



JACKSON COUNTY LIBRARY DISTRICT (JCLD) BOARD MEETING AGENDA

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>
August 18, 2021, at 4:00 p.m.

CALL TO ORDER/ROLL CALL

INTRODUCTIONS / PROCLAMATIONS

CONSENT AGENDA (Action)

1. July 6, 2021 Regular Board Meeting Minutes..... 1
2. JCLD Quarterly Financial Report 5

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)

3. Library Director– Kari May..... 10
4. JCLF Report – Ginny Auer 20
5. Quarterly Statistical Report (4th Quarter) – Kari May 21
6. SOHS Quarterly Report – Doug McGeary 35

NEW BUSINESS (Inform/Discuss/Action)

7. July 7, 2021 Annual Planning Meeting Summary – Kari May 38
8. Pandemic Response – Kari May..... 41
9. Auditor RFP – Kari May

UNFINISHED BUSINESS (Inform/Discuss/Action)

COMMITTEE AND BOARD MEMBER REPORTS (Inform)

10. Finance & Statistics Committee – Jill Turner & Kim Young
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FUTURE MEETINGS/EVENTS/OBSERVANCES:

Wednesday, September 1, 2021 – Strategic Planning Steering Committee Meeting
Wednesday, September 15, 2021 – JCLD Board Regular Meeting
Saturday, October 2, 2021 – JCLD/JCLF Joint Work Session

The Jackson County Library District Board meets regularly at 4:00 p.m. on the third Wednesday of every month at the Medford Library in the Board Conference Room, unless otherwise noticed. You may find proposed agendas and prior meeting minutes at www.jcls.org. If you have further questions or would like to be added to the email notification list, please contact Executive Assistant, Daisy Fields, at 541-774-6406 or dfields@jcls.org.

If a physical accommodation is needed to participate in a Jackson County Library District meeting, please contact Daisy Fields at 541-774-6406. Notification of at least 48 hours prior to the meeting, preferably in writing, will assist us in providing reasonable accommodation.



MINUTES

ATTENDEES

Present at the meeting were: Board Members Eric Dziura (President), Jill Turner (Vice President), Susan Kiefer, Viki Brown, and Kim Young.

Additional attendees: Kari May (Library Director), Claudine Taillac (Assistant Director, Public Services), Brynn Fogerty (HR Manager), Ginny Auer (Foundation Executive Director), Rick Leibowitz (Finance Manager), Elanna Erhardt (Business Librarian), Jacquelyn Bunick (Legal Counsel), Ron Sharp (Senior IT Administrator), and Daisy Fields (Executive Assistant).

CALL TO ORDER/ROLL CALL

President Dziura called the meeting to order at 10:03 a.m. Roll call was taken.

INTRODUCTIONS / PROCLAMATIONS

Vice Present Dziura introduced Viki Brown and Kim Young as the newest members of the Jackson County Library Board of Directors.

OATH OF OFFICE

Elanna Erhardt, Oregon Notary Public, administered the Oath of Office to Viki Brown and Kim Young.

ELECTION OF OFFICERS

MOTION: Director Kiefer nominated Vice President Dziura as JCLD Board President. Director Turner seconded the motion. The motion was approved unanimously by roll call vote.

MOTION: Director Kiefer nominated Director Turner as JCLD Board Vice President. Director Young seconded the motion. The motion was approved unanimously by roll call vote.

CONSENT AGENDA

MOTION: Director Turner moved to pull the Monthly Financial Report from the consent agenda, adding it to the Reports section. Director Kiefer moved to approve the June 10, 2021 minutes. Director Brown seconded the motion. The motion was approved unanimously.

ORAL REQUESTS AND COMMUNICATIONS FROM AUDIENCE

None.

REPORTS

Library Director's Report

Library Director Kari May announced that she would provide a brief walking tour of the library after the meeting to those interested in seeing the construction and remodel progress.

May noted that the DART van has been featured at recent community events, and that staff has issued 40 new library cards within the first ten days during these events. The van is providing mobile access to patrons who otherwise would not normally be visiting the library.

All of the library branches are open, back to their pre-pandemic schedules except for Medford and Ashland, which have modified schedules. Storytimes and in-person programs will be offered in the near future, and soft furniture will be returned to the branches, with Medford and Ashland receiving most of theirs after construction and remodeling is complete.

Jackson County Library Foundation Report

Executive Director Ginny Auer shared some of the goals that she has been able to achieve, meeting with staff, board and community members as well as participating in the President's Forum and Friends of the Library meetings. The Foundation and Library Boards are planning a joint retreat in October, working to create a strong Strategic Plan that aligns with the Library District.

Monthly Financial Report (Ending June 30, 2021)

Finance Manager Rick Leibowitz presented the revised finance report, which included updated payroll for the month ending June 30. Leibowitz reported that an estimated 99% of payables had been received and the Library looked to be on track to close out the year within the budget.

MOTION: Director Young moved to approve the revised financial report. President Dziura seconded the motion. The motion was approved unanimously.

UNFINISHED BUSINESS

Resolution 2021-08: To Authorize Transfer of Budget Appropriations

During discussion, it was recapped that it was the intent of the finance manager and the Board that this resolution had been brought up and approved at the June 10, 2021 meeting but needed the proper format. Jackie Bunick, Legal Counsel, said that the resolution wording would need to be amended to properly reflect the Board's intent to approve the transfer of budget appropriations within the 2020-2021 fiscal year.

MOTION: Director Kiefer moved that the resolution be amended as advised. Vice President Turner seconded the motion. The amended resolution was approved unanimously by roll call vote.

Southern Oregon Historical Society Contract Renewal

At the June 10, 2021 Board Meeting, the JCLD Board had voted to amend the SOHS annual contract and offer funding for six months. Director Kari May was approached by the SOHS Board Executive Director and was asked about forming a study session/ad hoc committee to review the terms of the contract and whether it will be continued. The Board decided to appoint an ad hoc committee during the Board Committee appointments under New Business.

NEW BUSINESS

District Organizational Items for Fiscal Year 2022 – Library Director Kari May noted that the federal mileage reimbursement rate has decreased from \$0.575 to \$0.56 per mile. May proposed that moving the Board meetings to the third Thursday of the month would allow staff more time to complete monthly reports, analyze the data, and be able to include accurate information to the Board. After member discussion, it was decided that the third Wednesday at 4:00 p.m. would work for all of the members while allowing for the public to attend the meetings when the Medford branch is open.

MOTION: Director Kiefer moved to approve the organizational items for Fiscal Year 2022 with the change noted to the date and time of the regular Board Meeting. Vice President Turner seconded the motion. The motion was approved unanimously by roll call vote.

Resolution 2022-01: To Authorize Checking Account, Designated Personnel and Signers.

May explained that these resolutions remove former employees and Board members no longer serving and give authorization to the incoming President, Vice President, and key current employees to sign Banner Bank and LGIP documents as needed.

MOTION: Vice President Turner moved to approve Resolution 2022-01, with the understanding that the name of the Finance Liaison position will be filled in during committee assignments. Director Young seconded the motion. The motion was approved unanimously by roll call vote.

Resolution 2022-02: To Authorize LGIP Account, Designated Personnel and Signers.

May explained that the best practices recommendation is that the Library Board President and Vice President as well as the Library Director and Finance Manager be authorized to access the LGIP account.

MOTION: Director Kiefer moved to approve Resolution 2022-02. Vice President Turner seconded the motion. The motion was approved unanimously by roll call vote.

Board Committee Appointments; Board Liaisons to Outside Entities

The following committee appointments were made:

President Dziura: Facilities, Policy, Technology, and Budget Committees; RVCOG Liaison; JCLD Media Contact; and Strategic Planning Ad Hoc Committee

Vice President Turner: Finance/Statistics and Budget Committees; RVCOG Liaison alternate; SOHS ad hoc Committee

Director Brown: Policy, JCLF/JCLD Relationship, and Budget Committees; and Strategic Planning Ad Hoc Committee

Director Kiefer: Facilities, JCLF/JCLD Relationship, and Budget Committees; Strategic Planning Ad Hoc Committee

Director Young: Advocacy, Finance/Statistics, Technology, and Budget Committees; SOHS Ad Hoc Committee; and JCLD Finance Liaison

COMMITTEE AND BOARD MEMBER REPORTS

Facilities Committee

President Dziura reported that the Medford branch remodel is moving along nicely and will be part of the tour with Library Director May following the meeting. The HVAC system at the Ashland branch is

scheduled to be replaced next spring. The Community Room remodel is moving forward but will need to be re-bid; bids are due at the end of July.

FUTURE MEETINGS/EVENTS/OBSERVANCES

The next regular Board meeting will be held on Wednesday, August 18, 2021 from 4-6pm.

ADJOURN

President Dziura closed the meeting with a quote from Ray Bradbury “Without libraries, what have we? We have no past and no future.” President Dziura adjourned the Regular Board Meeting at 11:42 a.m.

/s/ Daisy A. Fields
Recording Secretary



August 18, 2021

Title: FY2020-21-YTD

From: Rick Leibowitz, Finance Manager

Summary:

The board financial presentation includes information through June 30, 2021. Data was pulled on August 9, 2021 from Incode. Finance has initiated a “soft close” of the books, which means all transactions will now be posted to the 2021-22 fiscal year unless an adjusting journal entry is requested by the Library Director. A full fiscal closeout will not be completed until the new Finance Manager reviews the books.

General Fund

There were some final expenses since the last report that reduced the ending fund balance to \$8.882M. At time of budget development in May, it was expected this would be \$8.9M. This does not cause any concern, as this is still over \$4.3M higher than what was budgeted last year and there are no expectations to need fund reserves in the 2021-22 operating budget.

Capital Improvement Fund

Finance received a few more large invoices from Jackson County in the beginning of July that were for projects identified in the 2020-21 budget. These were applied to Capital Outlay, and that reduces the Capital Improvement ending fund balance to \$5.413M. This is also less than the \$5.60M that was anticipated at the time of budget adoption.

Miscellaneous Grants Fund

Revenues increased, as discussed in the previous memo. Expenses in the restricted grant funds have not changed much since the last report. This resulted in a net increase of the ending fund balance \$1.184M.

All Funds Summary

Below is a summary of YTD activity. In summary, JCLS is expected to begin the year with \$15.48M in all funds in comparison to the \$15.60M that was identified at time of budget adoption. This represents a 0.8% variance under what was projected and should have no material impact on operations.

	General	Capital Improvement	Grants	Total
YTD Revenues	\$ 11,921,640		\$351,918	\$12,273,558
YTD Expenses	\$9,361,436	\$932,444	\$275,271	\$10,569,151
Transfers IN		\$300,000	\$1,108,342	\$1,408,342
Transfers OUT	\$1,408,342		\$121	\$1,408,342
Begin Fund Balance	\$7,730,657	\$6,045,927		\$13,776,584
Ending Fund Balance	\$8,882,519	\$5,413,483	\$1,184,989	\$15,480,991

Attachments:

Financial report PDF.



For Period: through 6/30/2021

General Fund

	Budget	Actual	Variance	% of Budget
Beginning Fund Balance	\$ 7,207,960	\$ 7,730,657	\$ 522,697	107.3%
Revenues	Budget	YTD	Variance	% of Budget
Property Taxes	\$ 10,920,995	\$ 11,515,453	\$ 594,458	105.4%
Other Income	\$ 629,330	\$ 406,187	\$ (223,143)	64.5%
Total Operating Revenues	\$ 11,550,325	\$ 11,921,640	\$ 371,315	103.2%
Transfers IN from Other Funds	\$ -	\$ -	\$ -	
Total RESOURCES	\$ 18,758,285	\$ 19,652,297		
Expenses	Budget	YTD	Variance	% of Budget
Personnel Services	\$ 6,555,950	\$ 5,297,337	\$ (1,258,613)	80.8%
Library Materials	\$ 1,331,000	\$ 1,270,112	\$ (60,888)	95.4%
Bldg. Maintenance/Utilities	\$ 1,762,467	\$ 1,667,636	\$ (94,831)	94.6%
Other Materials&Services	\$ 2,183,191	\$ 1,039,526	\$ (1,143,665)	47.6%
Capital Outlay	\$ 215,000	\$ 86,825	\$ (128,175)	40.4%
Contingency	\$ 750,000		\$ (750,000)	0.0%
Total Operating Expenses	\$ 12,797,608	\$ 9,361,436	\$ (3,436,172)	73.1%
NET REVENUES/EXPENSES	\$ (1,247,283)	\$ 2,560,205	\$ 3,807,488	NA
Transfers OUT to Other Funds	\$ 1,408,345	\$ 1,408,342	\$ (3)	100.0%
Ending Fund Balance	\$ 4,552,332	\$ 8,882,519	\$ 4,330,187	195.1%
Total REQUIREMENTS	\$ 18,758,285	\$ 19,652,297		



For Period: 7/1/2020 through 6/30/2021

Capital Improvement Fund

	Budget	Actual	Variance
Beginning Fund Balance	\$ 6,176,279	\$ 6,045,927	\$ (130,352)
Revenues			
	Budget	YTD	Variance
Interest Income	\$ 110,000	\$ -	\$ (110,000)
Total Operating Revenues	\$ 110,000	\$ -	\$ (110,000)
Transfers IN from Other Funds	\$ 300,000	\$ 300,000	\$ -
Total RESOURCES	\$ 6,586,279	\$ 6,345,927	
Expenses			
	Budget	YTD	Variance
Materials&Services	\$ 500,000	\$ 344,362	\$ (155,638)
Capital Outlay	\$ 6,086,279	\$ 588,082	\$ (5,498,197)
Total Operating Expenses	\$ 6,586,279	\$ 932,444	\$ (5,653,835)
NET REVENUES/EXPENSES	\$ (6,476,279)	\$ (932,444)	\$ 5,543,835
Transfers OUT to Other Funds	\$ -	\$ -	
Ending Fund Balance	\$ -	\$ 5,413,483	\$ 5,413,483
Total REQUIREMENTS	\$ 6,586,279	\$ 6,345,927	



For Period: 7/1/2020 through 6/30/2021

Miscellaneous Grants Funds

	Budget	Actual	Variance
Beginning Fund Balance	\$ -	\$ -	\$ -
Revenues			
	Budget	YTD	Variance
Grants & Donations	\$ 408,075	\$ 338,871	\$ (69,204)
Interest	\$ 30,500	\$ 13,047	\$ (17,453)
Total Operating Revenues	\$ 438,575	\$ 351,918	\$ (86,657)
Transfers IN from Other Funds	\$ 1,043,085	\$ 1,108,342	\$ 65,257
Total RESOURCES	\$ 1,481,660	\$ 1,460,261	
Expenses			
	Budget	YTD	Variance
Personnel Services	\$ 145,000	\$ 40,701	\$ (104,299)
Materials&Services	\$ 604,575	\$ 154,923	\$ (449,652)
Capital Outlay	\$ 219,585	\$ 79,647	\$ (139,938)
Total Operating Expenses	\$ 969,160	\$ 275,271	\$ (693,889)
NET REVENUES/EXPENSES	\$ (530,585)	\$ 76,647	
Transfers OUT to Other Funds	\$ -	\$ -	
Ending Fund Balance	\$ 512,500	\$ 1,184,989	\$ 672,489
Total REQUIREMENTS	\$ 1,481,660	\$ 1,460,261	



Director's Report August 2021

Library Administration

Two RFPs were issued, one for auditing services and one for a consultant for the strategic planning process. The Finance Committee will review the auditing proposals. The Strategic Planning Committee will meet the first week of September to review the responses.

