

**TO:** Plymouth District Library Board

**DATE:** October 14, 2020 6

**RE:** Monthly Report

**FROM:** Carol Souchock  
Director

**September 2020 Statistics:**

**Note: The library's building closed on Friday, March 13 at 5 pm due the governor's order regarding COVID-19. Curbside check outs of library materials started late in June and the library reopened on July 29, 2020.**

Circulation – Books & Other	33,435
Circulation – Overdrive Downloads	7,486
Circulation – Hoopla	3,095
Circulation – Flipster (e-magazines)	289
Circulation – Rbdigital (new e-magazines)	181
Circulation – Kanopy (e-movies)	244
<b>Total Circulation</b>	<b>44,730</b>

<b>Electronic Access</b>	57,332 sessions to our web site
App Use	4,325
App Unique Devices	710
App Page Views	5,315
Public computer use	417 hours of use
Wireless use	5,775 sessions (includes patrons accessing outside)
Volunteer Hours	0 Teens & 0 Adult = 0
Outside Groups Meeting Room Use	0 Meetings/0 attendees
PDL Porch/Lawn/Lot Use /45 attendees	2 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 September:

This month was the library building's second full month of being open to the public since our closure in March of 2020 due to COVID-19. In addition to welcoming around 300 visitors a day to the building we also continued to provide curbside service (250 appointments) and support our online audience. We have now caught up with processing new materials and returns.

As expected we are seeing changes in the way that patrons use our library in comparison to the past. The great majority of patrons visiting the library have already placed books and other items on hold and are coming in to pick materials up from our hold shelves. We are not seeing as much browsing of the shelves except in the new fiction and DVD areas.

Our youth department continues to look for ways to bring new types of materials to the main floor of the library for easy access. This month they have created a staff picks and current holiday book displays on the main floor and brought up the parent teacher collection of materials with the start of school.



Our library is working closely with the PCCS administration to support students, teachers, and parents during this challenging school year. All students were encouraged by their principals to sign up for a library card from their local public library and our circulation staff issued 350 student cards this month.

Responding to these many requests in a short time period required a full team effort by our entire circulation department. They did an outstanding job in response to this community need. In addition, our MeLCat (Michigan Electronic Library Interlibrary Loan) team led by Fern started up InterLibrary Loan services again this month and we received 1,012 items for our patrons and sent out 907 of our items to other libraries.

With the upper and lower floors still closed off to public visitors our reference staff continue to assist with the demands for holds by running pull lists many times each day to get these books on the hold shelves and running materials up and down the stairs on demand for patrons who wanted to check out items from these floors.

We continue to seek exhibits to draw patrons to our library and provide entertainment and education. This month our library hosted the Rightfully Hers Nation Archives exhibit celebrating the 100th anniversary of the 19th Amendment and women's constitutional right to vote.

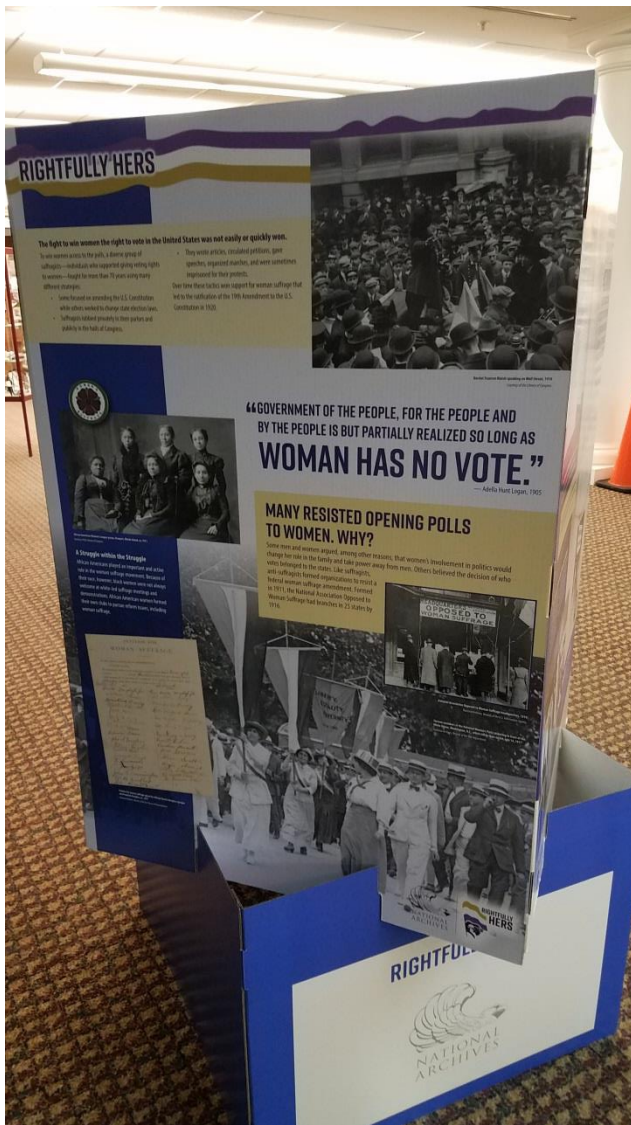
### Technology Updates:

