

TO: Plymouth District Library Board

DATE: September 10, 2020 6

RE: Monthly Report

FROM: Carol Souchock
Director

August 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	29,961
Circulation – Overdrive Downloads	7,884
Circulation – Hoopla	3,276
Circulation – Flipster (e-magazines)	323
Circulation – Rbdigital (new e-magazines)	143
Circulation – Kanopy (e-movies)	343
Total Circulation	41,930

Electronic Access	47,063 sessions to our web site
App Use	4,285
App Unique Devices	720
App Page Views	5,314
Public computer use	413 hours of use
Wireless use	6,196 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 /11 attendees	1 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 August:

This month was the library building's first full month open to the public since our closure in March of 2020 due to COVID-19. In addition to welcoming around 400 visitors a day to the building we also continued to provide curbside service (528 appointments) with expanded hours and support our online audience. We continued to catch up on processing new materials and returns.

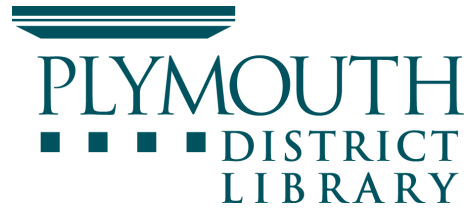
Our staff received significant of positive feedback this month from very appreciative library users who were thrilled to experience the return of in building library service.

As always our staff approaches service with the goal of providing quality service and looks for options for service expansion. This month new options to provide access to youth materials were introduced and expanded by our youth staff. Both of these services include increasing access to youth materials. The first service introduced was Grab and Go bags which feature materials on a specific topic like dinosaurs. We are currently providing 70 different bags and we can't keep them on the shelves. Dana, one of our youth librarians has been focusing on this project and added 20 more bags to the collection this month. In addition our youth staff introduced Book Bundles where staff curate a

collection of materials based on the request of a parent or caregiver for their children. In August 150 of these Book Bundles were requested and filled. We heard patrons tell their children when picking up these Book Bundles "...let's see what the librarian has chosen for you!" Our young patrons and their adults are thrilled with this personalized service.

As shared last month we began accepting returns of library materials on Monday, July 27. As you know we had over 25,000 checked out while the library building was closed. This month a significant percent of the 25,000 items checked out were returned and moved through our quarantine process. Our page supervisor





Cassie Cobb led the design of the quarantine process. Cassie and her amazing team of pages moved a massive load of returned materials through this process throughout the month. This was a physically demanding process for our staff that was required to focus on safety while processing these materials. We had planned for this process, adapted those processes as needed, and our page staff excelled at these demanding duties.

In addition all staff supported the return of items by sorting and shelving materials. They also assisted with the extreme demand for holds by running pull lists many times each day and running materials up and down the stairs on demand for patrons who wanted to check out items from the closed upper and lower levels.

I want to recognize the hard work of our staff and their enthusiasm for returning to work in the building while managing many new safety requirements.

Technology Updates:

As Melanie Bell, our head of Information Technology, shares in her report August was a very exciting month. We got to see a lot of familiar faces as patrons returned to the library to access our computers. IT staff also managed Zoom sessions for our online programming and focused on cleaning of computers and equipment in between each patron use.

Building Update:

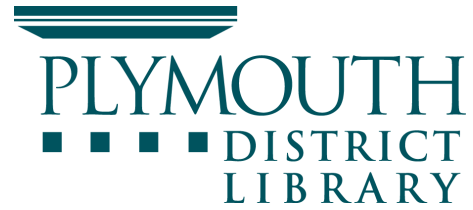
As shared last month new lighting was required in two areas of the textured tray ceilings on the upper level due to requirements by the fire inspector to improve fire suppression coverage. We are now waiting for the arrival of the new ceiling mounted LED fixtures. In the meantime significant cleaning took place on the upper level with the completion of the HVAC work and furniture and the book stacks were put back in place allowing access to the materials on this floor.

A greatly needed upgrade of our IT room split air conditioning unit was planned and budgeted to take place this year. This work had been delayed to the HVAC project and is now progressing. Design work to replace this unit is taking place by our engineers. Our current unit is 15 years old and is five years past life expectancy. We expect to put out a RFP for this work in September with installation later this year.

