

WATERFORD TOWNSHIP PUBLIC LIBRARY

Director's Report – September 2020

FROM THE DIRECTOR

Our staff spent the first half of the month getting the library ready for Phase 3 of our Reopening Plan. Wednesday, September 16 was our first day open with normal business hours. Access is very limited; Circulation Lobby only with a capacity limit of 7 patrons. Configuration of this space includes 3 public access computers, 1 self-checkout unit and a small section of New Books to browse. Librarians provide Reference service and help with the computers and the photocopier/printer. They are also able to pull materials for patrons from the closed stacks.

While not a totally satisfying experience for our patrons, we all learned a lot that will help us as we expand into Phase 4, when the collections will be available to browse. Our greeter station has helped us to get a solid sense of our patrons' immediate needs and their willingness to comply with the COVID-19 protocols we all must follow. By week 2 we reinstalled the small selection of used books for sale in the Circulation Lobby, an amenity that was missed more than we expected. Our new traffic counter at the door also has a component to track occupancy. This handy feature has proven easy to use in monitoring occupancy. It is not crucial at the outset, as the Greeter manually keeps track of folks entering and leaving. But it will be useful in the next phase of our plan when we retire the Greeter Station.

So far, door counts for the last half of the month were about 25% of September 2019 numbers. Considering the severe limit on capacity at this point, this is a respectable amount of traffic for the restart. Use of Curbside Pickup service dropped by roughly 50% once the doors opened and patrons could come in to pick up materials on weekday evenings and Saturday mornings. This outcome, coupled with degrading weather conditions and diminishing daylight hours, convinced us to set Saturday, October 31 as the date on which we will mothball this service. We will evaluate restarting in the late spring should COVID-19 protocols still be in force.

I want to commend all library staff for the excellent customer service they have been providing, the creativity with which they have reframed how we can deliver most library services, and the energy they have put into making a success of each transition along the way. We even had 5 of our staff volunteer to help out at the Clerk's office stuffing envelopes for Absentee Ballots for the primary and general elections.

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

With Andrew's help I got a temporary adult lobby desk ready for us to use and figured out safe spacing of three public computers in the lobby.

Beginning September 16 the Circulation Lobby was open to the public. Adult librarians staffed the temporary adult lobby desk for all open hours, in addition to our regular desk, and helped staff the greeter station in the front hallway on Saturdays and in the evenings.

Mary weeded the music CDs and I weeded duplicates out of the DVD collection (the shelves of both sections were getting very tight).

We filled 30 grab bag requests in September; some for children's and teen materials, some for adult and some a combination of both.

Due to a merger/acquisition among library eBook companies, RBdigital audiobooks were transferred into the Libby app, and the RBdigital app for audiobooks will no longer be used.

Mary R. and Sandy both helped out at the Clerk's office stuffing ballots into envelopes.

Outreach circulation detail		Home or Mini-Branch Visits with Materials	
Materials delivered to homes	249	Homebound Visits	48
Materials used at mini-branches	158	Lakeland Place	1
NOTE: No count from Whispering Woods this month because they had some water leakage/damage in the area where the library is located.			
TOTAL	407	TOTAL	49

Children's Services

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

The children's summer reading program ended Sept. 7, after Labor Day weekend. Sixty-six (66) students signed up through Wandoo Reader; 32 students logged over 12,632 minutes collectively, and 23 students collected their book and coupon prizes. Prizes for the summer reading drawing included books, Meijer gift cards, puzzles, craft kit, book bags, and an art kit. 17 won prizes. SRP drawing prizes were distributed through our curbside service. Being closed all summer greatly affected our summer reading program numbers.

For our 1,000 Books before Kindergarten Program, 6 books were earned by children reaching reading goals in 100 book increments. One child finished their 1,000 book goal. Prizes were picked up through our curbside service.

September was National Library Card Sign-Up Month. Each student, K-5, who signs up for their first library card this month receives a coupon to redeem for a free book. One boy redeemed his coupon for a free book in person.

