

TO: Plymouth District Library Board

DATE: October 12, 2019 6

RE: Monthly Report

FROM: Carol Souchock
Director

September 2019 Statistics:

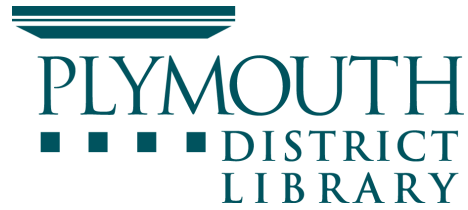
Circulation – Books & Other	51,464
Circulation – Overdrive Downloads	6,398
Circulation – Hoopla	1,439
Circulation – Flipster (e-Magazines)	0 (Not Available)
Circulation – Kanopy (e-movies)	129
Total Circulation	59,430

Electronic Access	36,656 sessions to our web site
App Use	4,056
App Unique Devices	691
App Page Views	4,919
Public computer use	2,289 hours of use
Wireless use	12,843 sessions
Volunteer Hours	42.5 Teens & 197Adult = 239.5
Outside Groups Meeting Room Use	99 Meetings/1153 attendees
PDL Meeting Room Use	37 Programs or Meetings /466 attendees

Library Programs and Services:

This month the library hosted a table at Kellogg Park during the Fall Festival for the first time. Participating in Fall Festival gave our staff and volunteers an opportunity to engage with large quantities of community members outside of the library. The suggestion for the library to participate came from the Teen Staff via our Strategic Plan. Staffing for an event like this is challenging because we are obligated to cover the tent during festival hours as well as maintain staffing here at the library. Holly Hibner, our teen and adult coordinator, took the lead on staffing for this event. She and other employees, joined board members, in offering a “wheel of fortune” prize opportunity, and much more. As noted elsewhere in this report we had the opportunity to engage with 2,441 people in this outreach opportunity. In addition 389 people of all ages were entertained on the Kellogg





Park stage by Baffling Bill the Magician with the support of our Friends. This event gave the library an opportunity for huge exposure and encouraged people to think about the library's role in different ways. Thank you to the board members and employees who helped out in Kellogg Park! The library also received exposure through my role as President of Noon Rotary during the Fall Festival as Rotary is a major force for this event.

Technology Updates:

Melanie Bell, our new Head of Information Technology, has been busy since arriving in August. She worked with me this month on planning the library's 2020 technology budget and closing out our State Appropriation Lab Project. She has been a wonderful addition to our staff and is moving several projects forward while gaining a strong understanding of our infrastructure. Melanie's Technology report details other Information Technology focuses this month.

Director's Activities:

This month I represented the library at the Chamber's Downtown Business Owners group where I shared an update on our forthcoming Adobe Creative Cloud project. In addition I spent some time with Susan Stoney, our community relations specialist getting to know Chris Breest, the owner of Plymouth Rock a recording studio in Old Village. Chris and his partner will be visiting the library this month to see if they or their students can help out the library.

I attended the DSLRT (Detroit Suburban Library Round Table) in Auburn Hills where the focus was on insurance. I try to attend this quarterly meeting when my schedule permits as it gives me a great opportunity to meet with other library directors. With Robyn, our HR and Business Administrator, I also met with MERS representatives to start to analyze program options.

September 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.

ANNUAL CIRCULATION -- PLYMOUTH DISTRICT LIBRARY

Electronic resources

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	Change from previous year
JANUARY	173	522	744	1579	2066	2660	3648	4349	5068	6779	8232	21.43%
FEBRUARY	235	467	753	1740	1740	2502	3507	4206	4520	6215	7567	21.75%
MARCH	215	547	753	1492	1987	2666	3477	4229	4910	6992	8158	16.68%
APRIL	258	571	792	1443	1962	2473	3359	4247	4580	6186	7870	27.22%
MAY	290	548	733	1413	1932	2513	3144	4056	4733	6299	8164	29.61%
JUNE	258	526	827	1642	2159	2589	3519	4338	5076	6878	8535	24.09%
JULY	291	606	837	1828	2217	2919	3793	4907	5530	7226	8777	21.46%
AUGUST	322	590	1039	1948	2363	2874	3875	4633	5398	7265	11064	52.29%
SEPTEMBER	330	550	1021	1673	1990	2600	3609	4456	5077	6581	7966	21.05%
OCTOBER	438	625	999	1609	2093	2696	3701	4385	5508	7022	*Flipster not yet included in Sept. stats	
NOVEMBER	382	575	1103	1571	1926	2737	3533	4330	5154	6646		
DECEMBER	435	601	1340	1676	2116	2817	3825	4624	5596	7107		
TOTAL	3627	6728	10941	19614	24551	32046	42990	52760	61150	81196		
Change from previous year	92.11%	85.50%	62.62%	79.27%	25.17%	30.53%	34.15%	22.73%	15.90%	32.78%		

