



November Reports

Presented to the Board December 2020

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Circulation, Audiovisual, Print & Other Materials

Print Materials - Current Month					
	Nov 2020	Nov 2019	Nov 2018	Nov 2017	Nov 2016
Book	5,456	14,001	14,211	16,845	10,656
Board Bk*	23	412	322	356	
Magazine*	73	358	283	427	
Paperback*	0	60	43	63	56
Audio-Visual Materials - Current Month					
CD	206	576	613	32	777
DVD	1,121	3,703	5,185	6,432	6,027
Other - Current Month					
Microfilm	0	0	0	0	0
Non-Cat*	0	0	0	0	1,060
Total - Current Month					
Total	6,879	19,110	20,657	24,155	18,576
% Change	-64.00%	-7.49%	-14.48%	30.03%	
Print Materials - Year to Date					
	FY 2021	FY 2020	FY 2019	FY 2018	FY 2017
Book	25,647	99,889	104,120	106,700	103,021
Board Bk*	125	2,600	2,471	1,059	
Magazine*	301	1,745	1,786	810	
Paperback*	0	403	362	725	1,123
Audio-Visual Materials - Year to Date					
CD	932	1,004	2,781	4,061	4,864
DVD	4,978	25,114	34,526	39,329	38,514
Other Materials - Year to Date					
Microfilm	16	3	0	18	12
Non-Cat	0	0	0	2,289	6,564
Total - Year to Date					
Total	31,999	130,758	146,046	154,991	154,098
% Change	-75.53%	-10.47%	-5.77%	0.58%	

* 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							
November		FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY20-FY21
Audiobooks	OverDrive	681	622	730	1,104	1,013	-8.24%
Books	OverDrive	1,680	1,578	2,064	2,268	2,903	28.00%
Magazines	OverDrive		117	75	54	43	-20.37%
Video	OverDrive	9	1	1	4	7	75.00%
Audiobooks	hoopla		46	123	235	504	114.47%
Books	hoopla		29	104	130	458	252.31%
Video	hoopla		17	37	58	181	212.07%
Music	hoopla		16	29	28	28	0.00%
Books	Tumblebooks	48	12	47	63	80	26.98%
Total		2,418	2,438	3,210	3,944	5,217	32.28%
Year to Date							FY20-FY21
Audiobooks	OverDrive	3,562	3,355	3,501	5,559	5,366	-3.47%
Books	OverDrive	9,034	9,004	11,284	11,516	14,994	30.20%
Magazines	OverDrive			192		154	
Video	OverDrive		2,342	3,568	3,818	5,083	33.13%
Audiobooks	hoopla				1,018	2,353	131.14%
Books	hoopla				576	1,798	212.15%
Video	hoopla				266	597	124.44%
Music	hoopla				153	152	-0.65%
Books	Tumblebooks				295	324	9.83%
Total		12,596	14,701	18,545	23,201	30,821	32.84%
Digital Materials - Patron Activity							
November		FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY20-FY21
New Registrations	OverDrive	22	25	42	47	34	-27.66%
Unique Patrons	OverDrive	461	418	521	625	691	10.56%
New Registrations	hoopla		69	29	38	18	-52.63%
Unique Patrons	hoopla		43	120	170	246	44.71%
Total		483	443	563	880	989	12.39%
Year to Date							FY20-FY21
New Registrations	OverDrive	155	167	211	229	213	-6.99%
Unique Patrons	OverDrive	2,414	2,374	2,613	3,074	3,601	17.14%
New Registrations	hoopla				69	101	46.38%
Unique Patrons	hoopla				43	1,144	2560.47%
Total		2,569	2,541	2,824	3,415	5,059	48.14%

