JACKSON COUNTY LIBRARY DISTRICT (JCLD)
Dial 1-669-900-6833 to attend by phone.
Enter Meeting ID (access code): 965 9527 6734
Or, click the link below to attend using Zoom:
https://zoom.us/j/96595276734
November 12, 2020, at 4:00 p.m.

BOARD OF DIRECTORS
MEETING AGENDA

CALL TO ORDER/ROLL CALL

INTRODUCTIONS / PROCLAMATIONS

CONSENT AGENDA (Action)
1. October 8, 2020 Regular Board Meeting Minutes
2. JCLD Monthly Financial Report
3. Cancellation of District Administrator's Contract
4. Resolution to Remove RVCOG Signer's from Banner Bank Account
5. Extension of Deadline for Annual Audit
6. Website Redesign

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

REPORTS (Inform)
7. Library Director Report – Kari May
8. Jackson County Library Foundation Announcement – Elisabeth Campbell
9. FY2021 Quarterly Statistical Report – Kari May
10. SOHS Quarterly Report – Kira Lesley

NEW BUSINESS (Inform/Discuss/Action)
11. ILS Recommendation – Kari May & Ashley Johnson

COMMITTEE AND BOARD MEMBER REPORTS (Inform)
Individual Board Member Reports
Facilities Committee – Eric Dziura

FUTURE MEETINGS/EVENTS/OBSERVANCES:
December 10, 2020 – Board Regular Meeting

MINUTES

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

Additional attendees: Kari May (Library Director), Carey Hunt (Assistant Director, Support Services), Claudine Taillac (Assistant Director, Public Services), Lisa Marston (Assistant Director, Administrative Services); Brynn Fogerty (HR Manager), Ryan Bradley (Marketing Coordinator), Kristin Anderson (Bear Creek Area Manager, Ashland Branch Manager), Crystal Zastera (Operations Coordinator), Jacquelyn Bunick (Legal Counsel), Denise Menicucci (Executive Assistant).

CALL TO ORDER/ROLL CALL

INTRODUCTIONS / PROCLAMATIONS

ORAL REQUESTS AND COMMUNICATIONS FROM AUDIENCE
None.

CONSENT AGENDA
September 10, 2020 Regular Board Meeting Minutes
President Shaw asked if anyone wanted to pull either of the two items from the Consent Agenda. Ms. May asked that a correction be made to the September 8, 2020 minutes. Corrections were noted.

MOTION: Director Turner moved to approve the amended September 10th Regular Board Meeting Minutes. Vice President Dziura seconded the motion. The motion was approved unanimously.

JCLD Monthly Financial Report (Preliminary 7/1 – 8/31/2020)
MOTION: Director Turner moved to approve the JCLD Monthly Financial Report (Preliminary 7/1 – 8/31/2020). Vice President Dziura seconded the motion. The motion was approved unanimously.

REPORTS
Library Director's Report
Ms. May provided the following updates to the report: a larger ballot box has been installed at the Medford library replacing the first ballot box in anticipation of the increased volume of ballot drop-offs. The Medford library hosted a *Think & Drink: Why Voting Matters* Zoom session on Tuesday, October 6th which included Cathy Shaw, County Clerk Chris Walker and Bill Hughes from SOU. Thanks to our Marketing department for posting a link of the video of the panel discussion to JCLS's YouTube channel in such a timely manner before the November election. Ms. May has been in touch with the Jackson County Assessor's office. They are assessing the loss of tax revenue because of the property loss in the Phoenix and Talent areas from the Almeda fire. At this time, they do not have a final figure but the information will be

sent out next week along with the estimated impact of lost revenue to the JCLD. Assessment of the property loss from the Obenchain fire will follow. JCLS is eligible for reimbursement through CARES Act funding for COVID-19 expenses. JCLS is also eligible for up to $88,500 in CARES funds through the Oregon State Library and the Institute of Museum and Library Services. At this time, the amount of $13,000 is estimated for the loss and damage of library materials from the fires. Fees are being waived for patrons who report items lost or damaged by the fires. The Toys and Book drive was very successful with many donations collected at the Medford library and distributed to five branches for patrons to pick up from. Vice President Dziura expressed gratitude and amazement at the response of library staff and others to the disaster caused by the fires.

Transition Roadmap
Ms. Marston reported on the Finance system implementation. The employee self-service (ESS) time and attendance system was completed and went live this week along with the first live payroll. Next week purchasing, fixed assets and the position budget will go live as originally scheduled. Many thanks to Vicki Robinson and Elisabeth Campbell for their efforts in meeting these deadlines. Ms. May reported on the construction renovation. The project is a little behind schedule and projected to be completed at the first of the year.

Jackson County Library Foundation Report
President Shaw commented that she was delighted to have Gerrie Leinfelder as a new JCLF Board member. She described Gerrie as a helpful and dedicated library supporter.

NEW BUSINESS
FY20 State Statistical Report
Ms. Hunt reviewed additional changes made after the report was sent out to Board members. One of the changes was in Section 4, where numbers from JCLD and LS&S were combined for salaries. A significant change reflected this year from last year's numbers was in the materials budget, where, due to the cancellation of orders for books and printed materials due to COVID-19, the funds were used to pay for databases. Ms. Hunt answered additional questions from Board members about decreases in expenditures from last year to this year. Also, the final report will include a list of COVID-19 questions and answers for JCLS.

MOTION: Director Prokop moved to send the FY20 State Statistical Report to the State Library after corrections have been made by the end of the month. Vice President Dziura seconded the motion. The motion was approved unanimously.

COMMITTEE AND BOARD MEMBER REPORTS
Director Prokop gave an update on the JCLS/JCLF Relationship Committee. The committee has met three times gathering information and would like to provide a recommendation to the Board next month regarding hiring a full time Executive Director for the Foundation. The person in this position would report directly to Kari May, the Library Director. Research is still being done by the committee. If a recommendation is made in November, the estimated timeline for recruitment would be January and the Executive Director on board in April 2021.

An annual appeal letter from the Foundation will be sent out between the election and Thanksgiving.

A joint Board Meeting between JCLD and JCLF is proposed once a year to talk about our strategic direction, goals and key fundraising areas.

FUTURE MEETINGS/EVENTS/OBSERVANCES
The next regular Board meeting will be held on Zoom, Thursday, November 12, 2020 from 4-6pm.

ADJOURN

President Shaw adjourned the Regular Board Meeting at 4:45 p.m.

/s/ Denise Menicucci
Recording Secretary

Jackson County Library District

GLCod...		Original Total Budget	Period Activity	Fiscal Activity	Variance Favorable (Unfavorable)	Percent Used
Fund: 101 - General Administration						
Revenue						
3001 - Current Property Tax Collections		10,720,995.00	0.00	0.00	-10,720,995.00	0.00%
3002 - Prior Year Property Tax Collections		200,000.00	29,229.03	53,394.52	-146,605.48	26.70%
3050 - Interest Income		300,000.00	0.00	34,645.99	-265,354.01	11.55%
3055 - Interest- Lindberg Note		12,000.00	0.00	1,092.46	-10,907.54	9.10%
3099 - Other Income		25,000.00	130.99	8,106.14	-16,893.86	32.42%
3100 - E Rate		106,000.00	8,858.40	35,403.90	-70,596.10	33.40%
3102 - Reimbursements From RCC		34,100.00	0.00	22,456.63	-11,643.37	65.86%
3111 - Misc. Grants		0.00	0.00	6,869.92	6,869.92	0.00%
3202 - Government Agency Rentals		110,230.00	0.00	9,142.14	-101,087.86	8.29%
3301 - Inter-library Loan Fees		0.00	25.00	25.00	25.00	0.00%
3303 - Late Fee Charges- RCC/UMS		12,000.00	256.37	1,336.54	-10,663.46	11.14%
3304 - Lost/Damaged Materials		7,000.00	224.61	855.45	-6,144.55	12.22%
3305 - Photocopy/Fax Sales		9,000.00	157.66	501.55	-8,498.45	5.57%
3306 - Patron Refunds		0.00	-24.44	-113.89	-113.89	0.00%
3307 - Printer Sales		14,000.00	760.30	1,894.62	-12,105.38	13.53%
3320 - On Line Fee Collections		0.00	0.00	2,495.72	2,495.72	0.00%
3905 - General Public Donations		0.00	1.55	-4.53	-4.53	0.00%
3906 - OCF Donations		0.00	0.00	14.60	14.60	0.00%
3950 - Beginning Fund Balance-Unrestricted		7,207,960.00	0.00	0.00	-7,207,960.00	0.00%
	Revenue Total:	**18,758,285.00**	**39,619.47**	**178,116.76**	**-18,580,168.24**	**0.95%**
Expense						
5001 - Salaries and Wages		4,327,552.00	430,510.44	1,200,415.27	3,127,136.73	27.74%
5002 - FICA and Medicare- payroll taxes		326,388.00	33,037.47	90,565.40	235,822.60	27.75%
5003 - Worker comp- payroll taxes		53,274.00	1,060.56	2,971.03	50,302.97	5.58%
5004 - Health/Dental Insurnace		1,400,000.00	90,603.45	278,009.36	1,121,990.64	19.86%
5005 - Retirement Contribution		335,736.00	10,875.31	12,695.70	323,040.30	3.78%
5006 - Other Employee Benefits		23,500.00	0.00	0.00	23,500.00	0.00%
5007 - Leave Paid - Sick		0.00	4,943.79	8,399.76	-8,399.76	0.00%
5008 - Parking permits		0.00	1,645.50	1,645.50	-1,645.50	0.00%
5009 - On-Call Employees		0.00	3,949.08	3,949.08	-3,949.08	0.00%
5010 - Vacation Accrual		0.00	8,419.12	54,564.08	-54,564.08	0.00%
5011 - HSA		0.00	5,423.68	8,861.45	-8,861.45	0.00%
5012 - Unemployment		89,500.00	0.00	0.00	89,500.00	0.00%
6003 - Accounting Services		27,650.00	4,396.89	17,961.16	9,688.84	64.96%
6004 - Auditing Services		12,350.00	0.00	0.00	12,350.00	0.00%
6005 - Administrative Services		0.00	0.00	726.44	-726.44	0.00%
6006 - Bank Fees/Interest Expense		1,072.00	0.00	116.79	955.21	10.89%
6008 - Consultant Fees		85,000.00	0.00	4,950.00	80,050.00	5.82%
6009 - Background Checks		5,000.00	394.50	1,861.36	3,138.64	37.23%
6010 - Elections		45,000.00	0.00	0.00	45,000.00	0.00%
6012 - Insurance		105,000.00	0.00	48,333.00	56,667.00	46.03%
6013 - Legal Services		30,000.00	553.00	5,022.00	24,978.00	16.74%
6014 - Memberships, Dues and Subscriptions		6,605.00	4,570.31	5,749.18	855.82	87.04%
6015 - Supplies		197,000.00	16,857.15	31,829.44	165,170.56	16.16%
6016 - Postage		24,000.00	3,194.10	5,081.64	18,918.36	21.17%
6018 - Travel- airfare, lodging,meals etc		10,000.00	0.00	0.00	10,000.00	0.00%
6021 - Advertising/Legal Notices		13,000.00	2,200.00	3,630.00	9,370.00	27.92%
6022 - In District Mileage		22,500.00	409.48	1,200.09	21,299.91	5.33%
6023 - In District meetings, meals, events		5,500.00	0.00	0.00	5,500.00	0.00%
6024 - Professional Development		29,850.00	0.00	977.00	28,873.00	3.27%