Director Kari May attended the Board Orientation for Jackson County Library Foundation Board members, held on August 10. Foundation Executive Director Ginny Auer led a three-hour session that provided Board members with a broad understanding of their roles and responsibilities, as well as information about how the Library and Foundation work together. May provided information about the Library's mission, vision, and values and current strategic plan. Assistant Director of Public Services Claudine Taillac and Youth Services Coordinator Brystan Strong reviewed the variety of special programs and services the Library offers for patrons of all ages, from young children through teens and adults.

May and Auer met with Library Strategies consultant Stu Wilson to discuss the agenda and desired outcomes for the upcoming JCLD/JCLF retreat scheduled for Saturday, October 2. Relationship Committee members reviewed the draft agenda and provided input. The retreat will focus on the roles of the Library and the Foundation, fundraising, and continuing to strengthen the relationship between the two organizations.

Human Resources

Accompanying the Director's Report this month, please find an organizational chart, including names of individuals in each position. Several positions are under recruitment, including a few key administrative positions (Assistant Director of Support Services and Area Manager for Outreach and Programming). Two positions will be filled by the end of August: Brittany Brite as the Finance Manager, and Lewis Maurer as the Upper Rogue Area Manager. The Library is experiencing similar challenges to recruiting and hiring that have been reported in other industries, with smaller candidate pools, and some individuals who turn down a job offer because they cannot locate housing. Human Resources is excited to be bringing in top talent to further grow the organization, and staff are working together to help promote the Library as an Employer of Choice.

The Human Resources Team is fully staffed with the recent hires of two Human Resources Specialists. One position will focus on recruitment, onboarding, time entries, and Payroll support, while the other position will provide support with benefits and volunteer coordination.

Staff Development Coordinator Loren Clupny has drafted a 90-day onboarding plan that will be rolled out in the next two months. This plan will walk new hires and their supervisors through all the necessary training and orientation they will need as new JCLS employees. The plan ensures that new staff are given a solid foundation and creates touch points to ensure that they are getting the appropriate coaching as they join the team. The plan provides guidance on orientation, goal setting, and training.

The Pandemic continues, and HR Manager Brynn Fogerty has stayed up-to-date on the latest guidelines and recommendations from the Oregon Health Authority and CDC. Safety for staff and patrons continues to be Administration's top concern.

Marketing

Press Release: Notary Services: <https://bit.ly/3yubLUD>

Press Release: Windows in Time (August session): <https://bit.ly/2VDiTz9>

Press Release: August Event Calendar: <https://bit.ly/2X2ARmp>

Mail Tribune on Resource Kits: <https://bit.ly/3AhR0f7>

KOBI on Library of Things: <https://bit.ly/3ipKs8i>

Oregon State Library Newsletter highlights DART: <https://bit.ly/3A1EYX9>

Lost in a Book, episode 4: <https://youtu.be/7w4HMb7pEYA>

Readers are Leaders: Lilia Caballero: <https://youtu.be/uAdCo9WPo3w>

July Book Recs video: <https://youtu.be/gF2Aalukymk>

Readers are Leaders: Kari May: <https://youtu.be/WPXQ3GTB9BM>

Support Services

IT

The Library IT team continued working on enabling Multi-Factor Authentication (MFA) for remote access and Cloud based email. A new ticketing system for IT and facilities maintenance issues and two models of computers were evaluated for replacing public PCs at all branches.

Digital Services

As of July 2021, Digital Services assumed the staffing and management of the Medford Branch Library Computer Lab. Digital Services staff are working with Operations Coordinator Crystal Zastera and Medford Branch Manager Laurin Arnold to furnish and equip the new computer lab, which will be located upstairs in the former Rogue Community College space.

Digital Services Specialists have scheduled their fall classes and workshops, which, at a total of seven, is the most they have presented in a season. Most classes will be offered multiple times. The topics are:

- Getting Started with Libby
- Craigslist for Beginners
- Engage! Technology and Community Involvement
- Welcome to the Internet Archive
- Internet Foundations
- Managing Your Google Account
- Getting Started with Microsoft Word

Collection Development

Collection Development received numerous new items for the Library of Things collection. Newly added items include CD players, a VHS to DVD recorder for converting VHS to a usable format, as well as new musical instruments. Two induction cooktops donated by the City of Ashland were also added, as the City is promoting the use of inversion ranges to save energy. The City of Ashland is helping promote the Library of Things and encouraging check-outs of the inversion ranges to residents in a try-before-you-buy model.

Public Services

Since the eviction moratorium ended in June, library staff have seen an increase in patrons using library computers and scanners to fill out applications for the Oregon Emergency Rental Assistance program. The application is online and involves uploading copies of personal documents, a process that can be daunting to those unused to it. One patron left a thank-you note for Ashland Librarian Ken Lodgers: “Thank you so much for all your help on the computer! My application for rental assistance is completed!”

Medford Head of Adult Services Carrie Tannehill wrote a step-by-step guide for staff as a refresher on how to book and manage meeting and study room reservations in anticipation of a return to meeting room bookings that was scheduled for early August. Tannehill sent the guide to all Public Services staff well in advance of the meeting room reservation system being opened back up to the public. Many branches reported that room bookings started to be made immediately after the online reservation system went live in mid-July. Please note that, because of the recent spike in COVID-19 cases, as of August 10, meeting room booking and use has been suspended until further notice.

Because of the spike in COVID-19 cases, JCLS returned to requiring masks for all staff and patrons on Friday, July 30. Large signs were placed at all library entrances, and most patrons complied. Some were grateful that masks were provided, as they had not come to the library prepared for the sudden change. While there are always a few who express displeasure in having to wear a mask, many compliments have been given to frontline staff recently, including praising them for their hard work and for being a key factor in getting them through the pandemic lockdown.

The libraries were a natural respite for the community during the recent record-breaking heat. Many patrons have been spending time together at the Applegate library because it “feels so good in here!” The Friends of the Applegate library have been providing a cool beverage to each patron. The library was able to serve a local couple who do not have wifi or air conditioning at home when they were having tech issues with their laptop. Between Branch Manager Christine Grubb and the Digital Services Team, the couple was guided through a reboot of their computer and finally got connected to the library’s wifi. They repeatedly thanked staff for help because they feel like they are getting “left behind” in the tech world. A new family temporarily relocated in the Applegate Valley due to their house being destroyed in the Alameda fire commented that they are thrilled to have a library as close as when they lived in Talent.

Adult Services

The Adult Services team created 30 programs for adults in July, including book clubs, Take & Makes, digital literacy programs, and more.

In June, JCLS announced a letter exchange program that encouraged Jackson County residents to revisit the art of letter-writing. Following the Oregon Humanities “Dear Stranger” model, JCLS invited patrons to write a letter that would then be sent to another participant in the program. Patrons had all of June to write their letters and submit them to the Ashland Library. Ashland Librarian Brianna Levesque coordinated the program and received eight letters from patrons in Medford, Ashland, Talent, and Central Point. Participants wrote about their hobbies, things they liked about living in the Rogue Valley, favorite books, fun facts about local history, and

the isolation they have experienced during the pandemic. The program showcased the desire individuals have to connect with others in their community, especially during tough times.

Medford Adult Services Librarian Spencer Ellis began the Paint Night program last year, and it continues to be a success. Eighteen patrons joined virtually via Zoom to watch and follow along with a painting tutorial. Over the preceding week, patrons picked up kits that included paints, canvas, brushes, and other necessary supplies to create a desert cactus acrylic painting. A few patrons had their kids participate as well with extra supplies they had on hand, making it a mostly adult but also mixed-age event. Patrons were excited to share their work at the end so everyone could see the unique variations each person created.

Adult Services Coordinator Carrie Turney Ross facilitated the program “Green Burial: The Greenest Way to Go,” presented by Mary Ann Perry. Perry is the Sexton at Oregon’s first and only dedicated natural burial ground, located at The Forest Conservation Burial Ground at Willow-Witt Ranch. The talk covered information about green or natural burials, what they are, and how to “go green.” Patrons were engaged throughout the program, asked thoughtful questions and proved their own stories of people they know who have selected a green burial.

Business Services

JCLS launched Notary Services in July. Four staff members throughout the district became commissioned notaries to spread the services equitably. Services are available by appointment at Medford, Ashland, Eagle Point, and Rogue River branches. A total of eighteen notarial acts were completed in the first month of the service being offered. JCLS plans to add a bilingual commissioned notary in the coming months to expand the services to Spanish speaking residents.

DART

JCLS DART made twenty stops in July, going to the Phoenix-Talent Fire Relief Center, free lunch sites, Housing Authority apartments, and more. A total of 543 community members interacted with the van and the Mobile Services Specialist in one way or another. Sixteen patrons signed up for new library cards, and six were able to renew their accounts at the mobile technology van. DART was onsite for three Housing Authority fairs at different apartment complexes in the county. Children and teens at these sites climbed into the van to pick up a free book, grab a snack, or just to see what JCLS DART looks like on the inside. At the Phoenix-Talent Fire Relief Center, one new resident happened to be driving by and saw DART and the sign saying “get a library card.” He had not been able to get to the library in his hometown yet due to his work schedule and was very excited that he could get one immediately.

Youth Services

The June Take & Make “We are all a piece of the puzzle” has been a great success. Throughout June and July, over 100 people participated and have returned their puzzle pieces to contribute to the display.



The Ashland Teen department kicked off July with a Water Conservation Take & Make. The kit included a copy of Neal Shusterman's *Dry*, water conservation ideas, and a JCLS water bottle. The kits were a big hit; one teen who grabbed a kit came back a couple of days later with a friend, telling her how much she had enjoyed the book and encouraging her friend to grab a kit, which she did.

The Medford Teen department held a Tea Time Tuesday virtual program where teens drank tea, ate some sweets, and discussed the book *I am Malala*. The discussion revolved around the differences that everyday people can make and different types of leadership.

The Medford and Ashland teen departments collaborated on a combined Paint Your Inspiration Take & Make and Zoom program. Preceding the program, teens picked up a Take & Make kit and could either join the Zoom program to paint together or use the supplies and paint on their own time. The teens who were available to join the Zoom program talked together while they painted and discussed topics such as their favorite summer reading books so far, the upcoming school year, and what they were painting that inspired them.

A fourth-grade teacher told Phoenix Branch Manager Jody Fleming that he used her paper model trout as a craft for his class at the end of the school year and reported that the kids loved it. Free paper models are available at all times at the Phoenix Library—and they include a free glue stick too. All kids are invited to bring their creations to the library and show staff.

The Storytelling Guild's Children's Festival drew more than a hundred kids at the Talent, White City, and Jacksonville libraries for storytimes, dancing, dragon photo ops, and giveaways. Although held outside the library, many of the families also came in to check out books or just look around. A mobile vaccine clinic was present at the festival held at the White City library.

Community Librarian Evelyn Lorence and Education Services Specialist Jamaica Davis continued their enrichment program with Medford School District's Summer Experience and added enrichment to Eagle Point and Phoenix-Talent School district classrooms. This month they visited a total of twenty-seven classrooms, talking with 404 learners in grades K-6. Classes either received the "Ten Thank-You Letters" program outlined in the June 2021 report or a read-aloud of "*Whose Hands are These? A Community Helper Guessing Book*" by Miranda Paul. All participants receive a free book and information about the library and this year's Summer Reading Program.

Lorence, Davis, and Mobile Services Specialist Leah Diamond brought the DART Van to five Jackson County schools, giving away more than 250 Summer Boredom Busters Take & Make jars and encouraging library card sign-up. Ruch Branch Manager Thalia Truesdell has been making regular visits to the summer-school classes at the elementary school and has started to go to the local Wednesday grower's market to promote the library.

Outreach to Child Care staff is working with Staff Development Coordinator Loren Clupny to bring back nine volunteers whose service was on hold during the pandemic. Having completed the required paperwork to return, six volunteers will offer monthly or weekly storytimes, serving twelve sites throughout the county. Two other volunteers will assist staff with delivery and pick up of materials, and one will work "behind the scenes" in Outreach—supporting circulation, inventory, book giveaways, and more. Providers, staff, and volunteers are delighted to see each other again and to be able to resume a more robust, pre-pandemic level of service for the youngest members of our community.

Social Services

The new Resource Specialists started in July, and they have made an immediate impact by connecting patrons to valuable resources, assisting unhoused residents, and de-escalating situations. The team completed trainings in trauma-informed care, conflict resolution, de-escalation techniques, various Ryan Down Academy webinars on homelessness, and the unarmed guard certification through the Oregon Department of Public Safety. Social

Worker Mehmood Madha received numerous referrals to library social services from the Jackson County UniteUs platform from agencies such as LaClinica and the Oregon Network Hub. Patrons referred via this service needed assistance with a myriad of issues, including finding housing and resources as survivors of the Almeda fire.

