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PURPOSE
The purpose of the Dearborn Public Library is to enhance the lives and experiences of those who live, work, visit and invest in Dearborn by empowering them through connections with others and through access to educational, informational and recreational resources and activities.

PRIORITIES
- Increase awareness of the Library through marketing and outreach engagement
- Prioritize service to Youth (birth to 18)
- Prioritize service to Senior Citizens
- Unite our Community

VISION
The Dearborn Public Library brings the community together to foster the spirit of exploration, the joy of reading, and the pursuit of knowledge for all ages, cultures and lifestyles.

MISSION
The Dearborn Public Library provides a platform for a broad range of quality services and a balanced collection of resources for the educational, informational and recreational needs of the community.
VALUE STATEMENTS

- Encourage use by all
- Provide a safe, user-friendly environment
- Collaborate with the community, creating synergies and relationships
- Anticipate and respond to community needs
- Stay up-to-date with best practices and technology
- Be good stewards of community resources
- Value and respect the privacy rights of patrons and staff as set forth by the American Library Association

Purpose, Priorities, Vision, Mission and Value Statements: Adopted October 8, 2021

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
COVID-19 PANDEMIC

Library services and statistics for the FY2021-2022 Annual Report continue to reflect the impact of the COVID-19 pandemic. The FY2021-2022 statistics should not yet be used as a benchmark going forward. The Henry Ford Centennial Library (HFCL) did not return to full service hours until March 25, 2022 when it reopened on Fridays. New hours for HFCL have the building opening at 10am rather than 9:30am and closing at 8pm rather than 8:30 pm. This makes it easier to schedule part-time staff who are limited to a weekly 28-hour average. Bryant and Esper library hours returned to normal on July 6, 2021.

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 29 full-time employees and approximately 70 part-time employees for a total of 61.41 full-time equivalents (FTEs). While we are budgeted for 70 part-time positions, due to hiring difficulties and turn-over, we typically do not have more than 55 part-time staff members.

The Dearborn Public Library’s FY2021-2022 adopted annual budget is $7,604,963. The library’s primary service is lending material for home use. This fiscal year we loaned 370,588 items, nearly a 33% increase over FY2020-2021. Digital downloads, which include e-books, e-audio, e-magazines, e-music, and streaming video account for 31.46% of the total circulation.

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 programming for adults, teens and children. During FY2021-2022, library staff coordinated 986 programs with a total attendance of 16,570.

**HIGHLIGHTS OF THE YEAR**

**Library Commission**

A nine-member Library Commission, whose members are appointed by the Mayor, governs the library system. (See page 42 for a list of Library Commissioners). Each commissioner serves a three-year term and may be reappointed. The Library Commission handles library policy, general library oversight, long-range planning, and budgeting. In addition the Library Commission is charged with the hiring of the Library Director. The Library Director in turn, is the hiring agent for all library employees. During FY2021-2022, the Library Commission:

- Approved removing fees for returning hot spots in the drop box (September 2021)
- Approved minor edits to the social networking policy (September 2021)
- Approved moving the Library Commission meeting from the 2nd Friday of the month to the 2nd Wednesday of the month. The Commission will continue to meet at 4 p.m September – June (October 2021)
- Approved the final changes to the Purpose, Priorities, Vision, Mission and Value Statements of the new Library Strategic Plan. Staff will continue to work on the Library Priorities (October 2021) A minor edit to the Priorities was made in November 2021
- Approved the elimination of fines for overdue material on most items. Fines will remain in place for lost & damaged materials, mobile hotspot units, Book Club kits, Playaway Launchpads, and in-house laptop loans (November 2021)
• Approved the FY2023 rates & fees schedule. Separate resident and non-resident charges for room bookings have been eliminated in favor of non-profit and for-profit rates. The meeting room usage model was changed to a first-come first-serve basis, unless a reservation is requested at which time there will be a room charge (November 2021)

• Approved the increase in fines on book club kits from $1 per day to $2, effective July 1, 2022. Book Club kits are an exception to the no fines policy (December 2021)

• Approved issuing TLN library cards to communities that contract with TLN (January 2022)

• Approved the closure of all libraries on Thursday, April 14, 2022 for staff training (primarily Active Shooter) (January 2022)

• Approved waiving historic fines from patron accounts, in conjunction with the new fines-free policy (March 2022)

• Approved raising the collection fee from $10 to $15 due to an increase in the collection charge by Unique (April 2022)

• Approved issuing library cards to students who attend preschool or homeschool enrichment classes in the Dearborn school district (April 2022)

• Approved the code of conduct for the newly created Reflection Room on the HFCL mezzanine (April 2022)

In June 2022, Mayor Abdullah Hammoud appointed Zeinab Alhashemi, Gerilyn Biggs and Amira Haidar to a three-year term of office on the Library Commission. Eva Gogola, Arrwa Mogalli and Mansour Sharha did not seek reappointment.
Building Repairs, Upgrades / Capital Projects

- Installed an exterior door actuator (pedestal and button) at the north public entrance of Bryant Branch Library (August 2021)
- Installed card reader access on the Bryant staff entrance (August 2021)
- Installed card reader access for employee entrances and public entrance doors at Esper Branch Library (September 2021)
- Power washed the exterior of the Esper Branch Library (September 2021)
- Installed card reader access at Bryant for public entrance and staff entrance doors (October 2021)
- Installed bi-directional antennas for emergency services radio support (December 2021)
- Installed a new Circulation Desk at Bryant Branch Library. The desk was manufactured by Worden and installed by Library Design (June 2022)

Cost Savings or Revenue Producing

- Received the final distribution of escrow ($176.40) from the Steven N. Fecko and Helen Fecko Revocable Trust (September 2021)
- Received a $1,000 donation from Rotary for the purchases of children’s books (October 2021)
- Received a $1,000 donation from Margaret Wade (October 2021)
- Received an $18,349 Library Services and Technology Act (LSTA) Improving Access to Information grant through the Institute of Museum and Library Services (IMLS) and the Library of Michigan. The grant is for a twelve-month period beginning October 1, 2021. The purpose of the “Book and Cook” grant is to improve the culinary literacy
and ultimately the health of people in the community as they learn ways to improve their diet and nutrition (October 2021)

- Received an award in the amount of $4,525.00 from the Association of Science-Technology Centers, a Maryland non-profit corporation to increase vaccine confidence within our community. The grant program is called Communities for Immunity and made possible with funding by the Centers for Disease Control and Prevention as well as the Institute of Museum and Library Services (November 2021)

- Received a $44,785 LSTA American Rescue Plan Act (ARPA) grant through the Library of Michigan and IMLS to purchase an exterior smart locker for HFCL (January 2022)

- Received a $3,000 grant from the Dearborn Public Library Foundation to purchase Playaway Launchpads. These are pre-loaded durable tablets for youth as well as headphones for in-library usage (January 2022)

- Received, through The Library Network (TLN), equipment ($4,725) funded by American Rescue Plan Act Grants through the Institute of Museum and Library Services (IMLS) and the Library of Michigan (January 2022). This Technology, Libraries and Communities (TLC) grant included:
  - Five (5) Chromebooks
  - A programming kit which included:
    - Laptop
    - Digital camera and tripod
    - Microphone
    - Webcam
• An outdoor programming kit which included:
  o Portable speaker system
  o Microphone
  o Weather canopy

• Received a $5,747 LSTA Public Library Services grant through IMLS and the Library of Michigan to purchase:
  o Vox books combine picture books, chapter books and non-fiction titles with audio recordings to enhance learning and literacy development
  o Equipment for our English language learning program at the Esper Branch Library (May 2022)

Customer Service

• Reprogrammed all five (5) kiosks (two in Adult Services, one in Youth Services, one at Bryant, one at Esper) to print free daily internet passes for patrons. This allows for patron convenience as we no longer charge non-residents to use the internet (July 2021)

