

Milton Library Board of Trustees

Monday, January 11, 2021

Meeting Materials

0. Table of Contents
1. Agenda
2. Minutes of the November 23, 2020 Meeting
3. Minutes of the December 14, 2020 Meeting
4. Treasurer's Report
5. Bartholomew Report
6. DRAFT Library reopening plan (with January update)
7. Director's Report for December
8. FY21 Budget update
9. OCLN December usage comparison
10. OCLN YTD usage comparison
11. Top Circulating Physical Items of 2020
12. Top Circulating Digital Items of 2020



PUBLIC MEETING NOTICE
OFFICE OF THE MILTON TOWN CLERK

In conformity with the provisions of Chapter 39, §20, Massachusetts General Laws, I hereby file notice that a meeting of the:

BOARD/COMMITTEE: _____

DATE: _____ TIME: _____

ZOOM LINK:

DIAL IN #: 1-929-205-6099

MEETING ID: _____ PASSCODE: _____

NOTE Notices and lists of topics are to be posted 48 hours in advance of the meetings **excluding** Saturdays, Sundays, and legal holidays. Please keep in mind the hours of operation of the Office of the Town Clerk and make the necessary arrangements to be sure your posting is made in an adequate amount of time **one hour prior to the closing** of the Town Clerk Office.

Posting Authority

AGENDA

(Must be included at time of posting)

(Conducted pursuant to the Executive Order dated March 12, 2020 suspending certain provisions of the Open Meeting Law, Gen. L. c. 30A §20 et seq. and 940 CMR 29.01 et seq.)

Americans with Disability Disclosure:

If you are a person with a disability who needs any accommodation in order to attend and/or participate in this meeting, you are entitled, at no cost to you, to the provision of certain assistance. Please contact Joseph Prondak, Americans with Disabilities Act Coordinator, at 525 Canton Avenue, Milton, MA 02186 or call Joseph Prondak at 617-898-4925. If you are hearing or voice impaired, please call 711.

BOARD OF LIBRARY TRUSTEES MEETING MINUTES

Monday

November 23, 2020 - 7:00pm (on Zoom (“MPL”))

Present: Trustees H.Crichlow, Raymond Czwakiel (Chairperson), Philip Driscoll, John Folcarelli, Chiara Frenquellucci, James Potter, Sindu Meier, and Library Director, William Adameczyk

Absent: Paul Hays, Kristine Hodlin

Citizens Speak: NA

FY 2022 Budget: The board agreed to submit two budgets to the Warrant Committee – “Library Request” and “Austerity”.

Director: Considering closing Sundays in December 2020 and January 2021 due to low attendance and rising number of Covid cases.

The motion to adjourn the meeting **Passed**, J. Folcarelli and seconded by H. Crichlow. Approved unanimously, and the meeting adjourned at 7:20 pm.

Respectfully Submitted,

Sindu Meier
Secretary

BOARD OF LIBRARY TRUSTEES MEETING MINUTES

Monday

November 9, 2020 - 7:00pm (on Zoom (“MPL”))

Present: Trustees H.Crichlow, Raymond Czwakiel (Chairperson), Philip Driscoll, John Folcarelli, Chiara Frenquellucci, Paul Hays , Kristine Hodlin, James Potter, Sindu Meier, and Library Director, William Adamczyk

Absent: NA

Citizens Speak: NA

Secretary’s Report: Approval of November 2020 minutes with edits. K. Hodlin motion to pass, P. Driscoll seconded. Approved.

Treasurer’s Report: H. Crichlow presented the report. All Approved. C. Frenquellucci motion to pass, P. Driscoll seconded. All Approved.

FY 2022 Budget: We submitted both budgets. We have not received a response from the Warrant Committee.

Winter Special Town Meeting: December 7, 2020. Meeting balance town budget. W. Adamczyk reviewed the major line items. Approximately \$1M in additional town funding from the State. Suggestion for next town meeting: Request that Ray give a brief update on Library Services during COVID at the beginning of February STM.

Reopening/Services: Opened for first Sunday 10/18. Milton is currently a “yellow” town. Holding to current hours. W. Adamczyk is having calls with local libraries to discuss options.

Directors Report:

Staffing: trying to fund a greeter. Town Hall still closed.

Wireless only for computer usage

20 Hepa Filters – deployed 14 so far.

New items at Library of Things – see list online (ex. STEM kits, sensory items)

Reviewed library stats.

Annual User Survey:

Reviewed additional questions.

Writer in Residence:

Ten applicants. Some are writers professionally. Some teach writing. Application window is closed and now 6 person review committee will start the work. Start Review in January 2020. Committee will make recommendation to the Trustees in February or March 2020.

The committee consists of:

J. Voigt

W. Adamczyk

S. Troug

S. Standing

R. Czwakiel

K. Hodlin

EDI Update: W. Adamczyk attended Anti Discrimination Training. Sara met with the Town diversity committee. Considering an internship if the library opens up.

Milton Moves: S. Truog presented the initiative. Friends committed to \$6,000. Foundation likes the initiative.

Mass Library Association: Increase on state aid. Working to improve funding.

New Business: H. Crichlow requested two new urns. W. Adamczyk meeting with Town about this issue.

Friends Committee: NA

Foundation update: Annual Appeal. Collected \$60K+. Recruiting three new members. The group really likes the Milton Moves idea.

NEW BUSINESS:

Future Dates:

January 11, 2021

February 8, 2021

March 8, 2021

April 12, 2021

Executive Session: 8:34pm

Exit Executive Session: 8:47pm

The motion to adjourn the meeting **Passed**, P. Driscoll and seconded by K.Hodlin. Approved unanimously, and the meeting adjourned at 8:48 pm.

Respectfully Submitted,

Sindu Meier

Secretary

Milton Public Library Treasurer's Report for December 2020

Blue Hills Checking

Beginning Balance	November 23, 2020	\$9,291.61
Income Interest		\$ 0.07
Withdrawals		\$0.00
Deposits		\$0.00
Ending Balance	December 20, 2020	\$9,291.68

Withdrawal Detail

Check No.	Amount	Reason
Total		

Total Assets

Trustee Funds	\$909,020.49
Blue Hills Checking	\$9,291.68
Total	\$918,312.17



ACCOUNT NUMBER	FUND NAME	BEGINNING MARKET VALUE	BEGINNING PRINCIPAL	BEGINNING EARNINGS	NET INCOME	REALIZED GAIN/LOSS	NET EARNINGS	TRANSFERS OF PRINCIPAL	TRANSFERS OF EARNINGS	ENDING PRINCIPAL	ENDING EARNINGS	ENDING CASH VALUE	CHANGE IN UNREALIZED GAIN/LOSS	UNREALIZED GAIN/LOSS	ENDING MARKET VALUE
TRUST FUNDS															
832	ART ASSOCIATION	\$2,832.71	\$3,300.00	(\$545.43)	\$4.55	\$0.00	\$4.55	\$0.00	\$0.00	\$3,300.00	(\$540.88)	\$2,759.12	\$10.65	\$88.79	\$2,847.91
822	GENERAL FUND OF TRUSTEES	\$165,956.80	\$0.00	\$161,378.92	\$266.53	\$0.00	\$266.53	\$0.00	\$0.00	\$0.00	\$161,645.45	\$161,645.45	\$624.19	\$5,202.07	\$166,847.52
827	BUILDING EXPANSION	\$229,971.13	\$0.00	\$223,627.43	\$369.34	\$0.00	\$369.34	\$0.00	\$0.00	\$0.00	\$223,996.77	\$223,996.77	\$864.96	\$7,208.66	\$231,205.43
825	STACKPOLE	\$10,447.89	\$10,044.69	\$115.00	\$16.78	\$0.00	\$16.78	\$0.00	\$0.00	\$10,044.69	\$131.78	\$10,176.47	\$39.30	\$327.50	\$10,503.97
829	BUCHANAN HIST.	\$5,861.16	\$4,763.97	\$935.51	\$9.41	\$0.00	\$9.41	\$0.00	\$0.00	\$4,763.97	\$944.92	\$5,708.89	\$22.04	\$183.72	\$5,892.61
828	SAMMARCO	\$6,556.47	\$0.00	\$6,375.61	\$10.53	\$0.00	\$10.53	\$0.00	\$0.00	\$0.00	\$6,386.14	\$6,386.14	\$24.66	\$205.52	\$6,591.66
826	HOYT	\$108,146.79	\$87,902.26	\$17,261.33	\$173.69	\$0.00	\$173.69	\$0.00	\$0.00	\$87,902.26	\$17,435.02	\$105,337.28	\$406.76	\$3,389.96	\$108,727.24
	PIERCE READING ROOM	\$56,926.58	\$50,000.00	\$5,356.27	\$91.43	\$0.00	\$91.43	\$0.00	\$0.00	\$50,000.00	\$5,447.70	\$55,447.70	\$214.11	\$1,784.42	\$57,232.12
SUBTOTALS		\$586,699.53	\$156,010.92	\$414,504.64	\$942.26	\$0.00	\$942.26	\$0.00	\$0.00	\$156,010.92	\$415,446.90	\$571,457.82	\$2,206.67	\$18,390.64	\$589,848.46
TRUST FUNDS															
820	OAKLAND HALL	\$61,066.49	\$49,613.74	\$9,768.25	\$98.08	\$0.00	\$98.08	\$0.00	\$0.00	\$49,613.74	\$9,866.33	\$59,480.07	\$229.69	\$1,914.19	\$61,394.26
821	KIDDER	\$140,413.21	\$23,426.70	\$113,113.25	\$225.51	\$0.00	\$225.51	\$0.00	\$0.00	\$23,426.70	\$113,338.76	\$136,765.46	\$528.13	\$4,401.39	\$141,166.85
	KIDDER BUILDING LIBRARY RENTAL	\$115,988.38	\$0.00	\$112,788.87	\$186.28	\$0.00	\$186.28	\$0.00	\$0.00	\$0.00	\$112,975.15	\$112,975.15	\$436.26	\$3,635.77	\$116,610.92
SUBTOTALS		\$317,468.08	\$73,040.44	\$235,670.37	\$509.87	\$0.00	\$509.87	\$0.00	\$0.00	\$73,040.44	\$236,180.24	\$309,220.68	\$1,194.08	\$9,951.35	\$319,172.03
GRAND TOTALS		\$904,167.61	\$229,051.36	\$650,175.01	\$1,452.13	\$0.00	\$1,452.13	\$0.00	\$0.00	\$229,051.36	\$651,627.14	\$880,678.50	\$3,400.75	\$28,341.99	\$909,020.49

