



January Reports

Presented to the Board February 2020

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Circulation, Audiovisual, Print & Other Materials

Print Materials - Current Month					
	Jan 2020	Jan 2019	Jan 2018	Jan 2017	Jan 2016
Book	14,932	15,245	13,780	15,572	14,782
Board Bk*	299	322	132		
Magazine*	186	227	361		
Paperback*	82	16	46	18	613
Audio-Visual Materials - Current Month					
CD	517	506	773	862	716
DVD	3,692	5,339	6,568	5,715	5,860
Other - Current Month					
Microfilm	0	0	0	0	2
Non-Cat*	0	0	0	851	744
Total - Current Month					
Total	19,708	21,655	21,660	23,018	22,717
% Change	-8.99%	-0.02%	-5.90%	1.32%	
Print Materials - Year to Date					
	FY 2020	FY 2019	FY 2018	FY 2017	FY 2016
Book	108,304	132,124	134,260	134,165	122,384
Board Bk*	2,739				
Magazine*	1,806				
Paperback*	412	424	817	1,159	5,170
Audio-Visual Materials - Year to Date					
CD	1,960	3,873	5,607	6,588	6,191
DVD	27,307	44,979	52,465	48,941	47,567
Other Materials - Year to Date					
Microfilm	0	0	18	12	4
Non-Cat	0	0	2,289	8,266	6,818
Total - Year to Date					
Total	142,528	181,400	195,456	199,131	188,134
% Change	-21.43%	-7.19%	-1.85%	5.85%	
* 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

January		FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY19-FY20
Audiobooks	OverDrive	519	770	661	895	1,207	34.86%
Books	OverDrive	2,026	2,177	2,101	2,582	2,596	0.54%
Magazines	OverDrive				38	46	21.05%
Video	OverDrive	44	4	4	1	21	2000.00%
Audiobooks	hoopla			51	121	272	124.79%
Books	hoopla			95	132	147	11.36%
Video	hoopla			47	46	55	19.57%
Music	hoopla			39	17	23	35.29%
Books	Tumblebooks		14	50	25	88	252.00%
Total		2,589	2,965	3,048	3,857	4,455	15.50%

Year to Date							FY19-FY20
Audiobooks	OverDrive	2,756	5,082	4,643	5,077	7,916	55.92%
Books	OverDrive	11,998	13,097	12,774	15,921	16,451	3.33%
Magazines	OverDrive			117		168	
Video	OverDrive		2,651	2,471	3,026	4,064	34.30%
Audiobooks	hoopla				910	1,632	79.34%
Books	hoopla				729	898	23.18%
Video	hoopla				269	423	57.25%
Music	hoopla				204	186	-8.82%
Books	Tumblebooks				270	419	55.19%
Total		14,754	20,830	20,005	26,406	32,157	21.78%

Digital Materials - Patron Activity

January		FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY19-FY20
New Registrations	OverDrive	34	22	31	39	44	12.82%
Unique Patrons	OverDrive	396	461	453	541	665	22.92%
New Registrations	hoopla			56	27	21	-22.22%
Unique Patrons	hoopla			83	117	186	58.97%
Total		430	483	484	724	916	26.52%

Year to Date							FY19-FY20
New Registrations	OverDrive	254	199	223	163	308	88.96%
Unique Patrons	OverDrive	2,837	3,336	3,269	2,373	4,375	84.37%
New Registrations	hoopla				179	214	19.55%
Unique Patrons	hoopla				189	1,560	725.40%
Total		3,091	3,535	3,492	2,904	6,457	122.35%

Circulation, Interlibrary Loan

	January 2020					January Totals From Previous Years				
Loaned	Books	DVDs	CDs	Other	Total	2019	2018	2017	2016	2015
OCLC-Courier	28	10	5	0	43	126	186	73	184	167
OCLC-Mail	5	1	0	0	6	17	35	12	31	21
Total	33	11	5	0	49	143	221	85	215	188
Borrowed	Books	DVDs	CDs	Other	Total	2019	2018	2017	2016	2015
OCLC-Courier	38	5	7	0	50	54	147	317	245	340
OCLC-Mail	9	2	1	0	12	10	12	19	17	7
Total	47	7	8	0	62	64	159	336	262	347
	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	140	75	14	0	229	512	1,240	836	1,361	1,109
OCLC-Mail	49	8	4	0	61	106	238	158	226	115
Total	189	83	18	0	290	618	1,478	994	1,587	1,224
Borrowed	Books	DVDs	CDs	Other	Total	FY19	FY18	FY17	FY16	FY15
OCLC-Courier	251	34	62	0	347	436	1,208	1,878	1,893	2,843
OCLC-Mail	50	11	9	0	70	68	118	99	72	240
Total	301	45	71	0	417	504	1,326	1,977	1,965	3,083
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							
January	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.					
2020	1,898						
2019	3,541	Beginning October 2014, time permitted was extended to 1 hour, patron logins were authenticated and useage reports generated using computer management software.					
2018	4,005						
2017	3,806						
2016	4,705						
		Beginning July 2016, records for wi-fi use were no longer collected					
District: Year to Date							
FY 2020	14,775	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	21,150						
FY 2018	27,054						
FY 2017	30,164						
FY 2016	31,759						

