

3:00 p.m. Executive Session*

*Purpose of Executive Session Item – Conduct deliberations with persons designated by the governing body to negotiate real property transactions, pursuant to ORS 190.660(2)(e).

4:00 p.m. REGULAR MEETING

CALL TO ORDER/ROLL CALL

INTRODUCTIONS & PROCLAMATIONS

Eva Chung, Chief Human Resources Officer, LS&S

CONSENT AGENDA (Action)

(1) Regular Board Minutes October 11, 2018; (2) Financial Report; and (3) Library Strategies Proposal

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 AND PRESENTATIONS (Inform)

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NEW BUSINESS

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OLD BUSINESS AND UPDATES

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FUTURE MEETINGS/EVENTS/OBSERVANCES:

December 13, 2018 – JCLD Regular Board 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.jacksoncountylibrarydistrict.org. If you have further questions or would like to be added to the email notification list, please contact Administrative Assistant, Donovan Edwards at 541-423-1333 or dedwards@rvcoq.org

If a physical accommodation is needed to participate in a Jackson County Library District meeting, please contact Donovan Edwards at 541-423-1333. Notification of at least 48 hours prior to the meeting, preferably in writing, will assist us in providing reasonable accommodation.

MINUTES

ATTENDEES

Present at the meeting were Board Members Susan Kiefer (Board President), George Prokop (Vice President), Jill Turner, Cathy Shaw, Carol Doty

Additional participants/attendees: Lisa Marston (District Administrator), Kari May (Library Director), Laura Kimberly (Assistant Library Director), Crystal Stroud (Operations Manager), Leigh Blair (Central Point Branch Manager), Donovan Edwards (Administrative Assistant), Denise Galarraga (Regional Library Director, LS&S)

CALL TO ORDER

President Susan Kiefer called the meeting to order at 4:02 p.m.

INTRODUCTIONS & PROCLAMATIONS

Kiefer proclaimed October 21–27, 2018 as National Friends of the Library Week, read a proclamation from the Board that will be posted at all library branches, and thanked the Friends groups for all that they do for Jackson County libraries.

CONSENT AGENDA

MOTION: Shaw moved to approve the minutes of the September 13, 2018 regular board meeting. Turner seconded the motion. The motion was approved unanimously.

Kiefer announced that Agenda Item 10 under Old Business and Updates would be moved ahead of Agenda Item 7 to ensure enough time was available to discuss the Long Range Financial Plan.

REPORTS AND PRESENTATIONS

Library Director's Report

May introduced Ryan Bradley, Marketing Coordinator. She informed the Board that interviews had recently been concluded for the Assistant Library Director position and a determination for the best fit would be made early the following week. She also announced that Brystan Strong is moving from the Talent Branch Library to become the new Youth Services Coordinator.

The Board was hesitant to agree to the rebranding proposal outlined in the Library Director's Report primarily since the current brand/logo had just been instituted within the last few years; nevertheless, the Board agreed that they would be willing to review any ideas that staff wanted to bring to the Board and recognized that the staff was thinking of timing the rebranding with the Centennial anniversary.

Next, Blair played a "before and after" time lapse video of the new Spark Space being built at the Central Point Branch, along with a Spark Space video, both of which were created by the JCLS Marketing Team. Blair said the transition of the Children's Department has been smooth and children immediately engaged with the new equipment. The main Spark Space area has significantly changed the work flow but staff and patrons are adjusting. Indications of early success include the fact that patrons who live within walking distance come in more frequently and more families are making the library a part of their evening routine.

Blair shared, too, that 36 new library cards have been issued since the Spark Space opened on September 29, 2018. Staff are tracking age group and equipment usage patterns and looking at what other numbers will be useful to track for state and donor reporting purposes. Blair said the old Circulation Desk is now the Technology Bar. Patrons are able to send documents to the Mobile Printing Station on one side of the counter and a device charging station is available on the other side, so patrons are able to sit while charging their devices.

In closing, Blair said the Marketing Department was instrumental in promoting the Spark Space and recognized Kristin Anderson, JCLS Zone Manager, as the driving force behind the project. May seconded that by saying Anderson deserved a lot of credit as the project manager for the Central Point Spark Space.

Jackson County Library Foundation (JCLF) Report

Drake announced JCLF is looking at October 5, 2019 as the pending date for the Centennial Celebration. Rogue Community College has agreed to close their portion of the library for the day. The theme will focus on the future with one possible tagline being “imagine, inspire, innovate,” which highlights the libraries’ role in technology and the role the community plays in enhancing and enriching the libraries.

Drake said she is targeting a narrow window in November between the end of the elections and Thanksgiving to release this year’s annual appeal, although Shaw suggested between Thanksgiving and Christmas in light of direct marketing statistics. Drake concluded by saying that she will be working with the JCLS Marketing Department to help better integrate their annual appeal with the library system.

Summer Reading Program Report

Kimberly reported on the Summer Reading Program, noting that staff had visited nine summer food sites and would have visited more had the smoke from the fires not forced them to cancel a few visits. Over 400 adults and children attended the site visits and, while she did not have the numbers available, Kimberly did confirm that some new patron cards were issued as well. This was the second year that Outreach to Homebound was incorporated in the Summer Reading Program. Although the program’s reach increased over last year, attendance was down slightly.

NEW BUSINESS

Financial Management Policy

Marston provided an updated Financial Management Policy that reflected edits suggested by Turner after the Board packet was sent out. Marston reviewed the changes and explained the reasons for them. She also took note of Prokop’s suggestion to ensure policies are reviewed before the Board packet is sent out.

MOTION: Doty moved to approve the Financial Management Policy as amended. Shaw seconded the motion. The motion was approved unanimously.

Capital Assets Policy

Marston reviewed the Capital Assets Policy, including the edits suggested by Turner. The goal of the Capital Assets Policy is to set forth the accounting policy as to how capital assets are to be accounted for and reported. Marston explained that the library materials are not currently treated as a capital asset for depreciation purposes; however, the value is tracked for insurance purposes. Some libraries treat their collection as a capital asset, while others do not. Prokop wondered if that item should be addressed more fully in the policy considering the time spent discussing it. Since the other items in the list were not presented in detail in the policy, Turner did not think it was necessary. She also said that the Board might want to revisit the policy when the Library collection is transferred to the District.

MOTION: Doty moved to approve the Capital Assets Policy as amended. Shaw seconded the motion. The motion was approved unanimously.

District Policy Manual

Marston said that based on a recommendation made at the recent Agenda Planning Session she created a list of all District policies under the headings of governance, financial management, risk management, and Library operations. She described the list as a working document that she and Kari can reference and update to ensure that policies are in place and are being reviewed on a regular basis. She and Kari will be working together to bring at least two policies a month to the Board for review and approval.

OLD BUSINESS AND UPDATES

Long Range Financial Plan

Turner provided a summary of the Long Range Financial Plan memo and worksheet that were included in the Board packet, explaining the key assumptions surrounding revenues and expenditures, as well as the reasoning behind the numbers.

Turner concluded that based on the model she and Marston had developed, the current projected total expenditures for fiscal year 20/21 exceeds revenues by about \$500,000; however, with revenues underestimated, expenditures overestimated, and a contingency of \$600,000, it is feasible to believe that the District can move ahead in hours, pay and staffing and still be adequately supported by the existing tax rate.

Library Strategies Update

Kiefer announced she had shared the Library Strategies Proposal at the Presidents Forum and it was well received. Based on Kiefer's belief that JCLD would not be ready to move forward with the proposal prior to the start of 2019 combined with the fact that not all Board members had a chance to review the proposal Turner recommended placing the Library Strategies Proposal on the Consent Agenda for the next regular board meeting. Kiefer agreed to move it to the November 8, 2018 meeting and, based on the Board's apparent consensus, said she would pass along optimism for the Board's impending approval.

Budget for 2 Year Plan to Increase Active Cardholders

May explained that the items listed within the JCLS 2 Year Plan to Increase Active Cardholders spreadsheet provided in the board packet were items that were not included in the previously approved Technology or Collection Development plans.

Doty expressed concern about prioritizing hiring a Business Outreach Librarian over other possibly more widely needed outreach coordinators. May referenced the strategic plan which outlines the importance of adding a business outreach position to enhance the relationship between the libraries and local businesses.

Turner said she was undecided but added that she hoped this wasn't a duplication of what was being done already in other education institutions and that she wasn't sure what would be measured to determine success. Galarraga added that including the Business Outreach Librarian within the plan ahead of another position was not a matter of prioritizing one position over another but rather the beginning of implementing one piece of an already approved plan.

Prokop said that he was inclined to support the plan, reasoning that the Board had given staff an aggressive goal and asked them to determine the best way to reach that goal and it's time to trust that staff took everything into consideration and this is the best way to reach that goal. He added his assumption that if after a certain period of time it is determined that it is not working as well as was expected that the resources can be shifted in another direction.

MOTION: Shaw moved to approve the JCLS 2 Year Plan to Increase Active Cardholders. Prokop seconded the motion. The motion was approved 4-1, with Doty voting no.

Active Cardholders and Registered Borrowers

Based on concerns expressed by Turner and how the definition of Active Cardholder requires parameters to be set in the records-purging process, Kiefer announced that the topic would be brought to the November 8, 2018 regular Board meeting. May added that she would include a proposal on how long fees will be kept on file since the existence of fees can prevent patrons from being purged from the database.

COMMITTEE AND BOARD MEMBER REPORTS

Facilities Committee

Doty shared some of what she has found in her research of the buildings, noting that when the leases expire, the buildings will become the property of the leasing entity, whether that is a city, a school district, or a private party. She shared that she and Marston had met with Dick Converse, RVCOG Land Use Planner, to discuss land use issues involving Prospect and Shady Cove, in particular.

Marston stated that it is time for the Board to decide on its goals with respect to the buildings because, until now, Doty has essentially been working under the assumption that the Board would want to own the land under the buildings. Kiefer asked that since the timeline drafted by legal counsel was going to be brought to the Board in November if it would be possible for Doty to provide a write up on each of the 15 libraries, which Doty said she could do. Prokop recommended an overview of the “pros and cons” of purchasing each of the properties from a legal perspective and suggested that maybe the topic should be placed on hold until that could be completed, adding that it would carry a lot of weight. Turner suggested an executive session and Marston agreed to contact the District’s legal counsel and find out her availability in November.

Adjourn

Kiefer adjourned the meeting at 6:16 p.m.

