



JACKSON COUNTY LIBRARY DISTRICT (JCLD)
REGULAR 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>
April 17, 2023, at 4:00 p.m.

CALL TO ORDER/ROLL CALL

LAND ACKNOWLEDGEMENT

INTRODUCTIONS / PROCLAMATIONS

AGENDA AMENDMENTS AND APPROVAL

CONSENT AGENDA

1. March 15, 2023 JCLD Regular Board Meeting Minutes.....1
2. March 29, 2023 JCLD Budget Committee Work Session Minutes.....4
3. March 29, 2023 JCLD Special Board Meeting Minutes.....5

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

REPORTS (Inform)

4. Library Director – Kari May.....6
5. Jackson County Library Foundation – Ginny Auer.....15
6. Quarterly Financial Report – Brittany Brite.....16

UNFINISHED BUSINESS (Inform/Discuss/Action)

7. JCLS Security Update – Kari May

NEW BUSINESS (Inform/Discuss/Action)

8. Technology Plan - Kelda Vath.....22
9. FY2022 Audit – Brittany Brite
10. COLA Recommendation – Brynn Fogerty.....26

COMMITTEE AND BOARD MEMBER REPORTS (Inform)

11. Facilities Committee – Susan Kiefer
12. Finance Committee – Kim Young

ADJOURNMENT

FUTURE MEETINGS/EVENTS/OBSERVANCES:

May 3, 2023 Budget Committee Meeting

May 17, 2023 JCLD Regular Board 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), Viki Brown (Vice President), Susan Kiefer, Marissa Barrientos Shepherd, and Kim Young.

Additional attendees: Kari May (Library Director), Kelda Vath (Assistant Director, Support Services), Brynn Fogerty (HR Manager), Ginny Auer (Foundation Executive Director), Brittany Brite (Finance Manager), Jacquelyn Bunick (Legal Counsel), and Val Nowak (Executive Assistant)

CALL TO ORDER/ROLL CALL

President Dziura called the meeting to order at 4:00 p.m. Roll call was taken, and the Land Acknowledgement read.

INTRODUCTIONS / PROCLAMATIONS

President Dziura read a statement proclaiming April 4 as Library Giving Day, and April 23-29 as National Library Week.

CONSENT AGENDA

MOTION: Director Kiefer moved to approve the agenda, Director Brown seconded, and the motion was approved unanimously. The consent agenda was then approved unanimously.

ORAL REQUESTS AND COMMUNICATIONS FROM AUDIENCE

None.

REPORTS

Library Director's Report

Assistant Director of Public Services Joan Vigil gave a brief presentation on the American Library Association's Freedom to Read statement. Director May then highlighted Rogue Reads and the upcoming library hours expansion. She mentioned that there will be ribbon cutting ceremonies at several branches to celebrate the start of the increased hours and invited Board members to attend. Director Brown expressed appreciation of Roslyn Donald, who has also been arranging the ribbon-cuttings, and said that she has had several favorable interactions with her. She also mentioned that the PAWS to Read program may be expanding into Eagle Point.

UNFINISHED BUSINESS

Security Update

Director May briefly updated the Board on the progress toward addressing security concerns at the Library. Results from the staff survey were distributed to the Board, and a meeting with stakeholders was held regarding security and additional custodial services. Some of the concerns staff shared were feeling unsafe walking to their cars, particularly at night, and with a general lack of streetlights on the path to their cars. Regarding safety and security in the building, the state of the public restrooms was a major concern, as well as being threatened by patrons in escalated situations, and suspended patrons coming back to the library. Staff will be revisiting the Rules of Conduct Policy and updating it to provide better parameters and guidance for expected behavior in the library. Any changes to the way that security is provided will be made in conjunction with the Social Services Team.

Medford Police has noted an increased call volume from the Library over the past 9-12 months, high enough to consider the library a "chronic nuisance property." A Chronic nuisance property, as defined in Medford Municipal

Code, is a property on which 12 or more nuisance activities have occurred during a 365-day period; nuisance activities include harassment, disorderly conduct, theft, and criminal mischief.

May and Dziura reported that a meeting with the City of Medford and the Chief of Police had gone well. It was acknowledged by all that there is a large population of unhoused people needing services, and a lack of providers in the area. Library services everywhere have evolved, and the impact that it has on physical locations is important. However, it is difficult to dissuade people from coming for services that are not being supplied elsewhere in the community. Dziura reported that by the end of the meeting, progress had been made in the understanding between parties. Future meetings will be held, and further reports will be made on any progress.