• Offered a mini-COVID vaccination clinic in the corridor behind the HFCL Auditorium (August 2021)

• Installed a bike repair station HFCL, southwest side. The station was donated by Karl Fava CPA and Business Financial Consultant (August 2021)

• Reopened HFCL on Sundays from 1-5pm. Sunday hours ended as of March 15, 2020 after the Governor’s Stay Safe orders in March 2020 (September 2021)

• Reopened the Salina Locker which was closed in March 2020 (December 2021)
• Added a new resource called Brainfuse: Help Now. This is a live tutoring product with many features for students of all ages. (January 2022)

Library Programs

Adult and Automation Services offered a variety of programs throughout the year. These included:

• D-Lab sessions for media conversion
• Tech Time
• Book & Cook programs
• Money Smart and Life Skills programs
• Author programs
• Classics Revisited Book Club
• English Language Learner Conversation Circles
• SparkLab programs

Youth and Teen offered a variety of programs as well. These included:

• Story times, both in-person and virtual
• Craft workshops
• Book & Cook programs
• Coding workshop
• Anime
• Poetry
• Summer Reading Program

Friends of the Library programs included:

• Blockbuster Film programs
• Topical programs which included
  o Ballooning, Blimps and the Great Airships
  o Electric Cars: Past, Present and Future
  o Lost Restaurants of Detroit
  o History of the Woodward Dream Cruise

The Dearborn Public Library Foundation held its first Read-a-Thon, February 1 – March 15. The program culminated in a Reading is Sweet Dessert Reception on Sunday, March 27, 2022.

Programs-Outreach into the Community

Programs held in the community included:

• Tech Time at the Senior Center
• Monthly librarian visits to Allegra Village and Beaumont Commons
• Library card sign-up at local schools
• Reading programs at local schools
• Farmers’ Market
• Perennial Exchange

Staff Efficiencies/Training/Communication Initiatives

• Staff attended various workshops on a variety of topics including: Creating a Culture of Belonging, Handling Unwanted Customer Behaviour and Conflict Resolution
• Held an Staff Training Day in April 2022. All libraries were closed and staff participated in Active Shooter training (with the assistance of both the Police and Fire Departments), Stop the Bleed Training (Fire Department) and Body Language of Customer Service (guest speaker via zoom).
Technology

- Added MyPromo receipt software to our circulation machines, which allows us to display our logo, promote events, and display how much a patron saved by checking out books instead of buying with each checkout (July 2021)
- Updated the Adaptive Technologies PC and placed it in the alcove by the kiosks and copiers. It has special adaptive technologies software on it, including JAWS screen reader and Zoom Text magnifier, along with a special Zoom Text heavy duty keyboard with specially mapped function keys (August 2021)
- Installed the new Glowforge device in the SparkLab (October 2021)
- Updated to new, much more intuitive graphical desk scheduling page for the schedule database (November 2021)
- New Library website launched (December 2021)
- Began work on a new Staffnet and continued tweaking it and the schedules database. New Staffnet was officially launched in March 2022 (November 2021-March 2022)
- Implemented a new workflow for publicity and marketing which includes Airtable. Airtable allows for better sharing of assets, coordination between departments, and scheduling (January 2022-March 2022)
- Upgraded and configured better backup software that allows the restoration of the website in the event of a problem. This new software keeps a running log of changes and allows the site to be dialed back to any point (March 2022)
- Rebuilt all EzProxy login pages to be mobile responsive. Customize EzProxy SIP responses based on Horizon rules. Customize EzProxy responses to be error specific,
to help the user identify a login issue. Point EzProxy to the correct SIP port (March 2022)

- Replaced all of the batteries from the backup APC UPS rack units mounted in our server and network racks at all three locations. The previous batteries dated from 2015, and while some of them were still holding a charge, they were 7 years old and needed to be replaced (March-April 2022)

- Replaced 16 of our Wi-Fi hotspots with newer units sent free of charge from Mobile Beacon. These Franklin T-10 units replaced our relatively new T-9 units and a few of our remaining R850 units. 14 replaced for the public, with the other 2 units replacing the older Salina and Outreach R850 hotspots (June 2022)

- Replaced the telemessaging server (June 2022)

Volunteers

- The Friends of the Library-Dearborn (FOLD), through the sale of products such as totes, earbuds, headphones, flash drives and the sale of books at each library, raised $29,390.53 for the library. The monthly FOLD used book sales changed to the second Wednesday of the month and resumed on October 13, 2021 after a hiatus due to the COVID-19 pandemic. FOLD also received $572.00 in donations for the library (July 2021 through June 2022)

- During FY2021-2022, the Dearborn Public Library Foundation raised $10,561.84 through the annual residential mail campaign, donations from the Kroger Community Rewards program and the Amazon Smile program
• The Dearborn Public Library Foundation received a $2,500 Eagles for Children grant through the Dearborn Country Club. These funds were used to purchase paperbacks to give to youth at various library outreach events such as Library card Sign-up Drives

• Two volunteers, who manage the Little Free Library at the John Dingell Transit Center, contributed 42 hours of service in FY2021-2022

• Eight (8) English Language Learning (ELL) volunteers contributed 96 volunteer hours conducting ELL Conversation sessions in FY2021-2022

• A total of 42 FOLD volunteers (used book sale and board) contributed 2,734 hours during FY2021-2022

• A grand total of 76 volunteers contributed 3,653 hours during FY2021-2022

**Other Significant Activities/Events**

• With overwhelming support from the community on Tuesday, August 3, the 1.0 Library millage passed with 67% of voters voting YES. The millage is for six years, per City Council (2022-2027). The Dearborn Public Library Foundation was a strong partner in helping with the millage effort. Over 500 lawn signs were made and distributed, multiple social media messages (Facebook, Instagram etc), videos were produced, committee members wore millage-themed t-shirts, they held outdoor events and staffed precinct workers on primary election day (August 2021)

• Mayor Abdullah Hammoud joined library staff for a meet and greet luncheon on Friday, March 4, 2022. Approximately 40 staff members attended along with several team members from the Mayor’s office. The luncheon was held on the HFCL Mezzanine as HFCL was still closed on Fridays. Staff were able to meet the Mayor and ask questions (March 2022)
Approved, by City Council, an additional .59 mills for the Library (May 2022)

MAJOR DEPARTMENTAL FUNCTIONS

The Dearborn Public Library, in order to accomplish its mission, operates through four major functions: lending, information, outreach, and public programing. 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.
Dearborn Public Library
Organizational Chart

Library Commission

Library Director
  Cataloging/Processing Services
  IT Services

Deputy Library Director
  Administrative Services
    Custodial Services
  Circulation Services

Administrative Librarian
  Adult Services
  Security Services
  Branch Services
    Bryant Branch
    Esper Branch
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 FY2021-2022.

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.

Local Community Stabilization Act (LCSA)
The LCSA Authority levies the local community stabilization share tax under the Use Tax Act, 1937 PA 94, MCL 205.91 et seq, and distributes the revenue generated to local and intergovernmental units of government throughout Michigan under the LCSA Act for local purposes. Public libraries in Michigan receive an annual allocation which is based on the current library millage.
Fines and Fees

The library receives fine payments for selected overdue material, damaged and lost material. Most library material is overdue fine free. Additionally, fees are paid for non-resident cards, obituary lookup fees, proctoring fees and room rentals.
GOALS, OBJECTIVES, ACCOMPLISHMENTS, AND PROGRESS MADE TOWARD ACCOMPLISHING GOALS

FY2021-2022

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

Progress has been made on the strategic plan. The Purpose, Priorities, Vision, Mission, and Value Statements have been updated. Library staff are now developing goals and activities centered around the identified priorities.

Goal 2: Continue the upgrade of the Horizon software.

This is an annual, ongoing goal. The NCIP (NISO Circulation Interchange Protocol) project was begun in December 2021 with expected completion in July 2022. This project will integrate Horizon with Innovative Millenium to streamline the State of Michigan MeLCat interloan process. The telemessaging server was replaced in June 2022.

