

Board of Trustees of the Upper Sandusky Community Library

Minutes

January 9, 2020

The Upper Sandusky Community Library Board of Trustees convened on Thursday, January 9, at 12:15 p.m. in the Library Board Room with the following members present: Ms. Jenny Romich, Ms. Dianne Grafmiller, Mr. Todd Leightey, Ms. Jill Logsdon and Ms. Ann Kemerley. Ms. Amy Aldridge-Ritchey arrived at 12:45. Ms. Laurie Scheck was absent. Director and Fiscal Officer Kathleen Whitt and Brian Hemminger of the *Daily Chief-Union* were also present.

Organizational Meeting:

Ms. Romich called the meeting to order at 12:15 and requested nominations for Board officers. Nominations were moved and seconded to retain for President: Ms. Romich; Vice President: Ms. Grafmiller; Secretary: Ms. Kemerley. All moved to accept the motion.

It was agreed that committee memberships would stand. Thus, the committees are as follows:

Building and Grounds Committee:	Ann Kemerley, Todd Leightey and Amy Aldridge-Ritchey
Finance Committee:	Laurie Scheck, Jenny Romich and Jill Logsdon
Friends Liaison:	Dianne Grafmiller

Ms. Romich administered the oath of office to the Director as Fiscal Officer.

It was moved and seconded that the Fiscal Officers be given the authority to pay the bills with the understanding that they would be ratified at the monthly meetings. In a roll call vote, all approved the motion.

It was agreed to retain the current calendar for monthly meetings on the second Thursday of the month, but with the time to change to 12:00 p.m.

The Board then reviewed the Annual Report for 2019 as presented by Ms. Whitt. It was moved and seconded to approve the Annual Report as presented. All present voted in favor of accepting the report. The full report is attached to the official minutes.

At 12:23, it was moved and seconded to adjourn the Organizational Meeting.

Regular Meeting:

At 12:23, the Regular Meeting convened. President Jenny Romich asked for public comments. Hearing none, she asked if there were corrections or additions to the distributed minutes of the November meeting (there was no meeting in December). Hearing none, Ms. Romich declared the minutes approved as distributed.

Next on the agenda was a motion to ratify the payment of the bills. Ms. Romich asked if there was any discussion. Hearing none, the motion was moved and seconded to ratify the payment of bills. In a roll call vote, all present approved the bills.

Under old business, Mrs. Whitt presented two quotes from Impact Network Solutions to upgrade the telephone system, replacing the library's phones. Both systems would allow use of the phones as a loudspeaker system and add voice mail capability for all staff, including those without a dedicated "office phone." The current system is outdated, and there is no voice mail.

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The quotes were obtained in November and valid for 30 days, so Mrs. Whitt said she will get new quotes if the Board is interested in proceeding. She said Impact was the only phone installation contractor the library had been able to identify, but they were recommended by Buckeye IT and Bee-Safe Security Services. Ms. Logsdon said that her company had got new phones from Impact and they were happy with them. There was a question regarding the number of phones to be installed, as the line items on the quotes seemed unclear. Ms. Whitt will contact the Impact representative to request clarification on the number of phones to be installed and to get an updated quote.

Under new business, Ms. Whitt submitted a quote from Buckeye IT to have the IT network closet organized and adequately labelled, and to replace two switches, greatly increasing the internet bandwidth and increasing internet speed. She said that the addition of the security cameras had slowed the system significantly. The motion was made and seconded to accept the quote; in a roll call vote, all present approved the motion.

In the Director's Report, Ms. Whitt reported that:

