

CALL TO ORDER/ROLL CALL

INTRODUCTIONS & PROCLAMATIONS

CONSENT AGENDA (Action)

(1) Regular Board Minutes March 14, 2019; April 11, 2019; (2) JCLD Board-Budget Committee Work Session Minutes March 1, 2019; (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. JCLS Quarterly Statistical Report.....	22
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5. 2020 Transition Report – Lisa Marston.....	42

UNFINISHED BUSINESS (Action)

6. Board Membership Policy – Lisa Marston	43
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NEW BUSINESS

7. JCLS Rebranding Proposal (Inform/Discuss) – Kari May/Ryan Bradley	
8. Collection Agency Recommendation (Inform/Discuss) – Kari May.....	44
9. Volunteer Policy (Inform/Discuss/Action) – Kari May	48
10. Animals in the Library Policy (Inform/Discuss/Action) – Kari May	55
11. Board Advance 2019 / Save the Date - (Inform/Discuss) – Susan Kiefer	

COMMITTEE AND BOARD MEMBER REPORTS (Inform)

12. Technology Committee – George Prokop
13. Facilities Committee – Carol Doty
14. Individual Board Member Reports

FUTURE 2019 MEETINGS/EVENTS/OBSERVANCES:

May 21 – Election Day (Special Election)
June 13 – JCLD Regular Board Meeting

June 20-25 – ALA Conference (Washington DC)

MINUTES

ATTENDEES

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

Additional participants/attendees: Kari May (Library Director), Laura Kimberly (Assistant Library Director), Carey Hunt (Assistant Director of Support Services), Crystal Stroud (Operations Manager), Terra McLeod (Medford Branch Manager), Kristin Anderson (Ashland Branch Manager) Charlene Prinzen (Eagle Point Branch Manager), Ryan Bradley (Marketing Coordinator), Denise Galarraga (Regional Library Director, LS&S), Mitch Siedman (Board Member, JCLF), Elisabeth Campbell (Office Manager, JCLF), Kevin Keating (Board Member, JCLF), Douglas McGeary (SOHS Board President), Kira Lesley (Archivist, SOHS), Lisa Marston (District Administrator), Donovan Edwards (Administrative Assistant)

CALL TO ORDER

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

INTRODUCTIONS & PROCLAMATIONS

Kiefer read a proclamation, proclaiming April 7–13, 2019 to be National Library Week.

CONSENT AGENDA

MOTION: Director Shaw moved to approve the minutes of the February 14, 2019 regular board meeting and financial report. Director Prokop seconded the motion for discussion. The motion was approved unanimously.

ORAL REQUESTS AND WRITTEN COMMUNICATIONS FROM AUDIENCE

Kelly Marcotulli read parts of two letters, which described the symptoms of WiFi illness and the negative impacts continued exposure potentially could have. She encouraged everyone to read the available material and watch the movie Generation Zapped which can be found within the JCLS collection. Kiefer said that JCLD would continue to look into the issue.

REPORTS AND PRESENTATIONS

Hulburt Bequest Presentation

Adrian Snyder, US Bank Trust Department said that Ken and Lucille Hulburt were lifelong educators who believed in the service libraries provide to their communities. They specifically set the bequest up to benefit both young and mature readers. Mr. Snyder said that JCLD has been great stewards of the funds. This year he was pleased to deliver a check of just over \$131,000.00.

Library Director's Report

Kari May, JCLS Library Director, provided a summary of the Library Directors Report and added the following highlights:

- The event guide is in a new format and now recyclable. The layout has been changed based on region. The guide will continue to be modified based on community feedback.
- The new circulation policies were just set but so far 21 library cards have been reissued.
- The centennial celebration will kick off during National Library Week.

- The Spark Space at the White City Library is on track for a soft opening in May and an official opening in June.

Kristin Anderson, JCLS Bear Creek Cluster Manager provided a summary of the regional report.

JCLF Report

Mitch Siedman, JCLF Board President provided a summary of the JCLF Report which included the Annual Appeal Response Matrix. Shaw questioned the process of handling the returned mail. Elisabeth Campbell, JCLF Office Manager, said that all concerns raised would be turned over to the new Executive Director.

2020 Transition Report

Marston explained that per Board approval Ms. Bunick and herself would meet with a labor and employment law attorney to help the Board prepare for the transition. Marston expressed an interest in forming a personnel committee to review policies that would eventually come up for Board approval. Shaw suggested finding members in the community who had that experience and expertise that might be willing to be part of that group.

UNFINISHED BUSINESS

JCLS Staffing Compensation Proposal

Kiefer announced that, based on advice received from legal counsel, this item is being removed from the Agenda.

JCLS Staffing Needs Proposal

MOTION: Director Doty moved to approve the JCLS Staffing Needs Proposal. Director Prokop seconded the motion. The motion was carried 4 -1, with Director Turner voting no.

District Administrator Contract

MOTION: Director Shaw moved to approve the District Administrator contract. Director Doty seconded the motion. The motion was approved unanimously.

NEW BUSINESS

Approve JCLF Proposal to Request Operation Funding

Mr. Siedman said that JCLF has struggled to meet its operating budget over the last couple years and donors are leery of making unrestricted donations that fund administrative support. If JCLD could support JCLF for a period of two years the belief is that the organization could then concentrate on enhancing and improving library initiatives, capital enhancements, and system wide programming. They also believe donations will increase and research and anecdotal experience demonstrate that donors are much more likely to support specific fundraising requests. Kiefer announced that, due to her presence on the JCLF Board, she was recusing herself from the discussion.

Director Shaw moved that the Board approve funding JCLF in the amount of between \$50,000.00 and \$90,000.00 for a two-year period. Director Prokop seconded the motion. Turner said that the funding amount would largely depend on the structure of the organization and that would be part of the discussion on April 30th, 2019 at the Library Strategies meeting. Director Doty recommended tabling the issue until after the Library Strategies meeting. Director Shaw withdrew her motion to approve funding JCLF, in favor of tabling the matter until after the April 30th, 2019 Library Strategies meeting. Director Prokop seconded the motion to withdraw approval. Director Kiefer announced that the subject was tabled until the May 9th, 2019 Regular Board Meeting.

Library IT Consultant Proposal

MOTION: Director Shaw moved to approve the proposal from Carson Block Consulting. Director Doty seconded the motion. The motion was approved unanimously.

JCLS Marketing Plan

When asked, May said that a marketing calendar had been recommended by staff, but she wanted to find out if the Board was interested before having a calendar created. Prokop added that providing specific objectives like numerical goals would be helpful as well.

Internet Use and Safety Policy / Website Terms of Use Policy

MOTION: Director Shaw moved to approve the Internet Use and Safety Policy / Website Terms of Use Policy. Director Doty seconded the motion. Director Shaw and Director Doty agreed to amendments in the motion. The motion was approved unanimously.

Library Fines/Fees, UMS and PayPal

Turner stated that the Board had never been provided a report following the removal of library fees for overdue materials. May outlined the information she would use in compiling a report to include staff time not being spent on money handling, an increase usage of library materials and some anecdotal information.

Fee Amnesty Month (May 2019)

May explained that part of the 2 Year Plan to Increase Active Cardholders was providing a fee amnesty month. This would help to reinvigorate inactive cardholders who had outstanding fines on their accounts.

MOTION: Director Doty moved to approve May 2019 as Fee Amnesty Month. Director Shaw seconded the motion. The motion was approved unanimously.

Early Opening Request for Medford Comic Con 2019

MOTION: Director Turner moved to approve a staff request to open the Medford Library early for Comic Con 2019. Director Doty seconded the motion. The motion was approved unanimously.

Conflict of Interest Waivers for Lease Negotiations

MOTION: Director Turner moved to approve the conflict of interest waivers that will allow the District's legal counsel to represent the Library District in lease negotiations with the City of Central Point and City of Jacksonville even though her law firm represents those two cities. Director Doty seconded the motion. Marston clarified that legal counsel had asked to add this to the agenda prior to the meeting but it had not been announced. The motion was approved unanimously.

COMMITTEE AND BOARD MEMBER REPORTS

Technology Committee

Prokop announced that they are moving forward and holding their third meeting.

Facilities Committee

Doty announced that they will meet on April 30th, 2019 at the Medford Branch Library.

Adjourn

Kiefer adjourned the meeting at 6:13 p.m.

/s/ Donovan Edwards

Recording Secretary

MINUTES

ATTENDEES

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

Additional participants/attendees: Kari May (Library Director), Kristin Anderson (Ashland Branch Manager), Ryan Bradley (Marketing Coordinator), Denise Galarraga (Regional Library Director, LS&S), Sandy Boatright (JCLF Executive Director), Lisa Marston (District Administrator), Donovan Edwards (Administrative Assistant)

CALL TO ORDER

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

INTRODUCTIONS & PROCLAMATIONS

Kiefer introduced Sandy Boatright, JCLF Executive Director. Kari May, JCLS Library Director introduced Elanna Erhardt, Business Librarian, JCLS.

CONSENT AGENDA

MOTION: Director Shaw moved to approve the financial report. Director Turner seconded the motion for discussion. The motion was approved unanimously.

ORAL REQUESTS AND WRITTEN COMMUNICATIONS FROM AUDIENCE

None.

REPORTS AND PRESENTATIONS

Library Director's Report

May provided an update on hiring that had taken place since the report was submitted.

Kristine Grubb, JCLS Applegate Branch Lead Manager and JCLS Centennial Celebration Committee Chairperson, provided a slideshow presentation. Included with the slideshow was a list of planned library events in April. Each library will have a "What's your favorite thing about the library?" board allowing patrons to provide individual comments. Throughout the summer each branch will hold a birthday celebration in honor of the centennial, hopefully in collaboration with the Friends groups. The cakes will be provided by JCLF. The committee is hoping to set up a Wine & Cheese get together similar to the one held for the opening of the Sparks Space in Central Point.

JCLF Report

Sandy Boatright, JCLF Executive Director provided a summary of the JCLF Report which included a list of key takeaways from the Library Strategies Workshop held on March 30th, 2019.

Library Strategies Workshop Report

Kiefer said that she had heard a lot of positive feedback following the Library Strategies Workshop.

RCC Quarterly Report

Robert Felthousen, RCC Library Director, provided a quarterly report highlighting the following:

- The campus will be closed during the two-day Medford Comic Con 2019 event. Historical data says that students do not use the facility during this time frame and labs could be put to better use for workshops and events.
- The Study Cove is being rearranged to make better use of the space. Mr. Felthousen provided a detailed list of the furniture that would be used and/or replaced. The area will be open to the public but it is an RCC study area so there will be some student tailored signage. He said that, when installing the new shelving donated by George Fox University, RCC will remain mindful of the security cameras.

JCLS Quarterly Update on 2 Year Plan to Increase Active Cardholders

May handed out an updated report on the 2 Year Plan to Increase Active Cardholders to replace the report provided in the board packet. She provided a summary of the updated report. May cautioned the Board not to expect a large increase in the active cardholder numbers; however, the pieces are being put into place. Changing cardholder types and removing some of the barriers to obtain a card has already helped. The Spark Space project at the White City Branch Library is moving forward. With the focus being on the Latinx population and the fact that it is a very family-oriented community in White City, May said that the Board can expect to see a really good return on investment. Board members provided some feedback on the graphs within the report.

2020 Transition Report

Marston had provided the report in a one-page format, as recommended by Director Prokop. Board members noted that everything was on track.

Request to add agenda item under new business

MOTION: In response to a request from the District Administrator to add an item to the agenda, under New Business, Director Turner moved to add to the agenda under New Business the 2020 Transition Plan – Next Steps/Action Items memo. Director Shaw seconded the motion. The motion was approved unanimously.

UNFINISHED BUSINESS

JCLS Marketing Plan

MOTION: Director Shaw moved to approve the JCLS Marketing Plan. Director Turner seconded the motion. The motion was approved unanimously.

