CITY OF DEARBORN
DEPARTMENT OF LIBRARY

ANNUAL REPORT
September 1, 2020

MARCEL J. PULTORAK, CHAIR
DEARBORN LIBRARY COMMISSION

Maryanne Bartles, Library Director
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VISION STATEMENT
The Dearborn Public Library fosters the spirit of exploration, the joy of reading, and the
pursuit of knowledge for all ages and cultures starting with the very young.

Approved by the Dearborn Library Commission
September 9, 2005

MISSION STATEMENT
The Dearborn Public Library provides a broad range of effective, courteous, quality
services and a balanced collection of materials for the educational, informational and
recreational needs of the Dearborn community.

Approved by the Dearborn Library Commission
September 9, 2005

VALUE STATEMENTS
In order to provide effective management with ethical standards, we will:

- Respond to community needs
- Be good stewards of community resources
- Protect privacy rights of patrons and staff
- Promote teamwork
- Encourage use by all
- Collaborate with community groups
- Provide a user friendly environment

Approved by the Dearborn Library Commission
September 9, 2005
LIBRARY ROLES STATEMENT

POPULAR MATERIALS:
The library is committed to providing materials that reflect popular culture and trends and which fulfill the community’s desire for a satisfying recreational experience.

REFERENCE RESOURCES:
The library is committed to providing materials that fulfill the community’s need for information and answers to questions on a broad array of topics related to work, school, and personal life.

INDEPENDENT LEARNING:
The library is committed to providing materials that help address the community’s desire for self-directed personal growth and development opportunities.

Approved by the Dearborn Library Commission
December 12, 2000

RENOVATION AND COVID-19 CRISIS
The library services and statistics of the FY2019-2020 Annual Report will differ significantly from previous years. The FY2019-2020 statistics should not be used as a benchmark going forward. On May 20, 2019, the Henry Ford Centennial Library was closed for a major renovation project. After many unexpected delays, the Henry Ford Centennial Library was scheduled to reopen the first week of May 2020. However, on March 16, 2020, the entire library system was closed due to the COVID-19 crisis. All Dearborn Public Libraries remained closed until June 23, 2020 when curbside delivery
of reserved library material began. As the fiscal year closed, the public was still not allowed to enter any library building.

INTRODUCTION TO THE DEARBORN PUBLIC LIBRARY SYSTEM

The Dearborn Public Library operates the Henry Ford Centennial Library and two branch libraries, the Bryant Branch Library and the Esper Branch Library, which are connected by a wide-area network. The staff consists of 28 full-time employees and approximately 66 part-time employees for a total of 58.47 full-time equivalents (FTEs). The Dearborn Public Library’s adopted FY2019-2020 operating budget is $7,217,741. The library’s primary service is lending material for home use. This fiscal year we loaned 324,082 items, a 34% decrease over last fiscal year. The decrease was caused by both the Henry Ford Centennial Library closure for renovation and the COVID-19 crisis. All Dearborn libraries were completely closed for 14 weeks. It wasn’t until June 23 that curbside delivery of reserved material began. Digital downloads, which include e-books, e-audio, e-magazines, e-music, and streaming video, increased 15% in FY2019-2020. In an effort to ensure access to digital library material, residents without library cards were allowed to self-register for a card and access our digital collection.

The next largest service is assisting patrons with research or informational questions either in person, by telephone, through e-mail or social media queries, or by text message.

Our third major service is programing for adults, teens and children. This service also includes technology support and digitization services. During FY2019-2020, library staff coordinated 479 programs with a total attendance of 16,281. Due to the renovation
project at the Henry Ford Centennial Library, programs were held at the branch libraries. During the COVID-19 crisis, programs were held online which generated a larger audience as programs could be viewed on the day of the program and for an additional week.

**HIGHLIGHTS OF THE YEAR**

**Library Commission**

A nine-member Library Commission, whose members are appointed by the Mayor, governs the library system. (See page 54 for a list of Library Commissioners). Each commissioner serves a three-year term and may be reappointed. The Library Commission deals with library policy, general library oversight, long-range planning, and budgeting. During FY2019-2020, the Library Commission:

- Corrected an error in the previously approved proctoring fees. Corrected rates are $12.00 for residents and $27 for non-residents (September 2019)
- Increased the fines for damaged and lost compact discs (CDs) and media cases. The new rates are $10.00 for lost or damaged CDs and $5.00 for each lost or damaged CD or DVD case (October 2019)
- Approved the library rates and fees to remain the same as the previous fiscal year with one exception. Youth and teen material, beginning July 2020, will be fine free. Lost material charges will continue to be assessed. Usage fees for the newly constructed makerspace will be determined at a later date (November 2019)
• Reviewed the Library Lost and Found policy in November 2019. Final approval occurred in February 2020 after a review and approval by the Legal Department (November 2019 and February 2020)

• Increased the number of reserve requests a patron may place from 20 to 30 (December 2019)

• Approved switching our public faxing from the Fax24 service to using the library’s two ScanEZ devices, purchased by the Dearborn Library Foundation for both the Henry Ford Centennial Library and the Esper Branch Library (February 2020)

• Recommended two Library Commission applicants to the Mayor’s office (March 2020)

• Approved allowing the Library Administration, during the COVID-19 crisis, to determine both library hours and timing of each step of the phased re-opening plan (June 2020)

• Approved the temporary cessation of overdue fines for adult material during the COVID-19 crisis, and to permanently make youth and teen material fine-free, effective July 1, 2020 (June 2020)

In June 2020, Mayor John B. O’Reilly, Jr. reappointed Commissioners Marcel J. Pultorak, Jihan Jawad and Dr. Ryan Lazar. In late January 2020, Mayor O’Reilly appointed Eva Gogola to fill the Library Commission vacancy created by David Schlaff’s retirement in June 2019. At the September 2019 Library Commission meeting, Mr. Schlaff was honored with a citation from the Mayor for his 23 years of dedicated service to the Dearborn Library Commission. Mr. Schlaff passed away suddenly in January 2020. Sadly, in December 2019, Library Commission Nancy Zakar passed away after a
multi-year illness. Mrs. Zakar was a dedicated Library Commissioner and Library supporter for over 21 years and her work as a Commissioner will be missed for many years to come. In June 2020, Mayor O’Reilly appointed Mansour Sharha to fill Commissioner Zakar’s vacancy.

In June 2020, Marcel Pultorak was re-elected as the Library Commission Chair, Ryan Lazar was re-elected as the Library Commission Vice-Chair and Jihan Jawad was re-elected as the Library Commission Secretary-Treasurer.

**Building Repairs, Upgrades / Capital Projects**

- Continued work on the renovation of the Henry Ford Centennial Library
  - Installed a new energy-efficient heating and cooling system. The inefficient central steam plant heating system was converted to a distributed heating system using high efficiency, low mass, condensing thermal generating units
  - Replaced the fluorescent lights with high-efficiency Light Emitting Diode (LED) lighting fixtures and panels controlled by Acuity software
  - Installed floor poke-thru devices with electrical power to several library tables on the second floor to make it easier for patrons to plug in laptops, tablets and cell phones
  - Renovated the east side of the mezzanine to include seven group study rooms, four single-person study booths, a large conference room, a makerspace, a digitization lab, a computer lab and a storage room. The makerspace, now known as the Spark Lab, will be used for a variety of “making, learning, exploring and sharing” library programs as well as for community-led demonstrations and hands-on activities
- Renovated the second floor public restrooms
- Created a first floor café which includes three vending machines with snacks and beverages, three booths, and several round tables with chairs as well as a high table with stools. A small group study room was also constructed in the cafe
- Replaced the wallpaper and a majority of the carpeting
- Installed new security cameras and a more efficient public address system
- Installed new data lines, an internal fiber line and removed abandoned data lines
- Replaced selected public furniture such as the public computer tables and the 50-year old study tables
- Purchased furniture for the newly created rooms on the mezzanine and for the Ford Room on the second floor which is being converted from a large study room into a casual reading space. New chairs were purchased for the Library Commission Room and for the tot area of Youth Services
- Installed wooden end panels on the book stacks to replace the 50 year-old metal end panels

**Cost Savings or Revenue Producing**

- Received the first payment of $12,000 for the Big Read grant. The total grant was for $15,000 and the remainder will be paid in July 2020 (October 2019)
- Received a $2,000 Dick Johnston award from the Metro Detroit Book and Author Society to support a library outreach program with the aim of both educating and improving the lives of Arab-American families in Dearborn through literacy resources (October 2019)
- Received a second partial distribution of $20,000 from the Steven N. Fecko and Helen Fecko Revocable Trust (December 2019)
- Received a $2,000 Library Census Equity Fund mini-grant from the American Library Association (ALA) to support efforts for a complete count of everyone in our community (December 2019)

**Customer Service**
- Partnered with the Henry Ford Village (HFV). Every Wednesday, dedicated librarians visited the HFV to bring library services to the residents. In addition, Automation staff members visited on five occasions to provide additional technical support (June 2019 until March 2020 when COVID-19 closed the facility to outside visitors)
- Collected 38 boxes of food for the Dearborn Firefighters’ food pantry during our Food for Fines program (November-December 2019)
- Increased the item reserve request limit from 20 to 30 (December 2019)
- Assisted library users during the COVID-19 crisis through:
  - Increasing the monthly hoopla™ checkout limit on e-media from 10 to 15 items
  - Expanding the offerings of Tumblebooks™ online
  - Providing access to World Book encyclopedia online
  - Retaining all library materials that were on the hold shelf when the libraries closed in March until patrons could pick up their material during curbside delivery, which started in mid-June 2020
  - Extending the due dates of all checked-out library material. Patrons could keep their checked-out material or return the material to the library drop boxes. After
several extensions, library patrons were notified that their material was due on June 30, 2020

- Allowing patrons without library cards to self-register for a card online in order to use our online resources
- Supplying free seeds by mail to 400 residents. Unfortunately, we ran out of seeds and could not fill the remaining requests
- Launching curbside delivery of requested library material on June 23, 2020
- Assessing no fines on library material, for the foreseeable future
- Extending all expiration dates on library cards, for the foreseeable future

Library Programs

The closure of the Henry Ford Centennial Library for renovation and the COVID-19 crisis severely hampered our ability to conduct programs. However, library staff was able to continue some of our regular programs at the branch libraries or online:

- Hosted many English as a Second Language (ESL) programs at the Esper Branch Library (July 2019 through December 2019)
- Continued the popular 1,000 Books Before Kindergarten program to encourage parents and caregivers to read to young children (July 2019 through June 2020)
- Transferred the weekly Drop-In Tech Time program as well as the D-Lab to the Esper Branch Library. Patrons who need assistance with technology can meet with a library technology expert. Patrons who wish to digitize photographs or older media formats are able to make an appointment with a library technology expert to use the D-Lab equipment (July 2019 – March 2020)
• Continued the monthly *Classics Revisited* book club series at the Esper Branch Library and then transitioned to online programs in May 2020 (September 2019 through May 2020)

• Hosted a volunteer recruitment fair in partnership with area non-profit organizations at the Esper Branch Library (September 2019)

• Participated, in conjunction with volunteers from the Garden Club of Dearborn, in the Downtown Dearborn Adopt-A-Tree Well program by providing autumn decorations at the two benches in front of the Bryant Branch Library (October 2019)

• Partnered with the West Dearborn Downtown Development Authority (WDDDA) to distribute candy and library information at the Bryant Branch Library during the annual Trick-or-Treat event in West Dearborn (October 2019)

• Presented Big Read programs throughout the community and online. The fourth Big Read centered on *Lab Girl* by Hope Jahren (October 2019; March – April 2020)