As Melanie Bell, our head of Information Technology, shares in her report that September was a very busy month. Her team had the opportunity to catch up re-imaging new computers and starting to

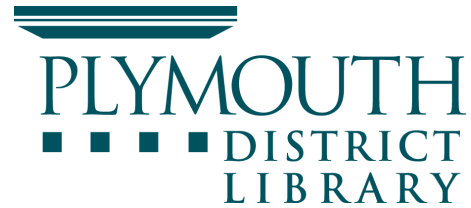
replace the old Windows 7 staff computers with Windows 10 machines. In addition they continue to provide direct customer tech support to computer users in the building every hour the library is open. This is another change from pre-COVID-19 when we only had tech support available during selected hours of the day. With the need to maintain sanitation of publicly used equipment our tech quickly adapted to this change. They have been provided with training and tools to allow them to support in building computer use as well as remote use of our Zoom software for online programming.

### Building Update:

This month work took place on the design of a RFP for our main IT split air conditioning unit. Our current unit is 5 year's past life expectancy and will be replaced late this year.







## **Director's Activities:**

This month I took a much needed vacation after working full time plus during the very demanding last five months. Our library staff had settled into providing in building service in addition to online and curbside services in August. This provided me and other leadership staff with the opportunity to take some much needed down time.

In addition I started to plan for the return of our volunteers by creating and running COVID-19 safety training for our book sale volunteers and working with the Book Sale captains. I am pleased to share that the great majority of our volunteers wish to return and are looking forward to doing so in late October.

Early in the month I continued to spend a significant amount of time acting as a COVID-19 supervisor or as Greeter, along with other leadership staff. While the role of COVID Supervisor was required by the state the Greeter role was created by me to make sure safety standards were enforced and to provide our patrons and staff with support during these challenging times. Our leadership team continues to assist in these safety duties which allows the rest of our staff to focus on providing regular library services. Our leadership staff, which includes all department heads (Robyn, Holly, Lauren, Katie, Melanie, Susan), and the page and clerk supervisor's Cassie and Linda have all stepped up and worked as an outstanding and efficient team in these two roles and as Circulation Supervisor every hour the library was open.

September department reports are attached. All reports are posted on the Library's web page [plymouthlibrary.org](http://plymouthlibrary.org), and print versions will be available in the public meeting packet at Main Floor Reader's Advisory desk with the upper level of the library closed.

