PLYMOUTH DISTRICT LIBRARY

TO: Plymouth District Library Board

RE: Monthly Report

December 2018 Statistics:

DATE: January 9, 2019   **7**

FROM: Carol Souchock
Director

|	
Circulation – Books & Other	50,841
Circulation – Overdrive Downloads	5,449
Circulation – Hoopla	1,119
Flipster – Magazines	539
Total Circulation	**57,948**
Electronic Access	34,217 sessions to our web site
Public computer use	2,536 hours of use
Wireless use	9,772 sessions
Volunteer Hours	41.5 Teens & 182 Adult = **223.5**
Outside Groups Meeting Room Use	68 Meetings/962 attendees
PDL Meeting Room Use	32 Programs or Meetings /897 attendees

Library Programs and Services:

This month we hosted a very popular musical performance by the Silver Springs Dulcimer Society. This event drew 128 attendees and I have heard from several patrons how much they enjoyed this performance. That is outstanding attendance as we know that our residents have many entertainment options to choose from during the month of December.

In addition we hosted our very successful first Technology Petting Zoo between Christmas and New Year Day. A Technology Petting Zoo is an event where patrons of all ages get a chance to touch and use various technologies. Similar to a real petting zoo the object is to expose them to hands on opportunities. The goal of this event was to let people see and use our newer technologies, and other STEM resources, and learn what types of technology and technology programs they would like us to offer in the future. This event was possible due to the skills, passion and patience of tech assistants Bruce and Charlie, reference staff Katie, Mary, Jeff and Holly, Andrew from our clerical department and Steve, our 3D printing contractor, who lead a variety of activities including: 3D printing, VR, spheros and Star War Droids, Raspberry Pi games, and the creation of over 70 squishy circuits. Susan and Jessica assisted with marketing and librarians Barb and Shauna helped
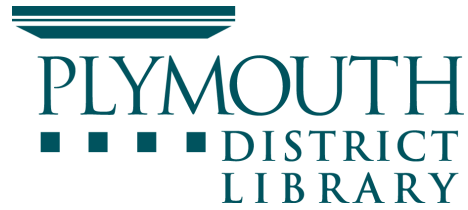
with planning. We had 320 in attendance over this two day event.   Many people attended both days. We recently had a Zoo wrap up meeting and we are planning similar events in the future. The Zoo brought in a wide range of visitors and exceeded my expectations. I had been thinking about offering a Technology Zoo for some time and am thrilled with the buzz and excitement it brought to the library and the many smiles observed on those attending.

Building and Technology Updates:

 This month Jim from our facilities team and I attended a HVAC post construction training for our controls. We also met with a window installer to learn more about that process. While Jim provides outstanding facilities assistance, due to the lack of a FT facilities team member, I provide daily oversight of our HVAC system. In addition I completed work with our engineer and we now have bid ready documents for our much needed emergency lighting upgrades.

Director's Activities:

In addition to the facility meetings above I helped lead planning and preparation for the Technology Zoo and continue to work weekly with Carl Miller, our technology contractor, and Katie Page, technological services coordinator and regularly with DA Central to resolve our phone issues.

Susan Stoney and I met with Local Hop to learn more about their online room scheduling software.

December department reports are attached. All reports are posted on the Library's web page plymouthlibrary.org, and print versions are available in the public meeting packet at Upper Level Reference.

PC Reservation PC Usage Report

Organized By PC Area

Prepared 1/7/2019

From 12/1/2018 to 12/31/2018
Includes Timeouts, Inactivity, Early Close, Forced Close, Declined Policy

Totals

PC Area	Total Uses	Total Time	Average Session
Dedicated	129	110:16	51.287
Lower Level	170	153:45	54.265
Main Level	99	66:50	40.505
Training Lab	1	0:01	1.000
Upper Level	1972	2205:33	67.106
TOTALS	2371	2536:25	64.186

