Tech Services is the behind-the-scenes crew who strive to keep the library catalog organized so library materials – and you – don’t get lost.

When she was a University of Missouri student, Stephanie Crowley worked in the university library checking out books and helping people find what they needed.

Two years ago, she had a part-time job at St. Joseph Public Library, again working with the public on the front side of the library. She knew at both jobs there was a part of the library where books and other materials came from, but she had no idea what went on there.

She quickly found out in June, when she joined the Rolling Hills Library technical services staff full-time and went to work in that room where materials came from and all books go to be repaired.

“When I came here, I didn’t realize how complex this system is,” she said.

TS is the group that keeps the library collection in orderly shape. Without the online catalog, barcodes, spine labels and radio-frequency identification (RFID) tracking system, the library could fall into chaos. TS staff are the behind-the-scenes people who work towards a perfectly organized collection.

They are especially needed considering the library receives about 1,000 new items a month that arrive Monday through Friday throughout the year.

“This system” starts outside of TS, which is in the Administration Office upstairs from the Belt Branch, when branch managers and a few other select staff members choose items to be purchased.

TS manager Jennifer George buys most books from Baker & Taylor, a large company that provides books at discount rates to schools and libraries in the United States. She will search Amazon and smaller booksellers if Baker & Taylor doesn’t have a book. Audio books and DVDs are ordered from companies that specialize in selling those materials.

“We work very efficiently together, and we rarely have a backlog.”

Jennifer George, TS manager
As we in the library world sometimes like to say, “this ain’t your grandma’s library.” Gone are the days of complete silence and stern-faced staff glaring at you, just waiting to catch you sneaking into the adult section. We offer so much more than books now, but how exactly did we get to this point? After coming this far, what should the library of the future look like?

First, the collection has expanded beyond printed materials because this is what the community wanted. Magazines, newspapers, and comic books started it, and then we expanded into the audio realm with books on cassettes and then CDs. Music has included it all, from vinyl records to 8-tracks and now downloadable songs and streaming playlists. The purpose of the shared collection is to pool a community’s funds to provide access to a much wider range of materials.

As formats and methods of access change, the need for a shared collection never will. We select the best items we can find to cover a broad range of topics and genres because hearing a diversity of voices makes all of us better.

Then in the evolution of libraries, programming has emerged based on both collections and on what our community tells us they want to learn. People want the traditional stuff, like Storytimes and book discussions, but increasingly they want a class on how to check the oil in their car or how to buy a house. People also want to create things. There is an artist or a maker in all of us, who just needs the right ingredients and some encouragement to come out and play.

The community also needs a place to congregate. Some people need a quiet space to study or contemplate life. So, space, and more than just space for bookshelves, has become a major aspect of libraries. We need places for programs and to have club meetings, birthday parties, private tutoring and custody visitation. COVID-19 showed us we need outdoor space, and many libraries are now adding patios and porches as well as community gardens and walking paths.

The key is flexibility and forward thinking. Public libraries are meant to serve their communities, and with a well-designed and adaptable space they can evolve into almost anything the community might need. But space, collections, and programs only work when a dedicated and skillful STAFF are there to bring it all together. A library is only as good as its staff, and we have an awesome team ready to provide the best library service possible.

Michelle Mears, Rolling Hills Library Director
mmears@rhcl.org

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Other ways to reach and follow us

Text the library at 816-287-9828 using these keywords, and we'll help with your account:
- **Status** for account information
- **Renew all** to renew everything on your account
- **Renew due** to renew overdue items
- **Help** for a list of available commands
  or text anything else to start a conversation with a librarian.

- [Facebook](https://www.facebook.com/RollingHillsLibrary)
- [Twitter](https://twitter.com/RollingHillsLib)
- [Instagram](https://www.instagram.com/Rolling_Hills_Library)
- [Pinterest](https://www.pinterest.com/rollinghillslib)

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**Moving Forward**

Libraries will keep evolving to meet community needs

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**Continuous Change**

Libraries will keep evolving to meet community needs
Car Basics
JR, owner of JR’s Tires, Brakes and Alignment Service, will provide an informative session on basic car maintenance for young and older car owners to know how to keep their rides running well. 6:30 p.m. Wednesday, Sept. 7, Belt Branch