/s/ Donovan Edwards

Recording Secretary

Jackson County Library District
Statement of Revenues and Expenditures
From 7/1/2018 Through 10/31/2018

				Percentage	
	YTD Budget	Current Month Actual	YTD Actual	YTD Budget Remaining	received or spent to date
Program Revenue					
Current Property Tax Collections	10,200,000.00	0.00	0.00	(10,200,000.00)	0.00%
Prior Year Property Tax Collections	200,000.00	17,254.96	73,722.17	(126,277.83)	36.86%
Interest Income	164,400.00	15,815.68	64,857.82	(99,542.18)	39.45%
Interest- Lindberg Note	0.00	1,049.39	4,760.58	4,760.58	0.00%
Other Income	5,000.00	0.00	0.00	(5,000.00)	0.00%
E Rate	103,000.00	8,840.50	35,379.50	(67,620.50)	34.34%
Reimbursements From RCC	27,000.00	0.00	23,641.38	(3,358.62)	87.56%
Ready To Read Grant	35,000.00	0.00	0.00	(35,000.00)	0.00%
Conference Room Rental	30,000.00	0.00	3,223.00	(26,777.00)	10.74%
Government Agency Rentals	107,541.00	0.00	107,610.30	69.30	100.06%
Inter-library Loan Fees	1,000.00	0.00	172.00	(828.00)	17.20%
Library Card Replacement Fees	3,000.00	0.00	714.00	(2,286.00)	23.80%
Late Fee Charges	10,000.00	7,170.29	14,499.29	4,499.29	144.99%
Lost/Damaged Materials	7,500.00	0.00	1,822.51	(5,677.49)	24.30%
Photocopy/Fax Sales	12,000.00	0.00	1,842.13	(10,157.87)	15.35%
Patron Refunds	(2,000.00)	0.00	(497.17)	1,502.83	24.85%
Printer Sales	14,000.00	0.00	2,796.17	(11,203.83)	19.97%
On Line Fee Collections	7,500.00	(4.47)	512.43	(6,987.57)	6.83%
Hulburt Donation	126,000.00	0.00	0.00	(126,000.00)	0.00%
Library Friends Donations	65,000.00	7,044.90	7,044.90	(57,955.10)	10.83%
Library Foundation Donations	6,500.00	6,363.54	6,363.54	(136.46)	97.90%
General Public Donations	2,500.00	0.00	77.85	(2,422.15)	3.11%
OR Community Foundation- restricted	12,000.00	0.00	2,750.10	(9,249.90)	22.91%
OR Community Foundation- non restricted	2,000.00	0.00	0.00	(2,000.00)	0.00%
EJ Smith Trust-Restricted	85.00	0.00	0.00	(85.00)	0.00%
Ted Gerlock-Restricted	15.00	0.00	0.00	(15.00)	0.00%
Carpenter Foundation-Restricted	3,000.00	0.00	3,000.00	0.00	100.00%
Library Foundation Donations- CP	50,000.00	0.00	0.00	(50,000.00)	0.00%
Oregon Community Foundation- Applegate	29,000.00	0.00	0.00	(29,000.00)	0.00%
Beginning Fund Balance-Unrestricted	7,175,000.00	0.00	7,947,446.65	772,446.65	0.00%
Beginning Fund Balance-Restricted	<u>325,000.00</u>	<u>0.00</u>	<u>655,050.68</u>	<u>330,050.68</u>	<u>0.00%</u>
Total Revenue	<u>18,721,041.00</u>	<u>63,534.79</u>	<u>8,956,789.83</u>	<u>(9,764,251.17)</u>	<u>47.84%</u>

Jackson County Library District
Statement of Revenues and Expenditures
From 7/1/2018 Through 10/31/2018

	YTD Budget	Current Month		Percentage	
		Actual	YTD Actual	YTD Budget Remaining	received or spent to date
Expenditures					
District Administrator Salary	0.00	0.00	21,289.80	(21,289.80)	0.00%
FICA and Medicare- payroll taxes	0.00	0.00	1,788.19	(1,788.19)	0.00%
Worker comp- payroll taxes	0.00	0.00	6.91	(6.91)	0.00%
Health/Dental Insurance	0.00	632.09	2,528.36	(2,528.36)	0.00%
Retirement Contribution	0.00	0.00	2,124.99	(2,124.99)	0.00%
Payroll- SUTA	0.00	0.00	561.00	(561.00)	0.00%
Personnel Cost	217,000.00	9,122.26	9,122.26	207,877.74	0.00%
Personnel Services subtotal	217,000.00	9,754.35	37,421.51	179,578.49	17.24%
Accounting Services	60,000.00	0.00	6,452.77	53,547.23	10.75%
Auditing Services	11,025.00	0.00	0.00	11,025.00	0.00%
Administrative Services	76,000.00	0.00	10,784.28	65,215.72	14.18%
Bank Fees/Interest Expense	1,000.00	18.19	170.32	829.68	17.03%
Consultant Fees	50,000.00	0.00	8,010.00	41,990.00	16.02%
Elections	30,000.00	0.00	0.00	30,000.00	0.00%
Insurance	20,000.00	0.00	0.00	20,000.00	0.00%
Legal Services	20,000.00	2,559.00	4,399.00	15,601.00	21.99%
Memberships and Dues	3,500.00	1,772.60	2,261.60	1,238.40	64.61%
Office Supplies- admin	2,000.00	47.19	883.20	1,116.80	44.16%
Postage	2,000.00	0.00	487.96	1,512.04	24.39%
Registration/Tuition/Travel	15,000.00	220.73	941.91	14,058.09	6.27%
Special fees and Expenses	0.00	0.00	570.14	(570.14)	0.00%
Advertising/Legal Notices	2,500.00	0.00	0.00	2,500.00	0.00%
Alarm Services	2,600.00	0.00	1,492.40	1,107.60	57.40%
Building Repair/Maintenance	449,940.00	74,990.00	187,475.00	262,465.00	41.66%
Custodial Services	380,542.00	31,599.92	95,553.74	284,988.26	25.10%
Custodial Supplies	12,000.00	656.19	2,626.54	9,373.46	21.88%
Landscape Services	7,033.00	753.98	3,507.96	3,525.04	49.87%
Maintenance Services	2,000.00	0.00	0.00	2,000.00	0.00%
Security Services	79,407.00	4,819.70	17,108.20	62,298.80	21.54%
Signs and Signal Materials	25,000.00	0.00	0.00	25,000.00	0.00%
Building Repair/Maintenance- B-7	250,000.00	0.00	0.00	250,000.00	0.00%
Fees- Lindberg Note	72.00	6.00	24.00	48.00	33.33%
Equipment Repair/Maintenance	30,000.00	457.60	1,890.59	28,109.41	6.30%
Facility Furnishing Expense	25,000.00	0.00	0.00	25,000.00	0.00%
Minor Equipment	50,000.00	137,381.64	141,775.51	(91,775.51)	283.55%
Computers and technology	306,885.00	4,455.00	9,760.61	297,124.39	3.18%

Jackson County Library District
Statement of Revenues and Expenditures
From 7/1/2018 Through 10/31/2018

	YTD Budget	Current Month Actual	YTD Actual	YTD Budget Remaining	Percentage received or spent to date
Supplies and Expenses-Facilities	500.00	0.00	0.00	500.00	0.00%
Computer Software and Licensing	119,922.00	0.00	0.00	119,922.00	0.00%
LS&S Contract	5,228,114.00	434,792.67	1,750,036.97	3,478,077.03	33.47%
Library Materials	874,182.00	113,901.62	212,388.81	661,793.19	24.29%
City Participation	16,700.00	0.00	0.00	16,700.00	0.00%
Strategic Plan Initiative	2,500,000.00	3,955.20	12,959.40	2,487,040.60	0.51%
E Rate Services	32,782.00	8,195.50	24,109.00	8,673.00	73.54%
Unique Management Services	16,391.00	4,097.75	12,054.75	4,336.25	73.54%
Comic Con	22,000.00	0.00	0.00	22,000.00	0.00%
LS &S- digital library staff	60,000.00	10,304.64	30,110.88	29,889.12	50.18%
SOHS contract	39,000.00	6,500.00	16,250.00	22,750.00	41.66%
Electricity	240,800.00	18,763.58	62,338.83	178,461.17	25.88%
Natural Gas	45,000.00	628.06	1,302.48	43,697.52	2.89%
Garbage Service	15,000.00	1,438.13	3,652.63	11,347.37	24.35%
Water and Sewer Service	32,000.00	4,350.87	12,567.27	19,432.73	39.27%
Street and Storm Drain Fees	18,000.00	1,918.03	6,500.64	11,499.36	36.11%
Telecom-Voice and LD	55,000.00	3,868.86	16,306.06	38,693.94	29.64%
Telecom-Wide Area Network	105,000.00	9,191.05	36,781.70	68,218.30	35.03%
Telecom-Internet Services	28,000.00	2,052.48	8,179.92	19,820.08	29.21%
Municipal Assessments	1,500.00	139.63	693.22	806.78	46.21%
Telecom- Hot Spots	52,000.00	4,462.46	15,304.15	36,695.85	29.43%
Maintenance & Fuel for Vehicles	16,000.00	684.18	2,924.43	13,075.57	18.27%
Hulburt Donation	126,000.00	4,960.17	23,509.60	102,490.40	18.65%
Library Friends Donations	65,000.00	3,287.91	7,916.81	57,083.19	12.17%
Library Foundation Donations	6,500.00	30,487.21	36,501.05	(30,001.05)	561.55%
General Public Donations	2,500.00	0.00	0.00	2,500.00	0.00%
OR Community Foundation-restricted	34,000.00	810.00	1,147.50	32,852.50	3.37%
EJ Smith Trust Books	85.00	0.00	0.00	85.00	0.00%
Gerlock Trust Books	15.00	0.00	0.00	15.00	0.00%
Carpenter Foundation Books	3,000.00	0.00	0.00	3,000.00	0.00%
Ready to Read 2017 Grant	70,000.00	0.00	0.00	70,000.00	0.00%
Kent Family Trust	5,000.00	0.00	99.99	4,900.01	1.99%
Library Foundation Donations- CP	50,000.00	0.00	0.00	50,000.00	0.00%
OR Community Foundation- unrestricted	12,000.00	0.00	0.00	12,000.00	0.00%
2018 Ready to Read Grant	0.00	2,556.29	8,168.56	(8,168.56)	0.00%
Materials and supplies subtotal	11,805,495.00	931,084.03	2,797,980.38	9,007,514.62	23.70%
Capital Outlay	350,000.00	0.00	28,945.50	321,054.50	8.27%
Contingency	750,000.00	0.00	0.00	750,000.00	0.00%

Jackson County Library District
Statement of Revenues and Expenditures
From 7/1/2018 Through 10/31/2018

	YTD Budget	Current Month Actual	YTD Actual	YTD Budget Remaining	Percentage received or spent to date
Ending Fund Balance	<u>3,548,546.00</u>	<u>0.00</u>	<u>0.00</u>	<u>3,548,546.00</u>	<u>0.00%</u>
Total Expenditures	<u>16,671,041.00</u>	<u>940,838.38</u>	<u>2,864,347.39</u>	<u>13,806,693.61</u>	<u>17.18%</u>
Transfer to Other Funds					
Transfer to Capital Improvement Fund	<u>2,050,000.00</u>	<u>0.00</u>	<u>0.00</u>	<u>2,050,000.00</u>	<u>0.00%</u>
Total Transfer to Other Funds	2,050,000.00	0.00	0.00	2,050,000.00	0.00%
Net Revenue Over Expenditures	<u>0.00</u>	<u>(877,303.59)</u>	<u>6,092,442.44</u>	<u>6,092,442.44</u>	<u>0.00%</u>



A Proposal for Consulting Services to:

Jackson County Library District

October 26, 2018



Overview

The Jackson County Library District (“Library”), in Jackson County, Oregon, consists of 15 library branches plus website and online resources. Free to all residents of Jackson County, over 1.6 million Library items were checked out last year, and on average, 60,000 people visit the branches each month. In 2014, the voters of Jackson County approved the formation of a Special Library District. With dedicated funding, the Jackson County Library District is now an independent unit of local government and is governed by five elected Library District Board Members. The library operations contractor is Library Systems & Services, LLC (L.S.S.I).



The Library is supported by 16 independent, private organizations – 15 Friends groups supporting each branch, and the Jackson County Library Foundation, working to support the entire District. Broadly speaking, the missions of the Friends groups are to support their individual branch, while the Foundation’s mission is to secure resources to strengthen innovation and literacy in the community. The Foundation manages donated funds to grow library programs, build the collection, enhance library buildings, and create new opportunities to meet the changing needs of the community.

Many libraries today are finding that the sustenance and management of multiple Friends groups and a Foundation can be challenging, and in some cases, provides a minimal return on investment of resources. Nationally, libraries have discovered new paths to collaboration between Friends groups and Foundations, additional or new functions for Friends and Foundations, and in some cases, mergers of their Friends and Foundations.

As with many other libraries, the Jackson County Library District is interested in exploring possible new directions and options for their Friends and Foundation to increase effectiveness and enhance the resources provided by its support organizations. Library Strategies proposes to conduct a process to explore these options, including the possibility of merging the District’s Friends and Foundation. The process will include a review of background materials, interviews with leadership of the District and support groups, and a 4-6 hour facilitated retreat with key stakeholders to explore and define options.

