



September Reports

Presented to the Board October 2020

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Circulation, Audiovisual, Print & Other Materials

Print Materials - Current Month					
	Sep 2020	Sep 2019	Sep 2018	Sep 2018	Sep 2017
Book	5,266	15,632	15,378	17,195	19,770
Board Bk*	34	418	310	344	
Magazine*	64	242	239	94	
Paperback*	0	55	64	352	212
Audio-Visual Materials - Current Month					
CD	204	62	655	823	855
DVD	1,000	3,659	5,319	6,613	6,677
Other - Current Month					
Microfilm	0	0	0	0	0
Non-Cat*	0	0	0	0	1,111
Total - Current Month					
Total	6,568	20,068	21,965	25,421	28,625
% Change	-67.27%	-8.64%	-13.60%	-11.19%	
Print Materials - Year to Date					
	FY 2021	FY 2020	FY 2019	FY 2018	FY 2017
Book	14,825	69,840	73,834	72,801	81,756
Board Bk*	90	1,727	1,714	344	
Magazine*	167	1,170	1,236	94	
Paperback*	0	283	272	606	994
Audio-Visual Materials - Year to Date					
CD	541	338	1,535	3,309	3,324
DVD	2,894	17,219	23,789	26,575	26,639
Other Materials - Year to Date					
Microfilm	11	0	0	18	12
Non-Cat	0	0	0	2,289	4,444
Total - Year to Date					
Total	18,528	90,577	102,380	106,036	117,169
% Change	-79.54%	-11.53%	-3.45%	-9.50%	

Circulation, Digital Materials

Digital Materials - Circulation							
September		FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY20-FY21
Audiobooks	OverDrive	702	633	645	1,051	989	-5.90%
Books	OverDrive	1,824	1,584	2,247	2,229	2,979	33.65%
Magazines	OverDrive	22			35	36	2.86%
Video	OverDrive	9	1	0	0	1	
Audiobooks	hoopla			148	210	455	116.67%
Books	hoopla			91	122	342	180.33%
Video	hoopla			29	58	129	122.41%
Music	hoopla			17	25	33	32.00%
eBooks	Tumblebooks	0	50	39	62	68	9.68%
Total		2,557	2,268	3,216	3,792	5,032	32.70%
Year to Date							FY20-FY21
Audiobooks	OverDrive	2,143	2,128	2,068	3,418	2,165	-36.66%
Books	OverDrive	5,597	5,715	6,849	7,033	6,104	-13.21%
Magazines	OverDrive		0			87	
Video	OverDrive	22	6	3	0	1	
Audiobooks	hoopla				547	943	72.39%
Books	hoopla				341	692	102.93%
Video	hoopla				157	241	53.50%
Music	hoopla				105	60	-42.86%
eBooks	Tumblebooks	0	50	39	135	122	-9.63%
Total		7,762	7,899	8,959	11,736	10,415	-11.26%
Digital Materials - Patron Activity							
September		FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY20-FY21
New Registrations	OverDrive	24	30	43	48	55	14.58%
Unique Patrons	OverDrive	481	448	531	610	727	19.18%
New Registrations	hoopla			29	32	23	-28.13%
Unique Patrons	hoopla			111	505	218	-56.83%
Total		505	478	714	1,195	1,023	-14.39%
Year to Date							FY20-FY21
New Registrations	OverDrive	109	112	126	146	98	-32.88%
Unique Patrons	OverDrive	1,472	1,508	1,552	1,836	1,465	-20.21%
New Registrations	hoopla					52	
Unique Patrons	hoopla					439	
Total		1,581	1,620	1,678	1,982	2,054	3.63%

Circulation, Interlibrary Loan

	October 2020					October Totals From Previous Years				
Loaned	Books	DVDs	CDs	Other	Total	2019	2018	2017	2016	2015
OCLC-Courier	0	0	0	0	0	4	4	223	129	174
OCLC-Mail	0	0	0	0	0	13	14	41	32	26
Total	0	0	0	0	0	17	264	161	200	173
Borrowed	Books	DVDs	CDs	Other	Total	2019	2018	2017	2016	2015
OCLC-Courier	14	2	2	0	18	54	75	130	256	323
OCLC-Mail	2	0	1	0	3	8	16	17	17	7
Total	16	2	3	0	21	91	147	273	330	376
	Year To Date FY 2021					Year To Date Totals From Previous Years				
Loaned	Books	DVDs	CDs	Other	Total	FY20	FY19	FY18	FY17	FY16
OCLC-Courier	97	62	13	0	172	262	609	637	702	566
OCLC-Mail	41	2	1	0	44	64	123	123	129	51
Total	138	64	14	0	216	326	732	760	831	617
Borrowed	Books	DVDs	CDs	Other	Total	FY20	FY19	FY18	FY17	FY16
OCLC-Courier	84	16	12	0	112	213	637	1,002	1,035	1,472
OCLC-Mail	25	0	3	0	28	36	64	65	47	140
Total	109	16	15	0	140	249	701	1,067	1,082	1,612
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	
September	Total
2019	160
2018	2,183
2017	2,731
2016	3,739
2015	4,330
District: Year to Date	
FY 2020	227
FY 2019	7,236
FY 2018	11,164
FY 2017	12,547
FY 2016	15,357

Figures for August reflect computer appointments beginning August 24, 2020.

