



TO: Plymouth District Library Board

DATE: June 13, 2019 6

RE: Monthly Report

FROM: Carol Souchock
Director

May 2019 Statistics:

Circulation – Books & Other	54,665
Circulation – Overdrive Downloads	6,090
Circulation – Hoopla	1,406
Circulation – Flipster (e-Magazines)	521
Circulation – Kanopy (e-movies)	147

Total Circulation 62,829

Electronic Access 36,122 sessions to our web site

App Use 2,899

App Unique Devices 616

App Page Views 3,776

Public computer use 2,576 hours of use

Wireless use 14,157 sessions

Volunteer Hours 72.5 Teens & 199.25 Adult = **271.75**

Outside Groups Meeting Room Use 101 Meetings/1295 attendees

PDL Meeting Room Use 34 Programs or Meetings
/718 attendees

Library Programs and Services:



This month we facilitated the final **American Creed** program. As previously shared our library was awarded an ALA grant to bring this conversation to our community. Echoing Holly's attached final report it was "... astounding to witness the civility, the respect, and the level of engagement at each of these programs." Holly Hibner, our adult and teen services coordinator, and the interns, and volunteers who assisted her in writing this grant and planning and facilitating these programs did an outstanding job. I am proud to see our library presenting these high quality and thought provoking activities. Our library plays a valuable role in engaging our community in these types of conversations. I encourage you to read Holly's attached report.

Librarian Marjorie Sadler hosted our annual **local author fair** on May 4 this year. This year 160 people attended. This event features local authors and gives them an opportunity to promote a recently published work (©2017 or later), to meet members of the community, and sell their books. In addition this event provides the authors with an opportunity to connect and network with other authors.



Building and Technology Updates:

With Carl Miller, our technology consultant, and Katie Page, technical services coordinator, we started planning for the implementation of enhanced 911 calls in the library. This service will allow public safety officers to identify the exact location 911 calls were made from. We are mandated by state law to implement this service by the end of the year. It will take several months for us to plan and install this service. During this process we plan on eliminating several POTS (plain old telephone service lines) and updating our external telephone connectivity.

Director's Activities:

This month presented the opportunity for me to represent the library at several community events including the Chamber of Commerce State of the Community and a Pure Michigan luncheons. These two events provided me with opportunities to engage with community leaders and learn how our library can help address their business needs. I also hosted students from local middle schools and their parents at the Plymouth Rotary Four Way Test award ceremony. I coordinate this event, with Tony Burscato (City of Plymouth DDA director) in which 1,500 students participate in an essay contest based on Rotary Four Way Test. The Four Way Test is used to help individuals make good decisions in their professional and personal lives. In addition I invited Alison Watson, the executive director, of the Michigan Council of Arts and Cultural Affairs (MCACA) to Plymouth for a tour of the PARC and to reacquaint her with the Plymouth community. I attended several educational events this month: MLA Marketing and Hospitality Workshops, MLA Executive Summit, the Detroit Suburban Library Roundtable, and the MSU Michigan Municipal Finance workshop.

May 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 6/3/2019

From 5/1/2019 to 5/31/2019

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

Totals

PC Area	Total Uses	Total Time	Average Session
Dedicated	186	180:49	58.328
Lower Level	202	146:41	43.569
Main Level	124	87:29	42.331
Training Lab	3	1:43	34.333
Upper Level	2049	2159:30	63.236
TOTALS	2564	2576:12	60.285

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

	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		
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	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		
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	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		
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

Electronic Services

May 2019 (Corrected 6/15/19)

Submitted by Mary Kelly

Technology Training/Programming

Upcoming Programming

June 1: Intro to Powerpoint-Holly

June 5: Computer Basics 1-Tim

June 12: Computer Basics 2- Tim

June 4: Intro to Powerpoint-Holly

June 13: Google Drive-Sean

June 17: Excel Basics-Mary

July 11: Tech on the Job-Mary

July 15: Computer Basics 1-Tim

July 16: Let Me Google That For You- Holly

July 22: Computer Basics 2- Tim

July 23: Word Processing Basics

July 25: Google Drive/Docs

I will begin finalizing programming for fall and winter 2019. Sean and I have been tossing around more ideas for programming such as more Google products and digital storage options. In addition, I would like to present some website specific programs such as LinkedIn, Canva, or one of the travel sites.

