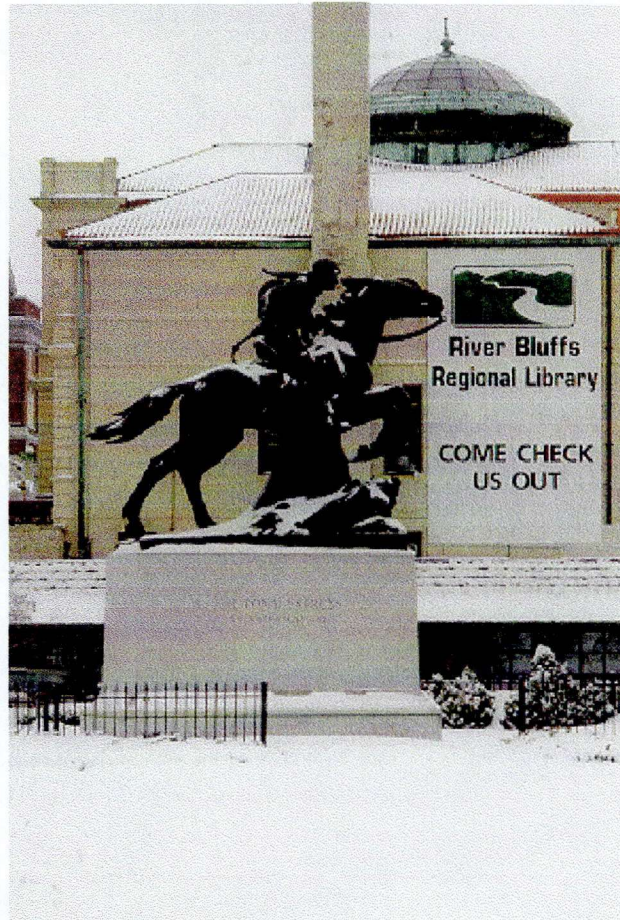


# **RIVER BLUFFS REGIONAL LIBRARY**



## **ELEVENTH ANNUAL REPORT**

**1999 - 2000**

## **RIVER BLUFFS REGIONAL LIBRARY**

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## RIVER BLUFFS REGIONAL LIBRARY

### BRANCHES

#### **EASTSIDE**

1904 North Belt.....816-232-5479  
St. Joseph, MO 64506-2201  
Mon.-Thurs. 9-9, Fri.-Sat. 9-6, Sun. 1-5  
Fax.....816-236-2137

#### **DOWNTOWN**

927 Felix .....816-232-7729  
St. Joseph, MO 64501-2799  
Mon.-Thurs. 9-9, Fri.-Sat. 9-6, Sun. 1-5  
Reference.....816-232-8151  
Reference Fax.....816-232-7516  
TDD.....816-236-2160  
Children's.....816-232-3812  
Administrative Offices.....816-232-4038  
Administrative Offices Fax.....816-279-3372

#### **CARNEGIE**

316 Massachusetts.....816-238-0526  
St. Joseph, MO 64504-1449  
Mon., Wed., Fri., Sat. 10-6, Tues. & Thurs. 10-7  
Fax.....816-238-9438

#### **WASHINGTON PARK**

1821 North Third.....816-232-2052  
St. Joseph, MO 64505-2533  
Mon., Wed., Fri., Sat. 9-5, Tues. & Thurs.. 12-8  
Fax.....816-236-2151

#### **SAVANNAH**

514 West Main.....816-324-4569  
Savannah, MO 64485-1670  
Mon., Wed., Fri., Sat. 9:30-6, Tues. & Thurs. 9:30-8  
Fax.....816-324-3562

## RIVER BLUFFS REGIONAL LIBRARY

### 1999 – 2000 ANNUAL REPORT

#### INTRODUCTION

*Missouri Public Library Standards: An Implementation Plan* was approved as a policy of best practice by the Missouri Secretary of State and distributed in December of 1999. Fortunately for the Missouri public library community, a useful tool has recently appeared which can help in complying with these standards: *Planning for Results; A Public Library Transformation Process*, both *The Guidebook* and *The How-To Manual* (Ethel E. Himmel and William James Wilson with the ReVision Committee of the Public Library Association, Chicago, American Library Association, 1998).

To summarize the process contained in these resources, a community vision is articulated; a library vision statement is based on how the library should meet community needs; and service responses are selected. Quoting from page 28 of *The Guidebook*, "a service response is what a library does for, or offers to, the public in an effort to meet specific community needs." A mission statement then is developed to describe "what business the library is in." On page 33 of *The Guidebook*, goals are "the outcome your community will receive because the library provides a specific service response;" objectives are "the way the library will measure its progress toward reaching a goal;" and activities are "the strategies or groupings of specific actions that the library will carry out to achieve its objectives." While *The Guidebook* recommends (page 45) that the "final published plan not include a list of the activities," since "activities and tasks should be very flexible," and "the library staff shouldn't be locked into one way of doing things when new opportunities are presenting themselves each day," selected activities of the 1999 – 2000 year are listed in this annual report to show how the goals have been met.

At a meeting on April 20, 2000, the Board of Trustees approved the following community vision statement, library vision statement, mission statement, service responses, and goals listed under these service responses.

#### COMMUNITY VISION STATEMENT

*Planning for Results* states that "the community's vision statement describes how the people who live there want the community to be better." But if a community statement of vision has already been developed, this statement can be examined to determine "where the library fits into the picture that it paints."

