PLYMOUTH DISTRICT LIBRARY

TO: Plymouth District Library Board   **DATE:** March 13, 2019 **6**

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

February 2019 Statistics:

Circulation – Books & Other	53,402
Circulation – Overdrive Downloads	5,467
Circulation – Hoopla	1,367
Circulation – Flipster (e-Magazines)	575
Circulation – Kanopy (e-movies)	158

Total Circulation	**60,969**
Electronic Access	34,993 sessions to our web site
Public computer use	2,379 hours of use
Wireless use	9,812 sessions
Volunteer Hours	79.25 Teens & 166 Adult = **245.25**
Outside Groups Meeting Room Use	95 Meetings/963 attendees
PDL Meeting Room Use	30 Programs or Meetings /1022 attendees

Library Programs and Services:

This month our library hosted a book launch for Stella, Plymouth's favorite dog, her owner Bob Ostendorf with the book production team. The book launch featured Bob reading and discussing the book, the illustrator Michael Mullen talking about the illustration process, youth hands on dog themed crafts and photo opportunities with Stella. Bob greatly appreciates the support Carol Champagne, Susan Stoney and I provided during the book design process. In the credits he writes "The entire Stella's family wishes to especially thank Carol Souchock and her staff at the Plymouth District Library. Their encouragement and recognition of Stella as an icon of the community was truly inspirational." We also thank our Friend's Nan and Bob Cooper and Judy Morgan and board trustee Jackie George and her friend for volunteering and the staff who helped at this very busy event.

We hosted the first book launch in 2017 for *Introducing Stella* and the second book *Stella's Gifts* on Feb. 24, 2019. Each event drew about 200 people from all aspects of our community. Both Bob and Stella are active in the Plymouth Chamber, Downtown Development Authority, etc. The crowd included families with young children and the business community. These events also drew many new visitors to the library and our local government officials were represented. Book sales from these two events were donated to the Friends of the Plymouth District Library and a local veteran

group. Our Friends helped out with book sales and expect to receive over $1,000 of profits. Please see the photo collage below of the day's activities. We consider events like these community events that the library participates in. During these types of events we not only support community businesses and provide greater exposure to our library but also to libraries overall by expanding people's perceptions of the role libraries can play in their communities.

Building and Technology Updates:

We unfortunately sustained significant water damage in the early morning of February 1, 2019 due to extreme weather conditions. Two pipes were impacted and water covered the public stairs, elevator and bathroom areas on the main and lower level as well as the copy room on the upper level. I brought in On Site, a water mitigation company that we have worked with in the past. They did an outstanding job removing the water from the building in the first hours of this event. With the help of a multitude of vendors (including movers, electrical, carpenters, plumbers, fire suppression, elevator), our staff, and the City of Plymouth/Northville Public Safety officers we responded efficiently and quickly to the initial damage. The library closed for only one day during this process. With the permission of our insurance company I hired McCarthy and Smith, Inc. to provide construction management for the repairs which were recently completed. We were extremely fortunate that only one book and no technology were impacted. We did lose a couple of pieces of upholstered furniture and three wooden pieces of trim. All damage is expected to be covered by the insurance company.   This is the third fire suppression event to take place at the library in the last ten
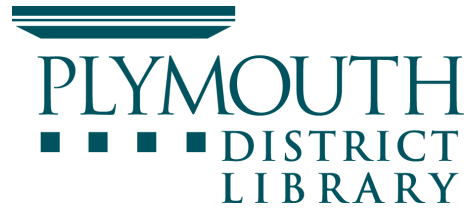
years. To prevent similar events in the future we installed insulation in the exterior walls of the main floor bathroom and are starting to look into additional preventative measures.

On a positive note, Jim Lafferty, our part time facilities lead, completed a small upgrade of our main floor meeting room kitchen which included the installation of a full sized refrigerator. The refrigerator has already been put to use by the numerous groups that use our meeting rooms and will be appreciated by staff at our upcoming In-Service Day and for our regular large events like Star Wars Day. Sandy Young, our administrative assistant also played a lead role in this project and our garage sale. These two events would not have been able to take place without her assistance.

Director's Activities:

This month my activities focused on recovery from the water damage. I coordinated all of the workers listed above and worked double my usual weekly hours to immediately address the issues at hand.