ACCOUNTING METHOD : MARK-TO-MARKET

CURRENT ACCRUAL: \$4,138.91
 TRANSFER IN TRANSIT: \$0.00
 UNREALIZED GAIN/LOSS: \$28,341.99
 MONTH ENDING STATEMENT VALUE: \$909,020.49

The information contained herein has been created by your financial advisor, is provided for informational purposes only as a courtesy to you, should not be relied upon for tax purposes, is based upon sources believed to be reliable, and is not intended to replace your custodial statements. No guarantee is made to the completeness or accuracy of the information. Commonwealth urges you to compare your account custodian statements with the statements you receive from us or your advisor. If you believe there are material discrepancies between statements, please contact Commonwealth directly at 800.251.0080. Securities and advisory services offered through Commonwealth Financial Network, Member FINRA/SIPC, a Registered Investment Adviser. Past performance is not indicative of future results. 13364323

Dec/Jan Updates to the Expanded Services Plan

Governor's Re-opening Plan update:

- Phase One: Libraries allowed to offer curbside services
- Phase Two: Step One: Browsing in the Library with restrictions
- Phase Two: Step Two: No updates
- Phase Three: Step One: Standards and Checklists updated
- Phase Three: Step Two: Standards and Checklists updated (<https://www.mass.gov/info-details/safety-standards-and-checklist-libraries>)
 - Open, 50% Capacity
- **Currently, we have reverted back to Phase Three: Step One**

Milton Public Library updates:

- **CURRENTLY IN STAGE THREE OF OUR RESTORATION PLAN**
- **The Town of Milton has been in a Red Zone for two consecutive weeks, and the State numbers continue to rise; the Library has rolled back to curbside services**
- Saturday, January 2, 2021 – Roll back to curbside services; same hours; programming continues online
- Sunday, October 17 – Restore Sunday hours (1-5)
- Saturday, September 12 – Restore Saturday hours (9-5)
- Monday, July 6 – Open building to the public on a limited basis; up to 20 visitors at a time; 30 minute restriction per visit
- Monday, June 22 – All staff working in the building; extend service hours to 6pm (9am-6pm, M-F)
- Tuesday, May 26 – The Library resumed curbside pickups, started curbside document delivery, and began accepting returns
- Thursday, May 21 – Staff returned to the building on an alternating schedule; 10 in the building/10 working remotely; service hours 9am-5pm, M-F

Possible future dates and services (determined in consultation with the Health Department and based on best practices):

- The Library plans to resume in person services after at least two consecutive weeks out of the 'red' zone
- No expansion dates at this time

Milton Public Library: Expanded Services Plan for COVID-19

Text in **boldface** reflects changes from the previous stage.

COMPLETED - Stage 1: staff working remotely from home: limited staff working in the building; providing reference services remotely; running virtual programming; communicating with the public via digital newsletters and social media; administrative work and departmental planning; working to increase and adapt remote library services

For Patrons

- Remote use only of collections, services, and programs
- Items checked out to be kept at home; book drop not available for returns
- Send newsletters to patrons, post on social media, and update library website with library, Town, and COVID-19 updates
- Hours of operation: Monday - Friday, 9:00 am to 5:00 pm

For Staff

- Most staff working remotely in spaces where they can safely follow social distancing guidelines
- Staff working in the building: safely following social distancing guidelines, wash hand regularly, wear gloves when handling items that have not been quarantined

For Building

- Secured and alarmed
- Checked by limited staff, Monday - Friday
- Book drop locked

For Physical Collections

- Secured in buildings
- For items checked out, due dates extended by OCLN and no fines accruing

For Programs/Services

- Staff responding to specific OCLN email accounts dealing with reference and circulation questions
- Provide remote programs via Zoom, and other online meeting platforms

COMPLETED - Stage 2: staff working in buildings or remotely from home; book drops open for returns; returned items placed into quarantine rooms for 48 hours; providing reference services remotely; running virtual programming; communicating with the public via digital newsletters and social media; administrative work and departmental planning; working to increase and adapt remote library services

For Patrons

- **Book drop available for returns, 9:00 am to 5:00 pm**
- Remote use only of collections, services, and programs
- Send newsletters to patrons, post on social media, and update library website with library, Town, and COVID-19 updates
- Hours of operation: Monday - Friday, 9:00 am to 5:00 pm

For Staff

- **Staff working in buildings or remotely from home; begin with a split shift alternating schedule (Groups A & B, M/W/F & T/R); wear face masks and gloves, wash hands regularly, follow social distancing guidelines**

For Building

- **Increase cleaning schedule to focus on high-contact surfaces in addition to regular maintenance and cleaning of the building**
- **Staff furniture and equipment re-positioned to ensure social distancing**
- **Install plastic barriers at public service desks and provide other recommended social distancing signs and instructions**

For Physical Collections

- **Returned items placed into quarantine rooms (conference room or large print?)for 48 hours**
- **After 48 hours, returned items are discharged (if necessary) and reshelved**
- **Cataloging and processing new items resumes**
- For items checked out, due dates extended by OCLN and no fines accruing

For Programs/Services

- **Staff will begin answering phone lines for Reference, Circulation and Childrens, as well as maintaining email service**
- Provide remote programs via Zoom, and other online meeting platforms

COMPLETED - Stage 3: some in-person public services restored at curbside: pick-up of library items on hold; staff working in buildings or remotely from home; book drops open for returns; returned items placed into quarantine rooms for 48 hours; providing reference services remotely; running virtual programming; communicating with the public via digital newsletters and social media; administrative work and departmental planning; working to increase and adapt remote library services

For Patrons

- **Pickup library items on hold or requested at curbside**
- Book drop available for returns, 9:00 am to 5:00 pm
- Remote use of collections, services, and programs
- Send newsletters to patrons, post on social media, and update library website with library, Town, and COVID-19 updates
- Hours of operation: Monday - Friday, 9:00 am to 5:00 pm

For Staff

- **Patron curbside service implemented with distancing procedures**
- Staff working in buildings or remotely from home; begin with a split shift alternating schedule (Groups A & B, M/W/F & T/R); wear face masks and gloves, wash hands regularly, follow social distancing guidelines

For Building

- **Patron curbside service implemented with distancing procedures**
- Continue cleaning schedule to focus on high-contact surfaces in addition to regular maintenance and cleaning of the building
- Staff furniture and equipment re-positioned to ensure social distancing
- Install plastic barriers at public service desks and provide other recommended social distancing signs and instructions

For Physical Collections

- **For items checked out, due dates extended by request**
- **Items on hold pulled from collection for pickup or interlibrary loan**
- Returned items placed into quarantine rooms (conference room or large print?) for 48 hours
- After 48 hours, returned items are discharged (if necessary) and reshelved
- Cataloging and processing new items resumes

For Programming/Services

- Staff will begin answering phone lines for Reference, Circulation and Childrens, as well as maintaining email service
- Provide remote programs via Zoom, and other online meeting platforms

CURRENT STAGE - Stage 4: limited number of patrons allowed into the building at one time; providing reference services via phone, email and in person on a limited basis; limited in-person public services at curbside: pick-up of library items on hold; staff working in buildings or remotely from home; book drops open for returns; returned items placed into quarantine rooms for 48 hours; running virtual programming; communicating with the public via digital newsletters and social media; administrative work and departmental planning; working to increase and adapt remote library services

For Patrons

- **Patrons strongly advised/required to wear masks when entering building**
- **Patrons advised to use self-check kiosks**
- **In-person circulation and reference services resume**
- **Limited/No public computer use; printing available through reference staff**
- **Limited/No use of study rooms**
- **Hours of operation exclusively for seniors and immunocompromised patrons: Monday to Friday, 9:00 am to 10:00 am**
- **Hours of operation for all patrons: Monday to Friday, 10:00 am to 5:00 pm**
- Pickup library items on hold or requested at curbside
- Book drop available for returns, 9:00 am to 5:00 pm
- Remote use of collections, services, and programs
- Send newsletters to patrons, post on social media, and update library website with library, Town, and COVID-19 updates

For Staff

- **In-person patron service implemented with distancing procedures**
- Patron curbside service implemented with distancing procedures
- Staff working in buildings or remotely from home; begin with a split shift alternating schedule (Groups A & B, M/W/F & T/R); wear face masks and gloves, wash hands regularly, follow social distancing guidelines

For Buildings

- **Patron furniture and equipment re-positioned or removed to ensure social distancing**
- **Signage and floor markings installed to ensure patron social distancing**
- **Patron equipment and furniture included in scheduled cleaning plan for high-contact surfaces**
- Patron curbside service implemented with distancing procedures
- Continue cleaning schedule to focus on high-contact surfaces in addition to regular maintenance and cleaning of the building
- Staff furniture and equipment re-positioned to ensure social distancing
- Use of plastic barriers at public service desks

For Physical Collections

- **Stacks open to patrons**

- For items checked out, due dates extended by request
- Items on hold pulled from collection for pickup or interlibrary loan
- Returned items placed into quarantine rooms (conference room or large print?) for 48 hours
- After 48 hours, returned items are discharged (if necessary) and reshelved
- Cataloging and processing new items resumes

For Programs/Services

- **In-person circulation and reference services resume**
- Staff answering phone lines for Reference, Circulation and Childrens, as well as maintaining email service
- Provide remote programs via Zoom, and other online meeting platforms

Stage 5: a greater number of patrons allowed into the building at one time; all staff working in buildings; providing reference services via phone, email and in person on a limited basis; book drops open for returns; returned items placed into quarantine rooms for 48 hours; running virtual programming; communicating with the public via digital newsletters and social media; administrative work and departmental planning; working to increase and adapt remote library services

For Patrons

- **Normal hours of operation restored**
- **Greater number of patrons allowed in building**
- Patrons strongly advised/required to wear masks when entering building
- Patrons advised to use self-check kiosks
- In-person circulation and reference services resume
- Limited/No public computer use; printing available through reference staff
- Limited/No use of study rooms
- Book drop available for returns during operating hours
- Remote use of collections, services, and programs
- Send newsletters to patrons, post on social media, and update library website with library, Town, and COVID-19 updates

For Staff

- **All staff working in buildings**
- In-person circulation and reference services continue with social distancing procedures
- Provide remote programs via Zoom, and other online meeting platforms
- Staff wear face masks and gloves, wash hands regularly, follow social distancing guidelines

For Buildings

- **Some patron furniture and equipment returned to buildings**
- **Some staff furniture and equipment returned to original positioning**
- Signage and floor markings installed to ensure patron social distancing
- Patron equipment and furniture included in scheduled cleaning plan for high-contact surfaces
- Continue cleaning schedule to focus on high-contact surfaces in addition to regular maintenance and cleaning of the building
- Use of plastic barriers at public service desks

For Physical Collections

- Stacks open to patrons
- For items checked out, due dates extended by request
- Returned items placed into quarantine rooms (conference room or large print?) for 48 hours
- After 48 hours, returned items are discharged (if necessary) and reshelved

- Cataloging and processing new items

For Programs/Services

- **In-person, small-group programming resumes**
- **Supplement in-person programming with remote programs via Zoom and other online meeting platforms**
- In-person circulation and reference services continues, as well as via phone and email
- Provide remote programs via Zoom, and other online meeting platforms

Stage 6: Full library services restored.



