

## Year in Review

The year beginning in July 2019 and ending in June 2020 had a strong start and a rough end. It was decided earlier in the year that a major interior renovation would take place at the library that would include new carpeting, flooring, paint, furniture, rearranging of shelving to create new spaces, a larger play area, stroller parking, a window to the Youth Activity Room, a laptop bar, a lounge area, improved study areas, a makerspace, and an expanded teen room. Public input sessions were held in February to gain feedback on the plans, and everything was set to move forward.

On March 13, 2020, the COVID crisis forced the closure of schools, restaurants, stores, and institutions all around the world, and the library was no exception. The decision was made to close for public safety, and that closure has extended for nearly a year due to rising cases in the area. This was devastating for everyone involved, and new territory for Royal Oak Public Library that had only ever been closed for a few days at a time. Library services had to be redesigned overnight, but fortunately the staff and library board rose to the occasion, encouraged by the supportive community.

While the library building remains closed, accommodations and adjustments have been made to offer the high level of library services that the residents deserve and rely on in these tough times. Library cards can now be issued online for patrons. Contactless pickup is available to allow for in-person checkout of materials. All programs are now offered virtually. And digital services have vastly expanded to respond to the ever-changing needs of a public who depends on these resources more than ever.

Although challenging, the show continues to go on at Royal Oak Public Library, and the commitment to serve the community is stronger than ever.



Emily Dumas  
Director

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### Library Director

Emily Dumas



*The Royal Oak Public Library  
provides opportunities for all to  
learn, connect, create, and innovate.*



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## ANNUAL REPORT

July 1, 2019 to  
June 30, 2020

## Library Revenues

	2015-16	2016-17	2017-18	2018-19	2019-20
<b>Library Millage</b>	\$2,134,657	\$2,197,664	\$2,268,051	\$2,329,221	\$2,444,923
<b>Penal Fines</b>	\$115,652	\$121,061	\$115,952	\$119,688	\$122,252
<b>State Aid</b>	\$35,602	\$37,428	\$39,681	\$43,856	\$45,977
<b>Local Community Stabilization</b>					\$59,590
<b>Fines, Fees, Misc.</b>	\$65,216	\$61,512	\$52,549	\$44,455	\$31,806
<b>Grants/Gifts</b>	\$12,579	\$11,784	\$2,307	\$33,475	\$22,793
<b>Interest</b>	\$9,601	\$14,213	\$20,477	\$56,697	\$43,053
<b>Transfer from Fund Balance</b>	\$0	\$0	\$13,492	\$0	\$0
<b>Total operating revenues</b>	<b>\$2,305,362</b>	<b>\$2,443,662</b>	<b>\$2,512,509</b>	<b>\$2,627,392</b>	<b>\$2,770,394</b>

## Library Expenditures

	2015-16	2016-17	2017-18	2018-19	2019-20
<b>Personnel</b>	\$1,385,725	\$1,442,043	\$1,496,716	\$1,587,490	\$1,639,260
<b>Books, music, video</b>	\$214,368	\$245,094	\$259,940	\$259,069	\$353,520
<b>Other expenses*</b>	\$687,601	\$673,441	\$755,853	\$748,253	\$791,920
<b>Total operating expenses</b>	<b>\$2,287,694</b>	<b>\$2,360,578</b>	<b>\$2,512,509</b>	<b>\$2,594,812</b>	<b>\$2,784,700</b>

\*Maintenance, services, supplies, utilities, debt service on bonds issued for 2006 renovation

## Library Operating Activities

	2016-17	2017-18	2018-19	2019-20*	% Change FY 2018-19 to FY 2019-20
<b>Visitors</b>	184,998	193,697	163,415	127,211	-22%
<b>Programs</b>	513	513	580	444	-23%
<b>Program Attendance</b>	15,503	16,794	24,819	14,116	-43%
<b>Reference Questions</b>	27,280	26,346	20,369	15,952	-22%
<b>Computer Uses</b>	30,467	28,736	22,861	21,768	-5%
<b>Lending Transactions</b>	403,009	399,759	424,360	309,806	-27%
<b>Card Holders</b>	24,317	24,262	23,885	22,002	-8%
<b>Collection Size</b>	162,945	154,781	149,530	146,338	-2%

