



**JACKSON COUNTY LIBRARY DISTRICT (JCLD)
BOARD MEETING AGENDA**

**Large Meeting Room, Medford Branch Library
205 S Central Ave, Medford, OR**

**Dial 1-669-900-6833 and enter Meeting ID 965 9527 6734
<https://zoom.us/j/96595276734>**

April 20, 2022, at 4:00 p.m.

CALL TO ORDER/ROLL CALL

LAND ACKNOWLEDGEMENT

INTRODUCTIONS / PROCLAMATIONS

AGENDA AMENDMENTS AND APPROVAL

CONSENT AGENDA

1. March 16, 2022 JCLD Regular Board Meeting Minutes.....1
2. March 16, 2022 JCLD Executive Session Minutes.....4

GUEST PRESENTATION

3. Urban Renewal Agency of the City of Talent – Jon Legarza and Elaine Hopkins

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)

4. Library Director – Kari May.....5
5. Quarterly Financial Report – Brittany Brite.....16
6. Quarterly Statistics Report – Kelda Vath.....21

UNFINISHED BUSINESS (Inform/Discuss/Action)

7. Land Acknowledgement Presentation – Loren Clupny
8. Pandemic Response – Kari May
9. Ashland HVAC Project – Kelda Vath.....39

NEW BUSINESS (Inform/Discuss/Action)

10. Policy Review: Cyber Liability Policy – Kelda Vath.....42
11. Policy Review: Service Animals in the Library Policy – Claudine Taillac.....46

COMMITTEE AND BOARD MEMBER REPORTS (Inform)

12. Finance Committee
13. Technology Committee
14. PLA Conference Report

Executive Session pursuant to ORS 192.660 (2)(3): *to deliberate with persons designated by the governing body to negotiate real property transactions. Real property transactions are not limited to the purchase or sale of real property. No decision may be made in executive session. At the end of today's executive session, the Board will come back to its regular session during which the Board may or may not take action or make a decision.*

ADJOURNMENT

FUTURE MEETINGS/EVENTS/OBSERVANCES:

April 29, 2022 – JCLS Staff Day

May 4, 2022 & May 11, 2022 (if needed) – JCLD Budget Committee Meetings

May 18, 2022 – JCLD Board Regular Meeting

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

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



MINUTES

ATTENDEES

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

Additional attendees: Kari May (Library Director), Claudine Taillac (Assistant Director, Public Services), Kelda Vath (Assistant Director, Support Services) Brynn Fogerty (HR Manager), Ginny Auer (Foundation Executive Director), Brittany Brite (Finance Manager), Ryan Bradley (Marketing Coordinator), Elanna Erhardt (Branch Manager, Central Point), Jacquelyn Bunick (Legal Counsel), Kristin Anderson (Bear Creek Area and Ashland Branch Manager) Crystal Zastera (Facilities & Operations Manager), Loren Clupny (Staff Development Coordinator), Laurin Arnold (Central Area and Medford Branch Manager), Ashley Johnson (Technical Services Supervisor), Parvaneh Scoggin (Manager of Technology and Innovation, and Val Nowak (Executive Assistant)
Guests: Charlene Prinson, Rob Schlapfer, Pat Gordon, Jan Wright (Archivist, Southern Oregon Historical Society), Doug McGeary (President, SOHS)

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 a proclamation declaring the first week of April National Library Week 2022.

APPROVAL OF AGENDA

MOTION: President Dziura proposed an amendment, moving the strategic plan presentation earlier in the agenda to accommodate the presenter's schedule, and to table the TURA discussion. Director Turner Kiefer seconded the motion, and the motion was approved unanimously.

CONSENT AGENDA

MOTION: Director Brown moved to accept the consent agenda, Director Young seconded. Motion was approved unanimously.

ORAL REQUESTS AND COMMUNICATIONS FROM AUDIENCE

Charlene Prinson, Medford, thanked the Board for holding the meeting in person and suggested changes to the JCLS website, especially regarding the Library District page, and also shared a request from another community member to make the financial reports available on the site as well. She thanked the board for the consideration.

Pat Gordon, a longtime librarian and patron, shared concerns regarding the Strategic Plan goals for increasing digital content and how increased screen use will affect community development. She advocated for increasing awareness for the challenges regarding digital reading.

Rob Schlapfer, a resident representing FAIR Oregon, shared concerns regarding viewpoint diversity and the political divide in the community. He shared particular concerns regarding JCLD's land acknowledgement policy. He ended his comment with an appreciation for the Strategic Planning process.

REPORTS

Library Director's Report

Director May shared highlights from the Director's Report, including a recap of the Rogue Reads program, public service programs, and progress regarding the financial audit. President Dziura extended his gratitude to all of the Friends organizations and library staff for their support.

Jackson County Library Foundation Report

Director Auer shared an overview from the Foundation Report, and highlighted the progress they have made towards meeting their goals.

SOHS Quarterly Report

Archivist Jan Wright and Board President Doug McGeary shared highlights from the Southern Oregon Historical Society Quarterly Report. Wright shared some of the larger projects she is undertaking in her position, such as updating the Index and providing more metadata for archival materials. McGeary then highlighted SOHS's new website, and emphasized how prominently JCLS's partnership is displayed. He shared progress on their anticipated remodel, as well as their action plan and goals.

UNFINISHED BUSINESS

Strategic Plan Presentation

Stu Wilson from Library Strategies shared a presentation regarding the proposed Strategic Plan that Library Strategies has drafted for 2022-2026. He shared primary findings from the information gathered, and explained identified goals that would help JCLS best address community needs. A general discussion on the presentation followed, and primarily consisted of identifying how goals may be measured, and an overview of the next steps in the planning process.

MOTION: Director Young moved that the plan be approved as proposed, and requested that the Board be kept informed regarding the process. Director Kiefer seconded, and the motion was approved unanimously.

The Board and Director May extended their appreciation to Library Strategies for all of their hard work.

Pandemic Response

Director May shared an update regarding the continuing response to COVID-19. The Oregon Mask Mandate has been lifted, and masks are no longer required for patron use in the library, though staff continue to mask until March 26.

NEW BUSINESS

Erate WiFi Proposal

Parvaneh Scroggin and Brittany Brite shared an overview regarding the proposed contract for expanded wireless access at all library branches, increasing both range and accessibility. President Dziura extended gratitude for the E-Rate program for their assistance in funding.

MOTION: Director Kiefer moved to approve entering into a contract with Hunter Communications to upgrade wireless access points and expand WiFi services, Young seconding. Motion approved unanimously.

HRIS Contract Proposal

HR Manager Brynn Fogerty shared an overview regarding the proposed contract for People Strategies HRIS Software, and requested that the Board authorize Director May to sign the contract.

MOTION: Vice President Turner moved to approve entering into a contract with PeopleStrategies, Director Kiefer seconded. Motion was approved unanimously.

Ashland HVAC Project

Kelda Vath and Ryan DeSautel provided an update to the Ashland HVAC project, and requested that the Board pre-authorize potential Ashland Library closures as are deemed necessary.

The Board then discussed the timeline of the project, and DeSautel shared information regarding the details of the system. They stressed that JCLD will do everything possible to minimize the effects of the construction on access to patron services. A more detailed plan will be shared with the Board once a contractor has been approved.

MOTION: Vice President Turner moved to approve the closure of the Ashland Library as needed, Director Brown

seconded. The motion was approved unanimously.

Medford Carpet Replacement Project

DeSautel and Vath shared an overview of the project and provided a progress update. They requested that the Board pre-authorize potential Medford Library Closures as are deemed necessary to accommodate re-carpeting of the first floor.

Motion: Vice President Turner moved to approve the closure of the Medford Library as needed, Director Young seconded. The motion was approved unanimously.

COMMITTEE AND BOARD MEMBER REPORTS

None

EXECUTIVE SESSION

The Board entered into Executive Session pursuant to ORS 192.660 (2)(3) at 6:11 p.m., and rejoined the public meeting session at 6:56 p.m. The consensus reached during the session was to have the Facilities Committee further investigate the procurement of an additional building for the Jackson County Library District.

ADJOURN

President Dziura adjourned the meeting at 6:58 p.m.

/s/ Val Nowak
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), Jacquelyn Bunick (Legal Counsel), Claudine Taillac (Assistant Director, Public Services), Kelda Vath (Assistant Director, Support Services), Brittany Brite (Finance Manager), and Val Nowak (Executive Assistant).

NEW BUSINESS

President Dziura called the executive session to order at 6:11 p.m. pursuant to Executive Session pursuant to ORS 192.660 (2)(3) to deliberate with persons designated by the governing body to negotiate real property transactions. Real property transactions are not limited to the purchase or sale of real property.
No votes or actions were taken.

ADJOURN

President Dziura adjourned the executive session at 6:56 p.m., and rejoined the public meeting session already in progress.

/s/ Val Nowak
Recording Secretary



Director's Report

April, 2022

Special Highlights

Library Director Kari May served on a broadband access panel at the Medford/Jackson County Chamber of Commerce's March Forum. Hunter Communications facilitated the discussion, with panel members May, Representative Pam Marsh, and A Greater Applegate Executive Director Seth Kaplan. After the presentation, some attendees reached out to May to learn more about library technology services such as DART.

Public Library Association Conference

JCLS was well-represented at this year's Public Library Association Conference, held in Portland, Oregon. Four Board members joined eleven other staff members at this biennial conference, the first in-person library conference in two years. Attendees spent three days attending sessions, listening to keynote speakers, exploring vendor booths, and networking with librarians from around the country. All attendees report that it was an inspiring and valuable conference, and were grateful so many staff were able to attend.

Public Services

March proved that geographic boundaries are no match for the skills of JCLS staff. In Butte Falls, Library Manager Masyn Phoenix received a phone call from a patron in Texas regarding the book *One Man's Lifetime in the Siskiyou Mountains*. The only public libraries that carry this book in the United States are Butte Falls and Eagle Point, and the patron was unable to make an interlibrary loan request for the item from her local library. However, since the item is a US Forest Service publication, Phoenix was able to find a digitized version of the book in a university repository. Through the Fair Use act, he emailed her a copy of the book and let her know her local library could assist her in printing it out if needed.

Meanwhile in Eagle Point, Library Associate Jenna Steigleder coordinated an appointment for a young man from out of town who was primarily unhoused and stranded without resources to return home. Resource Specialist Monica Camargo Jarquin spoke with the young man, then researched and connected him with resources. Camargo Jarquin secured a Rogue Valley Transit District bus pass to take him from Eagle Point to the Medford Greyhound station, and a Greyhound Bus ticket, provided through United Way, so he could get home. Stories like this are

a testament to how JCLS staff support readers, learners, and information seekers, regardless of where they call home.

The library continues to support a variety of essential needs for adults in the community. AARP representatives assisted more than 200 patrons in filing their taxes at the Talent library in March, with appointments available every Thursday. The response to this program was overwhelmingly positive, and patrons were grateful for the help they received. Butte Falls and Prospect Library Associate Breanne Wolgamot spent time one Saturday helping a patron navigate an application for a business license. She scheduled a second session to complete the process.

The Ashland Children's department continues to be well-utilized by many families, and use among adults with special needs is increasing, too. The Siskiyou Opportunity Center, a private nonprofit vocational training program for disabled adults in Yreka, has been making regular trips to the children's department. During these visits, around 8 to 10 adults in the program spend time looking for books and DVDs on specific topics. Ashland High School also visits regularly with their special needs students.

In Phoenix, a library patron told Branch Manager Jody Fleming that she is now using Libby because a Digital Services member told her about it and was able to download it onto her phone. The patron said, "She made my whole Spring Break!"

Hector Flores, who is in charge of Community Engagement and Outreach for the City of Talent, teamed up with Talent Library Branch Manager Patrick Mathewes to make a [video](#) promoting the Wi-Fi hot spots that are available to patrons at the Talent and Phoenix libraries. The fifty-one hot spots check out for six months and provide 5G service through T-Mobile. This program was organized by No One Left Offline (NOLO) and the City of Talent to assist in reducing internet inequality by helping families who don't have stable internet access.



Ashland Library Community Pantry

March saw the launch of the community pantry initiative in Ashland. Shelf stable foods and hygiene products can be found in a cabinet in the Gresham Street vestibule, and the branch is learning what items are most needed by monitoring what is taken. For example, they have noticed that plain soap is preferred over perfumed varieties, and items that require cooking (like dry pasta) are less popular. The Marketing department designed an attractive wrap for the cabinet that shows the community organizations JCLS partnered with for the project, and there has been positive

feedback from the community. A group of teen volunteers, led by Teen Librarian Jackie Keating, will manage the pantry.

Hold slips have been updated system-wide, providing greater patron privacy. The slips now show first four letters of the patron's last name, first three letters of their first name, and the last four digits of the patron's card number. In Medford, the holds have been moved to the alcove behind the lobby shelves. The lobby shelves now feature an appealing display of new books and staff picks, creating a welcoming and interesting environment for patrons as they enter the library.

In March, the minor access card allowed a number of young patrons to start using the library. One child shared with staff that they are experiencing a number of life transitions, and they were excited about attending programs and connecting to the community in the Medford Children's department.

Area Manager Kristin Anderson moderated a panel for the School Library Journal virtual event "Middle School Magic." Her panel focused on books about middle schoolers dealing with difficult emotional challenges. Recent Newbery Honor/Stonewall Award winner Kyle Lukoff served as one of the panelists.

In Medford, the Adult Services team completed their regular steady stream of obituary searches and referred patrons to the Newsbank database in order to read newspapers that are not available in physical form. They also completed requests for referrals to books that would help with memory issues, and to library resources that help patrons find historical information about their family

A regular Rogue River patron celebrated his 8th birthday in the meeting room, now a tradition for this family. His parents wrote a letter of thanks for the ability to use the space, saying "Another wonderful birthday!" This appreciation was echoed by another patron who wrote a thank you card: "Thanks to this space and your Wi-Fi, I was able to moderate a public lecture with around 100 participants from across the country." Lower Rogue patrons were especially appreciative this month, with a Ruch patron commenting, "Ruch Library is one of the best things about living in Ruch and America. What a privilege." Some of the Ruch school students even have their library card numbers memorized, and they have been learning to use the self-check station.

