



# October Reports

Presented to the Board November 2021

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Circulation, Physical Materials

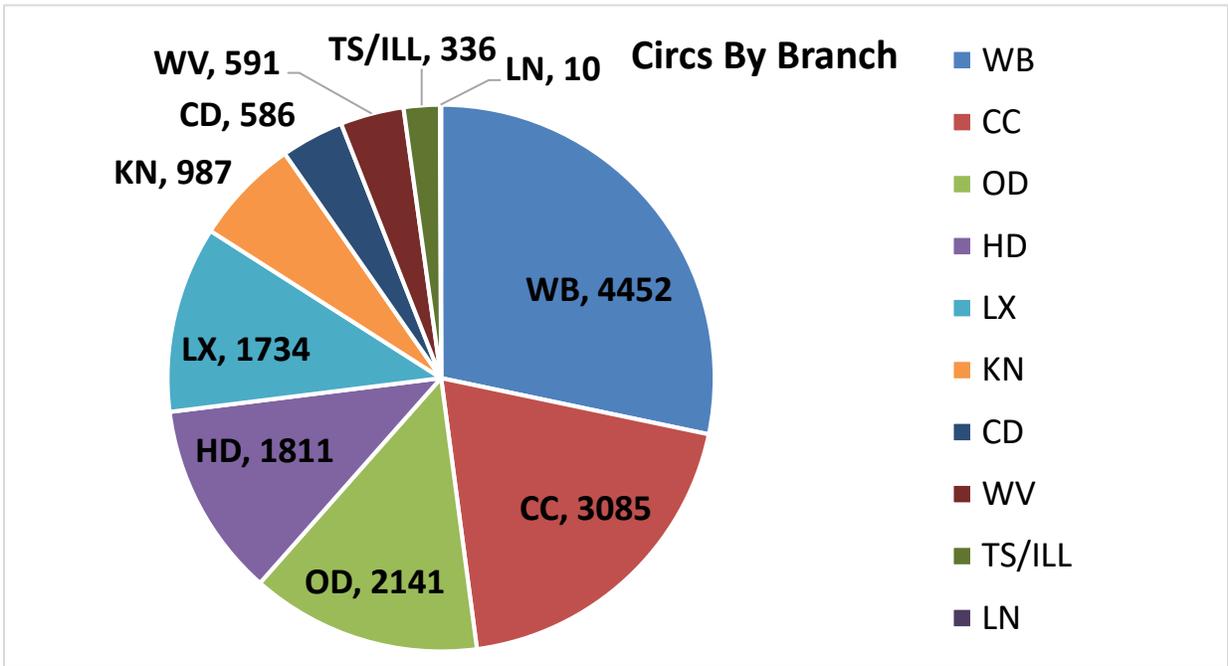
October FY22  
Circulations



	Books	Media	Hotspots	Total
Monthly	13041	2656	36	15733
YTD	55943	11505	172	67620

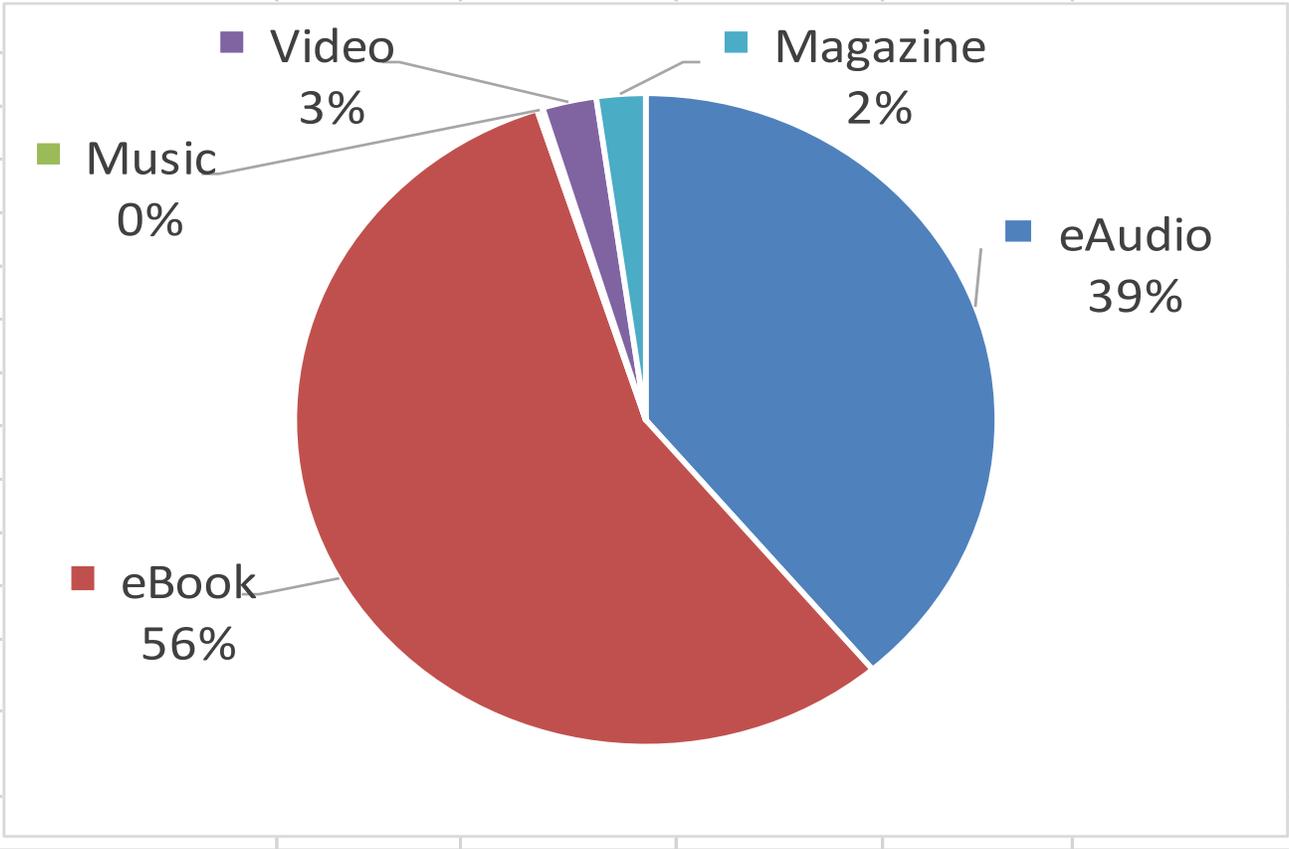


Trails Circulations	Non-Trails Circulations	Self-Check Circs
12391	3342	1339



Circulation, Digital Materials

