



# May Reports

Presented to the Board June 2022

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Circulation, Physical Materials

May FY22 Circulations



**Books**

12924

138907



**Media**

2758

30628



**Hotspots**

36

448

**Monthly**  
**YTD**



**Trails Circulations**

12926



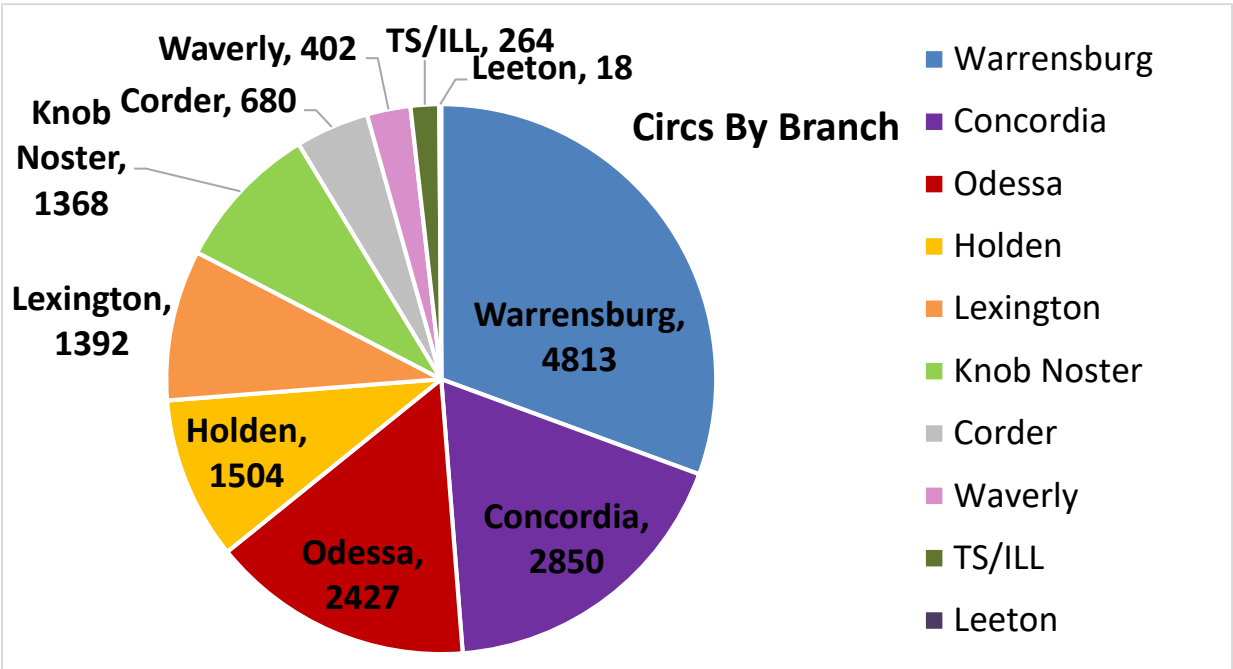
**Non-Trails Circulations**

2792



**Self-Check Circs**

1137



Circulation, Digital Materials



|       | eBooks | eAudio | Video | Music |
|-------|--------|--------|-------|-------|
| Month | 307    | 655    | 109   | 16    |
| YTD   | 2,714  | 6,085  | 1,030 | 193   |

What is it?

