



CALL TO ORDER/ROLL CALL

INTRODUCTIONS & PROCLAMATIONS

Carey Hunt, Assistant Library Director – Administrative Services

CONSENT AGENDA (Action)

(1) Regular Board Minutes November 8, 2018; (2) Financial Report

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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OLD BUSINESS AND UPDATES (Inform/Discuss/Action)

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FUTURE MEETINGS/EVENTS/OBSERVANCES:

January 10, 2019 – JCLD Regular Board Meeting

MINUTES

EXECUTIVE SESSION

An executive session was held at 3:00 p.m. pursuant to ORS 192.660(2)(e) to conduct deliberations with persons designated by the governing body to negotiate real property transactions.

The Board came out of executive session around 3:55 p.m. and no decisions were made. After a brief recess, the Board President reconvened the group for the regular Board meeting.

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), Jennifer Giltrop (Chief Library Officer), Denise Galarraga (Regional Library Director, LS&S), Donovan Edwards (Administrative Assistant)

CALL TO ORDER

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

INTRODUCTIONS & PROCLAMATIONS

May introduced Brystan Strong, Youth Services Coordinator. Ms. Strong has been working for JCLS for about five years and was recently promoted to the new position. May also announced that Terri Kilburn, Lower Rogue Cluster Manager, would be taking part in presenting the Director's Report later on in the meeting. Giltrop announced that Eva Strong, LS&S Chief Human Resources Officer, was not able to attend today's meeting due to illness.

CONSENT AGENDA

MOTION: Shaw moved to approve the minutes of the October 11, 2018 regular board meeting, financial report and the Library Strategies Proposal. Doty seconded the motion. The motion was approved unanimously.

REPORTS AND PRESENTATIONS

Library Director's Report

May reported that the new Assistant Library Director for Administrative Services had been hired and would begin December 3rd, 2018. She is coming from Bonita Springs, Florida where she has worked within a county library system for the last ten years. Before that she was a trainer for Innovative Interfaces, Inc., which later acquired the Polaris ILS (Integrated Library System).

The Ashland and Central Point Friends of the Library are holding silent auctions. Several references to JCLS in the national media have occurred recently. One mention that had not been included in the report was noted by Kristin Anderson, Ashland Branch Manager. In the October issue of the National Geographic Ann Curry wrote an article about Japanese internment camps during World War II. The article begins with "Who would have thought in a little public library in Ashland, Oregon I would have found this article about Japanese internment camps?"

Joshua Commander, Digital Services Associate has created two tutorials on the new catalog. Ryan Bradley, Marketing Coordinator, visited all 15 libraries and conducted an appearance audit. He is working with the branch managers to create uniform signage and to ensure the displays are kept up to date. He is also looking at JCLS's strategy for posting on social media.

Kilburn reported on events that have taken place recently at the Lower Rogue Region (Rogue River, Applegate, Jacksonville and Ruch) branch libraries.

Doty shared that she and May would be meeting with Danny Jordan, Jackson County Administrator, on November 28th, 2018. May added that she would be a guest speaker at the next Rogue Medford Rotary and would be speaking on what services JCLS is providing to meet community needs today and into the future.

Quarterly Statistical Report

May reported that based on feedback she received she has created a one page summary taking the numbers that staff believe are significant. The three categories that caught their attention were Circulation, Program Attendance and New Patrons.

The Board and Library Director discussed the numbers provided on pages 37 and 39 of the Board packet. Turner said that the data was confusing and didn't seem accurate to her. Prokop recommended reformatting the page to reduce the confusion. Kiefer noted concern for the decrease in the number of programs. May responded that attendance was up overall and that having fewer of the same programs while having higher attendance was more economical. Turner noted that in the Door Count by Branch spreadsheet on page 39, Central Point seemed to be high. May stated that it appeared to be a mathematical error.

Jackson County Library Foundation (JCLF) Report

Drake reported that producing the Annual Appeal for 2018 took up much of her time in October and announced that it would reach mailboxes the week after Thanksgiving. Sharon Kodak is terming off the Foundation Board. She will be greatly missed. JCLF is also updating its IRS Form 990 format to be a more donor-centered document.

Two unexpected donations have come in over the last couple weeks: 1) a \$10,000.00 donation from the Finstrom fund to support Outreach to the Homebound; and, 2) a donation from the Friends of the Gold Hill Library for \$7,500.00, restricted to the Gold Hill Branch Library. Drake says that she will work with both May and the Gold Hill Branch Manager to determine the best way to use the funds and properly recognize the Friends of the Gold Hill Library for their contribution.

Report on Meeting with Todd Frager, CFO/COO LS&S

Referencing her memo to the Board, which was included in the Board packet, Kiefer summarized the meeting she, Prokop and Marston attended with Todd Frager on October 4, 2018. Turner voiced her concern that the Board had not yet formalized their consensus not to renew the contract with LS&S as it is currently written. Shaw concurred. After a brief discussion, a consensus of the Board was reached to place the LS&S contract question on the agenda for the December 13, 2018 regular Board meeting and to include in the Board packet a draft of the letter to be sent to LS&S.

NEW BUSINESS

Public Records Policy

Marston explained that recent legislation required an update of the District's existing Public Records Policy.

MOTION: Shaw moved to approve the Public Records Policy. Doty seconded the motion. Turner questioned the Fees for Public Records of \$25. Marston stated that she believes the current statute lists \$25, but would want to review the statute to confirm. Shaw and Turner suggested the policy be revised to read that the “fees be limited to actual costs and no more than what is allowed by statute.” Doty seconded the motion as amended. The motion to approve the Public Records Policy, as amended, was approved unanimously.

Fund Balance Policy

MOTION: Turner moved to approve the Fund Balance Policy. Shaw seconded the motion. The motion was approved unanimously.

District Administrator Contract/Evaluation Committee

Kiefer explained that there were two issues: first, an evaluation committee needs to be created; and second, the District Administrator’s employment contract needs to be extended; otherwise, the Rogue Valley Council of Governments (RVCOG) will not continue to process the Administrator’s payroll and benefits.

MOTION: Turner moved to authorize the Board President to amend the District Administrator Contract with Lisa Marston, extending the contract to March 2019. Doty seconded the motion. The motion was approved unanimously.

After some discussion, it was agreed that Prokop would assist Marston and May with creating an evaluation form that would be brought back to the Board in December.

OLD BUSINESS AND UPDATES

Active Cardholders and Registered Borrowers

May referred the Board to the document in the Board packet that included cardholder definitions as well as guidelines for purging patron records. May stated that, while the definitions of the terms had not changed since the last time she had brought this topic to the Board, she was able to provide where those definitions came from with more confidence.

MOTION: Doty moved to approve the Active Cardholders and Registered Borrowers definitions as presented. Turner seconded the motion. The motion was approved unanimously.

COMMITTEE AND BOARD MEMBER REPORTS

Facilities Committee

Doty announced the following recommendations were made at the most recent Facilities Committee meeting.

- Since she does not intend to continue serving on the Board after June 30, 2019 it is recommended that a Board member who will be serving after July 1, 2019 join the committee now and be available if at all possible for the annual budget meeting with Jackson County on November 30th, 2018 from 9 – 11 a.m. at the Jackson County Courthouse.
- For the Board to create a committee that will recommend how the libraries will operate after 2020. The committee should consist of a Board member, the JCLS Library Director, the JCLD District Administrator, and a consultant with a library administration background and added that it also might be beneficial to add representatives from both Jackson County and RVCOG.

Next, Doty reported that the Facilities Committee had approved renovations in the Business Office at the Medford Branch Library and felt it important the Board be aware of these requests and supported the Board voting on similar building renovations in the libraries in the future with staffing additions still pending. Shaw recommended that the review and approval of renovations fall on the District Administrator. Prokop added that a line item in the budget already existed with funds already set aside for renovations and should a renovation request be submitted that exceeds the \$40,000, the District Administrator would then bring it to the Board.

Marston suggested capturing this process in a written policy; Shaw consented. The Board discussed the concern for continuity on the Facilities Committee which will be heavily involved in the future of all 15 library buildings currently owned by Jackson County. The Board suggested that the continuity fall to the District Administrator and that Doty continue to serve on the Facilities Committee until a new Board members is appointed in July 2019. It was also agreed that there will be a need down the road to hire consultants to advise on facilities planning and assess space needs, keeping in mind current demographics, trends and maps.

Technology Committee

May reported that the 2018-2020 Technology Plan had been updated with revised timelines, adding that, with the Central Point Spark Space up and running, the next project is in progress. Additional activities reported by the Technology Committee included the following:

- Six (6) Kindles are being purchased with books preloaded for patrons to check out.
- Both Chromebooks and PC laptops will be available in February 2019. The goal is to determine which of the two devices—Chromebooks or laptops—are preferred by patrons.
- A television is on order to replace the projector in the staff conference room. The goal is to determine whether televisions or projectors provide superior functionality in our conference rooms.
- One hundred and seventy (170) staff computers have been ordered, and the IT Department is on schedule to have them installed by the end of the month.
- VOIP phones are now installed and in use by staff at the Ashland, Medford and Rogue River branch libraries.

Adjourn

Kiefer adjourned the meeting at 5:59 p.m.

