

August Reports




Presented to the Board September 2024




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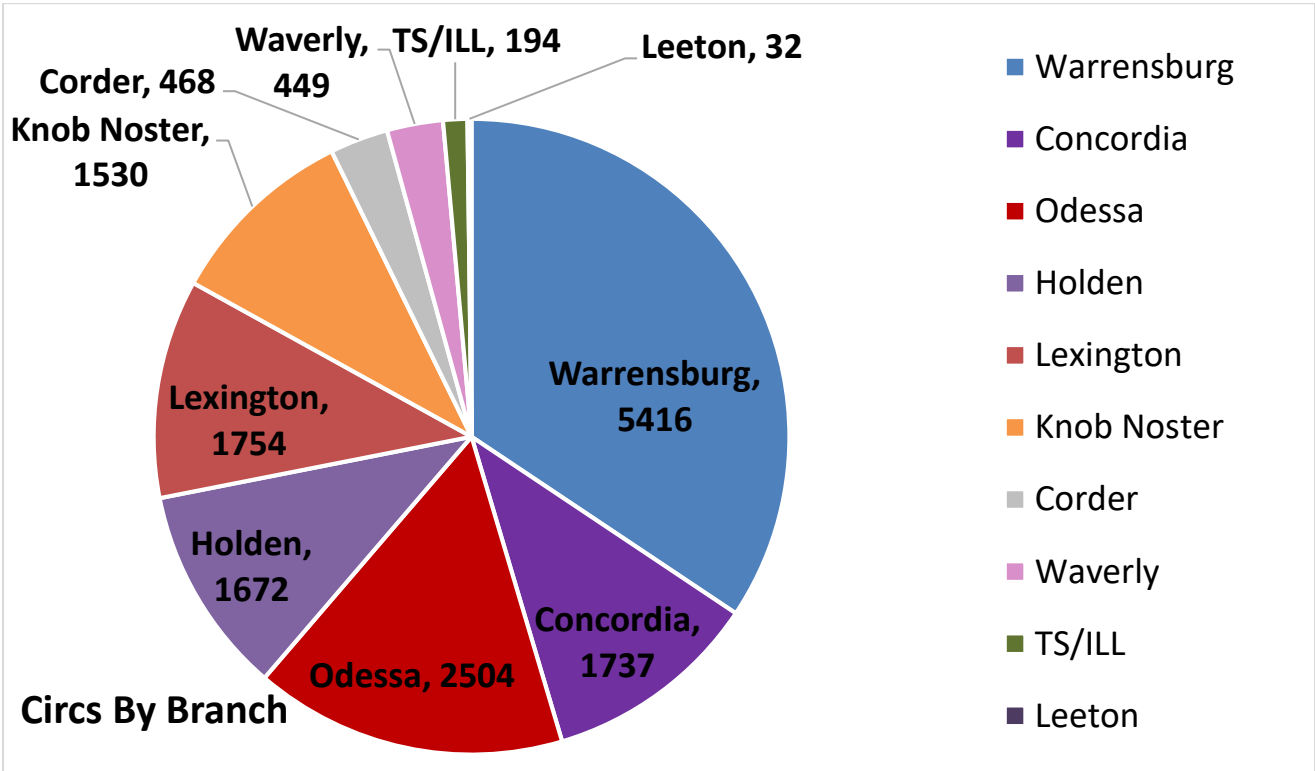
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Circulation, Physical Materials

August Circulations

			
	Books	Media	Hotspots
Monthly	12,924	2,806	26
YTD	28,838	5,771	50

		
Trails Circulations	Non-Trails Circulations	Self-Check Circs
12,828	2,928	1,604



Circulation, Digital Materials

	eBooks	eAudio	Video	Music
hoopla				
Month	495	1,413	220	22
YTD	1,033	2,829	442	45