The project will conclude with a written report by Library Strategies with options and recommendations for the future directions of the Library’s support organizations. Depending on the course chosen, Library Strategies can also offer follow-up counsel, for instance to help guide a merger or other collaboration among the Friends and Foundation.

“Library Strategies gave our Friends and Foundation groups a clear idea of the direction in which they need to travel...and a new enthusiasm for getting there.”

-Dr. Ronald Heezen, Frisco Public Library
(Currently the Executive Director of Shreve Memorial Library)

About Library Strategies

Library Strategies is a consulting group of The Friends of the Saint Paul Public Library, the 501(c)(3) private foundation supporting the Saint Paul (Minnesota) Public Library. Library Strategies was established in 2006 to provide services *exclusively* to libraries and their fundraising organizations. Now in our twelfth year – and still the only such consulting firm based *inside of* a library organization – Library Strategies is uniquely poised to advance our library clients’ service mission and goals.



The Friends of the Saint Paul Public Library was founded in 1945 as an all-volunteer library support organization. Today, led by a staff of 15, The Friends raise millions of dollars in private support for the Saint Paul Public Library – and conduct successful advocacy and PR/marketing programs to maintain vital public support.

Library Strategies was created by the Saint Paul Friends due to numerous requests for advice and counsel from other libraries to help replicate this success. Our staff (all part of The Friends) include a director/principal consultant, one principal consultant, and a business/project manager – as well as a marketing/graphic design professional under contract. Consultants receive additional marketing, finance, and administrative support from other Friends staff. At present, Library Strategies works with a diverse, strong bench of 15 affiliated consultants who represent the best of the dynamic library field.

Library Strategies provides the following core services to libraries and their support groups: strategic planning; development and fundraising; marketing and public awareness; advocacy and advocacy training; Friends and foundation assessments and development; board leadership and development; space and facilities planning and assessments; and staffing and technology assessments. All of these services advance our mission:

We strengthen communities, one library at a time.

➤ **We believe in libraries. We get libraries.**

We’re a nonprofit housed within a library foundation. We understand library missions

because they are our mission. We also understand the unique challenges libraries and library organizations face. We bring this passion and library-focused knowledge and experience, and tailor it to achieve your goals.

➤ **We help you serve your community by engaging your community.**

We enlist individuals across your community to get to know their aspirations and help them understand (and you articulate) how libraries can help them achieve those goals.

➤ **We bring a comprehensive perspective to your project.**

Whether you're looking for fundraising, marketing, strategic planning, advocacy, or other guidance, we approach your project in the whole context of you: your current capacity, your future goals, and your desired influence on your community.

➤ **We turn big ideas into practical insights that help you create meaningful change.**

We lead national conversations about the future of libraries, but more importantly, we've developed unique tools and action plans that equip your organization for tomorrow.

➤ **We are your ally.**

We connect with your key stakeholders to engage them in the process, help them adapt to change, and empower them to be advocates for your plan, so that the results are meaningful and sustainable.

In short, we are passionate about helping libraries deliver on their missions and achieve their visions for increased community impact. You will find our team smart, experienced, creative, passionate, and dedicated to libraries. A listing of recent Library Strategies clients in all areas of service is attached in Appendix A.

It's one thing to get expert advice, which Library Strategies certainly provides, but it's even more gratifying to feel that we've enlisted a partner who is as interested in the mission of assuring library services as we are. It's remarkable that we're not only getting some very, very valuable "how-to" guidance, but we are getting inspiration, too.

- Jim Dale Smith, Board President, Fairhope (AL) Public Library Foundation

The Project Scope and Plan

Library Strategies' approach calls for three phases (plus one additional, optional fourth phase):

- 1. An assessment of the strengths and weaknesses of the Library's current support organization operations, functions and governance;**
- 2. Facilitation of a workshop/retreat for key stakeholders to further assess internal capabilities and goals, and explore opportunities for increased effectiveness and efficiency among the Friends and Foundation; and**
- 3. Creation of a written report with recommendations and options for future directions for the Library's support groups.**

The fourth, optional step, is to provide follow-up implementation counsel for the District, Friends, and Foundation, based on the future course or option for development chosen.

STEP 1: Audit and Assessment

Library Strategies will conduct an audit and assessment of the support groups' capacities and operations, and their relationship with the Library. The assessment will include a review of:

- organizational structures, processes and systems, including effectiveness of fundraising and other support provided;
- policies, procedures, and governance of the support groups;
- marketing & publicity activities related to the Friends and Foundation
- untapped opportunities for further growth and development

The review will include a review of numerous background materials, ranging from written policies and procedures to development and marketing budgets.

The audit will also include approximately 15 phone interviews with select individuals – leadership of the Friends, Foundation and Library – to help identify issues, challenges and opportunities. These confidential interviews, for instance with the Library Director, Friends leaders, the Foundation Director, or Library board members, will help elicit issues or directions surrounding the support organizations, the strength of leadership, primary needs and mission areas, and opportunities for increased development.

STEP 2: Workshop/Retreat

Following completion of the assessment and audit, Library Strategies will develop a 4 to 6-hour retreat/workshop to advance the specific needs, opportunities and challenges of Friends, Foundation, and Library. The workshop/retreat will engage a group of these stakeholders (lead Library staff and Board, Friends leaders, and Foundation leaders) in a meeting to test, explore and determine support organization roles and structures for the future.

Library Strategies will design and facilitate the retreat/workshop session based on best practices for Library Friends and Foundations. Specific areas of to be examined for future growth during the facilitated retreat include:

- Primary goals and missions for the support groups
- Governance structures and options
- Best practices in library support and fundraising
- Operations of the support organizations, including current challenges
- Options, including pros and cons, for further collaboration, or even merger, among the support groups

Additionally, the capacity of the Library, Friends and Foundation for additional private support of the Library will be examined, as well as opportunities for increased marketing and branding in support of resource development.

The goal of the retreat/workshop and subsequent plan is to emerge with a realistic, practical, attainable direction for the Library's support groups, including clear goals, roles, responsibilities and timelines for future development. Additionally, the retreat/workshop will be designed to build consensus and buy-in into the direction determined.

STEP 3: Development Plan and Recommendations

Following the audit and retreat/workshop, Library Strategies will draft options and recommendations for the future of the Friends groups and Foundation. The recommendations will be based on the current and future capacities of the organizations, the primary goals for the organizations as defined by both the Library and the groups, best practices for library Friends and foundations nationally, and the potential for increased effectiveness, efficiencies and fundraising in the future. The recommendations and options will also include suggested timelines and resources needed to successfully achieve the recommended directions.

The final deliverable for the project will be a report, which is typically 10-15 pages in length, detailing options and directions, including an executive summary of primary recommendations. Library Strategies will also be available following delivery of the report to answer follow-up questions or clarify recommendations/options.

STEP 4: Follow-up Implementation Counsel (OPTIONAL)

The recommendations and options provided in the report may include directions that involve restructuring or other processes to effectively implement the direction chosen. For instance, the Friends and Foundation may continue as separate organizations, but a new memorandum of agreement and understanding among the groups and the Library may be needed. Or a full-fledged merger of the groups may be chosen as the future path. In any case, if a significant new path is chosen, Library Strategies can provide concrete resources and ongoing counsel to ensure the new direction is well implemented. This option would need to be further explored and determined once the direction is set, as well as the nature and extent of Library Strategies' assistance.

Project Consultants

The Library Strategies consultant leading and managing the project for the Library District will be Stu Wilson. Stu is an experienced and practical fundraiser and planner and brings decades of applicable Friends and Foundation experience to the project. Working with Stu on the project will be Sharon Griggins, an experienced lead consultant and library marketing and fundraising professional.

Brief bios are below, and vitas are listed in Appendix B.

STU WILSON is the Director of Library Strategies and has served as a Principal Consultant since 2007. He was the Director of the Friends and Foundation of the Hennepin County Library (Minneapolis) and Vice President of the Saint Paul Friends. For the Hennepin Friends, he oversaw the Foundation's operations, as well as coordinating activities with 41 independent branch Friends groups. Stu has years of experience in library fundraising, including capital projects and development plans; has developed numerous library strategic and development plans; and has worked successfully in training various library and foundation boards.



SHARON GRIGGINS is an affiliated lead consultant with Library Strategies. Until recently, Sharon was with the Seattle Public Library Foundation, and had a long and successful career leading efforts and activities in fundraising and development, marketing and community relations, and strategic directions. She brings a wealth of experience to the project, including additional expertise in marketing, community relations and work with cultural organizations in a variety of venues and locations.



Additionally, Library Strategies staff may also be brought into the project as needed to provide further resources and perspectives to the process.

Deliverables

The final deliverables for the project are:

- **Facilitation of a Friends and Foundation workshop/retreat for key stakeholders**
- **A written report with findings, options and recommendations for the future development of the Library's Friends and Foundation (expected to be 10-15 pages in length).**

Timing and Timeline

Library Strategies can initiate the project as early as December, 2018. The availability of Library leadership and the lead consultant will largely determine the timeframe for this project. Library Strategies is likely to be able to accommodate the Library's timeline whenever the project begins and would expect a two to three-month schedule for completion.

Budget

The projected budget, including fees and estimated expenses is outlined below, at our standard daily rate of \$1,500. Please note that Library Strategies does not charge for travel time.

<u>Consulting – Steps 1-3</u>	<u>Consultant Hours/Fees</u>
Background Review, including 15+ Phone Interviews	20 hours
Workshop/Retreat Prep and Facilitation	12 hours
Creation of Recommendations Report	12 hours
Total consulting hours: 44 hours @ \$187.50/hour	\$8,250

Consulting – OPTIONAL Step 4

Fees and Services for implementation of recommendations would be determined later, and fees and expenses would be set at that time, based on the daily rate of \$1,500 per day (\$187.50 per hour).

Estimated Expenses

Actual expenses are invoiced. Estimates are based on costs as of the date of this proposal and are subject to change.

1 roundtrip from Mpls/St. Paul	\$ 400
1 roundtrip from Seattle	\$ 200
4 nights hotel at \$125/night average	\$ 500
2 days ground transportation at \$75/day	\$ 150
4 days per diem at \$54/day for meals and incidentals	\$ 216
Total Estimated Expenses	\$1,466

Note: Estimated expenses may be further minimized if travel and a site visit can be coordinated with another consultant trip to Oregon. Library Strategies would endeavor to minimize expenses where possible and reasonable.

TOTAL ESTIMATED FEES AND EXPENSES - \$ 9,716

(does not include any fees or expenses for Option 4)

Proposed Agreement and Payment Schedule

Library Strategies can provide a written memo of agreement to be signed by both parties prior to providing services. Library Strategies does request a retainer equal to one-quarter of the fees upon signing of an agreement. The Library will be invoiced for the remainder of the fees and all expenses upon completion of the project.

References

Fairhope Public Library Foundation

Contact: Jim Dale Smith, Board President, jdalesmith@aol.com



Fairhope Public Library Foundation (AL) supports the public library in a growing Mobile Bay area community of 15,000. Library Strategies worked with the Foundation – together with the Friends of the Library, facility staff, and other internal stakeholders – to devise an actionable fundraising plan for 2016-2018. Key tenets included crafting an annual fall campaign projected to bring in \$15,000 in 2016 and nearly \$50,000 by 2018. Library Strategies also set the stage to raise \$30,000 a year in individual major gifts (defined as \$1,000+) by 2018.

Great River Regional Library

Contact: Karen Pundsack, Executive Director, karenp@grrl.lib.mn.us



Great River Regional Library (MN) is a six-county, 32-branch regional library system in central Minnesota. Leadership tapped Library Strategies to partner on a development plan for the period 2018-2021. Priorities identified include direct, catered messaging to 15,000 households with an income over \$150,000, detailed corporate donor solicitation strategies – and hiring a half-time development officer to oversee and lend cohesion to these efforts.

Champaign Public Library

Contact: Donna Pittman, Director, dpittman@champaign.org



Champaign Public Library (IL) hired Library Strategies to conduct strategic planning in 2017-2018. Using our trademarked Rapid Results Planning® process, our consultants spearheaded a broad-based community engagement phase to solicit input on patron needs and expectations in this dynamic town of nearly 90,000. Champaign is home to the University of Illinois campus.