According to *Planning for Results*, "the community vision should consist of six to eight declarative statements that embody the dreams... for the place that... the residents of the entire community will inhabit in the future." Included in each of the declarations should be elements describing "who will benefit if the ideal state is achieved; what benefit they will receive; and what will result from the benefit."

A statement adopted by Healthy Communities for the Midwestern Four Corners, facilitated by the Heartland Regional Community Foundation and Northwest Missouri State University, would be a concept that the Board of Trustees could embrace. "A healthy community" is the benefit. The elements of this healthy community both state who will benefit and what benefit they will receive: "where our homes and communities are peaceful; where business thrives; where our children are nurtured; where education, the arts, and recreation are inspired; where individuals are valued for their unique abilities and treasured as community contributors; where everyone who needs healthcare is provided for; where our environment is preserved; and where businesses, organizations, and people work as partners to create a desired future for those who live in our communities."

### **LIBRARY VISION STATEMENT**

- The children and young adults of Andrew and Buchanan Counties will have access to the library resources, services, and programs they need and want to have enjoyable experiences in becoming lifelong learners and constructive participants in the life of the community.
- Andrew and Buchanan Countians of all ages and socioeconomic and educational backgrounds will have access to the library resources, services, and programs which will recognize their unique abilities and help them develop skills for enjoyable and productive contributions to the community.
- The diverse community of the River Bluffs Regional Library district will have access to library resources, services, and programs to provide them with enjoyable and stimulating recreational experiences.
- The students of Andrew and Buchanan Counties, whether they are enrolled in formal learning programs or homeschooled, will have access to library resources, services, and programs which, combined with those of other agencies, help them to attain their educational goals.
- The residents of the River Bluffs Regional Library district interested in the arts will have access to library resources, programs, and services which will improve their appreciation of the visual, performing, and creative arts as well as help them create works of the imagination themselves.
- Business people, professional people, and other people in the workforce of Andrew and Buchanan Counties will have access to library resources, services, and programs which will improve their skills and abilities and the economic development of the community.
- Andrew and Buchanan Countians will view the River Bluffs Regional Library as a partner of other libraries, political subdivisions, businesses, organizations, programs and individuals to create a planned future for the community.

## **MISSION STATEMENT**

The River Bluffs Regional Library, the cooperative service of the St. Joseph Public Library and of the Rolling Hills Consolidated Library, provides resources, services, and programs to meet the recreational, informational, educational, and social needs of the citizens of Andrew and Buchanan Counties.

## **SERVICE RESPONSES**

### **Current Topics and Titles**

(Quoting from *Planning for Results; A Public Library Transformation Process, The Guidebook*, page 87:

#### **"Example of Needs Addressed by This Service Response**

"A library that provides CURRENT TOPICS AND TITLES helps to fulfill community residents' appetite for information about popular cultural and social trends and their desire for satisfying recreational experiences.

#### **"What the Library Does and Provides**

"The library will provide a current collection with sufficient copies of titles in high demand to ensure customer requests are met quickly. Materials will be offered in the formats and in the languages people want and will be selected primarily on the basis of local demand. The library's collections will be organized in ways that make items easy to find and will be merchandised to the public through the use of displays and display shelving. Staff knowledgeable of the content of best-selling titles and the style of popular authors and performers will offer expert guidance to the public. The library will monitor pre-publication review sources and publisher advertising campaigns in order to anticipate public demand. The library may track personal appearances, media appearances, publicity tours of authors, and the schedules and media reviews of artists' performances for the same reason. The library may offer programs such as booktalks, book signings, performances, and exhibits that promote current and forthcoming releases.")

### **1. Goal**

Adults of Andrew and Buchanan Counties will have access to the library resources and services they need and want to fulfill their desire for recreational reading, viewing, and listening experiences.

### **Activities**

1. Provided public access to the Internet.
2. Reviewed and updated on a weekly basis the library's webpage.
  - Lists of the favorite adult and juvenile titles of library staff were posted on the library's webpage.
3. Created displays of library materials and other items on topics of current interest that are changed regularly.
  - A summer 1999 display at the Eastside Library featured the Summer Reading Program and gardening for kids.
  - The Society of Memories Doll Museum displayed dolls in a display case of the main library in the Downtown Library in the summer of 1999. A table display nearby featured the Summer Reading Program for grades 7 – 12.
  - Space flight, summer cooking, and fun things for kids to do were featured in summer displays at the Savannah Library.
  - Displays at the Eastside Library in August of 1999 featured travel and famous left handers.
  - There was a display on canning in the main lobby of the Downtown Library for the month of August.
  - Displays at the Savannah Library in August included ones on romance, "A Century of Good Reading," conventions, and the Kennedy family.
  - To celebrate the release of *Ramona's World*, there was a display at the Eastside Library of Beverly Cleary books and photos from sites of the neighborhood in Portland, Oregon on which the books were based.
  - In the fall of 1999, displays at the Downtown Library featured the Daughters of the American Revolution and National Library Card Sign-Up Month.
  - Displays at the Savannah Library in the fall of 1999 featured archaeology and frontier/pioneer history.
  - There was a display at the Carnegie Library in recognition of Breast Cancer Awareness Month.
  - Displays at the Eastside Library have featured antique dolls and the Marc Brown books about Arthur.
  - National Diabetes Month was highlighted by a display of books at the Carnegie Library.