Facilities

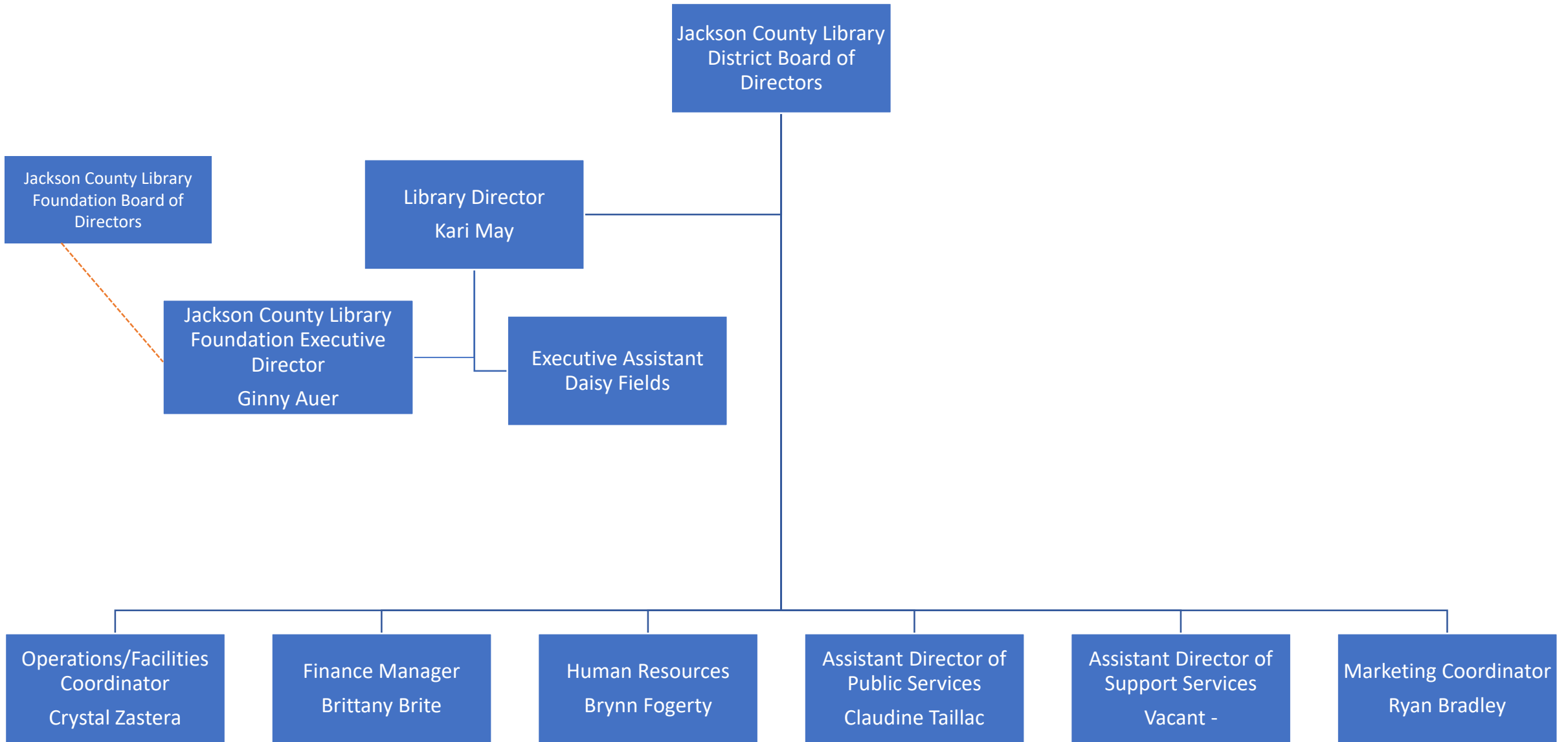
The Medford Library 2nd floor carpet project is almost complete. The first delivery of furniture for the new open study space (previously the reference area) is scheduled to be installed in early September. Facilities and Public Services staff have shifted the collection and reorganized the space in anticipation of the furniture arrival, and ultimately the reopening of the 2nd floor to the public.

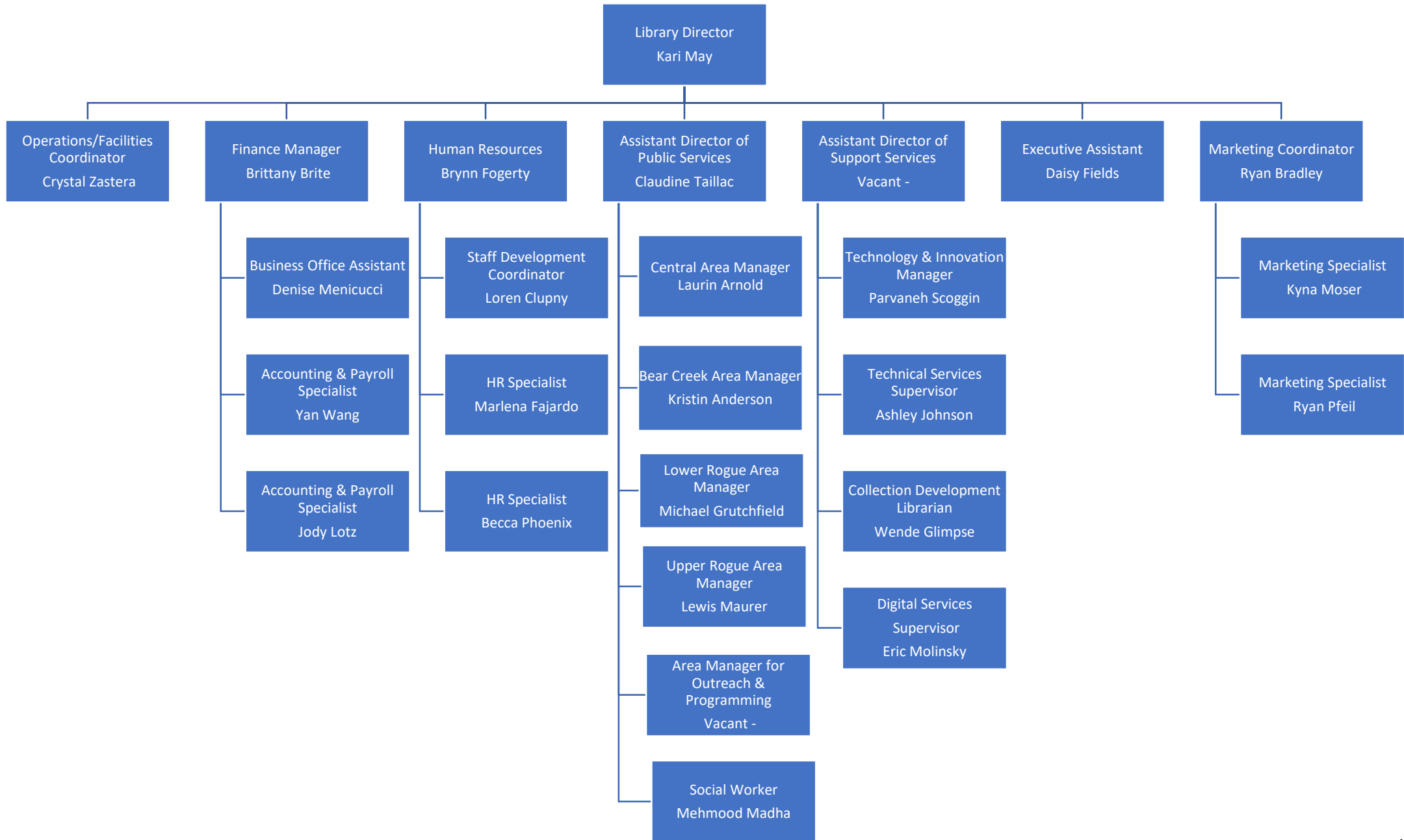


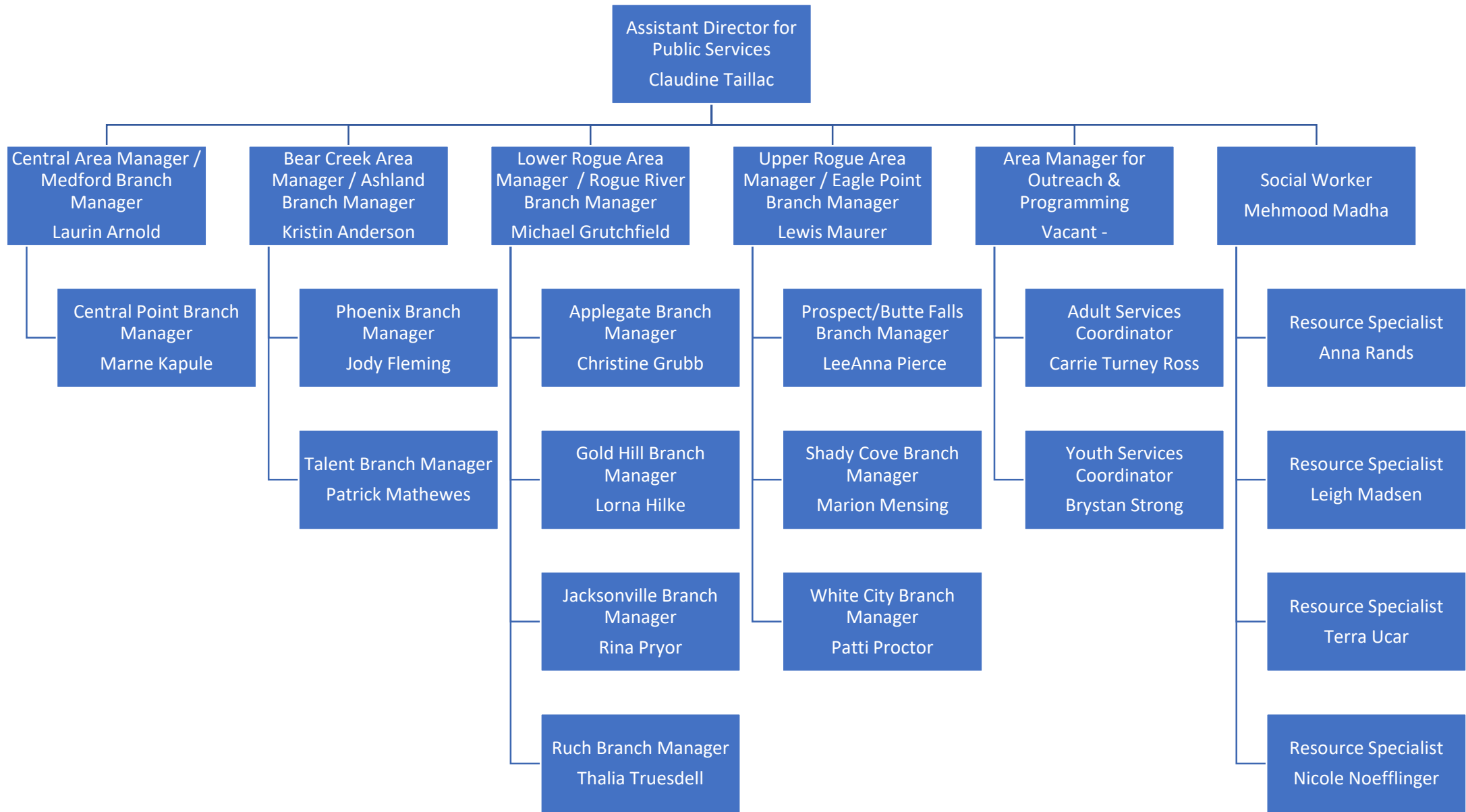
For the Ashland lower-level renovation project, staff is working with Jackson County to finalize the contract with Outlier Construction Company so that they can begin work as scheduled in early September. Branch staff have chosen new furniture for the space, which is scheduled to arrive after the completion of construction. Once construction begins Outlier will be able to estimate the project completion date.

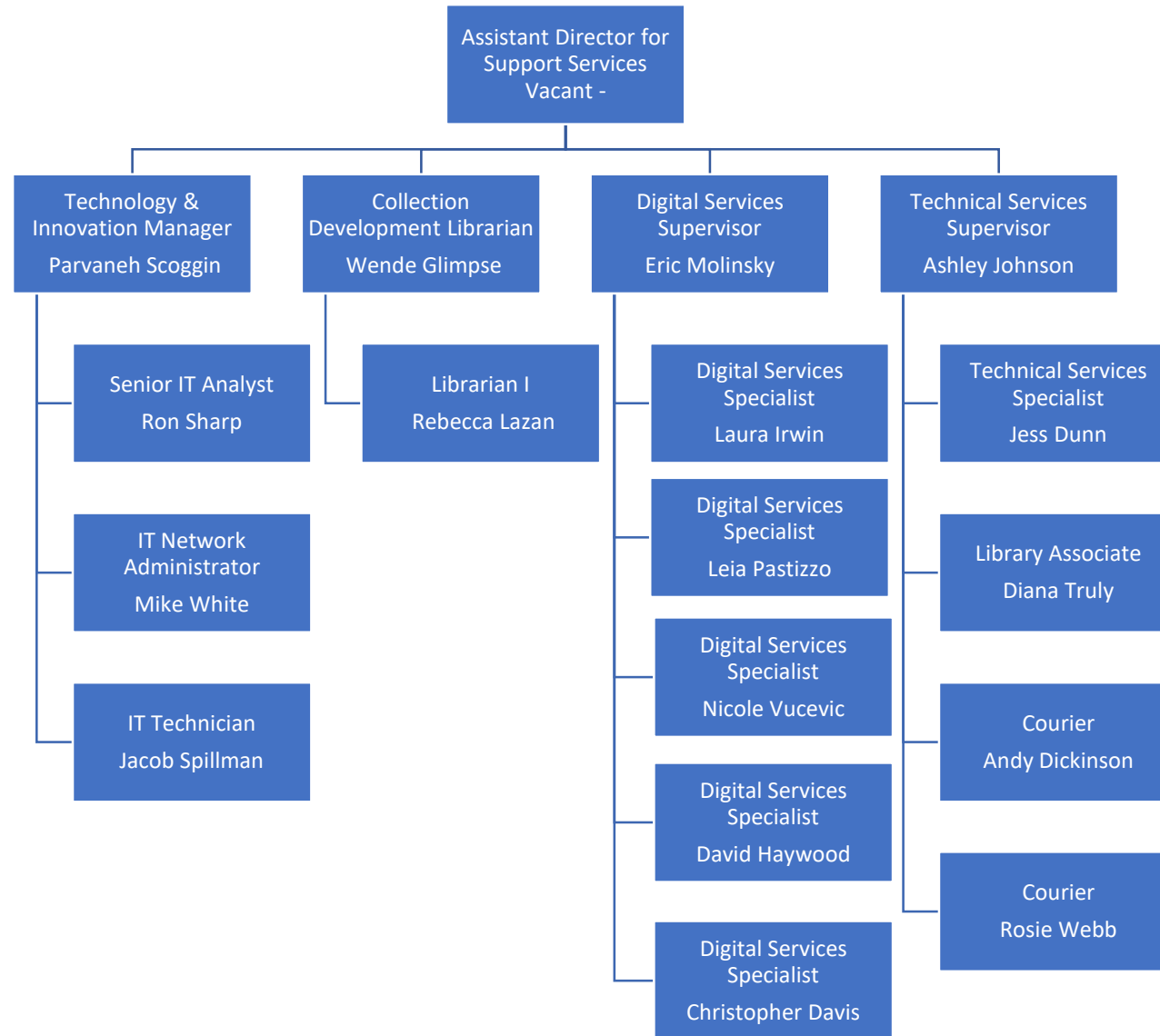
The White City Library has received improvements, such as an upgrade to the security camera system and new fencing. The new fence replaces the old one surrounding the amphitheater and adds a level of security at the staff entry area. Updated landscaping is scheduled for later this year as well. The County is in the process of putting together a contract with Overstreet Landscaping to complete the work.

