



**JACKSON COUNTY LIBRARY DISTRICT (JCLD)**  
Dial 1-669-900-6833 to attend by phone.  
Enter Meeting ID (access code): 965 9527 6734  
Or, click the link below to attend using Zoom:  
<https://zoom.us/j/96595276734>  
January 14, 2021 at 4:00 p.m.

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## **BOARD OF DIRECTORS MEETING AGENDA**

### **CALL TO ORDER/ROLL CALL**

### **INTRODUCTIONS / PROCLAMATIONS**

### **CONSENT AGENDA (Action)**

1. December 10, 2020 Regular Board Meeting Minutes.....1
2. Strategic Roadmap .....3
3. Extension of RVCOG Contract .....9

**ORAL REQUESTS AND COMMUNICATIONS FROM AUDIENCE** (Comments will be limited to 3 minutes per individual and shall be limited to comments on non-agenda items or on agenda items that do not otherwise provide for public comment.)

### **REPORTS (Inform)**

4. Library Director Report – Kari May.....17
5. Jackson County Library Foundation Report – Elisabeth Campbell.....26

### **UNFINISHED BUSINESS (Inform/Discuss/Action)**

6. 5-2 Circulations Library Policy – Claudine Taillac .....30
7. 5-6 Fee Schedule Library Policy – Claudine Taillac.....42

### **NEW BUSINESS (Inform/Discuss/Action)**

8. ILS Data Cleanup: Waive Outstanding Fees – Kari May.....43

### **COMMITTEE AND BOARD MEMBER REPORTS (Inform)**

Budget Committee – Eric Dziura

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### **FUTURE MEETINGS/EVENTS/OBSERVANCES:**

February 3-4, 2021 – Annual SDAO Conference (virtual)

February 11, 2021 – Board Regular Meeting

*The Jackson County Library District Board meets regularly at 4:00 p.m. on the second Thursday of every month at the Medford Library in the Adams Community Meeting Room, unless otherwise noticed. You may find proposed agendas and prior meeting minutes at [www.jcls.org](http://www.jcls.org). If you have further questions or would like to be added to the email notification list, please contact Executive Assistant, Denise Menicucci, at 541-774-8679 or [dmenicucci@jcls.org](mailto:dmenicucci@jcls.org).*

*If a physical accommodation is needed to participate in a Jackson County Library District meeting, please contact Denise Menicucci at 541-774-8679. Notification of at least 48 hours prior to the meeting, preferably in writing, will assist us in providing reasonable accommodation.*



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## MINUTES

### ATTENDEES

Present at the meeting were: Board Members Cathy Shaw (President), Eric Dziura (Vice President), Jill Turner, George Prokop and Susan Kiefer.

Additional attendees: Kari May (Library Director), Claudine Taillac (Assistant Director, Public Services), Lisa Marston (Assistant Director, Administrative Services); Brynn Fogerty (HR Manager), Ryan Bradley (Marketing Coordinator), Elisabeth Campbell (Accounting & Payroll Specialist), Brystan Strong (Youth Services Coordinator), Ashley Johnson (Technical Services Supervisor), Kristin Anderson (Bear Creek Area Manager, Ashland Branch Manager), Alyssa Drake, (Ashland Circulation Supervisor), Crystal Zastera (Operations Coordinator), Jacquelyn Bunick (Legal Counsel), and Denise Menicucci (Executive Assistant).

### CALL TO ORDER/ROLL CALL

President Shaw called the meeting to order at 4:00 p.m. Ms. Menicucci took the roll call.

### INTRODUCTIONS / PROCLAMATIONS

### CONSENT AGENDA

**MOTION:** President Shaw moved to approve the items on the consent agenda, including the November 12, 2020 Regular Board Meeting Minutes, the Cancellation of District Administrator's Contract and the Sole Source Procurement for the Tech Van. Vice President Dziura seconded the motion. The motion was approved unanimously.

### ORAL REQUESTS AND COMMUNICATIONS FROM AUDIENCE

None.

### REPORTS

#### Library Director's Report

Ms. May reported on a few updates to the Director's Report. The Medford renovation project has made a lot of progress. The remaining construction is on track for completion by the end of December. Furniture installation in the new offices is scheduled for mid-January. Also, the Friends of the Medford Library are moving from the Mezzanine into the former Foundation offices and additional space downstairs.

The Rogue Workforce Partnership began last week and there have been two sessions so far that have been very successful. Work has begun on placing an order for the new Mobile Technology Van. Ms. May received a call from the Church of Jesus Christ Latter-Day Saints in Central Point who wanted to show their appreciation of the libraries' efforts towards the community during the pandemic. Two members came by the Medford Branch and dropped off a gift box of pears harvested from a local orchard in Jackson County, which was very much appreciated by staff.

#### Jackson County Library Foundation Announcement

There were no questions by Board members.

## **JCLD Monthly Financial Report (July 1, 2020 through November 30, 2020)**

Director Turner summarized from the Finance Committee's meeting on November 24<sup>th</sup> regarding financial reporting. The committee recommended a quarterly report to the Board that includes system-generated reports and a one- to two-page narrative summary. Two key questions that the Board should be able to answer are: *Are we in budget compliance?* and *How are we doing financially?* In the fourth quarter, reports would be provided monthly to ensure budget compliance at year-end. The system-generated reports could be detailed or summarized, depending on the Board's preference. Vice President Dziura responded that a software-generated, customized report would probably be "safer" and that the Board does not need to see a detailed report each month because the Finance Committee would be reviewing the information, too. Having a narrative included with the report is appreciated and very useful as it highlights what to expect.

An error was found on page 40 of the financial report. This occurred because information was taken from the system-generated report and placed in an Excel file for formatting. This error will be corrected by Ms. Campbell.

**MOTION:** Director Turner moved to approve the JCLD Monthly Financial Report (July 1, 2020 through November 30, 2020) with requested changes made. Vice President Dziura seconded the motion. The motion was approved unanimously.

## **NEW BUSINESS**

### **5-2 Circulation Library Policy and 5-6 Fee Schedule Library Policy**

There were questions and comments from Board members. The updated Circulation Policy recommendations will be submitted to the Board's Policy Review Committee and will come back to the Board at a future date.

### **Draft 18-month Action Plan**

The Board agreed to the proposed 18-month Action Plan, a Strategic Roadmap that will guide the programs and services of the Jackson County libraries over the next year and a half. Some minor revisions need to be made, based on the Board's feedback. A final draft will be presented at the January 2021 Board meeting.

### **JCLS/JCLF Relationship Committee Proposal**

The JCLS/JCLF Relationship Committee recommended that the Library directly hire the next Executive Director for the Jackson County Foundation. The position would be responsible for leading the fundraising efforts of the Foundation for projects mutually agreed upon between the Library and the Foundation, and would report directly to Ms. May. The Board approved by consensus the committee's recommendation, and recruitment for the Executive Director will begin early next year. The MOU will be finalized and presented to the Board for formal approval at a future date.

## **COMMITTEE AND BOARD MEMBER REPORTS**

### **Facilities Committee**

A copy of the November 10<sup>th</sup> JCFM-JCLD FC Meeting minutes was included in the agenda packet and appreciated by the Board. Vice President Dziura commented that in general, the relationship between JCLD and the County's Facility Maintenance team is good and that renewal of their contract will be coming up in the near future. There were no questions from Board members.

## **FUTURE MEETINGS/EVENTS/OBSERVANCES**

The next regular Board meeting will be held on Zoom, Thursday, January 14, 2021, at 4:00 p.m.

## **ADJOURN**

President Shaw adjourned the Regular Board Meeting at 5:05 p.m.

/s/ Denise Menicucci  
Recording Secretary

# JCLS STRATEGIC ROADMAP JANUARY 2021-JUNE 2022



## **JACKSON COUNTY LIBRARY SERVICES MISSION:**

**Connect people to information, ideas, and each other.**

## **VISION:**

**Through the Jackson County Libraries, individuals reach their full potential, and our communities thrive.**

## **VALUES:**

**INCLUSION – our libraries welcome everyone, and we honor diversity and individual perspectives.**

**TRUST – we champion free and open access to knowledge and value and respect everyone’s right to privacy and confidentiality when accessing library resources.**

**STEWARDSHIP – we are responsible, honest stewards of public resources.**

**COLLABORATION – we foster an environment that inspires building relationships and working together.**

**INNOVATION – we encourage creative ideas and solutions.**

**RESPECT– we build and foster an environment where everyone is heard and treated fairly and with kindness.**



## THE STRATEGIC ROADMAP

Over the next year and a half, the Library will focus its efforts to become the go-to place to find accurate information about issues relevant to your life. Below are the three focus areas that tie in with the Library's three goal areas (LEARN, CONNECT, GROW), as outlined in the 2016-2021 Strategic Plan.