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GLCod...	Original Total Budget	Period Activity	Fiscal Activity	Variance Favorable (Unfavorable)	Percent Used
6025 - Volunteer and Staff Recognition	3,500.00	1,582.57	1,582.57	1,917.43	45.22%
6031 - Alarm Services	3,465.00	0.00	2,141.22	1,323.78	61.80%
6032 - Building Repair/Maintenance	514,366.00	0.00	395.87	513,970.13	0.08%
6033 - Custodial Services	485,072.00	42,682.74	124,389.42	360,682.58	25.64%
6034 - Custodial Supplies	7,169.00	339.82	1,728.80	5,440.20	24.11%
6036 - Landscape Services	8,433.00	0.00	3,658.80	4,774.20	43.39%
6039 - Security Services	141,827.00	6,653.00	19,716.00	122,111.00	13.90%
6040 - Signs and Signal Materials	15,000.00	0.00	0.00	15,000.00	0.00%
6055 - Fees- Lindberg Note	0.00	0.00	109.31	-109.31	0.00%
6080 - Copier Expense	23,220.00	3,172.50	5,930.00	17,290.00	25.54%
6081 - Equipment Repair/Maintenance	34,500.00	554.25	6,973.89	27,526.11	20.21%
6082 - Facility Furnishing Expense	25,000.00	0.00	0.00	25,000.00	0.00%
6084 - Minor Equipment	70,000.00	968.82	6,289.67	63,710.33	8.99%
6085 - Computers and technology	241,600.00	33,781.78	45,489.81	196,110.19	18.83%
6086 - Supplies and Expenses-Facilities	4,500.00	0.00	27.28	4,472.72	0.61%
6089 - Computer Software and Licensing	156,639.00	31,259.08	61,722.98	94,916.02	39.40%
6090 - Transition expenses	200,000.00	15,687.50	35,104.50	164,895.50	17.55%
6100 - LS&S Contract	100,000.00	0.00	100,000.00	0.00	100.00%
6101 - Library Materials	1,331,000.00	0.00	0.00	1,331,000.00	0.00%
6105 - Strategic Plan Initiative	500,000.00	0.00	0.00	500,000.00	0.00%
6106 - E Rate Services	34,000.00	0.00	0.00	34,000.00	0.00%
6107 - Unique Management Services	24,000.00	473.69	1,027.27	22,972.73	4.28%
6110 - SOHS contract	39,000.00	13,000.00	13,000.00	26,000.00	33.33%
6111 - Advertising	48,500.00	0.00	0.00	48,500.00	0.00%
6130 - Library Materials- physical	0.00	2,175.13	51,160.22	-51,160.22	0.00%
6131 - Library materials- digital	0.00	71.94	71,272.16	-71,272.16	0.00%
6132 - Library materials- other	0.00	249.95	249.95	-249.95	0.00%
6133 - Library databases	0.00	0.00	16,644.69	-16,644.69	0.00%
6140 - Professional Services	70,000.00	1,500.00	1,909.02	68,090.98	2.73%
6145 - Printing Services	51,000.00	1,093.09	3,004.26	47,995.74	5.89%
6207 - Electricity	250,000.00	18,158.04	54,871.74	195,128.26	21.95%
6208 - Natural Gas	32,000.00	1,205.07	3,950.12	28,049.88	12.34%
6209 - Garbage Service	21,000.00	1,882.17	4,686.10	16,313.90	22.31%
6210 - Water and Sewer Service	32,550.00	4,594.88	12,508.38	20,041.62	38.43%
6211 - Street and Storm Drain Fees	20,000.00	1,709.32	6,421.60	13,578.40	32.11%
6213 - Telecom-Voice and LD	25,000.00	1,652.46	6,433.68	18,566.32	25.73%
6214 - Telecom-Wide Area Network	115,500.00	8,984.90	35,084.90	80,415.10	30.38%
6216 - Telecom-Internet Services	27,000.00	1,831.96	7,976.08	19,023.92	29.54%
6217 - Municipal Assessments	3,550.00	706.53	1,534.49	2,015.51	43.23%
6218 - Telecom- Hot Spots	52,000.00	4,377.20	17,502.80	34,497.20	33.66%
6300 - Maintenance & Fuel for Vehicles	12,000.00	405.15	1,378.96	10,621.04	11.49%
6400 - Capital Outlay	215,000.00	0.00	0.00	215,000.00	0.00%
6500 - Contingency	750,000.00	0.00	0.00	750,000.00	0.00%
6600 - Transfer to CIF	1,343,085.00	0.00	0.00	1,343,085.00	0.00%
7000 - Ending Fund Balance	4,552,332.00	0.00	0.00	4,552,332.00	0.00%
Expense Total:	**18,758,285.00**	**823,797.37**	**2,515,391.27**	**16,242,893.73**	**13.41%**
Fund: 101 - General Administration Surplus (Deficit):	**0.00**	**-784,177.90**	**-2,337,274.51**	**-2,337,274.51**	**0.00%**

Fund: 121 - Carpenter Funds

Revenue

3900 - Restricted grant revenue	3,000.00	0.00	3,000.00	0.00	100.00%
3951 - Beginning Fund Balance-Restricted	500.00	0.00	0.00	-500.00	0.00%
Revenue Total:	**3,500.00**	**0.00**	**3,000.00**	**-500.00**	**85.71%**

Expense

6015 - Supplies	3,500.00	0.00	0.00	3,500.00	0.00%
Expense Total:	**3,500.00**	**0.00**	**0.00**	**3,500.00**	**0.00%**
Fund: 121 - Carpenter Funds Surplus (Deficit):	**0.00**	**0.00**	**3,000.00**	**3,000.00**	**0.00%**

GLCod...	Original Total Budget	Period Activity	Fiscal Activity	Variance Favorable (Unfavorable)	Percent Used
Fund: 122 - Friends Funds					
Revenue					
3900 - Restricted grant revenue	81,075.00	0.00	0.00	-81,075.00	0.00%
Revenue Total:	**81,075.00**	**0.00**	**0.00**	**-81,075.00**	**0.00%**
Expense					
5001 - Salaries and Wages	10,000.00	0.00	0.00	10,000.00	0.00%
6015 - Supplies	71,075.00	110.94	1,375.94	69,699.06	1.94%
Expense Total:	**81,075.00**	**110.94**	**1,375.94**	**79,699.06**	**1.70%**
Fund: 122 - Friends Funds Surplus (Deficit):	**0.00**	**-110.94**	**-1,375.94**	**-1,375.94**	**0.00%**
Fund: 123 - Gebhardt Funds					
Revenue					
3050 - Interest Income	7,500.00	0.00	0.00	-7,500.00	0.00%
3951 - Beginning Fund Balance-Restricted	307,585.00	0.00	0.00	-307,585.00	0.00%
Revenue Total:	**315,085.00**	**0.00**	**0.00**	**-315,085.00**	**0.00%**
Expense					
5001 - Salaries and Wages	10,000.00	0.00	0.00	10,000.00	0.00%
6400 - Capital Outlay	105,085.00	0.00	0.00	105,085.00	0.00%
Expense Total:	**115,085.00**	**0.00**	**0.00**	**115,085.00**	**0.00%**
Fund: 123 - Gebhardt Funds Surplus (Deficit):	**200,000.00**	**0.00**	**0.00**	**-200,000.00**	**0.00%**
Fund: 124 - Hulburt Funds					
Revenue					
3050 - Interest Income	7,500.00	0.00	0.00	-7,500.00	0.00%
3900 - Restricted grant revenue	132,000.00	0.00	0.00	-132,000.00	0.00%
3951 - Beginning Fund Balance-Restricted	250,000.00	0.00	0.00	-250,000.00	0.00%
Revenue Total:	**389,500.00**	**0.00**	**0.00**	**-389,500.00**	**0.00%**
Expense					
5001 - Salaries and Wages	100,000.00	0.00	1,403.16	98,596.84	1.40%
5002 - FICA and Medicare- payroll taxes	0.00	0.00	122.37	-122.37	0.00%
5003 - Worker comp- payroll taxes	0.00	0.00	2.66	-2.66	0.00%
5004 - Health/Dental Insurnace	0.00	0.00	748.36	-748.36	0.00%
5007 - Leave Paid - Sick	0.00	0.00	31.89	-31.89	0.00%
5010 - Vacation Accrual	0.00	0.00	110.39	-110.39	0.00%
6015 - Supplies	0.00	0.00	2,963.41	-2,963.41	0.00%
6140 - Professional Services	0.00	0.00	3,875.00	-3,875.00	0.00%
7000 - Ending Fund Balance	150,000.00	0.00	0.00	150,000.00	0.00%
Expense Total:	**250,000.00**	**0.00**	**9,257.24**	**240,742.76**	**3.70%**
Fund: 124 - Hulburt Funds Surplus (Deficit):	**139,500.00**	**0.00**	**-9,257.24**	**-148,757.24**	**-6.64%**
Fund: 125 - JCLF Funds					
Revenue					
3900 - Restricted grant revenue	130,000.00	0.00	0.00	-130,000.00	0.00%
Revenue Total:	**130,000.00**	**0.00**	**0.00**	**-130,000.00**	**0.00%**
Fund: 125 - JCLF Funds Total:	**130,000.00**	**0.00**	**0.00**	**-130,000.00**	**0.00%**
Fund: 126 - Kaleidoscope Funds					
Revenue					
3900 - Restricted grant revenue	5,000.00	0.00	0.00	-5,000.00	0.00%
Revenue Total:	**5,000.00**	**0.00**	**0.00**	**-5,000.00**	**0.00%**
Fund: 126 - Kaleidoscope Funds Total:	**5,000.00**	**0.00**	**0.00**	**-5,000.00**	**0.00%**
Fund: 127 - Linberg Estate Funds					
Revenue					
3050 - Interest Income	15,500.00	0.00	0.00	-15,500.00	0.00%
3055 - Interest- Lindberg Note	0.00	1,081.60	3,328.53	3,328.53	0.00%
3951 - Beginning Fund Balance-Restricted	400,000.00	0.00	0.00	-400,000.00	0.00%
Revenue Total:	**415,500.00**	**1,081.60**	**3,328.53**	**-412,171.47**	**0.80%**