- Displays at the Downtown Library have featured federal government documents, books for young adults, and Children's Book Week.
  - Displays at the Savannah Library have featured holiday cooking, books about Veterans Day, and hunting.
  - To increase the circulation of materials and to improve service, the Downtown Library staff highlighted the services and collections of the adult circulation department, the reference department, and children's services on a monthly basis by coordinating displays, news releases, and handouts to educate the public about what is available.
  - The Second Harvest Food Bank created a display for the main lobby display case of the Downtown Library.
  - A display of books on women's health was featured at the Carnegie Library in recognition of Women's Health Care Month in May.
  - Spring displays at the Savannah Library featured family memories (including genealogy and scrapbooking), health, farming, mothers (for Mother's Day) and ancient Roman gladiators.
4. Sponsored through the Friends of the River Bluffs Regional Library an annual program featuring an author.
- The Friends of the River Bluffs Regional Library sponsored appearances by storyteller Gladys Coggsell at the 1999 Trails West!
5. Celebrated National Library Card Sign-Up Month.
6. Created bibliographies on topics of interest.
- A flier on books-by-mail audio Christian fiction to be inserted into *Book Page* and mailings was created in the summer of 1999.
  - Lists of new large print materials available at the Eastside and Downtown Libraries were produced to be available at all facilities, on the library's web site and in the *Book Page*.
  - A bibliography on African-American history was updated in preparation for African-American History Month.
7. Presented programs to meetings of local clubs and organizations on library resources and services as well as other topics of interest.
- The adult services specialist spoke about self-help materials and outreach materials to the local chapter of the American Association of Retired Persons in the fall of 1999. He also spoke to a group at Corby Place about Christian fiction.

- A Savannah staffer gave a program on the Internet to the Semper Fidelis Club.
  - Twenty tutors from Pass the Power, an adult literacy program, had a program about services and materials available for adult new readers.
  - The children's and young adult services specialist gave a program on teddy bears to a banquet of the Altar Society of St. Mary's Church, whose banquet theme was "Teddy Bear's Picnic." She recounted the history of teddy bears, using her own "bearlooms" as models. Those in the audience made many positive comments about library programs, speakers, and services, including the books by mail program.
8. Offered library service by mail.
- Various services were offered by mail to users throughout Andrew and Buchanan Counties and to area prisoners.
9. Developed and regularly changed and rotated deposit collections.
- Savannah Library staff borrowed large print books from the Eastside Library collection and every few months sent about 100 of them to the Laverna Village Nursing Home, where they were kept for four or five months.
  - Seventy boxes of books were delivered to various sites around Savannah, which included the Med Clinic, beauty shops, and the Health Department. These consisted of donated books and books weeded from the library. They could be returned to the place where they were originally checked out or to the library. Collections were changed approximately every three weeks. The purpose of this service is to encourage people to read and to use the library.
10. Sent staff to continuing education programs on reader's advisory service.
11. Participated in the activities of the St. Joseph Area Literacy Coalition.
12. Celebrated National Library Week and Literacy Action Week.
- During National Library Week, the children's and young adult services specialist, in a rented costume from HarperCollins Publishers, presented a skit from *Amelia Bedelia* to ten groups, visited all storytimes and after school activities scheduled at the branches, and three grades from the Mark Twain School.
13. Sent staff to continuing education programs on new electronic resources.
14. Recruited and developed volunteers for appropriate assignments.

- A volunteer in the Children's Department of the Downtown Library worked with magazine displays and storage, checked for damaged audiotapes, and assisted in shelving picture books.
  - Three students with a supervising teacher from Lafayette High School volunteered at the Washington Park Library weekly, shelving back issues of magazines and doing yard work outside the library.
  - An intern from Missouri Western State College assisted the children's and young adult services specialist by preparing a bibliography on Sandy Asher's work and assisting in the after school program for elementary school-aged children. She also completed a bibliography on the books purchased with a grant from United Cerebral Palsy.
15. Celebrated National Volunteer Week.
16. Sent staff to continuing education programs on customer service.

## 2. Goal

Children and young adults of Andrew and Buchanan Counties will have the library resources, programs, and services they need and want to fulfill their desire for recreational reading, viewing, and listening experiences.

## Activities

1. Offered systemwide programs in the Summer Reading Program.
  - A "garden variety of tales" was presented on a hot Saturday morning at the Downtown Farmers' Market at the Felix Street Square to children and their parents.
  - Ralph Durn of the Missouri Conservation Department presented fascinating programs on wild animal calls in all of the branches in the summer of 1999.
  - The Timestep Players, a traveling theater group, also presented programs in the 1999 Summer Reading Program.
  - A Book Lovers' Club was featured at the Eastside Library in the summer of 1999. Children's projects included poetry pebbles, making book jackets, journal writing, and writing and illustrating a book.
  - Summer Reading Time '99 began with stories by Kevin Mabury. Branches also took advantage of the Overlander's Trunk, rented from the U.S. Department of the Interior at Jefferson Barracks Museum at the Arch in St. Louis.