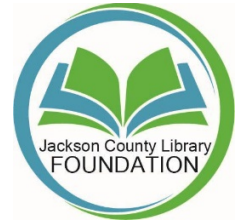












Jackson County Library Foundation Director's Report August 2021

On a recent visit to the Medford Co-op for my wellness Wednesday discounted lunch, I was chatting with the woman making my smoothie and she asked me where I work. When I mentioned I work at the library, her face lit up. "My daughter, Anna, is 12 and she loves the Medford Library! We live in Grants Pass and our library is not as large. My daughter wants to have her birthday party there one day. She just loves it so much." I walked out of there with my head held high and my smoothie in hand, feeling healthy and wealthy. The community I live in and serve values health, education, and connection, I thought to myself. This interaction reminded me that unfortunately, it is not true of all communities. I walked into my office with a renewed perspective on just how lucky I am to live in this community and work with those who volunteer their time, talent, and treasures to ensure that the children in all corners of Jackson County can walk through our doors to find the magic that lies within the library.

To that end, the Jackson County Library Foundation (JCLF) Board of Directors has been hard at work revising structures that align with and support the work of Jackson County Library Services. The JCLF Board of Directors voted to align the fiscal year with the JCLD fiscal year.

The JCLF Board Governance committee has revised the Board Manual and on August 10th held a Board Orientation for current JCLF Board members. The committee is also looking at Board committee structures and job descriptions.

The JCLF Finance committee is reviewing the process for JCLS fund requests for JCLF. The goal is to focus the process on the impact the grants are having. The committee is also looking at the overall goals of the JCLF/JCLD MOU agreement to determine the best approach to investments and to help advise the fundraising committee.

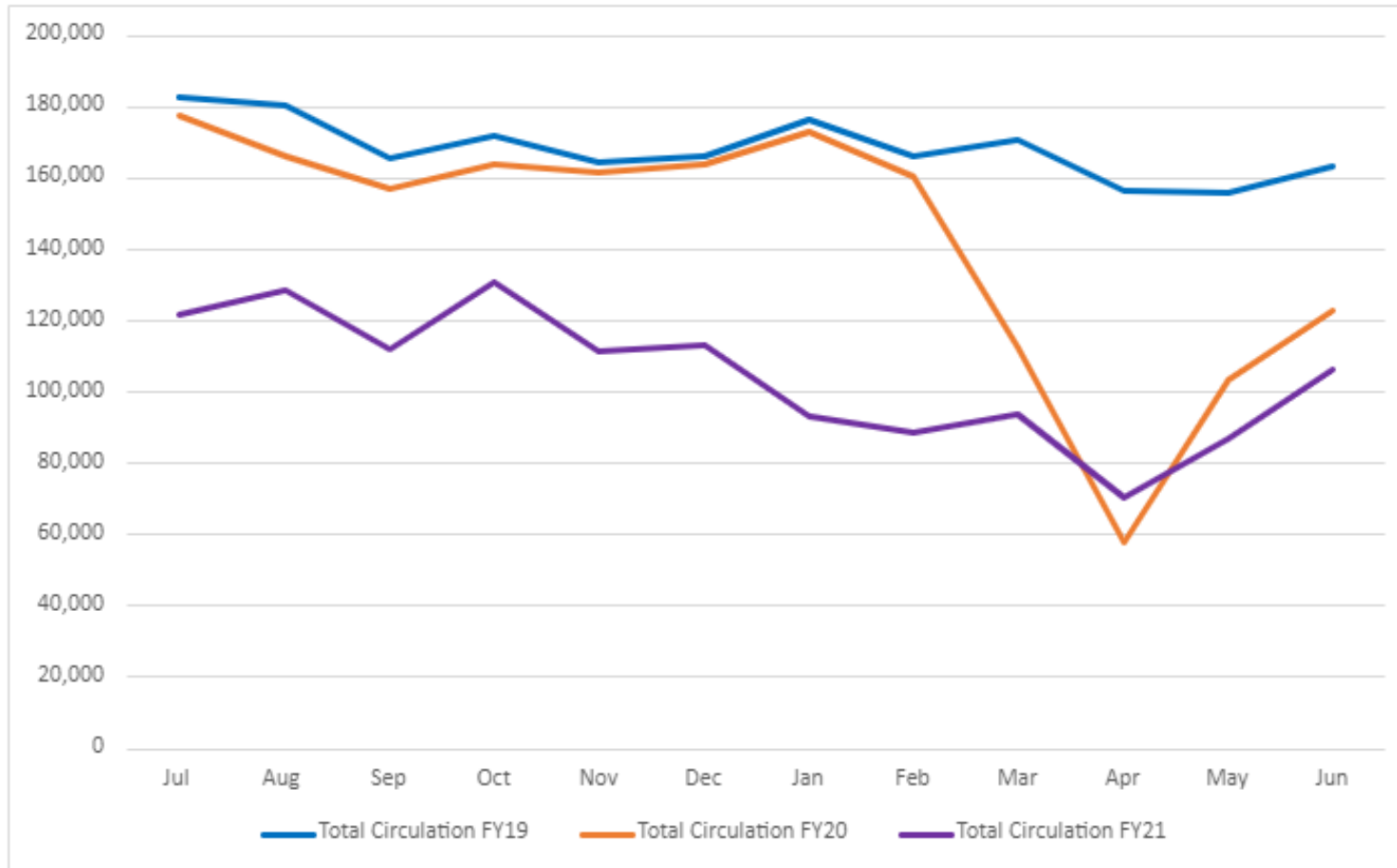
The JCLF Relationship committee met recently to discuss the upcoming October 2, 2021 JCLD/JCLF retreat with Library Strategies. The agenda is being assembled.

The JCLF Board of Directors is making the preparations for success today to ensure the Annas of tomorrow can count on our beautiful spaces, our tremendous programming, and our commitment to excellence for all our residents.



FY21 Q4 STATISTICS BOARD REPORT

CIRCULATION PER MONTH

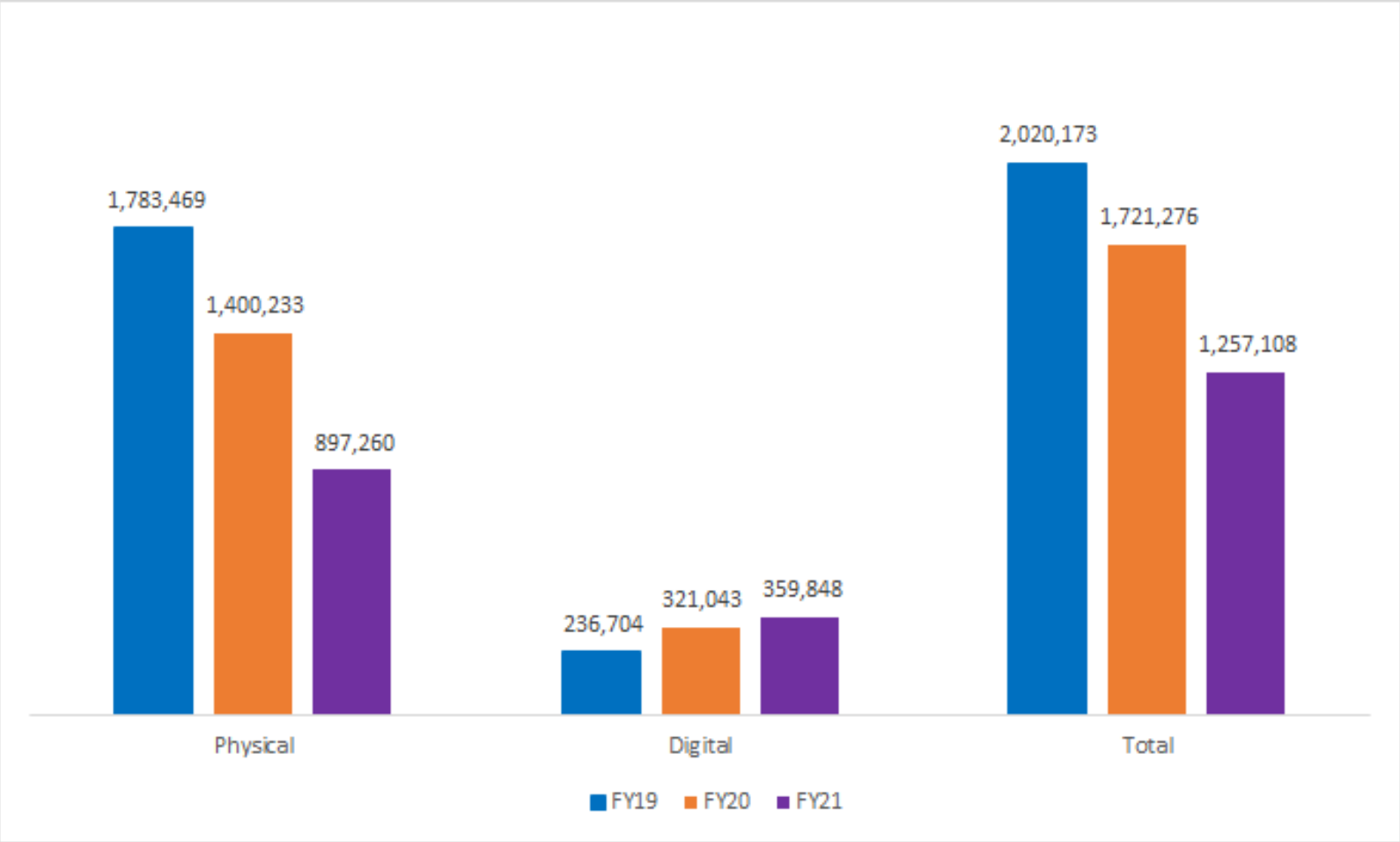


The pandemic has had a significant impact on circulation since March 2020. It is important to take into consideration the various stages of library services, reduced service models, and accommodations for patrons.

Two of the biggest factors are lack of in-person programming, especially regular storytimes, and the periods of time when libraries were limited to front door service and browsing was not allowed. Circulation declined steadily beginning in November 2020, when all libraries implemented front door/lobby services and browsing was not allowed, and then a noticeable increase around May 2021, when in-person browsing was once again available.

Circulation decreased sharply in April 2021, when JCLS experienced some difficulties during the transition to Koha, which resulted in some issues with access to the catalog and holds.

