



August Reports




Presented to the Board September 2023




Table of Contents

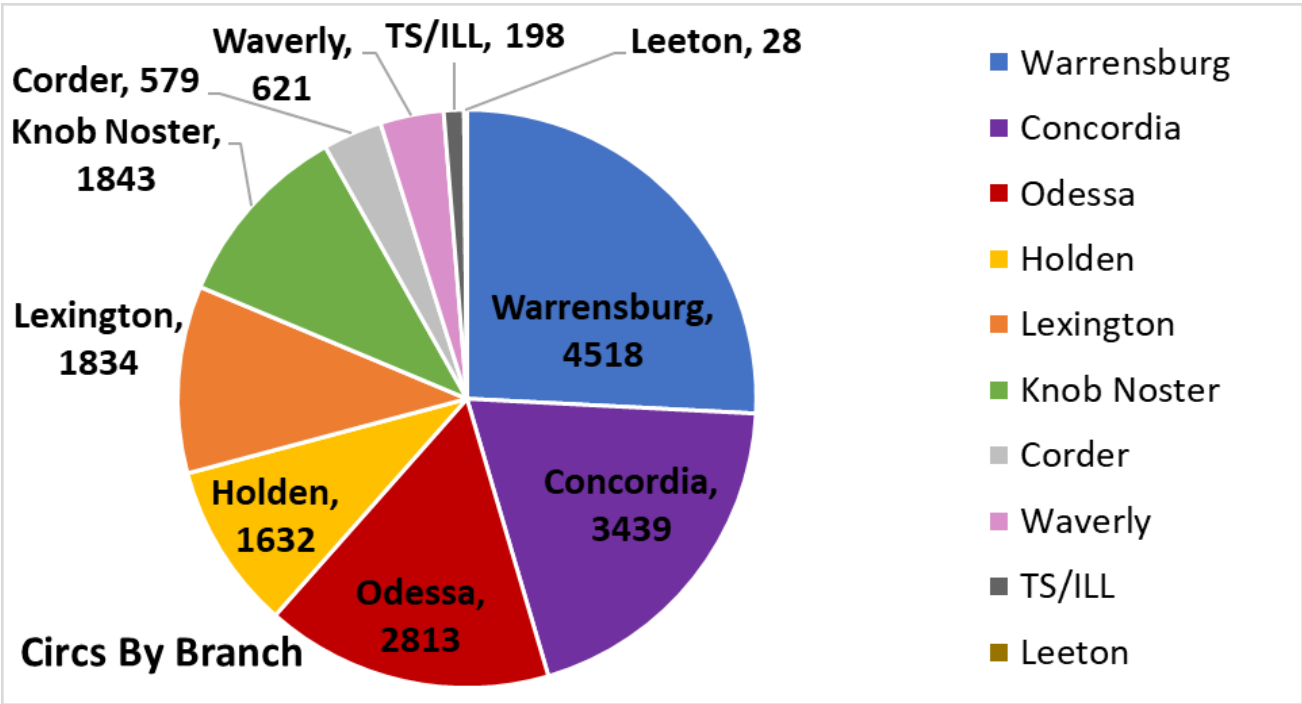
	Page
Statistical Reports	2
Circulation, Physical Materials	2
Circulation, Digital Materials.....	3
Usage, Computer & WiFi Internet Access.....	4
Collections	5
Staff Reports	6