JCLF Operational Funding Proposed for FY 19/20 Budget

Since Director Kiefer had recused herself from voting on this item, a formal vote could not be taken with only two voting Board members present. Director Turner suggested that an appropriate amount be set by the District Administrator and added to proposed 2019-2020 budget document. Marston reminded Board members that she was working with legal counsel to ensure the arrangement would pass legal muster. Once that question was answered, the best format for the agreement could be determined. Based on the foregoing, a consensus was reached for the District Administrator to include a line item in the proposed 2019-2020 budget providing operational funding to JCLF.

NEW BUSINESS

2020 Transition Plan – Next Steps/Action Items

Marston provided copies of a memorandum titled *2020 Transition Plan – Next Steps/Action Items* and asked that it be included in the board packet. Marston explained that the memo was intended to formally capture the Board's position on a number of items related to the 2020 Transition and to provide direction to the District Administrator and legal counsel regarding next steps in the 2020 transition plan. The memorandum,

if approved, would sanction actions related to the 2020 transition, including the recruitment and hiring of a Human Resources manager, the drafting and publication of a letter to LS&S employees, and the start of discussions with LS&S's corporate staff regarding transition planning.

MOTION: Director Turner moved to approve the 2020 Transition Plan – Next Steps/Action Items memorandum as presented. Director Shaw seconded the motion. The motion was approved unanimously.

Meeting Room Policy

MOTION: Director Shaw moved to approve the Meeting Room Policy. Director Turner seconded the motion. Director Turner said she was cautious to lose revenue but looked forward to a report a year from now detailing what staff was able to do with the time gained and whether or not the rooms were being utilized. Denise Galarraga added that the customer service time taken up by arranging the meeting rooms is significant. Based on Director Turner's question of whether or not the policy had been vetted by Special Districts Association of Oregon (SDAO), Director Shaw amended her motion. Director Shaw moved to approve the Meeting Room Policy pending approval from SDAO. Director Turner seconded the amended motion. The motion was approved unanimously.

Board Membership Policy

MOTION: Director Turner moved to adopt the Board Membership Policy. Director Shaw seconded the motion. The motion was approved unanimously.

Materials Spending Proposed for FY 19/20 Budget

MOTION: Director Shaw moved to approve the materials spending proposed by the Library Director for the FY 19/20 Budget. Director Turner seconded the motion. The motion was approved unanimously.

COMMITTEE AND BOARD MEMBER REPORTS

None.

Adjourn

Kiefer adjourned the meeting at 6:00 p.m.

/s/ Donovan Edwards

Recording Secretary

MINUTES

ATTENDEES

Board Members: Susan Kiefer (President), George Prokop (Vice President), Cathy Shaw, Carol Doty, Jill Turner (attended by phone)

Budget Committee: Eric Dziura, Cathy Prazenica, Cathy de Wolfe, Gerri Davis, and Kevin Keating.

Additional participants/attendees: Laura Kimberly (Assistant Library Director), Carey Hunt (Assistant Director of Support Services), Kira Lesley (Archivist, SOHS), Lisa Marston (District Administrator), Vicki Robinson (Accountant), Donovan Edwards (Administrative Assistant)

Call to Order/Roll Call

President Susan Kiefer called the meeting to order at 3:00 p.m.

Introduction of Budget Committee Members and Staff

Director Susan Kiefer asked everyone to introduce themselves.

Discussion of Ground Rules, rules of order, conduct of meetings, voting/reaching consensus, etc

Kiefer stated that it was the first time the board and budget committee had met for this purpose but that it was designed to get the Budget Committee more involved and to have a say before they sit down with a proposed budget.

Marston clarified that it was a JCLD Board Work Session and the citizen members of the JCLD Budget Committee had been invited to attend. Kiefer added that decisions could not be made but a consensus could be reached.

Limitation of discussion pursuant to Oregon Local Budget Law

Robinson recited ORS 294.266 and explained how a topic could be discussed without being off limits.

Fund Balance Policy

Robinson stated that JCLD had an official Fund Balance Policy and summarized the purpose of the policy.

Current fiscal-year-to-date financial position

Robinson reported the unappropriated fund balance was \$3.5 million. Robinson highlighted areas within the Statement of Revenue and Expenditures for July 1, 2018 through June 30, 2019 and responded to questions from the Budget Committee.

Current fiscal year spending priorities

Marston stated the dollar amounts for the three year Technology Plan were included in the budget for 2018 – 2019 for year one. Ms. Hunt reported that the Technology Budget funds were being used on the new Spark Space for the White City Branch Library. Both staff and patron computers are being replaced on a 3 year cycle. The “Library of Things” include 12 Kindles and several Hot Spots, which are useful in the rural areas where internet is more difficult to access but used everywhere.

Marston reported the Library Director in April would propose the materials budget for next year. She was uncertain of the exact amount but believed there would be an increased amount requested.

Marston reviewed other spending priorities for fiscal year 2018-2019 and informed the group about a forthcoming request from the Library Director for additional staff to support the 2 Year Plan to Increase Active Cardholders. As Kiefer noted, the Board is being mindful of the increases to ensure that any increases made continue to be sustainable in the future.

Projections for 2019-2020

Marston shared a number of projected costs for 2019-2020 in terms of percentage increases or decreases, while explaining the reasons behind the increases or decreases and any related factors.

Final comments from Budget Committee Members

The Board and Budget Committee members were asked to provide their top three priorities for the District. The goal of this exercise was to gather feedback, which will help inform the 2019-2020 budget planning process. Listed below are the top three priorities for the District, as identified by the group:

- Transition from the current third party contractor
- Continuing to work toward the 75% Active Cardholder goal
- Staff compensation

Shaw recommended that hiring Human Resources staff would fill critical roles for the transition and for helping to determine proper staff compensation, especially if JCLD intends to provide benefits for staff who do not work full time.

Electing a Presiding Officer to chair the Budget Committee Meeting

MOTION: Director Shaw nominated Gerri Davis to be the Presiding Chair of the Budget Committee for fiscal year 2019-2020. Director Doty nominated Eric Dziura to be the Presiding Chair of the Budget Committee for fiscal year 2019-2020. Director Shaw moved to close the nomination for Presiding Chair of the Budget Committee for fiscal year 2019-2020. Kevin Keating seconded the motion. By a show of hands Gerri Davis was nominated to be the Presiding Chair of the Budget Committee for fiscal year 2019-2020.

Meetings to deliberate on the Fiscal Year 2019-2020 Proposed Budget

Marston announced that the Budget Committee will meet on Friday, May 3rd, 2019 beginning at 3:00 p.m. at the Medford Branch Library to receive the budget message and proposed budget. If a second meeting is required then that would be scheduled for Friday, May 10th, 2019. The Budget Hearing will be held at the JCLD Regular Board Meeting on June 13th, 2019.

Adjourn

Kiefer adjourned the meeting at 5:00 p.m.

/s/ Donovan Edwards

Recording Secretary

Jackson County Library District
Statement of Revenues and Expenditures
From 7/1/2018 Through 4/30/2019

101 - General Administration

	<u>Budget 2018-19</u>	<u>Current Month Actual</u>	<u>YTD Actual</u>	<u>Budget Remaining</u>	<u>Percentage received or spent to date</u>
Operating Revenue					
Current Property Tax Collections	10,200,000.00	48,594.31	9,737,800.05	(462,199.95)	95.46%
Prior Year Property Tax Collections	200,000.00	14,850.10	182,624.56	(17,375.44)	91.31%
Interest Income	164,400.00	29,602.39	248,699.39	84,299.39	151.27%
Interest- Lindberg Note	0.00	1,183.21	11,841.07	11,841.07	0.00%
Other Income	5,000.00	264.69	69,702.13	64,702.13	1,394.04%
E Rate	103,000.00	8,840.50	88,422.50	(14,577.50)	85.84%
Reimbursements From RCC	27,000.00	912.77	29,059.15	2,059.15	107.62%
Ready To Read Grant	35,000.00	0.00	34,951.00	(49.00)	99.86%
Conference Room Rental	30,000.00	0.00	18,277.00	(11,723.00)	60.92%
Government Agency Rentals	107,541.00	0.00	107,610.30	69.30	100.06%
Inter-library Loan Fees	1,000.00	0.00	774.00	(226.00)	77.40%
Library Card Replacement Fees	3,000.00	0.00	1,999.60	(1,000.40)	66.65%
Late Fee Charges	10,000.00	7,194.50	14,809.72	4,809.72	148.09%
Lost/Damaged Materials	7,500.00	0.00	9,386.79	1,886.79	125.15%
Photocopy/Fax Sales	12,000.00	0.00	8,164.04	(3,835.96)	68.03%
Patron Refunds	(2,000.00)	0.00	(2,021.42)	(21.42)	101.07%
Printer Sales	14,000.00	0.00	11,718.11	(2,281.89)	83.70%
On Line Fee Collections	7,500.00	135.49	1,684.95	(5,815.05)	22.46%
Hulburt Donation	126,000.00	0.00	131,390.00	5,390.00	104.27%
Library Friends Donations	65,000.00	19,200.09	39,758.44	(25,241.56)	61.16%
Library Foundation Donations	6,500.00	114,894.44	121,257.98	114,757.98	1,865.50%
General Public Donations	2,500.00	0.00	309.74	(2,190.26)	12.38%
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%
Kaleidoscope grant	0.00	3,975.69	3,975.69	3,975.69	0.00%
Beginning Fund Balance-Unrestricted	7,175,000.00	0.00	8,197,771.98	1,022,771.98	114.25%
Beginning Fund Balance-Restricted	<u>325,000.00</u>	<u>0.00</u>	<u>369,055.35</u>	<u>44,055.35</u>	<u>113.55%</u>
Total Revenue	18,721,041.00	249,648.18	19,444,772.22	723,731.22	103.86%

Jackson County Library District
Statement of Revenues and Expenditures
From 7/1/2018 Through 4/30/2019

101 - General Administration

	<u>Budget 2018-19</u>	<u>Current Month Actual</u>	<u>YTD Actual</u>	<u>Budget Remaining</u>	<u>Percentage received or spent to date</u>
Expenditures					
District Administrator Salary	0.00	7,857.32	72,705.58	(72,705.58)	0.00%
FICA and Medicare- payroll taxes	0.00	613.95	6,032.17	(6,032.17)	0.00%
Worker comp- payroll taxes	0.00	2.30	22.63	(22.63)	0.00%
Health/Dental Insurnace	0.00	1,366.02	6,575.50	(6,575.50)	0.00%
Retirement Contribution	0.00	729.58	7,168.30	(7,168.30)	0.00%
Payroll- SUTA	0.00	(1,443.34)	0.00	0.00	0.00%
Personnel Cost	<u>217,000.00</u>	<u>0.00</u>	<u>0.00</u>	<u>217,000.00</u>	<u>0.00%</u>
Personnel Services subtotal	217,000.00	9,125.83	92,504.18	124,495.82	42.63%
Accounting Services	60,000.00	14,568.47	30,440.19	29,559.81	50.73%
Auditing Services	11,025.00	0.00	10,750.00	275.00	97.50%
Administrative Services	76,000.00	20,601.36	46,135.44	29,864.56	60.70%
Bank Fees/Interest Expense	1,000.00	59.29	640.44	359.56	64.04%
Consultant Fees	50,000.00	0.00	11,877.33	38,122.67	23.75%
Elections	30,000.00	0.00	0.00	30,000.00	0.00%
Insurance	20,000.00	0.00	19,526.00	474.00	97.63%
Legal Services	20,000.00	6,482.00	19,953.00	47.00	99.76%
Memberships and Dues	3,500.00	0.00	2,416.60	1,083.40	69.04%
Office Supplies- admin	2,000.00	100.00	1,928.62	71.38	96.43%
Postage	2,000.00	181.13	930.45	1,069.55	46.52%
Registration/Tuition/Travel	15,000.00	1,016.51	5,356.82	9,643.18	35.71%
Special fees and Expenses	0.00	0.00	570.14	(570.14)	0.00%
Advertising/Legal Notices	2,500.00	0.00	0.00	2,500.00	0.00%
Alarm Services	2,600.00	0.00	2,471.40	128.60	95.05%
Building Repair/Maintenance	449,940.00	0.00	374,950.00	74,990.00	83.33%
Custodial Services	380,542.00	31,599.92	285,153.22	95,388.78	74.93%
Custodial Supplies	12,000.00	1,331.55	9,472.45	2,527.55	78.93%
Landscape Services	7,033.00	753.98	8,031.84	(998.84)	114.20%
Maintenance Services	2,000.00	0.00	0.00	2,000.00	0.00%
Security Services	79,407.00	6,312.40	54,575.50	24,831.50	68.72%
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	12,842.95	237,157.05	5.13%
Fees- Lindberg Note	72.00	41.00	95.00	(23.00)	131.94%

