



**CALL TO ORDER/ROLL CALL**

**INTRODUCTIONS & PROCLAMATIONS**

**CONSENT AGENDA (Action)**

(1) JCLD Work Session July 9, 2018; (2) Regular Board Minutes July 12, 2018 and August 9, 2018; and (3) 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 – Kari May.....15
- 2. JCLF Report – Amy Drake.....20

**NEW BUSINESS**

- 3. VOIP Proposal **(Inform/Discuss/Action)** – Lisa Marston.....21
- 4. Gebhard Bequest **(Inform)** – Lisa Marston.....28
- 5. State Library Report **(Action)** – Kari May .....32
- 6. Kaleidoscope Contract **(Inform/Discuss/Action)** – Kari May.....47
- 7. Proposal to Consider Funding JCLF Operating Expenses **(Inform/Discuss)** – Susan Kiefer.....62

**OLD BUSINESS AND UPDATES**

- 8. Collection Development and Management Plan **(Inform/Discuss)** – Wende Glimpse.....63
- 9. 2 Year Plan to Increase Active Cardholders – Kari May.....78
- 10. Recommended Budget for the 2 Year Plan to Increase Active Cardholders – Kari May.....84
- 11. Updated Service Plan **(Inform/Discuss)** – Kari May .....104

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

- 12. Update on Long Range Cost Modeling Assignment **(Inform/Discuss)** – Jill Turner/Lisa Marston .....108
- 13. Individual Board Member Reports **(Inform)**
- 14. FY 18/19 Board Annual Plan / Master Calendar – **(Inform)** .....110

**FUTURE MEETINGS/EVENTS/OBSERVANCES:**

September 14, 2018 – Staff Training Day (all branch libraries closed)  
 October 11, 2018 – JCLD Regular Board Meeting

*The Jackson County Library District Board meets regularly at 4:00 p.m. on the second Thursday of every month at the Medford Library in the Adams Community Meeting Room, unless otherwise noticed. You may find proposed agendas and prior meeting minutes at [www.jacksoncountylibrarydistrict.org](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.*

**ATTENDEES**

JCLD Board Members: Susan Kiefer (Board President), George Prokop (Board Vice President), Jill Turner, Cathy Shaw and Carol Doty.

Additional participants/attendees: Lisa Marston (District Administrator), Jennifer Giltrop (Chief Library Officer, LS&S), Denise Galarraga (Interim Library Director, LS&S), Jason Maki (Marketing Coordinator), Donovan Edwards (Administrative Assistant), Kari May (Incoming Library Director)

**CALL TO ORDER**

Susan Kiefer called the meeting to order at 2:02 p.m.

**INTRODUCTIONS**

Giltrop introduced incoming Library Director Kari May.

**PURPOSE**

Giltrop explained that the purpose for the Work Session was to provide an opportunity to go through options, look at the context of how did we get where we are, what are we seeing in neighboring communities, and what are the things we need to be thinking about. Ultimately the goal will be to end the meeting with what the Board feels are the next best steps to get to hours.

Galarraga provided a PowerPoint presentation which began with some background on the District going back to FY 04/05 and FY 05/06, which was prior to the Library closure.

Maki continued with the presentation, reviewing the findings of the hour's survey which included extensive demographical data and mapping which provided general locations of the responders. One of the slides which outlined whether or not patrons were only using their local library or were potentially open to using other libraries provided mixed results. Maki stated that by looking at that data it was less likely that patrons would use another library in the event that their local library was closed. He said he would not be able to draw the conclusion that library zones would be helpful based on the information within that slide.

Given the information provided Prokop asked if the rest of the Board agreed with him that not every branch needs to be at a certain level based on OLA Standards. Doty said that she wasn't sure that other factors shouldn't be considered such as driving distance between libraries and inclement weather. This is her reasoning for being a proponent of bookmobiles and outreach programs since that may be a more economical way of serving those communities that might need additional hours. Giltrop brought up an earlier point made by Turner in which she suggested placing the libraries in zones to determine if OLA Standards are being met collectively by libraries within each zone. Turner added that the Board had not had a chance to look at the data based on zones. Turner also stated that it has been her experience that while certain hours may be requested through the survey it does not necessarily correlate to what is actually used. She cited the example of more evening hours being requested but when those hours are provided there is minimal usage. Shaw outlined her recommended zones as Zone 1 (Ashland), Zone 2 (Phoenix/Talent), Zone 3 (Jacksonville/Ruch/Applegate), Zone 4 (West Medford), Zone 5 (East Medford), Zone 6 (White City/Eagle Point/Shady Cove/Butte Falls/Prospect) and Zone 7 (Central Point/Rogue River/Gold Hill).

Giltrop said they would look at the data through zones to assess the impact. Doty stated that libraries in Butte Falls and Prospect are isolated. Giltrop added that looking into automated solutions to provide access to patrons in those and other locations were options worth looking at, explaining that with the patron card and security cameras there are ways to allow patrons access even when libraries are closed. In reference to the bookmobile suggestion Giltrop said that bookmobiles are an expensive addition and are akin to opening a smaller branch library which still needs to be staffed.

## **NEXT STEPS**

Giltrop asked the Board if they agreed with Turner's recommended priorities of: 1) current staff compensation 2) analyze whether current staffing was sufficient for current operations 3) possible phased approach to adding hours but that there is not an emergent need for more hours now. There was also consensus that if there were hours that needed to be reallocated then that should just be done and that if zones were the way that hours need to be looked at then they need to be complimentary even if it is similar hours but open different days.

Giltrop summarized what she had heard from the Board stating that the first thing that needs to be done was to come back to the Board at some point with recommendations on where a reallocation of hours would be helpful and to also provide data to support those findings. Second would be to look at zones and provide different zone choices which would all be based on what the analytical data provided.

## **Adjourn**

Kiefer adjourned the meeting at 4:38 p.m.

/s/ Donovan Edwards

Recording Secretary

## MINUTES

### ATTENDEES

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

Additional participants/attendees: Lisa Marston (District Administrator), Laura Kimberly (Assistant Library Director), Jason Maki (Marketing Coordinator), Amy Drake (Executive Director, JCLF), Donovan Edwards, (JCLD Administrative Assistant), Jennifer Giltrop (Chief Library Officer, LS&S), Kristin Anderson (Zone/Branch Manager), Kari May (Incoming Library Director), Denise Gallaraga (Regional Library Director)

### CALL TO ORDER

President Susan Kiefer called the meeting to order at 10:00 a.m.

### INTRODUCTIONS & PROCLAMATIONS

None.

### CONSENT AGENDA

**MOTION:** Turner moved to approve the Consent Agenda with the minutes from the June 14, 2018 regular board meeting removed. Doty seconded the motion. The motion was approved unanimously.

Turner recommended changes to page three under New Business – JCLS Staff Compensation Proposal.

**MOTION:** Shaw moved to approve the minutes from June 14, 2018 as amended. Doty seconded the motion. Doty wanted to add a comment with the Financial Report noting that in the past it had been mentioned that there are several Community Foundation funds and in particular the under-utilized Applegate fund. Her hope is the Board will look at how to best utilize those funds and that maybe the new Library Director could also help. Kiefer stated that it was her understanding that those funds were directed at mainly adding hours to the Applegate Library but that it would be something to look into. The motion was approved unanimously.

### ELECTION OF OFFICERS

**MOTION:** Shaw moved for Susan Kiefer to remain as Board President and George Prokop to remain as Board Vice President. Doty recommended the Board cast a unanimous ballot for the two nominees. Turner seconded the motion. The motion was approved unanimously.

### REPORTS AND PRESENTATIONS

#### Library Director's Report

Kimberly summarized the Director's Report and updated some of the new vacant positions being filled since the report had been printed. The BiblioCommons validation phase has been completed. Staff are testing functionality and being trained on the program. The official launch is August 15<sup>th</sup>, 2018.

#### JCLF Report

Drake reported that the Babies First Book program is running again after two years. She thanked the Friends of the Library, Presidents Forum and the volunteers program for helping to assemble all 2,500 packets which will be distributed to Providence, Asante and Healthy Families of Southern Oregon. The

Foundation will hold its Board Retreat in August and will be discussing Effective Organization Functioning and the Foundation Mission Statement.

## **NEW BUSINESS**

### **JCLF Library Closure Request for 2019 Centennial Celebration**

Drake summarized the Foundations' plan to host a gala at the Medford Branch Library on September 14<sup>th</sup>, 2019. JCLF believes that hosting a gala at the central library would provide a great opportunity to showcase the library for the many influential members of the community who may not use the libraries often or may use another branch other than Medford. Due to the logistics of setting up for the gala JCLF requests closing the Medford Branch Library on September 14<sup>th</sup> and 15<sup>th</sup>, 2019.

Discussion occurred regarding closing the library. Giltrop stated that she believed it was possible to be able to keep the library open on Saturday and still get things set up for the gala later on and that even if the computers upstairs were not available that at least the facility would be.

**MOTION:** Shaw moved to approve the concept for the gala and that JCLF and library staff could work on the details for the event and keep the Board informed of whether or not the library needed to be closed. Doty seconded the motion. The motion was approved unanimously.

### **Staff Training Day – September 14<sup>th</sup>, 2018**

**MOTION:** Shaw moved to approve closing all Jackson County Libraries on September 14<sup>th</sup>, 2018 for a staff training day. Turner seconded the motion. The motion was approved unanimously.

### **Central Point Branch Library “Spark Space” Library Closure**

Anderson explained the Central Point Library would need to be closed from September 25<sup>th</sup> through September 28<sup>th</sup>, 2018 to allow time to reconfigure the library, install or replace equipment and furniture and for exclusive opening festivities for the new Spark Space. She added that JCLF would be coordinating the opening event. The public grand reopening will be on September 29<sup>th</sup>, 2018 beginning when the library opens at noon.

**MOTION:** Turner moved to approve closing the Central Point Library from September 25<sup>th</sup> through September 28<sup>th</sup>, 2018. Shaw seconded the motion. The motion was approved unanimously.

### **Proposed Staff Additions - JCLS**

Giltrop said that based on the service level that was to be provided at the time the contract was signed between JCLD and LS&S she doesn't believe the libraries are staffed as they should be. The staff positions outlined in the proposal will cost about \$240,000 which is already covered within the contract. The new positions will primarily cover Youth Services and Programming for the smaller libraries where it has not been available. Some of the staff positions will be covered by staff already employed by JCLS.

### **District Organization Items for 2018-2019**

**MOTION:** Shaw moved to accept District Administrator's District Organizational Items 1 - 10. Doty seconded the motion. The motion was approved unanimously.

### **Resolution 2018/2019-01: Authorize Checking Account, Designated Personnel and Signers**

**MOTION:** Doty moved to approve Resolution 2018/2019-01 Authorize Checking Account, Designated personnel and Signers. Shaw seconded the motion. The motion was approved unanimously.

### **Resolution 2018/2019-02: Authorize LGIP Account, Designated Personnel and Signers**

**MOTION:** Doty moved to approve Resolution 2018/2019-02 Authorize LGIP Account, Designated Personnel and Signers. Shaw seconded the motion. The motion was approved unanimously.

**Resolution 2018/2019-03: Authorize Credit Card, Designated Personnel and Signers**

**MOTION:** Shaw moved to approve Resolution 2018/2019-03 Authorize Credit Card, Designated Personnel and Signers. Doty seconded the motion. The motion was approved unanimously.

**Board Committee Appointments; Board Liaisons to Outside Entities**

After some Board discussion it was determined that Prokop will chair the Technology Committee, Doty will chair the Facilities Committee, Tuner will chair the OLA Standards Committee and Shaw will chair the Advocacy Committee with Kiefer's assistance due to her relationships with the Friends and Foundation. Shaw recommended that Marston, as the District Administrator could chair the Operations and Governance Committee which was agreed upon by the Board. Kiefer will be the primary representative to RVCOG with Marston as the alternate.

**OLD BUSINESS AND UPDATES**

**Adopt Three Year Technology Plan**

**MOTION:** Doty moved to adopt the Three Year Technology Plan. Turner seconded the motion. Giltrop noted 2018 dates that would likely need to be changed to 2019 and additionally noted that staff additions would be likely that are not budgeted for as of yet. Prokop explained that based on differing opinions of Technology Committee members that more dialogue is needed and researching potential resources that could help with some of the staff positions. Kiefer added that the plan is a work in progress. The motion was approved unanimously.

**COMMITTEE AND BOARD MEMBER REPORTS**

**2018 OLA Standards Report**

Turner stated that there had been much improvement in the libraries and the libraries are working in the direction that the District wants to see.

**MOTION:** Doty moved to accept the 2018 OLA Standards Report as it was presented. Prokop seconded the motion. The motion was approved unanimously.

**Adjourn**

Kiefer adjourned the meeting at 12:03 p.m.

/s/ Donovan Edwards

Recording Secretary

## MINUTES

### ATTENDEES

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

Additional participants/attendees: Lisa Marston (District Administrator), Jackie Bunick (Legal Counsel), Kari May (Library Director), Laura Kimberly (Assistant Library Director), Kristin Anderson (Zone/Branch Manager), Nancy Peterson (Outreach Coordinator), Wende Glimpse (Collection Development Librarian); Donovan Edwards, (Administrative Assistant), Jennifer Giltrop (Chief Library Officer, LS&S), Denise Galarraga (Regional Library Director, LS&S), Greg Toth (CEO, LS&S), Pat Harper (SOHS Archivist)

### CALL TO ORDER

President Susan Kiefer called the meeting to order at 4:00 p.m.

### INTRODUCTIONS & PROCLAMATIONS

President Kiefer introduced Kari May (Library Director) and Greg Toth (LS&S CEO). President Kiefer proclaimed September 2018 as Library Card Signup Month.

### CONSENT AGENDA

**MOTION:** Doty moved to approve the Financial Report as corrected. Turner seconded the motion. The motion was approved unanimously.

Kiefer announced that there was Board consensus to move the Board Advance minutes of July 12, 2018 to New Business.

### REPORTS AND PRESENTATIONS

#### Library Director's Report

May informed the Board that since she had recently taken over the Library Director position that she had asked Kimberly to compile and discuss the report. Kimberly summarized the Director's Report and updated some of the new vacant positions that are being filled. Staff participated in the 52<sup>nd</sup> Annual Children's Festival at the Britt Grounds in Jacksonville, Oregon July 7<sup>th</sup> through July 9<sup>th</sup>, 2018. Staff from Applegate, Ruch and Jacksonville Branch Libraries participated in the Cantrall Buckley Park's 50<sup>th</sup> Anniversary Gold Jubilee event. Due to a lack of internet connectivity at that location staff were unable to sign patrons up for library cards however they did discuss how patrons could do so.

#### SOHS Library Quarterly Report

Harper provided a summary for the SOHS Quarterly Report highlighting an essay contest being created that will hopefully give purpose to outreach for teachers, promote SOHS's Saturday hours and draw high school students into the SOHS and JCLS Libraries. At least one scholarship will be provided as an award.

#### FY 2017-2018 Statistical Report

Galarraga stated that this was the first full year with the extra hours added in, something she felt was important to remember as the statistics are reviewed. Overall Galarraga described circulation as flat but noted significant increases in electronic resources including Library2Go and Hoopla. Doty mentioned the increased attendance for Outreach to Childcare. Peterson said she appreciates the support for the program

and explained that in the State of Oregon they are targeting the children that have not started school yet. The addition of a bilingual staff position has also been a big help with the program.

Kiefer noted that the interlibrary loans had decreased. Galarraga said that because there are costs associated with that to include the patrons that it may discourage the use and that it is sometimes more cost effective to just order that book especially if it is going to be useful to the collection.

Doty asked if there had been any feedback on the Event Guide and whether it had been determined that it was worth the cost. Giltrop said that the guide had only been circulating for two quarters and that they had not had the opportunity to gauge its success however they had received positive comments and there has been a noticeable increase in program attendance. Without the labor included it does cost about \$25,000 per year and staff are looking at that.

### **Board Annual Plan/Master Calendar**

Marston explained that the objective of the Master Calendar is for the Board to see upcoming action items that will come before the Board during the 2018/19 fiscal year. She said this will be helpful for those serving on one of the committees to see due dates for tasks and reports. Marston added that she based this on the Board's priorities as discussed during the recent Board Advance and that these are topics the Board will need to make decisions on, citing policies and funding commitments as examples. Items specific to Amendment 1 of the JCLD and LS&S contract and Board priorities that had been identified at the Board Advance will also be included. Prokop suggested that the calendar would be easier to read if it covered only a few months rather than the entire year. Marston offered to revise the document's format accordingly.

### **NEW BUSINESS**

#### **Board Annual Advance July 12-13, 2018; Ruth Metz Notes**

Doty noted that there are multiple terms for Cardholders and User Base and recommended deciding upon a term and, moving forward, only utilize that one term. Doty also noted on page 10 of the Board packet that under Segue to 2020 that the line A6 was inaccurate and asked that it be removed. On page 11 of the Board packet also under Segue to 2020 she asked for line D4 to be reworded to include "as the User Base is affected".

Turner agreed with Doty's request to limit some of the terminology and also recommended rewording the final line on page 5 to read that JCLD will match whatever the state policy is for active cardholders.

Prokop also agreed with Doty's request about the terminology. May added that consistent language is one of the things staff are looking at while working on the revision of the 2 Year Active Cardholder Plan.

Shaw was under the impression that she was to look into speaking with Lonnie Slack about possible alley parking in Ashland, Oregon. Mr. Slack has sold that building to a Ted Bemis who is not interested in opening up parking spaces to the library. She did ask that if he did ever intend to sell the property that he give a call to JCLD first.

**MOTION:** Doty moved to approve the Board Annual Advance July 12-13, 2018 minutes and Ruth Metz Notes as amended. Prokop seconded the motion. The motion was approved unanimously.

#### **RCC Contract Amendment**

**MOTION:** Turner moved to adopt the RCC contract amendment. Prokop seconded the motion. The motion was approved unanimously.



### **New Facilities Committee Member**

Doty nominated Ronnie Budge as a new Facilities Committee member. She also announced that May would be joining the Facilities Committee as well.

**MOTION:** Turner moved to approve Ronnie Budge as a new Facilities Committee member. Shaw seconded the motion. The motion was approved unanimously.

### **Request Approval for Date of Comic Con 2019**

**MOTION:** Turner moved to approve the dates for Medford Comic Con as April 27<sup>th</sup> and 28<sup>th</sup>, 2019. Doty seconded the motion. The motion was approved unanimously.

## **OLD BUSINESS AND UPDATES**

### **Collection Development and Management Plan**

Glimpse provided a list of reference documents used to develop the plan and also handed out to the Board an updated Collection Development and Management Plan. Per a request by Giltrop, Glimpse noted that on page 48 of the Board packet under Digital Resources she added the approximate value of the state databases. On page 54 of the Board packet Glimpse had omitted \$100,000 from Childrens Materials to support school curriculum.

Prokop was concerned about the amount of references to Spanish language and stated that it had been noted in the past that Spanish materials do not necessarily have to be in Spanish but it could be a Spanish related topic but written in English or another language. He noted that on page three under the Ongoing Collection Analysis and Modifications that some mention of digital content should be made. Prokop was pleased to see the Technology Plan included but recommended removing Chrome Books from under the Library of Things on page 49 of the Board packet since that had been for another purpose other than E-Books.

Turner recommended on page 55 of the Board packet that the Fiscal Year Materials Budget be changed to March or April to coincide with the JCLD Budget document.

### **Compensation Analysis**

Giltrop read a letter from Todd Frager, CFO/COO, LS&S, in response to the Compensation Analysis questions from the June 14<sup>th</sup>, 2018 regular board meeting. In the letter Mr. Frager went over staff payroll compensation in addition to speaking on the increase in staffing, pay ranges and salary bands which are based on many factors but may not necessarily dictate what the starting pay scale will be for new staff. To improve the accuracy of reporting the financial statistics provided by the Library Director for the annual report to the Oregon State Library will be reviewed and validated by their Accounting Department.

Shaw pointed out that there have been a couple times recently that information has been provided to either the Board or LS&S during the meetings rather than in advance, which does not provide any time to review the material or respond. She noted that Mr. Frager had commented about that himself during the June Board meeting but by having this letter read at this meeting he is doing the same thing.

Turner said she hoped that now both parties can move forward and work on a plan to provide increased wages annually also acknowledging that both JCLD and LS&S would be responsible for this. Giltrop said that the letter was based on a review of what has happened; it still does not address where people fall within the market. Marston added that the Oregon Equity Pay Act goes into effect January 1<sup>st</sup>, 2019 which will require equal pay for comparable positions.

**COMMITTEE AND BOARD MEMBER REPORTS**

None.

**Adjourn**

Kiefer adjourned the meeting at 5:56 p.m.

/s/ Donovan Edwards

Recording Secretary

Jackson County Library District  
Statement of Revenues and Expenditures  
From 8/1/2018 Through 8/31/2018  
PRELIMINARY

	<u>YTD Budget</u>	<u>Current Month Actual</u>	<u>YTD Actual</u>	<u>YTD Budget Remaining</u>	<u>Percentage received or spent to date</u>
Operating Revenue					
Current Property Tax Collections	10,200,000.00	0.00	0.00	(10,200,000.00)	0.00%
Prior Year Property Tax Collections	200,000.00	22,825.08	22,825.08	(177,174.92)	9.13%
Interest Income	164,400.00	16,465.02	34,064.48	(130,335.52)	42.58%
Interest- Lindberg Note	0.00	1,172.12	2,386.62	2,386.62	0.00%
Other Income	5,000.00	0.00	0.00	(5,000.00)	0.00%
E Rate	103,000.00	8,840.50	17,698.50	(85,301.50)	17.18%
Reimbursements From RCC	27,000.00	0.00	22,013.76	(4,986.24)	88.05%
Ready To Read Grant	35,000.00	0.00	0.00	(35,000.00)	0.00%
Conference Room Rental	30,000.00	0.00	2,332.00	(27,668.00)	9.32%
Government Agency Rentals	107,541.00	0.00	107,610.30	69.30	104.29%
Inter-library Loan Fees	1,000.00	0.00	107.00	(893.00)	8.91%
Library Card Replacement Fees	3,000.00	0.00	354.00	(2,646.00)	35.40%
Late Fee Charges	10,000.00	5,723.28	6,858.09	(3,141.91)	9.14%
Lost/Damaged Materials	7,500.00	0.00	889.41	(6,610.59)	8.89%
Photocopy/Fax Sales	12,000.00	0.00	816.86	(11,183.14)	6.28%
Patron Refunds	(2,000.00)	0.00	(274.73)	1,725.27	9.15%
Printer Sales	14,000.00	0.00	1,274.53	(12,725.47)	9.80%
On Line Fee Collections	7,500.00	245.63	576.06	(6,923.94)	5.76%
Hulburt Donation	126,000.00	0.00	0.00	(126,000.00)	0.00%
Library Friends Donations	65,000.00	0.00	0.00	(65,000.00)	0.00%
Library Foundation Donations	6,500.00	0.00	0.00	(6,500.00)	0.00%
General Public Donations	2,500.00	0.00	73.91	(2,426.09)	1.47%
OR Community Foundation- restricted	12,000.00	0.00	2,750.10	(9,249.90)	22.91%
OR Community Foundation- non restricted	2,000.00	0.00	0.00	(2,000.00)	0.00%
EJ Smith Trust-Restricted	85.00	0.00	0.00	(85.00)	0.00%
Ted Gerlock-Restricted	15.00	0.00	0.00	(15.00)	0.00%
Carpenter Foundation-Restricted	3,000.00	0.00	3,000.00	0.00	100.00%
Library Foundation Donations- CP	50,000.00	0.00	0.00	(50,000.00)	0.00%
Oregon Community Foundation- Applegate	29,000.00	0.00	0.00	(29,000.00)	0.00%
Beginning Fund Balance-Unrestricted	7,175,000.00	0.00	7,995,055.10	820,055.10	greater than 100%
Beginning Fund Balance-Restricted	325,000.00	0.00	374,614.76	49,614.76	greater than 100%
<b>Total Revenue</b>	<u>18,721,041.00</u>	<u>55,271.63</u>	<u>8,595,025.83</u>	<u>(10,126,015.17)</u>	<u>45.90%</u>

Jackson County Library District  
Statement of Revenues and Expenditures  
From 8/1/2018 Through 8/31/2018  
PRELIMINARY

	Current Month			YTD Budget Percentage received	
	YTD Budget	Actual	YTD Actual	Remaining	or spent to date
Expenditures					
District Administrator Salary	0.00	7,320.58	13,661.25	(13,661.25)	
FICA and Medicare- payroll taxes	0.00	596.07	1,192.13	(1,192.13)	
Worker comp- payroll taxes	0.00	2.53	4.59	(4.59)	
Health/Dental Insurance	0.00	632.09	1,264.18	(1,264.18)	
Retirement Contribution	0.00	708.33	1,416.66	(1,416.66)	
Payroll- SUTA	0.00	187.00	374.00	(374.00)	
Personnel Cost	217,000.00	0.00	0.00	217,000.00	
<b>PERSONNEL services subtotal</b>	<b>217,000.00</b>	<b>9,446.60</b>	<b>17,912.81</b>	<b>199,087.19</b>	<b>8.25%</b>
Accounting Services	60,000.00	3,489.65	3,489.65	56,510.35	5.82%
Auditing Services	11,025.00	0.00	0.00	11,025.00	0.00%
Administrative Services	76,000.00	5,658.12	5,658.12	70,341.88	7.44%
Bank Fees/Interest Expense	1,000.00	40.47	98.98	901.02	9.90%
Consultant Fees	50,000.00	5,350.00	8,010.00	41,990.00	16.02%
Elections	30,000.00	0.00	0.00	30,000.00	0.00%
Insurance	20,000.00	0.00	0.00	20,000.00	0.00%
Legal Services	20,000.00	0.00	0.00	20,000.00	0.00%
Memberships and Dues	3,500.00	0.00	125.00	3,375.00	3.57%
Office Supplies- admin	2,000.00	281.23	647.08	1,352.92	32.35%
Postage	2,000.00	146.87	146.87	1,853.13	7.34%
Registration/Tuition/Travel	15,000.00	689.85	689.85	14,310.15	4.60%
Advertising/Legal Notices	2,500.00	0.00	0.00	2,500.00	0.00%
Alarm Services	2,600.00	0.00	1,492.40	1,107.60	57.40%
Building Repair/Maintenance	449,940.00	37,495.00	74,990.00	374,950.00	16.67%
Custodial Services	380,542.00	32,353.90	32,353.90	348,188.10	8.50%
Custodial Supplies	12,000.00	557.11	557.11	11,442.89	4.64%
Landscape Services	7,033.00	0.00	2,000.00	5,033.00	28.44%
Maintenance Services	2,000.00	0.00	0.00	2,000.00	0.00%
Security Services	79,407.00	5,852.20	5,852.20	73,554.80	7.37%
Signs and Signal Materials	25,000.00	0.00	0.00	25,000.00	0.00%
Building Repair/Maintenance- B-7	250,000.00	0.00	0.00	250,000.00	0.00%
Fees- Lindberg Note	72.00	6.00	12.00	60.00	16.67%
Equipment Repair/Maintenance	30,000.00	532.29	706.55	29,293.45	2.36%
Facility Furnishing Expense	25,000.00	0.00	0.00	25,000.00	0.00%
Minor Equipment	50,000.00	0.00	0.00	50,000.00	0.00%
Computers and technology	306,885.00	768.28	4,133.93	302,751.07	1.35%
Supplies and Expenses-Facilities	500.00	0.00	0.00	500.00	0.00%