This report was generated using the EnvisionWare Inc. Reporting Module

ANNUAL CIRCULATION -- PLYMOUTH DISTRICT LIBRARY

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

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	Change from previous year
JANUARY	83,274	84,363	85,759	87,551	88,408	84,739	76,457	76,430	75,399	70,347	67,205	-4.47%
FEBRUARY	79,669	82,946	81,886	85,085	86,994	79,891	76,133	72,587	72,523	64,813	62,271	-3.92%
MARCH	91,707	95,291	93,850	93,960	89,549	90,269	88,531	79,347	79,780	67,406	72,436	7.46%
APRIL	79,790	87,952	85,582	88,645	84,872	86,178	80,485	68,944	72,663	69,101	65,250	-5.57%
MAY	78,885	83,779	80,664	80,787	79,194	73,298	77,661	69,006	68,816	66,070	61,116	-7.50%
JUNE	92,656	98,465	96,317	93,841	91,929	86,209	89,418	82,853	79,146	74,359	73,759	-0.81%
JULY	99,912	106,219	103,150	98,321	100,719	98,505	97,402	87,997	84,194	77,855	79,361	1.93%
AUGUST	88,435	102,728	103,073	97,431	94,868	88,896	86,989	85,330	82,568	74,516	76,302	2.40%
SEPTEMBER	77,718	82,543	80,034	75,596	76,733	71,428	72,392	68,676	67,208	61,033	60,255	-1.27%
OCTOBER	81,195	87,637	84,161	80,382	84,453	75,643	75,774	69,897	69,130	64,490	63,278	-1.88%
NOVEMBER	84,021	86,413	86,823	83,511	80,897	72,172	75,115	71,331	67,397	61,874	61,688	-0.30%
DECEMBER	76,657	79,425	77,680	78,391	71,381	69,208	73,732	66,505	63,327	60,074	57,948	-3.54%
TOTAL	1,013,919	1,077,761	1,058,979	1,043,501	1,029,997	976,436	970,089	898,903	882,151	811,938	800,869	
Change from previous year	6.96%	6.30%	-1.74%	-1.46%	-1.29%	-5.20%	-0.65%	-7.34%	-1.86%	-7.96%	-1.36%	

* 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

ANNUAL CIRCULATION -- PLYMOUTH DISTRICT LIBRARY
Books and Materials circulation, including in house use

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	Change from previous year
JANUARY	83,121	84,190	85,237	86,807	86,829	82,673	73,797	72,782	71,050	65,279	60,441	-7.41%
FEBRUARY	79,558	82,711	81,419	84,332	85,254	78,151	73,631	69,080	68,317	60,293	56,056	-7.03%
MARCH	91,514	95,076	93,303	93,207	88,057	88,282	85,865	75,870	75,551	62,496	65,444	4.72%
APRIL	79,633	87,694	85,011	87,853	83,429	84,216	78,012	65,585	68,416	64,521	59,064	-8.46%
MAY	78,743	83,489	80,116	80,054	77,781	71,366	75,148	65,862	64,760	61,337	54,817	-10.63%
JUNE	92,550	98,207	95,791	93,014	90,287	84,050	86,829	79,334	74,808	69,283	66,881	-3.47%
JULY	99,785	105,928	102,544	97,484	98,891	96,288	94,483	84,204	79,287	72,325	72,135	-0.26%
AUGUST	88,287	102,406	102,483	96,392	92,920	86,533	84,115	81,455	77,935	69,118	69,037	-0.12%
SEPTEMBER	77,539	82,213	79,484	74,575	75,060	69,438	69,792	65,067	62,752	55,956	53,674	-4.08%
OCTOBER	81,005	87,199	83,536	79,383	82,844	73,550	73,078	66,196	64,745	58,982	56,256	-4.62%
NOVEMBER	83,829	86,031	86,248	82,408	79,326	70,246	72,378	67,798	63,067	56,720	55,042	-2.96%
DECEMBER	76,467	78,990	77,079	77,051	69,705	67,092	70,915	62,680	58,703	54,806	50,841	-7.23%
TOTAL	1,012,031	1,074,134	1,052,251	1,032,560	1,010,383	951,885	938,043	855,913	829,391	751,116	719,688	
Change from previous year	6.90%	6.14%	-2.04%	-1.87%	-2.15%	-5.79%	-1.45%	-8.76%	-3.10%	-9.44%	-4.18%	