Shady Cove has seen an increase in activity in the last couple of weeks, and staff time has been spent helping patrons with technological needs. Library Associate Michelle Andersen has been helping patrons with various apps, such as Hoopla and Overdrive, and Library Manager Marion Mensing has been teaching patrons how to use the mobile printing app and fax machine.

White City has experienced a few days of the pre-Covid hustle and bustle, with the library being full of young families with children. At the end of the month, a local daycare visited the library,

JOHNASH**74**

Held until: 03/21/2022

Title: The happy inbox
By: Thomas, Maura Nevel
Call number: 658.4038 THO 2021
Barcode: 002725691

Held: 03/14/2022

Hold slips got a new look in March



Young patrons participate in Spring Break activities at the Medford Library

and Library Manager Patti Proctor invited the provider and her group to participate in the Bilingual Storytime that is held each Monday. The children enjoyed their visit and utilized all of the interactive wall toys that are available in the Children's area.

The Talent library featured art from Señora Kuriyama's 5th Grade class from the Talent Middle School. The students had drawn self-portraits and wrote personal reflections on the theme "How being bilingual changes my life." Some of the responses included: assisting others by translating conversations, making new friends from other cultures, and opening up opportunities for jobs and travel.

Medford Children's Services hosted families on the first day of Spring Break, with fun activities spread throughout the department. Throughout the day, 125 children and their adults participated, and a local TV station interviewed Library Specialist Grace Ambrus. The story aired that night and was a great library promo that also mentioned STEM in the Park, Ashland's Spring Break mystery party, and the library's year-round programs for all ages.

Outreach to Child Care



a frog leads an elephant in The Giant Jumperee

Outreach to Child Care (OCC) served 1,405 children at 52 sites in March. The program circulated 2,860 items (1,842 English-language items and 1,018 Spanish language items) to the child care sites. Library Specialists Nancy Peterson and Kateri Warnick presented 29 English-language Storytimes, and Bilingual Library Specialist Megan Pinder presented 14 Spanish-only or Bilingual Storytimes.

Pinder served as an interpreter for Digital Services to support a Spanish-speaking patron and Rogue Community College student who is utilizing the GED Technology Engagement Kit. Warnick onboarded a new volunteer, bringing the number of active OCC volunteers to six. These essential supports provide greater stability and capacity for the program.

The OCC Storytimes are designed to be participatory in nature and engage the children. For the month of March, Peterson focused on "Frogs" and had delightful responses. The illustrations of the picture books help tell the story, and one youngster noticed a detail in the illustrations of *The Giant Jumperee* that was different from what others saw. "Baby Frog is picking the elephant's nose!" That opened a quick discussion on elephant trunks and how they are used. In this case the elephant's trunk holds onto Baby Frog as they all go off for tea.

Education Support Services

Community Librarian Evelyn Lorence collaborated with Medford Teen Librarian Andrea Leone to promote the library during a pop-up lunchtime visit to North Medford High. While Leone engaged teens with an interactive Wordle game, Lorence signed up new library users and updated expired cards. The school liaison was impressed by the level of excitement and interaction from teens, and JCLS staff have been invited back for a May visit. Education Services also issued library cards to a 5th grade class at Orchard Hill Elementary.



Student Letters for Project Sunshine

Lorence and Adult Services Librarian Kayla Samnath continued to work with the Juvenile Detention Center/Residential Program, teaching the students basic information literacy tips. Samnath gave a presentation about the CRAAP (Currency, Relevance, Authority, Accuracy, Purpose) Test. Her excitement to share this information with the students was contagious, and even the teachers admitted to learning something new!

Lorence and Education Services Specialist Sharon Bigelow facilitated youth involvement with At Home Services' Project Sunshine. National Honor Society teens from South Medford High and Ashland High School volunteered to craft cheerful greetings for At Home Services patrons. Bigelow is also regularly attending area meetings with Southern Oregon Education Service District (SOESD) and district curriculum directors.

Spring Booktalks in March with Lorence were held at Mae Richardson Elementary 3rd grade classes (Central Point SD) and will be held at Orchard Hill Elementary (Phoenix-Talent SD) in April.

At Home Services

AHS provided a variety of materials to 121 patrons, both in private homes and senior living facilities. Library Specialist Chantel Ullrich assembled bags for Project Sunshine. This project is a joint venture with Education Support Services facilitating local school-children creating cards and decorating small canvas bags filled with personal care items. The completed Project Sunshine bags will be sent with April's material shipments.

Digital Services

Digital Services resumed in-person appointments, and many patrons immediately began taking advantage of the service. The team saw an uptick in attendance at classes, hopefully signifying a return to a more normal schedule. Christopher Davis conducted a civic engagement workshop that showed patrons how to be engaged technologically (Engage! Technology and Community Involvement), and Leia Pastizzo presented a class on Getting the Most Out of the JCLS Website.

DART (Direct Access to Resources and Technology)

Patron interactions increased by 55% from February to March, with a total of 391 patrons coming to DART for a variety of reasons. The three most requested services were wi-fi access, general computer help, and support using JCLS databases. Mobile Services Specialist Mackenzie Pollock collaborated with ACCESS, Rogue Community Health, The Maslow Project, and other organizations to provide pop-up events in both Prospect and Butte Falls. In addition to bringing services to 34 community members, DART provided wi-fi for all the community partners in attendance. This connectivity enhanced the partnering agencies' capacity to serve community members directly during the event and will be an ongoing collaboration to provide vital resources to the Butte Falls and Prospect communities.

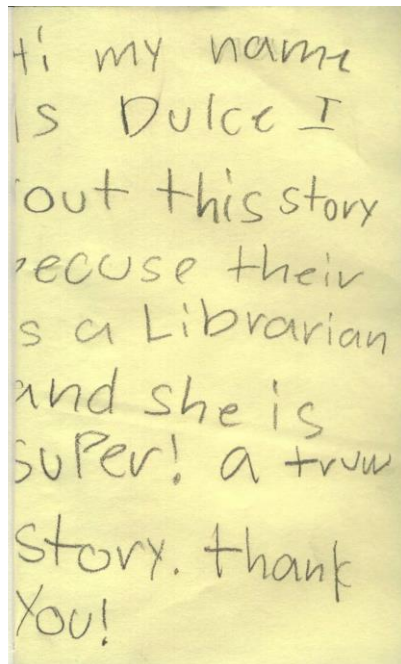
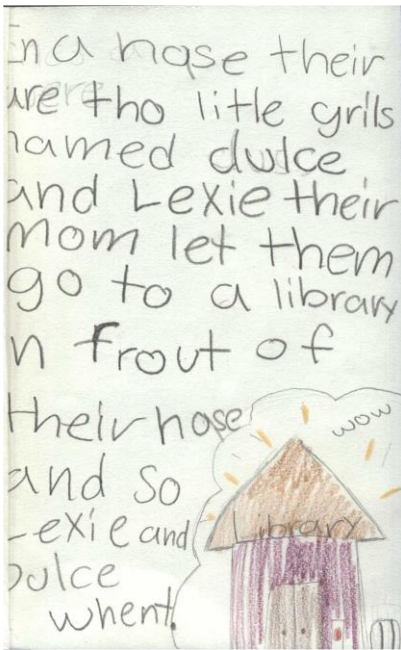
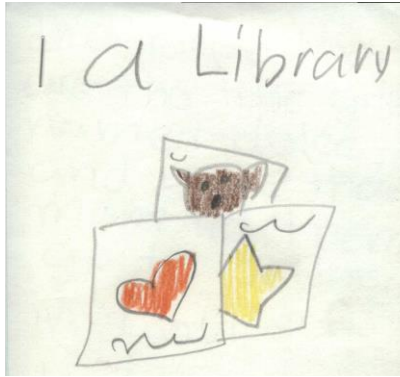
Adult Services

March saw the return of in-person programming for adults to several locations, and patrons were thrilled. Programs included enriching and informative discussions such as photographer Sean Bagshaw's Jacksonville Public Library presentation of his trip to the Faroe Islands and Iceland. In addition to in-person events, virtual and hybrid programs were also held. Medford facilitated two Windows in Time programs in a hybrid format allowing patrons to attend from home via Zoom or in-person in Medford. Joe Peterson shared stories about the history of Ashland and Medford. Stories shared included the founding of Lithia Motors in Medford, Sen. John F. Kennedy visiting Jacksonville for his presidential campaign, and Vladimir Nabokov writing "Lolita" when he visited Ashland. Ashland's Head of Adult Services Ellie Anderson facilitated a Zoom program called "Cookbook as Autobiography, or How to Read a Recipe," in which local scholar Maureen Battistella shared her work on the fascinating details about communities, individuals, and time periods that become apparent when you study family recipes and community cookbooks.

Children's Services

Ashland Children Services team offered a Take & Make this month with a connection to the popular children's book series *Frog and Toad*. The kit included a terra cotta pot, seeds, soil, and supplies to create a label that gave the project its unique finish. Head of Adult Services Anderson reached out with a note: "My son's preschool parent group heard about your Frog and Toad Take & Make and are planning to pick up kits on the 9th and get together at a park to do them together that afternoon. I didn't even have anything to do with it. You have some fans in the preschool parent crowd."

Ashland Children's Services Specialist Nick Rementeria created a March-Madness style bracket bulletin board celebrating Women's History Month and showcasing diverse women illustrators to vote for. This passive program garnered some attention, and the corresponding display of books representing the illustrators was a tremendous success. Patrons were enthusiastic about checking out the books and the children's team found themselves rising to the challenge of continually finding books to fill the display.



Ashland Children's specialist Emily Hawks offered an in-person mystery party geared primarily to older elementary students the week of spring break. Seven children participated in this event. The enthusiasm and feedback from parents and children alike have inspired the team to plan more programs like this for the future.

The Phoenix Library gave away 20 copies of the children's book *Accidental Archaeologists: True Stories of Unexpected Discoveries* by Sarah Albee in conjunction with the Read Outside spring theme.

This book encourages kids to have an inquiring and curious mind when outdoors because they may find something that changes their understanding of history and science. Along with the book, kids received pictures of rocks and minerals found in Oregon and a suggested reading list.

Applegate staff was overjoyed to host their first storytime in over two years. A four-year-old and his mother came out to Applegate from the Phoenix area to "check out the library." Though it was not the scheduled storytime day, the young patron was so excited with this "really cute, small library" that staff asked if he would like a story read to him. Of course, he enthusiastically replied, "Oh, yes!"

The Rogue River library also had its first in-person program of the year with a "Plant a Flower" storytime. This event brought in a small group of parents and children who had not been to the regular storytime yet, and attendees got to make a flower craft from paper and take a real flower home to plant in their garden. With paper flowers blooming, there was still time to complete five stories about flowers and nature.

Storytime has been steadily gaining momentum in Jacksonville, and now a whole new generation of little storytime attendees are learning how to sit on their carpet squares, sing the special goodbye song, and experience the magic of being read to.

White City Library Associates Vanessa White and Milagros Morales have developed quite a fan base among the young patrons who visit the library, and storytimes are seeing as many as 25 participants. Recently, a nine-year-old patron wrote a small book titled *A Library*, in which she talked about all the beautiful things that she found in the library. In addition, she wrote about coming in with her dad. She ended the book with the following: "Hi, my name is Dulce. I wrote this story because there is a Librarian, and she is Super! A true story. Thank you!"

Teen Services

The Ashland Teen Department hosted a mystery party using a Deadbolt Mystery Society box. The tweens who attended had to use QR codes, solve math equations, decipher clues, and even crack Morse code to home in on the killer (with some quick breaks for snacks). Participants solved the case with 3 minutes to spare. At the end of the program, one of the tweens told his mom, “It was so awesome! We found the killer just in time.”

March saw the Bookish Bites series of Take & Make kits kick off, which was a joint effort between the Ashland and Medford Teen departments. The kits are themed around a classic Young Adult title and include discussion questions, a recipe inspired by the book, and ingredients to make it. The March kits featured *Anne of Green Gables*.

Medford Teen Services hosted an incredibly popular Wordle program, which featured an interactive board in the Teen area that had around 18 attempts per day. The Random Fandom: The Office program was of particular note because it was created and run by one of the teen volunteers. Teen Services Librarian Andrea Leone led three teen volunteers through the process of brainstorming, planning, running, and evaluating a program, beginning in Fall 2021. It has been an excellent opportunity for these teens as they learn organizational, budgeting, and project management skills.

Social Services

Morning Hours in Medford is growing as trust between the unhoused community and staff continues to build. Positive outcomes are being observed, such as one attendee who heard about the program from OHSU nurses elsewhere in the community. He attended the Morning Hours session and was connected with La Clinica for further care. Another patron suffered a trauma episode and was assisted by JCLS Resource Specialists and Jackson County Mental Health (JCMH) after he requested support. After the patron met with JCMH, Resource Specialist Sarah Finger reached out to St. Vincent de Paul to get him a sleeping bag.

Throughout the month, Finger connected with patrons in a myriad of ways, including distributing Naloxone to a young person who relayed to her that he had recently revived someone from an opiate overdose. He was glad to have access to this lifesaving medicine. Finger also helped a patron to write a letter, which gained him re-entry into the Urban Campground, and assisted another in filling out required paperwork for a health assessment at Options for Southern Oregon.

Resource Specialist Leigh Madsen helped two senior patrons, one who needed help with an appeal process with the Social Security Administration. After working with Madsen, her appeal was accepted and her full benefits were restored. Another senior patron had received a 90-day eviction notice, and Madsen helped her apply for a HUD voucher.

Finance

It is a busy time of year in the Finance Department. KDP is working with the department to obtain additional information on the audit and has communicated that they will need additional time to finish the work. Under the guidance of our auditors and approval from the finance committee, the Finance Department has requested an extension with the Secretary of State on the District's audit to allow reporting by June 30, 2022. With the transition to new software, turnover in accounting staff, significant change in operations and a new audit firm, the auditors need more time to evaluate. This additional time includes work that is outside the scope of work lined out in the original engagement letter. The additional research and analysis that the auditors need to perform has resulted in additional funds needed to complete the audit. KDP has quoted the District a high estimate of an additional \$20,000 to complete the audit. This is not an expense that the auditors foresee the District having for the June 30, 2022 audit but have cautioned that unforeseen circumstances can always change that statement. At this time, they do not see any fraud but simply need additional time to review all the workpapers in order to provide us with a clean audit and suggestions on the coming year.