Circulation, Interlibrary Loan

	November 2020					November Totals From Previous Years				
Loaned	Books	DVDs	CDs	Other	Total	2019	2018	2017	2016	2015
OCLC-Courier	0	0	0	0	0	84	84	188	159	195
OCLC-Mail	0	0	0	0	0	18	18	33	18	38
Total	0	0	0	0	0	102	102	221	177	233
Borrowed	Books	DVDs	CDs	Other	Total	2019	2018	2017	2016	2015
OCLC-Courier	15	5	0	0	20	48	109	107	234	236
OCLC-Mail	9	3	0	0	12	10	10	22	13	12
Total	24	8	0	0	32	58	119	129	247	248
	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	190	749	821	780	726
OCLC-Mail	30	1	1	0	32	58	153	151	137	72
Total	98	56	13	0	167	248	902	972	917	798
Borrowed	Books	DVDs	CDs	Other	Total	FY20	FY19	FY18	FY17	FY16
OCLC-Courier	69	19	3	0	91	211	700	953	1,260	1,916
OCLC-Mail	33	10	1	0	44	39	71	85	73	177
Total	102	29	4	0	135	250	771	1,038	1,333	2,093
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		
November	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	231	
2019	1,953	Beginning October 2014, time permitted was extended to 1 hour, patron logins were authenticated and useage reports generated using computer management software.
2019	2,581	
2018	3,594	
2017	4,027	
		Beginning July 2016, records for wi-fi use were no longer collected
District: Year to Date		
FY 2021	720	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	11,209	
FY 2019	16,396	
FY 2018	20,097	
FY 2017	23,471	

Usage, Programming

NONE

Collections

Nov-20			
Owning Library	# of Items Deleted	# of Items Added	# of Items Total
Trails Regional-Concordia	0	75	14966
Trails Regional-Corder	2	43	7590
Trails Regional-Holden	27	98	15874
Trails Regional-Knob Noster	3	89	13502
Trails Regional-Leeton Express	0	2	707
Trails Regional-Lexington	217	98	20873
Trails Regional-Odessa	8	98	19910
Trails Regional-Warrensburg	3	122	53598
Trails Regional-Waverly	6	40	7303
Total Items	266	665	154323

Director Tanya Shelton-Council

On November 9th and 10th, we welcomed 4 new hires to Trails Regional Library by launching an onboarding process to give all library staff information regarding organizational policies and procedures, foundational knowledge regarding basic library best practices as well as library service expectations. This two-day training will also be presented to Trails Regional Library employees who have been hired in the last year. Additionally, all Branch Managers will take components of the training over the next year.

I worked on the RFID project at the Lexington Branch on November 12th tagging books for the new self-check machines being delivered some time mid-December. On November 16th & 17, I attended the virtual MoreNet Conference (which was free for members). MoreNet is the vendor hosting the library's internet connections. Workshops included information on hosting podcasts for author talks and an E-Rate training session for the upcoming filing year. I've been in preliminary discussions with Assistant Director Kyle Constant regarding whether or not we will apply for E-Rate Funding in the spring. The federal program has very specific funding guidelines and we will need to determine if our technological needs fit within those parameters.

On November 23rd, myself and the Services Coordinator, as well as one of our new Public Tech assistants met with our community service partner Migrant Farmworkers Assistance Fund (MFAF) in Lexington. I sat in while library staff demonstrated how the Hotspot works, get support from Trails staff and give us feedback. Discussion opened up into the many ways the MFAF will be able to use this device to assist their clients. From being able to fill out FAFSA forms for college to telehealth appointments, the MFAF was very excited to have this tool when working with clients either on or off site. Also, on November 23rd, the Services Coordinator and I met with Linda Braun of the ConnectedLib Toolkit project. This is a project funded by the IMLS to teach library staff how to embed Connected Learning principles into teen programs. Trails has been selected to participate with eight other libraries across the country from rural areas. Program planning will begin in December with events to be launched in August 2020. The library will receive at least \$1000 and up to \$1900 for programming supplies under this project.

Administration continues to monitor the COVID situation on a daily basis and makes decisions regarding library services based on the information from medical and public health professionals. There are multiple tracking sites we monitor including this one <https://covidactnow.org/us/mo/?s=1401377>. We have had multiple staff quarantining due to exposure or potential exposure throughout the month of November. Because of the skyrocketing numbers we have made the decision to roll back library services to curbside only until the active cases numbers in both cases are out of the active or imminent outbreak level. Curbside only service will begin on December 7th.