PHYSICAL AND DIGITAL CIRCULATION

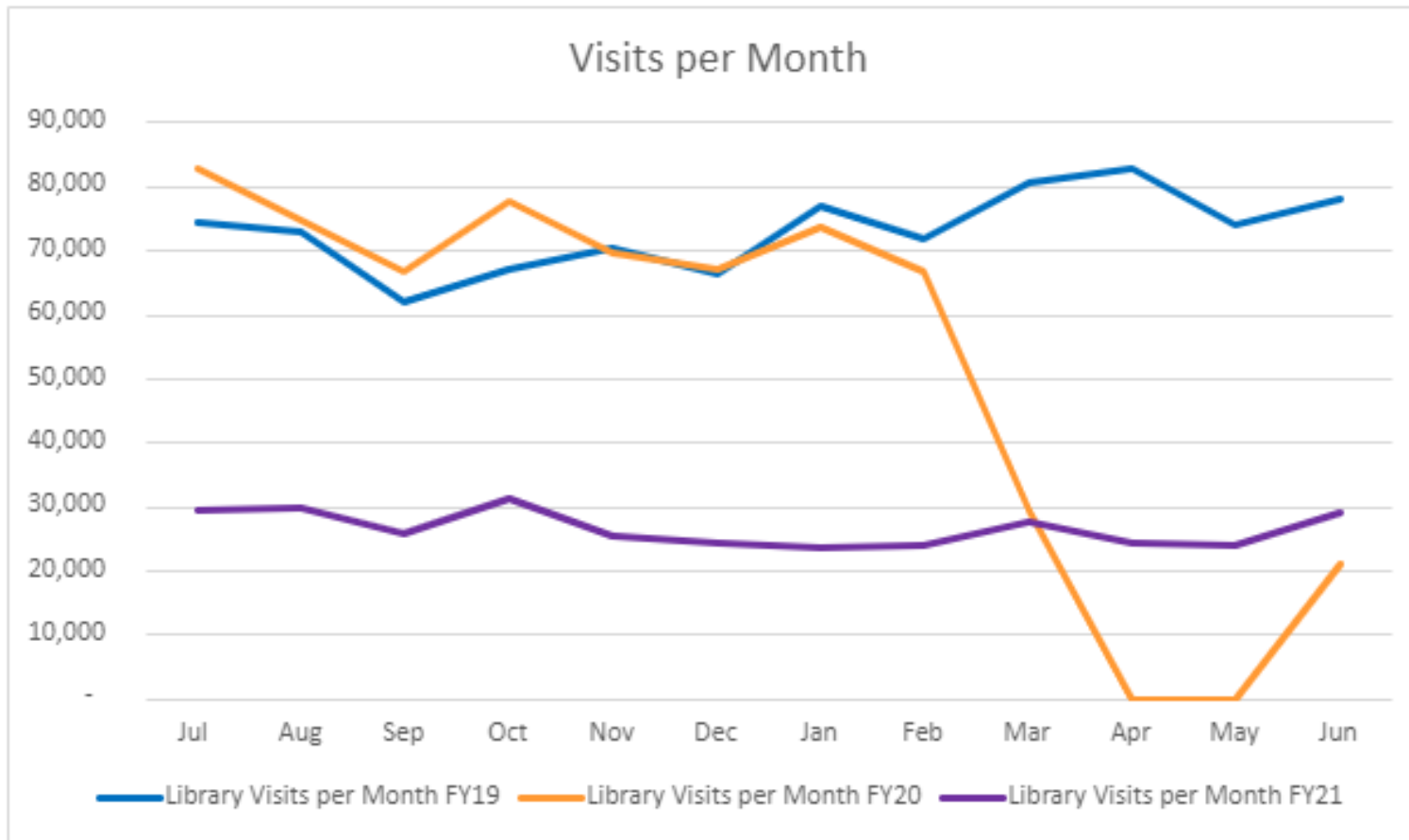


While the pandemic has contributed to the decline in circulation of physical materials, digital circulation has increased 52%. Going from a little over 200,000 in FY19 to nearly 400,000 in FY21.

Lack of internet access may also contribute to lower circulation, since some accommodations offered during the pandemic required internet, such as placing holds through the library catalog.

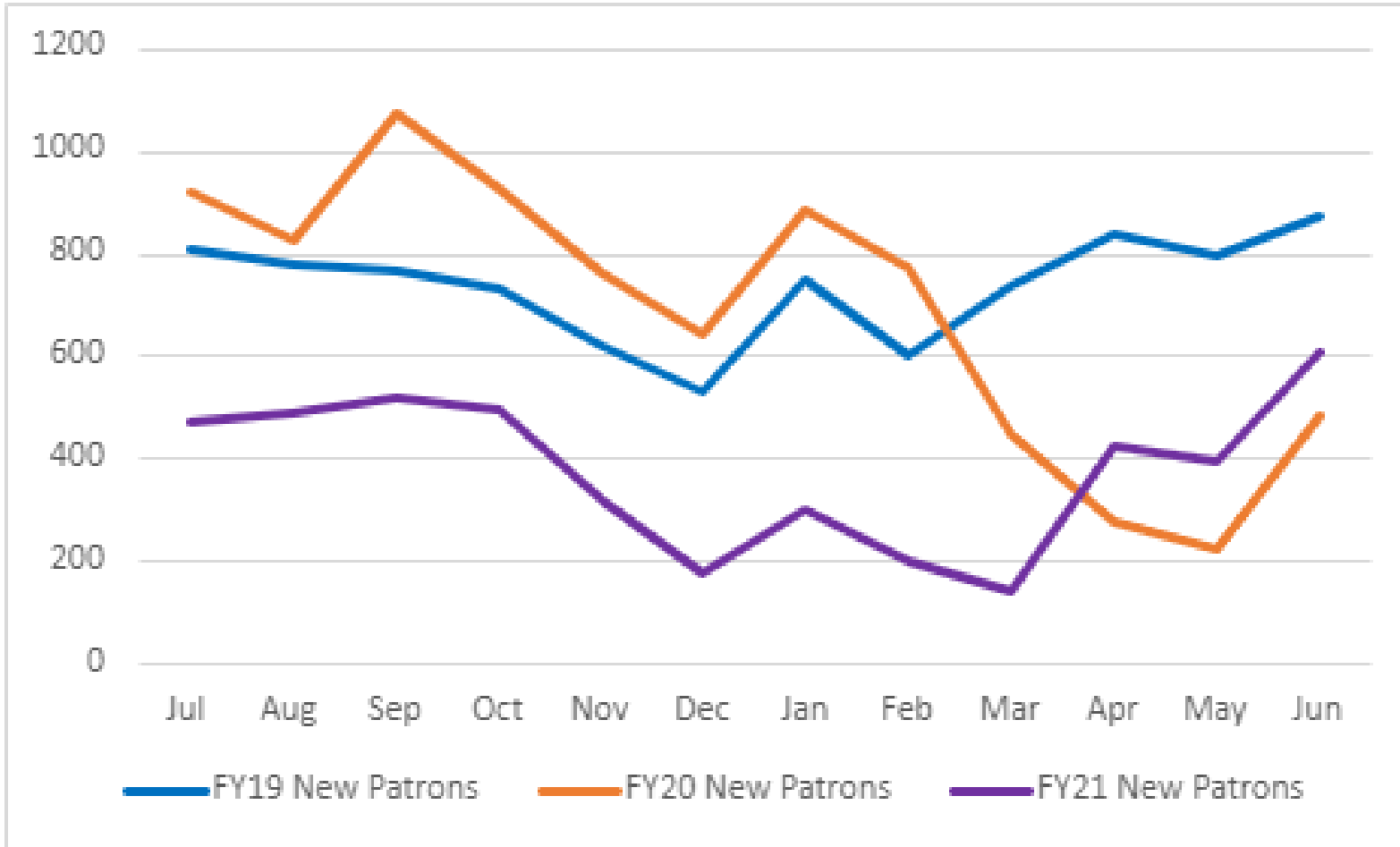
The various reduced service models associated with the pandemic and stages of reopening have had a negative impact on physical circulation and library visits. Reduced hours and capacity, mask requirements, distance programming, front door services, no browsing, limited internet access, and the general effect of the pandemic on normal life have all contributed to the reduction in physical circulation and library visits.

LIBRARY VISITS



Due to the pandemic, library branches have been operating at reduced hours and capacity. This has limited the number of people able to use the library. The shift to digital programming has also impacted library visits, including the absence of regular programs such as preschool storytime and the Babies & Wobblers program. For the first time since the libraries shut down in March 2020, the libraries returned to normal, full hours of operation in May 2021, which may account for the slight increase in visits that month.

NEW PATRONS



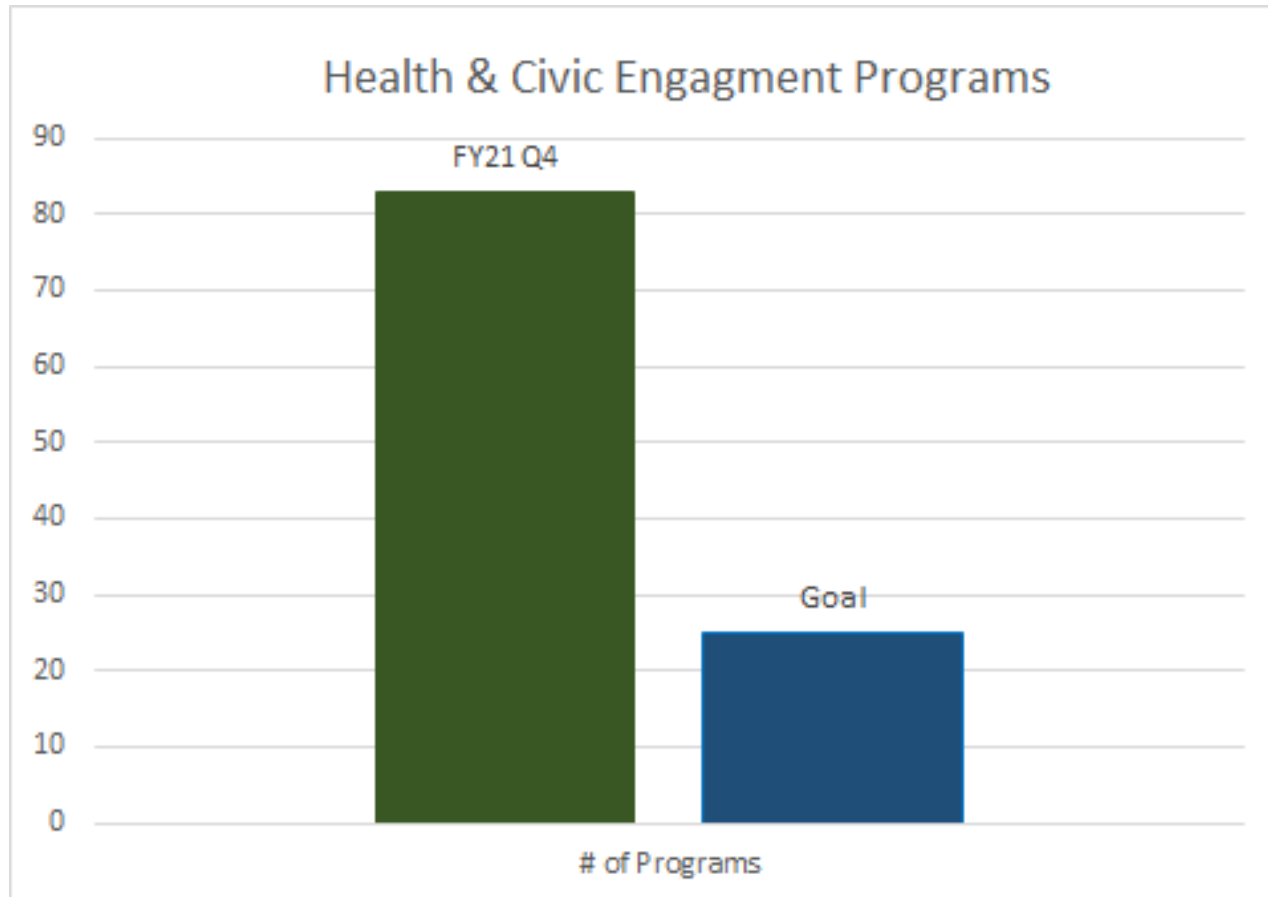
While the overall number of new patrons for FY21 are lower than FY19 and FY20, this is most likely due to the restrictions on library access, such as occupancy restrictions and reduced library hours, which were 21.7% lower system-wide until May 3, 2021.

Also, while it is possible for patrons to register online, not all patrons are able to take advantage of this option, and not all residents of Jackson County may be aware of this option. Consequently, having to restrict patrons access to the libraries may have contributed the most to the lower number of new patrons for FY21.

OBJECTIVE 1



JCLS will provide 25 programs each quarter focused on health literacy and civic engagement.



Health & Renewal was the theme for spring, followed by **Readers are Leaders** in the summer months.

Health Literacy:

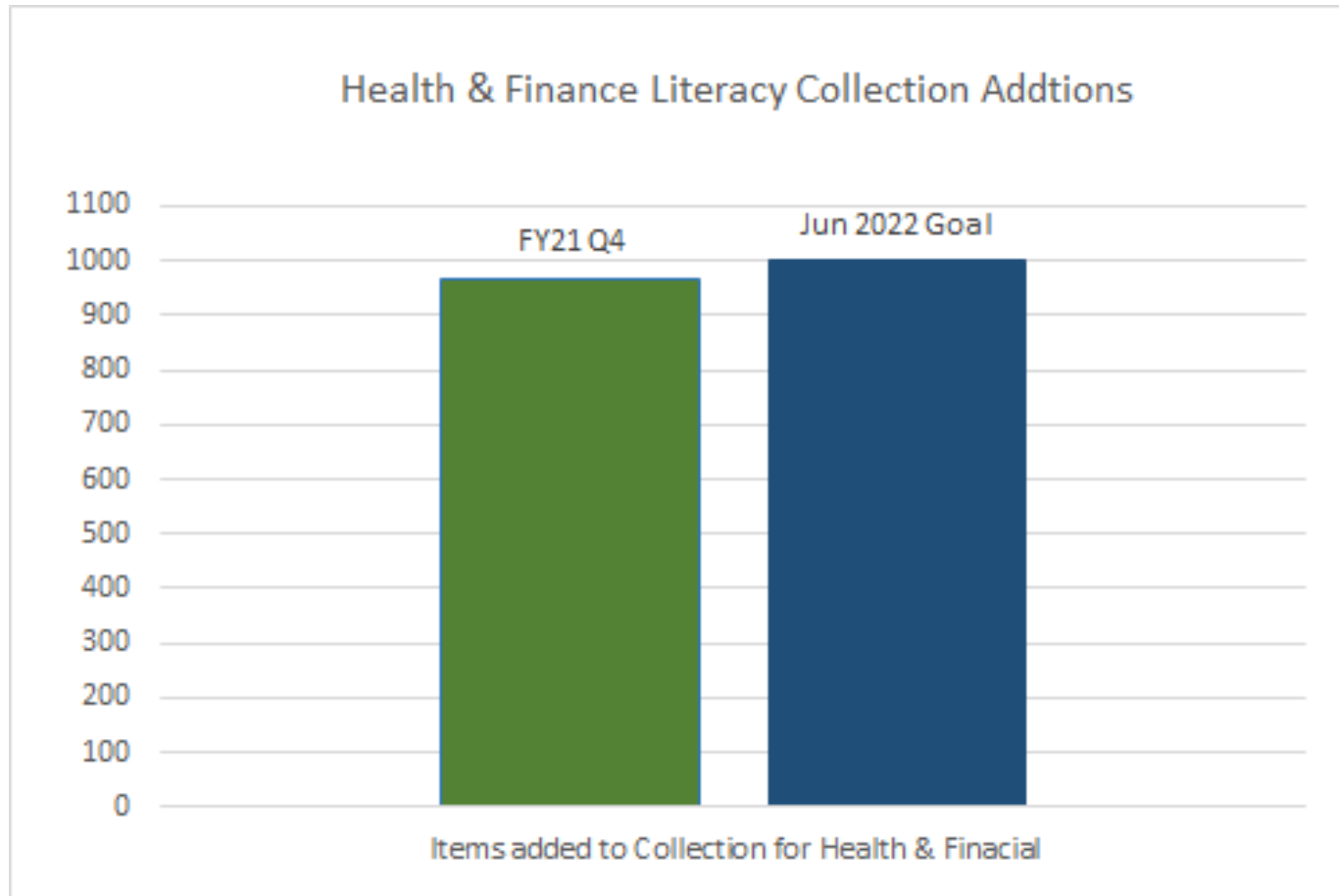
- *Get Up & Go Bingo* was an ongoing program in April and May that encouraged patrons of all ages to get outside and be active while exploring the Rogue Valley.
- *Self-Care Bingo*: In recognition of National Stress Awareness Day (April 16), patrons were encouraged to practice self-care by picking up a bingo card of self-care habits, including practicing yoga, journaling, and even taking a nap (yes, that's self-care!).

