

Year-by-Year Reflective Summary

2020 — Foundation & Resilience

Strategic Focus: Maintaining access, continuity of service, and community support during a year of significant disruption.

Key Milestones

- Sustained core library services amid operational and public health challenges
- Expanded reliance on digital resources and technology access
- Positioned the library as a dependable source of information and connectivity

Annual Report Statistics

- Meeting room uses: **102**
- Staffing: **4.4 FTE (176 hours/week)**
- Volunteers: **2 volunteers, 240 hours donated**
- Library visits: **45,630**
- Public PC sessions: **6,767**
- Wireless sessions: **7,698**
- Virtual visits/online engagement: **29,175**
- Total collection use: **48,073**
- Programs offered (all ages): **104**
- Program attendance: **2,364**
- Interlibrary loans: **485 in / 2 out**

What the Data Tells Us

- High levels of both in-person and virtual use demonstrate the library's essential role during a period of uncertainty.
- Strong technology use and virtual engagement highlight the library's importance in supporting remote access to information, services, and connections.
- Program offerings and attendance reflect the library's commitment to maintaining learning opportunities whenever possible.

Notable Outcomes & Stories

- The library remained a steady, trusted presence for the community during a year of rapid change.
- Early investment in digital access and adaptable services laid the groundwork for recovery and growth in subsequent years.

2021 — Recovery & Re-Engagement

Strategic Focus: Gradual restoration of in-person services while maintaining access through digital resources during continued pandemic impacts.

Key Milestones

- Reopened and stabilized core library services with reduced staffing levels
- Maintained access to technology, Wi-Fi, and online resources during limited in-person programming
- Began rebuilding community engagement following 2020 disruptions

Annual Report Statistics

- Meeting room uses: **37**
- Staffing: **3.95 FTE (158 hours/week)**
- Volunteers: **1 volunteer, 8 hours donated**
- Library visits: **32,244**
- Public PC sessions: **4,048**
- Wireless sessions: **6,756**
- Virtual visits/online engagement: **20,380**
- Total collection use: **36,127**
- Programs offered (all ages): **21**
- Program attendance: **189**
- Interlibrary loans: **350 in / 0 out**

What the Data Tells Us

- While in-person use and programming remained limited, the library continued to serve as a vital access point for technology, information, and digital services.
- Strong wireless, PC, and virtual usage demonstrates sustained community reliance on the library despite reduced hours, staffing, and programming.
- Lower meeting room use and volunteer participation reflect ongoing public health constraints rather than reduced community interest.

Notable Outcomes & Stories

- The library functioned as a dependable anchor for residents needing internet access, computers, and materials during an uncertain recovery year.
- Continued interlibrary loan activity ensured patrons had access to materials beyond the local collection when options were otherwise limited.

2022 — Growth & Innovation

Strategic Focus: Rebuilding in-person engagement while strengthening sustainable services, programming, and staffing capacity.

Key Milestones

- Expanded in-person programming and community use of library spaces
- Increased volunteer involvement to support programs and services
- Balanced on-site services with continued digital access and resource sharing

Annual Report Statistics

- Meeting room uses: **55**
- Staffing: **4.0 FTE (160 hours/week)**
- Volunteers: **5 volunteers, 68 hours donated**
- Library visits: **32,086**
- Public PC sessions: **4,109**
- Wireless sessions: **3,873**
- Virtual visits/online engagement: **14,746**
- Total collection use: **42,371**
- Programs offered (all ages): **76**
- Program attendance: **1,354**
- Interlibrary loans: **260 in / 0 out**

What the Data Tells Us

- Program offerings and attendance rebounded significantly, signaling renewed community confidence in returning to shared learning spaces.
- Increased volunteer participation and stabilized staffing supported expanded services and more consistent programming.
- While virtual visits declined from pandemic highs, overall collection use increased, reflecting a shift back toward in-person engagement.

Notable Outcomes & Stories

- The library successfully transitioned from recovery to growth, re-establishing itself as an active gathering place for learning and connection.
- Expanded programming across age groups strengthened the library's role in lifelong learning and community enrichment.

2023 — Connection & Community Partnerships

Strategic Focus: Deepening community connection through expanded programming, partnerships, and increased use of library spaces.

Key Milestones

- Significantly expanded all-ages programming and community use of meeting spaces
- Leveraged volunteer support to increase program capacity and service reach
- Re-established the library as a primary gathering place for learning and connection

Annual Report Statistics

- Meeting room uses: **105**
- Staffing: **4.33 FTE (173 hours/week)**
- Volunteers: **5 volunteers, 494 hours donated**
- Library visits: **53,856**
- Public PC sessions: **4,285**
- Wireless sessions: **5,832**
- Virtual visits/online engagement: **22,657**
- Total collection use: **51,771**
- Programs offered (all ages): **177**
- Program attendance: **1,747**
- Interlibrary loans: **358 in / 0 out**

What the Data Tells Us

- Dramatic increases in visits, meeting room use, and programming reflect strong community re-engagement and trust in the library as a shared space.
- Volunteer hours grew substantially, multiplying staff capacity and enabling a broader range of programs and services.
- Continued strength in both in-person and virtual use demonstrates a hybrid service model that meets patrons where they are.

Notable Outcomes & Stories

- The library emerged as a vibrant community hub, hosting frequent programs, gatherings, and collaborative events.
- High volunteer involvement highlights community ownership and investment in the library's mission.

2024 — Maturity & Measurable Impact

Strategic Focus: Strengthening sustainable services and expanding access through regional collaboration and resource sharing.