ROLLING HILLS LIBRARY

• BY THE NUMBERS •

2021 - 2022

150,397
VISITORS TO THE LIBRARY
JULY 1, 2021 TO JUNE 30, 2022

7,727
ACTIVE CARDHOLDERS

368,509
ITEMS CHECKED OUT
(PRINT, MEDIA, AUDIO, DIGITAL)

22,201
COMPUTER SESSIONS
IN THE LIBRARY

2,105
REFERENCE INQUIRIES
MADE TO LIBRARY STAFF

8,505
PEOPLE ATTENDED A
PROGRAM OR EVENT

1,537
PASSPORT
ASSISTANCE

2,499
FINGERPRINT
SETS SCANNED

6,652
BOOKMOBILE MILES
DRIVEN TO 369 STOPS
Year of Growth

A larger Books Revisited allows Friends to increase its financial support of library

The Friends of Rolling Hills Library had its annual meeting July 14 at Books Revisited, and members enjoyed an hors d’oeuvres buffet. This is an edited version of bookstore manager and volunteer coordinator Hans Bremer’s manager’s report.

For Books Revisited, June 30, 2022, marked the completion of the first full fiscal year in our new location. We’ve endured numerous aches and strains brought on by a larger locale and have had to adjust to heavier customer traffic and the pressures presented by our growing visibility within the community.

Over the last six years, I’ve worked an enormous amount of hours to see to it that Books Revisited be everything Rolling Hills Library, our board, volunteers, patrons and clientele want (and expect) it to be. I grumble now and again, but I can’t remember an hour I haven’t smiled due to the camaraderie I experience in this library and bookstore.

That said, library Director Michelle Mears will attest I need a rest every now and then. So we have hired a part-time bookstore assistant. Greer Bernard has been with us for a short time, but she’s already become an asset to our Rolling Hills family. Greer has a long history with our library, and I believe you’ll find her a delightful addition to our staff.

Now I would like to share some of the economic successes (and otherwise) that have occurred over the last fiscal year.

I was very adamant from the beginning that Books Revisited could, eventually, attain phenomenal gross sales each year and, aside of the first pandemic year, we’ve managed consistent growth. Over the fiscal year we just concluded, bookstore sales were up 55% over the prior year, a fantastic surge that allows the Friends to support the Summer Reading Program and our Foundation Endowment, as well as purchasing Excel seats for adults wanting to obtain their high school diplomas through a library program. In addition, the three new and very popular children’s Touch Tables at the Belt and Savannah branches were bought using funds from the Friends.

As we move forward, I have every intention of raising the bar year after year. Books Revisited has become an integral part of our community, and that will only solidify as we continue. Music & Musings is a library program we host monthly, and Aug. 21 will mark our first Author Matinees when we host Eugene Bales and Melinda Cordell.

Bremer adds for the newsletter: If Books Revisited hasn’t become a routine destination for you, feel free to stop in to see St. Joseph’s best bookstore.
Guiding Write

Brown creates a readable manual that leads you through the tangle of emotions

Emotions are states of mind that all humans experience, though few of us can say we fully grasp them. Layperson understanding of emotions is a slapdash mix of oversimplification and misattribution. Empathy, or is that sympathy? Shame, or is that guilt? Happiness, or is that joy? The average person would say these sets of emotions are pretty much the same, but they are very different.

From her extensive research into topics of shame, vulnerability, courage and empathy, from which she has written six New York Times best sellers, Dr. Brené Brown understands this complexity, as well as the importance of accurately identifying emotions. With this knowledge, Brown takes the role of a guide. Her book Atlas of the Heart (158.1 Brown in our library system), recently released as a docuseries on HBO Max, is less of a research paper as it is a guidebook through landmarks that make up the human heart.

Like travel guides, the information isn’t complex or intensely profound, but that keeps the writing quick and comprehensible. Brown is always to the point and considerate of the reader. Even the researched quotes keep up this pacing while staying insightful.

Some readers might condemn Brown’s use of her own stories and research as unprofessional and distracting. Some would prefer the book to remain a travel guide instead of a travelogue, but the book is not meant to be dissected with the same vigor as academic textbooks. This is a road map, and Brown is a guide that keeps readers from getting lost in their own hearts by providing ample amounts of professional and personal knowledge.