Cost-per-circ, no wait times, smaller collection



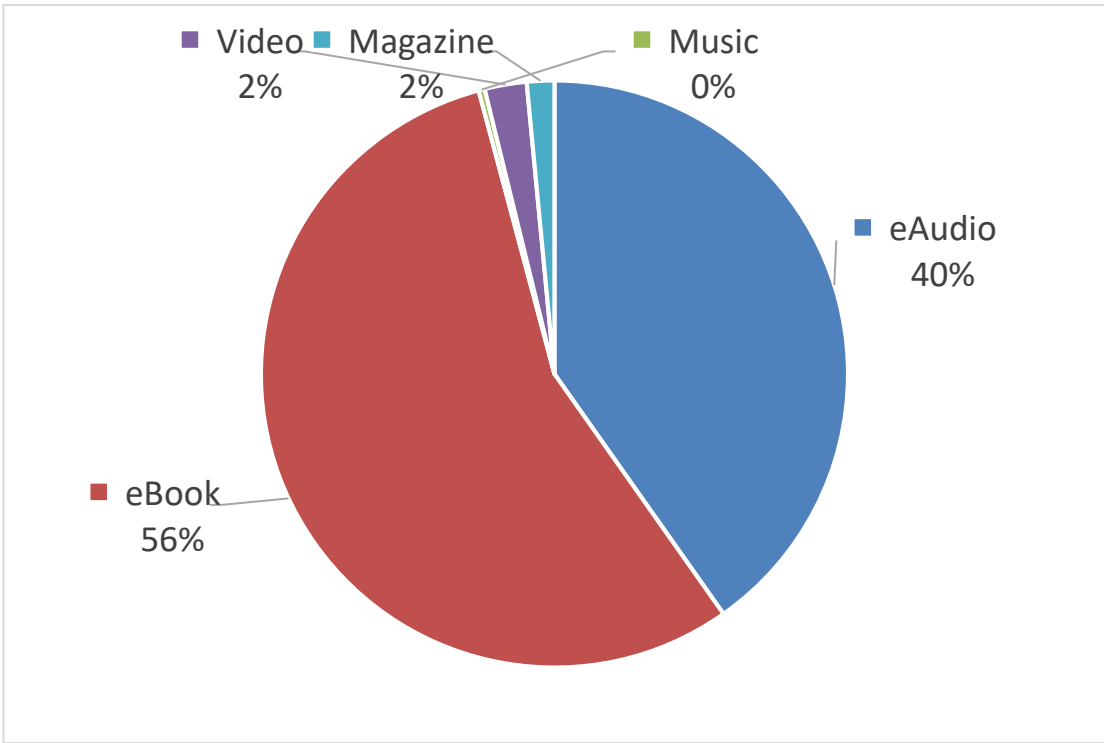
|       | eBooks | eAudio | Video | Magazines |
|-------|--------|--------|-------|-----------|
| Month | 2,319  | 1,260  | 1     | 72        |
| YTD   | 25,452 | 13,380 | 1     | 838       |

What is it?