GLCod...	Original Total Budget	Period Activity	Fiscal Activity	Variance Favorable (Unfavorable)	Percent Used
Expense					
6055 - Fees- Lindberg Note	0.00	6.00	18.00	-18.00	0.00%
6400 - Capital Outlay	100,000.00	0.00	0.00	100,000.00	0.00%
7000 - Ending Fund Balance	315,500.00	0.00	0.00	315,500.00	0.00%
Expense Total:	**415,500.00**	**6.00**	**18.00**	**415,482.00**	**0.00%**
Fund: 127 - Linberg Estate Funds Surplus (Deficit):	**0.00**	**1,075.60**	**3,310.53**	**3,310.53**	**0.00%**
Fund: 128 - OCF Funds- all					
Revenue					
3900 - Restricted grant revenue	10,000.00	0.00	2,761.84	-7,238.16	27.62%
3951 - Beginning Fund Balance-Restricted	20,000.00	0.00	0.00	-20,000.00	0.00%
Revenue Total:	**30,000.00**	**0.00**	**2,761.84**	**-27,238.16**	**9.21%**
Expense					
6015 - Supplies	15,000.00	0.00	0.00	15,000.00	0.00%
7000 - Ending Fund Balance	15,000.00	0.00	0.00	15,000.00	0.00%
Expense Total:	**30,000.00**	**0.00**	**0.00**	**30,000.00**	**0.00%**
Fund: 128 - OCF Funds- all Surplus (Deficit):	**0.00**	**0.00**	**2,761.84**	**2,761.84**	**0.00%**
Fund: 129 - Ready to Read Grant Funds					
Revenue					
3900 - Restricted grant revenue	37,000.00	0.00	0.00	-37,000.00	0.00%
3951 - Beginning Fund Balance-Restricted	35,000.00	0.00	0.00	-35,000.00	0.00%
Revenue Total:	**72,000.00**	**0.00**	**0.00**	**-72,000.00**	**0.00%**
Expense					
5001 - Salaries and Wages	25,000.00	0.00	0.00	25,000.00	0.00%
6015 - Supplies	0.00	185.70	185.70	-185.70	0.00%
6084 - Minor Equipment	0.00	229.90	229.90	-229.90	0.00%
6089 - Computer Software and Licensing	0.00	4,795.00	4,795.00	-4,795.00	0.00%
6140 - Professional Services	0.00	135.00	3,885.00	-3,885.00	0.00%
7000 - Ending Fund Balance	22,000.00	0.00	0.00	22,000.00	0.00%
Expense Total:	**47,000.00**	**5,345.60**	**9,095.60**	**37,904.40**	**19.35%**
Fund: 129 - Ready to Read Grant Funds Surplus (Deficit):	**25,000.00**	**-5,345.60**	**-9,095.60**	**-34,095.60**	**-36.38%**
Fund: 130 - Miscellaneous Restricted Funds					
Revenue					
3900 - Restricted grant revenue	10,000.00	3,000.00	3,000.00	-7,000.00	30.00%
3951 - Beginning Fund Balance-Restricted	30,000.00	0.00	0.00	-30,000.00	0.00%
Revenue Total:	**40,000.00**	**3,000.00**	**3,000.00**	**-37,000.00**	**7.50%**
Expense					
5001 - Salaries and Wages	0.00	298.88	2,228.79	-2,228.79	0.00%
5002 - FICA and Medicare- payroll taxes	0.00	22.44	160.63	-160.63	0.00%
5003 - Worker comp- payroll taxes	0.00	0.56	3.95	-3.95	0.00%
5004 - Health/Dental Insurnace	0.00	52.94	276.10	-276.10	0.00%
5007 - Leave Paid - Sick	0.00	0.00	7.89	-7.89	0.00%
5010 - Vacation Accrual	0.00	0.00	119.00	-119.00	0.00%
6015 - Supplies	30,000.00	975.00	975.00	29,025.00	3.25%
6022 - In District Mileage	0.00	0.00	691.17	-691.17	0.00%
6600 - Transfer to CIF	0.00	0.00	-121.12	121.12	0.00%
7000 - Ending Fund Balance	10,000.00	0.00	0.00	10,000.00	0.00%
Expense Total:	**40,000.00**	**1,349.82**	**4,341.41**	**35,658.59**	**10.85%**
Fund: 130 - Miscellaneous Restricted Funds Surplus (Deficit):	**0.00**	**1,650.18**	**-1,341.41**	**-1,341.41**	**0.00%**
Fund: 201 - Capital Improvement Fund					
Revenue					
3050 - Interest Income	110,000.00	0.00	0.00	-110,000.00	0.00%
3950 - Beginning Fund Balance-Unrestricted	6,176,279.00	0.00	0.00	-6,176,279.00	0.00%
3990 - Transfer from General fund	300,000.00	0.00	0.00	-300,000.00	0.00%
Revenue Total:	**6,586,279.00**	**0.00**	**0.00**	**-6,586,279.00**	**0.00%**

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GLCod...	Original Total Budget	Period Activity	Fiscal Activity	Variance Favorable (Unfavorable)	Percent Used
Expense					
6032 - Building Repair/Maintenance	100,000.00	0.00	0.00	100,000.00	0.00%
6400 - Capital Outlay	6,486,279.00	75,706.32	75,706.32	6,410,572.68	1.17%
Expense Total:	**6,586,279.00**	**75,706.32**	**75,706.32**	**6,510,572.68**	**1.15%**
Fund: 201 - Capital Improvement Fund Surplus (Deficit):	**0.00**	**-75,706.32**	**-75,706.32**	**-75,706.32**	**0.00%**
Report Surplus (Deficit):	**499,500.00**	**-862,614.98**	**-2,424,978.65**	**-2,924,478.65**	**-485.48%**

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Fund Summary

Fund	Original Total Budget	Period Activity	Fiscal Activity	Variance Favorable (Unfavorable)
101 - General Administration	0.00	-784,177.90	-2,337,274.51	-2,337,274.51
121 - Carpenter Funds	0.00	0.00	3,000.00	3,000.00
122 - Friends Funds	0.00	-110.94	-1,375.94	-1,375.94
123 - Gebhardt Funds	200,000.00	0.00	0.00	-200,000.00
124 - Hulburt Funds	139,500.00	0.00	-9,257.24	-148,757.24
125 - JCLF Funds	130,000.00	0.00	0.00	-130,000.00
126 - Kaleidoscope Funds	5,000.00	0.00	0.00	-5,000.00
127 - Linberg Estate Funds	0.00	1,075.60	3,310.53	3,310.53
128 - OCF Funds- all	0.00	0.00	2,761.84	2,761.84
129 - Ready to Read Grant Funds	25,000.00	-5,345.60	-9,095.60	-34,095.60
130 - Miscellaneous Restricted Func	0.00	1,650.18	-1,341.41	-1,341.41
201 - Capital Improvement Fund	0.00	-75,706.32	-75,706.32	-75,706.32
Report Surplus (Deficit):	**499,500.00**	**-862,614.98**	**-2,424,978.65**	**-2,924,478.65**

JACKSON COUNTY LIBRARY SERVICES

Title: Cancellation of District Administrator's Contract

From: Kari May, Library Director

Recommendation:
The Library Director recommends that the Board authorize the termination of Lisa Marston's District Administrator employment contract, which became effective on May 18, 2018 and was last amended on March 14, 2019. By approving this recommendation, the Board is authorizing the Library Director to do the following:

- Terminate the contract in accordance with its terms, effective October 12, 2020.
- Place Ms. Marston at the Assistant Director range on the JCLS salary schedule and offer her the same benefits available to regular full-time employees.
- Allow Ms. Marston to retain the vacation and sick leave balances she accrued under her employment contract with the District.
- Following the advice of legal counsel, bring back a resolution or other document for approval by the Board in December to formalize this action.

Budget Impacts:
n/a

Policies, Plans, and Goals Supported:
Appropriate use of the Consent Agenda for standard or routine business items is intended to help expedite the Board's decision-making process, thus allowing more time for other important agenda items.

Background and Additional Information:
The District Administrator's contract included a provision for a retirement plan contribution that was replaced on October 12, 2020, when the District's retirement plan was implemented. Moreover, Lisa Marston's current position as Assistant Director of Administrative Services does not require an employment contract.

Attachments:
n/a

<div align="center">**RESOLUTION: <u>2021-03</u>**</div>

A RESOLUTION REMOVING ROGUE VALLEY COUNCIL OF GOVERNMENTS EMPLOYEES AS AUTHORIZED PERSONNEL AND SIGNERS FOR THE JACKSON COUNTY LIBRARY DISTRICT'S BANNER BANK CHECKING ACCOUNT

WHEREAS, THE BOARD OF THE JACKSON COUNTY LIBRARY DISTRICT FINDS:

A. At its regular meeting on July 9, 2020, the Board approved Resolution 2021-01, authorizing its Banner Bank account and designating authorized personnel and signers; AND

B. Rogue Valley Council of Government (RVCOG) has been providing contracted accounting services to the District since July 1, 2015, and RVCOG employees have heretofore been designated as authorized personnel and signers on the District's Banner Bank checking account; AND

C. On July 1, 2020, the District started the process of bringing the accounting function in house and by October 1, 2020 completed the transition from RVCOG's accounting software to its own accounting software; AND

D. Now that the District has its own accounting staff and software, it is no longer necessary for RVCOG employees to transact business on the District's behalf or to sign checks or authorize withdrawals from the District's Banner Bank checking account.

BE IT RESOLVED:

1. That RVCOG Deputy Director Ann Marie Alfrey is hereby removed as an authorized user on the District's Banner Bank Account.

2. That the following RVCOG employees are no longer authorized to sign checks or authorize withdrawals from the checking account with Banner Bank on behalf of the Jackson County Library District: Michael Cavallaro, Executive Director; and Ann Marie Alfrey, Deputy Director.

The above resolution statement was approved by the Board of the Jackson County Library District and declared adopted this _____ day of _____, 2020.

By: Attest:

_____   _____

Board President   Recording Secretary

Board Vote:
Cathy Shaw   _____
Eric Dziura   _____
Susan Kiefer   _____
Jill Turner   _____
George Prokop   _____

JACKSON COUNTY
LIBRARY SERVICES

JCLD Board Meeting	Consent Agenda Item Memo

Title: Extension of deadline for annual audit

From: Finance Committee

Recommendation:
The Finance Committee recommends that the Board authorize staff to request a one-month extension from the Secretary of State's office to submit the District's annual audit, as permitted by ORS 297.465(3)(a).

Budget Impacts:
n/a

Policies, Plans, and Goals Supported:
Appropriate use of the Consent Agenda for standard or routine business items is intended to help expedite the Board's decision-making process, thus allowing more time for other important agenda items.

Background and Additional Information:
In Oregon, municipal audits are due on December 31st each year. The pandemic, fires, and Tyler-Incode conversation have stretched staff resources, delaying the work required to produce the District's annual financial report that the auditor reviews. In fact, the Board Report in today's packet reflects the *budgeted* beginning end balance, not the *actual* beginning end balance because last year's books have not been closed.

According to ORS 297.645(3)(a), "The municipal corporation shall file the audit report with the Secretary of State within 6 months after the close of the calendar or fiscal year under audit, unless the Secretary of State, for good cause shown, grants to the municipal corporation a reasonable extension of time." The District's senior accountant expects to have last year balanced and reports ready for the auditor by early December. However, since it is not guaranteed that the auditor will be able to complete the audit before December 31st, the Finance Committee agrees that it would be prudent to request a reasonable extension of 30 days as permitted under Oregon law.

Attachments:
n/a

November 12, 2020

Title: Website Redesign Proposal

From: Kari May, Library Director

Summary:

The Library formed a Website Review Committee comprised of staff members from Marketing, Support Services, and Public Services in August 2020. Staff researched other libraries' websites, polled library staff, and met with website developers to find a design firm that understands libraries and JCLS in particular. The Library's current website is restricted by the limitations which the platform holds. To avoid this in the future, the Committee required that the platform for the new site be built with WordPress. Library staff will be able to easily maintain the new website themselves using this platform once it has been designed.