Civic Engagement:

- *Consider This: Becoming a Leader in Your Community* invited a panel of local community leaders to discuss how their passions led them to take on leadership roles in community service organizations.
- *Community Leader Thank You Take & Make* gave patrons the opportunity to give a shout-out to the leaders in their community. The kit had all the supplies needed to write a thank you note to a doctor, fire fighter, garbage collector, or anyone else. Patrons were then encouraged to hang them in their windows or put them in their yards to show appreciation for our community leaders.

OBJECTIVE 2

JCLS will add 1,000 new items to the physical and digital collections related to health and financial literacies by June 30, 2022.



As of June 30, 2021, 968 items have been added to the collection, bringing the Library very close to the goal of adding a 1,000 items focused on Health and Finance well before the deadline of June 2022.

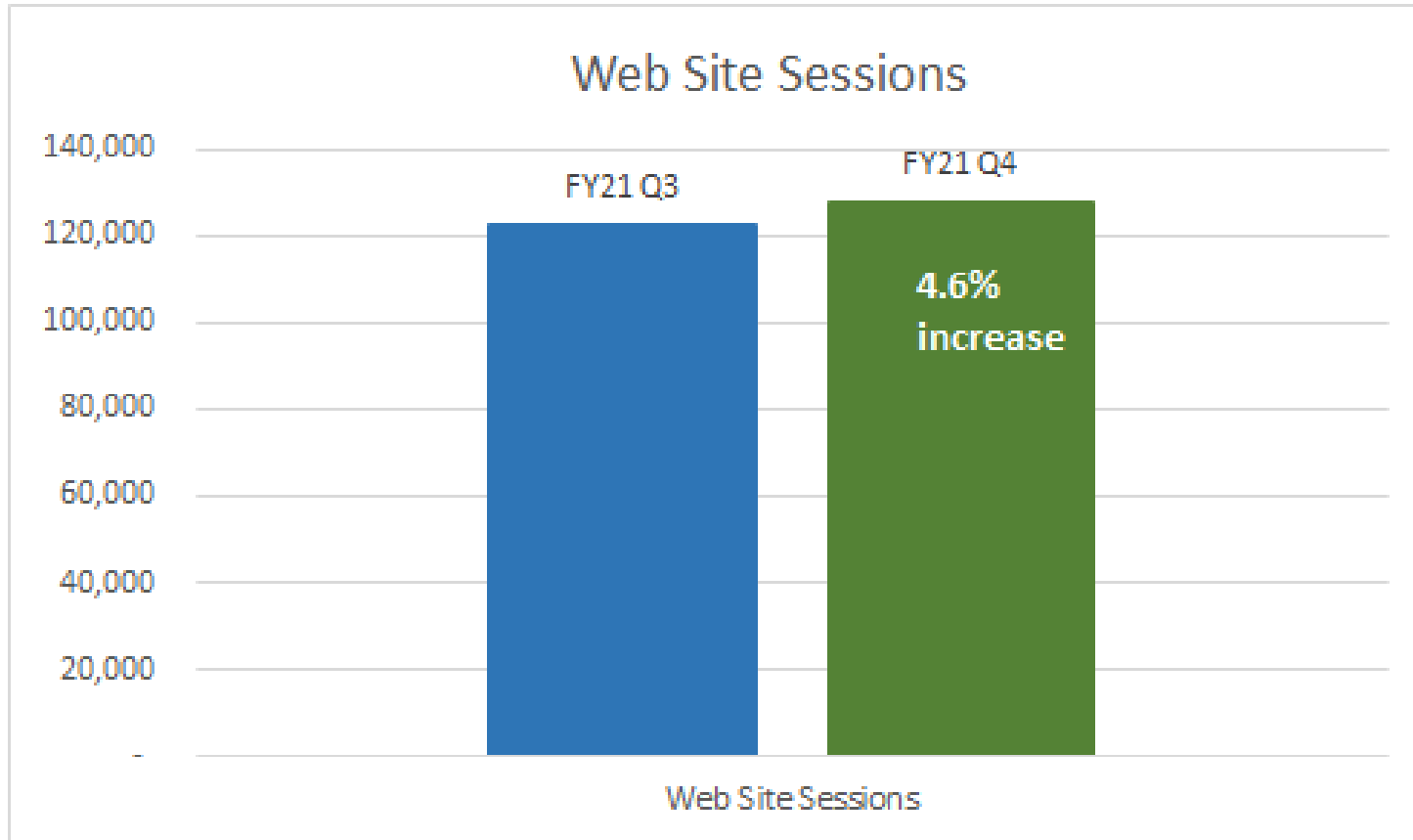
There were 1,479 check outs in April, May & June of 2021 in Mental health, Financial health and Wellness.

Materials have been purchased through two grants:

- FINRA Foundation for financial literacy
- NNLM for health literacy

OBJECTIVE 4 ✓

Traffic to JCLS's website will increase 3% each quarter.



Website sessions increased by 4.6%.

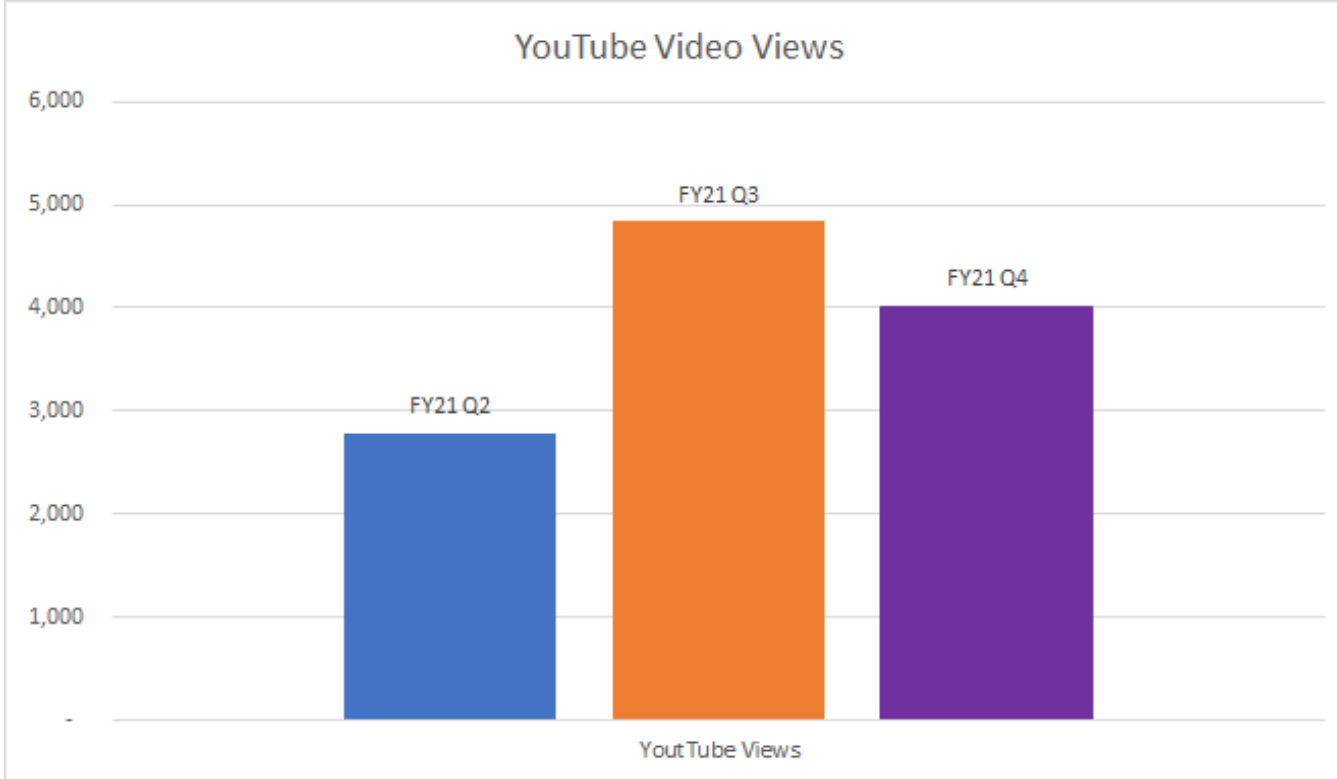
One contributing factor to this increase was the launch of the new website in April. In the 12 days following the launch of the new website, traffic was up 22% from the previous 18 days.

Sites that had some of the top views during Q4 were:

- Libraries Hours and Locations
- Event Calendar
- eBooks, Movies, and More
- Library Card's page

OBJECTIVE 5

JCLS will reach remote users with relevant, educational programs on demand through recorded programs, with an increase in views of 10% each quarter.



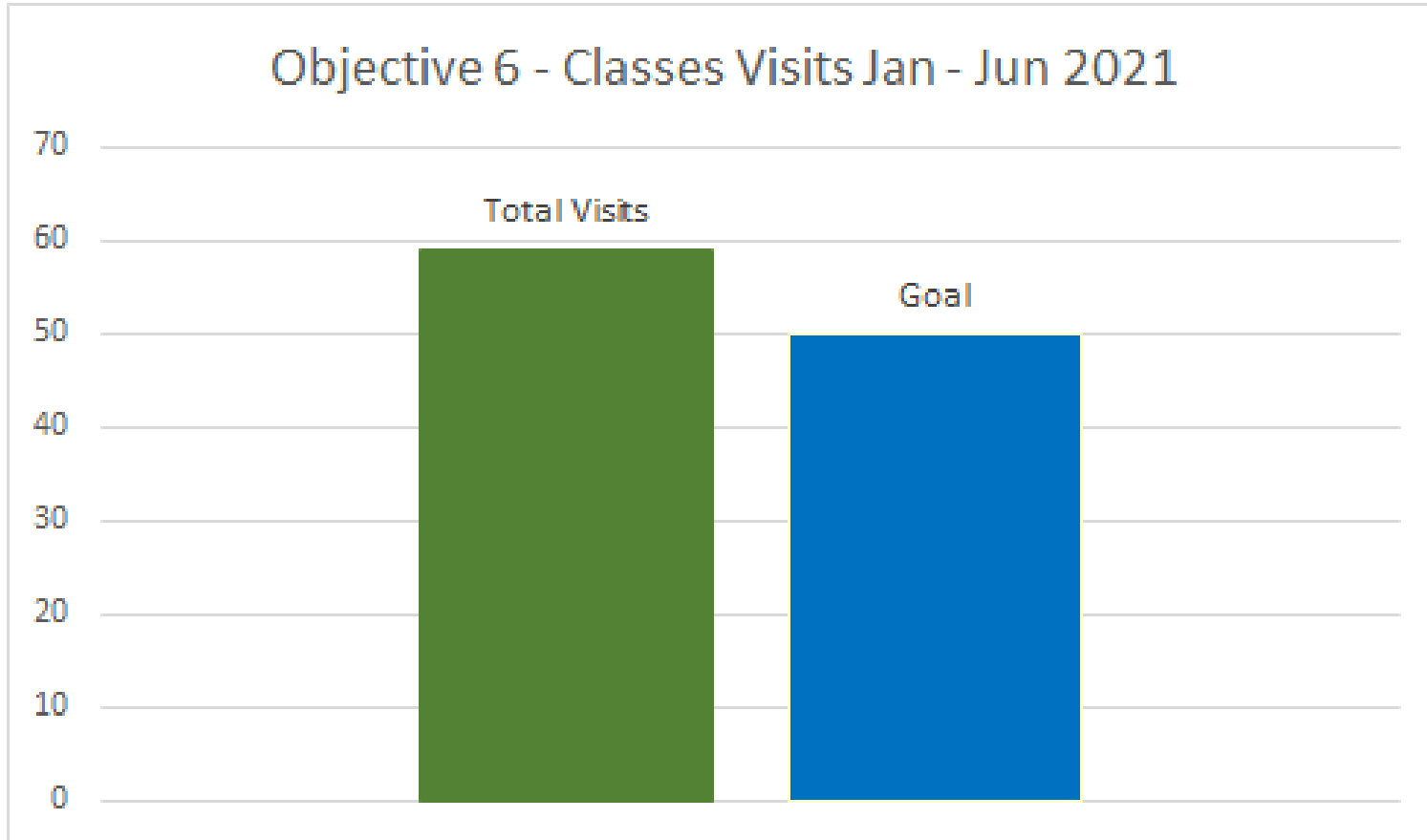
Note: An adjustment was made to take into account all video views each month and not just the views for the videos posted during the months within the Q2, Q3, & Q4 reporting period.

Several recorded programs reached unusually high popularity in Q3. The first episode of *Lost in a Book* had over 500 views within the first 28 days after it was posted. Q3 included a high number of views for the storytime video *Dancing Hands* (312 views), *El día en que descubres quién* (274 views) and the Windows in Time program *The Rogue River Wars: New Perspectives* (217 views).

During Q4 we saw a decrease in views by 17%. However, the videos *Dancing Hands* (223 views) and *The Rogue River Wars: New Perspective* (493 views) were still drawing substantial views during Q4.

OBJECTIVE 6

Staff will provide 50 virtual or in-person class visits per academic semester at elementary, middle, and high schools in the County to introduce students and teachers to specific resources available at the Library.