As the District begins to look at the new year, the Admin team has been hard at work looking at data and projecting expenses for the 2022/2023 year. The Budget Document was presented to the Finance Committee on April 13th and will be made available to both the Budget Committee and the public before the official Budget committee meeting on May 4th, 2022.

Human Resources

Significant planning continued on this year's annual Staff Day, which will take place on April 29th. This year's theme is "Connect and Grow." This will be the first staff day for most of the staff, since the last in-person Staff Day was in September 2019.

In the first quarter of 2022, In the first quarter of 2022, seven employees separated from JCLS, which is one more than left in the previous quarter. The primary reasons given for separation were retirement, or moving on to another job. Thirteen open positions were filled, with five of them filled internally.

The contract was signed for PeopleStrategy, the new Human Resources Information System. Kick-off meetings were held and work towards implementation got underway quickly. It is expected that the applicant tracking system, which assists the recruitment cycle, will be up and running by mid-April. Other modules in the system will quickly follow, and HR is looking forward to the benefits this system will provide.

Marketing

In March the latest short form documentary, New Year Underwater, was released on the JCLS YouTube channel. Covering the New Year's flood of 1997, the film has already become one of the channel's most watched videos.

Press Releases:

STEM in the Park: <https://bit.ly/361Msix>

April Event Listings: <https://bit.ly/3KzWis6>

April Windows in Time: <https://bit.ly/3M0s5Tp>

Morning Hours Program: <https://bit.ly/3Lt8hrn>

Media Coverage:

KOBI piece on Medford's Morning Hours: <https://bit.ly/35qyHKY>

City of Talent on wi-fi hotspots: <https://youtu.be/GSpy2BilCnA>

Notable Video:

New Year Underwater: <https://youtu.be/6qmayPekwSY>

Support Services**Collection Development**

The systemwide inventory project to verify every item in the JCLS catalog is now in its final months. All branches are on track to have every item scanned by the end of April, with full completion of the project by the target date of May 31. This project represents a substantial first step in cleaning up the catalog post migration to Koha.

Technical Services

After several months of playing catch-up, Technical Services was happy to settle into a steady rhythm in March. Progress was made on several projects, including fine-tuning the new Saturday Courier route, and the addition of four new Book Club Bag kits.

Technical Services is working closely with the Library of Things Committee to implement a routine maintenance schedule for the many musical instruments that are part of the collection. Ashland Library Associate Cody Reese volunteered to restring and tune instruments as needed. As ukuleles were the first instruments to be added to the Library of Things collection, they are the first scheduled for this maintenance.

IT

IT is on track to replace all Public PCs at all branches by end of April. They are also swapping out the monitors on Catalog computers with the former PC monitors to offer larger and wider screens for easier navigation.

IT is also in the midst of implementation and training sessions with technology consultants Faye to configure Zendesk, the new ticketing system. Input from Support Services and Public Services staff is helping to inform decisions. Also in progress, IT has nearly finished work on switching out all network cables, and is working with partners from Hunter and Burning Diode to configure the firewalls for all branches.

Facilities

The audio visual set-up is the final piece of the Ashland meeting room renovation project. Equipment is on order, with installation expected in May.

The Medford Library first floor carpet will be replaced in May. JCLS staff is working with the contractor to develop the project schedule with intent to minimizing impact on public access to materials and services.

The White City Library landscaping project is underway. Overstreet Landscaping removed the old plant material and modified the irrigation system to accommodate the new plan. The new plan will include a lawn around the entire building and shade trees for the patio area.





April 20, 2022

Title: Quarterly Finance Report

From: Brittany Brite, Finance Manager

Recommendation:

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

Budget Impacts:

The District runs on an accrual basis of accounting. Payables are added to the books as invoices are received and paid within a two-week window. Payroll is also run on a bi-weekly basis. For the purposes of this report, payroll through 3/27/2022 has been included. Encumbered funds are not reflected in the accompanying report.

The District's quarter-end financials look strong. Revenues are healthy and are projected to meet property tax revenues budgeted for the year. Previous financial narratives reported that revenues would be higher than budgeted at approximately \$328,500. This was an error made in assuming that October/November funds received were higher than expected. After reviewing monthly receivables on an annual comparison, it was found that revenues were in line with budgeted amounts.

Other income is currently 43% of budgeted and includes interest income, fees for ILS services, restricted revenues, unrestricted donations and printing, copying and fines at the branches. There are two large factors contributing to the low percentage of budgeted versus actual. As a result of the pandemic, interest rates have been low and the District is seeing interest income at approximately 25% of budgeted. In addition to interest income, the District has not charged RCC for use of the ILS and expects to see a \$2,246 payment in the 4th quarter. E-Rate restricted revenue is healthy as it sits at approximately 77% of budgeted. Overall, the gap between budgeted and actual revenue is expected to decrease but do not foresee other income increasing enough to hit budgeted amounts.

Year to date expenses in the general fund are approximately \$7.7M and are under budget by 18.9% at quarter end. Personnel services, library materials and other materials & services are under budget by approximately 14%, 17%, & 16% respectively. Due to the accrual basis of accounting, approximately \$207,000 of so-called prepaid expenses do not show in the general fund finance report. Additional expenses incurred but not accrued include \$4,000 personnel

services, \$64,000 Library Materials, \$2,000 Building Maintenance/Utilities, and \$137,000 Other Materials and Services. Other large expenses such as the public computer replacement totaling \$181,770 and property insurance totaling \$115,000 have been expensed and allocated as a prepaid respectively.

Personnel services were budgeted with the assumption that hours would increase the second half of the year and more staff positions would be added at that time. The implementation date for more hours has been pushed back to the 2022/2023 fiscal year, and thus personnel costs are expected to come in under budget. Library materials expenditures were low during the first quarter as the new purchasing module was set up in the new Integrated Library System and has since gotten back on track. The third quarter reduced the gap from 24.1% under budget to 15.8% under budget. Looking at encumbered purchases, which are at \$120,000, this area will be back on track by the close of the next quarter.

The Capital Improvement Fund has expensed 17% of annual budgeted amounts. The activity currently in materials & services is the result of the furniture purchase for the 2nd floor renovation project at the Medford branch and has expensed half of the annual budget. The District will see expenditures related to the Ashland renovation project in the 4th quarter and will reflect that expense in the Capital Improvement Fund.

The District has received approximately \$390,000 total in grant revenues which is over the budgeted amount of \$250,000. A large portion of the additional grant revenues received came from the Friends of the Ashland Library. The Ashland Friends donated \$100,000 towards the costs of the Ashland Renovation project.

With grant related expenses at 16.9% (\$185,000) of budgeted, the District expects to see expenses fall in line with budgeted amounts by the end of the year. A large portion of expenditures falling in the Grant Fund will be related to the Ashland renovation. These numbers will be reflected in the 4th quarter. As the Finance department works closely with the Friends groups on creating more efficient and timely expense tracking, the Grant Fund will continue to become more up to date on proper expenditures and revenues received.

Overall, the financials are in compliance and good standing when compared to the budget as of March 31st, 2022.

Policies, Plans, and Goals Supported:

The presentation of these financial statements follows Policy 2-1 “Financial Management” which states that 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 March 31st, 2022 and has been reviewed by the Finance Committee. Data was pulled on April 12, 2022 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:

3rd Quarter financial report
Agenda Item Memo



% of Year 75.0%

For Period: 7/1/2021 through 3/31/2022

General Fund

	Budget	Actual	Variance	% of Budget
Beginning Fund Balance	\$ 8,900,000	\$ 8,882,519	\$ (17,481)	99.8%
Revenues	Budget	YTD	Variance	% of Budget
Property Taxes	\$ 11,673,499	\$ 11,550,856	\$ (122,643)	98.9%
Other Income	\$ 389,000	\$ 168,537	\$ (220,463)	43.3%
Total Operating Revenues	\$ 12,062,499	\$ 11,719,393	\$ (343,106)	97.2%
Transfers IN from Other Funds	\$ -	\$ -	\$ -	
Total RESOURCES	\$ 20,962,499	\$ 20,601,912		
Expenses	Budget	YTD	Variance	% of Budget
Personnel Services	\$ 8,088,533	\$ 4,903,522	\$ (3,185,011)	60.6%
Library Materials	\$ 1,397,550	\$ 814,375	\$ (583,175)	58.3%
Bldg. Maintenance/Utilities	\$ 1,484,319	\$ 997,783	\$ (486,536)	67.2%
Other Materials & Services	\$ 1,714,563	\$ 1,014,403	\$ (700,160)	59.2%
Capital Outlay	\$ 600,000	\$ -	\$ (600,000)	0.0%
Contingency	\$ 500,000	\$ -	\$ (500,000)	0.0%
Total Operating Expenses	\$ 13,784,965	\$ 7,730,083	\$ (6,054,882)	56.1%
NET REVENUES/EXPENSES	\$ (1,722,466)	\$ 3,989,310	\$ 5,711,776	NA
Transfers OUT to Other Funds	\$ 50,000	\$ -	\$ (50,000)	0.0%
Ending Fund Balance	\$ 7,127,534	\$ 12,871,829	\$ 5,744,295	180.6%
Total REQUIREMENTS	\$ 20,962,499	\$ 20,601,912		



% of Year 75.0%

For Period: 7/1/2021 through 3/31/2022

Capital Improvement Fund

	Budget	Actual	Variance	% of Budget
Beginning Fund Balance	\$ 5,600,000	\$ 5,413,000	\$ (187,000)	96.7%

Revenues	Budget	YTD	Variance	% of Budget
Interest Income	\$ -	\$ -	\$ -	

Total Operating Revenues	\$ -	\$ -	\$ -	0.0%
Transfers IN from Other Funds	\$ 50,000	\$ -	\$ (50,000)	0.0%
Total RESOURCES	\$ 5,650,000	\$ 5,413,000		

Expenses	Budget	YTD	Variance	% of Budget
Materials & Services	\$ 600,000	\$ 308,452	\$ (291,548)	51.4%
Capital Outlay	\$ 1,200,000	\$ -	\$ (1,200,000)	0.0%
Total Operating Expenses	\$ 1,800,000	\$ 308,452	\$ (1,491,548)	17.1%
NET REVENUES/EXPENSES	\$ (1,800,000)	\$ (308,452)	\$ 1,491,548	NA

Transfers OUT to Other Funds	\$ -	\$ -	\$ -	
Ending Fund Balance	\$ 3,850,000	\$ 5,104,548	\$ 1,254,548	132.6%
Total REQUIREMENTS	\$ 5,650,000	\$ 5,413,000		



% of Year 75.0%

For Period: 7/1/2021 through 3/31/2022

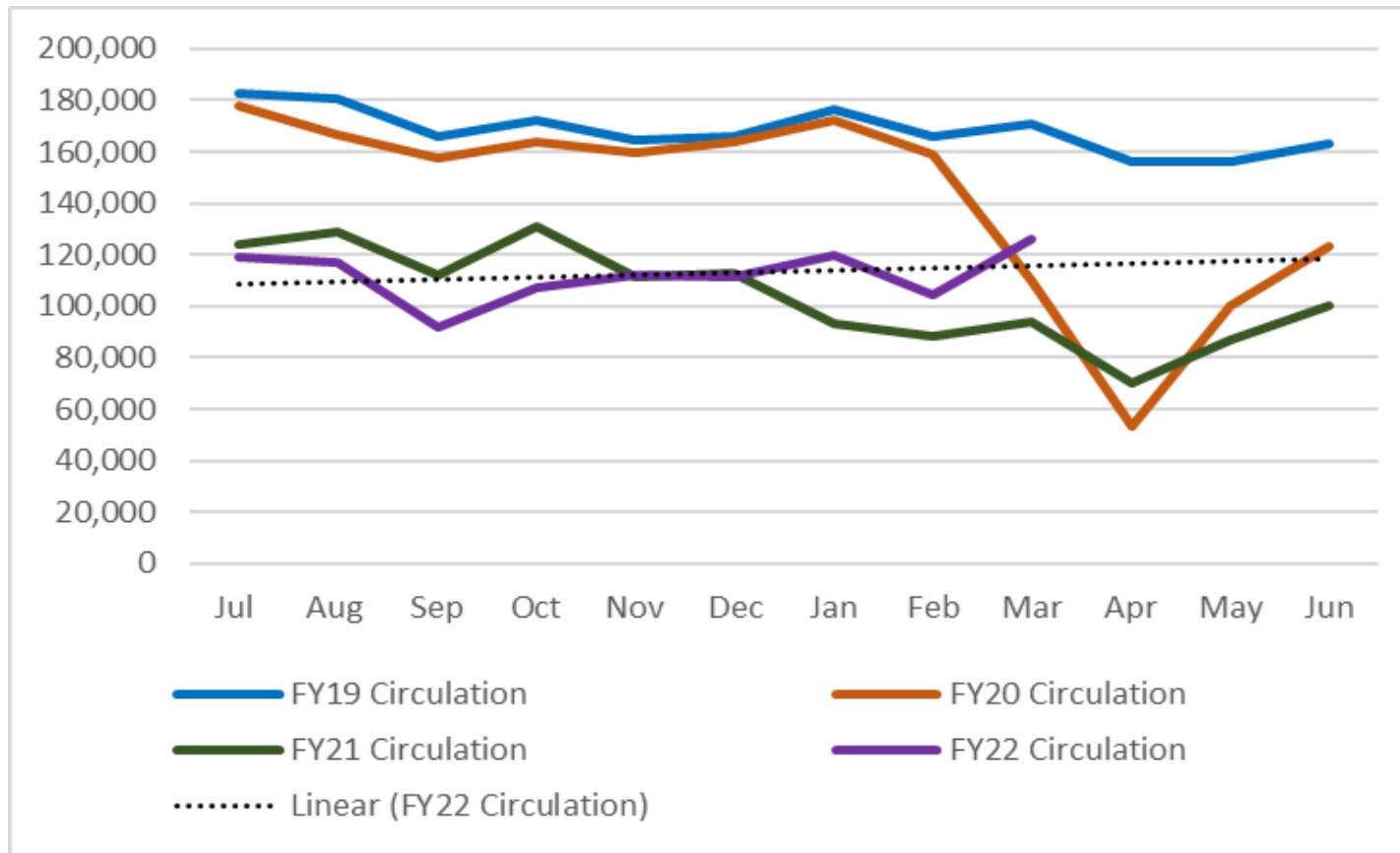
Miscellaneous Grants Funds

	Budget	Actual	Variance	% of Budget
Beginning Fund Balance	\$ 1,100,000	\$ 1,184,989	\$ 84,989	107.7%
Revenues	Budget	YTD	Variance	% of Budget
Grants & Donations	\$ 250,000	\$ 393,060	\$ 143,060	157.2%
Interest	\$ 11,000	\$ 9,663	\$ (1,337)	87.8%
Total Operating Revenues	\$ 261,000	\$ 402,723	\$ 141,723	154.3%
Transfers IN from Other Funds	\$ -	\$ -	\$ -	
Total RESOURCES	\$ 1,361,000	\$ 1,587,712		
Expenses	Budget	YTD	Variance	% of Budget
Personnel Services	\$ 200,000	\$ 41,462	\$ (158,538)	20.7%
Materials & Services	\$ 650,000	\$ 144,008	\$ (505,992)	22.2%
Capital Outlay	\$ 250,000	\$ -	\$ (250,000)	0.0%
Total Operating Expenses	\$ 1,100,000	\$ 185,470	\$ (914,530)	16.9%
NET REVENUES/EXPENSES	\$ (839,000)	\$ 217,253	\$ 1,056,253	NA
Transfers OUT to Other Funds	\$ -	\$ -	\$ -	
Ending Fund Balance	\$ 261,000	\$ 1,402,242	\$ 1,141,242	537.3%
Total REQUIREMENTS	\$ 1,361,000	\$ 1,587,712		