Circulation, Physical Materials

August Circulations

			
	Books	Media	Hotspots
Monthly	14,379	3,083	44
YTD	29,976	6,027	74

		
Trails Circulations	Non-Trails Circulations	Self-Check Circs
16,484	1,022	1,455



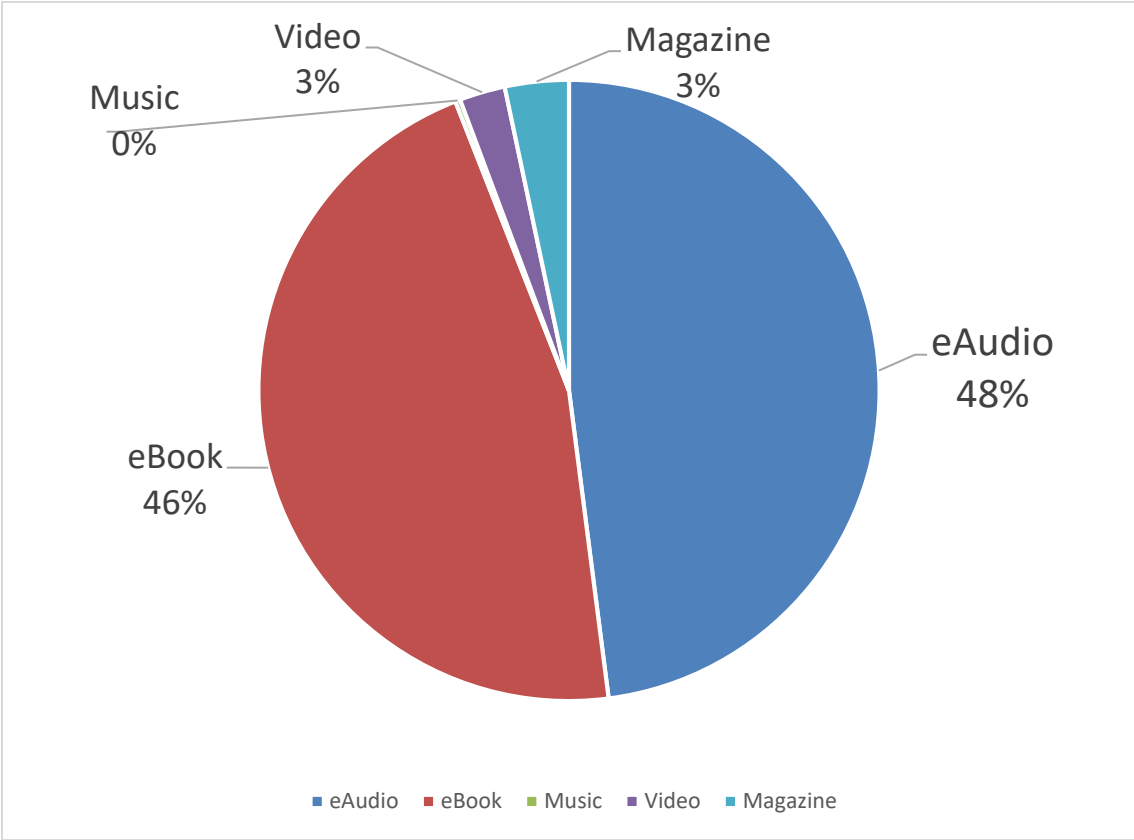
Circulation, Digital Materials

		eBooks	eAudio	Video	Music
hoopla	Month	437	943	129	14
	YTD	829	1,839	238	49

What is it? Cost-per-circ, no wait times, smaller collection, max 10 check-outs per month

