



**CALL TO ORDER/ROLL CALL**

**INTRODUCTIONS & PROCLAMATIONS**

None

**CONSENT AGENDA (Action Required)**

(1) Minutes from April 12, 2018 Regular Board Meeting; (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)**

- 1. Library Director Report – Laura Kimberly.....9
- 2. JCLF Report – Amy Drake.....16
- 3. System Wide Statistical Trends – Laura Kimberly .....17
- 4. Strategic Plan Update Tracking Tool – Laura Kimberly.....19
- 5. JCLD OLA Standards Review 2018 – Jill Turner

**NEW BUSINESS**

- 6. Subscription for Gale Courses and Brainfuse **(Inform)** – Laura Kimberly.....33
- 7. Amendment to Pathway Contract **(Discuss/Action)** – Lisa Marston .....35
- 8. FY 2018-2019 Accounting Services IGA with RVCOG **(Discuss/Action)** - Lisa Marston .....39
- 9. FY 2018-2019 Administrative Services IGA with RVCOG **(Discuss/Action)** – Lisa Marston.....44

**OLD BUSINESS AND UPDATES**

- 10. District Administrator Contract **(Action)** – Susan Kiefer
- 11. MOU with JCLF and Various Friends Groups Update **(Inform)** – Amy Drake
- 12. JCLD Additional Hours Update **(Inform)** – Laura Kimberly.....49

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

**FUTURE MEETINGS/EVENTS/OBSERVANCES:**

- May 24, 2018 – JCLD Budget Committee Meeting
- May 31, 2018 – JCLD Budget Committee Meeting (if needed)
- June 14, 2018 – JCLD Board Regular Meeting / JCLD Budget Hearing

*The Jackson County Library District Board meets regularly at 4:00 p.m. on the second Thursday of every month at the Medford Library in the Adams Community Meeting Room, unless otherwise noticed. You may find proposed agendas and prior meeting minutes at [www.jacksoncountylibrarydistrict.org](http://www.jacksoncountylibrarydistrict.org). If you have further questions or would like to be added to the email notification list, please contact Administrative Assistant, Donovan Edwards at 541-423-1333 or [dedwards@rvcoq.org](mailto:dedwards@rvcoq.org)*

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

## MINUTES

### ATTENDEES

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

Additional participants/attendees: Lisa Marston (Executive Administrator), Laura Kimberly (Assistant Library Director), Amy Drake (Executive Director, JCLF), Donovan Edwards, (JCLD Administrative Assistant), Todd Frager (CFO/COO LS&S)

### CALL TO ORDER

President Susan Kiefer called the meeting to order at 16:02 p.m.

### INTRODUCTIONS & PROCLAMATIONS

At Kiefer's request Todd Frager, CFO/COO LS&S introduced Jennifer Giltrop, Chief Library Officer and Denise Galarraga, Regional Director.

### CONSENT AGENDA

**MOTION:** Shaw noted a correction on page 4 within the second motion that was for an alternate Budget Committee Member. Doty moved to approve the minutes from the March 8, 2018 Regular Board Meeting, as amended, and Financial Report. Shaw seconded the motion. The motion was approved unanimously.

Doty requested a preliminary budget discussion at the May 10, 2018 Board Meeting to provide time to the Board Members to discuss priorities. Marston stated that provided it is a general conversation that it should be fine. She also said that there are pieces to the budget such as the Technology and Facilities budgets that she doesn't see an issue with if the Board chose to discuss that for gathering information only.

### ORAL REQUESTS AND COMMUNICATIONS FROM THE AUDIENCE

Katherine Harris addressed the Board regarding landscaping at the Phoenix Branch Library. Ms. Harris provided pictures of the various issues regarding the landscape including unwanted items being tossed over the fence next to the library. Ms. Harris agreed to provide the pictures and discuss the landscape with Doty following the meeting.

### REPORTS AND PRESENTATIONS

#### Library Director's Report

Kimberly reported on topics covered within the Library Director's Report. Kimberly announced that Julie Drengsen, Reference Librarian, would be the Southern Oregon Historical Society point of contact for JCLS. Kimberly reported JCLD had recently received an invoice for security services covering Medford Comic Con which was over \$6,000.00. Kiefer asked if that had been part of the budget previously approved by the Board. Kimberly said that cost of security had been included however this exceeded earlier expectations by \$4,000.00. She added that what had not been taken into consideration were items such as overnight security costs and how much security would be required per the expected amount of event attendees.

**MOTION:** Doty moved to authorize an additional \$4,000.00 to pay for the security services required for Medford Comic Con. Shaw seconded the motion. The motion was approved unanimously.

Turner noted that the staffing report was missing and requested it be included. Turner inquired about the status of Bibliocommons. Bloom reported that validation of the program will begin on or about May 15, 2018. Kiefer asked when the program would be available to the public. Bloom said that the time frame could improve based on the validation process but for now it is expected to go live in July or August 2018.

Kimberly and staff will update the information included in the Progress Report for Strategic Goals.

### **JCLF Report**

Drake gave a brief explanation of the \$28,000.00 in funds JCLF released over the last two months and what some of those funds were dedicated to.

### **Memorandum of Understanding (MOU) with JCLF and Various Friends Groups**

Kiefer requested moving the MOU discussion up the agenda and asked Drake if she could provide an update. Drake reported that the MOU's have four parts: 1) Friends MOU with JCLD; 2) Friends MOU with JCLD with amendments (Drake used the Medford Friends Group that operates the Friends Book Store inside the Medford Branch Library as an example); 3) the JCLF-JCLD MOU; and 4) the Friends and JCLF MOU. The JCLF-JCLD MOU has been reviewed and revised by the JCLF Board and is ready for the next step. The Friends-JCLD MOU was brought to the Presidents Forum, and a couple of key pieces are still under debate. The MOU Committee had decided not to draft a Friends-JCLF MOU until the other MOUs with the District had been drafted.

Drake stated that she would send the draft MOU to Edwards for dissemination to the Board.

### **Quarterly Statistical Report**

Bloom began by highlighting a note on the Library Directors Report under Digital Services from a patron who was able to utilize a hot spot checked out from a Jackson County library to find employment.

Bloom announced the recent release of the new Event Guide which has library events for April and May 2018. This is the first time this has been done but she says it turned out great and thanked Kyna Moser, On-call Marketing, and Jason Maki, Marketing Coordinator, along with other staff for providing the necessary information.

Board Members, Bloom and Kimberly discussed the areas of concern within the report such as circulation, holds ratio and teen statistics. Doty noted the statistics regarding teens were low and Kimberly explained that a temporary Library Associate would be hired to focus on Summer Reading and system wide programs throughout the branches.

### **NEW BUSINESS**

#### **Appointment of Facilities Committee Member**

Per Doty's request Ms. Rosch provided a brief personal background.

**MOTION:** Doty moved to approve Brenda Rosch as a Facilities Committee Member. Turner seconded the motion. The motion was approved unanimously.

### **OLD BUSINESS AND UPDATES**

#### **District Administrator Update**

Kiefer reported that interviews for the District Administrator had been completed and the Board was ready to formally announce their selection of Lisa Marston, as the new District Administrator. Marston had some

specific requests she wanted written into the contract. Kiefer stated what those requests were and each Board Member offered their recommendations and expressed their concerns based on those requests.

**MOTION:** Doty moved to approve JCLD hiring Lisa Marston as District Administrator at \$85,000.00 per year with a potential increase of an amount to be determined in six months, \$750.00 per month for insurance and health benefits, 10% of the annual salary into retirement that will be reevaluated in six months and four weeks of vacation per year and travel reimbursement. Shaw seconded the motion. Turner stated that the contract would be finalized at the May 10, 2018 Regular Board Meeting. The motion was approved unanimously. Kiefer stated that the six months would begin from the date of hire which will be when the contract is finalized.

### **Technology Plan Update**

Prokop provided a Technology Plan Update summary. The technology plan matches up with the broad strategic objectives and places more focus on STEAM or Makerspaces and Kindles, laptops and/Chrome books for checkout. Much of the discussion regarding the Technology Plan has been about marketing and training, which the Technology Committee does not control. When the action plan is created Prokop would like to see regular reports provided to the Technology Committee adding that the plan's success will be determined by those implementing the programs and the staff being properly trained.

Prokop said that now that a budget is in place, the next step is to continue shaping the action plan. LS&S and staff will be provided a skeleton action plan with completion date goals and other key elements allowing others to fill in the body of work.

## **COMMITTEE AND BOARD MEMBER REPORTS**

### **RVCOG Board Meeting Brief**

Doty provided a summary of topics recently discussed at the RVCOG Board meeting to include a Rural Broadband Strategy being developed by Microsoft, the Continuum of Care (CoC) through the City of Medford, the ShakeAlert Pilot Program and the Oregon Clean Power Cooperative which RVCOG is working with to eventually install solar power at their facility.

In response to a question from Turner, Marston clarified that the technology for Rural Broadband is different than the current Hot Spots being provided by JCLS to the community.

Doty said that it was her hope that over the next month the Board would consider potentially contributing to the CoC, which is looking at all levels of housing needs, and that a contribution to them would be a "good neighbor" act.

### **Evaluation Committee**

Turner said she and Ruth Metz, Ruth Metz Associates, continue to work on the report and she hopes to have that ready for the next agenda.

### **Adjourn**

Kiefer adjourned the meeting at 17:45 p.m.

/s/ Donovan Edwards

Recording Secretary

Jackson County Library District  
Statement of Revenues and Expenditures  
From 7/1/2017 Through 4/30/2018

	YTD Budget	Current Month	YTD Actual	Percentage	
		Actual		YTD Budget Remaining	received or spent to date
Operating Revenue					
Current Property Tax Collections	9,600,000.00	40,879.35	9,390,300.72	(209,699.28)	97.81%
Prior Year Property Tax Collections	250,000.00	18,323.36	147,761.71	(102,238.29)	59.10%
Interest Income	80,000.00	20,026.97	134,668.85	54,668.85	168.33%
Interest- Lindberg Note	0.00	1,264.01	3,763.82	3,763.82	0.00%
Other Income	10.00	0.00	35,971.87	35,961.87	100%
E Rate	103,000.00	8,840.50	89,071.40	(13,928.60)	86.47%
Reimbursements From RCC	25,000.00	868.76	24,561.78	(438.22)	98.24%
Ready To Read Grant	33,000.00	0.00	34,868.00	1,868.00	105.66%
Conference Room Rental	25,000.00	0.00	24,678.75	(321.25)	98.71%
Government Agency Rentals	103,180.00	0.00	105,329.68	2,149.68	102.08%
Inter-library Loan Fees	1,200.00	0.00	807.99	(392.01)	67.33%
Library Card Replacement Fees	1,000.00	(9,318.43)	2,590.00	1,590.00	259.00%
Late Fee Charges	75,000.00	7,474.82	39,045.99	(35,954.01)	52.06%
Lost/Damaged Materials	10,000.00	0.00	4,969.67	(5,030.33)	49.69%
Photocopy/Fax Sales	13,000.00	0.00	8,172.96	(4,827.04)	62.86%
Patron Refunds	(3,000.00)	0.00	(1,755.97)	1,244.03	58.53%
Printer Sales	13,000.00	0.00	10,530.50	(2,469.50)	81.00%
On Line Fee Collections	10,000.00	341.96	5,387.20	(4,612.80)	53.87%
Hulburt Donation	125,000.00	0.00	125,900.00	900.00	100.72%
Library Friends Donations	65,000.00	165.00	50,215.64	(14,784.36)	77.25%
Library Foundation Donations	10,000.00	0.00	4,047.86	(5,952.14)	40.47%
General Public Donations	5,000.00	0.00	2,490.90	(2,509.10)	49.81%
OR Community Foundation- restricted	12,000.00	0.00	7,777.23	(4,222.77)	64.81%
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%
Lindberg Estate	0.00	0.00	437,603.37	437,603.37	0.00%
Beginning Fund Balance-Unrestricted	6,700,000.00	0.00	7,420,761.78	720,761.78	110.75%
Beginning Fund Balance-Restricted	<u>300,000.00</u>	<u>0.00</u>	<u>233,202.99</u>	<u>(66,797.01)</u>	<u>77.73%</u>
Total Revenue	17,640,490.00	88,866.30	18,345,724.69	705,234.69	104.00%

coding error

Jackson County Library District  
Statement of Revenues and Expenditures  
From 7/1/2017 Through 4/30/2018

	YTD Budget	Current Month		Percentage	
		Actual	YTD Actual	YTD Budget Remaining	received or spent to date
Expenditures					
Worker comp- payroll taxes	0.00	224.00	224.00	(224.00)	0.00%
Personnel Cost	100,000.00	0.00	0.00	100,000.00	0.00%
Accounting Services	45,000.00	3,631.92	30,565.53	14,434.47	67.92%
Auditing Services	11,000.00	0.00	10,500.92	499.08	95.46%
Administrative Services	110,000.00	7,811.46	75,523.77	34,476.23	68.65%
Bank Fees/Interest Expense	1,000.00	52.81	733.68	266.32	73.36%
Consultant Fees	50,000.00	7,141.10	14,658.90	35,341.10	29.31%
Insurance	20,000.00	0.00	18,779.00	1,221.00	93.89%
Legal Services	30,000.00	1,267.00	9,496.00	20,504.00	31.65%
Memberships and Dues	2,500.00	155.00	2,207.98	292.02	88.31%
Office Supplies- admin	2,000.00	25.00	723.25	1,276.75	36.16%
Postage	500.00	63.36	561.70	(61.70)	112.34%
Registration/Tuition/Travel	10,000.00	1,126.48	6,314.63	3,685.37	63.14%
Special fees and Expenses	0.00	0.00	780.14	(780.14)	0.00%
Advertising/Legal Notices	2,000.00	290.19	778.39	1,221.61	38.91%
Alarm Services	2,500.00	0.00	2,356.40	143.60	94.25%
Building Repair/Maintenance	432,635.00	72,105.84	396,582.12	36,052.88	91.66%
Custodial Services	320,000.00	29,315.66	220,475.10	99,524.90	68.89%
Custodial Supplies	12,000.00	1,725.39	8,883.96	3,116.04	74.03%
Landscape Services	6,600.00	0.00	2,551.68	4,048.32	38.66%
Maintenance Services	2,000.00	0.00	0.00	2,000.00	0.00%
Security Services	75,000.00	6,008.00	50,877.50	24,122.50	67.83%
Signs and Signal Materials	25,000.00	0.00	0.00	25,000.00	0.00%
Building Repair/Maintenance- B-7	310,000.00	9,619.43	17,490.24	292,509.76	5.64%
Fees- Lindberg Note	0.00	6.00	24.00	(24.00)	0.00%
Copier Expense	0.00	(25.50)	0.00	0.00	0.00%
Equipment Repair/Maintenance	30,000.00	1,004.88	6,238.28	23,761.72	20.79%
Facility Furnishing Expense	25,000.00	0.00	0.00	25,000.00	0.00%
Minor Equipment	50,000.00	(37,708.42)	5,752.58	44,247.42	11.50%
Computers and technology	360,000.00	39,323.90	108,212.18	251,787.82	30.05%
Supplies and Expenses-Facilities	0.00	0.00	314.54	(314.54)	0.00%
Computer Software and Licensing	0.00	11,090.00	25,056.00	(25,056.00)	0.00%
LS&S Contract	5,065,546.00	0.00	3,799,159.47	1,266,386.53	74.99%