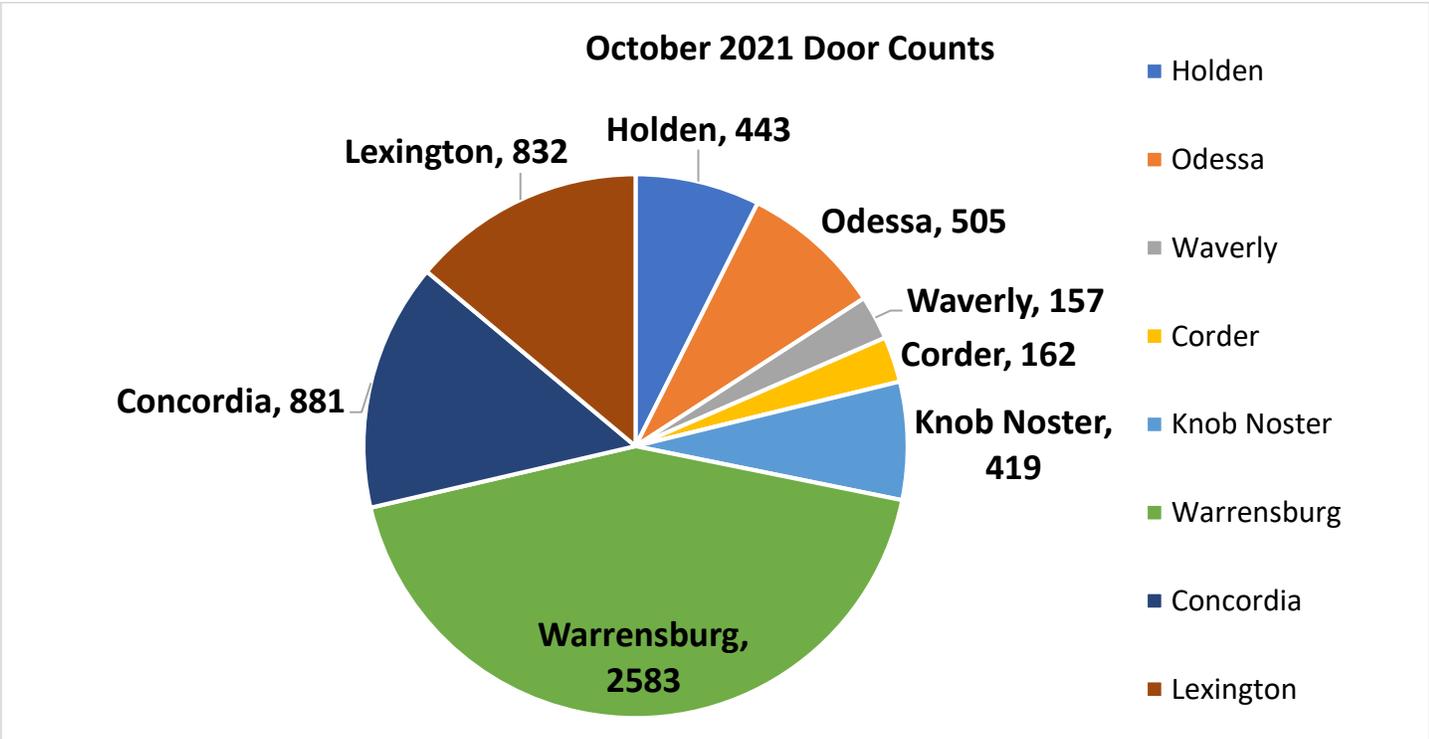
Digital Circulations October FY22					
		eBooks	eAudio	Video	Music
	Month	329	512	111	12
	YTD	1,236	2,046	350	69
<b>What is it?</b>	Cost-per-circ, no wait times, smaller collection				
		eBooks	eAudio	Video	Magazines
	Month	2,180	1,224	0	101
	YTD	9,441	4,844	3	514
<b>What is it?</b>	Consortium funding, more \$ per title, Kindle-compatible				
		eBooks			
	Month	19	State funded, read-alongs for children		
	YTD	65	children		