## 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
<b>JANUARY</b>	85,759	87,551	88,408	84,739	76,457	76,430	75,399	70,347	67,220	65,816	65,672	-0.22%
<b>FEBRUARY</b>	81,886	85,085	86,994	79,891	76,133	72,587	72,523	64,813	62,271	60,969	63,332	3.88%
<b>MARCH</b>	93,850	93,960	89,549	90,269	88,531	79,347	79,780	67,406	72,436	69,554	38,594	-44.51%
<b>APRIL</b>	85,582	88,645	84,872	86,178	80,485	68,944	72,663	69,101	65,250	66,641	13,067	-80.39%
<b>MAY</b>	80,664	80,787	79,194	73,298	77,661	69,006	68,816	66,070	61,116	62,829	14,318	-77.21%
<b>JUNE</b>	96,317	93,841	91,929	86,209	89,418	82,853	79,146	74,359	73,759	68,681	13,558	-80.26%
<b>JULY</b>	103,150	98,321	100,719	98,505	97,402	87,997	84,194	77,855	79,361	76,889	19,126	-75.13%
<b>AUGUST</b>	103,073	97,431	94,868	88,896	86,989	85,330	82,568	74,516	76,302	74,749	41,930	-43.91%
<b>SEPTEMBER</b>	80,034	75,596	76,733	71,428	72,392	68,676	67,208	61,033	60,255	60,028	44,730	-25.48%
<b>OCTOBER</b>	84,161	80,382	84,453	75,643	75,774	69,897	69,130	64,490	63,278	63,175		
<b>NOVEMBER</b>	86,823	83,511	80,897	72,172	75,115	71,331	67,397	61,874	61,688	60,603		
<b>DECEMBER</b>	77,680	78,391	71,381	69,208	73,732	66,505	63,327	60,402	57,948	57,516		
<b>TOTAL</b>	<b>1,058,979</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>Change from previous year</b>	<b>-1.74%</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>		

\* 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
<b>JANUARY</b>	522	744	1579	2066	2660	3648	4349	5068	6779	8232	9342	<b>13.48%</b>
<b>FEBRUARY</b>	467	753	1740	1740	2502	3507	4206	4520	6215	7567	8683	<b>14.75%</b>
<b>MARCH</b>	547	753	1492	1987	2666	3477	4229	4910	6992	8158	10359	<b>26.98%</b>
<b>APRIL</b>	571	792	1443	1962	2473	3359	4247	4580	6186	7870	12824	<b>62.95%</b>
<b>MAY</b>	548	733	1413	1932	2513	3144	4056	4733	6299	8164	14246	<b>74.50%</b>
<b>JUNE</b>	526	827	1642	2159	2589	3519	4338	5076	6878	8535	12929	<b>51.48%</b>
<b>JULY</b>	606	837	1828	2217	2919	3793	4907	5530	7226	8777	12906	<b>47.04%</b>
<b>AUGUST</b>	590	1039	1948	2363	2874	3875	4633	5398	7265	11064	11969	<b>8.18%</b>
<b>SEPTEMBER</b>	550	1021	1673	1990	2600	3609	4456	5077	6581	8564	11295	<b>31.89%</b>
<b>OCTOBER</b>	625	999	1609	2093	2696	3701	4385	5508	7022	8518		
<b>NOVEMBER</b>	575	1103	1571	1926	2737	3533	4330	5154	6646	7913		
<b>DECEMBER</b>	601	1340	1676	2116	2817	3825	4624	5596	7107	8305		
<b>TOTAL</b>	<b>6728</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>104553</b>	
<b>Change from previous year</b>	<b>85.50%</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>		

\* 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 circulation, including in house use