April invoice paid 5/4

Jackson County Library District  
Statement of Revenues and Expenditures  
From 7/1/2017 Through 4/30/2018

	YTD Budget	Current Month Actual	YTD Actual	YTD Budget Remaining	Percentage received or spent to date
Library Materials	848,720.00	34,015.38	538,983.76	309,736.24	63.50%
City Participation	32,000.00	0.00	2,109.18	29,890.82	6.59%
Strategic Plan Initiative	627,000.00	2,035.00	2,140.00	624,860.00	0.34%
E Rate Services	31,827.00	0.00	15,913.50	15,913.50	50.00%
Unique Management Services	15,914.00	0.00	7,957.00	7,957.00	50.00%
Comic Con	0.00	0.00	1,000.00	(1,000.00)	0.00%
LS &S- digital library staff	0.00	4,590.80	9,906.36	(9,906.36)	0.00%
SOHS contract	0.00	6,500.00	6,500.00	(6,500.00)	0.00%
Electricity	231,540.00	18,034.31	179,347.03	52,192.97	77.45%
Natural Gas	45,000.00	5,438.31	35,414.16	9,585.84	78.69%
Garbage Service	15,000.00	1,248.58	9,796.68	5,203.32	65.31%
Water and Sewer Service	33,000.00	1,357.20	23,105.25	9,894.75	70.01%
Street and Storm Drain Fees	20,000.00	1,667.71	15,781.78	4,218.22	78.90%
Telecom-Voice and LD	65,000.00	4,400.91	43,724.15	21,275.85	67.26%
Telecom-Wide Area Network	130,000.00	9,177.18	87,140.80	42,859.20	67.03%
Telecom-Internet Services	36,000.00	1,918.78	22,292.10	13,707.90	61.92%
Municipal Assessments	1,500.00	147.36	1,288.96	211.04	85.93%
Telecom- Hot Spots	0.00	6,556.45	12,012.37	(12,012.37)	0.00%
Maintenance & Fuel for Vehicles	15,000.00	997.60	11,460.19	3,539.81	76.40%
Hulburt Donation	125,000.00	4,038.01	62,054.13	62,945.87	49.64%
Library Friends Donations	65,000.00	3,414.41	37,806.05	27,193.95	58.16%
Library Foundation Donations	10,000.00	1,000.00	1,729.23	8,270.77	17.29%
General Public Donations	5,000.00	0.00	1,349.35	3,650.65	26.98%
OR Community Foundation-restricted	34,000.00	22.91	1,086.41	32,913.59	3.19%
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	0.00	0.00	233.06	(233.06)	0.00%
Ready to Read 2017 Grant	33,000.00	119.23	13,395.88	19,604.12	40.59%
Kent Family Trust	1,000.00	95.00	4,666.39	(3,666.39)	466.63%
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%
Lindberg Estate expense	0.00	0.00	40,436.39	(40,436.39)	0.00%
<b>Subtotal Materials and Supplies</b>	<b>9,482,882.00</b>	<b>260,804.63</b>	<b>6,004,228.10</b>	<b>3,478,653.90</b>	<b>63.32%</b>
Capital Outlay	250,000.00	0.00	6,229.00	243,771.00	2.49%
Contingency	750,000.00	0.00	0.00	750,000.00	0.00%
Ending Fund Balance	<u>5,007,608.00</u>	<u>0.00</u>	<u>0.00</u>	<u>5,007,608.00</u>	<u>0.00%</u>
<b>Total Expenditures</b>	<b><u>15,590,490.00</u></b>	<b><u>261,028.63</u></b>	<b><u>6,010,681.10</u></b>	<b><u>9,579,808.90</u></b>	<b><u>38.55%</u></b>

Jackson County Library District  
Statement of Revenues and Expenditures  
From 7/1/2017 Through 4/30/2018

	<b>YTD Budget</b>	<b>Current Month Actual</b>	<b>YTD Actual</b>	<b>YTD Budget Remaining</b>	<b>Percentage received or spent to date</b>
Transfer to Other Funds					
Transfer to Capital Improvement Fund	<u>2,050,000.00</u>	<u>0.00</u>	<u>2,050,000.00</u>	<u>0.00</u>	<u>100.00%</u>
Total Transfer to Other Funds	2,050,000.00	0.00	2,050,000.00	0.00	100.00%
Net Revenue Over Expenditures	<u>0.00</u>	<u>(172,162.33)</u>	<u>10,285,043.59</u>	<u>10,285,043.59</u>	<u>0.00%</u>



**Director's Report  
May 2018**

**Statistical Report**

While this isn't our normal statistical reporting month, we wanted to give you a preview of the new trend reports. We have attached statistical graphs that communicate performance measurement trends for the past five years or period in which we have comparable data available. These graphs are to be used as a supplement to the quarterly statistical report. The current graphs include five year trends for system wide circulation, new card registration, and two year trends for program number, and program attendance. We will also include usage statistics for computer sessions and Wi-Fi sessions in future reports. Reference pages 9 & 10.

**Strategic Plan Update**

We have created a better tracking tool to allow us to show progress for individual strategic plan objectives. Green means the goal has been met or we are on track to meet the objective. Yellow means we are making progress to meet the objective. Red means we are not on track to meet the objective. Please find the attached new tracking tool which shows the progress toward completing the library strategic goal objectives. Reference pages 11 - 23.

**Hiring and Vacancy Report**

<b>Date Vacant</b>	<b>Position</b>	<b>Branch</b>	<b>Hrs/Week</b>	<b>Status</b>	<b>Date Filled</b>	<b>Candidate Type</b>
12/29/2017	Library Associate 1	Medford	20	Filled	3/16/2018	Internal
1/10/2018	Library Associate 2	White City	25	Filled	4/2/2018	External
2/3/2018	Library Associate 2	Eagle Point	35	Filled	3/16/2018	External
2/16/2018	Branch Lead	Gold Hill	30	Filled	3/16/2018	Internal
2/28/2018	Library Associate 1	Ashland	15	Filled	3/16/2018	External
3/1/2018	Library Associate 2-Floater	Systemwide	20	Filled	4/5/2018	External
3/1/2018	Library Associate 2-Floater	Systemwide	20	Filled	4/17/2018	External
3/5/2018	Library Associate 2-Technical Services	Medford	25	Filled	5/1/2018	External
3/16/2018	Library Associate 1	Medford	10	Filled	5/1/2018	External
3/16/2018	Library Associate 2	Gold Hill	22	Filled	5/2/2018	External
3/20/2018	Library Associate 2	Central Point	20	Filled	4/2/2018	External
3/25/2018	Librarian 1	Ashland	20	Filled	5/16/2018	External
4/1/2018	Library Associate 3-Floater	Systemwide	20	Interviews Scheduled		
4/1/2018	Library Associate 2	Ashland	20	Filled	5/1/2018	External
4/8/2018	Library Associate 2	Ashland	20	Under Recruitment		
4/16/2018	Library Associate 2-Summer Reading Temp	Medford	20	Interviews Scheduled		
5/4/2018	Assistant Library Director-Administrative Services	Medford	40	Under Recruitment		

5/11/2018	Library Associate 3- Outreach to Homebound	Medford	30	Under Recruitment		
4/10/2018	Library Director	Medford	40	Under Recruitment		
4/13/2018	Collection Development Librarian	Medford	40	Interviews Scheduled		

### Oregon Library Association Conference

Ten library staff members traveled to the Oregon Library Association Conference in Eugene April 18-21 for networking, inspiration, professional development, and library vendors. Staff also presented a very well-received poster session, “How to Host a Library Comic Con.” Library staff attended a session featuring small and rural libraries that have used Edge Toolkit to identify low-cost and no-cost ways to assess their community needs, improve their library’s technology, establish partnerships, and plan for the future.

### Pearl Award

Our very own Thalia Truesdell was awarded the Pearl Award at the OLA Conference on April 18, 2018. The Pearl Award is presented by the Public Library Division to a deserving person employed in any capacity in an Oregon public library who has displayed exceptional effort and excellence. Thalia was nominated by a member of the community for this award.

The annual award represents those who are like the pearl in an oyster -- one who agitates, makes change over time, and is highly valued.

**CONGRATULATIONS Thalia!**



### Medford Comic Con

Nearly 20,000 people flocked to the Medford Library and downtown corridor for its fourth annual Medford Comic Con. This made the event the largest library event in Oregon history. Characters from different worlds and imaginations crossed paths throughout the weekend. From Wonder Woman to Darth Vader, local comic book and fantasy fans were all in the same space this weekend. According to The Chamber of Medford/Jackson County, tourism is becoming a major economic driver in the area and Comic Con is driving business in the county.

We are continuing to work internally to create a comprehensive report that will communicate the success of Medford Comic Con and how it has benefited the library system and its strategic plan. The full report of Medford Comic Con will be presented during the June Library District meeting.



### **Summer Clothing**

JCLS is partnering with CASA (Court Appointed Special Advocates) for their first ever summer clothing drive, “CASA Rocks!” from June 20<sup>th</sup> to August 20<sup>th</sup>. Donations of new summer clothes, swim suits, sandals, sunscreen, etc. for children ages 0-12 can be dropped off at the Ashland Children’s Library, Central Point Library, and the Medford Children’s Library.

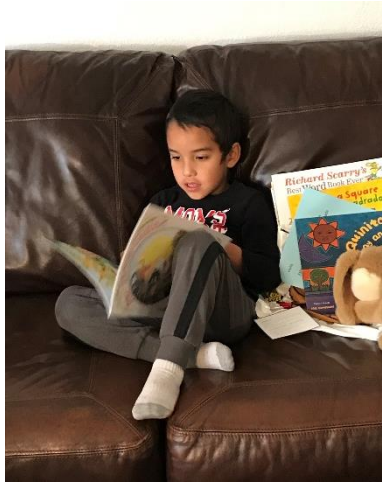
### **Drive**

### **Outreach to Homebound**

Angie (Outreach to Homebound Coordinator) had the pleasure of delivering our OHB Winter Reads grand prize to our winner this month. She was effusive in her praise and appreciation of the Library. Our OHB Winter Reads winner, Shirley Marks said, "It’s so nice that you send books to me now that I can’t come in to the library. I just love the library. As a child I spent a lot of time at the library. My parents were Polish immigrants and did not have much in the way of formal schooling and there were never books in the house. But I would come home from the library with stacks and stacks of books. I credit the library with helping me to love reading and learning. I ended up winning a scholarship to USC and becoming a teacher.”



### **Outreach to Childcare**



Every child served by Outreach to Child Care received a book during April—over 1000 new books went into the hands and homes of children! The Jackson County Library Foundation provided the funding for this project through the generous giving of library supporters. April was chosen as a time to promote children and reading in part because of the many special days (National Library Week, D.E.A.R. (Drop Everything and Read), International Children's Book Day, National Tell a Story Day and more).

Megan Pinder (Early Literacy Bilingual Specialist) took the above pictures at one of her bilingual sites. There was much excitement as the children received their books! The provider took photographs and wanted to share them with the parents.



On April 19, 2018, Nancy Peterson (Outreach to Childcare Coordinator) represented JCLS at the “Family Night Out Against Child Abuse” event, which is also known as Stand for Children. Many health and social agencies were represented. She provided copies of our event guides to be distributed by participating health organizations. One lady stopped for a book and commented that she could not remember when she had last read a book, but wanted to try to read again.

### **Booktalk Program**

One of the highlights this month was bringing two new schools into the booktalk program. Table Rock Elementary in White City and the Kids Unlimited group in Medford both participated in booktalks--two 4th grade classes and two 5th grade classes from Table Rock Elementary, and two 5th grade classes from Kids Unlimited. We scheduled booktalks for one of the Kids



Unlimited classes during their field trip to the library, so they were able to check out the books directly after the booktalks. The teacher said she'd never seen her class chose books so quickly. The JCLS booktalk program is going strong.

In fall 2017, over 2500 fifth and sixth grade students participated in the program. It is truly a county-wide program, with 30 participating schools, and at least one school in every town where a library branch operates. The program reaches rural areas such as Applegate, Ruch, Prospect, Butte Falls, Gold Hill, Sam's Valley, and Shady Cove, as well as numerous schools in the Medford/Ashland area and Eagle Point/White City.

The booktalk presentations are generally done in the schools, and it's a great opportunity to share information with kids who might not otherwise know much about the library. Some students think it costs money to get a library card, and they're excited to find out that it's free. They are also thrilled to find out that they won't get charged late fees for overdue materials.

### **Digital Services**

Besides our normal schedule of appointments and continuing to monitor and tweak the Access for All program in April, Digital Services concentrated on designing our Superhero Adventure Game for Medford Comic Con. Following a text-based choose-your-own-adventure theme, the game used the Raspberry Pi minicomputer to show what can be done with simple coding, and was a great success at Comic Con, with nearly 100 participants over a three day period.

At the same time, we launched a coding station in the Medford Library YA department, to allow for getting hands-on experience. These use the same type of Raspberry Pi minicomputer and include both the coding station and a tutorial computer. As much as possible, it is set up to be self-tutoring. We are going to explore the idea of student volunteers to provide help. There were a number of kids at Comic Con who were interested in trying out the station for learning about coding and designing their own projects, so we're hoping this test idea will work well.

Bret and David had a total of 96 appointments during the month, and are at over 600 since the program's inception in October, more than doubling the original goal for June.



### **Library Branch Reports**

#### *Ashland Branch*

Ashland now has security cameras! The installation happened throughout the month of April. Branch Manager, Kristin Anderson, was trained on using the system at the beginning of May. The system is now fully operational. A wave of recent vacancies is in the process of being filled.

#### *Phoenix Branch*

After the feedback received from the public at the April library district board meeting, facilities has been alerted to the clean-up needs in Phoenix.

### *Central Point*

Spark Space furniture has been ordered. We are on target for a September 8 public opening at this point. Current next steps are a solid marketing plan (in process) and job description for a part time Spark Space Coordinator (in project budget). A project plan will be presented at the June Library District Board meeting. Staff will be coming to the board with proposed closing dates for layout changes and project implementation.

### *Talent*

Talent has had much success with children's programming since Brystan began working there. We have had to add a second Toddlerobics program to keep up with demand. It is clear that program to the very young residents of Talent is much appreciated by the community!

### *Jacksonville Branch*

We have a mother and daughter volunteer team who have begun designing and planting our patio garden to draw patrons out to our lovely space. They will be planting for scent, visual pleasure and a few edibles for our patrons to have a taste, especially the children.

