

This annual report reflects the activities of Rolling Hills Consolidated Library, serving Andrew and Buchanan counties, for the 2020 calendar year and the fiscal year ending June 30, 2020.

Just like everywhere around the world, COVID-19 had a major impact on the operations of the library in 2020. All locations closed from mid-March to the end of May, but we came back in April with curbside pickup and E-cards, which remain popular services even after reopening.

## **Virtual Programs and Other Adaptations**

Library staff quickly pivoted library services to what could be offered safely. Storytime videos were posted on Facebook, and book clubs went online to discuss titles. Zoom was used for live, virtual programs and to offer Virtual Meeting Rooms to the public, which gave them longer meeting times and more controls compared to the free Zoom account anyone could get. Summer Reading Program 2020 had the theme “Imagine Your Story” and switched gears to become a virtual program. We mailed out or prepared pickup bags with all the information needed for kids and adults and had 847 people participate from June to August.

All locations reopened on May 26<sup>th</sup> with regular hours, 7 days a week. Limits were put on the length of visits (30 minutes) and a mask requirement was added. Returned items were put into a limited quarantine before being checked in. All in-person programs were cancelled for the remainder of the year as the virus surged again in the fall. Meeting rooms were needed for quarantine and furniture storage, so no room reservations were allowed.

## **Community Outreach and the Bookmobile**

Our bookmobile also had to reduce services as schools closed and senior care centers locked down and barred any deliveries or visitors. Books by mail to STAR members increased, and staff made frequent personal phone calls to all participants to check on them and let them know we were thinking about them.

## **Looking to the Future**

We hope to begin in-person programming by mid-2021. Our expanded hours at both branch locations began in January 2020, adding 292 hours of service annually that we did not get to fully implement due to the virus. Use of e-books, e-audio, and streaming video went up 45% in 2020, and we hope to continue these increases as more people learn about our digital offerings. Rolling Hills Library is committed to providing outstanding library services both in-person and online to our community of users, wherever they may be.

Prepared by: Michelle R. Mears, Library Director

***Mission: To Engage the Community in Literacy and Life-Long Learning!***



# BY THE NUMBERS

## FY 2020 Revenue

Local Tax Income	\$2,902,672
State Aid	\$35,849
Grants	\$2,186
Donations	\$34,113
Rental Income	\$46,514
Other	\$210,174

**TOTALS \$3,231,508**

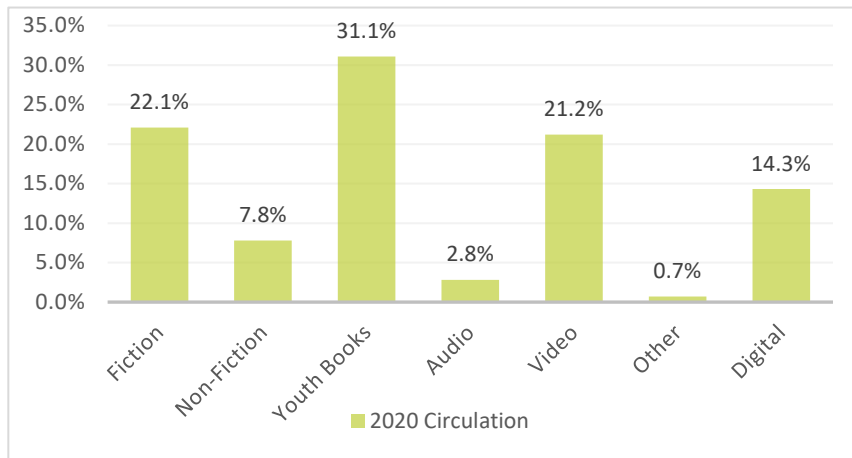
## FY 2020 Expense

Personnel & Benefits	\$1,224,044
Collection/Materials	\$333,820
General Operations	\$446,352
Building Operations	\$151,025
Other/Capital Improvements	\$242,840

**\$2,398,081**

Figures from Fiscal Year 2020, from July 1, 2019, to June 30, 2020. Audit completed January 26, 2021, by CliftonLarsonAllen LLP of St. Joseph, MO.

Statistics reported are for the calendar year ending December 2020.



Population of Service Area: **41,428**  
 Active Registered Borrowers: **19,271**  
 2020 Circulation (Physical & Digital): **326,017**  
 Library Collection: **162,360**  
 Number of Reference Transactions: **2,426**  
 Computer Usage: **12,124**  
 Number of Programs Offered: **184**  
 Program Attendance: **1,645**  
 Bookmobile & Outreach Stops: **328**  
 Meeting & Study Room Usage: **493**

**101,574**  
LIBRARY VISITS

**OVER 12,000**  
public computers sessions

**MORE THAN 279,000**  
items checked out

**46,730** e-BOOKS,  
e-AUDIOS, & VIDEOS  
downloaded, up 45%!

**184 Live & 131 Virtual**  
LIBRARY PROGRAMS

Total Value of FY2020 Library Programs & Services:  
**\$5,908,687**

Every tax dollar invested =  
**\$2.85 RETURN**  
ON INVESTMENT