from the director’s desk:
Library Service in the Time of COVID

The ancient curse "may you live in interesting times" seems very appropriate to 2020. During this year, the library has had to close, adapt, change, and change again. Every thing we planned at the beginning of the year had to be thrown out and we had to find new ways of providing services.

This has been a transformative year for libraries. We found that new services that were began because of the pandemic were services that we need to continue after this passes: curbside delivery, fine free circulation, hotspots, increased bandwidth, more Wi-Fi range, increased digital offerings and so much more.

While we experimented and tried new ways of reaching our patrons, I was also reminded of why I chose to become a librarian. The closure of the library those 7 weeks in March-May were dark days for me because I gain so much from the interaction with our patrons and staff. I have spent my whole career espousing the belief that libraries were not just a “warehouse of books” but a community living room where people from all walks of life and every background was free to read, learn, and socialize. I was concerned that being shut down and only offering curbside would take us backward. Once I quit feeling sorry for myself, I began to be reminded the vital role that libraries play in the community and decided to be part of the solution and look for other ways to offer our services.

Despite all the horrible things that COVID has brought, it has also given me a new purpose and the hope that next year we can begin to offer regular programming again!
The Library is pleased to announce that late fees will no longer be charged. Bring your books back without fear of late fees! Many libraries across the state and nation have been going fine free, and PCL has joined them.

"Patrons most impacted by late fees are the ones with the least ability to pay. The Library’s primary purpose is to ensure that all residents have access to our books and materials."

Colleen Knight
Director

Items will be checked out for their normal due dates. If a patron has an item that is overdue, they will not be able to check out more material or use other library services unless the item is brought back or renewed, if available.

Just like our previous policy, when an item is 42 days late, the patron will be billed for the item. The patron can pay for item to regain services, or bring it back.

Director Knight states, “Research shows that patrons most impacted by late fees are the ones with least ability to pay: children and low-income. The Library’s primary purpose is to ensure that all residents have access to our books and materials.”

BRING BACK OUR BOOKS AND MOVIES, NO PENALTY!

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### Income

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local taxes</td>
<td>$827,373</td>
</tr>
<tr>
<td>State revenue</td>
<td>$19,955</td>
</tr>
<tr>
<td>Grants</td>
<td>$34,834</td>
</tr>
<tr>
<td>Library Revenue</td>
<td>$12,268</td>
</tr>
<tr>
<td>Trusts</td>
<td>$15,460</td>
</tr>
<tr>
<td>Misc. Income</td>
<td>$10,333</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$921,239</strong></td>
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</table>

### Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wages &amp; Benefits</td>
<td>$484,585</td>
</tr>
<tr>
<td>Library Materials</td>
<td>$90,791</td>
</tr>
<tr>
<td>Library Services</td>
<td>$69,438</td>
</tr>
<tr>
<td>Insurance &amp; Audit</td>
<td>$26,022</td>
</tr>
<tr>
<td>Utilities &amp; Maintenance</td>
<td>$87,618</td>
</tr>
<tr>
<td>Other Operating Costs</td>
<td>$17,902</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$776,356</strong></td>
</tr>
</tbody>
</table>

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**financial highlights**

**Grants**
- Staff Computers
- Summer Reading Program
- Upgrade Internet and Infrastructure
- Touchless Bathrooms

**Building Upgrades**
- New Tile in Bolivar Lobby and Bathrooms
- New Carpet in Bolivar Meeting Room
- New HVAC at Humansville

**New Materials & Databases**
- Hoopla For More Digital Content
- Increased Budget for Ebooks and Downloade
2020 BY THE NUMBERS

55,522
• Visitors
76,083
• Physical Items
123,552
• Items Circulated
19,214
• Computers and Internet Used
250+
• Curbside Pickups
3,566
• Program Attendance
30% Increase
• Online Checkouts
20% Increase
• Database Usage

For more information on library services, please visit our website at www.polkcolibrary.org or follow us on Facebook

5 new or improved library services

1. more bandwidth & wi-fi signal
   Thanks to a CARES Act grant through the State of Missouri, we were able to increase our bandwidth and increase the reach of our Wi-Fi signal.

2. reading program app
   Our new Beanstack app allows you to log and track your progress easily for our summer reading program, even if you have several children.

3. hotspot lending
   Thanks to a CARES Act grant through the State Library, we were able to purchase hotspots to lend to our patrons.

4. curbside delivery
   An innovation in Missouri Evergreen allowed us to offer curbside delivery seamlessly. Even after the pandemic has ended, we will still offer this service.

5. mobile app for library catalog
   Missouri Evergreen now has a mobile app, available on Android or Apple app store, to easily search and request the items you want.
PLAN ON IT!
Looking at Library Services

We want to hear from you! We will be holding several listening sessions throughout the county this year. We will also have an online survey.

What are we doing well? What type of services do you want us to offer? Where do you think we need to improve? What does the library look like in 5 years? These are some of the many questions we have and only you can answer them.

Help us re-envision what our library is and what we can become. Look for information in the coming months on when a listening session will be held in your area.

TAILS AND TALES SUMMER READING PROGRAM

Join us for our all new summer reading program beginning in June. Keep your children from the “summer slide” with fun reading all summer long. Programs, Prizes, and Fun for all ages.

The benefits of summer reading programming:
- Adults & children are motivated to read.
- Adults & children have positive attitudes about reading, books, and the library.
- Children maintain their reading skills during summer vacation.
- Children have access to experiences that further their sense of discovery.
- Adults model good reading habits for children.

Polk County Library

www.polkcolibrary.org

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Fair Play, MO 65649
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Humansville
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Humansville, MO 65674
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Morrisville
5308 S. Main Ave
Morrisville, MO 65710
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