



**JACKSON COUNTY LIBRARY DISTRICT (JCLD)  
BOARD MEETING AGENDA**  
Board Conference Room, Medford Branch Library  
205 S Central Ave, Medford, OR  
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>  
October 20, 2021, at 4:00 p.m.

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**CALL TO ORDER/ROLL CALL**

**INTRODUCTIONS / PROCLAMATIONS**

**CONSENT AGENDA (Action)**

- 1. September 1, 2021 Special Board Meeting Minutes .....1
- 2. September 15, 2021 Regular Board Meeting Minutes .....2

**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 .....5
- 4. Jackson County Library Foundation – Ginny Auer .....14
- 5. Quarterly Financial – Brittany Brite .....16

**UNFINISHED BUSINESS (Inform/Discuss/Action)**

- 6. Library Director’s Goals – Executive Committee .....21
- 7. Strategic Plan Outline – Kari May

**NEW BUSINESS (Inform/Discuss/Action)**

- 8. Policy Updates – Kari May .....23
  - o 5-12 Unattended Children in the Library .....24
  - o 5-15 Social Media .....26
  - o 5-14 Volunteers .....28
- 9. FY2021 State Statistical Report– Kari May .....34
- 10. JCLF/JCLD Board Retreat – Kari May

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

Strategic Planning Committee  
Finance & Statistics Committee

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**FUTURE MEETINGS/EVENTS/OBSERVANCES:**

November 17, 2021 – Board Regular Meeting  
March 23-25, 2022 – PLA Conference, Portland, OR

*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](http://www.jcls.org). If you have further questions or would like to be added to the email notification list, please contact Denise Menicucci, at 541-774-8679 or [dmenicucci@jcls.org](mailto:dmenicucci@jcls.org).*

*If a physical accommodation is needed to participate in a Jackson County Library District meeting, please contact Denise Menicucci at 541-774-8679. 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), Brittany Brite (Finance Manager), Jacquelyn Bunick (Legal Counsel), Parvaneh Scoggin (Technology & Innovation Manager), Crystal Zastera (Facilities & Operations Manager), Marlena Fajardo (HR Specialist), Ashley Johnson (Technical Services Supervisor), and Daisy Fields (Executive Assistant).

### CALL TO ORDER/ROLL CALL

President Dziura called the meeting to order at 4:01 p.m. Roll call was taken.

### INTRODUCTIONS / PROCLAMATIONS

Library Director Kari May introduced and welcomed new employee Brittany Brite, Finance Manager.

### NEW BUSINESS

**MOTION:** Vice President Turner moved to approve the first two items on the agenda: Resolution 2022-03: To Designate Personnel and Signers for Banner Bank; and 2022-04: To Designate Personnel and signers for the LGIP Account. Director Kiefer seconded the motion. The motion was approved unanimously by roll call vote.

Resolution 2022-05: To Require Vaccinations for JCLS Staff was discussed; questions were answered by HR and Legal Counsel.

**MOTION:** Director Kiefer moved to approve Resolution 2022-05. Director Young seconded the motion. The motion was approved unanimously by roll call vote, with final review of language pending review by Legal.

### ADJOURN

President Dziura adjourned the meeting at 4:10 p.m.

/s/ Daisy A. Fields  
Recording Secretary



## 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), Brittany Brite (Finance Manager), Ryan Bradley (Marketing Coordinator), Lewis Maurer (Upper Rogue Area/Eagle Point Branch Manager), Carrie Turney Ross (Area Manager for Outreach & Programming), Evelyn Lorence (Community Librarian), Parvaneh Scoggin (Technology & Innovation Manager), Crystal Zastera (Facilities & Operations Manager), Marlena Fajardo (HR Specialist), Ashley Johnson (Technical Services Supervisor), Doug McGearly (SOHS), and Daisy Fields (Executive Assistant).

### CALL TO ORDER/ROLL CALL

President Dziura called the meeting to order at 4:00 p.m. Roll call was taken.

### INTRODUCTIONS / PROCLAMATIONS

President Dziura read the Library Card Sign-Up Month and Banned Books Week Proclamations and gave a brief commemoration of 9/11 and the Almeda and South Obenchain Fires.

### CONSENT AGENDA

**MOTION:** Director Turner moved to approve the consent agenda. Director Kiefer seconded the motion. The motion was approved unanimously.

### ORAL REQUESTS AND COMMUNICATIONS FROM AUDIENCE

None.

### REPORTS

#### Library Director's Report

Library Director May briefly introduced Brittany Brite, Finance Manager; Lewis Maurer, Upper Rogue Area and Eagle Point Branch Manager; and Carrie Turney Ross, Area Manager for Outreach & Programming.

May played the video "Look at All We've Done," which was put together by the HR Team to recognize the numerous creative and adaptive ways that JCLS has continued to serve the residents of Jackson County through the Pandemic, the Almeda Fire, and other current events.

Free vaccine clinics sponsored by Jackson County Library Services will provide flu shots and COVID-19 vaccines at Ashland and Rogue River branch libraries on September 21 and at Medford and Eagle Point branch libraries on September 24.

The DART van is scheduled to park at each branch at least once every two weeks in an initiative to expand access to technology while branches are closed to in-person browsing and computer usage. The schedule can be viewed on the Library web page.

Front-door service will continue at all branches for at least the next two weeks; the Admin Team is evaluating current Jackson County hospitalization and COVID infection rates on a regular basis in order to decide next steps.

### **Jackson County Library Foundation Report**

Foundation Executive Director Ginny Auer reported the Foundation had received a Ford Family Foundation grant to help fund the joint Board virtual retreat (JCLS & JCLF) planned for October 2, 2021. The theme will be “Understanding Connections to Library and Community”.

### **UNFINISHED BUSINESS**

#### **Auditor RFP**

Finance Manager Brittany Brite recommended that JCLD enter into an engagement with KDP for auditing services for the years ending June 30, 2021, 2022, 2023, and 2024.

**MOTION:** Vice President Turner moved that the Board accept the proposal. Director Young seconded the motion. The motion passed unanimously.

#### **Vaccine Policy**

HR Manager Brynn Fogerty presented the COVID-19 Vaccination Policy and the COVID-19 Vaccination Procedure; both documents had been reviewed by legal counsel.

**MOTION:** Director Kiefer moved that the Board accept both the Policy and Procedure, as presented. President Dziura seconded the motion. The motion passed unanimously.

### **NEW BUSINESS**

Policy Update – Claudine Taillac, Assistant Director of Public Services, shared that the 5-13 Meeting and Study Room Use policy has been updated, eliminating redundancies and clarifying the necessity of the required disclaimer. The Policy Committee recommends that the Board approve the revised policy, which will be updated on the Library website.

**MOTION:** Vice President Turner moved that the Board approve the policy as presented. Director Young seconded the motion. The motion passed unanimously.

Annual State Statistical Report – Library Director May provided background information about the state report and noted that the process of looking at Library data and filling out the Annual State Statistical Report has begun. The final report will be presented to the Board at the October meeting.

Recommendation for Strategic Planning Consultant – May shared the Strategic Planning Steering Committees’ evaluations of the submitted proposals, and that the committee had recommended that the Board select Library Strategies to facilitate the next JCLD strategic planning process and Strategic Plan.

**MOTION:** Director Kiefer moved that the Board approve the hiring of Library Strategies. Vice President Turner seconded the motion. The motion passed unanimously.

Public PC Replacement – Director May recommends the purchase of 200 Dell computers directly from Dell to replace the public access computers at all libraries. The computers were originally scheduled to be replaced in FY20/21, but due to limited access to computers during the global pandemic as well as the impact of the pandemic on the supply chain, the Technology Committee recommended that the purchase of replacement PCs be moved to FY21/22. The cost of these replacement computers is under the amount budgeted.

**MOTION:** Vice President Turner moved to approve the purchase as presented. President Dziura seconded the motion. The motion passed unanimously.

Agenda Approval Process – President Dziura shared that there are some inconsistencies in the written Board policies regarding the setting of the Board meeting agenda and suggested the following:

1. Specify in Board policy that a draft meeting agenda will be prepared by the Board President, Vice President and Secretary in consultation with the other Board Members, and approved by the Board at the beginning of each Board meeting.
2. Revise Board policy to reflect the preceding.
3. Change the Board Meeting Agenda template to insert “AGENDA AMENDMENT AND APPROVAL” immediately following “CALL TO ORDER/ROLL CALL”

There were no questions. Policies 1-6 Board Office Duties, 1-7 Board Committees, and 1-8 Public Meetings, will be sent to the Policy Committee for review, and the agenda template will be revised for the next Agenda Planning meeting.

#### **COMMITTEE AND BOARD MEMBER REPORTS**

Director Kim Young gave a brief tutorial “Tips and Tricks for SharePoint.”

#### **Facilities Committee**

The Facilities Committee has met and is working on defining the data and statistics needed to present clear and complete reports at future meetings.

#### **FUTURE MEETINGS/EVENTS/OBSERVANCES**

Strategic Planning Steering Committee meeting Thursday, September 23, 2021 at 10:00 a.m.

Finance/Statistics Committee meeting Thursday, September 23, 2021 at 2:00 p.m.

Regular Board meeting will be held on Wednesday, October 20, 2021 at 4:00 p.m.

Joint Board Virtual Retreat (JCLD/JCLF) on Saturday, October 2, 2021 at 10:00 a.m.

#### **ADJOURN**

President Dziura adjourned the meeting at 5:04 p.m.

/s/ Daisy A. Fields

Recording Secretary



## **Director's Report October 2021**

### ***Library Administration***

After returning to Front Door Services for the month of September, libraries reopened for in-person services on Monday, October 5. Director Kari May received the following email from a patron: "Thanks for opening the libraries!!! And thank you for having Claudine Taillac call me last week to let me know that the libraries would be opening again this week!!! I may not have known for a while otherwise... Anyway, it is great to be here again!!!"

JCLD applied for Emergency Connectivity Funds through the federal E-rate program to purchase laptops and hotspots to check out to individuals who need the technology in order to study for and obtain their GED. The first round of funding opportunity has closed, and JCLD is awaiting the status of the award. If it is not funded in round one, it is possible that it will be awarded in the second funding opportunity, which closed on October 13.

The 25<sup>th</sup> Annual Oregon Connections Telecommunications Conference will be held in Ashland on October 28 and 29. Director May will be part of a panel discussion on the 21<sup>st</sup> Century Classroom and Library on Thursday afternoon. She will speak specifically about the connectivity challenges facing libraries in rural communities. The DART van will be onsite Friday morning, and Library Specialist Mackenzie Pollack has been invited to speak for a few minutes at the conference to describe the van and how the Library is using it to connect patrons to the internet and library services outside of the Library's walls.

The Strategic Planning Process kicked off with a meeting of the Strategic Planning Committee on September 24. The Committee met Library Strategies Consultant Stu Wilson, reviewed the general outline for the next six months, and started putting together a list of community members and groups that should be invited to serve on the Steering committee and/or be included in the community meeting or focus groups.

### ***Human Resources***

Recruitment for vacant positions is an ongoing task. Kelda Vath will join the Administration Team in November as the Assistant Director of Support Services. Ten other frontline staff positions were filled. An analysis of positions that were vacated in the first quarter of this fiscal year indicates that, of the eleven individuals who left, four left for another job, two retired, and two left to further their education. Other reasons staff left were for family obligations and higher wages. The turnover rate at JCLS is similar to what businesses around the country are experiencing in response to the pandemic: application pools are smaller, and individuals are reassessing their priorities and rethinking their career goals.

JCLS partnered with Wellness-2000 to hold a vaccination clinic that spanned two days and visited the four main hub libraries: Ashland, Medford, Rogue River and Eagle Point. The clinic gave out COVID-19 and flu shots. Overall, the event was a smashing success, with ninety-three flu and seven COVID-19 vaccines administered. Future clinic dates are being discussed now. Human Resources Specialist Marlena Fajardo coordinated the clinic and helped with on-site logistics at all four locations. Staff helped promote the clinic to their friends, and local media picked up the story and helped promote the clinics. The City of Talent reached out and asked to partner with the Library for a clinic. Many patrons told Fajardo that getting a shot at the Library felt more comfortable than going to the pharmacy, and a few staff members shared that this was their first time getting a flu shot, because it was so convenient.



A newsletter was created and launched. This is a weekly correspondence sent out to all staff via email. The newsletter gives staff a centralized place to announce news or items of celebration such as staff member work anniversaries.

An employee recognition model called Instant Rewards was revitalized. Instant Rewards are a way for colleagues to recognize one another for their hard work, great ideas, and kindness. Recipients are listed and recognized in the new JCLS Newsletter, and they are emailed and notified about who nominated them, with a quote from the nominator about why. So far, more than thirty staff members have been recognized.

HR is implementing the new Vaccination Policy. 91.85% of the staff has provided proof of vaccination. At-home test kits have been ordered and will be distributed to the staff who are not vaccinated. With new staff members starting in the next few weeks, most, if not all of them, are vaccinated.

## **Marketing**

The Marketing team released two big video projects in September. The fifth, and penultimate, episode of the animated web series was released, along with the first original short-form documentary project, *Spotting Fire*, which covers the 100+ year history of fire watches and detection in Jackson County. The fifteen-minute video became one of the JCLS YouTube Channel's most viewed entries in a single week. The team is already at work on several other short documentary projects.

