



October Reports

Presented to the Board November 2020

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Circulation, Audiovisual, Print & Other Materials

Print Materials - Current Month					
	Oct 2020	Oct 2019	Oct 2018	Oct 2017	Oct 2016
Book	5,366	16,048	16,075	17,054	10,609
Board Bk*	12	461	435	359	
Magazine*	61	217	267	289	
Paperback*	0	60	47	56	73
Audio-Visual Materials - Current Month					
CD	185	90	633	720	763
DVD	963	4,192	5,552	6,322	5,848
Other - Current Month					
Microfilm	5	3	0	0	0
Non-Cat*	0	0	0	0	1,060
Total - Current Month					
Total	6,592	21,071	23,009	24,800	18,353
% Change	-68.72%	-8.42%	-7.22%	35.13%	
Print Materials - Year to Date					
	FY 2021	FY 2020	FY 2019	FY 2018	FY 2017
Book	20,191	85,888	89,909	89,855	92,365
Board Bk*	102	2,188	2,149	703	
Magazine*	228	1,387	1,503	383	
Paperback*	0	343	319	662	1,067
Audio-Visual Materials - Year to Date					
CD	726	428	2,168	4,029	4,087
DVD	3,857	21,411	29,341	32,897	32,487
Other Materials - Year to Date					
Microfilm	16	3	0	18	12
Non-Cat	0	0	0	2,289	5,504
Total - Year to Date					
Total	25,120	111,648	125,389	130,836	135,522
% Change	-77.50%	-10.96%	-4.16%	-3.46%	

Circulation, Digital Materials

Digital Materials - Circulation							
October		FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY20-FY21
Audiobooks	OverDrive	738	605	703	1,037	1,016	-2.03%
Books	OverDrive	1,757	1,711	2,371	2,215	3,054	37.88%
Magazines	OverDrive			117	53	60	13.21%
Video	OverDrive	2	3	1	0	0	
Audiobooks	hoopla			143	236	451	91.10%
Books	hoopla			114	105	322	206.67%
Video	hoopla			40	51	89	74.51%
Music	hoopla			25	20	31	55.00%
eBooks	Tumblebooks	0	22	53	97	53	-45.36%
Total		2,497	2,341	3,567	3,814	5,076	33.09%
Year to Date							FY20-FY21
Audiobooks	OverDrive	2,881	2,733	2,771	4,455	4,353	-2.29%
Books	OverDrive	7,354	7,426	9,220	9,248	12,091	30.74%
Magazines	OverDrive			117		147	
Video	OverDrive	24	9	4	0	2	
Audiobooks	hoopla				783	1,849	136.14%
Books	hoopla				446	1,340	200.45%
Video	hoopla				208	416	100.00%
Music	hoopla				125	124	-0.80%
eBooks	Tumblebooks	0	72	92	232	244	5.17%
Total		10,259	10,240	12,204	15,497	20,566	32.71%
Digital Materials - Patron Activity							
October		FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY20-FY21
New Registrations	OverDrive	24	30	43	36	45	25.00%
Unique Patrons	OverDrive	481	448	540	613	730	19.09%
New Registrations	hoopla			25	19	13	-31.58%
Unique Patrons	hoopla			127	155	228	47.10%
Total		505	478	735	823	1,016	23.45%
Year to Date							FY20-FY21
New Registrations	OverDrive	133	142	169	182	179	-1.65%
Unique Patrons	OverDrive	1,953	1,956	2,092	2,449	2,910	18.82%
New Registrations	hoopla				83	83	0.00%
Unique Patrons	hoopla				1,030	898	-12.82%
Total		2,086	2,098	2,261	3,744	4,070	8.71%

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		6	1	0	0	7	54	75	130	256	323
OCLC-Mail		6	7	0	0	13	8	16	17	17	7
Total		12	8	0	0	20	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		68	55	12	0	135	106	665	633	621	566
OCLC-Mail		30	1	1	0	32	40	135	118	119	51
Total		98	56	13	0	167	146	800	751	740	617
Borrowed		Books	DVDs	CDs	Other	Total	FY20	FY19	FY18	FY17	FY16
OCLC-Courier		54	14	3	0	71	163	591	846	1,026	1,472
OCLC-Mail		24	7	1	0	32	29	61	63	60	140
Total		78	21	4	0	103	192	652	909	1,086	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		
October	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	262	
2019	2,020	Beginning October 2014, time permitted was extended to 1 hour, patron logins were authenticated and useage reports generated using computer management software.
2018	2,651	
2017	3,956	
2016	4,087	
		Beginning July 2016, records for wi-fi use were no longer collected
District: Year to Date		
FY 2021	489	Beginning August 2018, time permitted was extended to 2 hours per session with a maximum of 2 hours per day (Approved August 2017)
FY 2020	9,256	
FY 2019	13,815	
FY 2018	16,503	
FY 2017	19,444	