**HEALTH** – The Library values and promotes health literacy in Jackson County, including mental health, economic well-being, and physical health, as well as timely information related to COVID-19 and emergency preparedness.

**LEARNING** – The Library values and promotes education throughout an individual's life, from pre-literacy skills for young children through meeting information needs of senior citizens.

**CIVIC ENGAGEMENT** – The Library values and promotes a thriving community in which everyone has an opportunity to participate, regardless of socioeconomic status, race, ethnicity, ability, or gender, and helps to foster an environment where all voices are heard. The Library will provide a space where marginalized people have an opportunity to share their experiences, to be heard, and to have a seat at the table.



## **OBJECTIVES, WITH SAMPLE ACTIONS TO ACHIEVE EACH:**

**OBJECTIVE 1: JCLS will provide 25 programs each quarter focused on health literacy and civic engagement.**

### **ACTIVITIES:**

- Bilingual, health-related programs will be presented in collaboration with La Clinica, supported by the NNLM COVID-19 Outreach Award grant.
- Social services-related workshops for people experiencing poverty and homelessness will be presented by the Social Worker.
- Job skills readiness programs will be offered in collaboration with Rogue Workforce Partnership.
- Small business workshops will be presented by the Business Librarian.
- The Summer Reading Program will include intergenerational storytelling programs featuring local and state leaders.
- Staff will offer programs at domestic violence shelters and the County Juvenile Detention Center.

**OBJECTIVE 2: JCLS will add 1,000 new items to the physical and digital collections related to health and financial literacies.**

### **ACTIVITIES:**

- The migration to a new Integrated Library System and Discovery Layer will make library resources more easily discoverable by patrons.
- The NNLM COVID-19 Outreach Award grant funds will be used to add health information resources to the collection in English and Spanish.
- The FINRA Grant funds will be used to add financial literacy resources to the collection.
- Carpenter Grant funds will be used to add resources to the collection that focus on women's issues, child-rearing, child development, and related topics.
- Tablets and Kindles will be available through the Library of Things.

**OBJECTIVE 3: JCLS will engage 600 individuals and 30 community groups or classrooms in discussions about identity and inclusion through the Rogue Reads program, where the community reads the same books. In the second year of the program, Rogue Reads will bring 10 new partners to the program.**

**ACTIVITIES:**

- **Book club kits will be circulated for the selected titles.**
- **Staff will promote the books and discussion guides through school visits and virtual classroom talks.**
- **Staff will lead multiple public book discussion groups.**
- **Take & Make kits will be curated for at-home projects that expand on the Rogue Reads themes.**
- **Author talks and/or guest speakers will present programs related to the books and themes.**

**OBJECTIVE 4: Traffic to JCLS's website will increase 3% each quarter.**

**ACTIVITIES:**

- **JCLS will launch a new, responsive website that features dynamic content and information curated by staff that provides relevant information to the community on health, learning, and civic engagement.**
- **The marketing tool Patron Point will be implemented to provide targeted messaging that will drive traffic to the website.**
- **Virtual programs will be recorded and made available on the JCLS YouTube channel.**
- **Library programs will be placed on digital community calendars with links to the Library's website.**



**OBJECTIVE 5:** JCLS will reach remote users with relevant, educational programs on demand through recorded programs, with an **increase in views of 10%** each quarter.

**ACTIVITIES:**

- Animated short videos will be added to the Library's digital video library.
- Staff will record virtual storytimes, with new ones featured on a regular schedule.
- Staff will record trainings that support the education curriculum and lifelong learning.
- The Library will run social media campaigns that promote these recorded programs.

**OBJECTIVE 6:** Staff will provide **50 virtual or in-person class visits per academic semester** at elementary, middle, and high schools in the County to introduce students and teachers to specific resources available at the Library.

**ACTIVITIES:**

- Staff will provide curriculum-based database training to teachers.
- Staff will present virtual or in-person book talks to students.
- Staff will provide literature and database programs at the County Juvenile Detention Center.





**OBJECTIVE 7: Recognizing that digital literacy is important to an individual's success and well-being in the 21st century, the Library will help bridge the digital divide by providing access to computers and internet connectivity at the Library and remotely. Success will be measured by:**

**Number of computer sessions: Increase 4% each quarter**

**Wifi usage – during and outside of library hours: Increase 4% each quarter**

**Hotspots (and cellular-enabled tablets): Average monthly circulation of 75**

**Digital Services team appointments and assistance: 100 per month**

**ACTIVITIES:**

- Maximize the number of computers available during library hours to meet patrons' needs.
- Evaluate signal strength at all locations to ensure adequate coverage for wifi usage outside the library buildings, outside of normal hours of operation.
- Promote digital services via marketing channels.





January 14, 2021

**Title:** Extension and Amendment of RVCOG Contract

**From:** Kari May, Library Director  
Lisa Marston, Assistant Director

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**Recommendation:**

The Library Director and Assistant Director of Administrative Services recommend the Board approve the attached Amendment to the Intergovernmental Agreement (IGA) with the Rogue Valley Council of Governments (RVCOG). The amendment includes: (1) a 3-month extension to allow JCLS to lease office space beyond December 31, 2020; (2) a revision to the original contract’s not-to-exceed (NTE) amount; and (3) a provision that ensures records and reports created in RVCOG’s accounting software remain accessible and available to the District for a period of one (1) year after the agreement ends.

**Budget Impacts:**

The budget impact of changing the NTE amount to reflect the new estimate through March 31, 2021 is approximately \$22,350. The original NTE was based on an estimate from RVCOG that assumed JCLS’s Payroll Specialist would be running payroll by July and only one work space would be leased for four months. Instead, RVCOG staff ran JCLS payroll through the end of September, although the monies paid to RVCOG for payroll processing were offset by JCLS’s lower personnel costs. The additional costs to lease office space were necessary due to delays in the Medford Renovation Project, as well as COVID-related restrictions that made leasing space from RVCOG the most prudent option. Additional costs for office supplies, postage, and administrative support are also reflected in the revised NTE amount.

**Policies, Plans, and Goals Supported:**

Extending the contract with RVCOG and securing access to the District’s financial records support a smoother transition, while revising the NTE amount supports transparency and accountability in public contracting.

**Background and Additional Information:**

The renovated business office at the Medford Library will not be fully furnished and equipped until mid to late January. Since January and February are anticipated to be extremely busy months for the Finance department, an extension through the end of March is being recommended to give staff plenty of time to make the move. Furthermore, the audit is still in

process, which requires access to financial information that is housed in the legacy finance system which is only physically accessible at the RVCOG offices.

**Attachments:**

- Original IGA between RVCOG and JCLD
- Amendment #1 to IGA between RVCOG and JCLD

## INTERGOVERNMENTAL AGREEMENT

**THIS AGREEMENT** is made and entered into by and between the Rogue Valley Council of Governments, a voluntary intergovernmental association, hereinafter referred to as “RVCOG”, and the Jackson County Library District, an Oregon special district, hereinafter referred to as “DISTRICT”, both of which are hereinafter referred to collectively as the Parties;

### WITNESSETH

WHEREAS, RVCOG is a voluntary association of local governments serving Jackson and Josephine Counties, Oregon; and

WHEREAS, DISTRICT is a member agency of the RVCOG; and

WHEREAS, DISTRICT already has a separate agreement in place with RVCOG for accounting services; and

WHEREAS, DISTRICT has a need to run payroll because the District’s financial and personnel management software will not be ready to go live on July 1, 2020; and

WHEREAS, the purpose of this agreement is to make provisions for RVCOG to provide access to software, office space, and staff support for DISTRICT employees and to provide for cost reimbursement.

NOW THEREFORE, in consideration of the mutual terms, conditions, stipulations and covenants herein contained, the PARTIES do hereby agree to the following:

#### A. SCOPE OF SERVICES

DISTRICT hereby agrees to engage RVCOG and RVCOG hereby agrees to perform and carry out in a legal and proper manner, as reasonably determined by DISTRICT, the services described in Exhibit A, which is attached hereto and incorporated herein by reference.

#### B. TIME OF PERFORMANCE

This term of this agreement is March 16, 2020, to December 31, 2020, unless terminated earlier by either party in writing (see Section C of this agreement).

#### C. AMENDMENTS AND TERMINATION

1. This document constitutes the entire agreement between the PARTIES and no other agreement exists between them, either stated or implied. Any amendments or changes to the provisions of this agreement shall be reduced to writing and signed by both PARTIES.