Three quotes were received, ranging in cost from $11,500 to $35,000, from marketing and website professionals across the United States. Of the three quotes received, Stirling Brandworks was mid-range in cost, but excelled at design and in features. As with the Integrated Library System, this Committee has found a vendor that is looking to partner with JCLS to develop tools specifically for the Library and that will allow the Library to be a leader amongst Oregon Libraries. Stirling provided a detailed and attainable project guideline. The Library's intent is to start fresh and create a brand-new foundation to build upon for years to come.

The project will be broken down into three phases, with the first phase focusing on the community, patrons, and staff. Phase 2 encompasses the redesign, user studies, and ADA compliance review, while Phase 3 includes the launch itself, training for key staff on maintaining and updating the website, and planning for future development.

In their presentation, Stirling Brandworks highlighted some features that they would focus on for the new website such as:
1. Children's site addressing parents of Babies/Toddlers, Pre-Kindergarten, Children ages 5–11 and Teens.
2. Special Features: Content Sliders, New Items Carousel, Curated Lists, Dynamic Content
3. Analytics using heat maps and SEO (Search Engine Optimization)
4. Ensuring ADA compliance
5. Mobile device optimization
6. Blogs

Financial Impact:
Redesign cost: $28,800
Optional site hosting and support: $4,500/year
Optional site hosting without support: $450/year
Optional support without hosting: $160/hour

The website redesign project was included in the current year budget.

Examples of Stirling Brandworks' public library work:
Norfolk Public Library, VA https://www.norfolkpubliclibrary.org/
Yakima Valley Libraries, WA https://www.yvl.org/
North Borough Public Library, MA http://www.northboroughlibrary.org/

Goals Supported:
Redesigning the JCLS website supports all three facets of Learn, Connect, Grow. A modern website with an easier User Interface removes barriers for patrons, while allowing more efficient and effective promotion of library tools and resources.

Conclusion:
Committee members reviewed the proposals from three vendors. The top two vendors were Stirling and Weblinx. The Committee then scheduled demos by the top two vendors. Kari May, Claudine Taillac and committee members Ryan Bradley, Nicole Vukcevic, Brystan Strong, Carrie Turney Ross and Carey Hunt attended the demos. All agreed that Stirling Brandworks was the best company for the project. They showed creativity in how the Library website could market its services to the residents of Jackson County, and how the Library could be a leader among Oregon libraries in terms of web presence.

The timeline for work and implementation could coincide with the implementation of the new ILS and thus create an opportunity for the Library to "reopen" its virtual branch in a dramatic way.

Recommendation:
The Committee recommends contracting with Stirling Brandworks, based on their innovation, enthusiasm, and the strength of their portfolio.

Director's Report
November 2020

2020 Transition

The District's new financial and personnel management software, Tyler Incode 10, went live in October as scheduled. Payroll and Accounts Payable are running well in the new system. JCLS Accounting and Payroll Specialist, Elisabeth Campbell, is quickly becoming the resident expert on Incode 10. While the learning curve is sure to continue in the coming months, the team is excited about the software's capabilities to support workflows and decision making throughout the organization.

The Medford Renovation remains on track. With the new walls in place and the sheetrock work completed, the new layout is much clearer, and the space is coming together. Interior painting should be completed by mid-November, while electrical and mechanical work will continue through the end of the month. New light fixtures will be started toward the end of the month as well, along with preparation for the new flooring. Director May is bringing in Brenda Katz, who was one of the architects with FFA who did the preliminary drawings for the Medford and Ashland renovation projects, to develop a space plan for the new study and display areas previously occupied by the reference collection shelving and RCC service desk.

Branches

The Jackson County community continues to rely on the Library's stability and resources for aid, information, and entertainment. In Applegate, patrons learned to utilize the mobile printing service; systemwide, people called the libraries for information on voting, including ballot drop off and pickup facts. Patrons actively used the computers each day at one of the 15 branches to apply for jobs, unemployment, FEMA assistance, or to file insurance claims. The Take & Make kits that were a band aid during the suspension of in-person programming gained such popularity that they are now a staple, flying out the doors almost as soon as they are released at most branches. Illustrative of all this activity are the Phoenix and Talent libraries: Phoenix gave out more than 400 Take & Make craft kits, and the Talent library's daily door count slightly exceeded pre-fire numbers. The Latinx Engagement Committee created 300 Take & Make kits

for National Hispanic Heritage Month and distributed them to all of the branches to hand out. A patron who originally stopped by the Rogue River Library to drop off her ballot noticed that the library was open and brought her child inside to get a library card, which was a win, since she said that she had not used the library herself for years.

Eagle Point school-age patrons have been using the library to find books related to school work to complete their distance learning objectives. A partnership is underway with the Eagle Point High School Project Youth Plus program, formerly College Dreams. Two mornings each week, the advisor meets with her students who are either low-income, first-generation college-bound, or otherwise underrepresented to help keep them on track for graduation. The high school is not able to authorize on-campus meetings but has authorized physically distanced meetings at the library. An SOU student has also regularly used the library to tune into her weekly Zoom lecture. The Yarnia knitting group adjusted to not being able to meet in person and completed their pre-pandemic knitting goal of making a warm hat for every student at Hillside Elementary School. The 500 hats were on display at the Eagle Point Library throughout October and will be distributed to students in November.

Children's Librarian Wally Clark and Adult Services Librarian Carrie Tannehill collaborated to create lists of Spooky Picture and Junior Books and Scary Kids Movies to be put in the Pumpkin Take & Make Starter Kits that were distributed to families in Medford and Central Point. These kits contained a pumpkin (20 were donated by the Family Nurturing Center), coloring sheets and crayons, the spooky book and movie lists, as well as all supplies necessary to complete their pumpkin creation. The parents/guardians were grateful and the children were very happy.

Assistant Director Claudine Taillac initiated a collaboration between the Medford and Ashland Adult Services Librarians to create two internal policies and procedures, one pertaining to best practices for Reference Services and one pertaining to Research Services. These documents will establish guidelines for Adult Services librarians when serving patrons with their information requests.

The following are some examples of the Reference questions/interactions that staff fielded in October, and represent the typical variety of questions the Adult Services Librarians field:

- How do you contact the Supreme Court in Salem?
- Can you help me find research on Indigenous people's history?
- How do I work toward getting a service animal?
- Do you have any books about how to be a better step-father?
- Can you help me find resources about the civil war in El Salvador?
- How do I find sources on incarceration and punishment methods?
- Do you have a section that is just arts and crafts?
- How do I fill out my DMV registration?
- How do I upload my resume online to apply for this job?
- How do I get online, and can you teach me how to Google?
- Can you help me recover my email password?

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- How do I register to vote?
- How do I respond to an ad on Craigslist?
- Can you fax me a list of movies that are on YouTube, genres that include family friendly frontier and country films, adventure films, or wilderness films?
- What is Wallace Rupert Turnbull known for?
- What is a farrier?
- Where are adult graphic novels?
- How do you access Learning Express?
- How do I apply for an EIP (Economic Impact Payment)?
- How do you submit an address change on the USPS website?

Many questions became reference interviews, where databases and search strategies were discussed. Many others created opportunities to develop patrons' technical literacy skills. One patron emailed asking for assistance researching the fate of aviator Gustav/George W. Stromer.

Ashland Teen Librarian Jackie Keating began doing virtual class visits in October, visiting six 6th grade Zoom classes at Ashland Middle School and getting face time with about 145 students. She gave them a virtual tour of the Teen Department and promoted library services and upcoming teen programs. Just hours after one of these visits, a girl visited with Ms. Keating to get some reader's advisory on graphic novels. Ms. Keating made some recommendations, and the girl mentioned that she hadn't been to the library in a long time, but that Ms. Keating had visited her class that morning, which made her want to go see the Teen Space. The girl left with several graphic novels to check out and a renewed library account. The next week, the girl came back and brought a friend, and the two have visited the library a couple of times since. Ms. Keating also met with Max Malcomb, an art teacher at Ashland Middle School, and his AP art students. She and the students discussed ideas for the theme of the paintings and the students decided to create paintings based on YA books that have had social impact or contain social commentary. Ms. Keating dropped off the canvases to Mr. Malcomb, and the paintings are set to be completed during the last week of January and will be displayed at the library in February.

Ms. Taillac met with Rogue Workforce Partnership program managers to create a collaboration that will increase access to resources for job seekers and Project Youth Plus students. In the near future, the Medford and Ashland libraries will be utilized as satellite work spaces since no RWP offices have been authorized by the State to reopen. Ms. Taillac also led an all-staff bed bug training. Area Manager Kristin Anderson led an all-staff Readers Advisory training with contributions from Librarians Wally Clark, Danielle Ellis, Lyn Heerema, and Jackie Keating.

Marketing Summary

In October the Marketing team began work on two big projects that will come to fruition over the next couple months, including the countywide community read program, Rogue Reads. Marketing has created social media graphics for JCLS and program partners to use throughout the Rogue Reads program, planned radio and newspaper advertisements, and designing a

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special Rogue Reads guide booklet. Rogue Reads will encourage community members to read novels by Jacqueline Woodson and culminates in a live virtual program with the author in February.

The second project is a special series of animated videos for the JCLS YouTube channel. Titled "Lost in a Book," the first of six episodes is expected to be posted by the end of November and will feature the voices of several members of the JCLS staff. Speaking of YouTube, the consistent addition of storytime videos and recordings of the library's online programming the JCLS YouTube channel has grown rapidly, with viewership nearly doubling between July and October.

JCLS in the News:

- Mail Tribune on Windows In Time (Oregon Caves): https://bit.ly/38g96n1
- Mail Tribune on response to Book/Toy drive: https://bit.ly/3lxazJg
- Mail Tribune on Halloween event: https://bit.ly/2GtV85F
- KOBI on Ashland Halloween activity: https://bit.ly/38pcEnh

Adult Services

The adult services team planned and presented programs for adult patrons covering important topics such as online security, the importance of voting, local interests and more, reaching more than two hundred and twenty patrons.

Adult Services Librarian Carrie Tannehill moderated a discussion panel for *Think & Drink: Why Voting Matters* with local election experts. Panelists included Jackson County Clerk Christine Walker, SOU Associate Professor of Political Science William Hughes, and Cathy Shaw — campaign manager, three-time mayor of Ashland and President of the Jackson County Library

District Board of Directors. They discussed the importance of people getting their voices heard in local, state, and national elections and how to locate reliable voting information sources. *Think & Drink* is a grant funded program made possible with support from Oregon Humanities, the National Endowment for the Humanities, the Andrew W. Mellon Foundation, and the Oregon Cultural Trust.

Ms. Samnath facilitated the *Growing Native Plants* program presented by Lynn Kunstman, Jackson County Master Gardner Vice President. In evaluating the program, Ms. Samnath said, "Kunstman was extremely knowledgeable. Many were intrigued about growing native plants and what type of positive impact that can have on the environment." Many of the participants responded to the post-program survey with one saying they learned "which plants would work in my area. Nonnative plants are often food deserts for native insects and birds!"

Applegate Branch Manager Christine Grubb worked with retired RN and hospice volunteer Jan Rowe to provide the *End of Life Choice* program. This program was originally scheduled to take place in-person last spring, but was canceled due to COVID-19. Ms. Rowe adapted her presentation to a virtual Zoom meeting and shared quality information about the Death with Dignity Act and other end-of-life options. One respondent to the post-program survey said, "This was a very effective and informative session. I think the 'virtual' format is excellent for this type of presentation, both in terms of privacy and comfort dealing with a private decision matter and by reaching your entire service area."

