

Administration

The annual audit materials are ready for review.

Weekly E-newsletter open rates have consistently been more than 30% for two months (industry standard is 18%).

Circulation and Technical Services

The inventory in the Children's Room is underway and almost complete.

We will begin shifting and moving the adult collections in the back of the Library to accommodate overall shifting and repositioning of collections. This is all part of the overall plan to have a more inviting and customer friendly experience. It started with the moving of the Reference Desk, and is continuing with these changes. Increasing visibility, consistency, and readability of signage is another change that has been implemented in the Children's Room.

We have finally received many backordered items from June and Technical Services is processing and linking large shipments of material. The publishing companies have experienced a backlog and long delays in printing and processing due to COVID-19.

Statistical Summary

Databases

- Ancestry in-house usage is way up.
 - Over 590 more searches
- Kanopy users up 64%
 - Videos played: 218 more than Nov-20
 - Visits up 44%
- OverDrive up 4%
 - eAudioboks up 42%
 - New users up 50%

Library

- Patron in Person Visits are up 9%
 - 9,677 patrons
- Total circulation up 14%
- Juvenile circulation is up 41%
- YA circulation up 24%
- Notary Public
 - Up 92%
 - Provided 140 compared to 73 in Nov-20
- Reference up 142%
 - This is a direct correlation to the Reference desk being more visible.

Public Services

Librarian Adriane Fabio has been working diligently creating a new DVD service for our patrons called Binge Boxes. Binges Boxes are a collection of about 5-6 movies based around a similar theme i.e. Action, Drama, Comedy, etc. Along with Laurie and Technical Services Department's help, we hope to roll these Binge Boxes out in December.

Jim got a head start ordering Tax forms for the upcoming Tax season.

We have added 864 newly purchased items. Overall physical circulation was up 14%.

Our holiday programs were a great success, which included our very popular Tech Fair and Lifesize Chutes and Ladders.



COME TO THE
Learning Lab@PRPL
TECH FAIR & ROBOTICS PETTING ZOO

MEET OUR ROBOTS!

TUESDAY • DECEMBER 14 • 6:30PM

Sample our exciting **TECH**. **See** PEARL RIVER student work, and **Learn** how **YOU** can **sign up** for our next season of fun!
Hands-on activity booths will include: Robot Racing | Disney Animation | 3D gingerbread house drawing | App Making | Photoshop "Green Screen" Fun | Chess, puzzles & and more! | Plus spot someone you know in our 2021 Learning Lab Hall of Fame slideshow! We'll have students representing all local schools--Lincoln, Franklin, Evans, PRMS and PRHS!

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Compliments/Highlights/Appreciation:

1. New patron: Was excited that we have TV shows and new releases in our collection.
2. A patron came to print today and said they love our library and that it is CLEAN. He also said he once spent 6 months studying here for a big test and it was "so peaceful."
3. eAudiobook purchased on OverDrive: "so excited, what a great present to me!...Have a wonderful holiday season, I hope others get as much joy from the audiobooks you ordered as I did!". – Patron Heidi S.
4. Patron: Fill out an online Starbucks employment application. He had no email account so could not create a login. Librarian Ginny H. used gmail to

create an account for him and was able to help him complete the application. He was very grateful and complimentary.

5. We made a terrific impression on a patron. They were so happy after being provided Notary services, that he donated \$20.

Incident Reports

11/16/21 - Teen boys being disrespectful, loud, cursing in the Library. They were asked to leave.

11/19/21 - Teen boys fighting, physical altercation. They were told the police were being called and they exited the building using emergency exits.

12/1/21 - Silent panic alarm triggered. Police came.

12/9/21 - Patron pointed that lewd sign written on dry erase board in front of building. It coincided with arrival of teens.

12/21/21 - 10:05 am: Patron Veronica S. McKeever refused to put on a mask. She was extremely rude to both Adriane & John when asked to please do so. She checked out her book & exited the building before staff had time to take further action.