



# 2019-2020 ANNUAL REPORT

 Barry-Lawrence Regional  
**LIBRARY**  
[blrLibrary.org](http://blrLibrary.org)



# WHAT ARE WE DOING HERE?

Our mission is **"CONNECTING PEOPLE TO THE TRANSFORMING POWER OF KNOWLEDGE"**

Everyone is welcome at all 9 branch locations of the Barry-Lawrence Regional Library. We invite you to join in our mission as a patron, volunteer or sponsor.

**PEOPLE ARE AT THE HEART OF OUR MISSION:** Everyone is welcome at the library. The friendly library staff of the BLRL is dedicated to connecting each patron to the knowledge that inspires them to live a more empowered life.

**A NOTE ON STATISTICS AND 2019-2020 STATISTICS:** In addition to the Covid shutdown, the BLRL also migrated our Library data from the TLC platform to the current Evergreen platform (circulation system, ILS). This change took place in mid November 2019 and resulted in having to mesh together two different statistical reporting systems.

## 2020 LIBRARY AT A GLANCE:

Circulation: **268,935**

Intraload-Loaned To: **27,737**

Intraload-Loaned From: **29,304**

Number of Programs: **2,075**

Information Stats: **134,484**

New Cardholders: **1,820**

Cardholders All: **27,684**

Program Attendance: **63,747**

In-Agency Use: **145,049**

ILL Provided: **541**

ILL Received: **515**

Meeting Room Use: **368**

# of Volunteers: **242**

Customer Count: **177,174**

Computer Use: **32,653**

Volunteer Hours\*: **863**





# COVID-19 & THE BLRL RESPONSE

**THE LIBRARY'S COVID POLICIES HAVE BEEN 100% EFFECTIVE:** To date, there has not been a single COVID case reported to be spread through the our library's services. The BLRL made swift changes to how we were working for our communities. Below are a few of the ways we maintained safe effective library services to our patrons.

**1. DEVELOPED VIRTUAL PROGRAMS:** All library programming was conducted off-site, outside, or virtually to comply with social distancing recommendations to keep our patrons health protected. We focused on expanding video capabilities and developed engaging online content.

**2. DISINFECTING ALL MEDIA BEFORE IT WAS BORROWED:** Every single book or other media was quarantined and chemically disinfected prior to being put back into the hands of our patrons. By taking this step between each check-out COVID was not able to be passed from patron to patron or staff.

**3. REQUIRING MASKS:** Everyone using the library has been required to protect their fellow patrons by wearing a mask while in the library. Both Library Staff and visitors cooperation helped us all to stay safe.

**4. EXTENSIVE REGULAR DISINFECTION OF ALL SURFACES IN THE LIBRARY:** Library staff members have worked very hard utilizing rigorous cleaning schedules and conducting spot cleaning after each patron use of computers and other equipment. Also, social distancing measures been taken in all branches.

**5. ENCOURAGING ONLINE SERVICES:** From the start, the library expanded Hoopla and other online resources so our patrons could access e-books and other media free of charge during the lockdown. We added or expanded over a dozen online resources since the outbreak of COVID. The library also opened our WiFi services to give everyone in our community 24 hour access to the Internet even while the library was closed. The BLRL also created the e-card program that allowed people across Barry and Lawrence counties to get access to the library even if they didn't have a current library card.

## COVID LOCKDOWN & STATS FOR 2019-2020:

The library district was closed from March 17, 2020 to May 17, 2020 due to the COVID-19 quarantine. Our libraries opened May 18 through May 30 with curbside delivery and computer use by appointment. The BLRL reopened to the public on June 1, 2020 with limited hours, days, and limited number of patrons per location. This resulted in obvious suppressed statistics across the board.



# A BRIGHTER FUTURE FOR YOUR LIBRARY!



## TECHNOLOGY:

In the spring to help during the COVID-19 closure, we extended Wifi services outside the library on an open wifi network. Wifi is available 7 days a week from 6 a.m. to 11 p.m. and can be accessed from the parking lot or sidewalk at each branch location.