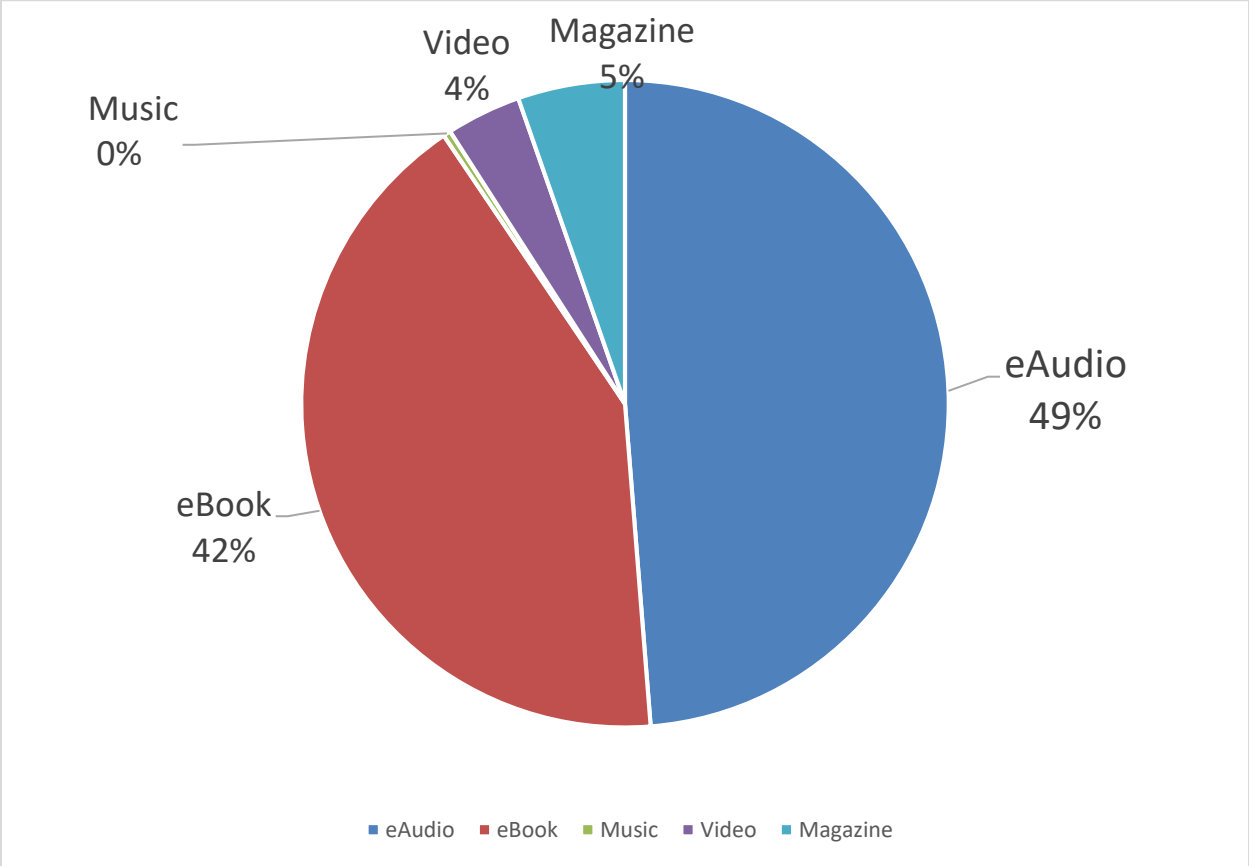
What is it? Cost-per-circ, no wait times, smaller collection, max 10 check-outs per month

	eBooks	eAudio	Magazines
OverDrive			
Month	1,967	1,457	315
YTD	4,000	2,988	635

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

	eAudio
Blackstone	
Month	19
YTD	21

What is it? Annual subscription, no wait, no renewals, no limit, small collection