1. The Upper Sandusky Exempted Village Schools Board of Education has reappointed Laurie Scheck to serve on the Library's Board of Trustees from January 1, 2020 to December 31, 2026.
2. Bee-Safe has installed our security cameras, which went live on December 10. We currently have two exterior cameras (at the front and rear entrances) and six interior (four upstairs and two in the basement). Within one week of installation, we caught a couple apparently stealing DVDs. We showed the camera footage to the police, who were able to identify the suspects and contact them. The DVDs were returned that afternoon. We also caught on camera a patron playing a practical joke on a staff member and were able to deliver a warning in connection with this situation. At other times, we have been able to verify that certain activities were not a matter to be concerned with. We have found several areas in the library (blind spots) where additional security camera coverage would be useful. The system could accommodate up to eight additional cameras.
3. Bee-Safe has also installed a motion detector in the west (front) stairwell, to alert staff if someone enters from the basement. The upstairs door is kept locked unless needed for emergencies (shelter in place). This is in response to the November incident when we suspect that a visitor hid in this stairwell in order to remain in the library after hours and was only detected when he set off a motion detector after staff left for the evening.
4. Effective January 1, Karen has resigned her position as marketing specialist, but remains as a library assistant, with primarily circulation duties, as she feels her best contribution is working with people face-to-face. She will continue facilitating the two book clubs. Responsibility for fliers, brochures and the monthly newsletter will be assumed by Rachel Keirns-Moore. Krystal Smalley will take over management of the Facebook page and website. Time will be freed up for them to take on these duties by Karen's additional circulation desk time.
5. Tech Group has said that the computer replacement and upgrade work should be completed by January 15, which is the end of support for Windows 7. At this time, all library computers will be Windows 10 compliant. They will have Microsoft Office 2019, the latest version of Fortres Grand and Clean Slate, and have state of the art anti-virus software installed. The delay was due to the wait for hardware on back order to be received.

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6. We are replacing the Ricoh copier with a Xerox, still through MT Business Technologies. Although we are still having some problems networking this machine (at least partly in connection with the computer issues), we hope these issues will be resolved soon. The most important difference with the new machine is that it allows staff and patrons to print directly from their cell phones: this service is requested increasingly frequently – even daily.
7. On Thursday, January 16, Brooke Distel, Director of Dietary Services at Wyandot Memorial Hospital, will talk to library visitors about the Art of Healthy Living.
8. On Saturday, January 18, we will have a Murder Mystery enactment program from 1:00-4:00 in the afternoon. Community members are invited to this special after-hours event to solve the mystery and find out “Whodunnit!”
9. Memorial/Honor/Donations November-December 2019:

<u>In memory of:</u> Elle Braumiller Jane Harris	<u>Donor(s):</u> The Braumiller Family Beta Tri Sigma Sorority
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Under Items Not on the Agenda, Ms. Whitt said that a number of staff members had asked whether there would be a year-end “bonus” incentive, as the Board had awarded in December 2017 and 2018. There being no meeting in December 2019, this did not occur. Ms. Whitt asked if the Board would like to give such an incentive at this time. It was moved and seconded to award \$200 to each full-time staff member and \$100 to each part-time or as-needed staff member, to be paid on the next pay date. In a roll call vote, all present approved the motion.

Ms. Romich asked if there were any other items for discussion. Hearing none, it was moved and seconded at 12:50 to adjourn.

President

Secretary

2019
ANNUAL REPORT
UPPER SANDUSKY COMMUNITY LIBRARY

BOARD OF TRUSTEES

Jennifer A. Romich	President	December 31, 2023
Dianne Grafmiller	Vice-President	December 31, 2021
Ann Kemerley	Secretary	December 31, 2024
Todd Leightey		December 31, 2025
Laurie A. Scheck		December 31, 2019
Jill A. Logsdon		December 31, 2020
Amy Aldridge-Ritchey		December 31, 2022

STAFF

Kathleen Whitt (Director/Fiscal Officer)
Jill Stansbery, Youth Services Coordinator/Assistant Director
Paris Robertson, Deputy Fiscal Officer/Technology Coordinator (Jan-June)
Patricia Davidson, Assistant Deputy Fiscal Officer/Technology Coordinator (Jan-June); Deputy Fiscal Officer/Technology Coordinator (July-Dec)
Lisa Andres, Youth Services Specialist
Katherine Bardon, As Needed Library Assistant/Cataloging Assistant
Annette Cheney, Library Assistant/Catalog Specialist
Holly Higgins, As Needed Library Assistant/Homebound Specialist
Rachel Keirns-Moore, As Needed Library Assistant (March-August);
Library Asst/Administrative Asst (Sept-Dec)
Cheryl Lyon, Library Assistant/Catalog and Adult Programming Specialist
Jennifer McKee, As Needed Library Assistant (July-Dec)
Lauren Richey, As Needed Library Assistant (March-August)
Shannon Roper, Library Assistant (January-March)
Karen Shuman, Library Assistant/Marketing and Outreach Specialist
Krystal Smalley, As Needed Library Assistant (Oct-Dec)
Lynn Gottfried, Custodian/Maintenance Assistant
Gus Corfman, Substitute Custodian/Groundskeeper
David Shuman, Substitute Custodian/ Maintenance Assistant (April-Dec)
Lynn Shuman, Substitute Custodian/ Maintenance Assistant (Jan-March)