Website Status

I have been concentrating on the finishing up the content, and discussing specific needs with the staff regarding Youth, Teen, and Adult pages/content. I do want the staff to evaluate any of the links and functionality before we go live. At the next staff meeting, I will be rolling out a general tour of the new website.

Holly and I are talking about a timeline for rollout to the public. Changes to the website can cause stress for patrons and staff. Announcing the change will be managed through social media. It is important that we emphasize that we have more functionality and the website will now be mobile friendly to any device.

Although we can test the website to death, when we go live and start having patron feedback, we will adjust as we go. In order to keep our site interesting, yet shake the bugs out, I will be organizing some fresh content ahead of our rollout, so we can concentrate on any buggy issues, without worrying about content.

Other

Since I was recently scheduled for knee replacement surgery on August 13, I am planning to make the website launch a priority and organize projects in my absence to minimize disruption. I am hoping we can get the website tested, staff trained, and content organized before I am on leave. I will be working closely with Holly and the other librarians, to make sure my duties are adequately covered.

Mary A. Kelly

E Content, Web, Soc Media 2019

May 2018 /May 2019 (update 6/15/2019)

	2019 May	2018 May	% Change
Overdrive			
Overdrive ebooks checked out	3,720	3,494	6%
Overdrive eaudiobooks checked out	2,370	1,881	26%
Overdrive new users registered	68	76	-11%
Overdrive unique patrons	1,237	1,070	16%
Streaming			
Hoopla-new patrons	36	29	24%
Hoopla-number of items used (circ)	1,406	1,144	23%
Kanopy-unique patrons	45	n/a	
Kanopy-number of credits used	147	n/a	
Social Media:			
Twitter Followers	2,984	2,939	2%
Instagram Followers	996	n/a	
Facebook Followers	3,479	3,072	13%
Reference Email	66	85	-22%
plymouthlibrary.org			
Sessions	36,122	35,456	2%
Users engaged in at least 1 session	19,412	19,703	-1%
Page views	242,323	239,871	1%
m.plymouthlibrary.org (mobile site)			
Sessions	4,818	3,731	29%
Users engaged in at least 1 session	2,742	2,037	35%
Page Views	8,727	5,403	62%
Mobile App			
Unique devices used during the month	616	n/a	
# of times app was opened and used (launches)	2,899	n/a	
Total Page Views (including home page)	3,776	n/a	

2019 Activity (update 6/15/19)

Database Name	January	February	March	April	May
Consumer Reports-visits	n/a	62	74	83	n/a
Consumer Reports-pg views	n/a	818	1,065	1,050	n/a
Flipster Requests	660	575	522	510	521
Flipster Searches	436	392	337	349	352
Flipster sessions	596	545	492	496	475
Novelist Plus sessions	29	52	17	30	283
Novelist Requests	57	167	37	61	919
Novelist Searches	85	135	49	102	889
Biography in Context searches	24	11	14	8	-
Biography in Context sessions	11	6	3	4	-
Gale Courses (enrollees)	12	9	11	7	11
Gale Interactive Science searches	-	-	-	-	-
Gale Interactive Science-sessions	-	1	-	-	-
Lit Resource Center searches	17	11	-	5	3
Lit Resource Center sessions	4	2	-	3	6
Lynda Courses Viewed	5	55	87	89	94
Lynda New Users	13	5	12	9	10
Lynda Videos Viewed	770	454	1,067	760	541
Lynda.com -active users	301	306	318	327	337
Lynda.com log ins	214	131	188	178	117
Mango Languages-sessions	5	2	40	34	29
Morningstar Useage (log ins)	103	79	209	64	127
Morningstar Useage (page views)	511	412	122	236	690
Ancestry unique searches	448	714	638	802	553
Detroit Free Press	11	7	72	35	12
Fold3 Library Edition	94	194	29	98	-
Heritage Quest	-	25	4	9	2
ProQuest Historical Newspapers: Detroit Free Press (1831-1922)	304	136	273	188	58
ProQuest Historical Newspapers: Detroit Free Press (1923-1999)	211	150	320	184	62
Sanborn Maps	-	-	-	-	-
Reference USA (log ins)	57	44	57	64	110
Tumblebooks	5	3	147	7	21
Wowbrary Newsletters	2,263	2,232	2,781	2,201	2,799
Wowbrary pages click through to catalog	1,659	1,289	2,042	1,705	1,787
Wowbrary pages viewed	3,931	3,219	4,376	3,644	3,926