Usage, Computer & Wi-Fi Internet Access

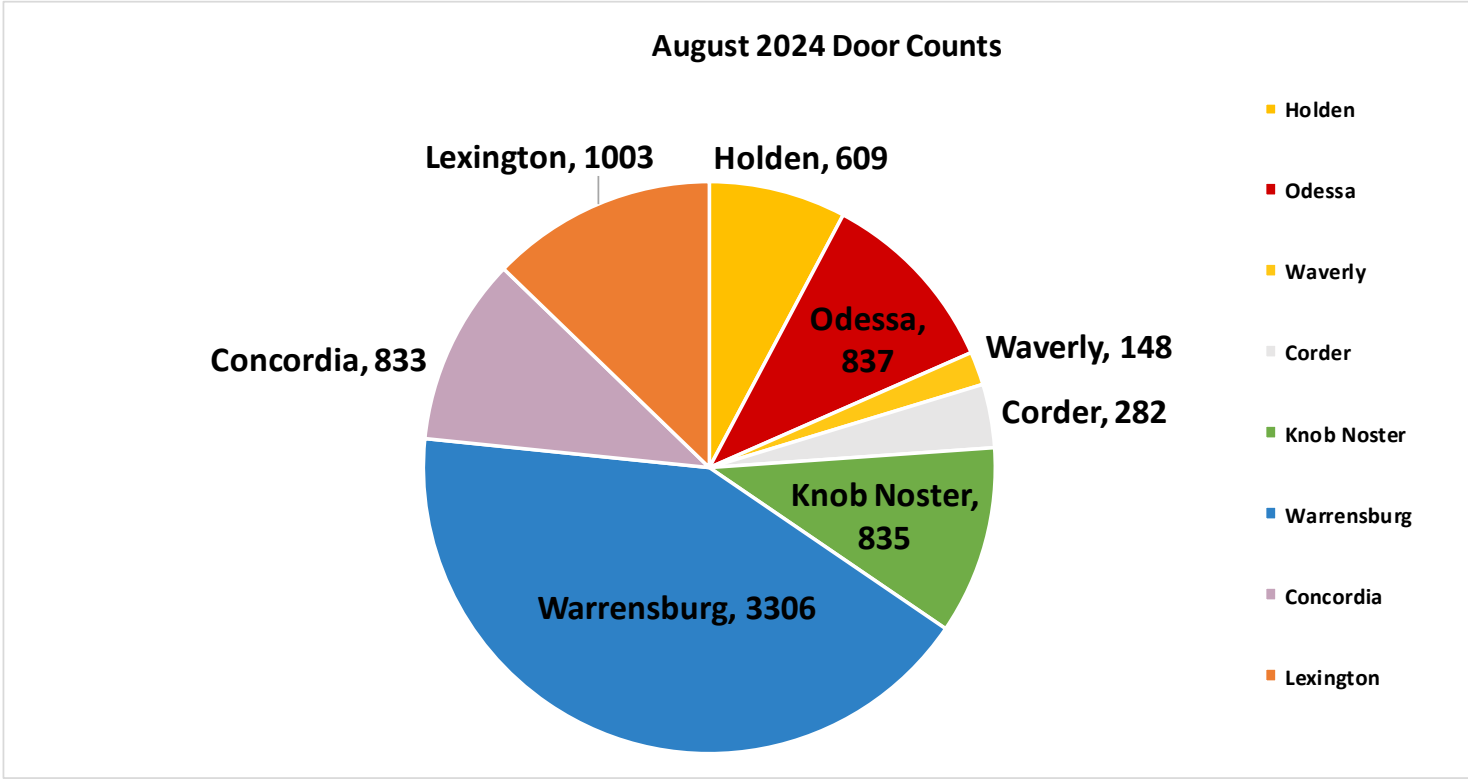
Computers:

District: Current Month	
August	Total
2024	1,419
2023	1,348
2022	1,248
2021	840
2020	67
District: Year to Date	
FY 2025	2,810
FY 2024	2,659
FY 2023	2,333
FY 2022	1,692
FY 2021	67

Wi-Fi:

District: Current Month	
August	Total
2024	1,558
2023	1,491
2022	1,416
2021	-
2020	-
District: Year to Date	
FY 2025	2,952
FY 2024	2,864
FY 2023	2,829
FY 2022	0
FY 2021	0

Usage, Door Counters:



Collections

August FY25

147,652

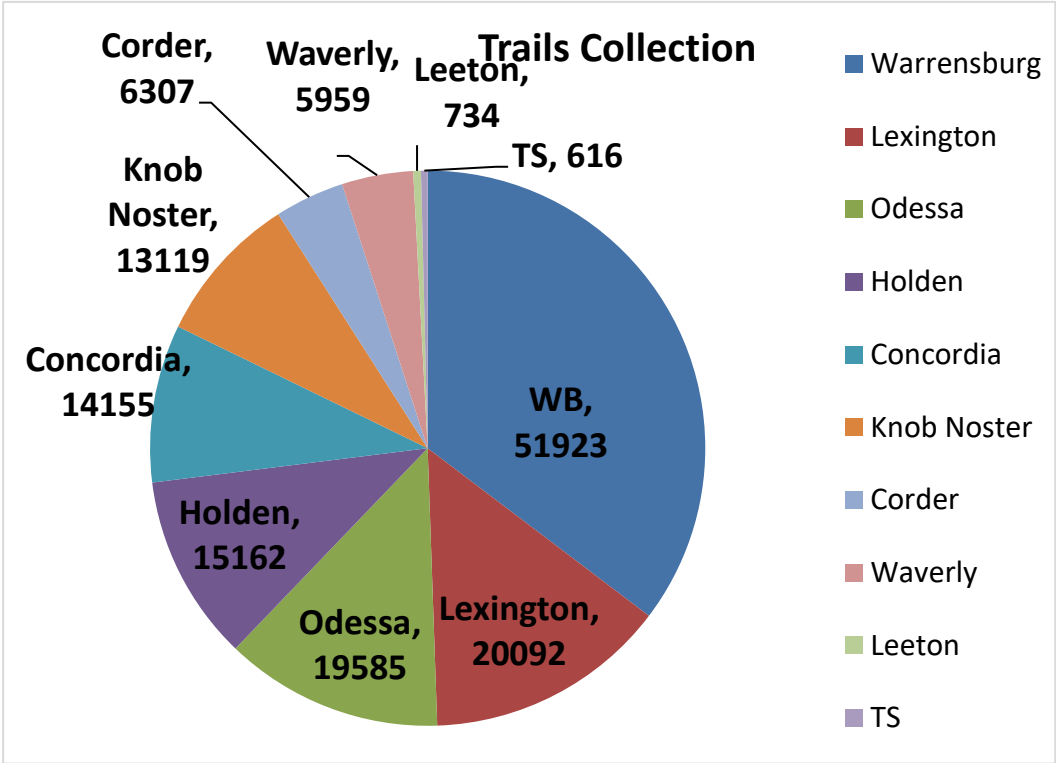
Total Collection

929

Added

556

Removed



Director's Report

Director: Jackie Hawes

As usual, August was a pretty busy month. We started the month off with our quarterly Manager Training Day on August 2nd. I attended the Public Library Directors Forum with the MO State Library on August 6th. On August 7th, I attended the quarterly meeting of the TRL Foundation Board. On August 8th, I attended the virtual MO Evergreen membership meeting. On August 12th & 15th, I had the pleasure of completing new Board member orientation with our two new Board members. On August 13th, I attended a webinar on our upcoming new resource, Northstar Digital Literacy which is a platform for staff and patrons to improve their digital literacy skills. On August 14th & 20th, Teresa Opoien (HD Branch Manager) and I conducted interviews for the HD Branch Library Clerk I (19 hr) position, and on August 15th, Susan and I conducted interviews for the WB Branch Manager position. We were able to fill both positions. On August 19th, 21st, and 22nd, I was able to go on branch visits to CC, CD, OD, HD, and KN. I always enjoy my quarterly branch visits!! On August 26th, I met with Jenna, Laurel, & Sarah regarding the grant partnership with UCM. On August 27th, I attended a webinar on Changes to the PLS (Public Library Survey) which will assist me as I work to complete this state & federal annual requirement. On August 28th, I visited the LX Branch prior to the monthly Board meeting. On August 29th, I met with Brandy Sanchez (Soulfire Collective) to finalize plans for our fall workshops for the All Staff & Manager Training Days (October 14th & November 1st). Also on August 29th, I attended the special TRL Foundation Board meeting. On August 30th, I met with UCM & Essential Families staff to discuss the grant partnership.