* 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 and electronic resources

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	Change from previous year
JANUARY	84,363	85,759	87,551	88,408	84,739	76,457	76,430	75,399	70,347	67,220	65,816	-2.09%
FEBRUARY	82,946	81,886	85,085	86,994	79,891	76,133	72,587	72,523	64,813	62,271	60,969	-2.09%
MARCH	95,291	93,850	93,960	89,549	90,269	88,531	79,347	79,780	67,406	72,436	69,554	-3.98%
APRIL	87,952	85,582	88,645	84,872	86,178	80,485	68,944	72,663	69,101	65,250	66,641	2.13%
MAY	83,779	80,664	80,787	79,194	73,298	77,661	69,006	68,816	66,070	61,116	62,829	2.80%
JUNE	98,465	96,317	93,841	91,929	86,209	89,418	82,853	79,146	74,359	73,759	68,681	-6.88%
JULY	106,219	103,150	98,321	100,719	98,505	97,402	87,997	84,194	77,855	79,361	76,889	-3.11%
AUGUST	102,728	103,073	97,431	94,868	88,896	86,989	85,330	82,568	74,516	76,302	74,749	-2.04%
SEPTEMBER	82,543	80,034	75,596	76,733	71,428	72,392	68,676	67,208	61,033	60,255	59,430	-1.37%
OCTOBER	87,637	84,161	80,382	84,453	75,643	75,774	69,897	69,130	64,490	63,278	*Flipster not yet included in Sept. stats	
NOVEMBER	86,413	86,823	83,511	80,897	72,172	75,115	71,331	67,397	61,874	61,688		
DECEMBER	79,425	77,680	78,391	71,381	69,208	73,732	66,505	63,327	60,402	57,948		
TOTAL	1,077,761	1,058,979	1,043,501	1,029,997	976,436	970,089	898,903	882,151	812,266	800,884		
Change from previous year	6.30%	-1.74%	-1.46%	-1.29%	-5.20%	-0.65%	-7.34%	-1.86%	-7.92%	-1.40%		

* 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

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	Change from previous year
JANUARY	84,190	85,237	86,807	86,829	82,673	73,797	72,782	71,050	65,279	60,441	57,584	-4.73%
FEBRUARY	82,711	81,419	84,332	85,254	78,151	73,631	69,080	68,317	60,293	56,056	53,402	-4.73%
MARCH	95,076	93,303	93,207	88,057	88,282	85,865	75,870	75,551	62,496	65,444	61,396	-6.19%
APRIL	87,694	85,011	87,853	83,429	84,216	78,012	65,585	68,416	64,521	59,064	58,771	-0.50%
MAY	83,489	80,116	80,054	77,781	71,366	75,148	65,862	64,760	61,337	54,817	54,665	-0.28%
JUNE	98,207	95,791	93,014	90,287	84,050	86,829	79,334	74,808	69,283	66,881	60,146	-10.07%
JULY	105,928	102,544	97,484	98,891	96,288	94,483	84,204	79,287	72,325	72,135	68,112	-5.58%
AUGUST	102,406	102,483	96,392	92,920	86,533	84,115	81,455	77,935	69,118	69,037	63,685	-7.75%
SEPTEMBER	82,213	79,484	74,575	75,060	69,438	69,792	65,067	62,752	55,956	53,674	51,464	-4.12%
OCTOBER	87,199	83,536	79,383	82,844	73,550	73,078	66,196	64,745	58,982	56,256		
NOVEMBER	86,031	86,248	82,408	79,326	70,246	72,378	67,798	63,067	56,720	55,042		
DECEMBER	78,990	77,079	77,051	69,705	67,092	70,915	62,680	58,703	54,806	50,841		
TOTAL	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%	-2.04%	-1.87%	-2.15%	-5.79%	-1.45%	-8.76%	-3.10%	-9.44%	-4.18%		