A discussion followed, clarifying how library policies address problematic behavior, and discussing how after-hours use is monitored. A security company sweeps the Medford Library twice a night, and the trespass agreement with the City of Medford regarding after hours use gives officers the authority to remove individuals from Library property if they are engaging in illegal or unwanted behavior. It is up to the discretion of the police as to how they monitor the area. The sidewalks are Library property up to the street, though the parking lot belongs to the city. The library is working with the lot owners to try to install additional lighting, which would address some safety concerns and help make the cameras more effective.

Director Shepherd commented that no patrons should be driven away, but that all patrons should be welcomed and encouraged to come into the library. She commented that she has seen progress made even in the past few weeks. She concluded her remarks by stating that this is a community issue, and any solutions need to be community driven.

NEW BUSINESS

April Board Meeting

The next Board meeting is scheduled during the OLA conference, and May recommended that the Monday or Tuesday prior be considered as an alternate. The Board agreed to hold the meeting on Monday, April 17th at 4:00 p.m.

Elections Update

Director Dziura gave an update to the upcoming special elections in May and commented that there are two candidates filed for each open position.

Commemorating Board Member Service

Director Dziura asked the Board to consider how the longtime service of past Board Members may be commemorated. It was noted that in the past, there have been donations to the Foundation and plaques. Director Dziura asked to form an ad-hoc committee. He and Director Kiefer volunteered to serve and will report back at a future meeting.

Staff Compensation and COLA Philosophy

Director May asked the Board to approve the process outlined in the Board Packet as an addition to the total Staff Compensation Statement included in the Employee Handbook. Director Young proposed reviewing the COLA methodology every year, and Director Kiefer asked that fulsome data regarding any increases be presented to the Board. When asked when this information would be presented to the Board, May answered that it would usually be in the Spring, during the time that the Budget is being prepared. Any data regarding comparison points would be included.

Motion: Kiefer moved that the Staff Compensation and COLA philosophy be approved as presented and added to the Employee Handbook. Director Brown seconded, and the motion was approved unanimously. Director May then asked if the Board would like to codify the practice of doing a salary survey every 3-5 years. After discussing the factors that go into deciding whether or not a survey needs to take place, it was decided not to take action at this time.

Director's Evaluation Policy

Director Dziura summarized the presented Director's Evaluation Policy and recommended that it be adopted as presented added to the Board of Director's Policy Handbook. The Directors then discussed potential costs associated with hiring an outside consultant. Director Young commented in favor of using an outside party. May noted that the policy provided guidance for future library directors and boards of directors. Director Dziura summarized how previous processes worked and recommended that the Board consider using the process as proposed. He commented that the policy was not binding and could be altered in following years.

Director Kiefer shared her objection to point G regarding the 360 review process and asked that the data provided not be summarized and that the Board be allowed access to the raw data. Summarizing the data would uphold anonymity of direct reports, and it was noted that, under the language of the policy, any evaluative tools would be mutually agreed upon by the Board and the Library Director. Shepherd asked if language allowing access to the data could be included under point A. Further discussion of direct report evaluation processes ensued.

Motion: Director Dziura asked the floor for a motion. Director Brown moved that the Director's Evaluation Policy be accepted as presented and be added to the JCLD Board of Directors Handbook. Director Young seconded the motion. With Directors Shepherd and Kiefer voting against, and Directors Dziura, Brown, and Young in favor, the motion was approved by majority vote.

HR Answers Proposal

Director Young asked that the proposal be reviewed by the Executive Committee before being brought to the Board for approval. This was agreed to by the Board. The Board then directed a few clarifying questions to HR Answers Consultant Jennifer Schoorl. The cost and time would be reduced in future years if the consultant and process is kept. The Board then agreed that the Executive Committee should further review the proposal and bring a final document to the Board in a subsequent meeting. Director Dziura asked that any questions or concerns be emailed to the committee so that they may be addressed. Schoorl noted that the proposal included an example, and the evaluation process would be mutually agreed upon by the Board and Library Director.

COMMITTEE AND BOARD MEMBER REPORTS

None

ADJOURN

President Dziura adjourned the meeting at 6:15 p.m.