Jackson County Library District  
Statement of Revenues and Expenditures  
From 8/1/2018 Through 8/31/2018  
PRELIMINARY

	Current Month			YTD Budget Percentage received	
	YTD Budget	Actual	YTD Actual	Remaining	or spent to date
Computer Software and Licensing	119,922.00	0.00	0.00	119,922.00	0.00%
LS&S Contract	5,228,114.00	435,056.96	880,451.63	4,347,662.37	16.84%
Library Materials	874,182.00	32,325.08	32,325.08	841,856.92	3.70%
City Participation	16,700.00	0.00	0.00	16,700.00	0.00%
Strategic Plan Initiative	2,500,000.00	3,990.20	3,990.20	2,496,009.80	0.16%
E Rate Services	32,782.00	15,913.50	15,913.50	16,868.50	48.54%
Unique Management Services	16,391.00	7,957.00	7,957.00	8,434.00	48.54%
Comic Con	22,000.00	0.00	0.00	22,000.00	0.00%
LS &S- digital library staff	60,000.00	7,955.90	7,955.90	52,044.10	13.26%
SOHS contract	39,000.00	3,250.00	6,500.00	32,500.00	16.67%
Electricity	240,800.00	18,814.17	18,814.17	221,985.83	7.81%
Natural Gas	45,000.00	330.97	330.97	44,669.03	0.74%
Garbage Service	15,000.00	1,094.70	1,284.23	13,715.77	8.56%
Water and Sewer Service	32,000.00	1,629.02	2,904.21	29,095.79	9.08%
Street and Storm Drain Fees	18,000.00	1,417.74	2,882.55	15,117.45	16.01%
Telecom-Voice and LD	55,000.00	4,178.08	8,381.43	46,618.57	15.24%
Telecom-Wide Area Network	105,000.00	9,191.05	18,399.60	86,600.40	17.52%
Telecom-Internet Services	28,000.00	2,002.48	4,004.96	23,995.04	14.30%
Municipal Assessments	1,500.00	30.25	157.14	1,342.86	10.48%
Telecom- Hot Spots	52,000.00	3,660.74	7,050.94	44,949.06	13.56%
Maintenance & Fuel for Vehicles	16,000.00	742.29	1,092.22	14,907.78	6.83%
Hulburt Donation	126,000.00	10,589.14	12,236.14	113,763.86	9.71%
Library Friends Donations	65,000.00	700.00	1,080.00	63,920.00	1.66%
Library Foundation Donations	6,500.00	682.56	682.56	5,817.44	10.50%
General Public Donations	2,500.00	0.00	0.00	2,500.00	0.00%
OR Community Foundation-restricted	34,000.00	0.00	0.00	34,000.00	0.00%
EJ Smith Trust Books	85.00	0.00	0.00	85.00	0.00%
Gerlock Trust Books	15.00	0.00	0.00	15.00	0.00%
Carpenter Foundation Books	3,000.00	0.00	0.00	3,000.00	0.00%
Kent Family Trust	5,000.00	99.99	99.99	4,900.01	2.00%
Library Foundation Donations- CP	50,000.00	0.00	0.00	50,000.00	0.00%
OR Community Foundation- unrestricted	12,000.00	0.00	0.00	12,000.00	0.00%
2018 Ready to Read Grant	70,000.00	3,201.46	3,201.46	66,798.54	4.57%
<b>Materials and supplies subtotal</b>	<b>11,805,495.00</b>	<b>658,034.25</b>	<b>1,178,659.52</b>	<b>10,626,835.48</b>	<b>9.98%</b>
Capital Outlay	350,000.00	0.00	0.00	350,000.00	0.00%
Contingency	750,000.00	0.00	0.00	750,000.00	0.00%
Ending Fund Balance	3,548,546.00	0.00	0.00	3,548,546.00	0.00%

Jackson County Library District  
Statement of Revenues and Expenditures  
From 8/1/2018 Through 8/31/2018

	<b>YTD Budget</b>	<b>Actual</b>	<b>YTD Actual</b>	<b>YTD Budget Remaining</b>	
Total Program Expenses	<u>16,671,041.00</u>	<u>667,480.85</u>	<u>1,196,572.33</u>	<u>15,474,468.67</u>	7.18%
Total Expenditures	<u>16,671,041.00</u>	<u>667,480.85</u>	<u>1,196,572.33</u>	<u>15,474,468.67</u>	7.18%
Transfer to Other Funds					
Transfer to Capital Improvement Fund	<u>2,050,000.00</u>	<u>0.00</u>	<u>0.00</u>	<u>2,050,000.00</u>	0.00%
Total Transfer to Other Funds	2,050,000.00	0.00	0.00	2,050,000.00	0.00%
Net Revenue Over Expenditures	<u>0.00</u>	<u>(612,209.22)</u>	<u>(971,216.36)</u>	<u>(971,216.36)</u>	

## Director's Report September 2018

### Hiring and Vacancy Report

Date Vacant	Vacated by	Position	Location	Hrs/Week	Status	Date Filled	Name	Type (EXT/INT)
5/4/18	Susan Bloom	Asst. Director-Admin Services	MED	40	Under Recruitment			
6/30/18	Harold Sudmeyer	Associate 1	MED	10	Filled	8/16/18	Hailey Graybill	EXT
7/9/18	Cheryl Blaha	Associate 2	MED	20	Filled	9/4/18	Laurel Bucher	EXT
7/1/18	New Position	Associate 2	BF/PR	22	Filled	8/16/18	Harmony Linson	EXT
8/1/18	Sheila Fortman-Craun	Associate 2	WC	20	Filled	8/16/18	Brenda Tavarez	INT
7/9/18	New Position	Librarian 2-Youth Services Coordinator	MED	40	Under Recruitment			
7/9/18	New Position	Associate 2	APP/JV/RU	26	Under Recruitment			
7/9/18	New Position	Associate 2	GH/RR/SC	25	Under Recruitment			
7/9/18	New Position	Associate 2	PH/WC	20	Under Recruitment			
8/3/18	Jason Maki	Marketing Coordinator	MED	40	Filled	9/17/18	Ryan Bradley	EXT
7/31/18	New Position	Associate 3-SparkSpace	CP	20	Under Recruitment			
8/16/18	Patti Proctor	Associate 2	EP	30	Under Recruitment			
8/16/18	Brenda Tavarez	Associate 2-Floater	Systemwide	20	Under Recruitment			

### Welcome Kari May!

Kari May was appointed as the Library Director in Jackson County Library Services on August 6, 2018. During the first month, she has visited all 15 branches, attended a variety of meetings with staff, and started getting to know the staff and communities in Jackson County. A press release has been sent to all local media outlets. *The Mail Tribune* and KOB15 recently reported on Kari's arrival in Jackson County.

Source for *Mail Tribune*: <http://mailtribune.com/news/top-stories/jackson-county-library-district-hires-new-library-director-08-31-2018>

Source for KOB15: <https://kobi5.com/news/new-director-for-jackson-county-library-services-85289/>

Kari attended the Jackson County Library Foundation Board Retreat and discussed ways that the Foundation can support the Library. She worked with Amy Drake to begin planning for staff involvement in the 100<sup>th</sup> Anniversary Gala celebration being planned for September 2019.

### **Chamber of Commerce**

Kari attended the Chamber 101 introductory training meeting for new Chamber members. She attended the Forum luncheon on September 10 as a guest of Brian McQuaid. The Chamber is also celebrating its 100<sup>th</sup> anniversary next year, and we anticipate opportunities to partner on our messaging and community events throughout the year.

### **Latino Interagency Committee (LInC)**

Latinx/a/o Interagency Committee Mission Statement: An inclusive space for community agencies to create, improve and bridge services and opportunities for the advancement of Latinx/a/o community of Southern Oregon. Megan Pinder, JCLS Early Literacy Bilingual Specialist, attends LInC meetings each month. Megan announced that she has openings in her schedule for Spanish language story times and/or book delivery. These spots have since been filled by Oregon Child Development Coalition’s Migrant Education and Oregon Pre-Kindergarten programs, as well as a new home-provider in Central Point.

### **Summer Reading**

Laura Kimberly is working on a comprehensive summer reading report for 2018. This report will be presented during the October Library District Board meeting.

### **Outreach to Child Care**

Nancy Peterson, Megan Pinder and Marne Kapule all attended a free five hour workshop, “How to Think Like A Baby: Workshop for Parents, Home Visitors, and Preschool Providers” on August 1, 2018 to further develop their professional skills and enhance the work they do with children ages zero to three, and their caretakers.

Megan Pinder and Josh Commander managed a at La Clinica’s “Back-to-School Health Fair” on Saturday, August 18, 2018. JCLS was one of two tables set-up in the waiting area. Megan and Josh connected with 30 people that visited the clinic during the four hour period. They were able to sign-up six people for the e-newsletter, issued 11 new library cards, and raffled off 17 books. This was a good event to reach some members of the Latino community and some people of lower socioeconomic status.





## Digital Services

Our new Digital Services Associate, Josh Commander, started on August 1<sup>st</sup> and has jumped in with both feet. After an initial training period with Eric and Bret, he began going out to branches and scheduling appointments with patrons.

Bret has spent most of his time when not with patrons ramping up preparation for the Spark Space opening in September, testing and training with equipment that will be in use.

We continue to feature well-received information through the Digital Bridge blog, in August covering digital resources for aspiring authors and information about our new library catalog.

The BiblioCommons project took a majority of Eric Molinsky's time during the month, with final preparation and staff training followed by the public launch on August 15. Since August 15, we have partnered with the marketing department to respond to questions and complaints, with the associates providing one-on-one help to a few patrons. After taking a few days to settle into the new system, the overall response to the additional features of the new system are positive.

## Regional Library Report

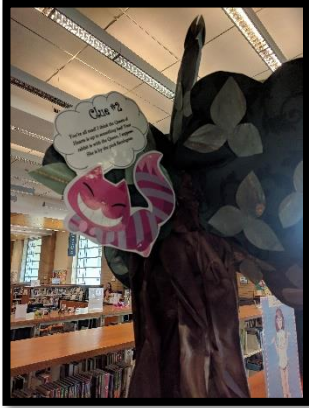
We are changing things up starting with this report. You will see a regional report rather than individual branch reports. We have asked one of the cluster managers to present their highlights to you in person, giving each region an opportunity to be highlighted a little more in-depth. Enjoy!

### *Medford Cluster (Medford)*

The Medford Library has been in a whirlwind of changes, programs, and progress. September's focus is on *Alice in Wonderland*. The circulation department has tapped into their creativity through interactive book displays. To complement the ongoing theme of Wonderland, there will also be a talk on the History of the Teapot, Victorian Etiquette, and a scavenger hunt for Teens and Adults—if you find a vial, let a librarian know and complete the scavenger hunt. Also, drop by the Non-Fiction area to take a Selfie in Wonderland. September would not be complete without a Mad Hatter's Tea Party, which the Teen department will hold, including some nonsensical cupcake decorating.



The Circulation Department also recently won a Pizza Party and \$500 advertising voucher from 101.9 Lite FM, from the WooHoo Wednesday's drawing. Woohoo!



The Children's Department never stops, and recently "1000 Books before Kindergarten" had their first completions—soon the wall will be covered in butterflies! We have had 171 participants, 7 participants have completed the program, and 35,500 books have been read so far.



The Medford Library will be adding two new programs—A Library Ukulele group: LUKes, to complement the recent addition of Ukuleles to the circulating collection, and #1stTuesdays, which will focus on programs geared toward new-ish adults, including adulting classes.



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

The Shady Cove Library had the opportunity to partner with Fire District #4. We helped provide our community with free smoke masks due to the fires in Jackson County. Our patrons appreciated having these smoke masks made available to them at our branch. The partnership with the Fire Department was mentioned in an article published in the *Upper Rogue Independent* newspaper on Aug. 1st. We also set up a fire update area in the library with all the latest information about fires in our area. We hosted an adult program on the Pony Express presented by Dan and Carol Nielson called.

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

The Gold Hill Library wrapped up their summer reading program with John Jackson's Operation STEM program. It was the most well-attended summer program.

The Jacksonville Library has a beautiful exhibit of baskets from a Jacksonville artist, Marie Cole. The baskets are on display in our large display case.





# Grand Opening Celebration

Join us for light refreshments, music, and a ribbon cutting

Saturday, September 29 from 12:00–4:00 p.m.

Central Point Library

116 South Third Street | 541-664-3228 | [jcls.org/sparkspace](http://jcls.org/sparkspace)

- Produce a music video
- Create a webcomic
- Program a game in Python
- Design custom birthday invites
- Learn to code with robots
- Start a blog
- Publish your short stories
- Dream big!

Spark Space will give kids and teens the skills and tools they need to thrive in a changing society. Free homework help from staff and volunteers will support them every step of the way.

**Central Point Library will be closed Tuesday, September 25 through Friday, September 28.**



Spark Space is supported by the Jackson County Library Foundation, Oregon Community Foundation, and Central Point Friends of the Library.

# Jackson County Library FOUNDATION

## Executive Director Report September 2018

### 1. Mission and Goals

We have a new mission statement: The Jackson County Library Foundation secures resources and funding to strengthen innovation and literacy in our community.

We're taking a close look at how to sustainably close our operating budget and support growth into the future so that we can better support the Jackson County Library District.

### 2. Spark Space Private and Grand Opening

Please join us for the Spark Space Private Opening on Thursday, September 27 from 5-7 pm, with remarks at 5:30 pm.

Please join us for the Spark Space Grand Opening on Saturday, September 29 from 12-4 pm, with a ribbon cutting from the Central Point Chamber at noon.

### 3. Centennial Celebration

Gala development continues. Major updates include:

- The Centennial Committee split into two: 1) focus on the gala, and 2) focus on community events and programs.
- The Chamber of Medford/Jackson County is celebrating their centennial in 2019 as well. They've also chosen Saturday, September 14 for their gala date and with a similar theme to ours (Great Gatsby to our speakeasy). They're only willing to partner on smaller events and programs, not on the gala.
- The Gala Committee is now refocusing and researching a "future" themed gala on a date TBD, venue TBD (with the Medford Library still a possibility).
- Because time is running short, the Gala Committee will have a solid plan to bring to the Foundation and District board by the November meetings.

September 13, 2018

**Title:** Proposal to purchase and install a premise-based VOIP system in all branches  
**From:** Ron Sharp, IT Manager; Michael White, IT Technician; Crystal Stroud, Library Operations Manager; Lisa Marston, District Administrator

**Summary:**

The Library’s 20-year-old phone system has reached the end of its useful life, as replacement parts for the outdated equipment become increasingly difficult to find. The Technology Committee recommended VOIP telephones for the Library nearly two years ago, allocating \$150,000 in the District’s 2016/2017 budget; however, with limited staff resources and public-facing technology the priority, the Library’s VOIP project was set aside.

Two years later, the need for new telephones has made the purchase and installation of a VOIP system a top priority. Within the last few months, IT staff requested proposals and product demonstrations from three local vendors: Hunter Communications, Infostructure, and TouchPoint Networks. The Library currently has contractual relationships with all three vendors. Hunter provides our network; Infostructure provides our voice services; and TouchPoint provides technical support for our existing phone system.

Staff representing IT, the Business Office, and the District evaluated and scored each vendor’s cost proposal and product demonstration using a weighted scoring rubric. The compiled and weighted scores are included below:

<b>Evaluation Criteria</b>	<b>Weight</b>	<b>Hunter</b>	<b>Info Structure</b>	<b>Touch Point</b>
Costs over 5 years	0.10	1.20	2.00	1.60
Costs over 10 years	0.10	1.10	1.70	1.80
Company experience	0.05	0.50	0.85	1.00
Product demonstration	0.15	1.20	2.55	3.00
Phone features	0.10	1.50	1.20	1.90
Desktop application features	0.10	0.80	1.30	2.00
Mobile application features	0.05	0.40	0.65	1.00
Training/technical support/service	0.15	2.10	2.85	2.85
Warranty/maintenance	0.15	1.20	1.35	3.00
PBX server location (Hosted, On Premise, Hybrid)	0.05	0.70	0.70	1.00
<b>Total Score</b>	<b>1.00</b>	<b>10.7</b>	<b>15.15</b>	<b>19.15</b>

**Actions, Options, or Potential Motions:**

Staff requests that the Board authorize the Board President to sign a 5-year contract for the purchase and installation of the recommended VOIP solution.

### **Recommendation:**

Staff recommends that the District purchase TouchPoint's on premise VOIP system, which includes the [NEC UNIVERGE SV9100 VOIP Communications Server](#) with DT820 8-button telephones. TouchPoint's proposal includes database collection, programming, testing, installation, labor, training, and technical support, as well as a 5-year parts, software and labor warranty, which can be extended by contract for another 5 years. Staff's recommendation assumes a 10-year useful life for the asset. Over a 10-year life, the TouchPoint solution is the lowest cost option.

As you can see from the rubric, cost was not the only evaluation criteria. Ensuring that IT staff would not be burdened by the new system was an important factor in the selection process, so the District's experience with each vendor's service and technical support was a key consideration. An easy learning curve and user friendly interface were also priorities for staff, which made the functionality and features of both the phone and the desktop application essential considerations.

A larger display and more button options made TouchPoint's NEC phone system the unanimous favorite. The Polycom phones offered by Hunter and Infostructure require a "sidecar" to accommodate more than six programmed numbers. The NEC desktop application was also deemed superior, offering the friendliest user interface, one-click functionality and instant messaging, while the Polycom desktop application had a more linear user interface and fewer features. TouchPoint's solution includes NEC's mobile application, while Infostructure's solution relies on a third-party app. The mobile application recommended by Hunter was still in development and could not be demonstrated.

TouchPoint was also the only vendor to offer a 5 year, no cost warranty and a premise-based solution, which means the server running our private phone system is located on site. Infostructure and Hunter offered only hosted (cloud) solutions. IT staff prefers the on premise solution over the hosted solution because of the potential for better performance and greater control over troubleshooting and security. Jackson County IT chose a premise-based solution for the same reasons and also opted to save money in the long run by purchasing their VOIP server and telephones.

### **Resource Requirements:**

The first-year costs for the Touchpoint system would be \$57,891 in capital outlay for the equipment and \$24,120/year for voice services. Starting in Year 2, the annual cost would be \$24,120, plus \$6,611 for software upgrades and maintenance. Currently, the District pays approximately \$44,960/year for voice services provided by Infostructure and Frontier Communications and another \$7,016 to TouchPoint for telecommunications support and maintenance. At an estimated savings of \$103,283 over 10 years, purchasing the TouchPoint on premise VOIP solution offers the best value to the District. For a cost breakdown of each vendor's VOIP solution(s) over 5 and 10 years, please see the attached spreadsheet.

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

The recommended solution supports the District's values of innovation and fiscal responsibility and furthers the Strategic Plan's "Connect" Goal and Objectives to: 1) Implement new models and collaborate with others to improve information access and delivery; and 2) Provide enhanced customer service (in-person and remotely) by reviewing current methods and models of delivery. Making it more efficient for employees to reach other staff members means that patrons get the information and answers they seek faster, thus enhancing the patron's experience and perception of our services.

### **Attachments:**

1. Cost comparison spreadsheet over 5 and 10 years
2. Polycom versus NEC phone comparison spreadsheet
3. NEC phone brochure (DT820 8-button phone with color LCD display)

**COST COMPARISON WORKSHEET - VOIP SYSTEM SOLUTIONS:**

Year		<b>HOSTED</b> <b>InfoStructure</b> <b>Purchase Phones, Lease Server</b> <b>3-yr service contract</b> <i>1-year warranty</i>	<b>ON PREMISE</b> <b>TouchPoint</b> <b>Lease-to-Own System</b> <b>5-yr service contract</b> <i>5-year warranty</i>	<b>ON PREMISE</b> <b>TouchPoint</b> <b>Purchase System</b> <b>5-year maintenance contract</b> <i>5-year warranty</i>	<b>HOSTED</b> <b>Hunter</b> <b>Lease System</b> <b>3-yr service contract</b> <i>1-year warranty</i>
<b>1</b>	Monthly X 12	\$34,544.52	\$44,016.00	\$24,120.00	\$41,577.24
	Hardware/Installation	\$19,145.00	included	\$57,891.00	\$2,285.00
		<u>\$53,689.52</u>	<u>\$44,016.00</u>	<u>\$82,011.00</u>	<u>\$43,862.24</u>
<b>2</b>	Monthly X 12	\$34,544.52	\$44,016.00	\$24,120.00	\$41,577.24
	Software SWA	included	included	\$822.70	included
	Maint.	included	included	\$5,789.10	included
	Hardware	\$750.00	included	included	included
		<u>\$35,294.52</u>	<u>\$44,016.00</u>	<u>\$30,731.80</u>	<u>\$41,577.24</u>
<b>3</b>	Monthly X 12	\$34,544.52	\$44,016.00	\$24,120.00	\$41,577.24
	Software SWA	included	included	\$822.70	included
	Maint.	included	included	\$5,789.10	included
	Hardware	\$750.00	included	included	included
		<u>\$35,294.52</u>	<u>\$44,016.00</u>	<u>\$30,731.80</u>	<u>\$41,577.24</u>
<b>4</b>	Monthly X 12	\$34,544.52	\$44,016.00	\$24,120.00	\$41,577.24
	Software SWA	included	included	\$822.70	included
	Maint.	included	included	\$5,789.10	included
	Hardware	\$750.00	included	included	included
		<u>\$35,294.52</u>	<u>\$44,016.00</u>	<u>\$30,731.80</u>	<u>\$41,577.24</u>
<b>5</b>	Monthly X 12	\$34,544.52	\$44,016.00	\$24,120.00	\$41,577.24
	Software SWA	included	included	\$822.70	included
	Maint.	included	included	\$5,789.10	included
	Hardware	\$750.00	included	included	included
		<u>\$35,294.52</u>	<u>\$44,016.00</u>	<u>\$30,731.80</u>	<u>\$41,577.24</u>
<b>Current costs over 5 years</b>		\$230,940.00	\$230,940.00	\$230,940.00	\$230,940.00
<b>New costs over 5 years</b>		\$194,867.60	\$220,080.00	\$204,938.20	\$210,171.20
<b>Savings over 5 years</b>		<b>\$36,072.40</b>	<b>\$10,860.00</b>	<b>\$26,001.80</b>	<b>\$20,768.80</b>

**COST COMPARISON WORKSHEET - VOIP SYSTEM SOLUTIONS:**

Year		HOSTED InfoStructure Purchase Phones, Lease Server 3-yr service contract 1-year warranty	ON PREMISE TouchPoint Lease-to-Own System 5-yr service contract 5-year warranty	ON PREMISE TouchPoint Purchase System 5-year maintenance contract 5-year warranty	HOSTED Hunter Lease System 3-yr service contract 1-year warranty
6	Monthly X 12	\$34,544.52	\$24,120.00	\$24,120.00	\$41,577.24
	Software SWA	included	\$822.70	\$822.70	included
	Maint.	included	\$5,789.10	\$5,789.10	included
	Hardware	\$750.00	included	included	included
		<u>\$35,294.52</u>	<u>\$30,731.80</u>	<u>\$30,731.80</u>	<u>\$41,577.24</u>
7	Monthly X 12	\$34,544.52	\$24,120.00	\$24,120.00	\$41,577.24
	Software SWA	included	\$822.70	\$822.70	included
	Maint.	included	\$5,789.10	\$5,789.10	included
	Hardware	\$750.00	included	included	included
		<u>\$35,294.52</u>	<u>\$30,731.80</u>	<u>\$30,731.80</u>	<u>\$41,577.24</u>
8	Monthly X 12	\$34,544.52	\$24,120.00	\$24,120.00	\$41,577.24
	Software SWA	included	\$822.70	\$822.70	included
	Maint.	included	\$5,789.10	\$5,789.10	included
	Hardware	\$750.00	included	included	included
		<u>\$35,294.52</u>	<u>\$30,731.80</u>	<u>\$30,731.80</u>	<u>\$41,577.24</u>
9	Monthly X 12	\$34,544.52	\$24,120.00	\$24,120.00	\$41,577.24
	Software SWA	included	\$822.70	\$822.70	included
	Maint.	included	\$5,789.10	\$5,789.10	included
	Hardware	\$750.00	included	included	included
		<u>\$35,294.52</u>	<u>\$30,731.80</u>	<u>\$30,731.80</u>	<u>\$41,577.24</u>
10	Monthly X 12	\$34,544.52	\$24,120.00	\$24,120.00	\$41,577.24
	Software SWA	included	\$822.70	\$822.70	included
	Maint.	included	\$5,789.10	\$5,789.10	included
	Hardware	\$750.00	included	included	included
		<u>\$35,294.52</u>	<u>\$30,731.80</u>	<u>\$30,731.80</u>	<u>\$41,577.24</u>
<b>Current costs over 10 years</b>		\$461,880.00	\$461,880.00	\$461,880.00	\$461,880.00
<b>New costs over 10 years</b>		\$371,340.20	\$373,739.00	\$358,597.20	\$418,057.40
<b>Savings over 10 years</b>		<b>\$90,539.80</b>	<b>\$88,141.00</b>	<b>\$103,282.80</b>	<b>\$43,822.60</b>



Infostructure

Phone: Polycom vvx 311



Features:

208 x 104 pixel screen 3.2"

6 button (more requires sidecar at additional cost)

Hosted system

Warranty/Replacement:

1 YEAR

TouchPoint Networks

Phone: NEC DT820



Features:

320 x 240 pixel screen 4" (>3x resolution)

PC Softphone

Instant messaging

8 button (up to 32 with scrolling)

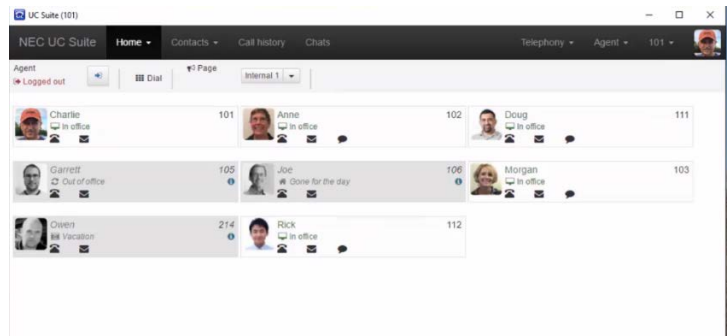
Smartphone app

Easier to use User Interface

Premise based system

USB flash drive recording

Directory integrated with MS Outlook



Warranty/Replacement:

5 YEARS

# NEC sets the standard for ease of use with the DT820 IP desktop telephones - a variety of models that are ideal for almost any work environment.