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Change from previous year
<b>JANUARY</b>	85,237	86,807	86,829	82,673	73,797	72,782	71,050	65,279	60,441	57,584	56,330	<b>-2.18%</b>
<b>FEBRUARY</b>	81,419	84,332	85,254	78,151	73,631	69,080	68,317	60,293	56,056	53,402	54,649	<b>2.34%</b>
<b>MARCH</b>	93,303	93,207	88,057	88,282	85,865	75,870	75,551	62,496	65,444	61,396	28,235	<b>-54.01%</b>
<b>APRIL</b>	85,011	87,853	83,429	84,216	78,012	65,585	68,416	64,521	59,064	58,771	243	<b>-99.59%</b>
<b>MAY</b>	80,116	80,054	77,781	71,366	75,148	65,862	64,760	61,337	54,817	54,665	72	<b>-99.87%</b>
<b>JUNE</b>	95,791	93,014	90,287	84,050	86,829	79,334	74,808	69,283	66,881	60,146	629	<b>-98.95%</b>
<b>JULY</b>	102,544	97,484	98,891	96,288	94,483	84,204	79,287	72,325	72,135	68,112	6,220	<b>-90.87%</b>
<b>AUGUST</b>	102,483	96,392	92,920	86,533	84,115	81,455	77,935	69,118	69,037	63,685	29,961	<b>-52.95%</b>
<b>SEPTEMBER</b>	79,484	74,575	75,060	69,438	69,792	65,067	62,752	55,956	53,674	51,464	33,435	<b>-35.03%</b>
<b>OCTOBER</b>	83,536	79,383	82,844	73,550	73,078	66,196	64,745	58,982	56,256	54,657		
<b>NOVEMBER</b>	86,248	82,408	79,326	70,246	72,378	67,798	63,067	56,720	55,042	52,690		
<b>DECEMBER</b>	77,079	77,051	69,705	67,092	70,915	62,680	58,703	54,806	50,841	49,211		
<b>TOTAL</b>	<b>1,052,251</b>	<b>1,032,560</b>	<b>1,010,383</b>	<b>951,885</b>	<b>938,043</b>	<b>855,913</b>	<b>829,391</b>	<b>751,116</b>	<b>719,688</b>	<b>685,783</b>		
<b>Change from previous year</b>	<b>-2.04%</b>	<b>-1.87%</b>	<b>-2.15%</b>	<b>-5.79%</b>	<b>-1.45%</b>	<b>-8.76%</b>	<b>-3.10%</b>	<b>-9.44%</b>	<b>-4.18%</b>	<b>-4.71%</b>		

**Electronic Services Narrative**  
**September 2020**  
**Mary Kelly**

**Website activities/Intranet development**

Website revisions accounted for most of my web work this month. This includes:

- Continuing web maintenance and updates
- Reorganizing or creating posts for ongoing library events and news
- Investigated plugins for knowledge base functions for the intranet
- Scheduling and creating image sliders for the top of the front page
- Web activity increased overall; one of our peak use days was September 8, which ties in with school activity.

**Overdrive and other e-resources and databases**

- Most of the month was spent organizing our accounts and reviewing billing with our database and e-resource vendors. This took up more time than it should of because our vendors were a bit slow on responses.
- All of our database vendors now have given us access to invoicing portals and contacts within the organizations to maintain continuity. Overdrive, Hoopla, and Kanopy have always had invoicing data available.
- Most of the databases are now coordinated for billing. This should translate into more efficient processing and management.

**Social Media**

- Continued to develop new content for social media.
- Heather and Veronica have been instrumental in providing great graphics both for social media and the website.
- Social media, particularly Facebook, is a big feeder to our website.
- I am still working with Google Analytics and helping the other librarians track progress with online programming. There is still a mountain of information to learn about what people do on our website and our social media. As our presence is now more virtual, it is important that we look at our stats, the website, and social media strategies to better understand interest and priorities with our online presence.

**Other**

I attended (virtually) the re-scheduled Computers in Libraries (September 21-25) conference that was originally scheduled for last March. Please see the separate report.



Computers in Libraries Virtual Conference  
September 21-25, 2020  
Mary Kelly

Computers in Libraries, normally held in March, held a virtual conference in September. Of course the theme was COVID-19 and how libraries had to change their service model. I attended a couple of sessions that dealt with communication toward staff and the community. I also attended some sessions that featured a variety of libraries and their COVID-19 responses.

With my role as webmaster, I also focused on some of the more web and technology based programs. These seminars are focused on the design elements of the User Experience (UX). This includes accessibility and how a user interacts with our website and other technologies. Overloading websites with excessively long pages, or trying to make every item of equal importance for pages can distract and overload the user. Particularly helpful to me was a design flow through the website. Generally, the rule of thumb for web design is the fewest “clicks.” Ultimately, we need patrons to find what they need.