In addition I helped co-host Stella's book launch and conducted my regular monthly duties as the Vice President of the Plymouth Historical Museum and President Elect of the Plymouth Rotary Club. I also worked with Sue Mitchell, our electrical engineer, to host a pre-bid walk through for our emergency lighting project.

February 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

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		
APRIL	87,952	85,582	88,645	84,872	86,178	80,485	68,944	72,663	69,101	65,250		
MAY	83,779	80,664	80,787	79,194	73,298	77,661	69,006	68,816	66,070	61,116		
JUNE	98,465	96,317	93,841	91,929	86,209	89,418	82,853	79,146	74,359	73,759		
JULY	106,219	103,150	98,321	100,719	98,505	97,402	87,997	84,194	77,855	79,361		
AUGUST	102,728	103,073	97,431	94,868	88,896	86,989	85,330	82,568	74,516	76,302		
SEPTEMBER	82,543	80,034	75,596	76,733	71,428	72,392	68,676	67,208	61,033	60,255		
OCTOBER	87,637	84,161	80,382	84,453	75,643	75,774	69,897	69,130	64,490	63,278		
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		
APRIL	87,694	85,011	87,853	83,429	84,216	78,012	65,585	68,416	64,521	59,064		
MAY	83,489	80,116	80,054	77,781	71,366	75,148	65,862	64,760	61,337	54,817		
JUNE	98,207	95,791	93,014	90,287	84,050	86,829	79,334	74,808	69,283	66,881		
JULY	105,928	102,544	97,484	98,891	96,288	94,483	84,204	79,287	72,325	72,135		
AUGUST	102,406	102,483	96,392	92,920	86,533	84,115	81,455	77,935	69,118	69,037		
SEPTEMBER	82,213	79,484	74,575	75,060	69,438	69,792	65,067	62,752	55,956	53,674		
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%		

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		
APRIL	258	571	792	1443	1962	2473	3359	4247	4580	6186		
MAY	290	548	733	1413	1932	2513	3144	4056	4733	6299		
JUNE	258	526	827	1642	2159	2589	3519	4338	5076	6878		
JULY	291	606	837	1828	2217	2919	3793	4907	5530	7226		
AUGUST	322	590	1039	1948	2363	2874	3875	4633	5398	7265		
SEPTEMBER	330	550	1021	1673	1990	2600	3609	4456	5077	6581		
OCTOBER	438	625	999	1609	2093	2696	3701	4385	5508	7022		
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

PC Reservation PC Usage Report

Organized By PC Area

Prepared 3/4/2019

From 2/1/2019 to 2/28/2019
Includes Timeouts, Inactivity, Early Close, Forced Close, Declined Policy

Totals

PC Area	Total Uses	Total Time	Average Session
Dedicated	122	112:08	55.148
Lower Level	218	164:47	45.353
Main Level	97	56:02	34.660
Upper Level	1774	2047:02	69.234
TOTALS	2211	2379:59	64.586

This report was generated using the EnvisionWare Inc. Reporting Module

Electronic Services
February
3/1/2019
Submitted by
Mary Kelly

Technology Training/Programming

Computer Basics, Word Processing, and Excel make up our core courses. Sean's Google classes have been huge success, so I will be including his programs in our rotation. Sean and I have discussed other programs that would focus on library products as well as presenting on other relevant technology topics, such as security, Internet shopping, etc. Depending on everyone's interest and schedule I look forward to rolling out some new classes in the fall.

In preparation for our move to WordPress, I am also developing some training on our new CMS and discussing best practices. I attended a webinar with Carol and Carl on accessibility issues in web sites. This webinar pointed us to some standards and even some small tweaks that will make our site friendly to patrons with mobility or sensory issues.