Consortium funding, more \$ per title, Kindle-compatible



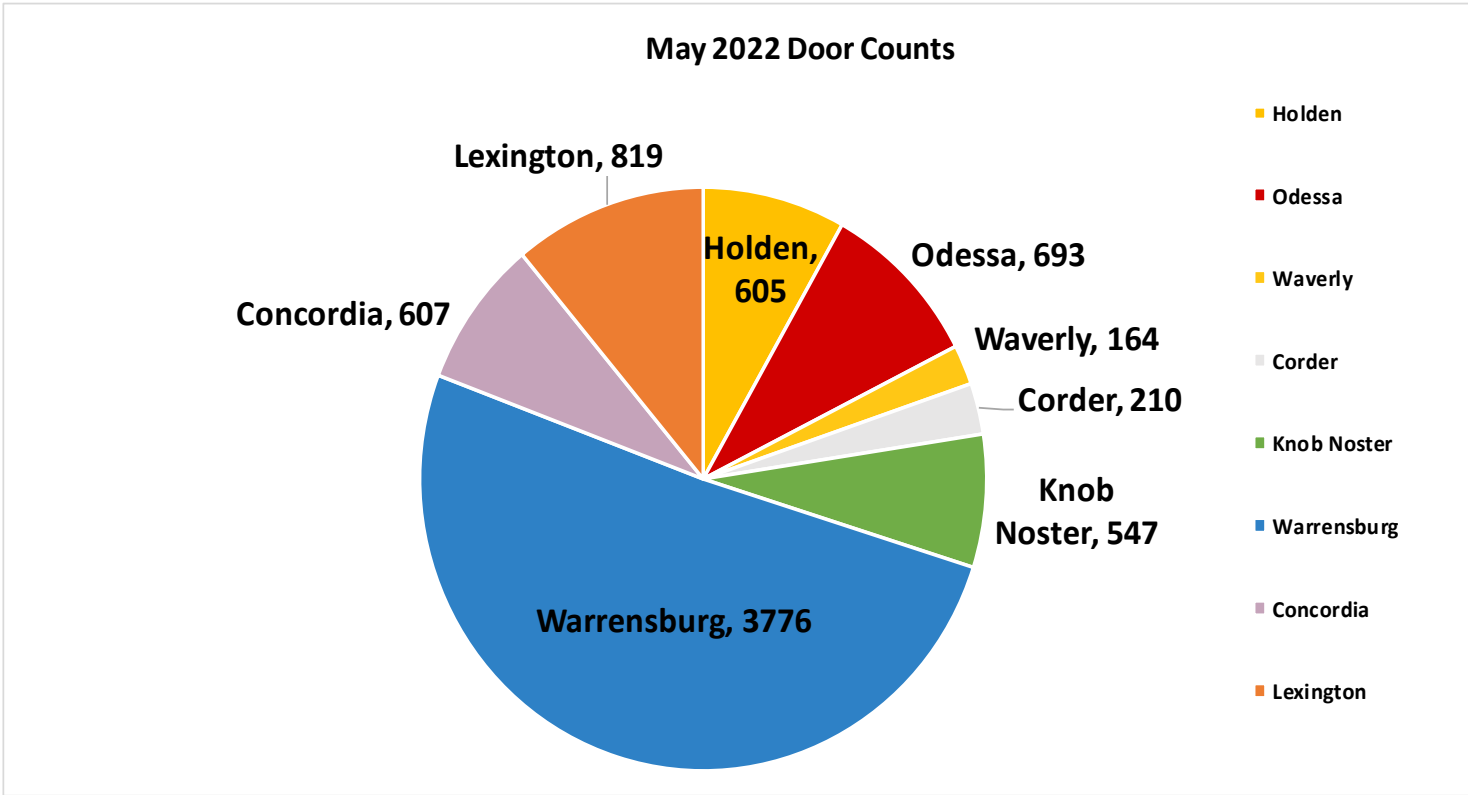
|       | eBooks |                                        |
|-------|--------|----------------------------------------|
| Month | 21     |                                        |
| YTD   | 146    | State funded, read-alongs for children |



Usage, Computer & Internet Access

| Month                  |        |                                                                                                                                                                                                            |
|------------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| May                    | Total  | Beginning August 2018, time permitted was extended to 2 hours per session with a maximum of 2 hours per day (Approved August 2017)                                                                         |
| 2022                   | 991    |                                                                                                                                                                                                            |
| 2021                   | 663    | In 2020, Covid hit and caused the Library to be closed to the public at times and have reduced access during other. This has had an effect on the total number of computer logins in each year proceeding. |
| 2020                   | -      |                                                                                                                                                                                                            |
| 2019                   | 2,420  |                                                                                                                                                                                                            |
| 2018                   | 3,334  |                                                                                                                                                                                                            |
| District: Year to Date |        |                                                                                                                                                                                                            |
| FY 2022                | 9,361  |                                                                                                                                                                                                            |
| FY 2021                | 2,501  |                                                                                                                                                                                                            |
| FY 2020                | 16,842 |                                                                                                                                                                                                            |
| FY 2019                | 31,325 |                                                                                                                                                                                                            |
| FY 2018                | 39,212 |                                                                                                                                                                                                            |

Usage, Door Counters:



Collections

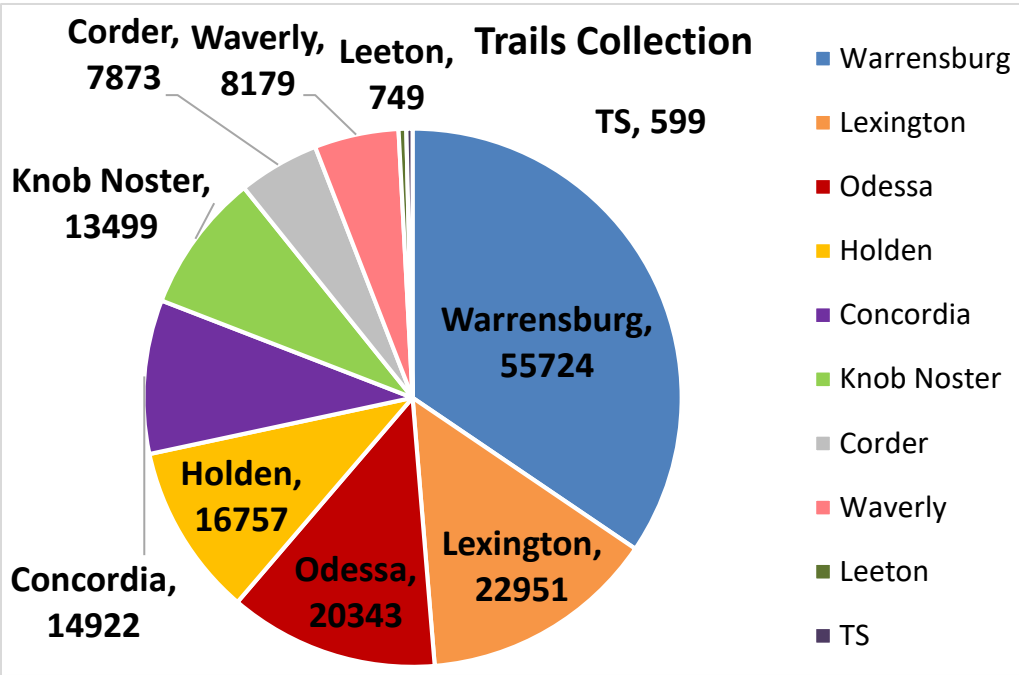
May FY22  
Collection

**161596**

Total Collection

**563**  
Added

**1186**  
Removed



## Director's Report

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

WOW WHAT A BUSY MONTH!!! May was extremely busy, and I miraculously was able to fit in a couple of short vacations to help move family members and attend a sister's college graduation.

Update on the patron behavior issues at Warrensburg:

Early in May we had to call police because a patron brought a dog in claiming it was a service dog. The animal was not under control by its owner which, according to Missouri's service animal handout, allows businesses to ask the animal to remain outside. The patron would not comply nor would they leave when asked so staff had to call police to have him escorted from the premises. The patron came back the next day with their dog and again we had to call police.

Someone was defecating in the dumpster area again.

Often staff will find an adult patron sitting or lying on the floor in the Northeast reading areas (near large print). Sleeping, smoking, and loud/foul language are dealt with on a daily basis.

On May 26, WB janitorial staff member told me there was a patron in the stacks, kneeling with his head on the floor, praying. When told he could not be on the floor, he became belligerent and saying we were infringing on his religious rights. I explained that he is welcome to pray, just not on the floor and showed him our code of conduct flyer. He kept reiterating that it was an infringement of his rights not being able to pray wherever and however he wanted. I said he needed to leave for the day but he refused. I had circ staff call dispatch and had the janitorial staff member get Jackie. As we were trying to escort him to the door, he looked at our janitor and said "I won't forget this" and "You better be glad what happened in Tulsa doesn't happen here." Because this happened a few days after the Texas school shooting, we were assuming he was referring to Texas and not Tulsa. However, a few days later there was a shooting in Tulsa. As the police were arresting him, he told the police to "get out of his kingdom." This instance has particularly rattled the staff especially our janitor. Because she arrives at the branch so early in the morning, she has started taking extra precautions before getting out of her vehicle. She also carries a personal alarm with her at all times.