/s/ Donovan Edwards

Recording Secretary

Jackson County Library District
Statement of Revenues and Expenditures
From 7/1/2018 Through 11/30/2018

	YTD Budget	Current Month Actual	YTD Actual	YTD Budget Remaining	Percentage received or spent to date
Operating Revenue					
Current Property Tax Collections	10,200,000.00	9,233,952.99	9,233,952.99	(966,047.01)	90.52%
Prior Year Property Tax Collections	200,000.00	51,438.05	125,160.22	(74,839.78)	62.58%
Interest Income	164,400.00	23,051.04	87,908.86	(76,491.14)	53.47%
Interest- Lindberg Note	0.00	1,200.85	5,961.43	5,961.43	0.00%
Other Income	5,000.00	3,216.44	3,216.44	(1,783.56)	64.32%
E Rate	103,000.00	8,840.50	44,220.00	(58,780.00)	42.93%
Reimbursements From RCC	27,000.00	0.00	24,682.12	(2,317.88)	91.41%
Ready To Read Grant	35,000.00	0.00	0.00	(35,000.00)	0.00%
Conference Room Rental	30,000.00	33.00	7,800.00	(22,200.00)	26.00%
Government Agency Rentals	107,541.00	0.00	107,610.30	69.30	100.06%
Inter-library Loan Fees	1,000.00	0.00	322.00	(678.00)	32.20%
Library Card Replacement Fees	3,000.00	0.00	1,181.80	(1,818.20)	39.39%
Late Fee Charges	10,000.00	7,878.26	12,055.19	2,055.19	120.55%
Lost/Damaged Materials	7,500.00	0.00	3,592.81	(3,907.19)	47.90%
Photocopy/Fax Sales	12,000.00	0.00	3,691.56	(8,308.44)	30.76%
Patron Refunds	(2,000.00)	0.00	(1,079.71)	920.29	53.98%
Printer Sales	14,000.00	0.00	4,896.58	(9,103.42)	34.97%
On Line Fee Collections	7,500.00	(61.98)	450.45	(7,049.55)	6.00%
Hulburt Donation	126,000.00	0.00	0.00	(126,000.00)	0.00%
Library Friends Donations	65,000.00	0.00	7,044.90	(57,955.10)	10.83%
Library Foundation Donations	6,500.00	0.00	6,363.54	(136.46)	97.90%
General Public Donations	2,500.00	0.00	100.81	(2,399.19)	4.03%
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	325,000.00	0.00	655,050.68	330,050.68	0.00%
Total Revenue	18,721,041.00	9,329,549.15	18,287,379.72	(433,661.28)	97.68%

Jackson County Library District
Statement of Revenues and Expenditures
From 7/1/2018 Through 11/30/2018

				Percentage	
	YTD Budget	Current Month Actual	YTD Actual	YTD Budget Remaining	received or spent to date
Expenditures					
District Administrator Salary	0.00	7,628.55	36,546.90	(36,546.90)	
FICA and Medicare- payroll taxes	0.00	596.06	2,980.32	(2,980.32)	
Worker comp- payroll taxes	0.00	2.65	12.33	(12.33)	
Health/Dental Insurnace	0.00	632.09	3,160.45	(3,160.45)	
Retirement Contribution	0.00	708.33	3,541.65	(3,541.65)	
Payroll- SUTA	0.00	0.00	678.51	(678.51)	
Personnel Cost	217,000.00	0.00	0.00	217,000.00	
Personnel Services subtotal	217,000.00	9,567.68	46,920.16	170,079.84	21.62%
Accounting Services	60,000.00	6,669.43	13,122.20	46,877.80	21.87%
Auditing Services	11,025.00	2,200.00	2,200.00	8,825.00	19.95%
Administrative Services	76,000.00	10,445.76	21,230.04	54,769.96	27.93%
Bank Fees/Interest Expense	1,000.00	87.73	258.05	741.95	25.80%
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	1,472.00	5,871.00	14,129.00	29.35%
Memberships and Dues	3,500.00	10.00	2,271.60	1,228.40	64.90%
Office Supplies- admin	2,000.00	248.93	1,132.13	867.87	56.60%
Postage	2,000.00	93.60	581.56	1,418.44	29.07%
Registration/Tuition/Travel	15,000.00	112.64	1,054.55	13,945.45	7.03%
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	384.00	1,876.40	723.60	72.16%
Building Repair/Maintenance	449,940.00	37,495.00	224,970.00	224,970.00	50.00%
Custodial Services	380,542.00	31,599.92	127,153.66	253,388.34	33.41%
Custodial Supplies	12,000.00	765.63	3,392.17	8,607.83	28.26%
Landscape Services	7,033.00	753.98	4,261.94	2,771.06	60.59%
Maintenance Services	2,000.00	0.00	0.00	2,000.00	0.00%
Security Services	79,407.00	7,197.40	24,305.60	55,101.40	30.60%
Signs and Signal Materials	25,000.00	0.00	0.00	25,000.00	0.00%
Building Repair/Maintenance- B-7	250,000.00	11,497.00	11,497.00	238,503.00	4.59%
Fees- Lindberg Note	72.00	6.00	30.00	42.00	41.66%
Equipment Repair/Maintenance	30,000.00	535.78	2,426.37	27,573.63	8.08%
Facility Furnishing Expense	25,000.00	0.00	0.00	25,000.00	0.00%
Minor Equipment	50,000.00	(120,761.07)	21,014.44	28,985.56	42.02%
Computers and technology	306,885.00	126,213.61	135,974.22	170,910.78	44.30%

Jackson County Library District
Statement of Revenues and Expenditures
From 7/1/2018 Through 11/30/2018

	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	2,184,829.64	3,043,284.36	41.79%
Library Materials	874,182.00	122,482.57	334,871.38	539,310.62	38.30%
City Participation	16,700.00	0.00	0.00	16,700.00	0.00%
Strategic Plan Initiative	2,500,000.00	4,620.56	17,579.96	2,482,420.04	0.70%
E Rate Services	32,782.00	35.00	24,144.00	8,638.00	73.65%
Unique Management Services	16,391.00	0.00	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	11,850.34	41,961.22	18,038.78	69.93%
SOHS contract	39,000.00	3,250.00	19,500.00	19,500.00	50.00%
Electricity	240,800.00	17,138.21	79,477.04	161,322.96	33.00%
Natural Gas	45,000.00	1,387.68	2,690.16	42,309.84	5.97%
Garbage Service	15,000.00	1,152.17	4,804.80	10,195.20	32.03%
Water and Sewer Service	32,000.00	2,164.04	14,731.31	17,268.69	46.03%
Street and Storm Drain Fees	18,000.00	1,605.72	8,106.36	9,893.64	45.03%
Telecom-Voice and LD	55,000.00	4,074.45	20,380.51	34,619.49	37.05%
Telecom-Wide Area Network	105,000.00	9,191.05	45,972.75	59,027.25	43.78%
Telecom-Internet Services	28,000.00	1,967.48	10,147.40	17,852.60	36.24%
Municipal Assessments	1,500.00	384.93	1,078.15	421.85	71.87%
Telecom- Hot Spots	52,000.00	3,890.64	19,194.79	32,805.21	36.91%
Maintenance & Fuel for Vehicles	16,000.00	1,167.08	4,091.51	11,908.49	25.57%
Hulburt Donation	126,000.00	5,252.58	28,762.18	97,237.82	22.82%
Library Friends Donations	65,000.00	17,654.66	25,571.47	39,428.53	39.34%
Library Foundation Donations	6,500.00	3,965.48	40,466.53	(33,966.53)	622.56%
General Public Donations	2,500.00	540.10	540.10	1,959.90	21.60%
OR Community Foundation-restricted	34,000.00	1,272.11	2,419.61	31,580.39	7.11%
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	50.00	149.99	4,850.01	2.99%
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	2,536.38	10,704.94	(10,704.94)	0.00%
Materials and supplies subtotal	11,805,495.00	769,453.24	3,567,433.62	8,238,061.38	30.22%
Capital Outlay	350,000.00	14,472.75	43,418.25	306,581.75	12.40%
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 11/30/2018

	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>793,493.67</u>	<u>3,657,772.03</u>	<u>13,013,268.97</u>	<u>21.94%</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>8,536,055.48</u>	<u>14,629,607.69</u>	<u>14,629,607.69</u>	<u>0.00%</u>



Southern Oregon Historical Society Library Quarterly Report

July – September, 2018

STAFFING

The SOHS Archivist, Pat Harper, now works 15-20 hours per week, and is responsible for the Library Thursday – Saturday.

Kira Lesley, the Assistant Archivist, works 18 hours per week, and manages the Library on Tuesdays and Wednesdays. Her additional hours are devoted to learning more about SOHS Archives procedures. She works three additional hours per week to manage SOHS's membership database.

PROGRAMS

Ben Truwe, an SOHS Board Member, dedicated historian and long-time volunteer, presented the August Windows In Time lecture, *Newswatch 5: Rogue Valley TV News from the 1960s*. He shared footage from a few of the 1,359 film clips in the SOHS Archives that he has digitized.

The SOHS Board of Trustees completed its process called Community Conversations. This involved meetings at the Medford, Ashland, Jacksonville and Eagle Point libraries that were designed to elicit input from stakeholders and community leaders about the future of SOHS. The conversations focused on the need for greater community awareness of SOHS and its current programs, plus the need to make the SOHS collection of artifacts accessible to the public in various ways.

Ben Truwe has provided tours of the Archives on Saturdays from 2 to 4:00 pm. His efforts have introduced 24 people to the Archives, and have resulted in 3 new volunteers who are working on archives projects.

SELECTED NEW ACCESSIONS

- 2018.7 Photos and documents related to the Gore family
- 2018.8 Medford city photos taken prior to 1958 (30 are identified)
- 2018.15 Panoramic photos of “Manor Hill” prior to construction of The Manor, in Medford. Also includes 1906 photo of “First Annual Shoot ‘Pacific Indians’, Medford Sep 6-8, 1909”

Southern Oregon Historical Society Library Third Quarter Report, 2018

PROJECTS

- Medford Mail Tribune negatives from the 1960s and '70s that have identifying information were entered on the truwe.sohs.org website and the sohs.org/photos_index so they are now searchable
- Four volunteers are evaluating and indexing materials in Mezzanine boxes in order to increase access to the collection
- Two volunteers are adding cataloging information to PastPerfect for books that previously were listed only in the SOHS card catalog
- Volunteers are transcribing the writings of George Wright, a Range rider, and deputy sheriff in Siskiyou County California and Southern Jackson County, Oregon

PLANS FOR OUTREACH

- The SOHS Essay Contest for high school juniors and seniors will be announced in November
- SOHS has launched a new series, *Monthly History Nights*. Speakers will present talks at 4 Daughters Irish Pub, in Medford, the first Tuesday of each month. The first talk, on November 6, will be *Landscapes of War: The Mythology & Archaeology of the Rogue River War of Southern Oregon*, by Mark Tveskov.
- An initial meeting for local historians will occur on November 15, 2018, at the Medford Library. If the attendees, and historians that could not attend, agree that they wish to meet regularly, SOHS will facilitate their efforts. Also, if enough local historians wish to participate in a blog, SOHS will provide the web space (or perhaps work with Jackson County Library System to establish the blog)



Southern Oregon Historical Society Strategic Plan for 2019 and Beyond

SUMMARY STATEMENT

Overview: The Southern Oregon Historical Society was founded in 1946 by individuals who cared about our regional heritage. For 72 years it has protected and shared this legacy through a broad range of programs and services.