Press Release, Jazz and the Civil Rights Movement: <https://bit.ly/3uufZKJ>

Press Release, Flu Shot/Vaccine Clinics: <https://bit.ly/3Fca8yD>

Press Release, Windows in Time: <https://bit.ly/2Yivrh5>

Mail Tribune on Flu Shot/Vaccine Clinics: <https://bit.ly/2WBQsTm>

KDRV on Flu Shot/Vaccine Clinics: <https://www.kdrv.com/content/video/575366562.html>

Lost in a Book, episode 5: <https://bit.ly/LIABep5>

Spotting Fire: <https://bit.ly/3AFToNC>

## ***Support Services***

### ***IT***

IT has placed an order with Dell to replace the 200 public PCs at all branches. With the supply shortage due to the pandemic, these computers' estimated delivery date is January 11, 2022. The IT team will put together a timeline for setting up and deploying the computers, with a target for completion in April 2022. With re-opening of 2<sup>nd</sup> floor of Medford branch, IT moved the computer lab upstairs with only half of the computers to ensure social distancing. They will be the first computers to be replaced as soon as the new ones arrive.

### ***Technical Services***

Technical Services marked the sixth-month anniversary of Koha and turned attention to cleaning up leftover Polaris cataloging data. Technical Services Supervisor Ashley Johnson worked closely with Rogue Community College (RCC) acquisitions staff to unify classification and cataloging methods to streamline the catalog. This process involved isolating and updating more than 45,000 records. Next, Johnson will work with the Outreach Department to update their cataloging records.

Final testing for ordering materials through the Koha Acquisitions module is complete, and materials are starting to come in. New items added in September: 12,493.

### ***Digital Services***

In September, Digital Services deployed thirty-four cellular-enabled tablets that are included in a kit labeled [JCLS Connectivity Kit](#). Each kit includes the cellular tablet and a keyboard, which makes online tasks such as filling out forms or applying for a job easier. They work off cellular or Wi-Fi and are particularly good where cell coverage is available for those who do not have internet, or who live in areas where hardwired internet is difficult or impossible. The kits will be housed at branches when there are not holds to fill so they are available for a larger number of patrons.



Digital Services Specialist David Haywood operated the DART Van on Mondays at the Medford Library so that coverage was available six days per week during FDS (Front Door Service). Partly due to the van's presence, Resource Specialist Terra Ucar was able to re-connect with a man she had assisted the previous day and facilitate help that was needed.

## ***Collection Development***

Branches have been working with Collection Development staff to remove and replace popular and well-loved items with shiny new ones. Items that are targeted for high circulation removal and replacement are ones that have circulated over sixty-five times for print materials, over seventy-five times for large print materials, over 100 times for audiobooks and music CDs, and over 150 times for DVDs.

## ***Public Services***

Various administrative and management staff started multi-session professional development workshops, including Library Journal's *Fostering an Anti-Racist Library Culture* and Southern Oregon University's *Impact of Emotional Intelligence on Leadership*. Assistant Director of Public Services Claudine Taillac, Area Manager Lewis Maurer, Staff Development Coordinator Loren Clupny, Branch Manager Lorna Hilke, and Library Specialist Athena Allemand were accepted into the Libraries of Eastern Oregon EDI (Equity Diversity and Inclusion) Cohort program that begins in October of 2021 and ends in June of 2022.

Taillac and Social Worker Mehmood Madha are working on or have submitted grants to AllCare and the Ashland Food Coop. Both grants would enhance services to the unhoused and those living in poverty.

The Circulation Committee identified areas for staff training, including development of a patron engagement process for welcoming new cardholders. Area Manager Laurin Arnold is developing training for frontline staff on Reference services.

The Medford library remodeling project's final touches started to emerge during September, with furniture being delivered and assembled and upstairs spaces arranged. Most of the individual and group study furniture is now in place, and the public computers were moved into the former RCC computer lab. The former computer area is now a grand reading room where comfortable furniture and the library's collection of plants are arranged to create an inviting setting. The Medford Public Services team worked together to prepare the space in anticipation of reopening on October 4. A few pieces of furniture that will complete the project will arrive in October. Final planning and coordination meetings took place for the start of the Ashland library lower-level remodel.

While the libraries are closed for browsing, Adult Services staff helped to bridge the digital divide by assisting patrons who prefer to place holds over the phone, continued to offer reference service via telephone, and assisted with access to downloadable materials and mobile printing. Adult Services staff have also assisted with circulation tasks as part of Front Door Service. System-wide, staff have worked together to keep services running smoothly by checking items in and out, preparing materials for the holds shelf, and selecting items to make available via curated browsing carts outside the library. The importance of cross training and collaboration to ensure coverage has been embraced by everyone.

Regular computer users took advantage of the DART van, the library's Wi-Fi, and the Connectivity Kits to access computers while the libraries were at Front Door Service. One patron exclaimed, "This is the best library!" when informed about the DART van's schedule and that there was a way to access the internet without coming into the building. Rogue River library was the first library to check out a Connectivity Kit, just minutes after opening. A regular computer user took it home; she was especially happy that it would work without needing a separate internet connection.

An impressed patron commented on library programming and services while looking through the event guide, saying that library staff plan creative and resourceful programming. She was impressed with the variety of programs and the innovative ideas, specifically in the fall event guide. She also wanted to express her

appreciation of the Library of Things. She said the fact that the library provides these items for checkout helps a lot of people who could not afford the items otherwise.

The library's microfilm collection has been in high demand. Genealogists regularly ask for obituaries and marriage announcements, and staff handled several requests this month.

The Central Point library staff put together some artistic and themed displays in time for reopening.



Applegate library staff made Front Door Service welcoming with a fall-festive reception table.



Area Manager Lewis Maurer and the Upper Rogue team completed program planning for the winter season, including researching and contacting local Native American tribes. Shady Cove Branch Manager Marion Mensing was able to connect with Perry Chocktoot, a member of all three Klamath tribes (Klamath, Modoc, and Yahooskin). Chocktoot is also the director of the Klamath Culture & Heritage department, and he is considering doing a program, which will first be discussed with tribal members.

### ***Business Outreach***

Business Librarian Elanna Erhardt continued to reach out to local communities virtually, and she and Central Point Branch Manager Marne Kapule presented at the Central Point Chamber of Commerce Greeters event. Erhardt also shared JCLS Business Information at Women Entrepreneurs of Southern Oregon and led database instruction of Udemy for an internal staff meeting at WorkSource Rogue Valley. The newest staff notary at JCLS is Library Associate Milagros Morales at the White City branch, who brings access to notary services in Spanish.

### ***JCLS DART***

JCLS DART transitioned to serving as a computer lab on wheels for all fifteen branches on September 13 while the libraries were operating Front Door Services. Mobile Services Specialist Mackenzie Pollock created a rotating schedule that brought DART to each branch at least once every two weeks. There were 153 unique interactions with community members, including new library card registrations and card renewals. Thirty patrons checked out laptops to use onsite, and another twenty-four patrons used the DART Wi-Fi connection with their own devices. An additional service need that was identified and met included access to power for charging personal devices. Pollock observed: "Piloting the DART van to all the branches has shown me how deep the roots of this community go."

### ***Youth Services***

The Medford Children's Department supplemented their popular Take & Make kits with coloring sheets, activity sheets, and a month-long Arts & Culture Passport that encouraged families to explore art in the community and create their own.

Originally intended to be an in-person program, Children's Librarian Lyn Heerema and Library Specialist Griffin Harwood made last-minute adjustments to change the stained-glass window art program into a Take & Make. It included a bilingual flyer promoting a related blog post, a storytime short, and a booklist.

One of the Summer Reading winners at the Phoenix library family lost everything in the Alameda fire, and so winning a \$100 gift card to Barnes and Noble was especially appreciated this year. During a phone conversation in Jacksonville, an eleven-year-old asked about a charge on his record. When staff told him that the charge was no longer there because he had turned the item in, he said, "I really just don't know what I'd do without the library. We go every week and always find awesome stuff."

Adult Services Librarian Kayla Samnath partnered with Teen Services Librarian Andrea Leone to present a basic ASL (American Sign Language) program. It had five attendees, including a pair of grandparents looking to communicate with their deaf grandson.

Ashland Teen Librarian Jackie Keating helped to build lists for the JCLS Discovery Readers Advisory service, which has seen more activity since in-person browsing has been halted. One teen for whom she made a recommendation list wrote a thank-you email back: "Thank you so much for the suggestions. I've only checked out two so far, but I've liked them both, and the previous time I did, it was full of great suggestions as well. You also do a really good job judging what books I would like from such limited info. I really appreciate you going out of your way to make personal booklists for people you don't even know."

## ***Adult Services***

Adult Services Librarians Kayla Samnath and Spencer Ellis hosted and moderated Banned Books: Hard-Hitting Questions Answered by Your Local Librarians. Area Managers Kristin Anderson and Carrie Turney Ross and Teen Librarian Andrea Leone were panelists and answered questions from the moderators and audience about banned and challenged books.

Ellis also developed Banned Books Bingo, which took place throughout September. Patrons were invited to complete different activities to learn about and read books that have been banned or censored in schools and libraries around the country. The Bingo squares featured activities such as reading a book that has been banned, visiting displays at your local branch, or attending a program about banned books.

Ashland Head of Adult Services Ellie Anderson hosted Jazz and the Civil Rights, with presenter Galen Abdur-Razzaq, master flutist and educator. The program connected events and prominent individuals in the Civil Rights Movement of the 50s and 60s to jazz musicians and the music of the period. Abdur-Razzaq's storyteller-style narration, combined with anecdotes from his own life, images from the time, and music clips gave a new perspective on the period.

## ***Education Services***

Community Librarian Evelyn Lorence continued developing a plan to support the Juvenile Detention Center, this month attending a meeting with local Community Justice leaders to learn more about what resources the Department already has and how JCLS can support the needs of detained youth.

Lorence coordinated with two local high schools for students to get involved with Project Sunshine, a collaboration with At Home Services to provide youth-decorated greeting cards and small gifts to library patrons who cannot come to the library due to age, illness, or disability. These materials will be delivered to AHS patrons next month.

In Gold Hill, Branch Manager Lorna Hilke met with an instructor of a Spanish immersion class to inform him about services and to sign him up for an Educator card. He ordered Spanish books and library card applications to share with his class of fifty students.

## ***Social Services***

In September, the social services team attended training to develop new skills and capacities. Resource Specialist Anna Rands and Social Worker Mehmood Madha attended Mental Health First Aid training provided by Jackson County Mental Health. The training taught them how to assist individuals struggling with mental health and addiction concerns in crisis and non-crisis situations. Additionally, Rands attended the Question, Persuade, Refer (QPR) workshop that instructed her on the basics of suicide prevention using a systematic approach. Finally, both Rands and Madha attended the Ryan Dowd Academy's training on removing disorderly patrons from the library in the safest manner for library staff.

In Ashland, Resource Specialists Nicole Hoefflinger and Leigh Madsen, along with Madha, met with Director of Program Services at Options for Helping Residents of Ashland (OHRA) Lisa Smith to discuss the organization's move into their new navigation center facility and how the library can continue to develop beneficial relationships with OHRA. The entire Social Services and Public Safety team met with Eric Guyer and Jazmin Ramirez of Jackson County Community Justice to learn how their organization assists the re-entry needs of

former offenders and supports diversionary programs that keep individuals outside the traditional criminal justice system. They learned how the Jackson County Community Justice Resource Center and Transition Center could assist patrons who were formerly involved in the criminal justice system get help with peer support, mental health services, health insurance, and additional services.

### ***Summer Reading 2021: Readers are Leaders Summary***

Jackson County Library Services spread positivity and community acknowledgment during the 2021 Summer Reading Program with the theme “Readers are Leaders,” where readers of all ages not only learned what it meant to be a leader, but also showed appreciation for leaders in their community. Because of the COVID-19 pandemic, the majority of this year’s summer reading program was done either online or through Take & Make kits, but protocols and mostly decent weather did allow for some outdoor in-person programming as well.

Here are the numbers from the 2021 Summer Reading Program:

A total of 1,533 people registered for the Summer Reading Program using Beanstack, with 1,052 of those people actively logging their reading. This is a 28% increase from last year. There were also more badges in Beanstack earned this year over last year.

JCLS also offered the Summer Reading Program to its Outreach patrons. Eleven people from At Home Services participated, reading a total of 272 books and 1,110 minutes. Outreach to Child Care had a total of 1,005 children participate, each having read at least five books.

The total number of participants was 2,538. This is a 5% increase from last year.

Readers wrote 969 book reviews during the program, a 42% increase from last year.

Total minutes read were 347,606 minutes, a 77% increase from last year.

The only category where there was a dip was the total number of books read: 18,408, a 10% decrease from last year.

There were also many programs offered, all reflecting some element of the “Readers are Leaders” theme and focusing on the JCLS strategic roadmap initiative of civic duty. While there were many programs during the summer, the following are some highlights:

For children, there were programs about how bees work together and how people can learn to work together by observing them (Bee a Leader with the Southern Oregon Bee Association) and how to be a volunteer in your community (Learn to Lead with Sanctuary One). Take & Make kits for children included a Community Leader Thank You that encouraged kids to create a sign thanking a leader in their community for their hard work (e.g., nurses, first responders, teachers, or anyone else they wanted to celebrate.)