Details are being added to the strategic plan by our Assistant Director, and I hope to present the final draft in July. YAY! I've been working with our Tessa, Public Services Manager, to acclimate her to the position, revamping the programming process and procedures. In addition, our Technical Services Manager, Nate submitted his resignation. Trails is being hit hard with the "Great Resignation" (see attached article "Quitting Time" from [American Libraries](#) magazine) especially since December which is extremely overwhelming and overworking the remaining staff. Much of the turnover has occurred at the Administrative/Branch Manager level which has made the past 6 months extremely difficult.

On May 23<sup>rd</sup>, Karen Churn and I met with our accountant to discuss ongoing issues with our financial reporting, and we'll begin using a new accounting software that will hopefully alleviate the ongoing issues. On May 25<sup>th</sup>, I conducted my monthly branch manager check in

## Director's Report

meetings (phone calls). These calls are extremely helpful to me as the Director to stay in the loop and connected with the branches. In July or August, I'm hoping to make my quarterly branch visits, and during those visits, I'll be having my 1-on-1 meetings with all new staff that have not had an opportunity to visit with me.

I have taken advantage of the following training opportunities: Crisis Intervention Training at the WB Police Department, Book Challenges & Intellectual Freedom webinar, and Mental Illness webinar (Part 2 or 4).

### **Assistant Director: Susan Kromrie**

May was a busy month with working on strategic plan, mission and vision statements, budget, and working on various procedures and updating spreadsheets. I have also been busy interviewing for several positions, and getting updated on Nate's (Tech Services Manager) procedures to aid in the transition period after he leaves the organization. I attended several training sessions on grant writing, crisis intervention training, and mental illness.

## **Department Reports:**

### **Human Resources: Anita Love**

May has been another busy month in the Human Resources sector. Tessa Moulton began her duties full-time on May 23<sup>rd</sup>. Lauren West was hired as the new 40-hour circulation clerk in Knob Noster and began her duties on May 23<sup>rd</sup>.

Nate Beyerink, Technical Services Manager, announced his resignation on May 13th. His final day with Trails will be June 10<sup>th</sup>. Staff have begun cross-training with Nate to fill-in the gap between his leaving and Trails getting a new TS Manager.

I posted job openings for the following positions: Odessa 40-hour circulation clerk, Warrensburg Assistant Branch Manager, 40-hour Circulation Coordinator, Technical Services Manager, and two part-time positions for Public Safety Technicians for the Warrensburg Branch. The positions for Technical Services Manager, Circulation Coordinator and Warrensburg Assistant Branch Manager were advertised the usual way but were also advertised on the Missouri Library Association's Jobline. This line of advertising does cost but allows for every professional librarian to be notified of the openings. Our hope is to attract more employees who have their MLS degree.

In between scheduling job interviews, new hire paperwork and special projects given to me by Jackie; I have been able to assist Jackie with work on the budget. My focus has been on the salary scale and what different changes in pay would mean to the FY2023 budget.

I also was able to fill in performing two of Knob Noster's story times on May 18<sup>th</sup> and 25<sup>th</sup>. Concordia Branch Manager, Debbie Kirchhoff lent me two of her story times that I then adapted for the group in Knob Noster. It was a grand time and brought back many great memories.

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### **Courier: Roger Dumas**

May was a very productive month for the Courier here at the library. With our new courier driver, Tommy Denne, working full time in the position, we were able to revisit the route taken to deliver materials. With each branches approval it was decided that we would run the same route each day - Monday - Friday, instead of changing up the order in which we visited branches. The new normal route is KN-CC-CD-WV-LX-OD-HD-WB each day, except on Tuesday when we will swing through Leeton before going to KN.

Lawn care for the district has also been going well. We carried out our plan to try to visit each branch on Mondays (weather permitting) and then pick up Warrensburg on a following day in the week. This has worked very well with Tommy pulling the lawn equipment behind him on the trailer on the courier run on Mondays.