Adult Services Monthly Report May 2019

Adult Programs

A05/01	SCORE: One-on-One Consultations	1
A05/02	SCORE: One-on-One Consultations	0
A05/02	Low Vision Info Session	22
A05/04	Local Author Fair	160
A05/06	ELL Conversation Group	13
G05/07	Intro to Word Processing	1
A05/08	Know Our Neighbor: Immigrants/Refugees	32
A05/09	Detroit Riverfront	34
G05/10	Intro to Word Processing	1
A05/11	The Real McCoy	40
A05/11	American Creed, Part 3	14
A05/13	ELL Conversation Group	15
A05/13	ELL Reading Group	9
G05/13	Computer Basics 1	0
G05/14	Google Docs	1
G05/14	Chess Club	11
G05/14	Contemporary Book Club	12
G05/16	Books on Tap	10
G05/18	Film Club	7
G05/18	Tabletop Game Day	6
A05/20	ELL Conversation Group	21
G05/20	Computer Basics 2	1
G05/21	Google Drive	0
G05/22	Brown Bag Books	29
A05/22	SCORE One-on-One Consultations	2
A05/23	SCORE One-on-One Consultations	0
A05/23	DIA Behind the Seen	14
A05/23	Garden Group	18
A05/25	Papercraft Workshop	27
G05/28	Chess Club	5
A05/30	SCORE One-on-One Consultations	0
18 Adult programs, Attendance 422		31 Total programs
13 General programs, Attendance 84		506 Total attendance

Outreach: Free Comic Book Day at the Farmers Market, 5/4/19

Output Measures

Total questions: 3632 (2518 in 4/19, 4052 in 5/18)	At Ref desk: 1197 (786 in 4/19, 1465 in 5/18)
At RA desk: 1435 (1034 in 4/19, 1556 in 5/18)	At Youth desk: 682 (466 in 4/19, 694 in 5/18)
Short ref: 1596 (1172 in 4/19, 1567 in 5/18)	Extended ref: 304(238 in 4/19, 424 in 5/18)
Readers Advisory: 117 (75 in 4/19, 106 in 5/18)	Programming: 211 (105 in 4/19, 212 in 5/18)
Equipment Assistance: 276 (163 in 4/19, 399 in 5/18)	Computer Instruction: 210 (114 in 4/19, 217 in 5/18)
Envisionware: 388 (256 in 4/19, 467 in 5/18)	Directional: 210 (88 in 4/19, 173 in 5/18)
Other: 184 (160 in 4/19, 273 in 5/18)	Group Study Rooms: 198 (146 in 4/19, 214 in 5/18)

Flipster Use

April 2019 – 521 total uses (510 in April 2019, 354 in April 2018)

Projects:

American Creed grant report attached.

Katy Kramp and Veronica Schendel attended the TLN Adult Services Committee's spring workshop: Mad Skillz for Librarians. Report attached.

American Creed Final Report

Submitted on 5/13/2019 by Holly Hibner

The library was awarded a \$300 grant from the American Library Association Office of Public Programming for an *American Creed Community Conversations* series. *American Creed* is a documentary that discusses what ideals shape the United States, and how to define our national identity through a set of unifying beliefs – an “American creed.” In the film, Condoleezza Rice and David Kennedy ask a diverse group of Americans what it means to be American, and whether an “American creed” can unite us.

The grant was written and submitted by previous Teen Librarian Shauna Anderson, and implemented by Holly Hibner, Adult and Teen Services Coordinator. Library Science Student Interns also collaborated in the planning and implementation of the program series: Marissa Lasoff-Santos, Ellen Gleason, and Sarah Leonard.

Community Partners

The **Michigan Roundtable for Diversity and Inclusion** provided a panelist for our second program. They also promoted the series on our behalf. Many of their members attended the programs.

Plymouth-Canton Community Schools **Key Club** provided student volunteers and participants for all three programs. Key Club is sponsored by Kiwanis, and students are required to complete community service projects. Students helped with meeting room setup and cleanup, shared notes they took at each program, and participated in the discussions.

Know Our Neighbor is a community group that holds discussions and programs around various social and cultural issues. They promoted our programs and their members attended our events. One of our program panelists was a member of this group.

Part 1: Film Screening and Discussion

Attendance: 42

The grant stipulated that a scholar present this program, and this is what the grant stipend was meant to cover. Dr. Stephen Berrey, Associate Professor of American Culture and History at the University of Michigan, led participants in a discussion of the film directly following the screening.