We migrated our integrated library system to a new service called Evergreen with a “go live” date of November 14, 2019. Along with the new computer system to check books in and out we also gained the ability to participate in the Evergreen Consortium of over 50 libraries across the state. Patrons can now request materials from any of the participating libraries for free and they are delivered using the statewide courier service. Patrons now have access to over 2 million items as a result!

A high-quality, on-trend arts and crafts resource called “Creative Bug” was added to our suite of virtual assets in April 2020 to help patrons keep busy during the closure.

## GRANTS:

We were awarded an LSTA Technology Mini Grant to purchase 20 desktop computers and monitors to replace aging office computers and a LSTA Technology Grant to purchase 8 AWE touchscreen computers pre-loaded with games for children. These grants paid for 75% of the overall cost with the library paying the remaining 25%.

We received a Reading Challenge Software Grant to purchase “Wandoo Reader” from Demco to help us with the Summer Reading Program in 2020.

We received a Summer Reading Grant from the State Library to help with our 2020 Summer Reading Club.

We purchased 30 T-Mobile Hotspots with funds from the Cares Act. These funds were distributed by the State Library. We will circulate 29 of these hotspots to our patrons and keep one for staff use.

We received Cares Act reimbursement funds from both Barry and Lawrence Counties for personal protective equipment, cleaning supplies, misc. supplies, and deep cleaning of branches due to the pandemic.



# 2019-2020 ANNUAL REPORT

## **MAINTENANCE:**

We had several maintenance projects in 2019-2020 that benefited several of our branch libraries.

The Aurora Branch received new flooring in the meeting room, lower hallway, and staff lounge. We also painted the wall behind the service desk and in the meeting room.

The Cassville Branch meeting room, basement hallway, storytime room, and the back wall in the adult book area were painted. New vinyl plank flooring was installed in the meeting room, storytime room, behind the service desk, and in the staff office.

At the Marionville Branch, the concrete block wall at the back of the building was completely replaced.

The Monett Branch received a new roof in August 2020.

The Pierce City Branch hallway and bathroom flooring was replaced. We also replaced two toilets and one of their heating/cooling pump units.

## **BUILDING PROJECTS:**

The BLRL is committed to re-imagining all 9 library facilities in the coming years, with a plan for renovation, remodeling, and new construction projects on the horizon.

We completed several tasks in preparation for building a new Monett Branch Library:

At the end of Summer 2019 we surveyed non library users in Monett to see what types of services they felt were important in a new library. The top three things that they wanted to see were a dedicated children's area, more books (especially popular titles), and more and better programs for adults and seniors.

We contracted with Paragon Architecture for programming and conceptual design services for the new branch.

## **STAFF DEVELOPMENT:**

Youth Services Coordinator Janea Coker, Collection Development Manager Rhonda Duff, and Library Executive Director Gina Milburn attended the Public Library Association Conference in Nashville, TN in February 2020.



## EVERYTHING WE DO IS FUNDED BY COMMUNITY SUPPORT

### REVENUE

Taxes	\$1,591,571
State Funds	88,476
Investment Income	3,700
Gifts/Donations/Grants	61,446
Non-Resident Fees	2,280
Fines/Fees/Copier	34,689
Book Sale Income	6,840
Miscellaneous Income	9,408
Total Revenues	\$1,700,549

Operating Reserve \$1,096,380  
(For July 1 to December 31, 2019)