FY22 Q3 STATISTICS BOARD REPORT

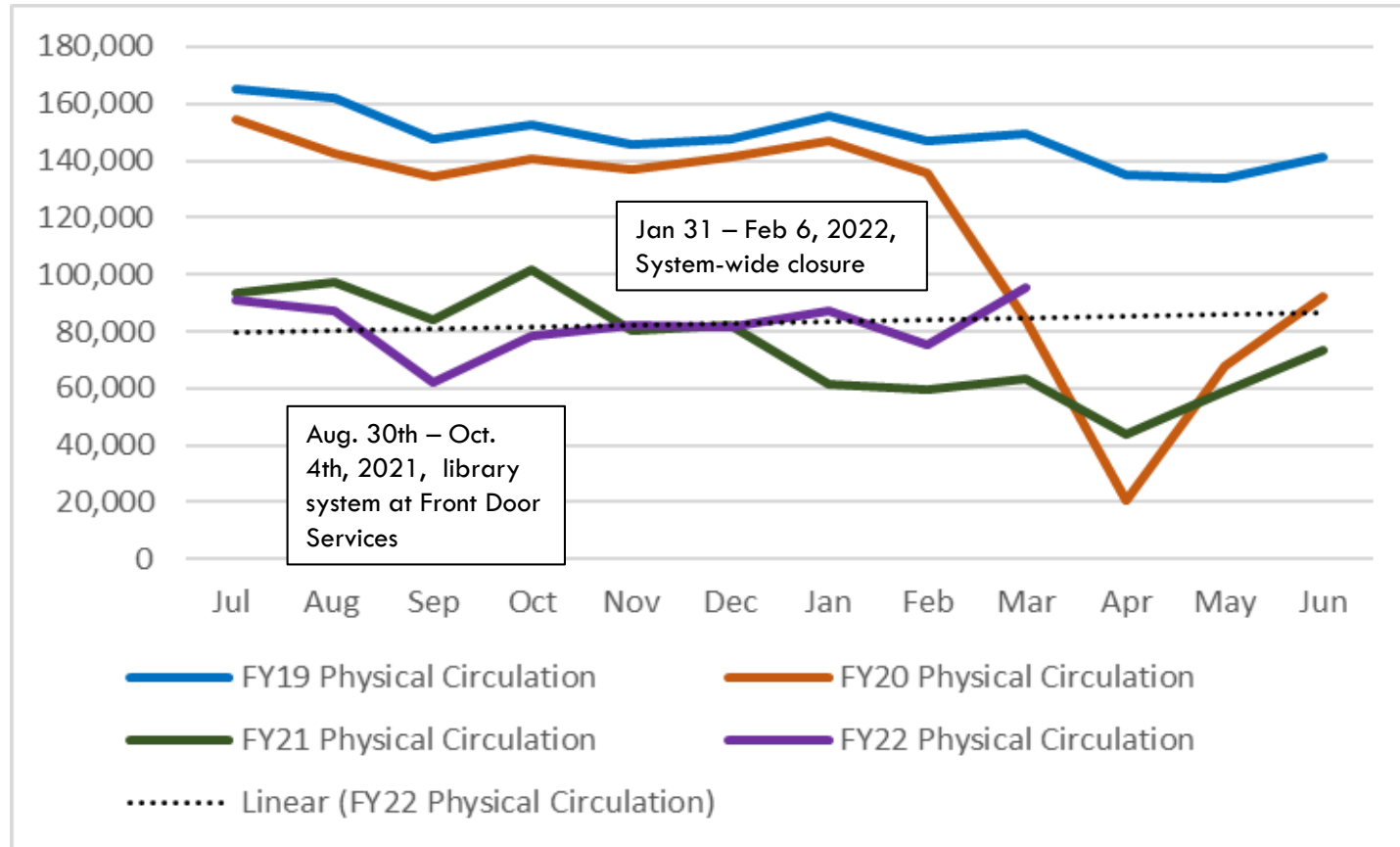
TOTAL CIRCULATION PER MONTH



For FY22 Q3 there was a noticeable dip in February. This can be attributed to the fact that the libraries had an emergency closure from Jan 31st to Feb 6th and a holiday closure for President's day.

Overall the current trendline for FY22 is moving slightly upward. If JCLS can continue to operate at current services levels with minimal impacts due to the pandemic, the upward trend with circulation should continue.

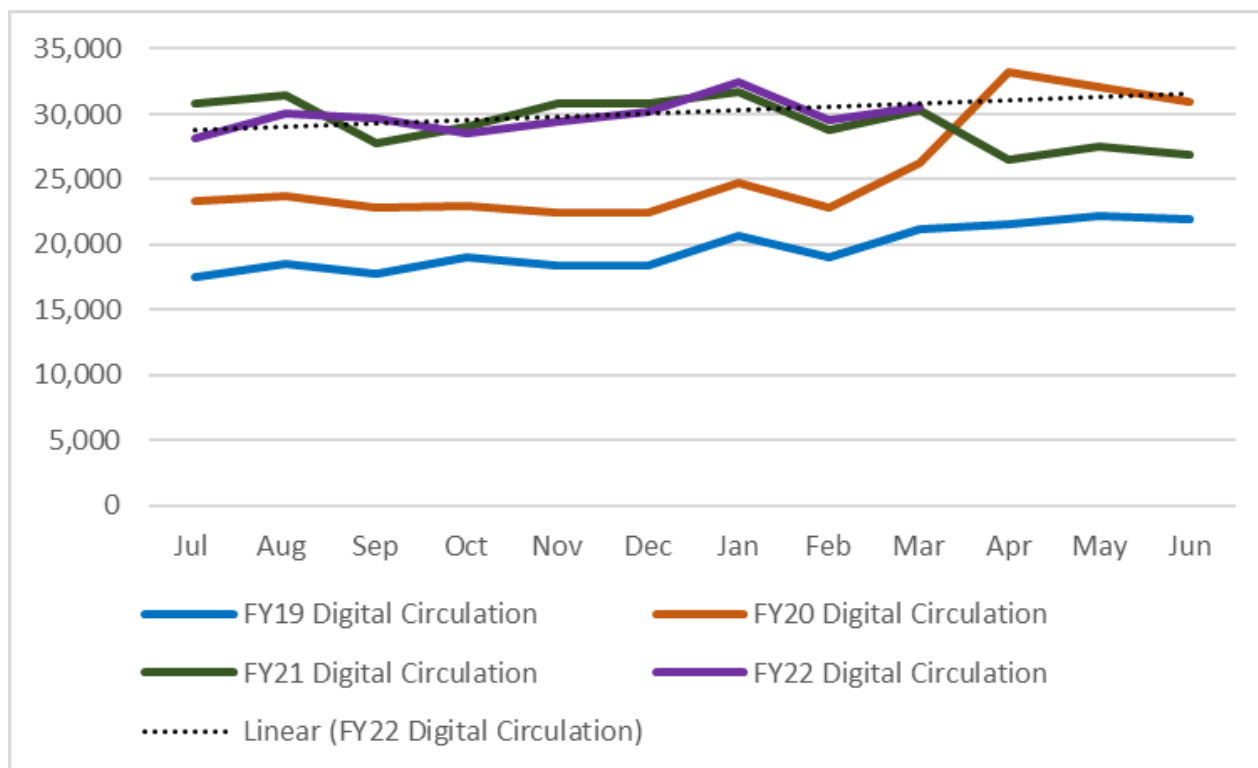
PHYSICAL CIRCULATION BY MONTH



Looking at just physical material circulation, this fiscal year has seen overall a slight upward trend, with a strong rebound in March 2022.

Comparing Q3 this fiscal year to last, physical circulation was higher, which is encouraging. It will be interesting to see whether circulation trends will follow what appears to be a pattern of reduced circulation at the start of Q4.

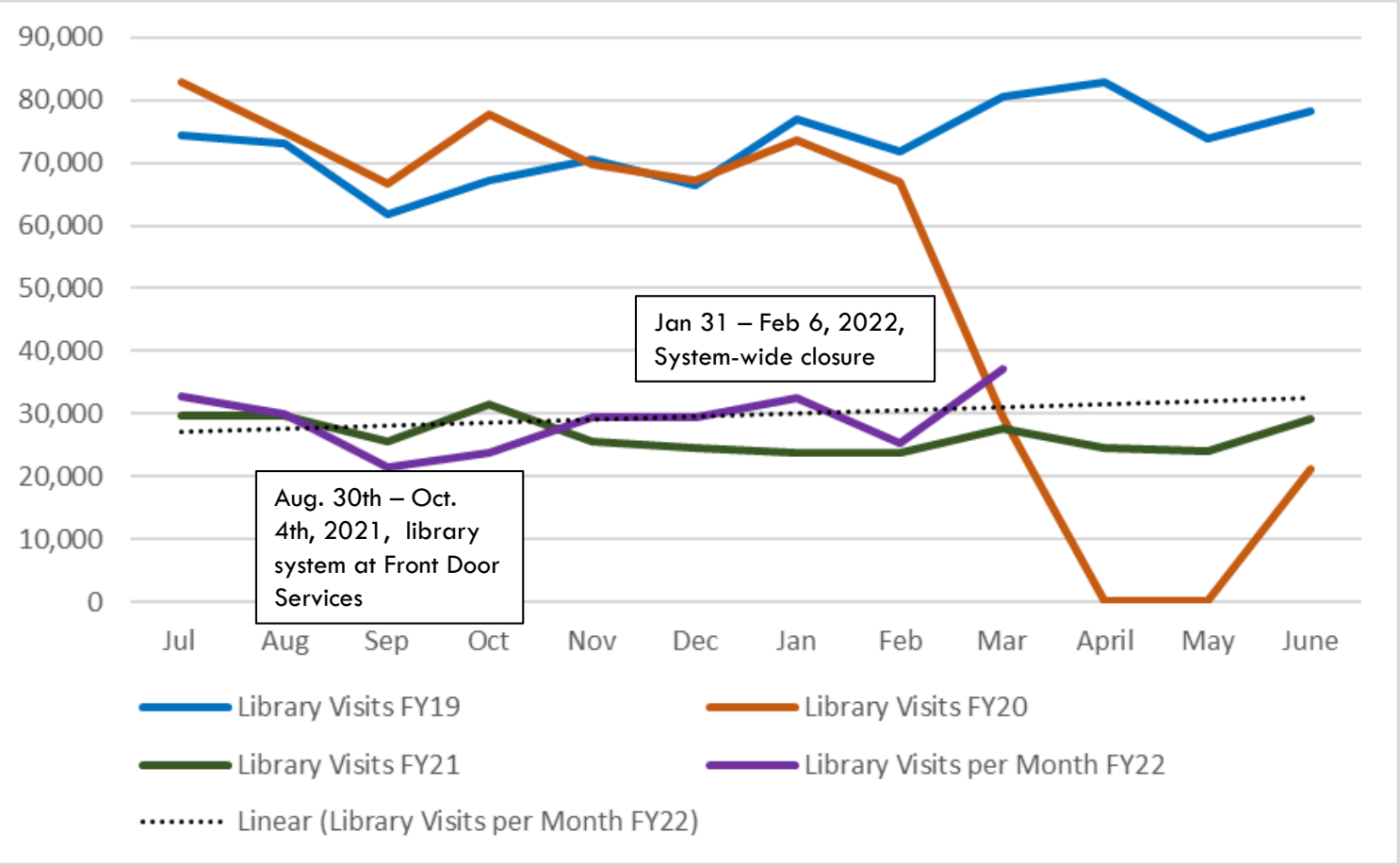
DIGITAL CIRCULATION PER MONTH



Digital collection circulations are highlighted in this graph and are comprised of Libby/Overdrive, Hoopla, and Kanopy checkouts. The trend this fiscal year closely follows the patterns of FY21, and with an upward trendline, indicating consistent usage and demand.

Note the significant dip around the time of the migration to Koha in April 2021. The migration to the new ILS and new website launch likely contributed to the digital circulation reduction in April and the following months.