Jackson County Library District
Statement of Revenues and Expenditures
From 7/1/2018 Through 4/30/2019

101 - General Administration

	<u>Budget 2018-19</u>	<u>Current Month Actual</u>	<u>YTD Actual</u>	<u>Budget Remaining</u>	<u>Percentage received or spent to date</u>
Equipment Repair/Maintenance	30,000.00	285.60	4,269.32	25,730.68	14.23%
Facility Furnishing Expense	25,000.00	0.00	0.00	25,000.00	0.00%
Minor Equipment	50,000.00	1,530.01	13,028.04	36,971.96	26.05%
Computers and technology	306,885.00	24,926.52	237,911.53	68,973.47	77.52%
Supplies and Expenses-Facilities	500.00	0.00	0.00	500.00	0.00%
Computer Software and Licensing	119,922.00	0.00	230.00	119,692.00	0.19%
LS&S Contract	5,228,114.00	434,792.67	4,359,071.06	869,042.94	83.37%
Library Materials	874,182.00	110,170.82	861,105.34	13,076.66	98.50%
City Participation	16,700.00	0.00	0.00	16,700.00	0.00%
Strategic Plan Initiative	2,500,000.00	4,084.98	38,808.20	2,461,191.80	1.55%
E Rate Services	32,782.00	8,195.50	40,535.00	(7,753.00)	123.65%
Unique Management Services	16,391.00	4,097.75	20,250.25	(3,859.25)	123.54%
Comic Con	22,000.00	1,526.81	5,554.95	16,445.05	25.24%
LS &S- digital library staff	60,000.00	10,723.10	94,561.24	(34,561.24)	157.60%
SOHS contract	39,000.00	0.00	32,500.00	6,500.00	83.33%
Marketing	0.00	0.00	1,856.02	(1,856.02)	0.00%
Electricity	240,800.00	15,868.59	163,494.19	77,305.81	67.89%
Natural Gas	45,000.00	4,439.84	24,797.09	20,202.91	55.10%
Garbage Service	15,000.00	1,535.23	11,409.26	3,590.74	76.06%
Water and Sewer Service	32,000.00	1,322.33	21,360.68	10,639.32	66.75%
Street and Storm Drain Fees	18,000.00	1,538.90	14,695.04	3,304.96	81.63%
Telecom-Voice and LD	55,000.00	1,789.16	29,407.82	25,592.18	53.46%
Telecom-Wide Area Network	105,000.00	9,191.05	91,928.00	13,072.00	87.55%
Telecom-Internet Services	28,000.00	2,004.48	20,091.78	7,908.22	71.75%
Municipal Assessments	1,500.00	364.43	2,898.55	(1,398.55)	193.23%
Telecom- Hot Spots	52,000.00	3,681.26	38,297.91	13,702.09	73.64%
Maintenance & Fuel for Vehicles	16,000.00	799.52	8,869.02	7,130.98	55.43%
Hulburt Donation	126,000.00	6,061.09	53,135.26	72,864.74	42.17%
Library Friends Donations	65,000.00	660.00	40,407.41	24,592.59	62.16%
Library Foundation Donations	6,500.00	0.00	8,855.96	(2,355.96)	136.24%
General Public Donations	2,500.00	21.95	1,655.76	844.24	66.23%
OR Community Foundation-restricted	34,000.00	729.00	9,963.87	24,036.13	29.30%
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	601.86	2,033.10	966.90	67.77%
Ready to Read 2017 Grant	70,000.00	0.00	0.00	70,000.00	0.00%
Kent Family Trust	5,000.00	0.00	611.55	4,388.45	12.23%

Jackson County Library District
Statement of Revenues and Expenditures
From 7/1/2018 Through 4/30/2019

101 - General Administration

	<u>Budget 2018-19</u>	<u>Current Month Actual</u>	<u>YTD Actual</u>	<u>Budget Remaining</u>	<u>Percentage received or spent to date</u>
Library Foundation Donations- CP	50,000.00	0.00	120,025.91	(70,025.91)	240.05%
OR Community Foundation- unrestricted	12,000.00	0.00	0.00	12,000.00	0.00%
2018 Ready to Read Grant	0.00	1,977.91	18,078.30	(18,078.30)	0.00%
Kaleidoscope grant expenditures	0.00	1,868.93	3,967.53	(3,967.53)	0.00%
Materials and services subtotal	11,805,495.00	737,836.90	7,293,782.33	4,511,712.67	61.78%
Capital Outlay	350,000.00	0.00	56,018.00	293,982.00	16.00%
Contingency	750,000.00	0.00	0.00	750,000.00	0.00%
Ending Fund Balance	<u>3,548,546.00</u>	<u>0.00</u>	<u>0.00</u>	<u>3,548,546.00</u>	<u>0.00%</u>
Total Program Expenses	<u>16,671,041.00</u>	<u>746,962.73</u>	<u>7,442,304.51</u>	<u>9,228,736.49</u>	<u>44.64%</u>
Total Expenditures	<u>16,671,041.00</u>	<u>746,962.73</u>	<u>7,442,304.51</u>	<u>9,228,736.49</u>	<u>44.64%</u>
Transfer to Other Funds					
Transfer to Capital Improvement Fund	<u>2,050,000.00</u>	<u>0.00</u>	<u>2,050,000.00</u>	<u>0.00</u>	<u>100%</u>
Total Transfer to Other Funds	2,050,000.00	0.00	2,050,000.00	0.00	100%
Net Revenue Over Expenditures	<u>0.00</u>	<u>(497,314.55)</u>	<u>14,052,467.71</u>	<u>14,052,467.71</u>	<u>0.00%</u>

Jackson County Library District
Statement of Revenues and Expenditures
From 7/1/2018 Through 4/30/2019

201 - Capital Improvement Fund

	<u>Budget 2018-19</u>	<u>Current Month Actual</u>	<u>YTD Actual</u>	<u>Budget Remaining</u>	<u>Percentage received or spent to date</u>
Operating Revenue					
Beginning Fund Balance-Restricted	0.00	0.00	2,085,670.00	2,085,670.00	0.00%
Transfer from General fund	<u>0.00</u>	<u>0.00</u>	<u>2,050,000.00</u>	<u>2,050,000.00</u>	<u>0.00%</u>
Total Operating Revenue	<u>0.00</u>	<u>0.00</u>	<u>4,135,670.00</u>	<u>4,135,670.00</u>	<u>0.00%</u>
Total Revenue	<u>0.00</u>	<u>0.00</u>	<u>4,135,670.00</u>	<u>4,135,670.00</u>	<u>0.00%</u>
Net Revenue Over Expenditures	<u>0.00</u>	<u>0.00</u>	<u>4,135,670.00</u>	<u>4,135,670.00</u>	<u>0.00%</u>

Director's Report May 2019

Hiring and Vacancy Report

Date Vacant	Vacated by	Position	Location	Hrs/Wk	Status	Date Filled	Name	Type (EXT/INT)
2/2/19	Michele Moir	Library Associate 2	JV/RU	20	Filled	4/16/19	Betsy Schiller	EXT
2/14/19	Leigh Blair	Branch Lead	CP	40	Filled	4/16/19	Stephanie Goodwin	EXT
3/14/19	New Position	Librarian 1	ASH	40	Conducting Interviews			
3/14/19	New Position	Library Associate 2	ASH	20	Filled	4/16/19	Jacqueline Keating	INT
3/14/19	New Position	Library Associate 2	ASH	20	Filled	4/16/19	Brianna Levesque	INT
3/22/19	Laura Kimberly	AD of Public Services	MED	40	Conducting Interviews			
4/23/19	Jacqueline Keating	Library Associate 1	ASH	20	Under Recruitment			
4/23/19	Brianna Levesque	Library Associate 1	ASH	15	Under Recruitment			
3/14/19	New Position	Digital Library Associate	MED	40	Filled	5/1/19	Jacob Spilman	INT
3/14/19	New Position	Digital Library Associate	MED	40	Filled	5/1/19	Marisa Dixon	EXT
3/14/19	New Position	Library Associate 3	MED	40	Conducting Interviews			
3/20/19	Elanna Erhardt	Librarian 1	ASH	20	Under Recruitment			
4/26/19	Vicki Nelson	Library Associate 2	TA	20	Under Recruitment			
5/1/19	Jacob Spilman	Library Associate 2	CP	20	Under Recruitment			

Administration

Centennial Celebration

The JCLS entry in the Pear Blossom Festival Parade as the Honorary Grand Marshal was a huge hit. Centennial Celebration Committee Chairperson Christine Grubb secured two 1920s era Model T Fords, and staff and volunteers carried signs that marked the year each library branch joined the system. JCLS participants handed out pencils and stickers, and the drivers honked their horns for happy children along the parade route.



OLA Conference

Twelve people represented JCLS at the joint Oregon and Washington Associations of Libraries Conference, held in Vancouver, Washington, April 17-19, 2019. Along with Board President Susan Keifer and District Administrator Lisa Marston, the following staff attended: Director Kari May, Assistant Director for Support Services Carey Hunt, Youth Services Coordinator Brystan Strong, Library Operations Manager Crystal Stroud, Circulation Supervisors Ali Alfreth and Alyssa Drake, Branch Leads Marion Mensing and Patti Proctor, Children's Library Associate Marne Kapule, and Library Associate Nicole Shuey. Eight of the attendees had never been to a library conference before. Everyone attended a variety of programs. Staff were inspired by a presentation on Library of Things and items JCLS should consider adding to its collection. Also of interest was a panel presentation on space planning and redesigning that was led by FFA Architecture out of Portland. Wednesday evening Drag Queen Bingo was a hit. But the best keynote speaker of the conference was Ryan Dowd, who wrote *The Librarian's Guide to Homelessness* and spoke on the same topic.

Staff Training

This month's all-staff training focused on how to use the recently purchased library databases: Lynda.com, Gale Courses, Tumblebooks, and BrainFuse. Staff enjoyed learning more about these resources, how they can be used to assist patrons, and how to better market them. Marketing is creating a database brochure that will be ready to distribute by the end of the month.

Technology Assessment

Library Consultant Carson Block was onsite May 1-3 to conduct a technology assessment. He met with key staff involved in technology and toured several library facilities. Mr. Block will present the Board with a written report of his findings and recommendations later this year.

Support Services

Technical Services & Digital Services

Cataloging skills are being expanded as Technical Services works to grow the Library of Things. This month saw the addition of a sewing machine and six in-house use laptops. Marketing Outreach Kits were also created offering a variety of items for staff use in creating attractive displays at outreach events.

May 1 will see the addition of two more Digital Services Associates, Jacob Spillman from the Central Point Branch and new hire Marisa Dixon. New schedules are being created to expand digital training to weekends and offer better coverage for the branches. This added staff in Digital Services will provide more support for outreach events and offer more patron and staff classroom-style training.