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

No effort was made on this goal.

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

This goal is fully-funded through the Capital Project budget. We are waiting for Building Services to order parts and install same.

Goal 5: Renovate the Henry Ford Centennial Library auditorium with new carpet, new seating and redesigned ADA platforms.

JFR Architects were awarded the contract to redesign the HFCL auditorium to include improved ADA seating, new carpeting, new seats and improved A/V access/equipment.

Goal 6: Continue the upgrade of existing analog cameras and install additional security devices (cameras and card swipes) as needed.
Additional card access points were installed at Bryant Branch, Esper Branch and HFCL.

**Goal 7: Complete the Henry Ford Centennial Library carpeting project.**

No progress has been made on this project.

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

No progress was made on this goal.

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

Allied Building Services was the only bidder for this project. Purchasing is waiting for detailed specifications for the doors before awarding the contract.

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

As the 1.0 mill was approved by voters in August 2021 and the City Council approved .59 additional mills for FY2023, work can proceed on this project as staff time allows.

**Goal 11: Replace the Bryant Branch Library carpet.**

As the 1.0 mill was approved by voters in August 2021 and the City Council approved .59 additional mills for FY2023, work can proceed on this project as staff time allows. The project has challenges as it appears that there is asbestos under the existing carpet in some areas.

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

No progress was made on this goal.

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

No progress was made on this goal.
Goal 14: Renovate the restrooms in the northwest corridor at the Henry Ford Centennial Library.

No progress was made on this goal.

Goal 15: Replace the window tint on the Henry Ford Centennial Library.

No progress was made on this goal.

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 FY2021-2022, we allocated $525,000 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 14,154 items were entered into the system, including new material, material being transferred from one library agency to another, and material being repackaged. In addition, 12 donations were added to the collection.

Because we purchase a majority of our cataloging records from our library material vendors, only 22 items required original cataloging by staff.

During FY2021-2022, 20,903 items were deleted. The library collection totaled 202,520 items at the end of the fiscal year. The total value of the collection is $4,252,043.89.

Online resources continue to be a popular library service. The library subscribes to a total of 106 databases (16 are paid subscriptions and 90 subscriptions are paid and provided through the Library of Michigan Electronic Library).
Circulation Services

Check out of material by patrons increased 33% over the previous fiscal year. With the reopening of Library facilities, library visits increase by approximately 89%.

The library has 27,371 active card holders (library card usage during the last three years). 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 FY2021-2022, 40,455 holds were placed on physical library material. The library has 25,119 patrons signed up for e-mail notifications of hold and overdue material. Patrons can also receive notification through text messaging.

Unique Management Services, our collection agency, continues to contact our delinquent patrons, encouraging them to return material and pay delinquent accounts. During FY2021-2022, Unique Management generated $17,201 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 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 FY2021-2022, Unique invoiced the library $986 for the overdue mailer service.

Programing Services

The library continues to offer a wide range of activities for people of all ages.

Children

The Youth Services staff provided a variety of story hours, craft workshops, and contests
throughout the year. During the summer of 2021, 160 children registered to read for the Summer Reading program. Summer 2022 data will be reported in next year’s annual report.

**Teen**

A total of 382 teens participated in teen programs throughout the year. The library’s volunteer opportunity for teens is called 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. During the FY 2021-22, four TAG sessions were held with a total of 21 participants.

**Adult**

The 2021 Adult Summer Reading Program attracted 102 adult readers. Total attendance at all adult programs was 6,581.

**Adult Services**

There were no shut-in deliveries in FY2021-2022. This service has been suspended indefinitely.

During FY2021-2022, 203 adult book club kits were checked out for a total circulation of 2,030. There are ten books per kit.

**Automation Services**

See page 12

**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 during library card registration and to those long-term patrons that have subscribed. Besides the weekly *BookSizzle*, nine staff-generated *BookLetters* were offered in FY2021-2022, including the popular Staff Picks as well as flyers for the Youth and Teen programs. There are six Bookletters devoted to youth with 1,361 subscribers and two Bookletters devoted to teens with 350 subscribers total. At the end of FY2021-2022, the *BookLetters* service had 15,358 subscribers with about two thirds of those being *BookSizzle* subscribers. While an opt-out of email feature is provided, this service remains popular with our patrons.

*BookLetters* is also the service that manages our patron purchase suggestions. This allows patrons to notify selectors about books, movies and music CDs that they would like purchased and added to the library's collections. Staff also use *BookLetters* to make lists of materials that can be used in Social Media posts and in targeted e-mailings. These lists are linked directly to the library catalog and patrons can place requests on materials that interest them.

**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 as well as system procedures and sample statements for staff to use when interacting with library patrons. In FY2021-2022, the Circulation Committee:

- Phased out majority of pandemic circulation policies in place to assist patrons from March 2020 to June 2021 including quarantine of materials and curbside pick-up service
- Added more robust receipt software called MyPromoReceipt which allows customization and graphics (July 2021)
- Updated Library card application and made available online (August 2021)
- Requested that the Library Commission approve a Fines –Free Policy for all users (November 2021)
- Conducted a popular Food for Families donation program –collected 28 boxes of food for the Dearborn Firefighters Burn Drive (November 2021)
  - Salina Locker was re-opened and serviced beginning November 2021
- Fines –Free Policy is official with exception of lost/damaged material, mobile hotspots, playaways, laptops and book club kits (January 2022)
- Expanded eligibility of borrowers to students of licensed / certified Preschool facilities located in the City or School District of Dearborn. This also includes students in Homeschool Enrichment Centers. (May 2022)
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 FY2021-2022, the Collection Development Committee:

- Continued training selectors on vendor ordering techniques due to the change in subject packages (July 2021)
- Discontinued the Lucky Day collection (August 2021)
- Received a one year free trial to Baker and Taylor product—ESP. This product is an evidence based selection tool that should help us with better managing our budget and collection. All selectors are trained in the use of this product (October 2021)
- Gave all new Youth and Adult entertainment DVD’s a status of “New” in Horizon. These are now separated from the other DVD’s to make them more noticeable and perhaps increase circulation. Patrons have been asking for this for a long time. (September 2021)
- Added Nintendo Switch games to the collection. At the same time, changed the checkout parameters for the other videogames. (January 2022)
- Eliminated Western and Short Story collection codes. Still purchasing these genres, but not pulling them out from the regular fiction section. (February 2022)
- Re-evaluated magazines geared exclusively towards teens. More and more magazines are no longer being published, and the circulation on them is low. The few remaining teen titles were moved to the Adult section. (April 2022)
• A sub committee was formed—Catalog Improvement Task Force. This was to focus on improving user experience when searching the catalog. A lot of changes were incorporated to accomplish this, including updating the collection codes to reflect spine labels, fixing search limit problems, tweaking wording to make it more understandable, and adding author field to certain title entries. (March-June 2022)
• Added digital access to Wall Street Journal (June 2022)

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 Library. This committee works closely with the Security Committee. During FY2021-2022, the Disaster Preparedness Committee was involved in planning the Active Shooter Simulation training day, the purchase of 3 wheelchairs for each of the library buildings, instituting changes to the emergency evacuation process at HFCL, updating the emergency binders that each library has, and was instrumental in purchasing new safety equipment for each library, including flashlights, lanterns and first aid supplies.