Usage, Programming

NONE FOR August 2020

Collections

Sep-20			
Owning Library	# of Items Deleted	# of Items Added	# of Items Total
Trails Regional-Concordia	0	122	14789
Trails Regional-Corder	0	74	7517
Trails Regional-Holden	0	152	15704
Trails Regional-Knob Noster	0	125	13331
Trails Regional-Leeton Express	0	4	687
Trails Regional-Lexington	2	166	20881
Trails Regional-Odessa	4	151	19714
Trails Regional-Warrensburg	2	222	53331
Trails Regional-Waverly	0	59	7232
Total Items	8	1075	153186

Staff Reports

Director
Tanya Shelton-Council

September was another month of planning and reacting to and for the COVID-19 pandemic. One of our branches was shut down due to an exposure and the number of cases in both Johnson and Lafayette county surged to over three and four hundred respectively. Because one of our branches had recently been impacted, the decision to allow people in the building was delayed. We continue to allow the public to use the computers and copiers via appointment. Administration monitors the COVID situation on a daily basis and makes decisions regarding library services based on the information from medical and public health professionals.

We submitted a grant to Johnson County for CARES funding to help cover the costs of the RFID and self-check project. The funds, if awarded will only be used to offset the costs in Johnson county branches – Holden, Knob Noster and Warrensburg. We have already received the equipment to begin the project and a trainer from Bibliotheca (the company supplying the tags and equipment) will be here sometime in October to train Technical Services and IT staff on how to begin.

Our Hotspots arrived and are being cataloged for an October/November launch. Five of the hotspots will be reserved for community partner use, the other 30 will be circulated for the public. We will be interviewing for the two Public Technology Assistant positions in October with a target start in November (coinciding with the launch of Hotspot circulation).

With so much hiring going on at Trails, it was a good time to develop a new hire training course. Going forward all new hires will participate in a two-day orientation including: HR, IT, Circulation, Reference and Marketing/Programming training. Additionally, employees hired in the last year will also attend the training. Finally, administration plans to unveil an in-house knowledge base for employees to refer to for ongoing information on core knowledge requirements.

Assistant Director
Anita Love

Human Resources: Kyle and I have been working on digesting and prioritizing resumes and applications for several job openings. We have been focusing on the open positions in Technical Services, Knob Noster and Holden. Interviews will be starting soon.

Open enrollment for the various insurances, Medical, Vision & Dental, has begun and will end on October 30, 2020. In the meantime, I have been meeting with current benefits eligible employees going over and answering questions about the options for their insurance needs.

Last summer we had an employee qualify for worker's compensation. At the time, I was so surprised how quickly the employee was reimbursed. Now the employee has received the final bill and our worker's compensation company is not willing to pay the final amount. I have been on the phone with different people almost every day trying to get this straightened out.

At the end of September, United Healthcare, our current health insurance carrier, mailed the library a rebate check of \$317.14. This money is based on our 2019 Medical Loss Ratio, in other words our group was very healthy in 2019 and Trails qualified for this rebate.

Courier: Our Courier, Jimmy, continues to make daily runs to all the branches; even when they are closed, dropping off and picking up materials. We will take another look at this schedule in a few months to see if this frequency is still justified.

Recently we discovered that Jimmy enjoys working with drywall; the taping and mudding. He has volunteered to do that type of work as projects come up. When this happens, Billy will do the run so Jimmy can work on drywall projects.

Facilities: The facilities project that has taken the most of Billy's time is the LED lighting conversion project. The tasks include opening the light fixture, removing the ballast, rewiring the fixture and lastly installing the new LED bulbs. By the beginning of October, he has completed installation in the three largest branches; Warrensburg, Holden and Knob Noster. Those three branches have the highest number of light fixtures within the buildings. During the Warrensburg portion of the project we did rent a vertical lift for a week to make the job go faster and much more efficient. By not having to go up and down ladders the job was sped up and saved Billy's knees and shoulders. Now the paperwork for each building requesting the rebates are being submitted to Evergy.

The Lexington restroom remodel is winding down and should be completed soon.

The Holden Branch has received a new roof. The front door replacement project is waiting for the technicians to begin work.

With the two new positions slated to start in November, Billy has also been working on getting some office space ready to house the two new people.

Assistant Director
Kyle Constant

We've had some retirements, resignations and new positions added thanks to board approval so some of my time this month was spent helping manage that personnel process. I spent quite a bit of time looking over applications to fill multiple empty positions. I performed interviews along with Technical Services Supervisor, Nate Beyerink for an empty Technical Services Clerk position. I'm happy to report that we had a very strong candidate pool and were able to find a qualified candidate, Sarah Steinke, who has accepted the position. Next we'll be interviewing for a newly opened Circulation Clerk position in Knob Noster, then for a similar position in Holden.

