Scenic Regional Library
ANNUAL REPORT

July 2020 - June 2021
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“Now that we’ve moved away, our imagination bubble that all libraries are just as wonderful has been burst. Congratulations and thank you for all you have done these past eight years to have given us such high expectations for libraries. We miss you.”

- Former Warrenton Branch patron
### 2020/2021 Officers

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>President</td>
<td>Susan Richardson</td>
<td>06/30/2023</td>
</tr>
<tr>
<td>Vice President</td>
<td>Karen Holtmeyer</td>
<td>06/30/2021</td>
</tr>
<tr>
<td>Secretary</td>
<td>Robert Niebruegge</td>
<td>06/30/2022</td>
</tr>
<tr>
<td>Treasurer</td>
<td>John Cheatham</td>
<td>06/30/2023</td>
</tr>
</tbody>
</table>

### Member

<table>
<thead>
<tr>
<th>Name</th>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Linda Andrae (Franklin Co.)</td>
<td>06/30/2023</td>
</tr>
<tr>
<td>John Barry (Warren Co.)</td>
<td>06/30/2021</td>
</tr>
<tr>
<td>John Cheatham (Franklin Co.)</td>
<td>06/30/2022</td>
</tr>
<tr>
<td>Joy Dufrain (Warren Co.)</td>
<td>06/30/2023</td>
</tr>
<tr>
<td>Michele Fehlings (Gasconade Co.)</td>
<td>06/30/2023</td>
</tr>
<tr>
<td>Kathleen Ham (Gasconade Co.)</td>
<td>06/30/2021</td>
</tr>
<tr>
<td>Karen Holtmeyer (Warren Co.)</td>
<td>06/30/2021</td>
</tr>
<tr>
<td>Martha Lindsley (Crawford Co.)</td>
<td>06/30/2023</td>
</tr>
<tr>
<td>Robert Niebruegge (Gasconade Co.)</td>
<td>06/30/2021</td>
</tr>
<tr>
<td>Susan Richardson (Franklin Co.)</td>
<td>06/30/2024</td>
</tr>
<tr>
<td>Carla Robertson (Warren Co.)</td>
<td>06/30/2022</td>
</tr>
<tr>
<td>Paula Sutton (Franklin Co.)</td>
<td>06/30/2023</td>
</tr>
</tbody>
</table>
LIBRARY VISITS

= 10,000 Visits

228,949
In-person

171,380
Website

3,724
Community Outreach

We Answered:
7,696
Reference Questions
8,268
Technology Questions!

LIBRARY CARDS ISSUED

# of New Cards Issued:
3,877

# of Active Users:
12,212

“Thank you all for always being so helpful & pleasant to talk to.”
- Christmas card from Hermann branch patrons

“Love the new library, especially the wonderful staff. They have created a whole new library experience. Thank you.”
- Sarah M., Sullivan branch patron
COVID VACCINATION SITE

• The Franklin County Health Department used the library’s former Union branch building to administer up to 1,000 vaccines per week to area residents.

“The library is a WONDERFUL asset to our community!!!”
- Scenic Regional Library patron

CURBSIDE SERVICE

Curbside Service Utilized: 592 Times

“I think that the response from the Scenic Regional Library to COVID was very well done! The time the libraries were closed and when they opened with just curbside and then reduced hours, masks, and reopening all seemed appropriate and timely. As a devoted patron I really appreciated that!”
- Warrenton branch patron

“Every time I come in, I get the biggest help I’ve ever had!”
- Union Branch patron
BORROWING AND LENDING

“Huge selection…Even fishing poles and things you wouldn’t expect to be able to borrow from a library!”
- Union Branch patron

“I am a regular library user and I can tell you that Scenic Regional Library provides excellent service, resources, and programs.”
- Frances R., New Haven branch patron

CIRCULATION

Total Physical Item Circulation:
426,870

Total E-circulation: 168,664
5.88% increase from 2019-2020
NON-TRADITIONAL CIRCULATION

597 Headphones

240 Device Charger Cables and Wall Plugs – up 252% from last year!

180 Telescopes – up 59% from last year!

149 Cake Pans

91 Fishing Poles

29 Binoculars

New This Year:

99 Microscopes

1293 Mobile Hotspots!

SELF-CHECK CIRCULATION

• Seven machines checked out: 69,073 items
• Percentage of the total checked out at those branches: 17.65%
• Percentage of total Scenic Regional Library circulation: 15.22%

“Your entire staff there have been exceptionally kind and helpful every time we visit. We are thankful for each of you.”

- Lisa, Wright City Branch patron

“Thanks for all your help with the telescope! We took it to a friend’s house and it was enjoyed by many!”

- Lauriette M., St. Clair branch patron

PASSPORTS

• All nine branches have staff trained to process passports.
• We now have 54 staff members qualified to process passports.

We Processed 112 Passports
MOBILE HOTSPOTS

75 hotspots in circulation throughout the district were checked out 1,293 times.

“I and my family really enjoy the library and as you know get a lot of use from it. The library has really changed. And for the better.”
- Jerry M., Sullivan branch patron

RFID (radio-frequency identification)

The library is converting to RFID this year.