		eBooks	eAudio	Magazines
OverDrive	Month	2,059	1,655	180
	YTD	4,251	3,252	350

What is it? Consortium funding, more \$ per title, Kindle-compatible



Usage, Computer & WiFi Internet Access

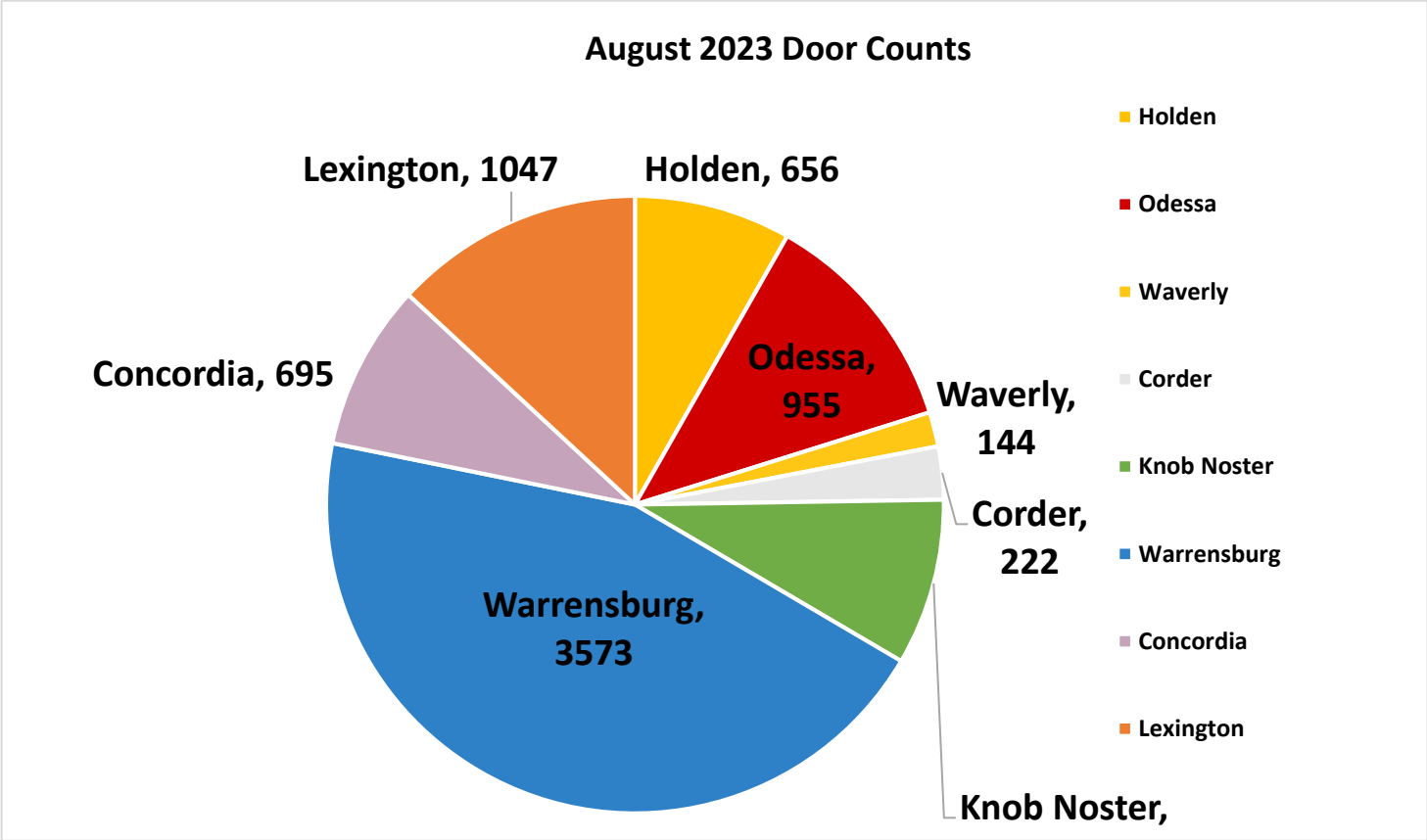
Computers:

District: Current Month	
August	Total
2023	1,348
2022	1,248
2021	840
2020	67
2019	2,087
District: Year to Date	
FY 2024	2,659
FY 2023	2,333
FY 2022	1,692
FY 2021	67
FY 2020	5,053

WiFi:

District: Current Month	
August	Total
2023	1,491
2022	1,416
2021	-
2020	-
2019	-
District: Year to Date	
FY 2024	2,819
FY 2023	2,829
FY 2022	0
FY 2021	0
FY 2020	0

Usage, Door Counters:



Collections

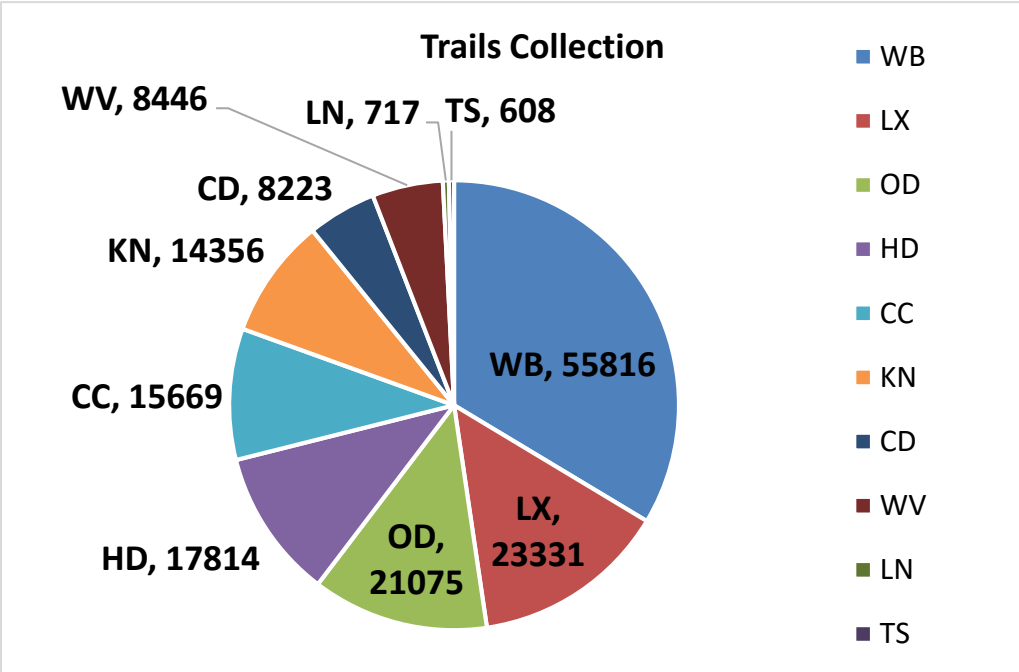
August FY24
Collection

166055

Total Collection

999
Added

2624
Removed



Director's Report

Director: Jackie Hawes:

On August 1st, I attended the monthly Public Library Directors Forum with the MO State Library staff. On August 2nd, we attempted to hold a TRL Foundation meeting; however, there was not a quorum present. The meeting was rescheduled for September 6th. On August 8th, I was invited to read at Storytime at the WB Branch. I dressed as Super Librarian complete with a hot pink cape! The children seemed to enjoy the outfit and both stories. I had a GREAT TIME! This was a pleasant change from my day to day in my office! Hopefully, I'll get invited back! On August 10 & 11, I was able to see my son on Family Day and for his graduation. During the week of August 14-18, I was able to work remotely from Somerset, KY in order to spend time with my son while he was doing home town recruiting. He is now stationed at Fort Johnson, LA. On August 21 & 22, I attended the in-person ADP training, and I learned so much! Karen (Office Mgr) & Tessa (HR) ended up with quite a bit of homework after the training to make sure that ADP works for our needs. On August 23rd, I conducted my branch visit with the WB staff. From August 28-31, I conducted branch visits with CD, KN, HD, CC, and LX. I will finish up this quarter's branch visits (OD & WV) in September. During August, I was able to get mostly caught up on my workload which is just in time for conference season, completing the PLS (Public Library Survey), and updating annual requirements for TRL & TRL Foundation.

Assistant Director: Susan Kromrie

The first part of August, I worked in my branch visits, and went over results of my talking with the Warrensburg staff with Jae and Sandra. On August 10-11 Teresa (HD) and I interviewed for the part-time position in Holden. Sue Green was selected.

The following week, I held down the fort while Jackie was working remotely. On the 17th I drove to Holden to attend the City Council meeting where they voted to renew the lease with Trails Regional Library with no changes.

August 21-22, I attended the ADP training here in Warrensburg. There is a lot that ADP can do that we did not realize. I will be adding a section to our next Managers' Training to explain these features and reports.

August 23-24, Laura Parent and I interviewed candidates for her full-time position. We had several good people and had to bring a couple back for second interviews. April Sowell was selected. Between meetings and interviews, another month has flown by.

Department Reports:

Human Resources: Tessa Moulton

Since the August board meeting, Trails Regional Library has hired Susanna (Sue) Green for the 19-hour Library Clerk I position in Holden, April Sowell for the 40-hour Library Clerk II position in Knob Noster, and Brenda Frerking was promoted from 19-hour Library Clerk I to 40-hour Library Clerk I in Concordia. Sue and April completed their training on Monday,

Director's Report

September 11 and are working in their home branches. Susan, Jae, and Sandra are in the process of interviews for the Warrensburg's 40-hour Library Clerk I position. In addition, we have been advertising for the Library Program & Publicity Assistant. The position's priority date is Friday, September 15, so the interviews can begin quickly.

Our two-day training with the ADP representative, Kristi, has helped make the onboarding process easier. I have also been able to navigate through the payroll process with ease as Karen is teaching me the steps, so I know how to complete payroll in case she is unable to. In addition, we have learned other features that are available through ADP to help with all levels of management.

