



ANNUAL REPORT

2021



CONTENTS

MISSION

Our mission is to provide informational, educational, and enrichment services and resources to the community through a comprehensive and efficient library system.

VISION

The vision of Cass County Public Library is to encourage discovery, community, and collaboration through quality collections and connections.

CONNECT

 @CassCoLibrary

 @CassCoLib

 [casscolibrary.org/youtube](https://www.youtube.com/casscolibrary)

www.casscolibrary.org

asklib@casscolibrary.org

Values	2
Board of Trustees	2
Locations	3
Our Team	4
Message from the Director	5
Financials	6
Library Statistics	7-8
Visual Highlights	9

VALUES

Patron needs come first:

We place the highest priority on service to our patrons and treat every request with equal value.

Respect for people:

We recognize the contributions of our staff and we treat all our patrons and each other with respect.

Learning organization:

We commit to the professional growth and enrichment of our staff.

Access to information:

We ensure access to information for people of all ages, abilities and means.

Freedom of information:

We protect our patrons' freedom to read and view all library information.

Privacy and confidentiality:

We safeguard our patrons' right to request and obtain information in confidence.

Quality:

We strive to deliver the highest quality service possible. We strive to provide up-to-date library materials for our service population.

Stewardship of community resources:

We respect the contributions of the community to its library. We hold ourselves accountable for the efficient and effective use of all resources - people, time, assets, and funds.

Integrity:

We follow the highest ethical standards, which have been adopted by Cass County Government and our profession.



BOARD OF TRUSTEES

Becky Klein, President

Mary Dobson, Vice President

Barbara Boucher, Treasurer

Roger Toomey

Tonya Long

LOCATIONS



Archie



Drexel



Garden City



Genealogy



*Harrisonville &
Administrative Offices*



Northern Resource Center



Pleasant Hill



Bookmobile

OUR TEAM

ADMINISTRATION

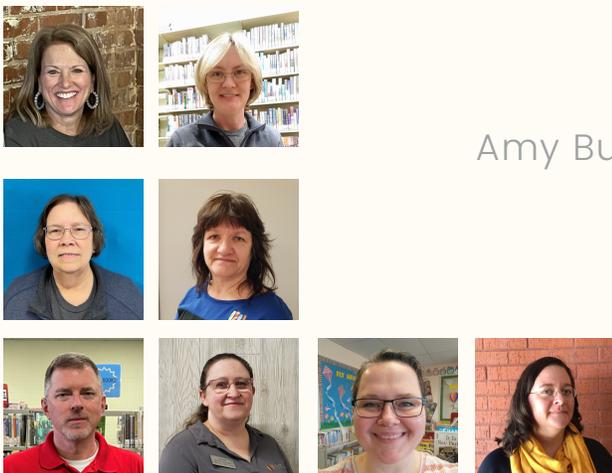
Dan Brower, Director
Robin Hudson, Assistant Director
Hannah Bitner, Head of Centralized Services
Lori Schneider, Business Manager
Pat Peel, Human Resources
Steve Erichsen, Technology & Facilities Coordinator
Heather Emokpae, Youth Services Coordinator
Allyson Harkins, Technical Services Coordinator
Resa Eastwood, Public Relations & Marketing Coordinator



*Our people are Cass County Public Library's greatest resource!
These individuals lead a dynamic and valuable staff of 78 employees.*

BRANCH MANAGERS

Karen Allen, Harrisonville
Amy Burkholder, Bookmobile & Library by Mail
Ellen Connor, Drexel
Monica Hoenshell, Pleasant Hill
Rod Inman, Northern Resource Center
Cherie Pemberton, Archie
Jana Riggs, Garden City
Sam Sagastume, Genealogy



DIRECTOR'S REPORT

*from the desk of
Dan Brower*



2021 was a year of welcome changes to Cass County Public Library! After our citizens approved a tax levy increase the previous year, the library set out to make improvements promised during the campaign. Through changes big and small, we completed many upgrades and projects to bring Cass County modern library services.

