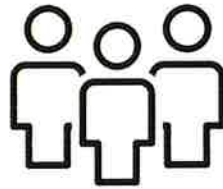




**38,140 VISITORS CAME TO
THE LIBRARY**

**2,101 NEW PATRONS
ADDED**



**120 PROGRAMS
WERE OFFERED**

**3,794 PEOPLE ATTENDED
PROGRAMS**

**13,478 PHYSICAL ITEMS
ADDED**



**671 EBOOKS &
AUDIOBOOKS ADDED**

**100,003 PHYSICAL ITEMS
CHECKED OUT**



**38,757 DIGITAL ITEMS
CHECKED OUT**

TOTAL CIRCULATION: 138,760

**2,882 REFERENCE
QUESTIONS ANSWERED**



**2,933 PEOPLE USED
THE COMPUTERS &
1,549 RECEIVED
STAFF'S HELP**

**578 PEOPLE REGISTERED
FOR THE SUMMER
READING CLUB**



**1,628 PEOPLE ATTENDED
SUMMER READING CLUB
PROGRAMS**

**121 POLICIES & PROCEDURES ADOPTED
30 LARGE INFRASTRUCTURE PROJECTS COMPLETED**



In addition to providing excellent customer service six days a week, the Library staff completed the work below to make the Library a welcoming place filled with a variety of resources, expanded collection, and programs for all ages.

With full support and assistance from the Board of Trustees, everyone has worked tirelessly with a shared vision and mission to enrich the quality of life in the community from generation to generation.

Facility

- Renovated the Thrift Store – to be used as a large event Program Room
 - Painted the walls, floor refinished, dehumidifier installed
- Renovated the Thrift Store sorting room – used as offices for Technical Services Dept
 - Painted the walls, floor refinished, improved lighting, new furniture and window blinds.
 - Painted the staircase and added lighting for safety
- Renovated the Conference Room
 - Painted the walls, new carpet and window blinds
 - Purchased mobile tables and chairs for the rooms
- Renovated the children’s department
 - A new carpet and lights were installed in the Tree Room.
 - Shelves, collections, and furniture were moved to create a play area and make the room more inviting
 - Installed a desk for the children’s librarian to be present in the department
- Painted the first-floor lobby and staircase
- A mural of our logo was painted on the walls in the lower level
- All windows were washed inside and outside
- Roof was inspected
- Gutters were cleaned and repaired
- Trees were trimmed
- HVAC system was inspected
- Locks were changed on exterior and interior doors for safety
- Updated the signage throughout the library for brand consistency
- Reorganized multiple areas to improve efficiency and help the library look more welcoming.

- Replaced the toilets in all bathrooms, moved furniture, shelves, etc. per ADA requirements.
- Reorganized the staff breakroom for comfort.
- Installed a TV in the small study room and conference room to be used for presentations and video conferencing.
- Installed TV behind the circulation desk to advertise programs.
- Installed additional security cameras and repaired those not working
- Taney County Fire Department staff inspected the facility and affirmed that we are following regulations and codes.
- The parking lot was restriped, and handicap spaces more clearly defined.
- Modified staff offices to accommodate extra employees.
- A mural of the Ozark mountains was painted on the walls of the Program Room.
- The Master Gardeners began refurbishing the front of the library by adding cedar boxes with plants, bushes, and pavers to create an attractive garden. They will complete the landscaping in the warmer months.
- Replaced outdated staff and public access computers
- Replaced our wireless network (wireless access points), which features a high-speed data transfer rate of 1.50 Gbit/s. to increase the speed and reliability of our Wi-Fi
- Conducted an internal safety check of all our equipment and are up to date with the maintenance and all the safety protocols in place
 - Alarm systems, sprinklers, fire extinguishers, elevator, etc.
- Installed new outdoor signage on the building
- Had the building power washed
- A new outdoor book drop was installed to protect returned material.
- Painted the Circulation Desk area and replaced storage cabinets that were in disrepair

Collection

- Created a dedicated Technical Services department and staff to select, order, catalog and process new materials
- Weeded outdated, damaged, and irrelevant material
- Added over 14,150 new items
- Moved the juvenile and teen collections from the adult (new books) collection to comply with MO State laws
- Circulated over 138,760 items
- Increased the eBook and Audiobook collection in Overdrive
- Completed inventory of the entire collection- over 42,000 items

- Standardized the barcodes to meet industry standards and to prepare for Interlibrary Loan program and possible ILS migration

Staffing

- Created an organizational chart with new positions and a Technical Services Department
- Hired and trained key positions in all departments - seven (7) employees
- Began a monthly training program for staff. Training included:
 - Customer Service
 - Active Shooter – Branson Police Department
 - Stop the Bleed – Taney County Ambulance District
 - Emergency Action Plan
 - Gale Legal Forms and MO online databases and services offered to the public
 - New policies and procedures with workflows
- Instituted background checks for applicants, employees, and volunteers
- Updated all the job descriptions
- Created Standard Operating Procedures for all departments improving processes and efficiencies. (finance, human resources, circulation, technical services, volunteers, programming, opening and closing procedures, etc.)
- Wrote and/or revised over 121 policies and procedures
- Created a Citizen and Staff Safety Incident Report and procedures
- Wrote an Emergency Action Plan and trained staff on emergency procedures, including Active Shooter Training with Branson Police
- Enrolled all eligible employees in retirement, health, dental, vision, and life insurance.

Programming

Programming is incredibly important in a library! Programs draw people in and allow staff the opportunity to highlight all the services and resources we provide.

- We revamped the Summer Reading Club
 - We extended the length of the program from six weeks to nine.
 - We offered 28 programs for all ages during June and July!
 - We hired special performers to provide an opportunity for children to see and participate in activities that they may not otherwise have access to. Special programming such as magicians, music, animal visits, etc. held programs. These programs will be in addition to regular library programs.
 - We partnered with the Friends who paid for the performers and prizes.

- We hired a dedicated Children’s Librarian who began new programs for children of all ages.
- We partnered with MO Extension Office to offer new programs for adults and kids.
- We added an online calendar on the website to advertise the new programs.

General

- Created a new logo for branding
- Installed a new website.
- Installed a self-checkout kiosk.
- Installed a new copier to reduce costs
- Created workflows to ensure we capture the information and statistics we need for the MO State Annual Report
 - Installed door/patron counters
 - Keeping stats for computer use, meeting room use, reference questions answered, help provided for electronic resources, programs and attendance.
 - Required creating templates and forms for tracking statistics and training staff on best practices.
- Completed the first Annual Report for the state.
- Began daily postings on social media - Facebook and Instagram.
- Began a bimonthly newsletter that is emailed to patrons.
- Began tracking results and making changes to meet the MO State Standards for public libraries.
- Added a new online database, *Gale Legal Forms*, for patrons and trained staff on the new resource.
- Added *Mango*, a digital language-learning platform that offers online lessons for Spanish and 70 foreign languages, including 20 ESL courses.
- Created and ordered new library cards with our logo and the new standard 14-digit barcode.
- This past year we formed partnerships with the following:
 - MU Extension - programming
 - Branson schools – Spanish Storytimes
 - Branson Parents as Teachers – children’s librarian does monthly storytimes
 - Head Start – Branson – Library tours and storytimes
 - Cox Health – we deliver 40 children’s books to their preschool center each month. It is a rotating collection.