Upcoming

March 2019:
March 6: *Computer Basics1* – Tim
March 13: *Computer Basics2* – Tim
March 14: *Google Drive: Your Storage Space in the Cloud* – Sean
March 21: *Google Docs: Your Office in the Cloud* - Sean
March 30: *Digital Download Day* – Mary

April 2019
April 4: *Intro to Publisher* –Heather
April 26: *Tech on the Job*- Mary

May 2019
May 5: *Intro to Word Processing*- Holly
May 10: *Intro to Word Processing*- Holly
May 13: *Computer Basics 1*- Tim
May 14: *Google Docs: Your Office in the Cloud* - Sean
May 20: *Computer Basics 2*- Tim
May 22: *Google Drive: Your Storage Space in the Cloud* – Sean

Miscellaneous

I am going to really push to complete most of the content that has to move onto new platform. I am waiting on Carl to evaluate some plugins before purchasing these plugins. Most have a free version, to test, but we will need the pro versions to take care of the heavy lifting for issues like forms, accessibility, and media management.

I will be attending Computers in Libraries this March in Washington, D.C. as well as making a presentation to TLN's youth services committee after the original speaker cancelled at the last minute.

Mary A. Kelly
Electronic Services and Emerging Technologies

2019 Data			
Database Name	**January**	**February**	
Ancestry unique searches	448	714	
Biography in Context searches	24	11	
Biography in Context sessions	11	6	
Consumer Reports	n/a	n/a	
Detroit Free Press	11	7	
Flipster Requests	660	575	
Flipster Searches	436	392	
Flipster sessions	596	545	
Fold3 Library Edition	94	194	
Gale Courses (enrollees)	12	9	
Gale Interactive Science searches	-	-	
Gale Interactive Science sessions	-	1	
Heritage Quest	-	25	
Lit Resource Center searches	17	11	
Lit Resource Center sessions	4	2	
Lynda Courses Viewed	5	55	
Lynda New Users	13	5	
Lynda Videos Viewed	32	454	
Lynda.com -active users	301	306	
Lynda.com log ins	13	131	
Mango Languages-sessions	5	2	
Morningstar Useage (log ins)	103	n/a	
Morningstar Useage (page views/searches)	511	n/a	
Novelist Plus sessions	29	52	
Novelist Requests	57	167	
Novelist Searches	85	135	
ProQuest Historical Newspapers: Detroit Free Press (1831-1922)	304	136	
ProQuest Historical Newspapers: Detroit Free Press (1923-1999)	211	150	
Reference USA (log ins)	57	44	
Sanborn Maps	-	-	
Tumblebooks	5	3	
Wowbrary Newsletters	2,263	2,232	
Wowbrary pages click through to catalog	1,659	1,289	
Wowbrary pages viewed	3,931	3,219	

E Content, Web, Soc Media 2019

Overdrive	Feb-19	Feb-18	% Change
Overdrive ebooks checked out	3,475	2,378	46%
Overdrive eaudiobooks checked out	1,992	1,046	90%
Overdrive new users registered	67	68	-1%
Overdrive unique patrons	1,196	990	21%
LLC items borrowed by PDL	36	n/a	

Streaming			
Hoopla-new patrons	35	53	-34%
Hoopla-number of items used (circ)	1,367	1,084	26%
Kanopy-unique patrons	44	n/a	n/a
Kanopy-number of credits used	158	n/a	n/a

Social Media:			
Twitter Followers	2961	2,903	2%
Instagram Followers	971	n/a	n/a
Facebook Followers	3194	2,889	11%
Reference Email	61	72	-15%

plymouthlibrary.org			
Sessions	34,993	35,415	-1%
Users engaged in at least 1 session	18,794	18,932	-1%
Page views	226,882	233,820	-3%

m.plymouthlibrary.org (mobile site)			
Sessions	5,057	1,353	274%
Users engaged in at least 1 session	2,684	885	203%
Page Views	7,963	1,760	352%

Mobile App
Platform Detail:

Android Launches	151
Ipad Launches	115
Iphone Launches	152
Amazon Fire	1
February Total Launches	**419**