2. This agreement will remain in effect until terminated by either party in accordance with this Section (C)(2). Either party may terminate this Agreement: a) for any or no reason, upon thirty (30) days' prior written notice to the other party; b) upon seven (7) days' written notice, upon the other party's default of any term or condition hereof and its failure to cure same within the 7-day period; or (c) if any contemplated funding from DISTRICT is not obtained or continued at levels sufficient to allow for full performance herein, this Agreement may be modified or terminated immediately to accommodate such reduction in funds.
3. Upon termination of this Agreement for reasons other than RVCOG's default, DISTRICT shall remain responsible to RVCOG for applicable fees incurred for Services performed by RVCOG prior to such termination.

Such termination shall be without prejudice to any claims, obligations, or liabilities either party may have incurred prior to such termination.

#### D. PAYMENTS

1. The DISTRICT will reimburse RVCOG for software, office space rental, and services performed for DISTRICT by RVCOG employees at the hourly rates outlined in Exhibit A, subject to semi-annual adjustments on or about July 1 and January 1 of each year this agreement is in force. Hourly rates include travel time. DISTRICT will also pay for any supplies and materials and mileage incurred in performing the Services, including additional accounting software and equipment, if needed.
2. RVCOG will invoice DISTRICT on a monthly basis. DISTRICT shall reimburse RVCOG within 30 days of receipt of invoice for costs accompanied by documents and receipts evidencing such costs and expenses.
3. The estimated not-to-exceed costs of the services provided under this contract is \$7,648.68.

#### E. RESPONSIBILITIES

1. DISTRICT shall administratively assist RVCOG in accomplishing the tasks identified under Scope of Services by making the payments identified in Section D. above; maintaining regular communication with RVCOG; helping to resolve differences that may arise between the PARTIES; and providing background information and technical support as necessary to accomplish any task assigned.
2. DISTRICT shall make available all applicable policies, procedures, resolutions, reports, contracts, agreements, statements, and any other documentation necessary to enable accurate and timely performance of the Scope of Services.

3. RVCOG agrees to keep current all necessary business and professional registrations as may be required to perform the services required under this agreement.

#### F. INDEMNIFICATION

Subject to the limitations and conditions of the Oregon Tort Claims Act, ORS 30.260-300, the Oregon Constitution, Article XI, Section 7 and the terms of any applicable policies of insurance, the parties agree to save, hold harmless and indemnify each other, including their officers, agents and employees, from any loss, damage, injury, claim, or demand by a third party against either party to this agreement arising from the activities of the other party in connection with this Agreement. Neither party shall be liable for any loss, damage, injury, claim or demand against each other arising from their respective activities in connection with this agreement, except as otherwise expressly set forth herein.

#### G. COMPLIANCE WITH LAWS

RVCOG shall comply with all applicable laws, ordinances and codes of the federal, state and local governments in its performance under this Agreement.

#### H. INSURANCE

RVCOG shall provide to DISTRICT upon execution of this Agreement, and prior to performing any work, a certificate of insurance meeting the requirements set forth below (Certificate).

- a) Commercial General Liability with a limit of at least \$1,000,000 per occurrence, with a \$2,000,000 annual aggregate.
- b) Workers' Compensation as required by applicable statutory law.
- c) Business Automobile Liability with a limit of at least \$1,000,000 per occurrence

All insurance coverages indicated above must be underwritten by insurers licensed to do business in the state in which the RVCOG performs its services, and insurers must maintain an A.M. Best Rating of A+ or better.

DISTRICT shall be named an "Additional Insured" under the Commercial General Liability policy carried by RVCOG via Additional Insured Endorsement attached to the Certificate. In addition, the policy shall be endorsed to state that the coverage extended to DISTRICT shall be primary and non-contributory with any insurance coverages maintained by DISTRICT. The Certificate shall specify that the above policies may not be canceled nor the coverages reduced without providing DISTRICT thirty (30) days' prior written notice by registered mail. Renewal Certificates and endorsements must be issued immediately upon renewal of all policies.

The fulfillment of the insurance obligations shall not otherwise relieve RVCOG of any liability assumed under this Agreement, in any way modify, or limit RVCOG's obligations to indemnify DISTRICT hereunder.

I. INDEPENDENT CONTRACTOR

RVCOG is an independent contractor under this Agreement, and neither RVCOG, its subcontractors, nor its employees, are employees of DISTRICT. RVCOG is responsible for all federal, state and local taxes and fees applicable to payments for services of its employees under this agreement.

J. ASSIGNMENT AND SUBCONTRACTS

RVCOG shall not assign this contract or subcontract any portion of the Services without the prior written consent of DISTRICT which consent shall not be unreasonably withheld. Any attempted assignment or subcontract without DISTRICT's written consent shall be void. RVCOG shall be fully responsible for the acts or omissions of any of the assigns or subcontractors and of all persons employed by them. The approval by DISTRICT of any assignment or subcontract shall not create any contractual relation between the assignee or subcontractor and DISTRICT.

K. LIMITATIONS

This agreement in no way restricts RVCOG or DISTRICT from participating in similar agreements with other public or private agencies, organizations, or individuals with regard to any aspect of this agreement, so long as the same do not unreasonably interfere with each parties' performance herein.

L. REPORTS AND RECORDS

All work produced by RVCOG while working for DISTRICT shall be the exclusive property of DISTRICT provided that RVCOG may obtain a copy of any public record information by paying for the reproduction costs thereof.

IN WITNESS WHEREOF, RVCOG and DISTRICT have caused this agreement to be executed by their authorized representatives as of April 10, 2020.

PARTIES TO THE AGREEMENT

Ann Marie Alfrey 6/5/2020  
Ann Marie Alfrey Date  
Deputy Director  
Rogue Valley Council of Governments

Susan Kiefer 4/10/2020  
Susan Kiefer Date  
President  
Jackson County Library District

Approved as to legal sufficiency  
DocuSigned by:  
Jacquelyn Bunick 4/6/2020  
04B121C9C575441...  
Jacquelyn Bunick Date

**Attachment A**

**Jackson County Library District  
Software Delay Contingency Plan - RVCOG Proposal**

	<i>Cost</i>	<i>Quantity</i>	<i>Extended</i>
<b>Expand use of Abila software to include acquired LS&amp;S staff</b>			
(P/R module already in use, use of direct deposit module available)			
HR Module	3,000.00	1	3,000.00
EWS (Electronic timesheets module)	1,750.00	1	1,750.00
<b>Total Software Cost:</b>	<b>4,750.00</b>		<b>4,750.00</b>
<b>Office space rental - RVCOG, Central Point</b>			
Includes one desk space, phone, computer, and internet access	350.00	4	1,400.00
(June - Sept assumed)			
<b>Total Office Space Cost:</b>	<b>350.00</b>		<b>1,400.00</b>
<b>RVCOG staff support<sup>1</sup></b>			
<b>Ann Marie Alfrey, Deputy Director</b>			
Payroll module setup - new pay cycle, earnings, benefits, deduction codes	99.52	3	298.56
HR & EWS module setup	99.52	2	199.04
HR data entry of employee info (performed by JCLD staff)	-		-
Hand off existing P/R processing	99.52	2	199.04
<b>Stephanie Thune, HR &amp; P/R Specialist</b>			
Abila module training/resource for questions	48.55	3	145.65
<b>Brian Benton, Technical Services Specialist</b>			
PC and network setup, Abila install, troubleshooting	72.31	5	361.55
			<b>\$ 1,203.84</b>
			<b>Total Cost: \$ 7,353.84</b>

<sup>1</sup>RVCOG staff support levels dependent on JCLD staffing

<sup>1</sup>Estimated maximum hours listed

**RVCOG staff support - loaded rate per hour (subject to change July 1, 2020)**

Ann Marie Alfrey, Deputy Director	\$ 99.52
Software setup guidance for new modules/staff, hand-off of existing P/R processing	
Stephanie Thune, HR & PR Specialist	\$ 48.55
Abila HR/EWS/PR training/resource for questions	
Brian Benton, Technical Services Specialist	\$ 72.31
PC and network setup, troubleshooting	

**Additional info:**

Employee info data export files can be created from Abila to import into JCLD's new software.

An additional desk space/computer can be made available at the same monthly cost upon request.

RVCOG full payroll processing printed instructions are available for review by JCLD staff at no cost







## **Director's Report January 2021**

### **Library Administration**

The Library donated *The Oregonian* newspaper microfilm collection, along with some microfilm storage cabinets, to the Jackson County Genealogy Library, through a combined effort of the Medford Adult Services Librarians and Collection Development Librarian Wende Glimpse.

Barnes & Noble designated JCLS as the recipient of its annual holiday book donation drive, where customers can buy a book on behalf of the designated organization. One thousand new Children's, YA, and Teen books were donated, which will be placed into the hands of the community members who are most in need. The YA and Teen books will be donated to the County Juvenile Detention Center, because of their great need for new books. Youth Services Coordinator Brystan Strong will work with Social Worker Mehmood Madha to contact local food banks to see if the children's books can be distributed to families who are receiving food boxes.

