

WATERFORD TOWNSHIP PUBLIC LIBRARY

Director's Report – May 2020

FROM THE DIRECTOR

This month all services remained in stasis as librarians and our head of Circulation worked remotely handling patron queries and service requests via phone, email and Facebook. They have been actively keeping us engaged with our community through of social media tools. The statistics for use of remote services continues to be a bit lower than expected but the biggest difference is the drop in use of the online catalog by patrons who are checking their library account and placing holds on items found while circulation of physical materials is at a standstill. One of many benefits from our vendors includes Ancestry.com opening up use of their database to remote users rather than restricting access to in-library use.

In preparation for implementing our multi-phase plan to restart on-site services, staff discharged all the returned materials that had been in quarantine and shelved them, a total of 2,770 items. As soon as the Stay Home, Stay Safe order is lifted, our staff can return to work. Our first priority will be to reconfigure our work area to comply with social distancing protocols. This will also require staff to work in staggered shifts.

The following is a broad outline for restarting on-site services. Note that a timeline for implementing will be developed as we have staff available, the shared circulation system is reconfigured to pre-closure settings and interlibrary loan services are reestablished in our cooperative and the Michigan Electronic Library (MeL). All of these are currently unknown.

Phase 1: (library closed) Open the outside book return to get items back that have been on loan since mid-March. Overdue fines are suspended until further notice. All materials have had their due dates extended to late June. We continue to issue library cards remotely so that patrons can access our eLibrary materials.

Phase 2: (library closed)

1. Set up Curbside Pickup for holds that have been on our HOLDS shelves since mid-March. Patrons will be called by staff to invite them in for curbside pick-up service. Outreach Services staff will contact homebound patrons and arrange to restart deliveries to them.
2. Curbside Pick-up expanded to include local holds, i.e. requests for items in Waterford's collection to be picked up at Waterford. Patrons should begin to receive hold notifications via email.
3. Curbside Pick-up expanded again to include holds on items in all libraries in the cooperative. Begin filling holds from other libraries to be sent out in the TLN delivery. MelCat requests will begin when this service is reinstated statewide.

Phase 3: Limited in-person services inside the Library.

Phase 4: Open to public with social distancing protocols.

Phase 5: Open for regular business.

As with all Township offices, care is being taken to ensure the health and safety of our patrons and our staff. Sanitizing protocols that will be followed throughout business hours are being implemented. Plexiglas shields are being installed, hand sanitizer will be widely distributed, staff are required to wear masks when at work and our patrons will be asked to wear masks when in the library.

Library staff is as eager to return to work as our patrons are to resume visits to the library. We will be proceeding cautiously as noted above.

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

While the building was closed, adult librarians working from home did such things as:

- Read reviews
- Created carts of items to order in Baker & Taylor
- Updated web pages, updated booklists on our website
- Purchased eBooks
- Posted to facebook, twitter, and Instagram
- Responded to patron phone calls (although much fewer than normal of these) and emails and facebook comments
- Attended virtual meetings, and more

We also communicated with each other to try to keep up with our ever-changing world and preparations for going back to working in the building and possible start-up of curbside service. We set up summer reading for adults and teens. I converted my zoom account to a library account and made sure Liz could use it with our Knitting Group.

Outreach circulation detail		Home or Mini-Branch Visits with Materials	
Materials delivered to homes	0	Homebound Visits	0
Materials used at mini-branches	0	Senior sites: Lakeland Place, Mendelson, Canterbury Meadows	0
NOTE: No count from Whispering Woods this month because they had some water leakage/damage in the area where the library is located.			
TOTAL	0	TOTAL	0

Children's Services

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

Entering month three of quarantine, the staff continued monitoring the reference desk phone and e-mails. Each day, posts were put up on facebook to share information with our patrons about different databases and websites that could help their children with online homeschooling. The children's librarians attended online meetings with the Library of Michigan, TLN Youth Services and Oakland Schools, and their coworkers.

May ended with the Michigan stay-at-home order being extended until June 12 with an expected return-to-work date of June 15, and most non-essential businesses to remain closed.

Circulation Services

Submitted by J. Deahl, Circulation Services Coordinator

The extension of the Stay Home, Stay Safe Executive Order kept the library closed all of May. I continued working remotely, answering questions for patrons via telephone and email and registering and renewing user accounts. Towards the end of the month, I started working several hours per day in the library in order to prep the circulation areas for a time when staff can return to work and to return our quarantined items. All material that has not been returned has been renewed through June 24, 2020. In addition, I asked TLN to extend all expiring user accounts to Tuesday, December 1, 2020. Going forward, any card registered remotely will be issued with that December expiration date.

Towards the end of April, I introduced a new activity to our Facebook page called "Love it or Hate it." Several times, weekly, I share a photograph of a popular book cover and ask our followers to tell us whether or not they loved it or hated it. It seems to really have picked up traction this month, with over 300 reactions and 150 comments!

DONATIONS

None received this month.

PROGRAMS IN THE LIBRARY AND OFF-SITE

PROGRAM	PARTICIPANTS
ADULTS	
Weekly Knitting Group (1 session, virtual)	10
SUBTOTAL	10
TOTAL PROGRAM PARTICIPATION	10

2020 STATISTICAL SUMMARY				
		2018	2019	2020
ANNUAL				
CARDHOLDERS		FINAL	FINAL	YTD
	TOTAL	22,655	20,503	20,486
	NEW	2,781	2,762	688
	% RESIDENTS	31%	28%	28%
COLLECTION				
	TOTAL	531,523	858,349	171,752
<i>NOTE: 2020 Hoopla statistics based on items</i>	eCONTENT	374,144	738,192	50,436
<i>circulated not holdings in their database</i>	% eCONTENT	70%	86%	29%
MONTHLY - MAY				
TOTAL SERVICE HOURS		249	244	192
VISITS				
	TOTAL	37,883	40,676	30,390
	IN-LIBRARY	13,102	14,892	-
	AVG/DAY	423	480	0
	REMOTE	24,781	25,784	30,390
CHECKOUT TRANSACTIONS				
	TOTAL	17,994	20,639	6,868
	eCONTENT	3,589	4,464	6,778
	% eCONTENT	20%	22%	99%
INTERLIBRARY LOAN				
	SENT	2,188	1,828	2
	RECEIVED	2,995	3,084	2
NET LENDER / (NET BORROWER)	NET	(807)	(1,256)	-
REFERENCE TRANSACTIONS				
	TOTAL	1,689	1,848	52
	AVG/HOUR	7	8	0
TOTAL MEETING ROOM BOOKINGS				
(2018 Count does not include				
Assisted Study & Group Study rooms)	TOTAL HOURS	164	316	0