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 a variety of tools, the committee ensures that each library program is publicized in the library and through print and online outlets. In FY2021-2022, the Marketing Committee:
• Hired Rylie Butner, a part-time marketing specialist (September 2021)
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 (October 2021). The Mayor’s office has decided against a spring *Back Fence* and *Library Matters* publication (March 2022)

- Published the monthly online newsletter, *Library Matters*
- Continued notifying library patrons about new library material through the weekly Wowbrary subscription
- Updated the Marketing flowchart, now called Order of Operation
- Instituted AirTable to keep track of all programming and specifics for posting on the website and our social media outlets
- Reviewed Youth Services Style Book (March 2022)
- Updated one Zoom account to Webinar Zoom (May 2022)
- Began work to “refresh” the Library logo (May 2022)
- Began using Slack, a messaging app to coordinate marketing efforts (June 2022)

**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 in the future we may focus on re-engaging patrons who no longer use the library, the initial focus is to welcome new library cardholders. Through a series of emails (initially three and now two), 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, an engagement e-mail highlighting current library programs,
is no longer sent through the PEEP committee. It was felt that these patrons will receive the information in the Library Matters e-mail. In FY2021-2022, the PEEP committee:

- Decided to send out a Welcome e-mail and an e-resources e-mail. The engagement e-mail, highlighting library programs, was discontinued as patrons will also be getting the regular Library Matters newsletter for basic information (November 2021)
- Sent a year-end / thank you e-mail through the Library Matters e-mail group (December 2021)
- Started sending out PEEP e-mails in January 2022, a Welcome e-mail to November/December 2021 new cardholders. Due to COVID, the emails had been suspended since April 2020 (January 2022)
- Sent a spring e-mail through the Library Matters e-mail group (April 2022)
- Open rates for PEEP e-mails (January 2022 – June 2022) range from 55% to 67%

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 FY2021-2022, the Reference Committee:

- Added new online resource called: Teen Health and Wellness Database. (July 2021)
- Added Brainfuse: Help Now to online resources. This is a live tutoring product with many features for students of all ages. (January 2022)
• Discontinued subscription to ProCitizen/Pronunciator because of low usage. (February 2022)

• Discontinued subscription to Gale Courses due to low usage (May 2022)

• Added print subscription to Yemeni American News for both Henry Ford Centennial and Esper Library. (June 2022)

**Security Committee**

The Security Committee was created to help develop policy and procedures to ensure the safety of library patrons and staff members. The security team continued to deal with COVID-related issues: masks, vaccines, social distancing. As the library slowly reopened, they returned to normal job duties which included tending to the collaboration room usage, along with regularly monitoring the buildings.

During FY2021-2022, the Security Committee:

• Dealt with “First Amendment Rights Auditors” and attended training on how to handle situations like these. (October 2021)

• Ordered 3 wheelchairs for each building to use in case of emergencies. (December 2021)

• Was instrumental in getting the mezzanine and first floor café at HFCL re-opened to the public. (January 2021)

• Coordinated an all-staff training day based around an active shooter scenario. Planned and worked on this for many months leading up to the event, along with staff from other city departments (Police, Fire, EMS, HR). (April 2022)
• Viewed or attended virtual training webinars on security-related issues (August 2021-February 2022)

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 2021-2022, the Social Media Committee accomplished the following:

• Continued to promote library services and engage users through the library’s Facebook page. The library currently has over 2,608 followers and users engage on an average of 34 times per day

• Changed the First Friday Live Highlights of the month format to a Pre-recorded video that posts on the first Friday of each month (August 2021)

• Continued to promote the library through our Twitter page which currently has over 1,275 followers and tweets are seen an average of 250 times (impressions)

• Continued to promote the library through our Instagram account which currently has over 2,024 followers and each post reaches about 222 users

• Launched the Library Tiktok account (September 2021)

• Began using Airtable and a content form for programs for staff to complete so that marketing on social media and other places is streamlined and consistent (October 2021)
• Reviewed and updated Social Media Policy (Fall 2021)

Social media has became very valuable in responding to patron’s questions and comments. Patrons used the message features on all of the platforms or posted comments on posts. We monitor for messages and respond in a timely fashion.

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.

English Language Learning Volunteers (ELL)

The English Language Learning (ELL) Conversation Circle (formerly English as a Second Language ESL) continues to assist community members in improving their English language skills. Conversation Circle sessions were held either virtually or in-person in FY2021-2022. An LSTA Public Library Services grant was received in May 2022. The equipment purchased with this grant will allow us to bring the Conversation Circle to the conference room at the Esper Branch Library. By equipping the Esper conference room with a large screen and an Owl Pro (a 360-degree camera with microphone and speakers) participants will have the ability to join the Zoom classes broadcast from the Henry Ford Centennial Library.

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 FY2021-2022, the Foundation:

- The year began with Executive Board members President Jennifer Dickey, Vice-President Zacki Khaled, Secretary Kimberly Roberts and Treasurer Brian Church. Other board members include Anne Gautreau, Kathleen J. Murray, Serge Danielson-Francois and Margaret Thornburg. Steve Roberts continues to serve as President Emeritus.
- In June 2022, the Board and members stood at President Brian Church, Vice-President and Treasurer Zacki Khaled, Secretary Kim Roberts (leaving in July 2022) and members at large include Anne Gauetreau, Kathleen Murray, Valerie Murphy – Goodrich
- Total donations for the 2021 Annual Appeal included $10,224.33 plus $31.80 for Mighty Cause
- Donations from the Kroger Community Reward program and from the Amazon Smile program totaled $297.34

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 lectures featuring a wide variety of authors and speakers and mail a newsletter to all their members. In addition, they
conduct a monthly used book sale and the proceeds are deposited in the Library’s designated purposes account.

In early 2021, a limited number of FOLD Booksale volunteers returned to the library to work on book sale tasks. They held the highly anticipated first book sale since the closure of HFCL for remodeling and the COVID-19 pandemic began, on September 1, 2021.

During FY2021-2022, FOLD raised $29,390.53 through the sale of used books and merchandise. They raised an additional $572.22 in donations.

During FY2021-2022, 42 volunteers (Book Sale and Board) contributed a total of 2,734 hours of volunteer service.

---

**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, programing, and library collections. In FY2021-2022, the Youth Services Committee:

- 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

- Began offering in-person programming again in FY 2022. Outdoor storytimes continue to be very well-attended
- Other fun programs include Eggstravanza – search for eggs with prizes like free books and a magic 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. The Committee meets monthly to ensure the website and web resources are easy to navigate and are meeting the needs of our users. A new Library website was launched in December 2021 and was well-received by patrons and staff alike.

**DEARBORN PUBLIC LIBRARY - STATISTICAL INFORMATION**

<table>
<thead>
<tr>
<th></th>
<th>2021-2022*+</th>
<th>2020-2021*</th>
<th>Percent Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Circulation (Transactions)</td>
<td>370,588</td>
<td>278,663</td>
<td>+32.99%</td>
</tr>
<tr>
<td>Traffic (Individual Visits)</td>
<td>200,013</td>
<td>22,394</td>
<td>+793.15%</td>
</tr>
<tr>
<td>Collection (Items)</td>
<td>202,520</td>
<td>201,880</td>
<td>+.32%</td>
</tr>
<tr>
<td>Collection (Titles)</td>
<td>134,187</td>
<td>134,857</td>
<td>-0.50%</td>
</tr>
<tr>
<td>Registration (Borrowers)**</td>
<td>27,371</td>
<td>25,482***</td>
<td>+7.41%</td>
</tr>
</tbody>
</table>

*+ Statistics continue to be impacted by the COVID-19 pandemic but are improving incrementally.
* Statistics are impacted by the COVID-19 pandemic
** Patrons who have renewed their card within the last three years
***Does not include 1,438 online temporary self-registration library cards

**Detailed Collection Statistics**

<table>
<thead>
<tr>
<th>Items</th>
<th>2021-202</th>
<th>2020-2021</th>
<th>Percent Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books, Adult</td>
<td>65,975</td>
<td>66,648</td>
<td>-1.01%</td>
</tr>
</tbody>
</table>
### Items