I have been working on the SRP Grant Follow-up Report. The report is due Friday, September 15, and there are many parts to the report that include details from the beginning of the purchasing in February to the end of the program in July. Catie is helping me answer questions about specific programs and what was learned since she took over during SRP. She has done a great job tracking information over the summer, so she was also able to get me statistics about participation.

Another large project that I have been working on concerns insurance. Open enrollment is October 1-30, so I have been given the MCHCP premiums for 2024. We are looking at an 18% increase in costs for insurance this next year. This increase is not a huge surprise since the rates did not increase much in 2023; however, the amount employees earned in raises will not cover the cost increases in insurance in 2024. I have put together information for the board to consider about the rates and what it would cost Trails if they decide to increase employer contributions.

Support Services: Roger Dumas

Support Services consists of the IT, Facilities, Courier, and Custodian here at Trails Regional Library. Our purpose is to support the branch staff in being able to carry out their jobs and duties in a timely and efficient manner. The following is a look at some of the projects and needs this team has assisted with during the month of August. Support Services fielded 283 calls in the month of August 2023.

- Start of multiple Projects - With the board having approved the bids for working on the parking lot for KN, the Annex skirting, and the Concordia North Wall projects, I have started working with the contractors to get contracts in place so work can be scheduled and started.
- Installation of new WiFi SSID for staff use: It was brought to the IT department's attention that some of the staff would like to have a WiFi SSID they could use other than the public WiFi. We setup a new SSID for this use.
- Installation of new network closet in Waverly: As part of our network closet clean up, the IT department has installed a new wall mounted Network rack in Waverly. The new rack replaces the use of standard shelves that were being used to hold the equipment previously. In addition to the wall mount rack, we also installed a new power pole at the public computers to clean up the network and power outlets being used there.

IT: Luke A. Ciccone

In August 2023, the Support Services department took care of many IT issues across the two counties. Including:

Director's Report

- Assisted in picking up the courier van from diesel repair in Higginsville. Drove the maintenance tech onsite so he could drive the van back.
- Connected to the firewalls for each outer branch. Configured a new SSID in each of them. Named it BYOD and set it up to assign a different range of IPs from our other WLANS. Also set it to ban intra SSID communication.
- While in those firewalls, I set firewall rules that will allow internet traffic out from that SSID. Made sure to apply the web filtering policy to those connections.
- Updated AP profiles to include new SSIDs. When the access points check back in with the controllers, they should get the new settings and have a new SSID available. Roger sent out communications with the staff about this new connection.
- Regina our Circulation Coordinator reported an issue printing MALA labels that she uses to identify books going in/out to the MO Evergreen libraries. Meeting with her, she was able to recreate the issue for me. Thankfully, I spotted a procedural change we could make to rectify the issue. Using the native client for the label files, we were able to successfully print the labels.
- Jae our Warrensburg Branch Manager was getting very strange errors with her phone at her desk. When she tried to get into her voice mail, she'd get an error message. Inbound calls never seemed to come in. The phone was really behaving strangely. Luckily, all was well after a power cycle of the device.
- Waverly received a major upgrade in their network closet. We moved them off of a residential shelf holding the vital components of their network. The replace was a commercial wall mount network rack. We've routed the security appliances and cabling for a professional install. The network rack in Waverly is now more organized, accessible, and expandable. We have several more spaces if new appliances need to be added in the future.
- Assisted in covering the courier route while the primary courier is on vacation.
- Assisted in covering lawn duties while the primary landscaper was unavailable.

Facilities: Billy Stone

Completed 21 work orders.

Filled in for courier while they were on vacation.

CC – Replaced bad condensing fan motor on roof top AC.

CD – Replaced broken kitchen faucet with new one.

KN – Cleaned meeting room carpet as well as three dozen meeting room chairs.

WB – Replaced the single 8' light fixture in the TS Manager's office with four 4' LED fixtures. Installed new shelves in staff breakroom.

WV – Replaced old power pole next to public computers with new; upgraded from single power outlet and visible network wires to triple power outlets and integrated network with four additional drops. Assisted IT in installing new wall mounted server rack.

Courier: Roger Dumas

Courier runs have been proceeding without issues over the last month. Tommy put in for some vacation time for the last week of August and the first couple of days in September. Billy and Luke filled in on doing the courier runs while he was out.