In preparation to open the upper and lower levels plexiglass has been ordered for the public service desks on these floors.

Director's Activities:

This month I focused on new services required due to COVID-19. I spent a significant amount of time planning for a three phased COVID-19 supervision system which includes our leadership team serving in three roles: Greeter on the porch (to enforce occupancy limits and proper mask use), COVID supervisor (supporting staff as required by state law) and Circ Supervisor (supporting our pages and clerks both in the building and with



curbside). I spent about half of my time on the front porch this month serving in the greeter role because I thought it was important that we welcome our patrons back and that our expectations regarding occupancy and mask wearing were enforced by me. Our leadership team continues to assist in these safety duties which allowing the rest of our staff to focusing on providing traditional library customer service.

August department reports are attached. All reports are posted on the Library's web page plymouthlibrary.org, and print versions will be available in the public meeting packet at 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
JANUARY	85,759	87,551	88,408	84,739	76,457	76,430	75,399	70,347	67,220	65,816	65,672	-0.22%
FEBRUARY	81,886	85,085	86,994	79,891	76,133	72,587	72,523	64,813	62,271	60,969	63,332	3.88%
MARCH	93,850	93,960	89,549	90,269	88,531	79,347	79,780	67,406	72,436	69,554	38,594	-44.51%
APRIL	85,582	88,645	84,872	86,178	80,485	68,944	72,663	69,101	65,250	66,641	13,067	-80.39%
MAY	80,664	80,787	79,194	73,298	77,661	69,006	68,816	66,070	61,116	62,829	14,318	-77.21%
JUNE	96,317	93,841	91,929	86,209	89,418	82,853	79,146	74,359	73,759	68,681	13,558	-80.26%
JULY	103,150	98,321	100,719	98,505	97,402	87,997	84,194	77,855	79,361	76,889	19,126	-75.13%
AUGUST	103,073	97,431	94,868	88,896	86,989	85,330	82,568	74,516	76,302	74,749	41,930	-43.91%
SEPTEMBER	80,034	75,596	76,733	71,428	72,392	68,676	67,208	61,033	60,255	60,028		
OCTOBER	84,161	80,382	84,453	75,643	75,774	69,897	69,130	64,490	63,278	63,175		
NOVEMBER	86,823	83,511	80,897	72,172	75,115	71,331	67,397	61,874	61,688	60,603		
DECEMBER	77,680	78,391	71,381	69,208	73,732	66,505	63,327	60,402	57,948	57,516		
TOTAL	1,058,979	1,043,501	1,029,997	976,436	970,089	898,903	882,151	812,266	800,884	787,450		
Change from previous year	-1.74%	-1.46%	-1.29%	-5.20%	-0.65%	-7.34%	-1.86%	-7.92%	-1.40%	-1.68%		

* January 2007 onward includes Overdrive statistics

* January 2015 onward includes Flipster statistics

* May 2015 onward includes in house use statistics

* March 2016 onward include Hoopla statistics

* January 2019 onward include Kanopy statistics

ANNUAL CIRCULATION -- PLYMOUTH DISTRICT LIBRARY

Books and Materials circulation, including in house use

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

ANNUAL CIRCULATION -- PLYMOUTH DISTRICT LIBRARY

Electronic resources

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Change from previous year
JANUARY	522	744	1579	2066	2660	3648	4349	5068	6779	8232	9342	13.48%
FEBRUARY	467	753	1740	1740	2502	3507	4206	4520	6215	7567	8683	14.75%
MARCH	547	753	1492	1987	2666	3477	4229	4910	6992	8158	10359	26.98%
APRIL	571	792	1443	1962	2473	3359	4247	4580	6186	7870	12824	62.95%
MAY	548	733	1413	1932	2513	3144	4056	4733	6299	8164	14246	74.50%
JUNE	526	827	1642	2159	2589	3519	4338	5076	6878	8535	12929	51.48%
JULY	606	837	1828	2217	2919	3793	4907	5530	7226	8777	12906	47.04%
AUGUST	590	1039	1948	2363	2874	3875	4633	5398	7265	11064	11969	8.18%
SEPTEMBER	550	1021	1673	1990	2600	3609	4456	5077	6581	8564		
OCTOBER	625	999	1609	2093	2696	3701	4385	5508	7022	8518		
NOVEMBER	575	1103	1571	1926	2737	3533	4330	5154	6646	7913		
DECEMBER	601	1340	1676	2116	2817	3825	4624	5596	7107	8305		
TOTAL	6728	10941	19614	24551	32046	42990	52760	61150	81196	101667	93258	
Change from previous year	85.50%	62.62%	79.27%	25.17%	30.53%	34.15%	22.73%	15.90%	32.78%	25.21%		

