



# July Reports

Presented to the Board August 2019

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Circulation, Audiovisual, Print & Other Materials

Print Materials - Current Month					
	July 2019	July 2018	July 2017	July 2016	July 2015
<b>Book</b>	18,832	19,656	18,722	21,108	18,293
<b>Board Bk*</b>	446	486			
<b>Magazine*</b>	320	298			
<b>Paperback*</b>	84	61	6	285	668
Audio-Visual Materials - Current Month					
<b>CD</b>	72	25	774	807	788
<b>DVD</b>	4,678	5,759	6,467	6,141	6,032
Other - Current Month					
<b>Microfilm</b>	0	0	8	6	0
<b>Non-Cat*</b>	0	0	971	1,111	885
Total - Current Month					
<b>Total</b>	24,432	26,285	26,948	29,458	26,666
<b>% Change</b>	-7.05%	-2.46%	-8.52%	10.47%	
Print Materials - Year to Date					
	FY 2019	FY 2018	FY 2017	FY 2016	FY 2015
<b>Book</b>	18,832	19,656	18,722	21,108	18,293
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<b>% Change</b>	-7.05%	-2.46%	-8.52%	10.47%	

\* Board Books, Paperbacks & Magazines (beginning 7/1/16) are not cataloged. Prior to the migration to MO Evergreen, figures by format were not available and all were included in Non-Cat circulation

Circulation, Digital Materials

Digital Materials - Circulation							
July		FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY19-FY20
Audiobooks	OverDrive	341	693	760	720	1,153	60.14%
Books	OverDrive	1,653	1,907	2,264	2,187	2,417	10.52%
Magazines	OverDrive		113				
Video	OverDrive	2	10	0	1	0	-100.00%
Audiobooks	hoopla				123	231	87.80%
Books	hoopla				100	140	40.00%
Video	hoopla				47	76	61.70%
Music	hoopla				34	33	-2.94%
eBooks	Tumblebooks		0	70	30	27	-10.00%
<b>Total</b>		<b>1,996</b>	<b>2,723</b>	<b>3,094</b>	<b>3,242</b>	<b>4,077</b>	<b>25.76%</b>
<b>Year to Date</b>							<b>FY19-FY20</b>
Audiobooks	OverDrive	341	693	760	720	1,153	60.14%
Books	OverDrive	1,653	1,907	2,264	2,187	2,417	10.52%
Magazines	OverDrive			0			
Video	OverDrive	2	10	0	1	0	-100.00%
Audiobooks	hoopla					231	
Books	hoopla					140	
Video	hoopla					76	
Music	hoopla					33	
eBooks	Tumblebooks				30	27	-10.00%
<b>Total</b>		<b>1,996</b>	<b>2,610</b>	<b>3,024</b>	<b>2,938</b>	<b>4,077</b>	<b>38.77%</b>
Digital Materials - Patron Activity							
July		FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY19-FY20
New Registrations	OverDrive	41	39	47	46	48	4.35%
Unique Patrons	OverDrive	414	495	547	496	610	22.98%
New Registrations	hoopla				37	38	2.70%
Unique Patrons	hoopla				119	188	57.98%
<b>Total</b>		<b>455</b>	<b>534</b>	<b>594</b>	<b>698</b>	<b>884</b>	<b>26.65%</b>
<b>Year to Date</b>							<b>FY19-FY20</b>
New Registrations	OverDrive	48	31	41	39	48	23.08%
Unique Patrons	OverDrive	263	308	414	495	610	23.23%
New Registrations	hoopla					37	
Unique Patrons	hoopla					119	
<b>Total</b>		<b>311</b>	<b>339</b>	<b>455</b>	<b>534</b>	<b>814</b>	<b>52.43%</b>