Usage, Programming

NONE

Collections

Oct-20			
Owning Library	# of Items Deleted	# of Items Added	# of Items Total
Trails Regional-Concordia	14	115	14892
Trails Regional-Corder	13	49	7550
Trails Regional-Holden	11	116	15808
Trails Regional-Knob Noster	6	95	13418
Trails Regional-Leeton	0	18	705
Trails Regional-Lexington	3	117	21000
Trails Regional-Odessa	6	117	19820
Trails Regional-Warrensburg	7	163	53483
Trails Regional-Waverly	19	32	7266
Total Items	79	822	153942

Director Tanya Shelton-Council

On October 1st, myself and the Services Coordinator met with Orangeboy the data and marketing company who will facilitate our strategic planning process beginning in January 2021. The process will begin with surveys to current and lapsed card users. A more detailed presentation on the strategic plan process for Trails will occur during the January board meeting. On October 6th I met with the facilities and IT staff to discuss the work needed to convert a storage space into an office for the Outreach and Programming department which now includes the Public Technology Assistants. The space needed to allow for storage for the Warrensburg Branch and an office area for four people. Administrative staff, including myself spent some time helping box up books for a Thrift Books pick up. Once the area was cleared, facilities and IT began working to demo, rebuild a wall, insulate and drywall existing concrete walls and install needed electrical drops. We had an asbestos scare when it came time to rip up the linoleum floor, but the floor was tested and came back asbestos free. We are still on track for the office to be ready for the team to move in during the week of November 9th.

November 9th is also the day we will begin to allow the public into the branches for browsing. Occupancy will be limited and timed. We will continue to offer curbside delivery of materials for those who are not comfortable coming into the building and technology appointments for computer use will also continue. 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.

On October 8th I attended a REALM study webinar. The work for this study continues to expand to test all library materials with the COVID19 virus. We have not increased or decreased our quarantine time. We remain confident that 4 days quarantine is sufficient and we promote handwashing or sanitizing for employees handling returned materials.

On October 12th we held Staff Day for the first time in a virtual format. Each branch logged on to a goto meeting from their location. We all watched Ryan Dowd's Homeless Training Institute. This training is not only valuable for interacting with those experiencing homelessness, but is applicable to all relationships – professional and personal. Mr. Dowd is also the author of The Librarian's Guide to Homelessness which covers what we learned and much more. You can find out more about him here <https://www.realchangenews.org/2018/07/11/ryan-dowd-s-librarian-s-guide-homelessness-offers-advice-workers-who-have-frequent>

On October 13th and 14th Stacy Emmerson, trainer from Scenic Regional Library presented a training to our branch managers, and two administrative supervisors. Ms. Emmerson shared information on communication, time management, problem solving, coaching and evaluation. My plan to is arrange additional workshops for our branch managers on organizational awareness, leadership and delegation.

During the week of October 19th, Services Coordinator, Sara Evans and I interviewed nine candidates for the Public Technology Assistant positions. The positions were offered to and accepted by Janessa Hortemiller and Chelsea Irby. These new employees will start on November 9th. On October 20th I met

Staff Reports

with Dr. Joseph Moore at UCM to tape an introduction to the Bicentennial Speakers Series planned to launch in 2021. This program is a collaboration between Trails Regional Library and the University of Central Missouri through a grant with the Missouri Humanities Council.

On October 26th, I was interviewed by a team from the ConnectedLib Toolkit. This is a project funded by the IMLS to teach library staff how to embed Connected Learning principles into teen programs. If selected, the library would receive \$1900 a year for supplies to create and facilitate programs for teens using the principles taught through the ConnectedLib Toolkit.