• Hosted a variety of programs online for children and their caregivers, including story time and craft projects as well as a variety of programs for adults such as Patient Care Rights and Bees in the D (March 2020-June 2020)

• Provided free seeds by mail to 400 residents at the start of the COVID crisis (April-May 2020)

**Programs-Outreach into the Community**

• Attended the Downtown Dearborn Perennial Plant Exchange to promote the library’s seed library (September 2019)
• Visited Salina Intermediate School on two occasions to talk about library resources, the remote locker and to register students and parents for library cards (September and October 2019)

• Participated in the Dearborn Senior Health Expo at the Ford Community and Performing Arts Center (November 2019)

• Presented a talk about library services and the renovations being done at the Henry Ford Centennial Library to the Dearborn Colony Club (January 2020)

Staff Efficiencies/Training/Communication Initiatives

• Attended various conferences and workshops, on a variety of topics including early brain development in *Mother Goose on the Loose*, techniques for hosting small group conversations in *Conversation Café*, and an asbestos and lead handling workshop. In addition, staff attend the Michigan Library Association (MLA) Conference (July 2019 – March 2020)

• Attended many online sessions and meetings regarding the COVID-19 crisis to discuss the impact on library service and how local libraries were planning to move forward after the expiration of the Stay Home, Stay Safe order (March 2020 – June 2020)

Technology

• Began offering text notifications of holds and overdue notices. Patrons who sign-up for text notification will continue to receive email or telephone notifications. We will have the ability to send custom text messages to a single patron or to a group of patrons (August 2019)
• Replaced the five year-old AWE™ tot computers, three at the Esper Branch Library and one at the Bryant Branch Library (October 2019)

• Added the local newspaper archive to the library catalog, allowing patrons the ability to search for and download issues of local newspapers from our catalog (November 2019)

• Updated the library’s historical timeline on the library website with new information, better photographs, and more accurate dates (December 2019)

• Reimaged the public computers at the Bryant Branch and the Esper Branch libraries (December 2019)

• Migrated our room booking software from Evanced Rooms and Events to the new version called Spaces and Sign-Up (February 2020)

Volunteers

• The Friends of the Library-Dearborn (FOLD), through the sale of products such as totes, earbuds, headphones, flash drives and a few books sold at branch libraries, raised $2,263.54 for the library. Due to the Henry Ford Centennial Library closure for renovation, no monthly book sales occurred. In addition, FOLD received $1,649.68 in donations for the library (July 2019 through June 2020)

• During 2019, the Dearborn Public Library Foundation raised $12,871 through the annual residential mail campaign. Donations from the Kroger Community Rewards program and the Amazon Smile program were not available at this time

• Two volunteers, who manage the Little Free Library at the John Dingell Transit Center, contributed 35 hours of service in FY2019-2020. Just over 800 books and
magazines were distributed to visitors at the Transit Center (July 2019 through June 2020)

- **English as a Second Language (ESL) volunteers:**
  - Continued offering sessions at the Esper Branch Library and encouraged students who previously attended sessions at the Henry Ford Centennial Library to continue participating at the Esper Branch Library. By the winter of 2020, many classes were at full capacity.
  - With the closure of the libraries due to the COVID-19 crisis, we have been staying in touch with our ESL students and volunteer instructors through email and social media. Our ESL volunteer coordinator conducts monthly meetings with our volunteer instructors, reviewing teaching practices and exploring new training opportunities. Our goal is to offer a virtual ESL Conversation Circle in the fall of 2020

- **A total of 21 hours of work were donated by 10 volunteers**

**Other Significant Activities/Events**

- Completed the transfer of $1,000,000 from the library’s Fund balance to the City’s General Fund, per the request of the City Council and the agreement of the Dearborn Library Commission (August 2019)

- The West Dearborn Downtown Development Authority (WDDDA) began work on the Mason streetscape. The streetscape project involved closing the Bryant Branch Library parking lot and creating a green space in its place. A public meeting was held at the Bryant Branch Library on February 26, 2020, with residents expressing their disapproval of the plan due to the lack of handicapped parking near the building
and the inability to easily access the library drop box. Subsequently, the WDDDA developed a design to create two handicapped parking spots nearer the building and to create short-term, library-dedicated parking on Mason Street for quick trips to the drop box and to the library. The new design will be presented at the July 14, 2020 Council meeting (February 2020-June 2020)

- The Dearborn libraries closed to the public on March 16, 2020 due to the Governor’s Stay Home, Stay Safe order which meant all library staff would remain sheltered-in-place with only essential library personnel working in a building if needed. Employees were allowed to work remotely if possible. Part-time employees were paid 50% of their average hours and could supplement with up to 80 paid emergency sick leave hours if needed due to a COVID-related absence. On May 3, 2020, all part-time library employees were laid off with the exception of one custodial supervisor. Full-time library employees were placed on a work-share program on June 7, 2020 with most employees furloughed for two days a week and supervisory staff furloughed for one day a week. Two part-time custodians returned to work in June. Governor Whitmer’s Stay Home, Stay Safe order was lifted on June 8 (March 2020-June 2020)

- With agreement from the Mayor’s office, Police Chief Ronald Haddad coordinated with the library Administration to allow CVS Pharmacy to conduct free, rapid COVID testing in the Henry Ford Centennial Library parking lot. Testing began on April 25, 2020 and concluded on June 27, 2020 (April-June 2020)
MAJOR DEPARTMENTAL FUNCTIONS

The Dearborn Public Library, in order to accomplish its mission, operates through four major functions: lending, information, outreach, and public programming. All citizens have access to a wide range of print materials and online resources as well as to computers complete with internet access and basic software applications. Additional technology services include weekly Tech Time, which offers patrons assistance with their technology devices, and the D-Lab, which offers patrons the ability to digitize photos and other media. General and research databases, digital audiobooks, e-books and e-magazines, as well as streaming music and video, are also available to library cardholders from their home or office computers and portable devices.
Organizational Chart

Library Commission

Cataloging/Processing Services

Library Director

Deputy Library Director

Administrative Services

Custodial Services

Youth Services

Circulation Services

Administrative Librarian

Adult Services

Branch Services

Security Services

IT Services

Bryant Branch

Esper Branch
PRIORITIZED SERVICES AND RELATED CUSTOMER PROFILES

Lending Material Service

Full-time and part-time employees participate in the Lending Material Service, which is provided at all libraries. Primary components are:

- Selection of adult and juvenile material for circulation. *Librarians*
- Ordering, cataloging, processing and data entry of material. *Librarians, Assistant Librarians, Part-time staff: Office Support IIs and Library Pages*
- Check out of material. *Circulation Supervisor, Department Technician, Part-time staff: Office Support IIs and Library Pages; Librarians and Assistant Librarians at branch libraries*
- MeLCat Lending. *Librarians, Part-time staff: Office Support IIs*
- Collection maintenance, inventory and shelving. *Librarians, Assistant Librarians, Part-time staff: Office Support IIs and Library Pages*
- Online resource technical management (Overdrive, Zinio, hoopla, databases). *Automation staff*

Customer Profile: Based on active borrowers during the last fiscal year, 23.35% of users are under 18 years of age, 10.49% are between 18 to 25 years, 14.44% are between 26 to 35 years, 14.90% are between 36 and 45 years, 11.23% are between 46 and 55 years, 11.20% are between 56-65, and 14.24% are over 65 years. See Attachment 1d for more information.
### Information Service

Full-time and part-time employees participate in the Information Service, which is provided at all libraries. Primary components are:

- Selection of adult and juvenile material for the reference collection. *Librarians*
- Ordering, cataloging, processing and data entry of materials. *Librarians, Assistant Librarians, Part-time staff: Office Support IIs and Library Pages*
- Provision of accurate information in response to patron questions received in person, by phone, by e-mail, through social media, chat or text messaging. *Librarians and Assistant Librarians, Automation staff, Part-time staff: Office Support IIs*
- Collection maintenance, inventory and shelving. *Librarians, Assistant Librarians, Part-time staff: Office Support IIs and Library Pages*
- Online resource technical management (reference databases). *Automation staff*
- Technology support. *Automation staff, Librarians, Part-time staff: AV Assistants, Office Support IIs and Library Pages*

Customer Profile: We do not gather demographics for the Information Service but believe the customer profile is similar to the Lending Material Service demographics.

### Outreach Service

Full-time and part-time employees participate in the Outreach Service, which provides service to individuals, organizations, and homebound citizens. Primary components are:

- Provision of library materials for the homebound citizens and local book clubs. *Librarians, Assistant Librarians, Part-time staff: Office Support IIs and Library Pages*
• Packaging, delivery, and pick-up of materials. *Part-time staff*

Customer Profile: We do not gather demographics for the Outreach Service as we do not know the make-up of the various books clubs who borrow the library book club kits. Homebound citizens are typically over 60 years old.

**Program Service – In House and Outreach in the Community**

Full-time and part-time employees participate in the system-wide provision of creative programs for adults, young adults, and children. Primary components are:

• Planning and conducting regularly scheduled story hour programs for pre-kindergarten children. *Librarians, Assistant Librarians*

• Planning and designing reading programs for children to encourage a lifetime of reading for education, information and entertainment. *Librarians, Assistant Librarians*

• Planning, conducting, and organizing materials for special craft workshops, puppet shows, tours, movies, and story programs for children of all ages. *Librarians, Assistant Librarians, Part-time staff: Office Support IIIs and Library Pages*

• Planning lectures, tours, book talks, and special programs for teens and adults. *Librarians, Assistant Librarians*

• Planning and conducting presentations at various community events. *Librarians, Assistant Librarians, Automation staff, Part-time staff: Office Support IIIs and Library Pages*

• Technology programing. *Automation staff, Librarians, Part-time staff: AV Assistants, Office Support IIIs and Library Pages*

Customer Profile: During FY2019-2020, approximately, 26% of our total program attendance is attributed to adults and 74% is attributed to children and teens. More
children’s programs were conducted online than adult programs and the children’s programs drew a larger audience.

**MAJOR FUNDING SOURCES**

*General Fund*

The voter-approved library millage (November 2011 election) dedicates 1 mill to the library system for ten years, effective July 2012. As revenue from 1 mill is insufficient to meet the funding needs of the library, the City Council appropriated an additional .69 mills for library services in FY2019-2020.

*Penal Fines*

The Michigan Constitution states that libraries will receive revenues from the court system on a continuing basis.

*Library Aid*

The library receives per capita monies set each year by the State. Under P.A. 89 of 1977, the General Appropriations Bill, we are eligible to receive revenues in the spring of each year. The payment is spread across two checks; one in June and the other in July or August. In order to qualify for library aid money, the library must complete the State report and be open to the public for a minimum of 55 hours per week.

*Fines and Fees*

The library receives fine payments for overdue, damaged and lost material. Additionally, fees are paid for non-resident cards, internet user cards, daily internet passes, obituary lookup fees, proctoring fees and room rentals.

For more information, see the 2019-2020 Monies Received information on page 52.
MAJOR EXPENDITURE CATEGORIES

Personnel Services: 48%

Operating Expenses: 43%

Supplies: 1.5%

Capital Outlay (Materials and Equipment): 7.5%

GOALS, OBJECTIVES, ACCOMPLISHMENTS, AND PROGRESS MADE TOWARD ACCOMPLISHING GOALS

2019-2020

Goal 1: Continue working with the Dearborn Library Commission to develop a strategic plan for the Dearborn Public Library.

Due to the struggles with the Henry Ford Centennial Library renovation, the loss of two Library Commissioners and the COVID-19 crisis, no effort was made on this goal.

Goal 2: Continue the upgrade of the Horizon software.