Director's Report

Office Manager: Karen Churn

The annual audit began on August 1st and went relatively well. The auditor and I had a talk about how to make things better and the necessity to stay consistent when processing invoices.

I'm still training Tessa Moulton on ADP and accounting software. She has been a very quick study, and I feel quite comfortable with her filling in for me when necessary.

I was able to attend two days of ADP training in August. It was outstanding. The trainer was from Dallas and really knew her stuff. I learned a lot about the new ADP software which was launched earlier this year. I had continued to use the "classic view" because the new way of doing things was so different and seemed to be more convoluted. Kristie, the trainer, informed me that, ultimately, I would have to learn the new software because it is part of a bigger picture that will change again in the next year or so. I did use the "new way" of processing payroll after the training and it wasn't so bad. It was slightly nerve wracking and took longer to complete, but it wasn't nearly as stressful as I'd anticipated. It should come easily for me in the next month or so.

Technical Services: Anita Love

The month of August was a crazy month of plowing through physical books, audios and DVDs to look at for weeding. Thousands of items have come in from the branches to be looked at. The Corder and Waverly branches are now finished pulling titles off their shelves that haven't circulated in the last three years. Those items have now been sent into the Technical Services department for a final look before weeding. My personal goal is to look at a minimum of 100 titles a day. 100 titles take about 3 to 4 hours of time to go through and make decisions. My guess is that this large weeding project will take a good year or better to get through. The nice thing is that I'm hearing from the branches that their collections are looking so much better and that they now have room to shelve the materials that are being checked out.

There are a few consistencies coming out as I work through all these items. One is that once a book or audio-book are off the new book shelves they are rarely checked out again. This tells me that our patrons that browse are only browsing the New Book Shelves. Once a book or audio is shelved on the regular shelves, they just sit. There are some exceptions like Science Fiction/Fantasy books, Christian Fiction, DVDs and Easies (Picture Books) that patrons will browse along the regular shelves.

Of course, everyone wants to know what happens to the weeded material. When a branch has a Foundation book sale, we will send books, audios and DVDs to that branch for the book sale. Plus, we have partnered with a few places that will take donated materials. The Wolfner Library will take all of our non-circulating Large Type and we are working with two nursing homes that will take our non-circulating Westerns and Christian Fiction. Currently, a lot of our weeded materials are going for the up-coming Foundation book sale to be held in Warrensburg.

Director's Report

Our regular duties of materials selection and ordering, cataloging new materials, getting these items out to the branches, repairing damaged items and working through Inter-Library loans are still being done on a daily basis.

The Circulation Coordinator, Regina Lamont, has also been filling in at short-handed branches during August and will be filling in again during September. When Regina is out of the office, Alicia McSwain and Michael Brown cover her TS duties.

Marketing & Communications Manager: Bob Florence

Bob Florence's report from Catie McLaughlin: Bob's last month with Trails was a busy one. Bob worked with Laura Parent, manager of Knob Noster, to set up a marketing timeline for the upcoming Crossroads Exhibit. Bob also worked with Warrensburg manager, Jae Steinkuhler to learn more about our scholarship for the Excel Adult High School course we will be launching in October of 2023. Bob also worked with Catie to bring her up-to-date with the future of marketing and publicity at Trails Regional Library after his departure on September 8.

Program Coordinator: Catie McLaughlin

Summer Reading is in the rearview mirrors and Fall/Winter programming is right around the corner. All the branches have some great programming scheduled for the upcoming months; be sure to keep an eye on social media and listen in to KOKO to hear more details. Catie has been busy promoting Library Card Sign-up month for September. Trails will be giving away logoed tote bags filled with goodies and a \$25 gift card to four lucky winners at the end of September.

Branch Reports:

Concordia: Debbie Kirchhoff

Type of program	Name of Program	Age group	Number attending/using
Passive	Origami giraffe	Teen	3
Passive	Word search	Elementary	22
Passive	Question/Comment Markerboard	Elementary	17
Passive	Coloring sheets	Preschool/Elementary	40
Program	Storytime (5)	Preschool	94
Program	Storytime	Elementary	18
Program	Cartoon & Pancakes	All ages	14
Program	Friday Family Film	All ages	3
Program	Book Club	Adult	10
Take & Make	Water Bottle Firefly	Elementary	22

Director's Report

Outreach activities: Flyers posted. Programs shared to Concordia Community Facebook group

New cards issued: 10

Meeting room usage: 2

Questions:

Reference: 171 Directional: 21

Highlight:

Summer reading program is a great way to showcase the library and families really loved participating this year, but we were definitely ready for it to end. The best part of August is resetting and getting back to a routine. I wish we could have gotten more cleanup and organizing done, but that will come when we are able to replace our full-time staff member.