In this last two years, the SOHS board, members and staff have transformed the organization into a primarily volunteer-based operation and achieved a balanced budget. In the process, we have built a foundation from which we can reinvigorate our connection to the broader community.

Major achievements include establishing Hanley Farm as a Living History Museum; completing infrastructure improvements necessary to permit the Farm to profit as an event center; writing successful grants, and negotiating new working partnerships with other organization that complement our mission.

What follows is the result of a half-year effort involving nearly 100 members of our community. We are pleased to share this work with you.

Our Mission: Sharing A Common Heritage

The Mission of the Southern Oregon Historical Society is to bring history alive by collecting, preserving and sharing the stories and artifacts of our common heritage. Through its interpretive programs, collections and publications, the Society strives to educate the public and generate an appreciation of regional history for present and future generations.

Our Vision: Making History Accessible

We are a well-managed, financially stable organization whose collections, programs and venues make us one of the premier heritage resources of the Pacific Northwest.

We are a caring and welcoming organization that assures that the memories and mementos of the past will not be lost to future generations.

We keep history alive by working together to share these treasures with our community and individuals of all ages.

Our Strategic Goals: Creating New Synergies

Community conversations, conducted between July and October 2018, have shown the need for SOHS to:

1. Improve our community's awareness of the Society
2. Increase public access to our collections and archives
3. Expand our educational outreach
4. Strengthen our financial stability



The Society's Goals create synergies in which one element builds upon the other.

Our Three-Year Objectives: Setting Direction

In order to achieve these Strategic Goals by January 2022, the Society will work to:

1. Increase our membership and volunteer base
2. Increase awareness and use of the SOHS Archives through tours, classes, programs and outreach

3. Maintain quality educational programs that involve the SOHS Library, the collection, and the opportunities at Hanley Farm
4. Build our media presence
5. Broaden our community and educational outreach
6. Reach out to underserved populations
7. Initiate planning for a permanent SOHS museum and learning center
8. Offer sponsored exhibits to the general public
9. Develop one or more successful signature events
10. Conduct a capital campaign

Our Action Plans FOR 2019: new Patterns, Fresh Colors

For 2019 each Three-Year Objective is supported by one or more of the following Action Plans. Each Action Plan in its final form will include activity descriptions that define responsibilities, set deadlines, and provide measurable outcomes.

1. Strengthen community partnerships to enhance and expand current programs
2. Complete facilities analysis on re-purposing the 26,000 sq. ft. downtown History Center by April 20, 2019
3. Begin phase two of the Hanley Living History Farm restoration/deferred maintenance program
4. Model an interactive history presentation involving displays, curricula, and hands-on learning as a component of our future museum/learning center
5. Expand society membership through “friend-raising” efforts with face-to-face contacts, living- room group conversations, and special events
6. Commit resources to enlarge endowment participation and institutional funding
7. Increase awareness of the Society’s presence with improved regional outreach, marketing, and use of social media
8. Create an Educators’ Advisory Panel to adapt programs to better serve K-12 teachers and students
9. Complete plans for a 2020 capital improvement campaign to reduce debt and upgrade exhibition, meeting, and library facilities

Performance Targets

By January 2022 it is hoped that these collective efforts will enable the Southern Oregon Historical Society to:

1. Reduce outstanding debt by 50%
2. Increase SOHS Research Library usage by 35% or more per year
3. Expand our support base from 200 to 300 active volunteers
4. Increase memberships to 800, of which 25% are sustaining (automatic renewal) memberships
5. Create a signature annual fundraising event with target of \$50,000 net
6. Increase support staff to 5.0 FTE while maintaining a balanced budget

The complete Strategic Plan will be adopted by the SOHS Board of Trustees on February 28, 2019.

“We find ourselves in a region that is growing, whose demographics are changing, and whose expectations are also evolving. The young people of today are fascinated by the past, but they approach their historical roots in different ways than previous generations. Organizations within the community are also...bringing with them new needs and opportunities. To better fulfill our mission...we need to be open to this larger picture.”

SOHS President, Douglas McGeary, June 2018

Director's Report

December 2018

Hiring and Vacancy Report

Date Vacant	Vacated by	Position	Location	Hrs/Wk	Status	Date Filled	Name	Type (EXT/INT)
10/16/18	Brystan Strong	Library Associate 2	TA	30	Filled	12/3/18	Erica Sanders	EXT
5/4/18	Susan Bloom	Assistant Director of Support Services	MED	40	Filled	12/3/18	Carey Hunt	EXT
10/26/18	Marissa Holman	Library Associate 2	CP	34	Filled	11/16/18	Cheri Ball	INT
12/17/18	Rebekah DiBianco	Librarian 2 (Children's)	MED	40	Under Recruitment			
12/17/18	Bret Fearrian	Library Associate 3	MED	40	Under Recruitment			
12/21/18	Winter Santiago	Library Associate 1	MED	10	Under Recruitment			
12/31/18	Ann Magill	Library Associate 1	ASH	15	Under Recruitment			

Outreach & Networking

Director Kari May gave a presentation to the Medford Rogue Rotary Club, focusing on library services we offer today and how we are positioning ourselves to meet the information needs of our communities in the future.

Ms. May attended the Medford / Jackson County Chamber of Commerce Forum Luncheon on November 19 and the Eagle Point / Upper Rogue Chamber meeting on December 3. She also attended the Economic Redevelopment Committee meeting, which is a subcommittee of the Downtown Medford Business Alliance.

In December, library branches have planned ways to recognize and appreciate the time that our volunteers give us throughout the year and help make our libraries successful. Some branches are hosting receptions in December, while others are sending cards.

The Administration team welcomes Carey Hunt as the new Assistant Director for Support Services. Ms. Hunt's first day was Monday, December 3. With that position filled, the Admin Team is complete. Collection Development, Digital Library Services, and Technical Services will report to Ms. Hunt. The Admin Team will consist of the Director, the Assistant Director of Public Services, the Assistant Director of Support Services, the IT Manager, the Office Manager, the Marketing and Communications Manager, and the Volunteer Services / Staff Development Coordinator.

Providence Festival of Trees: Evening of Giving

Seven JCLS staff attended the Providence Festival of Trees: Evening of Giving to bring the Library to the festivities and present a Christmas craft for children to make and hang from their trees. The craft featured battery-operated tea lights. We created 275 tea light snowmen ornaments, distributed 10 new library cards, and provided library services and resource information.

The evening includes visits with Santa, activities, and prize drawings. Each child also takes home a gift bag of goodies that include things many of us take for granted: toothbrushes, mittens and hats, small stuffed animals and fun holiday gifts.

Pictured below JCLS staff: Romina Ramos-Tapia, Laura Kimberly, Rebekah DiBianco, Brystan Strong, Bret



Fearrien, Marne Kapule, and Charlene Prinsen (Committee Chair).

Court Appointed Special Advocates (CASA)

This holiday season, Jackson County Library Services (JCLS) will partner with Court Appointed Special Advocates (CASA) of Jackson County and the Maslow Project to collect donations for children living in foster care and for unhoused children and families. Each year the CASA Giving Tree campaign is a special way for the community to participate by donating new toys, pajamas, clothing, and gift cards to children who are living in foster care during the holiday season. To give, take a tag from the Giving Trees at the **Ashland, Central Point, Jacksonville, Medford, and Talent Libraries**. Purchase a gift and return it to the tree unwrapped, with the tag attached. Donations can be made during regular Library hours Saturday, December 1 through Monday, December 24.

Oregon Child Development Coalition

Josh Commander, Megan Pinder, and Romina Ramos-Tapia were present at the Oregon Child Development Coalition (OCDC) Parent Night on November 9 in Ashland from 5-7:00 pm. There were a dozen local agencies offering information and services geared toward families with children ages zero to six. OCDC runs two programs, Oregon Pre-Kindergarten and Migrant and Seasonal Head Start, both of which serve low-income families. OCC provides a rotation of bilingual books and CDs to each of the eight classrooms in the school, and Nancy Tovar of the Ashland Branch provides a monthly bilingual storytime to one of the classrooms.

The JCLS table engaged directly with 53 attendees, providing library services and resource information, and offering a children's book in Spanish or English for each family that either showed a JCLS library card or applied for a new one. The team issued nine new library cards, gave away 29 paperback books, and handed out four "Baby's First Book" packets (information and a board book courtesy of the Library Foundation) to new or expecting parents and caretakers. It was helpful to have two bilingual staff (Romina and Megan) and a digital services expert (Josh) at the event since at least half of the families that attended spoke Spanish as their primary language.

Storytime Training

Storytime training was held on Thursday, November 15 to polish the skills and set standards for staff who are involved with storytimes throughout our library system. Emphasis was on special storytimes. Stations were set up for storytime basics, Toddlerobics, Bilingual Storytime, and Sensory storytime. All participants were actively involved and engaged. Another storytime training will be held in the late spring.



Digital Services

Reading Becomes Electric, the new Kindle loan program, will launch in January with six devices being put into circulation. These will function as discovery tools – a “try it before you buy it” concept – with a variety of popular titles pre-loaded onto them. The Kindles will check out for three weeks and come in a bag with instructions and a charger. One copy of a title can be shared across all six devices, so it's a cost-effective method of providing E-Books to the cardholders.

Outreach to Child Care

Nancy Peterson was the featured speaker at the Parent Café for the Eagle Point Head Start on November 8. Nancy talked about the six skills of early literacy, gave each parent a book to share with his/her child, and presented information about resources, programs, and services.