### *Gold Hill*

April in Gold Hill featured many creative programs that were well-received by staff. Our search for a new library associate was completed and we will welcome Heidi Kelley to Gold Hill on May 2<sup>nd</sup>.

### *Rogue River Branch*

Tim Holt, presented "Pete Seeger and the Power of Song." There were 25 attendees singing the Pete Seeger songs. Rogue River Branch celebrated April as Poetry month with our own FOL president, Burt Eikleberry, doing a program, "The Amazing Emily Dickinson." It was an exploration of Emily's life and poetry. Three local high school students volunteered on a Saturday morning to make bookmarks with the kids and facilitate passive crafts.

### *Applegate Branch*

In anticipation for Summer Reading 2018, we have received our new, and beautiful craft station for our children's section. The attached picture captures the other wonderful aspect of living in the Applegate Valley (besides books from the library!)--WINE! Our lovely display entitled, "WELL RED" includes donated wines from the Applegate Valley. About 16 of the 18 wineries have donated one of their reds for the display and when that is done, the wine will be prizes for summer reading. Happiness is a good book and a glass of wine!



### *Ruch Branch*

April brought Ruch Library a new group of children for a weekly visit. The preschool, located within Ruch Community Outdoor School, has begun coming to the library on a weekly basis and we are smitten. The middle school students completed their six-word memoirs to accompany their “Expression of Self-Portraits.”

### *Medford Library*

Last summer as part of the summer reading theme, “Build a Better World,” the branch hosted a special program, “Build a Community Garden.” We received donations from the community of herbs, tomatoes, strawberries, bird houses, a bat house, fig tree, and other plants. This year’s garden includes an herb garden, Mr. McGregor’s garden, a monarch waystation, and more room for growth.



### *Eagle Point Library*

Folksinger, Tim Holt, presented, “The Songcatchers: John and Alan Lomax and the Search for American Roots Music.” Veterans Affairs brought a van of residents to attend the program. Ravenswood Leather provided a special display in the display case to help promote Medford Comic Con. These were beautiful life-sized mannequins wearing costumes from Marvel and DC films.



### *Shady Cove Library*

Shady Cove Library held, “Healthy Families Day” on Friday, April 20. In partnership with the Siskiyou Community Health Center, this was a playgroup for kids and their families to promote and help build healthy relationships.



**Executive Director Report  
May 2018**

**1. Central Point Spark Space Fundraising**

The Central Point Friends are donating \$5,000 towards the Spark Space.

We're connecting with the schools, Rotary, homeschool groups, and other community organizations and leaders.

**2. Signature Event Research**

The Foundation is researching the logistics of bringing a renowned author to Jackson County as a signature event and potential fundraiser. I attended the Deschutes County Library Foundation's "A Novel Idea" talk on May 6, where Rakesh Satyal discussed *No One Can Pronounce My Name*.

**3. Professional Development**

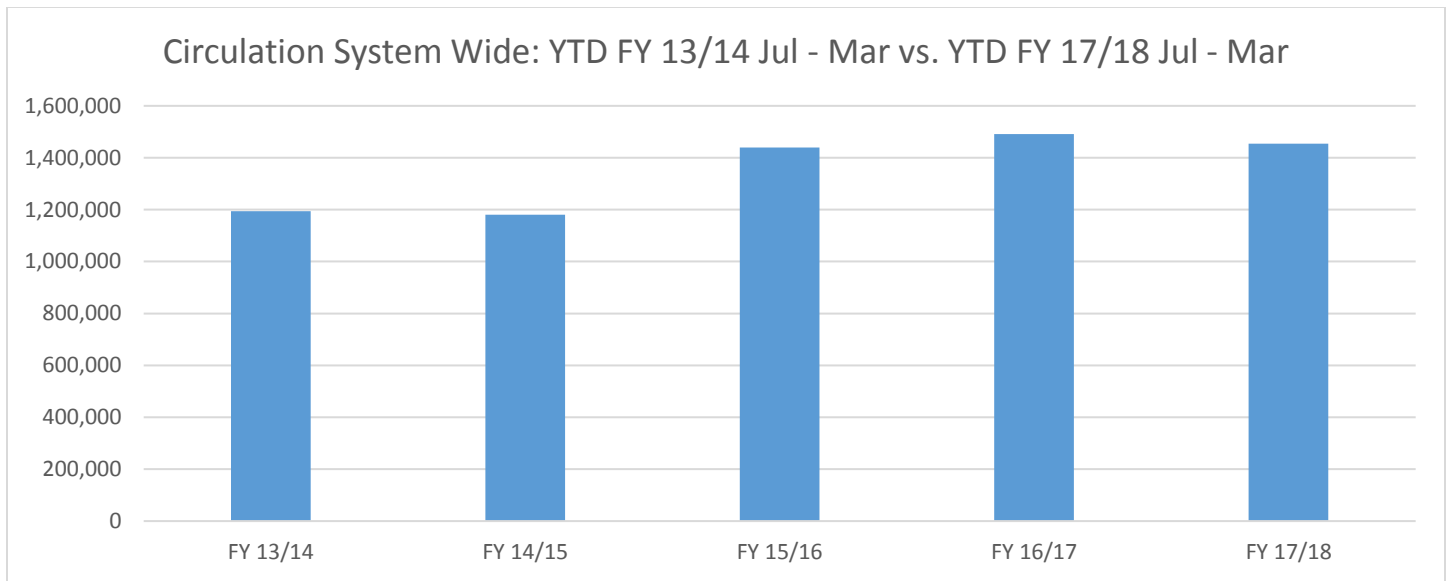
I'm attending the International Public Library Fundraising Conference at the Denver Public Library on June 3-5, 2018.



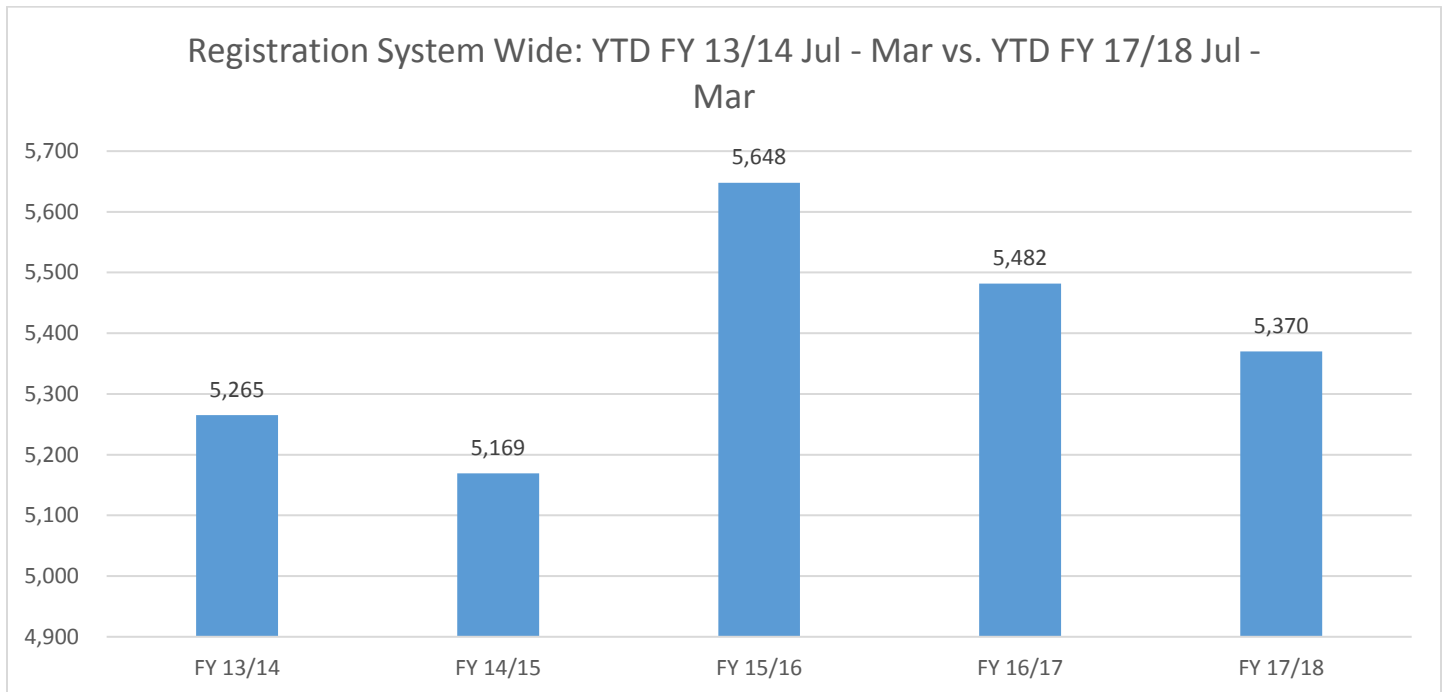
### System wide Statistical Trends

Attached are statistical graphs that communicate performance measurement trends for the past 5 years. These graphs are to be used as a supplement to the quarterly statistical report. The current graphs include 5 year trends for system wide circulation, new card registration, and 2 year trends for program number, and program attendance. We are currently working to analyze data that will be used to include usage statistics for computer sessions and WiFi sessions.

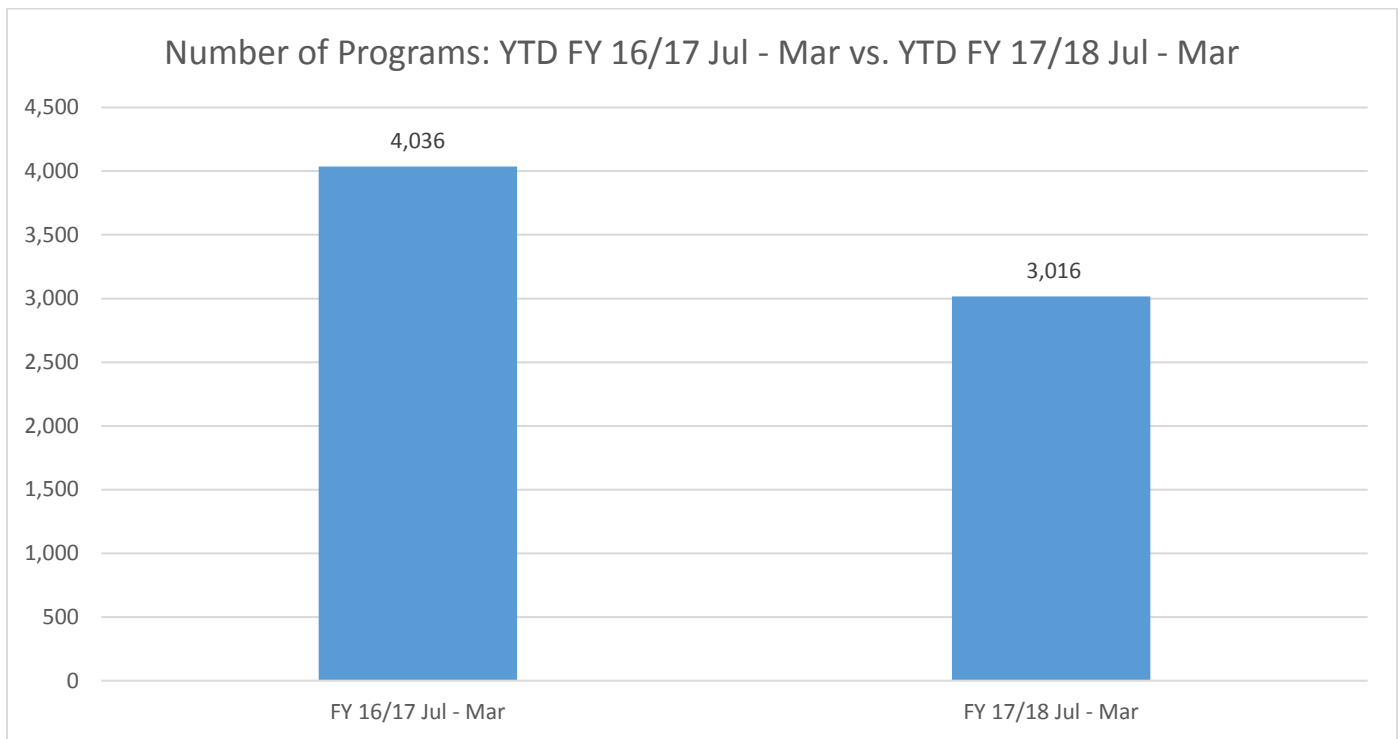
#### **Circulation System Wide: 5 Year Trend**



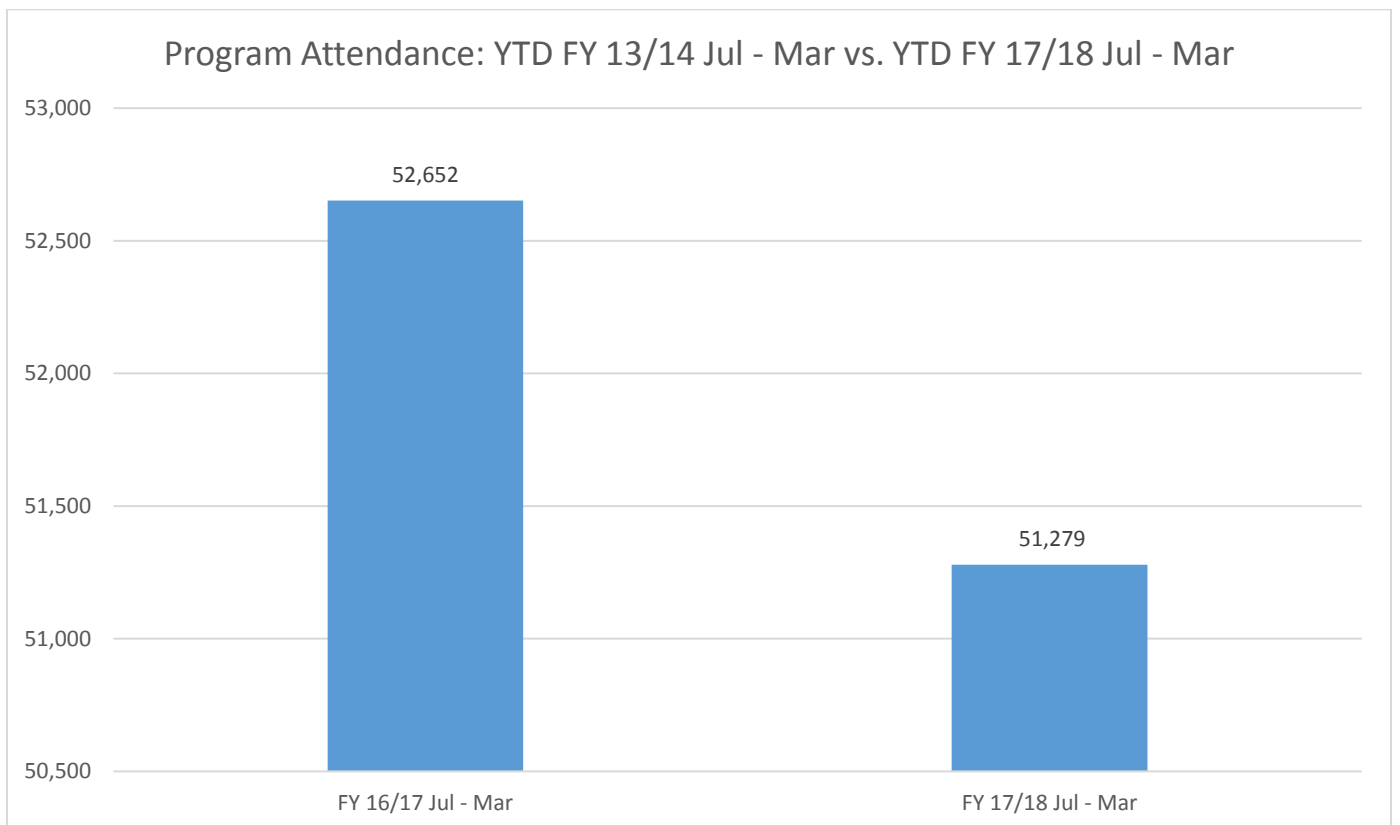
#### **Registration System Wide: 5 Year Trend**



## Number of Programs System Wide: YOY



## Program Attendance System Wide: YOY



## Strategic Plan Update Tracking tool

Legend:

	Complete/On Track
	In Progress
	In Complete

### **Learn: Goal - Jackson County Library Services advance Jackson County's education priorities**

Objective 1: Support early learning to promote school readiness.