ANNUAL CIRCULATION -- PLYMOUTH DISTRICT LIBRARY

Electronic resources

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	Change from previous year
JANUARY	153	173	522	744	1579	2066	2660	3648	4349	5068	6764	33.46%
FEBRUARY	111	235	467	753	1740	1740	2502	3507	4206	4520	6215	37.50%
MARCH	193	215	547	753	1492	1987	2666	3477	4229	4910	6992	42.40%
APRIL	157	258	571	792	1443	1962	2473	3359	4247	4580	6186	35.07%
MAY	142	290	548	733	1413	1932	2513	3144	4056	4733	6299	33.09%
JUNE	106	258	526	827	1642	2159	2589	3519	4338	5076	6878	35.50%
JULY	127	291	606	837	1828	2217	2919	3793	4907	5530	7226	30.67%
AUGUST	148	322	590	1039	1948	2363	2874	3875	4633	5398	7265	34.59%
SEPTEMBER	179	330	550	1021	1673	1990	2600	3609	4456	5077	6581	29.62%
OCTOBER	190	438	625	999	1609	2093	2696	3701	4385	5508	7022	27.49%
NOVEMBER	192	382	575	1103	1571	1926	2737	3533	4330	5154	6646	28.95%
DECEMBER	190	435	601	1340	1676	2116	2817	3825	4624	5268	7107	34.91%
TOTAL	1888	3627	6728	10941	19614	24551	32046	42990	52760	60822	81181	
Change from previous	49.37%	92.11%	85.50%	62.62%	79.27%	25.17%	30.53%	34.15%	22.73%	15.28%	33.47%	

* January 2007 onward includes Overdrive statistics
* January 2015 onward includes Flipster statistics
* March 2016 onward include Hoopla statistics

January 6, 2019
Electronic Services
December 2018
Submitted by
Mary Kelly

Databases/Electronic Collections:

Kanopy (streaming video) was added to the collection beginning in 2019. Response has been positive so far. Kanopy has a wide range of films and educational videos and like Hoopla, patrons have no waiting times and are limited to 10 checkouts per month.

Technology Training/Programming

Programming has been limited due to the plans for re-doing the computer lab. Holly has presented her *"Let me Google that for you"* as a stand up. Since the timeline for the computer lab is somewhat unpredictable, we are shoving most of the programming toward the end of February. Aside from the Microsoft and beginning classes, the other programs can be presented as a stand up, as a last resort.

I was excited to participate in our Technology Petting Zoo. I am hoping we do similar programs in the future. This kind of program will dovetail nicely with the Teen Digital Day (March 30, 2019), where we promote the digital content available at the library. Our teen volunteers will go through training with Shauna and myself the previous weekend. We will be focusing on *Hoopla, Kanopy*, and *Overdrive* and helping patrons download and set up the app.

Sean's *Google Drive* and *Google Docs* class in February have been filled and we will be adding another set in March to accommodate the waiting list. Our Word and Excel classes, along with Introduction to Computers are considered to be a core service. We will offer those classes regularly, but hope to add more programs that improve technical literacy.

Website Development

Librarians have been informed about identifying content to move to the new Wordpress platform. Streamlining and setting web standards will be a top priority. As we dive into this process, I have already established some parameters for content and files. More details will be coming as the librarians and I go through the process of culling the appropriate content.

I am finally settling in to my new position and I am feeling more confident about my work product. I look forward to a productive 2019.

Mary A. Kelly
Electronic Services and Emerging Technologies

Econtent Statistics 2018	December	November	October		
plymouthlibrary.org					
Sessions	34,217	35,282	38,537		
Unique Users	18,213	19,062	20,596		
Page views	220,057	230,403	252,998		
m.plymouthlibrary.org (mobile site)					
Sessions	4,159	4,039	4,271		
Unique Users	2,372	2,197	2,351		
Page Views	5,965	6,458	**6,364**		
Databases					
Reference USA	50	50	58		
Lynda log ins	173	213	203		
Gale Courses	5	9	2		
Ancestry searches	490	650	1,146		
Mango Languages-sessions	24	18	63		
Flipster	561	496	588		
Novelist	106	169			
Morningstar Useage (logins)	n/a	50	122		
Morningstar Useage (page view/searches)	n/a	131	420		
ProQuest Historical Newspapers: Detroit Free Press (1831-1922)	34	221	132		
ProQuest Historical Newspapers: Detroit Free Press (1923-1999)	43	238	152		
Detroit Free Press	23	30	52		
Fold3 Library Edition	175	96	145		
Tumblebooks	7	12	27		
Heritage Quest	1	1	149		
Wowbrary pages viewed	4,297	3,638	3,718		
Wowbrary pages click through to catalog	1,850	1,640	1,767		