* January 2007 onward includes Overdrive statistics

* January 2015 onward includes Flipster statistics

* March 2016 onward include Hoopla statistics

* January 2019 onward include Kanopy statistics

Electronic Services Narrative August 2020

Mary Kelly

Website activities/Intranet development

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

- Updating sidebars and forms with new information
- Developed slider images for the front page
- Began a small re-design to reflect the changes made once we opened. This includes: chat ref, mobile printing, and computer reservations.
- Worked on creation of a knowledge base for our Intranet. This should help keep our information, including troubleshooting technology, procedures, and forms readily available and searchable.
- Experimented with Google Analytics for measuring more specific activities on our website and catalog.
- Web use increased over July. Traditionally, end of July and August are slower months.
- Developed additional forms for teens and youth

Overdrive and other E-resources and databases

- Ancestry was purchased by Blackstone (a private equity firm) in early August for 4.7 billion. They are also extending remote access through the end of the year.
- The RBDigital and Overdrive merger is continuing. Ultimately, this will probably give us additional choices, but prices are on the rise this year. Overdrive offered some titles for a 1-year term rather than the traditional 2 years. In the last few months, buying additional cheaper copies netted some decent savings and made the wait lists a bit shorter. However, this strategy means more turnover and more hands-on monitoring of use.
- We cancelled a few Gale Databases that were low in use.

Social Media

- Continued to develop new content for social media and the web.
- Heather and Veronica have created some amazing art to go with our promotions.
- Library card sign up and back to school will be some themes for September
- The Wowbrary slider has moved to the Books, Movies, and More web page, and our own slider promoting events and services will remain on the front page.

Other

- Practice with chat reference and scheduling software for the computers and hold pickup
- Tutorials on Google Analytics

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

Electronic Resources	July	August	%Change
Overdrive ebooks checked out	5,735	5,285	-8%
Overdrive eaudiobooks checked out	2,712	2,599	-4%
Overdrive new users registered	85	64	-25%
Overdrive unique patrons	1,644	1,565	-5%
Rbdigital Checkouts	201	143	-29%
Flipster Downloads	331	243	-27%
Flipster Online Views	70	80	14%
Hoopla-new patrons	55	40	-27%
Hoopla-number of items used (circ)	3,518	3,276	-7%
Kanopy-unique patrons	98	101	3%
Kanopy-number of credits used	339	343	1%
Social Media:			
Twitter Followers	3,069	3,068	0%
Instagram Followers	1,233	1,273	3%
Facebook Followers	4,000	4,044	1%
Reference Email			
	280	215	-23%
Reference Chat			
	8	14	75%
plymouthlibrary.org			
Web-Sessions	28,563	47,063	65%
Web-Users (at least 1 session)	10,377	28,503	175%
Web-Page Views	92,114	127,156	38%
Web-Mobile Use (including tablets)	5,756	6,352	10%
Mobile App			
Unique devices used during the month	656	720	10%
# of times app was opened and used (launches)	3,037	4,285	41%
Total Page Views (including home page)	4,027	5,314	32%

Much of the changes, especially the increases, are due to our change from being closed in July to Curbside/Grab and Go phase in August.

Generally, August is a much slower month in comparison to July

Database Use August 2020

Database	July	August	% Change
Ancestry unique searches	3,541	2,978	-16%
Consumer Reports-pg views	665	n/a	n/a
Consumer Reports-visits	62	n/a	n/a
Detroit Free Press	10	24	140%
Detroit Free Press (1831-1922)-HN	44	52	18%
Detroit Free Press (1923-1999)-HN	36	71	97%
Fold3 Library Edition	639	760	19%
Gale Courses (enrollees)	7	9	29%
Heritage Quest	28	23	-18%
Lynda New Users	5	4	-20%
Lynda Videos Viewed	1,121	568	-49%
Lynda.com -active users	439	442	1%
Lynda.com log ins	207	167	-19%
Mango Languages-sessions	158	115	-27%
Morningstar Useage (page views searches)	244	284	16%
Morningstar Useage (total log ins)	55	58	5%
Novelist Searches	208	235	13%
Novelist Plus sessions	26	45	73%
Reference USA (log ins)	37	27	-27%
Tumblebooks	83	88	6%
Wowbrary Newsletters	3,136	3,130	0%
Wowbrary pages click through to catalog	654	720	10%
Wowbrary pages viewed	1,747	2,597	49%

Adult Services Monthly Report August 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 is included, but not broken down by residency.