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.
2021	890	
2020	262	Beginning October 2014, time permitted was extended to 1 hour, patron logins were authenticated and useage reports generated using computer management software.
2019	2,020	
2018	2,651	
2017	3,956	
District: Year to Date		
FY 2021	3,477	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	489	
FY 2019	9,256	
FY 2018	12,620	
FY 2017	15,309	

Usage, Door Counters:



Collections

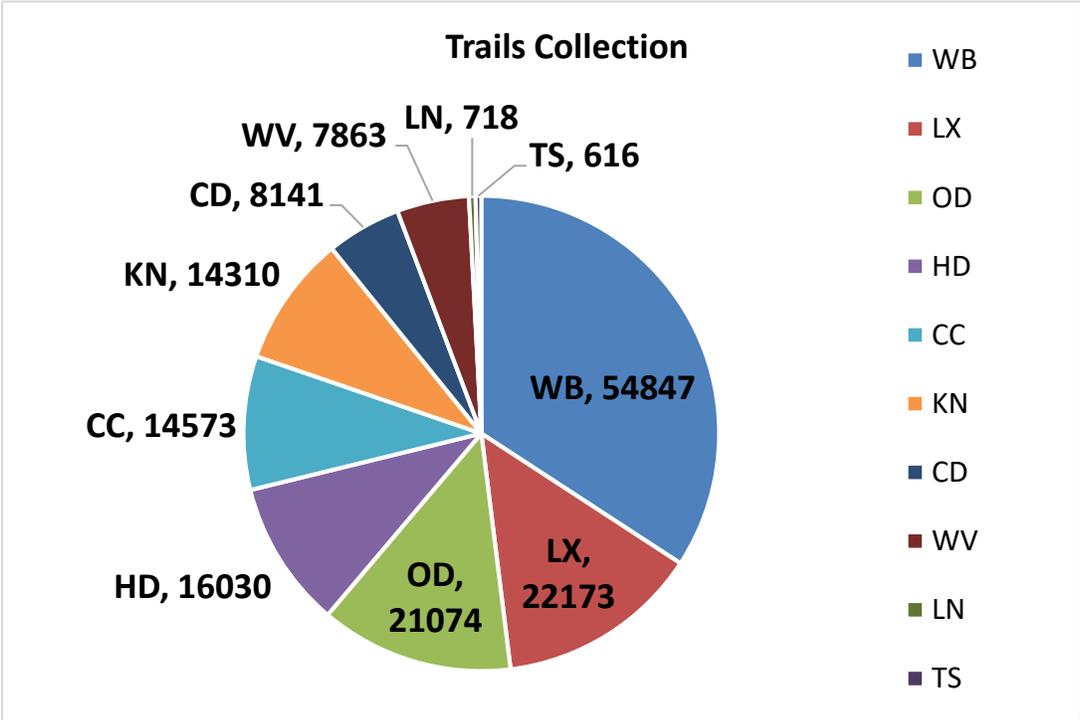
October FY22  
Collection

**160345**

Total Collection

**1224**  
Added

**934**  
Removed



## Director's Report

### **Director: Jackie Hawes:**

October was another busy month (at this point that should just be my mantra)! I continued meeting individually with staff. I finished all the individual meetings, and now, I can focus on other things that have been piling up. Staff have expressed their appreciation for taking the time to get to know them. On October 1<sup>st</sup>, I was visiting with Waverly staff. October 4<sup>th</sup> through October 18<sup>th</sup>, I met with Warrensburg staff, and on October 19<sup>th</sup>, I visited with the Knob Noster staff. On October 21<sup>st</sup>, I met with the Concordia branch manager, and on October 26<sup>th</sup>, I visited with the Lexington branch manager. These meetings were extremely insightful and were helpful in determining the many things that are going well and some problem areas to focus on in the upcoming months. Across the board, staff are extremely supportive, hopeful, and excited with the change in leadership. They are ready for POSITIVE change, inclusion, improved lines of communication, and a more collaborative environment. We have many EXCELLENT employees that love their jobs! Throughout the system, most of our branches have very STRONG teams, and our administrative team is STRONG. The key will be to have all of these wonderful teams working together as one cohesive TRAILS team, and we are well on our way to achieving this goal! Trends/issues needing improvement identified during this process: communication, disconnect between administration & branches, personnel issues, clear expectations are needed, the programming process, and a comprehensive compensation study is needed (updated job descriptions, salary study, evaluation process, etc.). I'm hopeful that the last 2 items will be included in the new strategic plan, and all other items are already being addressed.

I continue to meet with the administrative staff and the branch managers on a weekly basis. In November, I will be adding 15-minute weekly check-in meetings with department heads and branch managers.

