

St. Charles City-County

**Library**

**Fiscal Year 2021  
Annual Report**

# FY21 Annual Report - Message from the Director

As customers turn more often to quick and convenient service, the Library strives to meet them there. As a result, our focus in Fiscal Year 2021 was to consider the best ways to use our resources in order to serve a population with schedules that sometimes outpace Library hours.

An emphasis of the 2019-2023 Strategic Plan is to update and align the Library with the current needs of our community and to position our staff and buildings to be more adaptable as those needs change. In service to these goals, we recruited staff from a variety of positions and departments across the Library to implement our vision for how the Library will operate to serve the community by 2025. Guided by our Strategic and Facilities Plans, the Library 25 team is examining and recommending changes in the areas of staffing, technology, services, and collections.

In 2021, this team began the work of developing concrete plans to improve the Library in big and small ways with an eye on sustainability and with the understanding that ongoing financial stability is paramount to developing an effective plan of service. Many of the changes we have made this year have stemmed from recommendations by the Library 25 team.

Our world today moves quickly, and public libraries need to be more flexible than ever before in order to remain important community resources. We are working to create spaces that serve a wide variety of purposes and training staff to do a wide variety of tasks in order to better serve St. Charles County - today and in the future.



Jason Kuhl, Director & Chief  
Executive Officer



## Mission

The Library inspires, informs, and enhances connections across St. Charles County.

## Vision

The St. Charles City-County Library is a catalyst for customers to build successful lives, families, and communities.

## Values

- We offer superior customer experiences
- We encourage learning and discovery
- We are inclusive and provide access to all
- We cultivate collaboration and innovation
- We believe in the freedom to know
- We respect diverse perspectives
- We foster a positive work environment
- We are committed to integrity and wise stewardship of resources

## BOARD OF TRUSTEES

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Nevada Smith, President

Justin Collier, Secretary

Mary Reese

Georganne MacNab, Vice President

Myra Crook

Gail Zumwalt

Staci Alvarez, Treasurer

Joann Leykam

## Financial Statistics

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**Beginning Fund Balance** **20,706,599**