Action 1:	
Action 2:	
Action 3:	

Objective 2: Help people develop the skills to search for, locate, evaluate and effectively use information to meet needs.

Action 1:	
Action 2:	
Action 3:	

Objective 3: Provide information and tools needed for the academic success of students in public, private, home schools, trade schools and higher education.

Action 1:	
Action 2:	

Objective 4: Support personal growth and lifelong learning through high-quality programs.

Action 1:	
Action 2:	

### **Connect: Goal - Jackson County Libraries are open, thriving spaces where people link to the universe of possibilities that enrich their lives**

Objective 1: Provide safe and welcoming spaces for people of all ages, cultures and backgrounds to connect with others and to engage in individual pursuits.

Action 1:	
Action 2:	
Action 3:	

Objective 2: Customize hours, spaces, services and collections to meet community needs.

Action 1:	■
Action 2:	■
Action 3:	■

Objective 3: Build public awareness through strategic marketing

Action 1:	■
Action 2:	■

Objective 4: Implement new models and collaborate with others to improve information access and delivery.

Action 1:	■
Action 2:	■
Action 3:	■

**Grow: Goal - Jackson County Library Services contribute to the economic vitality of our communities**

Objective 1: Emphasize 21st century literacies such as information, finance and health in library programs.

Action 1:	■
Action 2:	■

Objective 2: Educate for digital literacy and marketable workplace skills to improve prospects for employment.

Action 1:	■
Action 2:	■
Action 3:	■

Objective 3: Leverage partnerships to develop and promote job growth and business success.

Action 1:	■
-----------	---

# LEARN

Goal: Jackson County Library Services advance Jackson County's education priorities

Objective 1: Support early learning to promote school readiness.

Action 1: Establish a baseline by the end of FY 17/18 and improve the effectiveness of our early literacy storytimes by 10% in each successive year. Create an evaluation tool related to the six tips of our Ready to Read program and administer yearly. (OLA E 1.23)

Update: Made a connection with Susan Fischer at AllCare Health, Susan is AllCare's Health And Education Integration Coordinator. Susan has agreed to help guide us in the right direction for establishing baseline benchmarks related to early childhood literacy. She has also agreed to put us in contact with several community organizations as needed to ensure we are successfully tracking the outcomes of our Ready to Read program.

We will also be connecting with the state library to help us create a process for establishing a baseline for measuring outcomes.

Status: In Progress 

Action 2: Increase annually by 10% the number of day care providers benefiting from our outreach. The baseline is 47 childcare sites serviced as of July 2017. (OLA E 1.23)

Update: Outreach to Child Care serves 49 sites, plus we have 2 sites for the Kaleidoscope program and 1 after-school site using the courtesy tub of books for older children, a total of 52 sites each month. 52 from 41 is a 10.6% increase.

In Addition:

We delivered the Spring Into Summer reading program to 497 children. This program reaches children at child care sites that close for the summer, or, drastically change their program.

We delivered the Summer Reading on the Road program to 878 children in 2017. Each child received a new book and a certificate.

Status: On Track 

# LEARN

Goal: Jackson County Library Services advance Jackson County's education priorities

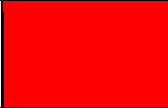
<p>Action 3: By July 2018 10% of pre-school children in Jackson County will attend an early literacy program at the library and increase by 5% each successive year. The baseline is 12,250 children. This assumes an estimate of 216,527 residents in 2016 with 5.6% of that number being under 5 years of age. (OLA E 1.23)</p>	
<p>Update: In the process of analyzing our data to determine how many children have been served fiscal year to date, and whether we are on trend to meet our goal of a 10% increase year over year.</p>	
<p>Status: In Progress</p>	


<p>Objective 2: Help people develop the skills to search for, locate, evaluate and effectively use information to meet needs.</p>
---

<p>Action 1: Use of non-catalog databases will increase by 10% per year. The library will establish the baseline for this objective by December 2017. (OLA 1.18)</p>	
<p>Update: The 16/17 fiscal year baseline for non-catalog usage is 18,110. We are working to create reporting to determine if we are on track to to meet our goal.</p>	
<p>Status: In Progress</p>	


# LEARN

Goal: Jackson County Library Services advance Jackson County’s education priorities

Action 2: 75% of respondents in an annual community survey will express that the library provides effective reference and reader’s advisory services. (OLA E 1.24)	
Update:	
Status: Not Complete	


Action 3: By 2019 provide options for reference and reader’s advisory services in Spanish. (OLA D 1.15 and E 1.25))	
Update:	
Status:	

Objective 3: Provide information and tools needed for the academic success of students in public, private, home schools, trade schools and higher education.


Action 1: By July 2019 50% of Jackson County students in grades 1 – 6 have a library card with a 10% increase each successive year. We will establish a baseline this fiscal year for successive year tracking. (OLA E 1.23)	
Update: We have the data available to answer this question, we are in the process of analyzing the data so that we can report whether or not we are on track to meet this goal.	
Status: In Progress	

# LEARN

Goal: Jackson County Library Services advance Jackson County’s education priorities

<p>Action 2: By July 2019 establish and implement a system wide homework help model with 10% participation of students in grades 1 – 12 with 5% increase each successive year. (OLA E 1.12)</p>	
<p>Update: Homework Hub provides free homework help and tutoring for children ages 5 to 12. Children needing help with homework, studying, and comprehension are welcome to drop-in and work in a small group with a qualified and experienced tutor.</p> <p>We are working to create a report that will show whether we are on track to meet this goal.</p>	
<p>Status: In Progress</p>	

<p>Objective 4: Support personal growth and lifelong learning through high-quality programs.</p>
--

<p>Action 1: By July 2018 report that all library branches deliver consistent cutting edge program across all branches. Cutting edge programming refers to offering programming that is consistent with library trends that engages our community in a prolific manner. For the most part, our locations with affluent Friends groups accomplishes this task; however, our metric compels us to make this a “system wide” reality. (OLA E 1.12 and E 1.24)</p>	
<p>Update: Tim Holt, CASA Summer Drive, John Jackson, Laura Rich, Travelling Lantern Theatre Company, ScienceWorks, Lisa Nichols, Lori Wilson.</p>	
<p>Status: Complete - but continue to schedule and promote future programming</p>	



# LEARN

Goal: Jackson County Library Services advance Jackson County's education priorities

Action 2: By 2019 the library will host a New York Times best-selling author at a Jackson County venue. In 2020, host an event featuring the author of the highest circulation fiction book in our system of 2019. (OLA E 1.24)

Update: JA Jance, as has been her practice in book tours past, offered to visit the Ashland Library gratis as a part of her current tour, promoting *Duel to the Death*. Ms. Jance provided an entertaining 60 minute presentation and signed books afterwards. Her agent arranged for the Medford Barnes & Noble to sell books at the event. Roughly 80 people attended. A pre-event display of Jance's backlist was actively browsed and appeared to boost circulation.

Status: On Track



# CONNECT

Goal: Jackson County Libraries are open, thriving spaces where people link to the universe of possibilities that enrich their lives

Objective 1: Provide safe and welcoming spaces for people of all ages, cultures and backgrounds to connect with others and to engage in individual pursuits.

Action 1: By July 2018 updated library signage will reflect the diversity of the community. (OLA E 1.25, and H 1.1)

Update: We are at the beginning stages of creating an action plan for determining what signage is needed and how install in the branches. We are behind schedule on this project.

Status: In progress 

Action 2: By July 2018 75% of the Jackson County library users will express in a community survey that Jackson County libraries are welcoming, dynamic and engaging places to use, meet, and engage with others. By July 2019 we expect this number to increase to 85 %, and 95% by July 2020. (OLA E 1.24)

Update: We are in the beginning stages of working to create a survey that will address this objective. We do have a precedent for success with a similar survey when we surveyed the community about Library hours.

Status: In progress 

Action 3: By September 2018 the library will have a full-time bilingual and multicultural Community Outreach coordinator focused on developing programs and services for Jackson County’s Hispanic community. (OLA C 2.7)

Update: Megan Pinder - Early Literacy Bilingual Specialist has been hired to focus on Outreach to Childcare Programming for Spanish speakers.

There is still an opportunity for us to hire specifically a full-time bilingual and multicultural Community Outreach coordinator.

Status: In Progress 

# CONNECT

Goal: Jackson County Libraries are open, thriving spaces where people link to the universe of possibilities that enrich their lives

Objective 2: Customize hours, spaces, services and collections to meet community needs.

Action 1: By July 2018 the library will operate four pop-up events at various venues in Jackson County. Pop-up events refer to us setting up outreach booths/tables and providing satellite service and promotion throughout the community- taking the library to the customers. (OLA E 1.27)

Update:

- Multi Cultural Fair: complete
- Fountain Plaza: complete
- SOU Literary Arts Festival: complete
- Safety Fair: complete
- Harvest Festival: complete
- Festival of Trees: complete
- Children's Festival: complete
- Family Night Out Against Child Abuse: complete

We continue to schedule and attend community events

Status: Complete

Action 2: By July 2018 the library website and promotional materials will be available in English and Spanish. (OLA E 1.25)

Update: The website now uses Google translate as an option for users to select a language of choice to use for browsing our website. The catalog will be available in Spanish in July/August with BiblioCore. BiblioWeb is budgeted for FY 17/18 which will make the entire site accessible in Spanish. The April/May Event guide is available in Spanish and appropriate promotional materials are being translated on a real-time basis. Library card registration forms have been translated into Spanish, as well as the patron code of conduct and Library hours flyer.

Status: Complete, but still striving for more ways to provide materials translated in Spanish

# CONNECT

Goal: Jackson County Libraries are open, thriving spaces where people link to the universe of possibilities that enrich their lives

Action 3: By July 2018 the library will conduct a survey and at least two focus groups to obtain input from the Spanish speaking community about the library's collection and will use the data to refresh and expand Spanish language materials. (OLA E 1.24)	
Update: We are in the beginning stage of creating a survey. Staff is represented at the Latinx Interagency Committee and in the process of leveraging committee resources to create an informed survey.	
Status: In Progress	

Objective 3: Build public awareness through strategic marketing

Action 1: Library card registrations will increase 5% per year. Patron registration was 7,407 in FY 16/17. (OLA E 1.21)	
Update: Created a commemorative library card for the 2018 Comic Con and have staff members register new patrons during the event. The cards are ready to go and staff has been trained on the LEAP application and will be at the event.	
YTD registrations for 17/18 are 5,370 which is flat for the same time period in 16/17.	
Status: In Progress	

Action 2: Attendance at library programs will increase 10% each year. The baseline is 71,300 – attendance at all library programs in FY 16/17 (Does not include attendance at Comic Con). (OLA E 1.24)	
Update: Attendance in Fiscal YTD 17/18 is 51,279. We are trending down, and if the current trend holds steady we are not on track to meet an increase of 10%	
Status: Not on track to meet a 10% increase	

# CONNECT

Goal: Jackson County Libraries are open, thriving spaces where people link to the universe of possibilities that enrich their lives

Objective 4: Implement new models and collaborate with others to improve information access and delivery.

Action 1: By January 2018 implement the hot spot lending program across the system. By August 2018 have evaluation complete toward meeting program goals and recommendations for moving forward. (OLA E 1.27)

Update: The hot spot program is fully implemented with 100 hotspots in circulation. An evaluation of program success is being compiled and will be ready to present Aug 2018

Status: On Track 

Action 2: By July 2020 have a pop-up library van extending the reach of the library across Jackson County. (OLA E 1.27)

Update:

Status: 

Action 3: By July 2018 implement a mobile friendly application for cell phones and tablets. (OLA E 1.27 and F 1.5)

Update: Currently researching the ability to utilize the Bibliocommons App.

Status: In progress 

# GROW

Goal: Jackson County Library Services contribute to the economic vitality of our communities

Objective 1: Emphasize 21st century literacies such as information, finance and health in library programs.

Action 1: By July 2018 at least 300 Jackson County residents will attend programs designed to support healthy living and financial acumen. (OLA F 2.1)

- Update:
- Fairy Tales & Finance
  - Consumer Credit Counseling
  - Toddlerobics
  - Health - TED Talks
  - Healthy Family Days
  - Build a Community Garden

Status: Completed 

Action 2: By July 2018 the library will have established at least 5 partnerships with health providers, financial institutions and other relevant organizations to provide programs. (OLA H 5.4)

- Update:
- Worksource Oregon:
  - La Clinica:
  - Rogue Community Health:
  - AllCare:
  - United Way:
  - SOREDI:
  - Rogue Credit Union:
  - Jackson County Early Learning Hub:
  - SOU/RCC Business Center
  - Chamber of Commerce - Ashland, Medford, Central Point

Status: On Track 

# GROW

Goal: Jackson County Library Services contribute to the economic vitality of our communities

Objective 2: Educate for digital literacy and marketable workplace skills to improve prospects for employment.

Action 1: By July 2018 usage of Learning Express will increase 10% and increase 10% each successive year. (OLA F 2.1)

Update: The baseline for Learning Express retrievals is 337 for FY 16/17. Gale courses have also been offered as a similar product offering to Learning Express. Working to provide reporting to show we are on track to meet our goal.

Status: On Track 

Action 2: By July 2018 at least 300 Jackson County residents will receive one-on-one information literacy assistance from library staff annually with a 25% increase annually. (OLA C 1.11 and C 1.12)

Update: Digital Services has filled over 600 appointments working with community members to provide help with digital services.