Library Director Kari May, Jackson County Library Foundation staff Elisabeth Campbell, and Board President Michal Slate met to discuss the transition of the Foundation's Executive Director to JCLS. The Foundation has formed a committee that will work with Director May to recruit a new Executive Director. Until that position is filled, Ms. May will serve as the Interim Executive Director.

JCLS experienced its second confirmed staff case of COVID-19. The individual had mild symptoms and has recovered. HR immediately initiated the pandemic response protocols at the Medford Library, closing the branch for 24 hours for a deep clean, and asking staff in close contact with the individual to isolate themselves and monitor symptoms for ten10 days, per OHA and CDC guidelines.

## **Business Administration**

Finance and Human Resources have been working on calendar-year-end activities, including W2s, 1099s, and 1095s, while also attending Tyler-Incode post-production training and preparing for the move into the new business office space. The District's annual financial report for the fiscal year ending June 30, 2020 will be submitted to the State by January 31 and presented to the Board on February 11.

Library facilities and administration staff are overseeing three building improvement projects in Medford and one in Ashland. The Medford Renovation project concludes this month. Furniture installation is scheduled for January 12-14, and the project closeout punch list and final project walkthrough are scheduled for January 19. A separate component of the Medford project is the renovation of the second floor public areas. Staff is working with Sera Design Architects to put together a plan for the former Rogue Community College area and Reference space plans. This area will be designed to accommodate patron study and quiet reading spaces as well as mobile display units.

A kick-off meeting for the first phase of the Ashland Renovation Project was held on January 4. The project involves updating and renovating the building's lower level that houses the meeting rooms and staff area. A second meeting will be held once ORW Architects has produced new drawings for the project.

## **Rogue Reads**

In December, JCLS hit the airwaves! Carrie Turney-Ross and Claudine Taillac were interviewed on the radio about Rogue Reads (KISS FM and KOOL, respectively). A Rogue Reads ad also ran in the Mail Tribune's holiday insert highlighting Jacqueline Woodson's author talk in February. JCLS kicked off the inaugural Rogue Reads community reading program in December 2020. In the first month, the Rogue Reads titles have circulated a total of 163 times. Fifty-six patrons have registered for the Rogue Reads challenge online via Beanstack. All branches are also handing out paper logs, which will later be entered online. Adult Services and Youth Services staff provided seven Rogue Reads-specific programs, including virtual discussions and Take & Makes.

The Gold Hill Library Book Club met virtually to discuss the Rogue Reads selection *Red at the Bone*. As a member of the Rogue Reads committee, Branch Manager Lorna Hilke created the discussion guide for the selection, currently available on the website, and used it to facilitate the book club. She reported that some patrons really liked the book, some really didn't like it, and all participated in a lively discussion.

Adult Services Librarians Danielle Ellis and Kayla Samnath moderated the Rogue Reads program Consider This: Anti-Racism, funded by a grant from the Oregon Humanities. Thirty-one patrons

tuned in to listen to panelists Marvin Woodard, Southern Oregon University Multicultural Resource Center Coordinator, and Amy Peterson, Rogue Community College Diversity, Equity, and Inclusion Coordinator, discuss what it means to be “anti-racist.” Mr. Woodard and Ms. Peterson shared their own experiences with racism and anti-racism, how they encourage anti-racism in their work, and ways to educate oneself on the topic.

## **Branches**

Undoubtedly, most memories of the pandemic will tend toward the negative, but there have been at least two positive takeaways from methods the library has used to cope with the necessary social distancing: Online staff meetings and Take & Make kits for patrons. The virtual platforms for staff meetings have perhaps even proven to be a more efficient way to meet than the time and mileage expenses incurred for in-person meetings. The Take & Make kits that have replaced in-library craft programs have proven to be very popular, particularly with parents of young children.

At the Talent Library, Take & Makes have actually increased the number of patrons who participate in craft programs since they allow greater flexibility for parents to determine when the craft is done. Branch Manager Patrick Mathewes is planning to keep offering Take & Make craft programs even after social distancing has ended, as are many other branches.

In Ashland, Take & Make kits along with the blog post and Storytime shorts, are still popular with patrons. There has been such a positive response to the bundling of these three things that when a Take & Make was offered without the blog post or Storytime, several patrons called the library that week to find out where they could be found. Ashland Children's Specialist Nancy Tovar has been a tremendous asset in creating a bilingual insert directing families to the latest blog posts, Storytime shorts, and book lists that can be found in the library catalog.

Patrons continue to visit the libraries almost every day to use the desktop computers or connect their laptop or smartphone to the Wi-Fi. Others make intermittent use of the mobile printing, fax, scan, and copy services. Many people who do not have computers or printers at home rely on smartphones to connect to the internet for everything from banking to shopping to social connection. When they do need to print or use another library service, it becomes apparent how the library's resources benefit the community. Some recent examples of the public's use of the library's office-type services include: printing shipping labels to return items ordered online, using library computers for banking and curbside grocery orders when a home computer was broken, scanning images of ID cards to accompany a legal document, faxing a form to a government agency, filling out rental applications, and taking online certification classes.

In mid-December, Ashland staff had a particularly poignant reminder of the small but significant difference the library can make in patrons' lives. A man asked to access an Ashland High School yearbook from the 1960s. Librarian Ken Loders unlocked the cabinet containing Oregon-related materials and found the yearbook he wanted. The patron looked through the books and made

a photocopy of a page with a school photo of a smiling young woman. He said the young woman in the picture was an old friend who had died in a car accident, and his copy of the photo had been destroyed in the recent fires. Staff were very glad to be able to help him.

Business Librarian Elanna Erhardt and Adult Services Librarian Carrie Tannehill met with Southern Oregon Historical Society (SOHS) Archivist Kia Lesley on a collaboration for an upcoming Rogue Reads event: *Tulsa Race Massacre: Historical Through-Line Program*. Kira is assisting Elanna and Carrie in providing a historical overview of Black history in Oregon and the Rogue Valley so attendees of the program can see how it connects to the events in Tulsa, Oklahoma, in 1921.

The Medford Children's department played host to a fabulous light display that helped to bring the spirit of the holidays to the Medford library and the community. Each window in the Children's department represented a different holiday or seasonal element: Christmas, Yule, Hanukkah, Kwanzaa, and other winter scenes. The displays were pulled together by members of the Circulation staff and helped bring smiles to both drivers and passersby on South Central Avenue.

Phoenix Library Associate Lori Wilson created a "Window Shopping" display by hanging various books and magazines in bags from the lobby windows. This allows staff to display "hot" titles that are returned, but haven't been requested or placed on hold. It gives patrons a chance to do a little small-scale browsing while they wait for their items to be checked out.

The Prospect Library received a new STEM/Lego table, stools, and a "Calico Critters" doll house for the Children's area provided from the Oregon State Library's Ready 2 Read grant funds. The Butte Falls Branch has also seen an enhancement of its Children's collection from five courier bags full of new children's books.

At the Shady Cove Library, Branch Manager Marion Mensing has ordered a new standing tech table and stools to update the teen area, utilizing the Shady Cove Foundation Funds. Ms. Mensing also reported that the Shady Cove Branch has received a \$500 donation from the Katz Family Foundation, which will be deposited into the Shady Cove Foundation account.

The White City Library had two walkthroughs in December for estimates on new landscaping and updated security systems. Both of these improvements will address safety concerns and improvements to the exterior. Branch Manager Patti Proctor and Library Associate Dan Baker have been working in conjunction with the Central Point staff on Spark Space programs, utilizing the STEM items in the branch.

The Eagle Point Library has been very busy with Front Door Service. Many patrons have tapped into this service, placing their own holds on items to be picked up. Staff has also been providing reader's advisory for many patrons that were previously coming in to browse. The Children's department received a beautiful new Lego table and stools, made possible by the Ready 2 Read grant funds.

At the Applegate Library, patrons are happy to get a break from the seclusion of social distancing for a time. A patron wrote a positive email to the Branch Manager, expressing appreciation for the library's open hours and internet service, which helped her to research breast cancer after a positive diagnosis: "Thanks to the library, the library's internet, hours of research, and a book the library ordered . . . I found all the information I needed . . . The libraries are valuable to me and our community. Thank you." A student came in to use the library's internet. She needed to take a two-hour test and couldn't do it from home because of undependable Wi-Fi. At the time, all of library computers were in use, so staff allowed her the use of the conference room to take her test on her laptop. Later she reported that she received an A and was grateful for the warm, secluded, Wi-Fi space in which to take her test.

The Friends of the Gold Hill Community have again selected the Gold Hill Library as a grant recipient. They awarded \$7,500 two years ago, which was used to update the furniture in the Children's area. This year the award is \$5,500. The funds must be spent for the benefit of the Gold Hill Library, before next October, and Branch Manager Lorna Hilke is working with her team to determine the best way to use those funds this year.