476 Canton Avenue • Milton, Massachusetts 02186
Tel 617.698.5757 • Fax 617.698.0441

Director's Report AGENDA

January 2021

1. Library Response to COVID 19
2. DRAFT – Library Extended Services Stages (separate document)
3. December Usage
4. FY21 Budget update
5. Staffing
6. Building
7. Town
8. Other
 - a. Weekly Neighbors Update

<p>Director Activities: MLA Legislative Committee mtg 12/17 MLS Executive Committee 12/17 Warrant Committee mtg ¼ OCLN Members Council mtg 1/7 MLA Legislative Committee 1/8</p> <p>* Bold indicates multiple dates</p>	<p>Upcoming Activities: Milton Library Foundation 1/12 Book Discussion 1/13 Fuller Village book discussion 1/25</p>
---	--

USAGE STATISTICS

Recent Highlights:

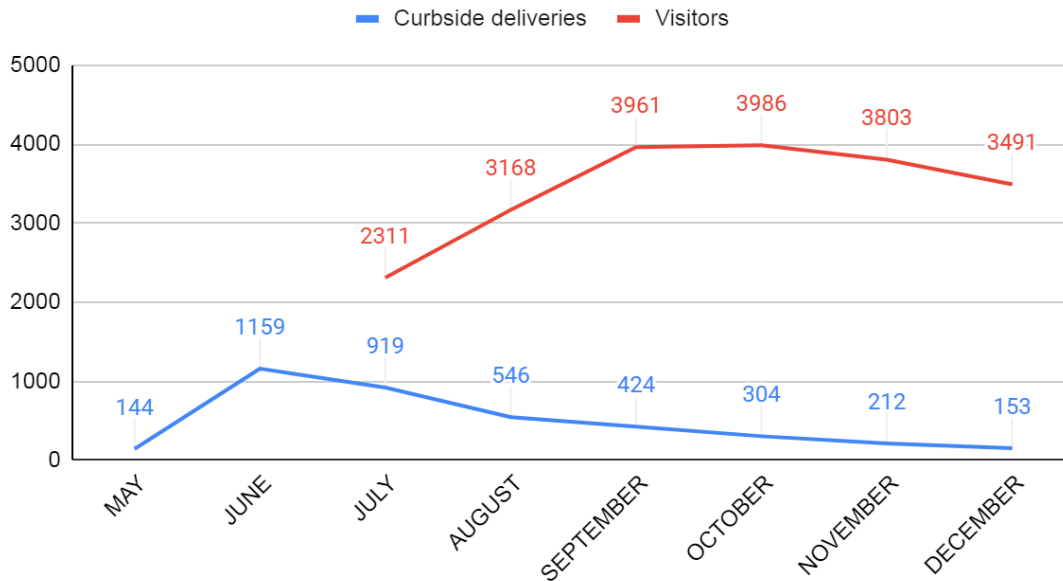
- **20,547** = physical circulation in December; highest since 2014
- **44,856** = Total 2020 eBook usage; 64% increase from 2019 (27,292)
- **20,836** = Total 2020 digital audiobook usage; 29% increase from 2019 (16,138)

Curbside Service Usage

The Library reinstated curbside delivery during the last week in May. The Library resumed limited in person use of the building in early July. Since that time, the Library has been welcoming a growing number of patrons back into the building. December took a small step back based on holiday closings and the surge in COVID numbers. At the end of December, the Library rolled back in person services, and returned to curbside only.

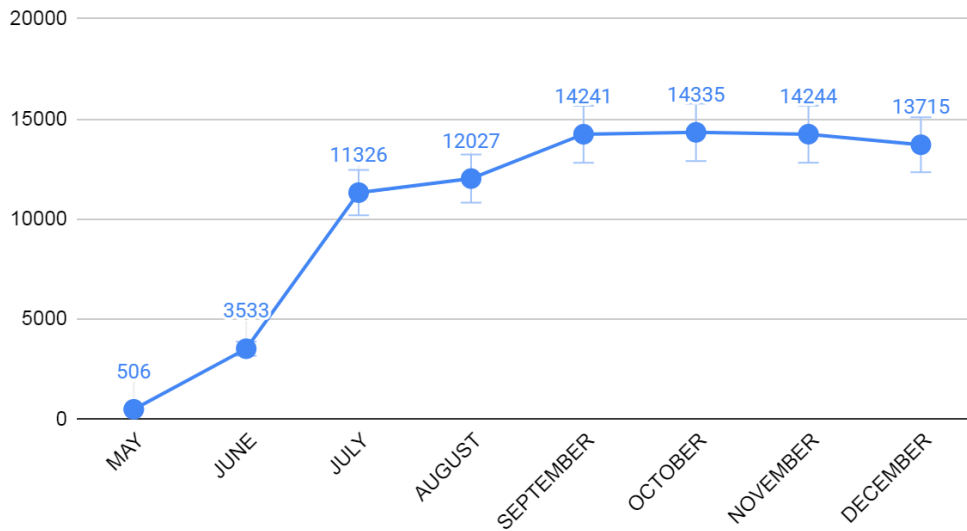
The chart below illustrates the rise in visitors and the decline in curbside usage since May.

Library Services Since Re-Opening



The chart below chart tracks the number of physical items checked out since curbside resumed in May and the doors opened in July.

Total Checkouts Since Re-Opening



December CIRCULATION STATISTICS

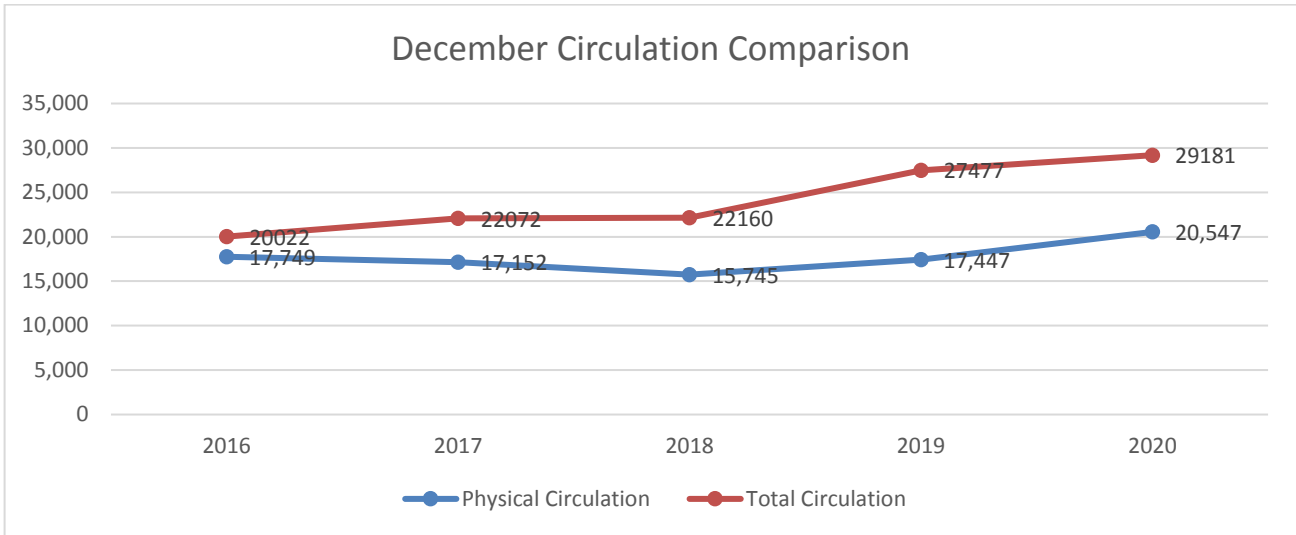
For the second month in a row, the Library checked out more physical items than it did last year. This is the third time in four months. This is staggering at a time with reduced hours, and in the midst of a pandemic. It shows that if you have a good product (collections, services, etc.) that people will come and they will utilize the Library. Aside from the newly opened Tufts Library in Weymouth, we continue to see the greatest growth in usage of any library in OCLN. This was the busiest physical usage for the month since December 2014.

The digital growth declined slightly, predominantly in the 'Other' categories, such as databases and research services.

December Five Year Total Circulation Statistics

	eContent						all digital	print	TOTAL	% of circulation
	music	audiobooks	eBooks	eMags	video	other				
2020	1196	1695	3560	0	769	1414	8634	20547	29181	29.59%
2019	877	1406	2431	668	611	4037	10030	17447	27477	36.50%
2018	1173	1056	1934	391	186	1675	6415	15745	22160	28.95%
2017	1713	729	1475	191	118	694	4920	17152	22072	22.29%
2016	394	470	1091	194	124		2273	17749	20022	11.35%

*metric I.A & I.C; does not include all 'Other' stats

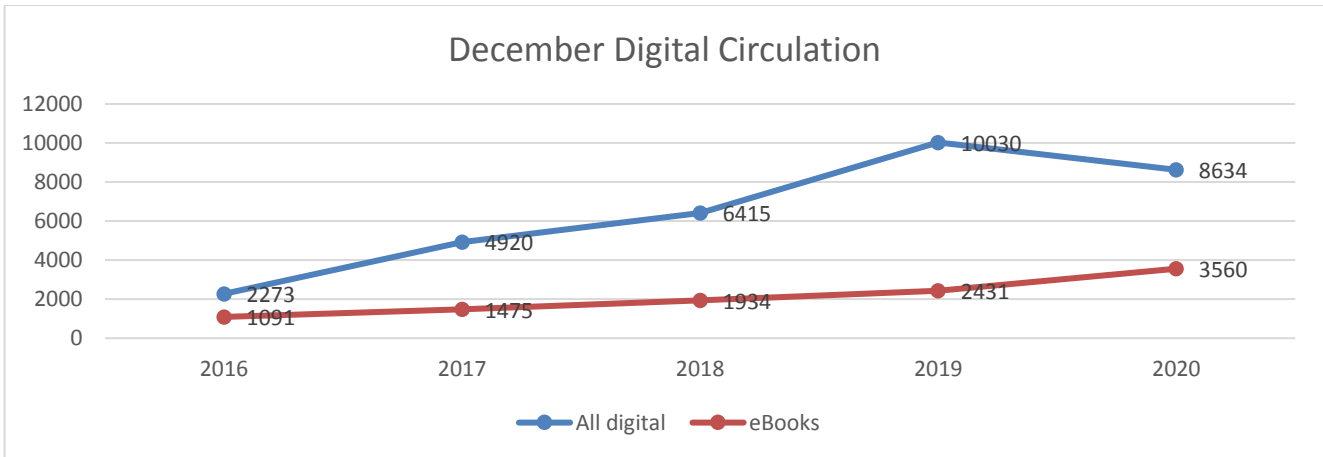


December Digital Circulation

This month’s digital numbers were lower than last year’s, but still very high. The Library witnessed a sharp decrease in a number of our database collections this month. This could be a result of the ‘new normal’ in secondary schools and colleges that usually utilize our research tools for finals or midterms at this time of year. All of the major categories (eBooks, Audiobooks, etc.) showed increases as compared to previous years.