Status: On Track 

Action 3: By July 2020 establish and idea lab within the system where people can produce creative content. (OLA C 1.12)

Update: The furniture expenditure has been approved and ordered. This was the first hurdle to achieving the goal of opening to the public on Tuesday, September 8. At this point, we are on track to achieving this goal. Early marketing communications, including logo and naming conversations have occurred. While in early reports this was called an Idea Lab, we have officially decided to call this area a “Spark Space” moving forward.

Status: On track 

# GROW

Goal: Jackson County Library Services contribute to the economic vitality of our communities

Objective 3: Leverage partnerships to develop and promote job growth and business success.

Action 1: By July 2020 the library will partner with at least 6 local organizations to be part of the “Ask the Expert” program. (OLA H 5.4)

Update:

Status:





May 3, 2018

To: Jackson County Library District Board

From: Denise Galarraga, Regional Director Library Systems & Services

RE: Subscription for Gale Courses and Brainfuse products HelpNow and JobNow

### Gale Courses

Unlimited classes, \$18,720.00 a year

We want the library to be the go-to place for Jackson County residents to develop skills to support their professional development and lifelong learning. We currently provide opportunities for skill development through Learning Express. Learning Express is provided to the library through the Statewide Database program. Learning Express provides students with the opportunity to take courses in basic math, English, computer skills and other topics. The courses are self-paced and work well for the motivated student. Many leading edge libraries have moved beyond the basics and offer their community instructor lead courses from Gale Courses. Gale courses provides hundreds of personal and professional development classes. The courses have a start date and end date. All students that finish their course successfully are awarded a record of completion.

Gale Courses may be one way for us to reach people who do not normally use the library. The courses include Accounting Fundamentals, How to Use QuickBooks, Project Management and Publishing. The addition of Gale Sources to our toolkit fits will help us keep our promise to educate for digital literacy and marketable workplace skills to improve prospects for employment (Strategic Plan Grow – Objective 4.1).

### JobNow and HelpNow Bundle provided by Brainfuse

Unlimited use \$23,725 a year

JobNow is a subscription service that consists of a unique suite of resources for job seekers, including on-demand access to trained career experts who provide live, one-to-one interview coaching and resume assistance. Several staff evaluated JobNow comparing the features to the Job & Career Accelerator provided through the State Library. Both staff found JobNow to be a superior tool. One key feature is the online resume assistance.

One staff member said “the feedback I received on the resume I submitted was very thorough and helpful and the live support I received during their hours while I used it was helpful and friendly, too.”

---

Another staff member said “JobNow offered live (non-video) coaching with resume help. I provided a (fake) sample resume to them, and within a few moments, a live person was available to make comments and provide advice. The resume was uploaded to the site for the coach to see; and within a few moments, they started the consultation. The coach offered six or so bits of advice, including proper structure, reordering the sections of the resume, removal of references, advice to use action verbs, advice to use numbers/stats for performance, proper sizing of the document, etc. The process took about 20-25 minutes. And I was able to run the session by using a simple \$100 Windows RCA tablet with 2GB of RAM.

The online resume help fits well with Objective 2 – Educate for digital literacy and marketable workplace skills to improve prospects for employment.

HelpNow is a comprehensive suite of services designed to accommodate a range of homework needs, including live, one-on-one homework help, live Oregon-aligned skills building, test preparation and comprehensive writing assistance. A subscription to HelpNow would be a powerful incentive to encourage students and teachers to obtain library cards to access the service. HelpNow provides on-demand, one-on-one online homework help. Students are able to draw or type their question in an online classroom and receive live homework assistance from a Brainfuse-certified tutor. HelpNow offers live writing assistance and a writing lab for students. Students are able to upload a writing assignment and receive advice with respect to voice, word choice, content, sentence fluency and organization.

Staff recommends these subscriptions be funded with the goal of starting service in May. The subscription fees would then need to be appended to the Materials Budget assuming a small percentage increase each year.

**AMENDMENT NO. 1**

**To the Jackson County Library District Contract for Services dated July 1, 2015 with Pathway Enterprises, Inc.**

This AMENDMENT NO. 1 to the Jackson County Library District Contract for Services (the "Contract") with an effective date of July 1, 2015, by and between Jackson County Library District, a library district organized under Chapters 198 and 357, hereinafter called "District," and Pathway Enterprises, Inc., hereinafter called "Contractor," is hereby made and entered into.

1. The original Contract duration was for three years, and the Contract is set to expire on 6/30/2018. Section 4 of the Contract states, *Upon mutual agreement, the Contract may be extended for additional periods of (1) year each, and may not exceed a total of five (5) years.*
2. The purpose of this AMENDMENT NO. 1 is to make provisions for Contractor to continue providing District with custodial services to include general, window and floor cleaning, as well as all cleaning supplies and equipment. Services also include biohazard response and cleanup services during business hours, if requested, as well as landscaping services at the Butte Falls and Prospect Library branches.
3. The Contract is hereby amended as follows:

a. **Section 3. Compensation, is hereby amended as follows (deleted text is indicated with a strikethrough; added text is indicated with an underline):**

Payment for all work performed under this contract shall be made as set forth below from available and authorized District funds and shall not exceed the maximum sum of ~~\$255,484~~ \$387,575 annually. Travel and other expenses of the Contractor shall not be reimbursed by District unless specifically provided herein as a supplementary condition.

*See the attached Exhibit 1 for a breakdown of pricing by branch and by category of service.*

b. **Section 4, Effective Date and Duration, is hereby amended as follows (deleted text is indicated with a strikethrough; added text is indicated with an underline):**

This Contract shall become effective on 07/01/2015 and approved as required by applicable law. Unless earlier terminated or extended, this contract shall expire on ~~06/30/2018~~, 06/30/2019 or when Contractor's completed performance has been accepted by District, whichever event occurs first.

Except as expressly amended herein, all other terms and conditions of the original Contract are still in full force and effect.

---

Susan Kiefer  
Board President  
Jackson County Library District


Date

---

Richard Simpson  
Contract Services Director  
Pathway Enterprises, Inc.

Date

---

 5/4/2018  
Approved as to legal sufficiency



Rebecca Simpson, CEO

January 3, 2018

Lisa Marston  
Jackson County Library District

Re: Pathway Enterprises, Inc proposed contract cleaning services 2018 – 2019

Ms. Marston,

Pathway Enterprises proposes several changes to the 2018 – 2019 pricing of the District cleaning contract. These specific items are as follows:

1. The State survey for the average janitorial wage in Jackson county in 2015 was \$12.24 per hour. The 2016 survey, ([https://www.bls.gov/oes/current/oes\\_32780.htm](https://www.bls.gov/oes/current/oes_32780.htm)), adjusts this wage to \$13.26 per hour.
2. Fringe rates for 2017 - 2018 were established at 27.26%. Increases in health insurance rates have changed this calculation to 32.98%.
3. One and a half hours per week were added for the cleaning of the Ashland Library grounds. The area has become a very active location for the Ashland homeless community and this service is needed to remove hazards and health concerns.

The pricing quoted is based on the level of quality and commitment currently agreed to between Pathway and Jackson County. Attachment A outlines the pricing proposed for the 2018 – 2019 contracting year, and Attachment B provides a service category pricing breakdown. In addition, all applicable costing workbooks have been attached for your review. In total, we are proposing to increase annual pricing from \$351,795 to \$387,575. This increase of \$35,780 will make adjustment for wage increases and the addition of the new Ashland service.

Thank you for your business and ongoing partnership to enhance the lives of people with significant disabilities!

A handwritten signature in cursive script that reads "Richard Simpson".

Richard Simpson  
Contract Services Director  
Pathway Enterprises, Inc.



Rebecca Simpson, CEO

## Attachment A: 2018 – 2019 Pricing

Branch	Annual	Monthly
APPLEGATE	3,672.72	306.06
ASHLAND	61,950.27	5,162.52
ASHLAND GROUNDS	2,014.36	167.86
BUTTE FALLS	5,649.94	470.83
CENTRAL POINT	10,292.29	857.69
EAGLE POINT	10,626.58	885.55
GOLD HILL	10,104.50	842.04
JACKSONVILLE	5,767.26	480.60
MEDFORD	145,260.90	12,105.08
MEDFORD DAY	40,287.20	3,357.27
PHOENIX	9,153.16	762.76
PROSPECT	6,566.28	547.19
ROGUE RIVER	10,466.36	872.20
RUCH	5,254.96	437.91
SHADY COVE	7,491.95	624.33
TALENT	7,269.32	605.78
WHITE CITY	7,530.36	627.53
SUPERVISION	38,217.50	3,184.79
TTLS	\$ 387,575.92	\$ 32,297.99



---

*Rebecca Simpson, CEO*

## **Attachment B: Categorical Pricing**

### **2018 - 2019 Building Services**

Janitorial	329,373.67
Windows	19,387.03
Floors	31,781.77
Landscaping	7,033.45
<hr/>	
Total Annual Cost	\$387,575.92

## **INTERGOVERNMENTAL AGREEMENT**

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

### **WITNESSETH**

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

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

WHEREAS, DISTRICT has a need for professional accounting services; and

WHEREAS, the purpose of this Agreement is to make provisions for RVCOG to perform professional accounting services for DISTRICT and to provide for cost reimbursement.

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

#### **A. SCOPE OF SERVICES**

DISTRICT hereby agrees to engage RVCOG and RVCOG hereby agrees to perform and carry out in a legal and proper manner, as reasonably determined by DISTRICT, professional accounting services requested by DISTRICT, as outlined in Attachment A.

#### **B. TIME OF PERFORMANCE**

This term of this Agreement is July 1, 2018, to June 30, 2019, unless terminated earlier by either party in writing (see Section C of this Agreement).

#### **C. AMENDMENTS AND TERMINATION**

1. This document constitutes the entire Agreement between the PARTIES and no other Agreement exists between them, either stated or implied. Any amendments or changes to the provisions of this Agreement shall be reduced to writing and signed by both PARTIES.
2. This Agreement will remain in effect until terminated by either party in accordance with this Section (C)(2). Either party may terminate this Agreement: a) for any or no reason, upon thirty (30) days' prior written notice to the other party; b) upon seven (7) days' written notice, upon the other party's default of any term or condition hereof and its failure to cure same within the 7-day period; or (c) if any contemplated funding from



DISTRICT is not obtained or continued at levels sufficient to allow for full performance herein, this Agreement may be modified or terminated immediately to accommodate such reduction in funds.

3. Upon termination of this Agreement for reasons other than RVCOG's default, DISTRICT shall remain responsible to RVCOG for applicable fees incurred for Services performed by RVCOG prior to such termination.

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

#### D. PAYMENTS

1. The DISTRICT will reimburse RVCOG for professional accounting services performed for DISTRICT by RVCOG employees at the hourly rates outlined in Attachment A, subject to semi-annual adjustments on or about July 1 and January 1 of each year this Agreement is in force. Hourly rates include travel time. DISTRICT will also pay for any supplies and materials and mileage incurred in performing the Services, including additional accounting software and equipment, if needed.
2. RVCOG shall submit monthly billings for work performed. The billings shall describe all work performed with particularity, by whom and on the date it was performed, the number of hours spent performing such work, and shall itemize and explain all expenses for which reimbursement is claimed.
3. DISTRICT shall reimburse RVCOG within 30 days of receipt of invoice for costs accompanied by the documents and receipts evidencing such costs and expenses.
4. The total amount not to exceed annually is \$60,000.

#### E. RESPONSIBILITIES

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



## F. INDEMNIFICATION

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

## G. COMPLIANCE WITH LAWS

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

## H. INSURANCE

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

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

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

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

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



**ATTACHMENT A**

**SCOPE OF SERVICES / FEE SCHEDULE**

**Scope of Services:** RVCOG will provide DISTRICT with professional accounting services including, but not limited to, attending meetings as required by District; budget preparation; audit preparation; bank statement reconciliations; accounts receivable; accounts payable; payroll; benefits administration; financial statements and reporting; financial reporting required by other governmental entities; and other services as required by the District.

**2018-19 Fee Schedule (Hourly Loaded Rates)\***

Internal Services Director	\$96.18/hr
Senior Accountant	\$70.76/hr
Staff Accountant	\$59.99/hr
Accounting Technician	\$57.83/hr
Human Resources/Payroll Specialist	\$48.57/hr

\*Subject to semi-annual adjustments on or about July 1 and January 1 of each year this Agreement is in force. Hourly rates include travel time. DISTRICT will also pay for any supplies and materials and mileage incurred in performing the Services, including any additional accounting software or equipment, if needed.

## **INTERGOVERNMENTAL AGREEMENT**

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

### **WITNESSETH**

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

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

WHEREAS, DISTRICT has a need for administrative assistance; and

WHEREAS, the purpose of this Agreement is to make provisions for RVCOG to perform administrative assistant services for DISTRICT and to provide for cost reimbursement.

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

#### **A. SCOPE OF SERVICES**

DISTRICT hereby agrees to engage RVCOG and RVCOG hereby agrees to perform and carry out in a legal and proper manner, as reasonably determined by DISTRICT, administrative assistant services requested by DISTRICT, as outlined in Attachment A.

#### **B. TIME OF PERFORMANCE**

The term of this Agreement is July 1, 2018, to June 30, 2019, unless terminated earlier by either party in writing (see Section C of this Agreement).

#### **C. AMENDMENTS AND TERMINATION**

1. This document constitutes the entire Agreement between the PARTIES and no other Agreement exists between them, either stated or implied. Any amendments or changes to the provisions of this Agreement shall be reduced to writing and signed by both PARTIES.
2. This Agreement will remain in effect during the term unless terminated by either party in accordance with this Section (C)(2). Either party may terminate this Agreement: a) for any or no reason, upon thirty (30) days' prior written notice to the other party; b) upon seven (7) days' written notice, upon the other party's default of any term or condition hereof and its failure to cure same within the 7-day period; or (c) if any contemplated funding from DISTRICT is not obtained or continued at levels sufficient

to allow for full performance herein, this Agreement may be modified or terminated immediately to accommodate such reduction in funds.

3. Upon termination of this Agreement for reasons other than RVCOG's default, DISTRICT shall remain responsible to RVCOG for applicable fees incurred for Services performed by RVCOG prior to such termination.

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

#### D. PAYMENTS

1. The DISTRICT will reimburse RVCOG for administrative assistant services performed up to 30 hours per week for DISTRICT by RVCOG staff at the hourly rate(s) outlined in Attachment A, subject to semi-annual adjustments on or about July 1 and January 1 of each year that this Agreement is in force. Hourly rates include travel time. DISTRICT will also pay for any supplies and materials and mileage incurred in performing the Services, including additional software and equipment, if needed.
2. RVCOG shall submit monthly billings for work performed. The billings shall describe all work performed with particularity, by whom and on the date it was performed, the number of hours spent performing such work, and shall itemize and explain all expenses for which reimbursement is claimed.
3. DISTRICT shall reimburse RVCOG within 30 days of receipt of invoice for costs accompanied by the documents and receipts evidencing such costs and expenses.
4. The total amount not to exceed annually is \$75,742.