We upgraded all patron computers and increased internet bandwidth at every location. In addition, the library added online resources on a variety of topics to help patrons access the information they need. Among these new resources is one of my favorites, Consumer Reports, where I can find reviews and ratings for items like the new TV I recently purchased.

All branches underwent makeovers, both major and minor, to provide a more welcoming experience for our patrons. In April, the Archie branch opened in its new location, tripling its size and offering a space where patrons of all ages can spend time. While working in Archie at one of their new tables, I enjoyed seeing how much the kids loved the new reading cubby.

We also made significant improvements in how we reach out to our community beyond our physical library buildings. We launched the Library by Mail program for Homebound individuals throughout Cass County. Mailing items to patrons at no cost is such a wonderful service we can provide, and I am excited to see how it grows in the future. People who would otherwise not have access to library materials can now receive items directly. While our hardworking Bookmobile had its last ride in August, plans were made to purchase a new Bookmobile, which should be up and running in the Fall of 2022.

After being closed to the public for part of the year in 2020, all branches fully reopened to the public and the library began offering in-person events again in 2021. The COVID-19 pandemic had a lasting impact on how the library provides service. One example is contactless curbside pickup which continues to be a part of the library's regular hours.

Christie Kessler, the library's previous director, retired in the fall after 19 years of service. I was excited to transition to this role after serving as Assistant Director for the past 5 years. During this time, my respect and appreciation for the community has only grown. I look forward to continuing the tradition of our vibrant library system at Cass County Public Library. We are dedicated to providing modern libraries to all residents of Cass County through a diverse collection, enriching and educational programs, invaluable services, and a welcoming experience in our facilities.

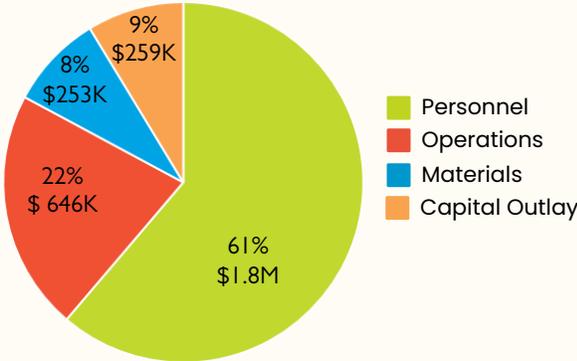
Financials

2021



WHAT DOES IT COST TO RUN THE LIBRARY?

Actual Expenses by Category



EXPENDITURES

Library Materials	253,243
Operations	646,113
Personnel	1,830,889
Capital Outlay	259,694
TOTAL EXPENDITURES	2,989,939
RESERVES*	2,388,930

*Holding for future branch building project

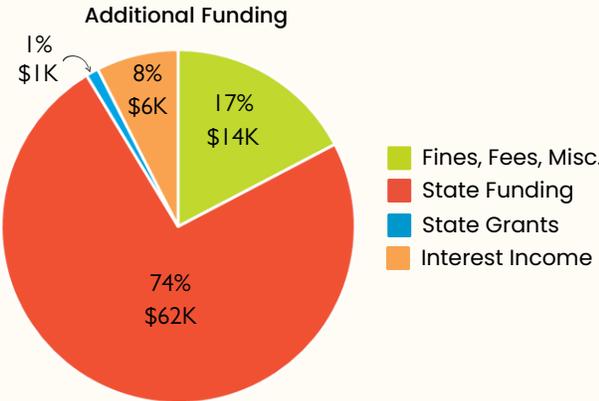
WHERE DOES THE MONEY COME FROM?



Most funding is sourced by local taxes:

\$5.3 million

Additional funding breaks down into the following categories:



REVENUE

Property Tax	5,296,075
Fines and Fees	14,330
Interest Income	6,223
State Aid	61,291
Grants	950
TOTAL REVENUE	5,378,869

Library Statistics

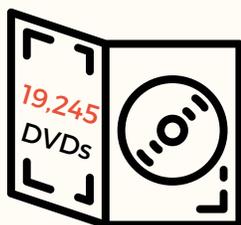
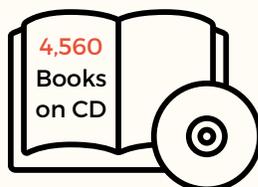
WHO IS CCPL?