At Home Services Library Specialists Chantel Ullrich and Kateri Warnick served ninety-five patrons through the service last month. Many AHS patrons leave comments for staff about the books they received to show whether or not they liked the items selected for them or to share their appreciation for the service. Ms. Ullrich selected a few comments that stuck out to her:

- "Well Done. I read and enjoyed all."
- "*Successful Aging* — Too bad he didn't write it earlier. Starting at 94 is my fault for being late. Great book."
- "Bless you for this extra pile of books."
- "Thank you again for all you are doing to send me books to read. It makes a great difference in my life."

Business Librarian Elanna Erhardt worked with Seth Kaplan, Executive Director of A Greater Applegate (AGA), to provide business resources to rural business owners in the Applegate area. Business owners in the Applegate Valley often lack access to business development community networks that would influence them to engage in emerging technology and ideas in business. In response to this and its compounding effects, along with COVID-19, and more recently the fires, AGA applied for and received a Technical Assistance Grant with express direction to collaborate with the Business Librarian in order to support participants. Ms. Erhardt presented at several workshops and shared library resources. She also used this time to invite participants to contact her for further research assistance. Ms. Erhardt's role in this is to support economic resilience in rural business communities of the Applegate Valley.

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Youth Services

Although youth services staff miss seeing the many families and teens for in-person storytimes and programs, they are working hard on finding ways to share their services to folks in alternative ways.

Medford and Ashland Children's Librarians Wally Clark and Lyn Heerema serve on the blog committee and continue to produce thoughtful, thorough, and timely discussions. This past month, they discussed the Almeda Fire and Dia de los Muertos. Ms. Heerema and Ashland Children's Library Specialist Nancy Tovar worked together to create a bilingual Spanish/English storytime based on books about Dia de los Muertos, which complimented the blog post written by Ms. Heerema.

Central Point Branch Manager Marne Kapule took the library outside in JCLS's first-ever semi-permanent Storywalk. Storywalks are fun ways for children (and adults) to enjoy reading and the outdoors at the same time. They can be as simple as laminated pages from a children's book attached to wooden stakes, to more elaborate, permanent fixtures along an established path. Inspired by a pop-up Storywalk put on by JCLS a year ago, Ms. Kapule reached out to Central Point Parks and Recreation to see if it would be possible to do a pop-up Storywalk in Central Point. The Parks and Recreation department loved the idea so much that they decided to create something semi-permanent. They constructed stands and mounted the laminated book pages to a fence in a Central Point park. Ms. Kapule chose the book *We're Going on a Bear Hunt* by Michael Rosen—an excellent choice as it features characters walking through all types of terrain and through all types of weather. Ms. Kapule took the Storywalk a step further and wrote out physical activities for kids to do while they walk from one stand to the other to read the next section of the book. Youth Services Coordinator Brystan Strong attended the kick-off event and watched as several families and kids read the book, did the activities, and most importantly, had fun.

Families visiting the Medford Children's Department are greeted with a variety of displays, including learning at home, voting, Halloween, staff picks, and Dia de los Muertos. The display cabinet has been transformed into an ofrenda — or altar — honoring the lives of beloved children's book authors who have died. Medford Children's Librarian Wally Clark embraces his role as a Chicano librarian to bring holidays such as Day of the Dead/Dia de los Muertos to the front and center and to share a bit of knowledge about a culture that others may not be entirely familiar with.

Even during these challenging times, families still want to share stories with library staff. One such example is a grandmother who visited the Ashland Children's department and said to Ms. Heerema, "I have a story to tell you. It's good and bad and involves you." Ms. Heerema braced herself for whatever was coming her way and invited the grandmother to share the story. The grandmother explained that a book Ms. Heerema suggested for her one-year-old grandson — *Twinkle, Twinkle, Little Car* — was a huge hit. That was the good part; the bad part was that it was the only book he wanted to have read to him for over a month. During this time, he had to

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have a surgical procedure. When she called in to check on him, her daughter said, "He slept for two hours, woke up, insisted that I read *Twinkle, Twinkle, Little Car* three times and went back to sleep for five hours."

Medford and Ashland Teen Librarians Andrea Leone and Jackie Keating joined forces to host an Election Day Civics Trivia contest for teens across the County. During this fun program, the teens took the equivalent of the US citizenship exam in a trivia capacity and performed admirably.

Topping off the month was the systemwide, three-day Halloween trick or treat event, created to bring some sort of normalcy to an otherwise abnormal year. Families visited any or all of the 15 branches and picked up pre-packaged treats. At the branches with multiple service desks, families could visit all of the desks to receive a treat — no tricks! Close to 700 treats were handed out systemwide during this event.

Outreach to Childcare

The Latinx Engagement Committee, chaired by OCC's Megan Pinder, concluded a system-wide celebration of National Hispanic Heritage Month (NHHM) on October 15. The event was a great success, and so the Library plans to make it an annual celebration moving forward. The following are some of the statistics gathered from the NHHM webpage:

- Total page views: 466 (making it the highest viewed "feature" page of the month)
- Daily peak views: 80 views on 9/18, day of the Gala video release
- Most popular resource(s): "¡Música para celebrar el Mes de la Herencia Hispana!/Music to Celebrate National Hispanic Heritage Month!" and "Almeda Fires Latinx Relief Fund."
- Ballet Folklórico Ritmo Alegre 2020 Virtual Gala: 327 views (making it one of our most viewed videos of all time and the fastest to reach that many views)

Outreach to Childcare donated 150 books to support the brand-new school library at the new Medford Online Academy, which is a school offering a comprehensive digital curriculum with live instruction taught by Medford School District teachers. These books were part of a courtesy collection initially intended to fill Little Free Libraries around the County, but seeing that the school needed books to stock their new library, OCC decided to donate them to the school instead. Books were "wagoned" down to the school by At Home Services staff member Chantel Ulrich.

On October 26, Education Services Specialist Jamaica Davis joined the Outreach Department. She is creating video tutorials for how to navigate the library's popular databases that will be shared with teachers for use in their (virtual) classrooms. In another effort to connect with students, Teen Librarians Jackie Keating and Andrea Leone and Adult Services Librarian Kayla Samnath are working on a series of Homework Hub videos for students to be able to access for extra-curricular help.

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Support Services

The Information Technology team completed the replacement of library catalog stations throughout the system as part of the Technology Plan's equipment replacement cycle. Catalog computers are repurposed from former public internet access computers. Testing is taking place on new HP and Dell computer options for the public internet access computer replacement project that is scheduled for the Spring.

Collection Development Librarian Wende Glimpse is working through the list of fire-damaged materials to ensure that additional copies are purchased first for titles that currently have holds on them. The total number of items lost to date is 570 with an estimated cost of $13,772.

Digital Services Supervisor Eric Molinsky has been working with Public Services staff at Medford to offer one-on-one sessions with users who request assistance and devised a plan to share a computer while keeping distancing policies in place. Equipment for the "Assistance with Distance Work Station" has arrived and Medford will be the pilot project for November with plans to build additional stages for the four hub libraries and beyond.

Library Administration

JCLS has received an $88,450 grant from the Oregon State Library as part of the IMLS/CARES Act funding awarded to the state. Assistant Director of Public Services Claudine Taillac is working with staff from IT, Outreach, and Administrative Services to design and procure a mobile technology van that will provide internet access and technologies on the go. The State Library is excited about this project and believes it could become a model for future projects across the state.

Director Kari May attended the annual Oregon Community Foundation's statewide Leadership Gathering, presented virtually for the first time. Over 180 attendees representing OCF committees, grant recipient, and other leaders gathered and heard updates about issues impacting Oregon communities today, including housing and homelessness, wildfire relief, and closing the opportunity gap for children across the state. The half-day Gathering ended with a presentation by Eric Liu, co-founder of Citizen University in Seattle, Washington. Citizen University's mission is to build a culture of powerful, responsible citizenship.

The semi-annual Public Library Directors meeting, hosted by the Oregon Library Association, also went virtual this month. Buzzy Nielsen from the Oregon State Library provided an update on the diversity of programs and services that libraries across the state have offered since the pandemic. JCLS's Emergency Preparedness Fair was one of the highlighted programs.

Business Administration

As COVID-19 cases rise sharply, Human Resources Manager Brynn Fogerty continues to update the *JCLS Return to Work Pandemic Response Guide* for staff. Multiple compliance deadlines are included in the draft temporary rules related to COVID-19 issued by OSHA late last month. Informing and training employees about certain aspects of the new rules will be a priority once the rules are finalized.

The Facilities Committee met with Jackson County Facility Maintenance on October 23 to discuss renovating the lower level of the Ashland Library, specifically the meeting room spaces. The proposed schedule would have the project completed by the end of the fiscal year.

Jackson County Library FOUNDATION

Report for the District Board- November 2020

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

On October 20, 2020, the JCLF Board of Directors held officer elections for the coming year. The results are below.

Election Results – Officers 2021

President – Michal Slate

Vice President – Becky Versteeg

Treasurer – Kevin Keating

Secretary – Susan Kiefer

Q1 FY21 Report

July 1, 2020 – September 30, 2020

Narrative

Comparing FY20 to FY21 will likely continue to see a decrease in activity due to the COVID-19 pandemic that disrupted library services beginning in March 2020. The Board approved using FY20 Q4, when all libraries in Jackson County returned to Stage 5, limited library services with limited hours, as an ongoing benchmark for statistical reporting in FY21. Comparing progress in FY21 against this benchmark will demonstrate how the Library continues to respond to the pandemic and provide relevant library services to the community.

Branch Hours:

This tab is provided to as a context for the other data. Some library services correlate directly to the Library's open hours, but other do not. Open hours in Q4 includes 6 weeks of complete closure and 2.5 weeks of only the four hub libraries being open. In FY21 Q1, libraries were open 175% more hours than in FY20 Q4.

Circulation:

The reduction in library hours from same time in FY20 to FY21 closely relates to the reduction of circulation. However, the subsequent increase in hours from the end of FY20 to the beginning of FY21 did not lead to the same increase in circulations, indicating that other factors are impacting circulation. Circulation of physical materials has increased almost 50% since the last quarter, and digital circulation continues to grow significantly.

Database Usage:

Database usage has fluctuated during the pandemic. HelpNow and JobNow experienced a surge in the Fall, as students went back to school, and job seekers sought resources. Car repair enthusiasts were also taking advantage of Chilton during August. Overall, the decrease in FY21 Q1 can be attributed in the decrease in AtoZ downloads, whose fluctuation is common. The decrease use in genealogical databases could be related to the change in services at the Southern Oregon Historical Society to by appointment only, and the cancelations of programs at the Southern Oregon Genealogical Society.

Library Users:

Enrollment at RCC dropped since the pandemic hit, which contributes to the decrease in new library cards issued in Medford. New cardholders have increased since Q4. The overall number of active cardholders has increased marginally at 0.30 % to 46%. The population from FY20 to FY21 increased by 0.95%, which offsets some of the growth in new users.

Library Visits:

The decrease in library visits is related to change in hours and the cessation of in-person programs that drew patrons to the library. It might also be attributed to the pandemic leading people to choose to stay home and out of public spaces. The increase in web site visits

demonstrates the value that the "virtual branch" offers the community. While the Library of Things was not open during the first quarter, patrons might still have visited the page looking for information, and staff also had access to that page.

