

WATERFORD TOWNSHIP PUBLIC LIBRARY

Director's Report – June/July 2020

FROM THE DIRECTOR

JUNE 2020

Our staff returned to work this month with reduced hours as the Township took advantage of Michigan's Work Share Furlough program. This allowed full time staff, furloughed 2 days/week, to collect unemployment benefits to make up lost wages plus receive the federal PUC of \$600/week, as well as keeping benefits such as healthcare and retirement. Part time staff, except Library Pages, were furloughed 50% of their weekly hours with roughly the same benefits. In addition to the savings for our budget, it gave us a chance to gradually re-acclimate staff to the new working conditions dictated by COVID-19 protocols.

JULY 2020

Currently staff are reporting to work on staggered schedules that accommodate the furlough days/hours. When they returned to 100% of work hours at the end of July, we resumed pre-closure schedules Monday through Thursday. These fall between 8:30a & 9:00p. However, with the overlap of these schedules during the day, we must reduce the number of bodies in the staff work room. To that end, we have established work areas for several staff in the Conference Room, Children's Services and Adults/Teens services as well as creating an additional space for meal breaks in half of the Community Room. (The other half of the Community Room serves as the quarantine area for returned materials, observed now for 96 hours.)

In addition to staff continuing to answer calls and emails as well as issue library cards remotely, they are have created and implemented the new Curbside Pick-up service, which began in mid-June. All staff have pitched in to help with it. This entails pulling requested items from our collection, helping deliver to cars waiting, and reshelving materials that have been checked in. This new service has been very well received by patrons. We plan to increase service hours in August.

The financial impact of the pandemic on all Township resources had us reviewing our plans to replace carpeting. Once we got the updated quote on the project, which included Adults/Teens Services and the Circulation Lobby, it far exceeded the approved amount budgeted this year. Knowing that our first step in re-opening is to limit access to the Circulation Lobby for Grab & Go services, we scaled back to replacing the carpet in just the Circulation Lobby. We will be able to move into this next phase of our reopening process when the carpet installation is complete. Our experience with other building projects has us hopeful that delays will be minimal. However, we have already had the installation start date delayed due to a portion of the materials being out of stock.

Phase 3 of reopening plan: Access to the Circulation Lobby only, for Grab & Go services. This includes

- Materials return
- Patrons picking up holds, including use of self-checkout stations
- Issuing library cards
- Resolving issues with patron accounts, e.g. paying fees for lost items (overdue fines remain suspended)
- Use of the photocopier/scanner
- Public computer access, 3 computers by appointment only, and
- Reference services

At present we cannot make the book stack areas available while we have staff work spaces set up in these same locations. They will remain closed until the need for social distancing has ceased. In the meantime our librarians will pull items requested by patrons, who can then come in and check out or use the Curbside Pick-up service.

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

JUNE 2020

During the second half of June we began offering curbside service to patrons and manning the reference desk in person. We were much busier with calls and emails once curbside service began. Some people were definitely happy to be able to get print books again. We also resumed ordering new print books.

Outreach Services staff, Sandy and Mary Siniard, contacted all of their homebound patrons and did pick-ups and deliveries for them. We still cannot go into the assisted living facilities where we have satellite collections and change them out. But we are able to leave bags of books outside the facilities' front doors for our patrons who live there. Their staff then take these deliveries in and distribute to the residents.

EBook checkout numbers continue to be high.

Outreach circulation detail		Home or Mini-Branch Visits with Materials	
Materials delivered to homes	170	Homebound Visits	49
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.	196	Senior sites: Fox Manor and Canterbury Meadows NOTE: protocols at mini-branch sites still prohibit library staff from entering.	0
TOTAL	366	TOTAL	49

JULY 2020

We continue to handle requests for library materials by phone and email to be picked up at curbside by patrons. We've also had requests for various types of print outs, which we are also happy to do.

The activities person at The Meadows (Alzheimer's/memory care) section of Canterbury asked for a library card for the facility for the purpose of checking out eBooks and eAudiobooks to share with the residents there. They have an iPad on which she can download them. Jonathan Deahl, Head of Circulation, issued the card.

We had good participation in the adult and teen summer reading programs (all done online).