**September 2019 Web, Social Media, Streaming,
Overdrive**

Overdrive	August	September	% Change
Overdrive ebooks checked out	4,130	3,843	-7%
Overdrive eaudiobooks checked out	2,659	2,555	-4%
Overdrive new users registered	61	66	8%
Overdrive unique patrons	1,331	1,322	-1%
Streaming			
Hoopla-new patrons	49	36	-27%
Hoopla-number of items used (circ)	1,614	1,439	-11%
Kanopy-unique patrons	56	54	-4%
Kanopy-number of credits used	122	129	6%
Social Media:			
Twitter Followers	3,004	3,012	0.3%
Instagram Followers	1,002	1,007	0.5%
Facebook Followers	3,542	3,557	0.4%
Reference Email	45	50	11%
plymouthlibrary.org			
Sessions	39,277	36,656	-7%
Users engaged in at least 1 session	21,153	20,038	-5%
mobile + tablet users	7,447	7,096	-5%
Page views	236,557	211,724	-10%
Mobile App			
Unique devices used during the month	698	691	-1%
# of times app was opened and used (launches)	4,620	4,056	-12%
Total Page Views (including home page)	5,576	4,919	-12%

**Database Usage - Changes August to
September 2019**

	August	September	% change	Notes
Consumer Reports-pg views	1,539	1,068	-31%	
Consumer Reports-visits	100	72	-28%	
Flipster Searches	355	365	3%	
Flipster sessions	420	430	2%	
Novelist Plus sessions	26	27	4%	
Novelist Searches	100	73	-27%	
Biography in Context searches	0	0	0%	*
Biography in Context sessions	0	0	0%	*
Gale Courses (enrollees)	5	3	-40%	
Gale Interactive Science searches	0	0	0%	*
Gale Interactive Science-sessions	0	0	0%	*
Lit Resource Center searches	6	0	-100%	*
Lit Resource Center sessions	6	0	-100%	*
Lynda New Users	2	8	300%	
Lynda Videos Viewed	824	828	0%	
Lynda.com active users	351	359	2%	
Lynda.com log ins	204	149	-27%	
Mango Languages-sessions	11	49	345%	
Morningstar Usage (page views searches)	173	203	17%	
Morningstar Usage (total log ins)	36	22	-39%	
Ancestry unique searches	699	428	-39%	
Detroit Free Press	18	16	-11%	
Fold3 Library Edition	36	27	-25%	
Heritage Quest	122	37	-70%	
ProQuest Historical Newspapers: Detroit Free Press (1923-1999)	100	27	-73%	
ProQuest Historical Newspapers: Detroit Free Press (1831-1922)	101	27	-73%	
Sanborn Maps	0	0	0%	
Reference USA (log ins)	33	41	24%	
Tumblebooks	4	13	225%	
Wowbrary Newsletters	3,025	2,430	-20%	
Wowbrary pages click through to catalog	1,719	1,663	-3%	
Wowbrary pages viewed	4,029	3,570	-11%	

** Data is unconfirmed for September, 2019*

Adult Services Monthly Report September 2019

Adult Programs

A09/05	Low Vision Info Session	13
A09/09	ELL Conversation Group	21
A09/09	ELL Reading Group	9
G09/10	Chess Club	5
G09/10	Contemporary Books	19
G09/11	Computer Basics 1	2
A09/12	DIA Behind the Seen: Vogue	13
A09/12	Google Docs	1
A09/14	Writers Workshop	49
A09/15	Rhapsody: Brass Quintet	77
A09/16	ELL Conversation Group	13
G09/18	Computer Basics 2	3
A09/18	SCORE One-on-One Consultations	0
G09/19	Books on Tap	13
A09/21	Budgeting Basics	8
G09/21	Film Club	6
A09/23	ELL Conversation Group	13
A09/23	ELL Reading Group	3
A09/23	Needlecrafters	5
G09/24	Chess Club	9
G09/24	Excel Basics	9
A09/24	History of Tiger Stadium	39
G09/25	Brown Bag Books	39
G09/25	MS Publisher Basics	0
G09/26	Google Docs	3
A09/26	Make Better Photos	17
A09/26	Garden Group	6
A09/28	Papercrafting	11
A09/30	ELL Conversation Group	12
18 Adult programs, Attendance 310		32 Total programs
14 General programs, Attendance 108		418 Total attendance

Outreach

3 offered 2441 attended

G09/06	Fall Festival Booth	491
G09/07	Fall Festival Booth	1289
G09/08	Fall Festival Booth	661