What will RFID do for the library?
• Security
• Staff Efficiency
• Inventory Control

Items Tagged in the Spring of 2021: 300,000
COMPUTER USAGE

Computer Usage: 45,211
Wireless Usage: 53,058

“THANK YOU for ALL the help—you really have such patience, and [are] so pleasant all the time…I really love your dedication to helping oldies like me!”
- Hermann branch patron

YOUTH OUTREACH

“We’ve been going through ‘days of thankfulness’ at home. Norah said she was thankful for Mrs. Kayleigh [Wright City Branch staff member] today because the Grinch book made her feel good and she is sad that she can’t be at school. (We’ve been able to make the last two [virtual] storytimes because we are quarantined.) As soon as she mentioned something about ‘Christmas won’t be the same but we can still have a good Christmas with smaller families, etc. and Kayleigh mentioned about not being at school and missing people’, Norah jumped right in and said, ‘Wow! She knows what I’m talking about!’ It made me sad but happy that she could make that connection with her. So thank you for providing those services and being a constant event of normalcy for her. She loves story time!”
- Comment on the Wright City branch Facebook page

Daycare & School Outreach:
40 sessions offered via Zoom reaching 3,724 students and teachers.
“I feel like I will do fine on my math now because of Tutor.com.”
- 7th grade student

“Kimberley was very nice and seemed so happy when I got the answers right. When I found out I got a 70, she immediately offered to go over it all once again.”
- 7th grade student on Tutor.com

Total: 142,704

**COLLECTIONS**

Total Physical: 276,520 5.8% increase
Total Digital: 24,925 10% increase
ADULT PROGRAMMING

423 programs held in-person and virtually reaching 6,452 adults.

“I think they are doing great! The virtual classes are a great way to safely connect with our community.”
- Sara F. P., New Haven branch patron

“I have never met more friendly, caring, kind, and generous people than the folks that work here at the library. God bless every one of you! I will never forget the generosity I have received from all of them...One day I will pay that forward!!!”
- Shane L., Pacific branch patron

YOUTH PROGRAMMING

In 2020-2021 we offered 1,084 programs reaching 22,123 children and teens.

To my favorite librarians,
11-18-20
Thank you for this books!
Also thanks to the stories you read,
and the crafts you give us!
You are the best, nicest, and fun!
TEACHER ASSISTANCE PROGRAM

• We launched the Teacher Assistance Program this year.

• Branch staff delivers materials to public and private school classrooms throughout the district.

“Just wanted to share with you how much these kiddos (okay, their teacher LOL) appreciated the Teacher Assistance program. There were 17 Thank You cards waiting on my desk for me today! So sweet!”
- Jacquie, St. Clair Branch staff member

1000 BOOKS BEFORE KINDERGARTEN

Total Participants: 155
6 Children completed the program by reading 1,000 books!
Participants in 2021

1501 Children (64.5% increase)

932 Teens (333% increase)

4354 Adults (502% increase!)

Minutes Read
Children: 552,716
Teen/Adults: 8,031

BOOKS-BY-MAIL

• We currently have 93 Books-by-Mail patrons in all 3 counties!
• Books-by-Mail circulation: 3,376 items in 2020-2021 fiscal year.

“I just wanted to say how wonderful I find the books by mail service to be. When I became disabled I found myself hit doubly hard, I lost not only my health and ability to drive but also my income disappeared. Before I was told about this program all I had for a hobby was watching local tv, now I can enjoy the latest and best literature again, which is a true blessing.”

- Jason B., Books-By-Mail patron
## 2020/2021 Officers

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<tr>
<td>President</td>
<td>Dorothy (Dot) Schowe</td>
<td>07/30/2021</td>
</tr>
<tr>
<td>Vice President</td>
<td>Dr. Debbie Depew</td>
<td>07/30/2022</td>
</tr>
<tr>
<td>Secretary</td>
<td>Susan McKee</td>
<td>07/30/2021</td>
</tr>
<tr>
<td>Treasurer</td>
<td>Sheri Hausman</td>
<td>07/30/2022</td>
</tr>
<tr>
<td>Member</td>
<td>Pat Aichholz Schowe</td>
<td>07/30/2024</td>
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<tr>
<td></td>
<td>Shelby Uffmann</td>
<td>07/30/2022</td>
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<tr>
<td></td>
<td>Sheri Hausman</td>
<td>07/30/2021</td>
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<tr>
<td></td>
<td>Debbie Heggemann</td>
<td>07/30/2023</td>
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<td></td>
<td>Barbara Harman</td>
<td>07/30/2023</td>
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<td></td>
<td>Stephanie Norton</td>
<td>07/30/2021</td>
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<tr>
<td></td>
<td>Sandra Feldkamp</td>
<td>07/30/2021</td>
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185 Friends’ members systemwide. Raised $9,044 in fiscal year 2020-2021.

### COMMUNITY GARDEN

- We launched the Community Garden at the St. Clair branch in the spring of 2021. The Friends of the Library St. Clair branch provided funds for the garden. Patrons were able to check out a garden bed for the growing season.
“A 3-year-old boy was here today with his mother. He pulled .31 cents from his pocket and slid it across the counter to me. His mother explained that he wanted to give his money to the library to make sure it stays open. I promised him we would be here.”