Statistical Reports

Circulation, Interlibrary Loan

	July 2019					July Totals From Previous Years				
<b>Loaned</b>	<b>Books</b>	<b>DVDs</b>	<b>CDs</b>	<b>Other</b>	<b>Total</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>
OCLC-Courier	32	25	4	0	61	197	203	117	233	217
OCLC-Mail	9	4	1	0	14	43	38	17	33	21
Total	41	29	5	0	75	240	241	134	266	238
<b>Borrowed</b>	<b>Books</b>	<b>DVDs</b>	<b>CDs</b>	<b>Other</b>	<b>Total</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>
OCLC-Courier	42	5	7	0	54	97	300	329	252	312
OCLC-Mail	7	3	1	0	11	11	18	8	9	21
Total	49	8	8	0	65	108	318	337	261	333
	Year To Date FY 2020					Year To Date Totals From Previous Years				
<b>Loaned</b>	<b>Books</b>	<b>DVDs</b>	<b>CDs</b>	<b>Other</b>	<b>Total</b>	<b>FY19</b>	<b>FY18</b>	<b>FY17</b>	<b>FY16</b>	<b>FY15</b>
OCLC-Courier	32	25	4	0	61	197	203	117	233	217
OCLC-Mail	9	4	1	0	14	43	38	17	33	21
Total	41	29	5	0	75	240	241	134	266	238
<b>Borrowed</b>	<b>Books</b>	<b>DVDs</b>	<b>CDs</b>	<b>Other</b>	<b>Total</b>	<b>FY19</b>	<b>FY18</b>	<b>FY17</b>	<b>FY16</b>	<b>FY15</b>
OCLC-Courier	42	5	7	0	54	97	300	329	252	312
OCLC-Mail	7	3	1	0	11	11	18	8	9	21
Total	49	8	8	0	65	108	318	337	261	333
CDs includes audiobooks or music cds										
Figures for items loaned to or borrowed from MO Evergreen libraries are in circulation statistics										

Usage, Computer & Internet Access

Month		
June	Total	Prior to October 1, 2014, figures were the number of patrons "checking out" a computer. Since October 1, 2014, figures are the number of patron logins.
2019	2,444	
2018	3,697	Beginning October 2014, time permitted was extended to 1 hour, patron logins were authenticated and useage reports generated using computer management software.
2017	3,684	
2016	4,612	
2015	5,192	
		Beginning July 2016, records for wi-fi use were no longer collected
District: Year to Date		
FY 2019	32,700	Beginning August 2018, time permitted was extended to 2 hours per session with a maximum of 2 hours per day (Approved August 2017)
FY 2018	42,445	
FY 2017	49,268	
FY 2016	51,880	
FY 2015	56,053	

## Statistical Reports

### Usage, Programming

Programming Statistics FY 2020						July	2019				
<b>Library Events</b> Programs with specific start time that involve paid staff who actively organize, coordinate, or present. Program is presented using library funds.						<b>Library Event Attendance</b> Number of patrons attending Library Events based on the intended audience age. Staff are not counted.					
	Preschool	Children	Teens	Adults	<b>Total</b>		Preschool	Children	Teens	Adults	<b>Total</b>
<b>FY19-FY20</b>	0-5	6-11	12-18	19+		<b>FY19-FY20</b>	0-5	6-11	12-18	19+	
July 2018	49	40	12	18	119	July 2018	1306	401	42	180	1929
July 2019	43	27	8	18	96	July 2019	1099	294	34	209	1636
<b>Library Activities</b> Activities do not have a specific start time and provide resources available for patrons at any time. Activities should not last more than one month.						<b>Community Events</b> Programs initiated by organizations or individuals, not supported (staff or funding) by the library. Typically use branch meeting room.					
	Preschool	Children	Teens	Adults	<b>Total</b>		Preschool	Children	Teens	Adults	<b>Total</b>
<b>FY19-FY20</b>	0-5	6-11	12-18	19+		<b>FY19-FY20</b>	0-5	6-11	12-18	19+	
July 2018	3	8	3	17	31	July 2018	9	1	0	62	63
July 2019	2	8	3	0	0	July 2019	9	1	0	59	69

Collection

Jul-19			
Owning Library	# of Items Deleted	# of Items Added	# of Items Total
Trails Regional-Concordia	13	79	16953
Trails Regional-Corder	4	25	7852
Trails Regional-Holden	10	82	18206
Trails Regional-Knob Noster	5	68	15924
Trails Regional-Lexington	12	68	23992
Trails Regional-Odessa	1224	99	23291
Trails Regional-Warrensburg	773	135	63439
Trails Regional-Waverly	2	43	7516
<b>Total Items</b>	2043	599	177173



## Staff Reports

### Director's Report

The month of July I spent meeting and getting to know staff, completing the State in Aid application for Missouri State Library and working with Laura Gillum while she conducted the annual library audit.