<table>
<thead>
<tr>
<th>Items</th>
<th>2021-202</th>
<th>2020-2021</th>
<th>Percent Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books, Juvenile</td>
<td>59,672</td>
<td>58,856</td>
<td>+1.39%</td>
</tr>
<tr>
<td>Books, Reference</td>
<td>1,979</td>
<td>2,011</td>
<td>-1.59%</td>
</tr>
<tr>
<td>Periodicals</td>
<td>8,330</td>
<td>7,699</td>
<td>+8.20%</td>
</tr>
<tr>
<td>DVDs</td>
<td>37,432</td>
<td>38,475</td>
<td>-2.71%</td>
</tr>
<tr>
<td>Compact Discs, Music</td>
<td>11,909</td>
<td>12,001</td>
<td>-0.77%</td>
</tr>
<tr>
<td>Books on CD</td>
<td>3,564</td>
<td>3,421</td>
<td>+4.18%</td>
</tr>
<tr>
<td>Video Games</td>
<td>1,194</td>
<td>1,184</td>
<td>+0.84%</td>
</tr>
<tr>
<td>USB Language Kits</td>
<td>10</td>
<td>10</td>
<td>0.00%</td>
</tr>
<tr>
<td>Book Club Kits, Adult</td>
<td>151</td>
<td>159</td>
<td>-5.03%</td>
</tr>
<tr>
<td>WiFi Hotspots</td>
<td>28</td>
<td>28</td>
<td>0.00%</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>2021-2022</th>
<th>2021-2022</th>
<th>2020-2021</th>
<th>2020-2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Programs</td>
<td>Attendance</td>
<td>Number of Programs</td>
<td>Attendance</td>
</tr>
<tr>
<td>986**</td>
<td>16,570</td>
<td>298*</td>
<td>12,117</td>
</tr>
</tbody>
</table>

**Programs were both online and in-person

*All programs were online. Decrease in the number of programs is attributable to the COVID-19 pandemic.

While the number of programs decreased, we did not see the same percentage decrease in attendance. Online programs have a better attendance than in-person programs.

### Photographic Highlights

**FY2021-2022**
Youth – Henry Ford Centennial Library
Lego Club

Adult – Henry Ford Centennial Library
Book & Cook, Dumplings
The Henry Ford Centennial Library
Spring 2022

The Bryant Branch Library
New Circulation Desk
June 2022
The Esper Branch Library
Women’s History Month, March 2022
Lunch with Mayor Abdullah Hammoud
March 4, 2022
GOALS AND PLANS FOR THE NEXT FISCAL YEAR
2022-2023

• Continue working with the Dearborn Library Commission to develop a strategic plan for the Dearborn Public Library.
• Install new directional signage at the Henry Ford Centennial Library.
• Replace all electrical breakers at the Henry Ford Centennial Library.
• Renovate the Henry Ford Centennial Library auditorium with new carpet, new seating and redesigned ADA platforms.
• Continue the upgrade of existing analog cameras and install additional security devices (cameras and card swipes) as needed.
• Repair or replace the globe lights at the Esper Branch Library and add additional lighting as needed.
• Repair or replace north public entrance doors at the Esper Branch Library.
• Replace the Bryant Branch Library carpet.
• Inspect and repair the exterior marble at the Henry Ford Centennial.
• Paint both staff and public spaces, as needed, at all Dearborn Public Libraries.
• Renovate the restrooms in the northwest corridor at the Henry Ford Centennial Library.
• Replace the window tint on the Henry Ford Centennial Library.
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

Zeinab Alhashemi (replacement for Eva Gogola)
Initial Appointment: 06/14/2022, Current Term ends: 06/30/2025

Gerilyn Biggs (replacement for Arrwa Mogalli)
Initial Appointment: 06/14/2022, Current Term ends: 06/30/2025

Barth Bucciarelli (replacement for Robert Taub)
Initial Appointment: 06/30/2015; Current Term ends: 06/30/2024

Ali Dagher
Initial Appointment: 06/04/2013; Current Term ends: 06/30/2024

Amira Haidar (replacement for Mansour Sharha)
Initial Appointment: 06/14/2022, Current Term ends: 06/30/2025

Michelle Jawad (replacement for Antonia Straley)
Initial Appointment: 06/30/2015; Current Term ends: 06/30/2024
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
During FY2021-2022, Library hours expanded after the COVID-19 pandemic

HENRY FORD CENTENNIAL LIBRARY

July 6, 2021 – March 24, 2022
Monday - Thursday 10:00 a.m. – 8:00 p.m.
Fridays Closed
Saturday 10:00 a.m. – 5:30 p.m.
Sunday 1:00 p.m. – 5:00 p.m. (beginning Sept. 12)

March 25, 2022 – June 30, 2022
Monday - Thursday 10:00 a.m. – 8:00 p.m.
Friday and Saturday 10:00 a.m. – 5:30 p.m.

---------------------------------------------------------------------------------

BRYANT AND ESPER BRANCH LIBRARY HOURS

July 6, 2021 – June 30, 2022

Monday and Tuesday 11:00 a.m. – 7:00 p.m.
Wednesday and Thursday 11:00 a.m. – 5:30 p.m.
Friday Closed
Saturday 11:00 a.m. – 5:30 p.m.
VISUAL REPRESENTATION OF MANAGEMENT INFORMATION

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# Patrons Added to System for First Time

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4,449</td>
<td>4,210</td>
<td>1,875</td>
<td>446</td>
<td>2,444</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 in March 2020 due to the COVID-19 crisis

***During the COVID-19 crisis, all libraries operated by curbside only or curbside plus limited hours for all of FY 2020-2021
### Active Library Card Holders
#### End of Each Fiscal Year

<table>
<thead>
<tr>
<th></th>
<th>June 2018</th>
<th>June 2019*</th>
<th>June 2020**</th>
<th>June 2021***</th>
<th>June 2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resident</td>
<td>25,448</td>
<td>24,860</td>
<td>26,006</td>
<td>20,535</td>
<td>22,112</td>
</tr>
<tr>
<td>Dearborn Heights Resident</td>
<td>2,033</td>
<td>1,886</td>
<td>2,145</td>
<td>1,635</td>
<td>1,742</td>
</tr>
<tr>
<td>Non-Resident Not Paid</td>
<td>2,020</td>
<td>1,882</td>
<td>2,099</td>
<td>1,660</td>
<td>1,749</td>
</tr>
<tr>
<td>Non-Resident Paid</td>
<td>35</td>
<td>37</td>
<td>32</td>
<td>32</td>
<td>46</td>
</tr>
<tr>
<td>Internet Only Resident</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Internet Only Non-Resident</td>
<td>85</td>
<td>80</td>
<td>68</td>
<td>46</td>
<td>44</td>
</tr>
<tr>
<td>TLN</td>
<td>1,814</td>
<td>1,867</td>
<td>2,033</td>
<td>1,574</td>
<td>1,678</td>
</tr>
<tr>
<td>TOTAL</td>
<td>31,435</td>
<td>30,424</td>
<td>32,383</td>
<td>25,482</td>
<td>27,371</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 in March 2020 due to the COVID-19 crisis
***During the COVID-19 crisis, all libraries operated by curbside only or curbside plus limited hours for all of FY 2020-2021
Resident Cardholders as Percentage of Population

<table>
<thead>
<tr>
<th></th>
<th>June 2018</th>
<th>June 2019</th>
<th>June 2020</th>
<th>June 2021***</th>
<th>June 2022</th>
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<td>1,636</td>
<td>1,742</td>
</tr>
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<td>1,882</td>
<td>2,099</td>
<td>1,660</td>
<td>1,749</td>
</tr>
<tr>
<td>Non-Resident-Paid</td>
<td>36</td>
<td>37</td>
<td>32</td>
<td>32</td>
<td>46</td>
</tr>
<tr>
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<td>80</td>
<td>68</td>
<td>46</td>
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<tr>
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<td>1,814</td>
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<td>2,033</td>
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</tr>
<tr>
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<td>31,435</td>
<td>30,424</td>
<td>32,383</td>
<td>25,482</td>
<td>27,371</td>
</tr>
</tbody>
</table>

Resident % of Total Cardholders: 80.95% 81.05% 80.31% 80.59% 80.79%

*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 in March 2020 due to the COVID-19 crisis.
***During the COVID-19 crisis, all libraries operated by curbside only or curbside plus limited hours for all of FY 2020-2021.

