

# Director's Report to the Board of Agents

## Silas Bronson Library

September 21, 2020

Raechel Guest, Director

### Operational Changes

We have made further modifications to our operations as we continue to adjust to life in a pandemic. Some of our traditional divisions aren't applicable for our current operations. Gary Bach is overseeing circulation procedures, while Clivel Charlton is overseeing interactions with the public (scheduling appointments, public computers, reference assistance, programs).

During the summer of 2019, I attended the American Library Association's annual conference. One of the workshops discussed the importance of breaking down barriers between divisions (or "silos") in a library and rethinking traditional operations for the modern world. We have certainly done that this year!

### Outreach

At the end of August and beginning of September, I presented an overview of the library's services, with an emphasis on our digital collections, to Waterbury Public School teachers and media specialists. They were particularly interested in ebooks for students. We have since seen a dramatic increase in the number of new card signups for children, and we are making sure we have a solid ebook collection for children and teens.

### Staffing Updates

Two employees have chosen not to return to work due to their concerns over COVID-19. Librarian IV Tanya Jackson-Smith is currently out on an extended leave of absence and will retire at the end of the year. Page Igor Shvets, a part-time employee, was out on FFCRA leave, which has since expired.

Mary Jane Boucher, Accountant 3, joined us in August. She transferred to the library from the Audit Department.

## Circulation Division

### July Statistical Reports: Main Library

Total Collection Size: 255,444  
Total Items Added to Collection: 382  
Total Items Circulated: 2,888  
Total Circulation In-House: 2  
Total Circulated at Other Libraries: 744  
Total Circulated from Other Libraries: 292

Total Active Patrons: 40,812  
Total Expired Patrons: 1  
Total Patrons Added: 39

### August Statistical Reports: Main Library

Total Collection Size: 254,945  
Total Items Added to Collection: 390  
Total Items Circulated: 2,313  
Total Circulation In-House: 4  
Total Circulated at Other Libraries: 1,337  
Total Circulated from Other Libraries: 385

Total Active Patrons: 40,898  
Total Expired Patrons: 1  
Total Patrons Added: 85

### July Statistical Reports: Bunker Hill

Total Collection Size: 15,527  
Total Items Added to Collection: 16  
Total Items Circulated: 246  
Total Circulation In-House: 0  
Total Circulated at Other Libraries: 80  
Total Circulated from Other Libraries: 161

Total Active Patrons: 1,335  
Total Expired Patrons:  
Total Patrons Added: 0

### August Statistical Reports: Bunker Hill

Total Collection Size: 15,533  
Total Items Added to Collection: 11  
Total Items Circulated: 247  
Total Circulation In-House: 0  
Total Circulated at Other Libraries: 91  
Total Circulated from Other Libraries: 149

Total Active Patrons: 1,334  
Total Expired Patrons:  
Total Patrons Added: 0

### **OverDrive Circulation: July**

Audiobooks: 94

Adult: 335

Ebooks: 346

Teen/YA: 40

Total Checkouts: 440 (July 2019: 148)

Children: 65

### **OverDrive Circulation: August**

Audiobooks: 82

Adult: 262

Ebooks: 266

Teen/YA: 41

Total Checkouts: 348 (August 2019: 163)

Children: 45

### **Museum Pass Usage, July - August 2020**

American Clock & Watch Museum: 0

Maritime Aquarium at Norwalk: 0

Barker Comic and Cartoon Museum: 0

Mattatuck Museum: 0

Beardsley Zoo: 0

Mystic Aquarium: 0

Children's Museum/Roaring Brook Nature: 1

Mystic Seaport: 2

Connecticut Forests & Parks: 0

New Britain Museum of American Art: 1

Connecticut Science Center: 0

New England Air Museum: 0

EverWonder Children's Museum: 0

New Haven Museum: 0

Harriet Beecher Stowe Center: 0

Old Sturbridge Village: 0

Imagine Nation: 0

Peabody Museum of Natural History: 0

Institute for American Indian Studies: 0

Wadsworth Atheneum: 0

KidsPlay Childrens Museum: 0

White Memorial Conservation Center: 0

*Note: Most museums have been closed until recently. Museum pass subscriptions have been extended by the museums which were closed.*

## Online Presence

Facebook Followers as of 9/19/2020: 2,389  
Facebook Reach August 22 – September 18: 6,600  
Facebook Post Engagements August 22 – September 18: 1,109

Instagram Followers as of 9/19/2020: 764  
Bronson Teens Instagram Followers as of 9/19/2020: 231  
Twitter Followers as of 9/19/2020: 430

Website Visitors July 1 – July 31: 1,678  
August 1 – August 30:

Website Sessions July 1 – July 31: 3,165  
August 1 – August 30:

Website Pageviews July 1 – July 31: 7,251  
August 1 – August 30:

### Most Visited Website Pages (July 1 – July 31):

Home Page: 2,958	About Us: 109	Book Sale: 35
Programs: 464	Bunker Hill Branch: 103	Library History: 31
Take Out: 357	Hall of Fame: 87	New Movies: 28
Program Registration: 356	How to Get a Card: 75	Computer Classes: 22
How to Find Books: 339	Borrowing Questions: 69	Newsletters: 19
Genealogy/Local Hist.: 211	Research: 68	Board of Agents: 17
eBooks: 203	Teen/YA: 66	Requests: 16
Ask A Librarian: 199	Museum Passes: 48	Directions: 11
Children's Division: 189	News: 46	
Digital: 162	Calendar: 44	
Summer Reading: 110	Geekdom: 37	

Most Visited Website Pages (August 1 – August 31):

Home Page: 2,755	Bunker Hill Branch: 95	New Movies: 30
Take Out: 306	About Us: 86	Hall of Fame: 31
Programs: 292	Borrowing Questions: 68	Book Sale: 28
How to Find Books: 286	Museum Passes: 67	Computer Classes: 18
Program Registration: 249	Teen/YA: 57	Homework Help: 15
Ask A Librarian: 218	Library History: 55	Friends: 15
Digital: 175	Calendar: 49	Board of Agents: 10
Research: 173	Geekdom: 46	Business Resources: 10
Genealogy/Local Hist.: 148	News: 46	Directions: 10
eBooks: 148	Newsletters: 45	Email Signup: 5
Children's Division: 129	Summer Reading: 40	
How to Get a Card: 117	Requests: 37	