In the month of August, along with the Assist Directors, I met with the Director and Board president of Higginsville's Roberston Memorial Library and with the Superintendent of Leeton Schools and the site supervisor of the Leeton Express Branch. We met with Robertson Memorial to discuss procedures for Robertson Memorial's borrowing of Trails Regional Library and other Evergreen member libraries' material. In our Leeton meeting, we decided on set hours for the Leeton Branch of 3:30-7:30 p.m. Tuesday thru Thursday. These hours adhere to the operating policy of 12 hours a week which the branch was previously not meeting. We are also working on installing a computer with our ILS system in the location so we can have accurate data on circulating material.

Additionally in the month of August, I have begun to read thru the employee evaluations completed in March and April.

We have created a "Who To Call" list for all branch managers, including the site supervisor of the Leeton Express Branch. The list indicates which administrative staff is responsible for support regarding various library workflows.

The Evergreen ILS system will change hosts on August 30<sup>th</sup>. This means the library will be without the catalog and circulation tools (check in and out) on that date. In addition, putting material on hold will be unavailable. As result, the library branches will be closed on August 30<sup>th</sup> while the system migrates to a new host. Our expectation is to have the branches able to function normally on Saturday August 31<sup>st</sup>. We do have a plan in case something unexpected occurs.

Assistant Director of Branch Administration  
Anita Love

**Personnel:** Jeanna Roepe, Circulation Clerk II (19-hour) at the Corder Branch has resigned. She decided to stay home with new baby, Charlotte Wren. Jeanna's official last day at Trails was July 17.

Katherine Glenn has been hired to fill the 30-hour, Corder Branch Manager position. Her first day was August 5. Katherine has worked in the public library sector for several years and is very familiar with the Missouri Evergreen ILS. Welcome Katherine.

**Branch Administration**

**Concordia:** July brought rain and very high temperatures. During one of the high temperature days, the drain on the air conditioning unit decided to clog and water leaked from the ceiling of the programming room. Luckily, story time had just finished when the deluge came! All staff became very adapt to mopping the floor, even Anita Love, who was on a branch visit, got in on the fun of mopping up water.

The Concordia branch hosted their very first Comic Con at the branch. Even though the attendance was not huge, the kids who came LOVED it! Staff will definitely offer another Comic Con event in the future.

**Corder:** I would like to thank all the branch managers and circulation staff that have stepped up to cover the Corder branch during the months of July and August. The Lexington branch staff logged the most hours covering for Corder. Thank you Barbara Seitter, Tani Stunkle and Willa Beach. Other staff that covered was Jae Steinkuhler – Holden, Linda Washam – Odessa, Amy Harris – Odessa, Debbie Kirchhoff – Concordia, Carol Nolte – Warrensburg, Becky Clear – Warrensburg, Amy Boland – Waverly and myself. The programming events that are normally offered each month have stayed consistent throughout this period.

**Holden:** Patrons have been excited about this year's Summer Reading Program. The prizewinners are especially excited about all the goodies they have in their tote bags.

A local amateur astronomer, Steve House, had a full house for his presentation on telescopes and our universe. Attendees got the chance to look through telescopes and see different views of the sun.

**Knob Noster:** Knob Noster Branch is experiencing growing attendance with story times. If this trend continues once school is in session, staff may decide to have more than one story time on Tuesdays plus possibly starting a lap sitter group as well.

Joanna Bachtel, 19-hour circulation clerk, began her duties on July 1. She worked her first Saturday alone on August 3 and all went well. She is picking up the tasks quickly and getting more comfortable with our processes each day. The branch still has one 19-hour position needing to be filled.

## Staff Reports

**Lexington:** The Lexington branch has been on the receiving end of boxes and boxes of donated books. Staff reports that donations come in almost daily. Once received, staff and volunteers then sort through the materials and pull the best out for their book sales. Right now, the book sale shelving is completely full; staff is considering holding a “flash” sale during the weekend of the community fair to clear out some of the donations.