Resident Cardholders as % of Dearborn Population

<table>
<thead>
<tr>
<th></th>
<th>June 2018</th>
<th>June 2019</th>
<th>June 2020</th>
<th>June 2021***</th>
<th>June 2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resident Cardholders as % of Dearborn Population</td>
<td>23.14%</td>
<td>22.42%</td>
<td>23.65%</td>
<td>18.67%</td>
<td>20.11%</td>
</tr>
</tbody>
</table>
Active Users

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>15,240</td>
<td>14,493</td>
<td>9,472</td>
<td>5,853</td>
<td>8,827</td>
</tr>
</tbody>
</table>

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.

*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 in March 2020 due to the COVID-19 crisis
*** During the COVID-19 crisis, all libraries operated by curbside only or curbside plus limited hours for all of FY 2020-2021
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>28.11%</td>
<td>26.66%</td>
<td>23.36%</td>
<td>18.70%</td>
<td>20.48%</td>
</tr>
<tr>
<td>18 to 25</td>
<td>12.27%</td>
<td>12.41%</td>
<td>11.46%</td>
<td>10.12%</td>
<td>12.53%</td>
</tr>
<tr>
<td>26 to 35</td>
<td>14.57%</td>
<td>15.15%</td>
<td>14.44%</td>
<td>14.56%</td>
<td>13.51%</td>
</tr>
<tr>
<td>36 to 45</td>
<td>13.82%</td>
<td>13.91%</td>
<td>14.90%</td>
<td>15.39%</td>
<td>15.44%</td>
</tr>
<tr>
<td>46 to 55</td>
<td>10.84%</td>
<td>10.51%</td>
<td>11.23%</td>
<td>11.81%</td>
<td>10.98%</td>
</tr>
<tr>
<td>56 to 65</td>
<td>9.45%</td>
<td>9.98%</td>
<td>11.26%</td>
<td>13.06%</td>
<td>10.51%</td>
</tr>
<tr>
<td>Over 65</td>
<td>10.44%</td>
<td>11.35%</td>
<td>14.24%</td>
<td>18.35%</td>
<td>16.61%</td>
</tr>
</tbody>
</table>

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.

By gender:

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>60.54%</td>
<td>61.36%</td>
<td>62.47%</td>
<td>65.04%</td>
<td>64.95%</td>
</tr>
<tr>
<td>Male</td>
<td>39.46%</td>
<td>38.64%</td>
<td>36.53%</td>
<td>34.16%</td>
<td>35.05%</td>
</tr>
</tbody>
</table>

**HFCL remained closed in FY2019-2020 for renovations; all library locations closed in March 2020 due to COVID-19.
***During the COVID-19 crisis, all libraries operated by curbside only or curbside plus limited hours for all of FY 2020-2022.
## Total Circulation

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Total Circulation</td>
<td>480,890</td>
<td>491,456</td>
<td>324,082</td>
<td>278,663</td>
<td>370,588</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 in March 2020 due to the COVID-19 crisis
***During the COVID-19 crisis, all libraries operated by curbside only or curbside plus limited hours for all of FY 2020-2021
### Branch Percentage of Circulation

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>HFCL</td>
<td>314,510</td>
<td>287,904</td>
<td>22,024</td>
<td>85,427</td>
<td>178,894</td>
</tr>
<tr>
<td>Bryant</td>
<td>49,265</td>
<td>56,630</td>
<td>115,302</td>
<td>43,890</td>
<td>45,555</td>
</tr>
<tr>
<td>Esper</td>
<td>27,658</td>
<td>32,204</td>
<td>62,505</td>
<td>21,502</td>
<td>22,431</td>
</tr>
<tr>
<td>Salina Locker ***</td>
<td>2,107</td>
<td>4,699</td>
<td>4,831</td>
<td>5</td>
<td>1,411</td>
</tr>
<tr>
<td>TOTAL HORIZON CIRCULATION</td>
<td>393,540</td>
<td>383,437</td>
<td>204,662</td>
<td>150,824</td>
<td>248,291</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>HFCL</td>
<td>79.92%</td>
<td>75.0%</td>
<td>10.76%</td>
<td>56.84%</td>
<td>72.05%</td>
</tr>
<tr>
<td>Bryant</td>
<td>12.52%</td>
<td>15.2%</td>
<td>56.34%</td>
<td>29.10%</td>
<td>18.35%</td>
</tr>
<tr>
<td>Esper</td>
<td>7.03%</td>
<td>8.40%</td>
<td>30.54%</td>
<td>14.21%</td>
<td>9.00%</td>
</tr>
<tr>
<td>Salina Locker ***</td>
<td>0.54%</td>
<td>1.23%</td>
<td>2.36%</td>
<td>0.00%</td>
<td>0.57%</td>
</tr>
</tbody>
</table>

---

Does not include circulation of book club kits, downloadables, streaming 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 in March 2020 due to the COVID-19 crisis
*** Salina Remote Locker opened in March of 2018
**** During COVID, all libraries operate by curbside only or curbside plus limited hours for all of FY 2020-2021
Type of Circulation
Checkout / Renewal / Download

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Checkout</td>
<td>287,382</td>
<td>267,254</td>
<td>135,295</td>
<td>86,181</td>
<td>162,472</td>
</tr>
<tr>
<td>Phone Renewals</td>
<td>23,904</td>
<td>31,919</td>
<td>20,754</td>
<td>22,478</td>
<td>27,447</td>
</tr>
<tr>
<td>Regular Renewals</td>
<td>14,284</td>
<td>12,629</td>
<td>5,165</td>
<td>3,085</td>
<td>6,771</td>
</tr>
<tr>
<td>Self Renewals (OPAC)</td>
<td>67,970</td>
<td>71,635</td>
<td>43,448</td>
<td>39,080</td>
<td>49,571</td>
</tr>
<tr>
<td>Digital Downloads</td>
<td>78,612</td>
<td>99,309</td>
<td>114,177</td>
<td>122,411</td>
<td>116,571</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 in March 2020 due to the COVID-19 crisis
***During COVID, all libraries operate by curbside only or curbside plus limited hours for all of FY 2020-2021

*Does not include miscellaneous circulation such as book club kits, shut-in deliveries, Mel.Cat, etc.*
Circulation by Format