/s/ Val Nowak
Recording Secretary



MINUTES

ATTENDEES

Present at the meeting were: Budget Committee members Eric Dziura (JCLD Board President), Viki Brown (JCLD Board Vice President), Susan Kiefer, Marissa Barrientos Shepherd, Kim Young, Kevin Keating, Arti Kirch, Cathy de Wolfe, and Echo Fields. David Mathieu was absent.

Additional attendees: Kari May (Library Director), Kelda Vath (Assistant Director, Support Services), Joan Vigil (Assistant Director, Public Services), Brynn Fogerty (HR Manager), Brittany Brite (Finance Manager), and Val Nowak (Executive Assistant)

CALL TO ORDER/ROLL CALL

President Dziura called the meeting to order at 4:04 p.m. Roll call was taken.

INTRODUCTION OF BUDGET COMMITTEE MEMBERS AND STAFF

Overview of budget process – Kari May and Brittany Brite

Brittany Brite presented a basic overview of the budget process and Oregon Budget Law as it pertains to both the current and future meetings. She then presented where the 2022-2023 budgeted expenses are currently, as well as what the projected general expenses in major categories are for the 2023-2024 fiscal year.

Presentation of proposed spending priorities – Kari May and Brittany Brite

Kari May presented proposed spending priorities for the fiscal year 2023-2024, and how they align with the goals from the five-year Strategic Plan.

Discussion of presentation: Input from Budget Committee members

The committee then discussed some of the progress that had been made in 2022-2023, such as the hours expansion, increased services to vulnerable communities, and increasing partnerships in rural areas. Staff retention has improved, with a turnover rate under 5%. Director Kiefer asked for more details in the budget presentation, specifically breaking down some of the larger categories into more line items, and clarifying which percentages were covered by grants versus the general fund.

Committee Member Fields asked if the Library is pursuing other lines of revenue. The Library Foundation pursues grants and is working on a grants calendar that will correlate with the Library's project priorities. Some of these projects are already being funded, and in the budget presentation, the miscellaneous grants will include anticipated revenue.

Committee Member Keating asked if there are plans for additional branches or service areas several years down the line. The upcoming Facilities Master Plan will assess the current buildings as well as the service areas and populations and will provide recommendations based on the results.

Future meetings to deliberate on the Fiscal Year 2023-2024 Proposed Budget

- a. First meeting is on Wednesday, May 3, 2023, at 4:00 p.m.
- b. If needed, a second meeting will be held Wednesday, May 10, 2023, at 4:00 p.m.
- c. Budget Hearing is on Wednesday, June 21, 2022 at 4:00 p.m.

ADJOURN

President Dziura adjourned the meeting at 5:05 p.m.



MINUTES

ATTENDEES

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

Additional attendees: Kari May (Library Director), Kelda Vath (Assistant Director, Support Services), Joan Vigil (Assistant Director, Public Services), Brynn Fogerty (HR Manager), Brittany Brite (Finance Manager), Riley (Legal Counsel), and Val Nowak (Executive Assistant)

CALL TO ORDER/ROLL CALL

President Dziura called the meeting to order at 5:30 p.m. Roll call was taken.

NEW BUSINESS

Revocation of JCLS COVID Policy

HR Manager Brynn Fogerty provided an overview of the current JCLS COVID-19 policy and procedures. The State of Oregon is sunsetting their COVID protocols as of April 3, 2023, and Fogerty recommended revoking the JCLS COVID Policy and Procedures concurrent with that date. If positive COVID-19 cases occur, JCLS will continue to adhere to CDC guidelines. While the symptom check stations will remain in all 15-branches, the sign-in sheets will be discontinued. Weekly testing of non-vaccinated staff members that were exempted in at the inception of this policy will discontinue. The JCLS Pandemic Guide will be discontinued and archived. Staff may choose to continue to wear face masks if they want to.

MOTION: Director Young moved to revoke the JCLS COVID-19 policy, to take effect on April 3, 2023. Director Kiefer seconded, and the motion was approved unanimously.

HR Answers Evaluation Proposal

On behalf of the Executive Committee, Director Dziura gave an overview of the proposed Director's evaluation process from HR Answers and recommended that the Board accept the proposal. Director Kiefer asked if the comparable points for the salary study would be known. Director Dziura replied that it was his understanding that they would be, but that he would ask and confirm. Director Young thanked the committee for their work in reviewing the proposal and preparing it for the meeting. Director Shepherd voiced her opposition to having the gathered comments be summarized rather than having access to the raw data for the 360 review.

