

# WATERFORD TOWNSHIP PUBLIC LIBRARY

Director's Report – December 2020

## FROM THE DIRECTOR

The Library remains in Phase 2 of our reopening plan until the current MDHHS epidemic order expires or is revised to allow staff who must now work remotely as much as possible to return to in-person service. While we have not been able to allow patrons inside, we have been able to maintain service hours, Monday through Thursday, 10:00a-5:00p, Saturday 10:00a-5p with Sunday hours suspended until COVID-19 protocols are no longer necessary. We continue to deliver materials in our entryway as our full time staff work rotating schedules that allow us to have one librarian at each public service desk during business hours. Walk-in traffic much lower than normal but has been steady as use of remote resources has been robust. The chat service which began in September, has proven to be a great resource used regularly by patrons. In what may be influenced by the holiday season, we received many compliments from patrons this month regarding our ability to maintain service in these challenging times.

The Library Network, our cooperative, sponsored webinar, *Mindful Stress Resilience: Riding the COVID Coaster*, offering a healthy perspective on the effects of the pandemic and coping strategies to deal with the inherent stress affecting all of us. Some of our staff attended the live session. The recording of the presentation has been available as well.

Baker & Taylor, a major book distributor through which we purchase the bulk of our materials, started a new project late last winter, Sustainable Shelves. Its purpose is to provide an avenue to pass along books weeded from our collection or that do not sell at used book sales to major resellers. One of our Library Friends who manages their used book sales well as Jean Hansen and I attended a webinar about this program. It seems to be a comprehensive program that has no out-of-pocket expense and a workable path to re-home materials the library no longer needs and that are not of interest to local used book sales customers. I have contacted the staffer heading up this project to participate in the program on behalf of the library and Friends of the Library.

The library's budget for 2021 includes replacement of the carpet in the Adult/Teen Services area. Wear in this space is so extreme that in several the nap is totally worn and the backing exposed. We hope to get this project completed while patron access to the collections is prohibited. Once done, it is the only major building upgrade on our task list for 2021.

**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*

I reactivated the Grab Bags news flash on our home page, which increased the number of grab bag requests we got this month (9).

I made a lot of progress weeding the 300s (social sciences).

Mary started redoing the teen booklists on our website.

We received compliments from several patrons grateful for the service we've been able to provide them during the pandemic.

Outreach circulation detail		Home or Mini-Branch Visits with Materials	
Materials delivered to homes	253	Homebound Visits	48
Materials used at mini-branches NOTE: No count from Whispering Woods this month because they had some water leakage/ damage in the area where the library is located.	118	Senior sites: Inn at Cass Lake	1
<b>TOTAL</b>	<b>371</b>	<b>TOTAL</b>	<b>49</b>

*Children's Services*

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

The library was still closed in December to in-person browsing and computer usage. Patrons could still pick up materials in our entranceway, and the librarians were still working at the reference desk during our normal business hours. Almost all library services were being conducted virtually. Half of the staff worked at home on a rotating basis. We were still doing our virtual Ready Reads storytime and our Saturday Craft Corner demonstration videos; although, we did take a break around the holidays.

*Circulation Services*

*Submitted by J. Deahl, Circulation Services Coordinator*

We continued operating under Phase 2 Contactless Pickup protocol through the end of 2020.

Sheri and Ali resumed filling MeLCat requests with our available items materials to prevent a backlog from building while I was off.

**DONATIONS**

Total \$ 120 to the Poetry Leaves 2020 project

PROGRAMS IN THE LIBRARY AND OFF-SITE

<b>PROGRAM</b>	<b>PARTICIPANTS</b>
<b>ADULTS</b>	
Waterford Genealogy Society (1 session)	17
Waterford Genealogical Society Evening	6
Evening Book Discussion	11
Weekly Knitting Group via Zoom (5 sessions)	53
<b>SUBTOTAL</b>	<b>87</b>
<b>TEENS</b>	
None this month	0
<b>SUBTOTAL</b>	<b>0</b>
<b>CHILDREN</b>	
	<b>REACH / ENGAGEMENT</b>
Ready Reads virtual storytimes	1,678/62
Craft Corner virtual craft presentation	875/43
Various: Various Facebooks posts including New Book Tuesday, Shares of posts of interest to parents and school-age children, and database promotions of useful homework resources.	8,939/480
Christmas Tree Lighting Exhibitor (off-site)	
Breakie Bunch Daycare Visit (off-site)	
<b>SUBTOTAL</b>	<b>345</b>
<b>TOTAL PROGRAM PARTICIPATION</b>	<b>457</b>

<b>2020 STATISTICAL SUMMARY</b>				
		<b>2018</b>	<b>2019</b>	<b>2020</b>
<b>ANNUAL</b>				
<b>CARDHOLDERS</b>		<b>FINAL</b>	<b>FINAL</b>	<b>YTD</b>
	TOTAL	22,655	20,503	20,360
	NEW	2,781	2,762	52
	% RESIDENTS	31%	28%	28%
<b>COLLECTION</b>				
	TOTAL	531,523	160,506	173,939
<i>NOTE: 2020 Hoopla statistics based on items</i>	eCONTENT	411,338	40,358	53,542
<i>circulated not holdings in their database</i>	% eCONTENT	77%	25%	31%
<b>MONTHLY - DECEMBER</b>				
<b>TOTAL SERVICE HOURS</b>		223	228	208
<b>VISITS</b>				
	TOTAL	52,401	51,583	37,585
	IN-LIBRARY	11,126	11,123	734
	AVG/DAY	359	359	37
	REMOTE	41,275	40,460	36,851
<b>CHECKOUT TRANSACTIONS</b>				
	TOTAL	20,564	17,014	14,661
	eCONTENT	4,269	4,436	5,935
	% eCONTENT	21%	26%	40%
<b>INTERLIBRARY LOAN</b>				
	SENT	3,956	1,868	5,826
	RECEIVED	2,303	2,596	2,621
<b>NET LENDER / (NET BORROWER)</b>	NET	1,653	(728)	3,205
<b>REFERENCE TRANSACTIONS</b>				
	TOTAL	1,524	1,354	475
	AVG/HOUR	7	6	2
<b>TOTAL MEETING ROOM BOOKINGS</b>				
(2018 Count does not include				
Assisted Study & Group Study rooms)	TOTAL HOURS	297	278	0