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Adult Books</td>
<td>120,585</td>
<td>114,778</td>
<td>65,541</td>
<td>49,022</td>
<td>66,521</td>
</tr>
<tr>
<td>Adult Media^</td>
<td>117,932</td>
<td>112,166</td>
<td>50,872</td>
<td>35,833</td>
<td>52,601</td>
</tr>
<tr>
<td>Children’s Books</td>
<td>130,819</td>
<td>131,300</td>
<td>75,438</td>
<td>51,364</td>
<td>94,751</td>
</tr>
<tr>
<td>Children’s Media^</td>
<td>16,654</td>
<td>16,889</td>
<td>8,055</td>
<td>4,296</td>
<td>6,109</td>
</tr>
<tr>
<td>Magazines</td>
<td>7,316</td>
<td>7,790</td>
<td>2,941</td>
<td>2,170</td>
<td>4,100</td>
</tr>
<tr>
<td>Digital Downloads</td>
<td>78,612</td>
<td>99,309</td>
<td>114,177</td>
<td>122,411</td>
<td>116,571</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 in March 2020 due to the COVID-19 crisis
***During COVID, all libraries operate by curbside only or curbside plus limited hours for all of FY 2020-2021
^ 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>158,771</td>
<td>31.44%</td>
</tr>
<tr>
<td>Youth Picture Books, Early &amp; Tod</td>
<td>46,119</td>
<td>9.17%</td>
</tr>
<tr>
<td>Adult Nonfiction</td>
<td>35,264</td>
<td>7.02%</td>
</tr>
<tr>
<td>Adult DVD</td>
<td>24,371</td>
<td>4.87%</td>
</tr>
<tr>
<td>Youth Fiction</td>
<td>20,556</td>
<td>4.09%</td>
</tr>
<tr>
<td>Adult Fiction</td>
<td>21,238</td>
<td>4.26%</td>
</tr>
<tr>
<td>Young Adult Fiction</td>
<td>18,198</td>
<td>3.63%</td>
</tr>
<tr>
<td>Adult Music CDs</td>
<td>14,402</td>
<td>2.86%</td>
</tr>
<tr>
<td>Youth Nonfiction</td>
<td>13,989</td>
<td>2.79%</td>
</tr>
<tr>
<td>All Other Material</td>
<td>11,295</td>
<td>2.25%</td>
</tr>
<tr>
<td>Adult New Books</td>
<td>10,093</td>
<td>2.01%</td>
</tr>
<tr>
<td>International Language Material</td>
<td>4,209</td>
<td>0.84%</td>
</tr>
<tr>
<td>Magazines</td>
<td>4,000</td>
<td>0.80%</td>
</tr>
<tr>
<td>Video Games</td>
<td>2,059</td>
<td>0.41%</td>
</tr>
<tr>
<td>Adult Audio Books</td>
<td>1,963</td>
<td>0.39%</td>
</tr>
<tr>
<td>Young Music CDs</td>
<td>962</td>
<td>0.19%</td>
</tr>
<tr>
<td>Youth Audio Books</td>
<td>262</td>
<td>0.05%</td>
</tr>
<tr>
<td>Young Adult Audio Books</td>
<td>47</td>
<td>0.01%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>539,598</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

---

![Circulation by Collection](image)
Circulation
Digital Download

<table>
<thead>
<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Downloads</td>
<td>78,612</td>
<td>99,309</td>
<td>114,177</td>
<td>122,411</td>
<td>116,571</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
***During COVID, all libraries operate by curbside only or curbside plus reduced hours for all of FY 2020-2021

Digital Downloads

<table>
<thead>
<tr>
<th>Format</th>
<th>2021-2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hoopla Streaming</td>
<td>44,660</td>
</tr>
<tr>
<td>Kindle Book</td>
<td>15,900</td>
</tr>
<tr>
<td>Overdrive Read (ebook)</td>
<td>12,494</td>
</tr>
<tr>
<td>Overdrive Listen</td>
<td>11,797</td>
</tr>
<tr>
<td>Overdrive Magazine (newspaper)</td>
<td>3,386</td>
</tr>
<tr>
<td>Overdrive MP3 Audio (book)</td>
<td>7,639</td>
</tr>
<tr>
<td>Adobe PDF eBook</td>
<td>6,491</td>
</tr>
<tr>
<td>PressReader</td>
<td>4,536</td>
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<tr>
<td>Kobo eBook</td>
<td>3,580</td>
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<tr>
<td>Kobo eBook no format</td>
<td>1,031</td>
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<tr>
<td>Kobo Audiobook no format</td>
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<tr>
<td>Kobo eBook</td>
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<tr>
<td>Open EPUB eBook</td>
<td>97</td>
</tr>
<tr>
<td>Adobe PDF ebook</td>
<td>24</td>
</tr>
<tr>
<td>Overdrive video</td>
<td>2</td>
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</table>
**MeLCat Circulation**

<table>
<thead>
<tr>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Material Borrowed from Other Libraries</td>
<td>5,482</td>
<td>5,638</td>
<td>3,872</td>
<td>3,811</td>
<td>5,606</td>
</tr>
<tr>
<td>Material Checked Out by Dearborn Patrons</td>
<td>5,188</td>
<td>5,278</td>
<td>3,494</td>
<td>3,555</td>
<td>5,322</td>
</tr>
<tr>
<td>Material Borrowed but Not Picked Up</td>
<td>304</td>
<td>381</td>
<td>378</td>
<td>256</td>
<td>284</td>
</tr>
<tr>
<td>Material Loaned to MeLCat Libraries</td>
<td>9,482</td>
<td>8,705</td>
<td>7,198</td>
<td>6,385</td>
<td>8,148</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 in March 2020 due to the COVID-19 crisis
***During COVID, all libraries operate by curbside only or curbside plus limited hours for all of FY 2020-2021

^ From MeLCat online statistics
## Per Capita Data

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Budget Per Capita</td>
<td>$82.71</td>
<td>$94.66</td>
<td>$82.70</td>
<td>$71.58</td>
<td>$73.15</td>
</tr>
<tr>
<td>Circulation Per Capita</td>
<td>4.9</td>
<td>5.00</td>
<td>3.3</td>
<td>2.8</td>
<td>3.3</td>
</tr>
<tr>
<td>Collection Expenditure</td>
<td>$4.88</td>
<td>$5.25</td>
<td>$5.06</td>
<td>$4.67</td>
<td>$4.41</td>
</tr>
<tr>
<td>Per Capita</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Collection Per Capita</td>
<td>2.18</td>
<td>2.05</td>
<td>2.11</td>
<td>2.08</td>
<td>1.84</td>
</tr>
<tr>
<td>(physical items)</td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

Based on population of 98,153 (2010 census)

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

**HFCL maintained closed in FY2019-2020 for renovation; then all library locations closed in March 2020 due to the COVID-19 crisis

***During COVID, all libraries operate by curbside only or curbside plus limited hours for all of FY2020-2021

+Based on Budget Actuals

### Per Capita Data

![Per Capita Data Graph](Image)
Requests and Holds

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Requests Placed</td>
<td>52,798</td>
<td>53,412</td>
<td>41,558</td>
<td>62,152</td>
<td>40,456</td>
</tr>
<tr>
<td>Holds Filled</td>
<td>38,337</td>
<td>38,203</td>
<td>29,517</td>
<td>47,333</td>
<td>29,504</td>
</tr>
<tr>
<td>Requests/Holds Cancelled</td>
<td>12,779</td>
<td>13,292</td>
<td>8,722</td>
<td>14,066</td>
<td>10,672</td>
</tr>
<tr>
<td>Requests Expired</td>
<td>13</td>
<td>15</td>
<td>16</td>
<td>47</td>
<td>87</td>
</tr>
<tr>
<td>% Library Could Not Fill</td>
<td>0.02%</td>
<td>0.03%</td>
<td>0.01%</td>
<td>0.08%</td>
<td>0.22%</td>
</tr>
<tr>
<td>% Patron Did Not Pick Up</td>
<td>24.21%</td>
<td>24.89%</td>
<td>26.99%</td>
<td>23.92%</td>
<td>26.38%</td>
</tr>
</tbody>
</table>

*The Henry Ford Centennial Library closed for renovations May 29, 2019 through the end of the fiscal year.
**HFCL remained closed in FY2019-2020 for renovation; then all library locations closed in March 2020 due to the COVID-19 crisis.
***During COVID, all libraries operate by curbside only or curbside plus limited hours for all of FY 2020-2021.
### Computers

<table>
<thead>
<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Internet PCs^</td>
<td>96</td>
<td>96</td>
<td>61</td>
<td>92</td>
<td>92</td>
</tr>
<tr>
<td>Public PCs^^</td>
<td>47</td>
<td>47</td>
<td>17</td>
<td>33</td>
<td>43</td>
</tr>
<tr>
<td>Service Desk PCs</td>
<td>17</td>
<td>17</td>
<td>6</td>
<td>15</td>
<td>14</td>
</tr>
<tr>
<td>Staff PCs</td>
<td>61</td>
<td>62</td>
<td>49</td>
<td>59</td>
<td>70</td>
</tr>
<tr>
<td>Servers/Imagers</td>
<td>18</td>
<td>17</td>
<td>17</td>
<td>16</td>
<td>15</td>
</tr>
<tr>
<td>Staff WFH Laptops</td>
<td></td>
<td></td>
<td></td>
<td>28</td>
<td>28</td>
</tr>
</tbody>
</table>