Questions posed by the participants, and which led to further discussion facilitated by Dr. Berrey, included:

- Do schools prepare students enough for real-world situations, for the ability to think critically, and for the skill to have respectable, civil conversations on difficult topics?
- Are public school history curricula diversified enough, and are the schools still teaching from a largely white perspective as they were 20-30 years ago?
- Have the ideals of faith, family, and community been lost, or are they important to the next generation?

Quotes from participants that sparked further conversation or were generally appreciated by the group:

- “Be a volunteer. Make a difference in someone’s life.”
- A retired executive with the Boy Scouts of America was “very impressed with the film. It pointed out key things lost in our society, such as faith, family, and community.” This person indicated that there is a loss of trust in our institutions, such as churches, schools, families, and government.

- “There is hope and desire to succeed, but structure and discipline have been lost.”
- A professor of education: “Public institutions need more resources.” This person shared that public institutions like schools and libraries need to be able to provide diverse materials and broaden world views, especially in America’s smallest, most remote and isolated communities.
- “We value individuality, but it takes collective action to get change and results.”

Part 2: What Every American Should Know

Attendance: 35

Panelists:

- Steve Spreitzer, President & CEO of the Michigan Roundtable for Diversity and Inclusion
- Nick Brandon, Executive Director of Marketing and Communications, Plymouth-Canton Community Schools
- Osama Odeh, Male Youth Director, Muslim Community of the Western Suburbs of Detroit
- Sgt. Stephanie J. Shannon, Founder/CEO, Michigan Women Veterans Empowerment and Author/Speaker/Veterans Advocate at www.battlingthestormwithin.com

Panelists shared their top ten lists of what they believe every American should know. Their diverse perspectives made for a very interesting discussion! Ideas presented in their lists included:

- The past creates the future. There is power in peoples’ stories. We need to know the history of our indigenous neighbors, our black neighbors, our immigrant neighbors, and our family history.
- Everyone deserves the opportunity for community.
- Everybody can be a hero to somebody.
- We need to unite outside of trauma and tough times and find unity *all* of the time.
- Immigrant children work hard to fit in.
- Discrimination and bias still exist, but our shared humanity is stronger.
- Going home is impossible for some immigrants.
- Misinformation is dangerous.
- Be an ally. Listen and avoid the “white savior complex.”
- All lives matter.
- Education is key, and leads to growth and open mindedness.
- Service is a powerful tool.
- Hate hurts yourself.

Part 3: Community Conversations

Attendance: 14

Small Group Facilitators: Amy Schneidhorst, Holly Hibner, and Ellen Gleason

In part 3, small groups spent 15-20 minutes in discussion, and then reported out to the whole group their answer to each of three questions. Ideas reported include:

When you think of the state of our country, what are you feeling?

- Fear, sadness, fatigue
- Hope and encouragement after having these conversations
- There is multifaceted inequality of opportunity, technology, and information.
- Rules support the few at the expense of the many.
- People feel threatened by the constant rate of change in areas like technology, health care, education, and public policy.

What is the country you long for?

- We long for some equalization between “big voices” from companies and corporations and the “small groups” who represent us more locally.
- We long for more grass-roots level action. Local elections are more important than national.
- We long for a country that cares for our most vulnerable: the elderly, the chronically ill, the mentally ill, the poor and disadvantaged.
- We long for a country where every eligible voter actually votes. People with new voting rights and new citizens are the first in line to vote because they understand the value. Why don’t the rest of us understand the value, the privilege, and the responsibility to vote?
- We long for a country that we trust, where our processes work and our institutions are trustworthy. “Trust is the reward for acting with integrity.”
- We long for silence. Social media sharing, forwarding, liking, etc.: we long for respectful silence.

As your bravest self, what do you do now?

- Run for office.
- Write a blog. Put yourself out there to share ideas and vision, and accept the commentary and criticism that may result.
- Have a child. Create a legacy to carry on the ideals you believe in.
- Show up – have these conversations!
- Have deeper conversations and challenge people who make empty statements to think more deeply about what they say and what they share in social media.
- Challenge your own beliefs and values. Accept criticism, allow differing viewpoints, and keep an open mind. It’s ok to change your mind!
- Speak up in situations of injustice.
- Volunteer. Change someone’s life.