Digital Services completed the first round of staff technology training at April's cluster meetings. They covered our newest databases and received rave reviews from staff on how useful the training was and its application to their work with patrons.

Business Outreach

Elanna Erhardt, Business Librarian, has continued the work of connecting JCLS with the seven local Chambers of Commerce in Jackson County. During April, Ms. Erhardt attended chamber greeters with Director May in four cities: Medford, Central Point, Ashland, and Jacksonville. Ms. Erhardt collaborated with Director May, Terra Mcleod, and Ryan Bradley to host the Medford Greeters in the Medford Branch Library on April 11 where six new library cards were issued.

Among her many new connections, Ms. Erhardt has started to collaborate with WorkSource Rogue Valley and the Rogue Community College Library. With WorkSource, Ms. Erhardt is planning a "Business Information" workshop. And with the RCC Library, she is planning an in-house Business Information workshop utilizing the Riverside computer lab.

As part of business outreach, Ms. Erhardt is supporting library outreach events beyond those focused solely on local business communities. So far, these events include Beer Week in June and Medford Comic Con.

Outreach Services

The spring 2019 booktalk session is well underway, and kids throughout the county are getting excited about reading new books. School visits have been made to 4th, 5th, and 6th grade classes in Ruch, Eagle Point, Butte Falls, Medford, Prospect, Ashland, White City, Central Point, and Gold Hill. Many more classes are scheduled through the end of the school year. Three favorite titles so far among the kids: *Small Spaces* by Katherine Arden (creepy!), *Mac Undercover* by Mac Barnett (funny), and the realistic *Blended*, by Sharon Draper. Homebound patrons continue to enjoy the services provided by Sheila Fortman-Craun – says one patron: “To a reader, you and your services are run by angels. Loved this shipment - on a scale of 1-5, you get a 10!!!!”

Regional Libraries Report

Bear Creek Region (Ashland, Talent, Phoenix)

Ashland - Ashland has been promoting Summer Reading in the community. Branch Manager Kristin Anderson staffed a table at Walker Elementary School's Dia de los Ninos event and began getting the word out about summer activities at the library. Kristin also spoke to a chapter of PEO (a women's educational philanthropic group) about library services.

JCLS and the Ashland Branch worked actively to partner with the Oregon Fringe Festival (OFF), an annual event organized through Southern Oregon University each April. This year they expanded the festival beyond the SOU campus. During the week of April 22, multiple OFF events were held in both the Gresham and the Guanajuato rooms of the Ashland Branch. In total, an estimated 135 attendees came into the Ashland Branch for the Festival. OFF organizers and Ashland staff are already discussing lessons learned and what we might do to support next year's event.

Phoenix - Mermaids and merlads swam to the Phoenix Library on Saturday, April 6, to take part in Mermaid Hour. Twenty-two kids and six adults made mermaid slime and clay ornaments decorated with glitter and seashells. The event broke noise and fun records for the library. Each child also received a mermaid doll and mermaid bookmark. On a scale of 1 to 10, it was an 11!

Four adults attended Lori Wilson's Art Escapade on Tuesday, April 9, and made tiny book pendants. Art Escapades is an adult art class on every second Tuesday of the month. These pendants looked gorgeous and the attendees were thrilled with their results.

Talent - The Talent Library had their first ever trivia and costume event. The Harry Potter-themed event drew 54 adults and 15 kids to the library. Teams organized with 2-6 players. and there were several strong competitors for the top prize. Prizes were also awarded for Best Team Costume and for Best Costume Overall. The staff are already planning a second trivia and costume event with a Star Wars theme for this summer.

Talent has also had great success with the 1,000 books Before Kindergarten program. Eighteen children have read at least one hundred books so far and received a free book for their efforts. At least five kids have already read close to 500 books.

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

Applegate patrons are a talented and generous group. Local artist/creator Joan Kennedy adorns the library with her paintings, hung throughout the conference room and the library. Additionally, she brought her fantastical origami for display. Plans are to have her teach origami this summer.

Local woodworker, Frank Peterson and his wife, Pat, constructed and donated a “Lending Library” to be placed outside the branch to be filled with donated books.

Jacksonville’s new patio table and chairs in the outdoor garden began drawing people outside immediately. The mother and daughter team, who did Jacksonville’s initial plantings, will spruce up the garden again this year.

Gold Hill hosted its first Crafternoon program in April. They saved withdrawn magazines, purchased poster board and pulled out all the fun things from their craft cupboard to let patrons have free rein of the community room to make artful collages. Staff welcomed a new volunteer, Julie Longanecker, who will be helping out on Wednesdays with Legos, Crafternoons, and shelving. The movies this month are focused on our favorite pets; dogs, cats and our favorite lion, Elsa from *Born Free*. The book club read and discussed *Mink River*, a novel about a quirky town on the coast of Oregon.

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

Prospect and Butte Falls ongoing book sales are doing well and Prospect has been doing a monthly craft for the kids. Smokey the Bear will be at Prospect branch in May to teach fire safety to the kids for the camping and summer season.

Eagle Point celebrated National Poetry Month with a presentation on Walt Whitman’s bicentennial by Amber West, Assistant Director of the UCLA Undergraduate Writing Center and organizer of *Whitmania*. The series of west coast events celebrating the poet’s 200th birthday illustrates Walt Whitman’s importance to American culture.

White City is getting ready for the soft launch of Spark Space on Saturday, May 18, 10:00am – 4:00pm. Furniture has been moved and new furniture ordered. Staff has begun playing with the new technology to be ready to demonstrate it to patrons. The grand opening will be held on Saturday, June 8.

Medford Cluster (Medford and Central Point)

Medford – 'Tis the season for poetry, Comic Con, and class visits. Medford welcomed 135 people in class visits to the Children's Department during April. The children's board also encouraged children to leave poems, and the collective favorite was by London: "I love to read books that are on hooks." Medford also hosted two poetry challenges for adults: "Ode To Spring Bad Poetry Contest" and the "Wu-Tang is for the Libraries Blackout Poetry Challenge." The latter was more popular, with stickers and posters available for prizes.

April brought the 5th annual Medford Comic Con to downtown Medford. Over 40 workshops and panels, 70 vendors, and 12 food trucks took over the Medford Library and surrounding area. An improved tally system gave an average of 5,000 attendees each day for both Saturday and Sunday. The event also offered limited edition commemorative library cards, with 50 new card and 60 replacement cards issued.

Central Point hosted numerous class visits, issued many library cards, gave tours of the library, and worked to get kids excited for the summer reading program. At the beginning of the month the Central Point Friends of the Library hosted John Jackson's program *Bugs and Bugs as Food* program. The room was full, with well over 40 people in attendance. Toddlerobics program continues to be a hit with an average of 50 people attending each week.



Q3 Quarterly Statistics Narrative

Third quarter circulation for FY18/19 shows an increase when compared to circulation for the third quarter of FY17/18. Circulation of physical items shows a 4.99% increase for this quarter compared to third quarter last year, and circulation of digital items has increased 22.43%. Year-to-date, circulation of the physical collection has increased 2%, while digital circulation is up 24%. Database usage also increased over last year by 68%. This is due to the purchase of new, high quality databases, and to marketing efforts.

Visitors to the library are growing in number as well. The third quarter was very busy compared to last year's third quarter, with visits to the library (door count) up 15.57%.

JCLS has seen a 16% increase of new patron registrations this quarter when compared to last year's third quarter, and a 3% increase over last year's year-to-date registrations. Butte Falls had a big push for library cards in January and April of last fiscal year, so their numbers are down significantly this year. Staff plan a big push to close out the year.

Programs and the Attendance statistics show a decline for the quarter; however, this is due to a change in reporting. We now keep Outreach numbers separate to better monitor total Outreach opportunities in which JCLS participates. Measures are being put in place to improve data management of Outreach events and attendance through JCLS online calendar management software. When program and outreach numbers are combined, we show a year-to-date increase in both numbers of events and attendance.

**Quarterly
Statistical
Report**

**April 2019
Q3**



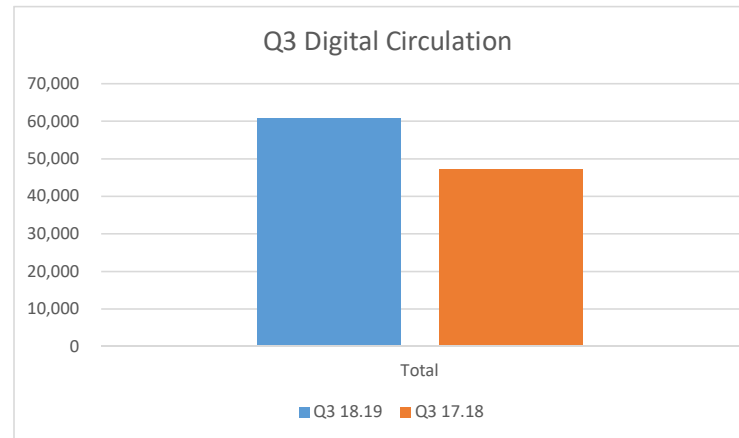
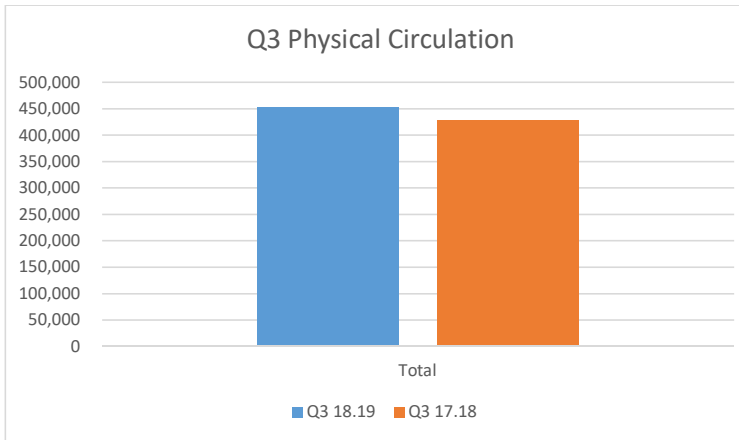
Jackson County
Library
Services

Physical vs Digital Circulation

Branch	Q3 17.18	Q3 18.19	Increase Decrease	% of Change
Medford	135,849	149,668	13,819	9.23%
Ashland	106,718	111,684	4,966	4.45%
Central Point	39,502	40,566	1,064	2.62%
Talent	30,296	30,958	662	2.14%
Rogue River	21,269	23,233	1,964	8.45%
Eagle Point	15,788	19,720	3,932	19.94%
Jacksonville	15,730	16,279	549	3.37%
Phoenix	13,772	14,646	874	5.97%
Ruch	9,340	8,492	(848)	-9.99%
White City	8,885	8,232	(653)	-7.93%
Gold Hill	9,418	7,898	(1,520)	-19.25%
Shady Cove	7,985	7,215	(770)	-10.67%
Applegate	7,445	7,115	(330)	-4.64%
Prospect	5,639	4,694	(945)	-20.13%
Butte Falls	2,023	1,846	(177)	-9.59%
Total	429,659	452,246	22,587	4.99%
Digital Content	47,263	60,927	13,664	22.43%

Branch	YTD-17.18	YTD-18.19	Increase Decrease	% of Change
Medford	436,938	463,599	26661	6%
Ashland	335,442	337,901	2459	1%
Central Point	123,867	120,028	(3839)	-3%
Talent	89,664	92,730	3066	3%
Rogue River	67,038	71,317	4279	6%
Eagle Point	47,541	55,786	8245	15%
Jacksonville	50,270	50,794	524	1%
Phoenix	43,021	42,550	(471)	-1%
White City	28,059	27,909	(150)	-1%
Ruch	26,747	24,562	(2185)	-9%
Gold Hill	30,573	24,426	(6147)	-25%
Shady Cove	22,377	22,565	188	1%
Applegate	21861	21248	(613)	-3%
Prospect	14,853	12,918	(1935)	-15%
Butte Falls	4,907	5,336	429	8%
Total	1,343,158	1,373,669	30511	2%
Digital Content	130,264	170,875	40611	24%