Contact

Stu Wilson, Director

651-253-3231

stu@thefriends.org

Library Strategies Consulting Group
The Friends of the Saint Paul Public Library
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St. Paul, MN 55116
www.LibraryStrategiesConsulting.org



APPENDIX A: Partial List of Recent Clients

Alexander Mitchell Public Library (SD)
 Altadena Library District (CA)
 American Library Association
 Anchorage Public Library Foundation (AK)
 Anoka County Library (MN)
 Appleton Public Library (WI)
 Arlington Public Library (TX)
 Arlington Heights Memorial Library (IL)
 Bayport Public Library and Foundation (MN)
 Bozeman Public Library (MT)
 Brentwood Library (TN)
 Bridgman Public Library (MI)
 Bud Werner Memorial Library (CO)
 Carver County Library (MN)
 Champaign Public Library (IL)
 Chattahoochee Valley Libraries (GA)
 Cherry Valley Public Library (IL)
 Cincinnati Public Library (OH)
 Clarksville-Montgomery County Library (TN)
 Cleveland Public Library Foundation (OH)
 Commerce Township Public Library (MI)
 Davenport Public Library (IA)
 Decatur Public Library (IL)
 Deforest Area Public Library (WI)
 DeKalb County Public Library (GA)
 Dominican University (IL)
 Dorothy Bramlage Public Library (KS)
 Duluth Public Library (MN)
 DeForest Public Library (WI)
 El Paso Public Library (TX)
 Friday Memorial Public Library (WI)
 Friends of the Dallas Public Library (TX)
 Friends of the Osceola Public Library (WI)
 Friends of the Inver Glen Library (MN)
 Frisco Library Foundation (TX)
 Gardiner Community Library (MT)
 Georgia Library Service (GA)
 Glencoe Public Library (IL)
 Green Gold Library System (LA)
 Grosse Pointe Public Library (MI)
 Gwinnett County Public Library (GA)
 Houston Public Library and Foundation (TX)
 Hudson Area Joint Library (WI)
 Huntsville Library Foundation (AL)
 IREX – Moldova
 IREX – Romania
 Indian Trails Public Library District (IL)
 James J. Hill Reference Library (MN)
 King Abdul Aziz Public Library, Riyadh, Saudi Arabia
 Lake Agassiz Regional Library (MN)
 Lake City Public Library (MN)
 Lewis and Clark Public Library (MT)
 Library Foundation for Sarasota County (FL)
 Little Free Libraries (WI)
 Lincolnwood Public Library District (IL)
 Louisville Free Public Library (KY)
 Louisiana State Library
 Madison Public Library Foundation (WI)
 Mendon Public Library (NY)
 Metropolitan Library Service Agency (MN)
 Mid-Wisconsin Library System
 Minnesota Association of Library Friends
 Montana State Library
 Muskegon Public Library (MI)
 Muskogee Public Library (OK)
 Muscogee Public Library Foundation (GA)
 Nashville Public Library (TN)
 Nebraska State Library
 Newark Public Library (NJ)
 New Hampshire Library Trustees Association
 New Jersey Library Association
 Normal Public Library (IL)
 Norman Public Library System (OK)
 Northeastern Pennsylvania Library Association
 Park Rapids Area Library (MN)
 Park Ridge Public Library (IL)
 Petersburg Public Library (VA)
 Polson Public Library (MT)
 Public Library Association
 Racine Public Library (WI)
 Rice Lake Public Library (WI)
 Stillwater Public Library (MN)
 Texas School Library Summit/Reed Business
 SELCO/SELS Regional Library System (MN)
 SE Florida Library Network (FL)
 Stark County Library (OH)
 St. Helena Public Library (CA)
 South Central Wisconsin Library System
 Southeastern Wisconsin Library System
 Stillwater Public Library & Foundation (MN)
 Traverse de Sioux Regional Library (MN)
 Tulsa Public Library & Trust (OK)
 Vaughn Public Library (WI)
 Wadsworth Public Library (NY)
 Watertown Public Library (WI)
 Washington County Library System (MN)
 Washington County Library System (PA)
 Watertown Public Library (WI)
 White Plains Public Library (NY)
 Wilbraham Public Library (MA)
 Williamsport Public Library (PA)
 Winter Park Public Library (FL)
 Wisconsin Dept. of Public Instruction
 Woburn Public Library (MA)
 Worcester Public Library Foundation (MA)
 Wyoming Library Association (WY)
 Yonkers Public Library (NY)

Library Strategies has also conducted Leadership and Capacity Building Institutes for 54 small and rural libraries and literacy organizations in Wisconsin, Minnesota and North Dakota.

APPENDIX B: Consultant Vitas

Stu Wilson

Areas of Expertise

- Fundraising and Development
- Library Friends and Foundations
- Strategic Planning
- Board Training and Development
- Marketing and Public Awareness

Experience

2018	Director, Library Strategies Consulting Group, Saint Paul, MN
2007-2017	Principal, Library Strategies Consulting Group, Saint Paul, MN
2008-2012	Executive Director, Friends/Foundation of the Hennepin County Library, Minneapolis, MN
1997-2008	Vice President, The Friends of the Saint Paul Public Library, Saint Paul, MN
1992-1996	Assistant Director, Silas Wright Museum/St. Lawrence County Historical Association, Canton, NY
1987-1989	Assistant Director, Michigan Literacy (based in Library of Michigan), Lansing, MI

Education

University of Oregon, M.A., Art and Architectural History, 1982
University of Wisconsin - Madison, B.S., History and Art History, 1979

Affiliations and Honors

Affiliations: American Library Association, Minnesota Library Association, Public Library Association
Honors (personal or staff leader): National Award for Library Outreach, Institute of Museum and Library Services; Best Friends Award, Friends of Libraries USA; John Cotton Dana Award, American Library Association; John Sessions Memorial Award, American Library Association; Marshall Cavendish Award, American Library Association; Hispanic Community Service Award, Instituto de Arte y Cultura, Minneapolis

Recent Board Service:

Coffee House Press, Fitzgerald in Saint Paul; Minnesota Book Awards; Minnesota Library Foundation

Sharon Griggins

Areas of Expertise

- Fundraising
- Communications
- Community relations
- Strategic planning
- Staff, board and volunteer management

Experience

2018	Affiliated Lead Consultant, Library Strategies Consulting Group, Saint Paul, MN
2015-2017	Chief Strategy Officer, Seattle Public Library Foundation, Seattle, WA
2008-2015	Director of Development and Communications, Seattle Public Library Foundation, Seattle, WA
2003-2008	Special Projects and Marketing Manager, Seattle Public Library Foundation, Seattle, WA
1997-2003	CEO, Sharon Griggins Consulting, Seattle, WA
1987-1995	Director of Community Relations and Outreach, KCTS-TV (PBS), Seattle, WA

Additional Experience

- Public Information Officer, Seattle Art Museum
- Marketing Director, Arizona Theatre Company
- Director of Public Relations, Denver Center Theatre Company

Education

M.B.A. Arts Administration, University of Wisconsin

B.A. English and Drama, Ripon College

Professional Certificate in Teaching English as a Second Language, Seattle Central College

Professional Certificate in Non-Fiction Writing, University of Washington

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November 2018

Hiring and Vacancy Report

Date Vacant	Vacated by	Position	Location	Hrs/ Wk	Status	Date Filled	Name	Type (EXT/INT)
5/4/18	Susan Bloom	Assistant Library Director-Admin Services	MED	40	Filled	12/3/18	Carey Hunt	EXT
8/16/18	Patti Proctor	Library Associate 2	EP	30	Filled	10/16/18	Golden Rogers	EXT
10/16/18	Brystan Strong	Library Associate 2	TA	30	Under Recruitment			
10/26/18	Marissa Holman	Library Associate 2	CP	34	Under Recruitment			

Friends of Library Week

Director May attended receptions to honor Friends of the Library during National Friends of the Library Week. She enjoyed meeting Friends in Eagle Point and Ashland and thanked them for the commitment to libraries that they show through their active involvement in their Friends of the Library.



Photo credit to Bob Palermini



Libraries in the News

#TheLibraryLife Newsletter

This month's #TheLibraryLife newsletter features an editorial from debut author Nicole Chung and a sneak peak of her new book *All You Ever Know*. Chung's book relates stories of her youth, including a passage about her favorite childhood library. She writes, "As long as I live, I will never forget the smell of the downtown library in Medford -my favorite weekend destination as a kid, a place where I found the authors and the stories and the characters that defined and enriched my childhood."



The Washington Post Article

The Washington Post published an article on Tuesday, October 30, titled "Kayaks, ukuleles, neckties: The weird and useful things you can check out from local libraries." Jackson County Library Services is mentioned in the article for its ukulele collection. Check out the article: https://wapo.st/2qfDSVN?tid=ss_mail&utm_term=.d5cb30841f6f

Douglas County Libraries in the NY Times

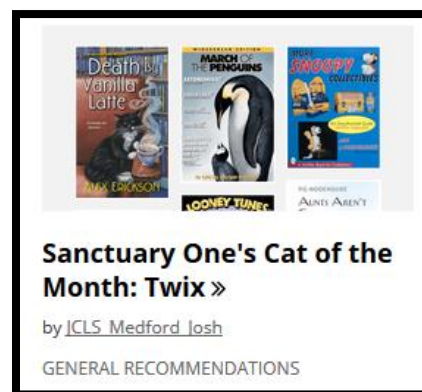
National news about our Douglas County neighbors and their recent efforts to reinstate library services can be found at <https://www.nytimes.com/2018/10/17/us/oregon-library-taxes.html>

Jackson County Library's Pets of the Month Program

When Josh Commander from Digital Services started in August, he dove into the JCLS BiblioCore Training Session in Sherlock. Following a webinar which focused largely on lists, he was intrigued by the notion of creating lists from the perspective of an adoptable pet who needed a loving home. With the approval of his supervisor, he proceeded to contact some of our region's animal shelters to see if they would be open to participating in the newly conceived Jackson County Library Services' Pets of the Month Program. Southern Oregon Humane Society jumped on board, so Josh created the first list from the perspective of Ruger, one of the Humane

Society's adoptable dogs. This list is published on the catalog webpage at <https://jcls.bibliocommons.com/list/share/1247199427/1287060337>

Sanctuary One and Committed Alliance To Strays (C.A.T.S.) also indicated interest and are pitching the idea to their Boards of Directors. The idea is to feature within the lists a adoptable animal from one of the four shelters each week. This alliance with a worthy nonprofit organization in the community helps hard-to-adopt pets find a home and increases the visibility of both JCLS and participating shelters.



Centennial Celebration

The Centennial Celebration committee conducted its first meeting. Applegate Branch Manager Christine Grubb is chairing the committee. April 10, 2019 (100th day of the year) has been designated as our "kick off" date, with celebrations focused around the Centennial Gala in early October, 2019.

Booktalk Program

The Fall 2018 Booktalk season for 5th and 6th graders is in full swing. Thirty-seven classes at 12 schools signed up for booktalks in October. The schools include locations in Butte Falls, Central Point, Eagle Point, Gold Hill, Medford, Ruch, and White City. At the end of a Booktalk session in Medford, students who already had library cards got on computers and reserved Overdrive e-book titles from the Booktalk list. Fifth grade teachers in Central Point took note of the branch's new Spark Space and were happy to hear about homework help being offered there. Requests for Booktalk visits in November and December are strong, with just a few open dates still available before winter break.

Digital Services

Digital Services will be resuming its outreach to the Senior Centers in November with both Medford and Ashland expressing interest.