Also, in October we learned our Johnson County CARES grant request was accepted and the library will receive a little over \$67,000 toward our RFID and self-check project. These technologies will help lessen the amount of personal contact between staff and patrons in this COVID19 climate. Additionally, they will assist with collection development and maintenance. The all hands-on deck began in the Holden Branch during the last two weeks of October, with several admin staff, including myself blocking out time to get materials tagged. We also received \$20,000 in State Aid and \$4911 of Athletes and Entertainer's funds from the State of Missouri in October and a \$714 grant toward covering the advertising costs for the Summer Reading Program was awarded to Trails Regional Library.

Assistant Director
Anita Love

Human Resources: Trails has hired Sarah Steinke to fill the 40-hour Technical Services position, Noah Roush to fill the 19-hour Knob Noster position and Janessa Hortemiller and Chelsea Irby to fill the Public Technology Assistants positions. They all four began their training on November 9th. Welcome everyone.

Interviews for the Holden position began November 13th. Whomever is hired for that position will begin their training on November 23rd or December 7th. Depending on if the new hire has to give notice to an employer will decide on when they will start.

Open enrollment for the various insurances ended on October 30th. I believe it went rather smoothly this year. The health insurance meetings with employees were all done virtually. Since the Vision and Dental insurances had no changes from last year, staff was able to go online to sign up or make changes at their leisure. Vision and Dental changes will be reflected in the November pay checks and the Health insurance amounts will be reflected in the December pay checks.

Courier: Jimmy Mayberry has been pulled off of the Courier run to work on the renovated office space. He is very good at drywall work, wall texturing and painting. While he has been working in the office, Billy Stone and I have been filling in and doing the run.

Facilities: Billy has been pulled off the LED project to work on the renovated office space. He moved a wall, roughed in two walls, ran electrical wire, Cat 6 network lines, helped Jimmy hang the drywall and assisted with the painting. Sara Evans chose the color for the walls and the carpet. We are now waiting on the delivery of the carpet.

The Lexington restroom remodel is just about complete. There is only a bit of touch-up work that still needs to be done.

We are still waiting on the Holden front doors to be delivered and the work to begin. The manufacturing company is running about 4 to 6 weeks behind with manufacturing the doors.

The Waverly branch has two new lighted exit signs installed above the two exterior doors. During last year's safety inspection that was one thing the inspector pointed out that we needed to do. Billy was able to install the signs.

Staff noticed the smell of natural gas inside the Corder branch back on November 6th. We evacuated the building and the gas company was called. The Spire technician was able to locate the leak at the water heater. The technician was able to turn the gas off at just the water heater. The gas furnace is still able to function. I've contacted the City to let them know of the situation. Once purchased, Billy will be able to install the new heater.

We did receive a write-up from the Spire technician. The insulation in the ceiling is unfortunately touching the flue of the water heater. Six-inches of the insulation has to be removed around the flue. Luckily this is an easy fix and something that Billy will be able to do.

Assistant Director Kyle Constant

On October 12-14, I assisted with and participated in staff training. The branch managers received 2 days of training on effectively managing staff from Stacy Emerson, Trainer at Scenic Regional Library. It was a great training that included a lot of in-depth discussion from the managers about how they approach challenges with staff. I'm really eager to see them put some of the principles learned there into practice.

On October 16, I assisted with a round of interviews for a part-time Circulation Clerk position in Knob Noster. We're very happy to welcome Noah Roush as the applicant chosen to fill that position. He's undergoing his orientation in early November and we have high hopes that he'll perform well in his new role. The next position to hire for is a part-time Circulation Clerk in Holden.

On October 20, I sat in on the RFID conversion training from bibliotheca with Nate Beyerink, Michelle Trent and Roger Dumas. We were all taught about the conversion software and the basic functions of the conversion carts leased from bibliotheca. The process is very straightforward and Nate was able to share that training with branch staff who are now providing a great deal of assistance with the conversion project. By including the branch staff, the project should go much faster and they'll get the early experience with the RFID equipment and tags. So far everyone is very excited about the improvements the RFID-tagged materials will bring to our workflow.

Late October and early November also involved meetings and discussions to finalize plans to have people in the buildings again. We had a setback or two that resulted in a delayed "reopening" but we eventually worked through the complications and now have a solid plan in place.

