



DIRECTOR REPORT

To: Plymouth District Library Board
From: Shauna Anderson, Library Director
Date: October 11, 2022

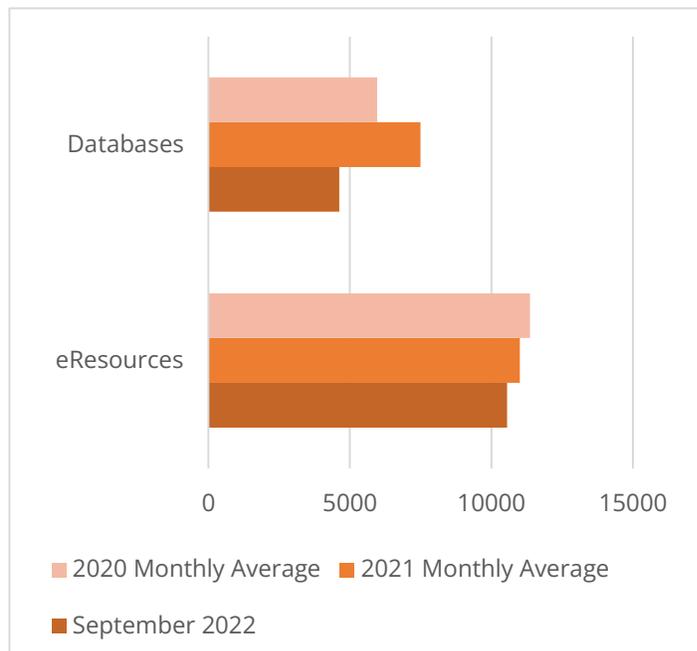
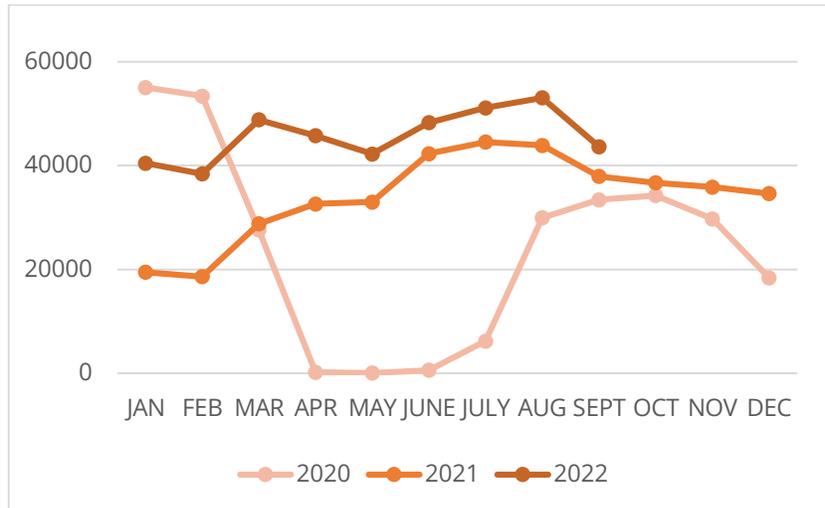
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Decreased usage for eResources and physical items but 15% increase for databases.		Streamlining copying vendors. High costs for technology upgrades in meeting rooms.	
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More success with in-person programming even while door counts decreased.		Collaborating with designers. Bringing additional custodial tasks in-house.	
Community Engagement	4	Personnel & Administration	7
PDL was represented at a number of community events. Good PR in the wake of Fine Free announcements.		Water main break, purchasing delays, and conference reports	

CIRCULATION

PHYSICAL COLLECTIONS

Circulation for physical collections dipped back down, as anticipated during the back to school season. The decline, however, was sharper than in years past, replicating the more volatile trend seen this past spring.



DIGITAL COLLECTIONS

eResources declined over the previous month, repeating the trend in our physical collections. This pattern possibly indicates that patrons have less time for leisure reading in the fall. Conversely, we saw a marked increase of 15% over the previous month in databases, possibly demonstrating the heightened additional research needs for our patrons during the back-to-school rush or the popularity of the recent additions to our digital offerings, courtesy of the BOSCH Community Fund.

