



December Reports

Presented to the Board January 2020

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Circulation, Audiovisual, Print & Other Materials

Print Materials - Current Month					
	Dec 2019	Dec 2018	Dec 2017	Dec 2016	Dec 2015
Book	12315	12,759	13,780	15,572	14,782
Board Bk*	286	270	132		
Magazine*	195	255	361		
Paperback*	71	46	46	18	613
Audio-Visual Materials - Current Month					
CD	511	586	773	862	716
DVD	3,179	5,114	6,568	5,715	5,860
Other - Current Month					
Microfilm	1	0	0	0	2
Non-Cat*	0	0	0	851	744
Total - Current Month					
Total	16,558	19,030	21,660	23,018	22,717
% Change	-12.99%	-12.14%	-5.90%	1.32%	
Print Materials - Year to Date					
	FY 2020	FY 2019	FY 2018	FY 2017	FY 2016
Book	112,204	116,879	120,480	118,593	107,602
Board Bk*	2,886				
Magazine*	1,940				
Paperback*	414	408	771	1,141	4,557
Audio-Visual Materials - Year to Date					
CD	1,515	3,367	4,834	5,726	5,475
DVD	28,293	39,640	45,897	43,226	41,707
Other Materials - Year to Date					
Microfilm	1	0	18	12	2
Non-Cat	0	0	2,289	7,415	6,074
Total - Year to Date					
Total	147,253	160,294	174,289	176,113	165,417
% Change	-8.14%	-8.03%	-1.04%	6.47%	
* 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							
December		FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY19-FY20
Audiobooks	OverDrive	465	750	627	681	1,150	68.87%
Books	OverDrive	1,824	1,886	1,669	2,055	2,339	13.82%
Magazines	OverDrive			0	41	49	19.51%
Video	OverDrive	11	10	2	0	4	0.00%
Audiobooks	hoopla			40	107	234	118.69%
Books	hoopla			74	77	135	75.32%
Video	hoopla			26	30	73	143.33%
Music	hoopla			23	20	23	15.00%
Books	Tumblebooks		1	6	14	36	157.14%
Total		2,300	2,647	2,467	3,025	4,043	33.65%
Year to Date							FY19-FY20
Audiobooks	OverDrive	2,237	4,312	3,982	4,182	6,709	60.43%
Books	OverDrive	9,972	10,920	10,673	13,339	13,855	3.87%
Magazines	OverDrive			117		147	
Video	OverDrive		2,428	2,440	3,210	3,948	22.99%
Audiobooks	hoopla				789	1,360	72.37%
Books	hoopla				597	751	25.80%
Video	hoopla				223	368	65.02%
Music	hoopla				187	163	-12.83%
Books	Tumblebooks				245	331	35.10%
Total		12,209	17,660	17,212	22,772	27,632	21.34%
Digital Materials - Patron Activity							
December		FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY19-FY20
New Registrations	OverDrive	34	22	25	39	35	-10.26%
Unique Patrons	OverDrive	396	461	442	541	636	17.56%
New Registrations	hoopla			54	17	22	29.41%
Unique Patrons	hoopla			63	96	174	81.25%
Total		430	483	467	693	867	25.11%
Year to Date							FY19-FY20
New Registrations	OverDrive	220	177	192	132	264	100.00%
Unique Patrons	OverDrive	2,441	2,875	2,816	1,920	3,710	93.23%
New Registrations	hoopla				123	193	56.91%
Unique Patrons	hoopla				106	1,374	1196.23%
Total		2,661	3,052	3,008	2,281	5,541	142.92%

Circulation, Interlibrary Loan

	December 2019					December Totals From Previous Years				
Loaned	Books	DVDs	CDs	Other	Total	2018	2017	2016	2015	2014
OCLC-Courier	23	10	3	0	36	40	147	99	158	144
OCLC-Mail	10	0	2	0	12	6	31	25	30	22
Total	33	10	5	0	48	46	178	124	188	166
Borrowed	Books	DVDs	CDs	Other	Total	2018	2017	2016	2015	2014
OCLC-Courier	26	3	11	0	40	39	137	224	259	306
OCLC-Mail	7	1	4	0	12	4	11	8	5	15
Total	33	4	15	0	52	43	148	232	264	321
	Year To Date FY 2020					Year To Date Totals From Previous Years				
Loaned	Books	DVDs	CDs	Other	Total	FY19	FY18	FY17	FY16	FY15
OCLC-Courier	112	65	9	0	186	386	1,054	763	1,177	853
OCLC-Mail	44	7	4	0	55	89	203	146	195	89
Total	156	72	13	0	241	475	1,257	909	1,372	942
Borrowed	Books	DVDs	CDs	Other	Total	FY19	FY18	FY17	FY16	FY15
OCLC-Courier	213	29	55	0	297	382	1,061	1,561	1,648	2,296
OCLC-Mail	41	9	8	0	58	58	106	80	55	215
Total	254	38	63	0	355	440	1,167	1,641	1,703	2,511