Tutorial Articles for the New Catalog on The Digital Bridge Blog

Eric Molinsky, Digital Services Supervisor, anticipating questions from patrons accustomed to the old JCLS catalog, asked Digital Services Associate Josh Commander to compose a series of tutorial articles on the new catalog. The first two articles in this series, published on the Digital Services Department's blog page, The Digital Bridge (<https://jcls.org/digitalbridge>), include "Setting Up and Personalizing Your New Catalog Account," which walks patrons through initial account setup and creation of account profiles, and "Familiarizing Yourself with the New Catalog," which walks patrons through account features by explaining the role of "My Library Dashboard" and guides patrons how to use the search function.

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“Setting Up and Personalizing Your New Catalog Account” can be viewed here:
<https://jcls.org/digitalbridge/archives/setting-up-and-personalizing-your-new-catalog-account>

“Familiarizing Yourself with the New Catalog” may be read here:
<https://jcls.org/digitalbridge/archives/familiarizing-yourself-with-the-new-catalog>

Marketing

Marketing Coordinator Ryan Bradley has visited all 15 branches, conducting library appearance and internal signage audits, getting to know branch managers, and learning about branch patrons. The Marketing Team distributed a new social media guide, outlining goals for creating a unified vision for online marketing. A month and a half into his tenure here, Ryan believes his team is finding a rhythm and looks forward to diving into crafting a workflow to support JCLS’s goals of unifying branches' visual aesthetic, increasing engagement with the community, and strengthening the vision of JCLS.

Outreach to Child Care

Nancy Peterson is carrying out a pilot program at two LISTO sites, one at Medford Central High and the other at the Phoenix Head Start. LISTO is a family literacy program involving the entire family, and the programs are held at night. Each LISTO site receives two short storytimes, all in Spanish: one for their babies/toddlers group and one for their preschool group. These groups are also using book bags from Outreach to Child Care.

Nancy presented on the importance of early literacy at a Head Start "Parent Café" on October 17. Every family left with a book to share with their child(ren). Nancy also promoted the Library and its resources.

Nancy also attended The Family Connection Advisory and Finance board meeting. This Parenting Education hub serves Jackson and Josephine County and meets 6 times annually. Besides making connections with representatives of organizations in our area that serve children, Nancy met with Lisa Farlin, the new Parent, Family, & Community Engagement Director of Head Start. Ms. Farlin is promoting JCLS to Head Start families in Jackson County. Lisa has provided Nancy’s name to the family advocates who direct the programming for parents at the various sites.

Outreach to Child Care connected with CASA of Jackson County. CASA advocates for children in foster care. Laura Kimberly, Megan Pinder, and Nancy Peterson met with Erin Carpenter, CASA Development and Media Manager, on October 23 to tour the CASA building, learn more about the organization, and discuss how JCLS can partner and offer support. The team is developing ways to reach the children served by this group.

Megan Pinder attended a conference “Immigrant Youth and Mental Health: Promoting Healing after Trauma.” The full day conference addressed how trauma affects refugees and immigrant children, how to best support immigrant and refugee youth and families in school and in the community, successful community and school interventions, and how to promote healing. There were many familiar faces. All presenters were from Portland where the migrant population is very diverse. Panelists were professionals who work with migrants and many had migrated to the United States themselves.

Outreach to the Homebound

The Brookdale book group, Page Turners, met on October 23. The group now has six members and enjoyed a lively discussion of *Girl on a Train*. The Page Turners will meet again in November.

A 96-year-old patron who is currently learning Spanish commented that she appreciates all the help with keeping her up with her Spanish and was happy that she didn’t have to ILL the level 5 audiobooks. We saved her money! A new patron who relocated from New York commented: “I feel like a kid in a candy store. It’s like being at Tiffany’s. Thank you for getting me the books.”

Technical Services & Collection Development

The Technical Services and Collection Development teams finalized arrangements with Better World Books to receive JCLS weeded items. Better World Books partners with libraries to provide a socially and environmentally responsible outlet for used books. (Information about Better World Books can be found at <https://bit.ly/2RuF3fM>) The initial two-pallet shipment of weeded items consisted of 80 boxes and weighed approximately 2,880 lbs.

As Collection Development Librarian Wende Glimpse and the JCLS team of Selectors go out to branches for weeding parties, they box up withdrawn items on site. The couriers bring the boxes into Technical Services where staff palletize them for shipment to Better World Books.



Friends Support

Jackson County Library Services is fortunate to have Friends groups in each of our fifteen branches. The Friends of the Library groups throughout Jackson County support our libraries by providing enhancements to their branches. Through book sales, membership dues, and other fundraisers, these groups sponsor free film showings, professional storytellers, kids and teen programs, author visits, technological advancement, and summer reading program prizes for children and teens. Their donations also enrich our collections— funding the purchase of DVDs and other materials.! We are so grateful to our Friends and want to take this opportunity to say “Thank You” to each one of our groups!

October Anniversaries

One Year

Sakura Higashi (Eagle Point)

Two Years

Barbara Smith (Ashland)

Martha DeAquino (Ashland)

Mary Coombs (Ashland)

Patricia Cox (Medford)

Four Years

Joyce Lee (Jacksonville)

Five Years

Talley Dunn (Medford)

Deirdre Milani (Shady Cove)

Marilyn Weygand (Shady Cove)

Six Years

JaeLynn Bresette (Medford)

Marianne Dwyer (Rogue River)

Eight Years

Bill Butler (Ashland)

Nine Years

Laura Chipman (Central Point)

Eleven Years

Alexandra Ganoë (White City)

Twelve Years

Nancy Young (Ashland)

Betsy Gentry (Ashland)

Eighteen Years

Patricia Remencuis (Talent)

Twenty Years

Jean Scott (Medford)

Thirty-five Years!

Mary Curry

Volunteer Services

Volunteers support all of our branches - and they are dedicated, year after year. Shown here are some excerpts from the monthly newsletter that the Volunteer Coordinator puts together and distributes to the volunteers.



Welcome New Volunteer!

Sheila Depew (Medford)

Regional Library Report

Lower Rogue Region (Rogue River, Applegate, Jacksonville, Ruch, Gold Hill)



Display in Jacksonville Library

The Gold Hill Library hosted its first Library Book Club meeting in October. A lively discussion was held about the book *God in Ruins* by Kate Atkinson. Other programs for the month included "Genealogy Basics Part II." Attendees learned more about census records, military records and land records. Instruction was provided on how to find online records using Heritage Quest and Ancestry.com through the JCLS website. Parents and children were invited to listen to Hannah Kolni present the "Oceans & More" program. Kolni taught attendees about getting involved in cleanup in nearby rivers and oceans. Attendees made crafts from recyclable items that could be found on the beach.

During a kindergarten class visit at the Ruch Library, Thalia Truesdell observed a boy reading the rich pictures of an unfamiliar book to himself, and anyone else at the table who might be listening. He seemed to be spinning quite a tale. Thalia mentioned to the teacher that it might be fun for the class to hear his story, meaning in class, sometime during the week. The next thing Thalia knew, the teacher and the boy were seated on the small couch, and the whole class was gathered around as he told the story again. The audience was rapt and applauded when he finished. Thalia told the teacher that the second story was quite abbreviated compared to what she had heard and the teacher exclaimed, "I have never even heard him put three words together! Thank you!"

The Applegate and Ruch Libraries co-hosted their First Annual Applegate/Ruch How-to Fest. This event featured short sessions taught by local experts sharing practical, hands-on skills. The Applegate and Ruch Libraries transformed into classrooms with sessions held throughout the buildings and outside. Local community members volunteered to offer free demonstrations, entertainment, and practical life skills classes lasting from 20 to 90 minutes. Participants were

encouraged to start at the Applegate Library to learn how to knit, take care of horses, and drive a scoop loader. There were opportunities to view art or learn about genealogy, surfing, woodworking, and propagating rose cuttings in a potato. In the afternoon, participants could visit the Ruch Library, where 20 classes were offered on topics such as wood burning, noxious weeds control, felt making, magic tricks, smartphone videos, making liqueurs, computer coding, and much more. The short, hands-on sessions made the How-to Fest the perfect opportunity to pick up a new talent or learn a skill. The turnout was great, with around 60 participants at each library location.



Rogue River Library hosted Tim Holt's program, "Songcatchers," celebrating John and Alan Lomax and American roots music. The weekly Tuesday Qigong classes with local instructor Helen are very popular.

Upper Rogue Region (Eagle Point, Shady Cove, Prospect, Butte Falls, White City)

On October 4, 75 first graders from Hillside Elementary attended a special program hosted by the Eagle Point Friends of the Library. Christopher Leebrick, award-winning Oregon storyteller, brought a fun mix of stories that captured the children's imaginations!

The Eagle Point Branch hosted the second installment of the adult program series, "Bridging the Divide: How Do We Get Beyond Left and Right: Deliberative Democracy." Musician Tim Holt presented "Ramblin' Round: Songs of the Open Road." The program included folk songs of Tom Paxton, Utah Phillips, and Woody Guthrie.

Dan and Carole Nielson presented the second popular installment of their program series, "Travel Stories & History with Dan and Carole Nielson: Mediterranean Cruise."



The Shady Cove Library hosted its first annual Harvest Fair on October 30. A variety of craft activities and giveaways were part of the program, and the Friends of the Library served refreshments. Over 60 people attended the Fair.



Medford Cluster (Medford)

The Medford Teen Department put on a Sherlock Holmes Murder Mystery event in which teens helped solve a murder mystery caper. The teens dressed up as different characters and acted out the parts!

Staff looks forward to Halloween and all the people who will visit the library for trick-or-treating in a safe, fun, and friendly environment.



Bear Creek Region (Ashland, Talent, Phoenix, Central Point)

In October, the Friends of the Ashland Library hosted a lovely event to welcome Kari to JCLS. At the same time, the Ashland Library opened its annual Friends of the Library Silent Auction fundraiser and the new Oregon Shakespeare Festival (OSF) Special Collection. The response was very favorable; attendees were engaged and excited about the ways they could use the new collection to support their OSF experience. Many thanks to tech services, selectors, and marketing for their support making this collection happen! As always we expect Halloween to be a busy day. We are located at the head of the parade route and are a regular part of the Halloween experience for many families in the area.



The month of October brought a great increase in attendance to both sessions of Toddlerobics in Central Point. There are many new parents and children coming in to play in the Lil' Sparks play area. Attendance at after school activities in Spark Space continues to increase. During the day, several homeschool families use the Spark Space area for study. Adult library users are pleasantly surprised by the way the library has been reset, and readily offer their positive comments to staff.

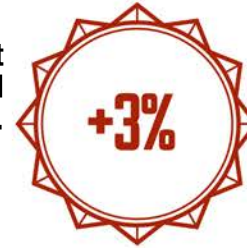
QUARTERLY STATISTICAL REPORT

COMPARING FIRST QUARTER 2017/18 WITH FIRST QUARTER 2018/2019

CIRCULATION

After seeing a 2% decrease in annual circulation last year, we are up 3% in the 1st quarter of 2018/19 compared to the 1st quarter of 2017/18.

18/19



17/18



EAGLE POINT



DIGITAL COLLECTIONS



The largest gains were at the Eagle Point branch and with our digital collections.

PROGRAM ATTENDANCE

While the number of programs offered went down, program attendance is up. Better promotion through the event guide and social media is a key factor in this success.



ADULTS



TEENS



CHILDREN

SOCIAL MEDIA ENGAGEMENT
OCTOBER VS SEPTEMBER

FACEBOOK: +35%

TWITTER: +175%

INSTAGRAM: +67%

We are focusing on our social media community and it shows!

NEW PATRONS



Every branch saw increased numbers of patrons!