This is an annual, ongoing goal. The Horizon staff client was upgraded to version 7.5.6 which is the latest version. While primarily bug fixes, this release included two important new features: 1) the ability to reflect on the check-out receipt the amount of money a patron saved through library check-out as opposed to purchasing the material, and 2) the ability for non-supervisory staff to review, without the need for a supervisory override, a borrower’s record with excessive fines to make minor, non-fine related edits.

In addition, the public catalog, Enterprise, was upgraded to version 5.0.2 which was a minor upgrade for bug fixes.
Goal 3: Continue both the Heating Ventilation and Air Conditioning (HVAC) and lighting projects at the Henry Ford Centennial Library.

This goal is complete except for two punch list items, one which is HVAC-related and one which is lighting related. The inefficient central steam plant heating system was converted to a distributed heating system using high efficiency, low mass, condensing thermal generating units. Fluorescent lighting was replaced with high-efficiency LED lighting fixtures and panels. The lighting system is controlled either by Acuity software or by motion sensors in individual rooms.

Goal 4: Continue work on the wall repair, ceiling repair and painting project.

This goal is partially complete. During the Henry Ford Centennial Library renovation project, the high ceilings were repaired and painted and all newly constructed walls were painted or wallpapered. Ceiling tiles throughout the Henry Ford Centennial Library have been replaced. Additional work will be needed in non-public Henry Ford Centennial Library spaces as well as in branch libraries.

Goal 5: Continue the renovation of the east side of the mezzanine at the Henry Ford Centennial Library.

This goal is complete. The renovation of the east side of the mezzanine at the Henry Ford Centennial Library included the creation of a large conference room, a makerspace, seven group study rooms, a computer lab, a digitization lab, a storage room and four individual study booths.

Goal 6: Continue the electrical outlet improvements at the Henry Ford Centennial Library.
This goal is complete. Floor poke-thru devices supplying electrical power to study tables were installed throughout the second floor public space making it easier for patrons to plug in laptops, tablets and cell phones.

**Goal 7: Install new wallpaper at the Henry Ford Centennial Library.**

This goal is complete. New wallpaper was installed on the perimeter walls of the second floor, in the second floor Ford Room, on the exterior walls of the new spaces on the mezzanine and in the first floor Administration conference room.

**Goal 8: Replace the carpeting at the Henry Ford Centennial Library.**

This goal is partially complete. All carpeting on the second floor was replaced. All carpeting on the mezzanine, except for the FOLD storage room, was replaced. All carpeting in the first floor corridors was replaced. Carpeting in non-public spaces on the first floor has not been replaced.

**Goal 9: Renovate the Henry Ford Centennial Library second floor restrooms.**

This goal is complete. Included in the restroom renovation was moving the entrance doors forward several feet to make entry easier. Automatic door openers were added. The walls adjacent to the restrooms were renovated to include tackable wall panels, two benches and one bottle-filling water fountain.

**Goal 10: Complete the reorganization of the second floor books and furniture at the Henry Ford Centennial Library to improve traffic flow, sight lines and access to library material and services.**

This goal is complete. Improvements include: moving all adult book stacks to the west side of the building, moving all media to the south side near the circulation desk, moving the casual adult reading area on the north side farther west away from Youth Services,
moving the tot area to the east side farther away from the adult areas, and converting
the Ford Room from a large group study room to a casual reading room.

**Goal 11: Purchase new public furniture and replace metal book stack end panels
at the Henry Ford Centennial Library.**

This goal is 95% complete. New furniture purchases included: new study tables, which
replaced the original tables purchased in 1968, new public computer tables, new casual
furniture for the Ford Room, tables and chairs for the renovated spaces on the east side
of the mezzanine. Most all book stacks received wood end panels to replace the 1968
metal panels.

**Goal 12: Install new directional signage at the Henry Ford Centennial Library.**

No effort was made on this goal as we must wait until we return to the Henry Ford
Centennial Library and prepare a comprehensive list of the signage needed.

**Goal 13: Upgrade existing analog cameras and install additional security devices
(cameras and card swipes) as needed.**

This goal is partially completed. Most cameras at the Henry Ford Centennial Library
have been upgraded to internet protocol (IP) cameras. Additional cameras and door
card swipes have been added throughout the building. We will turn our attention to the
branch libraries and to the Veterans Park in the next fiscal year.

**Goal 14: Replace north public entrance doors at the Esper Branch Library.**

This goal is not complete.
OTHER SIGNIFICANT EFFORTS DURING THE YEAR

Library Collection Maintenance and Development

The library’s collection of material continued to be the primary focus for the majority of our staff. In FY2019-2020, we allocated $500,000 to purchase library material. The selecting librarians choose the library material to be purchased and the Processing staff order, receive, invoice, and process the new material into the system. Approximately 13,375 items were entered into the system, including new material, material being transferred from one library agency to another, and material being repackaged. In addition, 74 donations were added to the collection. Because we purchase a majority of our cataloging records from our library material vendors, only 253 items required staff to create original cataloging. One new collection of material was added this fiscal year. Binge Boxes are a collection of DVDs of similar content that are checked out as one item; 14 Binge Boxes are now in the system. Topics range from comedy, to movies based on children’s books, to movies from the 1980s. Binge Boxes are a great opportunity to sample various movies in the same genre. During FY2019-2020, 13,301 items were deleted. The library collection totaled 206,881 items at the end of the fiscal year. The total value of the collection is $4,292,510.57. Online resources continue to be a very popular library service. The library subscribes to a total of 110 databases (21 are paid subscriptions and 89 are subscriptions paid and provided through the Library of Michigan Electronic Library). Popular resources include Ancestry Library Edition and patrons were thrilled when the service was offered remotely during the COVID-19 crisis. Normally, this product is only available for in-
library usage. Digital content services are very well-used and usage increased during the COVID-19 crisis. Overdrive™ (e-books and e-audiobooks), hoopla™ (e-books, e-audiobooks, e-music and e-video) and RB Digital™ (magazines and the recent inclusion of digital newspapers) were especially popular while the libraries were physically closed. Digital content continues to be the largest circulating collection.

**Circulation Services**

Check out of material by patrons decreased by 34%. Library visits decreased by 54%. As the Henry Ford Centennial Library has been closed for renovation since late May 2019, such decreases were anticipated. However, the closure of all Dearborn libraries for 14 weeks due to the COVID-19 crisis further decreased both check-outs and visits. The library has 32,383 active card holders (library card usage during the last three years), which is over 6.4% higher than last fiscal year. This does not include the more than 400 patrons that self-registered for a temporary library card during the COVID-19 crisis. Once the libraries re-open, patrons will need to visit the library to make the self-registered library cards permanent.

Patrons continue to use the library’s “hold” service (a request to be put on a list for library material that is checked out). In FY2019-2020, 41,558 holds were placed, which is a decrease from the previous fiscal year. The library has 28,282 patrons signed up for e-mail notifications of hold and overdue material, which is very similar to last fiscal year. Patron can now receive notification through text messaging.

Unique Management Services, our collection agency, continues to do a great job in contacting our delinquent patrons, encouraging them to return material and pay
delinquent accounts. During FY2019-2020, Unique generated $14,424 more in assets (materials and cash recovered) than they billed in fees.

Outsourcing overdue mailers, in its eleventh year with Unique Management Services, eliminates library and City mailroom staff time spent preparing, printing and processing the mailers as well as the supplies and postage associated with the mailers. The mailers that Unique Management sends out are much easier to read than the previously used carbon crash mailers and patrons receive them in the same timely manner as when the library staff was responsible for this task. In FY2019-2020, Unique invoiced the library $817.07 for the overdue mailer service. Due to the COVID crisis, mailers were not generated beginning in March 2020.

**Programing Services**

The library continues to offer a wide range of activities for people of all ages. Due to the closure of the Henry Ford Centennial Library for renovation, all programs were held either at the branch libraries or other venues in the community. During the COVID-19 crisis all programs were online.

**Children**

The Youth Services staff provided a variety of story hours, craft workshops, and contests throughout the year. During the summer 2019, 322 children registered to read for the Summer Reading program. There was no Summer Reading Wrap-up program in 2019. Summer 2020 data will be reported in next year’s annual report.

**Teen**

Due to the construction at Henry Ford Centennial Library, while the library offered less programs and volunteer opportunities for teens, the Teen Librarian was still able to offer
monthly programs for teens at Esper and Bryant Branch Libraries. These programs, such as a book swap, writer’s café, and DIY touch screen gloves, celebrated literacy and new experiences. Over 70 teens participated in these programs throughout the year. Additionally, 122 teens participated in the 2019 Teen Read Summer Program.

The library offered limited volunteer opportunity for teens through the Teen Advisory Group (TAG). TAG was formed to help teens in grades seven through twelve earn volunteer hours by assisting with projects that help the library and the community. For each meeting they attend, teens can receive one-to-one hours of volunteer service. Ten teens attended TAG in FY2019-2020, volunteering 21 hours.

The library continues to offer BookLetters newsletters and emails about teen programs and new young adult materials. A total of 317 teens have subscribed to the two teen BookLetters emails.

Adult

The 2019 Adult Summer Reading Program attracted 145 adult readers. Due to the closure of the Henry Ford Centennial Library, we were unable to continue the Friends of the Library sponsored Blockbuster free film series or the monthly education and entertainment programs.

The Dearborn Public Library, for the fourth time, received a Big Read grant. Due to the closure of the Henry Ford Centennial Library for renovation, many programs were held at outside venues. Unfortunately, the COVID-19 crisis caused the library to either cancel programs or move them online. Total attendance at 18 Big Read programs was 1,954.
Adult Services provides shut-in service to Dearborn residents. During FY2019-2020, 14 items were delivered to one resident.

During FY2019-2020, 133 adult book club kits were checked out for a total circulation of 1,330. There are ten books per kit.

During the Henry Ford Centennial Library closure for renovation, the Adult Services staff was dispersed among the three library locations: the Bryant Branch Library, the Esper Branch Library and the temporary Library Warehouse on Commerce Drive, North. High standards of service were achieved through planning and providing programs at the library branches, by working behind the scenes at the Warehouse and by connecting with community partners to create invaluable relationships that will have far reaching impact. During the COVID-19 crisis, the staff was challenged to adapt library services and they showed their innate talent and initiative by planning virtual programs. All the full-time staff participated in online training and viewed webinars throughout the year to better their skillset.

Adult Services staff received a $2,000 grant from American Library Association-Library Census Equity Fund to support census initiatives, a $2,000 Dick Johnston award from the Metro Detroit Book and Author Society to support an outreach program with the aim of both educating and improving the lives of Arab-American families in Dearborn through the distribution of literacy kits, and a $15,000 Big Read award from the National Endowment for the Arts (NEA) in partnership with Arts Midwest.
Automation Services

Due to the closure of the Henry Ford Centennial Library for renovation, the weekly Drop-In Tech Time programs along with the D-Lab were moved to the Esper Branch Library.