Usage, Computer & Internet Access

Month							
December	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	1,668						
2018	2,408	Beginning October 2014, time permitted was extended to 1 hour, patron logins were authenticated and useage reports generated using computer management software.					
2017	3,084						
2016	3,758						
2015	4,083						
		Beginning July 2016, records for wi-fi use were no longer collected					
District: Year to Date							
FY 2020	12,877	Beginning August 2018, time permitted was extended to 2 hours per session with a maximum of 2 hours per day (Approved August 2017)					
FY 2019	17,609						
FY 2018	23,049						
FY 2017	26,358						
FY 2016	27,054						

Statistical Reports

Usage, Programming

Programming Statistics FY 20						December	2019				
Library Events						Library Event Attendance					
Programs with specific start time that involve paid staff who actively organize, coordinate, or present. Program is presented using library funds.						Number of patrons attending Library Events based on the intended audience age. Staff are not counted.					
	Preschool	Children	Teens	Adults	Total		Preschool	Children	Teens	Adults	Total
FY19-FY20	0-5	6-11	12-18	19 +		FY19-FY20	0-5	6-11	12-18	19 +	
December 2018	40	14	11	15	82	December 2018	663	194	56	141	1054
December 2019	40	12	7	9	68	December 2019	530	120	21	49	720
Library Activities						Community Events					
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.						Programs initiated by organizations or individuals, not supported (staff or funding) by the library. Typically use branch meeting room.					
	Preschool	Children	Teens	Adults	Total		Preschool	Children	Teens	Adults	Total
FY19-FY20	0-5	6-11	12-18	19 +		FY19-FY20	0-5	6-11	12-18	19 +	
December 2018	7	10	3	6	26	December 2018	0	12	0	44	56
December 2019	2	4	2	2	10	December 2019	0	10	0	42	52

Collection

Dec-19			
Owning Library	# of Items Deleted	# of Items Added	# of Items Total
Trails Regional-Concordia	5	82	14033
Trails Regional-Corder	47	51	7108
Trails Regional-Holden	5	82	14832
Trails Regional-Knob Noster	671	108	13874
Trails Regional-Lexington	6	75	19815
Trails Regional-Odessa	1	81	18798
Trails Regional-Warrensburg	90	114	51901
Trails Regional-Waverly	0	51	6735
Total Items	825	644	147096

Staff Reports

Director's Report

With the impending retirement of our current courier, we are exploring the idea of contracting courier services to the Mid Atlantic Library Alliance. This organization currently serves as the courier for our inter-library loan materials (items from libraries outside of Trails Regional Library). In anticipation of the quote, I rode along with back-up courier Michelle Trent on Friday December 6th to fully understand the work the position currently entails. From December 11th thru the 13th, I attended the Missouri Public Library Director's meetings (MPLD). I had the opportunity to sit in on the meeting for the libraries in the Evergreen system. I have nominated our Tech Services Supervisor, Nate Beyerink to be a part of a special committee to represent Trails Regional Library (TRL). During the mid-size libraries meeting, I learned of some collaborations by Joplin Public Library that we may be able to duplicate at Trails with regard to economic development. As things settle down from the holidays, we will begin to explore these options.

This past fall, we were staggered by the rising cost of medical insurance for library employees. The IBG representative was able to put together a package for us that was not as financially harsh as the initial offering. However, it became very clear that going forward the rising costs would be unsustainable for much of our staff. In discussion with other library directors, this issue is not isolated to TRL. During the MPLD meetings, the directors were presented with a possible opportunity to create a library collaborative group for medical benefits by Jack Abbott of Insurance Program Managers Group. We are also exploring joining the Missouri Consolidated Healthcare Plan for better rates for TRL employees. When we receive the quotes from both of these opportunities, we will present to the Board.

State Librarian Robin Westphal also presented during the director's meetings. She discussed new training and development opportunities from the State Library, such as STEM Kits and the SimplyE app for library users. She also highlighted additional grant opportunities through Edge 2.0 and Access Innovation technology grants. Finally, we heard a presentation from legal counsel Adam Sommer. He revealed that libraries should be retaining anything we post on our website and social media accounts. He declared those are considered records and therefore must be retained according to the state retention schedule. I will be working with our IT and marketing staff to work on getting TRL into compliance with this records retention requirement.