Teens were encouraged to lead the way in water conservation with a Take & Read, which included a copy of Neal Shusterman’s *Dry*, a reusable water bottle, and tips and tricks for conserving water. Teens were also encouraged to spread joy in their community through the Positivity Activism Take & Make. This kit contained all the supplies needed to make a sign or create sidewalk chalk art to spread positivity and joy. The fan-favorite program of the summer was Leadership in Literature: The Sword in the Tome. This program featured a

discussion about swords in history and literature, followed by a brief fight choreography lesson to explore the world of the sword.

For adults, there was a three-part series on civic duty and activism cleverly named “Let’s Get Civic-al!” The first in the series, Civics 101, was a crash course in civics, led by SOU Assistant Professor of Political Science Shawn Patterson. The second program, Volunteerism in the Rogue Valley, featured a panel of volunteers from organizations throughout the Rogue Valley discussing what they do, current COVID restrictions, and how people in the community could get involved in volunteering. The third program, Taking Action, shared resources on how patrons could move the needle on the issues that matter most to them, such as the ins and outs of what is needed to properly plan a protest, start a petition, and advocate in impactful ways.

New this year was a focus on parent education, featuring programs that encouraged parents to be reading leaders for their children. This focus included a program called Storytime for Adults: Everyday Things You Can Do to Help Your Child be Ready to Read! It featured tips for how to insert early literacy concepts into daily activities and a three-part program delivered in Spanish (Lectoescritura en Los Primeros años—Literacy in the Early Years), led by Claudia Cervantes, Migrant Preschool Specialist and author of the book *Con tu Ayda Mamá*.

Overall, the 2021 Summer Reading Program was another success. It was made possible by The Kenneth A. and Lucille D. Hulburt Family Trust, the Every Child Ready to Read grant, and the Friends of the Library groups.



## Jackson County Library Foundation Director's Report October 2021

On a recent episode of *Weekend Edition with Scott Simon* I heard an interview with author Anthony Doerr and his new book *Cloud Cuckoo Land*. I was struck by his statements related to his dedication, and I thought it might interest you all to hear what he had to say too:

SIMON: I want to read the dedication. (Reading) For the librarians then, now and in the years to come.

Librarians have been important in your life.

DOERR: Absolutely. Each of the main characters in the novel has a relationship with a librarian and a broader definition of what a librarian can be, a custodian of books in some way. And yeah, and my mom was a science teacher. And understandably, she was tired at the end of the day sometimes and would use the library as a kind of de facto day care center for my brothers and me. And so, yeah, the shoutouts to the Mayfield Public Library in Cleveland, Ohio, and the Bainbridge Public Library - those were real havens. They were third places for me. They were a place where I felt completely safe. And just the miracle of them, there's something that - talk about peeling the scales off your eyes. Like, here's the work of all these masters available to you for free. And you can take them home.

Here is a link to the whole interview: <https://www.npr.org/transcripts/1040669138>

**The Finance Committee** Members of the committee attended the OCF Endowment Partners 101 course on September 28<sup>th</sup>.

**The Board Governance Committee** continues to revise the by-laws, work on board recruitment.

### Fundraising

We were approached by Target to be a charity for October through December in their Target Circle program. Here is a description of the program:

1. "On behalf of Target, we would like to invite Jackson County Library Foundation to be featured in the Target Circle community giving program at your local Target stores in the market "OR State" and online. Target has partnered with in/PACT and The GoodCoin Foundation to help implement the program across the country.
2. Target Circle members can earn and cast votes for a selection of local nonprofits along with other perks. The program is available through Target's mobile app, online at [target.com/circle](https://target.com/circle), and in stores. Every 90 days, Target features 5 new nonprofits doing good in the local community. Each nonprofit featured will receive a percent of a grant pool, along with increased brand exposure and awareness for the important issues you address. On average, nonprofits receive between \$1,000-\$2,000 per 90-day campaign, with a minimum of \$500."

#### 2021 Program Timeline

- First day of voting (Go-Live): October 1, 2021
- Last day of voting: December 31, 2021
- Funds received by: February 28, 2022

Please consider shopping at Target, ask your friends and family to shop at Target, and when you do vote for the Jackson County Library Foundation. Also, share in all your social media platforms and get some buzz going for this excellent opportunity!

I continue to provide assistance to library staff on upcoming grants such as the All-Care grant and the Ashland Coop Community Grant program.

I am working on potential sponsorships for the upcoming Rogue Reads program and connecting with the JCLS marketing department to create a plan for new logo, brochures and other marketing materials for the JCLF.

I continue to meet with the President's Forum of the Friends of the Libraries and spoke in September at the Friends of the Ashland Library monthly meeting.



October 20, 2021

**Title:** Quarterly Finance Report

**From:** Brittany Brite, Finance Manager

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**Recommendation:**

The Finance Committee recommends that the JCLD Board accept the Quarterly Finance Report as presented.

**Budget Impacts:**

The first quarter financials are coming in under budget for both revenues and expenses across all funds. Although property taxes appear low for the first quarter, it is expected that the District will see an increase in tax revenues during the second quarter. As of October 12, 2021, the Jackson County Tax Collector notified the Finance Department that the District will be receiving \$12,001,966.17 in 2021-22 property tax levy. This is a \$200,890 increase from the prior year's levy of \$11,801,075.98 and approximately \$328,500 higher than budgeted. With current year tax revenues higher than budgeted, staff is exploring transferring additional funds to the Capital Improvement Fund. Other income is currently 13.5% of budgeted and includes interest income, restricted grant revenues, unrestricted donations and printing, copying and fines at the branches.

Year-to-date expenses in the general fund are \$2.1M, which is 15.3% of budgeted expenses. With an expected 25% of budgeted expenses to be spent in the first quarter, this puts the District under budget by 9.7%. Building maintenance/utilities are in line with the 25% expected budgeted expenses. Personnel services are a little low due to unposted payroll totaling approximately \$120,000. This percentage increases to 19.9% when adding the unposted payroll, which places personnel services closer in line with the 25% budgeted goal. As the District hires additional staff in conjunction with any increase in service hours, personnel expenditures are expected to increase and become more in line with budgeted amounts. The District underspent library materials at 2.7% of budgeted in large part due to the delay in the completion set up for the acquisitions model. Regular ordering has resumed, and this area will be more on track by the end of the second quarter.

Building Maintenance/Utilities is right on par with the budget and will be monitored consistently by management to ensure it stays on budget. Other Materials & Services were at 10.1% and are expected to increase in the second quarter as the branches open for more in-person services and programs.

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The Capital Improvement Fund has not had any activity. The District is expecting to receive the final bill for the Medford renovation in the second quarter, which will increase the year-to-date expenses.

The Grant Fund has received approximately \$23,000 total in grant revenues with approximately \$14,000 from the Jackson County Library Foundation (JCLF). Although grant-related expenses are at 1.6%, this is appropriate because the JCLF grant provided to the District is for personnel expenses that will be expended throughout the year.

Overall, the financials are in compliance and good standing when compared to the budget as of September 30, 2021.

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

The presentation of these financial statements follows Policy 2-1 “Financial Management” that states the District’s accountant is responsible for preparing financial reports for the Board detailing year-to-date revenues and expenditures.

**Background and Additional Information:**

The quarterly financial report includes information through September 30, 2021 and has been reviewed by the Finance Committee. Data was pulled on October 10, 2021 from Incode. Although a soft close has been completed on the fiscal year 2020-21 books, there are still some adjustments that may need to be made after the audit is complete. The Finance Department plans to prepare a hard close of the books after the fiscal year end 2020/2021 audit.

**Attachments:**

1<sup>st</sup> Quarter financial report PDF.



**% of Year 25.0%**

For Period: 7/1/2021 through 9/30/2021

**General Fund**

	Budget	Actual	Variance	% of Budget
<b>Beginning Fund Balance</b>	\$ 8,900,000	\$ 8,882,519	\$ (17,481)	99.8%
<b>Revenues</b>				
	Budget	YTD	Variance	% of Budget
Property Taxes	\$ 11,673,499	\$ 197,033	\$ (11,476,466)	1.7%
Other Income	\$ 389,000	\$ 52,409	\$ (336,591)	13.5%
<b>Total Operating Revenues</b>	<b>\$ 12,062,499</b>	<b>\$ 249,442</b>	<b>\$ (11,813,057)</b>	<b>2.1%</b>
Transfers IN from Other Funds	\$ -	\$ -	\$ -	
<b>Total RESOURCES</b>	<b>\$ 20,962,499</b>	<b>\$ 9,131,961</b>		
<b>Expenses</b>				
	Budget	YTD	Variance	% of Budget
Personnel Services	\$ 8,088,533	\$ 1,489,594	\$ (6,598,939)	18.4%
Library Materials	\$ 1,397,550	\$ 37,317	\$ (1,360,233)	2.7%
Bldg. Maintenance/Utilities	\$ 1,703,819	\$ 433,543	\$ (1,270,276)	25.4%
Other Materials&Services	\$ 1,495,063	\$ 151,384	\$ (1,343,679)	10.1%
Capital Outlay	\$ 600,000	\$ -	\$ (600,000)	0.0%
Contingency	\$ 500,000	\$ -	\$ (500,000)	0.0%
<b>Total Operating Expenses</b>	<b>\$ 13,784,965</b>	<b>\$ 2,111,838</b>	<b>\$ (11,673,127)</b>	<b>15.3%</b>
<b>NET REVENUES/EXPENSES</b>	<b>\$ (1,722,466)</b>	<b>\$ (1,862,396)</b>	<b>\$ (139,930)</b>	<b>NA</b>
Transfers OUT to Other Funds	\$ 50,000	\$ -	\$ (50,000)	0.0%
<b>Ending Fund Balance</b>	<b>\$ 7,127,534</b>	<b>\$ 7,020,123</b>	<b>\$ (107,411)</b>	<b>98.5%</b>
<b>Total REQUIREMENTS</b>	<b>\$ 20,962,499</b>	<b>\$ 9,131,961</b>		



**% of Year 25.0%**

For Period: **7/1/2021** through **9/30/2021**

**Capital Improvement Fund**

	Budget	Actual	Variance	% of Budget
<b>Beginning Fund Balance</b>	\$ 5,600,000	\$ 5,413,000	\$ (187,000)	96.7%
<b>Revenues</b>				
	Budget	YTD	Variance	% of Budget
Interest Income			\$ -	
			\$ -	
<b>Total Operating Revenues</b>	\$ -	\$ -	\$ -	0.0%
Transfers IN from Other Funds	\$ 50,000	\$ -	\$ (50,000)	0.0%
<b>Total RESOURCES</b>	\$ 5,650,000	\$ 5,413,000		
<b>Expenses</b>				
	Budget	YTD	Variance	% of Budget
Materials & Services	\$ 600,000		\$ (600,000)	0.0%
Capital Outlay	\$ 1,200,000		\$ (1,200,000)	0.0%
<b>Total Operating Expenses</b>	\$ 1,800,000	\$ -	\$ (1,800,000)	0.0%
<b>NET REVENUES/EXPENSES</b>	\$ (1,800,000)	\$ -	\$ 1,800,000	NA
Transfers OUT to Other Funds	\$ -	\$ -	\$ -	
<b>Ending Fund Balance</b>	\$ 3,850,000	\$ 5,413,000	\$ 1,563,000	
<b>Total REQUIREMENTS</b>	\$ 5,650,000	\$ 5,413,000		



**% of Year 25.0%**

For Period: **7/1/2021** through **9/30/2021**

**Miscellaneous Grants Funds**

	Budget	Actual	Variance	% of Budget
<b>Beginning Fund Balance</b>	<b>\$ 1,100,000</b>	<b>\$ 1,184,989</b>	<b>\$ 84,989</b>	
<b>Revenues</b>				
	Budget	YTD	Variance	% of Budget
Grants & Donations	\$ 250,000	\$ 23,706	\$ (226,294)	9.5%
Interest	\$ 11,000	\$ 3,201	\$ (7,799)	
<b>Total Operating Revenues</b>	<b>\$ 261,000</b>	<b>\$ 26,907</b>	<b>\$ (234,093)</b>	<b>10.3%</b>
Transfers IN from Other Funds			\$ -	
<b>Total RESOURCES</b>	<b>\$ 1,361,000</b>	<b>\$ 1,211,896</b>		
<b>Expenses</b>				
	Budget	YTD	Variance	% of Budget
Personnel Services	\$ 200,000	\$ 2,372	\$ (197,628)	1.2%
Materials&Services	\$ 650,000	\$ 15,672	\$ (634,328)	2.4%
Capital Outlay	\$ 250,000	\$ -	\$ (250,000)	0.0%
<b>Total Operating Expenses</b>	<b>\$ 1,100,000</b>	<b>\$ 18,044</b>	<b>\$ (1,081,956)</b>	<b>1.6%</b>
<b>NET REVENUES/EXPENSES</b>	<b>\$ (839,000)</b>	<b>\$ 8,863</b>	<b>\$ 847,863</b>	<b>NA</b>
Transfers OUT to Other Funds	\$ -	\$ -	\$ -	
<b>Ending Fund Balance</b>	<b>\$ 261,000</b>	<b>\$ 1,193,852</b>	<b>\$ 932,852</b>	
<b>Total REQUIREMENTS</b>	<b>\$ 1,361,000</b>	<b>\$ 1,211,896</b>		



October 20, 2021

**Title:** Evaluation Process for Library Director

**From:** Executive Committee

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**Summary:**

At the August 2021 regular board meeting, the Board discussed the evaluation process for the Library Director. The Board tasked the Executive Committee with finalizing the goals for the current year evaluation period. The Executive Committee recommends that Director May's goals be adopted as presented in the attached document.