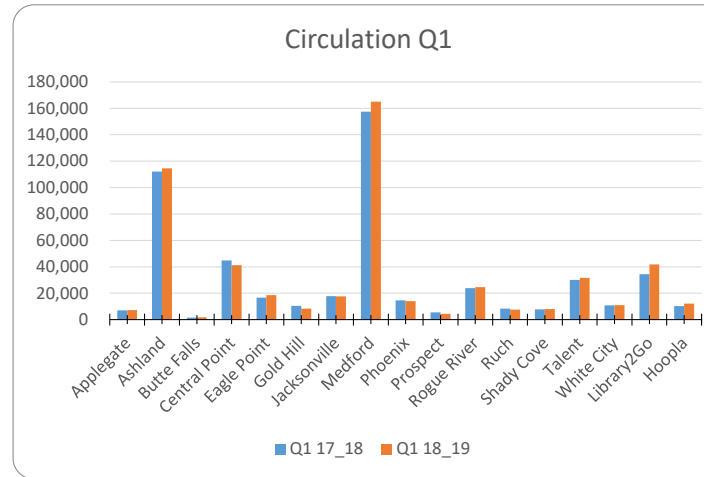
**Quarterly
Statistical
Report**

**SEPTEMBER
2018**

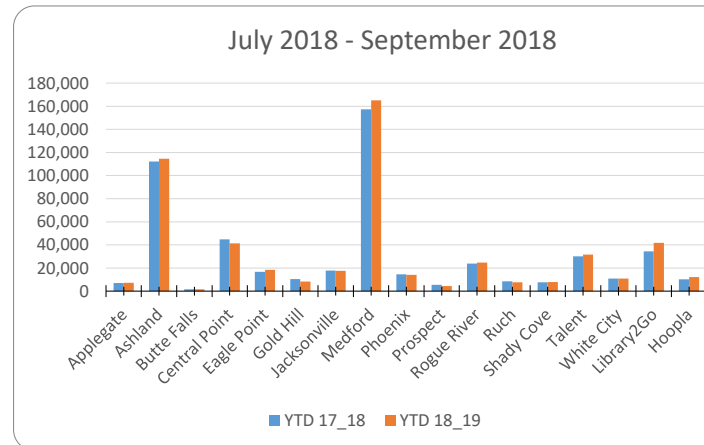


Jackson County
Library
Services

Period	Q1 17_18	Q1 18_19	Increase Decrease	% of Change
Applegate	7,080	7,153	73	1.03%
Ashland	112,117	114,602	2,485	2.22%
Butte Falls	1,608	1,666	58	3.61%
Central Point	44,757	41,223	(3,534)	-7.90%
Eagle Point	16,722	18,513	1,791	10.71%
Gold Hill	10,371	8,268	(2,103)	-20.28%
Jacksonville	17,788	17,682	(106)	-0.60%
Medford	157,388	165,075	7,687	4.88%
Phoenix	14,501	14,043	(458)	-3.16%
Prospect	5,540	4,378	(1,162)	-20.97%
Rogue River	23,931	24,660	729	3.05%
Ruch	8,419	7,546	(873)	-10.37%
Shady Cove	7,688	7,899	211	2.74%
Talent	30,060	31,529	1,469	4.89%
White City	10,825	10,970	145	1.34%
Library2Go	34,358	41,806	7,448	21.68%
Hoopla	10,305	12,131	1,826	17.72%
Grand Total	513,458	529,144	15,686	3.05%



Period	YTD 17_18	YTD 18_19	YTD Increase Decrease	% of Change
Applegate	7,080	7,153	73	1.03%
Ashland	112,117	114,602	2,485	2.22%
Butte Falls	1,608	1,666	58	3.61%
Central Point	44,757	41,223	(3,534)	-7.90%
Eagle Point	16,722	18,513	1,791	10.71%
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Hoopla	10,305	12,131	1,826	17.72%
Grand Total	513,458	529,144	15,686	3.05%



Q1 # of Programs

Period	Q1 17_18	Q1 18_19	Increase	% of
Adult	259	376	117	45.17%
Babies/Toddlers	188	153	(35)	-18.62%
Children	195	222	27	13.85%
Children Class Tours/School Visits	65	22	(43)	-66.15%
Storytime	184	77	(107)	-58.15%
Teen	62	17	(45)	-72.58%
Teen Class Tours/School Visits	0	150	150	150.00%
Grand Total	953	1,017	64	6.72%

YTD # of Programs

Period	YTD 17_18	YTD 18_19	Increase/Decrease	% of Change
Adult	259	376	117	45.17%
Babies/Toddlers	188	153	(35)	-18.62%
Children	195	222	27	13.85%
Children Class Tours/School Visits	65	22	(43)	-66.15%
Storytime	184	150	(34)	-18.48%
Teen	62	77	15	24.19%
Teen Class Tours/School Visits	0	17	17	17.00%
Grand Total	953	1,000	64	6.72%

Q1 Attendance

Period	Q1 17_18	Q1 18_19	Increase	% of
Adult	3,384	4,212	828	24.47%
Babies/Toddlers	3,670	2,953	(717)	-19.54%
Children	3,594	4,549	955	26.57%
Children Class Tours/School Visits	2,296	577	(1,719)	-74.87%
Storytime	2,791	2,648	(143)	-5.12%
Teen	627	694	67	10.69%
Teen Class Tours/School Visits	0	413	413	413.00%
Grand Total	16,362	16,046	(316)	-1.93%

YTD Attendance

Period	YTD 17_18	YTD 18_19	Increase/Decrease	% of Change
Adult	3,384	4,212	828	24.47%
Babies/Toddlers	3,670	2,953	(717)	-19.54%
Children	3,594	4,549	955	26.57%
Class Tours/School Visits	2,296	577	(1,719)	-74.87%
Storytime	2,791	2,648	(143)	-5.12%
Teen	627	694	67	10.69%
Teen Class Tours/School Visits	0	413	413	413.00%
Grand Total	16,362	16,046	(316)	-1.93%

# of New Patrons FY 18/19													
Branch	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Total
Applegate	4	4	3										11
Ashland	171	157	154										482
Butte Falls	0	3	4										7
Central Point	60	62	65										187
Eagle Point	49	45	41										135
Gold Hill	6	9	16										31
Jacksonville	32	37	22										91
Medford	338	320	307										965
Phoenix	21	16	15										52
Prospect	2	3	5										10
Rogue River	42	46	22										110
Ruch	12	17	37										66
Shady Cove	15	11	7										33
Talent	35	32	39										106
White City	20	17	30										67
Grand Total	807	779	767	0	0	0	0	0	0	0	0	0	2,353
# of New Patrons FY 17/18													
Branch	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Total
Applegate	4	5	2										11
Ashland	125	161	126										412
Butte Falls	2	2	1										5
Central Point	56	76	55										187
Eagle Point	26	42	47										115
Gold Hill	10	4	22										36
Jacksonville	34	17	29										80
Medford	278	233	257										768
Phoenix	21	22	28										71
Prospect	7	3	5										15
Rogue River	29	24	28										81
Ruch	2	8	24										34
Shady Cove	15	13	8										36
Talent	28	27	30										85
White City	41	20	20										81
Grand Total	678	657	682	0	0	0	0	0	0	0	0	0	2,017

Door Count by Branch FY 18/19

Branch	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Total
Applegate	1,329	1,444	1,393										4,166
Ashland	14,493	15,289	13,932										43,714
Butte Falls	200	305	381										886
Central Point	22,945	28,875	33,254										85,074
Eagle Point	3,328	2,978	2,573										8,879
Gold Hill	1,327	1,529	1,477										4,332
Jacksonville	2,787	2,771	2,399										7,956
Medford	27,786	24,482	17,745										70,013
Phoenix	2,598	2,999	2,207										7,803
Prospect	524	705	427										1,656
Rogue River	4,591	4,606	3,699										12,895
Ruch	1,252	1,284	2,468										5,004
Shady Cove	1,442	1,558	1,239										4,239
Talent	5,357	5,954	5,223										16,533
White City	2,716	2,707	2,184										7,607
Grand Total	92,673	97,482	90,598	0	0	0	0	0	0	0	0	0	280,753

Interlibrary Loan Statistics													
FY 18/19													
Type	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Total
Borrowed from in-state libraries	4	7	3										14
Borrowed from out-of-state libraries	13	17	5										35
Total Borrowed	17	24	8										
Loaned to in-state libraries	30	15	36										81
Loaned to out-of-state libraries	53	44	47										144
Total Loaned	83	59	83	0	0	0	0	0	0	0	0	0	274
FY 17/18													
Type	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Total
Borrowed from in-state libraries	9	5	8										22
Borrowed from out-of-state libraries	8	6	8										22
Total Borrowed	17	11	16										
Loaned to in-state libraries	20	23	25										68
Loaned to out-of-state libraries	33	31	40										104
Total Loaned	53	54	65	0	0	0	0	0	0	0	0	0	216

Outreach to Childcare and Homebound													
Branch	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Total
Homebound Patrons Served	81	83	85										249
Number of Child Care Sites	47	54	51										152
Outreach to Childcare Storytime Attendance	801	588	294										1,683
Branch	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Total
Homebound Patrons Served	85	87	85										257
Number of Child Care Sites	50	48	51										149
Outreach to Childcare Storytime Attendance	629	611	374										1,614

Jackson County Library FOUNDATION

Executive Director Report November 2018

1. Annual Appeal

The Foundation's Annual Appeal 2018 will reach mailboxes the week after Thanksgiving. Our tagline is "Libraries Change Lives." This mailing will be supplemented by in-branch signage, social media, and information in the Event Guide.

For 2018, our goal is to cut costs and increase donations on 2017's numbers. In 2017, we spent approximately \$7,000 and received \$22,000. After incorporating feedback, we hope to spend \$5,000 and receive \$25,000 in 2018.

2. Board of Directors

Sharon Kodak is terming off the board. Her last meeting will be November 12, 2018. Sharon has been on the board since the early 2000s and has stuck with the Foundation through its many ups and downs. She was also a member of the Library Advisory Committee and the Talent Library Club. Sharon and her husband Douglas are moving to Ohio to be closer to family. We'll greatly miss her wit and her diligent board minutes!

3. Medford Comic Con

The Foundation is playing a larger role in Medford Comic Con. We're creating fundraising materials to support the event, such as an updated sponsor solicitation letter, new sponsor levels and benefits, and an online donation form on the Foundation website.

4. Updated 990

In our continuing efforts to update and improve our operations, this October we focused on our 990. Thanks to our bookkeeper, we're making some big changes for our 2017 990 in recognition that it's a donor-focused document, not simply a tax return.

These changes include reclassifying all funds granted to the Library District as "Grants & Other Assistance", instead of "Other Expenses" as it was previously reported. Distributing funds to the library is one of the primary ways in which we fulfill our mission, and it will now be recognized as such and made clear for donors.

To: JCLD Board of Directors
From: Susan Kiefer
Date: November 1, 2018
Re: Report on meeting with Todd Frager



On October 4, George and Lisa and I had a meeting with Todd that lasted a couple of hours to discuss where our relationship with LS&S might go. It was clear from the beginning that a renewal of the current arrangement is not an option. Todd assured us that while he hopes to be able to propose a future deal that would interest us, he is absolutely committed to a cooperative and congenial separation from LS&S if nothing works out. LS&S will allow Kari to participate in our planning efforts.

LS&S is working on contracts with libraries that are much narrower in scope than a full operations contract such as the one we have. We talked about a variety of options that they could propose:

1. They could contract for a few scenarios where they would be a Human Resources provider. We could lease employees, we could be co-employers, or they could do payroll and benefits.
2. They could contract to do our acquisitions. They have been working on this aspect, and it could be implemented in a few different ways.
3. They could continue to operate our Polaris system, and/or be involved in managing our technology in other ways.

We also talked a bit about how things may proceed over the next year and a half of our present contract.

Latest Update:

By the end of November 2018, Todd will be able to present the HR/Collections/IT proposals to the Board. In addition, as Todd stated in his email dated November 1, 2018, which was forwarded to all Board members, LS&S is in the process of analyzing current staffing and salaries and will be ready to deliver a proposal to the Board very soon. We are expecting an update from Todd on that deliverable during the week of November 5-9.

November 8, 2018

Title: Public Records Policy

From: Lisa Marston, District Administrator

Summary:

The proposed policy outlines how the District will respond to requests for public records that are not exempt per the Oregon Public Records Law and other District policies.

Policies, Plans, and Goals Supported:

Accessibility is one of the District's core values.