During FY2019-2020, Automation Services:

- Shifted Drop-In Tech Time to the Esper Branch Library, assisting 87 patrons over the course of 36 sessions (July 2019 – March 2020)
- Moved the D-Lab to the Esper Branch Library, assisting 106 patrons in the digitization of their older formatted media over the course of 98 sessions (July 2019 – March 2020)
- Continued “tech time” visits to the Henry Ford Village, assisting 78 residents over the course of five visits (July 2019 – February 2020)
- Began text notification of both holds and overdue notices (August 2019)
- Migrated the file server from the Windows 2003 machine to the new Windows server (August 2019)
- Replaced one AWE™ computer at the Bryant Branch Library and three AWE™ computers at the Esper Branch Library. These computers are pre-loaded with educational games, typically targeting children younger than six (August 2019)
- Attended the SirsiDynix Michigan Users Group (MUG) annual meeting (October 2019)
- Customized the Enterprise module to display library card expiration dates because of numerous requests by library patrons (November 2019)
• Added the local newspaper archive to Enterprise (the library catalog) thereby allowing patrons the ability to access and download these papers from home (November 2019)
• Updated the library’s historical timeline on the library website (December 2019)
• Reimaged the public computers at the Bryant and the Esper Branch libraries (December 2019)
• Presented a library services informational session at the Dearborn Colony Club meeting (January 2020)
• Migrated Evanced Rooms and Events to the new Spaces and Sign-up platforms (February 2020)
• Launched the ScanEZ service at Esper Branch Library, which allows for public faxing as well as photo editing (February 2020)
• Upgraded the Horizon software to version 7.5.6 and the Enterprise software to version 5.0.2 (June 2020)

LIBRARY COMMITTEES

Bookletters Committee

The Bookletters Committee is responsible for managing the BookLetters service. This service allows patrons to sign up for e-mail newsletters with comments, reading recommendations and information about library services and programs. Most of our BookLetters have been consolidated into the BookSizzle. BookSizzle is sent out to all library patrons who have provided an email address and to those long-term patrons that have subscribed. Besides the weekly BookSizzle, nine staff-generated BookLetters
were offered in FY2019-2020, including the popular Staff Picks as well as flyers for the Youth and Teen programs. Spotlight On, a BookLetter for juvenile and teen books became very important during the closure of the Henry Ford Centennial Library and especially during the Stay Home, Stay Safe order, when it became a method to highlight electronic materials on different topics. At the end of FY2019-2020, the BookLetters service had 25,213 subscribers with about half of those being BookSizzle subscribers. While an opt-out of email feature is provided, this service remains popular with our patrons.

**Circulation Committee**

The purpose of the Circulation Committee is to improve customer service and to solve patron and staff problems concerning the Horizon circulation system. The circulation process has many possibilities for customizing service. Each year improvements in customer service are developed through the efforts of this committee. The main tool of the committee is the Circulation Manual, which incorporates the Library Commission's policies, system procedures, and sample statements for staff to use when talking to library patrons. In FY2019-2020, the Circulation Committee:

- Assisted with the testing and implementation of a new text messaging service to notify patrons of the availability of their “on hold” material as well as their overdue material. The overdue text notification includes both a “soon to be overdue” notification as well as a subsequent overdue notification if needed (December 2019)
- Investigated and recommended an increase in the number of requests allowed per library card. The Library Commission approved the increase from 20 items to 30 items per card (December 2019)
Investigated and recommended a new policy eliminating overdue fines for material checked out from the Youth and Teen collections. Approved by the Library Commission (June 2020)

Conducted the annual Foods for Fines program, collecting 38 boxes of food for the Dearborn Firefighters’ food pantry (November 2019)

Ordered new security gates for the Henry Ford Centennial Library. The installation is expected to be done in August 2020 (December 2019)

Extended and monitored all settings for circulation-related functions in the library system as the COVID-19 crisis spread through the state. Patron holds were extended, all overdue fines were eliminated, expiration dates on library cards were extended and residents were allowed to self-register for a library cards in order to use online resources from home (March-June 2020)

Investigated and formed a new service plan for a phased re-opening once the Stay Home, Stay Safe order was lifted for the region. Phase one of the plan, launched in June 2020, included curbside delivery, which allows for contactless pick-up of requested library material (June 2020)

Collection Development Committee

The Collection Development Committee is composed of all the librarians in the system, as well as the Automation staff. The committee focuses on common issues involving format of material, ordering, and the library’s overall collection. In FY2019-2020, the Collection Development Committee:
• Evaluated changes to replacement costs for lost or missing compact discs and cases and made recommendations, in conjunction with the Circulation Committee, to the Library Commission (October 2019)

• Experimented with a new resource for Spanish language materials. A great deal of set-up and coordination is required and a final decision is pending (November 2019-March 2020)

• Adapted to a new locking mechanisms for DVD cases. This decision was necessary as supplies for our old locking system were no longer available. The library will utilize both the old and new system for the foreseeable future (February 2020)

• Investigated and implemented the purchase of Binge Boxes. These are sets of DVDs centered around a common theme but boxed together for a single checkout (March 2020)

• Increased hoopla™ checkouts from 10 to 15 per month (March 2020-June 2020)

• Continued to order, while working remotely, a variety of library material in order to maintain a consistent flow of new material (May 2020)

• Throughout the fiscal year, librarians continued to evaluate items in their assigned collection areas, purchase new material and discard items using both our collection management software, Collection HQ, and other established criteria. During the closure of the Henry Ford Centennial Library, additional collections were designated as ‘floating’ in order to make them available to patrons at branch libraries rather than returning them to the warehouse
Disaster Preparedness Committee

The goals of the Disaster Preparedness Committee are to develop and evaluate procedures for emergencies and disasters that could occur at the Dearborn Public libraries. Due to the closure of the Henry Ford Centennial Library, the committee postponed all committee work until the Henry Ford Centennial Library reopens.

Marketing Committee

The purpose of the Marketing Committee is to market the library to the community. This committee also has responsibility for creating and updating general brochures with information about the library system. Using the publicity flow charts, the committee ensures that each library program is publicized in the library and through print and online outlets. In FY2019-2020, the Marketing Committee:

- Conducted a series of outreach events promoting library services throughout the community:
  - Weekly visits to the HFV
  - Regular attendance at the Farmers’ Market
  - Literacy Pop-ups in the community
  - Intergenerational sessions in partnership with Beaumont Hospital and Cherry Hill Presbyterian Pre-School Cooperative
  - Senior Health Expo at the Ford Community and Performing Arts Center
  - Salina Intermediate School Open House and parent conferences
  - Presentation to the Dearborn Colony Club regarding library services

- Partnered with the Department of Public Information to print a combined Back Fence and Library Matters newsletter to be delivered to Dearborn households in the
autumn and the spring of each year. Only one issue was published in October 2019. The April 2020 issue was cancelled as the information was incorrect due to the COVID-19 crisis

- Published the online newsletter, *Library Matters*
- Continued notifying library patrons about new library material through the weekly Wowbrary subscription
- Worked with CDTV and Councilman David Bazzy to produce a 10-minute spot regarding online library services

**New Technology Committee**

As most technology initiatives are proposed and implemented by the Automation Services staff, the New Technology Committee has altered how the committee conducts business. The committee will no longer meet monthly, but on an as-needed basis to discuss technology trends or any major technology decisions which require input from multiple library divisions. The committee will support the Automation staff with technology initiatives. We anticipate that FY2020-2021 will be one of change and growth for the New Technology Committee.

**Outreach Committee**

The Outreach Committee was not active in FY2019-2020.

** Patron Email Engagement Project Committee (PEEP)**

The Patron Email Engagement Project Committee (PEEP) was created to enhance the library’s outreach attempts using email. While the long-range focus may be to attempt to re-engage patrons who no longer use the library, the initial focus will be to welcome new cardholders. Through a series of three emails, the library will inform new patrons
about library services. The first e-mail is a Welcome email. The second e-mail, sent two months later, is a promotional e-mail typically highlighting our digital offerings. The third e-mail is sent two months later is an engagement e-mail highlighting current library programs. The open rate for all emails is between 25-30%.

Reference Committee

The purpose of the Reference Committee is to coordinate reference services throughout the system. The committee has a major responsibility to continually review reference services and to recommend purchases of material. The committee must rank the value of each service and decide which formats are best for the community. In FY2019-2020, the Reference Committee:

- Made extensive changes to the design of the online resources page. Links were removed and resources were rearranged to improve the site (October 2019)
- Evaluated the Exhibit collection which is a collection of valuable books that were acquired about 45 years ago. The Committee recommended selling selected items, digitizing some and keeping the remainder in a safe place. Decisions regarding the Exhibit collection will be made in FY2020-2021 (October 2019)
- Made recommendation to eliminate paper copies of the zoning ordinances as these are available from the Dearborn City Clerk’s office (December 2019)
- Evaluated an offer from The Library Network (TLN) for discount pricing on five products from RBdigital™. Recommended the purchase of a newspaper product and an expanded magazine product (February 2020)
• Worked quickly to evaluate free online resources and added same to the library's online offerings in order to assist patrons during the COVID-19 crisis (March 2020-June 2020)

**Security Committee**

The Security Committee was created to help develop policy and procedures to ensure the safety of library patrons and staff members. A unique opportunity was presented during the closure of the Henry Ford Centennial Library. Henry Ford Centennial Library security guards were assigned to work at either the Bryant Branch Library or the Esper Branch Library during the renovation project, allowing them to learn about the other library locations. This has created a more well-rounded security staff that has the flexibility to work in multiple locations.

During FY2019-2020, the Security Committee:

• Updated the alarm codes for the Henry Ford Centennial Library and the Esper Branch Library (August 2019)

• Investigated a security tracking software called PITS (Patron Incident Tracking System). The decision regarding the purchase of the software is on hold due to the cost and the continued closure of the Henry Ford Centennial Library (August 2019)

• Participated in the City of Dearborn’s Safety Committee. The library Security Committee will work with the City’s Safety Committee on Run, Hide, Fight training as well as in-person active shooter training for library employees (August 2019)

• Attended two security sessions at the annual Michigan Library Association conference: *Fostering Mutuality: Peer Navigators in Public Libraries* and *De-escalation Training* (October 2019)
• Obtained an updated list of School Resource Officers at the Dearborn Public Schools (October 2019)

• Viewed a Narcan webinar for informational purposes. Currently, library employees do not administer Narcan (October 2019)

• Planned for the January 2020 exam time when many students visit the Dearborn Public Libraries to study for mid-term exams (November 2019)

• Eliminated the outdated Branch Supervisor In Charge (SIC) manual (November 2019)

• Replaced the no longer needed Occupational Safety and Health Administration (OSHA) manual with the red Emergency Binders, created by the Disaster Preparedness Committee (November 2019)

• Recommended that the library purchase three wheelchairs (one for each location) for emergency purposes (December 2019)

• Ordered new shirts, fleece jackets and badges for security guards (December 2019)

• Worked extensively on a new Lost and Found Policy which was approved by the Dearborn Library Commission (December 2019)

• Updated the Child Safety brochure with assistance from the Youth Services staff (December 2019)

• Began work on a new Guard manual (March 2020)

**Serials Committee**

The purpose of the Serials Committee is to manage the serials module through coordination, training, creation of procedures and problem solving. Serials are materials that are updated periodically, such as magazines, yearbooks, and directories. Because
the serials module is stable, it was not necessary for the committee to meet in FY2019-2020. The periodicals contract, which began January 2018, was awarded to W.T. Cox in July 2017. The third year of the contract, and its second renewal, is in 2020. The annual cost for 2020 was $22,030. The contract may be renewed three times, with each renewal being for one year. It is anticipated that W.T. Cox will be the periodicals vendor from 2018 through December 2021.