**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 Executive Committee met with Director May and discussed the proposed goal related to returning services to pre-pandemic levels. The Committee agreed that what they wanted to include in the Director's goals was a measurement of the growth of library operations using key performance indicators (KPIs). The current metrics being used are total circulation, library visits, and active cardholders.

**Attachments:**

Library Director Evaluation Process

## Library Director Evaluation Process

Three components:

- Core competencies – knowledge, skills, and abilities based on Director’s job description
- Outcomes – measure achievement of mutually-agreed upon goals
- Library culture – Staff feedback through 360 process

FY2021-2022 Proposed Goals for Kari May

1. Plan, delegate, and oversee the accomplishments of the objectives outlined in the 2021-2022 Strategic Roadmap
2. Establish performance benchmarks and set targets to increase Key Performance Indicators:
  - a. Circulation: 5% quarterly
  - b. Visits: 5% quarterly
  - c. Active Patrons: 10% annually
3. Lead Strategic Planning Process for new 2022-2026 Strategic Plan
4. Propose new service hours or library service delivery model
5. Provide an “annual report” about JCLD to local municipalities and the Jackson County Board of County Commissioners



October 20, 2021

**Title:** Policy Updates

**From:** Kari May, Library Director

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**Recommendation:**

The Policy Committee recommends that the board approve the following: 5-12 Unattended Children in the Library Policy, 5-14 Volunteer Policy, and 5-15 Social Media Policy.

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

Maintaining updated policies provides clear guidance for governance by the District Board.

**Background and Additional Information:**

The 5-14 Volunteer policy was first adopted by JCLD on June 13, 2019. The proposed revisions have been reviewed by the Policy Committee:

- Updated terms and verbiage throughout the policy along with clarity of the required application, interview process, and background checks.
- The minimum age requirements have been updated and clarified, and volunteers aged 11 and younger must be accompanied by a parent or guardian who are themselves registered and active volunteers.

5-12 Unattended Children and 5-15 Social Media policies were reviewed and no corrections or changes were found necessary.

**Attachments:**

- Policy 5-14 Volunteers, red-lined version
- Policy 5-14 Volunteers, clean version
- Policy 5-12 Unattended Children
- Policy 5-15 Social Media



<b>Policy 5-12</b>	<b>Unattended Children</b>	<b>Created:</b> 4/2/2015 <b>Reviewed:</b> 10/1/2021 <b>Approved:</b> 10/20/2021
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**I. Purpose**

This policy explains the parameters for ensuring the safety and well-being of unattended children in the Library.

**II. Introduction**

Jackson County Library Services welcomes children to use its facilities and services. Responsibility for the welfare and the behavior of children using the Library rests with the parent (or guardian or older responsible individual assigned by the parent), not with library staff. For the safety and comfort of children and Library patrons, a responsible adult or an older responsible individual (minimum age 14) must accompany children under age 10 when they are using the Library. This responsible individual must supervise, guide, and control the behavior of their charge or charges at all times. Children, either attended or unattended, are expected to abide by the same rules of conduct as other Library patrons and may be asked to leave the Library if their behavior is inappropriate.

**III. Levels of Supervision**

Children under the age of 10 must be accompanied by a parent, guardian, or older responsible individual (minimum 14 years of age) at all times in the Library and on the Library grounds. Children age 6 and younger must always be within sight of the person responsible for their safety.

**IV. Unattended Child**

Library staff are not responsible for unsupervised or unaccompanied children. If Library staff is aware of an unattended child, they will use their judgement and discretion to determine whether the unattended child's safety or well-being is in jeopardy, either while in the Library or if the person was to leave the building. If Library staff determine that an unattended child's safety or well-being is in jeopardy, steps will be taken to contact a parent or legal guardian. If staff are unable to locate a parent or legal guardian, staff will contact appropriate authorities.

**V. After Hours of Operation Unattended Child**

Library staff are not responsible for unattended children after the hours of operation. Staff will contact appropriate authorities in the event a child is unaccompanied at Library closing.

## **VI. Programs**

During special Library programs for children, parents, guardians, or an older responsible individuals must remain on the premises (in the main Library where the parent/guardian is accessible to the child) until the program has ended, in case an emergency should arise. The responsible adult or older responsible individual must be ready to meet that child promptly when the program ends or have made arrangements clear with the child regarding leaving the Library on his/her own or with a designated caregiver. Staff does not monitor the arrival or departure of any child from a program or the building.

<b>Policy 5-15</b>	<b>Social Media Policy</b>	<b>Created:</b> 11/9/2017 <b>Reviewed:</b> 10/1/2021 <b>Approved:</b> 10/20/2021
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**I. Purpose/Introduction**

Social media provides a valuable and timely way for the Library to disseminate information and promote library news, events, projects and services. It also serves to inspire conversation and expand the Library’s connection with the community. The Library is a central figure in the community and aims to bring the community together through social media, mirroring the interactions in its physical space.

**II. Social Media Usage/Engagement**

The Library welcomes the comments, posts, and messages of the community, including staff, and recognizes and respects differences in opinion. However, all engagement will be periodically reviewed and the Library reserves the right to, but is not required to, remove any comment, post, or message that it deems inappropriate or off-topic.

The Library is not responsible or liable for any content posted by any participant in a Library social media forum who is not a member of the Library’s staff.

Users should have no expectation of privacy in postings on Library sponsored social media sites; by using such sites, you consent to the Library’s right to access, monitor, and read any postings on those sites. Users must understand that social media is permanent, retrievable, and public. Messages can potentially be read by anyone once posted, regardless of status on Friends, Follower, or Subscriber List. The Library recommends that users do not post their personal information or contact information on social media sites.

The Library reserves the right to reproduce comments, posts, and messages in other public venues; such reproduction may be edited for space or content while retaining the original intent of the post.

Content containing any of the following will be removed immediately from any Library social media forum:

- Obscene content or hate speech
- Personal attacks, insults, or threatening language
- Private or personal information, including phone numbers and addresses, or requests for personal information
- Potentially libelous statements
- Falsification of identity
- Plagiarized material
- Comments, links, or information unrelated to the purpose of the forum
- Spam or other commercial, political, or religious messages unrelated to the Library or its social media postings
- Solicitation of funds
- Any images, links, or other content that falls into the above categories

The Library reserves the right to ban or block users who have posted in violation of this policy.

In addition, users are expected to abide by the terms and conditions set by third party social media platforms as well as follow appropriate Federal and State Law.

The Library asks that individual user complaints be addressed directly to the Library Administration so they can be addressed quickly and specifically. Social Media is not the mechanism used by the Library to document or address Library user problems and concerns, or influence Library policy, procedures, or programs.

By choosing to engage with Library social media accounts you agree to these rules.

### **III. Public Records**

JCLS social media accounts are subject to Oregon State public records laws and maintained in accordance with those laws.

<b>Policy 5-14</b>	<b>Volunteer Policy - Redlined</b>	<b>Created:</b> 9/10/2015 <b>Revised:</b> <u>9/28/25/2021</u> <b>Approved:</b> 6/13/2019
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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 the Library in a variety of ways, including but not limited to 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
- d. Providing patrons with friendly, prompt library service ~~ee and resource directions~~
- e. Assisting with Outreach services, such as Storytime or driving & delivering books to local schools

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 must submit to an interview, and volunteers age 18 and over ~~must submit to an interview and will also complete a~~ background check. This process, at a minimum, includes a criminal background

check and a sex offender registry check. Volunteer Orientation will occur after the selection process, and volunteers will receive hands-on training from their supervisor within their primary branch.

#### 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 transactions 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 patrons and supervisors~~ are strictly prohibited from sexually harassing or making improper advances towards 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, inappropriate 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 and/or the Volunteer Coordinator as soon as possible. Retaliation for reporting sexual harassment or discrimination is will not be permitted.

#### VI. Drug-Free Workplace

No volunteer shall report for their volunteer shift under the influence of any controlled substance, whether that is legal or illegal. 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 124 years old. ~~Minors may only work as a volunteer with signed parental consent.~~ Youth aged who are 113 years or younger may only volunteer if accompanied at all times by a parent or guardian who has completed the applicable background checks and is ~~has themselves a registered and active volunteer.~~ 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 to 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, l with or without cause.

~~Further~~ Additional information about the volunteer services program can be accessed at [jcls.org](http://jcls.org).



<b>Policy 5-14</b>	<b>Volunteer Policy - Clean</b>	<b>Created:</b> 9/10/2015 <b>Revised:</b> 9/28/2021 <b>Approved:</b> 10/20/2021
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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).

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- a. Shelving and shelf-reading
- b. Assisting staff with regular and special programs and projects
- c. Preparing books for circulation/Book mending
- d. Providing patrons with friendly, prompt library service
- e. Assisting with Outreach services, such as Storytime or driving and delivering books to local schools

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 must submit to an interview, and volunteers age 18 and over will also complete a background check. This process, at a minimum, includes a criminal background check and a sex offender registry check. Volunteer Orientation will occur after the

selection process, and volunteers will receive hands-on training from their supervisor within their primary branch.

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#### **V. Harassment**

All volunteers, employees, and patrons are strictly prohibited from sexually harassing or making improper advances toward other volunteers, employees, 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, inappropriate 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 and/or the Volunteer Coordinator as soon as possible. Retaliation for reporting sexual harassment or discrimination is not permitted.

#### **VI. Drug-Free Workplace**

No volunteer shall report for their volunteer shift under the influence of any controlled substance, whether legal or illegal. 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 12 years old. Youth aged 11 years or younger may only volunteer if accompanied at all times by a parent or guardian who has completed the applicable background checks and is themselves a registered and active volunteer.

## **VIII. Safety**

It is the responsibility of each volunteer to be alert at all times and to 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.

Additional information about the volunteer services program can be accessed at [jcls.org](http://jcls.org).



October 20, 2021

**Title:** State Library Report FY21

**From:** Kari May, Library Director

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**Recommendation:**

Director May recommends the state statistical data report be approved as presented. The final data will be submitted to the State by the October 31, 2021, deadline.

**Budget Impacts:**

N/A

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

To meet obligations to the State Library of Oregon.

**Background and Additional Information:**

ORS 357.520 requires all public libraries in Oregon to “make an annual report to the State Library and to the [library] governing body on a form supplied by the State Library.” The Oregon Public Library Statistical Report meets this legal requirement. More importantly, it gathers information about public libraries in Oregon that can be used in advocacy and planning at the local, state, and national levels for improved public library services.

The Finance and Statistics Committee has reviewed the presented statistics. The attached spreadsheet includes the statistical data as presented for the last four fiscal years and includes the per cent increase or decrease from FY20 to FY21, with notes to explain large variances. The Revenue and Expenditure numbers may change after the audit is completed in March 2022 and will be updated with the State if needed. The information presented in this report will be used to certify and submit JCLS statistics at the State Library of Oregon.

In addition to the information provided to the State, this summary includes annual statistics related to active cardholders and programming, which are tracked internally using different definitions than what is included in the state report.

**Attachments:**

- FY21 Annual Patron and Programming Statistics
- State Library Report FY21

# Oregon State Library Report 2021

		FY18	FY19	FY20	FY21	Increase/Decrease	Notes
100	<b>General Information</b>						
101	Official name of library	Jackson County Library Services					
102	Street address	205 S Central Ave					
103	City	Medford	Medford	Medford	Medford		
104	Zip	97501	97501	97501	97501		
105	Mailing address	205 S Central Ave					
106	City	Medford	Medford	Medford	Medford		
107	Zip	97501	97501	97501	97501		
108	County	Jackson	Jackson	Jackson	Jackson		
109	Phone Number (no dashes or parentheses)	5417748673	5417748673	5417748673	5417748673		
110	Cooperative System	None	None	None	None		
111	Boundary change	No	No	No	No		
112	Congressional District	2	2	2	2		
113	Moved or expanded branches	No	No	No	No		
114	Central Library	1	1	1	1		
115	Branches	14	14	14	14		
116	Bookmobiles	0	0	0	0		
117	Other public service outlets	0	0	0	1	100%	The mobile technology van DART was added as a public service outlet in May 2021
118	Number of registered users	138,952	137,373	138,752	103,615	-25.32%	JCLS purged records of inactive patrons in January 2021, and there was an additional purge at the time of the migration to remove inactive patrons with outstanding fine balances.
119	Number of newly registered users added		8,832	8,245	4,688	-43.14%	COVID has reduced accessibility to the library, which has reduced the opportunities for patrons to sign up for accounts. Other factors, such as the fires in Sep 2020, may have also impacted these numbers.
200	<b>Library Staff</b>						
201	Number of librarians with ALA/MLIS	14	15	15	15	0%	
202	Number of other persons holding the title of librarian	3	4	1	1	0%	
203	<b>Total librarians in FTE</b>	<b>17</b>	<b>19</b>	<b>16</b>	<b>16</b>	0%	
204	Number of all other paid FTE staff	61	64	68	82	20%	Increase in staffing included bringing HR & Finance departments in-house, as well as additional public services staff.
98	<b>Total paid staff in FTE</b>	<b>78</b>	<b>83</b>	<b>84</b>	<b>98</b>	16%	
206	Total number of volunteers	248	206	178	11	-94%	For the majority of FY21, JCLS did not have volunteers due to COVID.
207	Total Volunteer hours	16,028	14,561	8,069	126	-98%	
209	Friends of the Library	Yes	Yes	Yes	Yes	Yes	
210	Library Foundation	Yes	Yes	Yes	Yes	Yes	
300	<b>Library Revenue</b>						
301	City	0	0	0	0	0%	
302	County	0	0	0	0	0%	
303	District	10,033,472	10,414,595	10,615,960	11,515,453	8%	
304	<b>Total local government</b>	<b>10,033,472</b>	<b>10,414,595</b>	<b>10,615,960</b>	<b>11,515,453</b>	8%	
305	State government resources	34,868	34,951	36,353	36,371	0%	
306	LSTA & CARES Act grants	0	0	0	88,000	100%	JCLS received funding through the State Library CARES funds, which partially funded DART, the mobile technology van.
307	E-rate telecommunications discount	106,750	106,104	106,110	103,699	-2%	
308	Other federal funds	0	0	0	0	0%	