MOTION: Director Young moved to accept the proposal as presented. Director Brown seconded the motion. With Director Shepherd voting opposed, and Directors Brown, Kiefer, Young, and Dziura voting in favor, the motion was approved by majority vote.

ADJOURN

President Dziura adjourned the meeting at 5:48 p.m.

/s/ Val Nowak
Recording Secretary



Director's Report

February 2023

Special Highlights

Area Manager Carrie Turney Ross's son Seamus, born in January, was one of the first Jackson County recipients of a free book through the Dolly Parton Imagination Library. The program launched on January 4, and in the first two months, 2,000 of the approximately 11,000 children aged 0-5 in Jackson County have registered to receive a free book every month.

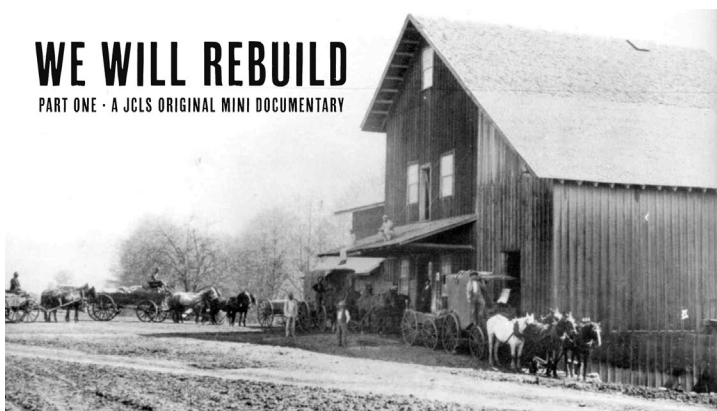
Library Director Kari May was inducted into the Medford Rogue Rotary Club in March. After the meeting, one of the Rotarians brought his son, Micah, over.

When Micah learned that May was the head of the libraries, he wanted to have his picture taken with her.



Marketing

In March the Marketing department began executing a robust plan to promote the new expanded hours. This campaign includes a Direct Mail postcard to the Upper Rogue area, a ValPak ad, a Facebook ad, and two ads in the Rogue Valley Times (including a 10" one on the weather page). The Marketing Department has been posting highlights/notifications on the website and printed flyers, as well as supporting the ribbon-cutting ceremonies at branches.



On March 29, the department released part one of its latest original documentary "[We Will Rebuild](#)." The film focuses on a comprehensive history of the Butte Creek Mill's history, destruction, and successful community-led rebuild efforts, and is the department's most in-depth documentary project to date. When sent a preview of the video, former Butte Creek Mill owner Bob Russell said, "I am still so blown away that I don't have the words to describe how happy I am about your beautiful Butte Creek Mill

video presentation. This will live on long after I'm gone and tell the important story about the Mill and our heritage. Thanks again." Part 2 of the film will be released soon.

Press Releases:

Big Ideas Discussion Series: <http://bit.ly/3GkwOYL>

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

Día de los Niños: <http://bit.ly/3md1fzW>

Public Services

Bear Creek

After a two-day closure, the Ashland Branch reopened on March 29 with front door service. During closure, staff worked to reconfigure the public space, participated in team building, and received a presentation from Options for Helping Residents of Ashland (OHRA). OHRA is a local organization dedicated to helping people in housing, financial, or other crises find a path to stability. The HVAC project is going smoothly, and patrons are adjusting well to the new service offering.

Children's specialist Cody Walburn offered a Magnet Day as part of the S.O. Fun Club for kids 6-11 years old. Walburn set up several experiments involving electromagnets and working with magnetic fields. Participants played a few magnet games and then engaged in self-guided exploration of magnetism.

March marks the one-year anniversary of the community pantry in Ashland. The Ashland Teen Leadership Club has kept the pantry stocked on a regular basis since the group started early last summer. The Resource Specialist Team has also been valuable in keeping an eye on the pantry supply level and helping with keeping the pantry stocked and clean. It has been a huge success, and patrons have been very grateful for this resource. On the inside of the pantry is a place where patrons can leave comments and suggestions. One recent message read: "We love all of you! Xoxoxo thank you for stocking supplies! "

On Saturday, March 4th, Librarian Ken Loders welcomed Rachel Trejo Monroe from OHRA to the Ashland library for this month's Community Table.

