

# BRIDGEPORT LIBRARY

## Burroughs/Customer Service Dept. Monthly Report

Submitted by: Vivian Bordeaux

November 10, 2021

Service Statistics	Number of new library cards: 81 Number of visitors: 3127	Number of questions answered: N/A Number of interlibrary loans (in/out): Number of online database sessions: N/A
Collection Statistics	Adult: N/A Teen: N/A Children: N/A	A&V materials: N/A Magazines & Newspapers: N/A
Circulation Statistics	Adult: 604 Teen: 34 Children: 728	A&V materials: 505 Magazines & Newspapers:
Public Internet Usage	Users for the month: N/A	
Programming/Outreach Milestones	<ul style="list-style-type: none"><li>● Harvest Day – Bridgeport Church of God – 10/24/21 75 Children; 30 Adults (2 staff attended)</li><li>● Hartford Center – City Resource Fair for Differently Abled Persons – 125 Children 60 Adults (2 staff attended)</li></ul>	
Staff Development	<ul style="list-style-type: none"><li>● Webinar – “How to Deal with Dangerous Library Users.” – 16 staff attended</li></ul>	

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## Highlights

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### Youth Services

This month in the Youth Services area the Children's Dept. had 4 virtual and 4 in person Storytime programs. They had a Halloween Storytime at Seaside Park and the patrons were very excited about all of the story times. The Teen Dept. had a number of virtual programs but the attendance was zero.

The Teen and Children staff continues to shift, evaluated, shelf read and weed the collection.

The following displays was promoted for the month of October: Hispanic Heritage Month, Native American Heritage Month, Halloween, Welcome Fall book display and Banned Books week. Staff created flyers for the Teen area and created a display for the Nutmeg nominees.

Staff watched the Q&A webinar with Ryan, made revision to their website and attended virtual meetings.

### Customer Services

Packing and moving of Newfield materials started preparing for the opening of the Newfield Branch.

The staff continues to receive materials from our vendors, process invoices, shelfread, and withdraw materials.

The number of Bridgeport patrons requesting materials and coming into the library is slowly increasing. The numbers is no where near the numbers pre COVID

The number of incoming and outgoing bins for deliverIT and Yankee Cornier is slightly increasing.

The staff watched the Q&A webinar with Ryan.

The bulletin boards promoted "Falling into a good read", banned book week and Hispanic Heritage month and the monthly highlights.

The staff processed and filled a number of Interlibrary Loans for libraries. Staff worked on updating the Interlibrary loan information in Bibliomation.