

WATERFORD TOWNSHIP PUBLIC LIBRARY

Director's Report - March 2021

FROM THE DIRECTOR

The project to replace the carpet in the Adults/Teens area was completed by mid-month and we were able to reopen to Phase 4 on March 22nd. All staff returned to in-library work on March 15 in preparation for returning to this phase. Patrons can come into the Library to browse the collections, use public access workstations, make photocopies, pick up holds, etc. The surge in COVID cases means patrons and staff making an effort to keep most visits within the suggested 30-minute window.

The Waterford Friends of the Library have fully transformed their annual Book It 5k fundraiser into a virtual event. With great support in the form of sponsorships and in-kind donations from local businesses and an uptick in registrations they are anticipating a successful outcome despite the pandemic.

The amendments to the Michigan Library Privacy Act went into effect at the end of March 2021. The changes are meant to update the Act, passed in 1977, to reflect changes in technology, to clarify information that libraries can share with local law enforcement, and remove the onus on individual library staff members should there be a claim breach of confidentiality by a patron. I attended a seminar offered by the Library of Michigan on the changes to the Library Privacy Act and plan to ask the township attorney to review our policies to for compliance with those amendments. Reviewing this with Chief Underwood will be part of the process as well.

Note: statistical data in this report is now presented in chart format for at-a-glance convenience.

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

March was quite a month. The adult librarians had three different work situations during the month of March. The first two weeks, we had only two librarians in the building at the same time, with the others working from home. And when we were in the building we were working at a temporary desk in the children's department while the carpet project was in progress. Finding the books on the shelves for patron requests was sometimes a challenge due to items on bottom shelves having been relocated to various places (because of the carpeting work). The third week we were all working in the building and were able to move back to our regular desk in the adult department, but patrons were still not coming into the building. And the fourth week patrons were coming in and public computers were available.

Mary weeded the teen graphic novels and I continued weeding the 300s and Lindsay continued weeding the fiction.

We had 2 grab bag requests.

Outreach circulation detail		Home or Mini-Branch Visits with Materials	
Materials delivered to homes	304	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.	130	Senior sites: Lockwood	1
TOTAL	434	TOTAL	49

Children's Services

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

The library was closed most of March to in-person browsing and computer usage with the librarians still providing on-site reference service. We gave away 153 Early Literacy and Activity bags from the Great Start Collaborative of Oakland County. We are glad to see families return to the library.

NOTE: Craft Corner videos are included on the Waterford Township Public Library's YouTube Channel.

Circulation Services

Submitted by J. Deahl, Circulation Services Coordinator & Page Supervisor

The circulation staff is now available to register new users, help patrons settle account issues, and make copies and scans. Previously, while operating in Phase 4 early in the last quarter of 2020, there were limitations to the type of payment transactions that could be made and guest passes for the public access computers were not issued. These restrictions were put in place to limit the amount of time a staff member would be in direct contact with a patron. These restrictions were lifted with this most recent transition to Phase 4.

Materials are still quarantined for 96 hours upon return to ensure staff and patrons are safe while handling them, overdue fees and collection services are still suspended and anyone in need of a library card that does not feel safe entering the building may apply for one online.

On Saturday, March 27, our new Page Palmer Exelby started.

DONATIONS THIS MONTH

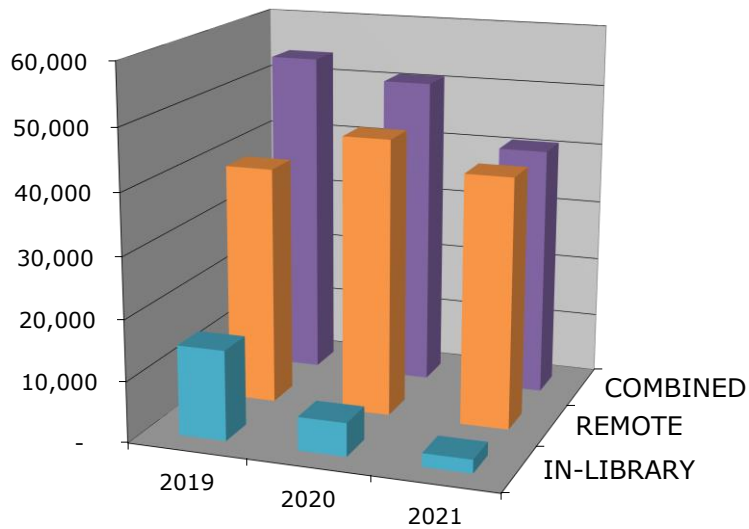
Total \$ 200

- Book memorial: \$100 In memory of Madge Schulze
- Book memorial: \$100 in memory of Helen Kapas