## At a Glance

- Choice of three DT820 IP models - one 6 button and two 8 button self-labeling phones with either a color or black & white LCD
- User friendly interface makes all of them ideal for public and business usage
- Affordable and cost effective phones to suit all your business needs
- Software upgradeable, eliminating the need for new hardware
- Built-in Gigabit Ethernet comes standard on the 8-button color LCD model and is supported on the 6-button and 8-button B&W LCD models with required optional license

## Overview

The DT820 IP desktop telephones--the 6-button and the two 8-button self-labeling [Black & white (B&W) or color LCDs], are cost-effective options for standard business users as well as a great choice for use in building lobbies, public spaces, and contact centers. The 8-button self-labeling phones can be upgraded to 32 lines (8 physical keys with remainder being virtual), making it ideal for almost any work environment; in fact, the NEC DT820 standard use self-labeling desktop telephones are upgradeable to support more extensions and to network, making them both enterprise and call center friendly. Built-in Gigabit Ethernet comes standard on the 8-button color LCD model and is supported on the 6-button and 8-button B&W LCD models with required optional license. Power is supplied to all the DT820 phones via PoE (Power over Ethernet).

DT820 interfaces are designed to improve the overall user experience while remaining intuitive – with no extensive training needed. At-a-glance notifications include new voice messages, missed calls and the telephone user's current presence status. Both the DT820 6-button as well as the two 8-button self-labeling phones are supported on all of NEC's UNIVERGE SV9000 series communications platforms and UNIVERGE 3C.

With three models to choose from, you can select an affordable telephone with features that best fit your organizational needs.

### Software Upgradability

With the DT820 telephones, NEC provides a better way to upgrade your phones in the field, with software upgradability. Through licensing, the DT820 6-button and 8-button self-labeling B&W LCD models are able to upgrade their network support from 10/100 to 10/100/1000. And on the two 8-button self-labeling phones, you can increase the line presence from 8 to 16 to 32. No longer is there any need to stock or purchase new hardware.

## The DT820 6-Button Telephone

This 6-button phone offers a familiar user interface. It includes a black and white display, headset jack and fixed line, and feature keys such as conference, transfer and hold.



## The DT820 8-Button Telephones

The two DT820 8-button self-labeling phones include the features and functionality of the 6-button model plus helps lower the cost for any adds/moves/changes that are required in a normal business environment. The line presence can also be increased from 8 to 16 to 32.



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IN THE CIRCUIT COURT OF THE STATE OF OREGON  
IN AND FOR THE COUNTY OF JACKSON  
PROBATE DEPARTMENT

In the Matter of the Estate of:

HELEN M. GEBHARD,

Deceased.

No: 18PB01760

**INFORMATION TO HEIRS AND  
DEVISEES (ORS 113.145)**

The following information is given to you as an heir or devisee of the above-named decedent who died at Medford, Oregon on November 19, 2017.

Estate proceedings in the decedent's estate, bearing the clerk's file number 18PB01760, have been commenced and are now pending in the above-entitled Court wherein the decedent's will has been admitted to probate. On March 9, 2018, the undersigned was duly appointed and is now serving as Personal Representative of the estate. Your rights may be affected by this proceeding.

A copy of the decedent's Will dated June 15, 2012, is enclosed for your information. Additional information may be obtained from the records of the Court, the undersigned Personal Representative, or the attorneys for the Personal Representative. The names and addresses of the Personal Representative and the attorneys for the Personal Representative are stated below.

BROPHY SCHMOR LLP

By: Todd B. Maddox  
Todd B. Maddox, OSB 913669  
of Attorneys for U.S. Bank N.A.,  
Personal Representative

**INFORMATION TO HEIRS AND DEVISEES (ORS 113.145) - 1**

**BROPHY SCHMOR LLP**  
*Attorneys at Law*  
PO Box 128  
Medford, OR 97501

1 **PERSONAL REPRESENTATIVE:**

2 U.S. Bank N.A.  
3 Adrian Snyder, Vice President  
4 131 East Main Street  
5 Medford, OR 97501  
6 Telephone: 541-776-2548

7 **ATTORNEYS FOR PERSONAL REPRESENTATIVE:**

8 Todd B. Maddox, OSB 913669  
9 BROPHY SCHMOR LLP  
10 PO Box 128,  
11 Medford, OR 97501  
12 Telephone: 541-772-7123  
13 Fax: 541-772-7249  
14 Email: [tmaddox@brophylegal.com](mailto:tmaddox@brophylegal.com)

15 H:\1007.000 Helen Gebhard Estate\Heirs.Inf.Docx

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**INFORMATION TO HEIRS AND DEVISEES (ORS 113.145) - 2**

**BROPHY SCHMOR LLP**  
*Attorneys at Law*  
PO Box 128  
Medford, OR 97501

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**DECLARATION OF PROOF OF MAILING**

I, Kim Frazier, a legal assistant in the law office of Brophy Schmor LLP, hereby declare that on the 12<sup>th</sup> day of March, 2018, I mailed to the following named persons a true copy of

**INFORMATION TO HEIRS AND DEVISEES (ORS 113.145):**

- Judy Gebhard Travis  
1336 Alma Avenue E301  
Walnut Creek, CA 94596
- Karen Gebhard Clinkenbeard  
1419 Appleton Circle  
Medford, OR 97504
- Robin Rousseau  
PO Box 201  
Blue Lake, CA 95524
- Shriners Hospital For Crippled Children  
3101 SW Sam Jackson Park Road  
Portland, OR 97201
- Scottish Rite Foundation  
For Childhood Language Disorders  
Scottish Rite Temple  
709 SW 15<sup>th</sup> Avenue  
Portland, OR 97116
- Oregon Masonic and Eastern Star Home  
Eastern Star Home  
PO Box 96  
Forest Grove, OR 97116
- Teachers College  
Columbia University  
525 W 120<sup>th</sup> Street  
New York, NY 10027
- Southeast Missouri State University  
One University Plaza  
Cape Girardeau, MO 63701
- Southern Oregon University  
Art Department  
1250 Siskiyou Boulevard  
Ashland, OR 97520

**INFORMATION TO HEIRS AND DEVISEES (ORS 113.145) - 3**

**BROPHY SCHMOR LLP**  
*Attorneys at Law*  
PO Box 128  
Medford, OR 97501

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**Jackson County Library System or Board**  
For Central Point Library  
100 S. Oakdale  
Medford, OR 97501

E.R. Jackman Foundation  
College of Agriculture Sciences  
For Mr. and Mrs. Edwin Gebhard  
Horticulture Research Fund  
Oregon State University  
850 SW 35<sup>th</sup> Street  
Corvallis, OR 97333-4015

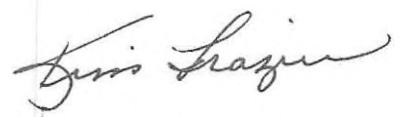
9/7/2018 NOTE TO BOARD: The Library District is one of nine public/nonprofit organizations named in Helen Gebhard's will. The value of the estate is estimated at \$2.7 million. Susan Kiefer signed a document on behalf of the District approving a preliminary distribution of \$50,000 to two family members, as specified in the will. The residue of the estate is distributable in equal shares to the specified charitable beneficiaries.

Monies received by the District under this bequest will be held as restricted funds to be used only for the benefit of the Central Point Library. Information will be shared as the estate moves through probate.

The information was contained in separate sealed envelopes with postage thereon, fully prepaid, addressed to the above-named persons and deposited in the mail.

**I hereby declare that the above statements are true to the best of my knowledge and belief, and that I understand they are made for use as evidence in court and are subject to the penalty for perjury.**

Dated: March 12, 2018



\_\_\_\_\_  
Kim Frazier

**INFORMATION TO HEIRS AND DEVISEES (ORS 113.145) - 4**

**BROPHY SCHMOR LLP**  
*Attorneys at Law*  
PO Box 128  
Medford, OR 97501



2018 Oregon Public Library Statistical Survey  
Background / Supplemental Notes

Some of the data elements reported in this year’s annual survey vary significantly from information reported last year. The notes below explain the discrepancies. Also noted are numbers presented in the report in the Board package that will be updated before the final report is submitted on October 1, 2018.

Section 1.18, Number of registered users

The way that the State calculates registered users varies from the way that JCLS counts active cardholders. The basic methodology is to take the number of current patrons registered as of 6/30/2018 plus the number of registrations that expired in the prior fiscal year. Kari has a more detailed explanation of the reports and parameters used to determine this number that she can provide upon request.

Section 4 – Library Expenditures

District Accountant Vicki Robinson will close-out the fiscal year at the end of September. Final expenditures (4.11) will be slightly different than what is reported today.

Section 5 – Library Collections

The total size of the collection has decreased 40,012 to 511,031 total units. Wende verified those numbers with Marian McCollum. Deselection of the collection is an ongoing part of collection development, and a major project to deselect materials that have not circulated in over 20 years started near the end of the fiscal year.

Section 5.14 and 5.16; 6.11 and 6.29– Digital Collections and Databases

Last year, JCLS reported the addition of the Hoopla collection as a digital collection. Because Hoopla operates on a “cost per circulation” model, we do not technically “own” any of the items in the collection. Therefore, when a patron checks out an item, it does not get returned to our collection either. While last year, the State Library may have directed staff to report the Hoopla collection and usage statistics under digital collections, this year the State confirmed that these numbers should be reported under 6.11, “Successful retrievals from purchased local collections.”

6.10 and 6.11 – Database Usage

In previous years, it looks like JCLS has reported all database information in the line for statewide databases. This year, I have separated out the usage for state-provided databases – Gale and Learning Express – from the 14 databases that are purchased locally by JCLS. I am waiting for statistical reports from 4 of our database vendors and expect to have those numbers by the end of the month. Downloads from Hoopla and Digitalia have been included in this area, as instructed by the State.



# Jackson County Library Services 2018 Oregon Public Library Statistical Report

CURRENT YEAR	<i>PREVIOUS YEAR</i>
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## Part 1 - GENERAL INFORMATION

Please refer to the General Instructions accompanying this document for specific instructions for each question or line.

For lines that calculate a summary of previous lines, select the Save button to save the answer. If you need to change a summary line you must first change one of the previous lines it totals.

1.1	Official name of library	JACKSON COUNTY LIBRARY SERVICES	<i>JACKSON COUNTY LIBRARY SERVICES</i>
1.2	Street address	205 S CENTRAL AVE	<i>205 S CENTRAL AVE</i>
1.3	City (enter the city ONLY)	MEDFORD	<i>MEDFORD</i>
1.4	Zip	97501	<i>97501</i>
1.5	Mailing address	205 S CENTRAL AVE	<i>205 S CENTRAL AVE</i>
1.6	City (enter the city ONLY)	MEDFORD	<i>MEDFORD</i>
1.7	Zip	97501	<i>97501</i>
1.8	County	Jackson	<i>JACKSON</i>
1.9	Library's main phone number (enter number without dashes or parentheses)	(541) 774-8673	<i>(541) 774-8673</i>
1.10	Cooperative system membership or affiliation	NONE	<i>NONE</i>
1.11	Was there a boundary change in the legal service area in the last year?	No	<i>No</i>
1.12	Congressional District	2	<i>2</i>
1.13	Has the library or any of its branches moved or expanded in the last fiscal year	No	<i>No</i>
Number of public service outlets			
1.14	Central library	1	<i>1</i>
1.15	Branches	14	<i>14</i>
1.16	Bookmobiles	0	<i>0</i>
1.17	Other public service outlets	0	<i>0</i>
1.18	Number of registered users	93,152	<i>73,742</i>

## Part 2 - LIBRARY STAFF AS OF JUNE 30, 2018

Report figures as of June 30. Include all positions funded in the library's budget whether those positions are filled or not. To ensure comparable data, 40 hours per week has been set as the measure of full-time employment (FTE).

2.1	Number of librarians with ALA/MLS	13.75	11.00
2.2	Number of other persons holding the title of librarian	2.75	2.00
2.3	<b>Total librarians in FTE (Sum of Lines 2.1 and 2.2)</b>	16.50	13.00
2.4	Number of all other paid staff	60.53	57.00
2.5	<b>Total paid staff in FTE (Sum of Lines 2.3 and 2.4)</b>	77.03	70.00

### Part 3 - LIBRARY REVENUE

Part 3 is divided into two sections. Report all operating revenue in Section A and report capital revenue in Section B.

#### Local government sources

3.1	City	\$0	\$0
3.2	County	\$0	\$0
3.3	District (Library district, community college district, school district)	\$10,033,472	\$9,521,991
3.4	<b>Total local government (Sum of 3.1 - 3.3)</b>	\$10,033,472	\$9,521,991
3.5	State government sources	\$34,868	\$33,568

#### Federal government sources

3.6	LSTA grants		\$0
3.7	E-rate telecommunications discount	\$106,750	\$128,093
3.8	Other federal funds		\$0
3.9	<b>Federal government revenue (Sum of 3.6 - 3.8)</b>	\$106,750	\$128,093
3.10	Other operating revenue	\$490,196	\$418,773
3.11	<b>Total library operating revenue (Sum of 3.4, 3.5, 3.9, 3.10)</b>	\$10,665,286	\$10,102,425

#### SECTION B. CAPITAL REVENUE

3.12	Local government capital revenue	\$0	\$0
3.13	State government capital revenue	\$0	\$0
3.14	Federal government capital revenue	\$0	\$0
3.15	Other capital revenue	\$0	\$0
3.16	<b>Total capital revenue (Sum of 3.12 - 3.15)</b>	\$0	\$0

### Part 4 - LIBRARY EXPENDITURES

Part 4 is divided into two sections. Report all standard operating expenses in Section A and report capital outlay in Section B.

#### SECTION A. OPERATING EXPENDITURES

4.1	Salaries and wages	\$2,711,472	\$2,333,565
4.2	Employee benefits	\$899,349	\$708,141
4.3	<b>Total staff expenditures (Sum of 4.1 and 4.2)</b>	\$3,610,821	\$3,041,706

#### Library collection

4.4	Books and other print materials	\$557,552	\$489,127
4.5	Periodicals and other serial subscriptions	\$39,953	\$49,165
4.6	<b>Total expenditure on print materials (Sum of 4.4 and 4.5)</b>	\$597,505	\$538,292
4.7	Electronic materials expenditures	\$214,634	\$126,759

4.8	Other materials expenditures	\$34,995	\$158,843
4.9	<b>Total expenditures on collection (Sum of 4.6 + 4.7 + 4.8)</b>	\$847,134	\$823,894
4.10	All other operating expenditures	\$3,608,877	\$3,794,494
4.11	<b>Total library expenditures (Sum of 4.3 + 4.9 + 4.10)</b>	\$8,066,832	\$7,660,094
<b>SECTION B. CAPITAL OUTLAY</b>			
4.12	Library construction and related expenditures (incl. building sites)		\$0
4.13	Capital equipment expenditures (e.g. new automated systems)		\$0
4.14	Other capital outlay	\$426,518	\$0
4.15	<b>Total capital outlay (Sum 4.12 - 4.14)</b>	\$426,518	\$0

## Part 5 - LIBRARY COLLECTIONS

This section of the survey collects data on selected types of materials. It does not cover all materials (i.e. microform, scores, pictures, etc.) for which expenditures are reported under Part 4. Under this category report only items the library has acquired as part of the collection and cataloged, whether purchased, leased, licensed, or donated as gifts.

### SECTION A - PHYSICAL COLLECTION

#### Books and other print items

5.1	Number of physical units	479,043	494,771
5.2	Number of physical units added.	26,891	38,114

#### Audio materials

5.3	Number of physical units (cassettes, records, compact discs, etc.)	34,627	33,315
5.4	Number of physical units added.	2,404	2,962

#### Video materials

5.5	Number of physical units	28,827	28,878
5.6	Number of physical units added.	4,043	5,521

#### Current print serial subscriptions

5.7	Number of subscriptions	936	1,079
5.8	Number of subscriptions added.	44	2

#### Other library materials

5.9	Number of physical units		0
5.10	Number of physical units added.		0

#### Totals for the end of fiscal year

5.11	<b>Total number of physical units (Sum of 5.1 + 5.3 + 5.5 + 5.7 + 5.9)</b>	543,433	558,043
5.12	<b>Total number of physical units added (Sum of 5.2 + 5.4 + 5.6 + 5.8 + 5.10)</b>	33,382	46,599

### SECTION B - DIGITAL OR DOWNLOADABLE COLLECTION

#### E-books

5.13	Number of e-book units in Library2Go	45,061	41,148
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*(Enter 0 if your library is not a member)*

5.14	Number of e-book units added in Library2Go	5,554	6,309
	<i>(Enter 0 if your library is not a member)</i>		
5.15	Number of e-book units owned locally or by consortia that are not part of Library2Go	810	192,664
5.16	Number of e-book units owned locally or by consortia added that are not part of Library2Go	259	98,629
5.17	<b>Total units of e-books (Sum of 5.13 and 5.15)</b>	45,871	233,812
5.18	<b>Total units of e-books added (Sum of 5.14 and 5.16)</b>	5,813	104,938
Downloadable Audio Materials			
5.19	Number of downloadable audiobook units in Library2Go	27,310	23,280
	<i>(Enter 0 if your library is not a member)</i>		
5.20	Number of downloadable audiobook units added in Library2Go	3,943	2,508
	<i>(Enter 0 if your library is not a member)</i>		
5.21	Number of downloadable audiobook units owned locally or by consortia that are not part of Library2Go	268	323,031
5.22	Number of downloadable audiobook units owned locally or by consortia added that are not part of Library2Go	30	47,128
5.23	<b>Total downloadable audiobook materials (Sum of 5.19 and 5.21)</b>	27,578	346,311
5.24	<b>Total units of downloadable audiobook materials added (Sum of 5.20 and 5.22)</b>	3,973	49,636
Downloadable Video Materials			
5.25	Number of downloadable units in Library2Go	0	0
5.26	Number of downloadable units added in Library2Go	0	0
5.27	Number of downloadable units owned locally or by consortia that are not part of Library2Go	0	31,834
5.28	Number of downloadable units owned locally or by consortia locally added that are not part of Library2Go	0	7,368
5.29	<b>Total downloadable video units (Sum of 5.25 and 5.27)</b>	0	31,834
5.30	<b>Total downloadable video units added (Sum of 5.26 and 5.28)</b>	0	7,368
5.31	<b>Total digital or downloadable units (Sum of 5.17, 5.23, 5.29)</b>	73,449	611,957
5.32	<b>Total digital or downloadable units added (Sum of 5.18, 5.24, 5.30)</b>	9,786	161,942
5.33	<b>Total physical and digital units (Sum of 5.11 and 5.31)</b>	616,882	1,170,000
5.34	<b>Total physical and digital units added (Sum of 5.12 and 5.32)</b>	43,168	208,541
Electronic Collections			
5.35	Number of Statewide electronic collections (formerly databases)	24	24
5.36	Number of Statewide electronic collections (formerly databases) added	0	0
5.37	Number of Local or Local Consortial electronic	15	14

	collections (formerly databases)		
5.38	Number of Local or Local Consortial electronic collections (formerly databases) added	1	0
Total licensed databases			
5.39	Total electronic collections (formerly databases) (Sum of 5.35 and 5.37)	39.00	38
5.40	Total electronic collections (formerly databases) added (Sum of 5.36 and 5.38)	1	0

## Part 6 - LIBRARY SERVICES

This section you will record hours open, successful retrievals from databases, circulation of materials, number of and attendance at library programs, and interlibrary loan usage.

6.1	In a typical week, total hours open M-F (open to 5:00 pm)	27	27
6.2	In a typical week, total hours open M-F (5:00pm to close)	3	3
6.3	In a typical week, total hours open Saturday-Sunday (open to 5:00 pm)	11	10
6.4	In a typical week, total hours open Saturday-Sunday (5:00 pm to close)	0	0
6.5	Total hours in typical week (Sum of 6.1 - 6.4)	41.0	40.0
6.6	Number of weeks main library is open	52	52
6.7	Total annual public service hours for main library	2,015	2,015
6.8	Total annual public service hours for all public outlets for the fiscal year. (Sum of 6.7 and 9.12)	18,230	18,617
6.9	Library visits (total annual attendance at all library facilities)	908,864	799,435
6.10	Successful retrievals from the statewide electronic collections (formerly databases)	4,381	18,110
6.11	Successful retrievals from purchased local or local consortial electronic collections (formerly databases)	64,973	0
6.12	Total of Successful retrievals of electronic information (Sum of 6.10 and 6.11)	69,354.00	18,110
Circulation of library materials at all facilities for the fiscal year			
6.13	Number of first-time circulation of adult materials	689,725	726,621
6.14	Number of renewals of adult materials	415,473	429,701
6.15	Number of first-time circulation of young adult (YA) materials	41,522	44,110
6.16	Number of renewals of young adult (YA) materials	28,157	27,434
6.17	Number of first-time circulation of children's materials	338,943	355,879
6.18	Number of renewals of children's materials	244,506	245,594
6.19	First-time circulation not separated into adult, YA or children's materials	0	0
6.20	Renewals not separated into adult, YA or children's materials	0	0
6.21	Total first-time circulation (sum of 6.13, 6.15, 6.17, 6.19)	1,070,190	1,126,610

6.22	Total renewals (sum of 6.14, 6.16, 6.18, 6.20)	688,136	702,729
6.23	Total circulation of adult materials (Sum of 6.13 and 6.14)	1,105,198	1,156,322
6.24	Total circulation of young adult (YA) materials (Sum of 6.15 and 6.16)	69,679	71,544
6.25	Total circulation of children's materials (Sum of 6.17 and 6.18)	583,449	601,473
6.26	Total circulation not separated into adult, YA or children's materials (Sum of 6.19 - 6.20)	0	0
6.27	Total physical item circulation (Sum of 6.23 - 6.26)	1,758,326	1,829,339
6.28	Number of circulations of Library2Go electronic materials	137,055	155,157
6.29	Number of circulations of local and/or other electronic materials (record local e-books and e-audio here)		0
6.30	Total number of circulations of electronic materials (Sum of 6.28 and 6.29)	137,055	155,157
6.31	Total circulation of physical and electronic materials (Sum of 6.27 + 6.30)	1,895,381	1,984,496
6.32	Electronic Content Use (Sum of 6.12 + 6.30)	206,409	173,267
6.33	Total Collection Use (Sum of 6.12 + 6.27 + 6.30)	1,964,735	2,002,606
6.34	Total number of reference transactions	208,364	221,481
Programs or presentations sponsored by the library			
6.35	Number of children's programs	3,283	2,903
6.36	Number of persons attending children's programs (adults and children)	68,551	56,418
6.37	Number of young adult programs	375	652
6.38	Number of persons attending young adult programs	6,741	11,579
6.39	Number of programs for adults	1,187	1,188
6.40	Number of persons attending programs for adults	33,525	28,889
6.41	Total number of programs (Sum 6.35 + 6.37 + 6.39)	4,845	4,743
6.42	Total program attendance (Sum 6.36 + 6.38 + 6.40)	108,817	96,886
Best practices for children's programming			
6.43	Does your library have a summer reading program?	Yes	Yes
6.44	Does your library provide outreach to children and/or families, childcare providers, and preschool teachers?	Yes	Yes
6.45	Does your library provide training in early literacy for parents or childcare providers, and preschool teachers?	Yes	Yes
Interlibrary loans and borrowings			
6.46	Interlibrary loans lent using a shared catalog or integrated library system	3,440	4,360
6.47	Interlibrary loans lent to all other libraries not in shared catalog or integrated library system	734	673
6.48	Total loans lent to other libraries (Sum of 6.46 + 6.47)	4,174	5,033
6.49	Interlibrary loans borrowed using a shared catalog or integrated library system	12,510	11,434
6.50	Interlibrary loans borrowed from libraries not in shared	183	292

catalog or integrated library system

6.51	Total loans borrowed from other libraries (Sum of 6.49 + 6.50)	12,693	11,726
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## Part 7 - OTHER INFORMATION

In this section you will report the number of volunteers and volunteer hours, salaries of library staff, library fees and fines and charges for interlibrary loans and non-resident borrowing privileges, and the use of the public library standards.

Volunteer services to the library.