Background and Additional Information:

This policy was first adopted on November 12, 2015. Due to changes in Oregon's Public Records Law, the policy has been updated to reflect the impacts of Senate Bill 481, which sets time requirements that public bodies must meet when responding to requests for public records and specifies the process for responding.

Resource Requirements:

This policy will be reviewed annually in accordance with the District's policy review schedule. No additional budget resources are required.

Staff Recommendation:

Staff recommends approval of the Public Records Policy.

Actions, Options, or Potential Motions:

I move to approve the Public Records Policy.

Attachments:

1. Public Records Policy

Policy 1-2	Public Records	Created: 11/12/2018 Revised: 11/1/2018 Approved:
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I. Compliance

As it values transparency and accessibility, the Jackson County Library District (“District”) fully complies with the Oregon Public Records Law, ORS 192.001-192.513. The District Administrator shall oversee the processing of public records requests.

- A. **Specificity of Request:** In order to facilitate the public's access to records in the District's possession, and to avoid unnecessary expenditure of staff time, persons requesting access to public records for inspection or copying:
 - a) Shall make their request in writing, and
 - b) Shall specify the records requested with particularity, furnishing the dates, subject matter and such other detail as may be necessary to enable District personnel to readily locate the records sought.

- B. **Access:** The District shall permit inspection and examination of its non-exempt public records during regular business hours in the District's offices, or such other locations as the District Administrator may reasonably designate from time to time. Copies of non-exempt public records maintained in machine-readable or electronic form shall be furnished, if available, in the form requested. If not available in the form requested, such records shall be made available in the form in which they are maintained. ORS 192.324(3).

- C. **Acknowledgement of Request:** The District has five business days to either (a) acknowledge the request, or (b) complete the request. When acknowledging the request, the District shall do the following:
 - a) Confirm that the District is the custodian of the requested record, or
 - b) Inform the requester that the District is not the custodian, or
 - c) Notify the requester that the District is unsure whether it is the custodian of the requested record.

- D. **After Acknowledgement of Request:** Within an additional 10 business days (for a total of 15 business days after receiving the request), the District must:
 - a) Provide a written statement that the District is still processing the request and provide a reasonable estimated completion date, or
 - b) Complete the request. Complete the request means that the District has done the following:
 - Provided access to or copies of all non-exempt requested records,
 - Asserted any exemptions to disclosure,

- Complied with ORS 192.505—separated exempt from non-exempt material and made non-exempt material available,
 - Provided a written statement that the District is not the custodian of record,
 - Provided a written statement that federal or state law prohibits the District from acknowledging whether any requested record exists, and
 - Told the requester their appeals rights if exemptions were asserted.
- E. **The time clock pauses when:**
- a) The District tells the requester a fee is due to process the request (once paid or waived, the clock resumes), or
 - b) The District requests additional information or clarification for the purpose of expediting the District’s response (clock starts once requester provides this information or affirmatively declines to provide it).
- F. **The time limits do not apply if:**
- a) Necessary staff to complete the request are unavailable,
 - b) Processing the request would impede other necessary services, or
 - c) The volume of requests is too large. However, the District will still acknowledge and complete the request as soon as practicable and without unreasonable delay in these situations.
- G. **Closing the Request:**
- a) The District shall close the request after 60 days if the requester fails to pay fees due or fails to respond to a request for information or clarification.

II. Fees for Public Records

The District makes every effort to provide records without cost to the requester. However, some requests may require copying or significant amounts of staff time. In order to recover its costs for such requests, the District may charge fees associated with searching for and copying records. Fees shall be limited to no more than \$25 unless the requester is provided with written notification of the estimated amount of the fee and the requester confirms that s/he wants the District to proceed.

Fees are as follows:

- **Paper copies or printouts:** \$0.15 per side for black and white or \$0.50 per side for color.
- **Copies of nonstandard materials (for example, maps, videos, sound recordings):** Fees shall be the actual costs incurred by the District.
- **Research Fees:** If a request for records requires District personnel to spend more than 15 minutes searching or reviewing records prior to their review or release for copying, the minimum fee shall be \$25 per hour and additional charges shall be in ¼ hour increments. The District shall estimate the total amount of time required to respond to the records request, and the person making the request shall make payment for the estimated cost of the search and copying of the records in advance. If the actual time

and costs are less than estimated, the excess money shall be refunded to the person requesting the records. If the actual costs and time are in excess of the estimated time, the difference shall be paid by the person requesting the records at the time the records are produced.

- **Additional Charges:** If a request is of such magnitude and nature that compliance would disrupt the District's normal operations, the District may impose such additional charges as are necessary to reimburse the District for its actual costs of producing the records.
- **Reduced Fee or Free Copies:** Whenever it determines that furnishing copies of public records in its possession at a reduced fee or without costs would be in the public interest, the District Administrator may so authorize. ORS 192.440(5).

III. Personally Identifying Information

In accordance with ORS 192.338, 192.345, 192.355, and 192.377, the District shall separate the exempt and non-exempt records and make the non-exempt records available to the requester. Where necessary, exempt materials, including personally identifying information, shall be redacted from any public records requests.

IV. Authorization Required for Removal of Original Records

At no time shall an original record of the District be removed from the District's files or the place at which the record is regularly maintained, except upon authorization of the Board of Directors or Administrator of the District.

V. On-Site Review of Original Records

If a request to review original records is made, the District shall permit such a review provided that search fees are paid in advance in accordance with the Fees for Public Records section, above. A representative shall be present at any time original records are reviewed, and the charges for standing by while the records are reviewed shall be the same as the charges for searching or reviewing records.

VI. Unauthorized Alteration, Removal, or Destruction of Records

If any person attempts to alter, remove, or destroy any District record, the District representative shall immediately terminate such person's review and notify the attorney for the District.

VII. Restrictions

Per the District's Patron Confidentiality Policy, some District records in addition to those delineated in the Oregon Public Records Law are exempt from disclosure or destroyed once they are no longer necessary for District operations. These records include circulation records, records showing use of the District's computer networks, and other records containing personally identifying information about the District's patrons and their library use.

November 8, 2018

Title: Fund Balance Policy

From: Lisa Marston, District Administrator

Summary:

The proposed policy establishes guidelines for maintaining a minimum General Fund balance to provide financial stability, cash flow for operations, and the assurance that the District will be able to respond to emergencies with fiscal strength.

Policies, Plans, and Goals Supported:

Maintaining a minimum General Fund balance supports the District's values of integrity and fiscal responsibility, while supporting the District's efforts to fulfill its role as a trusted steward of public assets.

Background and Additional Information:

The proposed policy has been reviewed and edited by Director Jill Turner, the Board's finance liaison to RVCOG, and Vicki Robinson, the District's contract accountant.

Resource Requirements:

This policy will be reviewed annually in accordance with the District's policy review schedule. No additional budget resources are required.

Staff Recommendation:

Staff recommends approval of the proposed Fund Balance Policy.

Actions, Options, or Potential Motions:

I move to approve the Fund Balance Policy.

Attachments:

1. Fund Balance Policy

Policy 2-4	Fund Balance	Created: 10/31/2018 Approved:
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I. Purpose

Fund balance represents the difference between total assets and total liabilities in governmental funds. The fund balance serves as a measure of the financial resources available to a government. The Jackson County Library District Board of Directors (“District”) has approved a Fund Balance Policy that establishes the minimum level at which the General Fund balance should be maintained.

This policy is established to provide financial stability, cash flow for operations, and the assurance that the District will be able to respond to emergencies with fiscal strength.

II. Definitions

The Governmental Accounting Standards Board (GASB) issued Statement No. 54 in February 2009, incorporating changes in the reporting requirements for fund balances on the balance sheets of governmental funds. Statement No. 54 requires the use of five fund balance classifications. The five classifications comprise a hierarchy based primarily on the extent to which a government is bound to observe constraints imposed upon the use of the resources reported in governmental funds.

The five categories of fund balance, as established by GASB Statement No. 54, are as follows:

1. **Nonspendable fund balance** represents amounts that are not in a spendable form. The nonspendable fund balance represents prepaid items (e.g., prepaid insurance)
2. **Restricted fund balance** represents amounts that are legally restricted by outside parties for a specific purpose (e.g., grant requirements, donor requirements, debt covenants, or other governments) or restricted by law (constitutionally or by enabling legislation).
3. **Committed fund balance** represents funds formally set aside by the governing body for a particular purpose (e.g., Capital Improvement Fund). In order to add or remove a constraint on committed funds the Board must take formal action before the end of the fiscal year.
4. **Assigned fund balance** represents amounts that are constrained by the expressed intent to use resources for specific purposes that do not meet the criteria to be classified as restricted or committed (e.g., working capital).
5. **Unassigned (or unrestricted) fund balance** represents all spendable amounts not contained in the other classifications.

III. Order of spending

The District will spend the most restricted dollars before the less restricted, in the following order: restricted, committed, assigned, unassigned.

IV. Minimum ending fund balance

To preserve a sound financial system and to provide a stable financial base, it is the goal of the District to maintain a minimum General Fund ending fund balance equal to four months' worth of General Fund expenditures at June 30th.

V. Monitoring minimum fund balances

The District Administrator and Board will monitor revenue collections, expenditures, and availability of cash by reviewing monthly financial reports. The District Administrator shall advise the Board whenever revenue projections suggest that revenue will fall short of expectations, unexpected expenditures will exceed budget, or minimum fund balances may not be met by the end of the fiscal year.

VI. Replenishing fund balance shortfalls

Whenever the unassigned ending fund balance of the General Fund falls below the benchmark provided for in this policy, the District Administrator shall present a plan to the Board of Directors that would return the unassigned fund balance to four months' worth of operating expenditures at year end within one to three fiscal years.

Nov. 8, 2018

Title: Definition of Active Cardholder and Registered Borrower

From: Kari May, Director

Summary:

The attached document provides a definition of an Active Cardholder, as determined by Jackson County Library Services, and of a Registered Borrower, as defined in the Oregon Public Library Statistical Survey for the State Library of Oregon. It also includes the names and locations of the reports run in the ILS that calculate the numbers of active cardholders and registered borrowers.

Actions, Options, or Potential Motions:

In order to compare the same data year to year, we are asking the Board to accept the definitions as presented.

Recommendation:

I recommend approval of the definitions as presented, and that the definitions become a part of the Library Card Registration Policy, last amended November 9, 2017. This policy is under further review and will be brought to the Board for approval at a future meeting.

Resource Requirements:

N/A

Policies, Plans, and Goals Supported:

Having clear definitions for Active Cardholders and Registered Borrowers will help staff and Board work successfully on the strategies and tactics outlined in the 2018 2-Year Plan to Increase Active Cardholders.

Background and Additional Information:

Please see attached document.

Cardholder Definitions

Active Cardholder: A customer who has used their library card within the last three years.

Activity in Polaris is defined as one of the following:

- At the Circulation Desk: Patron registration; Item check-out or renewal; payments/waives on the patron account
- Patron using the Online Catalog (PAC): Log-in to patron account; placing and modifying hold and ILL requests; online renewal; patron information updates; payments; access to remote databases that require log-in
- Self-check Out units - Check-out and renewal; patron account access; payments
- SIP authentication – i.e. OverDrive and Hoopla, as well as other services that authenticate directly against the database, including logging into time and print management applications, like Envisionware. Please note: Most of the JCLS databases do not authenticate through a SIP server, including Mango Languages, ValueLine, Heritage Quest, Gale Cengage, AtoZ databases, and Ebsco.
- Inbound telephony - Account information access; item renewal

Reporting – To count the number of Active Cardholders, the ILS systems administrator will run a report on the first day of the new fiscal year (July 1) to capture the past 3 years of activity. The report used is in Polaris Simply Reports, under Patron Count Reports. Run a report with “Patron branch name” as the Column selected for output. Under Paton relative dates filters, select “Last activity date between” of “within the past 3 years.”