- The Children's Recovery Unit of Family Guidance came to programs at the Eastside Library.
  - At the Eastside Library, the theme for the summer of 1999 was "Trips Through the Great Outdoors." Activities included going through a flower patch, planting bird house gourds, and taking a trip to the East Hills Farmers' Market, where children learned about flowers, vegetables, and honey and received free flower seeds, samples of vegetables, and a free flower to transplant.
  - The Downtown Library had special programs on Tuesdays for children in the 1999 Summer Reading Program. Staff from the Jazz Babies led nearly 80 children in a participation dance to the music of "Flying Purple People Eater."
  - A total of 1,545 children ages three to grade six participated in the Summer Reading Program Reading Time '99. One hundred and eighty-nine teens participated in the Young Adult Reading Program.
  - The library participated in the KQ-2 Kid Reading Program, with a total of 449 children returning a book list.
  - The Clement MacCrae Puppet Company performed at parties throughout the system to celebrate the end of the Summer Reading Program.
2. Offered storytimes for preschoolers in all branches.
  3. Celebrated Children's Book Week with special programs and services.
    - A poetry contest reading was held at the Eastside Library during Children's Book Week. A crowd of approximately 65 listened to the winners of the contest and enjoyed Steve Rideout's reading from his book, *Don't Go Up a Windmill*, available at all facilities. The winning poems and the honorable mentions were posted on the library's webpage, along with biographies of the young poets.
  4. Offered theme-based special events on-site.
    - Dinosaurs were the theme of the Summer Reading Program in 1999 at the Washington Park Branch.
  5. Conducted library tours and other on-site programs for school groups.
    - Classes from Building Bridges visited the Eastside Library.
    - Groups visiting the Children's Services Department of the Downtown Library included the Children First School and many classes from the Cathedral School.

- An after school Snow Fun program was held at the Eastside Library in the winter. Among other activities, children created snowmen and collages, penguins from recycles, and cozy cat crafts while enjoying a variety of outstanding picture books.
  - Head Start classes from the South 36<sup>th</sup> Street group regularly visited the Eastside Library.
  - Kindercare and groups from the South 9<sup>th</sup> Street Head Start visited children's services at the Downtown Library.
  - In the early spring of 2000, a new program, Read and Discover, for elementary school-aged children, was offered at the Washington Park Library on Tuesdays after school. Books were read, videos watched, and crafts constructed.
  - The Green Valley Daycare Center visited for a storytime and tour of the children's area of the Eastside Library.
  - Spring visitors to the Eastside Library included classes from the Pershing School, the Pickett School, and the Brookdale Montessori School.
  - Hundreds of children from the first and second grade classes at the Humboldt and Lindbergh Elementary Schools visited the Washington Park Library in May. Many of them obtained library cards, checked out books, and received promotional material about the Summer Reading Program.
6. Participated in special events at area schools to promote library resources, services, and programs.
- At the Multiple Intelligence Day at the Eugene Field School, the children's and young adult services specialist talked about being "puppet and story smart" (one of 16 different intelligences covered) and presented four puppet shows with enthusiastic participation from kindergarten and first grade classes.
  - At a city-wide elementary school book fair sponsored by the International Reading Association at the Lake Contrary Elementary School, the manager of the Carnegie Library staffed a table and distributed information on the Summer Reading Program and storytimes.
  - Washington Park Library staff provided a booth at the Humboldt Elementary School's Agency Days. Ninety people visited and picked up materials about the library and applications for borrower's cards.
7. Provided preschool concept kits on popular themes for circulation to daycare centers.

8. Sent staff to continuing education programs on services to children and young adults.
  - The children's and young adult services specialist attended a Trade Secrets Workshop whose theme was to encourage teenagers to use the library more. Topics included the rationale for increasing services to them, collection development, space, programs, and the Summer Reading Program for teenagers.
  - Staff increased their skills in delivering services to children by attending programs at the annual conference of the American Library Association on topics such as Internet issues, the influence of books and movies on behavior, teen readers, and children's programming.
  - Branch storytellers enjoyed a winter session at the Savannah Library of sharing ideas about their favorite read-aloud books. A bibliography from this experience was prepared for distribution at circulation desks.

### **General Information**

(Quoting from *Planning for Results; A Public Library Transformation Process, The Guidebook*, page 87:

#### **"Example of Needs Addressed by This Service Response**

"A library that offers GENERAL INFORMATION helps meet the need for information and answers to questions on a broad array of topics related to work, school, and personal life.

#### **"What the Library Does and Provides**

"The library will offer print, non-print, and electronic reference resources that cover a broad variety of topics. The library will provide staff skillful in determining users' needs and in locating relevant information that satisfies these needs. Internet access will be provided for staff and public use.

"Alternative off-site means of accessing information resources such as dial-in service and computer kiosks in public places may be provided. The library will provide telephone information service and should consider accepting and answering questions via fax and e-mail. The library may locate, organize, and provide access to general information resources on a web page.")

#### **1. Goal**

Citizens of Andrew and Buchanan Counties will have access to the library resources and services needed to provide them information and answer their questions on a broad array of topics related to their personal lives.

### Activities

1. Presented programs to meetings of local clubs and organizations on reference and general information service and how to obtain it.
2. Sent staff to continuing education programs on print, non-print and electronic resources available to meet customer needs.
  - The adult services specialist attended a workshop on webpage design.
  - Staff attended the federal depository library conference in Kansas City in mid-October. The purpose of these national meetings is to disseminate information to federal documents librarians and to listen to suggestions and answer questions from the depository library community. The number of government publications being produced in paper will continue to decrease, as will the number of CD-ROMs. Instead, delivery of government information will be increasing through the Internet. Mere access to the Internet is not sufficient; users of online government information must also be provided with local staff assistance. Preservation issues were also addressed. Problems have been encountered when government records have been stored in now obsolete electronic formats. Subsequently, some data is now inaccessible, because the equipment needed to access it is no longer available. Periodically, data must be transferred to new storage media to ensure its continued availability.
3. Reviewed and regularly updated the parts of the library's webpage dealing with reference and general information resources.
4. Provided public access to the Internet.
  - During the year, MOREnet (the Missouri Research and Education Network) contracted for a new newspaper database. This web-based service from NewsBank includes the full text of *The Kansas City Star* (1991 – current) and *The St. Louis Post Dispatch* (1989 – current), as well as articles collected from across Missouri by news services. This service was made available through public and staff work stations in all library facilities.
5. Prepared general releases for the media on reference and general information service and how to obtain it.
6. Responded to surveys when appropriate on possible new resources to provide reference and general information service.
7. Provided systemwide in-service training for staff on print resources available in the facility with the largest collection.
8. Maintained status as a partial Federal Depository.
9. Maintained status as a partial State Depository.