Megan Pinder, Outreach to Child Care, attended a half-day presentation at the Department of Human Services in Medford on November 9, which informed social service and child care providers about a myriad of community resources. These resources, such as 211info, Continuum of Care, Community Works, and Southern Oregon Early Learning Services, will be important to Outreach to Child Care as we begin our grant-funded Kaleidoscope Play and Learn (KPL) groups. Families that we interface with during KPL may be in need of additional support, and via our referral, these community partners can ensure wrap-around services for them. Megan has organized a binder of fliers and contact information that we can keep handy at our KPL sessions.

Megan spoke with Sandra Padilla of Housing Authority and informed her that the Kaleidoscope Play and Learn contract with JCLS had been finalized. Outreach to Child Care will collaborate with Housing Authority to begin the program in January 2019. Annie Valtierra-Sanchez of the OCF Latino Partnership Program was present. The OCF and LPP just awarded a \$4,000 grant to Outreach to Child Care to support the enhancement and expansion of their Spanish language collection. Megan was able to thank her in person for the program's generous support.

Outreach to the Homebound

Ali Aftreth, Medford Circulation Supervisor, and Sheila Fortman-Craun, Outreach to Homebound Coordinator, attended the VA Caregivers Resource Fair on November 14 at the Department of Human Services in Medford. JCLS was one of 10 participating organizations. Staff spoke to 20 attendees and issued 3 library cards during the hour.



Technical Services & Collection Development

We continue to work toward the goal of having the JCLS turnover rate a 4. Turnover rate is a measurement of circulation, calculating the average number of circulations per volume in the JCLS collection. The total branch rate is now 3.25, up from 2.65 in July 2018, with Central Point leading the pack with a 5.16! We attribute this success to the strategic weed, the new materials ordered for the branch, and the Spark Space that updated the library's image and brought new interest to the branch.

We are happy to report that we are on schedule with weeding. The Selection Team has accomplished the first pass of weeding at the Central Point, Shady Cove and Talent libraries. It's amazing how much better each branch looks after the weed. Stop in and check out one of the branches to see for yourself.



New online resources, including Gale Courses, Lynda.com, Tumblebooks, and Brainfuse, are all in process and launched in December 2018, with the advertising push scheduled in January 2019. We are excited to be able to offer these new resources to our patrons.

The Acquisitions and Cataloging arms of the Technical Services Department have been working to expand JCLS' collection of Spanish Language items. In November, we worked closely with DVD Selector, Holly Hertel, to find better resources for

Spanish films and develop more efficient workflows for ordering these items.

Regarding print collections, the Collection Development Coordinator has identified and ordered new copies of classics to replace old and unattractive copies. These go along with the PBS Great American Read. An example is the Nancy Drew mystery, *The secret of Shadow Ranch*. The Medford copy (pictured right) is getting its well-deserved retirement after giving its all to our library system. After being checked out 130 times, it was taped, dog-eared and had a broken spine.

The new replacement copy has a beautifully redesigned cover that will attract new readers to this classic series.



Volunteer Services

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

December Anniversaries

One Year

Judith Trautman (Ashland)
Victor Mlotok (Phoenix)
Jeanie Martinez (White City)

Three Years

Rhianna Ullom (Medford)

Four Years

Barbara Terrel (Ashland)

Five Years

Shawn Decourcy O'Grady

Eight Years

Judy Addington (White City)

Nine Years

Lynn Stillwater

FAST FACTS

Our generous volunteers donated over
1,301 hours in the month of October!



Regional Library Report

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

The Eagle Rock Elementary School invited the Eagle Point Library to participate in their Literacy Night on November 29. Students came with their parents to be informed, play games and win books. Golden Rogers, Charlene Prinsen, and Josh Commander represented the Eagle Point staff. We engaged with 121 individuals and issued 20 new library cards. This all happened in one hour!



On November 16, 115 first and second grade students from Eagle Rock Elementary School attended a special program provided by the Eagle Point Friends of the Library. The Traveling Lantern Theatre Company performed *The Story of Ebenezer Scrooge: A Christmas Carol* for a packed house of children and adults. The public was also invited. The event was held at The Ashpole Center, the Eagle Point City community room next to the library.



The White City Library hosted its first "Library Bingo" program on November 17th. Attended by 9 adults and 31 children, the program was a success and is planned as a monthly event.

The City of Shady Cove had a Christmas tree lighting ceremony on November 30th. The library participated and opened the community room, offered warm beverages, a raffle, and celebrated the holiday season. There were 150 attendees for the celebration even though it was raining!



Medford Cluster (Medford)

The Medford Teen Library will host a “Share the Warmth with Maslow” donation drive December 1–31. All are invited to donate new cold weather items (gloves, hats, socks, hand warmers) and snack foods or single-serve meals to benefit the Maslow Project, an organization serving homeless youth and families in the Rogue Valley.



Pictured above: Thankful trees in circulation lobby and children’s department.

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

The Ashland Friends group wrapped up their annual silent auction, raising about \$8,000. We are gearing up for our author fair event on December 9. Former JCLS staff member and current Friends member Amy Blossom agreed to organize it, and it has been generating quite a bit of buzz.

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

Thirteen Applegate Valley authors participated in an event, "Meet Applegate Authors," at the Ruch Library on November 17. Each author had a cozy little area of the library, and their fans and visitors were free to visit with whomever they chose during the first 90 minutes. The patrons could hear portions of the books, ask questions, or just chat. Many patrons made a point of visiting with every author. We concluded with a half hour reception in the community meeting room. All the participating authors had their books entered into the JCLS system, and all the books are available for check out. There were 49 attendees.

The Gold Hill Library's storytime attendance is growing due partly to the widespread distribution of flyers. The monthly DIY craft program was well attended by children and adults who enjoyed bringing out their creativity in creating gift tags for their holiday presents. Sixteen attendees enjoyed the monthly movie series about writers. The community room was well-used in November, with 27 reservations including library events.

Jackson County Library FOUNDATION

Executive Director Report December 2018

1. Grants Received in November

Jackson County Cultural Coalition Grant, \$3,000

To purchase 10 Spanish language literary theme bags and refresh 30 English language literary theme bags to support early childhood literacy

Creating these bags will help Outreach to Child Care (OCC) support all child care providers equally. OCC does not currently offer Spanish language bags, and yet approximately 22% of children served speak Spanish as a first language. Usage of the English theme bags has more than doubled since tracking began in 2011, demonstrating their popularity and value to the child care providers.

Latino Partnership Program Grant from the Oregon Community Foundation, \$4,000

To promote early childhood literacy for Spanish speaking children through creating 10 and refreshing 30 OCC Provider Bags and through creating 5 Courtesy Collections (CC) with the used Spanish books



Provider Bags rotate among the child care sites served, so every site receives a new bag monthly to share with the kids. CC allow parents, guardians, and/or caregivers to bring books home to share with their families. These CC will be placed in neighborhoods with a high density of Spanish speakers.

Related press:

<https://kobi5.com/news/latino-partnership-program-gives-back-on-giving-tuesday-90623/>

2. Annual Appeal Update

The letters are mailed, and we've begun receiving donations. Donations appear to have increased in comparison to this time last year, and we will have more meaningful reporting at month end.

Thank you to those who have donated so far! We greatly appreciate your generosity.

December 13, 2018

Title: Notice of Intent Not to Renew Library Administration and Operations Agreement

From: Lisa Marston, District Administrator

Summary:

The Board of Directors of the Jackson County Library District reached a consensus at a work session held in July 2018 not to renew the District's existing Library Administration and Operations Agreement ("Agreement") with Library Systems & Services (LS&S) dated April 13, 2015. At that time, the Board also reached a consensus that a letter officially notifying LS&S of its intent not to renew the Agreement be drafted and placed on a future regular Board meeting agenda.

Policies, Plans, and Goals Supported:

This action formally implements the Board's consensus not to renew its existing Agreement with LS&S by placing it on the Board's December 13, 2018 regular meeting agenda.

Background and Additional Information:

Representatives from LS&S were present at the July 2018 work session where the Board discussed and reached a consensus on the existing LS&S contract. On October 4, 2018, the Board President and Vice President, along with the District Administrator, met with Todd Frager, CFO/COO of LS&S, at which time the Board's consensus was reiterated. The attached letter is written confirmation of those prior discussions.

Resource Requirements:

Minimal staff time. Legal counsel has reviewed the letter for compliance with the contractual terms for "Notices" as set forth in the April 13, 2015 Agreement.

Staff Recommendation:

Staff recommends that the Board take action to formalize its July 2018 consensus not to renew the existing Agreement with LS&S and to authorize the Board President to sign the notification letter on behalf of the District.

Actions, Options, or Potential Motions:

I move that we notify LS&S of the District's intent not to renew the Library Administration and Operations Agreement dated April 13, 2015; authorize the Board President to sign the letter of notice not to renew; and instruct staff to mail the letter to LS&S on the next business day in accordance with Section 2(c) and Section 6 of said Agreement.

Attachments:

1. Letter of Notice to LS&S of Contract Non-renewal



Board of Directors

Jackson County Library District
Administration Office
205 S Central Ave
Medford, OR 97501

541-774-6508

December 13, 2018

Sent via Regular US Mail and Certified Return Receipt Mail

Library Systems & Services, LLC
2600 Tower Oaks Blvd, Suite 510
Rockville, MD 20852
Attention: Greg Toth, Chief Executive Officer

Re: Notice of Contract Non-renewal

Dear Mr. Toth,

I am writing to notify you that the Jackson County Library District is not renewing the Library Administration and Operations Agreement (“the Agreement”), dated April 13, 2015.

Under Section 2(a), the Agreement expires on June 30, 2020 (“Expiration Date”). According to Section 2(c), the Agreement automatically renews unless cancelled at least six (6) calendar months prior to the Expiration Date. This letter serves as timely notification that the Jackson County Library District has decided not to renew its current Agreement with Library Systems & Services, LLC. Accordingly, the Agreement will terminate on June 30, 2020.

Thank you for your work with our library system. It has been a pleasure to work with you and your team.

Sincerely,

Susan Kiefer
Board President
Jackson County Library District

December 13, 2018

Title: 2019 Holiday and Library Closures

From: Kari May, Library Director

Summary:

Dates for holiday and library closures in 2019

Actions, Options, or Potential Motions:

Approve holiday dates for 2019, as well as other dates the library will be closed (i.e. staff development day).

Recommendation:

Approve closure dates as requested.