LIBRARY VISITS PER MONTH

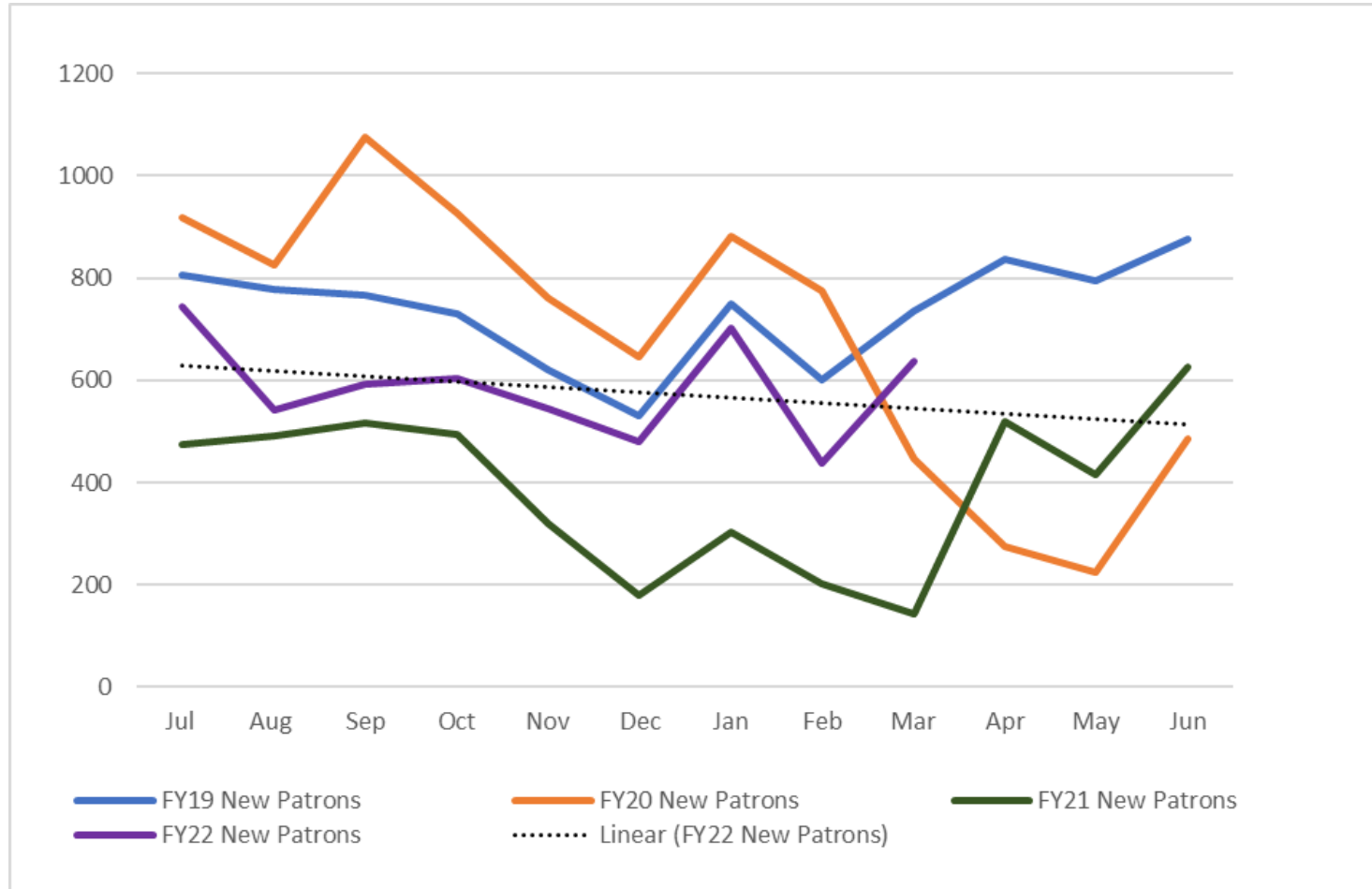


Visits were trending upward at the end of Q3 FY22, coinciding with the lifting of the State's indoor mask mandate March 12th.

As with the circulation numbers, it is anticipated that visits will continue in an upward trend, provided library services remain stable.

Note that visits were noticeably down in February 2022, likely attributable to the week-long closure in the first week, the President's Day holiday, and February being a short month. This reduction in hours impacted the opportunities for patrons to visit the library. However, in March there was a noticeable increase – in both hours of operation and visits.

NEW PATRONS PER MONTH

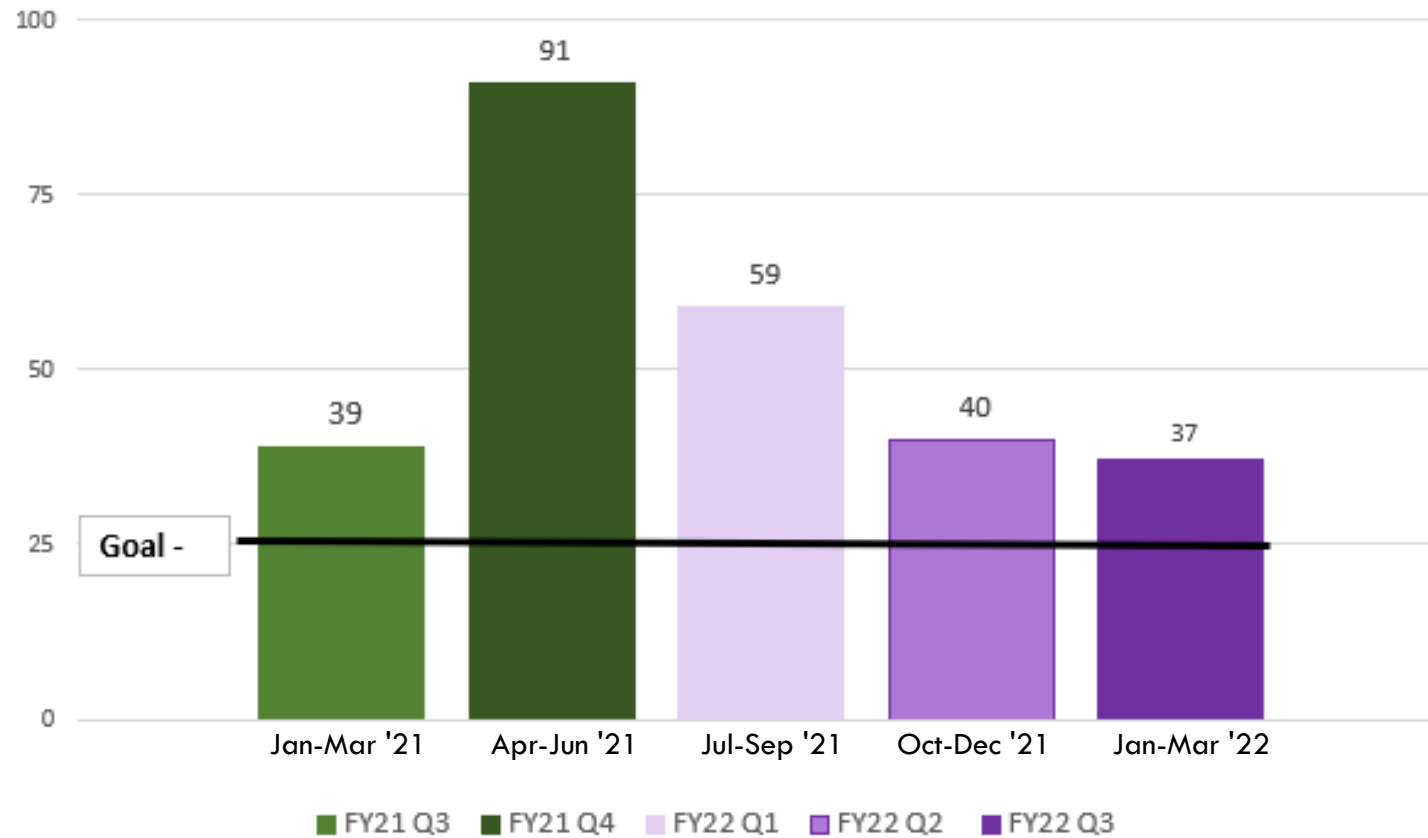


FY22 is approaching pre-pandemic numbers for new patrons. Reduced hours in February impacted the number of new cards issued, and they rebounded in March. Currently the trendline for new patrons in FY22 is downward.

Note that previous years show an uptick of new patrons during the last quarter of the fiscal year. If this continues in FY22 Q4 as well, the overall trend for the year may change.

OBJECTIVE 1 ✓

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

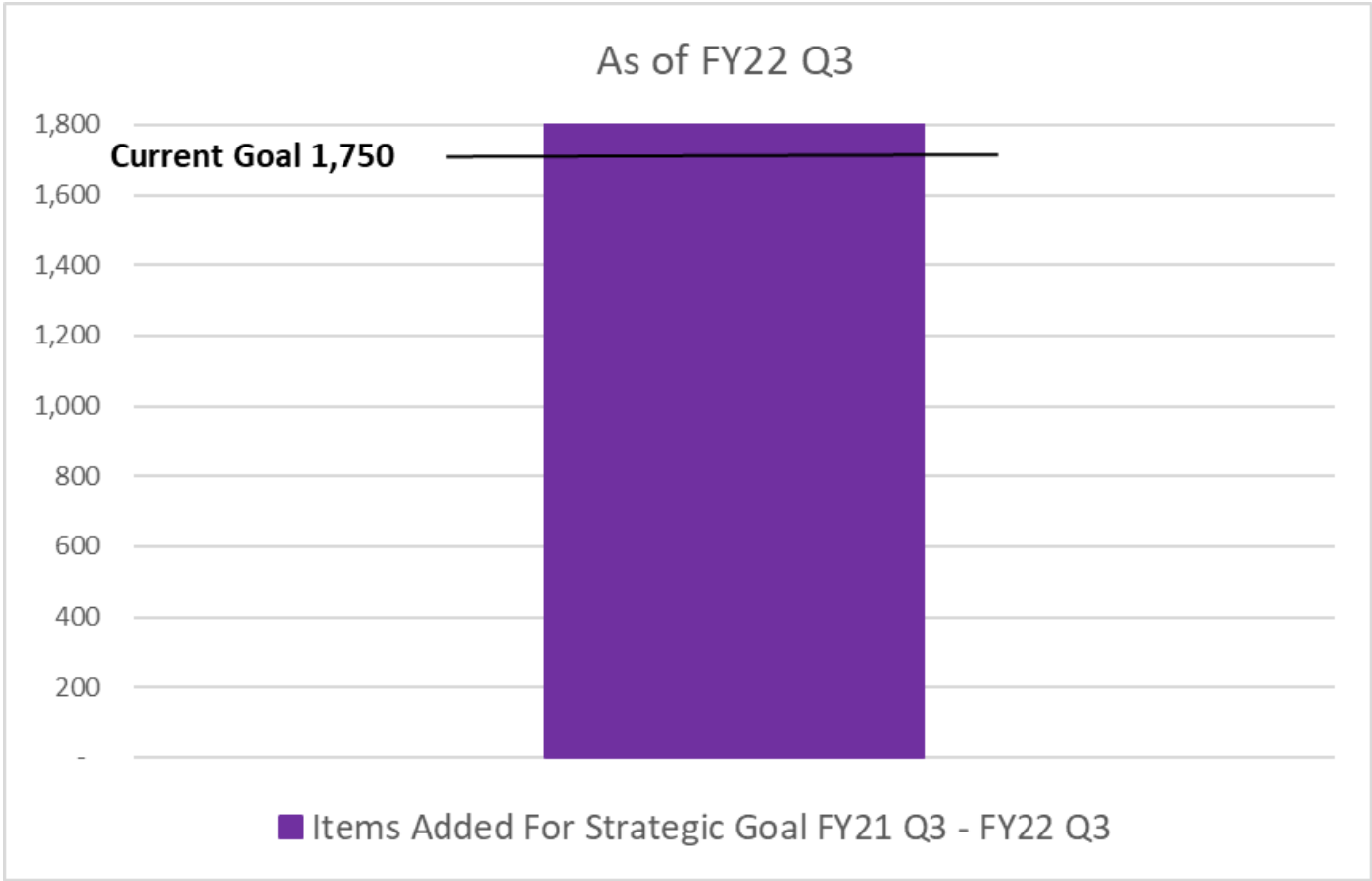


Programming staff were able to successfully reach the goal for objective 1 for Q3 of FY22.

Some of the programs that were offered this quarter were Grief and Gratitude for an Ailing Planet and Human Trafficking 101. JCLS also partnered with Oregon Health Authority to provide a mobile vaccination clinic during the STEM in the Park program that occurred in March.

OBJECTIVE 2

JCLS will add 1,750 new items to the physical and digital collections related to health and financial literacies by June 30, 2022.



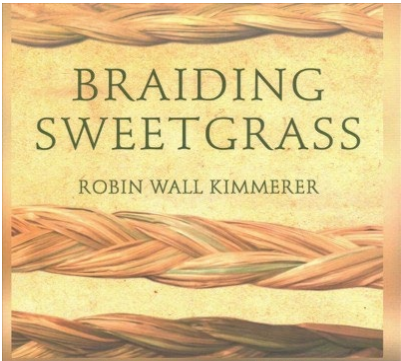
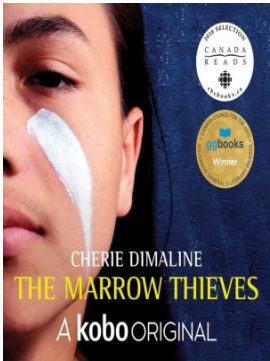
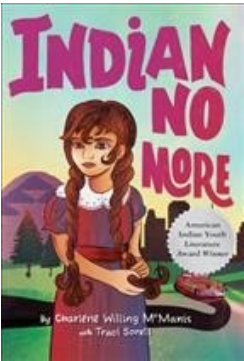
At the start of Q2, this objective was extended from 1,000 to 1,750 items. Again, the goal has been exceeded.

With JCLS adding roughly 500 items related to health and financial literacies per quarter suggests that the collection in these topics is current and continuing to grow, in part thanks to this Objective. There were 569 items in these subject areas added in Q3, bringing the total number of items added to meet Objective 2 so far to 2,078.



OBJECTIVE 3 ✓

JCLS will engage 600 individuals and 30 community groups or classrooms in discussions about identity and inclusion through the Rogue Reads program, where the community reads the same books. In the second year of the program, Rogue Reads will bring 10 new partners to the program.



The circulation of these four Rogue Reads title selections was strong with Braiding Sweetgrass (in all formats) accounting for more than half of all checkouts.

In terms of reading formats, Braiding Sweetgrass in e-audiobook amounted to 25% of all checkouts overall, followed by its print counterpart at 18%, and We Are Water Protectors in print at 17%.

