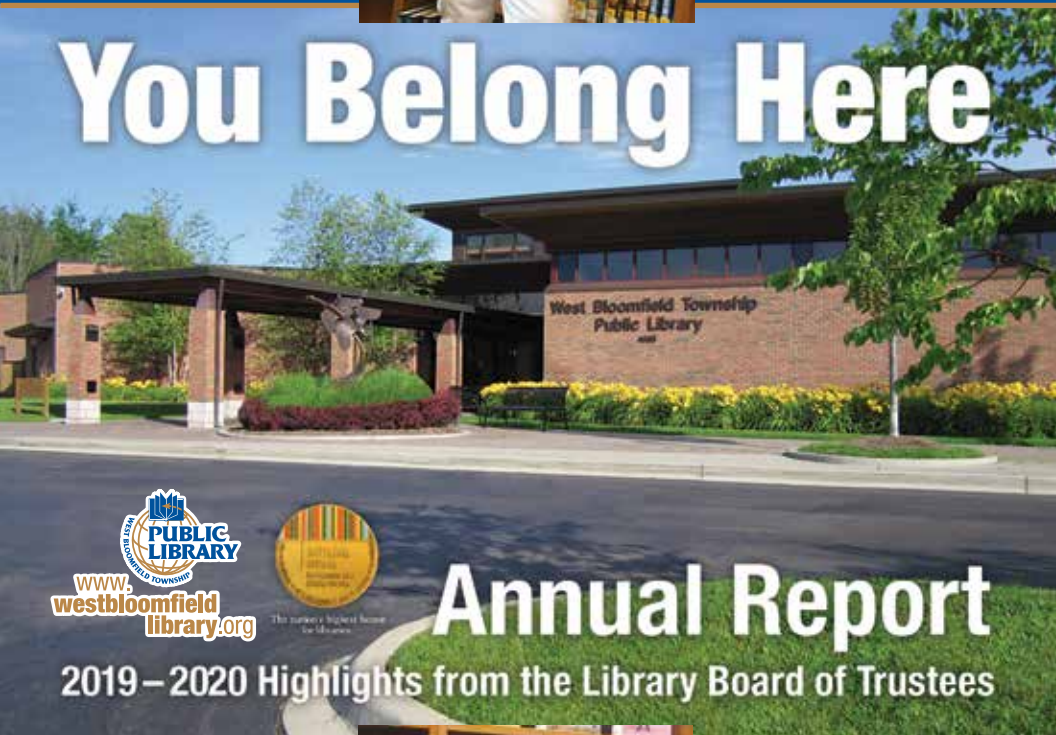




You Belong Here



The nation's highest honor for libraries

Annual Report

2019 – 2020 Highlights from the Library Board of Trustees





You Belong Here to Explore,

The Library's early literacy initiatives, support for K-12 students lay a foundation for a lifetime of reading success from cradle to



"As a pediatrician and a mom, my family has been so fortunate to take advantage of all the awesome childhood programming at the West Bloomfield Library. From reading time to text messaging tips, the Library knows that books are brain food and critical to the health and development of our community's kids."

—Dr. Mona Hanna-Attisha

Youth services created Family Discovery and Literacy Kits to take the Library's interactive learning experiences home. The kits help children from birth to six years old develop language, critical thinking and STEAM skills through hands-on activities. Each kit has a theme and learning goals, along with activity cards, books, games, music CDs or DVDs.

Nine Whiz Kids guides were updated to reflect the latest research about helping children and teens read and learn. Each includes advice and tips for parents and caregivers and recommends related Library resources and services. The brochures are available at the Library and distributed through outreach visits.

Smart Screen Time, a new brochure in the Whiz Kids series, was completed. It presents best practices for using technology with young children and ways to use media to help children develop early literacy and cognitive skills without intruding into important learning experiences like play.





Discover, Learn and Grow

and their parents, and family engagement experiences help career.

Three brochures for parents of students in 6th to 8th grades were produced with tips for helping middle school students read and succeed. *How to Support Your Middle School Reader*, *Reading Routines for Middle School Readers* and *Comprehension Questions for Middle School Readers* include ways teens can increase comprehension and other reading skills.

The Library became a CoderDoJo site. Using a “coder curriculum” from the CoderDojo and Raspberry Pi Foundations, middle and high school students learned how to code in Scratch, Python, HTML and more during Library programs.

New online learning resources were added.

AtoZ The World provides information on more than 120 topics for 175 countries.

AtoZ The USA is an encyclopedia of U.S. state and country information.

AtoZ World Food is a comprehensive database of food and food culture for 174 countries.

BrainHQ offers brain training exercises and interactive games to help users think faster, focus better and remember more.

CreativeBug has more than 1,000 video tutorials for artists and crafters of all levels to learn or improve techniques.

National Theatre Collection draws from 10 years of Royal National Theatre broadcasts and includes high-definition streaming video of world-class productions and archive recordings.