Usage, Programming

Programming Statistics FY 2020

Library Events

Programs with specific start time that involve paid staff who actively organize, coordinate, or present. Program is presented using library funds.

	Preschool	Children	Teens	Adults	Total
FY19-FY20	0-5	6-11	12-18	19 +	
January 2019	53	11	8	11	83
January 2020	51	7	6	17	81

Library Event Attendance

audience age. Staff are not counted.

	Preschool	Children	Teens	Adults	Total
FY19-FY20	0-5	6-11	12-18	19 +	
January 2019	747	140	40	78	1005
January 2020	797	91	11	84	983

Community Events

or funding) by the library. Typically use branch meeting room.

	Preschool	Children	Teens	Adults	Total
FY19-FY20	0-5	6-11	12-18	19 +	
January 2019	0	3	0	50	53
January 2020	0	3	0	50	53

Library Activities

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.

	Preschool	Children	Teens	Adults	Total
FY19-FY20	0-5	6-11	12-18	19 +	
January 2019	3	8	2	5	18
January 2020	2	8	2	9	21

Collection

Jan-20			
Owning Library	# of Items Deleted	# of Items Added	# of Items Total
Trails Regional-Concordia	11	101	14122
Trails Regional-Corder	71	52	7086
Trails Regional-Holden	5	89	14914
Trails Regional-Knob Noste	2	114	13984
Trails Regional-Lexington	10	121	19927
Trails Regional-Odessa	9	113	18898
Trails Regional-Warrensbur	97	152	51959
Trails Regional-Waverly	1	40	6773
Total Items	206	782	147663

Director's Report

Trails Regional Library is gearing up for the Census 2020. Our service area is designated as “hard to count” because of several factors such as populations with the following characteristics: rural, low income, renters/multifamily housing, communities of color, limited English proficiency, children under age 5, those experiencing homelessness and older adults. Add to the above factors, a distrust of the government which leads to an unwillingness to complete Census questionnaires and a recipe for losing out on billions of dollars for the state of Missouri and government representation is created. As an example, Lafayette County was undercounted in the 2010 Census and lost out on \$657,000. Additionally, the state of Missouri lost a congressional seat. We have already started working to help reach a complete count for Johnson and Lafayette counties in 2020. Beginning in November, Census Bureau representatives visited branches to recruit Census workers. Staff has been educated about the timeline of Census activity and all branch managers have attended a Census training to facilitate assisting and educating the community. Our website has information for the public on the importance of a complete count and the library's role toward achieving that goal. April 1, 2020 is Census Day and each location of Trails Regional Library will be designated as a Questionnaire Assistance Center with at least one computer or laptop reserved for completing census information and library staff to assist.

On January 27th, I attended an E-Rate training in Columbia. E-rate is the commonly used term for the Universal Service Fund's Schools and Libraries Program. The program is managed by the USAC, or Universal Service Administrative Company and is under the authority of the FCC or Federal Communications Commission. The E-rate program offers funding that can be used by schools and libraries to help improve internal connections, wired network equipment, Wi-Fi, and basic maintenance of those connections. There is a significant amount of money available to Trails Regional Library under this program, so I will be completing the first of many documents during the month of February with the goal of securing the finances we need to bring our technology connections up to date.

Staff Reports

Assistant Director

Anita Love

Human Resources: Courier, Paul Landkamer's last day was January 31st. Paul had been with Trails for 20 years. He began his career as the Bookmobile driver/clerk. When bookmobile service ended Paul began as the Trails courier.

Kyle Constant and I have begun interviewing for the courier position and the Lexington 40-hour circulation clerk II position. Our hope is to have both positions filled as quickly as possible.

Facilities: Lighting Project: The lighting project for Holden, Knob Noster and Warrensburg is complete. Staff and patrons are thrilled with the new lights.