Physical Collection	Jan'19	Feb'19	Mar'19	Apr'19
Turnover Rate	2.65	3.55	3.45373	3.45900



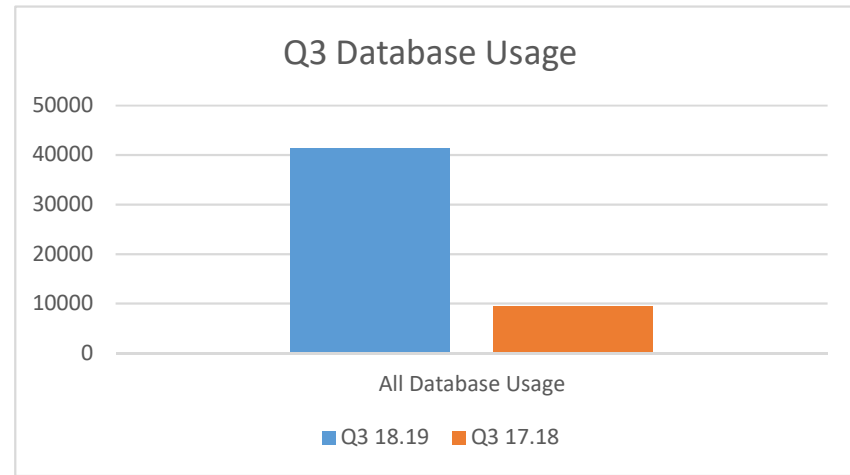
Hours Open

- 36 to 40
- 22 to 28
- 10 to 18

Database Usage

	Q3 17.18	Q3 18.19	Increase Decrease	% of Change
All Database Usage	9469	41335	31866	77%
# of Databases	9	17	8	89%

	YTD-17.18	YTD-18.19	Increase Decrease	% of Change
All Database Usage	27389	84581	57192	68%
# of Databases	9	17	8	89%



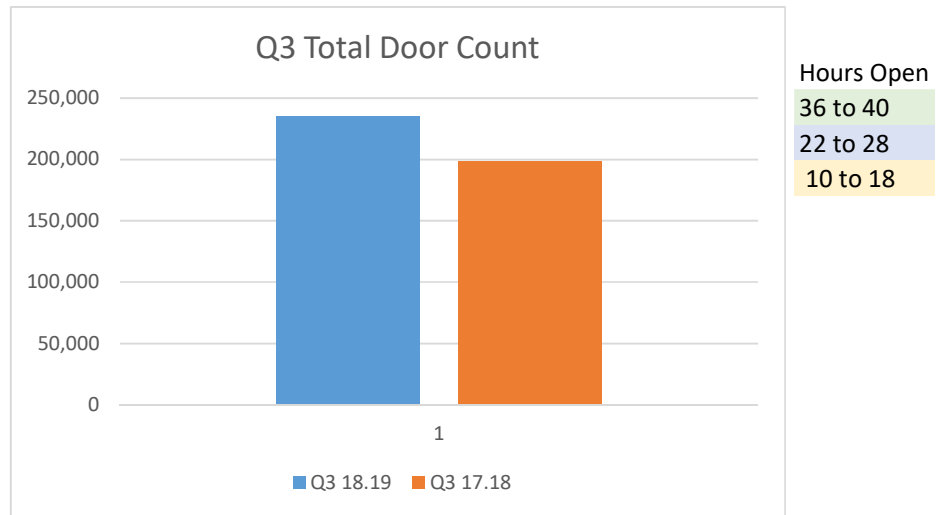
Digital Services

Digital Services	Q3 17.18	Q3 18.19	Increase Decrease	% of Change
Appointments	344	368	24	7%
Patrons Served	371	421	50	12%

Digital Services	YTD-17.18	YTD-18.19	Increase Decrease	% of Change
Appointments	561	1091	530	49%
Patrons Served	627	1245	618	50%

Door Counts

Branch	Q3 17.18	Q3 18.19	Increase Decrease	% of Change
Medford	58,548	85559	27,011	31.57%
Ashland	42670.75	46071	3,400	7.38%
Talent	17,094	18214	1,120	6.15%
Central Point	15358	16014	656	4.09%
Eagle Point	9932.5	14738	4,805	32.60%
Rogue River	12,926	10935	(1,992)	-18.21%
Phoenix	8,937	7997	(941)	-11.76%
Jacksonville	7,762	7172	(590)	-8.22%
Ruch	5,317	7119	1,802	25.31%
White City	5,849	6908	1,060	15.34%
Applegate	3348	4029	681	16.90%
Shady Cove	4,375	3956	(419)	-10.59%
Gold Hill	4,873	3745	(1,129)	-30.14%
Prospect	1,333	1325	(8)	-0.60%
Butte Falls	0	1121	1,121	
TOTAL	198,321	234,899	36,578	15.57%

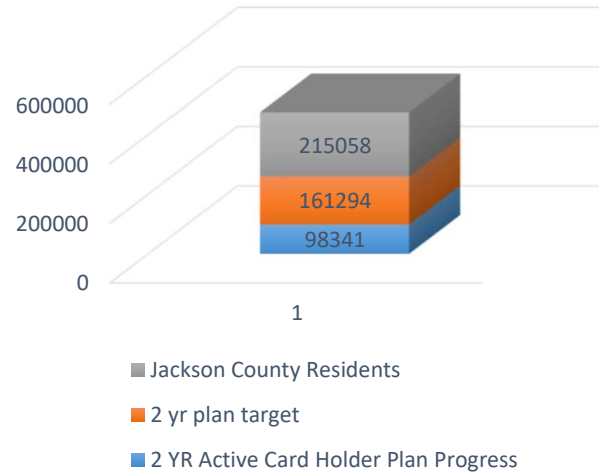


Branch	YTD-17.18	YTD-18.19	Increase Decrease	% of Change
Applegate	10199	12337	2138	17%
Ashland	128712	144627	15915	11%
Butte Falls	0	3326	3326	
Central Point	61166	43469	(17697)	-41%
Eagle Point	27681	31749	4069	13%
Gold Hill	13172	12858	(314)	-2%
Jacksonville	23553	22443	(1110)	-5%
Medford	218662	217953	(710)	0%
Phoenix	26205	23189	(3017)	-13%
Prospect	4162	4698	537	11%
Rogue River	37580	34591	(2989)	-9%
Ruch	14942	17753	2812	16%
Shady Cove	12796	13375	580	4%
Talent	49009	57621	8612	15%
White City	17361	22829	5468	24%
TOTAL	645,197	662,816	17619	3%

New Patron Registrations

Branch	Q3 17.18	Q3 18.19	Increase Decrease	% of Change
Medford	776	857	81	9%
Ashland	321	421	100	24%
Central Point	149	208	59	28%
Eagle Point	66	118	52	44%
Talent	61	87	26	30%
Rogue River	74	83	9	11%
Phoenix	47	70	23	33%
White City	40	69	29	42%
Jacksonville	39	51	12	24%
Shady Cove	29	42	13	31%
Gold Hill	43	39	(4)	-10%
Ruch	22	18	(4)	-22%
Applegate	8	14	6	43%
Prospect	6	7	1	14%
Butte Falls	81	5	(76)	-1520%
TOTAL	1,762	2,089	327	16%

Q3 2-Year Plan Progress



Hours Open

36 to 40

22 to 28

10 to 18

New Patron Registrations

Branch	YTD-17.18	YTD-18.19	Increase Decrease	% of Change	2 YR Active Card Holder Plan Progress		
Applegate	39	36	(3)	-8%	Q3 Active Patrons	98341	45.73%
Ashland	1,083	1,279	196	15%	2 yr plan target	161294	75.00%
Butte Falls	88	12	(76)	-633%	Jackson County Residents	215058	100.00%
Central Point	507	621	114	18%			
Eagle Point	254	352	98	28%			
Gold Hill	108	101	(7)	-7%	Q2 Active Patrons	97907	45.53%
Jacksonville	164	200	36	18%	2 yr plan target	161294	75%
Medford	2,153	2,571	418	16%	Jackson County Residents	215058	100%
Phoenix	159	166	7	4%			
Prospect	26	22	(4)	-18%			
Rogue River	226	275	49	18%			
Ruch	98	120	22	18%			
Shady Cove	92	112	20	18%			
Talent	209	273	64	23%			
White City	164	183	19	10%			
TOTAL	5,370	6,323	953	15%			

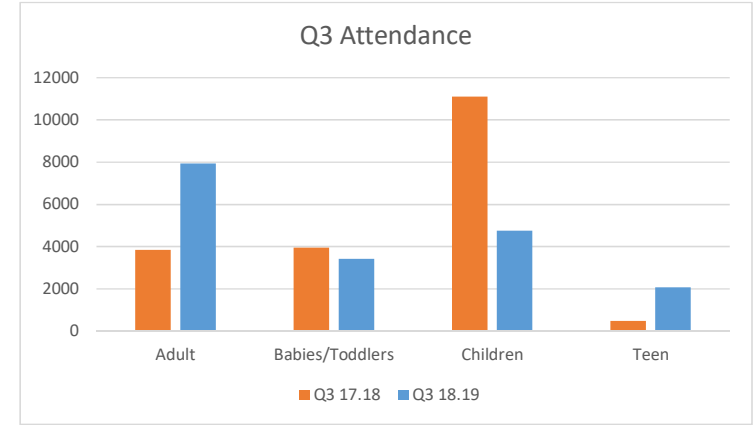
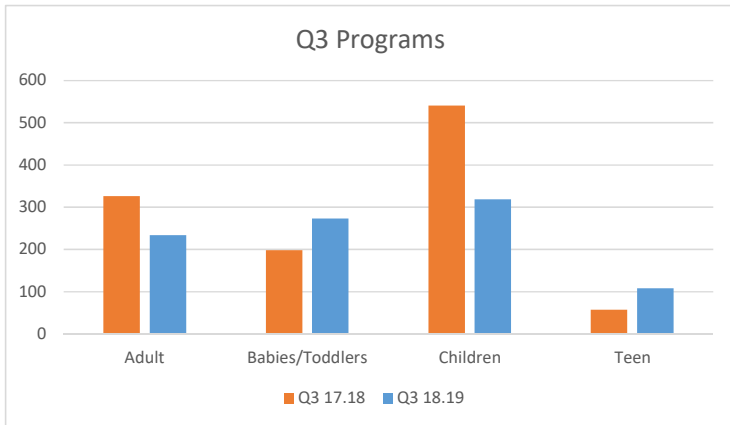
Programs by Age Group

Q3 # of Programs				
Period	Q3 17.18	Q3 18.19	Increase Decrease	% of Change
Adult	327	234	(93)	-40%
Babies/Toddlers	198	273	75	27%
Children	541	319	(222)	-70%
Teen	57	108	51	47%
Total	1,123	934	(189)	-20%

YTD # of Programs				
Period	YTD-17.18	YTD-18.19	Increase Decrease	% of Change
Adult	848	1280	432	34%
Babies/Toddlers	571	770	199	26%
Children	591	1042	451	43%
Teen	177	365	188	52%
Total	2187	3,457	1,270	37%

Q3 Attendance				
Period	Q3 17.18	Q3 18.19	Increase Decrease	% of Change
Adult	3854	7,942	4,088	51%
Babies/Toddlers	3960	3,414	(546)	-16%
Children	11111	4,747	(6,364)	-134%
Teen	492	2,077	1,585	76%
Total	19,417	18,180	(1,237)	-7%