Conclusion

It was astounding – *incredibly impressive* – to witness the civility, the respect, and the level of engagement at each of these programs. People participated in a very focused and interested manner. Ideas were shared honestly and it always felt like a safe space. Several people asked how the library will continue the conversation, and were interested in knowing more about our community partners, such as the Michigan Roundtable for Diversity and Inclusion and the Know Our Neighbor group. Exit surveys collected at each program indicated an appreciation for the opportunity to have the conversations, as well as a yearning for continued efforts.

Mad Skillz for Librarians

TLN Adult Services Workshop at Redford TDL, May 22, 2019 – by Katy Kramp

Thank you to the Library for sending Veronica and me to the TLN Adults Services Spring Workshop in Redford!

We had a whole crew of former PDL people sitting together, including Shoshana Wechter, Krickett Hoekstra, Evan Smalle, Aubrey, and me – Shoshana had all of us (including Linda Pride, who was organizing, and Darlene from Ferndale just because she's cool) pose for a photo afterwards.



Reader's Advisory Refresher with Sarah Bowman

Sarah Bowman is a librarian and trainer most recently working at Baldwin. She did a quick rundown on popular genres and their subgenres, how to find read-alikes based on mood for literary fiction, as well as going through some tips for using Novelist and some of her favorite web sites for learning about new popular books.

Two things that we could incorporate here at PDL from her session and talking with her afterward:

- To improve librarian RA skills, include RA in our reference meetings. For example, at one library Sarah worked at, they had an RA segment at meetings every other month. They would pick a genre, and one person on staff would give a short summary of the genre to the rest of the staff. Everyone else would read one book in the genre and then tell the rest of the staff what the appeal factors were and why they thought people liked that author or genre. (She told a funny story of a male librarian reading a cowboy Christmas romance and getting the appeal.)

- To include more RA on our social media, maybe we could have our RAs adapt their monthly posters to a social media size. Just posting those with a short booklist could make for a good post, and there are enough to easily spread out through the month.

The New MeL Lineup with Teresa Runyon, Engagement Specialist

This was a very brief overview, as even a three hour workshop isn't enough to go into everything.

The best tips for use here at PDL (some requiring help from IT):

- Britannica School Insights has a Google extension – if we put it on Chrome, database search results will show up in the bar on the right.
- A staff Ebsco account will allow us to save results across databases and save frequent searches (either ones that we do for ourselves or for patrons.)

General Tips

- Mel would really like our help reporting broken links or when we're having trouble – email meldatabaseshelp@mich.org
- In Explora
 - o use advanced search
 - o you can sort by Lexile
 - o go to the pdf version of results to print
- In eJournals
 - o Many magazines, like People, have the latest articles, but printing may not be allowed
 - o Click on the little text under the results that says .html or .pdf to view – clicking on title will just get the abstract, not full text

Programming is the New Superpower: Starting with Why Instead of How or What with Laura Fawcett, Canton Public Library

This was a really inspirational talk, with book recommendations, for how Canton has shifted to looking at their goals and mission first, and only offering programming to fit with that – not just trying to get people in or increase circ. For every program idea, they ask how it meets needs in the community and how does it align with their strategic plan and mission. They used a consultant who specializes in Stanford Design Thinking to come up with their most recent strategic plan, with more values than tasks as a result. The video she showed of the Cocoa and Compliments program that was one thing to come out of this had me all teary, it was so sweet. There's too much to summarize, and Canton is close, so here are the book recommendations:

Start with Why by Simon Sinek

The Art of Gathering by Priya Parker

The Power of Moments by Chip Heath and Dan Heath

Youth Services Monthly Report May 2019

Programs:

Baby: 4p, 65j, 76a

Preschool: 27p, 240j, 183a

School age: 6p, 50j, 22a

We again participated in Free Comic Book Day on May 4 with a booth at the Farmer's Market. We gave away a total of 621 books.

Outreach:

5-29 and 30 Kindergarten orientation at Farrand School, Smith School Bird School, and Isbister School

Projects:

Worked on SRP preparations.

5-28 LB presented SRP info to staff at meeting.

Meetings and Training:

5-10 LB led TLN youth meeting

5-29 CC met with Salvation Army to discuss day camp visits this summer

Displays:

9 displays including Ramadan books, Mothers, and gardening books.