During the week of October 26, I met virtually with each Branch Manager individually. We hadn't met in a one-on-one meeting for a while, so this was a welcome return. It was great to hear more in-depth about how things are going in their branches and answer questions they had about in-person browsing. I'm really glad we're getting back to these meetings, I've really missed them.

Administrative Reports

Office Manager: Karen Churn

The month of October went smoothly. As a team, we are implementing new guidelines suggested by the auditor without any issues. I was able to dispose of FY19 financial documents in order to put FY20 documents into storage. This is a task that has taken a couple of hours in previous years, but didn't take nearly as long this year. All in all, it was a very good month.

Services Coordinator: Sara Evans

- Interviewed for Public Technology Assistants. Excited to welcome Janessa Hortemiller (FT) and Chelsea Irby (PT) to our team. We'll be working out the new service model and sharing the new Tech Hotline and Hotspot Lending Program with staff and patrons soon.
- Met with program committees for Storytime, Book Club, and Summer Reading. All groups have staff from around the district collaborating to plan and implement programs.

Staff Reports

- Prepared new webpage, Google Form, and marketing materials for next phase of library re-opening (browsing).
- Presented Hotspot Lending Program to community partners for use in their services to test the range and effectiveness of the devices ahead of circulation to library cardholders.

Systems Administrator: Roger Dumas

The following are some of the projects worked on by the IT department during the month of October.

Training days: The IT department assisted in setting up areas in each of the branches for our staff training day. The goal was to allow the branches to be able to participate in a virtual meeting from their branch while still being able to social distance for Covid. Preparations consisted of hooking up laptops to TVs so staff could watch the training videos. The laptops also allowed each branch to connect to a "Go-To-Meeting" where everyone could share information together. The department also setup for the 2 day managers training that took place in Knob Noster right after the staff training day.

New Hire Training: With the hiring of a few positions the library was ready to start preparing for a New Hire Training day. Luke is the representative from the IT department that will be handling the tech portion of the training. He spent time preparing his materials and getting ready to lead the new hires through the information.

Phone in OD: It was determined that OD would benefit from an additional circ desk phone so one was installed.

RFID preparation: It was requested for the IT department to be present as Bibliotheca began delivering and setting up the equipment needed for the RFID conversion of the library. The department was present during the unboxing and setting up of the carts being used to prepare RFID tags for the books in each branch. We were also present for setting up the RFID mats in TS so we will be ready to install them in each branch.

Self Checkout preparation: As part of the RFID conversion, Trails will be receiving a number of self checkout stations to be used by the patrons. In order to be ready for delivery and installation of these devices in late November and December the IT department went to each branch that would have a self checkout and determined a good spot to install and what electrical and network wiring would be needed.

New office space in WB branch: The remodel of some space in the WB branch to be used as a new office began during this month. Luke assisted Billy and Jimmy in preparing the area and with framing and hanging sheetrock. He also pulled new data lines to the office space and punched them down in the room and at the network rack.

Reservation system: As part of the plans for the library to open up to patrons being on site and browsing the shelves we looked into the possibility of a different system for making computer reservations in the branches. We started looking into a system from Cybrarian Systems (who we use on the public computers already) and prepared our systems for a trial period to see if the system would meet our needs.

Technical Services Supervisor: Nate Beyerink

October has been a very busy month for the Technical Services department. This month we received the RFID tags, the RFID desktop readers, as well as our mobile conversion stations. We spent time with Bibliotheca setting up these devices and preparing to start the conversion process.

Staff Reports

We have since finished tagging and writing most of Holden and Odessa, and have now started with Lexington. Branch staff have been an instrumental part in making this process work out so smoothly. We really appreciate their willingness to help and learn.

During this time, we also interviewed and hired our new full-time TS Clerk. We are excited to welcome Sarah Steinke to the team. She joins us with past experience in technical services. She starts in early November.

Branch Reports

Number of curbside pickup appointments served by each branch 10/4/2020-11/7/2020:

Branch: Appointments/Total Possible

CC: 187/740

CD: 82/452

HD: 132/740

KN: 62/580

LX: 245/740

OD: 206/864

WB: 515/884

WV: 54/452

Number of technology appointments served by each branch 10/4/2020-11/7/2020:

Branch: Appointments/Total Possible

CC: 14/500

CD: 10/85

HD: 30/500

KN: 16/410

LX: 48/500

OD: 53/614

WB: 94/913

WV: 6/85