SEPTEMBER'S MOST POPULAR TITLES

- The Hotel Nantucket* by Elin Hilderbrand
- What Happened to the Bennetts* by Lisa Scottoline
- Sparring Partners: Novellas* by John Grisham
- Verity* by Colleen Hoover
- The House Across the Lake* by Riley Sager

PARTICIPATION



Stella reads to a therapy dog at the Be A Reading Kid (BARK) program (above).

BABYTIME SUCCESS

Families with children under 2 years old are coming out in strong numbers for our weekly Babytime events. About 15-20 families participate each session. This program provides an opportunity for little ones born during the time of COVID a chance to play and interact in a supportive space. This program is also a haven for young parents, giving them opportunities to meet others in a similar phase of life. Babytime runs about 45 minutes, the first 12-15 minutes include songs, fingerplays, stories. The last 30 minutes include free play with toys.

IN-PERSON PROGRAMS DEMONSTRATING RESURGENCE

Adult programs in particular are seeing a marked increase in in-person program participation. Three live programs hosted over 40 attendees: Managing Digital Images, "Boogie-Woogie Kid" concert, and a presentation on censorship.

↓ 15,985

Library Visits

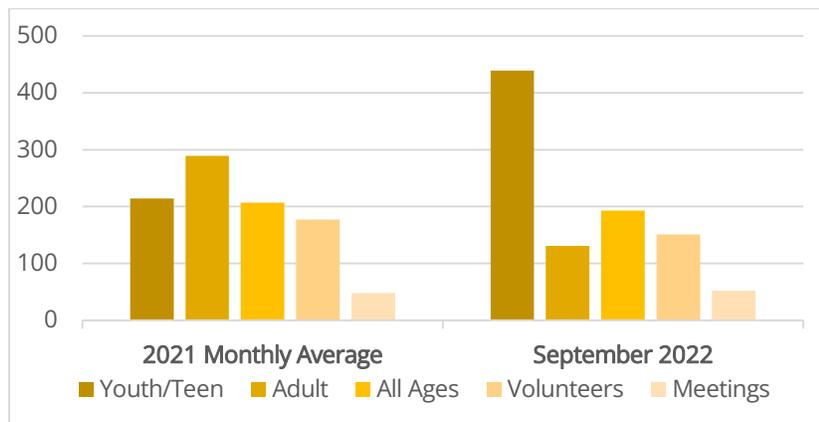
↓ 2,659

Questions Answered

↑ 61

Total Programs

While the number of visitors to the library decreased by over 1000 in September, our program participation increased significantly, due to the wide variety of programs facilitated by the library with support from the Friends.



COMMUNITY ENGAGEMENT

PROJECT UPDATES

Fall Festival

PDL hosted a well-received booth at the Plymouth Fall Festival in September. The station offered a free craft activity that appealed to all ages. 776 people stopped by the booth and almost 500 craft projects were made. The library also sponsored the Saturday afternoon stage performance, *Cirque Amongus*. This event offered a positive way to interact with community members and promote library services.

Senior Picnic

PDL also hosted another booth at the annual Plymouth senior picnic. Almost 100 seniors visited the library booth to discuss programs and services. Heather Pacheco raffled off library swag and provided lots of handouts for our latest offerings.

Health & Human Services Collaborative

Heather Pacheco participated in the Western Wayne County Health & Human Services Collaborative meeting. Local organizations focused on services for individual and community wellbeing met to discuss updates and share trends with the goal of working in greater alignment with each other. One the main pain points that organizations are noticing across the region is the lack of support around housing insecurity.

Sikh Heritage Banquet

I was invited as a guest to the annual Sikh Heritage Banquet, celebrating the work of the Sikh Cultural Center in Plymouth Township. This event brought together community leaders across the state to learn more about this important cultural group.

Plymouth District Library
September 30 at 3:01 PM

Great news! Plymouth District Library is FINE-FREE as of October 1, 2022. We will no longer charge late fees on any PDL materials. We are also happy to announce free printing of up to 10 pages per day. Visit plymouthlibrary.org for details.