Phoenix Branch Manager Jody Fleming promoted the services of JCLS at the Talent Historical Society when she presented "The Life of Olive Oatman" on Tuesday, March 6th. Fleming received many compliments regarding the local history presentation and will be giving the same talk at the Talent branch in June.

The Talent library recently added two new rugs and cloud couches that really brightened up the children's area. Youth Services Coordinator Brystan Strong arranged to receive the furnishings through the Every Child Ready to Read Grant. Many patrons have commented on how nice they are. Branch Manager Patrick Mathewes was especially charmed by one youngster's reaction: he impatiently led his mom and older sister into the library, and as he rounded the corner into the children's section, he came to a complete stop and said, "They've got new stuff!"



Central Area

Medford's Windows in Time program, a partnership with Southern Oregon Historic Society, had a great turnout, both in person and via Zoom. Using Angus Bowmer's diary from 1930 to the 1970's, presenter Amy Richard related significant moments of the Oregon Shakespeare Festival's to audience members. These included the building of multiple stages and theaters, the creation of the festival in the city of Ashland, and the boxing matches that occurred before the plays. The presentation inspired reminiscing from audience members. One recalled watching plays over the fence, and another mentioned Bob Stedman, an English teacher at Medford High School who introduced the attendee to OSF and plays.

In Central Point, the In-N-Out Cover to Cover Reading Program has been very popular with our patrons. Staff have handed out over 100 reading logs and have had 39 redemptions so far, which means that 195 books have been read by children ages 4-12. The program ends on April 15.

Library Associate Noel O'Brien continues to delight patrons with her creative and whimsical book displays, which featured both Dr. Seuss and Women's History Month in March. Gold Hill also hosted a special storytime to celebrate Dr. Seuss' birthday, followed by a Seuss-themed craft.



Lower Rogue

In Jacksonville, the McKee Bridge Historical Society displayed its vintage photographs, some dating as far back as 1871. The photos focus on social events in the Applegate area over the years, including a social dance (tickets to the dance cost \$2, and included supper and horse feed) and a salmon celebration in 2005.

Storytime in Rogue River continues to attract a great group of kids and their parents/guardians. On average, fifteen kids and adults attend the program, which includes songs, rhymes, stories and a related art project.

Upper Rogue

Most of the month has been dedicated to preparing Butte Falls and Prospect for expanded hours and training of new staff. This has included weeding, shelf reading, documenting processes, and double-checking supply levels. The new team offers a lot of opportunity to the Butte Falls branch, but their transition to working solely at Prospect will be bittersweet, as they have grown very fond of the Butte Falls patrons.

After a snow-heavy Spring, everyone in Prospect is eager to embrace the Spring theme "Read Outside." Staff prepared a display highlighting titles that will help young readers literally read the outdoors better, including guides to constellations, animal identification guides, and tree identification books.



Four local woodworkers have filled the Eagle Point display case with their amazing creations. Items range from bowls and vases to toolboxes and pens. This display will be up through the end of April.



A new play tunnel provided by outreach has meant that storytimes have been extra fun in Shady Cove lately. The kids loved climbing through it and the new perspective it provides.

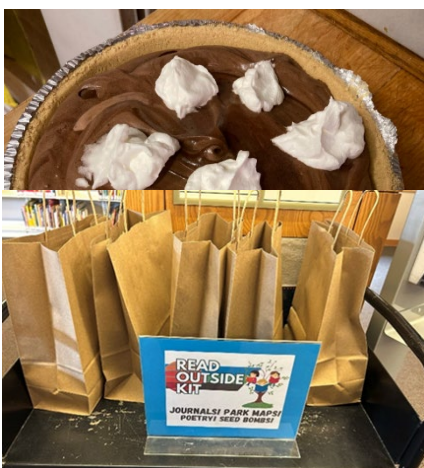
White City Library Associates Vanessa White and Milagros Morales are helping patrons step into Spring (even though the weather seems to be trying to keep us in Winter) with a lovely Spring Window painting. They also created lovely star and moon garlands on the opposite windows to create a galaxy reading nook.

Outreach and Programming

Children's Services

The Make Your Own Seed Bomb program at the Talent branch drew a small but enthusiastic crowd. Five patrons enjoyed the textures of creating seed bombs from scratch. Associate Erica Rishe-Baird led the program, saying, "At first, everyone concentrated on making their seed bombs, but as they grew confident, they began to interact more as a group. We set the tables up in a circle to promote this, and it worked!"