During the beginning of the month, the tire on the zero-turn mower was punctured by a stick while mowing. We took the mower to AG-Power to have the tire patched. While they had the mower we also had them to perform a cleanup and blade sharpening for the mower.

On May 23rd, while mowing the Holden Branch lawn, Tommy did have an incident happen. A neighbor to the library had a truck parked across from the alleyway beside the branch. When he came out of the building, he noticed that the back window of his truck had a hole in it and the whole window had fractured throughout. He assumed that it must have been Tommy who had done it while mowing. We took incident reports of the accident, and I checked with Tommy on what occurred. The area directly across from the truck is an area we do not use the mowers on, but rather weed eat. Tommy did not remember getting into any rocks with the weed eater, but could not say for sure that he did not. It appears that Tommy did mow in the way he was instructed from Billy, and he did not have the blades on or the mower engaged while on the rocks. It is uncertain if a rock was thrown by the lawn care, but the library did get the appropriate information and turned it over to Anita to open a claim with our insurance.

### **Facilities: Anita Love**

The Odessa plumbing issue was resolved in May. Trails hired a professional plumber, JM Plumbing Services, to come in and assess the problem. He was able to find the troublesome clog where the building sewer line attaches to the city's main sewer line. Once the clog was cleared the branch hasn't had a problem.

The month of May had Facility Technician II, Billy Stone, out in the branches repairing light fixtures and changing bulbs inside and out. In Concordia, he had to repair the book drop. In Knob Noster he secured drop ceiling tiles in the story time room. In Warrensburg, he installed "No Loitering" signs on front of the building. In preparation for the summer reading program, he repaired and reinforced the wooden benches that are used during outside programs. As needed, he also took turns mowing the lawns at the branches. The new commercial weed eater is working like a charm.

Near the end of May, Facility Technician, Billy Stone, was wiring and installing an additional emergency light in the Lexington meeting room when he came across some unique wiring in the branch. Not wanting to start a fire, we called in a local electrician from Fiedler Electric to look the situation over. The unique wiring was up to code according to the electrician it just looked different. The issue was resolved and now the light is working perfectly.



## Director's Report

### **Office Manager: Karen Churn**

Most of this month was spent learning the new accounting system, Accountants Office. I was told that my data entry was good this month, however, I see much room for improvement. Because of the number of multiple invoices from specific vendors, I will have to use a workaround in order to keep the system from printing multiple checks to the same vendor. Because of how it is set up, this is going to be very interesting. I will be going on vacation for 10 days and will be ready to tackle it upon my return.

### **Systems Administration: Roger Dumas**

The following is a list of projects the IT department worked on during the month of May 2022. These are projects in addition to the normal day to day operation and troubleshooting tasks the department takes care of each month:

- Printing adjustments due to new installs: After a couple of weeks making sure the solution for improving printing in the branches worked correctly, we determined it would fix the problem that was being experienced. Luke began preparations for setting up the fix in the other libraries and started the process of implementing it.
- Knob Noster Internet Circuit: ATT, the company that has installed our internet circuit at the Knob branch, needed to update their equipment for the line. We met with technicians from the company and assisted in installing the new equipment into our network racks in the branch.
- Crisis Intervention Training: During the month, the local Police Department in Warrensburg partnered with other local business to host a Crisis intervention training in response to the increased homeless presence in the downtown Warrensburg area. Luke, Tommy, and myself attended this 5-hour training so we could be of assistance to the branch if they needed.
- Security Cameras: In an effort to increase security at the Warrensburg branch, it was determined we need to install some security cameras. The IT department consulted with the director to figure out the correct set of actions to do this. One concern that needs to be considered is the backbone framework on the network side to make sure all cameras are able to operate correctly. We have looked at how the network is currently setup and have a plan in place for installing the camera system in a way that will not interfere with other network operations. We are also contacting companies to obtain quotes and determine the needed hardware and the correct way for installing the system for best outcomes.