HOURS

9:00 a.m. to 8:30 p.m., Monday through Thursday
9:00 a.m. to 6:00 p.m., Friday
9:00 a.m. to 1:00 p.m. Saturday

The library was closed for the following holidays in 2019:

New Year's Day; Martin Luther King, Jr. Birthday; President's Day;
Memorial Day; July 4th; Labor Day; Columbus Day; Veterans' Day;
Thanksgiving Day; Christmas Day.

The library was closed on January 30, due to extremely cold weather.

The library was open for business 302 days.

THE YEAR IN REVIEW

OVERVIEW

The Library circulated 153,462 items in 2019, a decrease of 1.7% from the preceding year. Average daily circulation was 508 items. Overall circulation for the SEO Consortium was down 3.9%. Circulation of materials in the Juvenile collection (not including YA) was about 29% of total circulation. Movie circulation was 18.5% of the total. Circulation of e-books continues to rise, from 8,068 in 2018 to 8,735 in 2019—an increase of 8.3%. E-book circulation represents over 5% of total circulation, and almost 7% of circulation excluding movies. Resource sharing among SEO libraries also continues to increase.

Highlights for the year include:

- In September 2018, we incurred quite a bit of damage to the large meeting room due to an overflow of water from the men's restroom. It took a while to find a contractor to handle all of the repairs, but we finally contracted with CSI, who handled all aspects of the restoration. This was mostly done by April, and finally completed in June 2019.
- We had a couple of serious security issues this year. In June an irate teenager knocked over equipment (computer monitors, a television, lamps) and threatened to kill staff members. Everyone got safely out of the building or into a locked room, and police were called to remove him from the property, but it was quite a scare. Then in November, motion detectors alerted us to a person who had hidden from staff at closing time in order to remain in the library after hours. No damage was incurred, but these events underlined the need for increased security measures. We contracted with Bee-Safe to have security cameras installed; these went live on December 10. We currently have two exterior cameras (at the front and rear entrances) and six interior (four upstairs and two in the basement). The system can accommodate up to eight additional cameras.
- At the end of October, we started experiencing problems with the public work stations in connection with a required upgrade to Windows 10, and viruses which had been previously undetected. It was found that most staff and public computers cannot support the upgrade. Only 5 staff computers are salvageable. The library will be replacing 11 public access computers and upgrading the hard-drives on the remaining computers in the building. At the end of the year, we were still working with Tech Group, an IT consulting company, to replace affected hardware and complete the necessary upgrades. At the end of the upgrade, all library computers will be Windows 10 compliant. They will have Microsoft Office 2019, and have up-to-date anti-virus software installed. The public computers will have the latest version of Fortres Grand and Clean Slate. We also plan to install two or three charging stations for users' personal devices.
- Adventure Central, our collection of non-traditional items, celebrated its first anniversary on October 29. The collection started with 46 items (telescopes, educational games, a metal detector, a sewing machine...), and now has 98. Thanks to a generous grant from the Rotary Club, this year we acquired five

WiFi hot spots, two Roku devices and a smart globe. Average circulation for the Adventure Central collection over the year is over 7.3 checkouts per item, higher than we see for most books. Average circulation for the WiFi hotspots is 12.

GENERAL

Staff size remained nearly steady at about 8.8 FTEs. Paris Robertson, Deputy Fiscal Officer/Technology Coordinator, resigned in June. He was replaced by Patti Davidson, who had been cross training as his assistant for several months. In September, library assistant Rachel Keirns-Moore took on the additional duties of administrative assistant to allow the director more time to focus on collection development, staffing, and facilities issues.