7.1	Total number of volunteers (individuals)	248	275
7.2	Total volunteer hours	16,028	18,053

Library salary schedule effective for the upcoming fiscal year

### 7.3 Library Director, hourly salary range (Do not enter symbols or commas, just numbers)

A.	Low:	\$45.67	\$31.25
B.	High:	\$52.88	\$45.21
C.	Fixed Amount:		

### 7.4 Assistant Director, hourly salary range

A.	Low:	\$35.99	\$28.00
B.	High:	\$41.74	\$39.20
C.	Fixed Amount:		

### 7.5 Department Head, hourly salary range

A.	Low:	\$21.88	\$20.60
B.	High:	\$33.46	\$31.30
C.	Fixed Amount:		

### 7.6 Senior Librarian, hourly salary range

A.	Low:	\$20.60	\$19.23
B.	High:	\$26.97	\$23.69
C.	Fixed Amount:		

### 7.7 Entry-level Librarian, hourly salary range

A.	Low:	\$19.04	\$18.00
B.	High:	\$22.62	\$20.68
C.	Fixed Amount:		

### 7.8 Library Assistant (para-professional), hourly salary range

A.	Low:	\$12.96	\$12.25
B.	High:	\$17.09	\$16.00
C.	Fixed Amount:		

### 7.9 Library Clerk, hourly salary range

A.	Low:	\$11.85	\$10.50
B.	High:	\$18.00	\$15.00
C.	Fixed Amount:		

Library fees and fines

### 7.10 Fines for Overdue Books

A.	Fines:		\$0.20
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B. Time period for overdue book fines: *day*

### 7.11 Fines for overdue videos

A. Fines: *\$0.20*

B. Time period for overdue video fines: *day*

### 7.12 Fines for other overdue material -- type of material

A. Type of material: *other*

B. Fines: *\$0.20*

C. Time period for other overdue material fines: *day*

7.13 Charge for interlibrary loan \$5.00 *\$5.00*

### 7.14 Charge for non-resident borrowing privileges per year

A. Charge for individuals: \$100.00 *\$100.00*

B. Charge for family: \$100.00 *\$100.00*

7.15 Number of circulations made without charge to non-residents *0*

Friends of the Library, Library or District Board, and/or Library Foundation

7.16 Does your library have a library board? Yes *Yes*

7.17 Does your library have a Friends of the Library group? Yes *Yes*

7.18 Does your library have a Library Foundation? Yes *Yes*

7.19 Are you using the Public Library Standards published by the Oregon Library Association? Yes *Yes*

## Part 8 - LIBRARY TECHNOLOGY

8.1 Total annual number of uses (sessions) of public Internet computers 103,360 *115,838*

8.2 Total number of Internet terminals used by general public 184 *168*

8.3 Number of wireless sessions provided by library annually 90,556 *65,540*

8.4 Type of Internet connection at main library Fiber Optic *Fiber Optic*

8.5 Internet speed at main library Greater than 201Mbps *Greater than 201Mbps*

8.6 Name of consortium that provides an integrated library system, if applicable. (e.g. Sage, CCRLS, Coastal Resource Sharing Network, LINCC, etc.) *None*

8.7 Vendor of integrated library system (ILS) Polaris *Polaris*

8.8 Number of library website visits 399,485

## Part 9 - LIBRARY FACILITIES

9.1 Square footage of main library. (NOTE: includes staff areas, enter 0 for bookmobiles) 83,191 *83,191*

9.2 **Total system square footage (total of 9.1 + 9.11)** 182,432 *182,432*

For Part 9, please fill out a new group for each branch or bookmobile.

NOTE: Questions 9.3 through 9.11 are prefilled for you and locked. If there is a need for a change, please contact Ross Fuqua, Data & Federal Programs Consultant at [ross.fuqua@state.or.us](mailto:ross.fuqua@state.or.us).



9.3	FSCS ID	OR0041	<i>OR0041</i>
9.4	FSCS ID sequence number	3	3
9.5	Name of branch	Applegate Branch Library	<i>Applegate Branch Library</i>
9.6	Branch street address	18485 N Applegate Rd	<i>18485 N Applegate Rd</i>
9.7	Branch city	Applegate	<i>Applegate</i>
9.8	Branch zip code (5 digits)	97530	<i>97530</i>
9.9	Branch phone number	(541) 846-7346	<i>(541) 846-7346</i>
9.10	Outlet type code	BR	<i>BR</i>
9.11	Branch square footage	2,850	<i>2,850</i>
9.12	Public service hours per year at this location	816	<i>816</i>
9.13	Number of weeks of the year this facility was open	52	<i>52</i>
9.14	Type of Internet connection of this facility	Fiber Optic	<i>Fiber Optic</i>
9.15	Internet connection speed of this facility	11M-100Mbps	<i>Greater than 201Mbps</i>
9.3	FSCS ID	OR0041	<i>OR0041</i>
9.4	FSCS ID sequence number	4	4
9.5	Name of branch	Ashland Branch Library	<i>Ashland Branch Library</i>
9.6	Branch street address	410 Siskiyou Blvd	<i>410 Siskiyou Blvd</i>
9.7	Branch city	Ashland	<i>Ashland</i>
9.8	Branch zip code (5 digits)	97520	<i>97520</i>
9.9	Branch phone number	(541) 774-6980	<i>(541) 774-6980</i>
9.10	Outlet type code	BR	<i>BR</i>
9.11	Branch square footage	22,655	<i>22,655</i>
9.12	Public service hours per year at this location	2,022	<i>2,022</i>
9.13	Number of weeks of the year this facility was open	52	<i>52</i>
9.14	Type of Internet connection of this facility	Fiber Optic	<i>Fiber Optic</i>
9.15	Internet connection speed of this facility	Greater than 201Mbps	<i>Greater than 201Mbps</i>
9.3	FSCS ID	OR0041	<i>OR0041</i>
9.4	FSCS ID sequence number	5	5
9.5	Name of branch	Butte Falls Branch Library	<i>Butte Falls Branch Library</i>
9.6	Branch street address	626 Fir Ave	<i>626 Fir Ave</i>
9.7	Branch city	Butte Falls	<i>Butte Falls</i>
9.8	Branch zip code (5 digits)	97522	<i>97522</i>
9.9	Branch phone number	(541) 865-3511	<i>(541) 865-3511</i>
9.10	Outlet type code	BR	<i>BR</i>
9.11	Branch square footage	1,025	<i>1,025</i>
9.12	Public service hours per year at this location	515	<i>515</i>
9.13	Number of weeks of the year this facility was open	52	<i>52</i>
9.14	Type of Internet connection of this facility	Fiber Optic	<i>Fiber Optic</i>
9.15	Internet connection speed of this facility	11M-100Mbps	<i>11M-100Mbps</i>

9.3	FSCS ID	OR0041	<i>OR0041</i>
9.4	FSCS ID sequence number	6	6
9.5	Name of branch	Central Point Branch Library	<i>Central Point Branch Library</i>
9.6	Branch street address	116 S Third St	<i>116 S Third St</i>
9.7	Branch city	Central Point	<i>Central Point</i>
9.8	Branch zip code (5 digits)	97502	<i>97502</i>
9.9	Branch phone number	(541) 664-3228	<i>(541) 664-3228</i>
9.10	Outlet type code	BR	<i>BR</i>
9.11	Branch square footage	8,515	<i>8,515</i>
9.12	Public service hours per year at this location	1,815	<i>1,815</i>
9.13	Number of weeks of the year this facility was open	52	<i>52</i>
9.14	Type of Internet connection of this facility	Fiber Optic	<i>Fiber Optic</i>
9.15	Internet connection speed of this facility	11M-100Mbps	<i>11M-100Mbps</i>
9.3	FSCS ID	OR0041	<i>OR0041</i>
9.4	FSCS ID sequence number	7	7
9.5	Name of branch	Eagle Point Branch Library	<i>Eagle Point Branch Library</i>
9.6	Branch street address	239 W Main St	<i>239 W Main St</i>
9.7	Branch city	Eagle Point	<i>Eagle Point</i>
9.8	Branch zip code (5 digits)	97524	<i>97524</i>
9.9	Branch phone number	(541) 826-3313	<i>(541) 826-3313</i>
9.10	Outlet type code	BR	<i>BR</i>
9.11	Branch square footage	8,512	<i>8,512</i>
9.12	Public service hours per year at this location	1,428	<i>1,428</i>
9.13	Number of weeks of the year this facility was open	52	<i>52</i>
9.14	Type of Internet connection of this facility	Fiber Optic	<i>Fiber Optic</i>
9.15	Internet connection speed of this facility	11M-100Mbps	<i>11M-100Mbps</i>
9.3	FSCS ID	OR0041	<i>OR0041</i>
9.4	FSCS ID sequence number	8	8
9.5	Name of branch	Gold Hill Branch Library	<i>Gold Hill Branch Library</i>
9.6	Branch street address	202 Dardanelles St	<i>202 Dardanelles St</i>
9.7	Branch city	Gold Hill	<i>Gold Hill</i>
9.8	Branch zip code (5 digits)	97525	<i>97525</i>
9.9	Branch phone number	(541) 855-1994	<i>(541) 855-1994</i>
9.10	Outlet type code	BR	<i>BR</i>
9.11	Branch square footage	4,982	<i>4,982</i>
9.12	Public service hours per year at this location	891	<i>891</i>
9.13	Number of weeks of the year this facility was open	52	<i>52</i>
9.14	Type of Internet connection of this facility	Fiber Optic	<i>Fiber Optic</i>
9.15	Internet connection speed of this facility	11M-100Mbps	<i>11M-100Mbps</i>
9.3	FSCS ID	OR0041	<i>OR0041</i>
9.4	FSCS ID sequence number	9	9

9.5	Name of branch	Jacksonville Branch Library	<i>Jacksonville Branch Library</i>
9.6	Branch street address	340 West "C" St	<i>340 West "C" St</i>
9.7	Branch city	Jacksonville	<i>Jacksonville</i>
9.8	Branch zip code (5 digits)	97530	<i>97530</i>
9.9	Branch phone number	(541) 899-1665	<i>(541) 899-1665</i>
9.10	Outlet type code	BR	<i>BR</i>
9.11	Branch square footage	5,646	<i>5,646</i>
9.12	Public service hours per year at this location	1,110	<i>1,203</i>
9.13	Number of weeks of the year this facility was open	52	<i>52</i>
9.14	Type of Internet connection of this facility	Fiber Optic	<i>Fiber Optic</i>
9.15	Internet connection speed of this facility	11M-100Mbps	<i>11M-100Mbps</i>
9.3	FSCS ID	OR0041	<i>OR0041</i>
9.4	FSCS ID sequence number	10	<i>10</i>
9.5	Name of branch	Phoenix Branch Library	<i>Phoenix Branch Library</i>
9.6	Branch street address	510 W 1st St	<i>510 W 1st St</i>
9.7	Branch city	Phoenix	<i>Phoenix</i>
9.8	Branch zip code (5 digits)	97535	<i>97535</i>
9.9	Branch phone number	(541) 535-7090	<i>(541) 535-7090</i>
9.10	Outlet type code	BR	<i>BR</i>
9.11	Branch square footage	5,946	<i>5,946</i>
9.12	Public service hours per year at this location	816	<i>1,110</i>
9.13	Number of weeks of the year this facility was open	52	<i>52</i>
9.14	Type of Internet connection of this facility	Fiber Optic	<i>Fiber Optic</i>
9.15	Internet connection speed of this facility	11M-100Mbps	<i>11M-100Mbps</i>
9.3	FSCS ID	OR0041	<i>OR0041</i>
9.4	FSCS ID sequence number	11	<i>11</i>
9.5	Name of branch	Prospect Branch Library	<i>Prospect Branch Library</i>
9.6	Branch street address	150 Mill Creek Dr	<i>150 Mill Creek Dr</i>
9.7	Branch city	Prospect	<i>Prospect</i>
9.8	Branch zip code (5 digits)	97536	<i>97536</i>
9.9	Branch phone number	(541) 560-3668	<i>(541) 560-3668</i>
9.10	Outlet type code	BR	<i>BR</i>
9.11	Branch square footage	2,400	<i>2,400</i>
9.12	Public service hours per year at this location	608	<i>608</i>
9.13	Number of weeks of the year this facility was open	52	<i>52</i>
9.14	Type of Internet connection of this facility	DSL	<i>DSL</i>
9.15	Internet connection speed of this facility	6.1M-10Mbps	<i>6.1M-10Mbps</i>
9.3	FSCS ID	OR0041	<i>OR0041</i>
9.4	FSCS ID sequence number	12	<i>12</i>
9.5	Name of branch	Rogue River Branch Library	<i>Rogue River Branch Library</i>

9.6	Branch street address	412 E MAIN ST	<i>412 E MAIN ST</i>
9.7	Branch city	Rogue River	<i>Rogue River</i>
9.8	Branch zip code (5 digits)	97537	<i>97537</i>
9.9	Branch phone number	(541) 864-8850	<i>(541) 864-8850</i>
9.10	Outlet type code	BR	<i>BR</i>
9.11	Branch square footage	11,460	<i>11,460</i>
9.12	Public service hours per year at this location	1,410	<i>1,410</i>
9.13	Number of weeks of the year this facility was open	52	<i>52</i>
9.14	Type of Internet connection of this facility	Fiber Optic	<i>Fiber Optic</i>
9.15	Internet connection speed of this facility	11M-100Mbps	<i>11M-100Mbps</i>
9.3	FSCS ID	OR0041	<i>OR0041</i>
9.4	FSCS ID sequence number	13	<i>13</i>
9.5	Name of branch	Ruch Branch Library	<i>Ruch Branch Library</i>
9.6	Branch street address	7919 Highway 238	<i>7919 Highway 238</i>
9.7	Branch city	Ruch	<i>Ruch</i>
9.8	Branch zip code (5 digits)	97530	<i>97530</i>
9.9	Branch phone number	(541) 899-7438	<i>(541) 899-7438</i>
9.10	Outlet type code	BR	<i>BR</i>
9.11	Branch square footage	5,896	<i>5,896</i>
9.12	Public service hours per year at this location	925	<i>925</i>
9.13	Number of weeks of the year this facility was open	52	<i>52</i>
9.14	Type of Internet connection of this facility	Fiber Optic	<i>Fiber Optic</i>
9.15	Internet connection speed of this facility	11M-100Mbps	<i>11M-100Mbps</i>
9.3	FSCS ID	OR0041	<i>OR0041</i>
9.4	FSCS ID sequence number	14	<i>14</i>
9.5	Name of branch	Shady Cove Branch Library	<i>Shady Cove Branch Library</i>
9.6	Branch street address	22477 Highway 62	<i>22477 Highway 62</i>
9.7	Branch city	Shady Cove	<i>Shady Cove</i>
9.8	Branch zip code (5 digits)	97539	<i>97539</i>
9.9	Branch phone number	(541) 878-2270	<i>(541) 878-2270</i>
9.10	Outlet type code	BR	<i>BR</i>
9.11	Branch square footage	5,646	<i>5,646</i>
9.12	Public service hours per year at this location	917	<i>917</i>
9.13	Number of weeks of the year this facility was open	52	<i>52</i>
9.14	Type of Internet connection of this facility	Fiber Optic	<i>Fiber Optic</i>
9.15	Internet connection speed of this facility	11M-100Mbps	<i>11M-100Mbps</i>
9.3	FSCS ID	OR0041	<i>OR0041</i>
9.4	FSCS ID sequence number	15	<i>15</i>
9.5	Name of branch	Talent Branch Library	<i>Talent Branch Library</i>
9.6	Branch street address	101 HOME ST	<i>101 HOME ST</i>

9.7	Branch city	Talent	<i>Talent</i>
9.8	Branch zip code (5 digits)	97540	<i>97540</i>
9.9	Branch phone number	(541) 535-4163	<i>(541) 535-4163</i>
9.10	Outlet type code	BR	<i>BR</i>
9.11	Branch square footage	7,068	<i>7,068</i>
9.12	Public service hours per year at this location	1,837	<i>1,837</i>
9.13	Number of weeks of the year this facility was open	52	<i>52</i>
9.14	Type of Internet connection of this facility	Fiber Optic	<i>Fiber Optic</i>
9.15	Internet connection speed of this facility	11M-100Mbps	<i>11M-100Mbps</i>
9.3	FSCS ID	OR0041	<i>OR0041</i>
9.4	FSCS ID sequence number	16	<i>16</i>
9.5	Name of branch	White City Branch Library	<i>White City Branch Library</i>
9.6	Branch street address	3143 Avenue C	<i>3143 Avenue C</i>
9.7	Branch city	White City	<i>White City</i>
9.8	Branch zip code (5 digits)	97503	<i>97503</i>
9.9	Branch phone number	(541) 864-8880	<i>(541) 864-8880</i>
9.10	Outlet type code	BR	<i>BR</i>
9.11	Branch square footage	6,640	<i>6,640</i>
9.12	Public service hours per year at this location	1,105	<i>1,105</i>
9.13	Number of weeks of the year this facility was open	52	<i>52</i>
9.14	Type of Internet connection of this facility	Fiber Optic	<i>Fiber Optic</i>
9.15	Internet connection speed of this facility	Greater than 201Mbps	<i>Greater than 201Mbps</i>

## Part 10

- 10.1 I have reviewed and, if needed, updated the library directory information on the online directory at [www.oregon.gov/osl/LD/Pages/directories.aspx](http://www.oregon.gov/osl/LD/Pages/directories.aspx). Yes

## Part 11 - LIBRARY PROGRESS REPORT

### Library Progress Report for past fiscal year - Optional

- 11.1 Progress report for this past year.  
Please report on significant developments in your library this past fiscal year.

How does your library use the annual report data? Please indicate all that apply:

- |       |   |     |     |
|-------|---|-----|-----|
| 11.2a | Report to governing body                          | Yes | Yes |
| 11.2b | Report to advisory groups                         | Yes | Yes |
| 11.2c | Inform Friends groups and Foundations             | Yes | Yes |
| 11.2d | Manage resources (staff time, hours, collections) | Yes | Yes |
| 11.2e | Inform strategic plan                             | Yes | Yes |
| 11.2f | Establish quantitative measures of success        | Yes | Yes |
| 11.2g | Compare our library to peer libraries             | Yes | Yes |
| 11.2h | Identify usage and resource trends of the library | Yes | Yes |
| 11.2i | Other: please specify                             |     |     |

**Part 12 - STATE USE ONLY**

## Administrative Entity

12.1	Population served		213,765
12.2	FSCS ID	OR0041	OR0041
12.3	Interlibrary relationship code	ME	ME
12.4	Legal basis code	CO	CO
12.5	Administrative structure code	MO	MO
12.6	FSCS public library definition	Yes	Yes
12.7	Geographic code	CO1	CO1

## Main Service Outlet

12.8	Name of main service outlet	JACKSON COUNTY LIBRARY SERVICES	JACKSON COUNTY LIBRARY SERVICES
12.9	FSCS ID	OR0041	OR0041
12.10	FSCS ID sequence number	002	002
12.11	Outlet type code	CE	CE

Please enter the name, phone, and email of the primary contact for the Public Library Statistical Report at your library.

12.12	Name	Kari May	Susan Bloom
12.13	Phone Number	(541) 774-6401	(541) 774-6443
12.14	Email	kmay@jcls.org	sbloom@jcls.org

## PERSONAL SERVICES CONTRACT

THIS CONTRACT SHALL BE BINDING ON SOESD ONLY IF IT IS SIGNED BY SUPERINTENDENT OR BUSINESS MANAGER.

This Personal Services Contract (“Agreement”) is made by and between Southern Oregon Education Service District (“SOESD”) and Jackson County Library District (“Contractor”).

The parties agree as follows:

### 1. Contractor information

Name (tax filing): Jackson County Library District  
Address: 205 S Central, Medford, OR 97501  
Telephone No: 541-774-6508  
Federal Tax ID No: 47-1609848  
Business Designation: Municipal Corporation

*This information will be reported to the Internal Revenue Service (IRS) under the name and taxpayer ID number submitted. (See IRS Form 1099 for additional instruction regarding taxpayer ID numbers.) If the information is not provided, SOESD will be required to withhold 31% of all future payments to Contractor.*

### 2. Scope of Work

A description of the work to be performed by Contractor and/or Service Provider is contained in Exhibit A.

### 3. Use of Service Provider

Contractor has an existing contract with Library Systems & Services, LLC (“Service Provider”) for the provision of library services. Through Contractor’s existing contract with Service Provider, Service Provider employs the staff and professionals who will perform the work contained in Exhibit A. This Agreement has been reviewed and acknowledged by Service Provider, as indicated by its signature, below.

Service Provider Name (tax filing): Library Systems & Services, LLC  
Address: 2600 Tower Oaks Blvd., Suite 510, Rockville, MD 20852  
Telephone No: 301-540-5100  
Federal Tax ID No: 52-2003416  
Business Designation: Limited Liability Corporation

### 4. Payment from SOESD to Contractor

- a. Maximum Total Payment: The maximum total payment under this Agreement is - **\$7,525.00**. This is a not-to-exceed amount, and SOESD will not pay more than this amount unless specifically agreed to in an amendment executed by the parties. Travel and other expenses of the Contractor shall be reimbursed by SOESD in accordance

with the Kaleidoscope Play & Learn Program Budget, which is included herein and made part of this Agreement by this reference.

- b. Payment process: Interim payments shall be made to Contractor following SOELS' and SOESD's review and approval of billings submitted by Contractor. Contractor will also submit copies of other billings for work performed under the contract when such bills are to be paid by other parties. These other billings are not subject to the maximum compensation amount of this contract.
- c. Invoicing: Contractor shall submit monthly billings for work performed during previous month and SOESD shall reimburse Contractor within 30 days of receipt of invoice for costs accompanied by documents and receipts evidencing such costs and expenses. The billings shall describe expenses being requested for reimbursement and must separate personnel expenses from materials and supplies. Personnel records are not required but copies of all receipts for expenses must accompany the monthly billing. Billings received without receipts will not be processed until all receipts are provided. Billings shall be sent to the early learning hub KPI representative.

**5. Effective date and duration**

This Agreement shall become effective on the date this Agreement is fully executed and approved, whichever event occurs first/second. Unless earlier terminated or extended, this Agreement shall expire on June 30, 2019, or when Contractor's completed performance has been accepted by SOESD, whichever event occurs first/second. However, such expiration shall not extinguish or prejudice SOESD's right to enforce this Agreement with respect to any breach of a Contractor warranty or any default or defect in the Contractor's performance that has not been cured. Additionally, sections 7, 15, 16, 19, 27 of this Agreement shall survive the termination or expiration of this Agreement.

**6. Contract documents**

This Agreement between the parties consists of the terms herein, Exhibit(s) A, and the Kaleidoscope Play & Learn Program Budget.

**7. Compliance with Law.**

- a. Contractor shall comply with and require Service Provider and all subcontractors to comply with all state and local laws, regulations, executive orders and ordinances applicable to the Agreement or to the delivery of services. Without limiting the generality of the foregoing, Contractor expressly agrees to comply with the following laws, regulations and executive orders to the extent they are applicable to the Agreement: (1) all applicable requirements of state civil rights and rehabilitation statutes, rules and regulations; (2) all state laws requiring reporting of client abuse; (3) ORS 659A.400 to 659A.409, ORS 659A.145, and all regulations and administrative rules established pursuant to those laws in the construction, remodeling, maintenance and operation of any structures and facilities, and in the conduct of all programs, services and training associated with the delivery of services. These laws, regulations and executive orders are incorporated by reference herein to the extent that they are applicable to the Agreement and required by law to be so incorporated. All employers, including Contractor, that employ subject workers who provide services in the State of Oregon shall comply with ORS 656.017 and provide



the required Workers' Compensation coverage, unless such employers are exempt under ORS 656.126.

- b. Contractor shall comply with the federal laws as set forth or incorporated, or both, in this Agreement and all other federal laws applicable to Contractor's performance under this Agreement as they may be adopted, amended or repealed from time to time.

**8. Child abuse reporting**

Contractor shall comply with the Reporting of Child Abuse Law (ORS 419B.005 through 419B.050) as if Contractor were a mandatory abuse reporter. SOESD will provide training for Contractor's employees. Contractor's employees will follow the processes as set forth by SOESD in that training. For the purposes of this section, "Contractor" includes Contractor, its employees, agents, subcontractors, and employees of subcontractors, including but not limited to Service Provider and employees of Service Provider.

**9. Confidentiality and FERPA**

As required by the Family Educational Rights and Privacy Act (20 USC § 1232(g), "FERPA") and ORS 326.565, Contractor shall not disclose any student records information or information about students' families that Contractor may learn or obtain in the course and scope of this Agreement. Pursuant to FERPA regulations (34 CFR § 99.33(e)) and Oregon administrative rules (OAR 581-021-0220 *et seq.*, student records information obtained by Contractor in the performance of this Agreement may not be re-disclosed to third parties without the written consent of the student's parent/guardian and may be used only for the purposes identified in this Agreement. For the purposes of this section, "Contractor" includes Contractor, its employees, agents, subcontractors, and employees of subcontractors, including but not limited to Service Provider and employees of Service Provider.

**10. Unsupervised contact with children**

"Unsupervised contact" with children means contact that provides a person opportunity and probability for personal communication or touch with children when not under direct SOESD supervision. Contractor authorizes SOESD to obtain information about Contractor and its history and to conduct a criminal background check, including fingerprinting, of any Contractor officers, employees, or agents who will have unsupervised contact with children. Contractor shall cause its employees and/or subcontractors, if any, to authorize SOESD to conduct these background checks. Contractor shall pay all fees assessed by the Oregon Department of Education for processing the background checks. SOESD may deduct the cost of such fees from an interim or final payment to Contractor under this Agreement if Contractor does not pay these fees directly. For the purposes of this section, "Contractor" includes Contractor, its employees, agents, subcontractors, and employees of subcontractors, including but not limited to Service Provider and employees of Service Provider.

**11. Modification and amendment**

Any amendments, consents to, or waivers of the terms of this Agreement shall be in writing and signed by both parties. The parties may renew this Agreement by their signed, written instrument. Notwithstanding, SOESD may modify this Agreement without Contractor’s consent for the reasons described in section 14(c) (“Termination for cause”) of this Agreement. If SOESD modifies the Agreement in this way, the modification becomes effective upon written notice to Contractor.