**Social Media Committee**

The purpose of the Social Media Committee is to create, organize and manage our social media communication on behalf of the library. The Facebook page was launched on July 23, 2010 and the committee meets monthly to finesse and monitor the page, its content, and to review the usage statistics. More and more patrons are reporting that social media is their preferred method of obtaining information from the library. In addition, the library also hosts Twitter and Instagram accounts. In FY 2019-2020, the Social Media Committee accomplished the following:

- Continued to promote library services and engage users through the library Facebook page. The library currently has over 2,200 followers and users engage on an average of 36 times per day. The First Friday Facebook Live series had an average of 201 views
- Began Facebook Live weekly evening Storytime sessions in the fall of 2019 and expanded same to twice weekly during the COVID-19 crisis
- Library Twitter page currently has over 1,180 followers and tweets are seen an average of 664 times (impressions)
• Library Instagram account currently has over 1,670 followers and each post reaches about 300-500 users
• Worked on organizing the library YouTube page to allow for easier viewing and storing of library-related videos (February 2020)
• Increased the number of social media posts in an effort to inform the community with library information as the COVID-19 virus spread through the area and library access was restricted (March – June 2020)

**Volunteer Committee**

The purpose of the Volunteer Committee is to actively recruit, train and retain high quality volunteers for the Dearborn Public Library. Our volunteers perform a myriad of duties, all of which are an integral part of the library’s operations. Many of our library volunteers assist with collection maintenance. This includes checking, cleaning, sorting, labeling, processing and shelving library material. Other volunteers assist with library programming and fundraising.

Due to the closure of the Henry Ford Centennial Library and the COVID-19 crisis, the Volunteer Committee did not meet. The ESL volunteers were able to continue the Conversation Circle at the Esper Branch Library, but that too was halted in March 2020 due to the COVID-19 crisis. Plans are underway for a virtual ESL program.

During FY2019-2020, due to the closure of the Henry Ford Centennial Library, the library had only 47 volunteers who contributed 1,913 hours of volunteer service.

**Dearborn Public Library Foundation**

The Dearborn Public Library Foundation seeks to benefit, promote and enhance the library system by building strong public-private partnerships with individuals,
businesses, and community organizations that share their mission for creating a stronger library that is meeting the needs of the community. During FY2019-2020, the Foundation:

- Welcomed a new board member, Brian Church, in September 2019. Adnan S. Nasser and Farah Kobeissi-Nasser resigned in April 2020. Executive Board members, effective May 2020, are Jennifer Dickey, President; Zacki Khaled, Vice-President; Kimberly Roberts, Secretary; Brian Church, Treasurer. Directors Holly Frank, Anne Gautreau, Suzanne Miller, Kathleen J. Murray, Serge Danielson-Francois, and Margaret Thornburg remain on the Board. While Steve Roberts continued to serve as President Emeritus, his participation is limited due to family obligations.

- Continued the residential mail campaign in 2019 and raised $12,871 in donations from the direct mail campaign.

- Donations from the Kroger Community Reward program and from the Amazon Smiles program are not available at this time.

**Friends of the Library-Dearborn (FOLD)**

The Friends of the Library-Dearborn (FOLD) is a vital volunteer group that encourages the community’s support of the library. They hold monthly meetings featuring local authors and speakers and mail a newsletter to all their members. Due to the closure of the Henry Ford Centennial Library due to the renovation, the Friends of the Library-Dearborn (FOLD) were unable to meet or conduct their monthly book sales. In FY2019-2020, a modest income of $2,263.54 was raised from the sale
of book bags, flash drives, headphones, earbuds and a few books sold at the branch libraries. In addition FOLD raised $1,649.68 in donations.

**Youth Services Committee**

The purpose of the Youth Services Committee is to promote reading through programs, collections, and service to children and their families. The committee actively pursues methods of marketing the library and its resources to the community. In addition, the committee reviews all requests for changes in service and shares information in ways to improve service, programming, and library collections. In FY2019-2020, the Youth Services Committee:

- Offered a wide-range of programming for children from birth through the teen years. With the closure of the Henry Ford Centennial Library, the Youth Services team, working with branch staff, moved youth programs to the branches. While programs were conducted throughout the year, they were particularly important during the public school breaks as a way to offer youth and their families a variety of activities to stay active while not in school.

- Continued offering and promoting a nationwide program entitled *1,000 Books Before Kindergarten*, which is a free program to encourage families to read with their young children. By keeping track of the number of books read daily, weekly, or monthly to their young child, families can earn rewards along the way. The greatest reward is, of course, a strong foundation for youngsters as they begin their formal education. A strong base in literacy will improve their experience overall as students. Youth Services is looking toward an expansion of this program to serve older children and encourage a continued regular reading habit.
• Joined with the Dearborn Public Schools to encourage reading over the summer by participating in a series of pop-up literacy programs at elementary schools that are a part of the Fordson High School Feeder track. At these events, the Youth Services staff signed up new library card holders, talked about library resources, worked on crafts with families and encouraged families to visit all of the Dearborn Public Libraries.

• Worked with a coalition of Dearborn Public School administrators, media specialists and teachers to develop support for struggling readers. The “Read by Third Grade Law” was scheduled to go into full effect during the 2019-2020 school year. This coalition developed materials, book lists and activities to provide families with help to aid students reading below grade level. These efforts are ongoing and a series of learn-at-home kits are being assembled for these library patrons. Continued to support the Dearborn Public Schools’ Parent University by attending events, providing library card sign-ups and talking about how the library is able to support parents’ work with early literacy. Dearborn Public Library is a part of the inter-agency Early Learning Coalition that developed the Parent University program.

Website Committee

Under the guidance of the Website Committee, the Dearborn Public Library website remains a strong central hub for library news, programs and material. This past year the website was crucial in providing news and announcements to the community, in particular about the Henry Ford Centennial Library renovation and the pandemic closures. In addition to the dozens of new posts and pages that have been added and updated, adjustments to the web-server settings for added security were also
performed. The Committee will continue to meet monthly to ensure the website and our web resources are easy to navigate and are meeting the needs of our users.
DEARBORN PUBLIC LIBRARY - STATISTICAL INFORMATION

<table>
<thead>
<tr>
<th></th>
<th>2019-2020*</th>
<th>2018-2019</th>
<th>Percent Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Circulation (Transactions)</td>
<td>324,082</td>
<td>491,457</td>
<td>-34%</td>
</tr>
<tr>
<td>Traffic (Individual Visits)</td>
<td>147,080</td>
<td>320,235</td>
<td>-54%</td>
</tr>
<tr>
<td>Collection (Items)</td>
<td>206,881</td>
<td>200,932</td>
<td>3%</td>
</tr>
<tr>
<td>Collection (Titles)</td>
<td>134,329</td>
<td>131,546</td>
<td>2%</td>
</tr>
<tr>
<td>Registration (Borrowers)**</td>
<td>32,383***</td>
<td>30,424</td>
<td>6.4%</td>
</tr>
</tbody>
</table>

* Statistics are impacted by the Henry Ford Centennial Library renovation closure and the COVID-19 crisis
** Patrons who have renewed their card within the last three years
***Does not include 436 online self-registrations

Detailed Collection Statistics

<table>
<thead>
<tr>
<th>Items</th>
<th>2019-2020*</th>
<th>2018-2019</th>
<th>Percent Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books, Adult</td>
<td>78,241</td>
<td>76,598</td>
<td>2%</td>
</tr>
<tr>
<td>Books, Juvenile</td>
<td>59,433</td>
<td>57,157</td>
<td>4%</td>
</tr>
<tr>
<td>Books, Reference</td>
<td>2,194</td>
<td>2,081</td>
<td>5%</td>
</tr>
<tr>
<td>Periodicals</td>
<td>10,792</td>
<td>9,392</td>
<td>15%</td>
</tr>
<tr>
<td>DVDs</td>
<td>38,301</td>
<td>36,734</td>
<td>4.3%</td>
</tr>
<tr>
<td>Compact Discs, Music</td>
<td>12,144</td>
<td>12,984</td>
<td>-6.5%</td>
</tr>
<tr>
<td>Books on CD</td>
<td>3,857</td>
<td>4,036</td>
<td>-4%</td>
</tr>
<tr>
<td>Video Games</td>
<td>1,135</td>
<td>1,071</td>
<td>6%</td>
</tr>
<tr>
<td>USB Language Kits</td>
<td>11</td>
<td>11</td>
<td>0%</td>
</tr>
<tr>
<td>Book Club Kits, Adult</td>
<td>177</td>
<td>177</td>
<td>0%</td>
</tr>
<tr>
<td>WiFi Hotspots</td>
<td>20</td>
<td>20</td>
<td>0%</td>
</tr>
</tbody>
</table>

*Collection maintenance during FY2019-2020 was difficult as the collection was either at the temporary warehouse or in storage.

Programs

<table>
<thead>
<tr>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Programs</td>
<td>479</td>
<td>762</td>
<td>-37%</td>
</tr>
<tr>
<td>Attendance</td>
<td>16,281</td>
<td>17,164</td>
<td>-5%</td>
</tr>
</tbody>
</table>

Decrease in the number of programs is attributable to the Henry Ford Centennial Library closure for renovations and the COVID-19 crisis
Program attendance did not decline at the same rate as online programs, especially youth programs, have a higher attendance because the programs are viewable over a one week period
Photographic Highlights

Library Commissioner David Schlaff

Library Commissioner Nancy Zakar

Henry Ford Centennial Library Renovation

West Book Stacks

Ford Reading Room
Staff at the Esper Branch Library
Working During COVID-19

Wearing Masks and Social Distancing

Curbside Delivery
GOALS AND PLANS FOR THE NEXT FISCAL YEAR

2020-2021

1. Continue working with the Dearborn Library Commission to develop a strategic plan for the Dearborn Public Library.

2. Continue annual upgrades of the Horizon software.

3. Install new directional signage at the Henry Ford Centennial Library.

4. Replace all electrical breakers at the Henry Ford Centennial Library.

5. Replace east staff door at the Henry Ford Centennial Library.

6. Renovate the Henry Ford Centennial Library auditorium with new carpet, new seating and redesigned ADA platforms.

7. Continue the upgrade of existing analog cameras and install additional security devices (cameras and card swipes) as needed.

8. Repair or replace the globe lights at the Esper Branch Library.

9. Repair or replace north public entrance doors at the Esper Branch Library.

10. Renovate the Esper Branch Library public space to create four group study rooms.

11. Replace the Bryant Branch Library carpet.

12. Inspect and repair the exterior marble at the Henry Ford Centennial.

13. Paint both staff and public spaces, as needed, at all Dearborn Public Libraries.

14. Renovate the restrooms in the northwest corridor at the Henry Ford Centennial Library.

15. Replace the window tint on the Henry Ford Centennial Library.
## CITY OF DEARBORN
### DEARBORN PUBLIC LIBRARY

<table>
<thead>
<tr>
<th></th>
<th>Actual Budget 2019-2020</th>
<th>Actual Budget 2018-2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>PERSONNEL SERVICES</td>
<td>$3,478,740</td>
<td>$6,384,246*</td>
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<tr>
<td>OPERATING EXPENSE</td>
<td>$4,081,824**</td>
<td>$2,144,980**</td>
</tr>
<tr>
<td>SUPPLIES</td>
<td>$51,260</td>
<td>$87,229</td>
</tr>
<tr>
<td>CAPITAL OUTLAY</td>
<td>$466,714</td>
<td>$530,399</td>
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<tr>
<td>Undistributed</td>
<td>0</td>
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<tr>
<td><strong>TOTAL LIBRARIES</strong></td>
<td><strong>$8,329,275</strong></td>
<td><strong>$9,291,681</strong></td>
</tr>
</tbody>
</table>

*Post-Retirement Health Insurance and Pension
**Includes Facilities Lease (Account 271-5100-980.44-04)

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Facility Lease</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY2019-2020**</td>
<td>$1,429,227</td>
</tr>
<tr>
<td>FY2018-2019**</td>
<td>$ 498,240</td>
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<tr>
<td>FY2017-2018**</td>
<td>$1,758,420</td>
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<tr>
<td>FY2016-2017**</td>
<td>$1,384,879</td>
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<tr>
<td>FY2015-2016**</td>
<td>$ 675,240</td>
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<tr>
<td>FY2014-2015**</td>
<td>$ 846,286</td>
</tr>
<tr>
<td>FY2013-2014**</td>
<td>$1,115,250</td>
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</table>