SirsiDynix and SEO continue to enhance the Symphony online catalog and Enterprise public access portal. This year the public access catalog was made more mobile friendly. In addition, we have made available the SEO app, customized for USCL users, making mobile access even better.

The Library uses Unique Management Services for collection of unreturned materials and unpaid fees. In January-November 2019, 59 accounts were submitted to them; 40 accounts had action on them (materials returned or fines paid). We collected \$615.90 on placed accounts, and materials valued at \$1,470.03 were returned during the year. Statistics provided by Unique state that cumulative recovery on library accounts by UMS is \$41,232.16 since August of 2009, yielding a return on investment of 4 to 1. We also use UMS to make notifications on holds and overdues, saving a considerable amount of staff time.

In 2019, the Library received 20 memorial/honor donations totaling \$944. A number of individuals and groups either requested specific materials be purchased or donated the materials themselves, for a total of 40 items donated. Donations were received from the Pythian Sisters of Ohio and the USANDO Literary Club. Mr. Louis Schoenberger donated several more "Great Courses" DVD sets. We also received a grant of \$4,278 from the Rotary Club to purchase five WiFi hot spots, two Roku devices and a smart globe for the Adventure Central collection.

ADULT PROGRAMS & SERVICES

Our Homebound Program currently reaches 29 patrons. Deliveries are made to individuals at Essex Place, the Inn at Westbrook, Fairhaven and Wyandot County Skilled Nursing and Rehabilitation Center, and to several individuals in private homes. Dedicated volunteers make the deliveries and are often retired seniors themselves. Current volunteers are Cindy Bishop, Lois Dillon, Betty Martin, Charles and Lucille Steward, and Jerry Sedgwick.

The Adult Summer Reading Program ran throughout the month of June, at the same time as the children's and teens' programs. In 2019, 100 people participated in the program, with the theme of "A Universe of Stories."

BOOK CLUBS

Book clubs met monthly at Westbrook and at the Wyandot County Skilled Nursing and Rehabilitation Center. A similar program at Fairhaven was discontinued after the May meeting due to lack of interest. These were facilitated by Karen Shuman, and then by Holly Higgins starting in September. We continue to partner with Ron Marvin of the Wyandot County Museum to bring items to the residents to enhance the reading discussion, spark memories, and provide a “hands-on” aspect to the program. The total attendance of meetings at all the facilities was 317, up from 94 in 2018.

Karen Shuman facilitates the monthly Common Reader’s and BookTalk discussion groups. Members of both groups are dedicated readers, though each group focuses on different aspects of reading and discussion. Common Reader’s is a more formal group, with the members voting on the titles to be read each month. They meet monthly, except for July and December. Karen preorders copies of each month’s selected title in various formats from other SEO libraries for anyone wishing to participate. Attendance at these meetings was 141 for the year, up from 120 in 2018, with an average of 14 participants per session.

BookTalk is a more informal book club that meets to talk about whatever the participants are currently reading. The group is lively and well-read and often comes up with challenging questions for Karen to research. Total attendance for the eleven BookTalk meetings in 2019 was 66, a 20% increase over 2018.

The What’s Cookin’ Cookbook discussion group, facilitated by Cheryl Lyon also meets once a month to share recipes and cooking tips and enjoy a potluck meal. They also have periodic special speakers or demonstrations, as well as a Soup Cook-Off in January and a cookie contest and exchange in December.

CRAFT GROUPS

The Creative Pastimes crafting group, which meets twice a month, was facilitated by Karen Shuman in January-August, and by Rachel Keirns-Moore in September-December. About 130 people attended Creative Pastimes meetings in 2019.

A newer program called Crafternoon meets once a month to work on an easy craft. This program is open to all ages, though young children have to be accompanied by an adult. Crafternoon started in July. Attendance overall was 72, for an average of 12, but the biggest attendance was in July, with 35 meeting to make an Independence Day-themed paper lantern.