**12. Independent contractor status**

Contractor certifies that the service or services to be performed under this Agreement are those of an independent contractor as defined in ORS 670.600, and that Contractor is solely responsible for the work performed under this Agreement. Contractor represents and warrants that Contractor, its employees, subcontractors, and agents are not “officers, agents, or employees” of SOESD within the meaning of the Oregon Tort Claims Act (ORS 30.260 through 30.300). Contractor shall be responsible for all federal, state, and local taxes and any fees applicable to payments for services under this Agreement.

**13. Subcontracts and assignment**

SOESD hereby consents to Contractor’s use of Service Provider for the performance of the work contained in Exhibit A. Contractor shall not otherwise subcontract, assign, delegate, or transfer any of its duties, rights, or interests under this Agreement without the prior written consent of SOESD. SOESD may withhold such consent at its sole discretion, for any or no reason. If SOESD consents to an assignment or subcontract, then in addition to any other provisions of this Agreement, Contractor shall require any permitted subcontractor to be bound by all the terms and conditions of this Agreement that would otherwise bind Contractor. The parties agree that any such subcontracts shall be construed as matters solely between the Contractor and its subcontractor and shall have no binding effect on SOESD.

**14. No third party beneficiaries**

SOESD and Contractor are the only parties to this Agreement and are the only parties entitled to enforce its terms. Nothing in this Agreement provides any benefit or right, directly or indirectly, to third parties unless they are individually identified by name in this Agreement and expressly described as intended beneficiaries of this Agreement.

**15. Funds available and authorized**

SOESD has sufficient funds currently available and authorized for expenditure to finance the costs of this Agreement within SOESD’s fiscal year budget. Contractor understands and agrees that payments from SOESD for work performed after the last day of the current fiscal year are contingent on appropriations or other expenditure authority to SOESD sufficient to allow SOESD, in its reasonable administrative discretion, to continue to make payments under this Agreement. In the event that SOESD has insufficient appropriations or other expenditure authority, SOESD may terminate this Agreement without penalty or liability to the SOESD, effective upon the delivery of written notice to Contractor and Service Provider, with no further liability to Contractor or Service Provider beyond payment for work already performed.

## 16. Termination

- a. Mutual consent. SOESD and Contractor may terminate this Agreement at any time by their written agreement.
- b. SOESD's convenience. SOESD in its sole discretion may terminate this Agreement for any reason on 30 days' written notice to Contractor.
- c. For cause. SOESD may terminate or modify this Agreement immediately, in whole or in part, effective upon delivery of written notice to Contractor, under any of the following conditions:
  - i. If SOESD funding from federal, state, or other sources is not obtained and continued at levels sufficient, in SOESD's sole discretion, to allow the purchase of the indicated quantity of services;
  - ii. If federal or state regulations or guidelines are modified or interpreted in such a way that the services are no longer allowable or appropriate for purchase under this Agreement or are no longer eligible for the funding proposed for payments authorized by this contract;
  - iii. Notwithstanding section 15(d) of this Agreement, if any license or certificate required by law or regulation to be held by Contractor to provide the services required by this Agreement is for any reason denied, revoked, suspended, or not renewed; or
  - iv. If Contractor fails to comply with all federal, state and local laws and ordinances, as well as all executive orders applicable to this Agreement.
- d. Breach: Either party may terminate this Agreement in the event of a breach by the other party. To be effective, the party seeking termination must give the other party written notice of the breach and intent to terminate. If the breaching party has not entirely cured the breach within fifteen (15) days of the date of the notice, then the non-breaching party may terminate this Agreement at any time thereafter by giving written notice of termination.
- e. Obligation of parties: Termination of modification pursuant to subsections 14(a), 14(b), or 14(c) above shall be without prejudice to any obligations or liabilities of either party already accrued. Upon receipt of any notice of termination, Contractor shall immediately cease all activities under this Agreement, unless expressly directed otherwise by SOESD in writing. Upon termination, Contractor shall deliver to SOESD all documents, information, works-in-progress, and other property related to this Agreement that are or would be deliverables had the Agreement been completed. SOESD shall pay Contractor for work that was performed prior to the termination date and was performed in accordance with the Agreement.

## 17. Remedies

If Contractor breaches this Agreement, SOESD is entitled to any available legal and equitable remedies in addition to termination of this Agreement. If SOESD breaches, Contractor is entitled to any available legal and equitable remedies, and collection of payments which had been earned as of the date of Contractor's termination.

## 18. Security

Contractor will not disclose or remove any SOESD or constituent district property. Contractor shall bear sole responsibility for any liability, including but not limited to

attorney fees, resulting from any action or suit brought against SOESD because of Contractor's willful or negligent release of information, documents, or property contained in or on SOESD or constituent district property. The parties stipulate that all information, documents, and property contained in SOESD or constituent district property is privileged and confidential.

**19. Employee removal**

At SOESD's request and sole discretion, Contractor shall immediately remove or cause to be removed any Contractor employee or Service Provider employee from all SOESD and constituent district properties.

**20. Records maintenance and access**

Contractor shall maintain all financial records relating to this Agreement in accordance with generally accepted accounting principles and federal circulates (as applicable). Contractor shall maintain any other records pertinent to this Agreement in such a manner as to clearly document Contractor's performance. SOESD and its representatives shall have access to all of Contractor's documents that are relevant to this Agreement, including but not limited to employment records, financial records, other records, books documents paper, plans, records of shipments and payment and writings of Contractor, whether in paper, electronic, or other form. Contractor shall retain and keep accessible all records for a minimum of six (6) years from the termination of this Agreement. Contractor acknowledges that records generated pursuant to this Agreement may be subject to the Oregon Public Records Act.

**21. Ownership of work product and license**

All work products of the Contractor that result from this Agreement ("the work products") are the exclusive property of the Oregon Department of Education ("ODE"), which is a third party beneficiary of this Agreement. Unless ODE provides written consent, Contractor shall not publish, republish, display, or use the work products except pursuant to this Agreement. If any of the work products contain intellectual property of the Contractor that is or could be protected, Contractor grants ODE a perpetual, royalty-free, nonexclusive license to use the work products in any way. Contractor shall execute such documents and instruments as ODE reasonably requests in order to transfer ownership of the work products to ODE.

**22. Foreign Contractor**

If Contractor is not domiciled in or registered to do business in the State of Oregon, Contractor shall promptly provide to the Oregon Department of Revenue and the Secretary of State Corporation Division all information required by those agencies relative to this contract. The Contractor shall demonstrate its legal capacity to perform these services in the State of Oregon prior to entering into this contract.

**23. Arm's length dealings**

Contractor shall not provide or offer to provide any appreciable pecuniary or material benefit to any officer, employee or agent of SOESD in connection with this Agreement in violation of ORS Chapter 244 or SOESD's personnel rules.

**24. Hours of labor**

As required by ORS 279B.020(5), 279B.253(3), and 279C.540(6), for Contractor's or Service Provider's employees subject to Oregon employment laws:

- a. Maximum hours: No employee of Contractor, Service Provider, or its agents may work more than ten (10) hours in any one day, or forty (40) hours in any one week, except in cases of necessity, emergency, or when public policy absolutely requires it.
- b. Overtime pay: Employees shall be paid at least time and a half for all time worked in excess of eight (8) hours in any one day or forty (40) hours in any one week when the work week is five consecutive days, Monday through Friday, and for work performed on Saturdays, Sundays, New Year's Day (Jan. 1), Memorial Day (last Monday in May), Independence Day (July 4), Thanksgiving Day (fourth Thursday in November), and Christmas Day (December 25).
- c. Exemption: The requirements of the foregoing subsection do not apply to individuals who are excluded from receiving overtime pay under ORS 653.010 to 653.261 or 29 U.S.C. 201 to 209.
- d. Notice to employees: Contractor and/or Service Provider must give notice in writing to its employees who perform work on this Agreement, either at the time of hire or before commencement of work on this Agreement, or by posting a notice in a location frequented by employees, of the number of hours per day and days per week that the employees may be required to work.

**25. Time limitation on claim for overtime**

For Contractor's and/or Service Provider's employees subject to Oregon employment laws and as required by ORS 279C.545, any worker employed by Contractor or Service Provider shall be foreclosed from the right to collect for any overtime provided in ORS 279C.540 unless a claim for payment is filed with Contractor or Service Provider within ninety (90) days of the completion of this Agreement, providing Contractor or Service Provider has:

- a. Posted circular: Caused a circular clearly printed in boldfaced 12-point type and containing a copy of this section to be posted in a prominent place alongside the door of the timekeeper's office or in a similar place that is readily available and freely visible to workers employed on the work, and
- b. Maintaining posted circular: Maintained such circular continuously posted from the inception to the completion of this Agreement on which workers are or have been employed.

**26. Conditions concerning payment, contributions, liens, and withholding**

In accordance with 279B.220, Contractor and/or Service Provider shall:

- a. Make payment promptly, as due, to all persons supplying to the contractor labor or material for the performance of the work provided for in the Agreement.
- b. Pay all contributions or amounts due the Industrial Accident Fund from the contractor or subcontractor incurred in the performance of the Agreement.
- c. Not permit any lien or claim to be filed or prosecuted against the state or a county, school district, municipality, municipal corporation or subdivision thereof, on account of any labor or material furnished.

- d. Pay to the Department of Revenue all sums withheld from employees under ORS 316.167.

**27. Condition concerning payment for medical care.**

In accordance with ORS 279B.230 (1), Contractor and/or Service Provider shall promptly, as due, make payment to any person, co-partnership, association or corporation furnishing medical, surgical and hospital care services or other needed care and attention, incident to sickness or injury, to the employees of the Contractor and/or Service Provider, of all sums that Contractor and/or Service Provider agrees to pay for the services and all moneys and sums that Contractor and/or Service Provider collected or deducted from the wages of employees under any law, contract or agreement for the purpose of providing or paying for the services.

**28. Choice of law, jurisdiction, venue**

Oregon law will govern any dispute related to this Agreement, and any suit related to this Agreement will be conducted in courts located in Jackson County, Oregon. The parties consent to the *in personam* jurisdiction of the Jackson County Circuit Court.

**29. Indemnity**

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.

**30. Insurance**

- a. Minimum coverage. At all times while providing services under this Agreement, Contractor shall maintain the following insurance coverage:
  - i. Workers' compensation. As required by ORS 656.017, subject employers shall provide workers' compensation coverage in accordance with ORS Chapter 656 for all subject workers. Contractor and all its subcontractors with one or more employees shall maintain this insurance coverage unless exempt under ORS 656.027 or ORS 656.126. If Contractor is a subject employer, Contractor shall obtain employers' liability insurance coverage limits of not less than \$1,000,000.
  - ii. Professional liability. If Contractor is providing services that require a state license, then Contractor shall maintain professional liability insurance of not less than \$3,000,000. This is to cover damages caused by acts related to the professional services to be provided under this Agreement.
  - iii. General liability. Contractor shall maintain general liability insurance including Products & Completed Operations of not less than \$3,000,000 per occurrence for Bodily Injury and Property Damage. It shall include contractual liability coverage for the indemnity provided under this Agreement.

- iv. Automobile liability. Contractor shall maintain automobile liability insurance with a combined single limit, or the equivalent, of not less than \$3,000,000 for each accident for Bodily Injury and Property Damage, including coverage for owned, hired or non-owned vehicles, as applicable.
- v. Umbrella/excess liability. Contractor shall maintain umbrella/excess liability insurance with combined single limits/annual aggregate of not less than N/A Aggregate for Bodily Injury and Property Damage.
- b. Notice of change. Contractor may not cancel, change materially, reduce limits, or fail to renew any coverage without 30 days' written notice to SOESD from Contractor or 10 days' written notice from the insurer.
- c. Certificates of insurance. Upon SOESD's request, Contractor shall furnish SOESD with a current certificate of insurance for each of the above coverages within 48 hours. Each certificate must state the relevant deductible or retention level. For general liability coverage, the certificate must state that ODE, its officers, employees, and agents, and SOESD, its agents, officers, and employees are additional insureds with respect to Contractor's services provided under this Agreement. The certificate must specify an additional insureds endorsement, and Contractor shall attach a copy of the endorsement to the certificate. If requested by SOESD, Contractor shall also provide complete copies of insurance policies to SOESD.
- d. "Tail" coverage. If any of the required insurance policies is on a "claims made" basis, such as professional liability insurance, Contractor shall maintain either "tail" coverage or continuous "claims made" liability coverage, provided the effective date of the continuous "claims made" coverage is on or before the effective date of this Agreement, for a minimum of 24 months following the later of: (i) Contractor's completion and SOESD's acceptance of all services required under this Agreement or, (ii) the expiration of all warranty periods provided under this Agreement. Notwithstanding the foregoing 24-month requirement, if the contractor elects to maintain "tail" coverage and if the maximum time period "tail" coverage reasonably available in the marketplace is less than the 24-month period described above, then the contractor may request and ODE may grant approval of the maximum "tail" coverage period reasonably available in the marketplace. If ODE approval is granted, the contractor shall maintain "tail" coverage for the maximum time period that "tail" coverage is reasonably available in the marketplace.

**31. Work performed on SOESD and constituent district property**

- a. Identification. When performing work on SOESD or constituent district property, Contractor's employee or agent must carry photo identification and must present it to any SOESD personnel upon request. If Contractor cannot produce such identification or if the identification is unacceptable to SOESD, SOESD may provide, at its sole discretion, SOESD-produced identification tags to Contractor, with costs to be borne by Contractor.
- b. Sign-in required. As required by schools and other constituent district locations, Contractor's employees or agents must sign in to the location's main office to receive an in-school identification/visitor's tag each day they are on site. Contractor's employees or agents must display this tag on their person at all times while on such property.

- c. No smoking. All SOESD and constituent district properties are tobacco-free zones; Contractor's employees or agents are prohibited from using any tobacco product on such property.
- d. No drugs. (i) Contractor certifies that it will provide a drug-free workplace by publishing a statement notifying its employees that the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance, except as may be present in lawfully prescribed or over-the-counter medications, is prohibited in Contractor's workplace or while providing services to ODE clients. Contractor's notice shall specify the actions that will be taken by Agency against its employees for violation of such prohibitions; (ii) Establish a drug-free awareness program to inform its employees about: The dangers of drug abuse in the workplace, Contractor's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations; (iii) Provide each employee to be engaged in the performance of services under this Agreement a copy of the statement mentioned in paragraph (i) above; (iv) Notify each employee in the statement required by paragraph (i) above that, as a condition of employment to provide services under this Agreement, the employee will: abide by the terms of the statement, and notify the employer of any criminal drug statute conviction for a violation occurring in the workplace no later than five (5) days after such conviction; (v) Notify ODE within ten (10) days after receiving notice under subparagraph (iv) above from an employee or otherwise receiving actual notice of such conviction; (vi) Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program by any employee who is so convicted as required by Section 5154 of the Drug-Free Workplace Act of 1988 1988; (vii) Make a good-faith effort to continue a drug-free workplace through implementation of subparagraphs (i) through (vi) above; (viii) Require any subcontractor to comply with subparagraphs (i) through (vii) above; (ix) Neither Agency, or any of Agency's employees, officers, agents or subcontractors may provide any service required under this Agreement while under the influence of drugs. For purposes of this provision, "under the influence" means: observed abnormal behavior or impairments in mental or physical performance leading a reasonable person to believe the Agency or Agency's employee, officer, agent or subcontractor has used a controlled substance, prescription or nonprescription medication that impairs the Agency or Agency's employee, officer, agent or subcontractor's performance of essential job function or creates a direct threat to ODE clients or others. Examples of abnormal behavior include, but are not limited to: hallucinations, paranoia or violent outbursts. Examples of impairments in physical or mental performance include, but are not limited to: slurred speech, difficulty walking or performing job activities; and (x) Violation of any provision of this subsection may result in termination of the Agreement.
- e. No weapons or firearms. Except as provided by statute and SOESD policy, all SOESD and constituent district properties are weapons- and firearms-free zones; Contractor and its employees or agents are prohibited from possessing weapons or firearms on their persons or in their vehicles while on such property.



For the purposes of this section, “Contractor” includes Contractor, its employees, agents, subcontractors, and employees of subcontractors, including but not limited to Service Provider and employees of Service Provider.

**32. Time is of the essence**

Time is of the essence with respect to all dates and time periods set forth or referred to in this Agreement.

**33. Headings**

The headings used in this Agreement are for convenience of reference, are not part of this Agreement, and are not to be considered in construing or interpreting this Agreement.

**34. Severability**

If any provision of this Agreement is determined to be illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it consistent with the applicable law and, in its modified form, such provision shall be enforced. If this occurs, the validity of the remaining provisions shall not be affected.

**35. Waiver**

A waiver by either Party of any breach under this Agreement does not constitute a waiver of any subsequent breach, nor does it constitute a modification of any other provision of this Agreement.

**36. Counterparts**

The parties may execute this Agreement in counterparts, each of which constitutes an original and all of which comprise one and the same Agreement. Counterparts may be delivered by electronic means.

**37. Force majeure**

Neither SOESD nor Contractor shall be held responsible for delay or default caused by fire, civil unrest, labor unrest, natural causes, or war which is beyond the reasonable control of SOESD or Contractor, respectively. Each party shall make all reasonable efforts to remove or eliminate such cause of delay or default and shall, upon the cessation of the cause, diligently pursue performance of its obligations under this Agreement. EDS may terminate this Agreement upon written notice to Contractor after reasonably determining that the delay or default will likely prevent successful performance of this Agreement.

**38. Prior approval required**

Approval by SOESD’s Board of Directors or superintendent is required before any work may begin under this Agreement.

**39. Notice**

All notices and other communications under this Agreement must be in writing and shall be deemed to have been given if delivered personally, sent by facsimile or digital file (with confirmation), mailed by certified mail, or delivered by an overnight delivery service (with confirmation) to the parties to the following addresses or facsimile numbers:

SOESD	Southern Oregon Education Services District Attn: Superintendent's Office 101 North Grape St. Medford, OR 97501 Fax No. (541) 779-2018
Contractor	Jackson County Library District Attn: District Administrator 205 South Central Ave. Medford, OR 97501 Fax No. (541) 774-6748
Service Provider	Library Systems & Services, LLC 2600 Tower Oaks Blvd., Suite 510 Rockville, MD 20852

**40. Errors.**

Contractor must perform any and all additional work necessary to correct errors in the work required under this Agreement without undue delays or additional cost to SOESD.

**41. Complete agreement**

This Agreement, as defined in section 5 above, constitutes the entire agreement and understanding of the parties with respect to the subject matter of this Agreement and supersedes all prior understandings and agreements, whether written or oral, among the parties with respect to such subject matter.

**42. Representations and Warranties**

Contractor represents and warrants to SOESD that:

- a. Contractor has the skill and knowledge possessed by well-informed members of its industry, trade, or profession and Contractor will apply that skill and knowledge with care and diligence to perform its obligations in a professional manner and in accordance with standards prevalent in Contractor's industry, trade, or profession;
- b. Contractor prepared its proposal related to this Agreement, if any, independently from all other proposers, and without collusion, fraud, or other dishonesty.

These warranties are in addition to, and not in lieu of, any other warranties provided.

For the purposes of this section, "Contractor" includes Contractor, its employees, agents, subcontractors, and employees of subcontractors, including but not limited to Service Provider and employees of Service Provider.

#### 43. **Certifications and representations**

Contractor, under penalty of perjury, certifies that (a) the number shown on this form is its correct taxpayer ID (or is waiting for the number to be issued to it) and (b) Contractor is not subject to backup withholding because (i) it is exempt from backup withholding or (ii) it has not been notified by the Internal Revenue Service (IRS) that it is subject to backup withholding as a result of a failure to report all interest or dividends, or (iii) the IRS has notified it that it is no longer subject to backup withholding. Contractor further represents and warrants to SOESD that (a) it has the power and authority to enter into and perform the work, (b) the Agreement, when executed and delivered, shall be a valid and binding obligation of Contractor enforceable in accordance with its terms, (c) the work under the Agreement shall be performed in accordance with the highest professional standards, and (d) Contractor is qualified, professionally competent and duly licensed to perform the work. Contractor also certifies under penalty of perjury that its business is not in violation of any Oregon tax laws, and it is a corporation authorized to act on behalf of the entity designated above and authorized to do business in Oregon or is an independent contractor as defined in the Agreement documents, and has checked four or more of the following criteria:

- (1) I carry out the labor or services at a location separate from my residence or is in a specific portion of my residence, set aside as the location of the business.
- (2) Commercial advertising or business cards or a trade association membership are purchased for the business.
- (3) Telephone listing is used for the business separate from the personal residence listing.
- (4) Labor or services are performed only pursuant to written contracts.
- (5) Labor or services are performed for two or more different persons within a period of one year.
- (6) I assume financial responsibility for defective workmanship or for service not provided as evidenced by the ownership of performance bonds, warranties, errors and omission insurance or liability insurance relating to the labor or services to be provided.

**I HAVE READ THIS CONTRACT, INCLUDING ALL ATTACHMENTS AND EXHIBITS, IF APPLICABLE. I CERTIFY THAT I HAVE THE AUTHORITY TO SIGN AND ENTER INTO THIS CONTRACT ON BEHALF OF THE PARTY I REPRESENT AND AGREE TO BE BOUND BY ITS TERMS.**

<p><b>JACKSON COUNTY LIBRARY DISTRICT</b></p> <hr/> <p>Signature</p> <hr/> <p>Contractor Printed Name and Title</p> <hr/> <p>Date</p>	<p><b>SOUTHERN OREGON EDUCATION SERVICE DISTRICT - SOESD</b></p> <hr/> <p>Superintendent/Business Manager</p> <hr/> <p>Date</p> <p><b>MAIL CORRESPONDENCE TO:</b>          101 North Grape Street          Medford, OR 97501-2793</p>
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	<p><b>SOUTHERN OREGON EARLY LEARNING SERVICES - SOELS</b></p> <hr/> <p>Director</p> <hr/> <p>Date</p> <p><b>MAIL CORRESPONDENCE TO:</b>          101 North Grape Street          Medford, OR 97501-2793</p>
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*Service Provider Acknowledgment:*

**LIBRARY SYSTEMS & SERVICES, LLC**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Service Provider Printed Name and Title

\_\_\_\_\_  
Date

*Approved as to legal sufficiency:*

\_\_\_\_\_

**Exhibit A**  
Terms and Conditions  
Scope of Work

**PROGRAM REQUIREMENTS**  
**Kindergarten Partnership and Information (KPI)**

Program Purpose:

- To design and deliver services that support achievement of connections between early learning and K-1 education systems

Eligibility:

- All children and their families

Types of Services:

- Services that assist children in becoming ready for and successful in kindergarten including but not limited to preschools, and other learning opportunities in connection with other community-based providers, licensed child care providers, or elementary schools

Contractor and/or Service Provider will:

1. Report back in accordance with the state Early Learning Division reporting system in format provided by early learning hub.
2. Provide additional reports based on specific goals provided by early learning hub.

*Administrative overhead must not exceed the overall 15% limitation.*



To: JCLD Board of Directors  
From: Susan Kiefer, Board President  
Date: September 7, 2018  
Re: Proposal to Consider Funding JCLF Operating Expenses

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At a planning retreat last month the Jackson County Library Foundation's consultant suggested that it would be strategically advantageous for both organizations if the District paid all or part of the Foundation's operating expenses. Operating expenses are the most difficult, and very necessary, dollars for the Foundation to raise. This effort consumes time and energy that could be devoted to raising money to support library projects, money that is considerably easier to raise. If the District paid the Foundation's operating costs, then the Foundation could devote all of its time and energy raising money to support projects for JCLS, like the Spark Space or a mobile maker space or \_\_\_\_\_ (fill in the blank). There are examples of other organizations like ours that assist their foundations in this way. The Deschutes Library Foundation appears to be part of and staffed by the library district since the employees are library employees. Ashland Community Hospital, Asante, and Southern Oregon University all appear from their 990s to pay all or part of their foundations' operating expenses. Kari set up a foundation that was part of her library's structure in Colorado.

Library Strategies is a library consulting firm that is an arm of the St. Paul Public Library's foundation. Incorporated in 2006, after years of informal operation, it is one of the most respected library consulting organizations in the country. I'd like to suggest that we engage Library Strategies to help us consider the District's relationships with the Foundation and with the various Friends of the Library organizations. This could help forge shared understandings among all our various organizations of our roles and responsibilities. I think Library Strategies could provide valuable assistance in helping us sort out what structure would work best for our complex situation and maybe help us begin the task of getting all the players on board.

I realize that my involvement in both the Friends and the Foundation board raise conflicts that prevent my participation in decision-making, and maybe even discussion, on this front. I am, however, about to spend a couple of weeks in St. Paul and, with your consensus, I would be happy to visit with Library Strategies about our needs and the options for having them help us.

# JCLS Collection Development Plan 2018-2020

## Statement of Purpose

The Jackson County Library Services (JCLS) Collection Development (the Collection Plan) serves as a guide and plan for developing and managing the JCLS collection. This document supports but does not replace the Collection Development Policy that can be accessed at [http://jcls.org/ld.php?content\\_id=31444926](http://jcls.org/ld.php?content_id=31444926). The Collection Plan identifies actions and priorities to meet short- and long-term goals. Ongoing assessments of use, activity, augmentation and deselection needs will inform adjustments to the collection.

While the Collection Plan does not replace staff expertise, it provides the following basis for decisions:

- Framework for planning, building, selecting and maintaining the library's collection in a cost-effective and user-relevant manner.
- Priorities and boundaries for choosing, maintaining and evaluating the collection to best meet the needs of the community while maintaining budgetary responsibility.
- Description of how materials are selected, evaluated and deselected.
- Information for the public about the principles of material selection and criteria for selection and removal of materials



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## **About Jackson County Library Services**

Jackson County Library Services (JCLS) serves a population of over 200,000 through fifteen branch libraries. The collection consists of print materials, audiobooks, digital eBooks, digital eAudiobooks, magazines, newspapers, DVDs, databases and digital materials. Budget constraints and space limitations prevent JCLS from duplicating specialized and comprehensive collections in all locations. Access to the collection is provided through an online catalog through which titles can be reserved and delivered to patrons' home branches. This ensures cost-effective, efficient, and equitable access to materials from any location. JCLS shares the online catalog and materials with Rogue Community College and provides interlibrary loan services.