YTD Attendance				
Period	YTD-17.18	YTD-18.19	Increase Decrease	% of Change
Adult	9795	27341	17,546	64%
Babies/Toddlers	11547	8427	(3,120)	-37%
Children	11470	16806	5,336	32%
Teen	1711	2077	366	18%
Total	34523	54,651	20,128	37%



Outreach Events

# of Outreach Programs	Q3 17.18	Q3 18.19	Increase	
			Decrease	% of Change
Homebound # served	149	272	123	5%
OCC # of sites delivered by volunteers	48	40	(8)	-2%
OCC # of sites delivered by staff	55	43	(12)	-3%
OCC # of Storytimes by Volunteers	70	59	(11)	-2%
OCC # of Storytimes by Staff	55	49	(6)	-1%
Book Talk # of Visits	14	10	(4)	-4%
Outreach Events by Branch Staff # of Visits	12	13	1	1%
Total Visits	403	486	83	2%

# of Attendance	Q3 17.18	Q3 18.19	Increase	
			Decrease	% of Change
Outreach to Homebound # served	252	272	20	7%
OCC Storytime Attendance	1378	1280	(98)	-8%
Book Talk Attendance	507	468	(39)	-8%
Outreach Events by Branch Staff Attendance	1332	1161	(171)	-15%
Total Attendance	3469	3181	(288)	-9%

Outreach Events

# of Outreach Programs	Increase			
	YTD-17.18	YTD-18.19	Decrease	% of Change
Outreach to Homebound # served	762	775	13	2%
OCC # of sites delivered by volunteers	180	138	(42)	-30%
OCC # of sites delivered by staff	122	194	72	37%
OCC # of Storytimes by Volunteers	220	234	14	6%
OCC # of Storytimes by Staff	144	215	71	33%
Book Talk # of Visits	86	78	(8)	-10%
Outreach Events by Branch Staff # of Visits	12	43	31	72%
Total Visits	1526	1677	151	9%

# of Attendance	Increase			
	YTD-17.18	YTD-18.19	Decrease	% of Change
Outreach to Homebound # served	762	775	13	2%
OCC Storytime Attendance	4458	5331	873	16%
Book Talk Attendance	3363	3044	(319)	-10%
Outreach Events by Branch Staff Attendance	1332	2766	1434	52%
Total Attendance	9915	11916	2001	17%

Meeting Room Usage

# of Meetings	Q3 17.18	Q3 18.19	Increase Decrease	% of Change
Applegate	66	33	(33)	-50%
Ashland	277	150	(127)	-46%
Butte Falls	0	0	0	0%
Central Point	346	180	(166)	-48%
Eagle Point	16	49	33	206%
Gold Hill	39	44	5	13%
Jacksonville	100	135	35	35%
Medford	307	265	(42)	-14%
Phoenix	120	59	(61)	-51%
Prospect	0	0	0	0%
Rogue River	42	31	(11)	-26%
Ruch	65	84	19	29%
Shady Cove	88	17	(71)	-81%
Talent	236	258	22	9%
White City	17	38	21	124%
TOTALS	1719	1343	(376)	-22%

# of Meetings	YTD-17.18	YTD-18.19	Increase Decrease	% of Change
Applegate	179	122	(57)	-32%
Ashland	688	573	(115)	-17%
Butte Falls	0	0	0	0%
Central Point	714	481	(233)	-33%
Eagle Point	42	96	54	129%
Gold Hill	96	183	87	91%
Jacksonville	256	364	108	42%
Medford	814	728	(86)	-11%
Phoenix	234	217	(17)	-7%
Prospect	0	3	3	0%
Rogue River	132	133	1	1%
Ruch	190	206	16	8%
Shady Cove	165	71	(94)	-57%
Talent	510	660	150	29%
White City	40	84	44	110%
TOTALS	4060	3921	(139)	-3%

Jackson County Library FOUNDATION

Foundation Director's Report - May 2019

Foundation Strategic Plan

I have put together a strategic plan for the Foundation for 2019/2020. I have attached a copy. The main goals are as follows:

- Primary Goal is fundraising and growing donors in line with Jackson County Library Services planned initiatives.
- Secondary Goal is board recruitment and expansion.
- Third Goal is to increase community awareness of Library Foundation and its Mission.
- Fourth Goal is to create Appreciation Awards for our gold and platinum donors.
- Fifth Goal is to create, and complete donor thank you calls.

Foundation/Library Collaboration

The Foundation has been working collaboratively with the Library Director and staff in participating and working on events. It has been a very active month preparing for and participating in the Pear Blossom Parade and Comic Con. My Operations Manager, Elisabeth Campbell, and I participated in both events.

The community turnout for both events was astonishing. The cheering the libraries received during the parade demonstrated the love our community has for libraries in Jackson County.

The feedback received during Comic Con from constituents who knew about Comic Con was that it was better than last year. On the other hand, there is still a lot of our community that are not aware of this event and upon entering the library were inquiring what was going on. I am evaluating ways we can gain more awareness and have a stronger presence next year.

Branch Visits

I have officially visited all library branches in Jackson County and have visited with each site manager. The main messaging being; to let Library Director know what projects or programs they would like to see fundraising for over the next 2 years. Library Director and I are working together to insure we are on the same page and are working towards fundraising with w purpose. We will continue to meet on a regular basis to go after grants, plan events and fundraising for funds to support library initiatives.

Meetings with Friends groups

I have been to the President's Forum and several friends' groups meetings. I am scheduled to be at several more in hopes to build collaboration for library support and partner on management of funds.

White City Spark Space Grand Opening

The White City Sparks Space grand opening, ribbon cutting is June 8, 2019 from 12 to 4 pm. The soft opening is May 18, 2019. Everything is on track for the opening date. I am chairing the sub-committee for the grand opening which will involve décor, refreshments, giveaways, and set up. It will be a great event and will create more awareness of how important this library is in this small community.

A handwritten signature in black ink that reads "Sandy Boatright". The signature is written in a cursive, flowing style.

Sandy Boatright, Executive Director
Jackson County Library Foundation

April 2019 | By: Sandy Boatright



Jackson County Library
FOUNDATION



2019-2020 Strategic/Development Plan

2019-2020 Strategic/ Development Plan

Our Mission

The Jackson County Library Foundation secures resources to strengthen innovation and literacy in our community.

Our Values

Created in 1982 and incorporated as a nonprofit 501(c)3 in 1993, we seek financial support for selected capital improvements, enhancements, services, and programs that are not provided by the County. As the philanthropic partner of Jackson County Library District, we work hand-in-hand with Jackson County Library Services. We manage donated funds to grow library programs, build the collection, enhance library buildings, and create new opportunities to meet the changing needs of our community.

More members of our public - individuals, corporations and foundations alike - are investing in our libraries and the crucial services they provide to our community. Private support is the greatest endorsement of our belief free and open access to information can change lives for the better and build a brighter future.

Purpose of this strategic plan

This plan enables the Library Foundation to provide the resources and assistance the Library needs to advance its programs, services and facilities.

This plan also serves to grow and strengthen the Foundation.

Goals

Primary Goal is fundraising and growing donors in line with Jackson County Library Services planned initiatives.

- a. Obtain biennium project/program goals from Jackson County Library Director
- b. Grow unrestricted funds
- c. Grow Estate Planning awareness through Investors and Estate Lawyers
- d. Identify 10 potential donors per library branch
- e. Identify 5 potential donors per board member
- f. Identify 5 large business donors
- g. Increase funds through Annual Appeal by 10%
- h. Plan and Schedule Signature Event

Secondary Goal is board recruitment and expansion.

- a. Recruit board members with diverse backgrounds
- b. Expand board membership to 11
- c. Create bi-annual board mixer

Third Goal is to increase community awareness of Library Foundation and its Mission.

- a. Schedule 2 open houses or meet and greets per year
- b. Attend community events and library events
- c. Increase social media followers
- d. Create a themed event to be repeated every year for donor growth potential

Fourth Goal is to create Appreciation Awards for our gold and platinum donors.

- a. Silver Donors equals \$100 - \$500 per year
- b. Gold Donor equals \$500 - \$1000 donation per year
- c. Platinum Donor equals any donation over \$1000 per year

Fifth Goal is to create and complete donor thank you calls.

- a. Create on-going calendar slot to make weekly thank you calls to donors
- b. All calls to be completed before July 1st every year for the prior donor year

Conclusion

Jackson County Library Foundation is at an exciting crossroads. It is revamping operations and is well situated to advance its community outreach for Donors. This plan lays out in broad strokes the basis for action from 2019 through 2020.

Pursuant to this plan's publication, the Jackson County Library Foundation will work with all of its stakeholders to develop specific plans, programs, and initiatives that support the foundation and Jackson County Library Services' aforementioned mission, vision, and thematic priorities. These efforts will include identification of clear goals and metrics to assess if and when they have been accomplished.





Southern Oregon Historical Society
Q1 Quarterly Report
Narrative Summary

Visitors, Emails, and Phone Contacts

During the first quarter (January-March) of 2019, SOHS assisted in 176 in-person research visits at our research library. Of these, 108 were Jackson County residents, 55 were SOHS members, and 17 were from outside the county. We also received 72 research-related emails, 118 phone calls, and 86 general visitors (not researchers).

Collections

While SOHS does not currently operate a museum, we do continue to care for a large collection of artifacts in storage in White City. We also continue to evaluate donations for accession to our collections, archives, and library. For the general public, knowing they have a place to donate their historic items where they will be cared for and preserved, brings peace of mind. In the first quarter of 2019, we voted to accession 15 items. Additional items were taken into the library collection.

SOHS Research in the Community and Beyond

SOHS helps a broad range of researchers, and the ripples of this reach a wide group of people, both in and beyond Jackson County. The following are some examples of projects for which SOHS has provided research and/or materials in the first quarter of 2019.

- provided photos to the Grants Pass Courier for an article on Frank Ennis, who became one of the wealthiest men in the county through his work and entrepreneurship in mining
- provided photos for local news station doing a feature on the archeological excavation in Jacksonville
- worked with a fourth-grader from a local school who had to select a historical figure on which to do a report
- created a YouTube channel, and began uploading vintage film clips to pique interest
- provided photos of Sikh railroad workers to the news agency Al-Jazeera California, for a documentary on Punjabi railroad workers in Oregon and California
- provided photos and research for a History Press book on vignettes of Ashland

- provided research, content, and photos of Medford businesses for the Chamber of Commerce's centennial publication

SOHS Library Quarterly Statistics, January - March 2019

	On-site Research Visits			Online Requests	E-MAILS	PHONE	LETTERS	Visitors, no research	
	SOHS members	Jackson County residents	Others						
1st Quarter	51	108	17	7	72	118	6	86	465
January	13	30	6	3	39	29	1	22	0
February	17	34	3	1	19	39	2	20	0
March	21	44	8	4	14	50	3	44	
2nd Quarter									
3rd Quarter									
4th Quarter									0
Annual									465

Website use for Southern Oregon Historical Society website (sohs.org)

Month	visitors	visits	Pages	Hits
19-Jan	725	1,943	4,724	45,041
19-Feb	617	1,685	4,056	38,894
19-Mar	919	1,453	3,883	53,538
	2261	5081	12663	137473

Number of web pages added,
January - March: 754

Number of photos scanned,
January - March: 104

Website use for Southern Oregon History Revised (truwe.sohs.org)

Month	visitors	visits	Pages	Hits
Jan-19	72	116	123	134
Feb-19	80	716	729	750
Mar-19	10	23	24	42
	162	855	876	926

2020 Transition Monthly Update – May 2019

Project Name **2020 Transition**

Project Manager (PM) Lisa Marston, District Administrator

Date 05/03/2019

Note: Phase I ends with a Board decision. Phase II will implement the Board’s decision.