Other adult programs included:

<u>Program</u>	<u>Presenter</u>	<u>Attendance</u>
Spilling the Beans—Coffee Basics	Steve Jackson (Beca House)	50
Valentine Hanger Craft	Heidi McClain (Sew Nice)	10
Local Author Event	Various	16
Annual Clothing Swap	Cheryl Lyon	90
Plant Swap	Cheryl Lyon	20
Mug Madness DIY Craft	Cheryl Lyon	13
SRP Crafts (4 events)	Cheryl Lyon	33

SRP Movies (4 events)	Cheryl Lyon	32
Summer Concert	Marion Madrigal Singers	28
Moon Landing 50 th Anniversary Party	K.K. Solacoff & Ronald Marvin	115
Terrarium DIY Craft	Cheryl Lyon	17
Adult Game Night	Cheryl Lyon	7
Business Showcase at the Fair	Jill Stansbery	300
Crafterwork	Rachel Keirns-Moore	5
What's Cookin' Halloween Party	Cheryl Lyon	27
Iceland Travel Presentation	Cheryl Lyon	38
Christmas Concert	Marion Madrigal Singers	27
Holiday Centerpiece Craft	Katie Wentling (Richardson's Flowers & Gifts)	15
What's Cookin' (11 events)	Cheryl Lyon	385

An estimated 2,060 people took advantage of the variety of adult programs sponsored by the Library this year.

POP-UP LIBRARY

The Pop-Up Library began traveling in May 2017 with the aim of raising community awareness of USCL and its services by making a presence at various events and venues throughout the community. Materials brought out for loan are tailored to the specific event: for example, books authored by the speakers at Leadercast. However, the service has seen more success in raising awareness than in circulation of library materials.

Pop-up appearances in 2019 included the following:

January 9	Wyandot Memorial Hospital
February 20	Essex Place
March 25	Aspire Small Business Expo
April 25	Wyandot County Career Expo
May 10	Leadercast Conference at Trinity Church
September 13	Wyandot County Fair Business Showcase

FRIENDS OF THE LIBRARY

The Friends of the Library currently has approximately 70 members. The Friends sponsored the Annual Book Sale in August and the Santa's Secret Store during Home for the Holidays in December.

In 2019, the Friends donated \$100 for the terrarium building program, \$200 for Crafternoon supplies, and \$250 for the Gingerbread House Workshop. They are also sponsoring a bus tour of Carnegie Libraries in Northwest Ohio, to be conducted in April 2020. They often provide refreshments and donate funds to support library programs, including performers for the Summer Reading Program.

The Friends also donate board books in the Born to Read program, which works with Wyandot Memorial Hospital to distribute early literacy materials to babies and young children through local physicians' offices.

YOUTH SERVICES

The Tiny Tots Story Time has three sessions each week for children from birth through age 3 and their adult caregivers. A Tiny Tots session typically includes age-appropriate stories, learning activities and games. This program continues to grow: a total of 1,771 participants attended this program during 2019, an average of 15 over 115 events).

Preschool Story Time, for children ages 3 to 6, is held on Monday mornings. Children sit and listen to stories, sing, laugh and learn a little science. In 2019, we had 446 participants, for an average of 13 attendees over 34 meetings.

This September, we introduced "Music is..." a program for all ages aimed at having fun with music. This is done through singing, dancing, learning how to keep a beat, etc. This program is held on Tuesdays from 4:00 to 4:30.

Six first-grade classes each visit the library for an hour once a month October to May, as a part of a library skills program. The students listen to stories, learn about library resources, authors and illustrators, and how to act properly in the library. They are guided in browsing the collection and can check out books. They also get to see a science experiment that they can try at home.

Each Tuesday from 6 to 8 p.m. is family Lego Night. Our goal here is to have parents and kids work together to express their creativity and build whatever they want. Lego creations are often kept on display at the circulation desk for several days for everyone to enjoy.

"That Thursday Thing" is a weekly program for elementary and middle school students. Our goal for this program is to get to know the kids better and to get them off electronic devices and show them other ways to have fun, interact with one another and learn. Cooking, crafts, games, and learning about bullying and other social issues are just a few of the activities presented. Average attendance in 2019 was 36.

Kids Can Cook is a program for elementary students to learn cooking in a hands-on environment. We started early in the year with one session every other month, but the session filled up so fast that this fall we added a second session and now have it once a month during the school year with the first session from 3:00-4:00 and the second session from 5:00-6:00. Sessions are nearly always full, with 10-12 children registered for each one.