### Public Internet PCs by Location

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>HFCL</td>
<td>60</td>
<td>60</td>
<td>0</td>
<td>56</td>
<td>56</td>
</tr>
<tr>
<td>Bryant</td>
<td>10</td>
<td>10</td>
<td>29</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Esper</td>
<td>26</td>
<td>26</td>
<td>32</td>
<td>26</td>
<td>26</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 in March 2020 due to the COVID-19 crisis
***During COVID, all libraries operate by curbside only or curbside plus reduced hours for all of FY 2020-2021

^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>
<tr>
<th></th>
<th></th>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Paid Databases*</td>
<td>502,886</td>
<td>26,841</td>
<td>65,000</td>
<td>179,346</td>
<td>291,389</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 in March 2020 due to the COVID-19 crisis
***During COVID, all libraries operate by curbside only or curbside plus limited hours for all of FY 2020-2021
*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.
<table>
<thead>
<tr>
<th>Library Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library Visits</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 in March 2020 due to the COVID-19 crisis
***During COVID, all libraries operate by curbside only or curbside plus limited hours for all of FY 2020-2021
Library Visits 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>267,724</td>
<td>231,482</td>
<td>0</td>
<td>17,975</td>
<td>151,718</td>
</tr>
<tr>
<td>Bryant*</td>
<td>36,663</td>
<td>41,144</td>
<td>66,715</td>
<td>0</td>
<td>25,359</td>
</tr>
<tr>
<td>Esper</td>
<td>42,987</td>
<td>47,609</td>
<td>80,365</td>
<td>4,419</td>
<td>22,936</td>
</tr>
<tr>
<td>TOTAL</td>
<td>347,374</td>
<td>320,235</td>
<td>147,080</td>
<td>22,394</td>
<td>200,013</td>
</tr>
</tbody>
</table>

*In FY2020-2021, the Bryant Branch Library offered curbside service ONLY

*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 in March 2020 due to the COVID-19 crisis

***During COVID, all libraries operate by curbside only or curbside plus limited hours for all of FY 2020-2021

Percentage of Total Visits by Branch
Library Programs

<table>
<thead>
<tr>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number</td>
<td>944</td>
<td>762</td>
<td>479</td>
<td>298</td>
<td>986</td>
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</tbody>
</table>

Number of Library Programs

Number of Participants

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Participants</td>
<td>24,247</td>
<td>17,164</td>
<td>16,281</td>
<td>12,117</td>
<td>16,570</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 in March 2020 due to the COVID-19 crisis
***During COVID, all libraries operate by curbside only or curbside plus limited hours for all of FY 2020-2021
Library Programs by Age Group

<table>
<thead>
<tr>
<th>Number of Programs</th>
<th>Adult</th>
<th>Young Adult</th>
<th>Youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017-2018**</td>
<td>218</td>
<td>20</td>
<td>282</td>
</tr>
<tr>
<td>2018-2019**</td>
<td>450</td>
<td>33</td>
<td>263</td>
</tr>
<tr>
<td>2019-2020**</td>
<td>282</td>
<td>32</td>
<td>71</td>
</tr>
<tr>
<td>2020-2021****</td>
<td>252</td>
<td>15</td>
<td>36</td>
</tr>
<tr>
<td>2021-2022</td>
<td>26</td>
<td>15</td>
<td>316</td>
</tr>
</tbody>
</table>

*Includes non-library sponsored programs in HPOL auditorium e.g. Michigan Railroad Club


***During COVID, all libraries operate by outside only on outside plus limited hours for all of FY 2020-2021

Number of Participants

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td>14,269</td>
<td>7,810</td>
<td>3,453</td>
<td>1,836</td>
<td>0,281</td>
</tr>
<tr>
<td>Young Adult</td>
<td>445</td>
<td>608</td>
<td>361</td>
<td>140</td>
<td>99</td>
</tr>
<tr>
<td>Youth</td>
<td>8,035</td>
<td>8,790</td>
<td>12,555</td>
<td>13,638</td>
<td>9,097</td>
</tr>
</tbody>
</table>

*Includes attendance at non-library sponsored programs in HPOL auditorium


***During COVID, all libraries operate by outside only on outside plus limited hours for all of FY 2020-2021
**Youth Programs by Branch**

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>HFCL</td>
<td>215</td>
<td>207</td>
<td>78</td>
<td>214</td>
<td>277</td>
</tr>
<tr>
<td>Bryant</td>
<td>41</td>
<td>37</td>
<td>50</td>
<td>3</td>
<td>16</td>
</tr>
<tr>
<td>East</td>
<td>34</td>
<td>19</td>
<td>45</td>
<td>3</td>
<td>25</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 in March 2020 due to the COVID-19 crisis.
***During the HVAC closure (pre-COVID), HFCL librarians conducted programs at remote locations or online.
****During COVID, all libraries operate by curbside only or outside public hours for all of FY 2020-2021.

**Average Participation**

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>HFCL</td>
<td>27</td>
<td>30</td>
<td>12</td>
<td>56</td>
<td>23</td>
</tr>
<tr>
<td>Bryant</td>
<td>10</td>
<td>13</td>
<td>6</td>
<td>121</td>
<td>11</td>
</tr>
<tr>
<td>East</td>
<td>15</td>
<td>27</td>
<td>12</td>
<td>19</td>
<td>10</td>
</tr>
</tbody>
</table>
### Young Adult Programs by Branch

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>HFCL+</td>
<td>27</td>
<td>33</td>
<td>2</td>
<td>4</td>
<td>16</td>
</tr>
<tr>
<td>Bryant</td>
<td>1</td>
<td>3</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Espar</td>
<td>2</td>
<td>2</td>
<td>15</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>


**HFCL+ remained closed in FY 2019-2020 for renovation; then alternate locations closed in March 2020 due to the COVID-19 virus

***During the HFCL closure (pre-COVID), HFCL locations converted programs to remote locations or online.

****During COVID, all locations operated by outdoor only or outside plus limited hours for all of FY 2020-2021.

### Average Participation

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>HFCL+</td>
<td>10</td>
<td>15</td>
<td>40</td>
<td>20</td>
<td>22</td>
</tr>
<tr>
<td>Bryant</td>
<td>19</td>
<td>5</td>
<td>0</td>
<td>19</td>
<td>3</td>
</tr>
<tr>
<td>Espar</td>
<td>21</td>
<td>10</td>
<td>12</td>
<td>21</td>
<td>20</td>
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</table>
Adult Programs by Branch

<table>
<thead>
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</thead>
<tbody>
<tr>
<td>HPCIL</td>
<td>605</td>
<td>440</td>
<td>87</td>
<td>69</td>
<td>546</td>
</tr>
<tr>
<td>Bryant</td>
<td>2</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Esper</td>
<td>9</td>
<td>17</td>
<td>71</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

*The Henry Ford Centennial Library closed for renovations, May 20, 2019 through end of FY.
** HPCIL remained closed in FY2019-2020 for renovation; three library locations closed in March 2020 due to the COVID-19 crisis.
*** Includes non-library sponsored programs in HPCIL auditorium.
† Includes outreach programs in the community.
**** During COVID, all libraries operated by outside only or outside plus limited hours for all of FY 2020-2021.

Average Participation by Branch

<table>
<thead>
<tr>
<th></th>
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<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>HPCIL</td>
<td>24</td>
<td>17</td>
<td>41</td>
<td>18</td>
<td>10</td>
</tr>
<tr>
<td>Bryant</td>
<td>10</td>
<td>12</td>
<td>56</td>
<td>48</td>
<td>28</td>
</tr>
<tr>
<td>Esper</td>
<td>47</td>
<td>7</td>
<td>8</td>
<td>28</td>
<td>13</td>
</tr>
</tbody>
</table>