

WATERFORD TOWNSHIP PUBLIC LIBRARY

Director's Report – August 2020

FROM THE DIRECTOR

Our staff spent this month preparing for Phase 3 of our process to re-start onsite services in early September. The modifications to the Circulation Lobby are complete which will facilitate setting it up to accommodate social distancing requirements. Libraries in the state are included in EO 2020-161, Section 6 that sets out the parameters for retail establishments. Key elements for us to follow are regulating entry, capacity limited to 25% of maximum and clearly marked social distancing signs. Our gradual approach to reopening begins with limited access: Circulation Lobby and Family Restroom only. The capacity limit for this space is 10 persons, including staff. New service hours will be

- 10:00a-10:30a Monday – Thursday for Vulnerable Visitors, e.g. pregnant women, ages 60+, chronic health conditions
- 10:30a-9:00p Monday – Thursday Monday and 10:00a – 5:00p Saturday for General Public
- Closed Sundays for the duration of COVID-19 protocols

NOTE: Curbside Pick-up service will continue:

- 11:00a-6:00p Monday through Thursday
- 12:00p-5:00p Saturday

Inside, there will be 2 tables for our librarians to provide reference service, 1 at Children's Services and 1 at Adults/Teens Services. The book stack areas will be closed at the outset. Our librarians will pull materials from the stacks for patrons to checkout. There will be 3 public access Internet workstations available. Patrons can schedule sessions (45 minutes each) online or by phone. Walk-ins are discouraged as it will be unlikely that a computer will be available without an appointment.

We will have a small browsing collection of new books in this space. Patrons can pick up holds here as well. This allows us to expand the hours that patrons can pick up materials beyond the times Curbside Pick-up is available.

Other services include photocopying and mobile printing. Mobile printing service allows you to print from your laptop or mobile device from anywhere in the world. Using a computer or mobile device with access to the Internet, the user emails the print job to our printer. Then the user visits the library to open the print order and print the document sent.

NOTE: Use statistics in this report reflect the following

- Visits, In-Library - contacts to Circulation Staff resolving patron account issues over the phone and counts of patrons served at Curbside Pick-up

- Programs – primarily virtual through Facebook or held outside the library or on Civic Center campus
- Reference transactions – phone and email queries handled by librarians
- Meeting room bookings – suspended while space has been reallocated to quarantine returned materials and processing interlibrary loans

SERVICE UPDATES

The following Service Updates are highlights by our department heads of activities their staff have been involved in this month.

Adults', Outreach, & Teens' Services

Submitted by J. Hansen, Head of Adults' & Outreach Services

The number of patron phone calls and emails increased a bit this month over July. At the end of the month we introduced a new service called Library Grab Bags. Many other public libraries are also doing this. Person submits an online request form for a bag with a semi-random selection of books and/or DVDs selected for them by the librarians according to general categories they have chosen on the form. We had four requests in only the last few days of August.

We also tested a chat service to make this available to the public from our website. After a successful outcome this is scheduled to begin by September 1st.

I investigated the online services from Brainfuse called HelpNow, an online tutoring service for students, and JobNow, online help for job searchers. Our subscription to this service begins September 1st.

I ordered a new battery for our portable sound system and Andrew and I changed the old dead battery for the new one (a rather complicated task).

| Outreach circulation detail | | Home or Mini-Branch Visits with Materials | |
|---|------------|---|-----------|
| Materials delivered to homes | 255 | Homebound Visits | 39 |
| Materials used at mini-branches | 165 | Senior sites: Inn at Cass Lake | 1 |
| NOTE: No count from Whispering Woods yet. | | | |
| TOTAL | 420 | TOTAL | 40 |

Children's Services

Submitted by C. Walker, Head of Children's Services & Page Supervisor

By August, the staff were in settling into new routines. Several librarians moved to new locations within the library to create more space in the staff workroom to accommodate social distancing.

It was the last full month of our summer reading program, although students have until September 7 to contact us in order to be entered into our summer reading drawing. Sixty-six (66) students signed up

through Wando Reader; 32 students logged over 12,632 minutes collectively. Twenty-two students followed up with us and collected their free book and coupons to Rainforest Café, Culver's, and Zap Zone. Book lists were posted on our website from which families could choose their books. Prizes were distributed through our curbside service.