### Revenues:

Property and Other Taxes 20,195,836

State Aid, Federal Aid and Grants 726,566

Investment Earnings 83,209

Charges for Services 67,942

Donations 1,760

Miscellaneous 85,259

**Total Revenue** **21,160,572**

### Expenditures/Expenses:

Salaries and Benefits 11,705,968

Library Materials 3,148,808

Operations 2,134,399

Technology and Telecommunications 1,089,141

**Total Operating Expenditures** **18,078,316**

### Capital:

Special and Building Projects 2,300,699

**Total Expenditures** **20,379,015**

**Change in Fund Balance** **781,557**

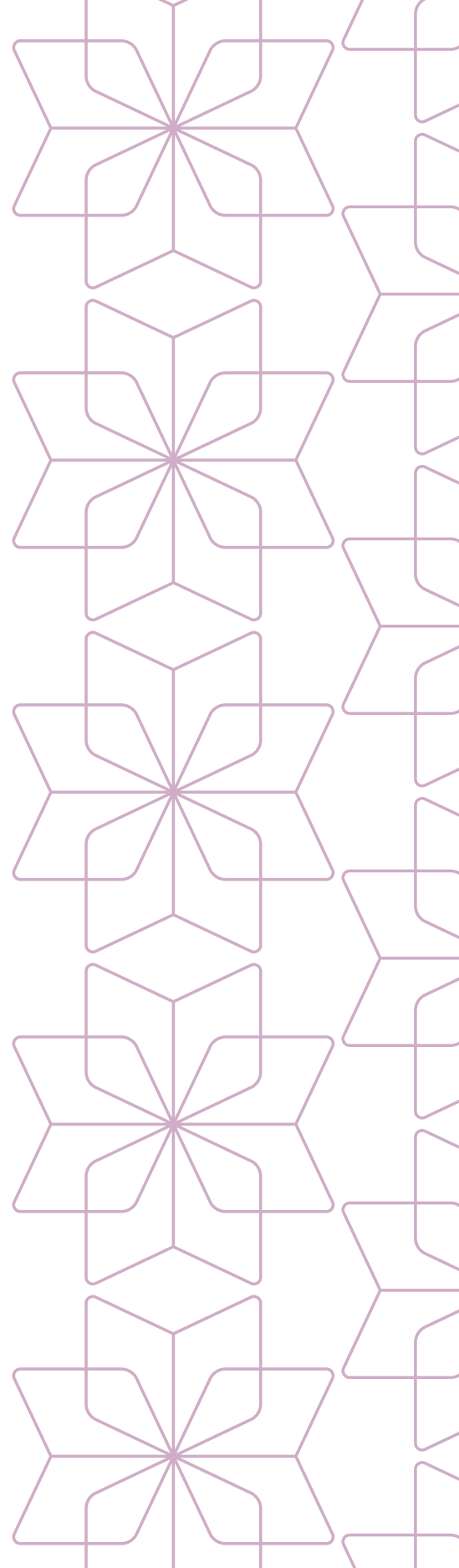
**Ending Fund Balance** **21,488,156**

## Additional Information

Revenue is primarily based on property tax.

The fiscal year 2021 tax rate was set by the Board of Trustees at the September 2020 Board meeting.

The tax rate collected for the FY 2021 budget was \$0.1996 per \$100 of valuation. The Library District tax rate approved by voters is \$0.2600.



## Passport Services

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In the past, the Library offered passport services seven days a week with 170 staff members trained as acceptance agents. This year we developed a more sustainable model for providing passport acceptance services to the public. Instead of branch staff acting as passport agents, we now have two specialists to provide both passport services and notary services by appointment at four

designated branches on evenings and Saturdays. The Passport Specialist team will grow as demand increases in order to offer additional appointments in the future.



## Improved Technology for Curbside

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Customers discovered the convenience of curbside services during the height of the pandemic. Library staff worked diligently to fulfill hundreds of curbside requests every day using a cumbersome system that was created quickly to fill an urgent need. After evaluating the continued popularity of curbside deliveries,

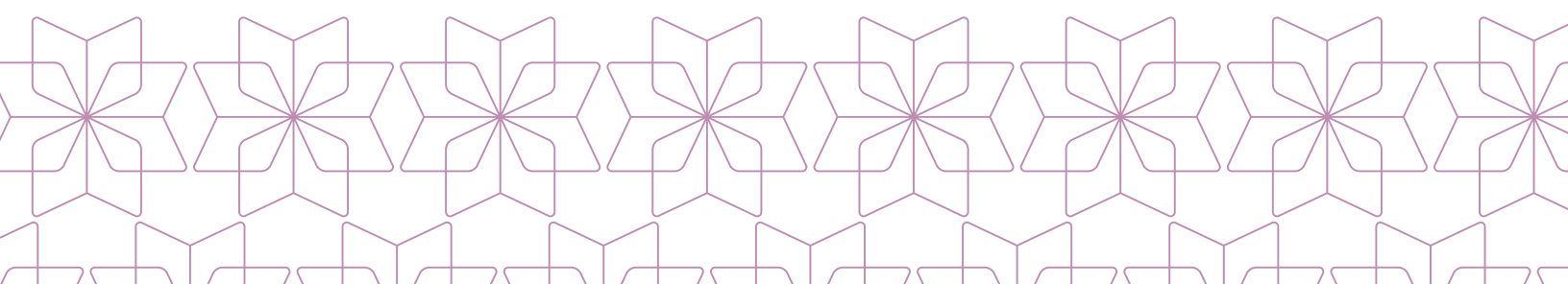
the Library adopted an easier and more responsive system for those requests. In a world that is increasingly turning to messaging systems over phone calls, the Library has adapted to meet customers where they are most comfortable communicating.

## Student Library Cards

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For many public school students, access to free books, magazines, DVDs, and homework help got easier this year. The Library and area school districts forged an agreement that provides library accounts for over 40,000 school-age students attending school in Fort Zumwalt, Francis Howell, Orchard Farm, Wentzville, and St. Charles School Districts. The Students Accounts Partnership allows area public school students to have automatic access to the full suite of Library materials, including online resources.