		FY18	FY19	FY20	FY21	Increase/Decrease	Notes
309	Total Federal government revenue	106,750	106,104	106,110	191,699	81%	
310	Other Operating Revenue	1,074,720	973,134	1,231,894	1,638,499	33%	This increase is due to a one-time transfer of funds to a new restricted grant fund totaling \$1,108,342.
311	Total library operating revenue	11,249,810	11,528,784	11,990,317	13,382,022	12%	
312	Local government capital revenue	0	0	0	0	0%	
313	State government capital revenue	0	0	0	0	0%	
314	Federal government capital revenue	0	0	0	0	0%	
315	Other capital revenue	0	0	0	0	0%	
316	Total capital revenue	0	0	0	0	0%	
400	Library Expenditures						
401	Salaries and wages	2,721,706	2,891,777	2,978,530	3,809,220	28%	
402	Employee benefits	909,071	1,004,560	1,072,271	1,528,818	43%	
403	Total staff expenditures	3,630,777	3,896,337	4,050,801	5,338,038	32%	
404	Books and other printed materials	557,552	637,818	540,582	830,818	54%	
405	Periodicals and other serial subscriptions	39,953	39,946	34,176	32,749	-4%	
406	Total expenditure on print materials	597,505	677,764	574,758	863,568	50%	
407	Electronic materials expenditures	214,634	378,470	500,436	324,905	-35%	
408	Other materials expenditures	34,995	139,751	187,198	126,916	-32%	
409	Total expenditures on collection	847,133	1,195,985	1,262,392	1,315,389	4%	
410a	All other operating expenditures	3,862,625	4,263,613	4,654,148	4,002,113	-14%	
410b	Internal Services Charges				0	0%	
411	Total library expenditures	8,340,535	9,355,935	9,967,341	10,655,540	7%	
412	Library construction and related expenditures	0	20,421	205,662	0	-100%	
413	Capital equipment expenditures	0	56,018	76,785	188,730	146%	
414	Other capital expenditures	426,518	39,375	201,459	834,034	314%	Medford Library undertook a renovation project on the second floor to create new office spaces and renovate space vacated by Rogue Community College
415	Total capital expenditures	426,518	115,814	483,906	1,022,764	111%	
500	Library Collections						
501	Books and other printed items - physical units	452,152	359,735	348,052	333,414	-4%	
502	Books and other printed items - physical units added	26,891	32,358	39,020	34,767	-11%	
503	Audio materials - physical units	32,223	31,865	30,178	31,168	3%	
504	Audio materials - physical units added	2,404	3,085	3,297	2,667	-19%	
505	Video materials - physical units	24,784	30,432	34,186	40,731	19%	
506	Video materials - physical units added	4,043	6,895	9667	9,199	-5%	
507	Other physical library materials	936	11,058	2,958	3,706	25%	In FY21 Central Point Sparkspace items were cataloged, and this increased current holdings.
508	Other physical library materials - units added	4	10,122	83	74	-11%	
509	Total number of physical units	511,031	433,090	415,374	409,019	-2%	
510	Total number of physical units added	33,386	52,460	52,067	46,707	-10%	Moving to the new ILS caused disruptiton in orders, which prevented us from fulling using our funds for purchasing physical items for FY21.
511	Number of e-book units (Library2Go statewide listed here)	45,061	48,438	60,360	64,647	7%	
512	Number of e-book units added (Library2Go statewide listed here)	5,554	6,887	15,909	7,998	-50%	State made changes to how numbers for Library2Go titles are counted. Library2Go Advantage titles used to be included in with the state numbers of ebook units and ebook units added. Now Advantage titles are included with Local eBook units.

		FY18	FY19	FY20	FY21	Increase/Decrease	Notes
513	Local e-book units	810	2,022	3,806	497,333	12967%	All ereaders added: 23 copies per State report instructions. Line 514 represents 5,142 ebooks from Overdrive and 492,191 from Hoopla. This is the first year of counting Hoopla in this category. Counted as database in previous years.
514	Local e-book units added	259	1,228	2,074	2,169	5%	5 ereaders were added to the At Home Services Outreach Department. New titles from Hoopla were not included here because FY21 is the first year this collection is included.
515	Total units of e-books	45,871	50,460	64,166	561,980	776%	
516	Total units of e-books added	5,813	8,115	17,983	10,167	-43%	FY20 was higher than normal in purchases of ebooks and other digital content. Also, COVID played a roll in the decision to increase econtent numbers in FY20 to help provide patrons content while in lock down. FY21 number of ebooks added is closer to what is normally spent in a fiscal year.
517	Number of downloadable audio units (Library2Go statewide listed here)	27,310	27,802	36,022	36,282	1%	state provided
518	Number of downloadable audio units added (Library2Go statewide listed here)	3,943	2,445	5,910	4,242	-28%	state provided
519	Local digital audiobook units	268	1,057	2,413	418,883	17259%	Line 519 represents 3,293 from Overdrive and 415,590 from Hoopla. This is the first year of counting Hoopla in this category. Counted as database in previous years.
520	Local digital audiobook units added	30	763	1,356	929	-31%	New titles from Hoopla were not included here because FY21 is the first year this collection is included.
521	Total downloadable audio materials (517 and 519)	27,578	28,859	38,435	455,165	1084%	
522	Total units of downloadable audio materials added (518 and 520)	3,973	3,208	7,266	5,171	-29%	
523	Number of digital videos in Library2Go	0	0	0	0	0%	
524	Number of digital videos added in Library2Go	0	0	0	0	0%	
525	Local digital video units	0	0	24,173	75,876	214%	Line 525 represents 26,560 from Kanopy and 49,316 from Hoopla. This is the first year of counting Hoopla in this category. Counted as database in previous years.
526	Local digital video units added	0	0	24,173	2,387	-90%	FY20 new digital video units were higher than normal due to Kanopy service being launched, which resulted in a higher than normal number of digital video units being added for that year.
527	Total digital video units	0	0	24,173	75,876	214%	
528	Total digital video units added	0	0	24,173	2,387	-90%	
529	Total digital or downloadable units	73,449	79,319	126,774	1,093,021	762%	
530	Total digital or downloadable units added	9,786	11,323	49,422	17,725	-64%	
531	Total physical and digital units	584,480	512,409	542,148	1,502,040	177%	
532	Total physical and digital units added	43,172	63,783	101,489	64,432	-37%	
533	Number of Spanish language items (Physical & econtent)				9,799	100%	These questions are new additions to the state report. Other languages JCLS owns materials in are

		FY18	FY19	FY20	FY21	Increase/Decrease	Notes
534	Number of other language items (Physical & econtent)				981	100%	Arabic, Chinese, French, German, Hindi, Japanese, Korean, Russian, Tagalog, Thai, and Vietnamese.
533	Number of Statewide electronic collections (Gale and Learning Express)	24	24	24			State will prefill this number
534	Number of Statewide electronic collections added (Gale and Learning Express)	0	2	0			State will prefill this number
535	Number of Local or Local Consortial electronic collections (databases)	15	18	17	21	24%	
536	Number of Local or Local Consortial electronic collections added (databases)	1	4	3	1	-67%	The number of new local databases added in the last two years is higher than normal. FY21 addition of only 1 new database is closer to what we normally add each year for local databases.
537	Total electronic collections	39	42	41	21	-49%	
538	Total electronic collections added	1	6	3	1	-67%	
600	<b>Circulation and Collection Use</b>						
601	Successful retrievals of electronic information (statewide databases)	4,381	3,311	2,653	2,523	-5%	
602	Successful retrievals of electronic information (local databases)	62,831	117,752	706,964	615,992	-13%	
603	Total of Successful retrievals of electronic information	67,212	121,063	709,617	618,515	-13%	
610	Number of first-time circulation of adult materials	689,725	748,836	488,477	382,344	-22%	
611	Number of renewals of adult materials	415,473	358,682	203,726	162,145	-20%	
612	Number of first-time circulation of YA materials	41,522	37,965	29,658	20,992	-29%	
613	Number of renewals of YA materials	28,157	26,334	21,824	16,276	-25%	
614	Number of first-time circulation of children's materials	338,943	331,965	270,218	164,970	-39%	
615	Number of renewals of children's materials	244,506	237,528	174,864	108,117	-38%	
616	Number of first-time circulation of other library materials				1,386	100%	
617	Number of renewals of other library materials				69	100%	These are new questions.
618	First-time circulation not separated into adult, YA or children's materials	0	41,718	248	2,803	1030%	
619	Renewals not separated into adult, YA or children's materials	0	0	0	33	100%	In the new ILS, Koha, the magazine collections are not broken into children's, YA, and adult the way they were in Polaris. FY20 numbers only included LOT circulation numbers.
620	Total first-time physical circulation	1,070,190	1,160,484	788,601	572,495	-27%	
621	Total renewals of physical collection	688,136	622,544	400,414	286,640	-28%	
622	Total circulation of adult materials	1,105,198	1,107,518	692,203	544,489	-21%	
623	Total circulation of YA materials	69,679	64,299	51,482	37,268	-28%	
624	Total circulation of children's materials	583,449	569,493	445,082	273,087	-39%	
625	Total circulation of Other library materials				1,455	100%	FY20 material circulations that fit into this category were originally recorded with Adult circulations per state's directions. State added a new question this year where libraries can report circulations of materials other than print, audio, video, and serial.
626	Total circulation not separated into adult, YA or children's materials	0	41,718	248	2,836	1044%	
627	Total circulation of physical items	1,758,326	1,783,028	1,189,015	859,135	-28%	

		FY18	FY19	FY20	FY21	Increase/Decrease	Notes
630	Number of circulations of electronic materials (Library2Go)	137,055	182,202	228,739	143,483	-37%	State notified branches of changes to how these numbers should be calculated. Original method didn't exclude the circulations of Advantage titles which should have been included with local econtent circulation numbers instead of Library2Go numbers.
631	Number of circulations of local electronic materials (returned to the library)	0	54,742	89,430	213,313	139%	The State changed instructions on how to calculate these numbers. This year Library2Go Advantage titles are included with local econtent circulations instead of with Library2Go. Hoopla, Kanopy, and Flipster circulation numbers are included here as well. Tumblebooks is now exclude from this circulation count since State currently wants it counted with database stats.
632	Total number of circulations of electronic materials	137,055	236,944	318,169	356,796	12%	
633	Total circulation of physical and electronic materials	1,895,381	2,019,972	1,507,184	1,215,931	-19%	
634	Electronic Content Use	204,267	358,007	1,027,786	975,311	-5%	
635	Total Collection Use	1,962,593	2,141,035	2,216,801	1,834,446	-17%	
650	Interlibrary loans JCLS lent to RCC using a shared catalog or integrated library system	3,440	2,645	3,388	3,111	-8%	For FY20 these numbers were mistakenly reversed. These numbers should reflect what JCLS lent to RCC.
651	Interlibrary loans JCLS lent to all other libraries not in shared catalog or integrated library system	734	1,018	1,105	721	-35%	Factors that have impacted the number items JCLS lent would be the change in turn around time for filling these types of request (it was shortened down from 8 days to 4 days in order to be in line with standard practices of other library systems), the courier system for ILL was not running for many months, and also OCLC's data for JCLS holdings is currently not fully up-to-date. However, staff are looking at working on updating this information in the coming year.
652	Total loans JCLS lent to other libraries	4,174	3,663	4,493	3,832	-15%	
653	Interlibrary loans JCLS borrowed from RCC using a shared catalog or integrated library system	12,510	13,788	20,137	10,947	-46%	FY20 these numbers were mistakenly reversed. These numbers should reflect what JCLS borrowed from RCC.
654	Interlibrary loans JCLS borrowed from libraries not in shared catalog or automation integrated library system	183	453	1,036	927	-11%	
655	Total Loans JCLS borrowed from other libraries (6.48, 6.47)	12,693	14,241	21,173	11,874	-44%	JCLS borrowing is most likely down due to the effects COVID has had on patrons being able to receive help from staff to place ILLs, outside library systems being less likely to send items to fill JCLS patrons ILL requests, the courier system for ILL was not running for many months, and also due to Collection staff purchasing the item requested instead of filling the request through ILL. Also, patrons were limited to 2 ILL requests at a time, compared to 5 requests allowed in FY20.
660	Number of circulations made without charge to non residents			0	0	0%	
700	Programs and Other Services						