For our 1,000 Books Before Kindergarten Program, 22 books were earned by children reaching reading goals in 100 book increments. Four children finished their 1,000 book goal. Prizes were picked up through our curbside service.

The Great Start Collaborative Program of Oakland County had money from their Enhanced Storytime program to spend. We were only able to complete 12 out of 24 of these storytimes last winter. So, the GSC gave us 50 activity and literacy kits to give away to our patrons. Twenty-five of the kits were for preschoolers, and 25 were for toddlers. We did a post on our Facebook page about the kits, and they were all claimed within two days.

Circulation Services

Submitted by J. Deahl. Circulation Services Coordinator

On Monday, August 10, 2020 MeLCat reengaged.

The operating hours of curbside service expanded on Saturday, August 15. Patrons can now pick up material Monday - Thursday from 11:00 AM to 6:00 PM and Saturday from Noon to 5:00 PM.

Towards the end of the month, we added an online library card application to our website.

Inventory resumed with the J600s and juvenile paperbacks.

Though overdue fees continue to be suspended at this time, it was discovered that if a patron renews overdue material through the online catalog the appropriate overdue fee is assessed to their account. Unfortunately, there is no way to prevent this from happening, so I will be periodically asking The Library Network (TLN) to purge any overdue fees that have incurred while overdue fees are suspended.

The automated Coming Due and LOST notices were reinstated. These are reminders to patrons of coming due dates and items that have been overdue long enough to be flagged as lost and assess a replacement cost for the item.

DONATIONS

Total \$ 0

PROGRAMS IN THE LIBRARY AND OFF-SITE

| PROGRAM | PARTICIPANTS |
|---|---------------------|
| ADULTS | |
| Weekly Knitting Group (3 sessions) | 31 |
| Library Garden Club – maintaining the gardens at our entrance | 11 |
| Poetry Writers Workshop (outdoors) | 5 |
| SUBTOTAL | 47 |
| | |
| TEENS | |
| No programs this month | 0 |
| SUBTOTAL | 0 |
| | |
| CHILDREN | |
| Summer Reading wrap up 32 Students logged a total of 12,632 minutes of reading this summer | 62 |
| SUBTOTAL | 62 |
| | |
| TOTAL PROGRAM PARTICIPATION | 109 |
| | |
| Facebook engagements on Children's posts, including virtual storytimes | 1,119 |

| 2020 STATISTICAL SUMMARY | | | | |
|--|--------------------|---------|---------|------------|
| | | 2018 | 2019 | 2020 |
| ANNUAL | | | | |
| CARDHOLDERS | | FINAL | FINAL | YTD |
| | TOTAL | 22,655 | 20,503 | 20,152 |
| | NEW | 2,781 | 2,762 | 799 |
| | % RESIDENTS | 31% | 28% | 28% |
| COLLECTION | | | | |
| | TOTAL | 531,523 | 858,349 | 171,145 |
| <i>NOTE: 2020 Hoopla statistics based on items circulated not holdings in their database</i> | eCONTENT | 374,144 | 738,192 | 50,955 |
| | % eCONTENT | 70% | 86% | 30% |
| MONTHLY - AUGUST | | | | |
| TOTAL SERVICE HOURS | | 260 | 255 | 239 |
| VISITS | | | | |
| | TOTAL | 41,257 | 41,503 | 34,680 |
| | IN-LIBRARY | 15,127 | 15,186 | 1,617 |
| | AVG/DAY | 488 | 490 | 52 |
| | REMOTE | 26,130 | 26,317 | 33,063 |
| CHECKOUT TRANSACTIONS | | | | |
| | TOTAL | 25,873 | 23,042 | 12,307 |
| | eCONTENT | 4,226 | 5,026 | 6,175 |
| | % eCONTENT | 16% | 22% | 50% |
| INTERLIBRARY LOAN | | | | |
| | SENT | 2,166 | 2,213 | 1,499 |
| | RECEIVED | 2,785 | 2,995 | 2,930 |
| NET LENDER / (NET BORROWER) | NET | (619) | (782) | (1,431) |
| REFERENCE TRANSACTIONS | | | | |
| | TOTAL | 2,060 | 2,040 | 499 |
| | AVG/HOUR | 8 | 8 | 2 |
| TOTAL MEETING ROOM BOOKINGS | | | | |
| (2018 Count does not include Assisted Study & Group Study rooms) | TOTAL HOURS | 201 | 401 | 0 |