## **Collection Vision**

The purpose of the collection is to provide books and other materials to enrich the lives of Jackson County citizens. JCLS strives to create and maintain a broad collection that reflects all communities and encompasses both popular and lasting works.

In support of the Strategic Plan, the collection development team will focus on the following areas:

- Materials to support early learning and encourage parents and caregivers to engage with children and talk, sing, read, write and play together. (Learn 1.a) In the Children's area examples are Music CDs that include sing-alongs, children's dance movement, and lullabies. DVD examples would include Children's yoga and exercise, and PBS series that feature social issues.
- Materials to help students achieve academic success in public, private and home schools, trade schools and higher education. (Learn 3) Examples are Children's Easy Readers, books that promote STEAM, biography, history and science for all age groups, and materials that support GED and SAT learners. Classic fiction titles also fall into this category that are found on high school required reading lists.
- Materials that support reading for pleasure for all ages. (Learn 4.a) Bestsellers lists for all age groups are considered for purchase along with patron requests.
- Apply data analytics to ensure more relevant collections. (Connect 2.a)
- Evaluate the collection's condition and implement a comprehensive collection maintenance program. (Connect 2.c)
- Add non-traditional items to expand the library experience. (Connect 2.d)
- Add materials to assist business owners and entrepreneurs with emphasis on emerging agricultural markets. (Grow 1.a)
- Deliver career and employment resources for job seekers and use data analytics to determine the needs at each branch. (Grow 2.c&d)
- Adjust spending levels and materials to reflect Jackson County's 12 percent Spanish speaking population.

- Enhance materials that support library programs. (Learn 4.a) Materials will be ordered to support current programs in the library.

## **Collection Development**

### **Responsibility for Selection**

Final responsibility for library materials selection rests with the Library Director. Under the Director’s guidance, the Collection Development Librarian and materials selectors are responsible for selecting materials. Training will occur regularly to ensure best practices. All staff members and the general public are encouraged to recommend materials for consideration. The library collection will be a diverse and unbiased source of information, representing as many viewpoints as possible.

### **Selection**

JCLS selectors choose materials for all ages and rely extensively on professional review sources. Material is not excluded because of the race, nationality, religion, gender, sexual orientation, or political and social views of the author. Inclusion of materials does not imply agreement with or endorsement of content.

General criteria for selecting material of all formats includes, but is not limited to:

- Alignment with current strategic plan with focus on Spanish language materials, Children’s materials and digital services
- Patron interest and demand
- Historical significance of author or subject
- Timeliness
- Local emphasis
- Diversity of viewpoint
- Budgetary considerations
- Authority and accuracy
- Literary and artistic merit
- Cultural influence

These criteria apply to purchased and donated materials.

### **Determining Budget for Selection**

The Collection Development Librarian and selectors with expertise in Children’s, Teen, Adult Fiction and Nonfiction, and in Music and Video will select materials throughout the year. The result will be consistent availability of high quality items. Selection and purchases will be made according to a budget determined at the beginning of each fiscal year and modified as necessary. Table 1 provides information on the Budget for Fiscal Year 2018-2019 with comparative information from Fiscal Year 2017-2018 and will be reviewed and modified annually. *Column 3 of the Table includes optional costs for material for initiatives outlined in the 2-Year Plan to Increase Active Cardholders pending Board approval. This final column represents uncommitted funds that may not be available in part or in whole.*

### Ongoing Collection Analysis and Modification

The Collection Development Librarian will use regular reports to evaluate collection performance in all formats, including digital. These will include quarterly reports on turnover and use and regular visits to each branch to review and assess items on the shelves. Criteria include appearance, age, attractiveness, genre variety, duplication of titles, shelf space and other factors. The Collection Development Librarian will gain insight into collection use through observation and conversations with branch staff. Branch staff will report recommendations and concerns (including patron suggestions and format requests) directly to the Collection Development Librarian.

In-depth reports (to the title level) on items that circulate most, least and what is popular in retail will be generated in all formats. Turnover Reports generated by Simply Reports, Circulation Reports and other tools provided Library Systems & Services (LS&S) generate content for the reports, along with tools provided by the vendors of digital content.

### Materials Targeting Children and Students

JCLS will focus the Children’s budget on materials to support Children ages birth-5 and their parents/guardians/caregivers, public, private, and charter school students and faculty (K-12), and homeschool students/families.

The chart below proposes budget allocations for materials by format and audience for Children’s purchase and includes the proposed additional expenditures, pending board approval, to correspond with the 2-year Plan to Increase Active Cardholders.

#### Children’s materials proposed budget

Category	FY18-19 Proposed allocations	*Proposed projected additional expenditures
Children’s print	\$115,350	\$22,000
Children’s audiobook	\$7,200	\$5,000
Teen print	\$40,600	\$7,500
Teen audiobook	\$6,500	\$5,000
Parent resources in adult nonfiction	\$1,000	\$2,500
Children’s music	\$450	\$1,750
Children’s DVD	\$12,500	\$6,250
<b>Children’s Print Total</b>	<b>\$183,600</b>	<b>\$50,000</b>
Children’s databases		\$23,725 Brainfuse
Children’s Digital	Included in eResources budget	\$6,000 Tumblebooks
<b>Children’s eResources Total</b>		<b>\$29,725</b>

### Population in Medford/Central Point (including the business community)

JCLS will target the Medford and Central Point communities as a starting point for raising the active cardholder rate. The Central Point Spark Space will create a buzz in Central Point, and an opening day collection is being built for the library that supports the Spark Space and the remodel in general. The Medford Library is becoming the hub of the new Library of Things as it has the space to house items in this collection. A reimagining of the space is in progress along with the deselection of many back issues of magazines and a reduction of the reference collection. The addition of several new databases would expand the reach to businesses in our communities.

The chart below proposes budget allocations for additional digital resources to support the business and adult learning communities. The costs are part of the proposed additional expenditures, pending board approval, to correspond with the 2-year Plan to Increase Active Cardholders.

#### Business community's databases proposed budget

Category	*Proposed additional projected expenditures
Lynda.com	\$20,000
Gale Courses	\$18,720

### Foreign Language Materials

JCLS provides educational and recreational material in languages other than English for adults and juveniles to meet the needs of a diverse population. More than 12 percent of Jackson County residents identify as Hispanic or Latinx.

Learning Express, a digital tool with a Spanish component, includes GED support and United States citizen test study aids and is currently part of the collection. Other resources include Mango Languages English as a Second Language instruction, and Digitalia language learning, downloadable music, computer courses, and eBooks in Spanish.

The chart below proposes budget allocations for materials by format and audience for Spanish language purchases. Budgeted amounts for Spanish materials in all categories will increase in Fiscal Year 2018-2019 fiscal year. *\*The table also includes proposed additional expenditures, pending Board approval, to correspond with the 2-Year Plan to Increase Active Cardholders.*

#### Spanish language materials proposed budget

Category	FY 18-19 Proposed allocations	*Proposed additional projected expenditures
Adult print materials	\$7,200	\$15,000
Music CDs	\$1,750	\$2,500
Children's materials	\$2,025	\$15,000

Teen materials	\$700	\$7,500
Database Digitalia	\$1,900	\$2,500
DVDs	\$6,660	\$7,500
<b>TOTAL</b>	<b>\$20,235</b>	<b>\$50,000</b>

In addition to Spanish-language materials, JCLS has a small collection of materials in other languages, acquired primarily through donations, including Chinese, Czech, Japanese, French, German, Italian, Latin, Polish, and Portuguese. It is not anticipated that resources will be directed at those or other languages during Fiscal Year 2018-2019.

### **Patron Driven Acquisitions**

Jackson County Library Services welcomes suggestions from the community for possible purchase of materials. Titles are considered using the same criteria as all other materials and all suggestions are given serious consideration. Purchase suggestions can be made on the JCLS website, which moved to an online discovery layer, BiblioCore, in August 2018. Patrons are able to submit purchase suggestions, track the suggestions throughout the process, and place a hold on the item when it has been added to the catalog.

### **Local Authors and Self-Publishing**

Authors who live within the boundaries of Jackson County may donate their books to the collection. JCLS accepts donated copies of self-published books but does not guarantee inclusion in the collection. Items donated by local authors will be evaluated, added, and withdrawn using collection development policy and guidelines.

### **DVD and Music Collection Guidelines**

JCLS maintains a broad selection of entertainment, informational, and instructional DVDs. Popular materials are balanced with classic films, independent films, foreign films, Shakespeare plays, and documentaries. Music CDs are collected across many styles and genres.

### **Digital Resources**

Digital resources, including eBooks, eAudiobooks, streaming video, streaming music and databases are subject to the same selection criteria as other materials. Digital resources extend the reach of the Library because they are available online 24/7 and when libraries are closed. Among its digital resources are the 22 databases provided by Gale/Cengage and available through the Oregon Statewide Database Licensing Program, which represents a value of approximately \$49,400. JCLS is also part of a consortium of libraries in Oregon that purchase membership in Library2Go which provides access to downloadable eBooks, eAudiobooks, and videos through a partnership with OverDrive. JCLS also purchases separate titles to add to Library2Go through the OverDrive Advantage program. These separately purchased titles are available through the OverDrive platform, but only to JCLS cardholders.

Because of Jackson County's large geography with many citizens who live far from libraries, and increased demand for digital collections, JCLS will increase the budget for digital materials

during the coming fiscal year, with emphasis on building the Overdrive Advantage Program and Hoopla, if use continues to grow along with the investment.

Current digital resources include:

- Library2Go: eBook and eAudiobook service with connecting records in the library catalog supporting popular reading and low vision patrons
- Hoopla: Digital web or mobile streaming service including eBooks, audiobooks, music and movies serving popular reading and low vision patrons
- Mango Languages: Instruction in over 70 languages, including English as a Second Language
- Heritage Quest (remote) and Ancestry (in-house): Genealogical research
- Value Line: Professional investment information
- Novelist Plus: Information about authors, books and series for all ages
- Chilton's Automotive: Vehicle repair and maintenance information
- ABC Mouse (in-house): Online curriculum for young learners
- A-Z Databases: Nationwide database for job search, reference and mailing lists
- Digitalia: Spanish language content including eBooks, feature films, and learning modules

The following Digital services are under consideration for Fiscal Year 2018-2019. They provide homework assistance for students and job market skills for adults:

- Brainfuse: Online homework help and resume/career builder
- Gale Courses: Lifelong learning courses in professional development, technology skills, and personal enrichment
- Lynda.com: Business, tech and creative skills from industry experts
- Cypress Résumé

### **Library of Things**

JCLS has begun a Library of Things collection, beginning with 80 circulating MiFi Hotspots. The Rogue River Library has a telescope available for check out, and the Outreach to Homebound Department has LED reading lights and magnifiers available to patrons. Additional items include 30 ukuleles, with padded cases, music book and tuner that are available for checkout and support ukulele classes at the library.

The Technology Plan calls for the addition of Chrome Books for circulation in the branches, and also Kindles with pre-loaded content for check out. These programs are scheduled to begin in Fall 2018 at a couple branches, and then expanding across the system. Research and analysis of other technologies will take place during Fiscal Year 2018-2019.

### **Holds Ratios**

Current hold ratios are monitored regularly and are set as follows:

- Print books, audiobooks, and music CDS (items with 3 week check out): 5 holds per 1 copy

- DVDs (items with 1 week check out): 8 holds per 1 copy
- Library2Go electronic eBooks and eAudiobooks (optional 1, 2, or 3 week check out): 5 holds per 1 Advantage copy.

The Library Director, along with the Collection Development Librarian, will review the holds policy for these collections regularly to determine whether adjustments are warranted.

### **Cataloging – Extra considerations**

Items are cataloged by library vendors according to national cataloging standards. The Collection Development Librarian will review industry standards and best practices to determine the best method to update JCLS holdings regularly, with emphasis on the following:

1. Work with OCLC to update current holdings
2. Work with Technical Services to develop a process to update new items in OCLC as they are received or to determine if this can be done by vendors, and also removing holdings in OCLC when items have been deselected from JCLS.

### **Deselection and Collection Maintenance Criteria**

Withdrawal of material from the circulating collections is a vital part of successful collection maintenance. Continuous evaluation is necessary, and materials need to be regularly removed to maintain a current, accurate and appealing collection. Items may be deselected for several reasons, including:

- Out of date information
- Wear or damage
- Item no longer responds to current needs or interests
- Materials in the format are no longer collected
- Insufficient use or lack of customer demand

Deselected items may be given to the Friends of the Library to sell or may be recycled at the discretion of JCLS.

Selectors will meet monthly and receive training in some function of the ordering or deselection process. This includes Polaris reports, Simply Reports, Bibz (JCLS primary ordering system) and future analytics systems.

### **Deselection Plan Details**

JCLS has not had a comprehensive deselection plan and the collection is bloated with items that would be deselected when criteria is applied. Deschutes County started a deselection plan and process in 2008 and stated the catch up process took approximately three years after deselection plan implementation.

The first year we will work through items that haven't circulated since 2008 and earlier. The second year we will continue to withdraw items that haven't checked out until we reach an acceptable threshold. Deschutes County works on a two year model, although it is expected

that JCLS will be more conservative with an item sitting on the shelf without check out for three or four year period since an item was last checked out.

The following estimated schedule is based on discussions with the Deschutes Collection Librarian and a preliminary evaluation of the JCLS Collection. Table 3 provides an overview of steps (with corresponding dates) JCLS will take to accomplish ongoing deselection resulting in vibrant collection that meets patrons' needs and interests. Below are outlined initial and ongoing activities the Collection Development Librarian and selectors (under the guidance of the Collection Development Librarian and guided by the Library Director) will take to shape the JCLS Collection.

### **1. Immediate actions**

- a. Survey branches regarding shelf space
- b. Collection Development Librarian visits each branch to get a full picture of branch needs, space usage and displays
- c. Using Polaris reports, identify items for withdrawal and determine a withdrawal schedule based on last circulation date, publication date, and type of material, with items in areas such as health and technology on a more aggressive withdrawal schedule due to rapid changes in those fields. Some items, such as local history, will be exceptions to the withdrawal schedule and evaluated separately.
- d. Target items for replacement with high circulation numbers
  - i. Books with over 50 circs
  - ii. Audiobooks with over 100 circs
  - iii. DVDs with over 200 circs
  - iv. Music with over 75 circs
- e. Review retention rates for magazines

### **2. Year one**

Year one will include activities to gain knowledge of the collection accompanied by initial weeding as described above.

Visit each branch library and meet with branch manager (starting Fall 2018)

Learn where collection is housed, and look at current turnover rate per collection

- i. Identify problem areas and strengths in collection
- ii. Assess Reference collection
  1. Move selected items to circulating collection
  2. Withdraw outdated materials
  3. Order replacements as needed
- iii. Work with all selectors to withdraw identified items
- iv. Selectors will order new materials for weeded branch using information gained from branch manager, reports, deselection activities and patron survey



- v. Tentative schedule for branch deselection – determined by July 2018 branch manager survey regarding space on shelf issues

Branch	Projected Month for Deselection
Central Point	September 2018
Shady Cove	October 2018
Talent	November 2018
Medford	December 2018
Ashland	January 2018
Gold Hill	February 2019
Jacksonville	March 2019
No deselection (ComicCon)	April 2019
White City	May 2019
Prospect	June 2019
Butte Falls and Applegate	July 2019
Phoenix	August 2019
Rogue River	September 2019
Ruch	October 2019
Eagle Point	November 2019

### 3. Year two

Implement ongoing deselection plan. Exact plan to be determined; possibilities include CREW plan which can be accessed at <https://www.tsl.texas.gov/ld/pubs/crew/index.html> or Deschutes County plan.

### Preservation

The JCLS collection focus is on current materials, therefore only limited number of items need archival storage, and mending needs are minimal. Few books, usually out of print or of local importance, need to be sent out for binding.

### Special Collections

Each JCLS branch houses a local history collection, each of which includes highly local materials, Southern Oregon history, yearbooks and local historical magazines. These local collections are with reference materials in most cases and are not circulated unless multiple copies are available throughout the JCLS system. The Ashland branch also has an “Oregon Cabinet” collection which is housed in locked, glass fronted cabinets near the reference department. The Medford Library houses the Werner Sheet Music collection (stored in acid-free containers). The Werner collection is not cataloged; selectors need to assess this collection and decide if and when, it should be added to the JCLS catalog. Presently, a card catalog helps Medford patrons access the Werner collection.

### Intellectual Freedom, Censorship and the Law

The mission of JCLS is to connect everyone to information, ideas, and each other. The Library will uphold freedom to read as expressed in the Library Bill of Rights, the Freedom to Read Statement and the Freedom to View Statement adopted by the American Library Association.

These can be accessed at:

- Library Bill of Rights: <http://www.ala.org/advocacy/intfreedom/librarybill>
- Freedom to Read Statement: <http://www.ala.org/advocacy/intfreedom/freedomreadstatement>
- Freedom to View Statement: <http://www.ala.org/rt/vrt/professionalresources/vrtresources/freedomtoview>

While anyone is free to select or reject materials for themselves or their own minor children, the freedom of others to read or inquire will not be restricted. JCLS does not stand in loco parentis (in the place of parents). Parents and guardians, not the Library or staff, have the responsibility to guide and direct the reading, listening and viewing choices of their own minor children.

### **Cooperative Agreements**

JCLS recognizes that it cannot provide every item requested by patrons. JCLS is committed to the cooperation and sharing of resources among libraries and other agencies that provide information and materials. JCLS supports cooperative agreements and has an active reciprocal borrowing agreement with Rogue Community College, sharing both catalog and materials.

An agreement also exists between the Southern Oregon Historical Society (SOHS) and JCLS to provide Jackson County residents access to SOHS's rich historical records.

JCLS offers Interlibrary Loan as a means of providing access to specialized, out-of-print, and other materials not available in the collection. Requests for materials are considered and may be purchased if they align with JCLS's mission and fall within budget constraints.

### **In Library Displays Plan**

This plan will identify what is most helpful for branches, including, for example, a monthly schedule of broad themes like July: The Great Outdoors. Bookmarks, posters, and other helpful support materials can be created with marketing team support. Action items should be simple to accomplish, creative and fun.

**TABLE 1**  
**Materials Budget Proposed Expenditures for FY2018/19**

<b>Category</b>	<b>Budgeted In FY17/18</b>	<b>Category</b>	<b>Budget Allocations in FY18/19</b>	<b>Proposed Additions to 18/19 Budget proposed in 2-Year Library Cardholder Plan</b>
Adult Audiobook	\$39,000	Adult Audiobook	\$38,500	
eResources	\$204,038	eResources	\$223,038	\$125,000 ebooks, audiobooks, emagazines \$23,725 Brainfuse – live online tutoring for students \$20,000 Lynda.com – Business resource \$18,720 Gale Courses – for adult learners \$6,000 per year for Tumblebooks (children’s database)
Adult Fiction	\$93,000	Adult Fiction	\$92,000	
Adult Foreign Language print	\$5,760	Adult Foreign Language	\$8,500	\$50,000 total for Spanish-language materials
Book Leasing	\$42,400	McNaughton	\$42,400	
Adult Large Print	\$25,000	Adult Large Print	\$25,000	
Newspapers	\$15,000	Newspapers	\$12,000	
Adult Nonfiction	\$70,000	Nonfiction	\$69,500	
Magazines	\$29,000	Magazines	\$27,500	
Reference	\$15,000	Reference	\$12,500	
Supplies	\$0	Supplies	\$0	
DVDs	\$73,386	DVDs	\$82,286	
Music CDs	\$21,000	Music CDs	\$21,500	
Children’s Audiobook	\$7,200	Children’s Audiobook	\$7,200	
Children’s Print (including Spanish)	\$114,000	Children’s Print	\$115,350	
Children’s materials to support students/curriculum				\$50,000
Children’s Storymobile	\$5,000	Children’s Storymobile	\$4,000	
Children’s TIOR	\$500	Children’s TIOR	\$2,000	
YA Audiobook	\$7,000	YA Audiobook	\$6,500	
YA Print (including Spanish)	\$40,000	YA Print	\$40,600	
<b>TOTAL</b>	<b>\$806,284</b>		<b>\$830,374</b>	<b>Additional resources up to</b>

				\$293,445
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**TABLE 2**  
**Collection Development Annual Action Items**

<b>Action Item</b>	<b>Produce report and Analyze</b>	<b>Report Schedule</b>	<b>Notes</b>
Collection Age Report	August	Annually	
Turnover Rate Report Total	Jan., April, July, Oct.	Quarterly	
Turnover Rate Report by Branch	Jan., April, July, Oct.	Quarterly	
Circulation Rate Report Total	Jan., April, July, Oct.	Quarterly	
Jan., April, July, Oct.	Jan., April, July, Oct.	Quarterly	
Per Capita Circulation Rate Report Total for Fiscal Year	June	Annually	
Per Capita Circulation Rate Report per Branch for Fiscal Year	June	Annually	
Fiscal Year Material Budget Recommendations	March	Annually	
Fiscal Year Materials Budget	June	Annually	
Special analysis of Spanish Language collection	June	Annually	Must tie to marketing of materials to Latinx population
Special analysis of collection for patrons with special needs	August	Annually	Research needed to best practices and OLA standards
Review Collection Development Plan	July 31, 2019	Next year then update every three years	
Meetings with Collection Development Librarian and selectors	Third Thursday of the month	Monthly	
Review local special collections: local history, Ashland "Oregon Cabinet", and Werner Music Collection	November	Annually	Review with Reference team against OLA Standards
Update current holdings in OCLC	December 31, 2018	Once	
Work with Vendors or Technical Services to update holdings in OCLC as part of the import process for new materials	December 31, 2018	Ongoing	

**TABLE 3**  
**Deselection Action Items**

<b>Action Item</b>	<b>Initial Completion Date</b>	<b>Report Schedule</b>	<b>Notes</b>
Survey Branch Managers regarding current shelf space conditions	July 31, 2018	Annually	Completed for FY 2018/19
General Collection Analysis	September 30, 2018	Once	Get baseline info to assist in weeding
Determine initial collection-wide withdrawal schedule to include three to four staged projects based on last circ and other parameters	October 15, 2018	Once	
Complete withdrawals for no circ since before 2000	October 31, 2018		
Complete withdrawal for no circ since before 2002	December 15, 2018		
Complete withdrawals for no circ since before 2005	January 15, 2019		
Complete withdrawals for no circ since before 2008	February 15, 2019		
Evaluate high circulation items to reorder	February 15, 2019	Bi-annually	
Determine ongoing deselection process	October 31, 2019	Annually	
Ongoing deselection by branch to begin annually in March and completed in September	Initiate March 2019 and complete September 2019	Annually	
Complete initial deselection by branch	October 31, 2019	Annually	
Detailed Collection Analysis	October 1, 2019	Annually	

# 2-Year Plan to Increase Active Cardholders



## Overview

In 2016, the Jackson County Library District Board of Directors adopted the 2016-2021 Strategic Plan to prioritize the work of the Library staff and Board. As part of implementing the strategic plan, the Board is actively working with Library Systems & Services (LS&S) to examine how the Library’s limited resources can best be utilized to meet the goals outlined in this plan.

Although the Strategic Planning Committee did not include an increase in active cardholder rate as an objective in the strategic plan, the Board and LS&S recognize it is a worthy, ambitious goal that correctly emphasizes increasing library usage as the driver behind the plan. The strategic plan does a great job of highlighting focus areas for the near future with learn, connect and grow. The number of active cardholders is a measure of how well the Library is engaging the community in these three areas. A library card does more than give a community member a free pass to rent books. For each person a Library card provides something different; it can open doors to undiscovered opportunities for enrichment and entertainment, provide a tool for seeking academic or career achievement, or support personal growth and development. For all, it will undoubtedly contribute in some way to lifelong learning.

While a library card is not required to access some of the Library’s resources, we recognize that, for community members to fully reap the benefits of the Library, having a library card is the key to maximum access. It is important to note that although JCLS has room for improvement in this area, according to the FY2017 peer library data below JCLS’s current active cardholder rate is less than one percent lower than Deschutes Public Library District, and approximately 9-11% lower than the Ft. Vancouver Library System, Multnomah County Library System and Corvallis-Benton County Library System – all of whom have larger operating budgets.

Library System	City	State	Population	Budget	Total Locations	Registered Borrowers	Registered Borrowers as % of Population
<b>Jackson County Library Services</b>	<b>Medford</b>	<b>OR</b>	<b>215,058</b>	<b>\$4,625,045</b>	<b>15</b>	<b>99,983</b>	<b>46.49%</b>
Athens Regional Library System	Athens	GA	234,990	\$4,298,924	11	73,234	31.16%
Sandhill Regional Library System	Rockingham	NC	248,372	\$2,836,684	15	128,656	51.80%
Ft. Vancouver Regional Library System	Vancouver	WA	489,218	\$24,183,480	15	273,789	55.96%
Deschutes Public Library District	Bend	OR	170,740	\$12,176,521	6	80,393	47.09%
Multnomah County Library	Portland	OR	790,670	\$73,003,211	19	444,459	56.21%
Corvallis-Benton County Public Library	Corvallis	OR	83,673	\$6,110,500	4	47,860	57.19%

Some of the limits customers currently experience have to do with the restricted hours of operation. Other factors that impact customers include collection quality, innovative services, and staff availability. In her November 2016 performance review and quality assessment final report, library consultant Ruth Metz recognized these challenges to the Library’s growth and development, noting, “It is likely that low hours contribute to the Library’s relatively lower usage levels: library visits, program attendance, and computer sessions as well as circulation. As previously noted, the circulation rate is also affected by the collection quality. However, these indicators point to the need for strategic marketing and targeted outreach, functions that require the expertise and availability of staff that are not tethered to the branch.”

Ms. Metz’s inclusion of the need for strategic marketing is especially important, as a public awareness campaign is one of the most critical steps JCLS needs to undertake to successfully increase their active cardholder rate. The goal of this campaign will be three-fold:

- 1.) Ensure all members of the JCLS service population know and understand the services and resources provided by the Library
- 2.) Increase the use of all Jackson County libraries
- 3.) Advance knowledge and understanding of the changing role and importance of libraries.