Rogue Reads Titles	Total Circulations	Title % of Total Circ
We are Water Protectors	250	20
Indian No More	100	8
Marrow Thieves	187	15
Braiding Sweetgrass	736	58
Grand Total Circulations	1,273	



OBJECTIVE 3 ✓

Top 5 Programs	Attendance
Rogue Reads Author Talk with Robin Wall Kimmerer	577
Rogue Reads Take & Make: Dream Journals	308
Rogue Reads Take & Make: Birdwatching Kit	217
Rogue Reads Take & Make: Friendship Bracelets	203
Rogue Reads Take & Make: Practicing Gratitude	193

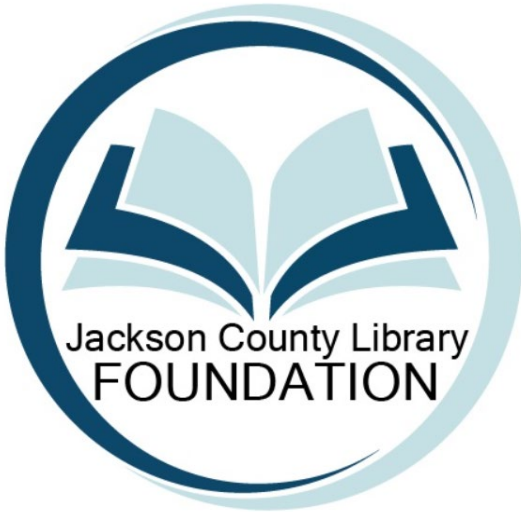
Type	Total Attendance
Take & Makes	1,403
Programming	676



The Rogue Reads Author Talk was offered as a "Watch with Us" option at 6 branches: Applegate, Central Point, Shady Cove, Talent, Medford, and Gold Hill.



OBJECTIVE 3 ✓



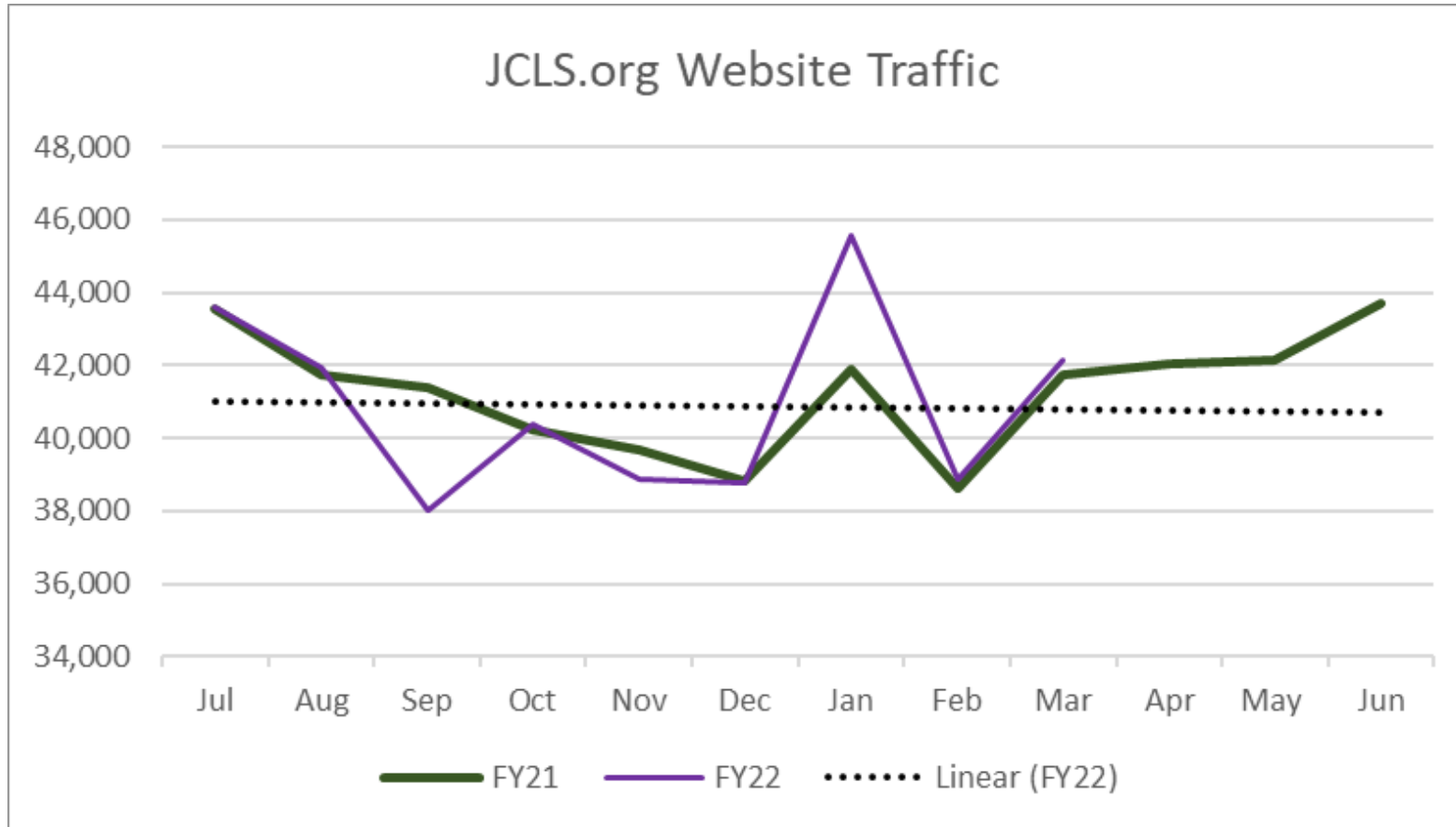
Rogue Reads was made possible with generous support from our sponsors listed above.

New Partners	Book Club Engagement	School Engagement
12	14	19

2022 New Rogue Reads Partners	Role
North Mountain Park Nature Center	Program
Community Works	Program
Cree Cultural Institute	Program
Vesper Meadow Restoration Preserve	Program
Klamath Tribes Culture and Heritage Dept.	Program
SOU Outdoor Adventure Leadership Program	Program
SOU Environmental Education Program	Program
Authors Unbound & Robin Wall Kimmerer	Program
Applegater News Magazine	Promotion
Mail Tribune	Promotion
REI	Promotion
Medford Food Co-op	Promotion

OBJECTIVE 4 ✓

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



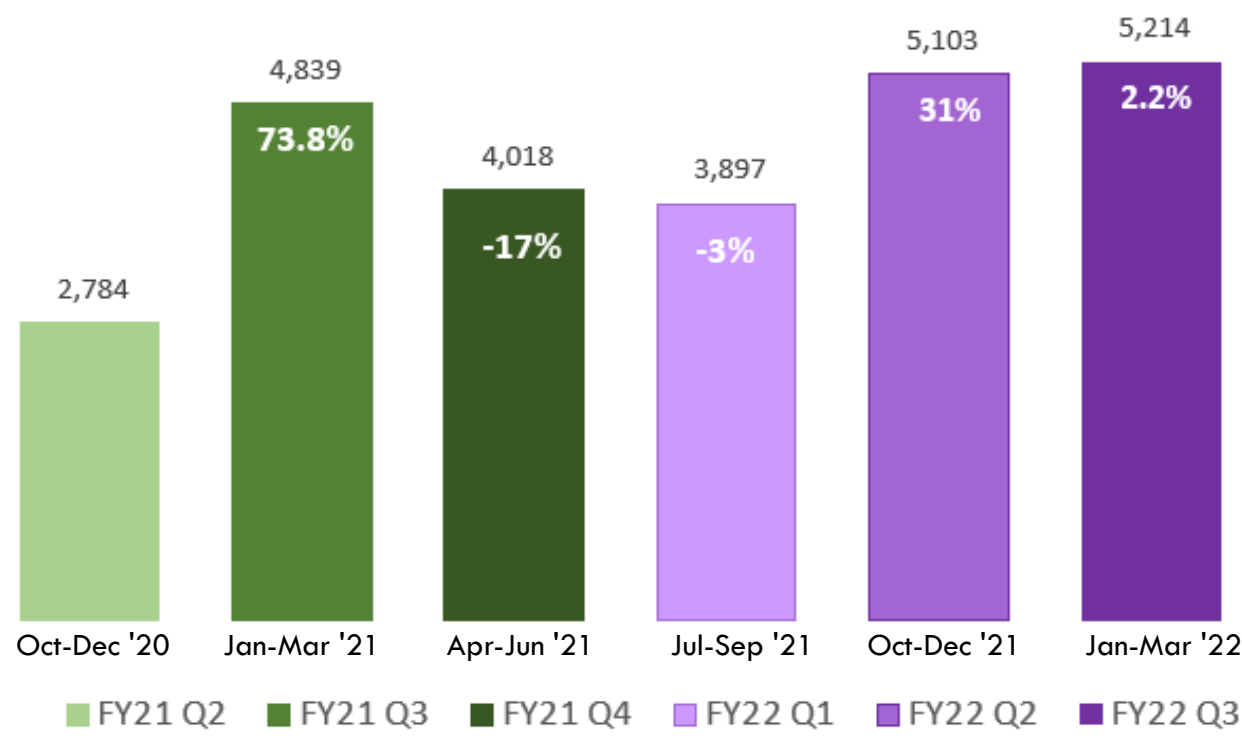
There was a 7.2% increase in website traffic to JCLS.org during FY22 Q3. The increase to website visits for this quarter can be primarily attributed to the Rogue Reads content.

In January, the Rogue Reads page alone was responsible for about 1,000 of the website visits that occurred that month.

OBJECTIVE 5 ❌

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

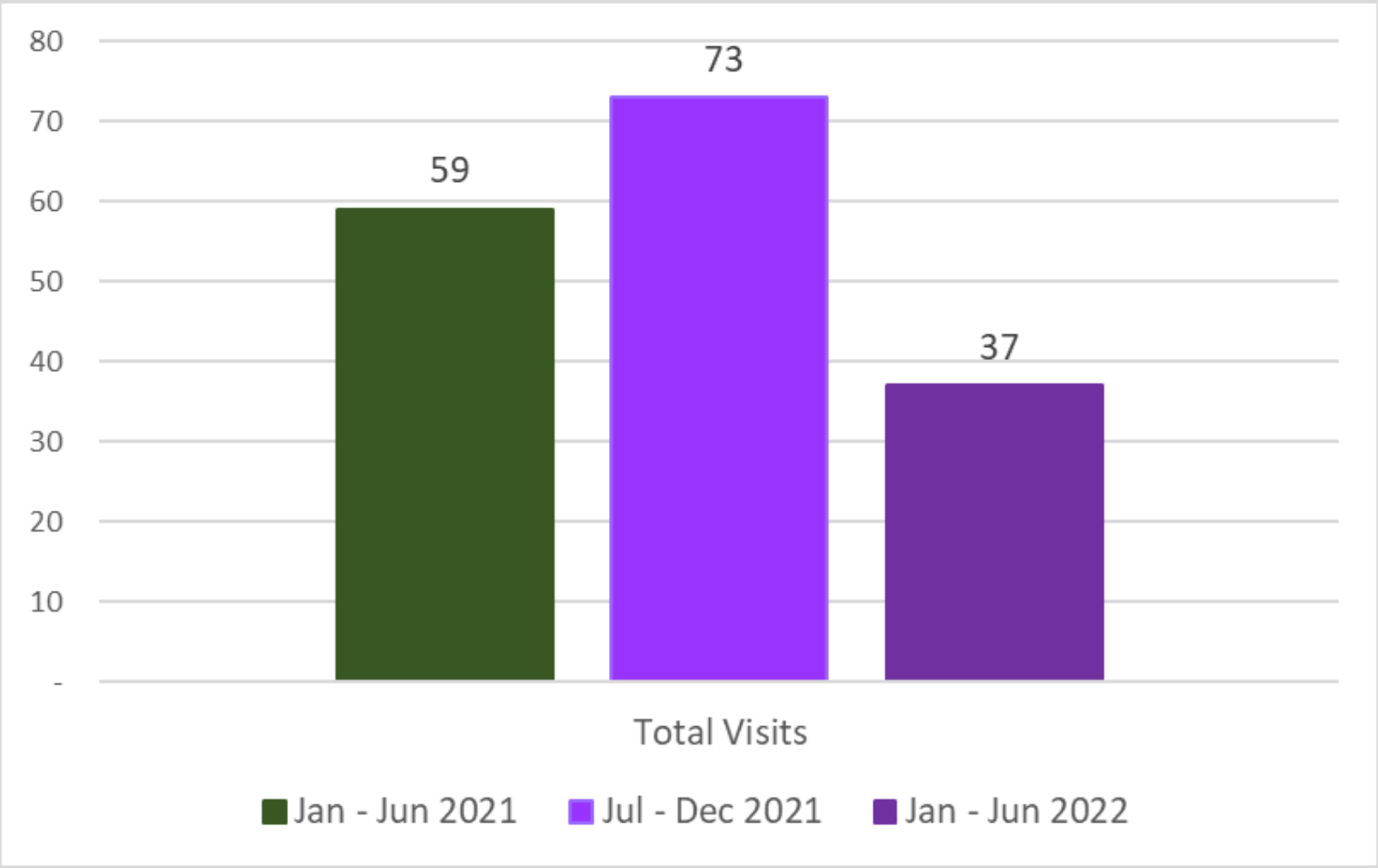
YouTube Video Views



Top 5 YouTube Videos	Views
Tulsa Race Massacre: Historical Through-Line (Rogue Reads)	651
Dispatches From the Vortex - Documentary Short	509
Author Talk: Robin Wall Kimmerer	483
New Year Underwater - Documentary Short	339
El dia en que desubres quien eres (Rogue Reads)	240