### **Technical Services: Nate Beyerink**

May will be my final full month working at Trails. Prior to my final day on Friday, June 10<sup>th</sup>, I have been busy working with our consortium partners to identify who will be taking over chairperson responsibilities for the ME Cataloging Committee. I have met with admin staff to train them on the details of Evergreen's functionalities, circulation procedures, collection development procedures, and reporting. The Technical Services staff will be maintaining the day to day functions as normal in my absence.

**Branch Reports:**

**Concordia: Debbie Kirchhoff**

| Type of program | Name of Program   | Age group        | Number attending/using |
|-----------------|-------------------|------------------|------------------------|
| Programs        | Book Club         | Adults           | 4                      |
|                 | Storytime         | Preschool        | 67                     |
|                 | Meet the Ozobots  | Preteens & Teens | 3                      |
| Take & Makes    | 3 D ocean scene   | Elementary       | 9                      |
|                 | 3 D Rainbow       | Elementary       | 5                      |
|                 | Octopus puppet    | Elementary       | 32                     |
|                 | Rainbow fish      | Elementary       | 14                     |
| Take & Make     | Herb of the Month | Adults           | 6                      |
| Passive         | Coloring pages    | Elementary       | 95                     |

**Outreach/ Community Engagement:** none this month.

**New Library Cards:** 9

**Positive Experiences:**

I am grateful for a quiet month, so we could plan and prepare for the busy summer reading season. Although many patrons were occupied with end of school activities, quite a few made sure to let us know how excited they were for the summer reading program to begin in June.

**Corder: Shelly Hopper**

**Programming:**

|                       |          |    |
|-----------------------|----------|----|
| Storytime (in person) | children | 33 |
| Program               | tween    | 1  |

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

**New Cards Issued** – 4

**Highlight:** we have a new group of intellectually disabled adults who come every Wednesday afternoon. They are always so polite and take such joy in picking out books. We love seeing them each week!

**Holden: Teresa Opoien**

| Type of program | Name of Program | Age group | Number attending/using |
|-----------------|-----------------|-----------|------------------------|
| take and makes  | dinosaur        | preschool | 21                     |

## Director's Report

|          |                     |                     |    |
|----------|---------------------|---------------------|----|
| programs | may day baskets     | preschool           | 28 |
|          | mothers day craft   | elementary          | 28 |
|          | butterfly terrarium | teens and adults    | 9  |
|          | storytime           | preschool           | 95 |
| passive  | knitters club       | adults              | 23 |
|          | book club           | adults              | 5  |
|          | fuzzy caterpillar   | preschool           | 18 |
|          | tech tues           | preteens and adults | 10 |

**Programs:**

|                                       |    |
|---------------------------------------|----|
| Take & Makes                          | 25 |
| Storytimes (2)                        | 35 |
| Knitting Group                        | 16 |
| Tech Tuesday (in person and on phone) | 10 |

**Community Involvement/Outreach:** We did an outreach with the VFW and DAR.

**New library cards:** 12

**Positive Interaction:** Our in-person programs in Holden are growing fast! Since school is out we are having more kids and parents in the library! All getting ready for SRP!

**Knob Noster: Laura Parent**

| Type of program | Name of Program              | Age group  | Number attending/using |
|-----------------|------------------------------|------------|------------------------|
| Programs        | Figure-it-out-tech           | Adults     | 5                      |
|                 | Storytime                    | Preschool  | 52                     |
|                 | EOHO Harry Potter            | Children   | 2                      |
| Take & Makes    | Cinco de Mayo                | Children   | 8                      |
|                 | Snails                       | Children   | 4                      |
|                 | Yoda bookmark                | Pre/teen   | 4                      |
|                 | Umbrella                     | Preschool  | 4                      |
| Passive         | Finance display/info         | Children   | 6                      |
|                 | Coloring pages               | Elementary | 95                     |
|                 | Comic book display/ giveaway | All        | 20                     |

**Outreach:** none for May

**New Card Registrations:** 16

**Highlight:** Daniele, our teen programmer was able to get us accepted for Free Comic Book day and we were able to hand out many free comics to all ages! We continue to register many patrons and happily, our circ has picked up quite a bit!