## Goal

The primary goal of this two-year plan is to outline the required steps and actions necessary to increase Jackson County Library Services’ number of active cardholders from the current rate of 46%<sup>1</sup> to 75% by 2023. **An “active cardholder” is defined as a customer who has used their library card within the last three years.** Library card usage includes any transaction taking place through the online catalog, Polaris (log on to My Account; Polaris circulation transactions and updates to the patron record; patron logon to library computers), or to JCLS online resources such as Library2Go or Learning Express.

The recommended strategies and tactics outlined below provide a guide for how staff should prioritize resources over the next two years to reach this ambitious 5-year goal. Per the Contract Amendment No. 1, Section 10(n), Library Director Kari May will provide

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<sup>1</sup> Based on active cardholder saturation rates (population divided by active card holders = % of active card holders). Includes any transaction taking place through Polaris (log on to My Account for holds or updating account information; Polaris circulation transaction, any update to the patron registration record; Patron logon to inside library computers through internal computer management system).



the Board with a quarterly update on the status of this 2-year plan and share any changes or amendments to the plan as needed for flexibility and successful implementation.

**Active Card Holder Saturation Rates<sup>2</sup>  
(July 1, 2015 thru June 30, 2018)**

<b>Branch</b>	<b>Number of Patrons</b>	<b>Service Area Population</b>	<b>Saturation Rate</b>
Applegate Library Branch	535	1,389	39%
Ashland Library	19,667	25,405	77%
Butte Falls Library Branch	316	1,327	24%
Central Point Library Branch	8,680	27,153	32%
Eagle Point Library Branch	5,619	12,181	46%
Gold Hill Library Branch	1,575	5,235	30%
Jacksonville Library Branch	2,822	5,507	51%
Medford Library Branch	39,964	85,577	47%
Phoenix Library Branch	2,777	10,430	27%
Prospect Library Branch	434	1,028	42%
Rogue River Library Branch	4,717	9,798	48%
Ruch Library Branch	1,239	3,905	32%
Shady Cove Library Branch	2,031	6,511	31%
Talent Library Branch	5,055	8,833	57%
White City Library Branch	4,552	10,779	42%
<b>Grand Total</b>	<b>99,983</b>	<b>215,058</b>	<b>46%</b>

<sup>2</sup> Service Area Population based on 2017a Census. Population statistics from Portland State University's Population Research Bureau place the Jackson County population in 2017 as 216,900, or 1,842 more than totals for service area populations listed above. At less than 1% difference, this is not statistically significant and would not impact saturation rates.

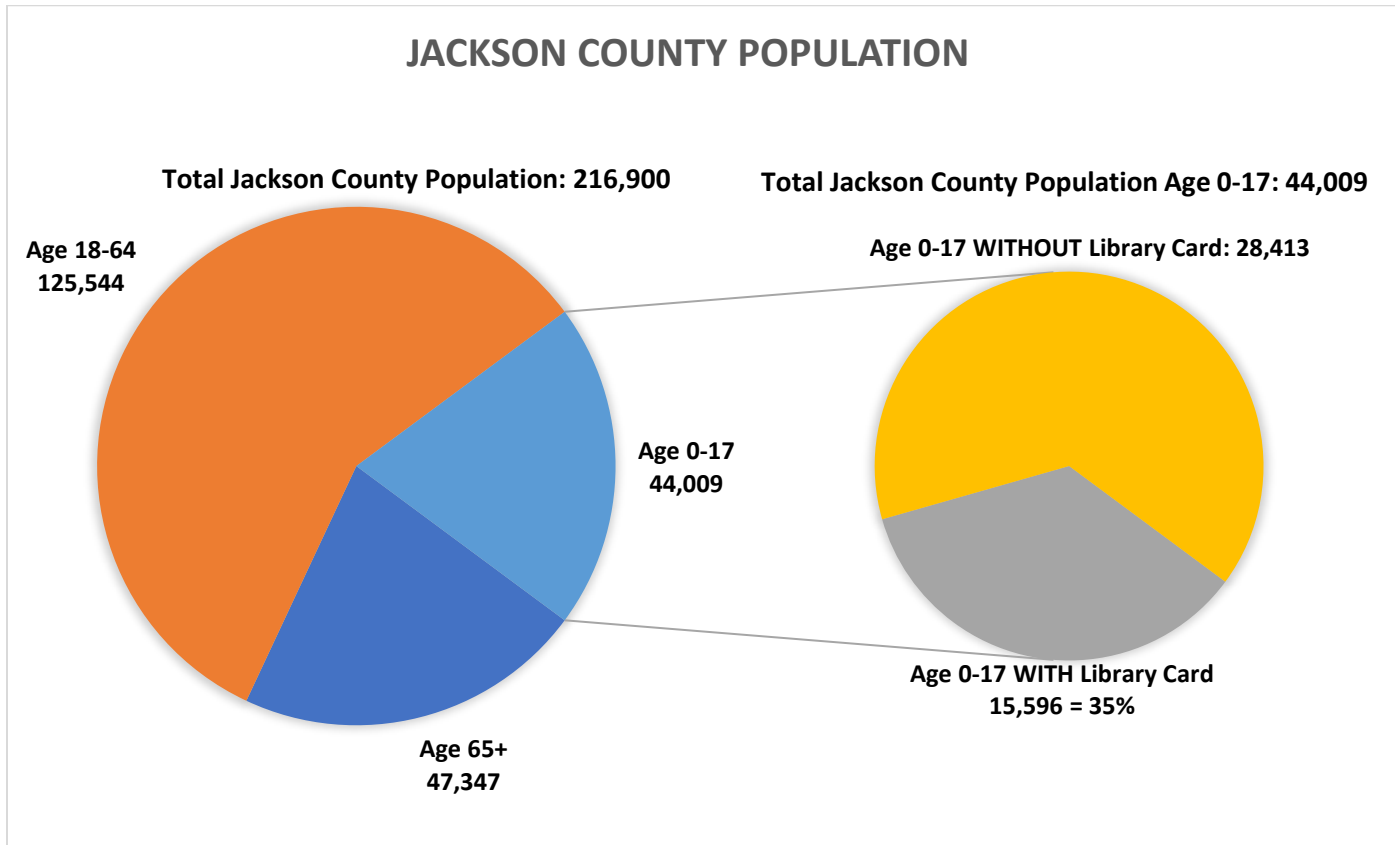
## Target Audience

While the audience for increased library use is the Library's entire service population of Jackson County, the following audiences have specifically been identified for targeted marketing and promotional efforts to have the largest impact on increasing the rate of active cardholders:

- Children ages birth-5 and their parents/guardians/caregivers
- Public, private, and charter school students and faculty (K-12)
- Homeschool students/families (K-12)
- LatinX community / Spanish language speakers
- Population in Medford/Central Point (including the business community)

## Baseline Data

### Children of Jackson County residents age 0-17 with an active library card



**JCLS 2-YEAR PLAN TO INCREASE ACTIVE CARDHOLDERS --COSTS ABOVE CONTRACT**

<b>Strategy/Tactic</b>	<b>Comment</b>	<b>FY 2018/19</b>	<b>Subsequent Years</b>
<b>Maximizing Impact With Customers</b>			
1.1a Marketing Plan		\$15,000	
1.1b Awareness Campaign materials		\$10,000	
2.3 Fee-forgiveness campaign promotional materials		\$2,000	
2.5 Translate key areas of website into Spanish	Biblioweb with Spanish Component	\$80,000	\$40,000
3.1 Grow Library's materials and digital resources	Emphasis on eBooks, eMagazines, audiobooks	\$125,000	\$125,000
3.2a Grow Collection of Spanish-language material		\$50,000	\$25,000
3.2b Attend Guadalajara Book Fair		\$3,500	\$3,500
3.3 Annual subscription to Brainfuse		\$23,725	\$23,725
3.4 Annual subscription to Lynda.com		\$20,000	\$20,000
3.5 Annual subscription to Gale Courses		\$18,720	\$18,720
3.6 Annual subscription to Tumblebooks	\$6,000-\$8,571 depending upon length of contract	\$6,000	\$6,000
3.7 Additional online resources	variable, but including number for budgeting purposes	\$20,000	\$20,000
4.1 Makerspace solutions at two or more branches per year	Technology Plan	\$41,300	\$67,200
4.2 Expand Kindle program	Technology Plan	\$3,280	\$3,280
4.3 Chromebooks available for customers	Technology Plan	\$20,300	\$20,300
<b>Leveraging Existing Resources and Services</b>			
5.1 Incentives for JCLS cardholders during Comicon		\$2,500	\$2,500
7.1 Advocacy training for Library Foundation, Board and Friends		\$2,500	\$2,500
<b>Developing New Customers</b>			
11.1 Perform market research on nonusers, including focus groups and one-on-one interviews with former users		\$5,000	

11.5 Develop and promote Business Collection with resources and Business Outreach Librarian		\$66,000	\$65,000
12.2 Develop Outreach Kit for each Library		\$15,000	
13.1 Offer option to communicate in Spanish at the library	\$5,500 to \$10,000 annually, calculated at higher number for budgeting	\$10,000	\$10,000
<b>Expanding Current Partnerships</b>			
14.1 Launch collaborative program with schools to provide fine-free, no-parent-signature-required JCLS library card tied to their school ID		\$110,000	
<b>TOTALS</b>		<b>\$649,825</b>	<b>\$452,725</b>

**1st Year Technology Plan Components** \$64, 880

**1st Year Cardholder Plan Components** Cardholder Plan \$584,945

**Subsequent Years Technology Plan Components** \$90,780

**Subsequent Years Cardholder Plan Components** \$361,945

**Circulation of Children’s and Young Adult Materials**

	<b>2016</b>	<b>2017</b>	<b>2018</b>
<b>Annual Circulation of Children’s Materials</b>	610,046	601,473	583,449
<b>Annual Circulation of Young Adult Materials</b>	77,522	71,544	69,679
<b>Total Annual Circulation – all ages</b>	1,860,124	1,829,339	1,758,326
<b>% of Circulation - Children’s &amp; YA</b>	<b>37%</b>	<b>37%</b>	<b>37%</b>

**Latinx demographics – Cities with population over 5000**

<b>City</b>	<b>Hispanic or Latino Percent</b>
<b>White City</b>	31.1%
<b>Phoenix</b>	15.5%
<b>Medford</b>	14.6%
<b>Central Point</b>	10.1%
<b>Talent</b>	9.9%
<b>Eagle Point</b>	8.0%
<b>Ashland</b>	5.1%

**Outreach to Latinx Childcare Facilities**

<b>TYPE OF CHILD CARE</b>	<b># Classes</b>	<b># Students</b>
Centers	4	95
Homes	9	68
Total # of Children Served		1194

### **Medford / Central Point Current Cardholder Saturation**

Medford Today: 47% active cardholders (39,964 of 85,577 residents).

Central Point Today: 32% active cardholders (8,680 of 27,153 residents).

## **THE PLAN - Strategies and Tactics**

The strategies and tactics for this plan are grouped into four areas:

- Maximizing impact with customers
- Leveraging existing resources and services
- Developing new customers
- Expanding current partnerships

## I. MAXIMIZING IMPACT WITH CUSTOMERS

Strategy 1: Ensure that customers remain active cardholders by vigorously promoting the Library's wide variety of materials and services available to them (lock in the base).							
	Strategic Plan	OLA	Tactic	Target Date	Resources	Additional Funding Required?	Estimated Cost
1.1	C. 3a.	G 1.14; G 2.1;	Create a comprehensive marketing plan. One component of this plan will be a general library awareness campaign targeting current users to encourage them to use the library more often, and to engage with more resources by highlighting what they get for their tax dollars <i>in addition to free book rentals</i> : downloadable music and movies, e-books, wi-fi hotspots, free homework help, résumé help, educational classes and workshops, digital newspapers and magazines, movies, DVDs, CDs, etc. Review Marketing Plan on a quarterly basis.	Launch Jan. 2019	Marketing plan; funding for marketing campaign; Collection dollars to increase popular services such as online tutoring and digital content	Yes	Marketing plan: \$20,000; Awareness campaign materials: \$10,000
1.2	L. 2b.; C. 1c.; 4b.	C 1.12; G 1.6; G 1.14; G 2.2; G 2.5	Develop customer service training for public services staff that focuses on two things: 1.) ensuring staff are effectively communicating the value and impact of library services during each customer interaction, and 2.) training staff to engage in point of sale marketing during every customer interaction to ensure customers know about additional library resources and services available to them.	Develop training by Nov. 2018; provide to all staff by June 2019	Staff Development Coordinator will provide oversight.	No	Training costs covered in LS&S contract.



<b>1.3</b>	L. 1 a; 1c.; 1e.; 1 f.	E 1.14; 1.21	Develop an early literacy newsletter that is shared quarterly with parents and caregivers (via an email distribution list tied to library card)	Launch Sept. 2018	Staff member to develop content; Email marketing software (such as Mail Chimp)	No, Reallocate staff time.	N/A
<b>Strategy 2: Simplify Library use by reducing barriers.</b>							
	<b>Strategic Plan</b>	<b>OLA</b>	<b>Tactic</b>	<b>Target Date</b>	<b>Resources</b>	<b>Additional Funding Required?</b>	<b>Estimated Cost</b>
<b>2.1</b>	L. 3; 4	E 1.2	Eliminate the Library card replacement fee.	Oct. 2018	Board approval to eliminate this fee	No	N/A
<b>2.2</b>	L. 3; 4		Offer a tiered fee for a non-resident card, based on number of active users in the household instead of assessing the amount for each individual non-resident (with a maximum of \$100/household).	Oct. 2018	Board approval to eliminate this fee	No	N/A
<b>2.3</b>	L. 3; 4	E 1.2	Launch a fee-forgiveness campaign during a targeted period of the year to allow people who are not able to use their cards to come back with a fresh start (similar to the 2017 initiative).	Dec. 2018	Board approval of this campaign; funding to promote	Yes	Promotional materials: \$2,000
<b>2.4</b>	C. 1b.		Evaluate existing requirements for a library card, with a focus on how current requirements might restrict Latinos and other potential card holders in nontraditional households (i.e. undocumented residents, homeless).	FY18	Board support to approve existing requirements, if changes are recommended	No	N/A
<b>2.5</b>	C. 1b; 4d.	D 1.13; F 1.5; H 1.2; H 1.3;	Translate core areas of the Library's website into Spanish. Multilingual workflows within the new website platform, BiblioWeb, are under development but not built yet.	May 2019	Additional funding needed to secure	Yes	\$80,000 to update website to BiblioWeb

Strategy 3: Grow the Library's materials and digital resources collection.							
	Strategic Plan	OLA	Tactic	Target Date	Resources	Additional Funding Required?	Estimated Cost
3.1	L. 4; C. 2	D 1.2; 1.4	In alignment with the Collection Development & Management Plan [per Amendment No. 1, 10(r); 10(m)], grow the Library's collection of digital materials with an emphasis on e-books, audiobooks, and e-magazines to appeal to students, families, the Hispanic community, business leaders, and commuters.	FY18	Collection Development Coordinator; Budget dollars to purchase higher volume of digital materials	Yes	Collection dollars: additional \$125,000 annually
3.2	L. 4a.; C. 2	D 1.2; 1.15	In alignment with the Collection Development and Management, grow the Library's collection of Spanish language materials. The Collection Development Coordinator should pay close attention to RUSA's <a href="#">Guidelines for Library Services to Spanish-Speaking Library Users</a> 1.0. Collection and Selection of Materials. Staff member selected to attend the Guadalajara Book Fair should focus on building relationships with vendors who can provide high-interest material to the Library that is not traditionally available through larger book vendors such as Ingram, B&T or Brodart. Staff should also gather research on collection development best practices and Spanish-language book distributor recommendations from libraries	FY18	Collection Development Coordinator; Budget dollars to purchase Spanish language materials; funding to attend the Guadalajara International Book Fair (industry standard for collection development)	Yes	Collection dollars: additional \$50,000 one-time, \$25,000 annually; Guadalajara Book Fair: \$3500 annually.

			around the country who successfully serve large Hispanic populations.				
<b>3.3</b>	L. 2a.; 3b. G. 2b.	E 1.12 D 1.18	Increase the Library's ability to offer homework help by subscribing to an online service provider to provide students with free access to live online tutoring in English and Spanish. A subscription to Brainfuse will also provide job seekers with access to their resume/career builder section.	FY18	Annual subscription to Brainfuse	Yes	Annual subscription to Brainfuse: \$23,725
<b>3.4</b>	L. 2a. G. 1a.	D 1.18	Increase the Library's information resources for the local business community by subscribing to Lynda.com, an online learning platform that provides Library customers access to the Lynda.com video library of top-quality courses taught by recognized industry experts.	FY18	Annual subscription to Lynda.com's Online Platform	Yes	Annual subscription to Lynda.com for Library customers: \$20,000
<b>3.5</b>	L. 2a. G. 1a.	D 1.18	Increase the Library's offerings for adult learners by subscribing to Gale courses, which offer customers access to interactive courses taught entirely online by college instructors and experts in the field.	FY18	Annual subscription to Gale courses	Yes	Annual subscription to Gale Courses: \$18,720
<b>3.6</b>	L. 1a.; 1 c.; 1e.; 2 a.; C. 1 b.		Increase the Library's ability to offer young readers (birth to elementary school-aged children), parents, caregivers and teachers access to high-quality animated talking picture books, chapter books, videos, non-fiction titles, playlists, books in languages other than English such as French and Spanish, graphic novels and math stories to promote early literacy.	FY18	Annual subscription to Tumblebooks	Yes	Platinum annual subscription to Tumblebooks: \$6,000 a year for 3-year contract

<b>3.7</b>	L. 2a. G. 1a.	D 1.2; 1.4; 1.18; 1.19	Continue to look for and evaluate additional online resources that support targeted populations.		TBD	Yes	TBD
<b>Strategy 4: Grow the Library's services that provide active cardholders with opportunities to foster innovation and creativity and learn new skills.</b>							
	<b>Strategic Plan</b>	<b>OLA</b>	<b>Tactic</b>	<b>Target Date</b>	<b>Resources</b>	<b>Additional Funding Required?</b>	<b>Estimated Cost</b>
<b>4.1</b>	C. 2d.; G. 1b.;	C 1.12; E 1.9; 1.11; 1.12; 1/14; 1.17; F 1.1; 1.7; F 2.3	Per the 3-Year Technology Plan, introduce robust makerspace solutions at two or more branch libraries to serve current customers and attract new customers to the Library. Solution potentially include 3D printing, DSLR, virtual reality, and audio-loop station.	June 2019	Funding for equipment; staff training	N/A	2018: \$49,300 2019: \$67,200 Training costs covered in LS&S contract
<b>4.2</b>	C. 2d.; 4c.	C 1.12; E 1.9; 1.11; 1.12; 1/14; 1.17; F 1.7; F 2.3	Per the 3-Year Technology Plan, launch Kindle program (Kindles pre-loaded with content from Amazon Prime) to stimulate the use of digital content and provide Library customers with easy access to digital literacy tools.	Oct. 2018	Funding for equipment; staff training	N/A	2018: \$3280 annually; Training costs covered in LS&S contract
<b>4.3</b>	C. 2d.	C 1.12; E 1.9; 1.11;	Per the 3-Year Technology Plan, make laptops and Chromebooks available for trial use at one to two library locations to provide customers with more	Feb. 2019	Funding for equipment; staff training	N/A	\$20,300 annually;

		1.12; 1/14; 1.17; F 1.7; F 2.3	flexibility – device choice, work location and customized experience (Chromebooks).				Training costs covered in LS&S contract.
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## II. LEVERAGING EXISTING RESOURCES AND SERVICES

Strategy 5: Promote the value of the Library card and Library resources during all library-sponsored events.							
	Strategic Plan	OLA	Tactic	Target Date	Resources	Additional Funding Required?	Estimated Cost
5.1			Offer a special discount or incentive for JCLS library card holders during the annual Comic-Con event.	Apr. 2019	Some type of incentive for cardholders – early admission, poster of specially commissioned artwork, name in a drawing to meet featured artist, etc.	Yes	\$2500 annually
5.2			Incorporate library card sign up as part of any scheduled library tour.	Sept. 2018	Staff to assist with library card sign-ups	No	N/A
5.3	L. 3e.		Transform the current Booktalk program into one that focuses on sharing and promoting books <i>and</i> additional digital library resources to students and	Sept. 2019		No	N/A

			faculty at schools that have the student library card tied to a school ID.				
5.4			Include library card applications and promotional material focusing on the Library's other resources in the book club bags; also include a list of talking points for the book club leader to help him/her promote the Library's services and resources to book club members.	Oct. 2018	Staff time devoted to developing talking points	No	N/A
<b>Strategy 6: Incentivize the Library card.</b>							
	<b>Strategic Plan</b>	<b>OLA</b>	<b>Tactic</b>	<b>Target Date</b>	<b>Resources</b>	<b>Additional Funding Required?</b>	<b>Estimated Cost</b>
6.1		E 1.13; H 5.1	For those who are not required to pay a fee, require a Library card to reserve a meeting room. For those who are required to pay a fee, offer a financial incentive (discount) to reserve a room with a Library card. Example: Jacksonville Public Library <a href="https://www.jaxpubliclibrary.org/services/branch-meeting-rooms">https://www.jaxpubliclibrary.org/services/branch-meeting-rooms</a>	Jan. 2019	Edit meeting room application and meeting room policy.	No	N/A
6.2		F 1.8	Offer wi-fi users a special incentive when they log-in with their library card (i.e. daily access with no interruption with a card; 30-minute sessions that require the user to re-login each time without a card). Example: Pioneer Library System (OK)	Nov. 2018	IT support; Policy change	TBD	TBD

<b>6.3</b>		A 2.14	Assess the feasibility of requiring a library card for library programs, workshops and classes that do not currently require a library card to attend.	Mar. 2019	Executive level staff time; data	No	N/A
<b>Strategy 7: Engage Library Board, Foundation and Friends members.</b>							
	<b>Strategic Plan</b>	<b>OLA</b>	<b>Tactic</b>	<b>Target Date</b>	<b>Resources</b>	<b>Additional Funding Required?</b>	<b>Estimated Cost</b>
<b>7.1</b>	C. 3a.	C 2.8; G 1.12; G 2.2; G 2.3	Provide all Library Board, Foundation and Friends members with an annual advocacy training and encourage them to be an active part of the library awareness campaign out in the community.	Jan. 2019	Budget to plan and carry out the advocacy training	Yes	\$2,500
<b>7.2</b>	C 3a.	G 1.12	Develop talking points, an elevator speech and small marketing cards with statistics to showcase ROI for Board, Foundation, and Friends members to share with members of the community, stakeholders, and current and potential funders.	Nov. 2018	Budget to create and print advocacy/support materials	No	N/A
<b>7.3</b>	L 4a.; C 3b	G 1.8; 1.9; 1.14; G 2.6; 2.7	Plan and execute the JCLS Centennial Celebration Gala and community events to honor the 100 <sup>th</sup> anniversary of JCLS. JCLS and Friends organizations will help organize and support this significant event.	Sept. 2019 & ongoing in 2019	Program/ marketing budget	Yes	Friends and Foundation will help fund
<b>Strategy 8: Assess existing resources and services to determine return on investment and alignment with strategic plan and 2-year plan to increase active cardholders.</b>							
	<b>Strategic Plan</b>	<b>OLA</b>	<b>Tactic</b>	<b>Target Date</b>	<b>Resources</b>	<b>Additional Funding Required?</b>	<b>Estimated Cost</b>
<b>8.1</b>		C 1.3; 1.12; 1.16;	Assess current staffing levels and current staff work flow and priorities to determine sufficiency	Nov. 2018	Executive level staff time; data	No	N/A

		1.18; E 1.17	to complete the work outlined in the strategic plan and in this plan efficiently and effectively.				
<b>8.2</b>	C. 2a	C 3.1; 3.5; E 1.1; 1.7; 1.11; 1.12; 1.14; 1.20	Assess the current programs and services offered by Library staff to identify gaps and determine if any current initiatives should be put on hold or discontinued in order to implement the changes outlined in this plan/increase JCLS's number of active cardholders to 75%.	Nov. 2018	Executive level staff time; data	No	N/A

### III. DEVELOPING NEW CUSTOMERS

Strategy 9: Simplify the library card application process.							
	Strategic Plan	OLA	Tactic	Target Date	Resources	Additional Funding Required?	Estimated Cost
<b>9.1</b>	C. 2; 4		Create a digital full-access library card application that can be filled out and submitted by the user electronically.	De. 2018	Budget to develop this form; staff to process electronic library card applications	TBD	TBD
Strategy 10: Introduce new library cards types to appeal to a broader base audience.							
	Strategic Plan	OLA	Tactic	Target Date	Resources	Additional Funding Required?	Estimated Cost



<b>10.1</b>	L. 4.	F 1.4	Introduce a computer-access-only library card type (and new physical card) that allows customers without homes or permanent addresses to access the Library's internet-accessible computers and online resources within the Library. Example: Public Library of Cincinnati and Hamilton County <a href="http://www.cincinnati.org/account/internet.html">http://www.cincinnati.org/account/internet.html</a>	Dec. 2018		No.	
<b>10.2</b>	L. 3	G 1.7	Introduce a card type for educators that will allow a customer to check out and renew items that support classroom and homeschool curricula. Example: Multnomah County Library <a href="https://multcolib.org/educators/educator-library-cards">https://multcolib.org/educators/educator-library-cards</a>	Jan. 2019		No.	
<b>Strategy 11: Ensure that members of the community who do not currently use the Library know and understand what materials and services are available to them through their local public library.</b>							
	<b>Strategic Plan</b>	<b>OLA</b>	<b>Tactic</b>	<b>Target Date</b>	<b>Resources</b>	<b>Additional Funding Required?</b>	<b>Estimated Cost</b>
<b>11.1</b>	C 3a.	G 1.14; G 2.1;	Perform market research on non-users, including focus groups and one-on-one interviews with former library users who are no longer active cardholders.	June 2019	Budget to design, implement and assess focus groups and interviews	Yes	Quote to be gotten closer to target date Estimate: \$5000
<b>11.2</b>	C. 3b.	G 1.14; G 2.1	As part of a general library awareness campaign, target the non-user by highlighting digital options for customers, including being able to download and read popular magazines, e-books, and	Jan. 2019	Marketing plan; funding for marketing campaign;	Yes	See costs estimated in Strategy 1.1.

