

# BRIDGEPORT LIBRARY

## Burroughs/RandR November, 2021, Monthly Report

Submitted by: Ronald G. Fontaine, Librarian III

November 1, 2021

Service Statistics	Number of new library cards: Number of visitors:	Number of questions answered: Reference = 188; Directional, etc. = 469 Number of interlibrary loans (in/out): Number of online database sessions:
Collection Statistics	Adult: Teen: Children:	A&V materials: Magazines & Newspapers:
Circulation Statistics	Adult: Teen: Children:	A&V materials: Magazines & Newspapers:
Public Internet Usage	Total users in the library for the month: 878; Total time: 624 hours, 34 minutes; Average Session Time: 42.681 minutes.	
Programming Milestones	● None this month	
Staff Development	● None this month	

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## Highlights

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November was a relatively quiet month in RandR. However, the number of patrons, and staff interaction with them, continued to be heavier and steadier as we have seen in previous months. Once again, helping patrons use their own devices to print was a main portion of that interaction.

One item that entered into our services was the “Fax 24” self-service device. For the last several years, RandR staff has been faxing patrons’ documents using our own fax machine. Now, users buy Fax 24’s proprietary fax cards, depending on the number of pages they send, and use the machine by themselves. Of course, staff does help them along and make sure that all goes well with their faxing experience. Now all the branches are in-sync with using the Fax 24 service.

Anecdotally, I have noticed an uptick in patrons asking for help in completing their homework. Specifically, they are requesting assistance in understanding how to download assignments from professors and uploading the finished product, or scanning and sending the items back to them. Again, this is usually from patrons using their own devices. Also, we’ve been experiencing more patrons requesting catalog help in finding books and DVDs here in the library. We are starting to feel like the “old times” are coming back.

Respectfully submitted,

Ronald G. Fontaine, MLS

Librarian III