Programs & Outreach:

The increases in program from the end of FY20 to this current quarter is a testament to the creativity of public services and marketing staff. The use of Take & Make kits, YouTube recordings, and promotion of resources provided a huge surge in Outreach Programming and Attendees. Specific programs that helped contribute to this significant increase were the Storytelling Guild program and the Emergency Response Program.

Circulation - Print & Digital

Stage 5 Weekly	Population by Service Area	Branch	Q1 FY20	Q1 FY21	Increase/Decrease	% of Change
16	1,410	Applegate	6,202	5,075	(1,127)	-18.17%
24	26,744	Ashland	101,910	71,808	(30,102)	-29.54%
10	1,300	Butte Falls	1,212	961	(251)	-20.71%
28	27,493	Central Point	41,066	24,591	(16,475)	-40.12%
20	12,372	Eagle Point	20,481	12,570	(7,911)	-38.63%
18	5,341	Gold Hill	6,700	3,974	(2,726)	-40.69%
20	5,575	Jacksonville	16,927	12,842	(4,085)	-24.13%
24	87,965	Medford	150,550	81,443	(69,107)	-45.90%
22	10,629	Phoenix	11,804	8,058	(3,746)	-31.74%
12	1,095	Prospect	3,588	2,382	(1,206)	-33.61%
28	10,126	Rogue River	21,146	15,524	(5,622)	-26.59%
18	3,902	Ruch	6,978	5,024	(1,954)	-28.00%
12	7,000	Shady Cove	7,118	5,048	(2,070)	-29.08%
20	9,070	Talent	27,422	17,121	(10,301)	-37.56%
16	11,268	White City	8,319	4,377	(3,942)	-47.39%
288	221,290	Sub Total-Print	431,423	270,798	(160,625)	-37.23%
		Sub Total-Digital	69,875	90,323	20,448	29.26%
		TOTALS	501,298	361,121	(140,177)	-27.96%
		Open Hours	4416	3456	-960	-22%

Circulation Benchmark for FY21

	Q4 FY20	Q1 FY21	Increase/Decrease	% of Change
Applegate	3,608	5,075	1,467	40.66%
Ashland	46,246	71,808	25,562	55.27%
Butte Falls	614	961	347	56.51%
Central Point	14,539	24,591	10,052	69.14%
Eagle Point	8,076	12,570	4,494	55.65%
Gold Hill	2,443	3,974	1,531	62.67%
Jacksonville	9,027	12,842	3,815	42.26%
Medford	60,688	81,443	20,755	34.20%
Phoenix	5,023	8,058	3,035	60.42%
Prospect	1,329	2,382	1,053	79.23%
Rogue River	8,766	15,524	6,758	77.09%
Ruch	2,702	5,024	2,322	85.94%
Shady Cove	2,864	5,048	2,184	76.26%
Talent	11,618	17,121	5,503	47.37%
White City	3,021	4,377	1,356	44.89%
Sub Total-Print	180,564	270,798	90,234	49.97%
Sub Total-Digital	65,829	90,323	24,494	37.21%
TOTALS	246,393	361,121	114,728	46.56%
Open Hours	1257	3456	2199	175%

Database Usage Benchmark for FY21

Database Name	Q4 FY20	Q1 FY21	Increase/Decrease	% of Change
A-Z Databases	308,135	230,879	(77,256)	-25%
Brainfuse - HelpNow	118	368	250	212%
Brainfuse - JobNow	67	896	829	1237%
Candid - FDO	41	1	(40)	-98%
Creativebug	0	81	81	100%
EBSCO All Other	1,051	773	(278)	-26%
EBSCO Learning Express	65	66	1	2%
EBSCO Novelist Plus	874	1,231	357	41%
Gale Chilton Library	13	129	116	892%
Gale JACKSONPL	252	547	295	117%
Mango	1,261	1,195	(66)	-5%
Newsbank	0	848	848	100%
Niche Academy - Public	976	244	(732)	-75%
Proquest Ancestry	6,403	3,119	(3,284)	-51%
Proquest Heritage Quest	3,034	1,300	(1,734)	-57%
Udemy	0	156	156	100%
Value Line	3,731	3,048	(683)	-18%
Totals	**326,021**	**244,881**	**(81,140)**	**-25%**
Open Hours	**1,257**	**3,456**	**2,199**	**175%**

Database Usage

Database Name	Q1 FY20	Q1 FY21	Increase/Decrease	% of Change
A-Z Database	296,022	230,879	(65,143)	-22%
Brainfuse HelpNow	197	368	171	87%
Brainfuse JobNow	100	896	796	796%
Candid FIN	-	1	1	100%
Creativebug	-	81	81	100%
EBSCO All Other	1,328	773	(555)	-42%
EBSCO Learning Express	73	66	(7)	-10%
EBSCO Novelist Plus	783	1,231	448	57%
Gale Chilton	254	129	(125)	-49%
Gale JACKSONPL	548	547	(1)	0%
Mango Languages	1,147	1,195	48	4%
Newsbank	-	848	848	100%
Niche Academy	798	244	(554)	-69%
Proquest Ancestry	3,766	3,119	(647)	-17%
Proquest Heritage Quest	2,448	1,300	(1,148)	-47%
Udemy	-	156	156	100%
Value Line	2,815	3,048	233	8%
Totals	**310,279**	**244,881**	**(65,398)**	**-21%**
Open Hours	**4,416**	**3,456**	**-960**	**-22%**

New Patrons Benchmark FY21

Stage 5 Weekly	Population by Service Area	Branch	Q4 FY20	Q1 FY21	Increase/ Decrease	% of Change
16	1,410	Applegate	15	10	(5)	-33%
24	26,744	Ashland	214	338	124	58%
10	1,300	Butte Falls	2	8	6	300%
28	27,493	Central Point	88	151	63	72%
20	12,372	Eagle Point	50	87	37	74%
18	5,341	Gold Hill	12	24	12	100%
20	5,575	Jacksonville	50	81	31	62%
24	87,965	Medford	411	539	128	31%
22	10,629	Phoenix	14	34	20	143%
12	1,095	Prospect	4	9	5	125%
28	10,126	Rogue River	34	77	43	126%
18	3,902	Ruch	8	6	(2)	-25%
12	7,000	Shady Cove	22	33	11	50%
20	9,070	Talent	30	70	40	133%
16	11,268	White City	32	17	(15)	-47%
288	**221,290**	**Totals**	**986**	**1,484**	**498**	**51%**
		Open Hours	1,257	3,456	2,199	175%

New Patrons

Stage 5 Weekly	Population by Service Area	Branch	Q1 FY20	Q1 FY21	Increase/ Decrease	% of Change
16	1,410	Applegate	8	10	2	25%
24	26,744	Ashland	561	338	(223)	-40%
10	1,300	Butte Falls	9	8	(1)	-11%
28	27,493	Central Point	298	151	(147)	-49%
20	12,372	Eagle Point	148	87	(61)	-41%
18	5,341	Gold Hill	42	24	(18)	-43%
20	5,575	Jacksonville	85	81	(4)	-5%
24	87,965	Medford	1,188	539	(649)	-55%
22	10,629	Phoenix	60	34	(26)	-43%
12	1,095	Prospect	15	9	(6)	-40%
28	10,126	Rogue River	116	77	(39)	-34%
18	3,902	Ruch	58	6	(52)	-90%
12	7,000	Shady Cove	48	33	(15)	-31%
20	9,070	Talent	91	70	(21)	-23%
16	11,268	White City	94	17	(77)	-82%
288	**221,290**	**TOTALS**	**2,821**	**1,484**	**(1,337)**	**-47%**
		Open Hours	4,416	3,456	(960)	-22%

Active Card Holders

Stage 5 Weekly	Population FY20	Population FY 21	Branch	Q4 FY20	Q1 FY21	Q1 FY21 % Population
16	1,397	1,410	Applegate	470	530	37.58%
24	26,491	26,744	Ashland	17,895	19,248	71.97%
10	1,288	1,300	Butte Falls	291	307	23.61%
28	27,233	27,493	Central Point	8,563	8,654	31.48%
20	12,255	12,372	Eagle Point	5,400	5,394	43.60%
18	5,291	5,341	Gold Hill	1,472	1,472	27.56%
20	5,522	5,575	Jacksonville	2,611	2,870	51.48%
24	87,134	87,965	Medford	43,615	43,117	49.02%
22	10,529	10,629	Phoenix	2,620	2,689	25.30%
12	1,085	1,095	Prospect	418	446	40.72%
28	10,030	10,126	Rogue River	4,531	4,617	45.60%
18	3,865	3,902	Ruch	1,260	1,315	33.70%
12	6,934	7,000	Shady Cove	1,921	1,927	27.53%
20	8,984	9,070	Talent	4,715	4,938	54.45%
16	11,162	11,268	White City	4,378	4,247	37.69%
288	**219,200**	**221,290**	**TOTALS**	**45.69%**	**101,771**	**45.99%**

Library Visits Benchmark for FY21

	Q4 FY20	Q1 FY21	Increase/ Decrease	% of Change
Applegate	648	1,711	1,063	164%
Ashland	7,297	23,823	16,526	226%
Butte Falls	406	850	444	109%
Central Point	2,468	7,221	4,753	193%
Eagle Point	908	3,155	2,247	247%
Gold Hill	630	1,417	787	125%
Jacksonville	1,321	3,824	2,503	189%
Medford	9,014	24,781	15,767	175%
Phoenix	996	2,610	1,614	162%
Prospect	438	687	249	57%
Rogue River	1,943	5,536	3,593	185%
Ruch	563	1,602	1,039	185%
Shady Cove	682	1,505	823	121%
Talent	1,703	4,385	2,682	157%
White City	654	1,957	1,303	199%
TOTALS	29,671	85,064	55,393	187%
Open Hours	1,257	3,456	2,199	175%

Library Visits

Stage 5 Weekly	Population by Service Area	Branch	Q1 FY20	Q1 FY21	Increase/ Decrease	% of Change
16	1,410	Applegate	3,978	1,711	(2,267)	-56.99%
24	26,744	Ashland	53,130	23,823	(29,307)	-55.16%
10	1,300	Butte Falls	1,078	850	(228)	-21.15%
28	27,493	Central Point	16,827	7,221	(9,606)	-57.09%
20	12,372	Eagle Point	9,002	3,155	(5,847)	-64.95%
18	5,341	Gold Hill	4,272	1,417	(2,855)	-66.83%
18	5,575	Jacksonville	9,279	3,824	(5,455)	-58.79%
24	87,965	Medford	73,966	24,781	(49,185)	-66.50%
22	10,629	Phoenix	6,829	2,610	(4,219)	-61.78%
12	1,095	Prospect	1,731	687	(1,044)	-60.30%
28	10,126	Rogue River	12,504	5,536	(6,968)	-55.73%
18	3,902	Ruch	4,107	1,602	(2,505)	-60.99%
12	7,000	Shady Cove	4,080	1,505	(2,575)	-63.11%
20	9,070	Talent	15,760	4,385	(11,375)	-72.18%
16	11,268	White City	7,863	1,957	(5,906)	-75.11%
286	221290	TOTALS	224,402	85,064	(139,338)	-62.09%
		Open Hours	4,416	3,456	(960)	-22%