Blake Foster, Shoshanna Ruth Wechter and 340 others 32 Comments 29 Shares

Plymouth District Library
September 24 at 10:30 AM

It's Scarecrow Season in DTP! If you're planning a visit, make sure to bring along a marmalade sandwich. Maybe two, just to be sure...



121

5 Comments 9 Shares

TECHNOLOGY

SPECIAL PROJECTS

Youth iPads

The Friends of the Library approved the purchase of 8 iPads to be placed in the youth department, as a replacement to the AWE computers that we used to support. We are purchasing the last products needed for this installation. Patrons will be happy to see the new offerings on the lower level by the end of this fiscal year.

Meeting Room Technology Upgrades

As the monitors in the Walldorf and Dunning Rooms break down further, the need for a replacement technology system becomes more imperative. However the results of the recent economic climate have increased the costs of this project considerably. After receiving the bids for this project, the IT team had to discuss options to make this a viable project, even with the \$50,000 in support from the Dunning Foundation. Recommendations will be provided in New Business at the October board meeting.

Vetting Copier Vendors

Eric Klute and Melanie Bell also spent considerable time this month vetting copier vendors in an attempt to create a better user experience for staff and patrons while streamlining our vendors. The library currently juggles three different printer/copier maintenance contracts to service aging machines. In an attempt to upgrade, we are soliciting quotes for annual leases on new machines. The results of this project will also be presented for board approval in New Business at the October board meeting.

↓ 11,946 ↓ 1,154 ↓ 152,410 ↓ 4,860
WiFi Sessions Computer Sessions Website Hits Mobile App Uses

FACILITIES

Friends Room Updates

The library received a design consultation from Jean Stoffer, a nationally-recognized interior designer from Grand Rapids, to select finishes for the upgrade of the Friends Meeting Room. With the peeling wallpaper and broken ceiling tiles unable to be repaired appropriately, we are scheduled to update the space in 2023. We are likely working with Green Earth Coatings again after our positive experience with their outdoor work on the library's columns. The selected finishes reflect the classic, heritage appeal that the public enjoys about our spaces with a more timeless approach.

Roof Access Project

Steve Schneemann from Merritt Cieslak Design has been designing a custom solution for our roof access concerns. This new design will ensure that we do not have to move the reference desk to provide a safe access point for the roof. He has also engaged a ladder company out of Canada that can fabricate the solution to our specifications. This project is one that will likely be completed and billed in the upcoming fiscal year due to the nature of custom fabrication and international shipping.

Centennial Grounds Improvement Project

Landscape architects at InSite Design Studios will be meeting with stakeholders from the library and the Wilcox Foundation to kick off the centennial grounds improvement project on October 14. We will have more information about the course of the project at that time. The grant from the Wilcox Foundation requires us to break ground this summer, so there is a tight timeline to make that a reality.

Carpet Cleaning

Now that the library's custodial team is in a more solid shape, we are looking for ways to bring some custodial tasks in-house for cost savings and utilize fewer outside vendors. One area we are exploring is carpet cleaning. Yong Heo is getting quotes on a lease for a carpet extractor, which would provide both vacuuming and carpet cleaning at the same time.

PERSONNEL

Open Positions

None

New Hires

Michelle Berens	Effective 10/27/22	Reference Assistant
Lee Booher	Effective 10/5/22	Custodial Technician

Terminations

None

Employee Anniversaries

Audrey LeBlanc	10/17/05	17 years	Tech Services Clerk
Jill Taylor-Christian	10/29/99	23 years	Page

September FTE Count: 37.24

ADMINISTRATION

LIBRARY CLOSING 10/7

Due to a water main break outside the library, the building was left without running water for an undetermined amount of time. In an effort to maintain a safe environment for staff and patrons, the library swiftly closed for the rest of the day. Staff did an incredible job working together to evacuate the building and notify the necessary stakeholders. Water service was returned later that same afternoon and the library reopened as usual the following day.