On December 18th, I made visits to all the branches, delivering cards and candy for the holiday.

Assistant Director
Anita Love

Human Resources: LaDonna List has been hired to fill the open 19-hour circulation position in Knob Noster. LaDonna began her duties on January 6.

Kaye Worthington, 40-hour Lexington Circulation, has resigned. Her last day with Trails was January 11. Kaye began at Trails as a 19-hour programmer back in January 2013. Then a year and a half later, she moved up to the 40-hour Circulation Clerk II position.

December of each year is a critical time for our 19-hour positions. All 19-hour positions are budgeted to work a maximum of 988 hours per year: the year being January 1 through December 31. I chart each ones total hours worked and inform the corresponding manager if an employee is reaching their maximum total hours worked. This year all 19-hour employees were at or below their maximum.

Facilities: Lighting Project: The Knob Noster exterior lights and parking lot lights have been replaced. The Warrensburg parking lot lights have been installed. We are now waiting for the Holden project to begin. I have been informed the materials have been received and we are now waiting for All-Pro Electric to begin work.

Facilities Technician, Billy Stone, has been hard at work doing the following:

In All Branches: Installed No Smoking/Vaping signage

Concordia: Removed piles of leaves and debris from the back of the building
Removed buildup of gravel on sidewalk/gutter area caused by snowplows

Holden: Picked up and delivered the "Divided Loyalties" display from Jefferson City Archives

Knob Noster: Replaced broken toilet handle

Lexington: Secured loose toilet
Installed new directional signage throughout the branch

Odessa: Completed repairs on computer carrel veneer
Removed damaged door on outside trash bin fence
Installed replacement door sweep on staff entrance door to stop water intrusion
Took apart the all-in-one faucet in restroom to try to determine why soap dispenser is not working. After cleaning and verifying proper installation of all parts, verifying outlet had correct power, Billy believes that either the pump or the sensor is non-operative. He will contact the vendor to get pricing on these parts.

Warrensburg: Installed new shelving in JCALP office

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Replaced multiple burned out light bulbs throughout branch
Secured reading nook in children's area to wall
Painted over graffiti on exterior of building
Replaced broken sink faucet in break room

Billy also met with RCI in the Administrative Office to go over bids for the Lexington Branch downstairs restroom remodel and staff parking area at the Concordia branch. No action has been taken on either bid.

Also, in the world of facilities, I have been working on finding a credit or debit card that only allows for the purchase of fuel. The fuel only card could be used by the Facilities Technician and the Courier to gas up the two vans. The billing statement would be reviewed by me each month. I will report to the Board what I have found.

I have also been scheduling the yearly inspections for the lift in Warrensburg, the internal Gas meter, the fire extinguishers, emergency lights and exit signs in all branches and the fire suppression backflow. These inspections will take place during January and February.

Courier: Our current courier, Paul Landkamer, will be retiring at the end of January 2020. We are currently looking at other options as a way to provide the courier service and save money. Currently, we are waiting for a bid to come in to see if MALA can provide the service at a reduced rate. The executive director of MALA came to Trails in December and went on a branch run with Paul to see what the job entails.

Staff Training: The staff training committee, Nate Beyerink, Linda Washam, Jae Steinkuhler, Carol Nolte and myself, met in December to make plans for the February 17 All Staff Training Day. The group came up with a draft agenda and now speakers are being sought to cover the topics.

Assistant Director Kyle Constant

I spent the first week in December going around to the different branches and visiting with the branch managers. I'll be doing this monthly now that I'm responsible for the branches. I really enjoyed the opportunity to sit down with them all individually to discuss their ideas and concerns for their branches. I came away from each meeting with more insight into their branches and communities and I am very optimistic about working with them all.

When I wasn't preparing for the transition to my new role, I spent much of the rest of December getting a grant application ready for submission. The grant will not only allow us to acquire more sophisticated people counters that will give us valuable data to use in determining how busy our branches are during what times of day, but also replace some more of our aging network equipment to help our branches function. We won't know until mid-February if our application was successful.

Administrative Reports

Systems Administrator: Roger Dumas

Win 10 upgrade - We continued working on getting all the staff machines upgraded to Win10 during the month. We were able to get all staff machines except for the two Assistant Directors (Kyle and Annita) completed by the end of the month. These two machines take a little more time to do the upgrade in order to keep necessary files and program that the assistant directors need for the daily tasks. We will be coordinating with them to get both of them completed over the first two weeks of January.