Econtent Statistics 2018 (continued)	December	November	October	
Overdrive:				
Overdrive ebooks checked out	3,486	3,184	3,231	
Overdrive eaudiobooks checked out	1,963	1,924	2,095	
Total Overdrive Circulation	**5,449**	**5,108**	**5,326**	
Overdrive new users registered	59	63	74	
Overdrive unique patrons	1,110	1,094	1,110	
Hoopla:				
Hoopla-new patrons	27	43	36	
Hoopla- Total number of items circulated	1,119	1,072	1,108	
Social Media:				
Twitter Followers	2,950	2,939	2,946	
Instagram Followers	972	954	923	
Facebook Followers	3,111	3,094	3,054	
Communication:				
Reference Email	76	59	69	

Adult Services Monthly Report December 2018

Adult Programs

G12/01	Tabletop Game Day	15
A12/02	Rhapsody: Silver Strings Dulcimer Society	128
A12/03	ELL Conversation Group	19
A12/03	DIA Behind the Seen	20
G12/04	Medicare Part D	1
A12/04	WWII Perspectives	20
A12/06	Low Vision Info Session	13
A12/06	SCORE Small Business One-on-One	0
G12/07	Flipster Digital Magazines	0
A12/08	Papercrafting Workshop	15
A12/10	ELL Conversation Group	12
G12/10	Let Me Google That for You	1
G12/11	Contemporary Book Club	20
G12/11	Chess Club	7
A12/13	SCORE Small Business One-on-One	0
A12/13	Social Security Planning	12
G12/13	Books on Tap	11
G12/19	Brown Bag Books	27
A12/19	SCORE Small Business One-on-One	1
G12/29	Technology Petting Zoo	150
G12/30	Technology Petting Zoo	170

11 Adult programs, Attendance 240   20 Total programs
9 General programs, Attendance 402   642 Total attendance

Output Measures

Total questions: 3576 (3695 in 11/18, 3675 in 12/17)   At Ref desk: 1085 (1163 in 11/18, 1346 in 12/17)
At RA desk: 1442 (1558 in 11/18, 1462 in 12/17   At Youth desk: 738 (641 in 11/18, 680 in 12/17)
Short ref: 1555 (1642 in 11/18, 1671 in 12/17)   Extended ref: 295 (366 in 11/18, 274 in 12/17)
Readers Advisory: 82 (100 in 11/18, 45 in 12/17)   Programming: 217 (168 in 11/18, 210 in 12/17)
Equipment Assistance: 228 (224 in 11/18, 358 in 12/17)   Computer Instruction: 159 (173 in 11/18, 158 in 12/17)
Envisionware: 332 (367 in 11/18, 283 in 12/17)   Directional: 197 (180 in 11/18, 161 in 12/17)
Other: 303 (245 in 11/18, 337 in 12/17)   Group Study Rooms: 208 (229 in 11/18, 178 in 12/17)

Flipster Use

December 2018 – 539 total uses (466 in November 2018, 328 in December 2017)

Projects:

Teen Librarian Shauna Anderson, along with Intern Marissa Lasoff-Santos, were awarded a grant for the ALA Public Programs Office's upcoming *American Creed*: Community Conversations project. They have related programs planned for spring 2019.

Youth Services Monthly Report
December 2018

Programs:
Baby 4p 30j, 31a
Preschool 12p,103j, 84a
School age 7p, 109j, 36a
Programs included our weekly Tuesday clubs and an animal program for the holiday break. Passive programming: 143 ornaments for the tree.

Displays:
8 displays including the Nutcracker display in the glass case.

Meetings:
12-5 CC strategic plan mtg.
12-5 LB webinae growth mindset
12-19 CC strategic plan mtg.