### Designated Reserve Funds

Monett Building Project	\$631,957
Shell Knob Building Project	\$182,181

### OPERATING EXPENDITURES

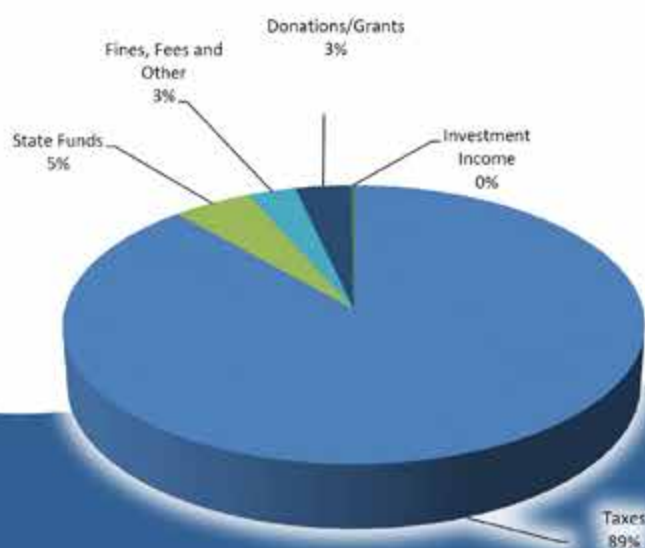
Payroll and Benefits	\$1,147,487
Library Materials	138,338
Programming	9,437
Professional Services	48,289
Office Supplies	11,496
Postage	3,614
Travel	2,415
Staff Training	6,682
Utilities	71,253
Auto Expense	4,398
Insurance	19,917
Furniture/Equipment	45,001
Maintenance/Repairs	202,868
Technology/Internet	38,981
Databases	65,758
Miscellaneous	138,867
Total Operating Expenditures	\$1,954,801



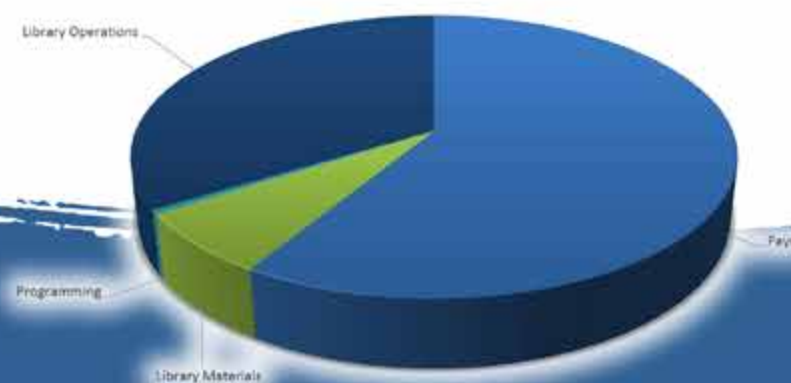
# THANK YOU FOR YOUR SUPPORT:

**ON JUNE 2ND, LOCAL VOTERS' STRONG SUPPORT OF THE LIBRARY INSPIRED THEM TO VOTE YES,** approving a 7 cent increase to the Library's tax levy. The Library's funding level increased from 15 cents to 22 cents per \$100 of assessed property value. This modest increase will make considerable improvements in our facilities, programs, & services the BLRL can provide for our patrons. We are very grateful to the voters for this much-needed additional funding.