Staff Reports

I accepted an invitation to be a member of the Evergreen Consortium Strategic Planning Committee. Evergreen is the catalog system the library uses to track and circulate library material. The committee will meet weekly for the next several months while we research and interview other consortia, develop surveys for current and non-member libraries and present the findings to the Evergreen board. Our first meeting was on November 30th.

In facilities related news, the Lexington ADA bathroom project is finally getting complete after some Covid related quarantine of workers. The library facilities team has resumed the LED lighting project. We should receive a rebate for around \$600 for the Waverly branch.

Assistant Director
Anita Love

Human Resources: Trails has hired Chloe Shenkel for the Holden 19-hour circulation clerk II position. Chloe began her responsibilities on December 7th.

As of the end of November, all positions within Trails Regional Library are filled. Trails has a total of 52 employees.

Courier: For a second time, Jimmy Mayberry was exposed to COVID and was sent home for two weeks to self-quarantine. Thankfully he did not come down with the virus. For safety reasons, the Courier van, with all of the materials inside, was put into a four-day quarantine. The Ford company contacted me, that same day, stating the Courier van had a recall notice on it. The earliest I could get the van in to be worked on was November 30th. The recall issue was with the driveshaft coupler. It was also time for an oil change, so that was done at the same time. While Jimmy and the van were in quarantine, Billy Stone and I did the courier run using the facilities van. This did slow facilities work being done.

Facilities: November 19th saw the electrician come in to the Warrensburg branch to install three power/data poles for the self-checkout stations. November 20th saw another electrician come to the Concordia branch to install one power/data pole for a self-checkout station. Both installations went quickly, so there was very little disruption to patrons or staff.

November 23rd had RCI begin work at the Holden branch replacing the front doors and installing ADA automatic door openers. The work was completed within two days, so there was only minor disruption to patrons and staff. And the doors are beautiful.

The Lexington restroom remodel is now completed. It took several more weeks than expected to complete the job due to COVID-19 exposure of the work crew. The workers self-quarantined for two weeks during this project.

Billy Stone, Facilities Technician, worked with the IT Department in making sure all branches are ready for the self-checkout machines. He assisted with installing network drops and running electricity where he could.

Billy also installed an illuminated exit sign above the front door in Corder. The second exit sign and the additional emergency light in Lexington will be installed during the month of December.

One of the HVAC systems at Warrensburg was hit with a power surge of some kind and knocked out 3 components within the unit. Billy was able to replace the first two components and we are waiting for delivery of the third component. Hopefully that HVAC unit will be back up and running before really cold weather descends on the area.

December will be the time when Trails has every fire extinguisher, emergency light, elevator lift and gas main inspected. These inspections happen each year during December and January.

**Assistant Director
Kyle Constant**

November brought with it holidays, new training methods, more absences of staff due to COVID-19 and the re-introduction of in-person browsing by appointment.

On November 9, 2020 we started a new training regimen for new staff. We had 2 Public Technology Assistants, a Technical Services Clerk and a Circulation Clerk take part in the training which lasted two days and involved the staff spending time with each administrative department as well as receiving basic circulation training.

On November 13, 2020 I conducted interviews with Jae Steinkuhler for a part-time Circulation Clerk position in Holden. Though interviews did not go quite according to plan, I'm happy to report that we hired a great candidate in Chloe Shenkel. She starts on December 7, 2020. With that hire, the library is now fully staffed.

On November 18, 2020, I attended a progress meeting with Nate Beyerink and our contacts at bibliotheca to discuss our RFID and self-check projects. The RFID project is going very smoothly thanks to the coordinated efforts of Technical Services staff and branch staff members. The self-checks should be delivered before the end of the year and should be functional shortly thereafter.