Output Measures

Total questions: 3865 (4730 in 8/19, 3926 in 9/18)	At Ref desk: 1215 (1179 in 8/19, 1270 in 9/18)
At RA desk: 1532 (2019 in 8/19, 1571 in 9/18)	At Youth desk: 727 (1095 in 8/19, 715 in 9/18)
Short ref: 1653 (2003 in 8/19, 1729 in 9/18)	Extended ref: 314 (310 in 8/19, 381 in 9/18)
Readers Advisory: 101 (106 in 8/19, 114 in 9/18)	Programming: 310 (400 in 8/19, 286 in 9/18)
Equipment Assistance: 274 (393 in 8/19, 231 in 9/18)	Computer Instruction: 219 (266 in 8/19, 208 in 9/18)
Envisionware: 372 (436 in 8/19, 404 in 9/18)	Directional: 157 (149 in 8/19, 177 in 9/18)
Other: 268 (480 in 8/19, 214 in 9/18)	Group Study Rooms: 197 (187 in 8/19, 182 in 9/18)

Projects:

Sean Glasgow attended the National Book Festival in Washington D.C. over Labor Day weekend. He also helped staff the Library of Michigan's booth as part of representing our library as member of the Michigan Center for the Book.

Monthly Report for Teen Activities for September 2019

Teen Programs: 15 Offered 77 total attended

09/07	Teen Tech Tutors	2 tutors, 0 patrons
09/07	Virtual Reality	4
09/11	Dungeons and Dragons	12
09/14	Teen Tech Tutors	4 tutors, 2 patrons
09/14	Animanga	4
09/14	Teen Volunteer Orientation	1
09/14	Virtual Reality	9
09/17	Books & Bites	3
09/18	Inclusive Social Group	5
09/20	Magic: The Gathering	2
09/21	Virtual Reality	3
09/21	Teen Tech Tutors	2 tutors, 2 patrons
09/25	Dungeons and Dragons	12
09/28	Teen Tech Tutors	4 tutors, 3 patrons
09/28	Virtual Reality	3

Outreach 3 offered 170 total attended

09/11	Barb Dinan: Book Talks & Library Card Sign-up at Salem High School	80
09/16	Barb Dinan: Book Talks in Beth Goldberg's classes at Starkweather	50
09/25	Barb Dinan: Project Lit Informational Meeting at Liberty Middle School	40

Teen Collection Circulation

	September '19	August '19	% Change Last Month	September '18	% Change Last Year
TBOOKPACK	8	5	60%	7	14%
TCDBOOK	50	66	-24%	56	-11%
TFIC	1299	1541	-16%	1416	-8%
TGRNOVEL	283	363	-22%	286	-1%
THOTREAD	168	171	-2%	84	100%
TMAGAZINE	1	0	100%	2	-50%
TMANGA	816	782	4%	395	107%
TNEWF	157	198	-21%	243	-35%
TNF	192	214	-10%	174	10%
TSTACKS	161	143	13%		
TSTORAGE	41	38	8%		
TSHADOW	36	2	1700%		
Total	3212	3523	-9%	2663	21%

YA Ebook Circulation

- YA Fiction – 453 (505 in August 2019, 420 in September 2018)
- YA Nonfiction – 8 (15 in August 2019, 4 in September 2018)

Teen Volunteers 42.5 hours

- 1 teen for volunteer orientation = 1 hour each = 1 hour
- X hours of shelving and other tasks = 23.5 hours
- 12 teen computer tutors assisted 7 patrons = 1.5 hours each = 18 hours

Barb Dinan's report from attending the American Library Association Annual Conference is attached.

American Library Association Annual Conference 2019

June 21-24, 2019

Barb Dinan - Teen Services

Attendance goals:

1. Discover new trends in teen (young adult) services & programs
2. Connect with authors and publishers to learn about publishing trends and ways to engage teenage readers.
3. Get free books (autographed, whenever possible) as prizes for teen summer reading program.
4. Investigate other sessions as time and interest allowed

1. New Trends in Teen (Young Adult) Services and Programs

I noticed a significant increase since 2017 in quantity and quality of sessions focused on diversity, equity and inclusion. These sessions were very well-attended with standing room only, especially the children and young adults.

Talking to Kids About Race: A How-To Workshop. One of the panelists/presenters was award-winning author - Renee Watson. The panelists presented a variety of common scenarios where teachers and librarians can (and should) constructively intervene to help young people understand what common behaviors and assumptions are hurtful to others. Participants split into small groups to discuss four scenarios which would require intervention. The groups shared their strategies to create a welcoming space for all. It was recommended that library staff plan and practice to learn how and when to intervene and how to do so effectively. See tinyurl.com/TalkRacewithKids for more resources.