Revenue



Expenditures

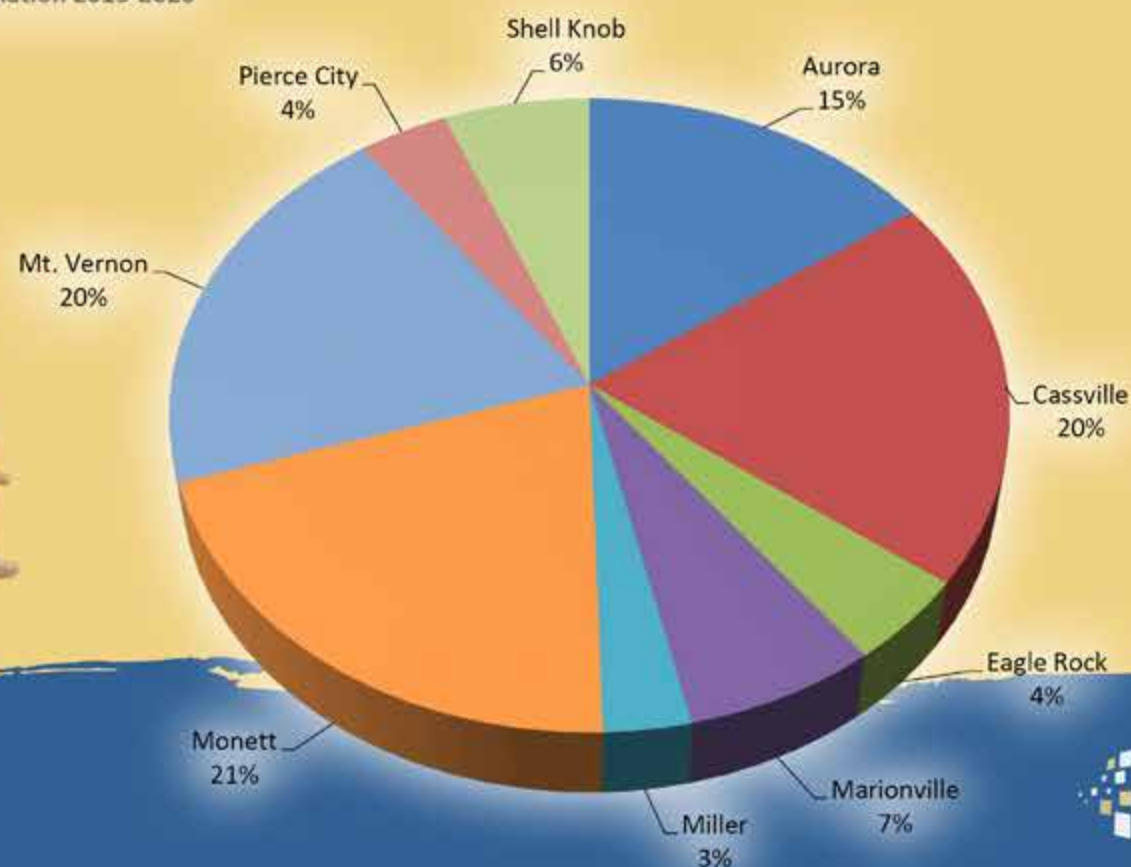




# 2019-2020 ANNUAL REPORT CIRCULATION STATISTICS

Branch	Circulation	Cardholders New	Cardholders All	Intraloan To	Intraloan From	ILL Provided	ILL Received
Aurora	40,735	345	4,805	4,062	3,979	108	29
Cassville	53,808	422	6,262	4,316	4,375	78	72
Eagle Rock	11,975	25	566	1,366	2,713	5	12
Marionville	18,359	115	1,583	2,041	2,786	42	63
Miller	8,335	50	767	1,046	1,621	2	9
Monett	55,289	485	6,708	6,724	4,542	269	120
Mt. Vernon	53,643	264	4,351	4,550	5,236	89	34
Pierce City	10,180	31	1,068	1,959	1,377	57	20
Shell Knob	16,611	83	1,274	1,673	2,675	33	14
YTD Total	268,935	1,820	27,384	27,737	29,304	683	373
(2018-2019)	359,474	0	26,014	41,949	41,949	1,128	869