Virtual Visits

Access Point	Q1 FY20	Q1 FY21	Increase/ Decrease	% of Change
Catalog	97,936	104,123	6,187	6.3%
LoT	0	9,510	9,510	100%
Website	112,282	126,722	14,440	12.9%
TOTAL Visits	210,218	240,355	30,137	14%

Number of Programs

Library Programs	Q1 FY20	Q1 FY21	Increase/Decrease	% of Change
Pre-K	451	0	(451)	-100%
Children	273	17	(256)	-94%
Teen	115	20	(95)	-83%
Adult	191	83	(108)	-57%
Total Programs	1,030	120	(910)	-88%
Outreach Services	Q1 FY20	Q1 FY21	Increase/Decrease	% of Change
Pre-K	128	100	(28)	100%
Children	39	76	37	95%
Teen	0	6	0	0%
Adult	38	15	(23)	100%
Total Outreach	205	197	(14)	-7%
TOTAL Programs & Outreach	1,235	317	(924)	-75%
Open Hours	4,416	3,456	(960)	-22%

Program Attendance

Library Programs	Q1 FY20	Q1 FY21	Increase/Decrease	% of Change
Pre-K	6,393	0	(6,393)	-100%
Children	5,281	700	(4,581)	-87%
Teen	1,118	110	(1,008)	-90%
Adult	2,833	834	(1,999)	-71%
Total Programs	12,792	1,644	(11,148)	-87%
Outreach Services	Q1 FY20	Q1 FY21	Increase/Decrease	% of Change
Pre-K	1,603	619	(984)	0%
Children	1,609	1046	(563)	-35%
Teen	0	71	0	0%
Adult	1,861	1230	(631)	100%
Total Outreach	5,073	2,966	(2,107)	-42%
TOTAL Programs & Outreach	17,865	4,610	(13,255)	-74%

Benchmark Number of Programs

Library Programs	Q4 FY20	Q1 FY21	Increase/ Decrease	% of Change
Pre-K	0	0	0	0%
Children	13	17	4	31%
Teen	22	20	(2)	-9%
Adult	51	83	32	63%
Total Programs	86	120	34	40%
Outreach Services	Q4 FY20	Q1 FY21	Increase/ Decrease	% of Change
Pre-K	0	100	100	100%
Children	0	76	76	100%
Teen	13	6	(7)	-54%
Adult	21	15	(6)	-29%
Total Outreach	34	197	163	479%
TOTAL Programs & Outreach	120	317	197	164%
Open Hours	1,257	3,456	2,199	175%

Benchmark Program Attendance

Library Programs	Q4 FY20	Q1 FY21	Increase/ Decrease	% of Change
Pre-K	0	0	0	0%
Children	72	700	628	872%
Teen	123	110	(13)	-11%
Adult	457	834	377	82%
Total Programs	652	1,644	992	152%
Outreach Services	Q4 FY20	Q1 FY21	Increase/ Decrease	% of Change
Pre-K	1,130	619	(511)	0%
Children	1,027	1046	19	2%
Teen	0	71	0	0%
Adult	345	1230	885	100%
Total Outreach	2,502	2,966	464	19%
TOTAL Programs & Outreach	3,154	4,610	1,456	46%
Open Hours	1,257	3,456	2,199	175%

	Hours Open				
Branch	Standard Monthly Hours Open	Stage 4 Monthly	Stage 5 Monthly	Decrease /Increase	Percentage of Change
Applegate	64	0	64	0	0%
Ashland	160	24	96	(64)	-67%
Butte Falls	40	0	40	0	0%
Central Point	144	0	112	(32)	-29%
Eagle Point	112	20	80	(32)	-40%
Gold Hill	72	0	72	0	0%
Jacksonville	96	0	80	(16)	-20%
Medford	160	24	96	(64)	-67%
Phoenix	88	0	88	0	0%
Prospect	48	0	48	0	0%
Rogue River	112	20	112	0	0%
Ruch	72	0	72	0	0%
Shady Cove	72	0	48	(24)	-50%
Talent	144	0	80	(64)	-80%
White City	88	0	64	(24)	-38%
Total Monthly	**1,472**	**88**	**1,152**	**(320)**	**-22%**
Total Quarterly	**4,416**	**264**	**3,456**	**(960)**	**-22%**

Southern Oregon Historical Society
Quarterly Report Narrative: Q3

The Research Library began a limited re-opening in July and is currently working out how to increase our available hours while taking into account the safety of volunteers and staff, because of the ongoing COVID pandemic, but also because of the new challenges brought by having a very limited number of people in the building (at times just one). Since July, we have been open during limited hours and by appointment. We have seen a steady number of in-person researchers, and an increase in phone, email and website requests.

During the third quarter, the SOHS Research Library assisted 49 in-person researchers and 6 visitors (no research, just looking around). We also fielded 6 website requests, 60 emails, 61 phone calls and 8 letters. This shows a significant increase not only in in-person research (which was 0 during the second quarter) but also requests for materials and information sent remotely.

Website traffic to both our main site and our partner site, Southern Oregon History Revised, increased from the second to third quarter, but still remain down from pre-pandemic numbers. In late August, SOHS launched a website dedicated to local historic markers and monuments, in conjunction with the well-attended Windows in Time lecture on the subject. The website has not yet been widely advertised but is already receiving traffic.
The SOHS archivist received a second grant, from Oregon Cultural Trust, to put towards the project of scanning and digitizing glass plate negatives from Sawyer's collect. With the previous grant from OPRD, SOHS now has approximately $18,000 of grant money to use toward the project. In addition, the archivist has partnered with Ethan Gans-Morse of Anima Mundi on that organization's grant-funded project *Six Feet Apart: Stories of Resilience and Transformation,* an innovative virtually-presented choral oratorio that harnesses the power of music, poetry, and art to amplify diverse voices and foster collective healing in Oregon during the COVID-19 pandemic. SOHS may help in collecting stories, and will ultimately become the repository for stories obtained.

The archivist also created a "2020 Collection," to which we continue to add newspapers, placards, masks, written submissions, and other materials that chronicle the experiences of Southern Oregon communities during this year.

SOHS Library Quarterly Statistics Jan-October 2020
RESEARCH VISITS

	On site			Remote				
	SOHS members	Jackson County residents	Others	website requests	emails	phone	letters	visitors (no research)
1st quarter	51							
January	28	35	1	20	30	27		20
February	19	44		3	15	33	1	23
March	4	9		1	34	20	1	11
2nd Quarter	0	0	0	12	30	14	8	0
April	0	0	0	2	8	4	2	0
May	0	0	0	4	13	3	3	0
June	0	0	0	6	9	7	3	0
3rd Quarter	26			6	60	61	8	6
July	12	7			10	24	2	
Auust	8	7		3	20	23	3	4
September	6	8	1	3	30	14	3	2
4th Quarter								
October	17	11	2	10	34	37	3	
November								
December								

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Month	Unique vis	Number of	Pages	Hits	Bandwidth
Jan-20	13,797	29,759	279,394	413,211	15.15 GB
Feb-20	16,541	47,085	188,729	314,724	12.65 GB
Mar-20	8,066	19,232	291,533	405,153	18.08 GB
Apr-20	3,918	26,844	280,014	424,288	17.32 GB
May-20	4,710	23,124	192,414	333,484	14.03 GB
Jun-20	3,577	7,993	142,316	274,397	15.77 GB
Jul-20	3,536	9,070	131,185	258,308	13.63 GB
Aug-20	3,988	8,954	224,034	369,998	14.96 GB
Sep-20	4,070	8,811	139,972	288,507	16.56 GB
Oct-20	4,348	10,044	266,203	420,514	16.83 GB
Nov-20	501	909	69,708	79,990	3.28 GB
Dec-20	0	0	0	0	0
Total	67,052	191,825	2,205,502	3,582,574	158.25 GB

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Month	Unique vis	Number of	Pages	Hits	Bandwidth
Jan-20	3,642	6,145	20,978	36,284	9.34 GB
Feb-20	2,919	5,081	17,071	32,297	8.34 GB
Mar-20	2,525	4,767	20,901	33,896	8.59 GB
Apr-20	2,420	4,905	20,157	33,629	8.41 GB
May-20	2,859	5,129	19,966	37,696	9.41 GB

Month	Unique vis	Number of	Pages	Hits	Bandwidth
Jun-20	3,073	5,282	15,015	32,721	8.30 GB
Jul-20	4,032	6,453	16,137	36,468	9.45 GB
Aug-20	3,888	6,571	19,005	41,011	9.60 GB
Sep-20	3,852	6,002	12,896	34,406	8.86 GB
Oct-20	3,634	5,753	17,662	36,103	8.23 GB
Nov-20	439	625	3,637	5,710	1.24 GB
Dec-20	0	0	0	0	0
Total	33,283	56,713	183,425	360,221	89.76 GB

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Month	Unique vis	Number of	Pages	Hits	Bandwidth
Jan-20	0	0	0	0	0
Feb-20	0	0	0	0	0
Mar-20	0	0	0	0	0
Apr-20	0	0	0	0	0
May-20	0	0	0	0	0
Jun-20	0	0	0	0	0
Jul-20	0	0	0	0	0
Aug-20	12	80	5,130	15,025	2.35 GB
Sep-20	177	267	3,071	16,695	1.26 GB
Oct-20	108	180	2,051	9,301	529.65 MB
Nov-20	23	31	237	329	29.96 MB
Dec-20	0	0	0	0	0
Total	320	558	10,489	41,350	4.16 GB

Title: ILS RFP Committee Recommendation

From: Kari May, Library Director

Summary:

An Integrated Library System (ILS) Committee was formed in August 2020 to develop a Request for Proposal for a new Integrated Library System for JCLS. The Committee included representatives from Support Services, Public Services, and Rogue Community College. They reviewed six proposals and selected four finalists, who gave detailed demonstrations of their ILS software.

Actions, Options, or Potential Motions:

The ILS RFP Committee recommends that JCLD Board move to approve a Koha installation from ByWater Solutions for a year-one cost of $67,915. Additional software and development costs are estimated at $17,490-$47,490. These costs are within the amount budgeted as part of the transition costs.

Policies, Plans, and Goals Supported:

To maintain ongoing expansion of policies in order to facilitate unimpeded library services and ease of use for patrons. Further, as outlined in the Technology Plan, this solution positions JCLS to be a leader among Oregon libraries in terms of technology and services.

Budget Impacts:

The financial obligation for this new ILS would be less than the library is currently paying for Polaris with LS&S and BiblioCommons combined.

- Koha Installation/Data Migration: $24,040.00
- Koha annual support and hosting fee: $14,975.00
- Aspen Installation/Configuration: $11,800.00
- Aspen annual support and hosting fee: $10,000.00
- Training: $4,600.00 for the first 3 days or 6 webinar training sessions.
- Onsite Scoping Study (travel permitting): $ 2,500.00

Total cost for Koha and Aspen, year one: **$67,915**

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Additional costs:
- iTiva Telephone Notification system: $9490
- Product Development for mobile app: $8000
- Other product development: up to $30,000

Total additional costs: $47,490

Total Year One costs: $115,405

After migration, costs are $25,827, plus $5000-10,000 for product development, annually.

<u>Background and Additional Information:</u>
JCLS has been a customer of Polaris Library System for its existence as a library system. When the contract with LS&S ended in June 2020, JCLD contracted with LS&S for an additional year for ILS services to give staff time to research and select a new ILS vendor. Please see attached recommendation for additional information.