Circulation:

Youth Department	2019	2018
CDs	172	178
Fiction	13,709	12,206
Nonfiction	3,532	3,512
Baby	30	41
DVD	2,733	2,738
Magazines	20	16
Audiobooks	562	469
Puppets	121	73
Videogames	254	335
Total	21,113	19,568

Monthly Report for Teen Activities for May 2019

Teen Programs:		1 Offered	91 total attended
05/01	Code Club	3	
05/04	Teen Tech Tutors	1 tutor, 2 students	
05/04	Free Comic Book Day	35	
05/09	STEM: Fizz! Boom! Slime!	18	
05/11	Teen Tech Tutors	1 tutor, 0 students	
05/11	Animanga	4	
05/15	Inclusive Social Group	0 volunteers, 4 participants	
05/18	Teen Tech Tutors	2 tutors, 4 students	
05/21	Books & Bites	4	
05/25	Teen Tech Tutors	1 tutor, 0 students	
05/25	Volunteer Orientation	12	

Outreach		1 offered	476 total attended
5/14	Pioneer Middle School Teen Summer Reading Promotion		476

Teen Collection Circulation

	May '19	Apr '19	% Change Last Month	May '18	% Change Last Year
TBOOKPACK	3	8	-63%	4	-25%
TCDBOOK	72	70	3%	84	-14%
TFIC	1391	1519	-8%	1414	-2%
TGRNOVEL	314	257	22%	328	-4%
THOTREAD	138	138	0%	89	55%
TMAGAZINE	0	1	-100%	1	-100%
TMANGA	569	632	-10%	529	8%
TNEWF	187	173	-10%	312	-40%
TNF	198	213	-7%	204	-3%
TSTACKS	121	113			
TSTORAGE	4	4			
TSHADOW	31	34			
Total	3028	3162	-4%	2965	2%

YA Ebook Circulation

- YA Fiction – 436 (388 in April 2019, 299 in May 2018)
- YA Nonfiction – 4 (7 in April 2019, 6 in May 2018)

Teen Volunteers **72.5 hours**

- 12 teens for volunteer orientation = 1 hour each = 12 hours
- 51.5 hours of shelving and other tasks = 51.5 hours
- 5 teen computer tutors assisted 6 patrons = 1.5 hours each = 9 hours

May 2019

**Susan Stoney
Community Relations**

Marketing library programs/services

Author Fair – May 4
Free Comic Book Day – May 4
Detroit Riverfront Conservancy – May 9
American Creed/Part 3 – May 11

There is an informal group of library marketing/communication professionals who meet periodically to exchange ideas, problem-solve and connect. I attended one of these meetings on May 6 at the Canton Public Library – as always, informative and enjoyable.



Community Relations

Free Comic Book Day, at the kick-off of the Plymouth Farmers' Market season is becoming a fun tradition. For the 3rd straight year, we enjoyed a welcome reception from market attendees and vendors on Saturday, May 4. Lauren Baker, Heather Pacheco, Katy Kramp and I all enjoyed ourselves, distributing roughly 650 comic books for readers of all ages, promoting library programs and introducing the new PDL app.



Volunteers

Our annual Volunteer Appreciation Luncheon was held on May 29. Almost 50 volunteers attended this fun event – and appreciated our appreciation. Trustees and staff rounded out our attendance and made for a very nice day.

Adult volunteer hours for the month of May almost hit the 200 mark – 199.25 hours generously given.



Meeting Rooms

May meetings clipped along at a standard pace. We hosted one of our quarterly blood drives with the American Red Cross on May 25, successfully surpassing our goal with 26 pints collected. Meeting room usage shook out as follows for the month:

Outside groups	101 meetings	1295 attendees
PDL groups	<u>34 meetings</u>	<u>718 attendees</u>
Total	135	2013

Technology Support Summary May 2019

Projects:

Continued troubleshooting and managing wireless phone issues.
Continued configuring PaperCut for print job management.
Processing new set of newspaper archives.

Upgrades:

Working on the script to import barcodes from Sirsi to Papercut.

Replacements:

Replaced a hard drive on hercules server.
Requested replacement part for coin-op machines.
Testing new barcode scanner as a replacement for failing devices.

Updates:

Enabled file copying from Sirsi to Itiva for automated phone calls.
Applied security updates to Linux and Windows servers.
Applied security updates to public and staff workstations.

Conferences:

None

Technical Services Monthly Report – May 2019

Statistics

Our technical services staff cataloged and processed 1,366 items new to our collection and placed 91 purchase orders in the month of May. Our circulation staff registered 203 new patrons.

For MeL interlibrary loan, we sent 1,241 items to other libraries, and received 1,257 items for our own patrons.

Katie Page
Technical Services Coordinator