The Jacksonville Library Friends have paid for a six-month subscription to a local flower shop for monthly flower deliveries to the branch. The flowers are being displayed at the front door, much to the patrons' enjoyment. A new miniature train display also delights patrons while staff fetch their holds.

The Rogue River Library continues to be an important resource for patrons who need to access computers or the internet in order to perform essential tasks. Early in the month, one regular patron stopped in to let staff know she had found "a wonderful job" and appreciated the patience and help of staff and all the time she was able to use the computers before the return to Front Door Service. On an almost daily basis, at least one patron expresses their appreciation to staff for staying open and providing the best service they can under the circumstances.

The Ruch Library FOL bookstore and branch walkway got dressed up for the holidays (see below):



The Ruch Library in general was decked out for a "Festival of Lights" and the library was decorated in that spirit. Inside, the library has an antique toy display using toys from a pioneer family.

While some Ruch patrons have been disappointed or upset by Front Door Service, the staff at Ruch has tried to turn this into a positive experience by putting extra effort into readers advisory and by preparing book selections to roll out on carts for patrons when they come in. Because of the small size of the community, staff often have a good sense of what individual patrons are looking for. Most patrons are very pleased with staff movie selections for them and are really enjoying the potential for surprise every time they press play. Many patrons who used to resist using the catalog have now learned to put DVDs on hold. One patron wrote a letter thanking the Branch Manager for the book selections for her children, which she felt were better than what she could have found for the kids by herself.

## **Marketing**

Marketing shot videos on Front Door Service and Self-Checkout that debuted on the JCLS YouTube channel in early January and started a new video series with Bear Creek Regional Manager and Ashland Branch Manager Kristin Anderson, wrapping up the monthly collection of Friday Reads selections as well as additional book recommendations. The goal of this series is to augment Readers Advisory goals as well as to expand the variety of videos available on the Library's YouTube channel. In addition to the longer video, several short clips were shot at the same time to use specifically on Instagram and Twitter.

Monthly Reads Round-up Video: <https://bit.ly/3oafhOQ>

Front Door Service Video: <https://bit.ly/35jqh4R>

Self-Checkout Video: <https://bit.ly/3nnu72W>

Press release: January Windows in Time: <http://bit.ly/3931WRT>

Press release: January Events Calendar: <http://bit.ly/3pQk20f>

KISS FM interview mp3 with Carrie Turney-Ross: <https://bit.ly/3h10kkw>

The Website Committee met with Stirling Brandworks to kick off the website redesign process, which is scheduled to launch concurrently with the new Integrated Library System (ILS) in April. The first step in the process was a community survey. Within the first week the survey received more than 500 responses.

## **Adult Services**

Phoenix Branch Library Associate Lori Wilson provided the first of three Food Literacy Take & Makes geared toward adult patrons. The goal of this series is to introduce patrons to new, healthy, local food options. The kit for December was "Beans 3 Ways," which included one pound of dried beans and three new recipes to try out.

At Home Services (AHS) served 105 patrons in December, including eight new AHS patrons, one of whom is also a new library cardholder. In addition to their library materials, all AHS patrons received their first "Crafts at Home" kit. The kit included a set of colored pencils, adult coloring pages, crossword puzzles, and other activities to express creativity and increase mental

mobility. AHS received funding from the Friends of the Medford Library to continue providing Crafts at Home kits every other month.

AHS added five Kindles to the collection for patrons to borrow. These will introduce patrons to new technology while expanding their reading options beyond what the physical collection provides. AHS Library Specialists Chantel Ullrich and Kateri Warnick worked with Digital Services Supervisor Eric Molinsky to begin building several genre collections on the Kindles, giving patrons access to hundreds of titles to choose from during the six-week check out time.

One patron wrote to AHS staff:

I want to again tell you how much I enjoy talking with you and how very special you make the Outreach Program. I was surprised to receive a birthday card from JCLS. It made me so happy! I can't remember when something made me happier! I've told everyone I talk to about the card. If you need a budget to purchase and send the cards, please let me know how to direct my donation so it is used for that purpose.

With warm regards,

- CB

P.S. After more than a month on my mantel, I've moved the birthday cards to make way for Christmas cards. The birthday card has become a bookmark.

## Youth Services

Medford Teen Librarian Andrea Leone worked in conjunction with Ashland Teen Librarian Jackie Keating to provide Take & Makes geared toward family holiday activities, such as Hot Chocolate Ornaments, Garlands of (Origami) Stars, and Time Capsules. These programs were met with wild success, and patrons took all available kits within three days of release.

December also saw the beginning of the Diverse Reads Challenge. Thirteen diverse stories have been read so far, and the patrons have all given thoughtful reactions to how these books were diverse reads for them individually and how those stories had impacted them.

Ashland's and Medford's Teen Librarians, with guidance from Marketing, launched @JCLSteens, an Instagram account dedicated to promoting teen services. They have been posting program reminders, polls, YA book recommendations, and more. The account already has 61 followers in its first month.

Outreach to Child Care staff Nancy Peterson and Kateri Warnick delivered a donation, funded by Friends of the Medford Library, to Court Appointed Special Advocates (CASA) of Jackson County. The donations included a variety of books, including some journals and coloring books, along with colored pencils and pens. Advocates rely on donations to give to the children they support. Erin Carpenter, CASA's development and media manager, was very appreciative and loved the special care taken in wrapping each coloring book with its own set of pencils.

Donations to the JCLS September toy drive were so generous that community partners were invited to choose from the inventory to fulfill their gifting goals, as families impacted by the



recent fires may not have been able to visit a library to pick them up in October. Outreach to Childcare Library Specialist Megan Pinder reached out to two organizations supporting Spanish-speaking families impacted by the Alameda fire: Southern Oregon Education Service District Migrant Education and the Latinx Fire Relief Fund. She met with coordinators from both programs to assist in selecting age-appropriate books, toys, and games for the families they serve. They each left the library with a station wagon full of much-appreciated items that they will distribute throughout the winter holidays, which for many Latinx families runs from December 12 until January 6. Youth Services Coordinator Brystan Strong partnered with Jen Perry and Brenda Aguilera from Project Youth+ (formerly the College Dreams program) to pick up donations as well. Project Youth+ prepares low-income, first-generation and under-represented youth to thrive in school, college, and careers. Donations were used for their annual holiday gift giving event.

Education Services Specialist Jamaica Davis has been making connections with several area schools. She emailed an introduction video and her contact information to Jackson County school administrators and school media staff. She also started a monthly educator newsletter. She emailed a survey to Jackson County administrators; approximately 50 surveys were sent. Of the responses, 100% indicated a belief that school-library partnerships benefit students, and 83% indicated that the library is beneficial to teaching digital literacy skills.

Ms. Davis compiled some curriculum resources for the Media Specialist at Ashland Middle School, including articles and titles that correlate to the themes in Rogue Reads teen title, *If You Come Softly*, as well as resources for responding to systemic injustices.

## **Support Services**

IT Manager Ron Sharp is working with consultant Cindy Cabral and Assistant Director Lisa Marston to issue the Request for Proposals for erate-eligible expenses, including internet connectivity and replacing some of the network hardware.

Collection Development drove a push to remove items from the library collection that had not circulated in five years. Besides helping to keep the collection fresh and relevant, it also helped provide a cleaner first data load for the migration to the Koha ILS.

Digital Services Specialist Laura Irwin, with input from the rest of the team, revised the parameters for the statistical information the department gathers pertaining to appointments and assistance. The new parameters will provide a clearer understanding of the types of questions the team answers and guidance on how to provide patron-focused assistance moving forward into the “new normal.” Fifty new Samsung tablet devices were acquired through US Cellular, and the process of setting them up for patron and staff use has begun.

December marked the kickoff of the ILS migration project. Project Manager Ashley Johnson worked with representatives from LS&S and ByWater Solutions to begin mapping out data in preparation for the move from Polaris to Koha. Digital Services Supervisor Eric Molinsky will

lead the implementation of the Aspen Discovery Layer, which will replace BiblioCommons at the same time the Library migrates to Koha.

Technical Services staff took the lead in opening the new “Library of Things Garage.” All Library of Things items and Book Club in a Bag kits are now housed in the garage. This shift makes it possible for patrons to request Things be sent to all fifteen branches, not just the eleven that had been able to participate originally. The Digital Services team has been assisting Medford Circulation with the handling of these items for patrons.

In an effort to provide expanded library service for victims of the recent fires, a small number of portable DVD players have been purchased and cataloged. They have been assigned to the Phoenix and Talent branches. Patrons can now check out a player and selection of DVDs to watch wherever they are living.