- UX and Older Adults
- Universal Design Assessment
- Web Design UX
- Cybersecurity Strategies
- CSS Frameworks

Other technology presentations included VR/AR (virtual reality/augmented reality), smart devices for staff and patrons, and digital asset management (DAM). The onset of COVID-19 has pushed some of these devices as alternatives to things like programming, hands on practice for education and training. Digital asset management is essentially creating findable electronic content. In addition to this, DAM manages version control of documents, organized filing, and searching. Essentially, it is the equivalent of a card catalog for digital content.

CIL also had programs on improving librarian skills, such as teaching and finding information.

Google and the Art of the Search and Super Searcher Techniques programs were incredibly informative. Google has tools to improve searching. Image searching, in conjunction with Google Earth, can make searching more robust for some questions. In a poll of college students, over 70% didn't know about the find function (CTRL F).

Another program, Introducing New Technology to Staff and Patrons, had some great tips on planning for future library tech. This program included a planning strategy before an item is even purchased, including training and staffing.

There were many more programs, and I am still watching some recordings of sessions I couldn't attend. All in all, a great conference.

**Electronic Resources, Social Media, Web, and App  
September 2020**

<b>Electronic Resources</b>	<b>August</b>	<b>September</b>	<b>%Change</b>
Overdrive ebooks checked out	5,285	4,841	-8%
Overdrive eaudiobooks checked out	2,599	2,645	2%
Overdrive new users registered	64	106	66%
Overdrive unique patrons	1,565	1,551	-1%
Rbdigital Checkouts	143	181	27%
Flipster Downloads	243	260	7%
Flipster Online Views	80	29	-64%
Hoopla-new patrons	40	63	58%
Hoopla-number of items used (circ)	3,276	3,095	-6%
Kanopy-unique patrons	101	85	-16%
Kanopy-number of credits used	343	244	-29%
<b>Social Media:</b>			
Twitter Followers	3,068	3,077	0%
Instagram Followers	1,273	1,311	3%
Facebook Followers	4,044	4,077	1%
<b>Reference Email</b>	215	151	-30%
<b>Reference Chat</b>	14	11	-21%
<b>plymouthlibrary.org</b>			
Web-Sessions	47,063	57,332	22%
Web-Users (at least 1 session)	28,503	37,719	32%
Web-Page Views	127,156	141,634	11%
Web-Mobile Use (including tablets)	6,352	6,334	0%
<b>Mobile App</b>			
Unique devices used during the month	720	710	-1%
# of times app was opened and used (launches)	4,285	4,325	1%
Total Page Views (including home page)	5,314	5,315	0%

## Database Use September 2020

Database	August	September	% Change
Ancestry unique searches	2,978	1,606	-46%
Consumer Reports-pg views	1,085	866	-20%
Consumer Reports-visits	84	72	-14%
Detroit Free Press	24	17	-29%
Detroit Free Press (1831-1922)-HN	52	46	-12%
Detroit Free Press (1923-1999)-HN	71	83	17%
Fold3 Library Edition	760	59	-92%
Gale Courses (enrollees)	9	8	-11%
Heritage Quest	23	96	317%
Lynda New Users	4	3	-25%
Lynda Videos Viewed	568	520	-8%
Lynda.com -active users	442	445	1%
Lynda.com log ins	167	159	-5%
Mango Languages-sessions	115	114	-1%
Morningstar Useage (page views searches)	284	299	5%
Morningstar Useage (total log ins)	58	43	-26%
Novelist Searches	235	225	-4%
Novelist Plus sessions	45	43	-4%
Reference USA (log ins)	27	41	52%
Tumblebooks	88	62	-30%
Wowbrary Newsletters	3,130	2,498	-20%
Wowbrary pages click through to catalog	720	687	-5%
Wowbrary pages viewed	2,597	2,094	-19%