In between all of these activities, I was also very busy finalizing the budget, working on the tax levy, and completing the Budget Narrative. Also, the bulk of the audit was completed in August. I'm not sure how, but I was even able to squeeze in a 3-day weekend to celebrate my birthday! In addition, I was also working ahead in anticipation of being out of the office from September 4th through 17th to visit a good friend and attend the ARSL (Association of Rural & Small Libraries) Conference in Springfield, MA.

Assistant Director: Susan Kromrie

August opened with our Manager Training Day in Lexington. I reviewed manager expectations, Brandy had great information on dealing with trauma in our teams, and Catie had some great examples of how not to do flyers.

I did quite a bit of interviewing for the Lexington and Knob Noster open positions. We were successful in Knob, and they now have a full-time programmer in V Kampe. Lexington was not so lucky, and we will be reposting the job. Hopefully we will get someone in there next month.

Being the interim manager in Warrensburg has proven to be quite the whirlwind. We had a few new people testing limits so have had to request backup from social services or the police a few times. Things have evened out as everyone learns the rules. As this has been going on, Jackie and Catie have stepped up to take a few things off my plate so I can manage the branch and make progress on some of my asst. director duties.

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I am excited for the programs that are planned all over the district.

Jackie and I had two interviews set up for the Warrensburg manager position. The first was a no-show, but I think we found a great candidate in Kristin Urfer. She will be starting in September. And I can get back to one job again!

Department Reports:

Human Resources: Tessa Moulton

August started with a Manager Training Day in Lexington. I really appreciate all of Barbara's help in getting the food for the meeting. That really makes the day much easier for me. Susan had a great refresher over manager expectations. It is easy to forget about little tasks that need to be done when we are in the middle of everything, so a reminder is always good. We also had training from SoulFire Collective which was very interesting. Brandy always gives great information and many resources for which to read.

The rest of August was very busy with hiring and orientation of new employees. We hired V Kampe to fill the Knob Noster Library Clerk II position and completed their training on August 12. They were able to work in the Warrensburg branch for a couple of days while Laura was out, and Kendra graciously volunteered to help start V's training in the Knob Noster branch a couple of days also. We hired Katrina Schmitt to fill the Holden 19-hour Library Clerk I position, and she was able to complete her training on Monday, August 26, and she started in the Holden branch on Thursday, August 29. We have offered the Warrensburg Branch Manager position to Kristin Urfer, and she has accepted. She will begin on Monday, September 9. Everyone is really excited about getting the vacancies filled. The only position we are still working to fill is the Lexington 40-hour Library Clerk I position. We have interviews set up for Tuesday and Wednesday, September 3 & 4, so we are hopeful to have that position filled soon.

I mentioned a grant that I applied for and earned from the SHRM Foundation a while back. I am excited to announce the receipt of my learning system for the Society of Human Resources Management test. I have been able to begin studying for the certified professional test that I will be able to take in the winter (December – February). The learning system is an \$820 value and the test is a \$410 value, so I will be spending many nights and weekends using the materials to get ready for the upcoming test.

Support Services: Roger Dumas

Support Services consists of the IT, Facilities, Courier, and a Custodian here at Trails Regional Library. Our purpose is to support the branch and circulation 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 142 calls in the month of August 2024.

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- Vacations taken: During the month of August some of the Support Service crew were able to take extended vacations for some much-needed R&R and down time. Luke and Roger both took a week vacation at the start of the month.
- Lexington and Waverly projects update: I am happy to report that we have had some great progress in moving forward on these two projects. In WV, we have two contractors doing work. The first is Platinum Roofing that did all of the roofing and guttering needs of the project. I am able to report at the time of writing this that they have completed their part of the project. The new roof coating has been applied, and on Wednesday 8/28/2024, they finished installing the new guttering to the building. All that is left for this part of the project is for them to send us their invoice. The second and final contractor for this project is MTS. They will be doing the masonry work that is needed at the front and rear of the building. At this time, they are working on Lexington, and when that is finished, they will then start on WV work.