Background and Additional Information:

The Board has approved 9 regular holidays. This request confirms the actual dates that holidays will be observed in 2019.

Holiday Closures:

New Year's Day	1/1/2019 Tues
MLK B'Day	1/21/2019 Mon
Presidents' Day	2/18/2019 Mon
Memorial Day	5/27/2019 Mon
Independence Day	7/4/2019 Thurs
Labor Day	9/2/2019 Mon
Veterans Day	11/11/2019 Mon
Thanksgiving Day	11/28/2019 Thurs
Christmas Day	12/25/2019 Wed

Other Closed Dates:

Thursday, September 19 – Staff Development Day

MEDFORD ONLY – Saturday, October 5 – Centennial Celebration

December 13, 2018

Title: Security Cameras Policy

From: Lisa Marston, District Administrator

Summary:

The proposed policy explains the framework within which the Jackson County Library District (hereinafter referred to as “District” or “Library”) will use security cameras and how it intends to balance safety and security with patron privacy and confidentiality, as well as public access and transparency.

Policies, Plans, and Goals Supported:

This policy supports the District’s strategic objective to provide safe and welcoming spaces for people of all ages, cultures and backgrounds to connect with others and to engage in individual pursuits.

Background and Additional Information:

Currently, security cameras are installed at three Library properties: 1) Medford Public Library; 2) Ashland Public Library; and 3) Eagle Point public library. The District relies on incident report data and customer feedback when deciding to install security cameras at a particular location.

The purpose of using security cameras is to help protect the safety and security of library users, staff, and property; to discourage inappropriate and illegal behavior; and to enhance the opportunity to apprehend offenders. Since patron privacy is also of paramount importance for libraries, the Security Cameras Policy seeks to limit who can access recorded data and the purposes for which recorded data can be used.

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 Security Cameras Policy.

Actions, Options, or Potential Motions:

I move to approve the Security Cameras Policy.

Attachments:

1. Security Cameras Policy

Policy 4-1	Security Cameras	Created: 12/7/2018 Approved:
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I. Purpose

This policy establishes the framework within which the Jackson County Library District (hereinafter referred to as “District” or “Library”) will use security cameras. The District will use security cameras to enhance the safety and security of library users, staff, and property, while protecting an individual’s right to privacy. The security camera installation consists of dedicated cameras providing real-time surveillance through a video management system. The primary use of security cameras is to discourage inappropriate and illegal behavior and to enhance the opportunity to apprehend offenders.

II. Signage

The District shall post and maintain signs giving notice of the use of security cameras for monitoring and recording activity in public areas of the Library property.

III. Camera Location

Cameras are located to view service desks, exits, and areas prone to theft, vandalism or other activity that violates Library policy or criminal law. In no event shall cameras be located in areas where patrons and/or staff have a reasonable expectation of privacy such as private offices, restrooms or areas designated for breast feeding.

IV. Access to Digital Images

- A. Video data is recorded and stored digitally on a dedicated server. The recorded data and Digital Video Recorders (DVRs) are considered confidential and secure. Both the recorders and recorded data are housed in a limited-access, controlled area.
- B. Authorized staff shall have access on local DVRs and remotely via the Library’s network to live feeds in order to monitor activity at the Library when security and safety is a concern. Access to recorded video data is limited to the Library Director, District Administrator, managers, supervisors and staff as assigned.
- C. In situations involving patrons who have been trespassed from the library, stored still images may be shared with staff system-wide. Shared images may remain posted in restricted staff areas for the duration of the banning period. After the banning period ends, these images will be archived in the Administrative Offices for 5 years.
- D. A log will be maintained with name, date, time, and reason for all viewing access, including proper maintenance of the system, investigation of an incident, pursuant to a subpoena, etc.

V. Retention of Digital Images

Recordings shall be kept for approximately 7 days with the exception of appropriate still shots or selected portions of the recorded data relating to specific incidents. These shall be retained for one year after the incident. The storage media shall be kept in a secure area.

VI. Access by Law Enforcement and Patron Privacy

- A. Video surveillance records are not to be used directly or indirectly to identify the activities of individual Library patrons or staff except as viewed in relation to a specific event or suspected criminal activity, suspected violation of District policy, or incidents where there is reasonable basis to believe a claim may be made against the District for civil liability.
- B. Authorized individuals may use a still shot or selected portions of recorded data to request law enforcement review for assessing the security risk of a specific individual or for investigating a crime on Library property.
- C. Video data will be made available to law enforcement officials or agencies upon written request. The Library shall retain a copy of the request.
- D. In all other respects, recorded data will be accorded the same level of confidentiality and protection provided to library users by Oregon State law and the District's policies with respect thereto, including but not limited to the policy concerning confidentiality of personally identifiable information about library users.

VII. Disclaimer of Liability

- A. Any patron or staff member shall be given a copy of this policy regarding use of the security cameras upon request.
- B. The District disclaims any liability for use of the video data in accordance with the terms of this policy, given that the Library is a public facility and the security cameras shall be limited to those areas where patrons and/or staff have no reasonable expectation of privacy.
- C. Because cameras are not continuously monitored, the public and staff should take appropriate precautions for their safety and for the security of their personal property. Neither the Jackson County Library District nor the Jackson County Library System is responsible for loss of property or personal injury. Questions from the public may be directed to the Library Director or District Administrator.

VIII. Damages and Liability

Any individual using the Library shall be held responsible for willful or accidental damage to the Library building and collections caused by the individual in accordance with the Library's Rules of Conduct.

December 13, 2018

Title: Patron Privacy and Confidentiality Policy

From: Carey Hunt, Assistant Director of Support Services

Summary:

Ms. Hunt will present a proposed update to the patron privacy and confidentiality policy, which was originally approved by the Board in April 2015.

Actions, Options, or Potential Motions:

Please review the policy and be sure that it meets the District needs in terms of inclusiveness of policy, clarity on the Library's responsibility in ensuring patron privacy of their personal information, and the expectations for privacy that patrons should have at the Library.

Recommendation:

The Library recommends that the Board approve the policy as presented.

Resource Requirements:

N/A

Policies, Plans, and Goals Supported:

Confidentiality of library records is a core value of librarianship. Library patron privacy is paramount to the ALA Code of Ethics and Library Bill of Rights. In keeping with the library's commitment to ALA and to its patrons, the current patron privacy policy has been updated and expanded.

Background and Additional Information:

Library privacy and confidentiality policies must be in compliance with applicable federal, state, and local laws. One of the key concepts of a privacy policy is first to identify "personally identifiable information." The Library keeps only the name, address, phone number and/or email of its patrons. The privacy policy aims to protect that patron information in accordance with the above mentioned laws.

Attachments:

Policy 5.2: Patron Privacy and Confidentiality

Policy 5.2	Patron Privacy and Confidentiality	Created: 4/2/2015 Revised: 12/4/2018 Approved:
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I. Purpose

This policy explains patron privacy and confidentiality rights and responsibilities, the steps Jackson County Library District (Herein referred to as the “District” or “Library”) takes to respect and protect patron privacy when using library resources, and how the Library handles personally identifiable information collected from patrons. The Library has measures in place to protect patron privacy and confidentiality. In setting these policies, the Library tries to strike a balance between privacy and convenience.

II. Introduction

The Library takes steps to protect the privacy and confidentiality of all library patrons, no matter their age. This commitment to patron privacy and confidentiality has deep roots not only in the law but also in the ethics and practices of librarianship. In accordance with the American Library Association's Code of Ethics: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted." The Library's privacy and confidentiality policies are in compliance with applicable federal, state, and local laws.

State law protects library records from disclosure if a member of the public or the media requests them. Library records include circulation records, the patron’s name together with his or her address or telephone number, and email address. Library records may be subject to disclosure to law enforcement officials under provisions of state law, the USA PATRIOT Act or in a civil lawsuit. Librarians may be forbidden from reporting to a patron that his or her records have been requested or obtained under provisions of the USA PATRIOT Act.

III. Privacy and Confidentiality Policy

The Library publicly posts privacy and information-gathering policies on its website. The Library avoids creating unnecessary records, avoids retaining records not needed for library business purposes, and does not engage in practices that might place personally identifiable information on public view without patron consent.

Information the library may gather and retain about Library patrons includes the following:

- a. Information required to register for a library card (e.g. name, address, telephone number, email address, birthdate)
- b. Records of material currently checked out, charges owed, and payments made
- c. Records of past checkouts if patron opted-in to retain reading / viewing history
- d. Records of electronic access information such as the library card or guest pass number used to log onto library public computers
- e. Requests for interlibrary loan or reference service

- f. Sign-up information for library classes, programs, or booking meeting room.

The library will keep personal information gathered confidential and will not sell, license or disclose it to any third party, except those working under contract to the library, or except as required by law. For information about the ways third parties may use or disclose patron information, see the Third Party Vendor Services section below.

The District may use security cameras to enhance the safety and security of library users, staff, and property, while protecting individuals' right to privacy. The security camera installation consists of dedicated cameras providing real-time surveillance through a video management system. The primary use of security cameras is to discourage inappropriate and illegal behavior and to enhance the opportunity to apprehend offenders.

The Library never uses or shares the personally identifiable information provided in ways unrelated to the ones described above without also providing the patrons an opportunity to prohibit such unrelated uses, unless the Library is required by law to do so.

IV. Access to Accounts and Patron Responsibility

- a. Protecting the Patron's Library Card

It is the patron's responsibility to notify the Library immediately if his or her card is lost or stolen or if he or she believes someone is using the card or card number without permission. The Library encourages patrons to protect any PIN or password associated with their card for their privacy and security.

- b. Keeping Account Information Up-To-Date

Library patrons may access their personally identifiable information held by the Library at any time and are responsible for keeping information accurate and up-to-date. Patrons should ask a staff member if they have questions about the process for accessing or updating their information.

- c. Parents and Children

The Library respects the privacy of all library patrons, regardless of age. Parents, guardians or caretakers of a child under age 18 who wish to obtain access to a child's library records, including the number or titles of materials checked out or overdue, must provide the child's library card or card number.