Key Milestones

- Joined the Missouri Evergreen statewide resource sharing consortium through an LSTA grant
- Significantly expanded access to materials beyond the local collection
- Continued investment in staffing, volunteers, and high-impact programming

Annual Report Statistics

- Meeting room uses: **81**
- Staffing: **4.51 FTE (180 hours/week)**
- Volunteers: **6 volunteers, 204 hours donated**
- Library visits: **37,470**
- Public PC sessions: **3,007**
- Wireless sessions: **5,453**
- Total collection use: **57,608**
- Programs offered (all ages): **126**
- Program attendance: **2,061**
- Interlibrary loans: **2,539 in / 2,900 out**
- Grant funding secured: **\$40,413 (LSTA)**

What the Data Tells Us

- Participation in the Missouri Evergreen consortium dramatically increased both borrowing and lending, transforming access to materials and positioning the library as a regional contributor.
- Strong collection use and program attendance demonstrate continued relevance even as overall visits stabilized following the previous year's peak.
- Increased staffing and volunteer support enabled the library to manage expanded services and higher resource-sharing demand.

Notable Outcomes & Stories

- Through statewide resource sharing, patrons gained access to millions of additional items, removing geographic and budget barriers.
- The library transitioned from a primarily local service provider to an active partner in a statewide library network.

2025 — Sustainability & Looking Forward

Strategic Focus: Sustaining expanded access, stabilizing services, and positioning the library for long-term impact beyond the current strategic plan.

Key Milestones

- Sustained participation in the Missouri Evergreen statewide resource sharing consortium
- Increased volunteer engagement to support programs and services
- Maintained strong programming and collection use amid staffing adjustments

Annual Report Statistics

- Meeting room uses: **88**
- Staffing: **3.95 FTE (173 hours/week)**
- Volunteers: **10 volunteers, 152 hours donated**
- Library visits: **40,692**
- Public PC sessions: **3,119**
- Wireless sessions: **6,070**
- Total collection use: **61,479**
- Programs offered (all ages): **134**
- Program attendance: **2,825**
- Interlibrary loans: **3,988 in / 3,349 out**

What the Data Tells Us

- Continued growth in interlibrary lending and borrowing confirms the long-term success of statewide resource sharing and sustained patron demand.
- Program attendance reached its highest level in the five-year period, demonstrating strong community engagement and relevance.
- Increased volunteer participation helped offset staffing fluctuations while maintaining service quality and program offerings.

Notable Outcomes & Stories

- The library entered the next planning cycle with proven systems, partnerships, and community trust in place.
- Five years of strategic investment resulted in durable services that can scale and adapt to future needs.

Service Priorities Impact

CUSTOMER EXPERIENCE

Outcome: Community members choose the library, return to it, and recommend it to others.

Key Metrics

- **New Library Registrations**
2020: 463 | 2021: 431 | 2022: 575 | 2023: 767 | 2024: 823 | **2025: 588**
- **Repeat Engagement (Programs & Space Use)**
Strong growth since 2022, with the highest program attendance recorded in 2025.
- **Patron Satisfaction**
Qualitative feedback consistently reflects a welcoming, trusted library experience.

2025 Focus Outcome: Despite staffing adjustments, the library maintained strong patron engagement and sustained new user growth following a multi-year expansion phase.

LEARNING & DISCOVERY

Outcome: Community members gain knowledge, skills, and confidence through library programs and collections.

Key Metrics

- **Program Attendance per Program**
Increased steadily from recovery years; 2025 reached the highest attendance of the five-year period.
- **Total Collection Use (Local + Resource Sharing)**
2020–2022: Recovery and stabilization
2023–2025: Strong growth, driven by statewide resource sharing.
- **Learning Impact (Qualitative)**
Programs are increasingly aligned with lifelong learning and skill development.

2025 Focus Outcome: The library delivered its strongest learning impact to date, with fewer barriers to access and expanded educational opportunities.

COMMUNITY CONNECTIONS

Outcome: The library strengthens relationships, civic participation, and community belonging.

Key Metrics

- **Meeting Room & Shared Space Use**
Returned to and sustained pre-disruption demand levels.
- **Volunteer Engagement (Hours)**
Significant growth since 2022, reflecting strong community ownership.
- **Community Partnerships**
Expanded through co-hosted programs and shared initiatives.

2025 Focus Outcome: The library functioned as a stable community hub, supporting connection even during service adjustments.

INNOVATION & LEADERSHIP

Outcome: The library adapts proactively and leads through inclusive technology and services.

Key Metrics

- **Public Technology Use (PC + Wi-Fi)**
Consistently high across all five years, confirming continued reliance.
- **Digital Support Interactions**
Ongoing demand for one-on-one technology assistance.
- **New or Expanded Services**
Statewide resource sharing transformed access and positioned the library as a regional contributor.

2025 Focus Outcome: The library sustained innovation while stabilizing expanded systems and partnerships.

GOOD STEWARDSHIP

Outcome: Resources are managed responsibly to sustain and grow library impact.

Key Metrics

- **Grants & Donations Secured**

2020: \$2,160 | 2021: \$14,932 | 2022: \$11,684 | 2023: \$38,045 | 2024: \$44,910 | **2025: \$9,761**

- **Cost per Use**

Improved efficiency through partnerships and shared services.

- **Service Stability**

Core services were maintained across five years of operational change.

2025 Focus Outcome: The library entered the next planning cycle with strong systems, proven fiscal responsibility, and scalable services.