POPULATION SERVED	109,000
CARDHOLDERS	59,136
New Cardholders 2021	1,681
BRANCHES	8
STAFF	
Full-Time	18
Part-Time	60



Cass County, Missouri

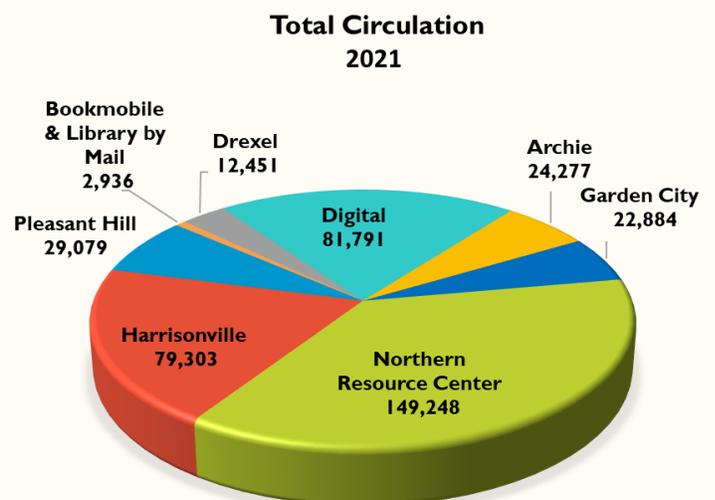
WHAT YOU CAN READ, WATCH, AND DOWNLOAD FROM CCPL



TECHNOLOGY @ CCPL

PUBLIC COMPUTERS	67
WI-FI SESSIONS	7,107
COMPUTER SESSIONS	9,186
WEBSITE VISITS	702,711

HOW MANY ITEMS WERE CHECKED OUT BY EACH BRANCH IN 2021?





HOW YOU ARE USING CCPL

PROGRAMMING

Youth Programs	391
Youth Attendance	8,878
Adult Programs	153
Adult Attendance	1,599

SUMMER READING

Youth Participants	1,592
Youth Completions	827
Adult Participants	545
Adult Completions	315