The summer reading club's theme for 2019 was "Universe of Stories". Six hundred and sixty-seven children age 3 through grade 5 registered for the program which ran through the month of June. Weekly activities included movies, crafts, scavenger hunts and Friday morning BINGO. Special programs included visits from A-Rae's Reptile

Rescue and the Exotic Wildlife Animal Show, as well as the Upper Sandusky FFA barnyard critters petting zoo. The Pythian Sisters of Ohio donated two bicycles as prizes for the elementary school-aged children. Each time students checked out materials during the summer reading program, they were able to make an entry for the drawing to win a bike. "Read to me" was the summer reading program for children from birth to age 3. Forty-one children participated in this program.

Tristan Joy of Edward Jones and the library co-sponsored the "My Favorite Book" coloring contest for preschool and elementary students. The children's art work was displayed at the circulation desk and the winners were announced at a party where they received their prize.

The Gingerbread House Workshop was offered for the second year, with two sessions held to accommodate the high interest. Fifty-five houses were decorated with a lot of frosting, graham crackers, candy canes, sprinkles, coconut, marshmallows, chocolates, etc. We thank the Friends of the Library for donations for the supplies.

The Library also has a "1,000 Books Before Kindergarten" program to encourage parents to read to young children from birth through preschool. Four children completed this program in 2019.

The former Teen Advisory Board (TAB) was renamed STEAMPunks in September 2017. The STEAMPunks mission is to promote healthy, happy and productive citizens by providing youth development opportunities through a variety of programs and activities that cultivate community growth and appreciation that include elements of science, math, engineering, art & math. Members also advise Youth Services Specialist Lisa Andres on library materials and activities for tweens and teens. This program for students in grades 6-12 provides opportunities to fulfill community service obligations by assisting at library programs and helping the staff in a variety of ways.

"A Universe of Stories" was also the theme for the middle/high school reading program. We visited Union Middle School and Upper Sandusky High School to promote the summer reading program, and we had 212 students register. Programs offered included an invitation to create sidewalk art, a space escape adventure, canvas painting class and movies. We had a total attendance of 111 for these events.

Approximate number of children's/youth activities held at the library: 334

Total number of people participating in the activities held at the library: 7,197

Approximate number of children's/youth activities held outside the library: 180

Total number of people participating in the activities held outside the library: 4,587

We continue to be an after-school hangout for students from elementary school on up, with an average patron count of about 35 each afternoon between 3 and 4 p.m. on school days. We are continuing to seek ways to increase the involvement of older students in library activities, and thus created the Code Club/Once-A-Week Geek program for students interested in exploring technology. We also teamed with Justin Swartz of the Wyandot County FCF (Family and Children First) Council's mentoring

program to help middle and high school discuss life issues in Keepin' It Real. Children's and Youth programs included:

Events at the Library

Program	Attendance
Tiny Tots Story Time (115 times)	1,771
Preschool Story Time (34 times)	446
First Grade Visits (48 times)	1,050
Music Is... (12 times)	101
Summer Reading Registrations	920
Summer Reading Programs (16 events)	922
Kids Can Cook (14 events)	162
David FitzSimmons, author and illustrator	80
Coloring contest	100
Summer Reading Presentation and Story Time (11 events)	488
Gingerbread House Workshop	70
Story Time and Christmas tree decoration - 4 second grades	100
Dustin Brady, author and illustrator	100
Home for the Holidays – Story Time and crafts	290
That Thursday Thing (26 times)	946
STEAMPunks (8 times)	159
Keepin' It REAL (with Justin Swartz)	196
Code Club/Once-A Week-Geeks	216

Events outside the Library

Program	Attendance
Preschool Story Time (159 visits)	2,126
South School – Right to Read	130
East School – Right to Read	130
SRP Workshop Presentation	110
Math Night at Union	200
REACH	38
Family Fun Fair	140
South, East, St. Peter's Summer Reading Presentation	353
Clover Bud Camp Story Time	55
Union Open House	175
Visit Kindergarten Classes	135
South School – afterschool program (2 times)	90
Middle School Outreach	365
High School Outreach	540

SOCIAL MEDIA AND MARKETING

The goal of social media for USCL is to inform, entertain, and engage our patrons and others about USCL and the activities and programming that we provide. We have decided to focus our social media efforts on Facebook. Pinterest and Instagram did

not seem to serve our needs as well. Karen Shuman, as Marketing Specialist, is the lead in our Facebook activities.