			audiobooks. Also promote access to databases, workshops and classes, and the ability to download free music and movies.		Collection dollars to increase popular services such as online tutoring and digital content		
<b>11.3</b>	C. 1b.; 3b.	C. 1.12; 2.7; 2.11; 2.14; F 1.1	Hire and train Spanish-speaking staff to plan and carry out in-house and outreach events that focus primarily on the Hispanic community to better serve this underserved population. In-house programs might include Spanish-language storytimes, Spanish-language technology classes and 1-on-1 lessons (per the 3-Year Technology Plan), and Spanish-language book clubs.	On-going as vacancies occur	Recruit Spanish-speaking staff members	No	N/A
<b>11.4</b>	C. 1b.; 3a.	C. 1.12; 2.7; 2.10; 2.14	Host Library Open House events in communities with a significant Hispanic population twice a year to engage the local Hispanic population.	FY19	Food, prizes, library card incentives	Yes	
<b>11.5</b>	L. 2a; G. 1a.; 3 b.	D 1.2; 1.18; 1.25; F 1.2; 2.1; 2.5	Develop and promote a business collection for local small business owners and entrepreneurs in the Medford/Central Point area. Collection will include business-related online research resources and subscription services such as Value Line and Lynda.com. Per the strategic plan, also establish the role of the Business Outreach Librarian to build relationships with local business owners, provide classes and promote these resources. Example: Russell Fischer Business Collection Camarillo Public Library	FY19	Recruit Business Outreach Librarian	Yes	\$66,000

			<a href="http://camarillolibrary.org/content/russell-fischer-business-collection">http://camarillolibrary.org/content/russell-fischer-business-collection</a>				
<b>Strategy 12: Make outreach a core service for all public services staff.</b>							
	Strategic Plan	OLA	Tactic	Target Date	Resources	Additional Funding Required?	Estimated Cost
<b>12.1</b>	L. 3a.; C. 1c.; 3b.; G. 2b.; 3a.	G 1.7; G 2.6	Train all public services staff to do local outreach visits centered on library card sign-ups at local parent/teacher nights, smaller neighborhood events, large-scale community events, local health clinics, WIC centers, SNAP sites, grocery stores, apartment complexes, career fairs, etc. to promote the library's services and carry out a library card sign-up event using Polaris.	Mar. 2019	Budget to conduct training for public services staff; additional staff to carry out an increased number of outreach visits in the community	Yes	Training: costs covered in LS&S contract.
<b>12.2</b>		G 1.7	Develop an outreach kit for each location that includes a tablet computer, wi-fi hotspot, access to Polaris LEAP module to do online library card applications, promotional materials, copies of library policies, program calendars, current promotional materials, library cards, free giveaways (pencils, notepads, etc.), branded tablecloth, professional signage and sign holders, etc.	Dec. 2018	Budget to develop a kit for each library	Yes	\$15,000
<b>Strategy 13: Provide core services in Spanish, including reference and reader's advisory.</b>							

	Strategic Plan	OLA	Tactic	Target Date	Resources	Additional Funding Required?	Estimated Cost
13.1	L. 2b.; C. 1b.; 4a.	D 1.15; E 1.24	Provide customer with an option to communicate in Spanish with a staff member for all customer service interactions (e.g. reference request, getting a library card, or reader’s advisory services). Example: Omaha Public Library <a href="https://omahalibrary.org/language-line-translation-services/">https://omahalibrary.org/language-line-translation-services/</a>	Jan. 2019	Contract with a company who can provide translation services via phone (such as <a href="#">Language Line Solutions</a> or <a href="#">Certified Languages International</a> )	Yes	Estimated at \$5000-10,000 annually

#### IV. EXPANDING CURRENT PARTNERSHIPS

Strategy: Build reciprocal relationships with local schools.							
	Strategic Plan	OLA	Tactic	Target Date	Resources	Additional Funding Required?	Estimated Cost
14.1	L. 3a.; 3b.; 3d.; 3e.; G. 1b.; 2a.	E 1.25	Launch a collaborative program with local school districts (starting with Medford and Central Point) to provide all Pre-K – 12 <sup>th</sup> -grade students a fine-free, no-parent-signature required JCLS library card tied to their student ID. <a href="https://www.urbanlibraries.org/initiatives/the-leaders-library-card-challenge">https://www.urbanlibraries.org/initiatives/the-leaders-library-card-challenge</a>	Program planning & development: 2018-2019 school year  Program implement	Reciprocal relationship and MOU; IT support to develop infrastructure to transfer data; budget for a marketing campaign	Yes, for marketing, IT support and collection development in order to meet the	Marketing materials: \$10,000; IT support: provided in LS&S contract; Collection: \$100,000 for

				ation: 2019-2020 school year		increased demand	additional materials to support curriculum; Also see tactics that address adding digital resources
	<b>Total Cost: See accompanying document</b>						

## Outcomes and Measures

According to JCLD Administrator Lisa Marston, “the library card holder rate, and not library usage, will be the Board's overarching ‘results measure’ of success for the Strategic Plan.” Based on 2017a Census, the service area population for JCLS is 215,058. Please note that the 2017 Census population estimates were used throughout this plan because it was the best way would could get community-level data; the official population numbers from Portland State University are only reported at the County level. As noted previously, the discrepancy is less than 1% and therefore statistically insignificant when tracking active cardholders.

Currently, JCLS has 99,983 active cardholders (46%). To reach an active cardholder rate of 75% in five years (161,294), JCLS needs to add 61,311 new cardholders - or an average of 12,262 new cardholders per year.

In order to stay on pace for a 75% active cardholder rate by 2023, the Library must maintain the current number of active cardholders and meet or exceed the following targets for the two years of this plan:

- End of FY18-19 (June 30, 2019): 10,000 new cardholders
- End of FY19-20 (June 30, 2020): 24,000 new cardholders

The outlined strategies and tactics will help increase the number of active cardholders. For the specified target areas identified by the board, the following data will help staff determine if they are on pace to achieving their goal.

### Children’s Services

As the number of children and students with library cards increase, the amount of children’s materials checked out will increase as well, from the current 37% to a targeted 45% of total circulation of library materials.

Development of a student card will increase the number of children in Jackson County who have a library card. Current school census data indicated a total student and faculty population base of 30,300. As part of measuring baseline and progress, staff is determining the current number of students and faculty who have library cards in order to accurately determine a target increase for this segment of the population.

### Latinx Populations

According to 2017 census population estimates, the Hispanic population is 13% in Jackson County. JCLS will actively recruit cardholders from this important population. However, in Polaris, our catalog system, we do not have a way to track users by

language or ethnicity, and so other measures must be used to identify success in reaching this target audience. JCLS will increase its Spanish Language materials, and success will be measured by an increase in the turnover rate of the collection from 1.42 to 2.5 by the end of FY2020. Services and outreach strategies include increasing by 20% the number of visits and students reached through Outreach to Child Care centers where a Latinx population has been identified. JCLS makes every effort to make the Latinx – and all populations – feel welcome and engaged as library users.

**Medford/Central Point Areas**

	Current # Cardholders	Current % Cardholders	Target # of New Cardholders	Target New % Cardholders	New total
Medford	39,964	47	9,991	58	49,955
Central Point	8,680	32	2,170	40	10,850

**Conclusion**

JCLS staff have a lot to accomplish in the next two years with this plan. Once JCLS completes the initiatives and strategies above, attention should be expanded to target the rural population, the business community beyond Medford/Central Point, people with disabilities, and the senior population, especially residents living in assisted care facilities.

## Service Plan - Fall 2018

No.	Site	Job Title	Service Area	Percent FTE
<b>Daily Operations - Branches</b>				
1	Applegate	Branch Lead	Building and Staff Support / Customer Service / General readers advisory and information services / Materials handling	0.7500
2	Applegate	Library Associate 2	Customer Service / General readers advisory and information services / Materials handling	0.4000
3	Applegate	Library Associate 2	Customer Service / General readers advisory and information services / Materials handling	0.1500
4	Ashland	Branch Manager	Cluster Manager / Building and Staff Support	1.0000
5	Ashland	Librarian 2	Head of Reference	1.0000
6	Ashland	Librarian 1	Head of Children's	0.7500
7	Ashland	Librarian 1	Reference Librarian	0.5000
8	Ashland	Librarian 1	Reference Librarian	0.6250
9	Ashland	Librarian 1	Teen Librarian	0.6250
10	Ashland	Library Associate 1	Shelving/Customer Service	0.5000
11	Ashland	Library Associate 1	Shelving/Customer Service	0.5000
12	Ashland	Library Associate 1	Shelving/Customer Service	0.3750
13	Ashland	Library Associate 1	Shelving/Customer Service	0.3750
14	Ashland	Library Associate 2	Customer Service / General readers advisory and information services / Materials handling	0.5000
15	Ashland	Library Associate 2	Customer Service / General readers advisory and information services / Materials handling	0.5000
16	Ashland	Library Associate 2	Customer Service / General readers advisory and information services / Materials handling	0.5000
17	Ashland	Library Associate 2	Customer Service / General readers advisory and information services / Materials handling	0.7500
18	Ashland	Library Associate 2	Children's Services	0.5750
19	Ashland	Library Associate 2	Children's Services	0.5000
20	Ashland	Library Associate 2	Children's Services	0.1250
21	Ashland	Supervisor	Circulation Supervisor	1.0000
22	Butte Falls	Branch Lead	Building and Staff Support / Customer Service / General readers advisory and information services / Materials handling	0.3000
23	Butte Falls	Library Associate 2	Customer Service / General readers advisory and information services / Materials handling	0.2500
24	Central Point	Branch Lead	Building and Staff Support / Customer Service / General readers advisory and information services / Materials handling	1.0000
25	Central Point	Library Associate 1	Shelving/Customer Service	0.2500
26	Central Point	Library Associate 2	Customer Service / General readers advisory and information services / Materials handling	0.5000
27	Central Point	Library Associate 2	Customer Service / General readers advisory and information services / Materials handling	0.7000
28	Central Point	Library Associate 2	Customer Service / General readers advisory and information services / Materials handling	0.8500
29	Central Point	Library Associate 3	Customer Service / General readers advisory and information services / Materials handling/ SparkSpace	0.5000
30	Eagle Point	Branch Manager	Cluster Manager / Building and Staff Support	1.0000
31	Eagle Point	Library Associate 2	Customer Service / General readers advisory and information services / Materials handling	0.8750
32	Eagle Point	Library Associate 2	Customer Service / General readers advisory and information services / Materials handling / Storytime	0.7500
33	Gold Hill	Branch Lead	Building and Staff Support / Customer Service / General readers advisory and information services / Materials handling	0.7500
34	Gold Hill	Library Associate 2	Customer Service / General readers advisory and information services / Materials handling	0.5000
35	Gold Hill	Library Associate 2	Customer Service / General readers advisory and information services / Materials handling	0.2500
36	Jacksonville	Branch Lead	Building and Staff Support / Customer Service / General readers advisory and information services / Materials handling	0.7500
37	Jacksonville	Library Associate 2	Customer Service / General readers advisory and information services / Materials handling	0.1000
38	Jacksonville	Library Associate 2	Customer Service / General readers advisory and information services / Materials handling	0.6000
39	Jacksonville	Library Associate 2	Customer Service / General readers advisory and information services / Materials handling	0.2500



## Service Plan - Fall 2018

No.	Site	Job Title	Service Area	Percent FTE
40	Medford	Branch Manager	Cluster Manager / Building and Staff Support / Library Programs and Services	1.0000
41	Medford	Custodian	General Admin / Building Support	1.0000
42	Medford	Librarian 1	Reference Librarian / Library Programs and Services / Adult regular print fiction review	1.0000
43	Medford	Librarian 1	Reference Librarian / Library Programs and Services / Adult regular print non-fiction reference review	1.0000
44	Medford	Librarian 1	Reference Librarian / Adult DVD Reviewer / Readers Advisory / Library Programs and Service	1.0000
45	Medford	Librarian 1	Head of Children's / Library Programs and Services	1.0000
46	Medford	Library Associate 1	Shelving/Customer Service	0.5000
47	Medford	Library Associate 1	Shelving/Customer Service	0.2500
48	Medford	Library Associate 1	Shelving/Customer Service	0.5000
49	Medford	Library Associate 1	Shelving/Customer Service	0.5000
50	Medford	Library Associate 1	Shelving/Customer Service	0.2500
51	Medford	Library Associate 1	Shelving/Customer Service	0.2500
52	Medford	Library Associate 1	Shelving/Customer Service	0.8000
53	Medford	Library Associate 1	Shelving/Customer Service	0.5000
54	Medford	Library Associate 1	Shelving/Customer Service	0.5000
55	Medford	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.5000
56	Medford	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.5000
57	Medford	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.8000
58	Medford	Library Associate 2	Children's Services / Library Programs and Services	0.5000
59	Medford	Library Associate 2	Children's Services / Library Programs and Services / Outreach to Childcare	0.5000
60	Medford	Library Associate 2	Customer services / General readers advisory and information services / Materials handling / Technical service	1.0000
61	Medford	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	1.0000
62	Medford	Library Associate 2	Teen services / Library Programs and Services	0.5000
63	Medford	Library Associate 2	Teen Services / Library Programs and Services	0.5000
64	Medford	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.5000
65	Medford	Supervisor	Customer service / Supervises circulation staff / Materials handling	1.0000
66	Phoenix	Branch Lead	Building and Staff Support / Customer Service / General readers advisory and information services / Materials handling	0.7500
67	Phoenix	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.6750
68	Phoenix	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.2500
69	Prospect	Branch Lead	Building and Staff Support / Customer Service / General readers advisory and information services / Materials handling	0.5000
70	Prospect	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.3000
71	Rogue River	Branch Manager	Cluster Manager / Building and Staff Support	1.0000
72	Rogue River	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.7500
73	Rogue River	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.7250
74	Rogue River	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.1250
75	Ruch	Branch Lead	Building and Staff Support / Customer Service / General readers advisory and information services / Materials handling	0.7500
76	Ruch	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.3750
77	Ruch	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.1500
78	Ruch	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.2500

## Service Plan - Fall 2018

No.	Site	Job Title	Service Area	Percent FTE
79	Shady Cove	Branch Lead	Building and Staff Support / Customer Service / General readers advisory and information services / Materials handling	0.7500
80	Shady Cove	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.5500
81	Shady Cove	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.2500
82	Talent	Branch Lead	Building and Staff Support / Customer Service / General readers advisory and information services / Materials handling	1.0000
83	Talent	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.7500
84	Talent	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.5000
85	Talent	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.5000
86	White City	Branch Lead	Building and Staff Support / Customer Service / General readers advisory and information services / Materials handling	0.7750
87	White City	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.6300
88	White City	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.5000
89	White City	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.2500
90	Floater	Branch Lead	Building and Staff Support / Customer Service / General readers advisory and information services / Materials handling	0.5000
91	Floater	Library Associate 3	Customer service / General readers advisory and information services / Materials handling	0.5000
92	Floater	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.5000
93	Floater	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.5000
94	Floater	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.5000
95	On-Call Substitute	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.0000
96	On-Call Substitute	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.0000
97	On-Call Substitute	Branch Lead	Customer service / General readers advisory and information services / Materials handling	0.0000
98	On-Call Substitute	Branch Lead	Customer service / General readers advisory and information services / Materials handling	0.0000
99	On-Call Substitute	Librarian 1	Customer service / Readers advisory, information and reference services / Library Services and Program:	0.0000
100	On-Call Substitute	Librarian 1	Customer service / Readers advisory, information and reference services / Library Services and Program:	0.0000
101	On-Call Substitute	Librarian 1	Customer service / Readers advisory, information and reference services / Library Services and Program:	0.0000
102	On-Call Substitute	Librarian 1	Customer service / Readers advisory, information and reference services / Library Services and Program:	0.0000
103	On-Call Substitute	Librarian 1	Customer service / Readers advisory, information and reference services / Library Services and Program:	0.0000
104	On-Call Substitute	Librarian 1	Customer service / Readers advisory, information and reference services / Library Services and Program:	0.0000
105	On-Call Substitute	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.0000
106	On-Call Substitute	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.0000
107	On-Call Substitute	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.0000
108	On-Call Substitute	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.0000
109	On-Call Substitute	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.0000
110	On-Call Substitute	Library Associate 2	Customer service / General readers advisory and information services / Materials handling	0.0000
111	On-Call Substitute	Library Associate 3	Customer service / General readers advisory and information services / Materials handling	0.0000

## Service Plan - Fall 2018

No.	Site	Job Title	Service Area	Percent FTE
<b>Administration &amp; Management</b>				
112	Management	Director 3	All	1.0000
113	Management	Assistant Director	Collection Development / Technology Services / Marketing	1.0000
114	Management	Assistant Director	Branch Operations / Youth Services	1.0000
115	Management	Library Ops Mgr 1	Business Office Manager	1.0000
<b>Grant Funded</b>				
116	Grant Funded	Library Associate 3	Ready to Read - Grant Funded	0.1500
117	Grant Funded	Library Associate 3	Book Talker - Grant Funded	0.6300
118	Grant Funded	Library Associate 2	Ready to Read - Grant Funded	0.0500
<b>Support Services</b>				
119	System Support	Marketing Coordinator	Marketing	1.0000
120	System Support	Library Associate 3	Marketing	0.5000
121	System Support	Library Associate 2	Webmaster	0.5000
122	System Support	Administrative Assistant	Business Office Admin	1.0000
123	System Support	Courier	General Services	1.0000
124	System Support	Courier	General Services	1.0000
125	System Support	Library Associate 3	Volunteer Coordinator	1.0000
126	System Support	Librarian 2	Youth Services Coordinator	1.0000
127	System Support	Librarian 1	Outreach Coordinator - Child Care and Homebound	0.7500
128	System Support	Library Associate 3	Bilingual Outreach to Child Care	1.0000
129	System Support	Library Associate 3	Outreach to Homebound	0.7500
130	System Support	Librarian 1	Collection Development Librarian	1.0000
131	System Support	Library Associate 3	Technical Services	1.0000
132	System Support	Library Associate 2	Technical Services	0.6250
133	System Support	Supervisor	Digital Services	1.0000
134	System Support	Library Associate 3	Digital Services	1.0000
135	System Support	Library Associate 3	Digital Services	1.0000
<b>Technology Services</b>				
136	Technology Services	IT Manager	Information Technology	1.0000
137	Technology Services	IT Technician	Information Technology	1.0000
<b>TOTAL</b>				<b>77.0350</b>

September 13, 2018

**Title:** Update on Long Range Cost Modeling Assignment

**From:** Jill Turner, Board Member, and Lisa Marston, District Administrator

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**Summary:**

At the July 12-13, 2018 Annual Board Advance, we were tasked with modeling what it would cost for the District to operate the libraries in house starting in 2020 and to forecast those costs over a five-year period starting with the 2020/21 fiscal year.

**Actions, Options, or Potential Motions:**

Today, we are requesting input from Board members on the process and assumptions presented below to ensure we are approaching this cost modeling exercise as envisioned by the Board. We would also like to schedule an October work session, an action item that also stemmed from the Board Advance.

**Assumptions:**

**Hours**

- As directed by the Board, the baseline cost model uses the Library's current open hours.
- Also as directed by the Board, we are creating an initial "what if" model. This initial model uses the OLA Standards' essential hours at all branches except Talent, which is already beyond essential, but the hours will not be cut. Our model is flexible and hours may be adjusted in future models. For modeling purposes, Branch Leads were given 1 hour beyond open hours every day, i.e., open 20 hours, 4 days a week = 24 hours. For every hour they are open, there were staff added. For essential hours, appropriate additional staffing was added. In addition to benchmarking against comparator libraries, we referenced the Hours Proposal included in the March 2018 Board Meeting Agenda Packet to estimate additional staffing needs.

**Tax Revenues**

- Value – Percentage used to calculate tax revenues for 18/19 is 4.37%, consistent with the budget. For all future years, we assume a 4.10% increase in value. We have averaged 4.26% revenue growth the last four years.
- Tax collection percentage – We are using 94.5% for 18/19 to be consistent with the budget, and 94% for all future years.
- Levy – Initially we are using the .52/1000 tax levy.

**Staffing**

- The baseline cost model assumes in-house employees and uses JCLS's latest service plan to determine the staffing level. District-level positions in the baseline model will be minimal. Outsourcing options can be explored in future models.
- Our initial "what if" model, as described above under "Hours", assumes a higher level of staffing to accommodate more hours. District-level positions in the initial "what if" model are also more robust and the positions closely model the Deschutes Public Library's current service plan.
- The purpose of the "what if" scenario analysis is to give the Board an idea of what a more robust service plan would cost. Since the point of the exercise is to determine what the District can afford, we think it is important to present multiple options—the basic model, the basic model with extras,

and the basic model with lots of extras. What those extras might be are yet to be developed, but at this point we would rather estimate too high than too low.

### **Personnel Cost Assumptions**

- We assume paying proportional health benefits based on hours worked and \$1,000/mo in health insurance per employee (e.g., if person works only 20 hours/wk, we're assuming \$6,000/yr). If a work schedule is less than 15 hour/wk, no benefits are offered.
- Retirement at 6% employer paid.
- MLIS tuition reimbursement (\$3,000/yr). Assume 5 people are getting this tuition reimbursement.
- Workers comp - .0125 for library workers; and appropriate rates for maintenance and couriers
- We are using average hourly rates vs. beginning hourly rates within a salary range to ensure we do not underestimate personnel costs.
- Initially, our salary schedule for the 2020/21 model will be based on the 2016/17 Deschutes Public Library (DPL) average budgeted hourly rate. Since we do not know JCLS's current salary schedule, we used DPL's July 2015 salary schedule, which was created after DPL hired HR Answers to conduct a salary survey in March 2015, for reference.
- By using average rates within ranges, step and merit increases based on tenure and performance are included. While the average wages we are using are likely higher than JCLS's current salary schedule, they are not as high as 2018/19 DPL wages. We think this is appropriate since Bend's cost of living is 23% higher than Medford's. We will continue to look at salary ranges but for our initial review, this appears adequate and aligns with the Board's priorities regarding salaries.

### **Expenditures**

- Expenditures other than personnel are still under review. Once we have input from the Board on our approach and assumptions, we will then forecast all of the District's costs—personnel, materials and services, capital outlay—and estimate those costs over five years.
- We will rely on trends and economic data and will assume that if we are currently contracting for a service we will continue to contract for that service with the exception of library operations.

### **Next Steps:**

Our goal is to have baseline and initial “what if” cost models ready for review and discussion by the Board at a work session in October 2018.

# Board Annual Plan / Master Calendar - FY18/19

Date of report: 9/7/2018

Tasks and Work Products	Sep-18	Oct-18	Nov-18	Dec-18
<b>LS&amp;S Contract / Amendment 1</b>				
Collection Development and Management Plan; Board approval	X			
2-Year Plan; Board approval	X			
Budget for the 2-Year Plan Budget; Board Funding commitment		X		
Compensation analysis; Board approval/funding commitment		X		
Library Director's goals and evaluation criterion		X		
<b>Long-Range Planning</b>				
Cost models, assumptions developed; study session		X		
<b>Buildings Transfer</b>				
Work plan for buildings transfer agreement; Board review/input				X
<b>Board Committees</b>				
Submit FY18/19 committee plans, scopes of work; Board approval		X		
<b>Board Policies and Governance</b>				
Financial management policy; Board approval		X		
Fixed assets policy; Board approval		X		
Fleet management policy; Board approval		X		
2018 SDIS Best Practices checklist due by Nov 16, 2018			X	
<b>Board Development</b>				
Distribute Board self-evaluation questionnaire				X
<b>District Business</b>				
District employee benefit plan options; Board approval/next steps		X		
Establish District Administrator's evaluation criterion and methods			X	
Conduct District Administrator's evaluation in executive session				X



Kari May

## Libraries start a new chapter

**BY MORGAN THEOPHIL OF THE MAIL TRIBUNE** | September 04, 2018

Kari May, Jackson County's new library services director, likes to forge connections.

"I like to connect people, whether it's to a book they're looking for in the library, to a staff person to direct them or to another agency in our community that can help meet their needs," she said. "I'm hoping that will be of value here."

May, who started her job Aug. 6, replaces Jamar Rahming, who held the position since late 2016.

"I really believe in the special role that libraries play in the communities they serve, and I'm very excited for the new opportunities I'll have working in Jackson County," May said.

May will be responsible for overseeing the planning and execution of library services for the 15-branch public library system, which has a service area with more than 200,000 residents.

Susan Kiefer, library district board president, said May was the “unanimous first choice” for the role.

“We’re quite thrilled to have her,” Kiefer said. “She brings a great wealth of experience and seems very excited about living in Southern Oregon.”

May was previously assistant director of the Utah State Library, where she worked with the state librarian to oversee administration of library services across the state.

Before that, she was director of Pines & Plains Libraries in Elbert County, Colorado, and held multiple positions at the High Plains Library District in Colorado. She said her prior experience “parallels strongly her work in Jackson County.”

“I’ve gained a broad perspective of libraries of different sizes and in different locations that will be very valuable to my work here,” she said.

May is the fourth director of the library system in four years, with the past three leaving for a variety of reasons, according Kiefer.

Kim Wolfe worked as director for a short time before her retirement, Kiefer said. Tammy Westergard replaced Wolfe in June 2015 and left for family reasons in 2016. Rahming left earlier this year for a job in Delaware.

“The honest fact is our staff was beginning to suffer from not having continuity in this directorship role, so we’re hoping Kari will bring continuity and be in the role for a while,” Kiefer said.

In her first month, May said she’s visited each of the 15 branches and is “already looking for excuses to go to them all again.”

Aside from her love of libraries, May said she was drawn to Jackson County for the outdoor activities and “chance to grow new relationships within communities here.”

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