Standing desks are a growing trend in the Trails’ system. At the July branch managers meeting held at the Warrensburg branch, Willa went and looked at the adjustable standing desk that the branch uses at the circulation desk. Some of the Lexington staff members have mentioned they would like to also have an adjustable standing desk at the circulation desk.

**Odessa:** On July 22<sup>nd</sup> the Technical Services crew went out to the Odessa branch and weeded the collection. This was on a Monday when the branch is closed. The TS crew was able to work without distractions and they were not in the way of patrons or staff. By the end of the day, they were through the entire collection, cleaned up and now the branch is looking nice and neat. Prior to the weeding project, the Odessa staff went through the collection making sure everything was properly shelved. This “reading of the shelves” is a common practice after the rush of the summer reading program.

Staff hosted the July Board of Trustees meeting, which is always an honor and an opportunity to show off the branch.

**Warrensburg:** The Warrensburg branch was approached by Casey Conklin, the Program Director of Adventure Club, to plan a partnership with the Warrensburg School District summer program. Kristie Minks and Jessica Craig visited the school in June to allow kids and their parents to be signed up for library cards. In twelve visits over two months, groups of kids were sent by bus to the library to learn about the summer reading program and all of the free resources available to kids. An initial field trip included a library tour and a demonstration of the catalog. On subsequent field trips, kids were split into two groups. One group was sent to the Children’s area and Juvenile books section to find books for check out. The other group was sent to the story time room which was set up with games, including Spheros, Ozobots, Legos, Playdoh and iPads. Approximately 20 children signed up for new library cards and 80 kids participated in the field trips. Because of the success of this year’s partnership, staff is planning to continue with similar field trips again for next year.

Again this year, staff was contacted by Dr. David Aaberg from UCM to offer a summer jazz music concert. Comprised of musicians from as far away as Omaha, Nebraska, the 15-member band performed a variety of contemporary jazz ensemble works. The event got really loud in the library, but patrons and staff alike thoroughly enjoyed the first rate entertainment.

**Waverly:** Summer Reading has come to an end. Waverly had a good turnout for the month of July. They had 10 kids show up for the Mad Science program and 12 showed up for the Moon rock program. Pre-school story times also had a great turnout throughout the month.

Waverly’s circulation computer and printers were having major issues so the IT department jumped in, replaced the circulation computer, and solved the issues with the printers. Staff is so excited with the speed the new computer and the printers are working, as they should be.

Assistant Director of District Administration  
Kyle Constant

July and August have been whirlwinds of activity with the new Director coming on board. Getting Tanya settled and getting plans in place to enact her great ideas for the district has been a very busy but exciting time!

Facilities Technician: Jim Metcalf

There are no projects we are in the middle of at this time. We have received the new cabinet for the OPAC station at Corder and that is now up and running. We had a tree fall at the Annex in WB and have had it removed. The rest of the month has been working on work orders, mowing, pest control, and servicing A/C units.

7/1-7/5

CC-HVAC repair, spray for weeds, lighting repairs  
HD- pest control, mowing, check on leak in out building  
KN- mowing, spray for weeds, level back lot (from sewer repair)  
LX- pest control  
OD- mowing, replace light bulb outside  
WB- mowing, replace light bulbs, HVAC repair  
WV- mowing  
WBA- mowing, pest control, clear fallen tree

7/8-7/12

CC- pest control, repair light  
CD- pest control  
HD- mowing  
KN- mowing, repair door, pest control  
OD- mowing, pest control  
WB- mowing, pest control HVAC repairs  
WV- mowing, pest control  
WBA- mowing

7/15-7/19

CC- HVAC repair, pest control  
HD- mowing, replace light bulbs, pest control  
KN- mowing, sump pump repair, sidewalk repairs  
OD- mowing  
WB- mowing, door lock repairs, roof leak repairs, HVAC repairs, light bulb replacement  
WV- mowing  
WBA- mowing

7/22-7/26

CC- HVAC repairs, clean condenser units  
CD- clean condenser unit  
HD- mowing, clean condenser units  
KN- mowing, replace bulbs, sidewalk repairs  
LX- replace bulbs  
OD- mowing  
WB- mowing, replace bulbs, HVAC repairs  
WV- mowing, spray door lock