Circulation 2019-2020



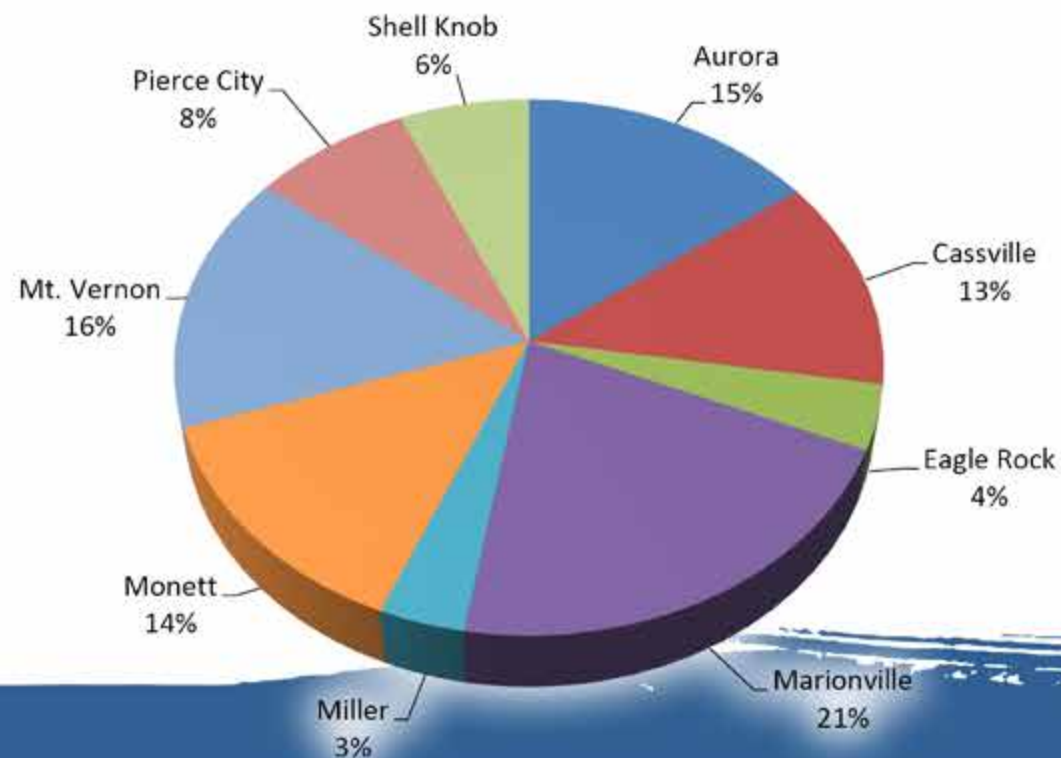


# 2019-2020 ANNUAL REPORT PROGRAMMING STATISTICS

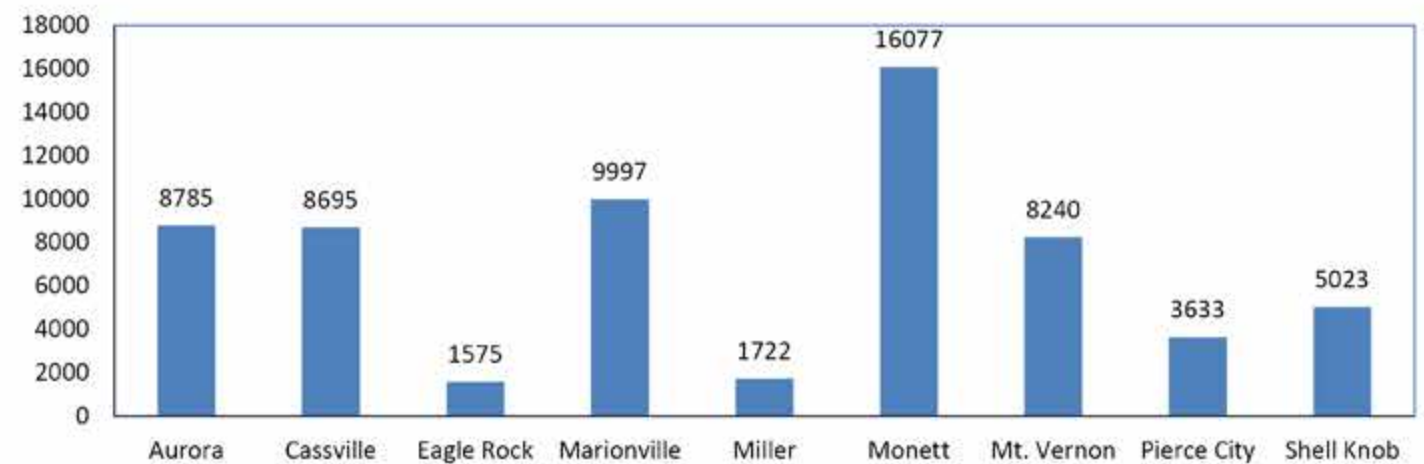
Branch	Meeting Room Use	Childrens' Prog.	Attend.	Teen Prog.	Attend.	Adult Prog.	Attend.	Outreach Prog.	Attend.	Passive Prog.	Attend.	Virtual Prog.	Attend.	YTD Total Prog.	Attend.
Aurora	18	75	1352	8	52	89	781	37	1803	98	4669	1	128	308	8785
Cassville	116	78	1334	4	41	102	792	41	870	13	800	26	4858	264	8695
Eagle Rock	N/A	41	839	0	0	16	172	0	0	24	564	0	0	81	1575
Marionville	23	58	794	9	162	181	1467	42	2120	97	2874	53	2580	440	9997
Miller	N/A	28	265	1	3	0	0	7	95	30	401	8	958	74	1722
Monett	N/A	71	1033	9	51	65	492	81	6307	50	4455	6	3739	282	16077
Mt. Vernon	88	73	1731	25	435	126	898	47	740	52	4418	2	18	325	8240
Pierce City	68	23	271	0	0	26	102	0	0	32	980	85	2280	166	3633
Shell Knob	55	10	587	0	0	5	27	63	1508	57	2901	0	0	135	5023
YTD Total	368	457	8206	56	744	610	4731	318	13443	453	22062	181	14561	2075	63747
2018-2019)	343	664	13195	104	898	920	7542	577	19347	480	27417	N/A	N/A	2745	68399