Inspections: During the month of January, I had scheduled safety inspections for every fire extinguisher and emergency light. In the Warrensburg Branch I added the additional inspections of the sprinkler system, elevator and gas meter. The elevator and gas meter passed with flying colors. The backflow on the sprinkler system failed the test and has to be replaced. I am working with our inspectors to get the backflow replaced and re-tested. The estimate for this work came in at \$7,686. Several of the emergency lights throughout the branches have old rechargeable batteries. Several of these batteries throughout the District have come to their end of life and were replaced. I am putting together a schedule of replacing batteries in the emergency lights so we don't get caught again.

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

In All Branches: Billy visited each branch to closely inspect the buildings for upcoming needed repairs or upgrades. He compiled the locations of all shutoff valves and meters in the branches. Looking to the future Billy has been working on creating a budget/cost breakdown for an LED lighting project that could be in next year's budget.

Concordia: Using a shovel, Billy removed a pile of loose gravel from the sidewalk and gutter area in front of the branch that had been pushed there by a snow plow. During an emergency call regarding someone's keys being flushed down the toilet, Billy discovered that the toilet had not been installed correctly (i.e. the flange was installed above grade of floor instead of even with). I contacted RCI, who was the general contractor at the time the toilet was set, and they came and corrected the issue.

Holden: Tanya Shelton-Council, Jae Steinkuhler, Kyle Constant, Billy and I met to discuss and plan for the construction of a Branch Manager's office. Billy had a secondary meeting with IT Supervisor, Roger Dumas to plan out where networking and power outlets would best be placed. He located studs and trusses to find exact measurements for the new office. Currently, a rough bid is being put together for the costs on building a new office.

Knob Noster: Repaired inoperative toilet. Unfortunately, the handle on the side of the tank keeps breaking. We may be looking at replacing that toilet.

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Odessa: Later in the month, Billy moved the “Divided Loyalties” display from the Warrensburg Branch to the Odesa Branch. He also repaired the manager’s desk that had a drawer that was wanting to fall apart.

Warrensburg: Early in January, Billy moved the “Divided Loyalties” display from the Holden Branch to the Warrensburg Branch and helped reassemble the display. He replaced a broken toilet handle in one of the restrooms. Preparing for snow and ice he plugged in the heat tapes up on the roof/gutters and used temperature controls to keep them from constantly running. He also installed a few plaques in the circulation area.

Warrensburg Annex: With the help from the IT department, he rearranged the downstairs work area to allow for storage of cleaning supplies and sundries in a climate-controlled area. Moved his work space upstairs to a more comfortable area.

Courier: The idea of having MALA provide the courier service for Trails turned out to be cost prohibitive. We are now in the process of advertising for a new courier/facilities person. In the meantime, staff from the administrative offices are taking days to perform the courier’s duties. Thank you to Tanya Shelton-Council, Michelle Trent, Luke Ciccone and Billy Stone for taking at least two days in February to be the courier.

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

Assistant Director Kyle Constant

January was spent visiting with branch managers and getting settled into my new role. I'm gaining new insight into their day-to-day operations and hopefully providing useful guidance in return. I look forward to furthering our working relationships.

On January 22, we held our monthly Manager's Meeting with a slightly new format. Early feedback from attendees was that the meeting went well and that a lot of good information was shared.

Administrative Reports

Office Manager: Karen Churn

As soon as last year's Workers Comp audit was completed and amended, I received a notice that the new one was to be completed a week after being notified!! I, basically, had to stop everything and get right to it. After three days of data entry and checking every number and code three times, I was able to send it in. Unfortunately, the website that was used this year was not the same as last year, therefore, there was a new learning curve. Fingers crossed.. Everything else went smoothly, workwise.

My mother died unexpectedly on January 28 and, thankfully, I was able to be at the hospital in Columbia with her when the end came. Because my family has had everything under control at the homestead, I've been able to come back to Warrensburg to get things done at work before joining them in celebrating her life. I will be taking my five days of bereavement leave from Wednesday, February 5th through Tuesday, February 11th as her funeral is on February 8th. I want to express my heartfelt gratitude to my coworkers who have been so wonderful and supportive during this difficult time. The beautiful cards and sweet keepsakes have meant so much to me.

Systems Administrator: Roger Dumas

In the beginning of January we completed the upgrade of all staff machines from Win7 to Win10. This included installing MS Office 2019 on each of the staff machines at the same time. We began working on upgrading all public computers that are still running Win7. This included setting out a tentative schedule for upgrade and replacement to finish this part of the project at the beginning of April this year. In addition to updating the operating system, we also revisited some of the lock down steps taken on public computers and made some changes to make them more user friendly for patrons. We will be setting up some scripting that will allow patrons to now have a few limited places on the hard drive to be able to down files they may need to interact with. The scripts will then delete all files in those areas at both log on and log off to help insure patron's privacy. We are also going to utilize a new "Host" file that will help keep public computers from accessing known sites with malware and viruses.