Interlibrary loan (ILL) point person Jessica Dunn worked with IT to implement FirstSearch from OCLC. This product is a patron-facing ILL database where patrons can search for and request their own items for loan. FirstSearch will streamline the ILL process and give patrons control of their requests.



# Jackson County Library FOUNDATION

## Operations Report for the District Board January 2021

*We secure resources to strengthen innovation and literacy in our community.  
– JCLF Mission Statement*

### **Board Meetings:**

The JCLF Board of Directors held a virtual board meeting on December 15, 2020. Elisabeth Campbell and Kari May were also in attendance.

The next meeting is scheduled for **January 19, 2020**.

### **Marketing/Fundraising:**

The annual appeal, as of January 6<sup>th</sup>, resulted in \$15,318 in donations from 138 individuals.

### **JCLD/JCLF Relationship Committee Business:**

The JCLF Board is in the process of revising the Foundation's Mission Statement to clarify JCLF's support of Jackson County Library and its constituents.

### **Staff:**

Elisabeth Campbell's position transitioned from Operations Manager to Finance Manager effective January 1, 2021. Kari May will serve as Interim Director until an Executive Director is hired, and support will be provided by JCLD staff.

### **Reporting:**

This is the last Operations Report submitted to the District Board until a new Foundation Executive Director is hired. Financial Reports will be submitted on a quarterly basis.

### **Attachments:**

Change in Restricted Fund Balances Q4



## Changes in Restricted Fund Balances Quarterly 2020

Restricted Funds Held by JCLF	Fund Balances at 12/31/2019	Fund Activity Q1 2020	Fund Activity Q2 2020	Fund Activity Q3 2020	Fund Activity Q4 2020	Fund Balances at 12/31/2020
Branch - Applegate Fund Balance	\$ 1,552.89	\$ -	\$ -	\$ -	\$ -	\$ 1,552.89
Branch - Ashland Fund Balance	10,107.72	480.14	-	-	1,050.00	11,637.86
Branch - Butte Falls Fund Balance	1,316.10	-	-	-	-	1,316.10
Branch - Central Point Fund Balance	272.16	-	-	-	500.00	772.16
Branch - Central Point/Marks Bequest Fund Balance	135,102.04	(5,500.00)	-	(7,000.00)	-	122,602.04
Branch - Eagle Point Fund Balance	9,490.04	-	-	-	-	9,490.04
Branch - Gold Hill Fund Balance	3,967.01	-	-	-	5,500.00	9,467.01
Branch - Gold Hill/Children's Fund Balance	-	-	50.00	-	-	50.00
Branch - Jacksonville Fund Balance	3,801.27	-	-	-	-	3,801.27
Branch - Medford Fund Balance	1,074.43	-	100.00	-	-	1,174.43
Branch - Medford/Children's Fund Balance	3,604.75	(50.00)	-	-	-	3,554.75
Branch - Medford/Saunders Bequest Fund Balance	215,923.90	-	-	-	-	215,923.90
Branch - Phoenix Fund Balance	349.71	280.14	300.00	-	-	929.85
Branch - Phoenix/Children's Fund Balance	500.00	-	-	-	-	500.00
Branch - Prospect Fund Balance	1,255.50	-	-	-	-	1,255.50
Branch - Rogue River Fund Balance	588.79	-	-	-	-	588.79
Branch - Rogue River/Children's Fund Balance	500.00	-	-	-	-	500.00
Branch - Ruch Fund Balance	5,049.91	100.00	-	-	-	5,149.91
Branch - Shady Cove Fund Balance	3,396.92	500.00	-	-	-	3,896.92
Branch - Talent Fund Balance	7,999.37	-	-	-	-	7,999.37
Branch - White City Fund Balance	50,458.14	100.00	-	-	-	50,558.14
Branch - White City/Children's Fund Balance	500.00	-	-	-	-	500.00
Jackson County Library Programs Fund Balance	500.00	-	-	-	-	500.00
Jackson County Library Services	-	-	-	20.00	-	20.00
Outreach to Child Care Fund Balance	5,975.49	-	(2,000.00)	-	-	3,975.49
Outreach to Homebound Fund Balance	11,511.61	(1,253.60)	-	(100.00)	1,000.00	11,158.01
Outreach to Homebound/Restricted Grant Balance	9,185.00	-	-	-	(2,340.00)	6,845.00
Baby's First Book Fund Balance	25.00	1,000.00	-	-	-	1,025.00
Medford Comic Con Fund Balance	-	129.09	5,431.54	-	2,000.00	7,560.63
Collections Fund Balance	10,502.34	(4.00)	-	50.00	1,555.00	12,103.34
Collections/Restricted Grant Balance	2,045.00	-	-	-	-	2,045.00
Spark Space Fund Balance	(705.60)	705.60	-	-	-	-
Art Committee Fund Balance	1,647.20	-	-	-	-	1,647.20
Owens Bequest Outreach Fund Balance	212,949.94	-	-	-	-	212,949.94
Other Restricted Grants - Social Worker in the Library	-	-	30,000.00	-	-	30,000.00
<b>Total Restricted Funds Held by JCLF</b>	<b>\$ 710,446.63</b>	<b>\$ (3,512.63)</b>	<b>\$ 33,881.54</b>	<b>\$ (7,030.00)</b>	<b>\$ 9,265.00</b>	<b>\$ 743,050.54</b>



January 14, 2021

**Title:** Circulation and Fee Schedule Policies

**From:** Policy Review Committee  
Kari May, Library Director

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**Recommendation:**

The Policy Review Committee recommends the Board approve Policy 5-2: Circulation and Policy 5-6: Fee Schedule as presented.

**Budget Impacts:**

N/A

**Policies, Plans, and Goals Supported:**

To maintain ongoing expansion of policies in order to facilitate unimpeded library services and ease of use for patrons.

**Background and Additional Information:**

Based on feedback at the December 2020 Board meeting, the Circulation and Fee Schedule policies were referred to the Board’s Policy Review Committee for further review. The Policy Review Committee discussed questions raised in December. A summary of that discussion is provided below.

**Why do we have a computer card instead of just having everyone get a full-service card?**

The intention behind the computer card is to remove barriers to access to library services for people who live unhoused or for those who do not want to share personal information with the library, as we only require them to verbally give their name and birthdate for this card. For various reasons, some people only want computer access, including that they don’t want the financial responsibility of materials.

**Minor Access Card – why is computer access denied to children 12 and younger?**

Because of the Children’s Online Privacy Act, access to computers cannot be granted without parental approval. A Juvenile Full Service card is not restricted from online access.

### **Refunds of payment for lost, but then found, items – why isn't it automatic?**

It is now automatic in the sense that now when a patron has found the item and brings it in, they will be refunded on the spot; before the policy stated that the patron had to request it. Items returned in the book drop will trigger a procedure where Finance will issue a refund.

### **Why must someone be present to get a card – can't they scan their ID and proof of address and send it?**

Yes, we will accommodate patrons who cannot come in; this language was added to the policy. Spelling out the ways in which we would accommodate is not policy, that is procedure, so we did not include it. We have, in fact, during COVID-19 verified someone's identity and residency electronically. The intention behind "needing to be present" is so that patrons may not make a card for someone else. We have clarified the wording to reflect this.

### **Why does a card have to be renewed every two years?**

Because we need to verify email, phone, mailing address, and how people want to be notified to keep records current. Expiration dates also allow us to clean up records and purge accounts that are no longer in use. It's also a way to contact a patron who may have fallen out of use. Our marketing software, Patron Point, will be sending a friendly, "Hi we miss you—your card needs to be renewed," message to these patrons.

### **Why does the Minor Access card not include Interlibrary Loan (ILL)?**

Because we do not charge fees on this card and ILLs that get lost or damaged have to be charged a fee, which are typically expensive. The Juvenile Full Service card has access to ILL.

### **Other comments for consideration by the Circulation Committee:**

Change to non-resident fee to: \$100/\$10; 6 months paying at one time: \$50 (suggested by Board Policy Committee). Considering this feedback, the new fee schedule reflects that the fee is \$10/month, or \$100/yearly. Patrons who want 10 or 11 months will get yearly access and yearly privileges, so 10 or 11 months for \$100. It is easier for staff to not have "packages" for the non-resident card fees. The amount of non-resident cards in the system do not warrant multiple options for this card type.

Check new resident and non-resident permissions for consistency in terms of holds and items that can be borrowed: this suggestion has been addressed and all information is now consistent.

In the introduction it states "cards with outstanding fees of \$25 or more are considered to be not in good standing." Clarification of what the fees are is needed; the language has now made this part of the policy clearer.