Registered Borrower: A library user who has applied for and received an identification number or card from the public library that has established conditions under which the user may borrow library materials and gain access to other library resources. (*This definition is pulled from the Oregon State Library Annual Statistical Survey.*)

Reporting – To determine the number of Registered Borrowers in the system at the end of the fiscal year, for statistical reporting to the State, the Polaris Administrator will run a report in Polaris Staff Client to count the number of patrons in Polaris as of the last day of the fiscal year being reported. Conduct a patron search, using parameters of patrons registered since 1/1/1900 to last day of the fiscal year, and check the “count only” box.

Purging Patron Records: In order to maintain a clean and accurate database, inactive library cardholders (who have not used the library in over 3 years) will be deleted from the database on an annual basis, during the month of June, so that by the start of each new fiscal year the number of registered borrowers in the system is accurate. Patrons who have been expired more than 3 years are purged, provided they do not owe more than \$25 on their account. Any patron who have been expired for more than 5 years, regardless of outstanding balance, will be deleted from the system.

Facilities Committee Meeting Report October 30, 2018, 9:00 a.m. – Noon

In attendance: Pat Ashley, Ronnie Budge, Carol Doty, Donovan Edwards, Lisa Marston, Kari May, and Crystal Stroud

I. New Committee Member

Carol Doty introduced new member Ronnie Budge who was appointed on August 26, 2018.

II. Focus on Facilities Plan, Objective 1

A. Donovan Edwards and Crystal Stroud summarized the inventory project they conducted and shared samples of their inventory spreadsheets. Donovan and Crystal reported that the furniture was in good condition overall. Committee members provided feedback on the inventory sheets, requesting that the dates when the inventories were conducted be included on the spreadsheets and that page numbers be added. The members also discussed general facility as follows:

- Investigate refurbishing/refinishing versus replacing furniture, whenever possible (e.g., Ashland’s wood tables)
- Landscaping is aging; certain plantings simply cannot be cut back anymore; consider refreshing the landscaping with new plantings that are low maintenance, water efficient, and fire wise (e.g., Ruch – fire danger; Phoenix – tall trees; Eagle Point – fast-growing bushes).
- Are the circulation desks appropriately designed for today? e.g., Eagle Point and Ruch
- Spaces may need to be redesigned to meet current and future needs
- Need to be able to do long-range planning for facilities

B. Referencing Kristin Anderson’s Exterior Signage Report of May 17, 2018, the Committee members noted that some libraries did not have a freestanding sign in front of the building, e.g., Gold Hill, and that some of the signs are in need of refurbishing. The idea of hanging a sign that says “open” or “closed” from the freestanding sign closes to the street, parking area and/or main entrance was also discussed.

- Kari May said that Ryan Bradley, JCLS Marketing Coordinator, will be assigned this project. Kari will update the Committee at our next meeting.
- Signage for driving to the Eagle Point Library is needed after departing Highway 62, Carol Doty will speak with the City of Eagle Point about this.

C. Kari May proposed renovations to the Business Office that will add two offices to accommodate the Youth Services Coordinator and the Assistant Director for Support Services. The Marketing Team would be moved to the former call center room in the reference area. The only renovations needed there would be replacing the sliding glass windows with solid, double-paned windows and adding blinds to provide some sound-proofing to that work space.

Pat Ashley asked if this was the best use of the space, which spurred a discussion about developing an overall, longer term plan for the library facilities that anticipates future needs. The idea of contracting with a library space planning consultant to help the District visualize how the spaces can be used was also mentioned. The group concluded, however, that until we know the Board's plans for staffing and hours, it is difficult to know what to do. Therefore, the Committee members agreed to recommend Kari's proposed renovations to the Board, which at least allows us to accommodate the current staff.

MOTION: Pat Ashley moved to recommend the proposed renovations. Ronnie Budge seconded the motion. The motion was approved unanimously for recommendation to the JCLD Board of Directors for consideration and approval.

The Committee members continued discussing the challenge the Facilities Committee faces in making recommendations without knowing what the Library's future operations will look like. Ronnie Budge pointed out that in order to make sound decisions, it will be necessary to know what the future operations will be. She then made the following motion:

MOTION: Ronnie Budge moved to recommend to the Board that they form a committee to recommend how the libraries will operate after 2020. The committee should include a Board member, the JCLS Library Director, the District Administrator, a consultant who has experience in Library District administration, and perhaps even a representative from Jackson County and RVOG. Pat Ashley seconded the motion. The motion was approved for JCLD Board consideration.

III. Facilities Transfer

Lisa Marston shared that the Board will be holding an Executive Session with legal counsel before the next regular Board meeting. She then provided an overview of the issues involved with the buildings transfer and described the current leases. The Committee advised that the District not worry right now about owning the land, but focus instead on getting the leases with the various entities in place by 2020.

IV. Summary of Patron Survey on Hours

Carol Doty provided a summary of participant comments from the JCLS Patron Survey on Hours and briefed the committee on some of the highlighted topics. The one-page summary is attached to this Facilities Committee report.

V. Upcoming meetings:

- Jackson County Facility Maintenance and the JCLD Facilities Committee will meet on November 30, 2018 at 9:00 a.m. at the County Courthouse in Medford.
- Facilities Committee will next meet on January 22, 2019 at 9:00 a.m. in the Business Office Conference Room at the Medford Branch Library.

Summary of 57-page Library Hours Survey Conducted by Susan Bloom¹

An unscientific poll was made of patrons in late Winter/early Spring 2018 that concerned increasing library hours. Responses were received from 1,687 patrons, 4.8% of those polled. ² Provided here is a summary of responses from 1,079 patrons; 608 (36.00%) of patrons were unresponsive re: hours or used survey to express appreciation for libraries and staff. About 15% (162) of the 1079 responses were from Ashland patrons based on number of requests (157) to keep Ashland Library open on Fridays. Key results are provided here.

Open Ashland Library on Friday (even if only for a few hours: early afternoon – early evening.) (Reasons: Some residents work half-day on Friday; some schools close early on Friday)	14.55%
Open more and longer hours (evenings/weekends) to accommodate working adults, families, and students. (Responses specifically referred to Med, WC, GH, RR, SC and EP)	11.00%
Library open hours should better accommodate parking patrons in Medford and CP. (There's very limited room for patrons parking when RCC has classes; CP parking is best on weekends when not competing with City Hall and gym across the street.) (Results do not include a few responses about Ashland's parking, but noted was that it's insufficient and unsafe.)	9.00%
Hour of opening should be consistent in all libraries so that patrons don't have to look up opening time each time they go to a library. (Avoid mid-week closures because they are confusing was also a common response.)	8.00%
Libraries should open earlier and close later. (Ashland responses not included here.)	7.60%
Libraries should be open 7 days/week (at least some hours every day)	5.80%
Open Medford Library on Thursdays (Medford High Schools get out at 3:45 pm) (Hours should accommodate this schedule to facilitate more research and study)	5.50%
Talent should be open on Monday or Sunday (even if only for few hours)(not closed both days) Phoenix is now closed 4 days in a row, needs to be open when Talent is closed. (Always have a branch open when one close by is closed, especially on weekends)	2.20%

At least 1% (11) of each of these responses was related to hours:

- + Preschool programs should start earlier to avoid naptimes. 10 a.m. is too late for children who get up EARLY. Suggestions were to have some programs start at 9 or 9:30 am.
- + Evening story times requested for children whose parents work 8-5.
- + More programs for teens requested for weekends.
- + More programs for working adults requested on weekends.
- + Patrons expressed concern about observing other patrons approaching library doors at 10 am, and libraries still closed at this time during the week.
- + Central Point library should open earlier on Saturdays and offer more programs.

Less than 1%, but relevant re: hours:

- + Ruch Elementary School is open Tu-Fri and students can only visit library on Tu and Th which is open Tu, Thu, and Sat. Would like library to be open another day for school visit

¹ Summary prepared by Board Member Doty on 10/28/2018

² LS&S Staff Maki indicated 35,000 email addresses were surveyed; he could not provide information on how patrons were selected.

**2018-2020 Technology Plan
11/8/2018 Update**

Projects 2018 - 2019 FY

Item	Project	QTY	Each	Total	Project Total	End Date	On Track	Status
1	SparkSpace							
	Central Point	1				NOV		Sparkspace
	Site 2	1				MAR		Sparkspace
	Site 3	1				SEPT		Sparkspace
	Mobile	1				MAR		Makerspace
	Total				\$49,300			
2.1	KINDLE							
	Site 1 - Initial Launch	6	\$120	\$720	\$720	DEC		2 purchased; 4 on order
	Site 1 - Launch Part 2	6	\$120	\$720	\$720	FEB		
	Site 2	6	\$120	\$720	\$720	MAR		
	Site 3	6	\$120	\$720	\$720	APR		
	Amazon Prime Memberships	4	\$100	\$400	\$400			
2.2	CHROMEBOOKS							
	Initial launch	8	\$375	\$3,000	\$3,000	FEB		On order
	Site 2	8	\$375	\$3,000	\$3,000	June ?		Delay until eval
2.3	LAPTOPS							
	Initial launch	6	\$1,100	\$6,600	\$6,600	FEB		
	Charging Cabinet	1	\$550	\$550	\$550	FEB		
	Final Launch	6	\$1,100	\$6,600	\$6,600	June ?		Delay until eval
	Charging Cabinet	1	\$550	\$550	\$550	June ?		
	Project Total				\$23,580			
3	MEETING ROOMS							
	Admin					JAN		Ordered TV
	Large					MAR		
	Medium					MAR		
	Small					MAR		
	Project total				\$22,850			
	UPGRADE & MAINTAINANCE							
4	Servers - Public Domain	5	\$4,000	\$20,000	\$20,000	JAN		
5.1	Computers - Staff	145	\$1,000	\$145,000	\$145,000	NOV		Started replacing - scheduled to complete by 11/30
5.2	Computers - Mounts	145	\$75	\$10,875	\$10,875	NOV		Mounts may not be needed
5.3	2017-18)	145	\$69	\$10,005	\$10,005	NOV		Under procurement
6	Touch Screens	37	\$350	\$12,950	\$12,950	NOV		Installing
7	Self Serve LPTOne (Coin Box)	4	\$3,000	\$12,000	\$12,000	NOV		Waiting on contract
8	Public color printing (Other branches)	9	\$500	\$4,500	\$4,500			Evaluating need - currently @ 2-3% of print jobs @ 5 locations
9	Computers - Mounts	160	\$75	\$12,000	\$12,000	FEB		
10.1	Staff - Tablets	6	\$300	\$1,800	\$1,800			
10.2	Barcode scanner	6	\$400	\$2,400	\$2,400			
10.3	Receipt Printer	6	\$500	\$3,000	\$3,000			
11	BiblioWeb - one-time	1	\$40,000	\$40,000				Evaluating
	BiblioWeb - annual	1	\$40,000	\$40,000				
	Project Total				\$234,530			
	Project Toals				\$330,260			
	Maintenance				\$44,804			
	Total budget				\$375,064			
	Addl Maintenance expenses							-\$75,118

Board Annual Plan / Master Calendar - FY18/19

11/2/2018

Tasks and Work Products	Nov-18	Dec-18	Jan-19
LS&S Contract / Amendment 1			
Review proposals from LS&S on HR/Collections/IT/Compensation		X	
Develop timeline for determining future operations model			X
Buildings Transfer			
Executive Session - ORS 190.660(2)e	X		
Board Policies and Governance			
Fund balance (adopt initial policy)	X		
Public records (update existing policy)	X		
Board member orientation (adopt initial policy)		X	
Surplus property (update existing policy)		X	
Fleet management (adopt initial policy)			X
Circulation (update existing policy)			X
Board Development			
Distribute Board self-evaluation questionnaire	X		
Review Board self-evaluation (with facilitator)			X
District Business			
Discuss District Administrator Contract / Evaluation Committee	X		
Review District Administrator benefit plan options; next steps		X	
Agree on District Administrator evaluation criteria and methods		X	
Conduct District Administrator evaluation in executive session			X