**Actual
## MONIES RECEIVED

### ACTUAL MONIES RECEIVED

<table>
<thead>
<tr>
<th>Account</th>
<th>2019-2020</th>
<th>2018-2019</th>
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<tr>
<td>Federal Grants</td>
<td>271...330.01-90</td>
<td>$8,941.87</td>
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<tr>
<td>Library Aid Grant</td>
<td>271...330.04-30</td>
<td>$78,672.16</td>
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<tr>
<td>Penal Fines</td>
<td>271...330.07-12</td>
<td>$76,749.41</td>
</tr>
<tr>
<td>Internet User Cards</td>
<td>271...341.80-35</td>
<td>$5,319.23</td>
</tr>
<tr>
<td>Copier, Printer, Microfilm</td>
<td>271...341.80-40</td>
<td>$16,644.80</td>
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<tr>
<td>Library Fines/Fees</td>
<td>271...351.40-00</td>
<td>$26,209.37</td>
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<tr>
<td>Library Room Rental</td>
<td>271...363.20-05</td>
<td>$1,135.00</td>
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<tr>
<td>Donations</td>
<td>271...365.90-00</td>
<td>$7,320.00</td>
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<tr>
<td></td>
<td>634-0000-365.90-00</td>
<td>$20,000 Fecko trust payment #1</td>
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<tr>
<td>Operating Expenses (Reimbursements)</td>
<td>271...366.80-00</td>
<td>$35,459.00 (includes e-rate reimbursement)</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>271...369.90-00</td>
<td>$1,591.17</td>
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</tbody>
</table>

**Friends of the Library-Dearborn Used Book Sale & Merchandise sale**

| Account                              | 276...341.60-90 | $2,263.54  | $28,998.12 |

**Friends of the Library-Dearborn and The Big Read-Dearborn Donations**

| Account                              | 276...365.90-00 | $1,649.68  | $3,020.09  |

**Big Read Grant – Initial Payment**

| Account                              | 276-0000-330.01-90 | $12,000.00 | $0.00   |
DEARBORN PUBLIC LIBRARY  
LIBRARY COMMISSION

Marcel Pultorak, Chair  
Initial Appointment: 09/01/2002; Current Term ends: 06/30/2023

Ryan Lazar, Vice-Chair  
Initial Appointment: 06/30/2011; Current Term ends: 06/30/2023

Jihan Jawad, Secretary-Treasurer  
Initial Appointment: 06/30/2008; Current Term ends: 06/30/2023

Barth Bucciarelli  
Initial Appointment: 06/30/2015; Current Term ends: 06/30/2021

Ali Dagher  
Initial Appointment: 06/04/2013; Current Term ends: 06/30/2021

Eva Gogola (replacement for David Schlaff)  
Initial Appointment: 02/08/2020; Current Term ends: 06/30/2022

Michelle Jawad  
Initial Appointment: 06/30/2015; Current Term ends: 06/30/2023

Arrwa Mogalli  
Initial Appointment: 06/30/2015; Current Term ends: 06/30/2023*

Mansour S. Sharha (replacement for Nancy Zakar)  
Initial Appointment: 06/01/2020; Current Term ends: 06/30/2023*

*June 2019 – an error was made in both Zakar and Mogalli’s term ending, which should have been June 30, 2022. When Sharha replaced Zakar, the error was continued.
DEARBORN PUBLIC LIBRARY

DIRECTORY

HENRY FORD CENTENNIAL LIBRARY
16301 Michigan Avenue Dearborn, Michigan 48126
313-943-2330

BRYANT BRANCH LIBRARY
22100 Michigan Avenue Dearborn, Michigan 48124
313-943-4091

ESPER BRANCH LIBRARY
12929 W. Warren Dearborn, Michigan 48126
313-943-4096

LIBRARY HOURS
Effective January 1, 2017

HENRY FORD CENTENNIAL LIBRARY
Monday-Thursday 9:30 a.m. - 8:30 p.m.
Friday-Saturday 9:30 a.m. - 5:30 p.m.
Sunday 1:00 p.m. - 5:00 p.m. (September through May)
The Henry Ford Centennial Library temporarily closed to the public on May 20, 2019 for a major renovation project

BRYANT AND ESPER BRANCH LIBRARY HOURS

Monday-Tuesday 11:00 a.m. - 7:00 p.m.
Wednesday-Thursday 11:00 a.m. - 5:30 p.m.
Friday CLOSED
Saturday 11:00 a.m. - 5:30 p.m.

With the closure of the Henry Ford Centennial Library, both the Bryant and Esper Branch Libraries extended their hours to mirror the Henry Ford Centennial Library hours until the COVID-19 crisis

DURING THE COVID-19 CRISIS, BEGINNING JUNE 23, 2020
CURBSIDE DELIVERY HOURS AT BRYANT AND ESPER BRANCH LIBRARIES

Tuesday - Thursday 2:00 p.m. – 6:00 p.m.
Saturday 10:00 a.m. – 2:00 p.m.
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**VISUAL REPRESENTATION OF MANAGEMENT INFORMATION**

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<th>Page</th>
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</thead>
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<td>Active Library Card Holders - End of Each Fiscal Year</td>
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<td>Resident Card Holders as Percentage of Population</td>
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<td>Active Users</td>
<td>60</td>
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<td>Active Users by Age and Gender</td>
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<td>Total Circulation</td>
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<td>Branch Percentage of Circulation</td>
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<td>Type of Circulation: Checkout/Renewal/Download</td>
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<td>Circulation by Format</td>
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<td>Circulation by Collection</td>
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<td>Circulation – Digital Downloads</td>
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<td>MeLCat Circulation</td>
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</tr>
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<td>Per Capita Data</td>
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<td>Request and Holds</td>
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<td>Computers</td>
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<tr>
<td>Online Database Usage</td>
<td>72</td>
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<td>Library Programs by Age Group</td>
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<td>Youth Programs by Branch</td>
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<tr>
<td>Young Adult Programs by Branch</td>
<td>78</td>
</tr>
<tr>
<td>Adult Programs by Branch</td>
<td>79</td>
</tr>
</tbody>
</table>
### Patrons Added to System for First Time

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>First Time Registrants</td>
<td>4,723</td>
<td>4,481</td>
<td>4,449</td>
<td>4,210</td>
<td>1,875</td>
</tr>
</tbody>
</table>

*The Henry Ford Centennial Library closed for renovations: May 20, 2019 through the end of the fiscal year
**HFCL remained closed in FY2019-2020 for renovation; then all library locations closed for COVID-19 in March 2020
### Active Library Card Holders
#### End of Each Fiscal Year

<table>
<thead>
<tr>
<th></th>
<th>June 2016</th>
<th>June 2017</th>
<th>June 2018</th>
<th>June 2019*</th>
<th>June 2020**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resident</td>
<td>27,174</td>
<td>26,124</td>
<td>25,448</td>
<td>24,660</td>
<td>26,006</td>
</tr>
<tr>
<td>Dearborn Heights Resident</td>
<td>2,368</td>
<td>2,169</td>
<td>2,033</td>
<td>1,898</td>
<td>2,145</td>
</tr>
<tr>
<td>Non-Resident-Not Paid</td>
<td>2,393</td>
<td>2,170</td>
<td>2,020</td>
<td>1,882</td>
<td>2,099</td>
</tr>
<tr>
<td>Non-Resident-Paid</td>
<td>68</td>
<td>41</td>
<td>35</td>
<td>37</td>
<td>32</td>
</tr>
<tr>
<td>Internet Only Resident</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Internet Only Non-Resident</td>
<td>144</td>
<td>93</td>
<td>85</td>
<td>80</td>
<td>68</td>
</tr>
<tr>
<td>TLN</td>
<td>675</td>
<td>1,304</td>
<td>1,814</td>
<td>1,867</td>
<td>2,033</td>
</tr>
<tr>
<td>TOTAL</td>
<td>32,154</td>
<td>31,903</td>
<td>31,435</td>
<td>30,424</td>
<td>32,383</td>
</tr>
</tbody>
</table>

Active Library Card Holder is defined as a patron who has renewed his/her card within the last three years.

*The Henry Ford Centennial Library closed for renovations: May 20, 2019 through the end of the fiscal year.

** HFCL remained closed in FY2019-2020 for renovation; then all library locations closed for COVID-19 in March 2020.
Resident Cardholders as Percentage of Population

<table>
<thead>
<tr>
<th></th>
<th>June 2016</th>
<th>June 2017</th>
<th>June 2018</th>
<th>June 2019*</th>
<th>June 2020**</th>
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<td>Non-Resident-Not Paid</td>
<td>2,393</td>
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<td>2,099</td>
</tr>
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<td>68</td>
<td>41</td>
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<td>32</td>
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<td>Internet Only Resident</td>
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<td>0</td>
</tr>
<tr>
<td>Internet Only Non-Resident</td>
<td>144</td>
<td>93</td>
<td>85</td>
<td>80</td>
<td>68</td>
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<tr>
<td>TLN</td>
<td>675</td>
<td>1,303</td>
<td>1,814</td>
<td>1,867</td>
<td>2,033</td>
</tr>
<tr>
<td>TOTAL</td>
<td>32,154</td>
<td>31,857</td>
<td>31,435</td>
<td>30,424</td>
<td>32,383</td>
</tr>
</tbody>
</table>

Resident % of Total: 84.53% 81.89% 80.95% 81.05% 80.31%

Active Library Card Holder is defined as a patron who has renewed his/her card within the last three years.

*The Henry Ford Centennial Library closed for renovations: May 20, 2019 through the end of the fiscal year.

** HFCL remained closed in FY2019-2020 for renovation; then all library locations closed for COVID-19 in March 2020.

Resident Cardholders as % of Population

<table>
<thead>
<tr>
<th></th>
<th>June 2016</th>
<th>June 2017</th>
<th>June 2018</th>
<th>June 2019*</th>
<th>June 2020**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resident</td>
<td>27.69%</td>
<td>26.58%</td>
<td>25.93%</td>
<td>25.12%</td>
<td>26.50%</td>
</tr>
<tr>
<td>--------------</td>
<td>------------</td>
<td>-----------</td>
<td>-----------</td>
<td>------------</td>
<td>-------------</td>
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<tr>
<td>Active Users</td>
<td>15,226</td>
<td>15,559</td>
<td>15,240</td>
<td>14,493</td>
<td>9,472</td>
</tr>
</tbody>
</table>

*The Henry Ford Centennial Library closed for renovations: May 20, 2019 through the end of the fiscal year
**HFCL remained closed in FY2019-2020 for renovation; then all library locations closed for COVID-19 in March 2020
^Beginning FY2015-2016: Active User is someone who, during the last 365 days, has either checked out material or authenticated using his/her library card / PIN for one of our digital services
### Active Users by Age and Gender*