VISITORS

	91,631
Curbside Patrons	623
Notary Sessions	60

REFERENCE QUESTIONS 8,307

DATABASE USAGE 14,948

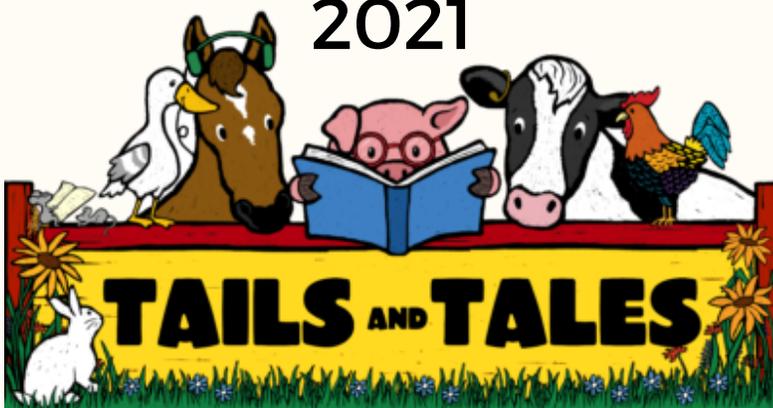
CIRCULATION TOTAL 402,564

Physical Items	320,773
Digital Items	81,791

INTERLIBRARY LOAN CIRCULATION

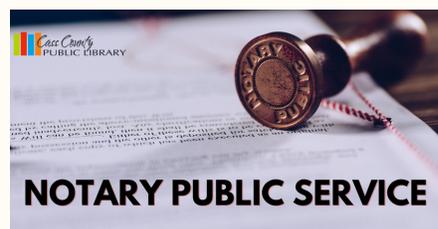
Borrowed Items	690
Loaned Items	425

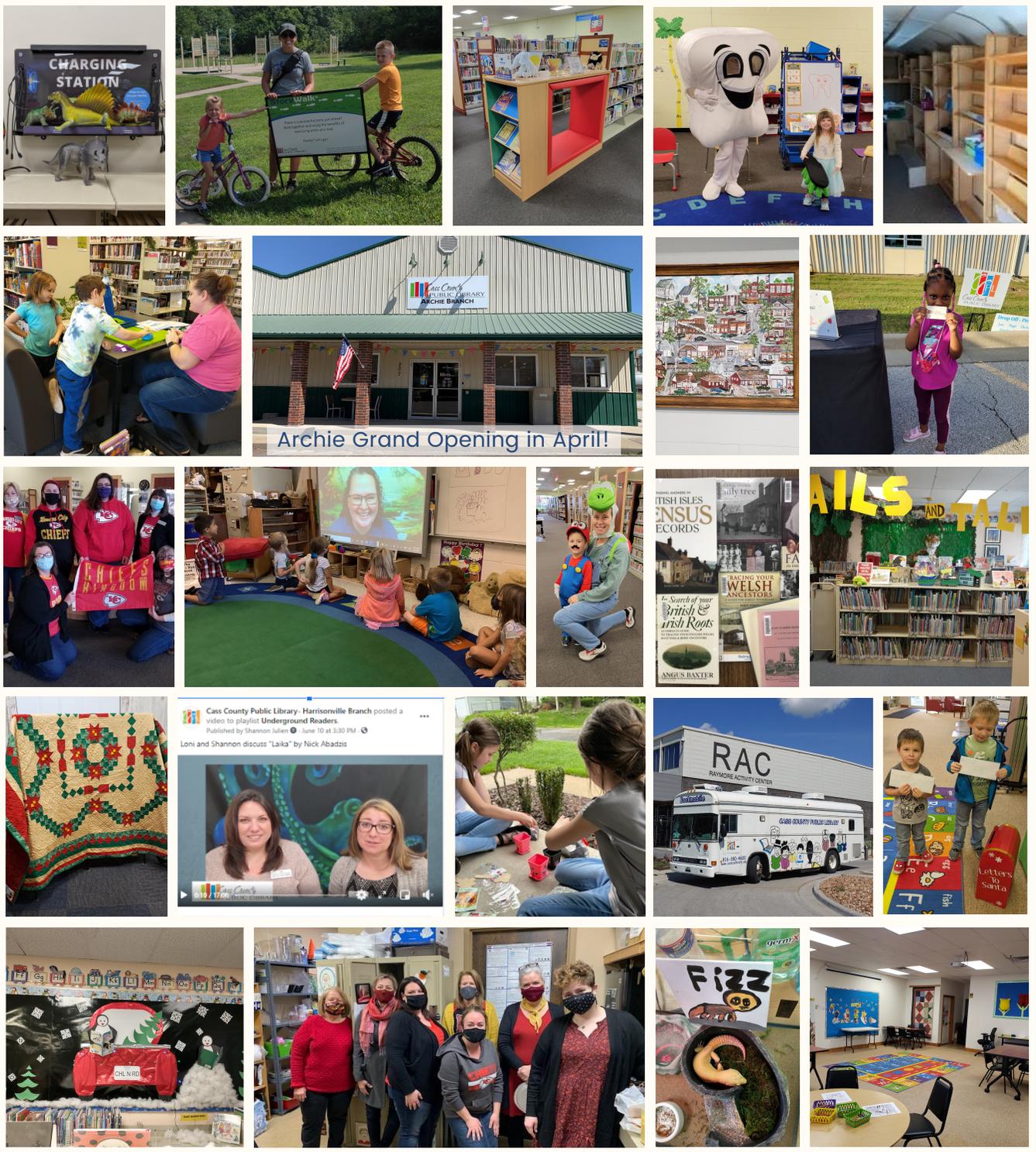
Summer Reading 2021



NEW RESOURCES & PROGRAMS

CR Consumer Reports





As the post-pandemic world emerged, the library adapted its programming to virtual events and grab-n-go kits. Buildings were updated with new fixtures, furniture, and computers; a move was made in Archie; and the library focused on providing excellence in all areas by using innovative ideas to reach our patrons with services and resources needed.