✓ = Task complete

Task	Person(s) Responsible	Task Status	End Date
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HR/Staffing – Phase I

a. Retain employment law attorney	PM, Legal counsel	✓	03/13/2019
b. Deliver legal opinion to Board	PM, Legal counsel	✓	04/09/2019
c. Obtain further legal advice, as needed	PM, Legal counsel	On track	05/15/2019
d. Provide HR/Staffing recommendations to Board	PM, Legal counsel	On track	06/30/2019
e. Decisions on HR/Staffing by Board	Board	On track	07/31/2019

Facilities

a. Contact Jackson County Legal Counsel	Legal counsel	✓	02/08/2019
b. Meet with cities, County, and other entities	Legal counsel, PM	On track	06/30/2019
c. Leases, deeds, agreements drafted	Legal counsel	On track	06/30/2020
d. Leases, deeds, agreements approved by Board	Board	On track	06/30/2020

Technology/IT Support – Phase I

a. Procure and contract with IT consultant	PM	✓	03/24/2019
b. Submit Technology Survey to IT consultant	Tech Ctte	✓	04/30/2019
c. Carson Block Consulting (CBC) site visit (May 1-6)	Tech Ctte	✓	05/06/2019
d. Preliminary report and recommendations to Board	CBC	On track	07/31/2019
e. Final report and recommendations to Board	CBC	On track	08/31/2019
f. Decision on Technology by Board	Board	On track	09/12/2019

Communications (internal/external)

a. Issue monthly 2020 Transition reports	PM	On track	06/30/2020
b. Implement first quarterly communication with LS&S <i>*Reason for delay: LS&S has expressed a concern that we might be communicating with LS&S employees prematurely.</i>	Board, LS&S	Back on track	04/30/2019* 05/09/2019
c. Develop external communications plan	Comm Team	On track	05/31/2019

May 9, 2019

Title: Board Membership Policy Revisited

From: Lisa Marston, District Administrator

Recommendation:

The District Administrator is bringing this policy back to the Board for clarification. Specifically, there is a need to define “timely manner” as it is used in **Section X – Interaction Agreement**, excerpted below:

X. Interaction Agreement

In its work together, the Board always shall seek the best outcomes for the District, its users, and its taxpayers. The members of the Board shall listen carefully to one another and strive to hear the best elements of a suggestion. Members should respond to communications from fellow Board members in a timely manner. The Board shall seek to create an atmosphere where differences of opinion are expressed freely. Members will be candid, clear, and careful to avoid what might appear to be public criticism of a fellow Board member. The Board shall involve each other in discussions they have about the District to ensure that everyone is able to make informed decisions.

Suggestion: Replace “timely manner” with a specified time frame, e.g., *within 48 hours, whenever possible*. A follow up sentence could be added to address what to do if you do not hear back from a fellow Board member within the specified timeframe and the matter is time sensitive or urgent, i.e., try another form of communication; ask staff to reach out on your behalf, etc.

Since communication is a critical success factor for any high-performing Board, a sheet with each Board member’s contact information and preferred method(s) of communication has been incorporated into the JCLD Board Member Handbook. Given that the *Board Member Orientation Policy* was recently updated with an expanded list of resources, new handbooks will be distributed to all Board members by or before the next Board Advance to ensure everyone has the updated handbook.

Whatever language the Board agrees on today will be incorporated into the *Board Membership Policy*.

Background and Additional Information:

The Board reviewed and approved the *Board Membership Policy* at the March 14, 2019 regular Board meeting; however, Director Cathy Shaw suggested before the meeting was adjourned that we define “timely manner” rather than leave it open for interpretation. To ensure Board members are working under the same set of expectations when interacting with one another, Section X of the policy is being brought back to the Board for clarification.



April 23, 2019

A System-wide Circulation Subcommittee consisting of Terii Kilburn, Patti Proctor, Laura Kimberly, Leigh Blair and Ashley Johnson met to consider Jackson County Library Services' use of Unique Management Services (UMS). Currently, UMS provides JCLS with two main services: Patron Notification Mailings and Material Recovery.

Patron Notification Mailings. UMS handles the creation and mailing of notifications for patrons who have chosen mail as their notification preference. These notifications include billing for lost JCLS items, fines incurred on their patron account, items being held for the patron and overdue item reminders. At the time of this report mailings cost \$0.63 each.

Material Recovery. UMS material recovery service takes effect once a patron has a materials charge greater than \$25 on their account for longer than 60 days. Once a patron account is activated (or "placed") with UMS, their Gentle Nudge® Process begins. (See attached Timeline of Letters and Phone Calls.) Part of this service includes skip tracing to keep our records current, as well as patron bankruptcy status updates. The charge for patron placement with UMS is \$8.95.

Our inquiry showed that in the 2017-2018 Fiscal Year, JCLS spent \$22,183.61 on UMS services. About 39% of that cost was for Patron Notification Mailings and the remaining 61% was for material recovery. The same 60/40 split in cost is being reflected in current fiscal year costs.

Our recommendation as a committee is to keep using Unique Management Services.

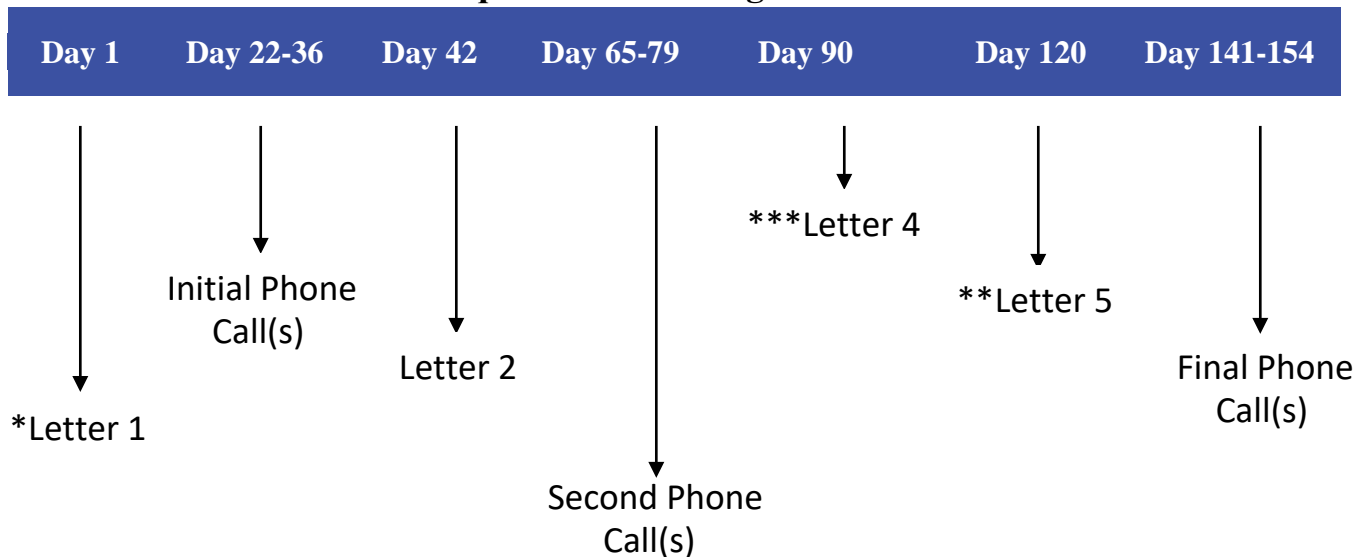
Recommended Cost-Lowering Methods:

- Raising our reporting threshold to lessen the amount of patron accounts placed with UMS.
- Lowering mailing costs with a system-wide push to update patron accounts to phone, text or email notifications.



Timeline of Letters and Phone Calls

Unique's Gentle Nudge® Process



*USPS Address Verification (NCOA Processing) prior to mailing.

**Additional intensive skip tracing of bad addresses and phone numbers is initiated at day 120.

***Letter 3 (remaining balance letter) for patrons that reduce their balance, but do not clear their account. This letter can be sent out at any time throughout the process.

UNIQUE MANAGEMENT SERVICES, INC.

CREATED: 04/01/2019 7:41 PM WB
PAGE: 1,643

ACCOUNT STATUS REPORT

JACKSON COUNTY LIBRARY SERVICES
205 S CENTRAL
MEDFORD OR 97501-7223

CREDITOR: 774 -- JACKSON COUNTY LIBRARY SERVICES
DATES LISTED: 01/01/1900 TO 03/31/2019

ALL AMOUNTS LISTED

Accounts Submitted: 28,280	Dollars Submitted: 2,215,652.06	Dollars Received: 467,575.47
Bankruptcies: 6	Dollars in Bankruptcy: 260.78	Material Returned: 883,461.83
Incorrect Addresses: 6,799	Dollars in Skiptracing: 319,108.69	Dollars Waived: 59,981.86
Patron Disputes/Suspends: 8	Dollars in Dispute: 1,901.71	
Accounts in Process: 21,469	Dollars in Process: 1,648,824.28	
# of Accounts Activated: 19,471	Total Activated: 1,598,483.24	
% of Accounts Activated: 90.69%	% of Dollars Activated: 96.95%	

Breakdown of UMS Costs as of 4/1/19

UMS 2017/2018 FY

	Mailings	Placements	Summary		
				Quantity	Amount
07/01/17	\$646.41	\$1,011.35			
08/01/17	\$620.73	\$886.05	Mailings		
09/01/17	\$640.55	\$1,306.70	Billing Notices	7,883	\$4,955.04
10/01/17	\$730.10	\$1,297.75	Fine Notices	3,516	\$2,216.28
11/01/17	\$667.47	\$1,593.10	Hold Notices	1,591	\$999.38
12/01/17	\$683.73	\$1,154.30	Overdue Notices	648	\$409.16
01/01/18	\$666.31	\$1,145.60		13,638	\$8,579.86
02/01/18	\$674.94	\$1,414.10	Placements		
03/01/18	\$600.44	\$787.60	Accounts Activated	1,529	\$13,603.75
04/01/18	\$701.46	\$939.75			
05/01/18	\$903.80	\$805.50	38.68% Mailings		\$8,579.86
06/01/18	\$849.47	\$1,261.95	61.32% Placements		\$13,603.75
			Total		\$22,183.61
Monthly Average	\$698.78	\$1,133.65			

UMS 2018/2019 FY - So Far

	Mailings	Placements	Summary		
				Quantity	Amount
7/1/2018	\$837.10	\$1,190.35			
8/1/2018	\$962.41	\$930.80	Mailings		
9/1/2018	\$915.67	\$1,324.60	Billing Notices	8,461	\$5,365.86
10/1/2018	\$929.56	\$1,082.95	Fine Notices	3,305	\$2,086.94
11/1/2018	\$908.36	\$1,396.20	Hold Notices	1,357	\$827.57
12/1/2018	\$841.57	\$1,074.00	Overdue Notices	648	\$406.74
1/1/2019	\$926.06	\$1,172.45		13,771	\$8,687.11
2/1/2019	\$860.31	\$1,109.80	Placements		
3/1/2019	\$769.48	\$1,002.40	Accounts Activated	1,224	\$10,954.80
4/1/2019	\$741.46	\$671.25			
			44.23% Mailings		\$8,687.11
			55.77% Placements		\$10,954.80
Monthly Average	\$869.20	\$1,095.48	Total		\$19,641.91

Mailing = Billing, Fines, Hold, and Overdue Notices

Placements = Accounts that for 60+ days exceed the \$25 threshold in replacement charges

Policy 5-14	Volunteer Policy	Created: 9/10/2015 Revised: 4/25/2019 Approved:
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I. Purpose

This policy explains the volunteer program parameters for Jackson County Library Services (herein referred to as the “Library” or JCLS).

II. Introduction

The volunteer program exists to create a strong link to JCLS communities by engaging a diverse group of citizens to provide support for Library programs and services. The Library regards the active participation of its volunteers as a valuable resource and asset, and is dedicated to training and effectively utilizing their time.