As stated above, MTS has currently started work on the Lexington project. They will be doing point tucking to the North (back), West and South (front) side of the building. At present, they are starting with the North side. As part of repairing all of the mortar, they will also be filling in any holes they find along the way. On the front of the building, in the top left-hand corner there has been some brick work repair done in the past, but it does not match the other brick work on the building. MTS will be working to make it match as best as they can so it does not stand out. We are also going to have the awning in the front of the building removed while they are doing their work on that side. While it is down Billy, our facilities tech, will power wash the awning.

- New Courier Van: I am happy to report that we have started use of the new courier van this past month. With the decision of determining a graphic design for a wrap for the van still being underway, we will be advertising Trails Regional Library everywhere it goes, and we are currently just driving it as a plain white van. I have had great reports from both our courier driver and facilities tech that it drives great. We are excited having this new tool for our daily task of getting books and other supplies transported between our branches.
- Removal of trees at WB and Bats: We have identified around 6 small trees in the back of the Warrensburg branch that are dead and need to be removed. In order to make sure removal of the trees would not be an issue concerning certain species of endangered bats that are known to live in Missouri, the Support Services staff have reached out to both the Conservation department and Knob Noster State Park to inquire how to be sure removal of the trees would be safe. We were given instructions on how to observe the area for bat activity to determine if any are present, and I carried out that observation during this past month. I am happy to report that no bats were observed on multiple observations, and the trees are able to be removed without worry to the bat population. We are currently looking for quotes to have the job done.
- Disaster Books and First Aid Kits: The Support Service crew assisted in the finalization of the Disaster Books for each of our branches. The purpose of the books is to put in one location instructions and information that would be needed in the case of different events taking place, such as a fire, tornado, or active shooter among others. Billy looked over the information supplied by each branch manager to make sure phone numbers and other information were all correct, and then we printed and distributed them to each branch. In addition, we purchased first aid kits for all branches, departments, and vehicles, and Billy installed these at each location. We have an itemized list of the contents of these first aid kits in the disaster books, and Support Services will check them twice a year and make sure they remain stocked.

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IT: Luke A. Ciccone

In August of 2024, IT took care of many issues across the two counties. Including:

- New hire Kampe started for Knob Noster position. Worked to generate accounts for the user.
- Set up Kampe on both of the circulation computers so duties could be properly fulfilled.
- Implemented change in email group permission assignment. Forms will now be filled out and signed like N:\ folders. Applied all signed forms and scanned them into the server for record retention.
- Worked with Susan to identify a weird issue she was having with Word only in the branch manager office. Removed the formatting so she could properly edit the board report while working downstairs.
- New hire Schmitt started for Holden part time position. Worked to generate accounts for the user.
- Set up Schmitt on the assigned machine so she can fulfill circulation duties.

Facilities: Billy Stone

Continued mowing program for all branches. Filled in for courier on multiple days throughout the month.

- Installed emergency first aid kits in all branches.
- Attended a meeting at the Warrensburg Municipal Building to learn about the proposed changes to Warrensburg Codes for buildings/fire/etc.
- CC – Sealed off possible water intrusion points around window in break room.
- OD – Made repairs to gutter fascia along west side of building. Reinforced book cart with screws and support brackets to keep it from wobbling when in use.
- WB – Adjusted locking mechanism on handicap stall in women's restroom.

Technical Services: Anita Love

Heavens it seems like August just got started, and here we are in September. August was a bit of a blur, I took two weeks off for vacation. When I came back, my work space was buried under invoices to be paid and damaged books needing help. The TS staff did a wonderful job of keeping up with everything else while I was gone, thank you everyone! Please note that in August the TS team added 929 new items into the system.

The Kansas City Star still refuses to send a paper or electronic invoice for our two subscriptions. The Star left us with no choice but to cancel both subscriptions. Concordia stopped receiving the Star in July and Warrensburg's subscription will end in January.

Earlier in August, the TS staff worked on damaged STEM Kits. Our kits are now two years old and have been loved on by many patrons. Several kits are missing pieces or pieces have broken. We are getting pretty good at taking parts from withdrawn STEM kits to fill in the gaps of circulating STEM kits. It is in our plans to purchase new STEM kits this fiscal year but ones that have fewer pieces and are more durable.