Outreach circulation detail		Home or Mini-Branch Visits with Materials	
Materials delivered to homes	265	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.	191	Senior sites: Fox Manor and Canterbury Meadows NOTE: protocols at mini-branch sites still prohibit library staff from entering.	0
TOTAL	456	TOTAL	48

Children's Services

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

JUNE 2020

On June 1st, the Michigan Stay-at-Home order was lifted by the governor; however, all full-time staff were furloughed two days a week, but still mostly working from home. We began curbside service for our patrons on June 15. The children's librarians began working at least one day in the library during the week to answer the reference desk phone, put children's materials away, pull books to be put on hold for patrons, get new books ready for processing that were finally delivered, and lots of cleaning.

Our online summer reading program began June 1st. This year's theme is "Imagine Your Story". We are using the Wandoo Reader application. We had 68 children signed up by June 30. A printable form is also available on our website. Parents are free to make their own reading record. There are seven levels of reading with different genre themes. We would like the students to complete at least four levels of reading to be eligible for the summer drawing and to earn a free book. They have until Labor Day Weekend to finish. We are trying to make things as easy as possible for our families and give them lots of time to do this.

Since we are not able to do in-house activities and programs this summer, we are doing daily Facebook posts featuring recommended books, crafts, activities, and field trips. Each week has a different genre theme to go along with our reading program. In June, we did Adventure Stories, Fantasy Fiction, and Patriotic Week heading into July.

It has been a summer like no other. Like a heading in the recent Collaborative Summer Reading Program (CSLP) Newsletter: "Make Plans. Change Plans. Rinse. Repeat."

JULY 2020

In July, the full-time staff were still furloughed two days a week, but mostly working from home. The children's librarians still worked one day in the library during the week to answer the reference desk phone, put children's materials away, pull books to be put on hold for patrons, get new books ready for processing, weeding, and lots of cleaning. The children's librarians returned full-time to the library on July 27.

Online summer reading program continued through July with 72 children signed up by month's end. Of these 29 had reached their reading goal. A printable form is also available on our website. Parents are free to make their own reading record. We will have a count of these participants after Labor Day when the program ends. Instead of in-library activities and programs this summer, we are using daily Facebook posts to connect young readers with recommended books. This month's weekly genre themes were Patriotic Week, Realistic Fiction, Fairy Tales, Mystery Fiction, and Science Fiction.

Circulation Services

Submitted by J. Deahl, Circulation Services Coordinator

JUNE 2020

The Stay Home, Stay Safe Executive Order was lifted on June 1. On Monday, June 8, our outside book return reopened for patrons to return library material. Returns were (and still are) quarantined for a period of 24 or 72 hours depending on the type of materials they are made of, porous or nonporous. The circulation clerks returned to work on Monday, June 8. They worked staggered, two-hour shifts to check-in items, answer incoming calls, shelve materials and register new cardholders.

On Monday, June 15, we soft launched our Curbside Pick-up service. Staff called patrons with holds made available prior to our mandated closure and told them these could be picked up. Curbside Pick-up hours are Monday-Thursday from 1:00pm-6:00pm and Saturday from 1:00pm-5:00pm. On Monday, June 22, patrons could begin placing holds on materials owned by our library for pick-up curbside. On Monday, June 29 inter-library loans between many of our cooperative's shared-system libraries resumed. Since Monday, June 22, we have had a heavy flow of patrons utilizing this service.

	June 2020	July 2020
Phone calls answered/returned	675	1,306
Emails Answered	37	37
New patrons	23	16
Patron Renewals	6	34
Patrons helped curbside (in June only the 15 th -30 th)	438	1,439

JULY 2020

Our curbside service, which currently runs Monday-Thursday from 1:00 PM to 6:00 PM and Saturday from 1:00 PM to 5:00 PM, has been a huge success. Most days we see between seventy-five and eighty cars; however, we have come close to breaking one hundred cars on more than one occasion. In July, we delivered materials to 1,419 patrons at Curbside Pick-up. We are looking at expanding upon these hours in August.

We do not have a date for when the library will be open to the public. Several times since our mandated closure in March, I have requested The Library Network extend library privileges for accounts nearing their expiration dates. At the end of July, I requested all patron accounts that expired in 2019 or were expiring before May 1, 2021 be extended to Saturday, July 31, 2021.