**By age:**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 18</td>
<td>25.75%</td>
<td>27.65%</td>
<td>28.11%</td>
<td>26.66%</td>
<td>23.35%</td>
</tr>
<tr>
<td>18 to 25</td>
<td>13.44%</td>
<td>12.49%</td>
<td>12.27%</td>
<td>12.43%</td>
<td>10.49%</td>
</tr>
<tr>
<td>26 to 35</td>
<td>14.76%</td>
<td>14.28%</td>
<td>14.57%</td>
<td>15.15%</td>
<td>14.44%</td>
</tr>
<tr>
<td>36 to 45</td>
<td>14.03%</td>
<td>14.09%</td>
<td>13.82%</td>
<td>13.91%</td>
<td>14.90%</td>
</tr>
<tr>
<td>46 to 55</td>
<td>11.95%</td>
<td>11.14%</td>
<td>10.84%</td>
<td>10.51%</td>
<td>11.23%</td>
</tr>
<tr>
<td>56 to 65</td>
<td>10.13%</td>
<td>10.08%</td>
<td>9.95%</td>
<td>9.99%</td>
<td>11.20%</td>
</tr>
<tr>
<td>Over 65</td>
<td>9.94%</td>
<td>10.27%</td>
<td>10.44%</td>
<td>11.35%</td>
<td>14.24%</td>
</tr>
</tbody>
</table>

**By gender:**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>59.76%</td>
<td>60.58%</td>
<td>60.54%</td>
<td>61.35%</td>
<td>63.47%</td>
</tr>
<tr>
<td>Male</td>
<td>40.24%</td>
<td>39.42%</td>
<td>39.46%</td>
<td>38.65%</td>
<td>36.53%</td>
</tr>
</tbody>
</table>

---

*The Henry Ford Centennial Library closed for renovations from May 20, 2019 through the end of the fiscal year
** HFCL remained closed in FY2019-2020 for renovation; then all library locations closed for COVID-19 in March 2020

---

Beginning FY2015-2016: Active User is someone who, during the last 365 days, has either checked out material or authenticated using his/her library card / PIN for one of our digital services.
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2015-2016</td>
<td>515,544</td>
<td>481,356</td>
<td>480,890</td>
<td>491,456</td>
<td>324,082</td>
</tr>
</tbody>
</table>

*The Henry Ford Centennial Library closed for renovations: May 20, 2019 through the end of the fiscal year
**HFCL remained closed in FY2019-2020 for renovation; then all library locations closed for COVID-19 in March 2020
# Branch Percentage of Circulation

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>HFCL</td>
<td>361,934</td>
<td>329,262</td>
<td>314,510</td>
<td>287,904</td>
<td>22,024</td>
</tr>
<tr>
<td>Bryant</td>
<td>57,133</td>
<td>51,726</td>
<td>49,265</td>
<td>58,630</td>
<td>115,302</td>
</tr>
<tr>
<td>Esper</td>
<td>35,550</td>
<td>30,854</td>
<td>27,658</td>
<td>32,204</td>
<td>62,505</td>
</tr>
<tr>
<td>Salina Locker ***</td>
<td>2,107</td>
<td>4,699</td>
<td>4,831</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL HORIZON CIRCULATION</td>
<td>454,617</td>
<td>411,842</td>
<td>393,540</td>
<td>383,437</td>
<td>204,662</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>HFCL</td>
<td>79.61%</td>
<td>79.95%</td>
<td>79.92%</td>
<td>75.09%</td>
<td>10.76%</td>
</tr>
<tr>
<td>Bryant</td>
<td>12.57%</td>
<td>12.56%</td>
<td>12.52%</td>
<td>15.29%</td>
<td>56.34%</td>
</tr>
<tr>
<td>Esper</td>
<td>7.82%</td>
<td>7.49%</td>
<td>7.03%</td>
<td>8.40%</td>
<td>30.54%</td>
</tr>
<tr>
<td>Salina Locker ***</td>
<td>0.54%</td>
<td>1.23%</td>
<td>2.36%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

**Percentage of Total Circulation**

Does not include circulation of book club kits, downloadables or MeLCat

*The Henry Ford Centennial Library closed for renovations: May 20, 2019 through the end of the fiscal year

** HFCL remained closed in FY2019-2020 for renovation; then all library locations closed for COVID-19 in March 2020

*** Salina Remote Locker opened in March of 2018
### Type of Circulation

**Checkout / Renewal / Download**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Checkout</td>
<td>333,599</td>
<td>300,608</td>
<td>287,382</td>
<td>267,254</td>
<td>135,295</td>
</tr>
<tr>
<td>Phone Renewals</td>
<td>20,309</td>
<td>18,437</td>
<td>23,904</td>
<td>31,919</td>
<td>20,754</td>
</tr>
<tr>
<td>Regular Renewals</td>
<td>23,274</td>
<td>17,935</td>
<td>14,284</td>
<td>12,629</td>
<td>5,165</td>
</tr>
<tr>
<td>Self Renewals (OPAC)</td>
<td>77,435</td>
<td>74,862</td>
<td>67,970</td>
<td>71,635</td>
<td>43,448</td>
</tr>
<tr>
<td>Digital Downloads^</td>
<td>53,810</td>
<td>62,198</td>
<td>78,612</td>
<td>99,309</td>
<td>114,177</td>
</tr>
</tbody>
</table>

*The Henry Ford Centennial Library closed for renovations: May 20, 2019 through the end of the fiscal year
** HFCL remained closed in FY2019-2020 for renovation; then all library locations closed for COVID-19 in March 2020

Does not include miscellaneous circulation such as book club kits, shut-in deliveries, MeLCat, etc.

^RBDigital (formerly Zinio™) online magazines added February 2014, hoopla™ added May 2015
## Circulation by Format

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Adult Books</td>
<td>142,329</td>
<td>130,592</td>
<td>120,585</td>
<td>114,778</td>
<td>65,541</td>
</tr>
<tr>
<td>Adult Media^</td>
<td>142,568</td>
<td>124,213</td>
<td>117,932</td>
<td>112,166</td>
<td>50,872</td>
</tr>
<tr>
<td>Children’s Books</td>
<td>129,295</td>
<td>127,402</td>
<td>130,819</td>
<td>131,300</td>
<td>75,438</td>
</tr>
<tr>
<td>Children’s Media^</td>
<td>26,504</td>
<td>19,558</td>
<td>16,654</td>
<td>16,889</td>
<td>8,055</td>
</tr>
<tr>
<td>Magazines</td>
<td>13,789</td>
<td>9,798</td>
<td>7,316</td>
<td>7,790</td>
<td>2,941</td>
</tr>
<tr>
<td>Digital Downloads</td>
<td>53,810</td>
<td>62,198</td>
<td>78,612</td>
<td>99,309</td>
<td>114,177</td>
</tr>
</tbody>
</table>

*The Henry Ford Centennial Library closed for renovations: May 20, 2019 through the end of the fiscal year
** HFCL remained closed in FY2019-2020 for renovation; then all library locations closed for COVID-19 in March 2020

^ Media = DVD and Audio CD (books and music)
### Circulation by Collection

<table>
<thead>
<tr>
<th>COLLECTION</th>
<th>Circulation</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Digital Downloads</td>
<td>114,177</td>
<td>35.23%</td>
</tr>
<tr>
<td>Adult DVD</td>
<td>36,122</td>
<td>11.15%</td>
</tr>
<tr>
<td>Youth Picture Bks, Rdrs &amp; Tol</td>
<td>32,679</td>
<td>10.08%</td>
</tr>
<tr>
<td>Youth Fiction</td>
<td>26,798</td>
<td>8.27%</td>
</tr>
<tr>
<td>Adult NonFiction</td>
<td>26,271</td>
<td>8.11%</td>
</tr>
<tr>
<td>Adult Fiction</td>
<td>16,417</td>
<td>5.07%</td>
</tr>
<tr>
<td>Young Adult Fiction</td>
<td>15,923</td>
<td>4.73%</td>
</tr>
<tr>
<td>Youth NonFiction</td>
<td>10,783</td>
<td>3.33%</td>
</tr>
<tr>
<td>Adult New Books</td>
<td>9,662</td>
<td>2.98%</td>
</tr>
<tr>
<td>All Other Material</td>
<td>7,835</td>
<td>2.42%</td>
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<tr>
<td>Youth DVD</td>
<td>6,998</td>
<td>2.16%</td>
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<tr>
<td>Foreign Language Material</td>
<td>4,048</td>
<td>1.25%</td>
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<tr>
<td>Magazines(amag,mag)</td>
<td>2,938</td>
<td>0.91%</td>
</tr>
<tr>
<td>Adult Audio Books</td>
<td>1,742</td>
<td>0.54%</td>
</tr>
<tr>
<td>Video Games</td>
<td>1,591</td>
<td>0.49%</td>
</tr>
<tr>
<td>Book Club Kits</td>
<td>1,330</td>
<td>0.41%</td>
</tr>
<tr>
<td>Youth Audio Books</td>
<td>242</td>
<td>0.07%</td>
</tr>
<tr>
<td>Young Adult Audio Books</td>
<td>39</td>
<td>0.01%</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>324,082</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

**HFCL remained closed in FY2019-2020 for renovation; then all library locations closed for COVID-19 in March 2020**
Circulation
Digital Download

Digital Download Service begins September 2007
RBDigital (formerly Zinio®) - digital magazines begins February 2014
hoopla™ streaming begins May 2015
RBDigital Unlimited begins April 2020

*The Henry Ford Centennial Library closed for renovations: May 20, 2019 through the end of the fiscal year

**HFCL remained closed in FY2019-2020 for renovation; then all library locations closed for COVID-19 in March 2020

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<tbody>
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<td></td>
<td>53,810</td>
<td>62,198</td>
<td>78,612</td>
<td>99,309</td>
<td>114,177</td>
</tr>
</tbody>
</table>

Digital By Format 2019-2020

- hoopla Streaming: 41,447
- Kindle Book: 15,959
- RBDigital Magazines: 15,906
- Overdrive READ (ebook): 11,393
- Overdrive Listen: 9,508
- Overdrive MP3 Audiobook: 8,526
- Adobe EPUB eBook: 7,849
- Pending Ebook-no format: 2,222
- Pending Audiobook-no format: 1,160
- Open EPUB eBook: 116
- Kobo eBook: 60
- Adobe PDF eBook: 31

Digital Downloads
## MeLCat Circulation

**Material Borrowed from Other Libraries**
- 2015-2016: 3,983
- 2016-2017: 4,164
- 2017-2018: 5,492
- 2018-2019: 5,659
- 2019-2020: 3,872

**Material Checked Out by Dearborn Patrons**
- 2015-2016: 3,723
- 2016-2017: 3,818
- 2017-2018: 5,188
- 2018-2019: 5,278
- 2019-2020: 3,494

**Material Borrowed but Not Picked Up**
- 2015-2016: 260
- 2016-2017: 346
- 2017-2018: 304
- 2018-2019: 381
- 2019-2020: 378

**Material Loaned to MeLCat Libraries**
- 2015-2016: 2,014
- 2016-2017: 2,242
- 2017-2018: 9,482
- 2018-2019: 8,705
- 2019-2020: 7,198

---

*The Henry Ford Centennial Library closed for renovations: May 20, 2019 through end of FY
** HFCL remained closed in FY2019-2020 for renovation; then all library locations closed for COVID-19 in March 2020
^ From MeLCat online statistics
## Per Capita Data

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Budget Per Capita</td>
<td>$53.71</td>
<td>$61.70</td>
<td>$62.71</td>
<td>$94.66</td>
<td>$84.86</td>
</tr>
<tr>
<td>Circulation Per Capita</td>
<td>5.25</td>
<td>4.9</td>
<td>4.9</td>
<td>5</td>
<td>3.3</td>
</tr>
<tr>
<td>Collection Expenditure Per Capita</td>
<td>$4.58</td>
<td>$4.58</td>
<td>$4.58</td>
<td>$5.25</td>
<td>$5.09</td>
</tr>
<tr>
<td>Collection Per Capita</td>
<td>2.21</td>
<td>2.14</td>
<td>2.18</td>
<td>2.05</td>
<td>2.11</td>
</tr>
</tbody>
</table>

Based on population of 98,153 (2010 census)

*The Henry Ford Centennial Library closed for renovations: May 20, 2019 through end of FY
** HFCL remained closed in FY2019-2020 for renovation; then all library locations closed for COVID-19 in March 2020
+Based on Budget Actuals

![Per Capita Data Graph](chart.png)
## Requests and Holds

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Requests Placed**</td>
<td>60,866</td>
<td>52,953</td>
<td>52,789</td>
<td>53,412</td>
</tr>
<tr>
<td>Holds Filled***</td>
<td>44,509</td>
<td>39,142</td>
<td>38,337</td>
<td>38,203</td>
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<tr>
<td>Requests/Holds Cancelled</td>
<td>14,525</td>
<td>12,309</td>
<td>12,779</td>
<td>13,292</td>
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<tr>
<td>Requests Expired</td>
<td>31</td>
<td>13</td>
<td>13</td>
<td>15</td>
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<tr>
<td>% Library Could Not Fill</td>
<td>0.05%</td>
<td>0.02%</td>
<td>0.02%</td>
<td>0.03%</td>
</tr>
<tr>
<td>% Patron-Did Not Pick Up</td>
<td>23.86%</td>
<td>23.25%</td>
<td>24.21%</td>
<td>24.89%</td>
</tr>
</tbody>
</table>

*The Henry Ford Centennial Library closed for renovations: May 20, 2019 through the end of the fiscal year.