The children's department was unable to resume in-person storytimes this fall. We created 25 storytime kits for parents to check-out for a home storytime. Each themed kit has several books and a folder with activities. Different kits also have music, crafts, toys, or other hands-on activities. We created 5 kits per each age group that we normally do storytime with: Babies ages 0-15 months, Toddlers ages 16-23 months, two-year-olds, three-year-olds, and Preschoolers and Kindergarteners.

The Waterford School District has not returned to in-person learning this fall due to the COVID-19 pandemic. The library reopened to the public Sept. 16 with limited capacity and services.

Circulation Services

Submitted by J. Deahl. Circulation Services Coordinator

The Circulation Lobby opened to the public at a limited capacity on Wednesday, September 16. The space was reconfigured to incorporate public access computers and reference areas for the other departments. In addition to utilizing those services, patrons can register for a library card, pickup materials on hold, resolve account issues and make photocopies. To keep staff and patron contact to a minimum, we are encouraging those resolving account issues to pay monies owed online.

The reopening of the Circulation Lobby brought about a decline in the number of patrons utilizing curbside pickup. While still an in-demand service, many patrons have opted into coming into the building to browse the new items and to say a quick hello to their favorite employees.

The shared system voted to reengage account authentication for access to eContent on September 24. This was previously turned off at the start of the COVID-19 pandemic so patrons would have access to their library's electronic resources while their library was closed.

DONATIONS

Total \$ 2,088.82

- Friends of the Library, \$2,088.82. book sale proceeds from winter 2020

PROGRAMS

PROGRAM	PARTICIPANTS
ADULTS	
Weekly Knitting Group (5 sessions)	54
Library Garden Club – work bee in the gardens	11
Poetry Writers Workshop	3
SUBTOTAL	68
TEENS	
No programs offered this month	0
SUBTOTAL	0
CHILDREN	
Facebook Storytime: Beach Babies	29
Facebook Storytime: Head to Toe	23
Facebook Storytime: Sun and Wind	21
Facebook Storytime: Seal on the Bus	94
Facebook Storytime: Little Red Hen	12
Facebook Storytime: Fall Stories	21
Facebook Storytime: Big Red Barn	7
Facebook Storytime: Biscuit Stories	14
SUBTOTAL	221
TOTAL PROGRAM PARTICIPATION	289

2020 STATISTICAL SUMMARY				
		2018	2019	2020
ANNUAL				
CARDHOLDERS		FINAL	FINAL	YTD
	TOTAL	22,655	20,503	20,322
	NEW	2,781	2,762	949
	% RESIDENTS	31%	28%	28%
COLLECTION				
	TOTAL	532,411	821,004	177,922
<i>NOTE: 2020 Hoopla statistics based on items circulated not holdings in their database</i>	eCONTENT	415,099	702,273	58,011
	% eCONTENT	78%	86%	33%
MONTHLY - SEPTEMBER				
TOTAL SERVICE HOURS		227	236	232
VISITS				
	TOTAL	61,191	60,357	43,800
	IN-LIBRARY	13,344	14,118	2,722
	AVG/DAY	445	471	91
	REMOTE	47,847	46,239	41,078
CHECKOUT TRANSACTIONS				
	TOTAL	18,546	20,613	11,880
	eCONTENT	4,088	4,769	5,785
	% eCONTENT	22%	23%	49%
INTERLIBRARY LOAN				
	SENT	1,271	1,944	2,872
	RECEIVED	2,518	2,908	3,077
NET LENDER / (NET BORROWER)	NET	(1,247)	(964)	(205)
REFERENCE TRANSACTIONS				
	TOTAL	1,751	1,955	911
	AVG/HOUR	8	8	4
TOTAL MEETING ROOM BOOKINGS				
(2018 Count does not include Assisted Study & Group Study rooms)	TOTAL HOURS	114	181	-