DELAYS COULD IMPACT 2023 BUDGET

A number of library purchases are backordered or experiencing manufacturing delays (mostly in the furniture, building repair, and technology budget lines). We are working with vendors to provide payments before the close of the fiscal year, but there will likely be additional revenues that should be deferred to 2023 to cover any invoices that are received after the close of the 2022 fiscal year. We anticipate that some of the unused technology funds that cannot be spent out this fiscal year could also be deferred to cover increased expenses in the Walldorf-Dunning technology project. I will have a clearer sense of what can reasonably be expected to arrive on time by the November board meeting and will provide direction on the recommended deferred revenues to add to the approved 2023 budget.

LAND SWAP UPDATE

I am working with the original surveyor that provided the property survey for the land swap agreement between the City of Plymouth and the library—to rectify longstanding property line discrepancies. Once the property lines have been amended on the survey, there are still concerns around the easements. The City is lobbying, through their attorneys, for the library to contribute to a parking lot fund to support ongoing maintenance of the lot. I am amenable to that provision, provided that library volunteers and employees will never have to pay to park in the lot we provide ongoing financial support for. This seems to be where our two sides are at an impasse, however I am hopeful that this decades-long issue can be resolved in the coming months.

ASSOCIATION FOR LIBRARY SERVICES TO CHILDREN, NATIONAL CONFERENCE 2022

Lauren Baker, Youth Services Coordinator

Sessions Attended

Opening Session with Christina Soontornvat

Big Ideas with Dr. Nicole Cooke

Namaste at the Library: Yoga Programs for Youth

Strengthening Community Through Collections: Satellite Collections for Schools and Beyond
Data, Development, and Diversity (Oh My!)

Beyond Storytime: Dynamic Library Programs that Snap, Crackle, and Pop!

Opening Session: Adam Gidwitz and Hena Khan

Imagine That! Rethinking Play at the Library

Considering Reconsideration

Black Kids Camp Too, Don't They?

Pivot! Adapting Programming for School-Aged Children in a Changing World

Closing Session with BB Alston, Julian Randall, and Young Vo

What did you learn? How do you think this conference will influence your work going forward?

This conference was very enlightening. It was wonderful to meet and network with Youth Library Staff from all over the country. Especially after 2 years of virtual meetings, finally meeting some of the attendees in person was rewarding. I came away from this conference with BIG ideas that I would love to implement/incorporate into our PDL environment. I learned much from the sessions that I attended as well as just speaking with other library staff on how things work at their library. Every session was a success and I wish more PDL staff attended since I could not get to all the sessions offered.

Anything we should consider implementing at PDL?

Namaste at the Library was a wonderful program. We are already looking into starting a Yoga program with a donation from Delta Kappa Gamma Gamma Gamma for specific yoga books to use for this program. This session offered many ideas for movement based programs that are not necessarily Yoga related. I also came away with tried and true resources for planning such a program. We are planning our next newsletter cycle and there will be a movement program for our patrons.

Beyond Storytime gave wonderful ideas for doing programs at local/community parks. You do not have to do a traditional storytime. If there is an open field try setting up an obstacle course or if there are nature trails try doing a nature scavenger hunt/eye spy. Some of these ideas can be utilized at Township Park if we can use more than the rented shelters. We have slowly started using our parks but I would like to expand on our outdoor programming so these provided some fun alternative ideas. Another fun programming idea was the use of kitchens in the library. Charlie Carts are becoming more popular if you have the funding/resources to support them. You could also build your own mini kitchen and then do fun food based programs with patrons (kids and adults). I would love for the library to start doing food/cooking programs whether they are for

kids, teens, or adults. A fun family tip would be to make mini recipe books like have the recipe on the card, as well as early literacy tips, and a booklist.