October 11<sup>th</sup> was our All Staff Training Day, and it was a BIG HIT! We started the day with breakfast and an opportunity to take photos for our staff directory (individuals & branch groups). I personally welcomed the TRL Team to the training day and made several opening announcements. Then, IT conducted a training session on the server upgrades and the need for single sign-ons for all employees. Lunch was on their own. After lunch, Jessica Partida conducted a Real Colors Training session the rest of the afternoon. The staff really enjoyed this workshop and now "talk" in colors (even a month later). I smile every time an employee talks about their colors! I'm so pleased that everyone seems to enjoy the workshop and are able to apply it to not only their work life, but their personal life too! I'm hoping to have another Real Colors workshop at a future All Staff Training Day. A HUGE thank you to the TRL Foundation for providing breakfast, snacks, and employee appreciation gifts!

TRL is still on Level 2 of the COVID-19 Response Plan. We have been able to stay at Level 2 since the plan was implemented on August 30<sup>th</sup>.

This month, I conducted interviews for the vacant Assistant Director position which involved a 3-step interview process to find the top candidate. I believe we have found an excellent new Assistant Director that will be a great fit for the position. Our new Assistant Director is Susan Kromrie, and her start date will be January 17<sup>th</sup>. I feel strongly that Susan will be a great

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asset to the Trails team! Susan will be officially introduced to the Board at the January 19<sup>th</sup> meeting.

On October 22<sup>nd</sup>, I was asked to participate in the LSTA Focus Group as part of the Grand River Regional Consortium.

Strategic Plan update: The survey was completed, and a survey comparison report was created. OrangeBoy is working on the Marketing Analysis, but they are waiting on 2020 Census data. Stakeholder Interview invitations went out October 20<sup>th</sup>, and the interviews will be conducted in early November. All data collection should be completed in November. In January, we will need to have another Board retreat for the Board self-evaluation. A date/time will be discussed at the November meeting.

### **Department Reports:**

#### **Human Resources:**

Nikki Arcuri has been hired for the 40-hour circulation clerk II position at Knob Noster. Nikki began her duties on October 25, 2021.