### **Attachments:**

- Policy 5-2: Circulation
- Policy 5-6: Fee Schedule

<b>Policy 5-2</b>	<b>Circulation Policy</b>	<b>Created: 4/2/2015</b> <b>Revised: 11/28/2020</b> <b>Approved:</b> <b>Implemented:</b>
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### **I. Purpose**

This policy explains circulation parameters to maximize service and convenience for patrons while supporting stable library operations, the steps Jackson County Library Services (Herein referred to as the “Library”) takes to standardize key circulation parameters, and fees that impact patrons.

### **II. Introduction**

The Library encourages everyone in the community to use and benefit from its facilities and services, and therefore has established rules governing the circulation of library materials to protect each individual’s access to information and services. The Library has several types of library cards available, designed to meet the needs of Jackson County residents, property owners, neighbors and visitors. Borrowing privileges and limits are determined by the type of card selected at registration.

The Library provides individuals access to a wide variety of services, including the ability to:

- Borrow books, movies, music CDs, and other library materials
- Borrow items from the Library of Things collection
- Download eBooks, audiobooks, music, and videos
- Place holds on items in person or online
- Use online databases and resources
- Access public computers in the Library
- Reserve meeting rooms and study rooms
- Borrow items through Interlibrary Loan

Access varies dependent on card type. Cards with fees of \$25.00 or more are considered to be not in good standing. Privileges are limited to the following services:

- Download eBooks, audiobooks, music, and videos
- Use online databases and resources
- Access public computers in the library

Non-Resident cards are considered to be not in good standing if membership fees are not paid in full. Non-Resident cards do not have any access if membership fees are not paid in full.

The Library has reciprocal borrowing and shares a library catalog with Rogue Community College (RCC). RCC shares its materials with some restrictions to access to Library patrons. Because RCC sets its own lending policies, please check with RCC for exact details in regard to fees and loan periods for its materials.

The Library has partnered with the Southern Oregon Historical Society (SOHS) to provide access to SOHS resources free of charge for Jackson County residents, to help promote Library services through SOHS, and to expand the local history digital collection of the libraries.

### **III. Patron's Borrowing Responsibility**

Patrons are responsible for all material checked out on their library card. If a library card is lost or stolen, the patron is responsible for all items checked out prior to the date the theft or loss is reported to library staff. Parents/guardians are fiscally responsible for all material checked out on their child's card.

Patrons use library materials at their own risk. The Library does not assume responsibility for damage that may occur during, or as a result of, use of library materials.

Library cards are proprietary: one card, one user. Personal library cards are all library cards for which the cardholder is the sole responsible party and items borrowed on the card are for their personal use. Patrons may have a second library card only if the second card is an Organization card.

Library cards must be presented when conducting library transactions regarding the patron's account unless the patron provides adequate information identifying themselves as the owner of the account.

Staff may only disclose account information to the primary cardholder even when a second party has the primary card holder's card or card number for the express purposes listed. Circumstances in which permission to use someone else's card may be granted are:

- Temporary use of the library card for the purpose of checking out reserved materials on behalf of the cardholder. Must have the library card or card number in-hand.
- Parent/guardian use of the library card for the purpose of conducting library business on behalf of the juvenile cardholder, according to the Age Permission Tiers.

### **IV. Patron Identification Numbers (PIN)**

A patron identification number (PIN) will be issued to the patron when a library card is issued. If a patron wishes to change the password, they must have their library card, card number, or provide adequate information identifying themselves as the owner of the account.



## V. Circulation Parameters

The following details the loan schedule for all material types. Some items automatically renew twice if there are no active hold requests. Patrons wishing to retain library materials longer than their normal check out period must renew the materials. The library may limit check out quantities by subject matter. Quantities of items checked out are determined by card type.

Loan period for items that automatically renew twice unless they are part of a special collection:

- Books—21 days
- CDs—21 days
- DVDs—21 days
- Audiobooks—21 days
- E-readers—21 days

Loan period for items that do not renew:

- Mobile hotspots—14 days
- Magazines—14 days

### Library of Things

Library of Things items are available by reservation only and do not renew. Patrons may borrow two (2) LoTC items at a time.

- Items in the Library of Things collection.
  - Things—21 days
  - Book Club Kits—42 days

### Held Items

- Notification of a held item's availability will include date of hold expiration.

### Overdue Items

- See Fee Schedule for information regarding long overdue items.

## **VI. Charges, Lost and Damaged Materials and Exceptions**

### **Lost or Damaged Materials**

Patrons are responsible for either replacing or paying for lost library material or material damaged beyond repair. Patrons should contact their local branch before purchasing a replacement copy, as replacements must be approved by staff.

### **Refunds of Payments for Lost or Damaged Materials**

If a patron has paid for a lost item and then finds it within six (6) months, the patron will receive a refund of the payment, provided the material is in good condition when it is returned to the library.

### **Replacement for Lost or Damaged Cards**

Replacements for lost or damaged cards may be issued upon request at no charge to the patron.

## **VII. Age Permission Tiers**

The Library safeguards the privacy of all patrons no matter their age. A parent/guardian may have access to a child's record for which they are the responsible party according to the following schedule. In all cases, a parent/guardian requesting access to a child's record for which they are the responsible party must have the child's library card or card number.

In all cases, Staff may not give access to the parent/guardian if the child has a Minor Access Card.

### **Ages 0-12**

If the parent/guardian who is the responsible party on the child's library card shows ID and has the minor's card or card number, Staff may allow unrestricted access to the child's record.

### **Ages 13-17**

Parents/Guardians may pick up held items for the child if the parent has the child's card or card number. Parents may have information that allows them to settle fees. No other information may be disclosed.

## **VIII. Types of Library Cards Defined**

There is no charge for Jackson County residents to obtain a library card. See Fee Schedule for fees related to Non-Resident cards.

Jackson County Library Services issues the following types of library cards:

- Full Service
  - Adult
  - Juvenile

- Minor Access
- Organization
- New Resident
- Non-Resident
- At-Home
- Computer

For all card types, the library will provide reasonable accommodation for those who experience barriers resulting in the inability to be physically present during the acquisition of a card.

### **Full Service Cards**

#### *Adult*

Any resident of Jackson County who is 18 years or older is eligible for a Full Service card.

To obtain a Full Service card, prospective patrons must represent themselves at the time of issue; cards may not be made on someone else's behalf. Prospective patrons must provide one form of identification and one document that shows proof of residency in Jackson County.

A Full Service card in good standing allows patrons access to all services provided by Jackson County including but not limited to:

- 60 physical items at one time (DVDs limit 25; magazines limit 10)
  - See circulation schedule for standard loan periods.
- 25 active holds at one time
- Library of Things Collection
- Downloadable ebooks, audiobooks, music, and videos
- Online databases and resources
- Public computers in the library
- Meeting rooms and study rooms (by reservation only)
- Interlibrary Loan

Full Service cards must be renewed every 2 years.

### *Juvenile*

Any resident of Jackson County who is under the age of 18, and therefore legally considered a minor, is eligible for a Full Service card with permission from their parent or guardian. The parent/guardian is financially responsible for fees accrued on the child's card and for all items checked out on the child's card.

Parent/ guardian must be present at the time of creating the card\*. The parent or guardian must have either a Full Service card or must provide one form of identification and one document that proves residency in Jackson County. A parent/guardian may obtain a Full Service card for their child if their child is not present. A parent/guardian may obtain a replacement Full Service card on behalf of their child if their child is not present. A parent/guardian may have access to their child's borrowing information without the child's permission if the child is 12 years old or younger and if parent/guardian has the child's card or card number. The only information that staff may disclose to a parent/guardian of a minor if the parent/guardian does not have their child's card or if the child is 13 years old or older is information that allows the parent to settle a fee.

A Juvenile with a Full Service card has almost all the same privileges of an Adult Full service card. A Juvenile Full Service card may not have access to the Library of Things Collection except where Library of Things policy dictates otherwise. See above for more information on the Full Service card's privileges.

\*Minors may get a library card if parent/guardian is not present if library card is acquired through their school/educator. In such cases the Library will assume that the school/educator has obtained necessary permissions from the parent/guardian.

### **Minor Access Card**

Residents of Jackson County below age 18, and therefore legally considered minors, who do not already have a library card and who either choose not to seek or do not have access to parent/guardian permission, are eligible for a Minor Access card.

Minor Access cards will not accrue fees; therefore, it is not necessary for a parent or guardian to be financially responsible. All borrowing privileges of physical materials will be suspended when items are overdue or become lost until the items are returned or another resolution is reached.

A parent/guardian may not acquire replacement cards on behalf of their child if the card is a Minor Access card.

A Minor Access card must be renewed every 2 years.

A Minor Access card in good standing may have access to:

- 2 items at one time
  - See circulation schedule for standard loan periods.

