

JULY 2023 DPL Board Mtg
DIRECTOR'S REPORT

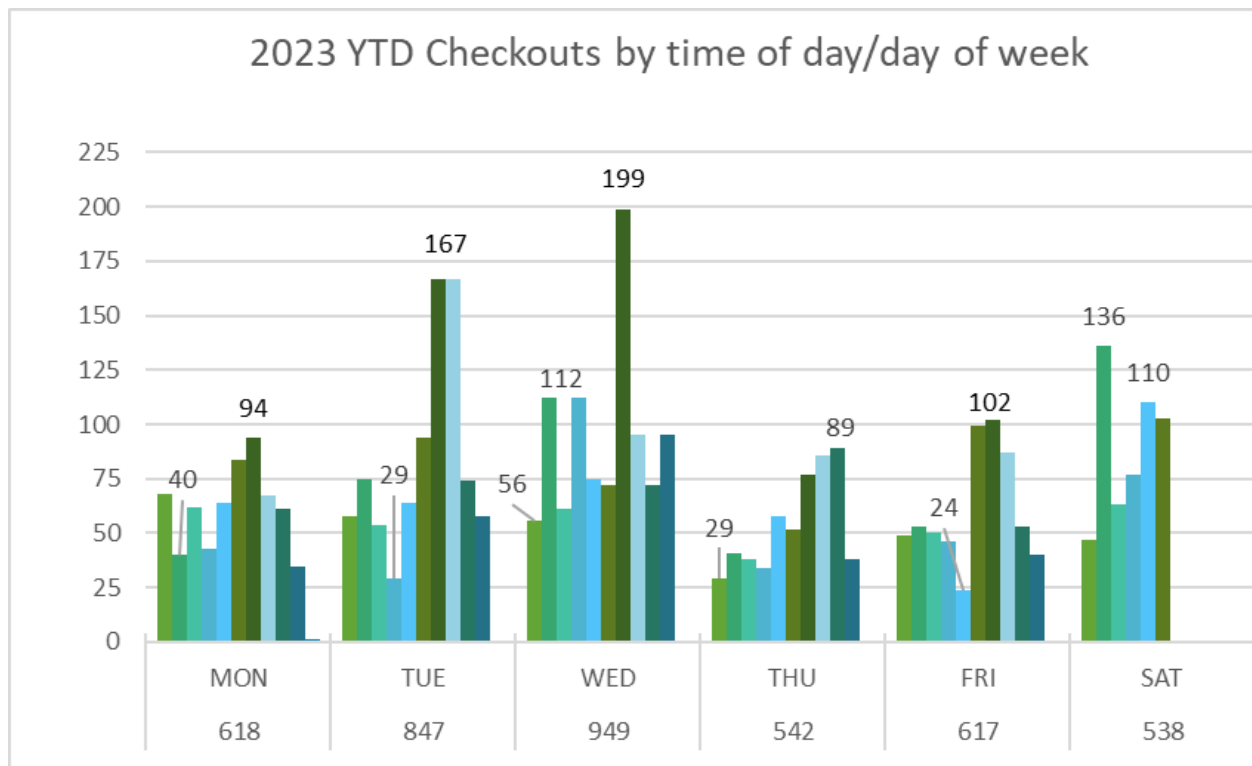
LIBRARY & RESOURCE USE

According to the people counter, we had 2450 visitors in June. Looking at the numbers for 2023, I've decided that our people counter needs to be moved. Our counts are not accurate. In the current location it counts every time someone uses a bathroom or goes to the program room. We will move it closer to the front door.

Program attendance for June is up due to Bookmobile visits, participation in ThinkDifferently Field & Fitness Day and Wingdale Elementary class visits to the library. A total of 237 adults, 22 teens and 570 children interacted with the library through in-house and community engagement programs.

Circulation was up in June with 1099 checkouts, compared to 898 in May. The difference is likely due to the Wingdale Elementary class visits. Computer use was down slightly with 85 users in June compared to 91 in May. Exam proctoring and notary services were both up in June.

Since we are halfway into 2023, I put together some graphs to show how library resources were used in the past 6 months.