Laptops for JCALP - JCALP made a request to get six laptops for use with their patrons. They asked for us to help find and procure the machines and offered to allow the library to use them in conjunction with the Warrensburg Branch to offer computer training to the general public. I researched and located a deal through a new third party seller who had platinum status with Dell (Infinitech) which allows us to get a better deal on the laptops than we could have gotten even through Dell Direct. Ordered the computers and received them in the last week of December. Will be setting up the laptops for use in January.

Door Counter Grant - Researched and obtained quotes for different door counter equipment to assist in applying for a grant to purchase the equipment. Located three different options the library could use and quotes put together to cover all necessary doors in the branches. Along with the door counting equipment, also applied in the grant to get new switches for each branch to be able to support the door counters.

Technical Services Supervisor: Nate Beyerink

To wrap up 2019, TS worked on processing the new items that were shipped to us in November. All trained catalogers worked diligently and we were able to process a total of 898 items, which is about twice the amount that we processed in November.

While cataloging has taken up a lot of our time, we have also been investigating potential improvements to make it easier to browse our collections on site. This has involved seeking feedback from branch staff, reviewing processing logistics, and communicating needs to our vendors.

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Branch Reports

Concordia: Debbie Kirchhoff

Programming was a bit up and down in attendance because of the weather/holidays. The gingerbread house building day was very much enjoyed by staff and patrons.

It has been great to be at full staff. Jennifer is learning very quickly; it is hard to believe she has been with us only 2 months.

Corder: Shelly Hopper

We have had a great time decorating for Christmas. April made a very cute window display. We have finalized our plans for our new programs and are excited to start them in January.

Holden: Jae Steinkuhler

The Holden Branch hosted their first exhibit from the Missouri State Archives in December. "Divided Loyalties: Civil War Documents from the Missouri State Archives" was very well received by patrons.

December is also the start of a new program for preschoolers at Holden. Play & Learn is structured to help children develop social and cognitive skills and to gain self-confidence when engaging in new experiences.

Knob Noster: Laura Parent

We interviewed for the part-time position and hired LaDonna List who will be starting in January. We are very relieved to be full-staff once again.

Santa came to visit a nice size crowd of over 45. We also read the children a few holiday stories and the children were able to take photos and visit with Santa. He has continuously been a good draw and we hope he will visit us again next year!

My staff and I all attended the Staff Holiday Party and all of us enjoyed ourselves. The food and company were great!

Lexington: Willa Beach

On Wednesday, 12/4, Kaye, Barbara, Tani and I had fun decorating our Branch.

I have been approached by a member of a local committee that was formed to investigate how to improve our city sidewalks. A portion of the sidewalk in front of the library has buckled and is cracked as the result of a tree that is planted between the library and the law office next door. Apparently, the sidewalks are the responsibility of the individual businesses. I have informed Kyle of the situation. At this time, I have heard nothing further from the city. During the conversation, I did make the representative aware of another group in the city that is working on a grant for the same purpose.

Odessa: Linda Washam

Billy installed new weather strip on the bottom of our back door. We've always had water come through the bottom during strong rain storms.

We had a program called, The Mysterious world of Electronics, for ages 9 to 12. The kids had a great time learning how to make their own unique keyboard using things like bananas, play dough and tongue depressors. They used a kit called Makey Makey, an electronic invention tool and toy that allows users to connect everyday objects to computer programs. Using a circuit board, alligator clips, and a USB cable, the toy uses closed loop

Staff Reports

electrical signals to send the computer either a keyboard stroke or mouse click signal. They all had a blast learning how to do this.

Warrensburg: Carol Nolte

On Saturday, December 7, Santa and Mrs. Claus visited the branch for stories and photos. Approximately 50 children and parents attended the event, which coincided with the Dickens' Christmas event sponsored by Warrensburg Mainstreet. Local musician and patron, Rose Marie Kinder, serenaded patrons with her beautiful dulcimer music throughout the morning.

The Warrensburg branch is especially thankful for the efficient work of our new facilities technician, Billy Stone. Among other tasks this month, he moved the wall thermostat from the west hallway into the Storytime room and opened up dampers to better circulate heated air into the room.

Waverly: Amy Boland

Amy Mackie with the Santa Fe Parents as Teachers came and did story time for our kids on Monday, Dec.2. We had 5 kids in attendance. Amy is very good about keeping us informed about what she is doing with the kids so we can try and work together.

We had 5 ladies in attendance for the Morning Mingle. They enjoyed Christmas trivia and other Holiday games.