III. Recruitment

Volunteer recruitment is conducted without regard to age (see Minimum Age Requirement below), race, creed, color, national origin, religion, marital status, sexual orientation, gender, physical appearance, socioeconomic level, education level, or any other legally protected characteristic. Volunteers assist in enriching programs and expanding services. Volunteers are not used to replace paid employees, and volunteers receive no compensation or benefits from JCLS. Volunteers support library operations with:

- a. Shelving and shelf-reading
- b. Assisting staff with regular and special programs and projects
- c. Preparing books for circulation
- d. Book mending
- e. Providing patrons with library service and resource directions

IV. Confidentiality

All transactions between library users and staff or volunteers are strictly confidential. Volunteers are not permitted to work at the circulation desk or to have access to patron information. Volunteers are not permitted access to non-public areas when not volunteering. All patron transaction are strictly confidential. This includes information regarding what a patron has looked at, asked for, and checked out, as well as any questions asked by patrons at the reference or information desks.

V. Harassment

All volunteers, employees and supervisors are strictly prohibited from sexually harassing or

making improper advances toward other volunteers, employees, supervisors and patrons. Sexual harassment includes unwelcome or unsolicited verbal, physical, or sexual conduct that is made a term for the condition of service or employment, or has the effect or unreasonably interfering with work or creating an intimidating, hostile or offensive environment.

Harassment on the basis of any protected characteristics or class is strictly prohibited. This includes verbal abuse, physical conduct or showing an aversion to an individual because of their race, color, religion, gender, sexual orientation, age, disability, citizenship or national origin.

Any incident of harassment must be reported to the volunteer's supervisor or the volunteer coordinator as soon as possible. Retaliation for reporting sexual harassment or discrimination will not be permitted.

VI. Drug-free Workplace

No volunteer shall report for their volunteer shift under the influence of any substance that is legal or illegal. No substances whether legal or illegal are permitted on the premises. This policy does not include the proper use or possession of prescribed medications, but volunteers should consult their physician about the medication's effect on their ability to work safely. It is the policy of the Library that smoking is prohibited at all library branches and properties.

VII. Minimum Age Requirement

The minimum age to be an independent volunteer with the Library is 14 years old. Minors may only work as a volunteer with signed parental consent. Youth who are 13 years or younger may volunteer if accompanied at all times by a parent or guardian who has completed a criminal background check and is a registered and active volunteer.

VIII. Safety

It is the responsibility of each volunteer to be alert at all times and report unsafe acts and conditions to their supervisor. Each volunteer will receive safety training from their supervisor and shall adhere to this training. Volunteers must report any accidents or injuries, whether minor or serious, to their supervisor immediately.

IX. Leaving the Volunteer Program

Nothing in this policy or in the volunteer's service to the library constitutes a contract or employment relationship between the volunteer and the Library. Both the volunteer and the Library have the right to end the volunteer's association with the Library at any time with or without cause.

Further information about the volunteer services program can be accessed at jcls.org.



Library Operations Policies

Section 5

Policy 5-14	Volunteer Policy	Created: 9/10/2015 Revised: 4/25/2019 Approved:
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~~Adopted by the Jackson County Library District Board on September 10, 2015~~

I. Purpose

~~This policy explains the volunteer program parameters for Jackson County Library Services (herein referred to as the "Library" or JCLS.)~~

II. Introduction

~~Volunteering for Jackson County Library Services (JCLS) can be a rewarding and exciting experience. Volunteer time, energy and goodwill are invaluable assets to the Library because volunteerism enhances the Library's ability to fulfill its mission by providing opportunities for direct public participation in library services. Volunteerism also strengthens and deepens the Library's relationships throughout the community. Volunteer opportunities offer citizens a way to contribute to the community, fulfill personal goals, achieve a sense of satisfaction, and learn more about the Library.~~

~~The volunteer program exists to create a strong link to JCLS communities by engaging a diverse group of citizens to provide support for the Library's programs and services. The Library regards the active participation of its volunteers as a valuable resource and asset, and is dedicated to training and effectively utilizing their time and talent.~~

III. Recruitment

~~Volunteer recruitment is conducted without regard to age (with the exception of minimum age to volunteer,) race, creed, color, national origin, religion, marital status, sexual orientation, gender, physical appearance, socioeconomic level, education level or any other legally protected characteristic.~~

Volunteers assist in enriching programs and expanding services. Volunteers are not used to replace paid employees, and volunteers receive no compensation or benefits from JCLS. Volunteers support library operations with:

- a. ~~s~~Shelving and shelf-reading,
- b. ~~a~~Assisting staff with regular and special programs and projects,
- c. ~~p~~Preparing books for circulation,
- d. ~~B~~book mending, ~~and~~
- e. ~~P~~roviding patrons with library service and resource directions.

~~Volunteer recruitment is conducted without regard to age, race, creed, color, national~~



~~origin, religion, marital status, sexual orientation, gender, physical appearance, socioeconomic level, education level or any other legally protected characteristic.~~

IV. Confidentiality

All transactions between library users and staff or volunteers are strictly confidential. ~~Volunteers are required to uphold this policy. This includes any information about materials a patron has looked at, asked for, requested or checked out. Volunteers do not work at the circulation desk, access the patron database or answer reference questions. Off shift volunteers may not have access to non-public areas.~~

Commented [CH1]: The confidentiality section should specifically mention what information is confidential, not just imply it.

~~Volunteers are not permitted to work at the circulation desk or to have access to patron information. Volunteers are not permitted access to non-public areas when not volunteering. All patron transaction are strictly confidential. This includes information regarding what a patron has looked at, asked for, and checked out, as well as any questions asked by patrons at the reference or information desks.~~

V. Harrassment

~~All volunteers, employees and supervisors are strictly prohibited from sexually harassing or making improper advances toward other volunteers, employees, supervisors and patrons. Sexual harassment includes unwelcome or unsolicited verbal, physical, or sexual conduct that is made a term for the condition of service or employment, or has the effect or unreasonably interfering with work or creating an intimidating, hostile or offensive environment.~~

~~Harassment on the basis of any protected characteristics or class is strictly prohibited. This includes verbal abuse, physical conduct or showing an aversion to an individual because of their race, color, religion, gender, sexual orientation, age, disability, citizenship or national origin.~~

~~Any incident of harassment must be reported to the volunteer's supervisor or the volunteer coordinator as soon as possible. Retaliation for reporting sexual harassment or discrimination will not be permitted.~~

VI. Drug-free Workplace

~~No volunteer shall report for their volunteer shift under the influence of any substance that is legal or illegal. No substances whether legal or illegal are permitted on the premises. This policy does not include the proper use or possession of prescribed medications, but volunteers should consult their physician about the medication's effect on their ability to work safely.~~

~~It is the policy of the Library that smoking is prohibited at all library branches and properties.~~



VII. Minimum Age Requirement

The minimum age to be an independent volunteer with the library is 14 years old. Minors may only work as a volunteer with signed parental consent. Youth who are 13 years or younger may volunteer if accompanied at all times by a parent or guardian who has completed a criminal background check and is a registered and active volunteer.

VIII. Safety

It is the responsibility of each volunteer to be alert at all times and report unsafe acts and conditions to their supervisor. Each volunteer will receive safety training from their supervisor and shall adhere to this training. Volunteers must report any accidents or injuries, whether minor or serious, to their supervisor immediately.

IX. Leaving the Volunteer Program

Nothing in this policy or in the volunteer's service to the library constitutes a contract or employment relationship between the volunteer and the Library. Both the volunteer and the Library have the right to end the volunteer's association with the Library at any time with or without cause.

Further information about the volunteer services program can be accessed at jcls.org.

~~Volunteers are expected to conduct themselves in the same manner as Library staff and must adhere to the policies and practices established regarding work schedule, attendance, conduct, performance, safety procedures, proper attire, etc. Volunteers can be released from volunteer duties at any time at the discretion of the Library.~~

~~To encourage volunteerism and to ensure a positive experience at the Library, the Library will:~~

- ~~• Provide a staff person designated to administer the volunteer program~~
- ~~• Provide written position descriptions and procedures for all volunteer tasks~~
- ~~• Ensure that all volunteers serve in positions that reflect their skills and interests while meeting the needs of the Library~~
- ~~• Where necessary, provide orientation and training to prepare the volunteers to perform their duties~~
- ~~• Provide volunteer supervision in accordance with sound supervisory practices and library policies~~
- ~~• Maintain accurate volunteer demographic data, including hours worked~~
- ~~• Exhibit the Library's appreciation for work performed through a regular recognition program.~~



Individuals interested in volunteering at the Library must fill out an application. Candidates will be accepted based on the Library's project and programmatic needs matched with the candidates' qualifications to meet those requirements as determined during the selection process. The Library may not accept every volunteer application. All volunteers age 18 and over must submit to an interview and background check. This process, at a minimum, includes a criminal background check and a sex offender registry check.

Each volunteer has an on-site supervisor and is required to follow the work procedures established by that staff member. The supervisor is responsible for management and guidance of a volunteer's work, establishing a work schedule and tracking hours, and is available for guidance and assistance. All volunteers should keep their supervisor informed of their projects and work status, and of any schedule changes.

While volunteering allows individuals to provide support and assistance to JCLS, volunteering for the organization does not imply potential employment with the library.

Further information about the volunteer services program can be accessed at JCLS.org

Adopted by the Jackson County Library District Board on November 12, 2015

This policy replaces Section 7.4.3 ANIMALS AND PETS IN THE LIBRARY from the Jackson County Policy Manual adopted on April 2, 2015.

Animals and pets are not allowed in the library, with the exception of service animals. However, service animals behaving aggressively, disruptively, or generally unruly may be excluded. Service animal owners must clean up after their service animal.

At the discretion of the library director, exception to this policy may be granted for special programs. At such times, animals will be kept under control at all times.

Policy 5-1	Service Animals in the Library	Created: 11/12/2015 Revised: 5/3/2019 Approved:
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I. PURPOSE

This policy protects patrons and their property from injury by animals while visiting Jackson County Library Services (herein referred to as “JCLS” or the “Library”) facilities and ensures JCLS compliance with the Americans with Disabilities Act (ADA) and ORS 346.680 to 346.690, regarding service animals for physically impaired persons.

II. INTRODUCTION

In accordance with the Americans with Disabilities Act (ADA), service animals are welcomed and permitted in all JCLS branches. Per ADA, service animals are dogs or miniature horses individually trained to do work or perform tasks for an individual with a disability. For details, please see [ADA requirements for service animals](#). No other animals are permitted unless featured in programs and pre-approved by the Library Director.

III. RULES AND REGULATIONS

To ensure JCLS compliance with the ADA and ORS 346.680 to 346.690 regarding service animals for physically impaired persons, and to help maintain a pleasant, productive, and safe environment for all Library users and staff, the following behavioral guidelines for service animals are to be observed:

- Service animals may only be brought into JCLS facilities by the person who requires assistance by the service animal or service animal trainer.
- Service animals must be in physical proximity with their handler and under handler control at all times. Service animals must attend to their handler at all times.
- Service animals must be on a leash or harness at all times unless the use of a leash or harness interferes with the animal's effective performance of its designated task(s). If the animal cannot be leashed or harnessed, it must be under the handler's control via voice, signals, or other effective means at all times.
- Service animals must not display disruptive behavior such as barking or growling and must conform to JCLS Libraries Rules of Conduct policies.
- Service animals must be housebroken and their handler is responsible for any upkeep or clean-up of the animal.

If a service animal's behaviors or actions pose an unreasonable or direct threat to the health or safety of others, or do not conform to library policy, it may not remain in a Library facility. In accordance with ADA guidelines, non-compliance of guidelines can be grounds for a request to remove a service animal from a Library facility. If the service animal is excluded from a Library



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facility, the individual with the disability is welcomed to stay and will be reasonably accommodated by Library staff.