DONATIONS

Total \$ 173.42

- Royalty check for \$173.42 from sales of Poetry Leaves anthologies.

PROGRAMS IN JUNE & JULY

PROGRAM	PARTICIPANTS
ADULTS	
Weekly Knitting Group Off-site down by the pond	
June - 4 sessions	45
July – 5 sessions	50
NASA@mylibrary live webcast via Facebook (June)	8
Attendance unknown but 8 people noted an interest in the event	
Library Gardeners	
June – outdoor work bee only	14
July – outdoor work bee only	11
Summer Reading Program	59
78 registered; 59 logged at least one book	
SUBTOTAL	187
TEENS	
Summer Reading Program	25
25 registered; 20 read 500 minutes or more. Total minutes logged by all participants: 50,090	
Facebook & Twitter engagements – posts promoting SRP (236/51)	287
SUBTOTAL	312
CHILDREN	
Virtual Storytime/Craft demonstration (6)	227
WonderReader with Joel Tacey (virtual via Facebook)	268
Facebook engagements - posts promoting Summer Reading Club themes (27)	1,254
SUBTOTAL	1,749
TOTAL PROGRAM PARTICIPATION	2,248

2020 STATISTICAL SUMMARY				
		2018	2019	2020
ANNUAL				
CARDHOLDERS		FINAL	FINAL	YTD
	TOTAL	22,655	20,503	20,500
	NEW	2,781	2,762	711
	% RESIDENTS	31%	28%	28%
COLLECTION				
	TOTAL	531,523	858,349	172,475
<i>NOTE: 2020 Hoopla statistics based on items</i>	eCONTENT	374,144	738,192	50,445
<i>circulated not holdings in their database</i>	% eCONTENT	70%	86%	29%
MONTHLY - JUNE				
TOTAL SERVICE HOURS		243	247	176
VISITS				
	TOTAL	39,335	63,708	36,760
	IN-LIBRARY	14,500	15,151	1,113
	AVG/DAY	483	505	37
	REMOTE	24,835	48,557	35,647
CHECKOUT TRANSACTIONS				
	TOTAL	22,848	22,746	8,515
	eCONTENT	3,517	4,520	6,305
	% eCONTENT	15%	20%	74%
INTERLIBRARY LOAN				
	SENT	2,330	2,111	1,660
	RECEIVED	2,409	3,075	1,844
NET LENDER / (NET BORROWER)	NET	(79)	(964)	(184)
REFERENCE TRANSACTIONS				
	TOTAL	2,056	2,051	364
	AVG/HOUR	8	8	2
TOTAL MEETING ROOM BOOKINGS				
(2018 Count does not include Assisted Study & Group Study rooms)	TOTAL HOURS	158	330	0

2020 STATISTICAL SUMMARY				
		2018	2019	2020
ANNUAL				
CARDHOLDERS		FINAL	FINAL	YTD
	TOTAL	22,655	20,503	20,083
	NEW	2,781	2,762	727
	% RESIDENTS	31%	28%	27%
COLLECTION				
	TOTAL	531,523	858,349	169,510
<i>NOTE: 2020 Hoopla statistics based on items</i>	eCONTENT	374,144	738,192	46,878
<i>circulated not holdings in their database</i>	% eCONTENT	70%	86%	28%
MONTHLY - JULY				
TOTAL SERVICE HOURS		252	260	168
VISITS				
	TOTAL	64,459	67,023	53,093
	IN-LIBRARY	15,656	16,675	2,745
	AVG/DAY	505	538	89
	REMOTE	48,803	50,348	50,348
CHECKOUT TRANSACTIONS				
	TOTAL	25,873	23,042	10,423
	eCONTENT	3,954	4,705	5,815
	% eCONTENT	15%	20%	56%
INTERLIBRARY LOAN				
	SENT	2,286	2,487	2,617
	RECEIVED	2,524	3,060	2,441
NET LENDER / (NET BORROWER)	NET	(238)	(573)	176
REFERENCE TRANSACTIONS				
	TOTAL	2,336	2,189	454
	AVG/HOUR	9	8	2
TOTAL MEETING ROOM BOOKINGS				
(2018 Count does not include Assisted Study & Group Study rooms)	TOTAL HOURS	153	357	0