## Adult Services Monthly Report September 2020

### 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.

A 09/02	Adult Craft on Zoom (Northville)	22
A 09/02	History of Boarding Schools (Northville)	15
A 09/03	DIA Behind the Seen	23
G 09/08	Contemporary Books	15
A 09/10	Mudslinging, Muckraking, and Apple Pie	27, 13 FB Live
A 09/10	Thursday Trivia Nights on Zoom (Northville)	9
G 09/14	ELL Conversation Group	8 students, 2 tutors
G 09/14	ELL Reading Group	7 students, 2 tutors
A 09/14	Between the Lines Book Discussion (Northville)	6
A 09/15	Cut the Cord	37
A 09/16	History of Northville (Northville)	74
G 09/17	Books on Tap	6
A 09/17	Table Reading/Tipping Pt Theater (Northville)	29
A 09/19	Virtual Tour of Oakwood Cemetery (Northville)	54
G 09/21	ELL Conversation Group	7 students, 1 tutor
G 09/21	ELL Reading Group	6 students, 2 tutors
A 09/22	Plymouth Railroads (Northville)	100
G 09/23	Brown Bag Books	17
G 09/26	Animal Crossing Bug Off	12
G 09/28	ELL Conversation Group	12 students, 2 tutors
G 09/28	ELL Reading Group	13 students, 2 tutors
G 09/28	Needlecrafters Meet Up	2
12 Adult programs, Attendance 409		23 Total programs
11 General programs, Attendance 116		525 Total attendance

### Output Measures

Total questions: 2577 (2526 in 8/20, 3865 in 9/19)	At Ref desk: 483 (420 in 8/20, 1215 in 9/19)
At RA desk: 1648 (1612 in 8/20, 1532 in 9/19)	At Youth desk: 223 (267 in 8/20, 727 in 9/19)
Short ref: 2073 (1832 in 8/20, 1653 in 9/19)	Extended ref: 119 (113 in 8/20, 314 in 9/19)
Readers Advisory: 31 (72 in 8/20, 101 in 9/19)	Programming: 24 (57 in 8/20, 310 in 9/19)
Equipment Assistance: 32 (60 in 8/20, 274 in 9/19)	Computer Instruction: 82 (106 in 8/20, 219 in 9/19)
Envisionware: 110 (115 in 8/20, 372 in 9/19)	Directional: 55 (72 in 8/20, 157 in 9/19)
Other: 49 (97 in 8/20, 268 in 9/19)	Group Study Rooms: 1 (2 in 8/20, 197 in 9/19)

**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.

09/10	Mudslinging, Muckraking, and Apple Pie	18 views on YouTube
09/13	Rhapsody: Gemini	23 views on YouTube

Animal Crossing: 43 visits to our island, including 12 at the "Bug Off" event on 9/26

YouTube subscribers	163 (162 in 8/20)	Total views	273 (346 in 8/20)
Total watch time	16.5 hrs (13.2 in 8/20)	Most watched video:	Hoopla Tutorial

# Youth and Teen Monthly Report September 2020

## Online Engagement

- 9 Stories Read Aloud by various staff for an average of 601 engagements on each video.
- 4 Virtual Storytime Kits were released for an average of 503 engagements. The kits were advertised on Facebook and sent out on Constant Contact.
- Teen had numerous posts across social media platforms.

## Virtual Programming

9/1-9/7	Dana	Lego Club (Virtual)	4
9/4/2020	Sean	D and D	2
9/8-9/14	Dana	Pokemon Club (Virtual)	2
9/9/2020	Nick	D and D	5
9/12/2020	Sean	D and D	2
9/15-9/21	Dana	Game Club	1
9/16-9/30	Jessica	Black Out Poetry (Take/Make)	9
9/19/2020	Sean	D and D	4
9/21/2020	Dana	Pizza and Pages	9
9/22-9/28	Katarina	Maker Club (Take/Make)	8
9/22-9/30	Jessica	Virtual Escape Room	8
9/30/2020	Nick	D and D	5
9/29-10/6	Dana	Movie Club (Virtual)	2
9/1-9/30	Katarina	Code Wednesday	25

14 programs with a total of 86 attendees

## Special Projects

- 114 Book Bundle requested and filled (Youth)
- Teen started a new service called BookMatch. Teens fill out a form and we match them to Teen Titles; 42 BookMatch requested and filled
- Reference Meeting 9/22 attended by Lauren, Dana, and Katarina
- Sean Glasgow from Adult Dept is helping with Dungeons and Dragons until we replace Shelby
- The Teen Dept is collaborating with Northville in promotion of Teen Events between the 2 libraries
- Dana added a parent resource page to our Website
- All staff has been creating and contributing content for Social Media
- Planning for Virtual Programs for Fall done by all staff
- 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
- We started more passive programming for the Teens (Digital Escape Room and Blackout Poetry Kits)
- Added Youth Fall books, Back to School Books, and Staff Picks to the main level
- Jessica Keeler (former intern, now employee) is working with Youth and Teen to help cover until librarians can be replaced.