The design of the book further assists on this journey through emotions. The ample white space on pages keeps eyes from glazing over, and the sparing use of bold lettering draws the attention towards important points. A reader’s eyes also find comfort in the book’s color usage. Spread throughout are visuals that keep the readers’ eyes fresh, as well as full-color pages that act as checkpoints. All these visuals compel the reader to continue to the end of every chapter.

Though helpful, these colored pages are somewhat unnecessary. The content is either brief accessory information or recycled text that reinforces an already discussed idea.

Regardless, Brown accomplished what she wanted with Atlas of the Heart: creating a guide for people to travel safely and confidently through themselves. This book won’t make anyone an expert on emotions, but it will make it possible for laypeople to accurately name and disentangle their feelings. Through professional knowledge and personal experience, Brown offers a firm hand to those lost in themselves.

– Sheldon Smith, Rolling Hills Library library assistant
Musician Dino O’Dell taught kids about music and Earth’s three major eras in his shows July 18.

These girls tried their hardest to pull apart Magdeburg hemisphere in the Mad Science program July 11 at Savannah.

LEFT: Missouri Western biology professor Dr. Mark Mills shows the best way to hold a snapping turtle in his program on aquatic ecology June 23 at the Belt Upper Story. RIGHT: The Coolman family had fun June 8 painting underwater scenes at an All-Ages Painting Class at the Savannah Branch.

LEFT: Circus stunt woman Martika Daniels and her colorful show visited the library on June 13. RIGHT: On July 25, the StoneLion Puppet Theatre closed out the summer lineup of Monday performers with a show about the ocean.

Summer Numbers
2,643 registered readers
1,204 completions
24,291 books read
This proud papa keeps a watchful eye on his son while he played in a wading pool full of shredded paper on June 16 during the Ocean Sensory Play event at the Belt Branch.

The Orrick Acres Petting Zoo has become a popular addition to summer events in the past few years. In Savannah (top picture), the neighboring First Christian Church allowed the zoo to set up in the shade of some of its trees. At the Belt Branch (below), the animals found shade in the Bookmobile garage on July 28.

Yvonne Burbach has a good laugh while singing with Buddy, her talking Amazon parrot, during the Wings of Love bird show on June 20 in the Belt Branch Upper Story.

When the first performer of the summer had to cancel his June 6 show, the Savannah Branch put out several fun activities for kids to try. These girls dug into the library’s collection of Lego bricks.

“Look at me, I’m on stage,” this little princess seems to be saying to her friends during the Abra-Kid-Abra magic show on June 27 in the Belt Upper Story.

For more summer pictures, follow us to Page 8
Belt Branch grand prize winner Kira Rippe (left) and Savannah Branch grand prize winner Anthony Barbosa received $100 Walmart gift cards.

Here is just a sample of SRP prize winners. FIRST ROW: Jonnie Jane Hare won the #Doodler Start set that was the grand prize for the Badge Book Challenge. Other winners are Becky Twombly, Josiah Abbot and Kiley Caton. SECOND ROW: Trinity Testeman, Aiden Taylor and Atley Durbin. THIRD ROW: Rebekah Gertsema, Ryan Buchmueller, Sonia Yang, Alma Litton and Kayla Gillip.

Comment Form: “This was a great way to spend time with my granddaughter for the weekend,” a patron writes about the new STEAM to Go kit titled Tot Time Games.
Raptor Rapture

Humans may be taken with big birds, but they’ll never own them

They might not have known it, but when families came this summer to the Operation Wildlife program at the Savannah Branch, they were looking at living dinosaurs. Ancestors of the raptors on display were meat eaters, two-legged, had incredible vision from their forward-facing eyes and hatched from eggs just like their descendants today.

Those ancestors are some of the most well-known dinosaurs – allosaurus, velociraptor and tyrannosaurus.

Almost as many adults as children attended the program. Birds of prey have that hold on many of us because of their size, beauty, killer instinct and our own curiosity. It’s a good thing Sy Montgomery is here to tell us about these creatures.

The award-winning author and naturalist has written 33 books of nonfiction for adults and children, including The Hummingbird’s Gift and The Soul of an Octopus. One of her newest books is The Hawk’s Way: Encounters with Fierce Beauty, which is a reprint of a chapter from her 2010 book Birdology.