- Downloadable ebooks, audiobooks, music, and videos
- Online databases and resources
- Public computers in the library\*
- Study rooms

A Minor Access card may not have access to:

- Meeting rooms
- Library of Things Collection
- Interlibrary Loan

A Minor Access card may be upgraded to a Full Service card with the permission of a parent or guardian or when the patron turns 18. \*Patrons with Minor Access cards who are 12 and younger may not have access to the internet on public computers in libraries.

### **Organization Card**

Organization cards are available to any current Full Service Card holder who is representing an organization located within Jackson County. Materials borrowed on the card are for express use on behalf of the organization.

Organization cards are considered a type of Full Service card. Organization cards will be issued to a responsible party representing the organization. The library will not limit the number of responsible parties per organization. The responsible party is responsible for all materials and for fees accrued on the card, even if they leave the organization. The responsible party must notify the Library when they leave the organization and return all materials associated with the card.

Organization cards are available but not limited to:

- Those representing an education or childcare establishment
  - Schools
  - Teachers
  - Preschool teachers
  - Daycare providers

- Businesses
- Nonprofit Organizations

An Organization card may have access to:

- 60 items at one time (DVDs limit 25; magazines limit 10)
  - Items have 6-week loan and renewal periods.
- 25 active holds at a time
- Library of Things Collection
- Downloadable ebooks, audiobooks, music, and videos
- Online databases and resources
- Public computers in the library
- Meeting rooms and study rooms
- Interlibrary Loan

### **New Resident Card**

New Resident cards are available to persons in the process of moving to Jackson County or who are still getting established in Jackson County and cannot immediately prove residency. To obtain a New Resident card, prospective patrons must be present at the time of issue, provide ID, and show proof of a valid mailing address. The valid mailing address does not have to be in Jackson County. The New Resident card will be upgraded to a Full Service card when the cardholder can provide proof of residency within Jackson County.

New Resident cards will expire after 90 days. New Resident cards may not be renewed until proof of address has been provided.

New Resident Cardholders may have access to:

- 2 items at a time
  - See circulation schedule for standard loan periods.
- 25 active holds at a time
- Downloadable ebooks, audiobooks, music, and videos
- Online databases and resources

- Public computers in the library
- Study rooms

New Resident cardholders may not have access to:

- Meeting rooms
- Library of Things Collection
- Interlibrary Loan

### **Non-Resident Library Card**

Non-Resident cards are available to persons living outside of Jackson County who do not meet the residence/property ownership qualifications for Full Service cards but who wish to have the privileges of a Full Service borrower. Non-Resident cards in good standing are a Full Service card. To obtain a Non-Resident card, prospective patrons must be present at the time of issue, provide one form of ID, and show proof of a valid mailing address.

Non-Resident library cardholders are charged a fee. Every person in the household may have a library card for the single fee. "Household" means a group of individuals who comprise a family unit and who live together under the same roof. There is no reduction in the fee for small households. Please see the Fee Schedule for current Non-Resident card fee.

A Non-Resident card in good standing allows patrons access to all services provided by Jackson County including but not limited to:

- 60 items at a time (DVDs limit 25; magazines limit 10)
  - See circulation schedule for standard loan periods.
- Downloadable ebooks, audiobooks, music, and videos
- 25 active holds
- Online databases and resources
- Public computers in the library
- Study Rooms

Non-Residents must pay for a full year to have access to the following:

- Library of Things Collection
- Meeting rooms
- Interlibrary Loan

### **At Home Services Card**

At Home Services cards are available to Jackson County residents who are confined at home or in a health care, retirement, or assisted living facility. To qualify, patrons must be permanently or temporarily disabled due to age or illness or have difficulty coming to the library or carrying books. Prospective patrons who are interested in this option must contact the At Home Services Department.

At Home Services cards may have access to:

- 60 items at a time (DVDs limit 25; magazines limit 10)
  - Material loan periods are based upon the At Home Services delivery schedule.
- Library of Things Collection
- 25 active holds
- Downloadable ebooks, audiobooks, music, and videos
- Online databases and resources
- Public computers in the library
- Meeting rooms and study rooms
- Interlibrary Loan

### **Computer Access Card**

Computer Access cards are available to individuals who reside in Jackson County but do not have an active library card of any other type or to individuals who only need access to public computers within the library. To obtain a Computer Access card, prospective patrons must be 13 years or older and give their name and birthdate. Further identification will be accepted but is not required to obtain a Computer Access card.



Computer Access cards must be renewed every 2 years.

Computer Access cards have access to:

- Public computers in the library
- Online databases and resources
- Downloadable ebooks, audiobooks, music, and videos

No other library services are available to a Computer Access cardholder.

### **RCC Faculty/Staff Card and RCC Student Card**

Please refer to RCC policies regarding faculty/staff and student cards.

## **IX. Interlibrary Loan**

### **Purpose**

The Library maintains a collection in Jackson County that is responsive to the needs and interests of its communities. It is not possible, however, for the Library to own every item that every person might want. Some items may be obtained from other libraries as Interlibrary Loans (ILL). An Interlibrary Loan is an item borrowed from another library system, either in Oregon or elsewhere in the country.

### **Eligibility**

See card types for eligibility. Cardholders not in good standing are not eligible for ILL services.

### **Materials**

Book and audiobooks may be requested through ILL; genealogy items may be difficult to borrow. Titles released within the past 12 months may not be requested through ILL but may be requested for purchase through the Suggest a Purchase form.

### **Rules and Regulations**

ILL materials can only be checked out on the library card of the person who requested them. It is the patron's responsibility to pick up and return ILL materials on time. The length of the loan period is determined by the lending library. The library may limit the number of active requests a patron may have at one time. Active requests are those at any stage of the Interlibrary Loan process: requested, in process, checked out, or on hold.

## **Charges**

The Library always attempts to borrow from libraries who lend free-of-charge. If the lending library charges for ILL, the Library must receive authorization that the patron requesting the item is willing to pay the charge before continuing to process the request.

## **Overdue and Damaged Material**

See the current Fee Schedule, Policy 5-6, for charges related to overdue or damaged ILL materials.

<b>Policy 5-6</b>	<b>Fee Schedule</b>	<b>Created: 11/9/2017</b> <b>Revised: 11/23/2020</b> <b>Approved:</b> <b>Implemented:</b>
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Type	Fee
Non-Resident Card	Non-Resident Yearly Fee: \$100 Non-Resident Monthly Fee: \$10
Reciprocal Borrowing	JCLS is bound to adhere to the circulation policies set by any libraries with which we share reciprocal borrowing.
Lost Materials*	Replacement cost of the lost item
Damaged Materials Repair*	Cost of the repair
Interlibrary Request Charge	No charge Maximum number of active requests is five (5).
Interlibrary Loan Overdue Fees	\$1.00 per day from the date due
Printing	Black & White: \$0.10 per page Color: \$0.50 per page
Copying	Black & White: \$0.10 per page Color: \$0.50 per page
Replacement Library Card	No Charge
Scan & Faxes	No Charge
Internet & Wi-Fi	No Charge
Overdue Fees	No Charge

\*If materials are not returned within 21 days of final due date, the library assumes they are lost. Patrons will be billed for the replacement cost of the material. If returned materials are damaged, patrons will be charged the cost of repair. If the replacement or repair cost is \$25.00 or greater, the patron's card will not be in good standing, and access will be limited until fees are brought below \$25.00. See Circulation Policy for more information.



January 14, 2021

**Title:** ILS Data Cleanup: Waive Outstanding Fees

**From:** Kari May, Library Director

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**Recommendation:**

The Library Director recommends the Board approve waiving outstanding fees older than five (5) years. Furthermore, the Director recommends that waiving outstanding fees older than five (5) years be performed annually moving forward.

**Budget Impacts:**

While the dollar amount to be waived is \$565,116.59, these are monies that are not expected to be collected, so the impact on the adopted budget is n/a. A footnote will be added to the 6/30/2020 audit under subsequent events, documenting the Board's action on this matter.

**Policies, Plans, and Goals Supported:**

This action supports the District's policy to eliminate fines and clarifies how outstanding fees older than five (5) years will be handled in the future.

**Background and Additional Information:**

When Jackson County Library District eliminated fines on all overdue library materials, it retroactively waived any fines on patrons' accounts, but it did not waive any outstanding fees from lost or damaged items that were tied to patron accounts. Accounts with outstanding fees date back as far as 2000, prior to the Library closure, and prior to the formation of the Library District. The likelihood of recovering any of these outstanding fees is slim, and it is time to clean up our records to reflect that reality.

JCLS is migrating to a new Integrated Library System (ILS) in April 2021, which is a good time to analyze the data stored in the current system and, to the greatest extent possible, only bring over clean data that the Library expects to use moving forward. It is recommended that waiving outstanding funds become an annual practice. The ongoing liability would likely be in the \$5,000-10,000 range.