Administrative Reports

Office Manager: Karen Churn

This time of year has very little going on in my office beyond the usual tasks. I hope to have my desk cleared off and organized in time for the New Year.

I wish everyone a safe and joyous holiday season.

Services Coordinator: Sara Evans

The Public Technology Assistants launched the Hotspot Lending Program on December 1. Early reviews are very positive, citing ease of use and convenience.

Numerous calls to the Tech Help Hotline have yielded assistance with setting up Zoom meetings to connect families for holidays, Hotspot device troubleshooting, help finding materials through library digital resources, and more.

Storytime Taskforce staff completed work on the 12 Days of Storytime project, which will broadcast each weekday on Facebook and feature complementary craft kits available for Curbside pickup at all branches.

The Summer Reading Taskforce completed work on a grant through the State Library for Summer 2021. We look forward to award announcements in February.

Systems Administrator: Roger Dumas

The following are some of the projects the IT department worked on during the month of November, 2020

New Hire Training: Luke assisted in the New Hire Training program that kicked off in November. He prepared basic training over some of the IT systems that employees would need to know to do their jobs and took a group of four through it.

New laptops to branches: We received and set up a new laptop for each branch and delivered them during the month. This equips each branch with one newer laptop to assist in programming and other computer needs the staff in the branch may have.

Network lines ran: The department ran new network lines a couple of the branches in anticipation of the new self checkout stations that will be installed by Bibliotheca.

Staff Reports

Board Meeting: IT setup for the board meeting in Holden for the month. This month's setup required a little extra work because of a need for the all board members to be able to see new employees who were introducing themselves. We set up a GoTo meeting and projected it onto a TV so all board members who were in person would be able to see.

RFID: IT continued supporting the TS department in setting up equipment needed for the RFID conversion. This month Luke assisted Nate in installing RFID matts in branches where the conversion was taking place. These matts will stay at the circulation desks and be used by staff to check books in and out using the RFID tags.

Self checkout stations: The IT department did a final run through each branch that will be receiving a self check out to be sure everything was in order and ready for delivery. As part of the setup two branches need to have power and network polls installed. We made sure the network side of the poll was punched down and connected correctly to your network system.

WiFi report gathering: The IT department started working with MoreNet this week to see if there is a way we can gather useful information from our Public WiFi system for reporting purposes. With our upgrade of Firewalls to Fortigates, we choose to install FortiAPs (wifi access points). With both our firewalls and access points being from Fortinet, they have a device, Fortianalyser, that may be able to assist us with this. Morenet happened to have one they could hook up for us and start to see what kind of information we could get from it. I am working with Adam from Morenet to make sure the reports will give us the right information before making a purchase.

Technical Services Supervisor: Nate Beyerink

In November we welcomed our new TS Clerk, Sarah Steinke, who started on the 9th. Right away she took to her new responsibilities and has been very quick to learn. She has already started contributing to the cataloging, ILL, and RFID workload.

In terms of our RFID conversion, we are now done with Holden, Odessa, Lexington, Waverly, and Corder. Concordia and Knob Noster will be finished in early December before finishing up in Warrensburg. Once the items are all converted we will be able to make use of the benefits of our new mobile scanner and our new self-check stations.

With the new addition to our team and nearing the end of the RFID conversion, we hope to go back to some semblance of normalcy in TS in the near future. We hope to clear up the cataloging backlog within the remainder of the fiscal year, which should open up our schedule to continue weeding and other collection maintenance tasks.

Branch Reports

Concordia: Debbie Kirchhoff

A recent highlight was the StoryWalk we installed at the Trail of Memories walking trail in the middle of Concordia. It was a perfect location to reach families; it is in a residential area and also quite close to both elementary schools. I received lots of positive feedback from parents, children and teachers.

I want to express how grateful and proud I am of the Concordia staff and patrons during this trying time of curbside service and the necessary changes to our daily procedures. Every one of them tries to have a positive attitude and tries to extend grace to one another. We have small meltdowns occasionally, but are quick to recover and look forward to better days.