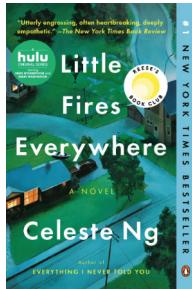
\*Library building closed beginning March 14, 2020.

## Top 10 Adults Books

- Little Fires Everywhere: A Novel** by Celeste Ng
- Where the Crawdads Sing** by Delia Owens
- Great Alone: A Novel** by Kristin Hannah
- Such a Fun Age: A Novel** by Kiley Reid
- Becoming** by Michelle Obama
- Educated: A Memoir** by Tara Westover
- The Silent Patient** by Alex Michaelides
- 28 Summers: A Novel** by Elin Hilderbrand
- Twisted Twenty-Six** by Janet Evanovich
- Normal People: A Novel** by Sally Rooney

## Top 10 Youth Books

- Pokémon Adventures** by Hidenori Kusaka
- Wrecking Ball (Diary of a Wimpy Kid Book 14)** by Jeff Kinney
- Dog Man: A Tale of Two Kitties** by Dav Pilkey
- Elephants Cannot Dance!** by Mo Willems
- Bob Books, Collection 1: Beginning Readers and Advancing Beginners** by Bobby Lynn Maslen
- I Will Take a Nap!** by Mo Willems
- Guts** by Raina Telgemeier
- Pigs Make Me Sneeze!** by Mo Willems
- Dog Man: Fetch 22** by Dav Pilkey
- Waiting is Not Easy!** by Mo Willems



## Of Interest in 2019-2020

It was determined that the renovation would move forward, but in a phased manner to account for the uncertainties of the future. Planning began to cover the parts of the project that would be most disruptive to the public if the library were open, taking advantage of the closure. Patrons can look forward to returning to a fresh, updated, and more effective library when the doors once again reopen.

Residents of Royal Oak, students at RO schools, and workers at RO businesses can now apply for a library card online at ropl.org thanks to a process created following the closure. A physical card will be mailed to users, and a card number can be used to place contactless pickup holds and check out from the large e-book and downloadable collection.

Programming for all ages and interests began to be offered online, either via Zoom, YouTube, or Facebook Live. These programs allow participants to experience library events from the comfort of their homes, and are reaching larger audiences than previously possible. In another first, the 2020 Summer Reading Program was held completely online, with reading logs and rewards handled virtually, and programs broadcast to participants.

## New and Improved Services

Royal Oak Public Library expanded online services to meet the unique needs of a public sheltering in place, working from home, and homeschooling in 2020. New additions included:

- Circulating Chromebooks** – Laptops available for checkout; can be paired with circulating hotspots for full internet access
- Tutor.com** – Online, live one-on-one tutoring sessions covering all grades and subject matter
- LinkedIn Learning for Libraries** – Video courses that teach all manner of professional and creative skills in a self-paced manner
- Weiss Financial Ratings** – Investment and insurance ratings, financial planning advice, and medicap assistance to provide guidance during uncertain times
- Freading** – a new downloadable service that offers instant access to thousands of ebooks
- Royal Oak Public Library YouTube channel** – For easier viewing of library programs and story times
- NYT and Wallstreet Journal online** – These favorite titles can now be read on a computer or device by visiting ropl.org for access
- Increased checkouts on Hoopla** – Per month checkouts doubled from five to ten
- Increased Kanopy credits** – Users can now stream ten movies per month instead of five
- Ancestry** – Now available for use at home rather than in-library
- Thousands of ebook titles added** – Downloadable collections were greatly increased to meet the added demand when the library building closed