Melissa Campbell has been hired for the 40-hour janitorial position for the Warrensburg and Knob Noster branches. She will be splitting her time between the two branches. She and the two branch managers have worked out a schedule where Melissa will have time with each manager each week to go over how things are progressing.

The position of Lexington Branch Manager was posted in October and interviews will be held in early November.

The new policy on unpaid leave benefits to victims of domestic violence and their family has been added to Policy F203-Leave. The updated Leave policy was emailed out to all staff on October 26, 2021.

Trails has been informed that the cost of coverage for the EAP (Employee Assistance Program) has increased. It has gone from \$27.96 per employee per year to \$92.28 per employee per year. The increase is partly due to the increase of employees who are using this benefit. We have gone from one to two employees using the EAP each year to 12 employees taking advantage of this benefit. Also, the general cost of counseling has increased over the last few years.

Keeping with current policy on Health Insurance, Anita waited 60 days to register two new employees for health insurance. As it turned out Missouri Consolidated Health Care Plan does not have a waiting period. This was discovered after the fact. Not wanting to punish the employees by having them pay 2 months of back coverage, the library picked up the \$365.96 per employee. Internal procedures have been adjusted so this will not happen again. Policy F200 – Benefits will need to be updated in the very near future.

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### **Courier:**

The courier van (diesel) has finally made it out of the shop. After replacing several different filters along the fuel line and exhaust system, the smell of exhaust fumes is no longer in the cabin of the van. Courier, Jimmy Mayberry has reported the mileage per gallon has also increased since its return. The van went into the shop back on August 30<sup>th</sup> and Trails got it back into service on October 12<sup>th</sup>. During this time the Facilities van was used in place of the courier van. Facilities technician, Billy Stone, used his personal vehicle to work out in the branches.

### **Facilities:**

The month of October was spent getting ready for winter in the branches and finishing up small repair jobs throughout the system. All of the HVAC systems had new air filters installed. A condensate line gun was purchased so that the condensate lines can be blown out and cleared each time the filters are changed out. There was also an inventory of ice melt and snow shovels done in each branch so replacement items can be purchased.

In Knob Noster, Billy Stone installed a restroom exhaust fan and duct work in the small restroom next to the Story Time room. An exhaust fan had never been installed in that restroom.

In Odessa, two new "Employee Parking Only" signs were installed in the rear parking lot. Employees from a local bar & grill across the alley were parking in the library's lot and not letting library employees park in the back lot.

In Lexington, Billy cut and installed then boards for the DVD racks to help hold the DVD cases.

In Waverly, Billy was able to get to the top of the building on the outside and plug and seal the water intrusion points that had formed at the back of the building.

In Warrensburg, it was discovered that the large mirrors in the public restrooms were not secured on the wall. One of the mirrors was dangerously close to falling down when it was discovered. Both mirrors were re-hung with French cleat picture hangers and are now very secure.

In the maintenance building, the furnace unit, which is suspended from the ceiling, had to be repaired and readied for the winter months.

The Facilities van (gas) had to get 4 new tires at the end of October.

Billy Stone filled in for the IT department and ran the streaming for the October Board Meeting.

### **Services Coordinator**

In October, I attended weekly meetings for the ALA ConnectedLib Community of Practice, exploring a teen programming-focused toolkit to adapt it for small and rural libraries. These

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meetings help me learn more about what other small and rural libraries are doing to serve teenagers and also provide \$1,900 annually to Trails for our participation in improving the toolkit. This month, we are focusing on Mentorship and how libraries can partner with local organizations to bring opportunities for teens to learn from adults in their prospective career paths.

I have been monitoring our Tech Help Hotline part time as our Public Technology staff have reduced hours. Through this, I have helped numerous patrons with changes to the Overdrive service as they transition from the old Overdrive app to the newer Libby app. Many patrons have older tablets that need software updates in order to utilize the new app, so I walk them through the process and make sure they can connect back to their accounts.

### **Office Manager**

We are finally getting some glitches fixed in ADP. The latest was an issue with calculating PTO. The ADP customer service hotline has been outstanding in helping me navigate through the system and fixing problems. They have the capability to link into my account while on phone with them so that they can actually watch what I'm doing. It's been fantastic because they can see exactly what I'm doing and what I may be doing wrong.

Jackie and I had a meeting with Lindsey Moylan from our accountant, Teresa Colster's, office. We went over issues with our financial reports as well as talked about our expectations of her office. She is more than amenable to making corrections and trying to minimize errors on the reports.