The migration itself would be approximately a six-month project with a go-live date in mid-April 2021.

<u>Attachments:</u>
ILS Committee Recommendation

Integrated Library System Request for Proposal
Committee ILS Review

Project Goal

The Integrated Library System (ILS) is a library's most important tool to connect patrons to the materials available in the print and digital collections, and to manage circulation. The ILS is called upon each and every time a staff member or library patron uses any of the Library's resources. From checking an item out, to searching for an item or utilizing a database or computer, the ILS is called upon for verifying the patron's record. Standard library practice is to review the ILS' suitability functionality every five to ten years. At JCLS, it has been closer to twenty years since the last review. The goal of this project was not to move away from the Library's current system, Polaris by Innovative Interfaces Inc., but to investigate current technologies to ensure the selected ILS best meets our system's needs.

ILS RPF Committee Members

Member	Title	Library System
Ashley Johnson	Technical Services Supervisor, Committee Chairperson	JCLS
Carey Hunt	Assistant Director of Support Services	JCLS
Kari May	Library Director	JCLS
Eric Molinsky	Digital Services Supervisor	JCLS
Wende Glimpse	Collection Development Librarian	JCLS
Jessica Dunn	Technical Services Specialist	JCLS
Lorna Hilke	Gold Hill Branch Manager	JCLS
Alyssa Drake	Ashland Circulation Supervisor and System-wide Circulation Committee Chair	JCLS
Cessa Vichi	Library Circulation Services Coordinator - Redwood Campus Library	RCC
Juan Rivera	Acquisitions and Processing – Redwood Campus Library	RCC

ILS RFP Committee Recommendation

The Committee received six proposals for a new ILS. Four were selected as finalists: ByWater Solutions Koha, Innovative Interfaces Inc. Polaris, OCLC Wise, and TLC Carl.X. The finalists were evaluated on three factors:

1. Financial Obligation
2. Technical Capability
3. Ability to Deliver

After thorough review and demonstrations from the four finalists, the Committee unanimously recommends Koha from ByWater Solutions, a software management and services company that provides development and support services. Because Koha is an open-source software, total annual costs are for services rendered to manage, develop and keep the ILS up to date. The software itself does not cost anything. The ByWater Solutions community consists of libraries that pool their resources to have the company develop features and products that libraries need and want from the system. Libraries may also contract directly with ByWater Solutions to develop tools for that library specifically.

ByWater Solutions is a privately owned and funded company established in 2009, and has offices in Portland, Oregon and Redding, Connecticut. In eleven years, they have grown to support over 1,000 libraries worldwide, 32% of which are public. They are a self-funded, privately-owned organization, which allows them to have the interests of their customers and the open source community at the forefront at all times. ByWater employs 25 full time staff, most of whom support their customer base. Being an open source company, innovation and new feature development is shared with the fifty-plus companies that support Koha worldwide, allowing ByWater to invest most of its infrastructure on support services.

Financial Evaluation

The Library currently expends $128,955 annually on the ILS Polaris managed by LS&S and the Discovery Layer from BiblioCommons.

Current ILS Costs

ILS - Polaris	$100,000
Library Catalog, Suggest a Purchase & Spanish interface from BiblioCommons	$ 28,955

The ILS RFP Committee reviewed six ILS Vendors' products, all of which included a discovery layer and various other products and services. The financial obligation from the six vendors ranged from $257,824 to $674,739 over a five-year period. Pricing included add-on tools that are required for the library to maintain or improve its level of service such as a discovery layer, telephone notification system, and mobile app.

5-Year cost of ByWater Solutions

Vendor	ILS	Products/Features	Year 1	Year 2	Year 3	Year 4	Year 5	Total Cost 5 Years
By Water Solutions	Koha	Full ILS w/Aspen Discovery	$ 67,915.00	$ 24,975.00	$ 24,975.00	$ 24,975.00	$ 24,975.00	
		iTiva (Telephone notification)	$ 9,490.00	$ 1,800.00	$ 1,852.00	$ 1,906.00	$ 1,961.00	
		SOW Mobile App	$ 8,000.00	$ -	$ -	$ -	$ -	
		Estimated Enhancements	$ 30,000.00	$ 15,000.00	$ 10,000.00	$ 5,000.00	$ 5,000.00	
		TOTAL	$115,405.00	$ 41,775.00	$ 36,827.00	$ 31,881.00	$ 31,936.00	$ 257,824.00

Technical Evaluation

Koha by ByWater Solutions is the ideal ILS solution for JCLS. It is entirely web-based, with robust reporting and standard Application Programming Interfaces (APIs) that will integrate with most of the Library's current services, with the exception of BiblioCommons. An API connector does not exist between Koha and BiblioCore. The proposed solution is the discovery service that Koha has developed, called Aspen Discovery.

Aspen Discovery already has many of the key features patrons and staff have come to love, and the "Estimate Enhancements" figures above would cover any additional features JCLS wants to add. Additionally, with Aspen patrons would not need to create a separate account, as is currently required. And, because Koha and Aspen are from the same vendor, the repeated connection errors patrons experience between Polaris and BiblioCommons at login would no longer exist. Koha offers a Suggest a Purchase option that connects to Koha Acquisitions and will automatically place a hold for patrons once a suggestion is approved, a feature that patrons have requested.

Ability to Deliver

Koha is a system that will grow along with JCLS. It is scalable and has responsive development. ByWater has completed over 50 migrations from Polaris to Koha with systems' collection sizes from 100,000 to 500,000 bibliographic records. JCLS has about 208,000 bib records.

ByWater Solutions migration timeline currently has a go-live date of mid-April 2021. This allows time for adjustment and staff training before current contracts with LS&S and BiblioCommons end on June 30, 2021.

The ILS Committee, along with other JCLS staff, met with ByWater customer Sam Passey of Uintah Library in Utah https://uintahlibrary.org/ to discuss their satisfaction with the company, the ILS, their migration experience, the ongoing service and support, and the comments they received from staff on their migration to Koha. JCLS staff were impressed by how happy Mr. Passey and his team are to have made the move to open-source software. They have been very satisfied with the level of support from ByWater and from the Koha Library community as a whole. https://koha-community.org/

Comments from the three Koha library reference checks were highly favorable and complimentary of the system and ByWater as a company. All respondents commented on the accessibility and incredible responsiveness of ByWater support, and described the web-based ILS as simple, intuitive, and flexible.

"Open source is the way to go," stated Jill Kleven, Director of User Services for Pueblo City-County Library District in Colorado. She added that, though they previously used the BiblioCommons Discovery Layer service, patrons love the FRBRized (integrated search) results and e-resource integration in Aspen.

When asked about his experience migrating to By Water Solutions, Spencer Smith, Library Director of McKinney Public Library in Texas, said he "can't imagine using any other ILS."

Aaron Sakovich, Technical Services Manager for Alabama's Huntsville Madison County Public Library, describes his overall experience with ByWater Solutions as "insanely great" and stated: "Overall, they are responsive, dedicated, and committed to helping us succeed at providing high quality service to our customers. They listen to our needs and are creative in their solutions. They don't constantly try to upsell us nor nickel and dime us for every little thing we want to do — most changes are implemented quickly under our existing support contract, and occasionally we'll be told that Koha can't do something — but that it can be developed. The cost-sharing model that ByWater has implemented has been good for us, such that we don't have to shoulder the burden of a new development all on our own but can share the cost amongst multiple libraries that also want to realize the benefit."

Comments from Committee members and demonstration attendees illustrate the reasons why ByWater Solutions is recommended:

Alyssa Drake, Circulation Supervisor:
> I was impressed at how quickly they built whole new functions into their platform to answer the needs of the pandemic, it gives me hope that they can adapt to our future needs just as easily. I appreciated the time they took to show us their staff client and I appreciated that they have a demo client. All that effort makes me feel much more comfortable in making a decision as I feel like I actually have an understanding of the product I am choosing. I love that it is open-source and that we can fund the development we want. Their staff client is clear and intuitive as it was

essentially designed by the librarians who use it. Their acquisitions and cataloging seemed simple and intuitive, as did their reporting.

Ashley Johnson, Technical Services:

ByWater's approach to library software and support is refreshing, economical, and exciting. Koha is actively expanding and adapting to fit libraries' needs as they evolve. This makes it not only a good fit for JCLS now but going forward. Libraries currently using Koha through ByWater Solutions have provided rave reviews of ByWater's customer support and software development. This is encouraging!

Jessica Dunn, Technical Services:

In summary, after reading the request for proposals and viewing the live demonstrations, I would choose Koha, supported by ByWater Solutions, as the next ILS for Jackson County Library Services. All four finalists promoted products that had enough functionality to do the job and each one had some features that stood out. Though Koha, supported by ByWater Solutions, scored highest for me because of the ease of use, clean interface, customization options, open-source and entirely web-based software, online support, and the overwhelming savings in cost over the next five years.

Wende Glimpse, Collection Development:

It (Koha) is very economical, allowing us to adjust the system to meet our needs. It has a workable suggestion and developers are working on an application that would also place a hold for the patron! This is a needed solution. At this time, Polaris doesn't have ANY suggestion for purchase feature, and instead, just a link to an email. We are using BiblioSuggest for patron suggestions at this time.

Lorna Hilke, Branch Manager:

In summary, I believe Koha is the best option for JCLS because it is highly functional and flexible, and the support of ByWater plus the open-source community would give JCLS the opportunity to facilitate change more quickly in our ever-changing environment. It is also the least expensive option, which would give us more funds to drive our own development changes on our own timeline.

Andrew Molinsky, Marketing:

Purely based on discovery on the sites I've seen, I'd rank this [Aspen] ahead of Polaris and TLC … and behind Wise, which I would put behind Bibliocommons. Given the continual development of the platform, it stands a bigger chance at improving over time, so I would be interested in what some key customizations might do for it.

Eric Molinsky, Digital Services:

Koha and [OCLC] Wise are better positioned with their business model and their focus to interpret what we'll need in 6 months, a year, or five years, to do our jobs even better in changing times. It feels like the others are playing catch up, so they're in a react mode rather than anticipating changes.

Juan Rivera and Cessa Vichy, RCC Representatives:

I think that ByWater displayed transparency by demonstrating the actual product one module at a time. I felt like we had the real experience and not a presentation that only highlighted the best functions a company has to offer. By choosing Koha, we will have the control, ownership, and flexibility to make any enhancements to our ILS. Koha is a move forward and a step up from our current ILS of the last 20 years. All ILS do the "same thing" but Koha is modern, nimbler and more developed for utilization over the web. The ability to utilize an open-source community will allow more timely enhancements and group sourced improvements.

Note: RCC plans to continue to contract with JCLS for ILS in the future.

Summary

All six vendors are qualified to provide JCLS with an integrated library system that would meet the basic functions required to deliver services to Jackson County residents and community. However, the Committee was specifically looking for those features that would allow JCLS to stand out as a library leader in Oregon, improve workflows for library staff, and offer room for future growth and development, all at a sustainable price. ByWater Solutions stood out from the other vendors as the ILS that would best assist JCLS in achieving its goals.

ByWater ranked the highest based on their knowledge of libraries, its technical ability and scalability, their customer service model, and cost. It is for these reasons the Committee highly recommends that Koha from ByWater Solutions becomes the next ILS for JCLS.