G 08/03	ELL Conversation Group	3 students, 2 tutors
G 08/03	ELL Reading Group	5 students, 2 tutors
A 08/05	New MI Auto Insurance Laws	18
G 08/10	ELL Conversation Group	6 students, 2 tutors
G 08/10	ELL Reading Group	6 students, 2 tutors
A 08/10	Between the Lines Book Discussion (Northville)	4
G 08/11	Contemporary Books	11
A 08/13	Streets of Detroit (Northville)	41
G 08/17	ELL Conversation Group	8 students 2 tutors
G 08/17	ELL Reading Group	9 students, 2 tutors
G 08/20	Books on Tap	6
A 08/20	Thursday Trivia Nights (Northville)	8
G 08/23	ELL Conversation Group	7 students, 2 tutors
G 08/23	ELL Reading Group	7 students, 2 tutors
A 08/24	Virtual Foreign Film Discussion (Northville)	3
G 08/24	Needlecrafters Meet Up	3
A 08/24	Virtual Foreign Film Discussion (Northville)	3
G 08/26	Brown Bag Books	15
G 08/31	ELL Conversation Group	6 students, 1 tutor
G 08/31	ELL Reading Group	7 students, 2 tutors
6 Adult programs, Attendance 77		20 Total programs
14 General programs, Attendance 118		195 Total attendance

Output Measures

Total questions: 2526 (4730 in 8/19)	At Ref desk: 420 (1179 in 8/19)
At RA desk: 1612 (2019 in 8/19)	At Youth desk: 267 (1095 in 8/19)
Short ref: 1832 (2003 in 8/19)	Extended ref: 113 (310 in 8/19)
Readers Advisory: 72 (106 in 8/19)	Programming: 57 (400 in 8/19)
Equipment Assistance: 60 (393 in 8/19)	Computer Instruction: 106 (266 in 8/19)
Envisionware: 115 (436 in 8/19)	Directional: 72 (149 in 8/19)
Other: 97 (480 in 8/19)	Group Study Rooms: 2 (187 in 8/19)

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.

Animal Crossing: 61 visitors to our island

YouTube subscribers	162 (161 in July 2020)	Total views	346 (663 in July 2020)
Total watch time	13.2 hrs (29.8 in July 2020)	Most watched:	Placing a hold for curbside pickup

Adult Summer Connection

2020: 218 participants, 95 challenge completions, 67 prizes awarded

2019: 379 participants (248 online, 131 paper), 262 prizes awarded

Youth and Teen Monthly Report August 2020

Online Engagement

- 9 Stories Read Aloud by various staff for an average of 691 engagements on each video.
- Our most popular post for the month was our young library patron giving a tour of his Lego library with 1,900 engagements.
- 5 Virtual Storytime Kits were released for an average of 586 engagements. The kits were advertised on Facebook and sent out on Constant Contact.
- Teen had numerous posts across social media platforms.

Youth Summer Connection

- We had a total of 185 participants register for Youth Summer Connection.
- 1 last week of our Tuesday Summer Challenges have engaged with 500 patrons on Facebook.
- Summer Connection Weekly Challenges: 8 challenges with an average of 591 engagements. We have received submissions for the challenges to our Summer Connection e-mail. Those submissions are being posted on our Youth Webpage.
- 56 prize bags were handed out for the month of August

Teen Summer Connection (see Teen Summer Connection report for more detail)

- 68 teens participated, 403 books logged, 99 book reviews submitted

Virtual Programming

8/1/2020	Sean	D and D	4
8/7/2020	Sean	D and D	3
8/12/2020	Nick	D and D	5
8/21/2020	Sean	D and D	3
8/26/2020	Nick	D and D	3
8/29/2020	Sean	D and D	3
8/1-8/31	Katarina	Fairy Garden	11
8/1-8/31	Katarina	Code Wednesday	23