After getting off to a slow start at the beginning of the calendar year, JCLS successfully met the 6th objective by the end of the school year.

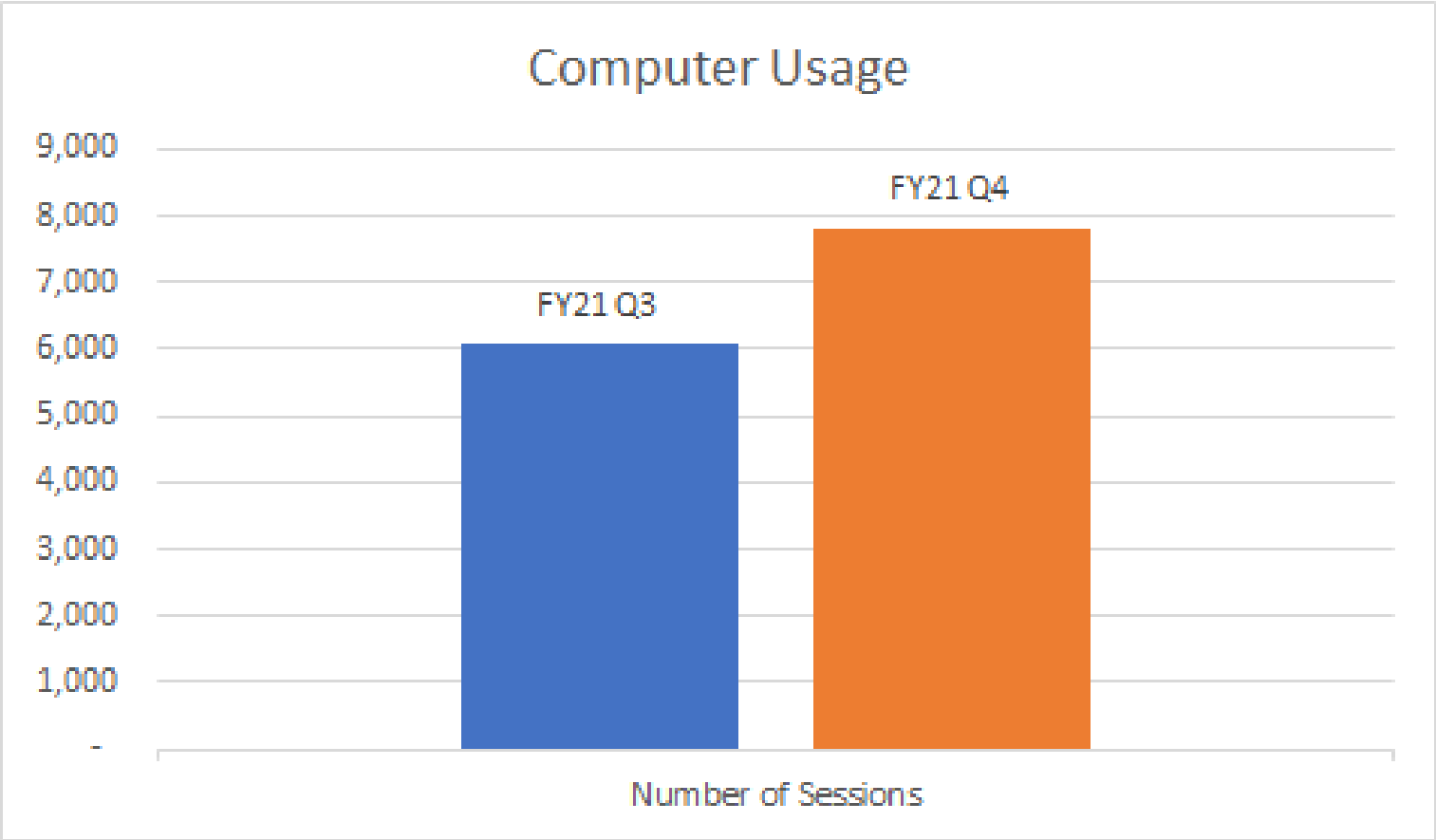
Staff connected with many schools and students throughout Jackson County and helped to raise awareness of what JCLS has to offer students and families.

Schools Visited:

- Jacksonville Elementary
- Jefferson Elementary
- Ashland High School
- Ashland Middle School
- Ruch Community Outdoor School

OBJECTIVE 7 ✓

Number of computer sessions: Increase 4% each quarter

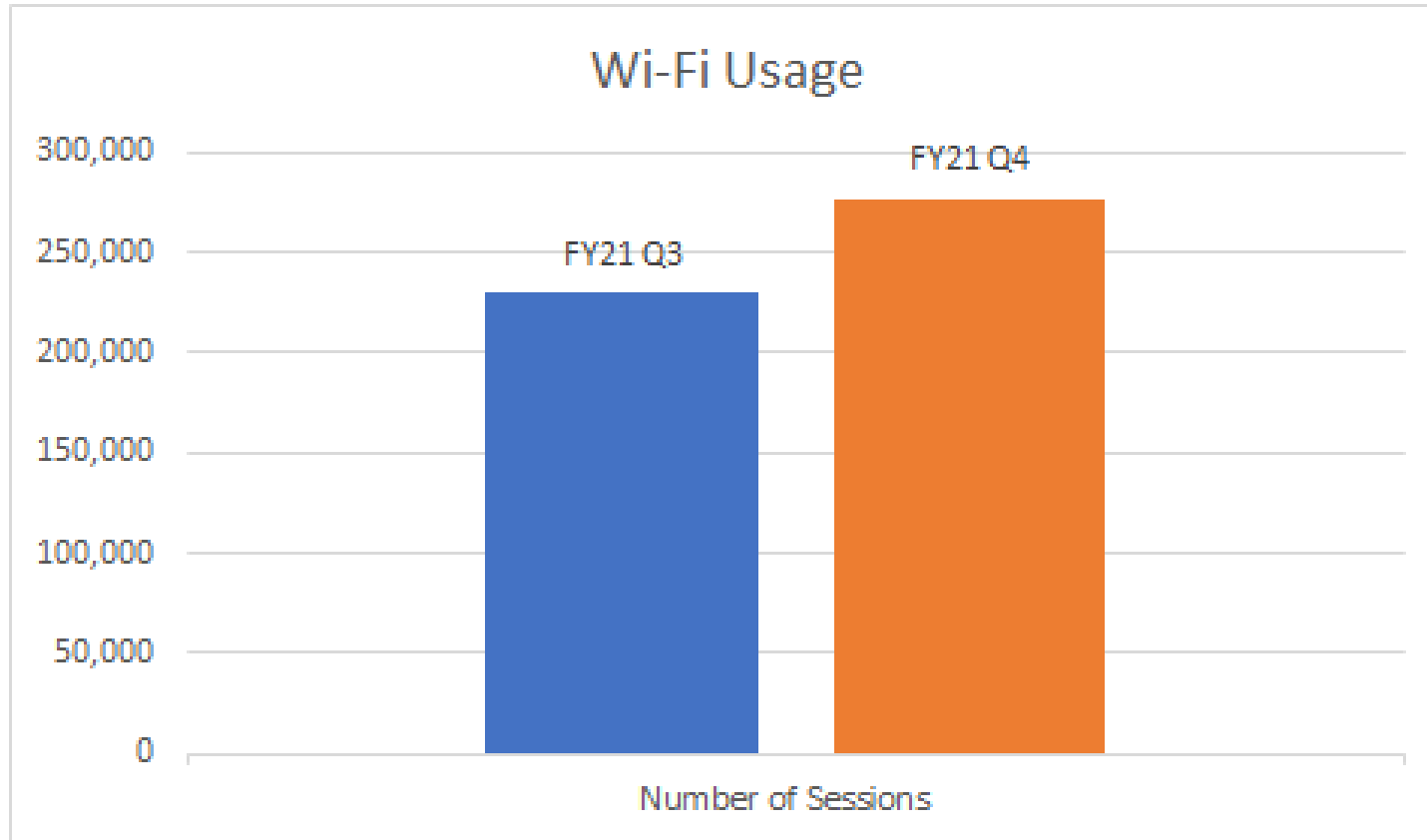


Computer usage increased by 29%, which surpassed our 4% goal for Q4.

The primary factors that helped drive this change were library branches concurrently resuming standard hours in May and increasing the number of computers available for public use. The number of computers increased by 44%, while library hours grew by 22% system wide.

OBJECTIVE 7 ✓

Wi-fi usage – during and outside of library hours: Increase 4% each quarter

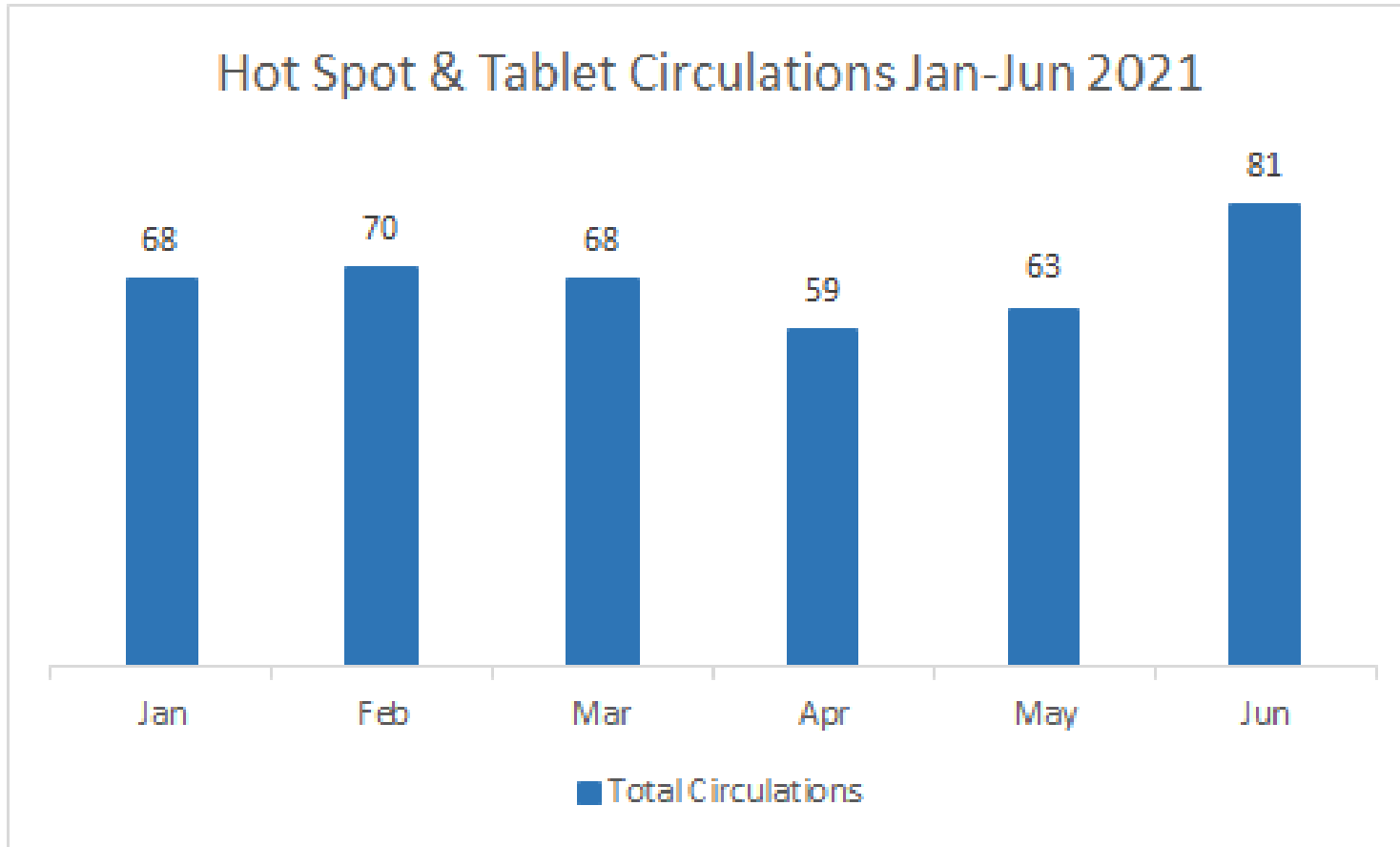


Wi-Fi usage increased by 20.8% for Q4, which has more than met the goal of a 4% increase.

The primary factor driving this change for Q4 is the library branches returning to limited in-person services (Stage 5) in May. Patrons can access this service more easily and enjoy working in a building where the environment is cooler and offers more seating than what is available outside of the library.