A small book, both in size and length, The Hawk’s Way (598.9 Montgomery in our library system) can be read in one sitting or just a few. It focuses on Montgomery’s introduction to falconry, which she took up to get close to the raptors and experience their wildness.

No matter how much they are trained and cared for, she writes, birds of prey are wild creatures. The humans who train and care for them are their servants, the second-in-command in the partnership.

Hawks are instinctive creatures that want to fly and hunt. At the Savannah program, when one hawk flapped around and fell from the handler’s arm hanging upside down, that was its natural instinct to fly kicking in.

What I found most interesting and stunning about raptors is this: Their powerful eyes are huge in proportion to their bodies. Our eyes take up only 2 percent of our faces, while a starling’s eyes account for 15 percent of their faces. But if we had eyes proportionally the size of a great horned owl’s, they would be the size of oranges. Raptors can see prey miles away, and it’s believed they can see colors we can’t. Imagine that – colors we don’t even know exist.

– Alan Stolfus, Browse editor
Author Visit
Judy Sabbert, former president of Mosaic Life Care Foundation (now Heartland Foundation), will share stories from her new book *Daring to Dance Again*, which is a compilation of personal stories – sad and joyful, painful and funny that cover such issues as divorce, cancer, death, faith and hope. 5 p.m. Thursday, Sept. 29, Savannah Branch

Digital systems speed cataloging process

From Page 1

Once the digital orders are placed, George enters the books into Apollo, the library’s computerized catalog system. Baker & Taylor sends Apollo a short record for the book (including title, author, publisher and a notice the book will be on shelves soon) that Apollo enters in the library catalog so patrons can start reserving books.

When ordered books arrive by UPS, they are unboxed, checked off an order list, given an RFID tag and put on carts that go to George, who will enter them as pending items in the catalog and stamp them with a branch name and give them a barcode.

The carts then go to Crowley and co-worker Sheldon Smith, who will give each book a larger record that includes such information as publishing dates and related topics that readers can search for similar reads. The two then edit each other’s work to eliminate mistakes. Spine labels are added, and the books are sent to the branch that requested the books.

Book orders usually take one to two weeks to arrive at the library, and TS needs less than a week to do its job. “It is very quick,” George said. “We work very efficiently together, and we rarely have a backlog.”

While some libraries give certain authors preference in getting their books on shelves while others wait, Rolling Hills takes a first-in, first-out attitude. “We have a really great TS crew,” library Director Michelle Mears said.

When audio books, DVDs, board games, children’s toys, ukuleles, cake pans, fishing poles and other atypical items arrive, Crowley and Smith also inspect their conditions and make sure all the parts and pieces are there.

Patrons also have some influence in what books the library purchases.

“A huge part of our collection is patron requests,” George said. “We buy a large percentage of what patrons request. It’s my job to weed through those requests and decide what is right for our collection, and if we want to buy them or borrow them through ILL (interlibrary loan).”

Interlibrary loans are handled by Stephanie Mefford, who searches for books and movies that patrons want

Continued on Page 11
Author Visit
Maryville author Jason Offutt will discuss paranormal phenomena with a focus on regional and local experiences. Offutt is the author of *Paranormal Missouri: Show Me Your Monsters, Haunted Missouri* and *Chasing American Monsters* among others. 6:30 p.m. Tuesday, Oct. 25, Belt

Boo! Halloween events are coming soon

Fall brings cooler temperatures, falling leaves and Halloween candy. There’s also an assortment of library programs that will prep you for the bewitched season.

**Knitted Pumpkins** – Saundra Keiffer will lead this two-part program for adults and teens that is being offered twice. Sessions are 10 a.m.-noon Tuesdays, Sept. 20 and 27, and 6-8 p.m. Wednesdays, Sept. 21 and 28, at the Belt Branch. Participants should know how to cast on, knit and purl. All materials provided. Sign up at events.rhcl.org/events.

**Halloween Witch Gnomes** – Crafter Miss Angie will show adults and teens how to create a fun figurine for the season. All materials provided. Sign up at events.rhcl.org/events. 6 p.m. Wednesday, Oct. 5, Belt.

**Special FX Makeup** – Teens and adults can learn how to create wounds, bruises and skull and old-age face paint. Register at events.rhcl.org/events. 5 p.m. Thursday, Oct. 6, Savannah Branch.