We are currently implementing new guidelines suggested by the auditor and all is going well.

### **Systems Administration**

The following is a list of projects the IT department worked on during the month of October 2021. These are projects in addition to the normal day to day operation and troubleshooting tasks the department takes care of each month:

- Morenet Annual Conference: The IT department attended the annual Morenet Conference that was held in Branson this year. At the conference we were able to meet up with other Technology people from other Libraries and discuss things they were doing in their libraries and hear about projects they were working on. We were also able to share some of what has been going on at Trails as well. There was a session over Info Sec IQ, which is a company that can help with training staff in being digitally minded and secure. This company is offering discounts to Morenet members and could possibly be a great tool for us to use in the future. I was also able to make contact with many of the Morenet staff that helps us out on a regular basis and talk strategy of upcoming projects the IT department may be interested in doing.
- Luman internet Circuits. Century Link has changed over their business side of internet service to a company called Luman. In order to facilitate this change for them, there is some new equipment that needs to be installed in our data closets, and the

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internet circuit we are using through Morenet needs to be changed over to the new Luman circuit. During the month the IT department worked with representatives from Luman and from Morenet to get the new equipment installed and the circuits switched over.

- New Server install project. The IT department has been working to get our new servers installed and set up for use. During the month we worked on installing some more of our hardware equipment that is needed to facilitate the new system, including a new Network -Attached Storage (NAS). We have also begun the process of setting up the server itself. This will be an ongoing project over the next few months as we begin to build a new Network environment from the ground up. Due to the fact that our old server environment was never completely set up to take advantage of updated and current Networking trends and advancements, it makes more sense to start fresh and implement the Network correctly. We will be working with the director and other department heads and administrative staff to determine a file structure and data storage solution that meets the needs of the library.

### Technical Services

In October, Technical Services staff processed almost 1,200 new items for the collection while also managing over 3,600 transiting items for the statewide courier. With autumn underway, we are starting to see more winter holiday books come through, many of which have already arrived in branches.

Weeded items have been removed from Concordia and are still being processed in Technical Services. Odessa requested assistance with weeding their picture books due to overcrowding, and a small number of materials were withdrawn while we await a full inventory and weeding.

### **Branch Reports:**

#### Concordia:

#### **Programs:**

<i>Book Club for Adults</i>	<i>book discussion</i>	<i>7 participants</i>
<i>Spice of the Month</i>	<i>Take &amp; Make (adult)</i>	<i>7 participants</i>
<i>Wacky Wednesday</i>	<i>scavenger hunt(kids/teens)</i>	<i>0 participants</i>
<i>Take &amp; Make (4)</i>	<i>children</i>	<i>55 participants</i>
<i>Take &amp; Make(3)</i>	<i>teen</i>	<i>4 participants</i>

**Outreach/ Community Engagement:** StoryWalk (Curious Encounters: 1-13 forest friends by Ben Clanton) installed at Trail of Memories walking trail on October 19.

**New Library Cards:** 10

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### **Positive Experiences:**

Concordia families LOVE StoryWalks! We have a wonderful location for them, a walking trail located not far off Main Street in the middle of a residential neighborhood. This month, I went to install the latest StoryWalk and as soon as I got out of my car a group of children playing outside began jumping up and down shouting, "Thank you! Thank you!". By the time I had finished setting out the last signboard, a young family was already reading the story and I was able to take some sweet photos of them.

### **Corder:**

**Programming:** We meet (in person) with PreK's every Wednesday morning at 10:00am to read stories and do activities. We added a Tween program this month. For October, we have had a total of 24 attendee's at our programs.

**Community Engagement:** We post about activities in the Post Office and Bank. We post community events on our wall board.

**New Cards Issued:** 2

**Positive Interaction:** We had two patrons come in to research a trip to South Dakota. Having been there twice, I gave them some suggestions as to what to see. They came back after their trip and were very appreciative for the suggestions. They thanked us and told us all about their trip.

### **Holden:**

<b>Programs:</b>	Weekly Storytime (4)	33 attendees
	Pour Painting (adult)	8 participants
	Take & Makes (adult)	6 participants
	Take & Makes (kids)	50 participants

**Community Involvement/Outreach:** No outreach programs held. Shelba with MVCAA was available on Monday, October 24<sup>th</sup> to meet with anyone needing assistance.