8 programs with a total of 55 attendees

Special Projects

- 150 Book Bundle requested and filled
- Reference Meeting 8/25 attended by Lauren, Dana, Barb, and Katarina
- Sean Glasgow from Adult Dept is helping with Dungeons and Dragons until we replace Shelby
- Rebecca Stout has continued on as a sub. She has been working on collection development for the Youth Picture Books and Youth Fiction books
- Barb has continued reviewing content for Beanstack that teens submit to end Summer Connection
- The Teen Dept is collaborating with Northville in promotion of Teen Events between the 2 libraries
- Dana has added 20 more Grab and Go bags, we are up to 70 bags in circulation
- All staff has been creating and contributing content for Social Media
- Planning for Virtual Programs for Fall done by all staff

The library's closure during June and July and the move to virtual programming required many adaptations and opportunities to discover new ways to connect with teen patrons. The response from teens and their families was very positive and some of their comments can be found at the end of this document.

Online Program in Beanstack and Prizes

The online program for teens was structured to encourage teens to visit the library early and often in the summer. The library's closure for all but the last two weeks of the summer program required a different approach. The focus shifted to connecting teens to virtual and digital services the library offers and finding new ways to deliver print books to teens. Table 1 gives a side-by-side comparison of Teen Summer Reading Program in 2019 to the Teen Summer Connection this year. See Table 2 for a list of the activities and participation rates. See Table 3 for the details on prizes.

Virtual Programs

Several of the performers and presenters that were booked for in-person programs were able to revise their offerings into a virtual format. In addition, Shelby Fox-Purrier, Nick Rapson and Sean Glasgow moved the Dungeons and Dragons program online in early April and that program has run continuously since then. See Table 4 for a list of virtual teen events offered this year.

Northville District Library partnered with PDL to promote each other's programs and events. Events offered by both libraries were listed in both libraries' events calendars and both promoted each other's events on social media. (See Table 5 for details on Northville District Library Teen Events and Participation)

There is a clear trend of increased interest and participation for events that involve physical materials and things that exist off-screen. Northville's craft kits, our yo-yo program, and both libraries book give-aways garnered the most interest.

A notable exception is PDL's online animation tutorial which garnered sixty-three unique viewers during the week that it was available. It seems likely that giving teen patrons more time and flexibility in how they accessed the online content significantly increased their participation.

Table 1: Beanstack Program Comparison Between 2019 and 2020

Program Element	2019	2020
Outreach	<p>In-person visits to middle and high-schools.</p> <p>In library displays</p> <p>Kick-off event</p> <p>Created announcements for broadcast at schools & 88.1</p> <p>Newsletter</p> <p>Social Media</p>	<p>Promotional materials emailed to educators and 88.1.</p> <p>e-Newsletter</p> <p>Social Media</p>
Registration	<p>Early program start dates for school visits, so students could sign-up on the day of the visit.</p>	<p>Early registrations in May with a reminder sent when the program started. (New Beanstack feature.)</p>
Registration Prize	<p>Registration prize of a free book selected by participants from a cart in the library to get participants engaged in reading at the start of the summer.</p>	<p>Registration prize of a code to earn a ticket to put into a book drawing to be picked up in August.</p> <p>Added an activity and a reward of two free books for completing the <i>Stories Just For You</i> activity with books to be mailed or delivered in early July.</p>
Prizes	<p>Check in weekly to win small prizes chosen from the teen prize box in the library.</p> <p>Weekly activities included: reading, attending library events and other activities.</p> <p>Each week equaled one entry to the grand prize drawing with up to 8 entries.</p>	<p>Complete activities: log books, write reviews or complete connection activities (See Table 2) to earn tickets to spend on drawings for books from specific genres or the grand prize (See Table 3).</p> <p>Participants could earn up to 39 tickets.</p>

Continued - Table 1: Beanstack Program Comparison Between 2019 and 2020

Program Element	2019	2020
Grand Prizes	Gift Certificate to Plymouth businesses & items donated by local businesses.	Gift certificate for Plymouth businesses
Registrants	198	68
Books logged	335	403
Book Reviews	Not Available	99
Activities Completed	929	178 *See Table 2 below for details
Prizes Redeemed	574	48 *See Table 3 below for details
Most Popular Genre	Sci-Fi/Fantasy	Sci-Fi/Fantasy