These student accounts give kids and teens online access to books, study materials, and live tutoring, even on days when their parents are working or they can't get to a Library building.





## Changes to Hours of Operation

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After reviewing branch usage statistics and a pattern of increased use of electronic materials by customers, changes to the Library's standard hours of operation were implemented. Hours at the Corporate Parkway Branch, Kathryn Linnemann Branch, Middendorf-Kredell Branch, and Spencer Road Branch were extended Monday through Thursday until 9:00 p.m. Customers at these branches also have access to full library services Friday through Sunday.

In response to continued increases in the costs of materials and operating expenses, Sunday hours were eliminated at the Deer Run Branch, Kisker Road Branch, McClay Branch, Cliff View Branch, and Library Express at WingHaven Branch. These locations have maintained their

current hours on Monday through Saturday, but are closed on Sundays. Library branches that continue to offer Sunday hours are located strategically across the county to serve the largest number of customers in every area.

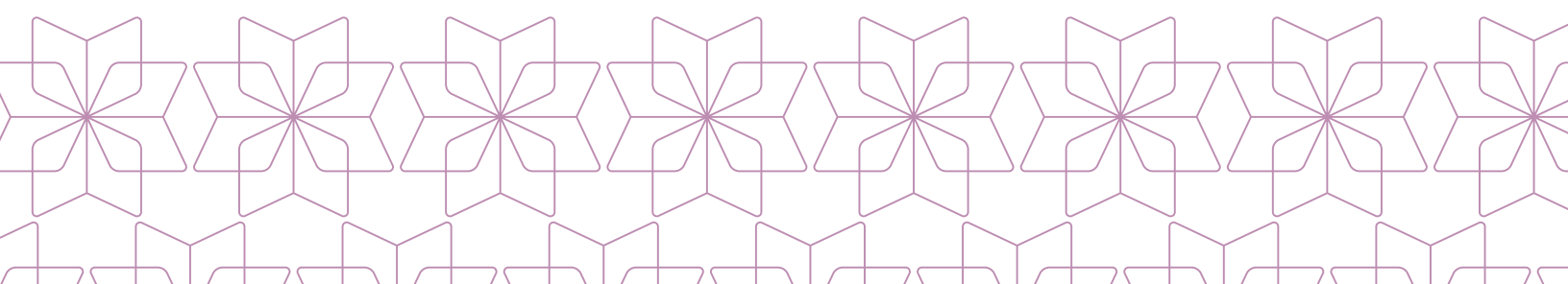
Data shows that the St. Charles City-County Library has the lowest per capita revenue of all peer libraries in the state, yet the Library was open more hours per location than all but one. By continuously reviewing how our customers are using Library branches we can reallocate formerly underused hours of operation to expand availability of services in other locations.



## Holds Hoppers Installations

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In an effort to accommodate customers with busy schedules or those who prefer a quick and easy pickup experience, the Library installed Holds Hoppers at two branch locations. Accessible 24 hours a day, 7 days a week at the Kisker Road Branch and the Corporate Parkway Branch, these secure lockers provide easy access to customer holds at any time of the day or night. Thanks to their popularity, the Library is planning to add Holds Hoppers at several additional locations in the near future.



## Spencer Road Branch Renovations

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In an effort to better assist customers, a limited scale interior renovation of the Spencer Road Branch replaced the large circulation counter with a variety of self checkout stations. This new configuration positions staff where customers can easily find and approach them for assistance, while also allowing those customers to experience fast and private checkout. More small-scale renovations are planned for other branches to duplicate this model. Rather than asking customers to seek out different types of help at a specific centralized locations in each branch, staff will be stationed in areas where customers gather or browse, and will be able to help with questions or issues as they arise.



## Cliff View Self Service Hours

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The Cliff View Branch now allows customers to read, study, or use the computers at the Library a little longer each week. Registered library card holders can access the branch during unstaffed early morning and Sunday hours in addition to regular open hours. During these Self Service Hours, users can browse the collection, pick up holds, check out items, connect to WiFi and public computers, print/fax/scan documents, and utilize quiet study areas independently. Self Service Hours extend our ability to serve as many customers as we can using the resources we have available.