**September 2020**

**Susan Stoney  
Community Relations**

Marketing library programs/services

Rhapsody: Gemini in Concert – September 13

Cut the Cord – September 15

Library card promo – month of September

eNewsletters delivered – September 2 & 16

Community Relations

We welcomed the principal trumpet players from the Michigan Philharmonic Orchestra to the porch on September 4 for a late afternoon concert.



I visited Madonna University on September 9 to explore joint promotion of future programs and also to reconnect with the Know Our Neighbor group.



We welcomed 25 members of the Chamber of Commerce here on September 9, from 8-9 a.m., for a Chamber Connection gathering. We had planned an outdoor version of this event but weather moved us inside to socially distanced circles.

I joined my colleagues, Carol Souchock, Jeff Wear and Kathy Petlewski, in assisting the effort to place a new Michigan Historical marker at Township Hall.

Volunteers

We see the day that the volunteers return on the horizon. In September, a virtual orientation session was conducted for the used book volunteers. The book captains have been working all month on preparing for their return. We hope to conduct another orientation for the home delivery volunteers soon.

Meeting Rooms

We continue to use the Walldorf & Dunning rooms for quarantining returned materials and our curbside service. It is our hope that we can resume some level of reduced meeting room activity by the end of the year.



# **Technology Support**

## **Summary of September 2020**



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

September was a very busy month as we re-imaged the new computers and started to replace some of the old staff computers with new Windows 10 machines. We also re-worked our computer refresh cycle to optimize the usage of the new computers.

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

- Applied security updates to Linux and Windows Servers.
- Verified our backups.

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

- We had some issues with the staff image (software settings) on the new computers. I created a new image.
- Charlie and Ibrahim copied the new image to all the new machines and finalized some other software settings that we were unable to include in the image.
- Deployed new computers to all the lower level staff. Next step will be to start work on the main level staff computers.
- Katie and I worked with Bibliotheca to get the media unlocker repaired on one of the selfchecks. We continue to work with Bibliotheca to finalize settings for the new software.
- Ibrahim and I updated anti-virus software on staff machines.

#### **Website:**

- Applied updates to all the WordPress sites.

#### **Other:**

- Charlie and Bruce assisted with Zoom sessions and training.
- IT staff cleaned computers and electronic equipment between each use.
- Ibrahim, Charlie, and I worked on inventorying and organizing the equipment in the IT Supply area to make spare parts easier to find.
- Finished work on 2021 budget documents.
- Attended TLN Tech Comm Meeting and became the Chair-Elect. There's was some discussion of administering Chromebooks with Google G-Suite and running Catalog computers using Google Chromeboxes.
- Carol, Jim and I attended meeting with PBA about HVAC project in the server room
- Carol, Jim and I attended a meeting with our HVAC vendor BASS controls to discuss a number of topics.

## Technical Services Monthly Report – September 2020

### **Statistics**

The library is cooperating with the Plymouth Canton school system and the Canton Public Library to guarantee that every PCCS student has a library card. We have processed hundreds of student card applications this month. Thank you to the circulation staff for working so hard on processing these applications!

We issued a total of 561 new library cards this month (approximately 350 were student cards).

Our clerks and pages received, cataloged, and processed 1,342 new items for our collection, and placed 52 new orders.

In the month of September, we had a total of 250 curbside appointments.

This month, we received 1,012 MeL items for our patrons, and sent 907 items to other libraries.

Our circulation statistics continue to climb, reaching 33,428 this month, an increase of 11% from August. (This is approximately 65% of our circulation from September 2019.)

Katie Page  
Technical Services Coordinator