Number of Branch Programs 2019-2020



Branch Program Attendance 2019-2020

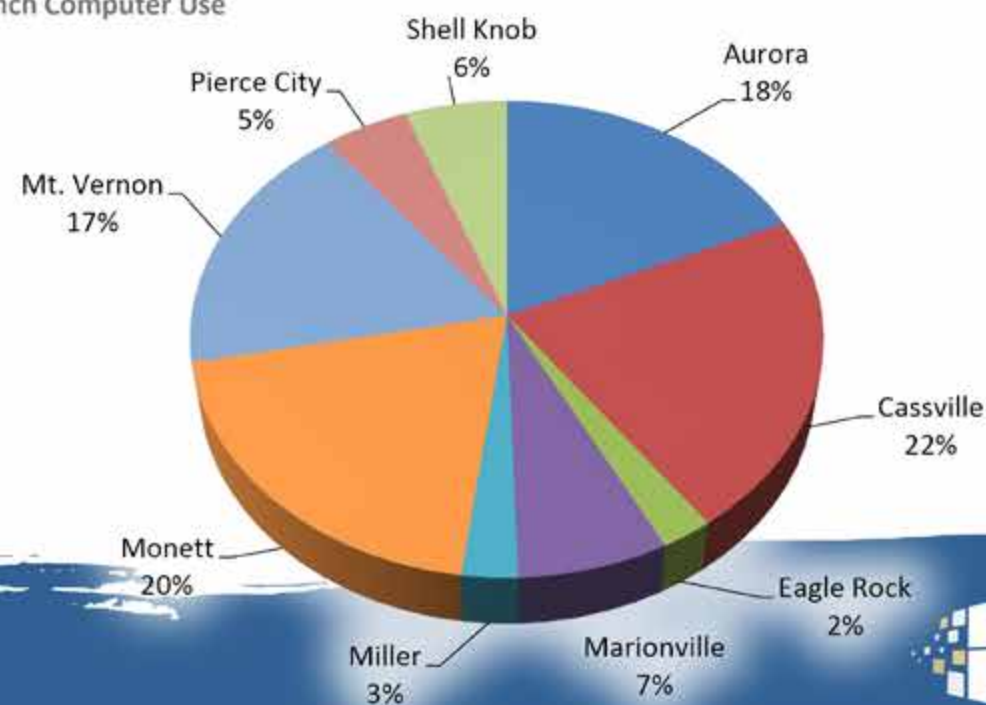




# 2019-2020 ANNUAL REPORT MISC. STATISTICS

Branch	Customer Count	Information/ Tech Assists	In Agency Use	Computer Use*	Volunteers # of	Volunteers Hours
Aurora	35356	23749	10503	5989	28	129
Cassville	36947	29995	41629	7076	8	32
Eagle Rock	6565	11180	7468	790	92	243
Marionville	21419	6752	26044	2305	18	85
Miller	4205	5197	5141	853	2	6
Monett	29489	22193	22236	6453	25	196
Mt. Vernon	26283	13459	23558	5747	67	163.5
Pierce City	8068	5724	3028	1564	2	8.5
Shell Knob	8842	16235	5442	1876	0	0
YTD Total	177174	134484	145049	32653	242	863