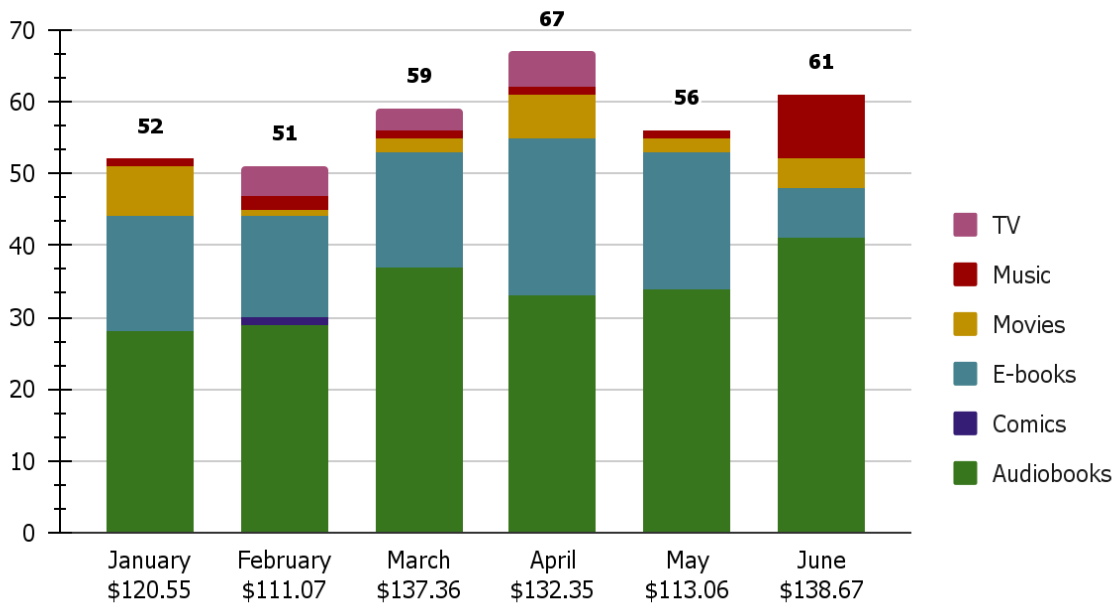
Wednesday & Tuesday are the busiest days and most weekdays have spikes in checkouts between 3 and 5 pm. The slowest days are Saturday, followed closely by Thursday when checkouts spike later than on other weekdays: 5 - 7 pm. Checkouts spike on Saturdays between 11 am & noon, then again between 2 pm and 4 pm. (**note:** Checkout stats are only one indicator of usage patterns; we need to look at door counts and computer usage also for the fullest picture.)

I have introduced a new Daily Log for the circulation staff to use to track daily door counts, program attendance and cash flow. Hopefully at our next meeting I can augment the checkouts data with insights from daily door counts.

E-Resources Use

I chose to also share data on DPL patron use of e-resources as it is a category in the budget that I suggest we need to increase.

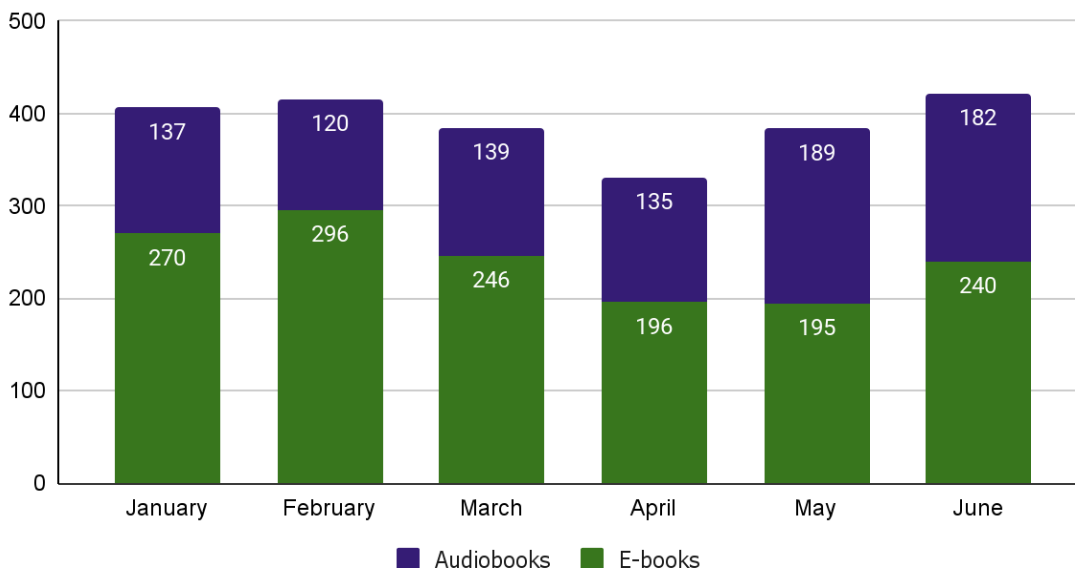
2023 YTD Hoopla Use



In the first 6 months of 2023, patrons are using hoopla more than anticipated. The numbers atop each bar in the graph above are total checkouts (no renewals included) by month with the colors representing formats. Digital audiobooks are overall the most popular format with Dover patrons, which is also true of their OverDrive/ Libby use.