#### E. RESPONSIBILITIES

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

## F. INDEMNIFICATION

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

## G. COMPLIANCE WITH LAWS

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

## H. INSURANCE

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

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

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

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

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





**ATTACHMENT A**

**SCOPE OF SERVICES / FEE SCHEDULE**

**Scope of Services:** RVCOG will provide DISTRICT with an Office Specialist II to perform administrative assistant services for the District.

**Essential Functions:**

- Attends monthly JCLD Board meetings; records proceedings both with a digital recorder and by hand; composes minutes in Microsoft Word; and reviews drafts of minutes for accuracy and clarity prior to final processing.
- Coordinates the Board and committee calendars, training, and travel.
- Processes accounts payable invoices on a daily basis in accordance with established practices and procedures.
- Prepares accounts receivable invoices on a monthly or quarterly basis in accordance with established practices and procedures.
- Researches, prioritizes, and follows up on incoming issues and concerns addressed to the District or Board regarding facilities, safety, incident reports, maintenance requests, special use requests, etc. Escalates issues to District Administrator as appropriate.
- Organizes and files all documents (hard and soft copies); maintains filing systems; preserves and archives records; and responds to public records requests as needed.
- Conducts research, compiles information, performs data entry, and prepares reports in Microsoft Word and Excel as requested.
- Coordinates with District contractors and vendors, requests quotes, creates purchase orders, and coordinates/schedules services for facilities and vehicle maintenance, as needed.
- Serves on the District's Facilities Committee.
- Copies, prints, scans, and/or distributes materials as requested and prepares correspondence as needed.
- Communicates effectively with a diverse group of people, including Board, staff, contractors, stakeholder groups, volunteers and the public.
- Completes a broad variety of administrative tasks for the District Board and Administrator, as needed.

**2018-19 Fee Schedule (Hourly Loaded Rates)\***

<b>RVCOG Job Title</b>	<b>RVCOG Loaded Rate</b>
Office Specialist II, up to 30 hours per week	\$48.36/hr

\*Subject to semi-annual adjustments on or about July 1 and January 1 of each year this Agreement is in force. Hourly rates include travel time. DISTRICT will also pay for any supplies and materials and mileage incurred in performing the Services, including any additional software or equipment, if needed.





TO: Jackson County Library District Board  
FR: Jennifer Giltrop, LS&S Chief Library Officer  
DA: May 3, 2018  
RE: Library Hours Proposal (March 2018) Follow-up

As part of our efforts to implement the JCLD strategic plan, the JCLS staff presented a Library Hours proposal in March 2018. Attached please find the March 2018 proposal, as well as the answers (where available) to the questions received from the Board. As we build out the revised Library Hours proposal, I want to clarify our approach moving forward.

The process will be led by myself and Denise Galarraga, LS&S Regional Director. Denise has been with LS&S for many years including serving as the JCLS Library Director for several years prior to her move to Florida and recently California. After working closely with staff over the last six weeks, we are taking a step back from the March 2018 proposal and will look deeper at the needs of the system, analysis of the community, and usage trends in order to develop an array of options for the District Board to consider in the coming months.

The first step we are taking is to assess the current staffing and service delivery models in order to ensure that we are staffed appropriately and that the compensation for our staff is competitive in this market. The goal is to have the results of this analysis to share with you at the June 2018 meeting.

The next step will be to develop a comprehensive proposal of expanded hours options for your review. Our preliminary view is to follow the OLA Quantitative Standards- Total unduplicated hours the library is open to the public at all facilities.

<b>Population Served</b>	<b>Essential</b>	<b>Enhanced</b>	<b>Exemplary</b>
0—4,999	20	35	50
5,000—9,999	30	45	60
10,000—24,999	40	55	70
25,000 and above	50	60	75

We are suggesting a Board work session in June or July on the topic of expanded hours. This would provide a focused opportunity to discuss the data and options with you prior to the next proposal submission. It is our intent to provide you with the updated expanded hours proposal, which includes options at the August 2018 Board Meeting.

### **Hours Proposal: Follow up questions with answers**

- Need to use consistent definition of “active cardholders” as requested by the Board, 2 years, not three
  - We agree with the definition of “active cardholders” being 2 years, and will move forward with that assumption.
  
- Is there any data that shows the impact of consistent hours on increasing active users? Studies of other libraries before and after?
  - We have connected with ALA to research case studies that might help answer this question. There is no published case study from another library system that speaks specifically to the impact of consistent hours. However we have identified library systems who we can reach out to directly who have had changes to their hours in the last few years and ask them there anecdotal experience.
  
- What was the impact on our active users/library usage with the last JCLS hour increase? We should have data before and after. What was the increase by branch alongside the increase in hours? Did we attract more people? How many and where? Did we increase the number of visits/active cardholder?
  - A report had been created shortly after the previous hours increase that does offer high level insight into the impact of the hours increase, the report is amended to the hours proposal. Can be seen in the amended proposal on page 15
  - Specific target goals were not defined upfront for the impact of hours, which makes retrospective analysis difficult due to the manual nature of data analysis. If the board would like to prioritize a deeper a level analysis, library staff can create an ad hoc report using the data we have available.
  
- In the final proposal, I would like to see current hours and proposed hours, side by side as well as current staff and proposed staff side by side. I think an easier format would be helpful.
  - Can be seen in the amended proposal on page 16
  
- I would like to see a copy of the patron survey
  - Can be seen in the amended proposal on page 19
  
- Show me that people want/need late hours on Friday. This just sounds goofy
  - Below are just a few comments received in the survey:
    - “Closed Friday and open till 8pm on Monday is the silliest thing ever. my suggestion would be open Friday and Saturday till 8pm and closed Monday. Makes no sense why the library would be closed on a Friday”
    - “Please open the library on Friday evenings!”
    - “it would be great to see some Friday hours in Ashland, especially evening hours.”
    - “I think the Library should be open later (9:00 - 10:00) on Friday evening.”

- I'd like to know the average age of the library card holder and the average age of those using each of the branch libraries.
  - Average age of a patrons system wide approximately 42.
- Map all card holders using batch geo. Map where they live in proximity to a library and map which library they use Batch Geo will give a different color for each library if you buy the upgraded version.
  - This report has been run for all branches and can be discussed in detail during a board study session.
- 1)Do we have data that supports cross-use of libraries and which ones have the most cross use? How do we interpret branch cross usage from an hours perspective? Does it support that we can look at two (or more libraries as a system) and optimize hours for the system, not the branch? 2)Value of looking at the libraries from a regional perspective?are there similar “needs” suggested by Gale or Survey?
  - This report has been run for all branches and can be discussed in detail during a board study session.
- Evaluation of current non-users and what hours they would like to use the libraries by district. Gale gave us much socio-economic information (by district) when we did the Strategic Plan that I don't believe we've used. We should analyze this data in the non-user areas. Perhaps a survey of unique non-users in a few of the areas identified by Gale
  - This can be done as we work on the revised hour's proposal, depending on the expectations of a non-user survey. A consultant may need to perform such a survey.
- The recommendation given suggests that increasing hours is the answer to meeting customer needs or solving an assumed objective. From the presentation at the board meeting I was not able to make that leap. How do we know that? What in the data leads us to the conclusion that “hours” are the answer? (as mentioned above, some sort of supporting data from the previous hour increase could come a long way in helping to support that)
  - This will be clarified in the revised proposal
- I'd like to see the recommendation broken into three groups of priorities. Which hour increases have the most impact or are most in need of addressing? The second tier? Third? And impact of each. I'm not sure an all or nothing approach is the best, and certainly not our only choice.
  - This will be clarified in the revised proposal
- Would we be better off investing in other areas to meet customer needs? As an example - if our penetration is low with Hispanics, teens, working parents, <insert any demographic here>, how do we know that under-utilization is not more impacted by not having

relevant programs, or content, or...? The answer may be in the existing data but was unclear in the presentation of the data.

- This will be addressed in the revised proposal
- An informed survey should include both users and non-users (re: OLA standards). I think this is the time to survey non-users, since Jamar already signed on to do it in 2018-2019 (Plan Objective 1). Surveying our current users is a better method of increasing visits of current users, not identifying the needs of those not using the library
  - We support a non-user survey done as soon as possible. LS&S can provide a referral for a company to do this work.
- Consistent hours: just like a business. Every library should open at the same time every day it's open. The closing times can vary but not opening times.
  - This will be clarified in the revised proposal



March 1, 2018

To: Jackson County Library District Board

From: Susan Bloom, Assistant Director Administrative Services

RE: Library Hours

## Background

The Library District Board requested staff to prepare relevant data and make recommendations to increase library hours during fiscal year 2018-2019 to comply with the 15 population areas identified through the strategic plan.

This report provides staff recommendations and addresses the key points requested by the Library District Board which are:

- The requested increase in hours at each library
- The cost of each increase and the total amount needed
- Potential staffing required to meet the standards
- How staff proposes to phase in changes through the next fiscal year and beyond

## Methodology

Staff reviewed several data points to help us understand the current state and develop a solution for a future state.

### **Patron Survey**

On February 16<sup>th</sup>, 2018 a survey was sent to 35 thousand email recipients asking them for feedback and thoughts about the Library District considering to increase hours. The survey consisted of 13 questions which were written to get a broad sense of what branches people frequented most often, if current library hours were convenient, and what days of the week they preferred for both child and adult programming. The survey also asked an open ended question which allowed patrons to write feedback, which has been mostly constructive and provides us with insight into what patrons are hoping for from Library hours.

The response to the survey has been significant, and has provided us with a large sample size of data to pull from. Over 3 thousand responses have been collected from multiple marketing channels including email, the website, social media, and print.



Some basic reporting from responses include:

- Over 1/3 of Library Patrons feel Library hours are not convenient.
- Saturdays are the day of the week patrons are most likely to visit the Library, Sundays are the least likely.
- 45% of respondents are between the ages of 50 – 69.
- 1% of respondents identified Spanish as their native language.

Two key takeaways and insights from patron written responses:

- *Patrons are wanting more evening hours for both adult programming for adults who work during the day, and also for children’s programming for parents who work during the day but want the opportunity to take their children to the Library.*
- *More consistent hours was a common request. More standardized opening and closing times.*

### **Marketing Analytics**

Staff engaged Gale Analytics to use the Analytics on Demand tool to create a report to assess the potential demand for library use focusing on the populations who are not current library users. The *Marketing Analytics were in line with the strategy to increase hours, strive for consistent times and focus on evening availability.* Following is a summary of the findings:

#### **SYSTEM WIDE ANALYSIS:**

Jackson County has an estimated population of 210,073, we have identified 96,874 cardholders who have had activity in the last 3 years. With almost 97,000 card holders Jackson County has a saturation rate of 46%. With roughly 113,000 county residents who are not active library patrons, the Library District has the potential to grow its user base by more than 100%.

The demographic data for our current patrons compared to the demographic data of non-patrons indicates that there is still room for growth within our most prominent patron demographic segments. This presents an opportunity, a commonly used marketing strategy is to leverage success. Because there is significant overlap between the most prominent demographic segments for both patrons and non-patrons, prioritizing the activities and interests of our current patron demographic segments would be beneficial for attracting new patrons as well as engaging with current patrons.



## BRANCH LEVEL ANALYSIS:

### *Visits*

Visits per capita is a good way to measure library engagement. Because Library cards can stay valid for an extended time, visits per capita can give a better sense of Library usage. When estimated annual visits to the service area population were compared by location, per capita visits varied widely. Applegate had the highest per capita visits at 8, the lowest being Butte Falls with less than 1 visit per capita. Medford and Ashland have a visit per capita at 3 and 5.

Visits per open hour also varied widely, from 1 visit per hour at Butte Falls to 132 visits per hour at Medford. The 5 branches with the fewest visits per hour (Butte Falls, Prospect, White City, Applegate, and Gold Hill) do not currently have evening hours.

### *Circulation*

System wide, the circulation per capita was 8, though there were 5 branches that saw circulation per capita over 12. The 4 other top locations were Applegate (20 circs per capita), Ashland (18), Prospect (18), Talent (14), and Jacksonville (13)

Circulation per open hour did also vary between locations. Four of the five locations with the lowest circulation per open hour currently do not have evening hours (evening hours are defined as after 6pm).

### *Circulation Relative to Visits*

The system wide ratio of circulation to visits is relatively high at 2.6, although there are some variation between branches. On the lower end of the spectrum, the circulation to visits ratio is 2 at many branches. On the higher end, Butte Falls had a ratio of 11. This shows that visits to Butte Falls are highly circulation driven.

### *Turnover*

The turnover rate relates circulation to the number of items held at each location. This can be helpful in understanding use of our collections. System wide, the turnover rate is 3.09, meaning that the average item in our collection was circulated 3 times last year. Across locations, the turnover rate ranges from 0.79 at Butte Falls to 4.1 at Ashland.

By industry standard, turnover rates under 4 are considered low. The turnover rate can be influenced by many factors, one of which is open hours. As circulation is the main driver of this calculation, the turnover rate would increase if patrons had more hours during which they could checkout items.



### **OLA Standards**

Staff considered the recommendation for total unduplicated hours recommended by the Oregon Library Association – Public Library Division (2015 Revision) to help develop the hours proposal.

### **Bottoms up Process**

Staff did not use existing library hours as a template and looked at each branch with fresh eyes. This means we did not add hours or delete hours to an existing schedule. Rather considered replacing the existing schedule with a forward looking model designed to meet community needs now and in the future.

### **Staff Input**

We surveyed staff to gain insight on their view of the community needs.

## **Conclusion**

Staff recommends library hours be increased from 368 hours to 556 hours. The revised schedules focus on adding evening hours across all branches and striving for a consistent schedule within a week.

