separating them from their culture and assimilating them into the dominant, white culture. For more information, Ms Jones recommend the documentary, Dawnland - https://www.pbs.org/independentlens/films/dawnland/
- Stereotypes that denigrated Indigenous culture and peoples are harmful, pervasive, and deliberate. The effects are long lasting. As a step toward harm reduction and as part of the CREW method of deselecting materials, stereotypical representations should be eliminated from the collection.
- Build relationships with Indigenous people in our community.
- Titles and resources for Indigenous authors and publishers were provided.
- Read Jacqueline Woodson's essay "Who Can Tell My Story?" from Horn Book Jan. 1998. https://www.hbook.com/?detailStory=who-can-tell-my-story
- Decolonization starts with the administration - if it's not systemic and consistently supported it will not happen.
- Ultimately it's about the kids. Show BIPOC kids that they matter.

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Using Critical Literacy to Decolonize Your Collection by Meredith Kennedy, Native North Tours & Storytelling LLC, and Nisa Kessler, Petoskey District Library.

Meredith Kennedy discussed Petoskey District Library's land acknowledgement which includes actions, such as working with Indigenous community members to identify and meet their library needs. (Note: I visited Petoskey's website to provide a link to the text for the land acknowledgement statement and I could not find it in any of the tabs "About The LIbrary.")

Ms. Kenedy focused on the current and ongoing impact on Indigenous communities.

- In 1986, she attended one of the last Indian schools in Michigan before she was able to enroll in her local, public school.

- The Civil rights Acts of 1965,1970, 1975, and 1982 addressed various aspects of Indigenous voting rights.
- Blood Quantum (which is used to classify animals) is still used as means to classify Indigenous people. The harmfulness of the imposition of this framework on Indigenous communities is extensive.
- She discussed such "classics" as *Little House on the Prairie* from the perspective of the Osage people whose land as designated by treaty was occupied by settlers. She also discussed the dehumanizing aspects of Wilder's portrayal of Indigenous people. .
- Titles and resources for Indigenous authors were shared.

Nisa Kessler spoke about training in Critical Literacy she received from Dr. Laura M. Jimenez. For more information visit https://booktoss.org/

Some questions to ask about a book
- Who wrote it, why did they write it, who is the audience, who is absent?
- Who benefits / is disadvantaged if the text is accepted?
- How would different readers see it?

Ms. Kessler conducted a diversity audit of Petoskey's collection based on the methodology used by Kelsey Bogan - https://dontyoushushme.com/2020/06/15/diversity-audit-a-practical-guide/- The process begins with a random sample of materials, which are then read and codified as to their authorship and representation with the results providing a snapshot of the collections metrics.

(Note: This two-phased approach of data collection/analysis prior to taking action to discard, keep, or replace items may be necessary in large systems or in libraries where the staff does not have extensive knowledge of the collections content.)

The question arose as to whether the presenters were advocating for the removal of every item with problematic content. All presenters stressed that they were not advocating that at all. They do recommend centering and recommending more recent and more useful books. They do recommend that displays and recommendations contain the broadest, possible representation of both characters and authors.

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How to Love Library Work When it Doesn't Love You Back: Moving Forward in Youth Services by Julie Jurgens

Julie Jurgens has 20 years experience in children's literacy, teen services and library service. Her blog is https://himissjulie.com/

Vocational awe and dedication to public service can lead library staff to overextend themselves and can lead to burnout. (Ryan Dowd's closing keynote was also on the topic of stress, burnout, and how to manage them)

The onset of the pandemic had library staff scrambling to find new ways to serve their communities. More recently, we need to deal with the consequences, many of which have been traumatic for library workers and our communities.

Ms. Jurgens explored some of the consequences and shared resources for trauma-informed responses.

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Program related sessions attended:

Fight the Power: Teen Programs in an Era of Wokeness by Jasmine Parker, Ferndale Public Library

- Read Woke Book Club in partnership with local high school
- Reading Rainbow Book Club with a local LGBTQ organization
- Pizza and politics - in partnership with high school - library picks speaker in local politics including community orgs

Animal Crossing: Using Gaming Trends to Create Online Programming by Hannah Lewis, Kent District Library

- Animal Crossing
- Boardgamearena.net
- Slither io
- Discord is a good place to create community - lots of flexibility
- Sakuna of Rice and Ruin is a recommended game

Virtual Comic Book and Animanga Club by Nakenya Yarborough and Noelle Douglas of Belleville Library

Lauren Baker
Spring Institute 2021

MLA did a fantastic job with Spring Institute this year. The virtual format was great and the lineup of keynotes and sessions was fantastic. I attended a session titled Maternal Wellness in Libraries presented by Kent District Library. The session was all about brining mental health awareness for new moms regarding postpartum depression. The library is a neutral ground (hospital can trigger PTSD and church might be limiting) for moms to feel welcome. Hosting a program like this is a great way to involve community partners such as WIC, Health Dept, Doula groups, etc.