Corder: Shelly Blackburn

Type of program	Name of Program	Age group	Number attending/ using
Adult	Needle Stories	18+	0
Adult	Book Club	18+	4
Family	Saturday Matinee	All Ages	0

Outreach activities: Notices of all programs are posted in our local post office, bank, and on our community board. We also send program information to be featured in the Corder Newsletter.

New cards issued: 0

Meeting room usage: Corder Community Group used the Library on one Thursday a month with approximately 8 members attending.

Other Questions: 44

Reference Questions: 72

Highlight: We enjoyed handing out the blackout prizes to the winners; they were very excited!

Holden: Teresa Opoien

Type of program	Name of Program	Age group	Number attending/ using
passive	guess how many pompoms in a jar	all ages	56
passive	coloring sheets	preschool	50
passive	tech tues	preteens and adults	13
passive	crossword puzzles	adults	50

Director's Report

programs	Saturday Matinee	preschool and preteens	6
programs	coffee connections	Adults/ teens	15/20
passive	knitters club	adults	32
passive	book club	adults	4
passive	crossword puzzles	preschool	50
passive	learning worksheet	preschool	35
Passive	Stay and play	Preschool	63

Outreach activities: First Christian Daycare, 36

New Cards Issued: 6

Highlight: Taking a break from programming!

Knob Noster: Laura Parent

Type of program	Name of Program	Age group	Number attending/ using
Take and make	Watermelon	pre/child	15
Take and make	Lady Bug	pre/child	15
Take and make	Pencil shape craft	pre/child	15
Take and make	school bus spectacles	pre/child	15
Take and make	Crayon Box	pre/child	15
Program	Cinema Saturday	family	3
program	Storytots x 2	preschool	47
program	storytime x 2	preschool	77
program	Kids Connection x 2	preschool	57
program	Native Ground Presentation	adult	8
program	Tissue Paper Painting	Adult	6
program	Lego Club	family	0
program	Family Game Night	Family	0
program	Awesome amphibians	family	25
program	Cook the Book Book Club	adult	6
Program	Figure it out Fridays	adult	4

Outreach activities: Coloring sheets to local restaurants and businesses. Discussion on Crossroads services with CoC. Swing sign outside.

New cards issued: 18

Highlight: This month has been all over the place. Quiet the first two weeks and then into a nice steady patronage. I am preparing displays and planning speakers and other events to center around the Smithsonian exhibit's arrival in December.

Meeting Room Usage: 13

Director's Report

Lexington: Barbara Seitter

Type of program	Name of Program	Age group	Number attending/ using
Passive	Furry four-legged friends-food drive for local shelter		Over 65 pounds of dry food along with treats, broth, ice molds, toys and canned food.
Passive	Color sheets	0-6, 6-12, 13-17	
Passive	Puzzle	family	20
program	W.O.W. Club-LEGOS	6-12	13
program	T(w)een Time-trivia	13-17	4
program	Story time (2 dates)	0-5	46
program	Stay and Play (2 dates)	0-5	46
program	Cinema Saturdays-pancakes	family	5
program	History Roundtable-Missouri grapes	18+	1
program	Bee Creative-fall craft	18+	12
program	Beginner's Yoga (5 dates)	18+	21

Outreach activities: We had our Foundation's End of Summer Book Sale August 4 & 5. We participated in the Community Fair by designing a megaphone per this year's theme. Our sidewalk sandwich board sign can be seen for blocks but you can catch it on our FB posts too...staff members have the cleverest ideas! Ditto for our display window for Lexington's busy foot traffic.