The general increased usage of digital collections has been driven by the needs of our community. It is important to note that this increased usage comes with a cost, as Overdrive eBooks cost approximately \$42 as compared to an \$18 hardcover book. Also, our ‘pay per use’ services, such as Hoopla, are now costing as much as twice what they did last year.

Now, here is a look at the monthly numbers.



*metric I.A & I.C; does not include all ‘Other’ stats

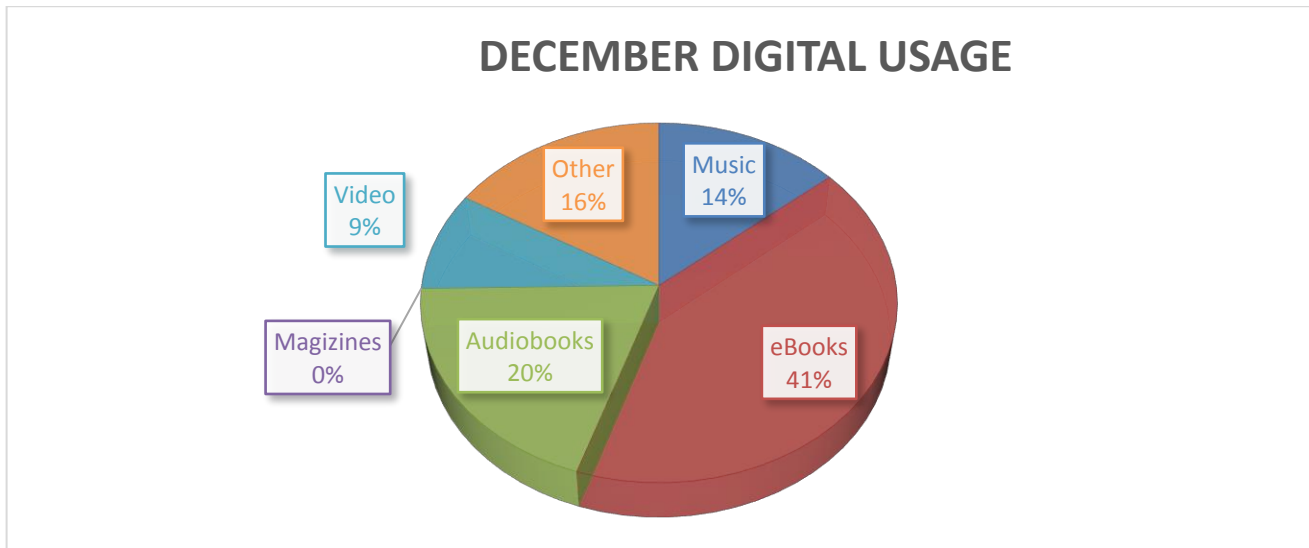
Digital usage accounted for a third of overall usage in December. Here is a closer look at collection usage.

- **Overdrive eBooks** – Total usage was 2912. This was 42% higher than the 2019 amount. The Library has been working on meeting increased holds demands for items, as well as expanding the breadth of

titles we would normally order. The Library has also been utilizing 'patron recommendation' and 'most viewed' lists to build the collection.

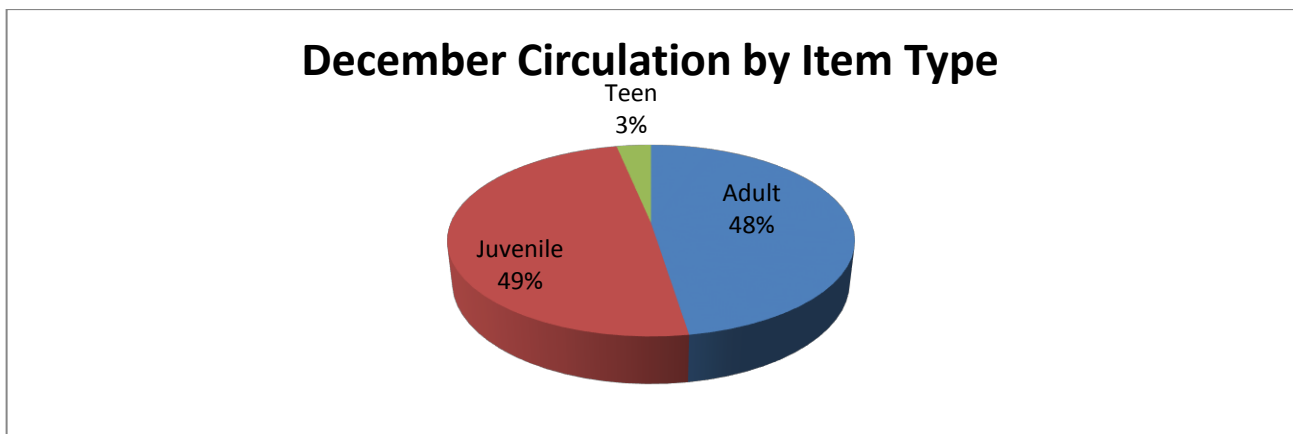
- **Overdrive Audiobooks** – Total usage was 1156. This is 28% higher than the 2019 amount. This was the ninth straight month of 1000+ uses. This has become a new norm.
- **Hoopla** – Total usage was 1542. This was 33% higher than the 2019 amount. This is a multi-format platform. The Library averaged a cost of \$1.75 per item in December.
- **Kanopy** – Total usage was 540. This was 27% higher than the 2019 amount.

The chart below better illustrates the distribution of digital usage across different formats. As compared to last year, eBooks, music and audiobooks are up considerably, with a decrease in the Other category.

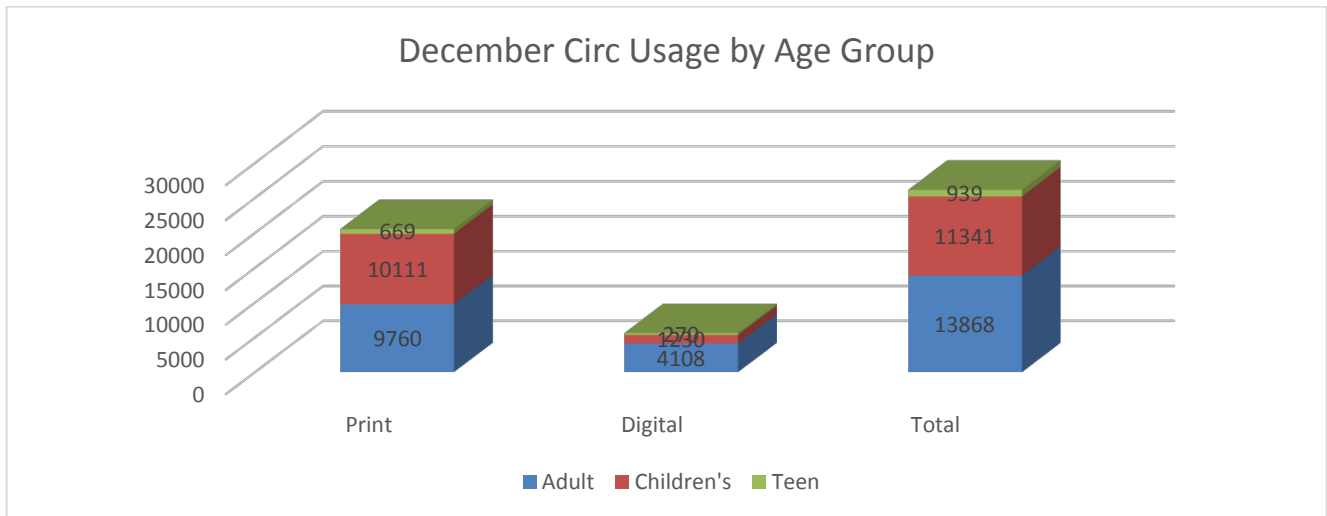


December Circulation by Age Categories

This chart tracks the circulation of physical materials based on what age range the material falls under. The numbers for December are representative of what the Library saw pre COVID.



Below is a new chart that shows the comparison of usage by age group, and by format (physical vs. digital). The digital information is only gathered from Overdrive and Hoopla.



OTHER USAGE STATISTICS

December Program Attendance

The Library offered 41 programs online in December. The majority of these programs continue to be offered by Library staff, while others were hosted and presented by the Library, but featuring outside talent.

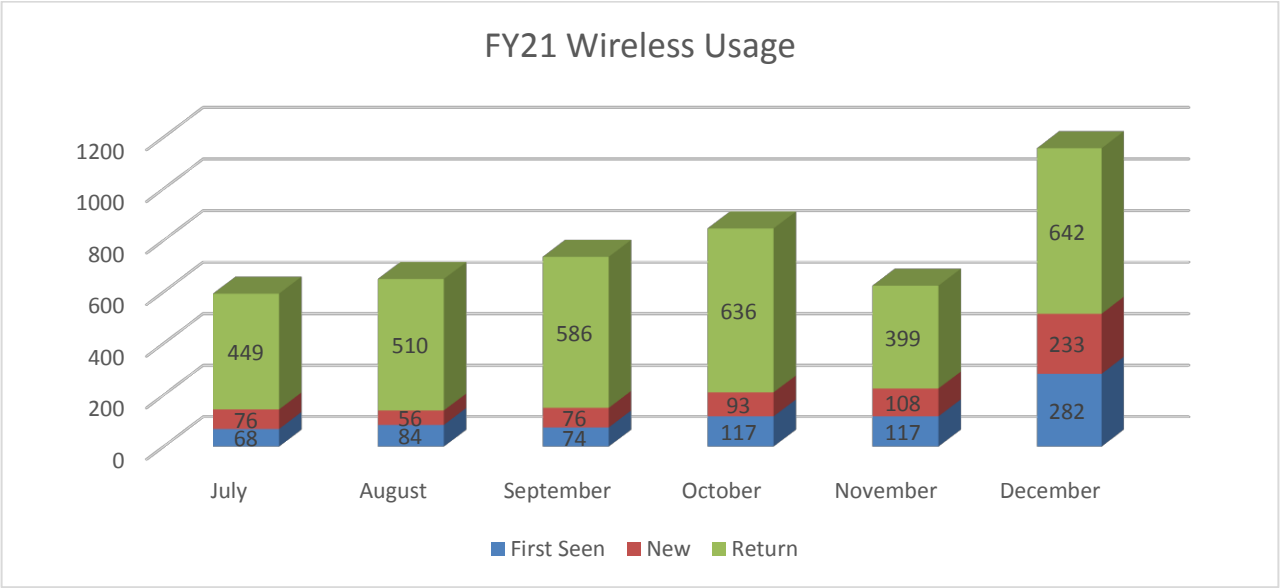
- Children’s Programming – Children’s offered 22 programs with an attendance of 348. These programs included a variety of story times, Lego Club and other events. Children’s has been able to offer around 20 programs per month during our closing. Attendance slowed down during the summer, but has gone up during the last two months. In addition to live offerings, the Children’s room also has prerecorded programs for viewing.
- Teen Programming – There were 13 Teen programs with an attendance of 53 in December. Tyler has continued to work with a group of teens to offer something for them to do almost every day. In his report, Tyler elaborates on programming discussions with the TAB and some of his ideas for the new year.
- Adult Programming – The Library has continued to expand our online adult programming offering 6 programs and capturing an audience of 364. This was an exceptionally busy month, almost doubling last year’s numbers.