		FY18	FY19	FY20	FY21	Increase/Decrease	Notes
701	Total number of reference transactions	208,364	75,803	39,294	25,811	-34%	Due to the library being closed to the public for a good portion of FY21 reference transactions were noticeably down.
701b	Reference transactions reporting method			Estimate	Estimate		
703	Number of children's programs	3,283	3,270	2,015	109	-95%	Most "programs" for children were provided as Take & Make kits instead of in-person programs due to COVID, and by definition those kits do not count. Storytimes are our primary programs for children, and we were unable to host any storytimes in FY20. Also, in the past we counted multi-generational programs as childrens, but those programs are counted with adult programs now.
704	Number of person's attending children's programs	68,551	57,184	32,030	2,008	-94%	
705	Number of young adult programs	375	611	332	93	-72%	Many teen programs were offered as Take & Makes or Take & Reads due to COVID.
706	Number of person's attending young adult programs	6,741	11,741	3,368	1,191	-65%	
707	Number of programs for adults and/or multi-generational audiences	1,187	2,010	565	280	-50%	Many of the recurring programs we usually would have offered were not available due to COVID.
708	Attendance at programs for adults and/or multi-generational audiences	33,525	35,605	7,015	4,477	-36%	
709	Total number of programs	4,845	5,891	2,912	482	-83%	
710	Total program attendance	108,817	104,530	42,413	7,676	-82%	
711	Meeting Room usage		5,594	6,018	0	-100%	Meeting rooms were closed to public use for all of FY21.
712	Does your library provide a summer reading program?	Yes	Yes	Yes	Yes		
7B	[Optional for 2021] Expanded Programs Questions						
751	Live Program Sessions for Children 0-5				29		All the questions for 7B are new questions for FY21.
752	Attendance at Live Programs for Children Ages 0-5				367		
753	Live Program Sessions for Children Ages 6-11.				80		
754	Attendance at Live Programs for Children Ages 6-11				1,641		
755	Live Program Sessions for Young Adults Ages 12-18				94		
756	Attendance at Live Programs for Young Adults Ages 12-18				1,191		
757	Live Program Sessions for Adults Age 19 or Older.				273		
758	Attendance at Live Programs for Adults Age 19 or Older.				4,222		
759	Live General Interest Program Sessions				7		
760	Attendance at Live General Interest Programs				255		
761	Number of Live, In-Person, Onsite Program Sessions				126		
762	Attendance at Live, In-Person, Onsite Program Sessions				2,323		
763	Number of Live, In-Person, Offsite Program Sessions.				72		
764	Attendance at Live, In-Person, Offsite Program Sessions.				1,227		
765	Number of Live, Virtual Program Sessions.				285		

		FY18	FY19	FY20	FY21	Increase/Decrease	Notes
766	Live, Virtual Program Attendance.				4,126		
767	Total Number of Recorded Program Presentations.						
768	Total Views of Recorded Program Presentations within 7 Days.						
800	<b>Technologies and Facilities</b>						
801	Total annual of uses (sessions) of public Internet computers	103,360	100,839	69,458	32,869	-53%	FY21 the number of computers available and limited library hours reduced opportunities for patrons to use the public computers.
801b	Reporting Method for total # of internet computer Session.				Actual Count		
802	Total number of Internet terminals used by the general public	184	183	189	95	-50%	Number of computers is lower than normal due to needing to maintain spacing and occupancy limits due to COVID.
803	Tell us about your library's wireless internet			Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
804	Number of wireless sessions provided by the library annually	90,556	1,251,141	1,238,051	987,253	-20%	When libraries were closed to browsing due to the libraries returning to stage 4 from November 2020 through April 2021, patrons weren't able to use Wi-Fi inside the libraries, which can limit the number of patrons being able to access this service. The addition of the DART van should help improve JCLS's ability to reach patrons who are in need of Wi-Fi access.
804b	Reporting method for wireless sessions.				Annual Count		
805	Download speed of Internet at main (central) library		1GB	575.45 Mb/s	661.75 Mb/s		
806	Upload speed of Internet at main (central) library	1GB	1GB	661.60 Mb/s	747.21 Mb/s		
807	Name of shared Integrated Library System (ILS) consortium (if applicable).	None	None	None	None		
808	Vendor of integrated library system	Polaris	Polaris	Innovative	Bywater		JCLS migrated to Bywater's ILS Koha on April 19th, 2021.
809	Number of Library Website Visits	399,485	552,822	825,581	992,838	20%	State Report specifies that Catalog access should be counted as well starting in FY20 and continuing into FY21. This now includes Website, Catalog, and Library of Things Catalog. New website launched in FY21 helped to increase these numbers as well in April when we launched the new website.
810	Typical week, total hours open M-F (open to 5:00 pm)	27	27	25	28	12%	
811	Typical week, total hours open M-F (5:00 pm to close)	3	3	6	4	-33%	Medford and Ashland's hours were redistributed differently when JCLS went back to standard hours.
812	Typical week, total hours open Saturday - Sunday (open to 5:00 pm)	11	11	9	8	-11%	
813	Typical, total hours open Saturday - Sunday (5:00 pm to close)	0	0	0	0	0%	
814	Total hours in a typical week, main library	41	41	40	40	0%	
815	Total weeks open, main library	52	52	46	52	13%	FY21 libraries were able to stay at stage 4 and 5 for the entire fiscal year. State only requires that we not count weeks where we are at stage 1 - 3.

		FY18	FY19	FY20	FY21	Increase/Decrease	Notes
816	Total annual public service hours for main library	2,015	2,015	1,552	1,379	-11%	FY20 the libraries hours were only effected by restrictions due to COVID for 3 1/2 months, where as the majority of FY21 the libraries had limited hours.
817	Total library visits to all facilities	908,864	877,742	638,783	319,512	-50%	FY20 library visits were only impacted for part of the year (Mar 16, 2020 - June 30, 2020), whereas all of FY21 was impacted by the pandemic due to limited hours and limited occupancy restrictions.
817b	Library visits reporting method			Actual Count	Actual Count		
819	Square footage of main library	83,191	83,191	83,191	83,191	0%	
820	Total square footage of all library facilities	182,432	182,432	182,432	182,432	0%	
821	Date of Building's Orginal Construction (Medford)				Apr-2004		
822	Date of Building's Most Recent Structural Remodel. (Medford)				Oct-2020		
900	Fines and Salary Survey						
901	Overdue daily fine for adult materials		\$ -	\$ -	\$ -	0.00%	
902	Overdue daily fine for children's materials		\$ -	\$ -	\$ -	0.00%	
903	Overdue daily fine for other materials		\$ -	\$ -	\$ -	0.00%	
904	Notes on fines (free text box)				N/A	N/A	
905	Charge for interlibrary loan	\$5.00	\$5.00	\$0.00	\$0.00	0%	
906	Annual fee for non-resident individual patrons	\$ 100.00	\$ 100.00	\$ 100.00	\$ 100.00	0%	
907	Annual fee for non-resident households	\$ 100.00	\$ 100.00	\$ 100.00	\$ 100.00	0%	
950	Director hourly salary low	\$ 45.67	\$ 47.04	\$ 48.45	\$ 64.30	33%	FY21 was the first full year that JCLS was directly under local management. Salary ranges changed in FY21 due to this change in management.
951	Director hourly salary high	\$ 52.88	\$ 54.47	\$ 56.10	\$ 64.30	15%	
952	Supervisory Librarian hourly salary low	\$ 20.60	\$ 21.22	\$ 21.86	\$ 25.75	18%	
953	Supervisory Librarian hourly salary high	\$ 26.97	\$ 27.78	\$ 28.61	\$ 32.25	13%	
954	Non-supervisory Librarian hourly salary low	\$ 19.04	\$ 19.61	\$ 20.20	\$ 23.36	16%	
955	Non-supervisory Librarian hourly salary high	\$ 22.62	\$ 23.30	\$ 24.00	\$ 29.25	22%	
956	Library assistant hourly salary low	\$ 13.29	\$ 14.00	\$ 14.42	\$ 16.60	15%	
957	Library assistant hourly salary high	\$ 17.09	\$ 21.00	\$ 21.63	\$ 20.79	-4%	
958	Library clerk hourly salary low	\$ 11.85	\$ 12.21	\$ 12.58	\$ 14.34	14%	
959	Library clerk hourly salary high	\$ 16.00	\$ 18.00	\$ 18.54	\$ 17.96	-3%	
1000	Administrative Information & Policies						
1001	Population Served	213,765	219,564	219,200	221,290		
1002	FSCS ID	OR0041	OR0041	OR0041	OR0041		
1003	Interlibrary Loan Relationship Code		NO	NO	NO		
1004	Legal Basis Code		LD	LD	LD		
1005	Administrative structure code		SO	SO	SO		
1006	FSCS Public library definition		Yes	Yes	Yes		
1007	Geographic Code		CO1	CO1	CO1		
1008	Library's Website			<a href="http://jcls.org">http://jcls.org</a>	<a href="http://jcls.org">http://jcls.org</a>		
1009	Library's Statewide periodical resources (Gale) link			<a href="https://link.gale.com/apps/menu?userGroupName=jacksonpl">https://link.gale.com/apps/menu?userGroupName=jacksonpl</a>	<a href="https://link.gale.com/apps/menu?userGroupName=jacksonpl">https://link.gale.com/apps/menu?userGroupName=jacksonpl</a>		
1010	Library's statewide career and testing resource (LearningExpress Library) link			<a href="http://jcls.org/learningexpress">http://jcls.org/learningexpress</a>	<a href="http://jcls.org/learningexpress">http://jcls.org/learningexpress</a>		
1011	Library's collection management policy			<a href="https://jcls.org/ld.php?content_id=31444926">https://jcls.org/ld.php?content_id=31444926</a>	<a href="https://jcls.org/wp-content/uploads/2021/06/5-3-Collection-Dev.-Policy-6-22-21.pdf">https://jcls.org/wp-content/uploads/2021/06/5-3-Collection-Dev.-Policy-6-22-21.pdf</a>		
1012	Library's circulation policy			<a href="https://jcls.org/ld.php?content_id=31444892">https://jcls.org/ld.php?content_id=31444892</a>	<a href="https://jcls.org/wp-content/uploads/2021/05/5-2_Circulation_Policy_approved_1_14_2021-1.pdf">https://jcls.org/wp-content/uploads/2021/05/5-2_Circulation_Policy_approved_1_14_2021-1.pdf</a>		

		FY18	FY19	FY20	FY21	Increase/Decrease	Notes
1013	Library's patron confidentiality policy			<a href="https://icls.org/ld.php?content_id=31447781">https://icls.org/ld.php?content_id=31447781</a>	<a href="https://icls.org/wp-content/uploads/2021/05/5-9-Patron-Privacy-and-Confidentiality-Policy-adopted-12_13_2018.pdf">https://icls.org/wp-content/uploads/2021/05/5-9-Patron-Privacy-and-Confidentiality-Policy-adopted-12_13_2018.pdf</a>		
1014	Contact Information (Name)			Kari May	Kari May		
1015	Contact Information (Phone)			541-774-6401	541-774-6401		
1016	Contact Information (Email)			<a href="mailto:kmay@icls.org">kmay@icls.org</a>	<a href="mailto:kmay@icls.org">kmay@icls.org</a>		
1017	Estimated time burden to complete survey.		14 days	80 hours			
<b>CV</b>	<b>COVID-19</b>						
CV01	Closed Outlets Due to COVID-19				No		
CV02	Public Services During COVID-19				Yes		
CV05	Electronic Library Cards During COVID-19				yes		
CV06	Reference During COVID-19.				yes		
CV07	Curbside Service During COVID-19				no		
CV11	External Wi-Fi Access During COVID-19				yes		
CV12	External Wi-Fi Access Increased During COVID-19				no		
CV13	Staff Re-Assigned During COVID-19				no		
CV14	Number of Weeks Library was closed Due to COVID-19					0	
CV15	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19					52	
CV16	Other Information about COVID-19 Pandemic?						
<b>B</b>	<b>Branch &amp; Bookmobile Data</b>						
B01	FSCS ID + SEQ for outlet				OR0041-	OR0041-	
B02	Name of outlet	Applegate Branch Library	Applegate Branch Library	Applegate Branch Library	Applegate Branch Library		
B03	Outlet street address	18485 N Applegate Road	18485 N Applegate Road	18485 N Applegate Road	18485 N Applegate Road		
B04	Outlet city	Applegate	Applegate	Applegate	Applegate		
B05	Outlet zipcode	97527	97527	97527	97527		
B06	Outlet county	Jackson	Jackson	Jackson	Jackson		
B07	Outlet phone number	(541) 846-7346	(541) 846-7346	(541) 846-7346	(541) 846-7346		
B08	Outlet type code				BR	BR	
B09	Outlet square footage	2,850	2,850	2,850	2,850	0%	
B10	Public service hours per year at this outlet	816	816	672	816	21%	FY21 Applegate worked for the entire year at full standard hours.
B11	Number of weeks outlet was open	52	52	46	52	13%	Libraries were only in Stage 4 and Stage 5 for FY21. So library was open for all 52 weeks of the year per State's definition of open.
B12	Wi-Fi situation at this outlet			Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location	11M-100Mbps	11M-100Mbps	93.56 Mb/s	94.65 Mb/s		
B14	Upload speed of Internet at this location	11M-100Mbps	11M-100Mbps	554.32 Mb/s	529.13 Mb/s		
B15	Number of Weeks an Outlet Closed Due to COVID-19				6	0	-100% No branches were closed due to COVID. State considers JCLS closed when we are at stages 1-3. This was true of all the branches.
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19				8	52	550% FY21 All libraries had limited occupancy for the entire year. This was also true of all branches.
B20	Date of Building's Original Construction					Nov, 2002	
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel						