- d. Data Security

The Library takes reasonable steps to assure data security. The Library protects personally identifiable information by electronically purging or manually shredding it once it is no longer needed for library business purposes. The Library has invested in appropriate technology to protect the security of personally identifiable information while it is in the library's custody. The Library takes steps to remove personally identifiable information from aggregate, summary data. The Library also regularly

remove cookies, browsing history, cached files, or other computer and Internet use records that are placed on Library-owned computers or networks. Staff will not disclose any personally identifiable information to any other party except where required by law or to fulfill a service request.

Law enforcement officers who seek information which they believe may be helpful to the investigation of criminal activity, shall be asked to make a formal, written request for such information, and may, on the advice of District Counsel, be required to submit a subpoena or a court order for same. Any such request for information must be referred to the Library Director, who may confer with, and be guided by, District Counsel in determining how to respond to such a request.

V. Third Party Vendor Services

Third party services provided through the library have other terms and policies that affect the privacy of personally identifiable information. Patrons should understand that, when accessing remote or third party vendor sites, there are limits to the privacy protection the library can provide. Links to third party vendor privacy policies are available through the Library's website.

VI. Other Services

This privacy and confidentiality policy does not apply to external applications or websites that may be accessed by a patron from the library's public computers, devices or equipment (such as Internet computers, Chromebooks and iPads).

Some patrons may choose to take advantage of RSS feeds from the library catalog, public blogs, hold and overdue notices via e-mail or text message, and similar services that send personally identifiable information related to Library use via public communication networks. Patrons should also be aware that the Library has limited ability to protect the privacy of this information once it is outside its control.

VII. Illegal Activity Prohibited and Not Protected

Patrons may conduct only legal activity while using library resources and services. Nothing in this policy prevents the library from exercising its right to enforce its Rules of Conduct, protect its facilities, network and equipment from harm, or prevent the use of library facilities and equipment for illegal purposes. The Library can electronically log activity to monitor its public computers and external access to its network and reserves the right to review such logs when a violation of law or library policy is suspected. Staff is authorized to take immediate action to protect the security of library patrons, staff, facilities, computers and the network. This includes contacting law enforcement authorities and providing information that may identify the individual(s) suspected of a violation.

VIII. Enforcement and Redress

If a patron has a question, concern, or complaint about the Library's handling of personally identifiable information or this policy, the patron may file written comments with the Library

Director. The Director will respond in a timely manner and may conduct an investigation or review of practices and procedures. The Library conducts such reviews regularly to ensure compliance with the principles outlined in this policy.

The Library Director is custodian of library records and is authorized to receive or comply with public records requests or inquiries from law enforcement officers. The Director may delegate this authority to designated members of the library's management team. The Director confers with the Library Board before determining the proper response to any request for records. We will not make library records available to any agency of state, federal, or local government unless a subpoena, warrant, court order or other investigatory document is issued by a court of competent jurisdiction, showing good cause and in proper form. All library staff and volunteers have been trained to refer any law enforcement inquiries to the Library Director.

December 13, 2018

Title: District Employee Benefits

From: Lisa Marston, District Administrator

Summary:

As the only employee of the Jackson County Library District, the District Administrator currently receives benefits under an employment contract. Assuming that the District will have more than one employee in the future there is a need for the District to determine what employee benefits to offer as part of the District's total compensation package. The initial benefits research and recommendations described herein assume a scenario of 1-4 District employees and address only health, long-term disability, life insurance, and retirement benefits. Additional employee benefits can be addressed at a later time.

The information provided below mainly stems from primary research; specifically, phone meetings and emails exchanged back in September and October with Chet Weichman from Special District Insurance Services (SDIS); and a meeting on November 28, 2018 with Jill Turner and DeLana Hansen from ICMA-RC, a nonprofit organization founded by the International City/County Management Association (ICMA) to provide portable retirement benefits for city and county managers and other public sector employees. Secondary research of public sector benefit options and trends was also conducted.

Policies, Plans, and Goals Supported:

A District Compensation Policy has not been adopted yet; however, Board members have expressed a desire for employees to be treated equitably and to compensate them in a manner that attracts and retains high quality District employees over the long term.

Background and Additional Information:

Employee benefits are a key component of an organization's total compensation. Because the District is a member of the Special Districts Association of Oregon (SDAO), the District can participate in group benefit plans offered by Special District Insurance Services (SDIS), which is the insurance arm of SDAO. For employers with 1-4 employees, however, SDIS's health insurance rates are based on the age of the employee instead of the average age of all employees. The following health, long-term disability (LTD) and life insurance benefits from Special District Insurance Services (SDIS) are recommended:

- Medical Insurance
- Dental Insurance
- Group-Term Paid Life Insurance
- Long-Term Disability Insurance (LTD)
- Employee Assistance Program (*included with Life or Long-term Disability Plan*)

The monthly costs of Health/LTD/Life benefits are listed on the attached spreadsheet. Please note that I am recommending the Blue PPO IV plan from the health plans offered by SDIS because it is the plan that is closest in terms of costs and benefits to my current City/County Insurance Services (CIS) COBRA plan.

Retirement Plan.

If the District were to decide to bring Library employees in house, the recommendation would be for the District to establish and contribute to a 401(a) Money Purchase Plan as the primary retirement benefit for

employees. A voluntary 457 Deferred Compensation plan should also be offered to provide employees with an additional savings and investment vehicle.

The set up costs and third-party administrator fees for a 401(a) plan can run into the thousands of dollars, however, which makes it a costly option for employers with 1-4 employees. In addition, public entities typically issue a Request for Proposal when seeking third-party administrator services for their employee retirement plans, which would only make sense if the District were looking to set up a retirement plan for many employees, not just a few.

The uncertainty of the District's future employment model is another reason to proceed with caution. Specifically, if the District were to opt for a co-employment model with a PEO (professional employer organization), the employee benefit plans would almost certainly need to be procured and administered by the PEO, not by the District. Moreover, since the PEO would be a private company, the PEO would likely be ineligible to participate in the group employee benefit plans offered by SDIS or the retirement plans offered by ICMA-RC since those organizations serve only the public sector.

Therefore, while the District is deciding whether or not to bring Library employees in house, a more cost-effective solution for 1-4 employees would be for the District to contribute to a Traditional or Roth Individual Retirement Account (IRA) for the employee. The amount contributed would likely be based on a percentage of the employee's salary. Whatever is decided will need to be approved formally through a Board resolution.

Resource Requirements:

Minimal time would be required of District and contracted staff for the initial set up and administration of District employee benefits.

Staff Recommendation:

Staff recommends that the Board review and discuss the District's employee benefit options and consider taking action at the January 10, 2019 regular Board meeting.

Actions, Options, or Potential Motions:

N/A

Attachments:

1. Lisa Marston Health/LTD/Life Benefit Options (includes comparison with current CIS COBRA)
2. SDIS Employee Benefit Program Group Life, Short-Term and Long-Term Disability Options

Lisa Marston Health/LTD/Life Benefit Options - Employee Only

MONTHLY COSTS OF HEALTH BENEFITS

HEALTH PLAN PROVIDER	COBRA CIS	SDIS
Medical Plan	Regence Copay C RX5 AC	Blue PPO IV
Dental Plan	Delta Dental V	Delta Dental
Vision Plan	VSP-1	(included)
Medical	\$618.00	\$686.96
Dental	\$54.14	\$50.95
Vision	<u>\$10.87</u>	<u>\$0.00</u>
Subtotal Health	\$683.01	\$737.91
Long-Term Disability (Option II)	n/a	\$29.39
Group Life/AD&D (Option III)	n/a	<u>\$11.84</u>
Subtotal LTD/Life		\$41.23
TOTAL MONTHLY COSTS FOR HEALTH/LTD/LIFE		\$779.14

COMPARISON OF BENEFITS*

ITEM	COBRA CIS	SDIS
Medical Deductible	\$1,000/\$3,000	\$1,000/\$3,000
Out-of-Pocket Maximum	\$3,000/\$7,000	\$3,000/\$9,000
Co-pay	\$20	\$25
Co-insurance	20%	20%
Generic Rx Co-pay	\$5	\$10
Preferred Brand Rx Co-pay	\$25	\$30
Non-Preferred Rx Co-pay	\$50	\$50
Alternative Care	\$20 Copay/\$1,000 Max/Yr	\$25/Copay/\$1,500 Max/Yr
Dental Deductible	\$25	\$25
Dental Yearly Benefit	\$2,000	\$1,500

**assumes preferred, in-network providers are used*

SDIS PARTICIPATING EMPLOYER AGREEMENT

Definition of eligible employee	Works on a regularly scheduled basis with a normal work week of 17.5 or more hours	
Employee/Dependent Participation Requirements	MEDICAL 75% employees 75% dependants	DENTAL 75% employees
Employer Contribution Requirements	Employee/75% Dependent/0% - or - Employee/50% Dependent/50%	

SDIS Employee Benefit Program
Group Life, Short-Term and Long-Term Disability Options
Monthly Rates Effective 7/1/18 to 7/1/20

Jackson County Library District

**** Indicates current plan option.**

Plan Option		Monthly Premium
Group Life Insurance		
Option I	\$10,000 Life & AD&D	\$ 2.37
Option II	\$20,000 Life & AD&D	\$ 4.73
Option III	\$50,000 Life & AD&D	\$ 11.84
Option IV	1 X's Salary Life & AD&D	\$ 12.08
Dependent Life	\$5,000 Each Dependent	\$ 1.81
Short-Term Disability		
Option I		\$ 4.86
Option II		\$ 6.68
Option III		\$ 9.68
Option IV		\$ 13.35
Option V		\$ 20.70
Option VI		\$ 24.84
Long-Term Disability		
Option I		\$ 37.19
Option II		\$ 29.39



2018 SDIS Life & Disability Plans with Standard

The rates for the Life/AD&D plans as well as the STD plans are charged on a Per Employee Per Month (PEPM) basis. The LTD plans rates are charged as a percent of covered payroll.