Teen Summer Connection 2020

Table 2: 2020 Beanstack Activities and Participation

Connection/ Purpose	Activity Badge Title	Started Count	Completed Count
Connect teens to library services, digital materials, how to contact us	Activity 1: Start Here	44	44
	Activity 2: Visit PDL Digital Library	35	34
	Activity 3: Got Books?	24	17
Connect teens to books, authors & reading recs	Connect with Social Media	16	16
	Stories Just For YOU Activity Badge	21	19
Connect teens to virtual events & programs	Animation & Drawing	10	0
	Get Moving with Parkour	8	8
	Media Master	21	18
	Take the Mic	12	12
	Yo Yo Stunts & Tricks	10	10
	Totals	201	178

Table 3: 2020 Teen Summer Connection Prizes Redeemed

Genre Book Prizes*	19
Stories Just For You Packs*	19
MiLibrary Quest Prizes *	4
Autographed Nic Stone Novels **	4
Gift Cards**	4
Total	50

* Free review copies from publishers via Barb Dinan's YALSA committee work.

** Friends funded prizes

Table 4: PDL Virtual Teen Events Offered and Participation

Program	Participation
Dungeons and Dragons - ongoing with Discord & Roll20	65 from June 1 - August 8 (June -27 / July - 31/ First week of August -7)
Animation - week long YouTube tutorial	63
Parkour - single event-Zoom	7
Poetry - single event-Zoom	6
Yo-Yo - provided yo-yo, YouTube tutorials & Zoom workshop	28
Nic Stone Signed Book Give-away - contest	14
MiLibrary Quest (state-wide virtual program)	4
Total Participation	187

Table 5: Northville District Library Teen Events and Participation

Northville Program/Event	Participation
June Craft Kits	79
Teen Super Smash Bros. Tournament	22 (June - 8, July - 14)
July Craft Kits	250
Teen Stop-Motion Animation	6
Teen Fictionary	7
Teen Bad Art Night	5
Discord DnD	6
Teen SRP Book Review Raffle	23
Teen Virtual Scavenger Hunt	8
Teen Super Smash Bros. Ultimate Tournament	14
Total Participation	420

Patron Comments about the Teen Summer Connection

Response to Beanstack activity to “connect to hoopladigital.com to download comics”
 “there are like a million different choices! AWESOME!”

Response to Beanstack activity to “check out OverDrive/Libby”
 “I love overdrive! There are a lot of options!”

Response to Beanstack activity to “tell us what kind of books you like to read or listen to and we’ll connect you with your next great, summer read.”
 “I like to read graphic novels a lot! I also like fiction and fantasy. Nothing too scary or sad. Happiness is key!”

Response to Beanstack activity “to get book recommendations right here in your Teen Summer Connect Account”
 “I found a lot of great books that I will definitely read over the summer!”

Teen Summer Connection 2020

Response to Beanstack activity “what music is on your playlist this summer?”

“Upbeat music is what I have been interested in lately so that it can get my mood up being stuck at home in quarantine.”

What teens thought about the selected prize books

Ana, Age 14 on *The Ballad of Songbirds and Snakes* by Suzanne Collins

“A truly amazing book! A twist at every turn and the real sense of the Hunger Games, this is one of my all time favorites!”

Lauren, Age 14

“...thank you for the books, bandanna, markers, and snacks. I’ve already decorated my bandanna. I read *Again, Again* by E. Lockhart and I thought it was very good. I’m glad you chose it for me because I would never have chosen it on my own. I am in the midst of reading *Seven Deadly Shadows*, and I have to say it is my favorite of the two. It is very mysterious and suspenseful. I am very grateful for the time you put into my prize basket, and I want you to know I really appreciate it.”

Yo-Yo Workshop (lots of positive comments along these lines).

“My son is really into the yo-yo that he received and we can’t wait for the zoom!”

“Thank you so much for offering this program. Having this yo-yo and learning the tricks has been one of the best things that has happened for my son who is having to stay home COMPLETELY due to his and my medical conditions). He’s been looking forward to the workshop!!!”