OBJECTIVE 6

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

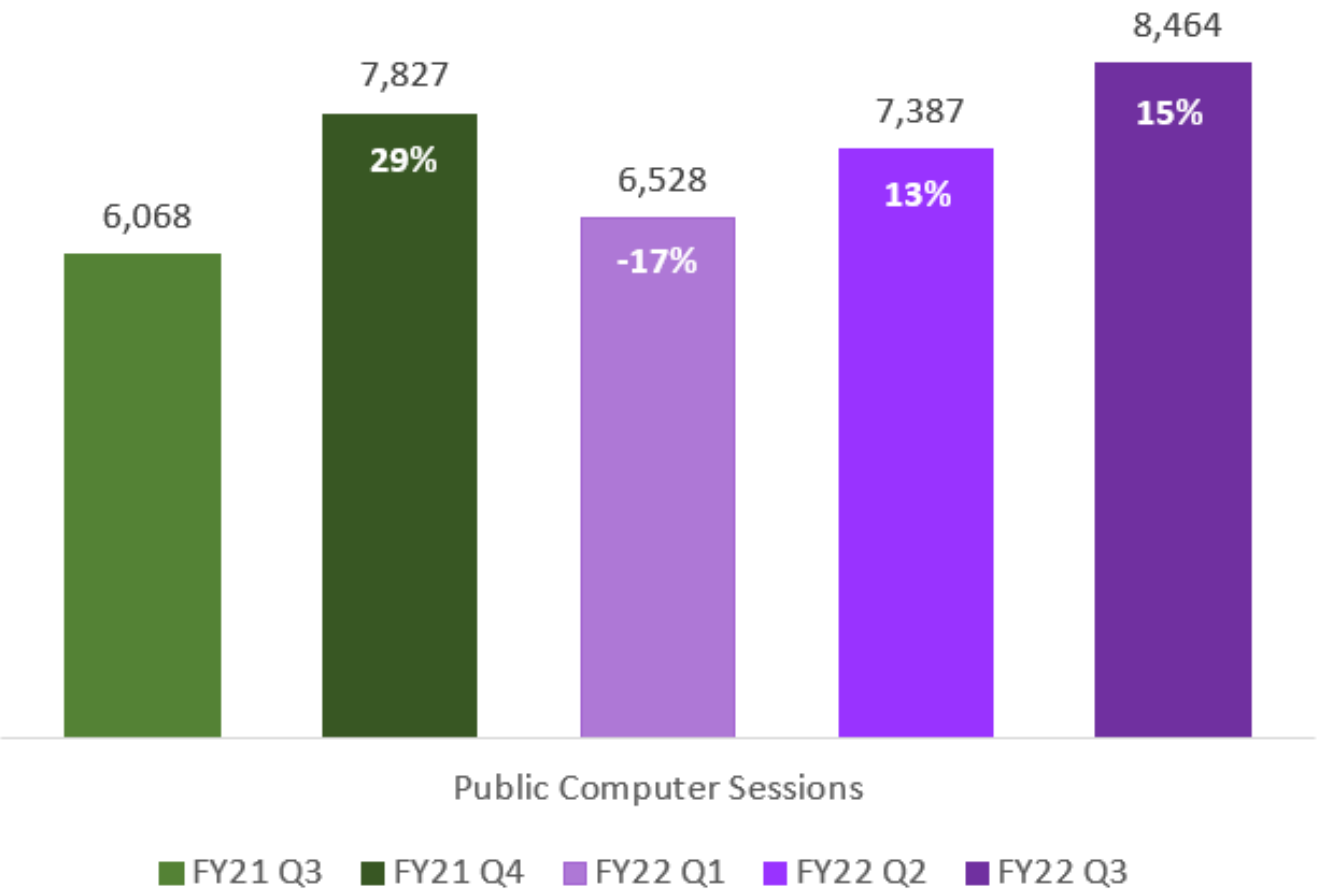


This objective is on track for this semester. In Q3 of FY22, librarians Kayla and Evelyn began regularly visiting the Residential Program at the Juvenile Detention Center, familiarizing students and teachers with library resources. One of the teachers wrote, "You are just what we needed to brighten our school year. I really appreciate you both for wanting to adopt us over here at JDH."

Prospect Library Associate Breanne Wolgamot provided class visits and story times as well this quarter, which has helped with this objective being on track.

OBJECTIVE 7 – PUBLIC COMPUTER SESSIONS ✓

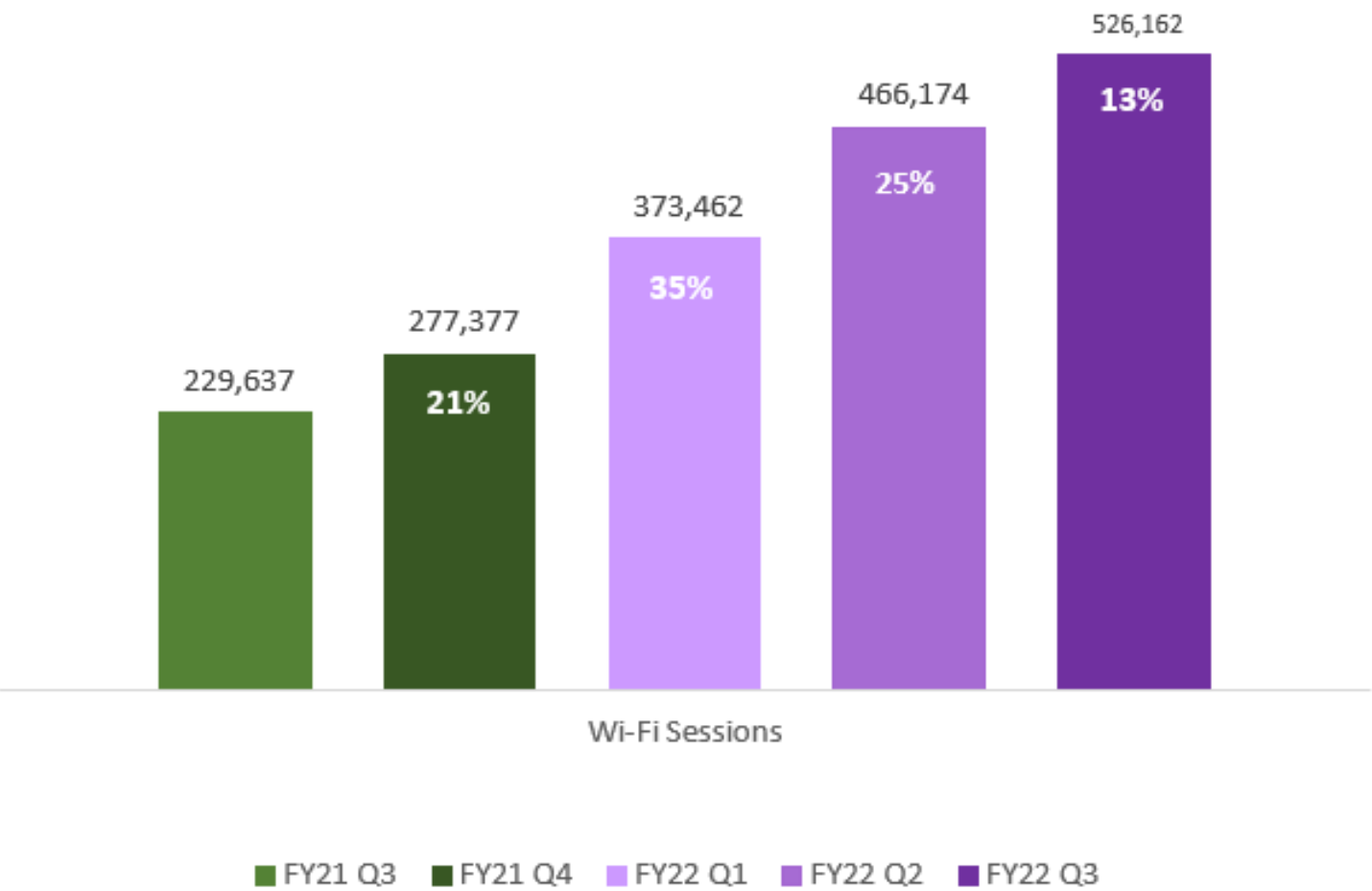
Number of computer sessions: Increase 4% each quarter



Public computer sessions for Q3 of FY22 saw an increase of 15% from last quarter. With the effects of the pandemic easing and restrictions lessening, usage of public computers is increasing.

OBJECTIVE 7 – W I - F I ✓

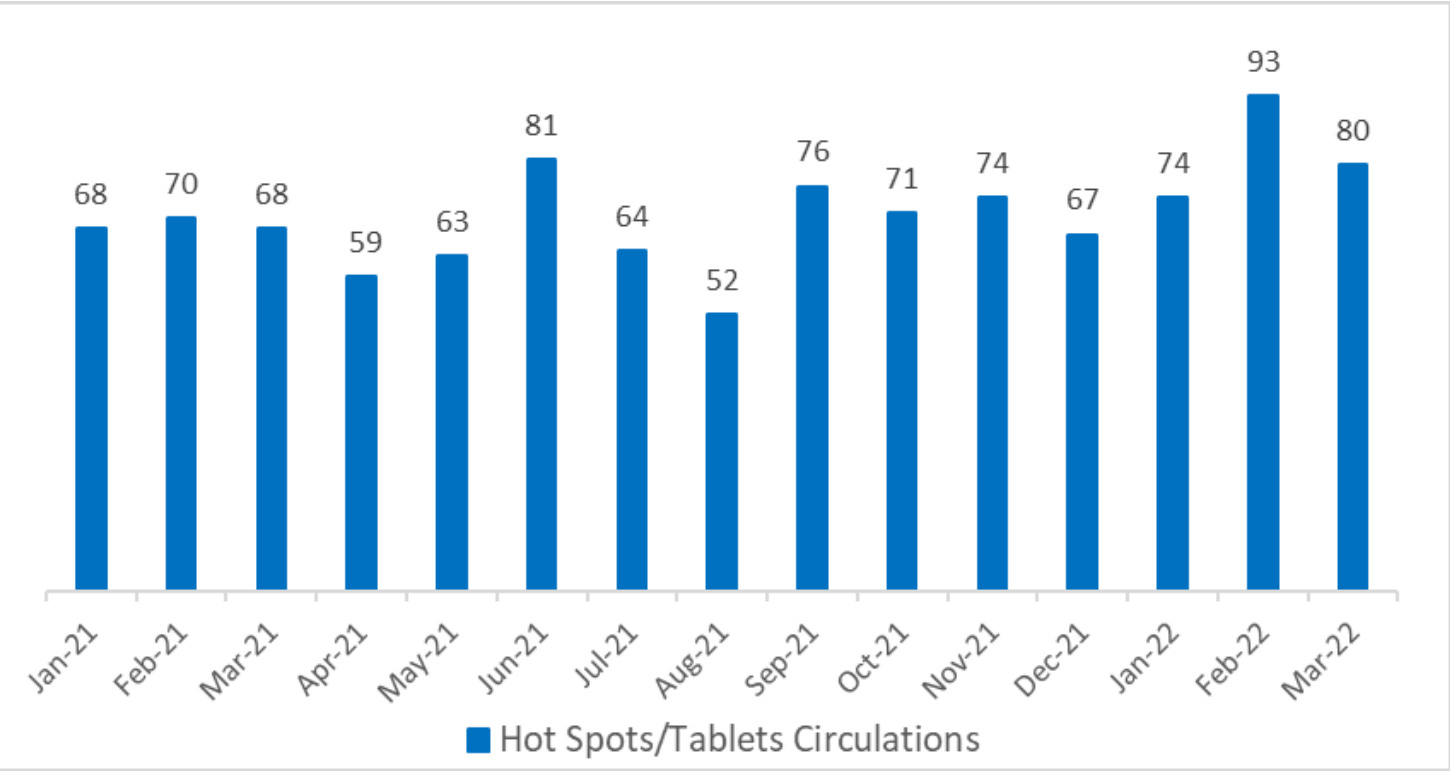
Wi-fi usage – during and outside of library hours: Increase 4% each quarter



WiFi usage continues increase. With the easing of the pandemic and pandemic restrictions, patrons are utilizing the WiFi during library hours as well as outside of normal hours. If current hours of operation remain, the upward trend may continue as the year progresses.

OBJECTIVE 7- HOT SPOTS & TABLETS ❌

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



Monthly Ave. 71

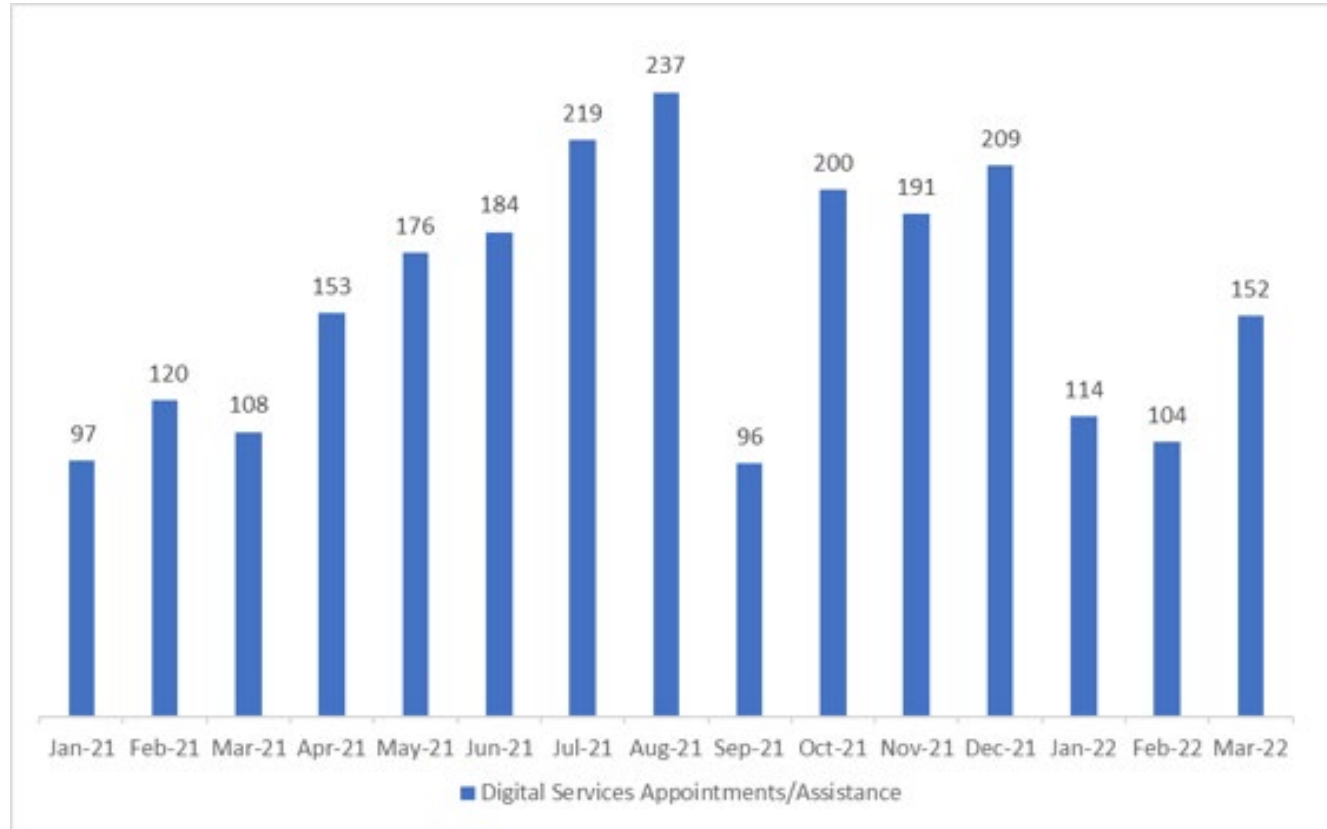
This quarter is the closest the Library has gotten to the goal of a monthly average of 75 circulations of tablets and hotspots, with a monthly average of 71.