- Sarah, Owensville Branch staff member
2020-2021 TOTAL SERVICE VALUE

Every $1 of Revenue = $2.40 in Library Services

<table>
<thead>
<tr>
<th>Library Service</th>
<th>Annual Total Usage</th>
<th>Dollar Value</th>
</tr>
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<tbody>
<tr>
<td>Books Borrowed (Physical &amp; downloadable)</td>
<td>334,624</td>
<td>$ 6,023,232</td>
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<tr>
<td>Magazines Borrowed (Physical &amp; downloadable)</td>
<td>4,529</td>
<td>$ 22,645</td>
</tr>
<tr>
<td>Videos (DVD &amp; downloadable)</td>
<td>65,140</td>
<td>$ 130,280</td>
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<tr>
<td>Audio Books Borrowed (CD &amp; downloadable)</td>
<td>16,255</td>
<td>$ 487,650</td>
</tr>
<tr>
<td>Music (CD &amp; downloadable)</td>
<td>3,269</td>
<td>$ 32,890</td>
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<tr>
<td>Mobile Hotspot Use</td>
<td>1,293</td>
<td>$ 170,676</td>
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<tr>
<td>Fishing Pole Use</td>
<td>91</td>
<td>$ 2,730</td>
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<tr>
<td>Telescope Use</td>
<td>180</td>
<td>$ 58,500</td>
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<tr>
<td>Microscope Use</td>
<td>99</td>
<td>$ 24,750</td>
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<tr>
<td>Notary Service</td>
<td>566</td>
<td>$ 2,830</td>
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<tr>
<td>Children's Program Attendance</td>
<td>22,123</td>
<td>$ 154,861</td>
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<tr>
<td>Adult Program Attendance</td>
<td>6,452</td>
<td>$ 96,780</td>
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<tr>
<td>Hours of Computer Use</td>
<td>98,269</td>
<td>$ 2,358,456</td>
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<tr>
<td>Live Homework Help Tutoring Sessions</td>
<td>314</td>
<td>$ 12,560</td>
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<tr>
<td>Database Searches</td>
<td>142,704</td>
<td>$ 2,854,080</td>
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<tr>
<td>Interlibrary Loan Requests Processed</td>
<td>82,063</td>
<td>$ 1,969,992</td>
</tr>
<tr>
<td><strong>Total Value of Library Service</strong></td>
<td></td>
<td><strong>$ 14,402,912</strong></td>
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<table>
<thead>
<tr>
<th>Library Service</th>
<th>Value of Service</th>
<th>Cost Based On</th>
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</thead>
<tbody>
<tr>
<td>Books Borrowed</td>
<td>$ 18.00</td>
<td>Amazon.com average price</td>
</tr>
<tr>
<td>Magazines Borrowed</td>
<td>$ 5.00</td>
<td>Estimated average price</td>
</tr>
<tr>
<td>Videos (DVD &amp; downloadable)</td>
<td>$ 2.00</td>
<td>Estimated Redbox average</td>
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<tr>
<td>Audio Books Borrowed (CD &amp; downloadable)</td>
<td>$ 30.00</td>
<td>Estimated average price</td>
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<tr>
<td>Music CDs Borrowed</td>
<td>$ 10.00</td>
<td>Estimated Spotify subscription</td>
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<tr>
<td>Mobile Hotspot Use</td>
<td>$ 132.00</td>
<td>Cost of device plus two weeks of mobile data</td>
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<tr>
<td>Fishing Pole Use</td>
<td>$ 30.00</td>
<td>Cost of fishing pole per Amazon</td>
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<tr>
<td>Telescope Use</td>
<td>$ 325.00</td>
<td>Cost of telescope per St. Louis Astronomical Society</td>
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<tr>
<td>Microscope Use</td>
<td>$ 250.00</td>
<td>Based on average purchase price</td>
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<td>Notary Service</td>
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<td>State allowable charge</td>
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<td>Children's Programs Attended</td>
<td>$ 7.00</td>
<td>Estimated value per ALA library calculator</td>
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<td>Adult Programs Attended</td>
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<tr>
<td>Hours of Computer Use</td>
<td>$ 24.00</td>
<td>FedEx Office hourly rate</td>
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<tr>
<td>Live Homework Help Tutoring Sessions</td>
<td>$ 40.00</td>
<td>Cost for one hour of tutoring at Tutor.com</td>
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<tr>
<td>Database Searches</td>
<td>$ 20.00</td>
<td>Estimated value per ALA library calculator</td>
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<tr>
<td>Interlibrary Loan Requests Processed</td>
<td>$ 24.00</td>
<td>Amazon.com average price plus shipping</td>
</tr>
</tbody>
</table>

“App is amazing! Workers are fantastic! Great Experience.”
- Owensville branch patron

“It [The library] was exactly what we needed, saving us lots of money, when we were homeschooling and borrowing lots of books, sometimes from far away.”
- Warrenton branch patron