MI Library Quest (survey response)

“I would definitely participate. It was fun to see all the different libraries around Michigan and the book I won as a prize is really nice, I can’t wait to read it!”

August 2020

Susan Stoney
Community Relations

Marketing library programs/services

We continue to reach out to our users through our eNewsletter and social media. We spent much of August keeping our reopening messages updated on the website, phones, and FAQs.



Community Relations

Despite the many changes since the pandemic began, we continue to work closely with our community partners. In the month of August, I hosted the New Member gathering for the Chamber of Commerce on our front porch. There were 10 of us sitting in a large, socially distanced circle.

Lauren Baker and I met with several staff members of the Canton Public Library and representatives of the Plymouth Canton Community schools to determine the best way to get library cards in the hands of students, parents and teachers.

Commented [b1]:

While at this time, we are unable to continue our long-standing tradition of hosting Blood Drives with the American Red Cross, we are trying to help them by publicizing other blood drives in our area. We are utilizing social media to do this.



Volunteers

The dedicated crew of Used Book captains have worked tirelessly during the past month as donated books, movies and music poured in. We began accepting donations on August 1 – and then took a time-out three weeks later when donations numbered in the 1000s. Like items returned to our collections, all donated items must undergo a 96-hour quarantine. It is our plan to invite back the crew of used book volunteers near the end of September. They are all so important in keeping this very viable service (and revenue source) rolling.

Meeting Rooms

Our meeting rooms continue to be unavailable for community group and library use. Community groups have all been contacted with an update about the meeting rooms, as we hope to bring small meetings back in possibly, December. Many of them report that they are using local park pavilions as alternate meeting sites.

Technology Support

Summary of August 2020



From: Melanie Bell – Head of IT

August was a very exciting month. We got to see a lot of familiar faces as patrons made their way back to the library. IT staff managed zoom sessions and cleaning computers and electronic equipment between each patron use.

Servers and Network:

- Applied security updates to Linux and Windows Servers.
- Verified our backups.
- Worked with Envisionware to Online PC Reservation working. Still working through some issues with security certificates and Perl.
- Large display TV in the Teen Space failed. Worked with Telesys to move the upper level display TV to the Teen Space while repairs are done.
- Memory for non-critical server failed and had to be replaced.

Public and Staff Computers:

- Reconfigured setting on main level staff printer as the hard drive had to be replaced.
- Charlie upgraded the youth public machines and staff main level machines from 4GB of memory to 16 GB of memory.
- Fixed some issues with headphones not being detected on the public internet computers.
- Charlie redeployed the catalog computers on the upper level.
- Ibrahim tested and labeled all the new Lenovo computers to determine which ones had the public software and which had the staff software.

Website:

- Applied updates to all the WordPress sites.
- Updated curbside software to reflect the change in the number of tents.
- Fixed some issues with the Friends site that were causing it to display a white screen.

Other:

- Ibrahim and I assembled the rest of the 3D printers. We now have 4 mini-Prusa 3D printers.
- Charlie and Bruce assisted with Zoom sessions and training.
- Worked on 2020 and 2021 tech budget documents
- IT staff cleaned computers and electronic equipment between each use.

PC Reservation PC Usage Report

Organized By PC Area

Prepared 9/9/2020

From 8/1/2020 to 8/31/2020

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

Totals

PC Area	Total Uses	Total Time	Average Session
Main Level ADA	95	58:00	36.632
Main Level Siting	131	111:51	51.229
Main Level Standing	620	243:07	23.527
TOTALS	846	412:58	29.288

This report was generated using the EnvisionWare Inc. Reporting Module

Technical Services Monthly Report – August 2020

Statistics

This month, we issued 87 new library cards, still primarily through our online process.

Our clerks and pages received, cataloged, and processed 1,894 new items for our collection, and placed 70 new orders.

Our circulation statistics continue to climb, reaching 29,961 this month. (Approximately 50% of our circulation from August 2019.)

Return of MeLcat

MeL resumed service in the first week of August. This month, we received 817 items for our patrons, and sent 809 items to other libraries.

Curbside circulation

We expanded our curbside hours this month, and that has gone very smoothly for both staff and patrons. In the month of August, we had a total of 528 curbside appointments.

Katie Page
Technical Services Coordinator