Life /AD&D Plans

	Option 1	Option 2	Option 3	Option 4
Life/AD&D Schedule	\$10,000	\$20,000	\$50,000	1 X Annual Salary
Rates- PEPM	\$2.37	\$4.73	\$11.84	\$12.08
Dependent Life	\$5,000	\$5,000	\$5,000	\$5,000
Rates-PEPM	\$1.81	\$1.81	\$1.81	\$1.81

Short-Term Disability Plans

	Option 1	Option 2	Option 3	Option 4	Option 5	Option 6
STD Plan	\$100 per week	\$100 per week	\$200 per week	\$200 per week	60% to \$900 per week	60% to \$900 per week
Duration	Up to 90 days	Up to 180 days	Up to 90 days	Up to 180 days	Up to 90 days	Up to 180 days
Rates-PEPM	\$4.86	\$6.68	\$9.68	\$13.35	\$20.70	\$24.84

Long-Term Disability Plans

	Option 1	Option 2
LTD	60% to \$5000	60% to \$5000
Elimination Period	90 Days	180 Days
Benefit Duration	SSNRA	SSNRA
Rates- PEPM	0.525% of covered payroll	0.415% of covered payroll

All LTD participants are also covered by Standard's EAP program.

Note: A current census is required to confirm the monthly premium for a LTD proposal.

Group Size Error (No Longer Small Group): 0
 Medical Census Entry Error: 0
 Medical Participation Error: 0

S | D | I | S Special Districts Insurance Services

ME

Jackson County Library District

Quote September 26, 2018 for rates effective November 1, 2018

The premiums shown below are based on census data submitted with your proposal request. Final rates may vary if actual enrollment differs from the original census.

Minimum Employer Contribution Requirement: 75% employee & 0% dependent OR 50% employee & 50% dependent.

Minimum Participation Requirement: 100% of eligible employees & 75% of eligible dependents.

The premiums below will require review if the effective date is after: November 1, 2018

Census Counts					
	Employee Only	Employee + Spouse	Employee + Family	Employee+ Child(ren)	Total
Subscribers	1	0	0	0	1

Medical Benefit Options Available					
Plan	Employee Only	Employee + Spouse	Employee + Family	Employee+ Child(ren)	Total Monthly Premium
Blue PPO II	\$807.28	\$1,614.56	\$2,300.75	\$1,493.47	\$807.28
Blue PPO II-A	\$770.41	\$1,540.82	\$2,195.67	\$1,425.26	\$770.41
Blue PPO III	\$739.36	\$1,478.72	\$2,107.18	\$1,367.82	\$739.36
Blue PPO IV	\$686.96	\$1,373.92	\$1,957.84	\$1,270.88	\$686.96
Blue PPO V	\$661.74	\$1,323.48	\$1,885.96	\$1,224.22	\$661.74
Blue PPO VI	\$630.69	\$1,261.38	\$1,797.47	\$1,166.78	\$630.69
Blue PPO VII	\$611.28	\$1,222.56	\$1,742.15	\$1,130.87	\$611.28
Red PPO C	\$729.66	\$1,459.32	\$2,079.53	\$1,349.87	\$729.66
Red PPO D	\$702.49	\$1,404.98	\$2,002.10	\$1,299.61	\$702.49
Red PPO E	\$652.03	\$1,304.06	\$1,858.29	\$1,206.26	\$652.03
Red PPO F	\$622.93	\$1,245.86	\$1,775.35	\$1,152.42	\$622.93
Red PPO H	\$587.99	\$1,175.98	\$1,675.77	\$1,087.78	\$587.99
Red PPO J	\$570.53	\$1,141.06	\$1,626.01	\$1,055.48	\$570.53
Red PPO K	\$555.00	\$1,110.00	\$1,581.75	\$1,026.75	\$555.00
Red PPO L	\$535.60	\$1,071.20	\$1,526.46	\$990.86	\$535.60
HSA #1	\$487.08	\$974.16	\$1,388.18	\$901.10	\$487.08

Dental Benefit Options Available					
ODS Premier Network	Employee Only	Employee + Spouse	Employee + Family	Employee+ Child(ren)	Total Monthly Premium
Constant Dental Plan (Option I)	\$50.95	\$92.47	\$134.07	\$96.84	\$50.95
Incentive Dental Plan (Option II)	\$54.95	\$100.59	\$146.19	\$104.55	\$54.95
Willamette Dental-Ortho Included					
WDG Standard Plan (Option III)	\$41.20	\$80.85	\$123.95	\$83.50	\$41.20
WDG Enhanced Plan (Option IV)	\$50.95	\$100.00	\$153.40	\$103.35	\$50.95

December 13, 2018

Title: District Administrator Performance Evaluation Form and Criteria

From: Susan Kiefer, Board President; George Prokop, Board Vice President, as the Executive Evaluation Committee; Lisa Marston, District Administrator

Summary:

The Executive Evaluation Committee was tasked with working with the District Administrator to develop the performance evaluation criteria and a form for the District Administrator's initial 6-month performance review. Through this process, an idea emerged to create a tool that could be applied more broadly.

Policies, Plans, and Goals Supported:

Developing a performance evaluation tool that could be used for future District employees supports one of the Board's top priorities for this year; namely, the transition to the "Board as an Employer" model. Establishing a performance management system for the organization is one of the major tasks included in the project plan that could be implemented as the District transitions to a new model.

Background and Additional Information:

Several examples of evaluation forms were reviewed by the committee, including examples from the International City/Manager Association (ICMA) since the original task was to develop a performance evaluation form for the District Administrator. As we started to consider a longer term perspective, the vision evolved into a more strategic and integrated approach. That led to the discovery of a performance management system that Emory University has adopted, which is based on two parts: 1) delivering results, i.e., setting and meeting goals; and 2) performance competencies against which all employees are evaluated. Aside from the goals and the functional knowledge and skills section, which would be unique to the individual, the rest of the criteria can be applied universally.

Resource Requirements:

Staff and Board member time.

Committee Recommendation:

The Executive Evaluation Committee recommends that the Board review, discuss, and provide feedback on the attached draft performance evaluation form and determine the next steps.

Actions, Options, or Potential Motions:

Since the District Administrator's initial review is scheduled for January 10, 2019, approval of the performance evaluation form is needed fairly soon if we are to meet that deadline. That said, we want to be sure that Board members have enough time to complete their evaluations and return their forms to the committee members, who will be compiling the results in advance of the January meeting.

Attachments:

1. Draft Performance Evaluation Form for District Administrator's Initial Performance Review

Initial Performance Review (Draft)

Review Period: May 21, 2018–December 13, 2018				Date: 12/7/2018
Employee Name: Lisa Marston			Position: District Administrator	
1 – Unacceptable	2 – Needs Improvement	3 – Meets Expectations	4 – Exceeds Expectations	5 – Far Exceeds Expectations
Inadequate performance that is consistently below job requirements and clearly problematic. A review by HR is required.	Generally adequate performance but needs some improvement in order to consistently meet job requirements.	Capable, satisfactory performance that consistently meets and occasionally exceeds job requirements.	Strong performance that consistently meets and frequently exceeds job requirements.	Superior performance that consistently exceeds job requirements. This rating should be reserved for truly outstanding performance.
Evaluation Area		Notes		Rating
Deliverables (total weighting 60%)				
<p>GOAL #1: <i>LS&S completes deliverables and/or commits to dates on deliverables in Amendment One, as follows:</i></p> <ol style="list-style-type: none"> 1) Work cooperatively with District to achieve greater compliance with OLA Standards 2) Provide a service plan describing staffing classifications and FTE 3) Meet quarterly with District to review staffing and training needs 4) Implement a Collection Development and Management Plan, recommend budget 5) Meet annually with District to review Library Director's goals and performance 6) Implement the District's Technology Plan 		<p>Click here to enter text.</p>		<p>Choose an item.</p>
<p>GOAL #2: <i>LS&S implements JCLS Annual Plan (inclusive of the 2-year plan to increase active cardholders; technology plan; collection development and management plan), as follows:</i></p> <ol style="list-style-type: none"> 1) The plan supports the Board's priorities for Library management to broaden user base with measurable objective of 75%. 2) The plan focuses primarily children, Latinx, and Central Point/Medford areas. 3) The plan outlines strategies and tactics, target dates, resources required and associated costs. 4) The plan includes performance metrics to measure success of each tactic. 5) The plan addresses gaps in staffing levels and core competencies. 		<p>Click here to enter text.</p>		<p>Choose an item.</p>

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Evaluation Area		Notes		Rating
<p>GOAL #3: <i>Provide structure for implementing the Board's annual work plan.</i></p> <ol style="list-style-type: none"> 1) Includes a project plan with tasks for implementing the Board's priorities. <ul style="list-style-type: none"> • Transition to "Board as an Employer" model • Transfer of Library buildings and the agreements pertaining to them • Potential signing of a new amendment with LS&S to address compensation 2) Includes modeling of long range costs for District to operate libraries in house starting in 2020 using revenue, service level, and personnel assumptions 3) Includes a 3-month look-ahead timeline so the Board is aware of upcoming agenda items that require Board member discussion or action. 4) Includes policies for the Board to review and implement. 		Click here to enter text.		Choose an item.
<p>GOAL #4: <i>For the first step in the transition to "Board as Employer" model, the Administrator will present Board with benefit options available to special districts with 1-4 employees, as follows:</i></p> <ol style="list-style-type: none"> 1) If obtaining certain benefits for one employee turns out to be too costly or impractical, the Administrator will present the Board with practical, cost-effective alternatives. 2) Note that if the District were to contract with a PEO (Professional Employer Organization), it may impact the District's benefit plan options. 		Click here to enter text.		Choose an item.

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Evaluation Area		Notes		Rating
Competencies (total weighting 40%)				
Functional Knowledge and Skills <ul style="list-style-type: none"> Demonstrates expertise in skill and knowledge within areas relevant to the District Administrator function: <ul style="list-style-type: none"> Organizational development Strategic leadership and operations Local government administration Board relations and governance Policy development and implementation Oregon laws governing library districts, local budgeting, public contracting, ethics, public records and meetings, etc. Financial management and analysis Contract and risk management Human resources administration Process improvement and data analysis Project planning, budgeting and resource management Consistently seen by others as possessing high functional knowledge and skills. 		Click here to enter text.		Choose an item.
Service to Others/Customer Focus <i>Example behaviors at Meets Expectations:</i> <ul style="list-style-type: none"> Anticipates adverse customer reactions and develops better alternatives. Actively solicits feedback from customers to surface needs and concerns. Proactively keeps customers informed with both formal and informal communications. Follows up with customers to ensure satisfaction. Fulfills service commitments prior to deadlines. Willingly puts in extra time and effort in crisis situations; goes the “extra mile” to ensure customer needs are met. 		Click here to enter text.		Click here to enter text.