**New library cards:** 17

Teresa helped connect a community member in need with the Missouri Valley Community Action Agency representative that visits the branch each month. MVCAA helps with rent and food assistance, child development programs, and job opportunities.

**Patron interactions:** A newer patron has a teen with dyslexia and is a reluctant reader. Jae introduced them to OverDrive and showed them how to change the font to Open Dyslexia. They were very excited about this service and did not realize libraries were able to help in this way.

### **Knob Noster:**

**Programs:** 0

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**Storytime:** 0

<b>Take and makes:</b>	Jar Ghosts	Teen	10
	Pom Pom Pals	Teen	13
	Pom Pom Banner	Adult	9
	Flying Ghosts	Children	15
	Vampire Origami Bookmark	Teen	8
	Swirly Ghost	Children	10
	Halloween Friendship Bracelet	Teen	8
	Coloring sheets/activities	All Ages	too many to count

**New Card Registrations:** 9

**Patron interactions:** We have the best patrons who are so appreciative of our services! They are continuously bringing us treats to show their appreciation. We are excited to be full-staff and able to soon offer storytimes and in-person programming again!

### Lexington:

#### Programming:

<b>Virtual Story time -</b>	164
<b>Take &amp; Makes –</b>	
Adult	
Raven Ornament	14
Clay Ghost Tealight	12
Poison Bottles	17
Children	
Mummy	30
Lollipop Spider	21

**Outreach** – LX Branch partnered with our local Chamber of Commerce “Octoberfest” celebration by:

- Scavenger Hunt participation
- Passed out Take & Make Ornament Kits
- Passed out coloring sheets to children

**New Library Cards** 14

**Highlight** – LX staff has gone above and beyond to help our patrons to use our online resources. For instance, we have a patron who is a truck driver and a movie buff. He is now comfortable accessing the ILL site and requesting movies, regardless of his location. We assisted another patron to download photos and create a “Shutterfly” album as a birthday gift for her granddaughter.

**Odessa:**

**Programs:**

Story Time-Indoor  
Ages-2 thru 5  
Oct. 6<sup>th</sup>- 6 attended  
Oct. 27<sup>th</sup>- 6 attended

Steampunk Pumpkin-indoor  
Ages 6-12  
Oct. 4<sup>th</sup>- 3 attended

Eating Smart, Being Active-indoor  
Presented by Missouri Extension  
(University of Missouri)  
Ages-Adults  
Oct. 5<sup>th</sup> - 2 attended  
Oct. 12<sup>th</sup> - 1 attended  
Oct. 19<sup>th</sup> - 3 attended  
Oct. 26<sup>th</sup> – presenter canceled (will reschedule)

Doodle Away-indoor  
Ages- 13 thru 18  
Oct. 14<sup>th</sup> -2 attended

Homecoming-indoor  
Ages- all ages  
Oct. 16<sup>th</sup> – 3 attended

Book Lovers Club-indoor  
Ages- Adult  
Oct. 21<sup>st</sup> – 5 attended  
Sept. 23<sup>rd</sup>- 0 attended

**Outreach:** Odessa had no Out Reach programs for October. I did write the guest column for the Oct. 14th issue of the Odessan.

**New Cards:** 30

Odessa Historical Society is partnering with the Odessa branch to present a quarterly historical program. Our first one was presented earlier this month, called, Homecoming. It was the history on the first homecoming game and dance at the Odessa high school. For Black History month, we're looking at February to present our local black history for Odessa.

**Warrensburg:**

**Programs:** Take & Makes given out-20

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Wood Medallion Art Contest-12  
Pour Painting-16

**Outreach/Community events:** None

**New Cards Issued:** 57

**Positive Experience:** Positive Experience--After months of being in limbo due to concerns about COVID-19, the Warrensburg staff have been gearing up for resuming in-person programming. Kelli and Jessica's October 7<sup>th</sup> Pour Painting program was a great success, and because of the positive response, we will offer it again in the future. In addition, all three programmers have contributed their talents to creative displays throughout the branch, which get a lot of positive comments from patrons.

### Waverly:

**Programs:** Preschool story time (4 sessions)-- 7 total (1 with Parent as Teachers program)  
Adult circle (1 session) – 5 total  
Take & Make (Tootsie Pop Ghosts): 5

**Outreach:** Parents as Teachers

**New cards issued:** 2

**Positive experience:** Having Parents as Teachers back in the library doing programs again after COVID-19.