TumbleMath has fiction and nonfiction books for K-5 students.

The Library offered one-on-one tutoring sessions on assistive devices for users with visual impairment. Materials to promote the tutoring sessions and the Library’s assistive technology were distributed during outreach visits to senior residences.

The Literacy Collection was rebranded as the Language Learning Collection to more accurately reflect the range of available resources. Literacy and non-English language learning books, audiobooks, DVDs and study guides are now shelved together to make browsing the collection more convenient.

New small business titles were added to the collection at both facilities. Small business books, magazines and relevant digital resources, such as Gale business courses, were promoted on the Library’s social media accounts.

You Belong Here to Conveniently

The Library provides convenient access to library staff, collect

A customer service satisfaction survey conducted at both facilities in April 2019 indicated high rates of satisfaction. At the Main Library, the rate of satisfaction was 99% for the Adult Information Desk, 99.5% for the Youth Services Information Desk and Circulation/Reception Desk, and 98% for the Drive-Up Service Window. The Westacres Branch had a 100% rate of satisfaction at both the Information desk and the Circulation/Reception desk.

“The Library is a great place for the entire family to hang out, learn and play together.”
—Ornela Pepa

The survey identified ways to improve service and the following actions were taken.

Collections of books on CD, large print books and board books were increased.

More author events were scheduled with a focus on popular, bestselling authors.

To better assist users, staff at the Westacres Branch received additional training in using advanced features of Adobe Acrobat, Photoshop and Excel to better assist users.

The group study room policy was revised to increase the availability of rooms for groups rather than single users.

Standard keyboards and mice were installed on some OPAC stations to provide the option of using a mouse rather than a trackpad when searching the catalog.



More author events were hosted at the Library this year or co-sponsored with community organizations in response to reader interest.

Authors included Stephen Mack Jones (August Snow and Lives Laid Away), Julia Fine (What Should be Wild), Mona Hanna-Attisha (What the Eyes Don't See), Myla Goldberg (Feast Your Eyes), Eileen Pollack (The Professor of Immortality), and Sara Rose (D-Day Girls).

Staff conducted a year-long observation study of the Youth Services Rooms at both facilities. The study tracked how and how frequently different areas of the interactive learning environment are used. Results will help staff identify what is of greatest interest to parents and other caregivers and plan future activities.

Each item in the young adult fiction collection was assigned a sticker denoting its genre, which makes it easier for teens to discover titles of interest. The label is also noted in the Library catalog so that collections can be searched by genre.

Reading lists on the Grow Up Reading™ website are now available in PDF versions for easier viewing and downloading. A link on the website allows parents to log in and track which books they have read with their child.

Public internet workstations were upgraded at the Main Library, as part of the Library Board's approved computer replacement plan. The updated computer workstations offer Windows 10 and the latest Office, Adobe and other software. The workstations utilize solid state drives (SSD) that provide an improved user experience.

Access Resources and Services

ions, technology, online resources, and information services.

Notices to pick up materials on hold now include the option to easily cancel or extend the hold directly from an email. Library staff used existing software to create this custom upgrade, which won first place in the 2019 “Hackathon” competition sponsored by an international library software provider.

A new opt-in “Personal Picks” service allows users to have books they may be interested in reading automatically placed on hold based on ratings they assigned books in their Library account reading history, if they have kept one.

A new feature added to the Library catalog allows users to quickly discover other materials they might like. A “see similar titles” button on catalog records links to titles, authors and series so users can immediately see recommendations for similar items.

A kiosk-style webpage is now displayed on an OPAC workstation near the DVD collections. When users select a button, they are brought to a catalog page displaying all of the DVDs in our collection that fall into that genre.

“Between school and activities, we spend a lot of time in the car. Checking out DVDs from the wide selection at the library helps to make the car rides more fun for the children and more peaceful for Mom and Dad.”

—Jen Zohoury



A study break table with interactive learning activities was added to the teen area at the Westacres Branch. Teens can take a mental break from their studies with games and activities that rotate monthly.

To make it easier to browse collections, books in the fiction area at the Westacres Branch were shifted to create more space to display books with covers facing out. In the nonfiction section, the travel and test prep collections were relocated to be more visible and displayed face-out. Two rows of high shelves were removed in the Information Commons at the Main Library and two shorter shelves were repositioned to house several special collections, including reference, test prep, career center, caregiver and language learning.

Public photocopy machines at both facilities were upgraded. All machines print in color, have document feeders capable of handling 300 pages at a time and can simultaneously scan both sides of the paper being fed through them.

New digital signage was installed in both facilities to welcome visitors and display the latest information about hours, services, programs and resources. A larger monitor for cable news was installed in the Casual Study Room.

You Belong Here

The Library works with community partners to accomplish mutual goals.