Library Wireless Usage

In September 2019, the Library launched a subscription to WhoFi. This is a service that will help us better measure the usage of our WiFi network. We have long suspected that a large number of people come to the Library to use our free internet, but we have not been able to properly measure this. The goal is to turn this information into action. We may be able to make an argument for increasing the Library’s bandwidth, or number of routers. Beginning next month, we will be able to compare usage to the previous year’s numbers.

Prior to COVID 19, the Library averaged 4700 session a day. The current numbers are well below this, but they rose steeply in December.

The chart below measures the number of wifi sessions, and helps us to see who is coming back, versus one-time visits.



Departmental Highlights:

CHILDRENS SERVICES / ASSISTANT DIRECTOR

Milton Public Library
Children's Services
December 2020

Programs:

The Children's department finished the year strongly, with 22 programs offered to 348 patrons! A few highlights:

- We hosted another session of Cooks 'n Books with Debbie Alsebai this month. This program, which was extremely popular pre-COVID, has been a steady performer during this virtual stretch.
- Due to a mid-month shutdown at Milton Access TV, Elaine was not able to film Tales from the Story Hat there. We hope to bring this program back in January.
- This month we started recording Elaine's Smaller Wonders program and posting it on Facebook, to meet a demand for pre-recorded programming. While views have started on the low end, we will continue to do this for a few months to see if interest increases.

Collection:

- 43 items were added to the Children's collection in December, with 108 on order.
- Elaine continued to weed Juvenile Nonfiction during December. She hopes to complete this project in January.
- Our long-awaited Wonderbook order arrived at the tail end of the month. We look forward to making these popular audio/print hybrids available to the public in January.

Outreach:

- The Glover/Tucker Diverse Reads Book Club now has a little sibling for grades 1-3, which met for the first time on December 15. We enjoyed an author visit with Elana K. Arnold, author of *A Boy Called Bat* and its sequels. I am taking on more of a leadership role with these groups, which means more exposure for the Library!
- The entire Children's department put on their game faces to film our kindergarten assembly video with Milton Access TV this month. Thanks to Jen, Elaine (and Buddy), Patti, and Liddie, who put up with all of the shenanigans - and also to Ellie and Vanessa Foster, who played pivotal roles as Child and Mom, in order to demonstrate how to get a library card. This video will be ready to view in early January, and we can't wait to share it with you!

Other:

- We are going to try a Winter Reading Challenge with Beanstack for the month of January. Setup and some preliminary promotion occurred this month.
- I attended a few events in the first annual Latinx Kidlit Book Festival on December 5.
- Jen and I developed a new schedule for social media management late this month. We are looking forward to streamlining our posts in 2021.
- The STEM kits in the Library of Things are officially a hit! They have been checking out regularly and patrons report having lots of fun with them.
- New library cards: 5

Coming in January: The MATV video launch, the Winter Reading Challenge with Beanstack, the return of Yoga with Jill, and introducing a new Take-and-Make series for the preschool crowd!

Notes from the Administrative Office:

In December I was busy with the following projects:

Programs:

- My two adult programs, Celebrity Book Club and Cookbook Club, will meet again in January.
- I presented 7 original programs for the Children's Room this month, and managed one other by a guest.

Meetings:

- 12/8 and 12/14: I gave presentations on the upcoming Milton Moves initiative to the Foundation and the Board of Trustees.

Scheduling:

- Holiday scheduling is always a challenge. I'm pleased to be on the other side of it now :) and also hopeful that things will be a little easier in 2021, thanks to a pilot program voted upon by the Union members on December 7.

Other:

- I spent some time this month working with Will, Jean, Sylvia, and the Council on Aging to revamp our Homebound service, which has had a few hiccups during COVID.
- Based on my conversations with various stakeholders, I have made some improvements to the Milton Moves proposal. I look forward to sharing this with the Milton Library Foundation in January, in the hopes that they will fund some part of the project.

Sara Truog

Assistant Director

ADULT SERVICES

Adult Services Department

Milton Public Library

Activities for December 2020

Considering the difficult isolated environment that everyone has to live in during COVID, the library and the services provided by our staff have continued to be a bright spot for many people. Taking turns being a staff "greeter" has also allowed me to learn many more names of individual patrons who I have helped often but never really became acquainted with. Chatting with patrons at the front door not only makes them feel at home during their visit, but it also gives both parties a sense of connection which is sorely needed by us all right now.

The Reference Department has continued to do a brisk business checking out items from the Library of Things, helping people find books on the shelves or placing holds on titles they want, and completing print jobs. The latter service has continued to be very sought after, and people who use it (sometimes regularly) appreciate that it's now there for them.

My work during December focused on providing good service at the desk, working with administration to reorganize service to the homebound to make it more efficient, managing artists and virtual art, and

researching and booking more virtual programs for adults. I did lots of publicity in December for January 2021 events, and reached out to several targeted groups so that people of all ages know what topics will be discussed online as we go forward into the New Year. I have more to tell you about my individual projects at the end of this report.

Adult Programming

I always stop offering adult programs by mid-month each December because people become too busy with holiday activities to attend the talks (at least this used to be true when in person). This year is of course different since everyone's at home anyway to watch Zoom programs more easily, and I am *thrilled* to report that we did very well with virtual attendance this month. Of the 6 programs we offered in December, we totalled 364 views! Now I say "views" because 160 people watched my streamed holiday concert with the Dirty Martinis AFTER it was shown on 12/3 to the 82 people who had actually signed up. So a fine time was had by all who viewed the jazzy concert which featured a singer and piano accompanist, to enjoy these talented musicians present The Great American Songbook, plus holiday tunes. I think it brought a lot of holiday spirit to everyone too in these rather dark times.

The great thing with these events for adults is that, although just one person may click on the Zoom link, there are often 2 people on the call which ups our numbers. I observe more people on some workstations once the program starts, and sometimes – if it's an appropriate topic – I get a whole family who will attend on one device. This seems especially true for participants living in assisted living or nursing homes as they often join each other (wearing masks of course unless it's a couple together) for an "online night out..!"

The music streams to our Facebook page (from a band's page) which I've attempted since last Fall do very well in attendance. I believe that streaming music is definitely worth the extra effort of doing the practice stream in advance with the performers. These practice tests are to check audio and video quality before an audience experiences it, and to get the musical program in good shape before it actually occurs. The test is an important first step in making these events successful since some tech adjustments can then be made on the spot. I cannot introduce the musicians or bands in person with a Facebook stream, but I can type in a welcoming message at Facebook as they begin their performances. I've even been getting some Email questions from other librarians within OCLN for my help in setting up a music stream, so my confidence in making these work is getting better since last September. But I also thank my co-worker Tyler for his great help in making these concerts successful! I could not have done them without him.

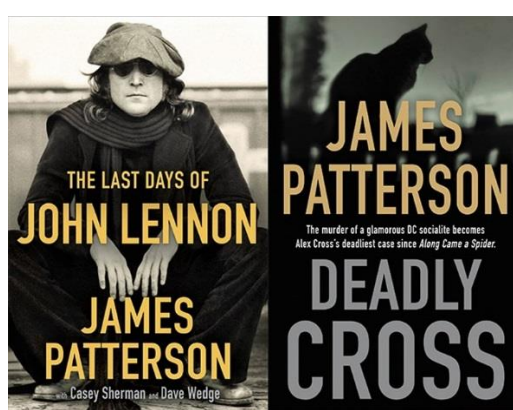
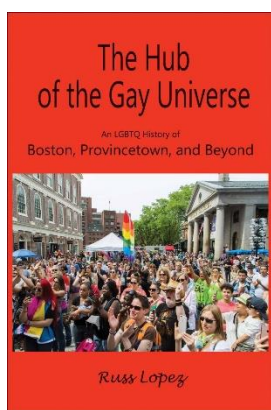
Here are the December programs with the individual attendance numbers:

Total of 6 programs with 364 people participating or viewing

- 12/2/20 Local History Book Group: Black Bostonians by James Horton (7)
- 12/3/20 Les Sampou and "The Dirty Martinis" (Great American Songbook/Holiday songs)-streamed concert from the singer's Facebook page to MPL (82 plus 160 additional views on our Facebook page afterwards)
- 12/8/20 Author Talk: "The Hub of the Gay Universe: An LGBTQ History of Boston, Provincetown and Beyond" with Russ Lopez (21)
- 12/12/20 Milton Knitting Group (Saturday, 10 AM) (9)
- 12/15/20 Author Talk: James Patterson and Hank Phillipi Ryan as Interviewer (via Crowdcast and Zoom, sponsored by Haley Booksellers and Hachette Pubs.) (48)
- 12/16/20 "Prints of Plenty: A Visit with Currier and Ives" with Sally Cragin (37)

We also hosted two very good author talks this month. The Russ Lopez one was a bit of an experiment as he discussed his book about the LGBTQ history of Boston. I believe the topic was important to include in our offerings. I was not sure if we would get many people out for the talk, but it turned out very well with 37 people signing on plus they had lots of questions for him. And James Patterson gave a fascinating interview via Zoom for Milton patrons, thanks to Dick Haley of Haley Booksellers, who offered me this high profile event. The attendance figures for these Haley talks, always in conjunction with a large publishing company, tend to be pretty good. The publisher is always in charge of organizing the event and then relaying back to me the attendance figures at the end from their own calculations. I just have to do the PR for them (as they provide their own host and sign-up details), and the Milton community has been very lucky to be able to check out some great authors based on their efforts.