BookMatch Teen: Book Recommendations by Teens, For Teens. I expected this session to focus on primarily on “bookmatching” services for teen readers. While bookmatching was discussed, the main focus of the presentation was a detailed discussion of how Brooklyn Public Library built a hybrid teen internship/volunteer program. Teens received extensive training and skills development in order to do the bookmatching. Library staff mentored them on how to create book lists, make recommendations, give booktalks, create a social media campaign and make in-library displays. I would like to adapt the structure of Brooklyn’s Program to reanimate TAB/TUX volunteers to take on a variety of projects (not bookmatching, per se) that are related to literacy, libraries and community service.

Change the voice, change the narrative - It’s important to collect a wide variety of voices and to support authors from underrepresented communities because we benefit from hearing their stories, the ones that only those authors can tell. #ownvoices

Real Talk: A Framework for Youth-Led Dialogues

Real Talk is a youth-led conversation forum at Waltham Public Library (MA). Twice a month, selected teen leaders lead other teens in activities that promote youth voice, encourage socioemotional learning, and learn about social justice issues in their community. Real Talk teens developed a curriculum which will be useful as we build on our own existing programs, such as Inclusive Social Group and our “adulting” and life skills programs for teens.

From Fortnite to 'Big Mood': Keeping Up with Teen Trends - The presenters from Tulsa Public Library provided lots of sources for keeping up with pop culture, fandoms, memes, and the like. They stressed the importance of speaking with teen patrons to find out what engages them. Using trends for promotion and outreach requires the kind of quick responses that work best for promoting events. Fortunately, many existing events and programs can become “trendy” with a few minor changes. A recent example would be our own library’s Teen Cooking Workshop, when we added a “Nailed It” style contest to the event, teen’s responded enthusiastically.

Defining and Embracing the Instructional Role for Public Youth Services Librarians - An academic librarian and two school librarians made the case for more explicitly instructional programming in public libraries. During the session, participants worked in small groups to develop instructional programs/events and incorporate instruction into the design of library space. Some of the ideas discussed could work well with the Maker programs. I will be able to pursue this in more depth, because I won a free copy of the presenter’s publication for our professional collection.

2. Connect with authors and publishers of materials for youth and teens

YA Coffee Klatch - No need to wait in long lines to chat with an author for a fraction of a minute. The YA Coffee Klatch is like speed dating an author. Authors come to a table of 6-8 librarians to describe their latest work and answer questions for 5 minutes. This is an invaluable interaction where we can ask authors about their story choices, intended audience and what they want to convey. Understanding the author’s purpose, perspective and personality adds a tremendous amount of depth and authenticity to “booktalks”. I spoke with some well known favorites: Renee Andeh, Laurie Halse Anderson, M.T. Anderson, Deb Caletti, Angie Manfredi, Gabby Rivera. Debut authors included: Travis Dandro, Emily X.R. Pan, David Yoon. (I was thrilled to be able to share with Emily X.R. Pan that her book - *The Astonishing Color of After* - was chosen by one of the student-led book clubs at Plymouth H.S.)

Christopher Paul Curtis - Local author was signing copies of *Bud, Not Buddy*. He lives in the Southeast Michigan and is available for events and workshops.

3. Books

I was able to bring home 32 autographed books and advanced reader copies (ARC) and about the 43 unautographed books and ARCs for Teen Summer Reading Prizes.

4. Other Sessions of Interest

Sonia Sotomayer - Viewed on screen from the overflow room. Justice Sotomayer discussed the importance of representation and stories like her own to young people. She has a new picture book coming out - Just Ask! Be Different, Be Brave, Be You. It's illustrated by Rafael Lopez.

Ann Patchett - author & bookstore owner - at PLA breakfast. As a bookstore owner, she discussed how she matches readers with books and how she promotes books to her community in Nashville. She frequently hosts and interviews authors at her bookstore. She discussed her approach to writing novels with some comparisons to other authors she knows.

Fiercely Female - Four Authors talk about their new books (listed below).

- Kristen Arnett, Mostly Dead Things: A Novel (Tin House Books)
- Sara M. Broom, The Yellow House (Grove)
- Kalisha Buckhanon, Speaking of Summer: A Novel (Counterpoint)
- Alicia Menendez, The Likability Trap (HarperBusiness)

I highly recommend Sara M. Broom's The Yellow House. It's a memoir that would also be of interest to teen readers.