		FY18	FY19	FY20	FY21	Increase/Decrease	Notes
B01	FSCS ID + SEQ for outlet			OR0041-	OR0041-		
B02	Name of outlet	Ashland Branch Library	Ashland Branch Library	Ashland Branch Library	Ashland Branch Library		
B03	Outlet street address	410 Siskiyou Blvd	410 Siskiyou Blvd	410 Siskiyou Blvd	410 Siskiyou Blvd		
B04	Outlet city	Ashland	Ashland	Ashland	Ashland		
B05	Outlet zipcode	97520	97520	97520	97520		
B06	Outlet county	Jackson	Jackson	Jackson	Jackson		
B07	Outlet phone number	(541) 774-6980	(541) 774-6980	(541) 774-6980	(541) 774-6980		
B08	Outlet type code			BR	BR		
B09	Outlet square footage	22,655	22,655	22,655	22,655		
B10	Public service hours per year at this outlet	2022	2022	1,552	1,420	-9%	FY21 Ashland was at limited hours for Jul 2020 - April 2021. In May and June of 2021 Ashland resumed being open for 40 hours per week. This resulted in Medford still having less hours than FY20 since Ashland was open its standard 40 hrs per week from Jul 2019 - Mar 16th of 2020.
B11	Number of weeks outlet was open	52	52	46	52	13%	
B12	Wi-Fi situation at this outlet			Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location			243.04 Mb/s	567.21 Mb/s		
B14	Upload speed of Internet at this location			377.42 Mb/s	866.94 Mb/s		
B15	Number of Weeks an Outlet Closed Due to COVID-19			6	0	-100%	
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19			8	52	550%	
B20	Date of Building's Original Construction						
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel				Jun, 2003		
B01	FSCS ID + SEQ for outlet			OR0041-	OR0041-		
B02	Name of outlet	Butte Falls Branch Library	Butte Falls Branch Library	Butte Falls Branch Library	Butte Falls Branch Library		
B03	Outlet street address	626 Fir Ave	626 Fir Ave	626 Fir Ave	626 Fir Ave		
B04	Outlet city	Butte Falls	Butte Falls	Butte Falls	Butte Falls		
B05	Outlet zipcode	97522	97522	97522	97522		
B06	Outlet county	Jackson	Jackson	Jackson	Jackson		
B07	Outlet phone number	(541) 865-3511	(541) 865-3511	(541) 865-3511	(541) 865-3511		
B08	Outlet type code			BR	BR		
B09	Outlet square footage	1,025	1,025	2,405	2,405	0%	
B10	Public service hours per year at this outlet	515	515	420	485	15%	
B11	Number of weeks outlet was open	52	52	46	49.5	8%	Butte Falls was closed for 2 1/2 weeks due to Fires in Sep 2020.
B12	Wi-Fi situation at this outlet			Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location			61.10 Mb/s	104.71 Mb/s		
B14	Upload speed of Internet at this location			99.31 Mb/s	726.23 Mb/s		
B15	Number of Weeks an Outlet Closed Due to COVID-19			6	0	-100%	
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19			8	49.5	519%	
B20	Date of Building's Original Construction				Aug, 2008		
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel						
B01	FSCS ID + SEQ for outlet			OR0041-	OR0041-		

		FY18	FY19	FY20	FY21	Increase/Decrease	Notes
B02	Name of outlet	Central Point Branch Library	Central Point Branch Library	Central Point Branch Library	Central Point Branch Library		
B03	Outlet street address	116 S Third St	116 S Third St	116 S Third St	116 S Third St		
B04	Outlet city	Central Point	Central Point	Central Point	Central Point		
B05	Outlet zipcode	97502	97502	97502	97502		
B06	Outlet county	Jackson	Jackson	Jackson	Jackson		
B07	Outlet phone number	(541) 664-3228	(541) 664-3228	(541) 664-3228	(541) 664-3228		
B08	Outlet type code			BR	BR		
B09	Outlet square footage	8,515	8,515	8,515	8,515	0%	
B10	Public service hours per year at this outlet	1,815	1,815	1,448	1,526	5%	
B11	Number of weeks outlet was open	52	52	46	52	13%	
B12	Wi-Fi situation at this outlet			Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location			91.10 Mb/s	94.76 Mb/s		
B14	Upload speed of Internet at this location			409.31 Mb/s	875.64 Mb/s		
B15	Number of Weeks an Outlet Closed Due to COVID-19			6	0	-100%	
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19			8	52	550%	
B20	Date of Building's Original Construction				Sep, 2005		
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel						
B01	FSCS ID + SEQ for outlet			OR0041-	OR0041-		
B02	Name of outlet	Eagle Point Branch Library	Eagle Point Branch Library	Eagle Point Branch Library	Eagle Point Branch Library		
B03	Outlet street address	239 W Main St	239 W Main St	239 W Main St	239 W Main St		
B04	Outlet city	Eagle Point	Eagle Point	Eagle Point	Eagle Point		
B05	Outlet zipcode	97524	97524	97524	97524		
B06	Outlet county	Jackson	Jackson	Jackson	Jackson		
B07	Outlet phone number	(541) 826-3313	(541) 826-3313	(541) 826-3313	(541) 826-3313		
B08	Outlet type code			BR	BR		
B09	Outlet square footage	8,512	8,512	8,512	8,512		
B10	Public service hours per year at this outlet	1,428	1,428	1,112	1,069	-4%	For Jul 2020 - April 2021 Eagle Point had reduced hours. For May - June of 2021 Eagle Point was operating at full hours.
B11	Number of weeks outlet was open	52	52	46	51	11%	Eagle Point closed for approximately 1 week due to the fire in Sep 2020.
B12	Wi-Fi situation at this outlet			Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location			90.95 Mb/s	89.58 Mb/s		
B14	Upload speed of Internet at this location			343.38 Mb/s	829.14 Mb/s		
B15	Number of Weeks an Outlet Closed Due to COVID-19			6	0	-100%	
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19			8	51	538%	
B20	Date of Building's Original Construction				Oct, 2004		
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel						
B01	FSCS ID + SEQ for outlet			OR0041-	OR0041-		
B02	Name of outlet	Gold Hill Branch Library	Gold Hill Branch Library	Gold Hill Branch Library	Gold Hill Branch Library		
B03	Outlet street address	202 Dardanelles St	202 Dardanelles St	202 Dardanelles St	202 Dardanelles St		
B04	Outlet city	Gold Hill	Gold Hill	Gold Hill	Gold Hill		
B05	Outlet zipcode	97525	97525	97525	97525		

		FY18	FY19	FY20	FY21	Increase/Decrease	Notes
B06	Outlet county	Jackson	Jackson	Jackson	Jackson		
B07	Outlet phone number	(541) 855-1994	(541) 855-1994	(541) 855-1994	(541) 855-1994		
B08	Outlet type code			BR	BR		
B09	Outlet square footage	4,982	4,982	4,982	4,982		
B10	Public service hours per year at this outlet	891	891	756	896	19%	FY21 Gold Hill was operating at full standard hours for the entire year.
B11	Number of weeks outlet was open	52	52	46	52		
B12	Wi-Fi situation at this outlet			Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location			372.42 Mb/s	870.44 Mb/s		
B14	Upload speed of Internet at this location			659.36 Mb/s	869.97 Mb/s		
B15	Number of Weeks an Outlet Closed Due to COVID-19			6	0		
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19			8	52		
B20	Date of Building's Original Construction				Feb, 2005		
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel						
B01	FSCS ID + SEQ for outlet			OR0041-	OR0041-		
B02	Name of outlet	Jacksonville Branch Library	Jacksonville Branch Library	Jacksonville Branch Library	Jacksonville Branch Library		
B03	Outlet street address	340 West "C" St	340 West "C" St	340 West "C" St	340 West "C" St		
B04	Outlet city	Jacksonville	Jacksonville	Jacksonville	Jacksonville		
B05	Outlet zipcode	97530	97530	97530	97530		
B06	Outlet county	Jackson	Jackson	Jackson	Jackson		
B07	Outlet phone number						
B08	Outlet type code			BR	BR		
B09	Outlet square footage	5,646	5,646	5,646	5,646		
B10	Public service hours per year at this outlet	1110	1110	960	1,038	8%	
B11	Number of weeks outlet was open	52	52	46	52	13%	
B12	Wi-Fi situation at this outlet			Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location			66.44 Mb/s	93.35 Mb/s		
B14	Upload speed of Internet at this location			466.81 Mb/s	90.96 Mb/s		
B15	Number of Weeks an Outlet Closed Due to COVID-19			6	0	-100%	
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19			8	52	550%	
B20	Date of Building's Original Construction				Dec, 2002		
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel						
B01	FSCS ID + SEQ for outlet			OR0041-	OR0041-		
B02	Name of outlet	Phoenix Branch Library	Phoenix Branch Library	Phoenix Branch Library	Phoenix Branch Library		
B03	Outlet street address	510 W 1st St	511 W 1st St	511 W 1st St	511 W 1st St		
B04	Outlet city	Phoenix	Phoenix	Phoenix	Phoenix		
B05	Outlet zipcode	97535	97535	97535	97535		
B06	Outlet county	Jackson	Jackson	Jackson	Jackson		
B07	Outlet phone number	(541) 899-1665	(541) 899-1665	(541) 899-1665	(541) 899-1665		
B08	Outlet type code			BR	BR		
B09	Outlet square footage	5,646	5,646	5,946	5,946		
B10	Public service hours per year at this outlet	816	816	924	1,084	17%	
B11	Number of weeks outlet was open	52	52	46	50	9%	Phoenix was closed for approximately 2 weeks in Sep 2020 due to fires.

		FY18	FY19	FY20	FY21	Increase/Decrease	Notes
B12	Wi-Fi situation at this outlet			Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location			91.54 Mb/s	93.59 Mb/s		
B14	Upload speed of Internet at this location			707.50 Mb/s	881.31 Mb/s		
B15	Number of Weeks an Outlet Closed Due to COVID-19			6	0		-100%
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19			8	52		550%
B20	Date of Building's Original Construction				Feb, 2008		
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel						
B01	FSCS ID + SEQ for outlet			OR0041-	OR0041-		
B02	Name of outlet	Prospect Branch Library	Prospect Branch Library	Prospect Branch Library	Prospect Branch Library		
B03	Outlet street address	150 Mill Creek Dr	151 Mill Creek Dr	151 Mill Creek Dr	151 Mill Creek Dr		
B04	Outlet city	Prospect	Prospect	Prospect	Prospect		
B05	Outlet zipcode	97536	97536	97536	97536		
B06	Outlet county	Jackson	Jackson	Jackson	Jackson		
B07	Outlet phone number	(541) 560-3668	(541) 560-3669	(541) 560-3669	(541) 560-3669		
B08	Outlet type code			BR	BR		
B09	Outlet square footage	2,400	2,400	2,400	2,400		
B10	Public service hours per year at this outlet	608	608	504	592	17%	
B11	Number of weeks outlet was open	52	52	46	51	11%	Prospect was closed for approximately 1 week due to fires in Sep 2020.
B12	Wi-Fi situation at this outlet			Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location			66.57 Mb/s	623.23 Mb/s		
B14	Upload speed of Internet at this location			89.13 Mb/s	879.04 Mb/s		
B15	Number of Weeks an Outlet Closed Due to COVID-19			6	0		-100%
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19			8	52		550%
B20	Date of Building's Original Construction				Mar, 2005		
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel						
B01	FSCS ID + SEQ for outlet			OR0041-	OR0041-		
B02	Name of outlet	Rogue River Branch Library	Rogue River Branch Library	Rogue River Branch Library	Rogue River Branch Library		
B03	Outlet street address	412 E Main St	413 E Main St	413 E Main St	413 E Main St		
B04	Outlet city	Rogue River	Rogue River	Rogue River	Rogue River		
B05	Outlet zipcode	97537	97538	97538	97538		
B06	Outlet county	Jackson	Jackson	Jackson	Jackson		
B07	Outlet phone number	(541) 864-8850	(541) 864-8851	(541) 864-8851	(541) 864-8851		
B08	Outlet type code			BR	BR		
B09	Outlet square footage	11,460	11,460	11,460	11,460		
B10	Public service hours per year at this outlet	1,410	1,410	1,176	1,404	19%	
B11	Number of weeks outlet was open	52	52	46	52	13%	
B12	Wi-Fi situation at this outlet			Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location			375.67 Mb/s	744.10 Mb/s		
B14	Upload speed of Internet at this location			705.8 Mb/s	718.91 Mb/s		
B15	Number of Weeks an Outlet Closed Due to COVID-19			6	0		-100%