## 2. Goal

Young adults and adults in Andrew and Buchanan Counties will have the library resources and services needed to provide information related to business, careers, work, entrepreneurship, personal finances, and obtaining employment.

## Activities

1. Developed a flyer on resources and services related to business, careers, work, entrepreneurship, personal finances, and obtaining employment.
  - In response to the announcement of the closing of the Quaker Oats plant, reference staff developed a brochure about print and electronic resources on business and career information.

## Lifelong Learning

(Quoting from *Planning for Results; A Public Library Transformation Process, The Guidebook*, page 113:

### **"Example of Needs Addressed by This Service Response**

"A library that provides LIFELONG LEARNING service helps address the desire for self-directed personal growth and development opportunities.

### **"What the Library Does and Provides**

"The library will provide and maintain an extensive collection of circulating materials on a wide variety of topics in which the general public has a sustained interest. Collections will be easily accessible and organized to encourage public browsing by subject area. Staff knowledgeable in subjects and topics of interest to the general public will provide expert assistance in locating materials of all types and in all formats. The library will develop pathfinders or other finding tools to assist library users in learning about specific subjects or topics for which there are frequent requests.

"The library may build substantial retrospective collections on some topics and may provide collections in considerable depth in subject areas of local interest. The library may enhance typical subject and keyword access in the online public access catalog through the addition of supplemental user-friendly terms. The library may identify important World Wide Web sites on topics of high interest to the public and may organize them for public access on a web page.")

1. **Goal**

The general public of Andrew and Buchanan Counties will have access to the library resources and services needed to help them address their desire for experiences of self-directed personal growth and development.

**Activities**

1. Conducted programs for parents, guardians, and other caregivers about the importance of reading to children.
  - A Mom's Time group from the YWCA heard a program about reading to children, toured the Eastside Library, checked out books, and received gifts of board books.
  - To celebrate National Family Literacy Day on November 1, 1999, branch managers prepared displays of fantasy books, similar to the Harry Potter series, that appeal to children, teens, and adults. A media release also invited the public to come to a local branch of the library to check out books that can be read together as a family. A handout was made available from the National Center for Family Literacy which provided tips to parents on how to read with their children.
2. Conducted pre-school storytimes in all facilities.
  - State Representative Dan Hegeman read to children in the preschool storytime session at the Savannah Library in mid-October of 1999. Scholastic Books supplied copies of one of the books he read, which were given to children attending. A goal of the Missouri Library Association has been to have state elected officials visit public libraries around the time of Children's Books Week, which is in November.
  - The theme of the fall preschool storytimes at the Eastside Library was A Walk Through the Forest. Each week had a different focus, and staff and children experienced autumn, leaves and trees, rabbits, homes in the woods, and creatures of the night.
3. Conducted storytimes and other programs at preschools and daycare centers.
  - A Washington Park staffer gave programs to day cares in the Northside neighborhood.
4. Prepared reading lists for babies, toddlers, and pre-schoolers for parents, teachers and caregivers.
  - A bibliography on books and videos on special needs children was prepared, focusing on materials purchased through a grant by Progressive Community Services United Cerebral Palsy Center of St. Joseph and through a similar grant by United Cerebral Palsy of Andrew County.

5. Offered concept kits for daycare centers.
  - Based on the results of a survey, staff at the Eastside Library assembled preschool concept kits on dinosaurs, safety, December holidays (Kwanza, Hanukkah, and Christmas), autumn holidays, after school fun, and farms.
6. Sponsored after-school programs for children at the library.
7. Provided resources on the webpage targeted for children.
8. Offered tours of all facilities to highlight unique library resources and services.
  - Groups from the Family Guidance Center and the McCarthy Baptist Daycare visited the Eastside Library in the summer of 1999.
  - An open house was held during the 1999 Southside Festival to celebrate the listing of the Carnegie Library on the National Register of Historic Places.
9. Developed pathfinders on subjects requested by members of the general public.
10. Acquired high-interest, low-vocabulary materials for reluctant readers.

### **Formal Learning Support**

(Quoting from *Planning for Results; A Public Library Transformation Process, The Guidebook*, page 92:

#### **"Examples of Needs Addressed by This Service Response**

"A library that offers FORMAL LEARNING SUPPORT helps students who are enrolled in a formal program of education or who are pursuing their education through a program of home-schooling to attain their educational goals.

#### **"What the Library Does and Provides**

"The library will provide informational resources, personal assistance, and educational tools such as computers that further the educational process of students. Library activities and materials will support the curricular objectives of a teaching institution or institutions. The library will also provide physical facilities conducive to learning.

"The library will provide Internet access and may offer access to other instructional technologies such as multi-media computers with educational software, educational videos, and distance education equipment and facilities. Expert assistance with homework, tutoring in specific subject areas, and help with other school projects may be offered. Facilities may include group study rooms

and computer laboratories. Formal cooperative agreements and contracts may be in place between the library and educational institutions.")

1. **Goal**

Students of Andrew and Buchanan Counties enrolled in a formal program of education will have access to library resources and services, which supplement those of their school or academic libraries, to help them to attain their educational goals.