And finally, the Currier & Ives talk with author and lecturer Sally Cragin was fun and informative, not to mention a good choice for the winter season. We had 37 art enthusiasts participate in this program. All in all, a very good month!



“The Dirty Martinis” Concert – 12/2

Author Talk: Russ Lopez – 12/8

Author Talk: James Patterson – 12/15



“Prints of Plenty: A Visit with Currier & Ives” – 12/16

The January through May adult programs should be fun and educational for all as well. I have scheduled an *Armchair Travel: "Iceland in Winter"* photography talk as the first event of the New Year, and already there are almost 70 people signed up. Then there is a program about *Ireland and Brexit, a pastel painting workshop for adults*, and *"A Celebration of Animation."* And the enjoyable speakers continue through Spring, with a focus on outdoor activities and a healthy lifestyle. I am excited to host prolific author Ted Reinstein again for a program called *"New England Underdogs"* in February and then a second one called *"The New Normal Road Trip"* in April. Another good choice coming up is documentary filmmaker Craig Dudnik who is returning via Zoom to tell us about his movie called *"Evanston's Living History – The Story of the Crawford Family and Civil Rights."*

Art Exhibits

Continuing through December (11/1/20 – 12/31/20), we hosted a virtual exhibit of the work of Milton photographer Lauren Lombard. Her images are beautifully constructed, and quite varied in subject matter.

Book Displays

I continued the holidays book collection in the first floor new book area. These materials stayed up until the end of the year and showed titles about Christmas, Hanukkah, Kwanzaa, and topics like making your own holiday gifts, cooking something delicious for your holiday dinner, how to celebrate with kosher foods and traditions, African American and Hispanic cuisine and customs, music for the holidays, and much more. Always a popular choice, the books circulated well.

Other Projects

In addition to those already mentioned above, I worked on books put aside by Will and Sylvia from the adult non-fiction collection to be considered for discard. Regan and I kept up with the flow of these materials to make the collection leaner and more current, and we both selected some subject updates for those topics which are getting more depleted from the weeding project.

A couple of last minute tasks I completed in December were to switch up a couple of program dates to accommodate the James Patterson talk - which came in from Dick Haley rather late in the game. Some PR had already gone out but I was able to send a revision to those signed up for Currier & Ives and to the publicity outlets, and all turned out fine. Also I had not heard from my January artist yet even after repeated Emails, and so I finally called her. It's a good thing I did because she was not aware that we had her on the schedule for January and February. (She is also booked for September with part 2 of this project.)

This artist/photographer is Milton resident Deborah Milbauer and she was thrilled with my call. Regan and I were able to obtain all the images rather quickly for a virtual exhibit called *"The Changing Face of Milton."* This is a re-display of portraits of diverse Milton families which were originally shown on our downstairs walls outside the Keys Room to celebrate the 350th anniversary of the Town in May 2012. Fortunately these images were already well organized with descriptions built into a PowerPoint, and I was able to get the publicity out quickly so it would print close to Jan. 1st. Regan did a great job pulling together the pictures and text into a very nice online display at our website. But more about that exhibit next month...

Otherwise my worktime has been spent brainstorming and researching more new programming to set up, and in trying to solicit more artists for our website displays. Right now we have the art slots filled for 2021 thanks to a very recent (and unexpected) application from a local painter. Several artists will be displaying for a two-

month period at this point. Sally has been doing a great job too at publicizing our virtual offerings each month using the weekly newsletter so that we can attract a good audience for them. December was a very productive month for me, although I did have some quite enjoyable days off for the holidays as well to (quietly) ring in the New Year with my family.

**Respectively submitted,
Jean Hlady
Head of Adult Services/Reference
January 4, 2021**

TEEN SERVICES – December 2020 Report, Submitted by Tyler Vachon

The Milton teen program saw 53 attendants over 13 programs. The holiday season triggered a slight reduction in the number of programs offered by the Library, but our attendance remained mostly consistent.

In the middle of the month the Teen Advisory Board reconvened online with the purpose of identifying programming goals for the 2021 calendar year. The TAB discussed what they've liked about the previous months of remote programming, highlighting DND and Anime Club, and made a number of suggestions for upcoming program ideas. These ideas included moving Movie Night to a monthly evening program, gauging interest in a library Minecraft server, and returning to cooking classes.

During the TAB meeting I raised the question of programs aligning with goals of professional development, job hunting, mental health awareness, and other similar soft skills and self care topics. The attendants themselves showed very little interest in the topic, but suggested that there may be an audience beyond TAB that would take an interest in attending remote programs that develop skills in these areas. TAB adjourned with the intent to meet more regularly in the 2021 calendar year, and return to this conversation to develop possible programs in these areas.

December also afforded some time for work on the collection in the teen room: in the interest in alleviating some congestion on the shelves and ensuring that the collection remains aligned with the current reading interests of our community I have weeded some titles from the collection. The stacks in the teen room now represent titles that have all circulated within the past four years. This has freed up a considerable amount of space to enable easier shelving and enable smoother growth of the collection moving forward, and creates more wiggle room or rearranging collections.

The endurance, optimism, and adaptability of Milton's teen library users continues to be an inspiration. It is a great honor to be able to develop programs alongside them, and I look forward to continuing into 2021.

TECHNICAL SERVICES

Technical Services Report for December 2020

Submitted by Christopher Callaghan, Technical Services/Reference Librarian on January 2, 2021
Report of December activities

- **Statistics**
 - Total Items added, by item location, all formats and age groups in December 2020: 597

- Periodicals included above: 53
- Items checked out to In Process (as of January 2, 2021): 230
- Items checked out to Discard (as of January 2, 2021): 7
- **Budget**
 - According to Access, the budget left for ordering as of January 2, 2021 is \$109,025.88.
 - This is 43.6% of the annual budget.
- **Updates and notes**
 - On December 8, I attended a virtual meeting of the OCLN Bibliographic Services committee
 - A good opportunity to hear how other member libraries are running during this time
 - Compared to some other libraries, we are in very good shape since we have been able to remain fully staffed throughout 2020
 - I had an opportunity to speak with a representative from Midwest Tape
 - They are pushing their “binge box” model for movie collections
 - They have some new case solutions for DVDs and guides for The Great Courses collection
 - Often, the materials are harder to package together due to the various sizes of the collection
 - A newer version of Hoopla is making progress with selected libraries acting as beta testers soon

TECHNOLOGY/TRAINING

Technology Report– December 2020

Submitted by Regan Mulcahy

LibGuides online resource guides/displays

- 13 guides; 1,041 views in December
- New guide page: *Favorite Reads of 2020 – Staff Selections*
 - [Miltonlibrary.libguides.com/staffpicks](https://miltonlibrary.libguides.com/staffpicks)
- Top 3
 - Library of Things: 488 views
 - Art Exhibits: 188 views
 - Staff Selections: 154 views

Library of Things collection of non-traditional items

- <https://miltonlibrary.libguides.com/LoT>
- new items: Chromebooks and STEM Kits
- total December checkouts: 57
- most popular: mobile hotspots, STEM kit-measurement, robot companion pet, Chromebook, STEM kit-weight, American Girl doll, cookie cutters

BookMatch online/form-based Readers Advisory

- <https://miltonlibrary.org/resources/book-match/>
- Example of Recommendations email:
 - <https://tinyurl.com/yryvra3>
- launched in August, total submissions: 30

Social Media Numbers

- Facebook
 - Main Page (<https://www.facebook.com/miltonlibrary/>)
 - Total Page Likes: 1,446
 - Total Page Followers: 1,496
 - Teen Page (<https://www.facebook.com/MiltonLibraryTeenSpace/>)
 - Total Page Likes: 209
 - Total Page Followers: 205
 - Children's Page (<https://www.facebook.com/mplchildrensroom>)
 - Total Page Likes: 614
 - Total Page Followers: 652
- Instagram
 - Teen Page (<https://www.instagram.com/miltonplmateens/>)
 - Total Page Followers: 646
- Twitter (@miltonlibraryma)
 - Total followers: 815
 - Tweet impressions -Dec: 4,478



FY21 Data as of 01/04/21

EXPENSES

		Town Appropriation	Previous Expenditures	Monthly Expenditures	YTD Expenditures	Remaing Balance	% of cash remaining
5720	Continuing Education	\$ 4,000.00	\$ 50.00	\$ 70.49	\$ 120.49	\$ 3,879.51	97%
5731	Dues & Memberships	\$ 624.00	\$ 585.00	\$ 225.00	\$ 810.00	\$ (186.00)	-30%
5211	Electricity	\$ 96,000.00	\$ 31,383.21	\$ 4,640.30	\$ 36,023.51	\$ 59,976.49	62%
5245	Equipment Maintence	\$ 19,532.00	\$ -	\$ 325.08	\$ 325.08	\$ 19,206.92	98%
5213	Fuel & Oil	\$ 8,657.00	\$ 644.90	\$ -	\$ 644.90	\$ 8,012.10	93%
5240	Grounds and Building Mai	\$ 19,019.00	\$ 1,443.23	\$ 1,172.78	\$ 2,616.01	\$ 16,402.99	86%
5275	Information Technology	\$ 19,807.00	\$ 11,930.62	\$ -	\$ 11,930.62	\$ 7,876.38	40%
5420	Office Supplies	\$ 6,060.00	\$ 2,043.58	\$ 2,856.00	\$ 4,899.58	\$ 1,160.42	19%
5595	Other Supplies	\$ 14,847.00	\$ 3,319.00	\$ 2,382.05	\$ 5,701.05	\$ 9,145.95	62%
5345	Postage & courier	\$ 1,212.00	\$ -	\$ -	\$ -	\$ 1,212.00	100%
5300	Programing	\$ 4,000.00	\$ 1,676.93	\$ 607.81	\$ 2,284.74	\$ 1,715.26	43%
5341	Telephone	\$ 2,040.00	\$ 649.10	\$ 164.38	\$ 813.48	\$ 1,226.52	60%
5710	Travel	\$ 618.00	\$ -	\$ -	\$ -	\$ 618.00	100%
5210	Water/Sewer/Storm	\$ 15,357.00	\$ 11,614.82	\$ -	\$ 11,614.82	\$ 3,742.18	24%
	Capital outlay	\$ -	\$ -	\$ -	\$ -	\$ -	
		\$ 211,773.00	\$ 65,340.39	\$ 12,443.89	\$ 77,784.28	\$ 133,988.72	63%