Adult Services Monthly Report February 2019

Adult Programs

A02/04	ELL Conversation Group	13
A02/06	SCORE Small Business One-on-One	Cancelled
A02/07	Low Vision Info Session	9
A02/07	SCORE Small Business One-on-One	0
A02/07	DIA Behind the Seen	19
A02/09	Papercrafting	19
G02/09	Tabletop Game Day	15
A02/10	Rhapsody: A2SO String Quartet	70
A02/11	ELL Conversation Group	14
A02/11	ELL Reading Group	9
G02/12	Contemporary Book Club	11
G02/12	Chess Club	8
G02/15	Android One-on-One (Holly)	1
A02/18	ELL Conversation Group	11
A02/18	Tax Planning	26
G02/18	Computer Basics 1	12
A02/20	SCORE Small Business One-on-One	1
A02/21	SCORE Small Business One-on-One	1
G02/21	Books on Tap	16
G02/21	Google Drive	7
A02/23	Laughing Makes it Better	18
A02/23	Film Club	7
A02/24	An Afternoon with Stella	200
A02/25	ELL Conversation Group	18
A02/25	ELL Reading Group	15
A02/25	Computer Basics 2	11
G02/25	Needlecrafters	4
G02/26	Chess Club	12
G02/27	Brown Bag Books	27
A02/27	SCORE Small Business One-on-One	0
A02/28	SCORE Small Business One-on-One	0
G02/28	Google Docs	6

21 Adult programs, Attendance 461   32 Total programs
11 General programs, Attendance 119   580 Total attendance

Output Measures

Total questions: 4143 (4256 in 1/19, 4166 in 2/18)   At Ref desk: 1169 (1265 in 1/19, 1493 in 2/18)
At RA desk: 1947 (1770 in 1/19, 1733 in 2/18)   At Youth desk: 803 (891 in 1/19, 719 in 2/18)
Short ref: 1875 (2034 in 1/19, 1962 in 2/18)   Extended ref: 367 (410 in 1/19, 340 in 2/18)
Readers Advisory: 82 (94 in 1/19, 109 in 2/18)   Programming: 199 (265 in 1/19, 213 in 2/18)
Equipment Assistance: 207 (222 in 1/19, 345 in 2/18)   Computer Instruction: 154 (162 in 1/19, 178 in 2/18)
Envisionware: 275 (338 in 1/19, 354 in 2/18)   Directional: 504 (216 in 1/19, 252 in 2/18)
Other: 282 (290 in 1/19, 257 in 2/18)   Group Study Rooms: 198 (225 in 1/19, 156 in 2/18)

Flipster Use

February 2019 – 575 total uses (660 in January 2019, 440 in February 2018)

Projects:

Sue Patterson has retired from her position as part-time Librarian with over 20 years of service! Congratulations, Sue! Her position has been posted.

Youth Services Monthly Report
February 2019

Programs:
Baby: 4p, 43j, 49a
Preschool: 10p, 125j, 80a
School age: 7p, 73j, 23a
Parenting: 1p, 30j, 120a
Home School program: 42j 22a
Passive program: question of the week. 67 responses

Really bad weather forced several of storytime cancellations. Programs included the Parade of Preschools and the makeup for the homeschool program. Our Saturday storytimes continue to be up and down in attendance.

Projects:
Prepared March is Reading Month reading program

Displays:
Baseball paraphernalia in the glass display.
Black History Month
8 other various displays

Circulation:

Youth Department	2019	2018
CDs	176	190
Fiction	13,137	12,440
Nonfiction	4,065	3,647
Baby	35	43
DVDs	3,035	2,908
Magazines	30	30
Audiobooks	456	525
Puppets	93	69
Videogames	337	423
Total	**21,364**	**20,275**

Monthly Report for Teen Activities for February 2019

Teen Programs: **11 Offered**   **90 total attended**

02/02	Teen Tech Tutors	1 tutor, 2 patrons
02/02	Animanga	8
02/09	Teen Tech Tutors	1 tutor, 5 patrons
02/13	Teen Volunteer Orientation	7
02/13	Inclusive Social Group	3
02/14	STEM: Doctor Day	16
02/14	3D Printing Lab	22
02/16	Teen Tech Tutors	2 tutors, 0 patrons
02/19	Books & Bites	4
02/23	Teen Tech Tutors	2 tutors, 1 patron
02/23	African American Read-In	16

Outreach   **1 offered**   **75 total attended**

2/11	Book Talks at Starkweather High School	5 classes with 15 per class = 75 students

