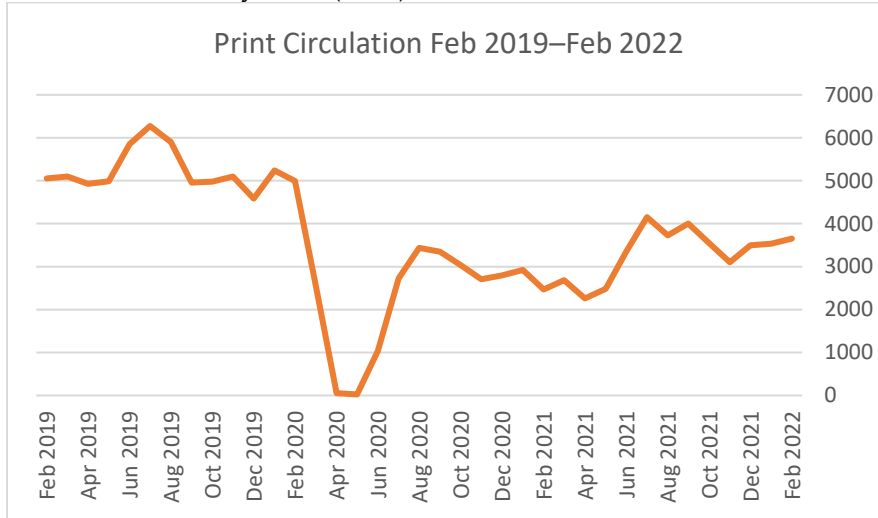




March 2022 Branch Manager's Report

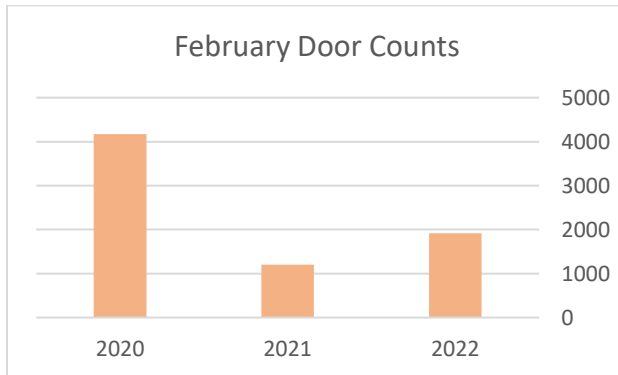
Circulation

Circulation of print materials is gradually rebounding. February 2022 circulation (3653) was up 48% from February 2021 (2467).



Library visits

Door count trends track closely with circulation trends. Curbside pickups are not included in the door count, but are no longer a large portion of checkouts.



Memorial Donation

We received 15 donations in memory of Patricia Bilson, a long-time patron, a total of \$845.

Incident reports

In February we had three documented incidents involving patron behavior: a patron who was viewing pornography on a public computer; a patron who “wandered” downstairs to the staff work area when there was no one down there (and there were only two people in the building); and a patron who appeared to be psychotic, conducting loud conversations with herself and pounding on the furniture. None of these incidents posed a real threat to the staff, but they highlight the need for adequate staffing. It is also worth noting that three incidents in one month is very unusual for our quiet little library.

Staff changes

Tara Stewart, our office manager/circulation manager, has accepted a full-time position as the circulation manager at Easttown Library. Her last day at Paoli will be March 31. The position covers a wide range of crucial financial and customer service responsibilities, so it is important that we fill it as quickly as possible.

Since June 2020 we have lost four part-time staff to full-time positions. Tara’s letter of resignation included a sentiment expressed one way or another by all of them: “this resignation comes with much sadness. I have enjoyed every moment that I have spent at Paoli Library in these past 7 years. Had the opportunity been offered to become Full Time, I would not be leaving (ever!).”

Two new part-time circulation assistants have recently started training. Nancy Mortenson started on March 8 and Elisa Muzzillo on March 14.

The Children’s Librarian position remains open. We have received a few more applications and will be interviewing two candidates next week.

Beverly Michaels
Branch Manager
March 19, 2022