			\$ -		\$ -		
			\$ -		\$ -		
MATERIALS							
52270	Books & Periodicals	\$ 150,380.00	\$ 127,044.20	\$ 13,982.67	\$ 141,026.87	\$ 9,353.13	6%
			\$ -		\$ -		
PERSONNEL							
50030	Personnel	\$ 1,148,943.00	\$ 449,565.49	\$ 86,374.46	\$ 535,939.95	\$ 613,003.05	53%
			\$ -		\$ -		
OCLN							
52380	Old Colony Library Netwoi	\$ 42,024.00	\$ 42,839.06	\$ -	\$ 42,839.06	\$ (815.06)	-2%
			\$ -				
TOTAL	Library Totals	\$ 1,553,120.00	\$ 684,789.14	\$ 112,801.02	\$ 797,590.16	\$ 755,529.84	49%

MATERIALS REVOLVING FUND

INCOME		EXPENSES	
Carry Over from FY20	\$ 1,040.88		
Starting Balance	\$ 858.14	YTD Expenses	\$ -
Current Income	\$ 391.64	Current Expenses	\$ -
YTD +Current Income	\$ 2,290.66	YTD + Current Expenses	\$ -

BALANCE \$ 2,290.66

FY21 EXPENDITURES

Materials Expenditures			
MER	\$ 196,147.00		
FY21 Goal	\$ 260,000.00		
	YTD Expenditures		Remaining Balance *
Town Appropriation	\$ 141,026.87		\$ 9,353.13
Digital Content			
Materials Revolving	\$ -		\$ 5,000.00
Gift Account	\$ 12,097.26		\$ 48,439.74
Total Expenditures	\$ 153,124.13	Total	\$ 62,792.87
Needed to Reach MER	\$ 43,022.87		
Needed to Reach Goal	\$ 106,875.87		

Overdrive & Hoopla
 assumes \$5,000 in FY20
 \$64,000 from Foundation + 15,000 from Trust

Trans Stat Fiscal Year July/June	2020		2021	
Trans Stat Station Library Category 1	Number of Statistical Transactions	% Change Fiscal Year	Number of Statistical Transactions	% Change Fiscal Year
WE	12,930	0.00%	21,804	68.63%
MI	17,446	0.00%	20,545	17.76%
SH	20,253	0.00%	18,392	-9.19%
AV	2,972	0.00%	2,571	-13.49%
HO	3,942	0.00%	2,889	-26.71%
WA	12,309	0.00%	8,943	-27.35%
MA	11,974	0.00%	8,629	-27.94%
AB	6,046	0.00%	4,240	-29.87%
BR	23,748	0.00%	15,157	-36.18%
DU	12,379	0.00%	7,631	-38.36%
SC	18,001	0.00%	10,797	-40.02%
KI	6,744	0.00%	3,723	-44.80%
HU	2,015	0.00%	1,059	-47.44%
CA	18,821	0.00%	9,528	-49.38%
RO	5,034	0.00%	2,492	-50.50%
BT	10,327	0.00%	5,089	-50.72%
SA	10,244	0.00%	5,016	-51.03%
PL	22,700	0.00%	10,115	-55.44%
WH	6,332	0.00%	2,811	-55.61%
HA	6,645	0.00%	2,867	-56.85%
CO	9,177	0.00%	3,555	-61.26%
NO	9,234	0.00%	3,432	-62.83%
ST	11,663	0.00%	4,119	-64.68%
RA	13,215	0.00%	4,135	-68.71%
QU	64,576	0.00%	18,816	-70.86%
HI	24,616	0.00%	7,134	-71.02%
NE	218	0.00%	39	-82.11%
QC	187	0.00%		
Total	363,748	0.00%	205,528	-43.50%

Trans Stat Fiscal Year July/June	2020		2021	
Trans Stat Station Library Category 1	Number of Statistical Transactions	% Change Fiscal Year	Number of Statistical Transactions	% Change Fiscal Year
MI	184,835	0.00%	114,914	-37.83%
WE	132,216	0.00%	68,535	-48.16%
SH	189,746	0.00%	95,930	-49.44%
AB	61,641	0.00%	30,773	-50.08%
HO	41,389	0.00%	15,325	-62.97%
BR	236,154	0.00%	83,789	-64.52%
SC	178,038	0.00%	62,081	-65.13%
HU	22,264	0.00%	7,595	-65.89%
MA	127,655	0.00%	41,768	-67.28%
CA	181,023	0.00%	58,776	-67.53%
DU	131,127	0.00%	41,875	-68.07%
WA	128,678	0.00%	40,756	-68.33%
AV	31,853	0.00%	10,064	-68.40%
BT	110,311	0.00%	34,209	-68.99%
SA	109,336	0.00%	33,763	-69.12%
KI	72,491	0.00%	21,920	-69.76%
NE	2,922	0.00%	841	-71.22%
WH	68,461	0.00%	17,936	-73.80%
NO	99,828	0.00%	23,884	-76.07%
CO	99,202	0.00%	23,645	-76.16%
PL	225,710	0.00%	52,546	-76.72%
ST	122,178	0.00%	27,672	-77.35%
HA	73,316	0.00%	16,395	-77.64%
RO	55,564	0.00%	11,951	-78.49%
QU	598,118	0.00%	127,393	-78.70%
RA	132,163	0.00%	26,638	-79.84%
HI	236,053	0.00%	33,608	-85.76%
QC	2,063	0.00%	10	-99.52%
MC	2	0.00%		
Total	3,654,337	0.00%	1,124,592	-69.23%

2020 Top (Physical) Circulating Titles According to OCLN

TOP 25

Catalog Title	Catalog Author	Item Category1	Item Category2	Number of Checkouts
Voyage of Mercy: The USS Jamestown, the Irish Famine, and the Remarkable Story of America's First Humanitarian Mission	Puleo, Stephen	BOOKS	ADULT	105
Animal tales.		PERIODICAL	JUVENILE	76
The Dutch house : a novel /	Patchett, Ann,	BOOKS	ADULT	73
Wrecking ball	Kinney, Jeff	BOOKS	JUVENILE	70
Dog Man.	Pilkey, Dav,	BOOKS	JUVENILE	63
Mobile hotspot		EQUIPMENT	ADULT	62
Normal people : a novel /	Rooney, Sally,	BOOKS	ADULT	61
Blue moon : a Jack Reacher novel /	Child, Lee,	BOOKS	ADULT	61
Old school /	Kinney, Jeff,	BOOKS	JUVENILE	61
The getaway /	Kinney, Jeff,	BOOKS	JUVENILE	60
Architectural digest.		PERIODICAL	ADULT	59
Dog Man.	Pilkey, Dav,	BOOKS	JUVENILE	59
The meltdown /	Kinney, Jeff,	BOOKS	JUVENILE	59
The giver of stars /	Moyes, Jojo,	BOOKS	ADULT	59
A Hundred Suns	Tanabe, Karin	BOOKS	ADULT	56
Dog Man.	Pilkey, Dav,	BOOKS	JUVENILE	56
This old house.		PERIODICAL	ADULT	56
The thank you book /	Willems, Mo,	BOOKS	JUVENILE	56
Dog Man.	Pilkey, Dav,	BOOKS	JUVENILE	56
People 2020.		PERIODICAL	ADULT	55
Dog Man.	Pilkey, Dav,	BOOKS	JUVENILE	54
New York.		PERIODICAL	ADULT	53
Where the crawdads sing /	Owens, Delia,	BOOKS	ADULT	51
Dog Man.	Pilkey, Dav,	BOOKS	JUVENILE	51
Consumer reports.		PERIODICAL	ADULT	50
Hard luck /	Kinney, Jeff,	BOOKS	JUVENILE	50
Business week 2020.		PERIODICAL	ADULT	50

TOP 25 (minus magazines)

Catalog Title	Catalog Author	Item Category1	Item Category2	Number of Checkouts
Voyage of Mercy: The USS Jamestown, the Irish Famine, and the Remarkable Story of America's First Humanitarian Mission	Puleo, Stephen	BOOKS	ADULT	105
The Dutch house : a novel /	Patchett, Ann,	BOOKS	ADULT	73
Wrecking ball	Kinney, Jeff	BOOKS	JUVENILE	70
Dog Man.	Pilkey, Dav,	BOOKS	JUVENILE	63
Mobile hotspot		EQUIPMENT	ADULT	62
Normal people : a novel /	Rooney, Sally,	BOOKS	ADULT	61
Blue moon : a Jack Reacher novel /	Child, Lee,	BOOKS	ADULT	61
Old school /	Kinney, Jeff,	BOOKS	JUVENILE	61
The getaway /	Kinney, Jeff,	BOOKS	JUVENILE	60
Dog Man.	Pilkey, Dav,	BOOKS	JUVENILE	59
The meltdown /	Kinney, Jeff,	BOOKS	JUVENILE	59
The giver of stars /	Moyes, Jojo,	BOOKS	ADULT	59
A Hundred Suns	Tanabe, Karin	BOOKS	ADULT	56
Dog Man.	Pilkey, Dav,	BOOKS	JUVENILE	56
The thank you book /	Willems, Mo,	BOOKS	JUVENILE	56
Dog Man.	Pilkey, Dav,	BOOKS	JUVENILE	56
Dog Man.	Pilkey, Dav,	BOOKS	JUVENILE	54
Where the crawdads sing /	Owens, Delia,	BOOKS	ADULT	51
Dog Man.	Pilkey, Dav,	BOOKS	JUVENILE	51
Hard luck /	Kinney, Jeff,	BOOKS	JUVENILE	50
Can I play, too? /	Willems, Mo.	BOOKS	JUVENILE	48
Listen to my trumpet! /	Willems, Mo.	BOOKS	JUVENILE	48
Should I share my ice cream? /	Willems, Mo.	BOOKS	JUVENILE	48
Diary of a wimpy kid : the long haul /	Kinney, Jeff,	BOOKS	JUVENILE	46
Waiting is not easy! /	Willems, Mo	BOOKS	JUVENILE	46

TOP 10 Adult Titles

Catalog Title	Catalog Author	Item Category1	Number of Checkouts
Voyage of Mercy: The USS Jamestown, the Irish Famine, and the Remarkable Story of America's First Humanitarian Mission	Puleo, Stephen	BOOKS	105
The Dutch house : a novel /	Patchett, Ann,	BOOKS	73
Normal people : a novel /	Rooney, Sally,	BOOKS	61
Blue moon : a Jack Reacher novel /	Child, Lee,	BOOKS	61
The giver of stars /	Moyes, Jojo,	BOOKS	59
A Hundred Suns	Tanabe, Karin	BOOKS	56
Where the crawdads sing /	Owens, Delia,	BOOKS	51
Mercy House	Dillon, Alena	BOOKS	44
Such a fun age : a novel /	Reid, Kiley,	BOOKS	44
The night fire /	Connelly, Michael,	BOOKS	44