- The requested increase in hours at each library – Attachment 1
- The cost of each increase and the total amount needed – Attachment 2
- Potential staffing required to meet the standards – Attachment 3
- How staff proposes to phase in changes through the next fiscal year and beyond -

*Staff recommends the increased hours take effect January 1, 2019. New staff hiring and planning would start no later than October 1, 2018.*



## Proposed Hours Increase – Attachment 1

Branch	Day	Open	Closed	Hours	Total Hours
Applegate	Sun	Closed	Closed	-	
Applegate	Mon	Closed	Closed	-	
Applegate	Tue	1:00 PM	7:00 PM	6.00	
Applegate	Wed	10:00 AM	2:00 PM	4.00	
Applegate	Thu	Closed	Closed	-	
Applegate	Fri	1:00 PM	7:00 PM	6.00	
Applegate	Sat	10:00 AM	2:00 PM	4.00	20.00
Ashland	Sun	12:00 PM	4:00 PM	4.00	
Ashland	Mon	10:00 AM	8:00 PM	10.00	
Ashland	Tue	10:00 AM	8:00 PM	10.00	
Ashland	Wed	10:00 AM	8:00 PM	10.00	
Ashland	Thu	10:00 AM	8:00 PM	10.00	
Ashland	Fri	10:00 AM	6:00 PM	8.00	
Ashland	Sat	10:00 AM	6:00 PM	8.00	60.00
Butte Falls	Sun	Closed	Closed	-	
Butte Falls	Mon	2:00 PM	6:00 PM	4.00	
Butte Falls	Tue	Closed	Closed	-	
Butte Falls	Wed	Closed	Closed	-	
Butte Falls	Thu	10:00 AM	2:00 PM	4.00	
Butte Falls	Fri	2:00 PM	6:00 PM	4.00	
Butte Falls	Sat	10:00 AM	2:00 PM	4.00	16.00
Central Point	Sun	12:00 PM	5:00 PM	5.00	
Central Point	Mon	1:00 PM	6:00 PM	5.00	
Central Point	Tue	10:00 AM	7:00 PM	9.00	
Central Point	Wed	10:00 AM	6:00 PM	8.00	
Central Point	Thu	10:00 AM	8:00 PM	10.00	
Central Point	Fri	1:00 PM	6:00 PM	5.00	
Central Point	Sat	10:00 AM	6:00 PM	8.00	50.00
Eagle Point	Sun	Closed	Closed	-	
Eagle Point	Mon	Closed	Closed	-	
Eagle Point	Tue	12:00 PM	8:00 PM	8.00	
Eagle Point	Wed	10:00 AM	6:00 PM	8.00	
Eagle Point	Thu	11:00 AM	7:00 PM	8.00	
Eagle Point	Fri	10:00 AM	6:00 PM	8.00	
Eagle Point	Sat	10:00 AM	6:00 PM	8.00	40.00
Gold Hill	Sun	Closed	Closed	-	
Gold Hill	Mon	Closed	Closed	-	
Gold Hill	Tue	1:00 PM	7:00 PM	6.00	
Gold Hill	Wed	10:00 AM	4:00 PM	6.00	
Gold Hill	Thu	10:00 AM	4:00 PM	6.00	
Gold Hill	Fri	1:00 PM	7:00 PM	6.00	
Gold Hill	Sat	10:00 AM	4:00 PM	6.00	30.00

## Proposed Hours Increase – Attachment 1

Branch	Day	Open	Closed	Hours	Total Hours
Jacksonville	Sun	Closed	Closed	-	
Jacksonville	Mon	Closed	Closed	-	
Jacksonville	Tue	1:00 PM	7:00 PM	6.00	
Jacksonville	Wed	10:00 AM	4:00 PM	6.00	
Jacksonville	Thu	10:00 AM	4:00 PM	6.00	
Jacksonville	Fri	1:00 PM	7:00 PM	6.00	
Jacksonville	Sat	10:00 AM	4:00 PM	6.00	30.00
Medford	Sun	12:00 PM	4:00 PM	4.00	
Medford	Mon	10:00 AM	8:00 PM	10.00	
Medford	Tue	10:00 AM	8:00 PM	10.00	
Medford	Wed	10:00 AM	8:00 PM	10.00	
Medford	Thu	10:00 AM	8:00 PM	10.00	
Medford	Fri	10:00 AM	6:00 PM	8.00	
Medford	Sat	10:00 AM	6:00 PM	8.00	60.00
Phoenix	Sun	Closed	Closed	-	
Phoenix	Mon	Closed	Closed	-	
Phoenix	Tue	12:00 PM	8:00 PM	8.00	
Phoenix	Wed	10:00 AM	6:00 PM	8.00	
Phoenix	Thu	11:00 AM	7:00 PM	8.00	
Phoenix	Fri	10:00 AM	6:00 PM	8.00	
Phoenix	Sat	10:00 AM	6:00 PM	8.00	40.00
Prospect	Sun	Closed	Closed	-	
Prospect	Mon	Closed	Closed	-	
Prospect	Tue	1:00 PM	7:00 PM	6.00	
Prospect	Wed	10:00 AM	2:00 PM	4.00	
Prospect	Thu	Closed	Closed	-	
Prospect	Fri	12:00 PM	6:00 PM	6.00	
Prospect	Sat	10:00 AM	2:00 PM	4.00	20.00
Rogue River	Sun	Closed	Closed	-	
Rogue River	Mon	Closed	Closed	-	
Rogue River	Tue	12:00 PM	8:00 PM	8.00	
Rogue River	Wed	10:00 AM	6:00 PM	8.00	
Rogue River	Thu	11:00 AM	7:00 PM	8.00	
Rogue River	Fri	10:00 AM	6:00 PM	8.00	
Rogue River	Sat	10:00 AM	6:00 PM	8.00	40.00
Ruch	Sun	Closed	Closed	-	
Ruch	Mon	Closed	Closed	-	
Ruch	Tue	1:00 PM	7:00 PM	6.00	
Ruch	Wed	10:00 AM	4:00 PM	6.00	
Ruch	Thu	10:00 AM	4:00 PM	6.00	
Ruch	Fri	1:00 PM	7:00 PM	6.00	
Ruch	Sat	10:00 AM	4:00 PM	6.00	30.00

## Proposed Hours Increase – Attachment 1

Branch	Day	Open	Closed	Hours	Total Hours
Shady Cove	Sun	Closed	Closed	-	
Shady Cove	Mon	Closed	Closed	-	
Shady Cove	Tue	1:00 PM	7:00 PM	6.00	
Shady Cove	Wed	10:00 AM	4:00 PM	6.00	
Shady Cove	Thu	10:00 AM	4:00 PM	6.00	
Shady Cove	Fri	1:00 PM	7:00 PM	6.00	
Shady Cove	Sat	10:00 AM	4:00 PM	6.00	30.00
Talent	Sun	12:00 PM	5:00 PM	5.00	
Talent	Mon	1:00 PM	6:00 PM	5.00	
Talent	Tue	10:00 AM	7:00 PM	9.00	
Talent	Wed	10:00 AM	6:00 PM	8.00	
Talent	Thu	10:00 AM	8:00 PM	10.00	
Talent	Fri	1:00 PM	6:00 PM	5.00	
Talent	Sat	10:00 AM	6:00 PM	8.00	50.00
White City	Sun	Closed	Closed	-	
White City	Mon	Closed	Closed	-	
White City	Tue	12:00 PM	8:00 PM	8.00	
White City	Wed	10:00 AM	6:00 PM	8.00	
White City	Thu	11:00 AM	7:00 PM	8.00	
White City	Fri	10:00 AM	6:00 PM	8.00	
White City	Sat	10:00 AM	6:00 PM	8.00	40.00
Total Hours					556.00
Prior Hours					368.00
Increase					188.00
% Increase					51%

## The cost of each increase and the total amount needed – Attachment 2

Branch	Hours	Weekly Cost	Yearly Cost
Applegate	12.50	218	11,320
Ashland	365.00	8,407	437,184
Butte Falls	3.00	69	3,594
Central Point	44.00	785	40,841
Eagle Point	5.00	94	4,875
Gold Hill	20.50	389	20,229
Jacksonville	12.50	369	19,188
Medford	200.00	4,896	254,592
Phoenix	53.00	1,087	56,523
Prospect	28.00	515	26,760
Rogue River	16.00	462	23,999
Ruch	1.50	27	1,408
Shady Cove	13.00	238	12,393
White City	54.00	1,034	53,759
<b>Total</b>	<b>828.00</b>	<b>18,590</b>	<b>966,664</b>

Notes:

Additions to System wide staff required to support new hours is under development

Further analysis is required to determine mix of full-time vs part-time positions

Staffing model for branches does not assume a librarian in the role of Branch Lead. This may change over time and require an adjustment to the model.

### Potential staffing required to meet the standards – Attachment 3

Branch	Job Code	Current Hours	New Hours	Additional Hours
Applegate	Branch Lead	30.0	30.0	0.0
Applegate	Library Associate 2	12.0	24.5	12.5
Ashland	Branch Manager/Zone Manager	40.0	40.0	0.0
Ashland	Circulation Supervisor	40.0	40.0	0.0
Ashland	Librarian 1 (Childrens)	30.0	40.0	10.0
Ashland	Librarian 1 (Reference)	40.0	40.0	0.0
Ashland	Librarian 1 (Reference)	25.0	40.0	15.0
Ashland	Librarian 1 (Reference)	20.0	40.0	20.0
Ashland	Librarian 1 (Reference)	0.0	0.0	0.0
Ashland	Librarian 1 (Teens)	25.0	40.0	15.0
Ashland	Library Associate 2 (Childrens)	20.0	40.0	20.0
Ashland	Library Associate 2 (Childrens)	20.0	40.0	20.0
Ashland	Library Associate 2 (Childrens)	5.0	40.0	35.0
Ashland	Library Associate 3 PIC (Circ)	0.0	40.0	40.0
Ashland	Library Associate 1 (Circ - page)	70.0	148.0	78.0
Ashland	Library Associate 2 (Circ)	80.0	152.0	72.0
Ashland	Library Associate 2 (Teen Services)	0.0	40.0	40.0
Butte Falls	Branch Lead	12.0	15.0	3.0
Central Point	Branch Lead	40.0	40.0	0.0
Central Point	Library Associate 2	20.0	20.0	0.0
Central Point	Library Associate 2	34.0	36.0	2.0
Central Point	Library Associate 1	10.0	20.0	10.0
Central Point	Library Associate 2 (PIC)	28.0	40.0	12.0
Central Point	Library Associate 2	0.0	20.0	20.0
Eagle Point	Branch Lead	40.0	40.0	0.0
Eagle Point	Library Associate 2	30.0	35.0	5.0
Eagle Point	Library Associate 2 (PIC)	35.0	39.0	4.0
Gold Hill	Branch Lead	30.0	40.0	10.0
Gold Hill	Library Associate 2	22.0	32.5	10.5
Jacksonville	Library Associate 2	30.0	32.5	2.5
Jacksonville	Branch Lead	30.0	40.0	10.0
Medford	Assistant Branch Manager	40.0	40.0	0.0
Medford	Circulation Supervisor	40.0	40.0	0.0
Medford	Librarian 1 (Children's Librarian)	40.0	40.0	0.0
Medford	Librarian 1 (Reference)	40.0	40.0	0.0
Medford	Librarian 1 (Reference)	40.0	40.0	0.0
Medford	Librarian 1 (Reference)	40.0	40.0	0.0
Medford	Library Associate 1 (Circ - page)	148.0	148.0	0.0
Medford	Library Associate 2 (Circ)	152.0	152.0	0.0
Medford	Librarian 1 (Teen Services)	20.0	40.0	20.0
Medford	Library Associate 2 (Children's)	20.0	40.0	20.0

**Potential staffing required to meet the standards – Attachment 3**

<b>Branch</b>	<b>Job Code</b>	<b>Current Hours</b>	<b>New Hours</b>	<b>Additional Hours</b>
Medford	Library Associate 2 (Children's)	20.0	40.0	20.0
Medford	Library Associate 2 (Teen Services)	20.0	40.0	20.0
Medford	Librarian 1 (Reference)	0.0	40.0	40.0
Medford	Library Associate 2 (Children's)	0.0	40.0	40.0
Medford	Library Associate 3 PIC (Circ)	0.0	40.0	40.0
Phoenix	Branch Lead	30.0	40.0	10.0
Phoenix	Library Associate 2 (PIC)	27.0	39.0	12.0
Phoenix	Library Associate 2	0.0	31.0	31.0
Prospect	Branch Lead	30.0	30.0	0.0
Prospect	Library Associate 2	0.0	24.0	24.0
Rogue River	Branch Lead	40.0	40.0	0.0
Rogue River	Library Associate 2	24.0	31.0	7.0
Rogue River	Library Associate 2 (PIC)	30.0	39.0	9.0
Ruch	Library Associate 2	30.0	30.0	0.0
Ruch	Branch Lead	21.0	22.5	1.5
Shady Cove	Branch Lead	30.0	32.5	2.5
Shady Cove	Library Associate 2	22.0	32.5	10.5
White City	Branch Lead	31.0	40.0	9.0
White City	Library Associate 2 (PIC)	25.0	39.0	14.0
White City	Library Associate 2	0.0	31.0	31.0
		1778.0	2606.0	828.0
Notes:	Additions to System wide staff required to support new hours is unde development			
	Further analysis is required to determine mix of full-time vs part-time positions			
	Staffing model for branches does not assume a librarian in the role of Branch Lead. This may change over time and require an adjustment to the model.			

To: JCLD Board of Directors

From: Susan Bloom, Access Services Coordinator

Date: April 25, 2016

Subject: Open Hours Analysis

The District Board has requested updated information on how the new hours impacted library services. Staff provided an analysis of the impact to circulation in August 2015. This analysis compared day by day circulation statistics collected January 2014 – June 2014 to those collected January 2015 – June 2015. Staff concluded that the new hours did not result in an increase in circulation but that the new hours were used by patrons to access materials. For example, the Applegate Library added 4 hours to Wednesday and circulation increased from 289 items to 2,186 items. Overall circulation for the period remained flat. The analysis for the first six months included all methods of circulation -- checkout and renewals at the circulation desk, renewals through the patron's account and self-checkout.

This follow-up analysis compares circulation statistics collected January 2014 – December 2014 to those collected January 2015 – December 2015. This day to day analysis by branch only includes transactions conducted at the circulation desk or through self-checkout. The reason for this change was to consider the impact of online (s/b auto) renewal implemented in September 2015. Without making this adjustment it would appear that circulation had a material increase on dates the library was closed. For example, the Butte Falls Library had 208 circulation transactions on Saturday during the 12-month reporting period. Ninety-nine of these transactions were accomplished through the auto renewal feature. From September 2015 – December 2015, JCLS recorded a total of 170,487 auto renewal transactions.

After making this adjustment, the circulation statistics support the prior conclusion that new hours did not increase circulation but that the new hours were used by patrons to access materials.

The final chart shows the transactions conducted by patrons through their account or auto renewal. 170,981 auto renewal transactions were recorded during September 2015 – December 2015.