**Activities**

1. Contacted teachers to request advance notification of certain topics students will be studying.
  - Assignment alert forms were sent to all public and private schools in the two-county area in the fall of 1999. Use of these help staff to prepare for specific demands of homework.
2. Provided access to appropriate electronic resources on computers at the library.
3. Conducted library tours and other on-site programs for school groups.
4. Created bibliographies of library resources which will help students attain their educational goals.
5. Provided some space for individual and group study.

2. **Goal**

Homeschoolers and their parents, guardians, and designated caregivers will have access to library resources and services which will help them to attain their educational goals.

**Commons**

(Quoting from *Planning for Results; A Public Library Transformation Process, The Guidebook*, page 67:

**"Example of Needs Addressed by This Service Response**

"A library that provides a COMMONS environment helps address the need of people to meet and interact with others in their community and to participate in public discourse about community issues.

**"What the Library Does and Provides**

"The library will provide public space for meeting and gathering that is recognized as inviting, neutral, and safe by all individuals and groups in the community.

"The library may provide a variety of meeting and gathering spaces including large meeting rooms, small group meeting and study rooms, and open public spaces that invite conversation and discussion. The library may provide electronic means of assembling, such as videoconferencing facilities.")

1. **Goal**

The general public of Andrew and Buchanan Counties will have access to space for meeting and interacting with others in the community and to participate in public discourse about matters of interest.

**Activities**

1. Offered available space to outside groups.
  - Members of the St. Joseph Literary Guild used the meeting space at the Washington Park Library several times in the summer of 1999 to prepare for public readings.
  - In the summer of 1999, space at the Washington Park Branch was used by a Writer's Workshop sponsored by the Writer's Place and Midwest Center for the Literary Arts of Kansas City. The session was funded in part by a grant from the Missouri Arts Council, attracting a small but enthusiastic group of local writers and would-be writers.
2. Planned for community meeting rooms and study rooms in facilities improvement projects.

**Local History and Genealogy**

(Quoting from *Planning for Results; A Public Library Transformation Process, The Guidebook*, page 118:

**"Example of Needs Addressed by This Service Response**

"A library that offers LOCAL HISTORY AND GENEALOGY service addresses the desire of community residents to know and better understand personal or community heritage.

**"What the Library Does and Provides**

"The library will provide a significant collection of materials and other resources that chronicle the history of the community or region in which the library is located. Family histories and genealogical research tools are provided. The library will provide the equipment required to read, print, and copy all formats in

which information is supplied. The library will be actively involved in borrowing and lending historical and genealogical resources with other local, regional, and national libraries and historical societies.

"The library may maintain special collections of historical interest including photos and archival materials. The library may digitize these collections and provide computer access to them. Staff knowledgeable in genealogical and historic research methods and in archival and records management will be available to assist library users with their research. Electronic resources including Internet access may be provided.")

1. **Goal**

Andrew and Buchanan Countians and interested researchers from throughout the United States and the world will have access to library resources, services, and programs concerning the history of St. Joseph, Andrew and Buchanan Counties, Northwest Missouri, Northeast Kansas, and the westward migration trails so that they may learn about their personal or community heritage.

**Activities**

1. Worked to plan for the establishment of a climate-controlled, lockable room for the print materials of the local history collection with adequate seating for researchers.
2. Prepared bibliographies, brochures, news releases, links to Web sites, and displays of resources on local history to promote the collection.
3. Conducted programs on local history, both in-house and in the community, as requested.
  - The Westward Gateway Questers visited the Downtown Library in the fall of 1999 for a presentation on how to do local history research.
4. Worked on planning to digitize and make accessible archival documents and photographs that are too fragile to handle in original format on the River Bluffs Regional Library Web pages, or through print, microfilm, or other formats with item level descriptions for indexes as appropriate.
  - The chair of the Task Preservation Task Force attended a workshop entitled "To Film or to Scan" on library preservation in late October. The session covered the pros and cons of digital preservation projects. Microfilm is still considered the archival medium of choice for long-term preservation of important documents.
  - The River Bluffs Regional Library agreed to participate in the Missouri County History Planning Grant, a Library Services and Technology Act Grant funded by the Missouri State Library, which was received by the St. Louis Public Library in 1999, which will ultimately produce a plan for the digitizing

and indexing of Missouri county histories. As part of the grant, public libraries were asked to recommend the titles of county history books that should be included in the future digital collection.

5. Produced indexes of obituaries from the St. Joseph newspapers in print and other formats for the microfilm collection of the newspapers.
  - Staff worked on creating an index of obituaries in the *St. Joseph News-Press*.
6. Clipped and produced copies on acid free paper of newspaper articles relating to local history from the St. Joseph newspapers for the vertical file collection.
7. Provided and maintained a basic collection of genealogy research materials including indexes, county and city histories, family histories, city directories, manuals and other records as appropriate.
8. Provided referrals for library customers to the Northwest Missouri Genealogy Society and other local and regional genealogical societies or historical societies, as appropriate, for further research.