Corder: Shelly Hopper

Staff Reports

Corder got all materials tagged and synched for the RFID system. We were happy to be open for browsing - even for a little while! April has kept up with displays that are very cute - even if no one sees them but me, lol.

Holden: Jae Steinkuhler

There have been several changes in the Holden branch while we have been in curbside service. One of the best overall changes has been the installation of the new LED lights which have brightened up the library.

Another change that has made a lot of difference for the staff and patrons alike is the new placement of the circulation desk and public computers. Patrons like that they don't have to walk to the back of the library for the computers and staff like facing the front doors and greeting patrons in a much more friendly manner.

Knob Noster: Laura Parent

Our newest staff member, Noah Roush, started this month and is catching on rather quickly. We are happy to have another staff member on board.

We had a great time working on the system wide storytime event, The Twelve Days of Christmas. Circulation Clerk Amy Peterson and I both worked on our story together. Even Noah put in an appearance at the end to make it a whole branch event!

Lexington: Willa Beach

Curbside is working well in Lexington, we have always had many Patrons that place reserves on materials. For these folks, it is "business as usual." We have had a lot of people calling us to see about coming into the Library and when they find out about our "Curbside" service, they have been quite pleased. We offer an extra service (that has become fairly popular) to those who are not comfortable with browsing our on-line catalog. We ask them a few questions about their reading preferences and then choose 10 books for them. That way, if they don't like one selection, they can put it aside and pick up the next. Another thing we are doing to accommodate our Patrons is choosing books for them - when they come by, we hold each one up to the window and they indicate whether or not they would like the book.

We have been making window displays i.e. Thanksgiving, Christmas and the various award winners for the Children. We are working on a "Warm Winter Reads" for adults. Patrons stand outside and point to the book(s) they are interested in - we then check them out to the Patron.

Odessa: Kendra Redden

Patrons have really enjoyed coming into the library the last couple of weeks. One of our younger patrons was very excited that they got to come into the library on their birthday.

The staff is excited that we finished putting the RFID stickers in the books, DVDs, and CDs as well as getting them programmed. We are checking all the books coming in and getting them tagged and programmed.

Warrensburg: Carol Nolte

The Warrensburg branch pulled together as a team to tackle a month of big changes. Our first challenge was pivoting to different online systems for tracking appointments with the addition of browsers into the branch. We had to shift our thinking from quarter hour increments to hour-long windows for patron appointments as well. Staff communicated our new restrictions to patrons as appointments were made by phone. Browsers in the building also meant tracking patrons to maintain one-hour visits and additional disinfecting duties. In

Staff Reports

addition, branch staff compacted and reorganized our storage area so that facilities staff could renovate the back-office space for public service staff. And, outside contractors installed power poles for the self-check stations in front of the circulation desk. Staff has also begun the huge task of converting our 50,000+ item collection to RFID. It was a busy month! Our thanks go to administration staff for all of their thorough planning that led up to communicating the new procedures, and the guidance while we adjusted to the changes.

Waverly: Amy Boland

We got all of our RFID tags put on and Nate & Michelle have been here scanning. Also, we have our new lighting in and it makes a world of difference in this building. Patrons have really enjoyed being able to come in and browse for the short time they were able to.

Curbside Statistics

Number of curbside pickup appointments served by each branch 11/8/2020-12/5/2020

Branch: Appointments/Total Possible

CC: 122/1320

CD: 30/910

HD: 69/1320

KN: 63/1080

LX: 178/1320

OD: 163/1650

WB: 340/1690

WV: 23/910

Number of in-person appointments served by each branch 11/12/2020*-12/5/2020

Branch: Appointments/Total Possible

CC: 59/464

CD: 26/168

HD: 66/464

KN: 35/276

LX: 96/464

OD: 120/700

WB: 289/1144

WV: 26/168

*Due to an unexpected but necessary change in procedures, the in-person browsing was delayed from a planned Monday, November 9, 2020 start to Thursday, November 12, 2020. These statistics reflect that change.