The GED kit program was launched in January. Because these kits include a hot spot and a Chromebook, they are included in this objective.

In February 2022 the No One Left Online (NOLO) program added 51 hotspots to the collection, contributing to the increase in the number of circs in February and March. More hotspots added to the collection makes this goal within reach.

OBJECTIVE 7 – DIGITAL SERVICES ✓

Digital Services team appointments and assistance: 100 per month.



Digital Services has continued to meet the goal of scheduling 100 appointments per month. During Q3, Digital Services ceased in-person visits in mid-January but were able to resume on February 28th.

Even with this disruption to in-person appointments, staff were still able to provide support via phone, email, Zoom appointments, and assistance in the Medford computer lab.



Date:

Title: Ashland Library HVAC Equipment Upgrade Project – Bid approval request

From: Kelda Vath, Assistant Director of Support Services

Summary:

The project to upgrade the aging HVAC system at Ashland Library was put up for bid by our partners at Jackson County Facility Maintenance on March 2, 2022. The bid closing date, which was extended one additional week to April 7, 2022, passed, and bids from two contractors were received.

The two bid totals received were as follows: \$799,800 and \$995,230.

Recommendation:

After a meeting of the JCLD Facilities Committee on April 11, 2022, attended by guests Ryan DeSautel, Superintendent, Jackson County Facility Maintenance, Adam Troutman, Project Manager, Jackson County Facility Maintenance, and Kristin Anderson, Ashland Branch Manager, the recommendation is to enter into a contract with Outlier Construction for \$799,800 to replace the Ashland HVAC.

Resource Requirements:

The cost of the award for this project is \$799,800. Additional charges may be incurred, dependent upon the scope of the work, the timeline, and other supplies that may be needed to support the contractors.

\$400,000 towards this project was allocated in FY21/22, and the equipment that may be ordered in the current fiscal year would not exceed that amount. The bulk of the work will be completed in FY22/23, and the expense will be included in the budget accordingly.

Policies, Plans, and Goals Supported:

Updating the Ashland HVAC supports the District's goal to provide safe and welcoming spaces for people of all ages.

Background and Additional Information:

As presented at the March 2022 JCLD Board Regular Meeting, the HVAC equipment upgrade is a complex project, likely to require a limited temporary closure of the Ashland Library. The seasonality of this project is also an important consideration, and, given the current state of supply chain uncertainties and labor shortages, an estimated timeline of this project cannot yet be made until the equipment is ordered. While this bid is considerably more expensive than anticipated, the Facilities Committee agreed that delaying the project further is likely to only increase costs.

After the Board approves the contract, the County will present it to the Board of County Commissioners for approval. Due to the cost of the project, the County recommends that Outlier direct-bill the District. Once the contract is in place, Outlier can order equipment and develop a timeline for the project. Desautel noted that if the equipment does not arrive until winter, the project might be delayed until the warmer weather in the spring. If the project starts in late Fall and the weather turns cold, temporary heat can be brought into the building at an additional cost. It is the District's priority to minimize service disruptions for both library patrons and staff.

Attachments:

Bid Cover Sheet



Bid Results

Jackson County ITB Number 08-11694

Jackson County Facility Maintenance
10 S. Oakdale, Room 208
Medford, OR 97501
541.774. 6974

THIS IS NOT AN ORDER OR NOTICE TO PROCEED

ITB TITLE:

Jackson County Ashland Library HVAC Equipment Replacement

Project Manager:

Adam Trautman

Date of bid opening:

April 7, 2022

Bid opening time

2:00 PM

Bidder Name	Base Bid Total Amount (\$)	Bidders Certificate (Yes/No)	Bid Bond (Yes/No)	Signature (Yes/No)	Unit Pricing (Yes/No)	Insurance Form (Yes/No)	Environmental Disclosure (Yes/No)	Sub-Contractor List (Yes/No)	Timeline (Yes/No)	Project and References (Yes/No)
Outlier	799,800	yes	yes	yes	yes	NA	yes	yes	yes	yes
stone	995,130	yes	yes	yes	yes	NA	yes	yes	yes	yes

Project Manager:

Adam Trautman



JCLD Board Meeting

Agenda Item Memo

Date: April 20, 2022

Title: Rescinding Cyber Liability Policy

From: Kelda Vath, Assistant Director of Support Services; and Parvaneh Scoggin, Technology and Innovation Manager

Summary:

Upon reviewing the Cyber Liability Policy adopted November 9, 2017, staff concluded that the policy as written is in fact a set of guidelines to put a cyber security plan in place and is no longer necessary as a policy.

Recommendation:

JCLS recommends rescinding the Cyber Liability Policy at this time.

Resource Requirements:

N/A

Policies, Plans, and Goals Supported:

JCLS will continue to use the information set forth in this policy as a set of internal guidelines to help maintain a robust cyber security plan and put best practices into place. Additionally, elements of the Cyber Security Policy are addressed in the Internet Use and Safety Policy and the Patron Privacy and Confidentiality Policy, which are currently under review by staff.

Background and Additional Information:

At the time of the adoption of this policy, the District was new, and the policy helped to outline and ensure that cybersecurity measures were in place. JCLS now has its own IT department and has documented cybersecurity practices in place, which were presented to the Board in an Executive Session in September 2021. As an internal planning document, it will be reviewed annually, and updates will be made as circumstances require.

Attachments:

Cyber Liability Policy

Jackson County Library District Cyber Liability Policy

Background:

The Jackson County Library District (“District”) understands that the primary goal in mitigating risk in a digital environment is to safeguard the sensitive data. The data may be operational information, which is necessary for the organization to function; or, it may be library patron or staff data that the organization has a legal responsibility to secure. As set forth below, there are numerous things that must be done to safeguard the data, and the following guide identifies the priorities that will help get it done. Since the District has no employees, the intended audience for this policy are contractors of the Jackson County Library District that create, modify, analyze and distribute sensitive data on behalf of the District and its patrons.

1. Safeguard the data:

- a. Identify and empower a key individual(s) to own the responsibility of safeguarding sensitive data.
- b. Identify the data that is being received, transmitted and stored. What type of data - PI, PHI, and/or PCI?
- c. Identify how and where the data is being received or generated (email, cloud services, user devices, etc.). Data should only be received or generated if there is a legitimate business reason to do so.
- d. Identify how and where the data is being stored (network servers, user devices, removable media, cloud services, physical filing systems, etc.). Data should only be stored if there is a legitimate business reason to do so.
- e. Identify how the data is being protected. If it is sensitive data, consider encryption in both transit and at rest.
- f. Identify how and when the data is being disposed. Data should only be kept as long as there is a legitimate business reason to retain it, and it should thereafter be securely shredded or degaussed.

2. Safeguard the information Systems

- a. **Identify and empower a key individual(s) to own the responsibility** of safeguarding the information system – it may be the same person(s) responsible for safeguarding the data, but there must be someone empowered and resourced to protect the system.
- b. **Inventory authorized hardware** to help detect unauthorized devices. You have to know your network – know what should be on it - in order to protect it.
- c. **Inventory authorized software** to help detect unauthorized and malicious software. Similar to hardware, you have to know what should be on your network in order to detect and prevent unauthorized software.
- d. **Develop and implement secure configurations for all devices** to reduce the number of vulnerabilities an attacker could exploit.

- e. **Continuously monitor for and assess vulnerabilities** and immediately remediate. The digital environment is in a constant state of flux, and the threats continue to change in scope and severity. It is therefore critical that you continuously seek to identify vulnerabilities, and immediately remediate them.
- f. **Control use of administrative privileges** to ensure that only those individuals with legitimate occupational need are allowed administrative access to network resources and devices. **Control access based on the need to know** to prevent unauthorized access to the system and data.
- g. **Actively monitor and control all active accounts** to minimize authorized access.
 - Review all accounts and disable inactive accounts;
 - Ensure all individual accounts are terminated immediately upon an individual's departure;
 - Ensure all contractor accounts are terminated upon completion of the project;
 - Ensure all service accounts are secured if used or terminated if inactive.
- h. **Actively protect all accounts and user devices.**
 - Implement password complexity rules requiring passwords to meet length and strength requirements, including a mix of uppercase and lowercase letters, numbers, and symbols;
 - Require passwords to be changed routinely and kept private;
 - Encrypt devices to protect sensitive data;
 - Require screen locks after short intervals of inactivity.
- i. **Implement email and web browser protections** to mitigate the risk that unauthorized users could compromise your system.
 - Use only fully-supported web browsers and email clients in your organization;
 - Use spam filters and firewalls to prevent unwanted, harmful email, and other forms of potentially vulnerable communications.
- j. **Use anti-malware software** to prevent malicious programs like ransomware from being entering or being installed in your environment.
- k. **Deploy boundary defenses**, including firewalls, to control the flow of traffic and search for evidence of unauthorized access or malicious programs.
 - Create **blacklists** of known malicious IP addresses and deny them access;
 - Create **whitelists** of known, trusted sites that individuals should or need to have access to from organization devices;
 - Use a VPN or other secured means for users to remotely access your organization's network;
 - Require **multi-factor authentication** for all remote access to your organization's network.
- l. **Monitor both inbound and outbound traffic.** It is important to not just monitor what is entering your network, but it is increasingly important to monitor what is leaving your network. Unauthorized users often enter through encrypted tunnels, and are not detected until they attempt to leave with sensitive data.

- m. **Strengthen the security of your wireless networks** and limit wireless access to your network to authorized devices with a bona fide business need.
 - Scan wireless network for, and disable all, unauthorized wireless access points;
 - Ensure that all wireless traffic is encrypted;
 - Create separate virtual local area networks (VLANs) for “bring your own devices” (BYODs) and other untrusted devices.
- n. **Continuously update operating systems and software** to reduce vulnerabilities.
- o. **Implement and test data recovery capabilities** to recover critical information in the event of a system failure or attack. It is increasingly important that data backups regularly be tested for integrity to ensure their availability in the event of a system compromise, such as an encryption attack.
- p. **Develop and test an incident response plan.** It is essential that all key stakeholders are involved in the planning for the inevitable data security incident. It is also important to “test” the plan through simulated data security events. “Experiencing” a data security event before it actually occurs accelerates an organization’s ability to effectively contain and remediate an incident.
- q. **Develop and implement a records retention and disposal plan.** Information should only be retained as long as there is a legitimate business need for doing so. It must thereafter be securely disposed.
- r. **Educate users on network security awareness and safe data practices.** Users are the “human firewall” and it is critically important to keep them apprised of how they can protect their data and the organization’s system.
 - Inform them about the dangers of opening links in email, tweets, posts, online ads, messages or attachments, even if they are from a known source;
 - Inform them about the dangers of using removable media from unknown sources;
 - Inform them about social engineering techniques;
 - Require them to confirm any requests for W-2 information or wire transfers with appropriate organization personnel;
 - Encourage them to report requests for sensitive data, such as passwords or financial information, from new or unexpected sources.

Adopted: November 9, 2017



Date: 4/20/2022

Title: Service Animals in the Library Policy Update

From: Claudine Taillac and the Policy Committee

Recommendation:

The Policy Committee recommends that the Board approve the suggested updates to 5-1 Animals in the Library Policy.

Policies, Plans, and Goals Supported:

Maintaining updated policies provides clear guidance for the District Board, staff, and patrons, and facilitates ease of use of all library services.

Background and Additional Information:

The 5-1 Service Animals in the Library policy was first adopted by JCLD on November 15, 2015. The proposed revisions have been reviewed by the Policy Committee:

- Updated terms and verbiage throughout the policy to provide clarity regarding what defines a service animal, behavioral expectations of service animals and their handlers, and updating hyperlinks to reflect the most current information.

Attachments:

- Policy 5-1 Service Animals in the Library, clean version
- Policy 5-1 Service Animals in the Library, red-lined version

Policy 5-1	Service Animals in the Library	Created: 11/12/2015 Revised: 5/3/2019 Approved: 6/13/2019
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I. PURPOSE

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

II. INTRODUCTION

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

III. RULES AND REGULATIONS

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

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

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

Policy 5-1	Service Animals in the Library	Created: 11/12/2015 Revised: 45/143/2022 ¹⁹ Approved: 6/13/2019
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I. PURPOSE

This policy ensures that patrons protected by the Americans with Disabilities Act (ADA) and ORS 346.680 to 346.690, regarding service animals for physically impaired persons, are able to use library spaces fully and ensures Jackson County Library Service's (herein referred to as "JCLS" or the "Library") compliance with the same. This policy also establishes rules that define appropriate behavior of service animals in order to prevent protects injury to patrons and/or property and self of patrons and their property from injury by animals that are while visiting Jackson County Library Services (JCLS). (herein referred to as "JCLS" or the "Library") facilities and ensures JCLS compliance with the Americans with Disabilities Act (ADA) and ORS 346.680 to 346.690, regarding service animals for physically impaired persons.

II. INTRODUCTION

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

III. RULES AND REGULATIONS

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

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

- Emotional support animals are not covered by the ADA, and therefore are not allowed in the library.

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