Youth Services Monthly Report September 2019

Programs:

Baby 3p, 41j, 46a

Preschool 16p, 243j, 153a

School Age 8p, 85j, 31a

All ages --Fall Festival Baffling Bill 389 j + a

Programs included several preschool visits . Also, in addition to our performer at Fall Festival, youth librarians helped man the Library's Fall Festival booth.

Displays:

Fall Antiques in display case

6 misc. displays including information about September is Library card sign up month.

Projects:

Weeded J600 and JECB

Began weeding JBIO

Began relabeling project of Who Was biographies

Circulation:

Youth Department	2019	2018
CDs	182	251
Fiction	13,272	12,799
Nonfiction	3,312	3,018
Baby	45	47
DVD	2,745	2,430
Magazines	27	16
Audiobooks	541	544
Puppets	133	80
Videogames	308	302
Total	20,565	19,487

September 2019

**Susan Stoney
Community Relations**

Marketing library programs/services



Utilizing press releases, radio interviews, in-house promotion and social media, I got the word out to the community about our September programs to include the Writer's Workshop, Tiger Stadium History, Fall Festival, VR Adventures, Library Card Sign Up Month, Dungeons & Dragons and the American Red Cross Blood Drive.

Enjoyed helping out at the Smith School Open House – welcoming families back to school and to our fall youth offerings.

Community Relations

My community activities for the month included the Grand Opening/Ribbon Cutting at Lake Trust Credit Union, the annual Plymouth Community Council on Aging Picnic at Township Park, an early-stages cultural event meeting with P.A.R.C. and the Historical Museum, a 2020 Census Solutions Workshop, Farmer's Market and the New School High Open House.



Volunteers

Volunteers continue to provide invaluable support. Volunteers generously gave 197 hours of service in the past month.

Meeting Rooms

Meeting room activity remains strong. For the month of September we hosted:

Outside groups	99 meetings	1153 attendees
PDL groups	<u>37 meetings</u>	<u>466 attendees</u>
Total	136 meetings	1619 attendees

Technology Support

Summary of September 2019



From: Melanie Bell – Head of IT

A good portion of my time in September was spent on finishing a draft tech budget to layout a refresh cycle for the next few years. The other big project was finishing the software setup (image) for new lab, teen and staff machines and getting that software to our vendor so that they can install it on the new equipment.

Servers and Network:

- Carl trained me on managing a Linux DNS System
- Scheduled changes to the email system as we will be changing our spam filter Oct. 1.
- Applied security updates to Linux and Windows Servers.
- Began working on details for upgrading Envisionware Time/Print Management Solution.
- Verified our backups.

Public and Staff Computers:

- Finalized the software for the new lab machines. Sent the image to Dell to place on the new machines.

Website:

- Applied updates to all the WordPress sites.
- Installed some new plugins to improve the workflow for updating the website.

Other:

- Attended the Michigan Broadband Cooperative Board Meeting.
- Presented at the Merit Broadband Summit on Anchor Institutions Advocating for Broadband.
- Met with teen librarians to discuss teen tech needs.
- Attended meeting with Security 101 to discuss the key fob system.
- Met with Holly, and Carol to discuss details of the implementation of the new lab machines.

PC Reservation PC Usage Report

Organized By PC Area

Prepared 10/2/2019

From 9/1/2019 to 9/30/2019

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

Totals

PC Area	Total Uses	Total Time	Average Session
Dedicated	130	126:51	58.546
Lower Level	199	151:55	45.804
Main Level	118	76:51	39.076
Upper Level	1945	1934:10	59.666
TOTALS	2392	2289:47	57.436

This report was generated using the EnvisionWare Inc. Reporting Module

Technical Services Monthly Report – September 2019

Statistics

Our technical services staff cataloged and processed 1,352 items new to our collection and placed 76 purchase orders in the month of September. Our circulation staff registered 252 new patrons.

For MeL interlibrary loan, we sent 1,397 items to other libraries, and received 1,293 items for our own patrons.

Fines and fees

Here is a breakdown of our intake of lost fees and overdue fines, according to our ILS software:

	Lost	Overdue
Debit	\$0.00	\$1.30
Online	\$103.37	\$374.10
Check	\$0.00	\$0.00
Cash	\$269.19	\$2,197.05
Credit	\$140.19	\$720.05
Total	\$512.75	\$3,292.50
Year to date total	\$4,543.12	\$35,743.48

Lost fees include payments for damaged items, replacement costs for lost items, and processing fees.

Katie Page
Technical Services Coordinator