On National Pi Day, a multi-departmental team offered an interactive event at the Medford branch to "celebrate the wonders of pi and pie." The Pie Day team hosted activities in the Large Meeting Room, where beverages and round treats were also offered. They hosted a pi-themed trivia game, various activities, a scavenger hunt, a table with crayons and a variety of pi/circle-focused worksheets, and two large "circular" games from the Library of Things collection. In addition, a child-oriented activity, making Play-Doh pies, was provided in the Children's library. Staff reported helping scavenger hunt participants by using the online catalog or locating areas of the library to answer questions. On their way out, patrons of all ages were encouraged to pick up the Chocolate Pudding Pie kits at the reference desk for some more pi fun at home.



Central Point Associates Dayna Kestel, O'Brien, and Erin Vieira met with Parks & Recreation to discuss offering some library programs in various parks during the summer. They decided on two Toddlerobics programs, one concert, and two StoryWalks, and also discussed partnering with Parks & Recreation on more programs in the future. Dayna then collaborated with JCLS marketing to include promotional materials for the Parks & Recreation summer guide.

Butte Falls and Prospect patrons eagerly picked up "Read Outside" kits. They were especially pleased that the seed bomb kit includes milkweed seeds to help attract and feed monarch butterflies. One young patron was incredibly excited about the possibilities of the included journal to document discoveries during nature walks.

Teen Services

The Read Outside Teen Art Contest, a district-wide program and brainchild of Teen Specialists Shawnee Stacy and Kathia Damien, was a big hit. Twenty-four kits were passed out in Ashland, and twelve paintings have come back to be entered into the contest so far.

Central Point Associate Erin Vieira began a Dungeons & Dragons meetup at their branch. Everyone was friendly and eager to play with one another and are already looking forward to future sessions.

The Teen Library in Medford saw "March of Monsters," with a variety of programs throughout the month. The department-wide scavenger hunt became a "Creepy Cryptid" hunt, with Bigfoot and Moth Man trading cards as prizes. Teen Library Specialist Marie Shaneyfelt led a two-part presentation on cryptids throughout the world. The program revealed the history of cryptozoology and a closer look into the cryptids in Southern Oregon, from the Medford Shmoo to the Big Foot cage in Jacksonville. The first session featured Cryptid Journals, where patrons could chronicle their cryptid-finding adventures, and in the second, models of cryptids were made from clay, wire, and beads. Many creatures escaped the building that day to go home with their new keepers.

Medford Teen Librarian Andrea Leone worked with the Resource Specialists and Kayla Samnath from Adult Services to provide three movie matinees throughout March. They launched the program on March 2nd with a double feature of "Top Gun" and "Top Gun: Maverick." At the end of the second film patrons expressed how fun the movies were and how thankful they were for the snacks. After an afternoon of *Bill and Ted* movies, staff asked patrons what they wanted to see for the last program. With resounding requests for Westerns, staff offered viewings of John Wayne's "Hondo" and Clint Eastwood's "Two Mules for Sister Sarah" with great success. Most attendees were adults and had positive feedback for all the staff involved.

Adult Services

A stand-out success at Medford in March was this month's Queer Coffee House on March 7th. Patrons have been enjoying a Dungeons and Dragons role playing game called "1 hour RPG". Most of the session was focused on building characters, and many attendees discussed topics like exploring sexual and gender identities through Dungeons and Dragons and other table-top games. The group enjoyed connecting through sharing their experiences and playing the game. When time ran out, they all wanted to keep playing, so they passed around a paper where they shared their Discord handles. The DM (dungeon master) said she would create a group and they could keep playing.

Also in Medford, "Read Outside Your Comfort Zone" Bingo sheets were made available on March 1st. Patrons have until the end of May to return the sheets and get a sticker for any bingo they achieve.

Ashland Librarian Brianna Levesque and Library Specialist Cody Reese brought a craft to the Ashland Senior Center. Participants placed cutouts from discarded atlas pages to create small, framed keepsake magnets that will remind them of special places. During the HVAC work, three outreach programs are planned to take place at the Senior Center.

Since Ashland's meeting rooms are unavailable, Adult Services Ellie Anderson took the Big Ideas Series to the Medford Branch this month. March's program, presented in collaboration with the Ashland Branch of the AAUW, featured Erika Bare, Assistant Superintendent for Ashland Public Schools, and Diane Berry, Counseling and Behavioral Health Teacher on Special Assignment (TOSA) for the Ashland School District, speaking on Youth Mental Health and Suicide Prevention. April and May's Big Ideas programs will take place in Medford, too, and planning is underway for another series beginning in Fall 2023.