## Staff Reports

WBA- mowing

7/29-8/2

CC-lighting repairs

HD- mowing

KN- mowing

OD-mowing, bulb replacement

WB- mowing, lighting repairs, HVAC repairs

WV-mowing

WBA- mowing

### Office Manager: Karen Churn

The latter part of July was very stressful for me professionally and personally. Due to circumstances beyond my control, many of Trails Regional Library's bills did not get paid on time last month. Because of the delay, a colleague and I had to field calls from creditors wanting to know where their payments were. This included the Cincinnati Insurance Company that insures all of the district's properties. Not only did I receive a call, they sent not one, but two cancellation notices. Calling and trying to assuage the situation is futile in certain situations because creditors do not care why they aren't being paid on time. I pride myself on making sure that Trails is always in good standing with creditors and truly hope that we can all work together to make sure we remain in good standing with the people who provide goods and services for the district. The result of this incident is that I received an invoice from the insurance company requesting a \$25 late fee which, ironically, is due before the next board meeting and will have to be paid by Incidental check.

Due to the August board meeting being delayed one week, I will be writing more Incident checks than usual in order to make sure that certain vendors are paid on time. I will be sending checks via courier to Scotty for signatures. After consulting with our auditor, we both came to the conclusion that Paul being a long and trusted employee makes this a workable solution in that I have four opportunities a week to get checks signed when he does the courier run and is able to stop by Scotty's store while in Holden. We should be back on schedule in September and, by then, Lola (Tanya) should be a signatory on the Incidental account.

On a personal note, my mother's health took an unexpected turn late July which means that I may be absent more than usual in the next few months seeing that she lives three hours away from Warrensburg. I would like to thank Lola and Kyle for their support during this time and for giving me the ability to work a flexible schedule.

### Services Coordinator: Sara Evans

I created a comprehensive written manual for program procedures that can be applied consistently throughout the branches. I've drawn upon sources like NILPPA and ALA's Project Outcome, as well as colleagues from Missouri and neighboring states to see what works and what doesn't. I'm excited to present the manual to program staff in September and discuss the heart of why our library does public programs and what goals we can set to be good stewards while providing positive community outcomes. To give one of the evaluation metrics a test run, I worked with Warrensburg staff Kelli Fountain to conduct Project Outcome surveys for her digital learning classes. Here are just a few responses to the question, "What did you like most about the program?"

- Having a place in the community that can provide information/instruction :)
- I liked how everything was broken down to make it simple.

## Staff Reports

- All the help. Thank you.
- The instructor made it relatable and easy to apply for a multitude of different people with different skill and education levels, in a way that made everyone feel equal and able to apply the skills taught in the class to their own lives for their own needs.

### Systems Administrator: Roger Dumas

During the month of July the IT department worked on the following major projects in addition to completing work orders:

Firewalls - We are in the middle of a project of replacing all of the firewalls in each branch throughout Trails. During the past couple of months we had received the new equipment and started the process of setting up the equipment. Toward the end of July we started the process of switching out the old firewall in Warrensburg with the new one, but encountered some unexpected conflicts. I am currently working with Morenet to resolve those issues.

Voice Over IP - during some of the storms that came through the area in late July a controller board for the phone system in Warrensburg was damaged. Since plans had already been put in motion to move over the phone system for the entire library to VOIP (voice over ip) the decision was made to move up those plans to now. Started working with a vendor - Jive - who are the VOIP side of GFI (the company that supplies our copy machines) to get that process started.

### Technical Services Supervisor: Nate Beyerink

During July, TS spent time trying to address some existing issues in our catalog. Our new cataloger, Michelle, has done great work in cleaning up over 300 records for large print books.

To simplify searching in our online catalog, I worked with our ILS support vendor to have additional filters appear with the search results. Now all users can narrow down their searches by simply clicking on the appropriate authors, subjects, or genres displayed on the results page.

This month we also completed weeding at the Odessa branch and completed our work in record time. I also visited Corder to begin planning a small weeding project that will take place in mid-August.