Circulation:

Youth Department	2018	2017
CDs	187	280
Fiction	11,681	11,570
Nonfiction	2,627	2,792
Baby	16	25
DVD	2,430	2,815
Magazines	26	10
Audiobooks	349	451
Puppets	90	49
Videogames	331	372
Total	**17,737**	**18,364**

Monthly Report for Teen Activities for December 2018

Teen Programs: **12 Offered   118 total attendance**

12/01	Teen Tech Tutors	2 tutors, 0 patrons
12/08	Teen Tech Tutors	2 tutors, 2 patrons
12/08	Animanga Club	4
12/09	3D Printing Lab	26
12/12	Inclusive Social Group	8
12/12	Teen Volunteer Orientation	1
12/13	STEM: Egg Drop Challenge	9
12/15	Teen Tech Tutors	1 tutor, 2 students
12/18	Books & Bites	4
12/18	OLGC field trip (7th grade)	51
12/22	Teen Tech Tutors	1 tutor, 1 student
12/29	Teen Tech Tutors	1 tutor, 2 students

Teen Collection Circulation

	Dec '18	Nov '18	% Change Last Month	Dec '17	% Change Last Year
TBOOKPACK	2	2	0%		
TCDBOOK	58	56	4%	96	-40%
TFIC	1371	1429	-4%	1202	14%
TGRNOVEL	225	239	-6%	245	-8%
THOTREAD	86	73	18%	79	9%
TMAGAZINE	5	1	400%	7	-29%
TMANGA	554	418	33%	448	24%
TNEWF	155	234	-34%	253	-39%
TNF	192	160	20%	322	-40%
Total	2648	2612	1%	2652	-0.2%

YA Ebook Circulation
- YA Fiction –   394 (354 in November 2018, 243 in November 2017)
- YA Nonfiction – 5 (6 in November 2018, 9 in December 2017)

Teen Volunteers   41.5 hours
- 1 teen for volunteer orientation = 1 hour each = 1 hours
- 30 hours of shelving and other tasks = 30 hours
- 7 teen computer tutors assisted 8 patrons = 1.5 hours each = 10.5 hours

Projects
A new "Book Stacks" collection is being created in the Teen Zone. Teachers, book clubs, or anyone can take one copy or several of popular titles. The Teen New Book section was downsized and moved to the Teen display space under the Teen Zone entryway to make space for the Book Stacks.

West Middle School principal, Clint Smiley, is encouraging families to read during winter break by sharing links to our booklists via an email to parents of their students.

Our Lady of Good Council 7th graders had a field trip to the library on 12/18 to watch a movie and pick out reading material for their Christmas break.

Marketing library programs/services

World War II Perspectives: FDR-War President, December 4
Animals and the Environment, December 27
Senior Food Drive – throughout the month
AARP Tax Scheduling Sessions – throughout the month

Community Relations

I attended the Chamber of Commerce annual Economic Outlook breakfast on December 12. Local financial planner, Wayne Titus was the speaker. Mr. Titus has presented here at the library in the past.

I met with Justina McNamara, the AARP tax supervisor to review our plans for the upcoming tax season.

Volunteers

Volunteer hours for the month of December came in at 182. Julia Petro – our reliable Tuesday morning fiction-shelver moved out of the area and wrapped up her time with us this month. We will miss her diligence in working on adult fiction hot spots.

Meeting Rooms

December meeting room usage was helped along considerably through a few popular library events, to include our Animals and the Environment program and our two-day Technology Petting Zoo. Families enjoyed all of these events.

This past month we hosted:

Outside groups	68 meetings	962 attendees
PDL groups	32 meetings	897 attendees
Total	100 meetings	1859 attendees

Technology Support Summary December 2018

<u>Projects:</u>

Assisted D/A Central with phone and wifi diagnostics.
Continued reassigning IP addresses used by staff subnet DHCP.
Assisted BSB Communications with updates for the MiCollab server.

<u>Upgrades:</u>

Upgraded helpdesk software to latest version.

<u>Replacements:</u>

Replaced a failed hard drive in the NAS device.

<u>Updates:</u>

Started installing MiCollab client for staff computers.
Applied security updates to Linux and Windows servers.
Applied security updates to public and staff workstations.
Reviewed and updated several policies in the firewall.

<u>Conferences:</u>

None.

<div align="center"><u>Technical Services Monthly Report – December 2018</u></div>

Statistics

Our technical services staff cataloged and processed 1,584 items new to our collection and placed 113 purchase orders in the month of December. Our circulation staff registered 190 new patrons.

For MeL interlibrary loan, we sent 995 items to other libraries, and received 807 items for our own patrons.

Staff activities

Our phone vendor, BSB, performed updates on our phones server this month. They were able to perform these updates off-hours to eliminate any service disruptions. We are now using the most current server software and phone firmware available to us.

Katie Page
Technical Services Coordinator