Technical Services Supervisor: Nate Beyerink

In January, Technical Services completed a project to better record how DVD sets are broken up in the catalog. This will now make it easier for patrons to select what parts of a DVD set they wish to receive. We have started another project to relabel book series to ensure that they are shelved together and in an appropriate reading order. This is an

Staff Reports

improvement from solely shelflisting materials alphabetically. TS is also in the process of considering other shelving options that will improve the patron experience.

Lastly, I have been visiting the branches to perform general collection maintenance while also doing an inventory of our shelving units. This information will allow us to better calculate the maximum capacity within each branch, making collection development a lot easier.

Branch Reports

Concordia: Debbie Kirchhoff

One day this month, a seven-year-old girl came walking in with a banana in each hand. She walked up to me and said, "This is for you!" and then walked over to Brenda and also proudly presented her with a banana. Her grandmother explained that Shelby was determined to bring a special treat to the library ladies. What a nice surprise!

Unexpected blessing, a woman visited the restroom with her car keys in her pocket and accidentally flushed them. When Billy arrived to retrieve the keys he discovered a flaw in the toilet installation which would have caused big problems in the future. We were out of service for only two days before the problem was resolved.

Corder: Shelly Hopper

Early Out Hang Out has been a success so far. We've had a movie day, game day and a Wii day. The kids seem to enjoy it! Corder Book Club met for the first time. We currently have five members. We are anticipating many great reads!

Holden: Jae Steinkuhler

The Holden Branch is delighted with the new lights for the parking lot and the flagpole. The Tech Tuesday program had been very popular with the community. It has been expanded from two hours in the evening to an all day program.

Knob Noster: Laura Parent

Our new staff member Ladonna List has started and is catching on quickly! It is fantastic being fully staffed and hope it stays that way for a while! We participated in the Social Media event which was so much fun! We are looking forward to doing it again soon. On a sad note, the KN branch lost a long term patron this month, Robert (Bob) Chaffin. We are so saddened to lose a patron who visited us loyally every single day. He always had a story to tell and a greeting for all who entered. The branch will not be the same.

Lexington: Willa Beach

January 11th was the last working day for Kaye Worthington (40-hour Circulation Clerk). The position has been posted, both internally and on Indeed. As of Wednesday, January 22nd, there were 55 applicants. We have not yet begun the interview process, but will hopefully, in the very near future. In the interim, I have been working Kaye's shifts on the Circulation Desk and fulfilling my Manager responsibilities when I can. January 15th was the Lexington Branch's opportunity to host our "Social Media Takeover". We chose a dog and cat theme. We invited our local animal shelter to bring in of their guest Dogs for a photo opportunity. Barbara's story time had a dog and cat theme, we Posted a poll on the Trails Facebook page for patrons to vote for cats or dogs, set up dog/cat Displays and ended the day with a photo of staff, proudly wearing our "I Voted" buttons!

Staff Reports

Odessa: Linda Washam

Odessa had our Spotlight day on January 9th, 2020. We had a lot of fun posting pictures from that day on what we do during a regular work day. We posted on Facebook and Instagram. We have an exhibit, "Divided Loyalties", here in our branch for a couple of weeks. It's Civil War documents from the Missouri State Archives and covers all of Missouri's Civil War history.

Warrensburg: Carol Nolte

On January 10 the Warrensburg branch had fun taking over Trails Regional Library's social media accounts for the day. Kristie Minks worked her technology magic to add special effects to several posts including a behind-the-scenes view of staff taking a reading break. (Picture the entire staff shh-ing the viewer while we all read books around the breakroom table.) We also highlighted our very own Beverly "Sherlock" Hewitt, who is our resident book finder. If you can't find a book and everyone else has given up, Beverly has an uncanny ability to quickly locate it. The Warrensburg branch mascot is Addy the cat. She shared her favorite book, "I Could Pee on This: And Other Poems by Cats" by Francesco Marciuliano.

January 31 was Paul Landkamer's last day at Trails. We will miss seeing him daily with his cheerful disposition and gentle demeanor. We all sent our best wishes for a happy retirement and are hoping he will come visit us occasionally.

Waverly: Amy Boland

January was a month of ups and downs for programming, as the weather played a few tricks on us. We will be rescheduling the Pinterest program for spring in hopes that the snow stays away.

I really enjoyed all the Facebook posts done by all the other branches. Great job ladies!

We were closed several days during the month due to weather and power outages.

We experienced a switch problem causing the branch to be without internet for several hours.

Thanks to Roger for getting out to the branch and getting us up and running.