**Zombie Barbies** – Get rid of Barbie’s glamor and turn her into a ghoulish figure in this program for teens. All materials provided. Register at events.rhcl.org/events. 10 a.m. Saturday, Oct. 8, Belt.

**Halloween Jewelry for Teens** – Learn basic techniques for jewelry making then create a fun piece to wear. All materials provided. Register at events.rhcl.org/events. 4:30 p.m. Tuesday, Oct. 11, Belt.

**Uncle Fester’s Costume Closet** – Once again, Uncle Fester is giving away free Halloween costumes to kids in need. Supplies and sizes are limited. Items were donated by businesses and community members. Additional donations will be accepted until Oct. 22. 2-5 p.m. Saturday, Oct. 22, Belt.

**Halloween Scavenger Hunts** – All ages can hunt through the Belt stacks for spooky fun all day Saturday, Oct. 29, through Halloween and the Savannah stacks noon-4:30 p.m. Sunday, Oct. 30, and 10 a.m.-6 p.m. Halloween.

ILL materials can come from far and wide

From Page 10 and fills borrowing requests from other libraries. The library gets about 200 requests a month.

To borrow an item, Mefford uses the major sharing system World Share. She looks first to borrow from regional libraries so items can get here quicker but will look farther, if necessary, she said. Libraries choose if they need four days, eight days or 20 days to search for requested items. The longer terms benefit large library systems that have many branches to search, while smaller libraries lean to shorter deadlines. Mefford uses a four-day deadline.

How long it will take to get an item through ILL is not easy to predict. Besides finding a library willing to loan items and some taking as long as 20 days to fill orders, Mefford said, the items are delivered by courier service, which can take longer – or even worse.

“In the Texas ice storm last year, some of our stuff (that was loaned out) never came back,” she said.

When books need mending, they are sent to TS for volunteer Marty Soper to make the repairs. He glues book spines back together and uses clear tape to make torn covers and pages whole again.

“One of the things I like about this job is you can see what you accomplish,” he said. “My career was as a school psychologist, and you just never knew if you made a difference” with students.

Libraries are thought of as quiet places, but about the only place that is true in a library these days is TS. The work of keeping the collection organized takes concentration.

“I’m a quiet person, and I really appreciate the quietness here. It’s a nice change for me,” said Crowley, whose previous job was a secondary language arts teacher.
Two-Way Lemon Delight

Pick your method – *homemade or cake mix* – to make these zesty, yellow brownies

**Lemon Brownies**

*Homemade brownie ingredients*
- 1 cup unsalted butter softened
- 1½ cups sugar
- 2 tablespoons lemon zest
- 4 large eggs
- 2 tablespoons lemon juice
- 1½ cups flour
- 1 teaspoon baking powder

*Lemon glaze*
- 1½ cups powdered sugar
- 3 tablespoons lemon juice
- 4 tablespoons lemon zest

*Cake-mix version ingredients*
- 1 15.25-ounce box yellow cake mix
- 1 3.4-ounce box lemon pudding
- 1/3 cup lemon juice
- 2 large eggs
- 1 teaspoon lemon zest

**Directions for homemade version**

Preheat oven to 350 degrees and line a 9x13-inch baking pan with parchment paper.

Using a large bowl, whisk together the flour and baking powder. In another large bowl beat together the butter, sugar, lemon juice and lemon zest until light and fluffy. Then beat in eggs, one at a time until combined. Gradually beat in the dry ingredients until combined.

Pour batter into the baking pan and bake for 25-28 minutes or until a toothpick comes out with moist crumbs. Make sure to not over bake, and allow the brownie to cool completely.

**Lemon glaze**

Using a large mixing bowl, whisk together powdered sugar, lemon juice and lemon zest until combined. Pour the glaze over the brownies and spread evenly. Allow to harden overnight before enjoying.

**Directions for cake-mix version**

Line an 8” square baking dish with parchment paper and spray with cooking spray so brownies lift out easily. Preheat oven to 350 degrees.

With a hand mixer, combine cake mix, pudding, lemon juice, eggs and lemon zest in a medium mixing bowl. Pour batter into prepared pan and spread evenly. Bake for 22-24 minutes or until toothpick inserted in the center comes out clean or with crumbs (no wet batter). Remove from oven and let cool for 10 minutes. Follow the same glaze directions above.

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**Information about all library programs can be found at rhcl.org**