Review Period: May 21, 2018–December 13, 2018				Date: 12/7/2018
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Evaluation Area		Notes		Rating
<ul style="list-style-type: none"> Actively seeks new opportunities to build relationships and understand the needs of customers. Provides same high level of customer service to staff as to internal and external customers. <p><i>Additional examples: <u>Unacceptable</u> <u>Far Exceeds Expectations</u></i></p>				
<p>Problem Solving/Creativity <i>Example behaviors at Meets Expectations:</i></p> <ul style="list-style-type: none"> Breaks down problems into fundamental parts. Identifies root causes and addresses problems in ways that lead to innovative solutions. Consistently, in all cases, makes informed decisions based on available and hard to find information. Utilizes information that is relevant, current and clear. Recognizes typical as well as complex and unusual issues, and actions needed to advance the decision making process. Recommends possible solutions. Follows up to ensure resolution. Creates new ideas and processes despite initial ambiguity of the situation; modifies approach to achieve results in changing situations. Assists others in diagnosing problems and recognizing issues. Takes time to help others identify critical connections, consequences and alternatives. Recognizes successful adaptations. <p><i>Additional examples: <u>Unacceptable</u> <u>Far Exceeds Expectations</u></i></p>		Click here to enter text.		Click here to enter text.

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Evaluation Area		Notes		Rating
Collaboration/Building Trust <i>Example behaviors at Meets Expectations:</i> <ul style="list-style-type: none"> Consistently, in all cases, treats everyone, with dignity, respect and fairness; is very easy to approach and helpful. Resolves interpersonal conflicts constructively and professionally; seldom requires outside assistance. Enthusiastically spends time with others to help them and the team succeed. Promotes awareness and respect of cultural and individual values and differences; leverages the strengths of others to accomplish goals, regardless of background. Listens to and carefully considers ideas from others, even when different from own; ensures all sides are heard before reaching a conclusion. Encourages teamwork among stakeholders; facilitates resolution of team conflicts; promotes respect among all team members. Behaves and expresses oneself in an open and honest manner; is consistent in all cases with what he/she says and does; appropriately handles difficult situations. Consistently, in all cases, shares information that is accurate and complete; handles sensitive information appropriately. Follows through on all assignments and commitments, completing them in a timely and reliable manner; consistently, in all cases, makes others aware of task/assignment status. <i>Additional examples: <u>Unacceptable</u> <u>Far Exceeds Expectations</u></i>				

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Evaluation Area		Notes		Rating
Communication <i>Example behaviors at Meets Expectations:</i> <ul style="list-style-type: none"> Provides regular, consistent, and meaningful information to others; ensures appropriate individuals are informed. Listens carefully to others, asks questions for clarification, and ensures message is understood. Communicates in a clear and concise manner using appropriate grammar, pronunciation and tone; conveys message using appropriate method of communication (email, phone, in person). Demonstrates an ability to influence others by modeling appropriate body language and nonverbal communication. Tailors communication style to the needs of each situation and audience. Encourages others to communicate consistently, clearly and professionally. <i>Additional examples: <u>Unacceptable</u> <u>Far Exceeds Expectations</u></i>				
Taking Initiative <i>Example behaviors at Meets Expectations:</i> <ul style="list-style-type: none"> Actively seeks out ways on own to improve outcomes, processes or measurements. Takes responsibility and provides leadership on projects or initiatives. Takes action on projects without being directed to do so, and looks for opportunities to move projects along. <i>Additional examples: <u>Unacceptable</u> <u>Far Exceeds Expectations</u></i>		Click here to enter text.		Click here to enter text.

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Evaluation Area		Notes		Rating
<p>Overall Score</p> <ol style="list-style-type: none"> 1. Unacceptable: The employee frequently performs below the level expected of this position in all or almost all key aspects of the position. Both what is produced and how it is produced are below JCLD standards and clearly unacceptable. Unless there is obvious and immediate improvement, earning this rating should cause the Board and the employee to seriously consider whether continued employment is appropriate. 2. Needs improvement: The employee demonstrates adequate performance in most areas, but needs improvement in one or more significant aspects that are critical to the position. Either what is produced or how it is produced require improvement in one or more areas to meet expectations of the position and JCLD. Such performance shortfalls may be attributable to newness on the job, missing or undeveloped skills, and/or experience. Regardless, this rating conveys that performance is below expectations in one or more areas and must be improved. 3. Meets expectations: The employee consistently demonstrates capable, or satisfactory, performance. Both what is produced and how it is produced meet JCLD standards and expectations of the position. The employee is a dependable, competent, knowledgeable individual who meets and occasionally exceeds expectations of the position. This rating conveys solid, effective performance. 4. Exceeds expectations: The employee demonstrates strong, consistent performance in all or almost all competencies, skills and responsibilities. Both what is produced and 		<p>Click here to enter text.</p>		<p>Click here to enter text.</p>

Review Period: May 21, 2018–December 13, 2018 **Date: 12/7/2018**

Employee Name: Lisa Marston **Position: District Administrator**

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Inadequate performance that is consistently below job requirements and clearly problematic. A review by HR is required.	Generally adequate performance but needs some improvement in order to consistently meet job requirements.	Capable, satisfactory performance that consistently meets and occasionally exceeds job requirements.	Strong performance that consistently meets and frequently exceeds job requirements.	Superior performance that consistently exceeds job requirements. This rating should be reserved for truly outstanding performance.

Evaluation Area	Notes	Rating
<p>how it is produced meet and often exceed JCLD standards and expectations of the position. Results add value beyond the scope of the current role, often benefiting the organization. Examples of these results must be given to receive this rating. This rating should be reserved for employees with strong, commendable performance.</p> <p>5. Far exceeds expectations: The employee regularly demonstrates superior performance. Both what is produced and how it is produced far exceed JCLD standards and expectations of the position. The employee is extraordinarily competent and productive. Performance at this level occurs throughout the year and across all key aspects of the position. This employee is often sought out by others for counsel and assistance, and is widely recognized as a role model. Examples of the results and sought after expertise must be given to receive this rating. This rating should be used sparingly and reserved for truly outstanding performance throughout the review period.</p>		

Verification of Review	
By signing this form, you confirm that you have discussed your review in detail with your supervisor. Signing this form does not necessarily indicate that you agree with the evaluation.	
Employee Signature:	Date:
Supervisor Signature:	Date:

JCFM-JCLD FC Meeting Minutes
(Jackson County Facility Maintenance-Jackson County Library District Facilities Committee)
November 30, 2018, 9:00 a.m. – 10:30 a.m.

In attendance: Ronnie Budge, Ryan DeSautel, Carol Doty, Donovan Edwards, Marsha Hutcheson, Lisa Marston, Kari May, Johnny Spalliero, Crystal Stroud, Adam Trautman and Chris Robinson

I. Facilities Service 2018

DeSautel distributed charts showing the number of Library work tickets between this year and last year. Although a timeframe discrepancy made the charts difficult to interpret, the general idea that DeSautel was trying to convey is that the number of work request tickets have been higher this year, but probably not by enough to increase our maintenance costs. There were no reports of delayed action on tickets though it was explained that, depending on the nature of the request, JCFM may choose to hold off until the next planned visit, which is still typically within a day or so.

II. Landscaping

The Talent Library’s landscaping was supposed to have been maintained by a volunteer group however that has recently fallen through and the landscaping needs attention. The group will be contacted by either the Branch Manager and/or JCFM to find out if they are still able to maintain the landscaping or the City of Talent will need to step back in.

At the Ruch Library the Friends of the Ruch Library’s A-Frame bookstore, shed and other outbuildings are surrounded by tall grass that is growing right up to the buildings and is creating a fire hazard. JCFM will look into cutting and clearing the grass and will look into a long term solution being an appropriate fire-wise barrier of some kind. JCFM will also take a look at the decorative grass kept in the landscaping as it may need to be replaced or trimmed down.

There were not many issues for landscaping reported but it was pointed out that some of the older shrubs at many of the libraries are in need of being replaced as they are getting “woody” after years of pruning.

III. Facilities Transfer

Doty stated that, regardless of how contract extensions and building transfers work out between Jackson County and the Library District, continuing to work with JCFM for at least the foreseeable future is the wisest course of action.

IV. Facility Maintenance Capital Projects

DeSautel distributed JCFM’s 5-year plan for major maintenance/capital improvement projects for the Library buildings. In referring to the capital projects planned for 2019-2020

DeSautel explained that grouping similar projects together can be cost effective, but they still base the overall need on the condition and age of the building.

After some discussion it was agreed that JCFM would move LED parking lot lighting up a year to FY 2019-2020 based on increasing security concerns. Some libraries to include the Ruch Library were noted as already having poor to no lighting. This would be included in the upgrade.

Replacing the HVAC system in the Ashland Library will not affect the structure. One reason for the cost being so high is the current HVAC system is built into the building but doesn't really meet the current needs therefore complete replacement is more practical.

The carpet replacement in Medford was moved up from FY 2023-2024 to 2020-2021 based on concerns expressed about the condition of the carpet in many areas. In the meantime, JCFM will conduct a walk-thru of the Medford Library spaces.

The boiler replacement in FY 2022-2023 will include both boilers.

DeSautel said he would provide the District Administrator with an updated 5-year plan for major maintenance/capital project based on the foregoing discussions. He will also be sending an estimate of maintenance costs for FY 2019-2020.

V. Clarifications

DeSautel, at Budge's request, explained the current "level of service" JCFM provides is designed to maintain the buildings as they currently are. There was a consensus that the level of service provided by JCFM is sufficient.

When discussing B-7 requests it was pointed out that labor associated with routine maintenance along with additional projects is included with the maintenance budget and not charged on maintenance or B-7 request invoices. It was also noted that capital projects are projects that increase the value of the building.