A is for Agriculture was fantastic at offering outside the box program ideas. Now most of these programs are better offered in person but there were unique take and make craft ideas that we could use in the future of our virtual programs.

Animal Crossing was informative. The downside for a library our size is staff involvement. Running a virtual/interactive program requires a lot of staff. The best way we can use Animal Crossing is through the methods we currently our using (having visitors to our island but not doing an interactive program around it). We had great success in Animal Crossing in 2020 but now interest has been waning.

Overall it was a great conference and I was impressed by how well run and organized it was on the virtual platforms.

Library To Go: And Where Do We Go From Here?
This session wanted to know what "to go" services we might want to keep after libraries are fully open. Positives of "to go" programming were that they can be designed to: reach a wider audience, easy to scale complexity, quantity, & frequency and inspire creativity. I am not sure which "to go" services we should keep, but we could defiantly add a "take and make" component to our Maker Club.

Taking Early Literacy Virtual
Brighton District Library decided to put pre-recorded storytime elements on YouTube. They broke it down into Alphabet Soup, Flannel Fridays and Baby Rhyme Time. They also prepared DIY Storytime bags. They aimed to expand early literacy programming beyond just storytime and strive to instill Every Child Ready to Read principles while targeting patrons from birth to age 5 in a variety of ways. Their virtual programming includes recorded and live events as well as passive programming available 24/7 on our website. Although interesting, this information would have been better if we received it at the beginning of shut down, not when we are reaching the end.

Wait, There's More? Role-Playing Beyond Dungeons and Dragons
Role-playing games (RPGs) are a fun and creative way of developing important skills such as teamwork and creative problem-solving. Dungeons and Dragons is the RPG libraries use most often, but there are other RPGs that are better for a younger audience. Younger patrons might enjoy these RPGs, but not be old enough for D&D. Some other possible games mentioned *were Cats of Catthulhu, No Thank you, Evil, Starport* and more. Hannah gave many tip for librarian who might be thinking of trying RPDs programming for tween age kids.

Straw Into Gold: Boosting Outreach in Tough Times
The Dearborn Heights Library had great success with version of "Take and Makes" where they delivered the craft supplies to hundreds of families. This worked well for their community because of the number of families without regular transportation. I don't think that it is an issue in Plymouth, but it might be worth looking into offering the option to mail our take in makes if someone cannot come to the library to pick them up.

Over all I thought the conference went really well. They definitely strived for more diverse speakers and breakout sessions.

Sean Glasgow
SI March 2021

I had a great time and learned a lot at Spring Institute. The keynote speakers were very insightful and entertaining, and the breakout sessions provided a lot of information that I can apply going forward.

For my first breakout, I picked Fight the Power: Teen Programs in an Era of Wokeness. I was a touch disappointed that the talk was centered exclusively around book clubs, but I still got a lot out of it, and can see how it can be applied to programs beyond book clubs.

The second breakout was Animal Crossing. While I don't think the presenter's way of putting on the program would have worked for us, it was great to see that they had had such success running a video game centered program. My key takeaway from this session is that we must observe trends as they are happening, and be responsive to them.

The third breakout session for this day was about MiLibrary Quest. What a cool idea! I hadn't taken a close look at this program previously, so I was glad I had a chance to attend this session and find out more about what it is, how it came to be, and the power of inter-library collaboration.

The keynotes for the first day brought home how important it is to be inclusive in selecting our programs and materials. Representation and inclusivity are important when serving a diverse public.

On the second day of the conference, the opening keynote was from Darcie Little Badger, and carried over the theme of representation and inclusion from the previous day. It was nice to hear her stories about libraries being important to her growing up.

My first breakout session for the second day was about using roleplaying games like Dungeons and Dragons as library programs. It was mainly geared toward younger-than-teen, and didn't have much I can use in my present D&D program, but certainly opened my eyes to other roleplaying systems that may be fun to explore in future programs.

The second breakout session was Virtual Comic and Animanga Clubs. This helped me a lot, and immediately. Crunchyroll had denied an extension to our outreach account saying that they are not giving licenses to stream virtually, but the speakers talked about using Crunchyroll. I reached out to Crunchyroll again to ask about it, and they reinstated our account! This made the first session of Animanga club a much better experience than it would have been using Hoopla.