Our presence on Facebook has seen growth in “page likes” during the past year from 1,306 to 1,482, a gain of 176 followers. We have also seen a consistent increase in post reach and post engagement, with the greatest response (comments, shares, etc.) for posts about community members and pictures of library activities, as well as memes that we share from other sources (with permission), including a free resource available for libraries. Karen curates, creates, and schedules posts that she believes will engage, spark interest, and generate interaction with our followers. She is constantly learning and applying ideas in order to discover what our community responds to the best. Our goal is to maintain an active, informative, and fun presence on Facebook.

The website was updated this year to give a cleaner look to the main page and allow information to be changed more often. The story block format also downloads faster on mobile devices and uses much less data. The website was accessed 17,284 times in 2019, up about 15% from 15,089 in 2018. The record number of sessions was during the month of June – 2,368 sessions, while the record number of users was in August, with 757 unique users. Events and activities, as well as articles about library patrons and other information are posted regularly and Karen works to keep the calendar as up-to-date as possible.

The new SEO app has given our patrons another option to manage their accounts and place holds, as well as the ability to download and enjoy e-books and audiobooks within the app. Once a patron’s account number is entered, the app is automatically customized to display the USCL logo and relevant information. Reviews from patrons on the app have been positive. The USCL customized app was launched in August; since then we have had over 3,500 interactions through the app.

Karen continues meeting with John Bowlus at the New Vision FM radio station in Upper Sandusky to record an interview which is aired twice a month to help promote library activities. The station also records public service announcements that Karen sends them by email on a monthly basis.

Karen has also been able to make contact with other members of the community through the monthly Community Council meetings held at Wyandot Memorial Hospital and hosted by Fairhaven Community. Here, various nonprofit and community partners meet to preview and publicize upcoming events and share information to benefit the entire community.

INTERLIBRARY LOAN

We received 13 requests by USCL patrons for materials not owned by any SEO library. Of these, 10 were filled. We also filled directly one request from an outside library. In addition, the Library responded to requests for copies of 102 obituaries from local newspaper back issues.

COMPUTER USAGE

The Library has 13 public-use Internet computers. Patrons can check e-mail accounts, surf the web, play games, create documents in MS Office applications, and make use of the Cypress resume-writing aid and NUWAV Legal Documents software, as well as accessing numerous research databases supported by the State Library. At the end of October, we started experiencing problems with the public work stations in connection with a required upgrade to Windows 10, and viruses which had been previously undetected. It was found that most staff and public computers cannot support the upgrade. Only 5 staff computers are salvageable. The library will be replacing 11 public access computers and upgrading the hard-drives on the remaining computers in the building. At the end of the year, we were still working with Tech Group, an IT consulting company, to replace affected hardware and complete the necessary upgrades. At the end of the upgrade, all library computers will be Windows 10 compliant. They will have Microsoft Office 2019, and have up-to-date anti-virus software installed. The public computers will have the latest version of Fortres Grand and Clean Slate. The library will also be installing 2-3 stationary charging stations for users' personal devices.

Average use of the Library's public computers in 2019 was 796, up slightly from 782 per month in 2018. Wi-Fi access to the Internet was about 179 logins per month, vs. 204 logins per month in 2018.

MEETING ROOMS

In addition to use by the Library for its programming needs, the library's meeting rooms were used 267 times by outside groups. The meeting rooms were used routinely by local groups such as the Wyandot Tracers, the Friends of the Library, the North Central Ohio Educational Service Center, the Archeology Society, the USANDO Literary Club, the Lions Club, and the Pythian Sisters of Ohio. They were also used by the Board of Elections as a polling station, and by the Red Cross as a blood donation center. Other users included congressmen, the Wyandot Chamber of Commerce, Girl Scouts, sports associations, and various other local organizations. Numerous individuals used them for meetings, studying or tutoring when not in use by groups.