2019 marked the 20th anniversary of the West Bloomfield Township Public Library being paired as a Sister Library with the Higashiura Public Library in Awaji City, Japan. West Bloomfield was one of only 51 libraries nationwide to be invited to participate in the 1999 White House Millennium Project. The initiative paired American public libraries with libraries worldwide to provide opportunities for people to learn about each other's country and culture. During a celebration of the 20th anniversary, the Library displayed posters chronicling the two decades of friendship with the Awaji City library and community. West Bloomfield families enjoyed origami, calligraphy, a Japanese storytime and a taiko performance.



The Library hosted a Preschool Palooza. Staff from area preschools and childcare programs were available to talk about their programs and answer parents' questions. Health care professionals were on hand to discuss child development, health and safety. The event began with a family concert, and parents and children also had opportunities to engage in early literacy and STEAM activities.

Programs were conducted at middle schools and the high school in the Library's service area. Students used the Library's virtual headsets for educational and recreational virtual reality experiences. To celebrate International Games Week @ Your Library, students used Star Wars themed Bloxels kits and iPads to create and play their own Star Wars video games during lunchtime outreach programs. Students in social studies classes at Abbott Middle School used the Expeditions program on the Library's VR headset to virtually visit different Mayan and Aztec locations. Library staff attended 9th grade STEAM Day programs at West Bloomfield High School and presented activities that focused on robotics and virtual reality.

The Library partnered with the high school Literary Garden Club to offer a program called *Slaughterhouse Five: Fifty Years of Being Unstuck in Time*. Max Groller, Director of Education at the Kurt Vonnegut Museum and Library, was the speaker.

Library card sign-up and summer reading registration were offered at three offsite events.

Community partners were invited to showcase their work with displays at the Main Library. Participating organizations included the Greater West Bloomfield Historical Society, the Japan Business Society of Detroit, the West Bloomfield Interact Club and United We Walk.

The Library added a classic DVD deposit collection at five senior residence facilities to expand Library offerings to seniors.

Library Buildings Closed but We Were Here for You Virtually

Due to health and safety concerns regarding the COVID-19 virus and to assist in mitigating its spread, the West Bloomfield Township Main Library and the Westacres Branch closed indefinitely on Saturday, March 14, 2020. The Library Board of Trustees and Director never imagined that library buildings across the state of Michigan – and a majority across the country – would need to close with no specified date to reopen.

Even though our buildings closed, community members continued to have access to Library resources for education and entertainment. The Library website and eNewsletters, sent to residents of our service area, encouraged community members to use the eLibrary's many online resources. Adults, teens and children had access to eBooks, eAudiobooks, movies, TV shows, magazines, newspapers and music to stream or download.

Library staff began expanding digital collections and developing new services that could be enjoyed from home to meet the needs and interests of Library users. Staff were available online to answer questions from community members about the Library's eResources and virtual services.



Gifts from the Friends of the Library

The Friends of the West Bloomfield Township Public Library raise money through memberships, operation of the Friendship used bookstore and other activities in order to enhance Library services and fund special events. This year, Friends' funding supported:

- Materials to supplement Library collections
- The Summer Reading program
- The popular Youth Services “Character Month” storytimes at the Main Library and Westacres Branch with visits by well-known characters from children’s literature
- The Alice Matonic Reception for West Bloomfield Book Clubs to celebrate National Book Group Month
- Awards for Library staff to recognize distinguished service

The Friends also continued to organize and fund popular Library programs like Music@Main, What’s Cooking and BOOK*Talks*.

You Belong Here



On average, 2,800 people visit the Library per day.

WBTPL's circulation per capita is 36.7. According to the most current Library of Michigan statistical review, WBTPL is the fourth highest circulating library in the state after the Kent County District Library, Ann Arbor District Library and Capital Area District Library.

The Library's collections includes 230,102 items. In addition, through the Library's online subscription services (Gale Courses, Hoopla, Kanopy and Lynda courses), users have access to 157,517 eBooks, 43,562 eAudiobooks, 35,470 streaming video titles, 39,350 music albums and 17,285 self-directed learning courses.

On average, **710 items are checked out** every hour the Library is open.

Overall, **74% of the materials checked out are in a print format and 26% are traditional media or eMedia.**

A total of 53,595 unique users connected their laptops to the Library's network when visiting the Library for a total of 120,717 connections.

The Library held 1,278 programs (in-house and outreach) for a total attendance of 56,200.

A total of 333 unique users learned about various technology topics during **one-on-one tutoring appointments.**

On average, **staff answer 84 inquiries each hour** the Library is open.

The Library utilized 3,139 volunteer hours, which is the equivalent of 1.7 FTE.

West Bloomfield Township Public Library Board of Trustees

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ONLINE LIBRARY

Open 24 hours every day
www.westbloomfieldlibrary.org

HOURS OF SERVICE:

Monday-Thursday	9 AM – 9 PM
Friday & Saturday	9 AM – 6 PM
Sunday (Main)	
(School year)	Noon – 8 PM
(Summer)	Noon – 5 PM
Sunday (Westacres)	
(Year round)	Noon – 5 PM