VIRTUAL PROGRAMS & FACEBOOK POSTS

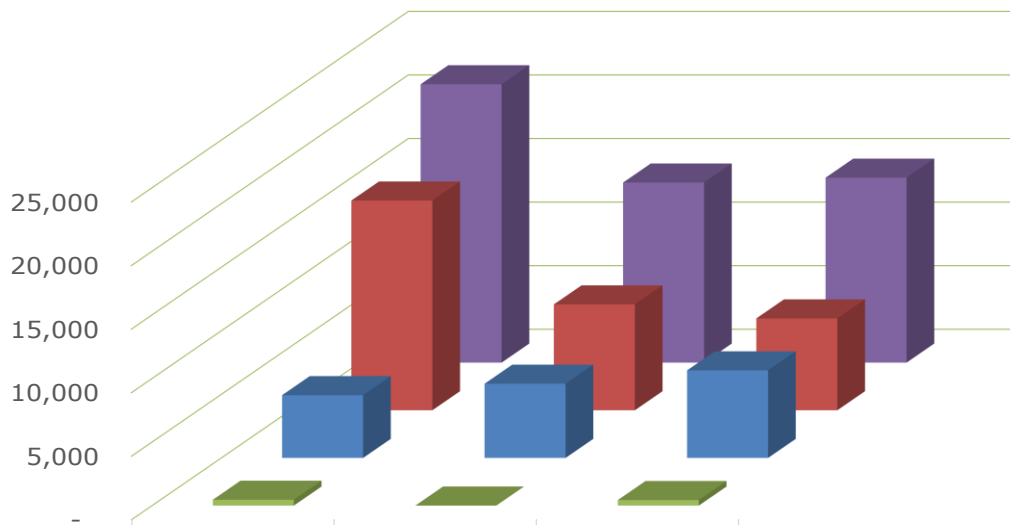
PROGRAM	PARTICIPANTS
ADULTS	
Waterford Genealogy Society (1 session) via Zoom	17
Waterford Genealogical Society Evening via Zoom	8
Evening Book Discussion - via Zoom	5
Afternoon Book Discussion - via Zoom	5
Weekly Knitting Group (5 sessions)	49
Library Garden Club - via Zoom	6
TOTAL	90
CHILDREN	
PRESENTATIONS	
REACH	
Saturday Craft Corner - craft project videos (4 presentations)	1,000
Ready Reads - storytime videos (17 presentations)	3,722
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.	13,488
TOTAL	18,210
TOTAL FACEBOOK REACH PER DAY	978
<i>NOTE: Reach is an estimate of the number of people who saw our posts at least once. Engagement is the number of times people engaged with our posts through reactions, comments, shares and clicks.</i>	

LIBRARY VISITS - MARCH



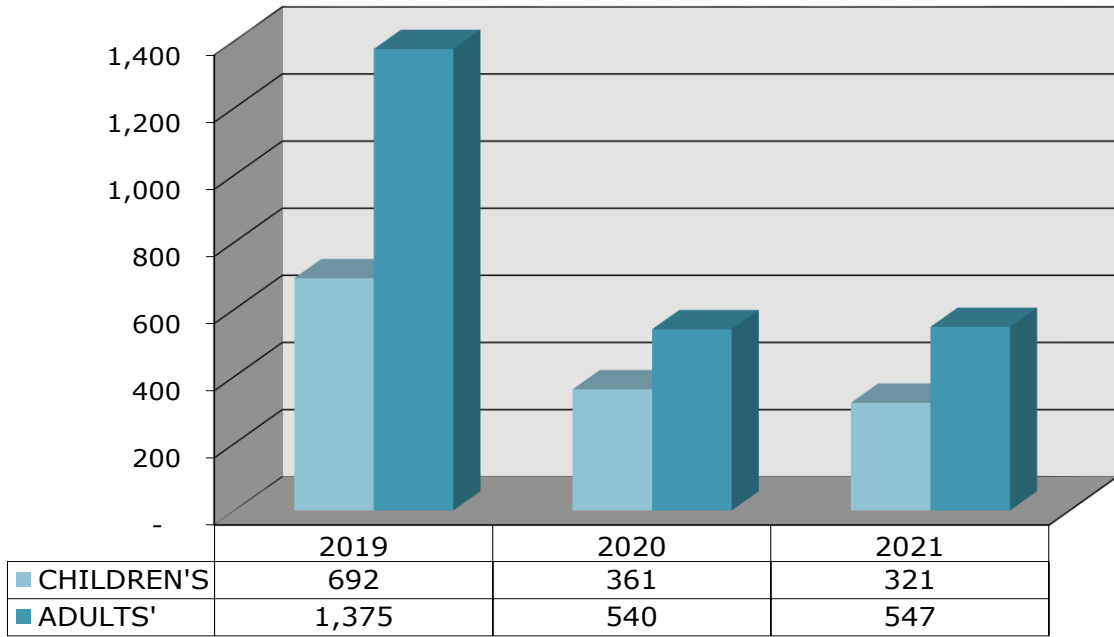
	2019	2020	2021
IN-LIBRARY	14,776	5,483	2,211
REMOTE	39,183	45,486	40,983
COMBINED	53,959	50,969	40,983

CHECKOUTS - MARCH



	2019	2020	2021
OUTREACH	459	-	434
DOWNLOADS	4,936	5,835	6,885
MAIN	16,496	8,325	7,225
COMBINED	21,891	14,160	14,544

REFERENCE - March



COLLECTION - March