Top 10 Children's Titles

Catalog Title	Catalog Author	Item Category1	Item Category2	Number of Checkouts
Wrecking ball	Kinney, Jeff	BOOKS	JUVENILE	70
Dog Man.	Pilkey, Dav,	BOOKS	JUVENILE	63
Old school /	Kinney, Jeff,	BOOKS	JUVENILE	61
The getaway /	Kinney, Jeff,	BOOKS	JUVENILE	60
Dog Man.	Pilkey, Dav,	BOOKS	JUVENILE	59
The meltdown /	Kinney, Jeff,	BOOKS	JUVENILE	59
Dog Man.	Pilkey, Dav,	BOOKS	JUVENILE	56
The thank you book /	Willems, Mo,	BOOKS	JUVENILE	56
Dog Man.	Pilkey, Dav,	BOOKS	JUVENILE	56
Dog Man.	Pilkey, Dav,	BOOKS	JUVENILE	54

2020 Top (Digital) Circulating Titles

OVERDRIVE Top 50 eBooks

Title	Author	Circulation
Where the Crawdads Sing	Delia Owens	349
The Dutch House: A Novel	Ann Patchett	279
Becoming	Michelle Obama	273
Nine Perfect Strangers: A Novel	Liane Moriarty	263
Educated: A Memoir	Tara Westover	256
Summer of '69	Elin Hilderbrand	253
Writers & Lovers: A Novel	Lily King	238
The Giver of Stars: A Novel	Jojo Moyes	233
Such a Fun Age	Kiley Reid	208
A Gentleman in Moscow: A Novel	Amor Towles	199
One Day in December: A Novel	Josie Silver	197
Normal People: A Novel	Sally Rooney	185
The Silent Patient	Alex Michaelides	171
The Vanishing Half: A Novel	Brit Bennett	170
In Five Years: A Novel	Rebecca Serle	151
Maybe You Should Talk to Someone: A Therapist, HER Therapist, and Our Lives Revealed	Lori Gottlieb	151
The Guest List: A Novel	Lucy Foley	151
Nothing to See Here	Kevin Wilson	150
28 Summers	Elin Hilderbrand	144
Little Fires Everywhere: A Novel	Celeste Ng	144
Eleanor Oliphant Is Completely Fine: A Novel	Gail Honeyman	137
Before We Were Yours: A Novel	Lisa Wingate	136
Big Summer: A Novel	Jennifer Weiner	136
Untamed	Glennon Doyle	136
The Splendid and the Vile: A Saga of Churchill, Family, and Defiance During the Blitz	Erik Larson	134
Daisy Jones & the Six: A Novel	Taylor Jenkins Reid	133
All We Ever Wanted: A Novel	Emily Giffin	132
Friends and Strangers: A novel	J. Courtney Sullivan	131
Ask Again, Yes: A Novel	Mary Beth Keane	130
American Dirt (Oprah's Book Club): A Novel	Jeanine Cummins	129
Olive, Again: A Novel	Elizabeth Strout	122
City of Girls: A Novel	Elizabeth Gilbert	121
All Adults Here: A Novel	Emma Straub	120
The Glass Hotel: A novel	Emily St. John Mandel	118
The Water Dancer: A Novel	Ta-Nehisi Coates	118
Crazy Rich Asians: Crazy Rich Asians Series	Kevin Kwan	117
An American Marriage: A Novel	Tayari Jones	111

The Witch Elm: A Novel	Tana French	110
What Happens in Paradise: Paradise Series, Book 2	Elin Hilderbrand	109
How to Be an Antiracist	Ibram X. Kendi	108
The Perfect Couple: Nantucket Series, Book 3	Elin Hilderbrand	107
White Fragility: Why It's So Hard for White People to Talk About Racism	Robin DiAngelo	105
The Book of Longings: A Novel	Sue Monk Kidd	93
Blue Moon: Jack Reacher Series, Book 24	Lee Child	90
Something in the Water: A Novel	Catherine Steadman	90
Evvie Drake Starts Over: A Novel	Linda Holmes	89
Too Much and Never Enough: How My Family Created the World's Most Dangerous Man	Mary L. Trump	86
A Minute to Midnight: Atlee Pine Series, Book 2	David Baldacci	85
Dear Edward: A Novel	Ann Napolitano	85
Walk the Wire: Amos Decker Series, Book 6	David Baldacci	85

OVERDRIVE Top 50 Audiobooks

Title	Author	Circulation
Becoming (Unabridged)	Michelle Obama	248
Talking to Strangers: What We Should Know about the People We Don't Know (unabridged) (Unabridged)	Malcolm Gladwell	159
Where the Crawdads Sing (Unabridged)	Delia Owens	139
Nine Perfect Strangers (Unabridged)	Liane Moriarty	133
The Dutch House: A Novel (unabridged) (Unabridged)	Ann Patchett	120
Girl, Wash Your Face: Stop Believing the Lies About Who You Are so You Can Become Who You Were Meant to Be (unabridged) (Unabridged)	Rachel Hollis	116
Educated: A Memoir (unabridged) (Unabridged)	Tara Westover	112
White Fragility: Why It's So Hard for White People to Talk About Racism (unabridged) (Unabridged)	Robin DiAngelo	103
The New Jim Crow: Mass Incarceration in the Age of Colorblindness, 10th Anniversary Edition	Michelle Alexander	98
The Silent Patient (Unabridged)	Alex Michaelides	94
Catch and Kill: Lies, Spies, and a Conspiracy to Protect Predators (unabridged) (Unabridged)	Ronan Farrow	89
American Dirt (Oprah's Book Club): A Novel (unabridged) (Unabridged)	Jeanine Cummins	88
The Giver of Stars: A Novel (unabridged) (Unabridged)	Jojo Moyes	88
Untamed (Unabridged)	Glennon Doyle	77
Too Much and Never Enough: How My Family Created the World's Most Dangerous Man (unabridged) (Unabridged)	Mary L. Trump	73
The Tattooist of Auschwitz: A Novel (unabridged) (Unabridged)	Heather Morris	71
Voyage of Mercy: The USS Jamestown, the Irish Famine, and the Remarkable Story of America's First Humanitarian Mission (unabridged) (Unabridged)	Stephen Puleo	71
The Woman in the Window: A Novel (unabridged) (Unabridged)	A. J. Finn	70

How to Be an Antiracist (Unabridged)	Ibram X. Kendi	67
City of Girls: A Novel (unabridged) (Unabridged)	Elizabeth Gilbert	66
Summer of '69 (Unabridged)	Elin Hilderbrand	66
Such a Fun Age (Unabridged)	Kiley Reid	64
The Glass Hotel: A novel (unabridged) (Unabridged)	Emily St. John Mandel	64
All the Light We Cannot See: A Novel (unabridged) (Unabridged)	Anthony Doerr	60
Before We Were Yours: A Novel (unabridged) (Unabridged)	Lisa Wingate	60
The Subtle Art of Not Giving a F*ck: A Counterintuitive Approach to Living a Good Life (unabridged) (Unabridged)	Mark Manson	58
Nothing to See Here (Unabridged)	Kevin Wilson	57
Little Fires Everywhere (Unabridged)	Celeste Ng	55
The Water Dancer (Oprah's Book Club): A Novel (unabridged) (Unabridged)	Ta-Nehisi Coates	55
You Are a Badass: How to Stop Doubting Your Greatness and Start Living an Awesome Life	Jen Sincero	55
A Gentleman in Moscow: A Novel (unabridged) (Unabridged)	Amor Towles	53
Big Summer: A Novel (unabridged) (Unabridged)	Jennifer Weiner	53
Caste (Oprah's Book Club): The Origins of Our Discontents (unabridged) (Unabridged)	Isabel Wilkerson	51
Friends and Strangers: A novel (unabridged) (Unabridged)	J. Courtney Sullivan	51
Redemption: Amos Decker Series, Book 5 (unabridged) (Unabridged)	David Baldacci	51
Sapiens: A Brief History of Humankind (unabridged) (Unabridged)	Yuval Noah Harari	51
The Guardians: A Novel (unabridged) (Unabridged)	John Grisham	51
Grit: The Power of Passion and Perseverance (unabridged) (Unabridged)	Angela Duckworth	48
Harry Potter and the Chamber of Secrets: Harry Potter Series, Book 2 (unabridged) (Unabridged)	J. K. Rowling	47
The Guest List: A Novel (unabridged) (Unabridged)	Lucy Foley	46
The Vanishing Half: A Novel (unabridged) (Unabridged)	Brit Bennett	46
The Guest Book: A Novel (unabridged) (Unabridged)	Sarah Blake	44
28 Summers (Unabridged)	Elin Hilderbrand	43
Atomic Habits: An Easy & Proven Way to Build Good Habits & Break Bad Ones (unabridged) (Unabridged)	James Clear	42
Unsheltered: A Novel (unabridged) (Unabridged)	Barbara Kingsolver	40
A Man Called Ove (Unabridged)	Fredrik Backman	39
Hillbilly Elegy: A Memoir of a Family and Culture in Crisis (unabridged) (Unabridged)	J. D. Vance	38
Crazy Rich Asians: Crazy Rich Asians Series, Book 1 (unabridged) (Unabridged)	Kevin Kwan	35
One Day in December: A Novel (unabridged) (Unabridged)	Josie Silver	35
A Minute to Midnight: Atlee Pine Series, Book 2 (unabridged) (Unabridged)	David Baldacci	34

RB DIGITAL Top 50 Magazine Titles

Title	Circulation
The New Yorker	557
Us Weekly	361
AppleMagazine	345
Newsweek	271
In Touch Weekly	169
Cook's Illustrated	130
National Geographic	126
National Enquirer	125
Bon Appetit	111
OK! Magazine	102
Star Magazine	101
O, The Oprah Magazine	94
The Week Magazine	92
Macworld	82
Family Handyman	81
Woman's World	80
Vanity Fair	78
Prevention	76
New Scientist	74
Kiplinger's Personal Finance	72
Clean Eating	71
The Economist	68
WIRED	67
Cook's Country	63
HGTV Magazine	63
GQ	57
Good Housekeeping	55
Vogue	53
Reader's Digest	52
Business Weekly ????	51
Rolling Stone	51
Food Network Magazine	50
Men's Health	48
Paris Match	47
stern	47
Old House Journal	46

Car and Driver	45
The Writer	45
House Beautiful	44
Amateur Gardening	40
Country Living	40
Esquire	40
Ici Paris	40
Woodworker's Journal	40
Interweave Knits	35
Astronomy	33
Gala	33
Life & Style Weekly	33
Outside	33
Town & Country	32