Branch Computer Use





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AURORA BRANCH		CASSVILLE BRANCH		EAGLE ROCK BRANCH		MARIONVILLE BRANCH		MILLER BRANCH	
Circulation	40,735	Circulation	53,808	Circulation	11,975	Circulation	18,359	Circulation	8,335
Collection Size	32,582	Collection Size	37,692	Collection Size	8,052	Collection Size	17,797	Collection Size	6,773
Cardholders	4,805	Cardholders	6,262	Cardholders	566	Cardholders	1,583	Cardholders	767
Library Visitors	35,356	Library Visitors	36,947	Library Visitors	6,565	Library Visitors	21,419	Library Visitors	4,205
Computer Use	5,989	Computer Use	7,076	Computer Use	790	Computer Use	2,305	Computer Use	853
Number of Programs	308	Number of Programs	264	Number of Programs	81	Number of Programs	440	Number of Programs	74
Program Attendance	8,785	Program Attendance	8,695	Program Attendance	1,575	Program Attendance	9,997	Program Attendance	1,722
Questions Answered	23,749	Questions Answered	29,995	Questions Answered	11,180	Questions Answered	6,752	Questions Answered	5,197
MONETT BRANCH		MT. VERNON BRANCH		PIERCE CITY BRANCH		SHELL KNOB BRANCH		BLRL SYSTEM	
Circulation	55,307	Circulation	53,643	Circulation	10,180	Circulation	16,611	Circulation	268,953
Collection Size	41,558	Collection Size	36,240	Collection Size	17,257	Collection Size	12,471	Collection Size	210,422
Cardholders	6,708	Cardholders	4,351	Cardholders	1,068	Cardholders	1,274	Cardholders	27,384
Library Visitors	29,489	Library Visitors	26,283	Library Visitors	8,068	Library Visitors	8,842	Library Visitors	177,174
Computer Use	6,453	Computer Use	5,747	Computer Use	1,564	Computer Use	1,876	Computer Use	32,653
Number of Programs	282	Number of Programs	325	Number of Programs	166	Number of Programs	135	Number of Programs	2,075
Program Attendance	16,077	Program Attendance	8,240	Program Attendance	3,633	Program Attendance	5,023	Program Attendance	63,747
Questions Answered	22,193	Questions Answered	13,459	Questions Answered	5,724	Questions Answered	16,235	Questions Answered	134,484

CONNECT, TRANSFORM, INSPIRE...





## Barry-Lawrence Regional Library **BRANCH LOCATIONS**

### **AURORA BRANCH**

202 Jefferson  
417-678-2036

### **CASSVILLE BRANCH**

301 W. 17 th Street  
417-847-2121

### **EAGLE ROCK BRANCH**

Community Center  
27824 State Highway 86  
417-271-3186

### **MARIONVILLE BRANCH**

303 W. Washington  
417-463-2675

### **MILLER BRANCH**

112 E. Main Street  
417-452-3466

### **MONETT BRANCH**

213 6 th Street  
417-235-6646

### **MT. VERNON BRANCH**

206 W. Water  
417-466-2921

### **PIERCE CITY BRANCH**

101 N. Walnut Street  
417-476-5110

### **SHELL KNOB BRANCH**

Bridgeway Plaza  
24931 State Highway 39  
417-858-3618

## Barry-Lawrence Regional Library **BOARD OF TRUSTEES**

Regina McIlrath, *President*—Shell Knob

Wendy Miekley, *Vice-President*—Exeter

Julie Vaughn, *Secretary/Treasurer*--Monett

Katie Brittenham—Monett


Debra Lea—Eagle Rock

Janine Kipers—Pierce City

Charles Peiter—Marionville

Jan Vaughn—Mt. Vernon





# Freedom

## From Library Late Fees

### **YES, IT'S TRUE! THE LIBRARY WILL NO LONGER BE CHARGING LATE FEES.**

The friendly BLRL librarians understand that all our lives can be hectic, and missing due dates can happen. From now on, you won't be charged fines for returning books late. Patrons will still be responsible for replacement costs if materials are destroyed or lost.

The Library Executive Director, Gina Milburn stated, "Our Library Board and staff all agree that paying late fees will no longer be part of using our library. This announcement marks an exciting change, and better aligns our policies with our organization's values." She continues, "The library's mission is to connect people with the transforming power of knowledge, and late fees are an obstacle to some patrons. This obstacle is something we can now afford to remove permanently."

There has never been a better time to commit to getting active in self-directed learning by getting your free library card. You are also welcome to renew your card if it has been a while since you last visited the library.