OBJECTIVE 7

Hotspots (and cellular-enabled tablets): Average monthly circulation of 75

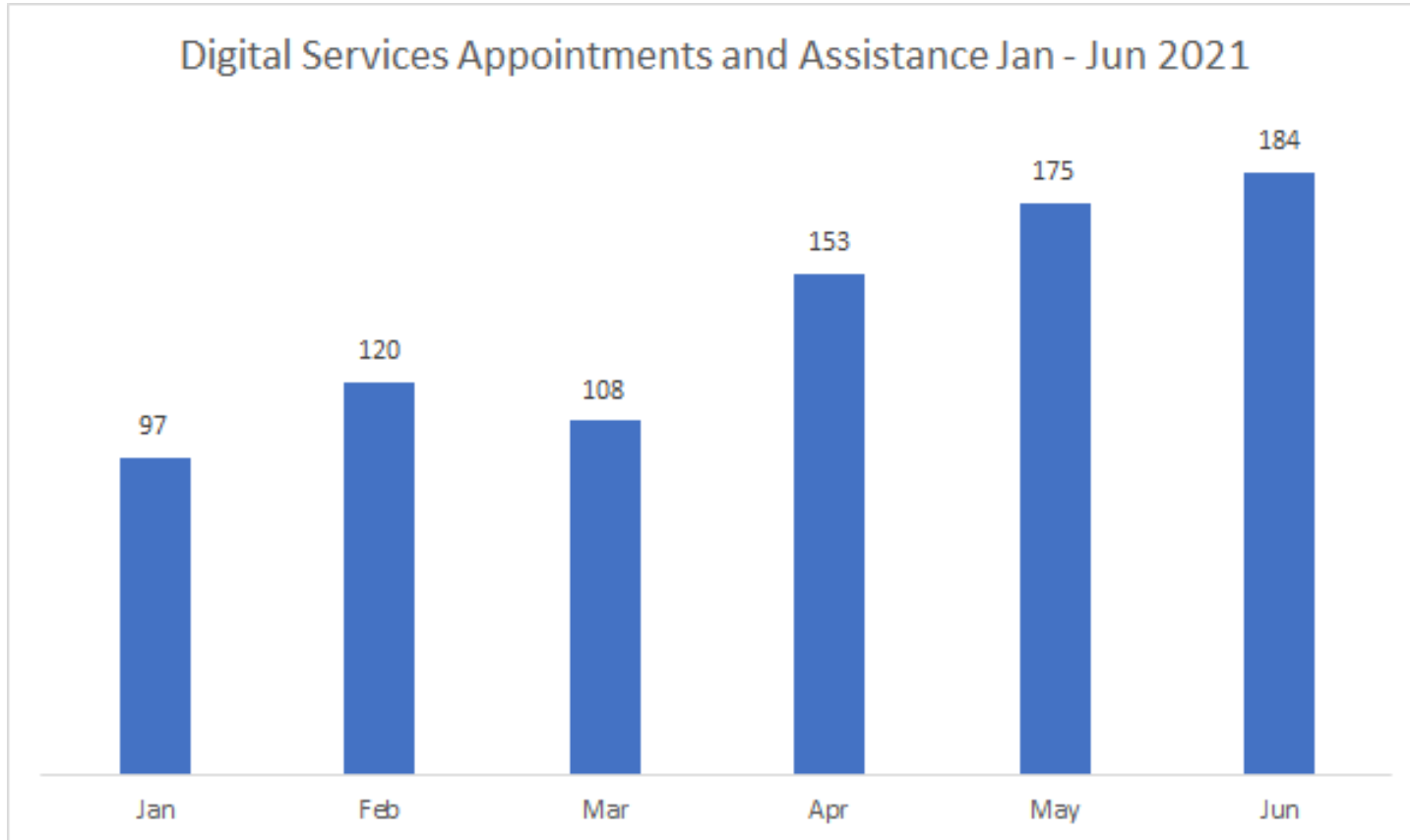


The average monthly circulations for hot spots and tablets from January to June 2021 was 68, which was lower than the goal of an average of 75 circulations.

However, in June it is worth noting that over 75 hot spots and cellular tablets circulated. June was the first month that the tablets circulated, indicating that the Library should be on target in future months.

OBJECTIVE 7

Digital Services team appointments and assistance: 100 per month.



Digital Services saw a 57.8% increase in the number of appointments/assistance provided from Q3 to Q4 and provided on average 171 appointments/assistance each month in Q4.

Types of help most frequently provided:

- Assistance with OverDrive and Hoopla services
- Help with learning how to navigate the new website and catalog



Southern Oregon Historical Society Research Library Quarterly Report, April-June, 2021

The second quarter of 2021 was split between the Covid protocols of being partially open only by appointment in April and May, to opening four days a week in June. The same 3-4 volunteers were able to assist the Archivist a couple afternoons a week, then in June the calendar schedule of pre-Covid was resumed, with at least a couple volunteers a day, Tuesday-Friday. JCLD guidelines for branches will continue to set the standards for SOHS to follow.

Archivist Kira Lesley resigned mid-June, to take a different job. Her last day was July 2. Going forward the Research Library is staffed with volunteers and still open four days a week. A few volunteers were lost over shutdowns for valid reasons, but some new ones have recently signed on for training. Most work 2-4 shifts a month. Library Volunteer Coordinator, Vicki Bryden, is temporarily overseeing the schedule and managing the Library. As a retired MSD 549c Library Media Specialist, she has worked with the SOHS Library since 2008. Hiring a new qualified archivist is anticipated in the near future, with the consistency of the same person there daily.

Services and Programs

Volunteer webmaster, Pat Harper, moved across country in May, but continues to maintain the sohs.org webpage. The page is the door to the Research Library online/digital resources: cataloging indexes, links to other sites, a path to ordering and paying for materials. Pat is also working with SOHS's Technology Coordinator to convert SOHS's PastPerfect records to the online version of their software.

Windows in Time has continued by Zoom on the first Wednesday of each month, with a registration button on both SOHS and JCLD websites. The speakers have access at no charge for research and photos used in their presentations.

Materials/Grants

The Grant funded work for the Sawyer Glass Plate Negatives has essentially been completed. Photographer Doug Smith, a former SOHS employee in the 1980s, kept this project moving ahead. Over 400 images are currently available via the SOHS website, and more will be added shortly. (sohs.org/sawyer-collection)

Assistance for organizing materials being considered by the Collection Committee was provided. The Board of Trustees then finalizes acceptance of donations.

Statistics

The monthly data capture tally sheets for April and May were not complete enough to record here as a total of contacts made. Totals here are for June only. Volunteers are relearning to tally actual contacts, so likely this is an undercount.

Researcher Visits

SOHS Members	5
Jackson County Residents	13
Others	4
Website Requests	0
E-mails	4
Phone calls	18
Letters	0
Visitors, no research	9

The Website statistics on the next page include all of 2021 to date.

SOHS website, including the Historical Markers website*

Month	Unique visitors	Number of visits	Pages	Hits
Jan-21	4485	10824	253758	450640
Feb-21	4103	8580	240390	437129
Mar-21	4699	8580	109679	345358
Apr-21	4493	8118	25761	227855
May-21	5264	10904	59232	248145
Jun-21	5788	11299	37504	259239
Jul-21	9444	16251	60344	322782

Southern Oregon History Revised website (truwe.sohs.org)*

Month	Unique visitors	Number of visits	Pages	Hits
Jan-21	2955	5378	19107	39566
Feb-21	2740	5042	15663	36882
Mar-21	3356	5418	13053	39409
Apr-21	2947	5077	9430	29615
May-21	2606	4260	10290	30061
Jun-21	2580	4335	8961	30983
Jul-21	3474	5227	11787	38380



August 18, 2021

Title: July 2021 Annual Planning Meeting Minutes

From: Kari May, Library Director

Summary:

The attached minutes summarize the annual planning meeting held on July 6 and 7, 2021. The Library Director recommends that the Board discuss and finalize the goals presented during the planning meeting. Board members are encouraged to provide input or feedback on the Board's self-evaluation tool, which will be finalized by the Executive Committee in October 2021.

Budget Impacts: n/a

Policies, Plans, and Goals Supported:

Setting goals for the Director helps establish clear direction for the organization.

Background and Additional Information:

The Board holds its annual meeting in July each year. This year, the Board focused on evaluation processes, both for the Director and the self-evaluation for the Board members. A substantive amount of time was spent outlining the strategic planning process and setting expectations from Board and staff that will guide the process over the next eight months.

Attachments:

Board of Directors Annual Planning Retreat Minutes July 6-7, 2021



JACKSON COUNTY LIBRARY DISTRICT (JCLD)
BOARD OF DIRECTORS ANNUAL PLANNING RETREAT

Medford Branch Library
Board Conference Room
205 S. Central Ave., Medford
July 7, 2021, at 9:00 a.m.

MINUTES

Attendees

Present at the meeting were: Board Members Eric Dziura (President), Jill Turner (Vice President), Susan Kiefer, Viki Brown, Kim Young and Kari May (Library Director).

Meeting Agreements

The JCLD Board of Directors reviewed and updated their meeting agreements – see attached document for the updated agreements. These agreements set the expectations for how Board members will conduct themselves during regular meetings to ensure productive meetings where all members feel engaged, respected, and heard.

Library Director's Evaluation

The Board reviewed the Library Director's evaluation form and agreed that the Director's evaluation should contain three components:

1. Core competencies – based on the Knowledge, Skills, and Abilities as outlined in the job description
2. Outcomes – measure success of mutually-agreed upon goals
3. Library culture – based on staff feedback from a 360-review process

The Board discussed Director May's goals, and proposed the following, which need to be reviewed and finalized at a future Board meeting:

1. Lead the strategic planning process
2. Execute the 2021-2022 Strategic Roadmap
3. Propose new service hours and/or enhanced library service delivery model
4. Return library services to pre-pandemic levels, as appropriate
5. Present an annual report about JCLD to local municipalities and the Jackson County Board of County Commissioners

SDAO Board Member Training

Consultant Mark Knudson from the Special District Association of Oregon presented information about the roles of Board members for Special Districts, including conflicts of interest, the role of Board members versus the Director, Board/Staff relationships, and public meetings.

Board Self-Evaluation

May shared three sample templates for a Board self-evaluation, including the one that JCLD used most recently, in 2018. The Board agreed to have the Executive Committee finalize the template to be used for a self-evaluation, with input sought from all Board members by October 2021. The evaluation survey will be distributed by early January 2022, and the Board will meet in a special work session in early February to discuss the results.

Strategic Planning Process

Administrative and senior management staff joined the work session for this portion.

Present: Daisy Fields, Executive Assistant; Ryan Bradley, Marketing Coordinator; Eric Molinsky, Digital Services Supervisor; Kristin Anderson, Bear Creek Area and Ashland Branch Manager; Ginny Auer, Executive Director Jackson County Library Foundation; Michael Grutchfield, Lower Rogue Area and Rogue River Branch Manager; Claudine Taillac, Assistant Director of Public Services; Ron Sharp, Senior IT Administrator; Ashley Johnson, Technical Services Supervisor and ILS System Administrator; Brynn Fogerty, Human Resources Manager; and Laurin Arnold, Central Area and Medford Branch Manager

May led a presentation and discussion about the strategic planning process, highlighting the District's first Strategic Plan, covering the years 2016-2021; the 2021-2022 18-Month Strategic Roadmap; and setting the stage for the next strategic planning process. An RFP for a consultant to lead the strategic planning process will be issued by mid-July. May led a discussion with Board and staff members to gather input about desired outcomes of the strategic planning process, key stakeholders in the community whose input should be included in the process, and general expectations for the process and the next strategic plan.

/s/ Kari May

Recording Secretary



August 18, 2021

Title: JCLS Pandemic Response

From: Kari May, Library Director

Summary:

For the past seventeen months, Library Administration has been monitoring local and state response to the global pandemic and adjusting library service levels as appropriate. With the recent surge in cases because of the Delta variant of the COVID-19 virus, adjustments may need to be made again. JCLS returned to requiring masks to be worn for all staff and patrons on July 30, just ahead of the statewide mandate issued by Governor Brown which took effect on August 13. Cases continue to grow in Jackson County, and hospitalizations are at a critical point.

Attached is the Library's Staged Response Plan, including the dates when the Library changed service levels. This document will be a guide for a discussion with the Board about the Library's response to date and what steps need to be taken next.

Attachment:

JCLS Staged Library Operations Plan



Jackson County Library Services Staged Library Operations Plan

Jackson County Library Services has developed a staged approach to providing library services to the community in response to the COVID-19 pandemic that started in March 2020. It is the intention that these stages will be used in response to future emergency situations. Certain community triggers to similar emergency situations in the future would indicate to staff that they should prepare for a level of service one or more degrees higher or lower than the level that is in place at the beginning of the emergency. The staged operations plan is detailed below along with the dates on which JCLS has transitioned to different stages during the pandemic, to date.

The Stages

Stage 1: Virtual Library Services – Saturday, March 14, 2020 – Sunday, April 26, 2020

- Most staff working remotely
- Promote digital collections and online resources
- Offer virtual programs for all ages
- Email and phone assistance to patrons

Stage 2: Library Buildings Open to Staff Only – Monday, April 27 – May 8, 2020

- Continue all services offered in Stage 1
- Preparation for next stage
- More staff in buildings to return materials, pull holds, prepare for providing services to allow patrons to pick up holds
- Mail materials to registered homebound patrons

Stage 3: Front door Services – Friday, May 8 – Monday, May 18, 2020

- Continue all services offered in Stage 1
- Maintain and ensure proper distancing and health guidelines
- Patrons can visit their branch library to pick up holds they have been notified are available

Stage 4: Lobby Services – Monday, May 18 – June 8, 2020; returned November 12, 2020 – May 3, 2021

- Continue all services offered in Stage 1
- Patrons can visit their branch library to pick up holds they have been notified are available
- All check-outs self-service
- Access to computers for one hour only; computers reduced and spaced for social distancing

Stage 5: Limited Library Services – Monday, June 8, 2020 – November 12, 2020; Returned May 3, 2021 (5.2) - Present

- Continue all services offered in Stage 1
- All library buildings are open with public access, limiting the number of people allowed based on the size of the building
- Browsing allowed
- Computer sessions drop-in, limited to one-hour total per day
- No in-person library programs indoors; limited outdoor programs allowed July 2021; suspended August 10, 2021
- Public use of meeting rooms allowed August 1-10, 2021

Stage 6: Full Library Services

- Return to regular library services, with any new health and safety recommendations in place

Cleaning, Disinfecting, and Safety Guidelines for all Stages

For Staff:

- Each staff person disinfects their work area at the beginning and ending of their shift, particularly in shared work areas, particularly all hard, non-porous surfaces
- Masks are required by staff
- Wash hands frequently
- Work stations are set up to accommodate proper physical distancing between individuals
- Virtual meetings when possible
- Vaccinations are recommended
- Staff shifts are staggered to ensure proper distancing

For Public Areas:

- Rearrange library furniture to establish proper physical distancing
- Plexiglass shields installed at all public service desks
- Hand sanitizer kiosks installed
- Increase janitorial rotations of cleaning and disinfecting, especially door handles, light switches, faucets, railings, elevator buttons, high-touch tables/counters
- Designate staff responsible for wiping down computer keyboards and work station surfaces after each patron use
- Wear gloves when emptying book drop (optional)

Patrons are expected to:

- Observe all signage
- Follow established traffic flow patterns
- Maintain proper social distancing
- Wear masks
- Check out their own materials at the designated self-service stations
- Keep the protective “sneeze guard” between themselves and staff
- Wipe down computer keyboards