New cards issued: 23

Meeting room usage: 8

Other Questions: 425 **Reference Questions:** 314

Highlight: We get so many phone calls from all over the state inquiring about Lexington History. Whether it's a search for people, places, homes or the high school yearbooks. Most recently, a gentleman from Columbia called looking for the 1942 and 1943 Lexington High School yearbooks. Back in those days they were called *The Final Hatch*. I was happy to let him know that we did indeed have them both. He is planning a trip to visit soon!

Odessa: Kendra Redden

Type of program	Name of Program	Age group	Number attending/ using
Programs	Puddle Jumper Spelling Bee	All Ages	39
Programs	Matter of Balance	18+	1
Programs	Feature Friday	All Ages	0
Programs	Book Lover's Book Club		

Director's Report

		18+	3
Passive	Farmer's Market STEAM Kit Play &	All Ages	

Outreach activities:

Noelle Postlethwait did storytimes at Bright Beginnings Academy for Early Childhood for 63 students.

New cards issued: 42

Meeting room usage: 32

Other Questions: 205 Reference Questions: 192

Highlight:

With SRP ending and school starting, Odessa has begun the weeding process.

Warrensburg: Jae Steinkuhler

Type of program	Name of Program	Age group	Number attending/ using
Program	Get Hooked (2)	All ages	4
Program	Libraries got game (4)	All ages	10
Program	Scales & Tails	All ages	87
Program	Cinema Saturday	All ages	0
Program	Storytime (3)	0-5	71
Program	3R Book Club	18+	6
Program	Novel Tea Book Club	18+	7
Program	Craftastic	18+	7
Program	Coffee & Connections (5)	18+	17
Program	Bunco	18+	5
Passive	Craftastic to go	18+	10

Outreach activities: Powell Gardens Storytime for Festival of Butterflies; Warrensburg Christian School and Martin Warren Elementary Back to School events.

New cards issued: 75

Meeting room usage: 14

Study rooms usage: 72

Other Questions: 27

Reference Questions: 42

Highlight: Warrensburg is very lucky to have two wonderful volunteers who are helping assemble the Halloween giveaways that the entire district will be handing out. Also, some WB patrons have had very productive vegetable gardens and have shared the abundance with staff.

Waverly: Amy Boland

Type of program	Name of Program	Age group	Number attending/ using
Passive	Coloring pages	0-12	14
Take and Make	Sunflower craft	6-12	4
Program	Storytime (4)	0-5	7
	Adult Circle	Adult	6
	Monday Matinee	All	0

Outreach activities: Flyers posted, programs shared to Community page

Meeting Room use: 0

New cards issued: 3

Highlight: Luke and Billy did a great job of updating the IT closet and wiring. Looks great!

Reference: Other questions: 15

Reference: 5

Leeton: Deanna Schuler

BONUS EVENT: August 6, Back to School Bash (held at Leeton Fairgrounds)

New Library Cards in August: 12

Week 1: **August 2, 3, 4, 5, 6**

Community Patrons (in library)	10	Last Terrific Tuesday was scheduled... but rescheduled for August 9th. Back to School Bash held Saturday August 6. I went to the event with library card applications and the prize wheel, adult patrons applying or updating info spun the wheel for a prize. All students were able to spin the wheel one time for a prize! We had 20 adults spin (7 new cards) and 45 students spin (7 HS students had parents fill out new application in accordance to new policy)
Student Patrons	5	
Trails Checkouts	4	
Leeton Checkouts	5	

Director's Report

Week 2: **August 9, 10, 11, 12, 13**

Community Patrons	12	Last Terrific Tuesday ... not a big turnout... I think too much back to school preparation!
Student Patrons	5	
Trails Checkouts	2	
Leeton Checkouts	3	

Week 3: **August 16, 17, 18**

Community Patrons	3	August 17th was technically our first "3rd Thursday" of the school year. I did not hold an event like usual with the Boys & Girls club, however it was Open House night at the school and I was able to hand out library card applications to at least 15 MS and HS students so that they could have their parents give permission to check out with Trails.
Student Patrons	35	
Trails Checkouts	0	
Leeton Checkouts	3	

Week 4: **August 23, 24, 25**

Community Patrons	5	
Student Patrons	25	
Trails Checkouts	4	
Leeton Checkouts	12	

Student Patrons	11	
Trails Checkouts	2	
Leeton Checkouts	11	

Week 5: **August 30, 31**

Community Patrons	10	
-------------------	----	--