ELLISON ROOM

The Ellison die collection for making cutouts for signs, scrapbooking, classroom materials, etc., was used 179 times by the public, as well as for creating library programming materials and signs. In addition to USCL's own collection of dies, patrons can request dies from SEO for use at our library.

SHOWCASES AND DISPLAYS:

Display spaces throughout the library are used to promote library events and resources. We kicked off 2019 with the large display case starting a "countdown" to the summer reading theme "A Universe of Stories." Each month, January through April, we highlighted a different children's book to build interest in the summer reading program.

Other displays this year included:

- Music and craft programs at the library
- Iceland memorabilia, to promote a travel program presented by Cheryl Lyon
- Adventure Central's 1st Anniversary

The following organizations used the large display case to highlight their groups or cause: the Wyandot County Hall of Fame, the Wyandot County Farm Bureau, the Wyandot County Health Department, MOPS, and the Lion's Club.

Individual community members who shared their collections in 2018 include:

- Bill Aubrey: nature stamps (April) and space stamps (June)
- Bryan Long: tea pots and tea cups
- Cheryl Lyon: space program souvenirs
- Charlotte Leeth: Christmas Nativities from around the World

USC Monthly Circ Stats 2019

	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Annual Total	2018
Catalog Checkouts	9,891	8,853	9,934	9,921	10,203	10,480	10,540	9,911	9,188	9,628	8,873	8,201	115,623	114,555
SEO Outbound	2,588	2,354	2,697	2,337	2,237	2,225	2,425	2,387	2,318	2,482	2,104	2,014	28,168	32,815
Paperbacks	68	78	47	73	96	83	93	43	40	88	64	34	807	650
Puzzles	27	12	8	2	10	4	17	3	15	11	14	6	129	5
E-Book circulation	781	666	822	751	735	658	732	695	737	775	665	718	8,735	8,068
Circulation Totals:	13,355	11,963	13,508	13,084	13,281	13,450	13,807	13,039	12,298	12,984	11,720	10,973	153,462	156,093
Juvenile Circ (does not include YA)	3,598	3,272	3,833	3,876	3,856	4,505	4,115	3,690	3,442	3,646	3,517	2,923	44,273	36,248
Days Open in Month	24	23	26	26	26	25	26	27	24	26	24	25	302	301
Average daily circ	556.5	520.1	519.5	503.2	510.8	538.0	531.0	482.9	512.4	499.4	488.3	438.9	508.2	518.6
Borrowers as of:	2/1/19	3/1/19	4/1/19	5/1/19	6/1/19	7/1/19	8/1/19	9/1/19	10/1/19	11/1/19	12/1/19	1/1/20		
Registered Active Borrowers:	3,773	3,750	3,746	3,788	3,792	3,802	3,788	3,762	3,744	3,711	3,709	3,678		
Total Borrowers (active & expired):	6,868	6,887	6,915	6,965	6,988	7,038	7,059	6,624	6,753	6,796	6,830	6,844		
New Borrowers	26	26	28	37	33	43	40	48	125	56	38	16	516	519
								479 expired patrons purged 8/8/19						
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual Total	Previous Year
Heritage Room Use	45	45	35	39	45	24	33	59	26	37	19	29	436	428
Ellison Room Use	8	9	9	11	9	3	18	38	22	13	33	6	179	190
Meeting Rooms (non-library use)	19	38	26	22	20	17	25	24	21	18	24	13	267	265
Computer Usage:														
Public Access	758	773	917	709	850	812	726	828	894	913	523	591	9,294	9,092
Heritage Room	31	44	41	29	24	9	23	28	26	12	1	0	268	296
Wireless	251	175	234	215	192	122	119	166	147	165	196	167	2,149	2,443
Total - all access	1,040	992	1,192	953	1,066	943	868	1,022	1,067	1,090	720	758	11,711	11,831
Website Statistics/# Sessions	1,437	1,268	1,437	1,279	1,336	2,368	1,392	1,461	1,421	1,485	1,282	1,118	17,284	15,089
Attendance	10,214	9,903	13,091	12,626	12,815	11,260	10,520	10,843	11,171	11,428	11,389	9,812	135,072	145,179
Questions Answered														
Directional	9,376													
Reference	6,176													

Estimates based on semi-annual counts over one week's time