Teen Collection Circulation

	Feb '19	Jan '19	% Change Last Month	Feb '18	% Change Last Year
TBOOKPACK	6	3	100%		
TCDBOOK	49	59	-17%	82	-40%
TFIC	1234	1464	-16%	1464	-16%
TGRNOVEL	239	231	3%	291	-18%
THOTREAD	130	121	7%	102	27%
TMAGAZINE	0	0	0%	2	-100%
TMANGA	347	459	-24%	513	-32%
TNEWF	113	154	-27%	224	-50%
TNF	229	247	-7%	266	-14%
TSTACKS	74	76	-3%		
TSTORAGE	3	4	-25%		
Total	2424	2818	-14%	2944	-18%

YA Ebook Circulation
- YA Fiction – 444 (480 in January 2019, 258 in February 2018)
- YA Nonfiction – 7 (7 in January 2019, 5 in February 2018)

Teen Volunteers   **79.25 hours**
- 7 teens for volunteer orientation = 1 hour each = 7 hours
- 63.25 hours of shelving and other tasks = 63.25 hours
- 6 teen computer tutors assisted 8 patrons = 1.5 hours each = 9 hours

Projects
- Barb hosted the African American Read-In with an educator at Liberty Middle School. As part of that project, she provided two classroom book kits.
- Barb presented book talks for three English 10 classes at Starkweather High School. We also loaned the teacher 40-50 titles to augment the selections available to students.
- Barb provided several book deliveries to West Middle School, Plymouth High School, and Liberty Middle School to support teacher and student requests.
- Part-Time Teen Librarian Shauna Anderson has accepted a full time Assistant Director position at the Taylor Community Library. Her position has been posted.

February 2019   Susan Stoney
                                                               Community Relations

Parade of Preschools

Marketing library programs
- Old & Interesting Used Book Sale – February 1-3
- SCORE Business Consults – throughout February
- Parade of Preschools – February 19
- An Afternoon with Stella – February 24

Community Relations
When February rolls around, it is time for the AARP tax sessions to begin. While the volunteer tax team is a well-oiled machine that gets it rolling every Wednesday, it still takes some staff participation to make sure appointments are square and tax payers are comfortable with this process. As the season gets underway, I do have some involvement in handling cancellations, rescheduled sessions, confirmations, and more.

Volunteers
A group of extremely dedicated used book volunteers, led by Jeanette Sullivan, made for a very successful special book sale, despite a frozen pipe and fewer available sale hours. Several hundred people came by to purchase a wide variety of books, magazines, antique newspapers, puzzles and much more. Volunteer hours for February were tallied at 166.

Used book sale

Meeting Rooms
Due to the popularity of our meeting rooms and the limited availability, we do not actively promote this aspect of library service. Yet, not a week goes by that I don't get approximately 10 new inquiries from folks who have never utilized our rooms. For probably half of them, we are able to find a spot for them on the meeting room calendar. In February, the book sale, garage sale and Stella event really bumped up our usage. For the month, total room usage numbers came in as follows:

Outside groups	95 meetings	963 attendees
PDL groups	30 meetings	1022 attendees
TOTAL	125 meetings	1985 attendees

Technology Support Summary February 2019

Projects:

Continued troubleshooting and managing wireless phone issues.
Continued planning for updates to the Internet Lab and printing
    software.
Continued planning upgrade of the Sirsi/Dynix server.
Continued planning of updates to the History Portal.
Started creating 3 new test/development wordpress servers.

Upgrades:

Re-indexed and started re-configuring the news-archive server.
Installed new version of BatchPDFMerger software.

Replacements:

Two USB hard drives are now used for offsite backups of the newspaper
    archives.

Updates:

Reconfigured our mail server for new TLN email provider.
Verified that our credit card reader will work with Chase's new
    certificate.
Applied security updates to Linux and Windows servers.
Applied security updates to public and staff workstations.

Conferences:

TLN Tech Committee

<u>Technical Services Monthly Report – February 2019</u>

Technology

Our mobile app has now been publicly launched and is featured in the new newsletter. Mary Kelly will be including statistics for the mobile app in her monthly digital services report.

Statistics

Our technical services staff cataloged and processed 2,117 items new to our collection and placed 71 purchase orders in the month of February. Our circulation staff registered 230 new patrons.

For MeL interlibrary loan, we sent 1,097 items to other libraries, and received 1,277 items for our own patrons.

Katie Page
Technical Services Coordinator