**Lexington: Barbara Seitter**

| Type of program | Name of Program       | Age group | Number attending/ using |
|-----------------|-----------------------|-----------|-------------------------|
| Programs        | Making peach salsa    | Adults    | 5                       |
|                 | Storytime             | Preschool | 35                      |
|                 | Cooking Pizza!        | Pre/teen  | 6                       |
|                 | Patriotic story/craft | Children  | 9                       |

**Outreach** – Distributed SRP flyers to schools, head start, Early Childhood at Margaret Grey.

**New Library Cards** 19

**Highlight:** We have tutors that reserve our meeting room and the kids enjoy the environment of the storytime area. They feel like it's a special spot for them to learn.

**Odessa: Kendra Redden**

| Type of program | Name of Program             | Age group  | Number attending/ using |
|-----------------|-----------------------------|------------|-------------------------|
| Program         | Protect Monarch Butterflies | Elementary | 2                       |
|                 | Book Lover's                | Adults     | 6                       |
|                 | Teen Lock In                | Teens      | 0                       |
|                 | Lake Venita                 | All        | 4                       |

**Outreach:** None this month.

**New Cards:** 39

**Highlight:** We started interviews for the 40-hour position and hope to have someone hired soon. The whole staff has been decorating and getting ready for the Summer Reading Program.

**Warrensburg: Jae Steinkuhler**

| Type of program | Name of Program      | Age group | Number attending/ using |
|-----------------|----------------------|-----------|-------------------------|
| Outreach        | Coffee & Connections | All ages  | 15                      |
| Book Club       | 3R Book Club         | Adult     | 5                       |
| Programs        | Movie Monday         | Adult     | 12                      |
|                 | Mind Your Mind       | Teen      | 0                       |
|                 | Early Out Hang Out   | Teen      | 1                       |
|                 | Storytime            | Children  | 109                     |
| Take & Makes    | Mother's Day Flower  | Children  | 19                      |
|                 | Elephants            | Children  | 20                      |

## Director's Report

|         |               |          |    |
|---------|---------------|----------|----|
|         | Worms         | Children | 20 |
| Passive | Seed Exchange | All ages | 2  |

**Outreach/Community events:** 4 (Coffee & Connections)

**New Cards Issued:** 64

**Highlight:** The Coffee & Connections program has been a great success. Community organizations such as Missouri Valley Community Action Agency, Compass Health, and Catholic Charities have all sent representatives to meet with patrons and community members who are experiencing life changing events. Most people are relieved to be able to meet with counselors without the stigmatization they receive when walking into social programs offices.

**Waverly: Amy Boland**

|             |                        |           |   |
|-------------|------------------------|-----------|---|
| Programs    | Storytime              | Preschool | 4 |
|             | Adult Circle           | Adults    | 5 |
| Take & Make | Mothers' Day Bookmarks |           | 7 |

**Outreach:** Sent 162 Summer Reading Program flyers to school.

**New cards issued:** 2

**Highlight:** Had patrons in the library that we have not seen since Covid began.

**Leeton Express: Deanna Schuler**

**Programs:**

|                   |    |
|-------------------|----|
| Community patrons | 38 |
| Student patrons   | 59 |

**Outreach:** Sent home Summer Reading program information with every elementary student.

**New cards issued:** 2

**Highlight:** Started back with our once a month Saturdays on the 7th. Celebrated Comic book day and was beautifully surprised by the response. Noticed an increase in Facebook page traffic after sending home a newsletter advertising our summer events. First week for summer hours... people haven't really caught on to the new hours yet. I have received more traffic on the Facebook page and several emails with questions about SRP. Many of the High School and Middle School students that are working on their NHS/NJHS hours with the middle school students stayed in the library waiting for their parents. Makes me happy knowing they have a place to wait safely!