Dover patrons are limited to 4 hoopla checkouts per month and they borrow, on average, between 2 and 3 items per month each. The dollar amount under each month is the total cost to the library of Dover patrons' hoopla usage. The time period is short, but the overall trend is increased usage looking at the full year June 2022 - June 2023. This is significant since if every one of the 4888 DPL cardholders used their 4 item limit, it would definitely be a budget-altering event. Costs noted under each month of the x-axis are for roughly 26 - 32 users per month.

2023 YTD OverDrive Use



OverDrive is the other way that DPL patrons access digital audiobooks and e-books. DPL's minimum share of the costs for OverDrive is \$3200 annually, an amount based on Dover patrons' usage of OverDrive. The chart above shows how popular OverDrive/Libby is with Dover patrons and thankfully so since if this many people were using hoopla, we'd be broke.

STAFF

I led a staff meeting in June at which the staff unanimously agreed to have the glass come down around the circulation desk. We also discussed having Lloyd add a ledge around the edge to discourage people from sliding items across the desk by the book drop and behind the computers. Lloyd is going to draw up a plan and share it with me for input in the next few weeks.

In the past 2 weeks, I met with each of the staff members individually. My goal was to have a greater understanding of each of their experiences and concerns about their roles in the library. I also took the opportunity to tell them more about my view of my role as their boss and how I want to ensure we have a workplace in which employees feel valued and useful. To that end I'm developing a project for each of the 5 clerks based on their feedback to me about what they enjoy and what skills they want or need to develop. Three of the clerks already have projects and have started. All of them have been genuinely pleased to be allowed to do new things. There's two that I'm still working with to identify a project.

I also explained to the clerks that as their boss I have minimum standards in customer service, teamwork and tech that everyone with the same title must meet. I explained that I do not believe in annual reviews since by the end of the year, it's too late to help an employee achieve a goal. Instead, I will meet with each one quarterly and we will talk about the goals, skills and refer back to those standards. At this point, I have two of the clerks working on their tech skills with me as part of their regularly scheduled shifts.

Finally, I have asked both staff members in the Assistant to the Director role to stop working at the circulation desk unless their coworker needs them there. So, when either of them is scheduled to be on the desk, they will be the go-to person called by the clerk if they need assistance or there is a line of patrons waiting for help. There is one shift a week when the Assistants are scheduled to work the circulation desk together. I'm working on changing that. The Assistants are paid more for having specialized skills and I want them using those skills when they're at work.

BOOKMOBILE

I expect that the program attendance numbers will continue to be high through the summer and hopefully into the fall as well. Everytime the bookmobile stops somewhere for 30 minutes or more, we are having a program that's pitched to the audience of that location. For example, when the bookmobile goes to Rec Camp one day for the younger groups, Asst for Programs and I will have projects related to force and inertia so the kids are engaging in experiential learning about physics – but it just seems like fun with matchbox cars and marshmallow shooters. Or, when we visit Tally Ho in August, Asst for Tech and I will be doing tech help for seniors and teaching them how to use Kindle Paperwhites that they can borrow from the library. Many of the purchases with the adjusted grant budget are for equipment and supplies to make the bookmobile a delivery agent for programs as well as for circulation.

The bookmobile should never go out without 2 library employees. We don't have fewer than 2 in the building; so I prefer 2 in the bookmobile. That said, I asked other staff members who expressed interest to join me or the Asst for Programs occasionally so that neither of us are working every Friday night. The Asst for Tech will go with me to the 55+ stops in August and one of the clerks is willing to go along when it is more likely a family audience, for example at Kelly's Creamery. The schedule of stops and program titles is still a work in progress and an example of why I'm having the Assistants get off the circ desk.

BUILDING

Wingdale FD reports that the smoke detector in the American Legion Hall is broken and can only be turned off by a NYCONN tech visit. They also said that all our detectors could stand to be updated.

I called NYCONN for pricing info: basic service call \$175, replacement smoke detector only \$250, replacement CO monitor only \$250, replacement dual smoke-CO unit \$300. I assume this is something that the Town is responsible for, so I'm asking permission to contact them and talk about it. At minimum the one in the basement should be replaced to avoid the repeat service call fees when it goes off.

While on the phone with NYCONN, I updated the emergency contacts. I am one and I need two Board members to volunteer to be on the list as well. Employees should not be emergency contacts as they don't have the authority to make decisions in the event of an emergency that affects the building and/or the collections.