The final two weeks in August saw me concentrating on either repairing or replacing damaged books. In one day, I worked through over 90 books; repairing what I can, replacing others and finally withdrawing what can't be fixed or replaced. The biggest culprit of

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damaging books, DVD cases and audio book cases are our book drops. Book drops are notorious for splitting spines, tearing pages, cracking cases, etc. Of the 90+ items I handled on that one day I only had to write 7 letters because of patron damage.

On a sad note, I took off the last day and a half of August so to be with my cat, Bella as she came to end of life. She and I have been through a lot together over the past 17 years.

Public Services: Catie McLaughlin

Summer always feels like we are going through the days on fast forward. I swear it is still mid-July not the end of August. We have had a very busy August in Public Services wrapping up SRP. The Missouri State Library and CSLP Summer Reading Program reports have been submitted for the year. We had a fantastic turnout for this year. We set a goal to increase patron registrations by 10% and we reached that goal within a tenth of a percent! Across all age's registration was up by 9.9% for the district. Our final numbers for SRP are below. Congratulations to all our staff for their hard work this summer!

Children 0-12: Registered 1065 | Completions 379
Teens 13-18: Registered 132 | Completions 53
Adults 19+: Registered 426 | Completions 195
Total of All Ages: Registered 1623 | Completions 627

We were also busy with program approvals for the upcoming Fall Semester of Programs, approving flyers, and getting the event guides put together and sent out. We also attended various trainings and webinars over the month and hosted a Cat Photo contest for our August District event. The winning cat was Socks a kitty of a Concordia patron and the Staff winner was Kelli Fountain's sweet gray kitty in a teacup. Both winners received a goody box from Meowbox. We also had our first programmer's meeting since May and attended Manager's Training at the beginning of the month.

Branch Reports:

Concordia: Debbie Kirchhoff

Type of program	Name of Program	Age group	Number attending/ using
Program	Cartoons & Pancakes	Family	13
Program	Anime Adventures	13-17	0
Program	Book Club	18+	8
Passive	Coloring Pages	6-12	90
Passive	Stick Together sticker poster	6-12	65
Passive	Zine	13-17	6
Take & Make	Wood Slice Decoration	6-12	20
Take & Make	Zucchini Bread DIY	18+	21

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Outreach activities completed: Featured business on the Chamber of Commerce Facebook page, program flyers shared on community Facebook group

New cards issued:10

Meeting room usage: One this month

Reference Questions:111

Other Questions: 64

Highlight: We had a productive program break this month. We were able to do some much-needed fall cleanup. Supply cabinets are more organized. Circulation desk shelving and hold shelf are also organized and dusted. It feels good to be fresh and clean going into fall program season.

Upcoming Outreach: Participation in the Fall Festival Scarecrow Contest

Corder: Jennie Parks

Type of program	Name of Program	Age group	Number attending/ using
Program	Book Lover's Book Club	18+	3
Passive	Coloring Sheets	All Ages	4
Program	Ready Back to School	All Ages	22

Outreach activities completed: N/A

New cards issued: 0

Meeting room usage: N/A

Reference Questions: 12

Other Questions: 14

Highlight:

- The library stayed relatively busy for a typically slow month. We have adult patrons coming in often, several families continued to come on Wednesdays per their own routine even though we did not have programming and students come by after school since school has started.

Staff cheer:

- We got the back closet cleaned out and organized!

Upcoming Outreach:

- N/A

Holden: Teresa Opoien

Type of program	Name of Program	Age group	Number attending/ using
program	Storytime Break	0-5	0

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passive	Coloring sheets	0-5	37
	Coloring Sheets	Adult 19+	16
passive	Adult trivia questions	18+	10
passive	Games set out	6-12	5
Passive	Games set out	13-17	6
passive	Super Saturday	All ages	0
passive	Learning Worksheet	0-5	24
passive	Tech Tuesday	All ages	58
Program	Family Movie Matinee	All ages	4
passive	Knitting Group 4x	All ages	31
passive	Word search	19+	33
passive	Questions of the day	All ages	300