The second and third keynotes were about mitigating stress and understanding that we're all going through a very difficult time right now. One quote from the midday keynote that stuck with me was "We haven't been working from home, we've been at home, trying to work, during a crisis." It will be important going forward to understand that everyone has been through something traumatic this year, and to exercise compassion in everything we do.

Jessica Keeler
Spring Institute
Virtual March 2021

There were so many fantastic things at Spring Institute! I really appreciated all of the
discussion and presentations on decolonizing your collections. I think that Plymouth
does a great job with this already but I'd love to contribute even more to this venture.

After attending Using Critical Literacy to Decolonize Your Collections, I would really love
to do a diversity audit. Nisa Kesseler, from the Petoskey Library, made a lot of great
resources available on that topic and how she accomplished it. This and so many other
presentations touched on the importance of having books for and on the subject of
indigenous peoples in the collection and I actually experienced some struggle with this
when trying to fill a book bundle for someone who requested these materials
specifically. I'd like to look deeper at what we might be able to add to our collection in
this area. Alia Jones, one of the keynote speakers, also provided a perspective I hadn't
considered when it comes to BIPOC materials. I think it will be really helpful even just to
keep that in mind as I work with people.

The Brighton Library gave a presentation on Taking Early Literacy Virtual and talked
about the kinds of things they were doing for babies and storytimes in that respect. I
think their idea on having a private YouTube channel for storytimes is a great! This way,
people can register and if they miss the event, they can still access it with a link that is
not public. They talked about how their patrons wanted short videos that were available
anytime and so they did a lot of 1-3 minute videos available on YouTube - one of which
is a Flannel Friday segment that I thought might do well here at Plymouth.

The Orion Township Library presented on how they took their Battle of the Books
program virtual. I'd love to do a Battle of the Books at Plymouth. It would be interesting
to see if we could touch base with the school system and see if that is something they
already do and if so, could we partner with them or help them with it in any way. They
talked about a couple of tools they used when taking it virtual that I would love to work
into Plymouth programs somehow. Flipster is a TikTok-like program but is private. I
think we could work it into a lot of different programs so I'd like to explore it a bit. They
also talked about Kahoot, which I'm somewhat familiar with but I'd like to explore that
more too and see if it could be worked into any programs.

Overall, it was an amazing event and I'm so grateful I was able to attend. A lot of great
information to unpack.

PC Reservation PC Usage Report

Organized By PC Area

Prepared 4/12/2021

From 3/1/2021 to 3/31/2021
Includes Timeouts, Inactivity, Early Close, Forced Close, Declined Policy

Totals

PC Area	Total Uses	Total Time	Average Session
Main Level Sitting	125	101:24	48.672
Main Level Standing	212	108:57	30.835
TOTALS	337	210:21	37.451

This re

Technology Support
Summary of March 2021

From: Melanie Bell – Head of IT

The focus for March was preparing for re-opening the lower level and final preparations for re-opening the upper level. We also addressed some issues with an aging DHCP server by moving DHCP services to a newer server.

Servers and Network:

- Applied security updates to Linux and Windows Servers.
- Verified our backups and ran offsite backups
- Applied updates to all the WordPress sites.
- Moved DHCP services from aging server to a newer server. Optimized configuration to provide more network stability.
- Talked to vendor about new virtualization software (VMWare) and received pricing
- Reconfigured network ports to accommodate equipment relocation.

Public and Staff Computers:

- Four staff brought back their work from home equipment. We assisted with setup for in library use.
- Charlie fixed an issue with the print service not starting up correctly on the public computers.
- IT staff worked on moving all the staff computers to utilizing the new DHCP server instead of static IP addresses.
- Ibrahim cleaned lower level equipment and ran updates.
- Ibrahim and Charlie removed equipment on the lower level to prepare for re-opening of that level.
- Ibrahim replaced three staff printers.
- Fixed issues with the staff copiers not scanning to the server.

Other:

- Renewed Malwarebytes and reviewed anti-virus options. TLN will be providing quotes for some new anti-virus solutions this year.
- IT staff (primarily Bruce) assisted with 30 Zoom sessions this month

Curbside service

As our building fully opened over the course of March, curbside appointments have been steadily dropping, which is expected. (We are overjoyed to be open to the public again!) This month, we had a total of 850 appointments.

Statistics

Our technical services staff cataloged and processed 1,134 items new to our collection and placed 56 purchase orders in the month of March.

For MeL interlibrary loan, we sent 1,101 items to other libraries, and received 1,147 items for our own patrons.

Katie Page
Technical Services Coordinator