I've been reviewing new timekeeping and payroll software with Karen Churn and Anita Love. We hope to find new software that better tracks PTO and will save time for supervisors at all levels of the organization. I've reviewed products from ADP and Paycor and hope to have a decision made by the end of the month.

As chair of the Missouri Evergreen Reports Committee, I've planned and assisted with the migrations of two new partner libraries, Brookfield Public Library and Neosho-Newton County Library. With these additions, we now have 51 libraries in Missouri Evergreen and have another migration, Bowling Green Public Library on the schedule for December. With each new partner, Missouri Evergreen becomes a better resource for Trails patrons. The collective consortial collection now stands at 3,613,225 items and is the largest shared catalog of any library in the state of Missouri.

Administrative Reports

Office Manager: Karen Churn

The audit was completed and the results were presented to the board. We have already been able to implement some of the changes that Laura Gillum suggested.

I'm happy to say that we are pretty well stocked up on PPE for now. Getting the things that we need has gotten easier, however, I've had to pull back on buying certain things simply because of the shelf life. As much as I want to hoard, it isn't necessarily a good idea. Now that we're keeping track at each branch of all of the PPE being used, it will be really interesting to see how quickly we go through supplies when we reopen to the public.

One of the changes that we have made is that Jimmy Mayberry, the courier, will now be filling the cleaning and PPE supplies for the branches. I will still do the ordering, but Jimmy will take care of everything else. I'm grateful to him especially seeing that all of the supplies are in the Annex where his van is parked and I've muddied my shoes on many occasions trekking over there. He has done a good job organizing and keeping track of everything.

Services Coordinator: Sara Evans

Staff are getting innovative and creative with programming during the pandemic. I'm so impressed at the way Storytime presenters have pivoted to learning video shooting and editing, even trying new techniques and virtual field trips to bring the stories to life for our families missing Storytime.

We continue to explore new ways to engage patrons through virtual programs and have had tremendous success partnering with the Knob Noster State Park presenting educational and entertaining programs on snakes and bats and their place in the Missouri

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ecosystem. Patrons were so grateful for this as a supplement to their virtual learning curriculum and asked for more!

Statistics and reports have taken the forefront this month as we gather and analyze the FY20 datasets across programs, digital and physical circulations and collections, and our new data from COVID-19 services. I am working on compiling these for the Public Library Survey and Trails Annual Report.

Systems Administrator: Roger Dumas

The following is a listing of some of the projects the IT department worked on during September in addition to regular duties.

- Lighting project. The IT tech assisted Billy with installing new LED lighting in a few of the branches.

- New Branch Hours - It Assisted in making sure the phone system was updated to reflect the new hours of branches that went into effect on the 21st of the month.

- Top level Morenet Routers. Coordinated with Morenet to change out routers to newer models. Received new routers in the IT department and put together a schedule with Morenet tech to switch over during branches closed hours starting at the beginning of October.

- New office space in Warrensburg Branch. IT department worked with other Administrative staff to plan out updating a space in the Warrensburg branch to be used for office space for Sara and her department. Work will start at the beginning of October.

- October Training day. Coordinated with Administrative staff to work out how to conduct the October all employee training day while maintaining safety in light of the pandemic. Tech needs for each branch determined and a plan was constructed to set up each branch accordingly.

- RFID and Selfcheck out. Worked with Administrative staff and Tech Services to determine what each branch would need for the upcoming RFID project. Did site inspection at each branch to determine optimal placement of self checkouts as well as what power and data drop needs each branch may need.

Technical Services Supervisor: Nate Beyerink

In September, TS said farewell to Lark, who had been with the library for 40 years. This has left the department with a sizeable staffing gap that we hope to fill soon.

A grant application was submitted to Johnson County to help cover the expenses for the implementation of RFID and self-check stations at the branches. By now we have heard that we were awarded a total of \$67,158.43

As part of the Missouri Evergreen Cataloging Committee I traveled to Brookfield Public Library to train their cataloging staff on consortial practices and how to use the Evergreen ILS. This along with changes to Missouri Evergreen policies and database clean up projects have kept the committee very busy.

Branch Reports

Number of curbside pickup appointments served by each branch 9/6/2020-10/3/2020:

Branch: Appointments/Total Possible

CC: 191/496

CD: 51/296

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HD: 96/496
KN: 66/336
LX: 189/496
OD: 184/560
WB: 387/568
*WV: 23/148

Number of technology appointments served by each branch 9/6/2020-10/3/2020:

Branch: Appointments/Total Possible

CC: 16/300
CD: 7/54
HD: 21/300
KN: 7/216
LX: 34/300
OD: 27/386
WB: 52/568
*WV: 0/27

*Branch was closed for 2 weeks due to COVID-19 exposure