**HFCL remained closed in FY2019-2020 for renovation; then all library locations closed for COVID-19 in March 2020.

**Requests Placed are patron request to be notified when a checked-out item is returned.

***Holds Filled are held items that have been picked up by the patron.
## Computers

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Public Internet PCs***</td>
<td>96</td>
<td>96</td>
<td>96</td>
<td>96</td>
<td>61</td>
</tr>
<tr>
<td>Public PCs****</td>
<td>46</td>
<td>47</td>
<td>47</td>
<td>47</td>
<td>17</td>
</tr>
<tr>
<td>Service Desk PCs</td>
<td>17</td>
<td>17</td>
<td>17</td>
<td>17</td>
<td>6</td>
</tr>
<tr>
<td>Staff PCs</td>
<td>53</td>
<td>58</td>
<td>61</td>
<td>62</td>
<td>49</td>
</tr>
<tr>
<td>Servers/Imagers</td>
<td>14</td>
<td>17</td>
<td>18</td>
<td>17</td>
<td>17</td>
</tr>
</tbody>
</table>

Public Internet PCs by Location

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>HFCL</td>
<td>60</td>
<td>60</td>
<td>60</td>
<td>60</td>
<td>0</td>
</tr>
<tr>
<td>Bryant</td>
<td>10</td>
<td>10</td>
<td>10</td>
<td>10</td>
<td>29</td>
</tr>
<tr>
<td>Esper</td>
<td>26</td>
<td>26</td>
<td>26</td>
<td>26</td>
<td>32</td>
</tr>
</tbody>
</table>

*The Henry Ford Centennial Library closed for renovations: May 20, 2019 through the end of the fiscal year - PC's moved to accommodate closure
** HFCL remained closed in FY2019-2020 for renovation; then all library locations closed for COVID-19 in March 2020
***Public Internet PCs are able to access the internet, the library catalog, and library databases
****Public PCs do not access the Internet; These include library catalog PCs, AWE PCs, Self-Check, Printer Stations, Laptops and Training PCs
**Online Database Usage**

<table>
<thead>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Paid Databases</strong>*</td>
<td>538,051</td>
<td>845,575</td>
<td>502,886</td>
<td>26,841</td>
<td>65,000</td>
</tr>
</tbody>
</table>

*The Henry Ford Centennial Library closed for renovations from May 20, 2019 through the end of the FY
** HFCL remained closed in FY2019-2020 for renovation; then all library locations closed for COVID-19 in March 2020
***Database usage is difficult to track as each vendor counts usage differently. This is our best estimate on usage.
****Removed count of Novelist Plus due to inflated numbers.

---

**Number of Paid Databases**

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</tr>
</thead>
<tbody>
<tr>
<td><strong>Number of Paid Databases</strong></td>
<td>20</td>
<td>20</td>
<td>21</td>
<td>19</td>
<td>19</td>
</tr>
<tr>
<td>----------------</td>
<td>-----------</td>
<td>-----------</td>
<td>-----------</td>
<td>------------</td>
<td>------------</td>
</tr>
<tr>
<td>Library Visits</td>
<td>369,763</td>
<td>364,047</td>
<td>347,374</td>
<td>320,235</td>
<td>147,080</td>
</tr>
</tbody>
</table>

*The Henry Ford Centennial Library closed for renovations: May 20, 2019 through the end of the FY
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Library Visits by Branch

<table>
<thead>
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</tr>
</thead>
<tbody>
<tr>
<td>HFCL</td>
<td>280,542</td>
<td>274,511</td>
<td>267,724</td>
<td>231,482</td>
<td>0</td>
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<tr>
<td>Bryant</td>
<td>39,406</td>
<td>37,635</td>
<td>36,663</td>
<td>41,144</td>
<td>66,715</td>
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<tr>
<td>Esper</td>
<td>49,815</td>
<td>47,425</td>
<td>42,987</td>
<td>47,609</td>
<td>80,365</td>
</tr>
<tr>
<td>TOTAL</td>
<td>369,763</td>
<td>359,571</td>
<td>347,374</td>
<td>320,235</td>
<td>147,080</td>
</tr>
</tbody>
</table>

*The Henry Ford Centennial Library closed for renovations: May 20, 2019 through the end of the FY
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Library Programs

Number of Library Programs

<table>
<thead>
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</tr>
</thead>
<tbody>
<tr>
<td>Count</td>
<td>637</td>
<td>738</td>
<td>944</td>
<td>762</td>
<td>479</td>
</tr>
</tbody>
</table>

Number of Library Programs

<table>
<thead>
<tr>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Count</td>
<td>21,163</td>
<td>22,363</td>
<td>24,247</td>
<td>17,164</td>
<td>16,281</td>
</tr>
</tbody>
</table>

Number of Participants

*The Henry Ford Centennial Library closed for renovations: May 20, 2019 through the end of the FY
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Library Programs by Age Group

### Number of Programs

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td>384</td>
<td>428</td>
<td>615</td>
<td>460</td>
<td>283</td>
</tr>
<tr>
<td>Young Adult</td>
<td>44</td>
<td>42</td>
<td>40</td>
<td>38</td>
<td>22</td>
</tr>
<tr>
<td>Youth</td>
<td>209</td>
<td>268</td>
<td>289</td>
<td>264</td>
<td>174</td>
</tr>
</tbody>
</table>

*The Henry Ford Centennial Library closed for renovations: May 20, 2019 through end of FY
** HFCL remained closed in FY2019-2020 for renovation; then all library locations closed for COVID-19 in March 2020.
#Includes non-library sponsored programs in HFCL auditorium (e.g. Michigan Railroad Club)

#Big Read

### Number of Participants

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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td>11,992</td>
<td>12,551</td>
<td>14,969</td>
<td>7,810</td>
<td>3,945</td>
</tr>
<tr>
<td>Young Adult</td>
<td>479</td>
<td>639</td>
<td>443</td>
<td>566</td>
<td>281</td>
</tr>
<tr>
<td>Youth</td>
<td>8,692</td>
<td>9,173</td>
<td>8,835</td>
<td>8,788</td>
<td>12,055</td>
</tr>
</tbody>
</table>

*The Henry Ford Centennial Library closed for renovations: May 20, 2019 through end of FY
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^Includes attendance at non-library sponsored programs in HFCL auditorium

#Big Read
Youth Programs by Branch

### Youth Services Programs by Branch

<table>
<thead>
<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HFCL</strong></td>
<td>205</td>
<td>249</td>
<td>213</td>
<td>207</td>
<td>79</td>
</tr>
<tr>
<td>Bryant</td>
<td>2</td>
<td>10</td>
<td>41</td>
<td>37</td>
<td>50</td>
</tr>
<tr>
<td>Esper</td>
<td>2</td>
<td>8</td>
<td>34</td>
<td>19</td>
<td>45</td>
</tr>
</tbody>
</table>

*The Henry Ford Centennial Library closed for renovations: May 20, 2019 through the end of the FY

**HFCL remained closed in FY2019-2020 for renovation; then all library locations closed for COVID-19 in March

+During closure, conducted by HFCL librarians either at remote locations or online

### Average Participation

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<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HFCL</strong></td>
<td>42</td>
<td>36</td>
<td>37</td>
<td>36</td>
<td>137</td>
</tr>
<tr>
<td>Bryant</td>
<td>33</td>
<td>17</td>
<td>10</td>
<td>11</td>
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<tr>
<td>Esper</td>
<td>23</td>
<td>19</td>
<td>15</td>
<td>27</td>
<td>13</td>
</tr>
</tbody>
</table>

*The Henry Ford Centennial Library closed for renovations: May 20, 2019 through the end of the FY

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+During closure, conducted by HFCL librarians either at remote locations or online

### Average Participation by Year/Branch

<table>
<thead>
<tr>
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</tr>
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<tbody>
<tr>
<td><strong>HFCL</strong></td>
<td>16</td>
<td>20</td>
<td>18</td>
<td>14</td>
<td>40</td>
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<tr>
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<td>16</td>
<td>13</td>
<td>11</td>
<td>4</td>
</tr>
<tr>
<td>Esper</td>
<td>10</td>
<td>12</td>
<td>12</td>
<td>13</td>
<td>14</td>
</tr>
</tbody>
</table>

*The Henry Ford Centennial Library closed for renovations: May 20, 2019 through the end of the FY

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+During closure, conducted by HFCL librarians either at remote locations or online
### Young Adult Programs by Branch

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>HFCL</td>
<td>42</td>
<td>40</td>
<td>37</td>
<td>33</td>
<td>2</td>
</tr>
<tr>
<td>Bryant</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>Esper</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>15</td>
</tr>
</tbody>
</table>

** HFCL remained closed in FY2019-2020 for renovation; then all library locations closed for COVID-19 in March 2020.
+During closure, conducted by HFCL librarians either at remote locations or online.

#### Average Participation

<table>
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<tr>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>HFCL</td>
<td>10</td>
<td>15</td>
<td>16</td>
<td>16</td>
<td>40</td>
</tr>
<tr>
<td>Bryant</td>
<td>17</td>
<td>30</td>
<td>19</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Esper</td>
<td>26</td>
<td>9</td>
<td>21</td>
<td>15</td>
<td>12</td>
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</tbody>
</table>

** HFCL remained closed in FY2019-2020 for renovation; then all library locations closed for COVID-19 in March 2020.
+During closure, conducted by HFCL librarians either at remote locations or online.
Adult Programs by Branch

<table>
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<td>3</td>
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<tr>
<td>Esper</td>
<td>1</td>
<td>6</td>
<td>8</td>
<td>17</td>
<td>71</td>
</tr>
</tbody>
</table>

*The Henry Ford Centennial Library closed for renovations from May 20, 2019 through the end of the FY
**HFCL remained closed in FY2019-2020 for renovation; then all library locations closed for COVID-19 in March 2020
^Includes non-library sponsored programs in HFCL auditorium
! Includes outreach programs in the community

Average Participation

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<td>7</td>
<td>8</td>
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</tbody>
</table>

*The Henry Ford Centennial Library closed for renovations from May 20, 2019 through end of FY
**HFCL remained closed in FY2019-2020 for renovation; then all library locations closed for COVID-19 in March 2020
^Includes attendance at non-library sponsored programs in HFCL auditorium
! Include outreach programs in the community