The Diversity Audits session was timely since we are in the process of starting to intentionally diversify our collection. Clinton Macomb Library used LIS students from the University of Michigan to start the process in Jan of 2020. So once the students were done with their work that spring the librarians took over. The staff at CML actually completed the initial diversity audit during the Covid closures. Once that was complete they ended up using the Baker and Taylor Diversity Audit tool to audit the collection. It performed an initial run in Fall of 2021 then again 6 months later. It showed that there was a more diverse collection from the Fall 2021 run. The next step is to use the Ingram Diversity Audit tool in 2023. Overall the audit was a fantastic idea and they really got a sense of their collection. The group of students from 2019-2020 did a sample size audit of about 2,200 items. Another recommendation after the audit was to look at the age of the collection. You can really look at the diversity books and gauge whether they belong. An example would be indigenous books counting toward diversity benchmarks but then question when was the book written, would it still be considered a thoughtful representation today? This way you can update the sections that need to be updated. You also need to make sure that staff are on board with the audit. Be transparent about why it needs to be done and question why the staff are against it (if they are vocal about it). Resources for staff professional development include Project Ready (free online course), ALSC 21 day challenge (racial equity), SLJ courses. Another project that would be useful would be to update subject headings, you can move the 650 field to 980 so it is still searchable but not visible to the general public. In terms of cataloging add a 586 tag for award winners and put the sticker on them even if you have to create the sticker! Get the community involved by doing large community wide programming or even putting a deposit collection out in the community.

Final thoughts on this session: CML recommendation was to pay (if you have the funds/find funds) to have an outside company do the audit. They said it would not have been possible to complete the audit unless they were closed/no programs/no patrons because it was very time intensive.

Imagine That! Rethinking Play at the Library was probably my favorite session. We have talked about updating the baby area and we have already started to make it more baby/crawler friendly. Well this session took that idea and made it my new "pie in the sky idea". Unstructured independent play is very important for children to learn, develop and grow. There are a few types of Play that places practice. Anji Play is a big one and Madison Public Library in Wisconsin practices Anji Play. How they do it might not be obtainable for our library because we can take some of their practices and simplify them to meet our needs. Anji Play is a philosophical approach to education that is centered on love, risk, joy, engagement, and reflection. This program began in Anji County, Zhejiang Province, China. It is used throughout China as the public funded early childhood program for most of the schools. Madison Public Library actually collaborated with the group associated with Anji Play so they actually use the term Anji Play in their library. I think that we can take some of their practices and scale their program down to fit our needs. PDL simply does not have the space/resources to do true Anji play.

My big idea is turning the entire back corner of the Youth Area into a Play area for kids up until age 5-6 (when they enter Kindergarten). It could require a lot of work on our part to move the collections that are in that space, the Holiday collection and use a different shelving system for the board books. The materials that the kids would use would be larger scale play items, crawl

through tunnels, dual purpose furniture that can be climbed on or just used for seating. This would be considered "true play" where kids figure out how the toys work, the grown up does not show them what to do.

Considering Reconsideration was pretty interesting as well. We already have a strong collection development policy and a materials reconsideration form. The presenters also talked about Book Resumes. This was a new term for me but essentially it is a Word document that has the reviews (not links but the actual verbiage) of the title in question. The awards the title has won and any lists it has been on. The other key piece of info included in responses to challenges (example: Comic Book Legal Defense Fund statement on why Gender Queer is an important book.) It is basically another document supporting why the title in question should be included in the library.

These were the BIG takeaways from the Conference but I honestly learned quite a bit of new stuff that I will be implementing over time at PDL!

LIBRARY WORKS WEBINARS

Kathleen Philo, Circulation Supervisor

Sessions Attended

Creating Standards for Successful Customer Service (For Frontline Staff)

What did you learn? How do you think this conference will influence your work going forward?

- Everyone is a patron, including your co-workers.
- Customer Service should be consistent, fair and accessible to all.
- Frontline staff should be empowered to make decisions.
- Look beyond your walls. Meet potential users on "their own turf".
- Convenience counts: easy to... find the library, park, find what I need on my own, find a clerk, check out and renew, easy to use from home.
- 30 Customer Service Principles such as accountable, listening, conscientious, follow-thru, calm, anticipates, time-sensitive, smiling, focus, polite.
- Warning flags: same patrons show up for everything, slow decline in participation, no new users or growth.
- The job of supervisors and managers elicit the best via positive reinforcement, keep employees on track. If customer service is lacking, it's a sign that appropriate supervision is lacking.

Anything we should consider implementing at PDL?

- Circulation is empowered to make decisions.
- Parking can be bad; but I know nothing can be done since we don't own the parking lot.
- It would be great if we did more off-site programs to meet potential users. We could bring library cards, different types of books etc. to show the "wonders" of our library!