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Also at its meeting on April 20, 2000 the Board of Trustees approved seven miscellaneous goals:

- I. LIBRARY GOAL FOR PUBLIC SERVICES: Develop and implement a program of services to carry out the mission and support the service responses of the River Bluffs Regional Library.
- II. LIBRARY GOAL FOR COLLECTION DEVELOPMENT: Acquire and organize a wide variety of information and resources to carry out the mission and support the service responses of the River Bluffs Regional Library
  - The Board of Trustees Committee on Collection Development, Computers, and Public Service reviewed the collection development policy in the fall of 1999.
  - The library's allotment of revenue raised from the State income tax on non-resident professional athletes and entertainers who work in Missouri, an amount of \$22,417.06, was spent on local history materials, books on CD, and a backlog of orders.
- III. LIBRARY GOAL FOR PERSONNEL AND STAFF DEVELOPMENT: Recruit, develop, train, and retain the most competent and appropriate personnel available to carry out the mission and support the service responses of the River Bluffs Regional Library.
  - Six administrative staff attended the National Conference of the Public Library Association in Charlotte, North Carolina. Sessions covered such topics as surviving construction while staying in the building and continuing to serve the public;

allocating public library resources while managing for results; planning branch library interiors; library architecture; what's next in public library buildings; a report on food in the library; hot topics in public library legislation; signage for libraries; security and safety issues; genre fiction; materials and services to children and young adults; and collection development. Several staff also toured three branches of the Public Library of Charlotte and Mecklenburg County and the main library of the Greensboro Public Library.

- In early May a workshop in Kansas City on crime prevention, safety, and security in public libraries was attended by the deputy director for public services and the manager of the Downtown Library. The manual provided with this workshop, *The Complete Library Safety and Security Manual*, will be useful as Trustees and staff plan for improvements in the five facilities.

IV. LIBRARY GOAL FOR FACILITIES AND EQUIPMENT: Provide and maintain appropriate, functional, and accessible facilities and equipment adequate to carry out the mission and support the service responses of the River Bluffs Regional Library.

- After an extensive search for a site for the replacement of the Eastside Library, Otho A. Barnes, Jr. and Verda M. Barnes offered to donate a parcel of 4.83 acres of land on South Woodbine in St. Joseph, valued at \$440,000, if operating tax levy increases passed in both the St. Joseph Public Library and the Rolling Hills Consolidated Library districts. The construction of the new library building was to start by November 2, 2003.
- In the fall of 1999, at the Carnegie Library a project was completed for repairing, cleaning, and sealing the masonry and stone of the exterior; painting and caulking the windows; replacing the downspouts, flashing, and gutters; and correcting the grading of all four sides of the building to ensure a positive drainage away from it.
- Also in the fall of 1999, at the Washington Park Library a project was completed to do some painting of exterior trim and windows; replace the entry door; do tuck-pointing, cleaning and sealing of masonry; and repair the wall around the west entry.
- In early December the Central Resource Library of the Johnson County, Kansas Library; the Waldo Branch of the Kansas City, Missouri Public Library; the West Wyandotte Branch of the Kansas City, Kansas Public Library; and Boardwalk Branch of the Mid-Continent Public Library were toured by several administrative staff to gather ideas for improvements in River Bluffs Regional Libraries.
- At their meeting on February 17, 2000, the Board of Trustees authorized the dissemination of a Request for Expressions of Interest from architects for the five facilities improvement projects. Fifteen responses were received, and in April the Building Committee narrowed the list to six firms.
- At their meeting on May 18, 2000, the Board of Trustees accepted Option II (36,000 square feet for the Eastside Library; 4,364 square feet for the Carnegie Library; 15,000 square feet for the Downtown Library; 8,000 square feet for the Savannah

Library; and 6,624 square feet for the Washington Park Library) from "Rohlf Plan and Options" for a square footage to be utilized in planning.

V. LIBRARY GOAL FOR ADMINISTRATIVE AND SUPPORT SERVICES: Attain and maintain the most efficient and effective utilization of human, financial, and physical resources to carry out the mission and support the service responses of the River Bluffs Regional Library.

- The River Bluffs Regional Library was awarded a \$1,611 grant from the Missouri State Library to purchase an Ellison dye cutter machine and dye sets. The dye cutter, to be housed at the Eastside Library for use by staff and local agencies working with children, will improve library services by offering staff a chance to create in-house materials for storytimes, preschool concept kits, and public relations projects.
- The library also was awarded a Library Services and Technology Act Basic Equipment Grant in the amount of \$12,342 and a Public Library Automation Grant in the amount of \$24,014 to provide access to the library's automated catalog through its webpage.
- At a meeting on August 19, 1999, the Board of Trustees passed a motion that if \$.15 levy increases were approved by the voters, the Board would maintain and improve services; preserve hours of service in five locations; maintain and increase expenditures for resources; renovate and make handicapped accessible the Downtown Library; renovate and make handicapped accessible the Carnegie Library; renovate and make handicapped accessible the Northside Library or relocate public library service to a shared Northside Opportunity Center; reconstruct and expand the Savannah Library; and replace and expand the Eastside Branch.
- A specific bequest of \$1,000 to the St. Joseph Public Library and a one-seventh share of the residual estate, which was \$6,626.91, "to be used for its general purposes as the governing body of the library shall deem necessary, proper and advisable" is the provision of the Isadora E. Forcum trust agreement.
- The library was approved for a Library Services and Technology Act Basic Equipment Grant of \$9,075 to purchase a digital microfilm scanner printer to be used for public access to back issues of local newspapers, periodicals, census information, and microfilm borrowed from other institutions.
- At their meeting on December 9, 1999, the Board of Trustees accepted a proposed agreement with Gilmore & Bell as a bond counsel to assist in the financing of the five facilities improvement projects.
- At their meetings on February 17, 2000, the Boards of Trustees of the St. Joseph Public Library and of the Rolling Hills Consolidated Library authorized the signing of an amended agreement between the River Bluffs Regional Library and U.S. Bancorp Piper Jaffray, also in connection with the financing of improvements to facilities.
- At their meeting on February 17, 2000, the Board of Trustees moved that the following be adopted: The Library Administration shall develop an overall set of