### Current Hours

Branch	Day	Open	Closed	Hour
Applegate	S	Closed	Closed	
Applegate	M	Closed	Closed	
Applegate	T	2:00 PM	6:00 PM	4.00
Applegate	W	10:00 AM	2:00 PM	4.00
Applegate	T	Closed	Closed	
Applegate	Fri	2:00 PM	6:00 PM	4.00
Applegate	S	10:00 AM	2:00 PM	4.00
Ashland	S	12:00 PM	4:00 PM	4.00
Ashland	M	10:00 AM	8:00 PM	10.00
Ashland	T	10:00 AM	6:00 PM	8.00
Ashland	W	10:00 AM	6:00 PM	8.00
Ashland	T	12:00 PM	5:00 PM	5.00
Ashland	Fri	Closed	Closed	
Ashland	S	12:00 PM	5:00 PM	5.00
Butte Falls	S	Closed	Closed	
Butte Falls	M	Closed	Closed	
Butte Falls	T	10:00 AM	3:00 PM	5.00
Butte Falls	W	Closed	Closed	
Butte Falls	T	10:00 AM	6:00 PM	8.00
Butte Falls	Fri	Closed	Closed	
Butte Falls	S	Closed	Closed	
Central Point	S	Closed	Closed	
Central Point	M	Closed	Closed	
Central Point	T	10:00 AM	6:00 PM	8.00
Central Point	W	10:00 AM	6:00 PM	8.00
Central Point	T	10:00 AM	8:00 PM	10.00
Central Point	Fri	10:00 AM	6:00 PM	8.00
Central Point	S	12:00 PM	4:00 PM	4.00
Eagle Point	S	Closed	Closed	
Eagle Point	M	Closed	Closed	
Eagle Point	T	10:00 AM	4:00 PM	6.00
Eagle Point	W	10:00 AM	4:00 PM	6.00
Eagle Point	T	12:00 PM	6:00 PM	6.00
Eagle Point	Fri	10:00 AM	4:00 PM	6.00
Eagle Point	S	12:00 PM	6:00 PM	4.00
Gold Hill	S	Closed	Closed	
Gold Hill	M	10:00 AM	4:00 PM	6.00
Gold Hill	T	Closed	Closed	
Gold Hill	W	2:00 PM	6:00 PM	4.00
Gold Hill	T	Closed	Closed	

### Proposed Hours

Branch	Day	Open	Closed	Hour
Applegate	S	Closed	Closed	
Applegate	M	Closed	Closed	
Applegate	T	1:00 PM	7:00 PM	6.00
Applegate	W	10:00 AM	2:00 PM	4.00
Applegate	T	Closed	Closed	
Applegate	Fri	1:00 PM	7:00 PM	6.00
Applegate	S	10:00 AM	2:00 PM	4.00
Ashland	S	12:00 PM	4:00 PM	4.00
Ashland	M	10:00 AM	8:00 PM	10.00
Ashland	T	10:00 AM	8:00 PM	10.00
Ashland	W	10:00 AM	8:00 PM	10.00
Ashland	T	10:00 AM	8:00 PM	10.00
Ashland	Fri	10:00 AM	6:00 PM	8.00
Ashland	S	10:00 AM	6:00 PM	8.00
Butte Falls	S	Closed	Closed	
Butte Falls	M	2:00 PM	6:00 PM	4.00
Butte Falls	T	Closed	Closed	
Butte Falls	W	Closed	Closed	
Butte Falls	T	10:00 AM	2:00 PM	4.00
Butte Falls	Fri	2:00 PM	6:00 PM	4.00
Butte Falls	S	10:00 AM	2:00 PM	4.00
Central Point	S	12:00 PM	5:00 PM	5.00
Central Point	M	1:00 PM	6:00 PM	5.00
Central Point	T	10:00 AM	7:00 PM	9.00
Central Point	W	10:00 AM	6:00 PM	8.00
Central Point	T	10:00 AM	8:00 PM	10.00
Central Point	Fri	1:00 PM	6:00 PM	5.00
Central Point	S	10:00 AM	6:00 PM	8.00
Eagle Point	S	Closed	Closed	
Eagle Point	M	Closed	Closed	
Eagle Point	T	12:00 PM	8:00 PM	8.00
Eagle Point	W	10:00 AM	6:00 PM	8.00
Eagle Point	T	11:00 AM	7:00 PM	8.00
Eagle Point	Fri	10:00 AM	6:00 PM	8.00
Eagle Point	S	10:00 AM	6:00 PM	8.00
Gold Hill	S	Closed	Closed	
Gold Hill	M	Closed	Closed	
Gold Hill	T	1:00 PM	7:00 PM	6.00
Gold Hill	W	10:00 AM	4:00 PM	6.00
Gold Hill	T	10:00 AM	4:00 PM	6.00



Gold Hill	Fri	1:00 PM	5:00 PM	4.00	18
Gold Hill	S	12:00 PM	4:00 PM	4.00	
Jacksonville	S	Closed	Closed		24
Jacksonville	M	10:00 AM	5:00 PM	7.00	
Jacksonville	T	Closed	Closed		
Jacksonville	W	10:00 AM	5:00 PM	7.00	
Jacksonville	T	12:00 PM	6:00 PM	6.00	
Jacksonville	Fri	Closed	Closed		
Jacksonville	S	10:00 AM	2:00 PM	4.00	
Medford	S	12:00 PM	4:00 PM	4.00	
Medford	M	10:00 AM	7:00 PM	9.00	
Medford	T	10:00 AM	7:00 PM	9.00	
Medford	W	10:00 AM	7:00 PM	9.00	
Medford	T	Closed	Closed		
Medford	Fri	12:00 PM	4:00 PM	4.00	
Medford	S	11:00 AM	4:00 PM	5.00	
Phoenix	S	Closed	Closed		24
Phoenix	M	Closed	Closed		
Phoenix	T	11:00 AM	5:00 PM	6.00	
Phoenix	W	10:00 AM	6:00 PM	8.00	
Phoenix	T	1:00 PM	7:00 PM	6.00	
Phoenix	Fri	Closed	Closed		
Phoenix	S	12:00 PM	4:00 PM	4.00	
Prospect	S	Closed	Closed		
Prospect	M	Closed	Closed		
Prospect	T	Closed	Closed		
Prospect	W	10:00 AM	2:00 PM	4.00	
Prospect	T	Closed	Closed		
Prospect	Fri	1:00 PM	5:00 PM	4.00	
Prospect	S	10:00 AM	2:00 PM	4.00	
Rogue River	S	Closed	Closed		28
Rogue River	M	10:00 AM	4:00 PM	6.00	
Rogue River	T	10:00 AM	4:00 PM	6.00	
Rogue River	W	Closed	Closed		
Rogue River	T	1:00 PM	7:00 PM	6.00	
Rogue River	Fri	10:00 AM	4:00 PM	6.00	
Rogue River	S	10:00 AM	2:00 PM	4.00	
Ruch	S	Closed	Closed		
Ruch	M	Closed	Closed		
Ruch	T	10:00 AM	5:00 PM	7.00	
Ruch	W	Closed	Closed		
Ruch	T	1:00 PM	7:00 PM	6.00	
Ruch	Fri	Closed	Closed		

Gold Hill	Fri	1:00 PM	7:00 PM	6.00	30
Gold Hill	S	10:00 AM	4:00 PM	6.00	
Jacksonville	S	Closed	Closed		30
Jacksonville	M	Closed	Closed		
Jacksonville	T	1:00 PM	7:00 PM	6.00	
Jacksonville	W	10:00 AM	4:00 PM	6.00	
Jacksonville	T	10:00 AM	4:00 PM	6.00	
Jacksonville	Fri	1:00 PM	7:00 PM	6.00	
Jacksonville	S	10:00 AM	4:00 PM	6.00	
Medford	S	12:00 PM	4:00 PM	4.00	
Medford	M	10:00 AM	8:00 PM	10.00	
Medford	T	10:00 AM	8:00 PM	10.00	
Medford	W	10:00 AM	8:00 PM	10.00	
Medford	T	10:00 AM	8:00 PM	10.00	
Medford	Fri	10:00 AM	6:00 PM	8.00	
Medford	S	10:00 AM	6:00 PM	8.00	
Phoenix	S	Closed	Closed		40
Phoenix	M	Closed	Closed		
Phoenix	T	12:00 PM	8:00 PM	8.00	
Phoenix	W	10:00 AM	6:00 PM	8.00	
Phoenix	T	11:00 AM	7:00 PM	8.00	
Phoenix	Fri	10:00 AM	6:00 PM	8.00	
Phoenix	S	10:00 AM	6:00 PM	8.00	
Prospect	S	Closed	Closed		
Prospect	M	Closed	Closed		
Prospect	T	1:00 PM	7:00 PM	6.00	
Prospect	W	10:00 AM	2:00 PM	4.00	
Prospect	T	Closed	Closed		
Prospect	Fri	12:00 PM	6:00 PM	6.00	
Prospect	S	10:00 AM	2:00 PM	4.00	
Rogue River	S	Closed	Closed		40
Rogue River	M	Closed	Closed		
Rogue River	T	12:00 PM	8:00 PM	8.00	
Rogue River	W	10:00 AM	6:00 PM	8.00	
Rogue River	T	11:00 AM	7:00 PM	8.00	
Rogue River	Fri	10:00 AM	6:00 PM	8.00	
Rogue River	S	10:00 AM	6:00 PM	8.00	
Ruch	S	Closed	Closed		
Ruch	M	Closed	Closed		
Ruch	T	1:00 PM	7:00 PM	6.00	
Ruch	W	10:00 AM	4:00 PM	6.00	
Ruch	T	10:00 AM	4:00 PM	6.00	
Ruch	Fri	1:00 PM	7:00 PM	6.00	

Ruch	S	11:00 AM	4:00 PM	7.00	20
Shady Cove	S	Closed	Closed		
Shady Cove	M	Closed	Closed		
Shady Cove	T	12:00 PM	6:00 PM	6.00	
Shady Cove	W	2:00 PM	7:00 PM	5.00	
Shady Cove	T	Closed	Closed		
Shady Cove	Fri	10:00 AM	5:00 PM	7.00	
Shady Cove	S	Closed	Closed		18
Talent	S	Closed	Closed		
Talent	M	Closed	Closed		
Talent	T	10:00 AM	6:00 PM	8.00	
Talent	W	12:00 PM	7:00 PM	7.00	
Talent	T	12:00 PM	7:00 PM	7.00	
Talent	Fri	10:00 AM	5:00 PM	7.00	
Talent	S	10:00 AM	5:00 PM	7.00	36
White City	S	Closed	Closed		
White City	M	11:00 AM	6:00 PM	7.00	
White City	T	10:00 AM	2:00 PM	4.00	
White City	W	12:00 PM	5:00 PM	5.00	
White City	T	Closed	Closed		
White City	Fri	Closed	Closed		
White City	S	10:00 AM	4:00 PM	6.00	22

Ruch	S	10:00 AM	4:00 PM	6.00	30
Shady Cove	S	Closed	Closed		
Shady Cove	M	Closed	Closed		
Shady Cove	T	1:00 PM	7:00 PM	6.00	
Shady Cove	W	10:00 AM	4:00 PM	6.00	
Shady Cove	T	10:00 AM	4:00 PM	6.00	
Shady Cove	Fri	1:00 PM	7:00 PM	6.00	
Shady Cove	S	10:00 AM	4:00 PM	6.00	30
Talent	S	12:00 PM	5:00 PM	5.00	
Talent	M	1:00 PM	6:00 PM	5.00	
Talent	T	10:00 AM	7:00 PM	9.00	
Talent	W	10:00 AM	6:00 PM	8.00	
Talent	T	10:00 AM	8:00 PM	10.00	
Talent	Fri	1:00 PM	6:00 PM	5.00	
Talent	S	10:00 AM	6:00 PM	8.00	50
White City	S	Closed	Closed		
White City	M	Closed	Closed		
White City	T	12:00 PM	8:00 PM	8.00	
White City	W	10:00 AM	6:00 PM	8.00	
White City	T	11:00 AM	7:00 PM	8.00	
White City	Fri	10:00 AM	6:00 PM	8.00	
White City	S	10:00 AM	6:00 PM	8.00	40

# Library Hours Survey

The library is considering opening for additional hours. Your feedback is important as we decide which days and times we should be open. Please let us know your preferences for our library branches.

**1. Which libraries do you use? (Check all that apply)**

- |  |                                       |                                      |
|--|---------------------------------------|--------------------------------------|
| <input type="checkbox"/> Applegate     | <input type="checkbox"/> Gold Hill    | <input type="checkbox"/> Rogue River |
| <input type="checkbox"/> Ashland       | <input type="checkbox"/> Jacksonville | <input type="checkbox"/> Ruch        |
| <input type="checkbox"/> Butte Falls   | <input type="checkbox"/> Medford      | <input type="checkbox"/> Shady Cove  |
| <input type="checkbox"/> Central Point | <input type="checkbox"/> Phoenix      | <input type="checkbox"/> Talent      |
| <input type="checkbox"/> Eagle Point   | <input type="checkbox"/> Prospect     | <input type="checkbox"/> White City  |

**2. Are current library hours convenient for you or your family?**

- Yes  
 No

**3. On which days would you be most likely to visit the library? Check all that apply.**

- |                                     |                                    |                                    |
|-------------------------------------|------------------------------------|------------------------------------|
| <input type="checkbox"/> Mondays    | <input type="checkbox"/> Thursdays | <input type="checkbox"/> Saturdays |
| <input type="checkbox"/> Tuesdays   | <input type="checkbox"/> Fridays   | <input type="checkbox"/> Sundays   |
| <input type="checkbox"/> Wednesdays |                                    |                                    |

**4. At which times would you be most likely to visit the library? Please rank your answers from 1-3, with 1 being the time when you would visit the library the most and 3 being the time you would visit the library the least.**

\_\_\_\_\_ Mornings

\_\_\_\_\_ Afternoons

\_\_\_\_\_ Evenings

**5. In your opinion, what days work best for Adult library programs (i.e. book groups, guest speakers, music performances, crafts & workshops)? Check all that apply.**

- |                                     |                                    |                                    |
|-------------------------------------|------------------------------------|------------------------------------|
| <input type="checkbox"/> Mondays    | <input type="checkbox"/> Thursdays | <input type="checkbox"/> Saturdays |
| <input type="checkbox"/> Tuesdays   | <input type="checkbox"/> Fridays   | <input type="checkbox"/> Sundays   |
| <input type="checkbox"/> Wednesdays |                                    |                                    |

**6. In your opinion, what time of the day works best for Adult programs? Please rank your answers from 1-3, with 1 being the most convenient and 3 being the least convenient.**

\_\_\_\_\_ Mornings

\_\_\_\_\_ Afternoons

\_\_\_\_\_ Evenings

**7. In your opinion, which days work best for Children's programs (i.e. book clubs, story times, craft sessions, guest performers)? Check all that apply.**

Mondays

Thursdays

Saturdays

Tuesdays

Fridays

Sundays

Wednesdays

**8. In your opinion, what times of the day work best for Children's programming? Please rank your answers from 1-4 with 1 being the most convenient time and 4 being the least convenient time.**

\_\_\_\_\_ Mornings

\_\_\_\_\_ Early afternoons (12pm - 3pm)

\_\_\_\_\_ Late afternoons (3pm – 5pm)

\_\_\_\_\_ Evenings

**9. Please provide any additional information you feel might be useful to the library regarding library hours and services.**

**10. What is your age range?**

Under age 13

20-29 years

50-69 years

13-19 years

30-49 years

70+ years

**11. What is your native language?** \_\_\_\_\_

**12. What is your ethnicity?** \_\_\_\_\_

---

**Thank you for your feedback! If you would like to be considered for a drawing to win a gift card to Target, Walmart, or Amazon, please complete the following:**

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_