Outreach activities: 0 Program Break

New cards issued: 17 **Phone Calls:** 122

Meeting room usage: 0

Reference Questions: 406

Other Questions: 366

Highlight : Planning New Programs and New Hire Katrina

Upcoming Outreach: Home School Program

Knob Noster: Laura Parent

Type of program	Name of Program	Age group	Number attending/using
Take and make	Backpack craft	Preschool/children	20
Take and make	School bus shapes	Preschool/children	20
Take and make	Clothes pin caterpillars	Preschool/children	20
Take and make	Worm in the apple	Preschool/children	20
Program	Midday Matinee	Adult	5
Program	KK Book Club	Adult	9
Program	Creepy Cryptids	Teens/adult	12

Outreach activities completed: Flyers hung in branch, outside swing sign

New cards issued: 21

Meeting room usage: 25

Reference Questions: 125

Statistical Reports

Other Questions: 202

Highlight: It was a month of vacations and staff changes. We took down all the summer reading décor. We are getting ready for September programming and training a new programmer. Fall is on the way and we are gearing up to decorate for that!

Staff cheer: We have hired a new programmer who is catching on quickly and very optimistic!

Upcoming Outreach:

Lexington: Barbara Seitter

Type of program	Name of Program	Age group	Number attending/ using
OFF			
FOR			
THE			
MONTH OF	AUGUST		
Passive	Coloring sheets	0-5	29
Passive	Legos	0-5, 6-12, 13-18	27

Outreach activities completed: 1

New cards issued: 22

Meeting room usage: 14

Reference Questions: 290

Other Questions: 267

Highlight: We are beginning the construction work on the exterior of our building. We are very much looking forward to filling our full-time position. *Thank you* to Anita for sending Regina to sub and to OD- Kendra & Amy for filling slots! I know that means that you and your staff worked short-handed to help us out. We asked for the bare minimum so I must also thank my staff for all of their extra efforts during this time as well.

Upcoming Outreach: Wellington School the evening of September 19th, if we can manage it.

Odessa: Kendra Redden

Type of program	Name of Program	Age group	Number attending/ using
Program	Puddle Jumper's Spelling Bee	All Ages	35
Program	Book Lover's Book Club	18+	4
Passive	Coloring Pages	All Ages	30

Statistical Reports

Outreach activities completed: none

New cards issued: 33

Meeting room usage: 35

Reference Questions: 652

Other Questions: 371

Highlight:

Odessa staff enjoyed a break after SPR. Staff worked on getting the library ready for fall with decorations and shelf reading the books.

Staff cheer:

Our custodian, Michelle Silvers, has done a great job doing a deep clean throughout the library building.

Upcoming Outreach:

Warrensburg: Jae Steinkuhler

Type of program	Name of Program	Age group	Number attending/using
Program	Novel Tea	19+	10
	3R Book Club	19+	3
	Coffee & Connections (4)	19+	14
	Libraries Got Game (4)	All Ages	9
Passive	Activity Sheets	All Ages	240
	Would You Rather?	All Ages	482
	Take A Librarian on an Adventure	All Ages	3
	Maker Table	All Ages	102
	Boredom Buster Bags	All Ages	25

Outreach activities completed: None for August

New cards issued: 120

Meeting room usage: 21

Study room usage: 41

Reference Questions: 129

Other Questions: 187

Highlight: We have another intern from the THRIVE Program at UCM. Connor has volunteered in libraries before and will be helping to shelve materials.

Staff cheer: Nicole McGinnis has really stepped up with taking on more responsibilities with monitoring patron behavior and also starting a Dungeons & Dragons program.

Upcoming Outreach: None

Waverly: Amy Boland

Type of program	Name of Program	Age group	Number attending/ using
Passive	Coloring sheets x2	0-5 and 6-12	14 total
Passive	Take and Makes	All ages	8
Program	Storytime	0-5	0
Program	Adult Circle	18+	4

Outreach activities completed:

New cards issued:

Meeting room usage: 2

Reference Questions: 12

Other Questions: 10

Highlight: Guttering has been completed.

Upcoming Outreach: Flyers to local businesses.

Leeton: Deanna Schuler: No report.