plans for the library system into which all branches will fit as mutual parts. The overall plan to be presented to the Board of Trustees should be a snapshot of the results derived from the formal River Bluffs Regional Library goal statements and the various studies done by library consultants and architects. The plan shall include a section for each branch stating (1.) the nature and objective of the collection requirements, (2.) the nature and objective of computer and other electronic media requirements, (3.) the nature and objective of public service requirements. Shelving, furniture and space requirements for each of the above three categories shall be part of the plan for each branch. The plan should be presented to the Board of Trustees for review, recommendations, and adoption on the following schedule. General goals and objectives for the March, 2000 Board meeting. Savannah Library, Downtown Library and Eastside for the April, 2000 Board meeting. Washington Park and Carnegie Library plans for the May, 2000 Board meeting. Throughout the next several months, the Board of Trustees reviewed the staff's work on this project.

- An amount of \$5,979.49 represented a refund from Southwestern Bell as part of the "E-rate." Quoting from the website of the Universal Service Fund for Schools and Libraries, the "E-rate" "provides all public and private schools and libraries access to affordable telecommunications and advance technologies. The E-rate means that the rate local schools and libraries pay for services (telecommunication services, Internet Access, and internal connections) is discounted. Discounts are based on the number of students eligible for the National Free Lunch Program. Schools and libraries in low-income urban communities and rural areas qualify for the highest discounts. The E-rate provides discounts of 20% - 90% on the cost of telecommunications, Internet Access, and network wiring within school and library buildings. The discounts are paid directly to the companies that provide schools and libraries with these technology services."
- At their meeting on May 18, 2000, the Board of Trustees ratified participation by the library in a 90-day trial of Unique Management Services, an agency which works on the recovery of long overdue materials for public libraries.

VI. LIBRARY GOAL FOR COMMUNITY RELATIONS: Communicate the availability of the wide variety of information, resources, services and programs of the library and promote the ways they carry out the mission and support the service responses of the River Bluffs Regional Library.

- The Friends of the River Bluffs Regional Library continued to support the library throughout the year. Expenditures covered prizes for Children's Book Week; Poet Steve Rideout's performance; the purchase of the book truck to be used for the Friends book sales; and the renewal of the subscription to *Book Page*.
- The Friends voted to cosponsor with the St. Joseph Area Literacy Coalition some programs during Literacy Action Week, which ran concurrently with National Library Week in April of 2000. Sandy Asher, a noted author of books for children, young adults, and adults, was a featured speaker.

VII. LIBRARY GOAL FOR INTERAGENCY COOPERATION: Cooperate with other libraries, political subdivisions, organizations, and programs to carry out the mission and support the service responses of the River Bluffs Regional Library.

- The River Bluffs Regional Library agreed to participate in the Project Impact Community Partnership to deal with potential disasters and emergencies. As part of the agreement, the library will serve as a major dissemination point for written information relating to family disaster preparedness and community disaster mitigation and to serve as a major dissemination point for video taped information relating to family disaster preparedness and community disaster mitigation.
- At their meeting on March 16, 2000, the Board of Trustees expressed its support as a Board for the Build the Future campaign of the St. Joseph School District and extended the same support to the other school districts within the library's jurisdiction.
- Savannah Library staff were involved in helping to plan "How to Build Healthier Communities for Andrew County," which was held for three days in November of 1999. The Heartland Regional Community Foundation in Northwest Missouri State University funded this community forum.

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## STATISTICS AND DATES

### \*INCOME

Local tax income	\$2,306,409
State Aid	50,368
Federal grant	19,914
Other state funds	30,822
Other	<u>124,240</u>
*TOTAL	\$2,531,753

### \*EXPENDITURES

Personnel	\$1,445,925
Collection	382,103
Operations	<u>546,131</u>
*TOTAL OPERATING EXPENDITURES	\$2,374,159

\*CAPITAL OUTLAY \$ 131,681

\*Pre-audited figures submitted to the Missouri State Library at the end of the fiscal year. For audits of the River Bluffs Regional Library, the St. Joseph Public Library, and the Rolling Hills Consolidated Library, please contact the office of the director.

Population served: 97,715

Registered borrowers: 44,692

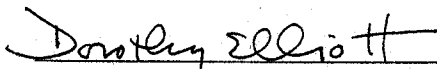
Total circulation:	638,938
Total library holdings:	405,759
Count of one-half hour sessions at public Internet workstations	20,312
Annual number of library visits:	264,368
Annual number of reference transactions:	27,924
Annual program attendance:	10,909
Total number of programs:	439

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### THE FUTURE

The highlight of the 1999-2000 year was the passage of \$.15 increases in the operating levies of both the St. Joseph Public Library and the Rolling Hills Consolidated Library districts. This victory will allow us to improve our services from five locations and make badly needed improvements to our facilities. The failure of one or both of these ballot measures would have meant the continued decline of the physical plant and a significant reduction in services occasioned by the lay-offs of many library personnel.

Accordingly, our deepest gratitude is extended to the Board of Trustees and the staff of the River Bluffs Regional Library, as well as to the countless volunteers and campaign workers who continue to believe that the fulfillment of the mission of the River Bluffs Regional Library is in the best interests of all the residents of Andrew and Buchanan Counties.



Dorothy Elliott, Director  
St. Joseph, Missouri

Staff Administrative Council  
and  
Board of Trustees