		FY18	FY19	FY20	FY21	Increase/Decrease	Notes
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19				8	52	550%
B20	Date of Building's Original Construction					Feb, 2003	
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel						
B01	FSCS ID + SEQ for outlet				OR0041-	OR0041-	
B02	Name of outlet	Ruch Branch Library	Ruch Branch Library	Ruch Branch Library	Ruch Branch Library	Ruch Branch Library	
B03	Outlet street address	7919 Highway 238	7920 Highway 238	7920 Highway 238	7920 Highway 238	7920 Highway 238	
B04	Outlet city	Ruch	Ruch	Ruch	Ruch	Ruch	
B05	Outlet zipcode	97530	97530	97530	97530	97530	
B06	Outlet county	Jackson	Jackson	Jackson	Jackson	Jackson	
B07	Outlet phone number	(541) 899-7438	(541) 899-7438	(541) 899-7438	(541) 899-7438	(541) 899-7438	
B08	Outlet type code			BR	BR	BR	
B09	Outlet square footage	5,896	5,896	5,896	5,896	5,896	
B10	Public service hours per year at this outlet	925	925	756	919	919	22%
B11	Number of weeks outlet was open	52	52	46	52	52	13%
B12	Wi-Fi situation at this outlet			Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location			99.67 Mb/s	94.10 Mb/s		
B14	Upload speed of Internet at this location			120.8 Mb/s	720.05 Mb/s		
B15	Number of Weeks an Outlet Closed Due to COVID-19				6	0	-100%
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19				8	52	550%
B20	Date of Building's Original Construction						
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel					Feb, 2003	
B01	FSCS ID + SEQ for outlet				OR0041-	OR0041-	
B02	Name of outlet	Shady Cove Branch Library	Shady Cove Branch Library	Shady Cove Branch Library	Shady Cove Branch Library	Shady Cove Branch Library	
B03	Outlet street address	22477 Highway 62	22478 Highway 62	22478 Highway 62	22478 Highway 62	22478 Highway 62	
B04	Outlet city	Shady Cove	Shady Cove	Shady Cove	Shady Cove	Shady Cove	
B05	Outlet zipcode	97539	97539	97539	97539	97539	
B06	Outlet county	Jackson	Jackson	Jackson	Jackson	Jackson	
B07	Outlet phone number	(541) 878-2270	(541) 878-2270	(541) 878-2270	(541) 878-2270	(541) 878-2270	
B08	Outlet type code			BR	BR	BR	
B09	Outlet square footage	5,646	5,646	5,646	5,646	5,646	
B10	Public service hours per year at this outlet	917	917	708	588	588	-17%
B11	Number of weeks outlet was open	52	52	46	50	50	9%
B12	Wi-Fi situation at this outlet			Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location			477.84 Mb/s	650.07 Mb/s		
B14	Upload speed of Internet at this location			585.90 Mb/s	740.27 Mb/s		
B15	Number of Weeks an Outlet Closed Due to COVID-19				6	0	
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19				8	50	
B20	Date of Building's Original Construction					Jul, 2008	

Shady Cove operated at reduced hours from Jul 2020 to April 2021. Shady Cove was also closed for 2 weeks in Sep 2020 due to fires.

		FY18	FY19	FY20	FY21	Increase/Decrease	Notes
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel						
B01	FSCS ID + SEQ for outlet				OR0041-	OR0041-	
B02	Name of outlet	Talent Branch Library	Talent Branch Library	Talent Branch Library	Talent Branch Library		
B03	Outlet street address	101 Home St	101 Home St	101 Home St	101 Home St		
B04	Outlet city	Talent	Talent	Talent	Talent		
B05	Outlet zipcode	97540	97540	97540	97540		
B06	Outlet county	Jackson	Jackson	Jackson	Jackson		
B07	Outlet phone number	(541) 535-4163	(541) 535-4163	(541) 535-4163	(541) 535-4163		
B08	Outlet type code			BR	BR		
B09	Outlet square footage	7,068	7,068	7,068	7,068		
B10	Public service hours per year at this outlet	1,837	1,837	1,384	1,118	-19%	Talent was operating with limited hours from Jul 2020 until April 2021. Talent was also closed for approximately 2 weeks due to fire.
B11	Number of weeks outlet was open	52	52	46	50	9%	
B12	Wi-Fi situation at this outlet			Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location			350.67 Mb/s	681.99 Mb/s		
B14	Upload speed of Internet at this location			420.8 Mb/s	441.31 Mb/s		
B15	Number of Weeks an Outlet Closed Due to COVID-19			6	0		
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19			8	50		
B20	Date of Building's Original Construction				Feb, 2007		
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel						
B01	FSCS ID + SEQ for outlet				OR0041-	OR0041-	
B02	Name of outlet	White City Branch Library	White City Branch Library	White City Branch Library	White City Branch Library		
B03	Outlet street address	3143 Avenue C	3144 Avenue C	3144 Avenue C	3144 Avenue C		
B04	Outlet city	White City	White City	White City	White City		
B05	Outlet zipcode	97503	97503	97503	97503		
B06	Outlet county	Jackson	Jackson	Jackson	Jackson		
B07	Outlet phone number	(541) 864-8880	(541) 864-8880	(541) 864-8880	(541) 864-8880		
B08	Outlet type code			BR	BR		
B09	Outlet square footage	6,640	6,640	6,640	6,640		
B10	Public service hours per year at this outlet	1,105	1,105	876	846	-3%	From Jul 2020 - April 2021 White City Library was operating with limited hours. White City was also impacted by the fires and closed for approximately 1/2 a week.
B11	Number of weeks outlet was open	52	52	46	51.5	12%	
B12	Wi-Fi situation at this outlet			Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location			96.20 Mb/s	874.09 Mb/s		
B14	Upload speed of Internet at this location			482.26 Mb/s	873.24 Mb/s		
B15	Number of Weeks an Outlet Closed Due to COVID-19			6	0		
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19			8	51.5		
B20	Date of Building's Original Construction				Sep, 2001		
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel						
	Estimated time burden to complete survey.		14 days	80 hours			



# FY21 ANNUAL PATRON AND PROGRAMMING STATISTICS REPORT

# PERCENTAGE OF ACTIVE PATRONS FOR FY19, FY20, AND FY21

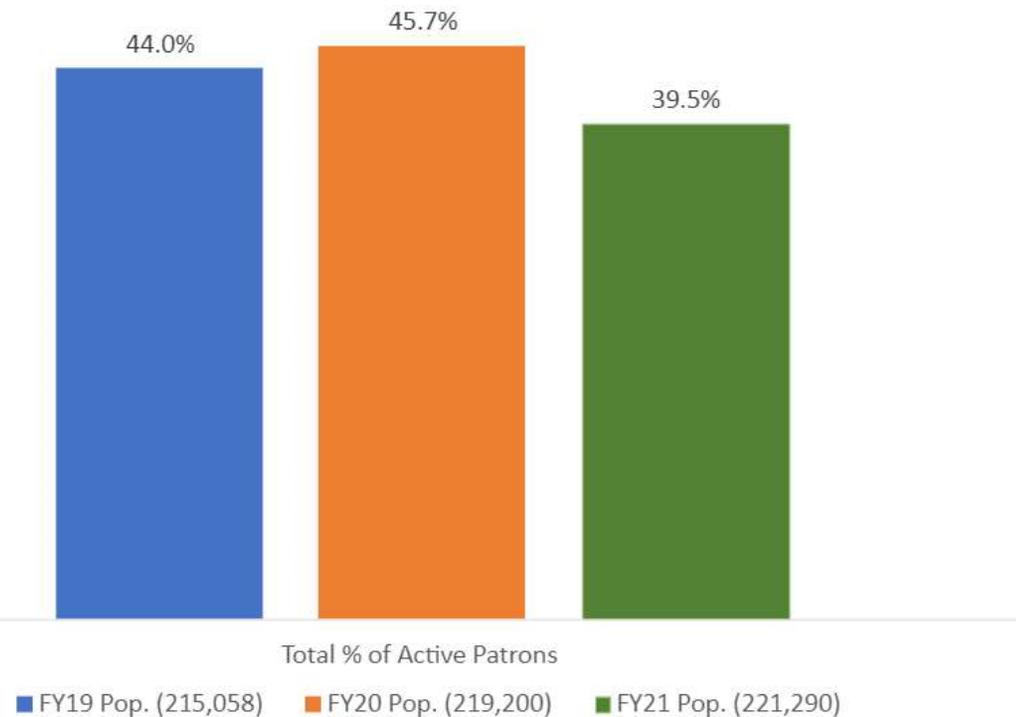
Active Patrons				
FY21 Pop.	Branch	FY19 Pop. (215,058)	FY20 Pop. (219,200)	FY21 Pop. (221,290)
1,410	Applegate Library Branch	37.2%	33.6%	34.8%
26,744	Ashland Library	72.7%	67.6%	63.0%
1,300	Butte Falls Library Branch	22.1%	22.6%	20.5%
27,493	Central Point Library Branch	30.8%	31.4%	28.5%
12,372	Eagle Point Library Branch	43.5%	44.1%	36.6%
5,341	Gold Hill Library Branch	27.6%	27.8%	24.3%
5,575	Jacksonville Library Branch	49.8%	47.3%	48.3%
87,965	Medford Library Branch	44.0%	50.1%	41.4%
10,629	Phoenix Library Branch	25.2%	24.9%	21.1%
1,095	Prospect Library Branch	40.5%	38.5%	37.0%
10,126	Rogue River Library Branch	45.6%	45.2%	40.8%
3,902	Ruch Library Branch	32.1%	32.6%	30.5%
7,000	Shady Cove Library Branch	29.1%	27.7%	22.8%
9,070	Talent Library Branch	55.3%	52.5%	46.3%
11,268	White City Library Branch	39.2%	39.2%	30.0%
221,290	<b>Total % of Active Patrons</b>	<b>44.0%</b>	<b>45.7%</b>	<b>39.5%</b>

Small Branch	< 5,000
Medium Branch	5,000 to 25,000
Large Branch	>25,000

With the migration to a new ILS system, KOHA, JCLS cleaned up the database and removed inactive patrons who had outstanding charges on their accounts. The result is a more accurate number of actual active patrons.

JCLS expects that the number will grow even more accurate over the next two years. By establishing a more precise data set, the Library can make more informed decisions on ways to positively impact the community.

# PERCENTAGE OF TOTAL ACTIVE PATRONS FOR FY19, FY20, AND FY21



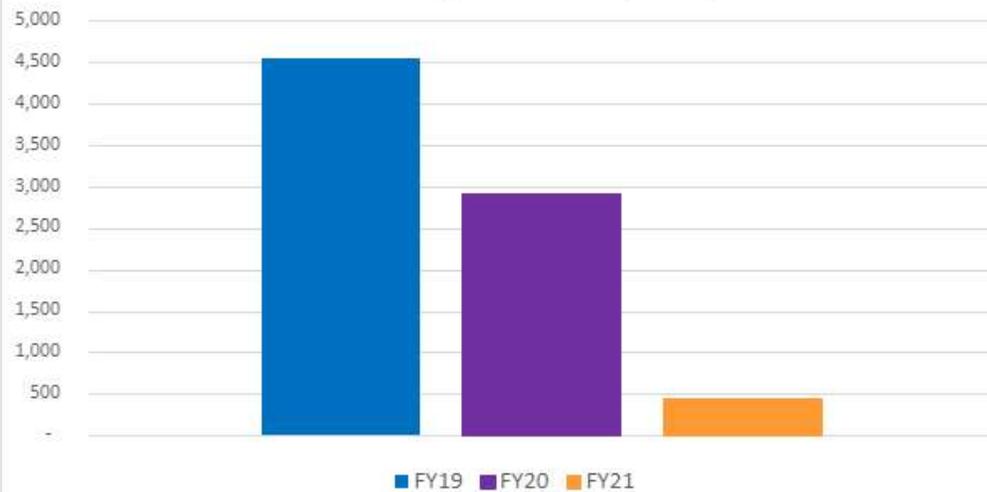
The target is to reach 75% active card holders.

The decrease in active card holders is impacted by the ILS migration and limited services due to COVID-19.

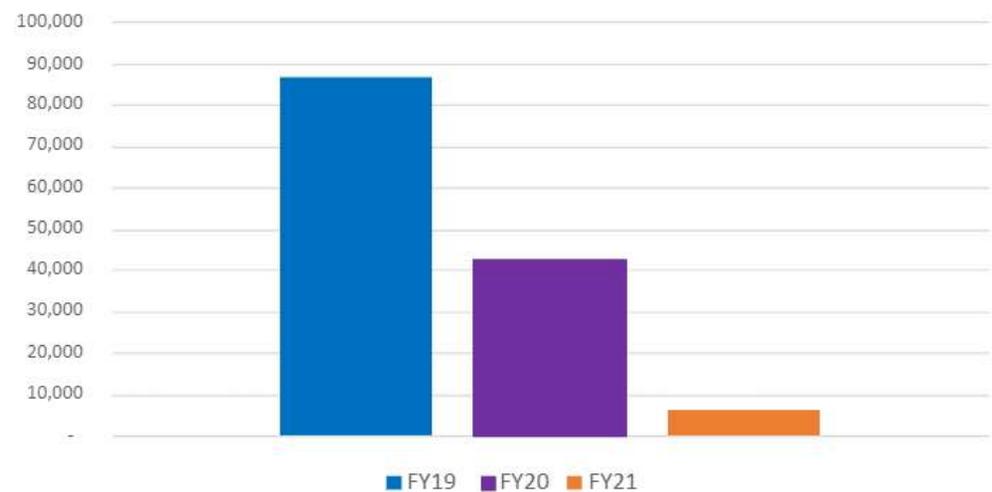
As libraries return to more normal operations, this number will increase again.

# LIVE PROGRAMMING

Number of Live Programs for FY19, FY20, and FY21



Live Programming Attendance for FY19, FY20, and FY21



Numbers for live programming have noticeably dropped for FY21, primarily due to libraries not being able to hold in-person programs (Storytimes, book clubs, craft tutorials, educational lectures). Other variables should be accounted for as well, such as Zoom fatigue and lack of access to technology or Internet connections. Taking these impacts into consideration, in FY22 hybrid programs—a mix of in-person with virtual components—will be offered to help increase patron participation. Technologies, such as cellular-enabled tablets and additional hotspots, have been added to the collection for patrons to check out, which increases accessibility to library programs online.