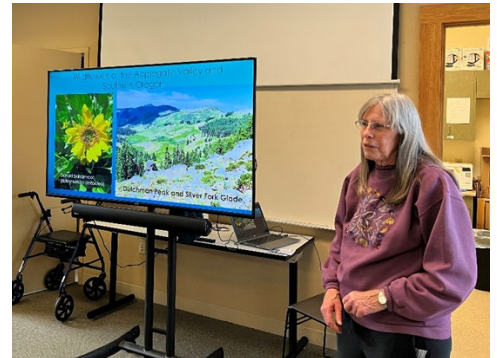
The Eagle Point Library hosted a ukulele practicing group that started up again on March 20th, led by community member Viki Brown. This group supports practicing together and will meet again in April and May.

Getting into the spring spirit, and getting outside, the Ruch Library hosted Applegate resident Barbara Mumblo for her Wildflowers of the Applegate & Southern Oregon program.

At Home Services

At-Home Services added three new patrons in March, and the service is on track to expand capacity in April. AHS has seen increased interest in reading aids such as CD players and magnifiers and is working to expand those offerings. Forty patrons received Crafts at Home in March. Multiple patrons have expressed their thanks and excitement that the craft program will be monthly going forward.

Director May received a phone call from a grateful At-Home Services patron who told her that the library has changed her life. May had recommended the services to her last October. Homebound because of a traumatic brain injury, she has thrived under the attention of the AHS staff, who research a variety of questions for her and provide her with large quantities of books. She is no longer lonely and isolated. She noted that the AHS staff are kind, good-natured individuals who clearly love their jobs and do it with a smile.



Business Outreach

Business Librarian Roslyn Donald has been busy planning and working with all six Jackson County Chambers to arrange ribbon cutting ceremonies to celebrate the expanded hours. Medford started things off with a combined Greeters event/ribbon cutting on Thursday April 6th; see library press release for other dates throughout April.

Another project coming up is the Downtown Quest program, planned for National Small Business Week, April 30-May 6. Participants will receive a game card with a link to an interactive map of downtown Medford businesses. If patrons visit at least 3 businesses, they can get their card stamped and return it to the library for a Friends Book Shop coupon. After the week is over, all entries will be part of a raffle for prizes donated by participating businesses.

This month's visit to Rogue River Estates took a financial literacy approach. Attendees guessed at credit card trivia to receive a small prize. Tips on managing debt and credit cards were distributed. About 30 people came for lunch (provided by the Housing Authority) and chatted with Donald.

DART

DART added a few extra stops this month with the Housing Authority of Jackson County to participate in their tri-annual resident events. Residents gathered, ate, and entered a raffle by stopping by tables of various community partners such as ACCESS, Jackson County Health, RVTB, Head Start, and JCLS. DART's monthly visit to the Landing at Butte Falls was postponed due to whiteout conditions the previous night, but DART will be back next month.

Digital Services

Adding onto the classes conducted at the Ashland Senior Center, Digital Services branched out and concluded the first round of a new partnership with the Rogue Valley Manor. These classes focused on Apple and Android phone basics and were well attended. Participants requested more information about the library in general, with many questions focusing on history, as many of the residents are not from the local area.

Education Services

Youth Literacy Community Librarian Evelyn Lorence and Teen Librarian Leone took an afterschool craft to New Bridge High School. Participants decorated pencil cases and filled them with school supplies. While they worked, the librarians advertised upcoming programs for teens and are already building excitement for summer reading.

Lorence and Adult Services Librarian Kayla Samnath led students at the Barriers to Bridges program at the Juvenile Detention Center through a Book Tasting, familiarizing them with various genres and book selections available in the classroom library. Lorence later collaborated with the At Home Services team to complete this season's Project Sunshine. National Honor Society students from South Medford High School, Ashland High School, and the Medford Teen Advisory Group created felt flower bouquets and spring cards for 120 AHS patrons.

Youth Services Coordinator Brystan Strong and Lorence attended Wilson Elementary's (MED) first Family Fitness Fair: Fit Body, Fit Mind, Fit Spirit. Families were introduced to JCLS resources, including Beanstack, Dolly Parton Imagination Library, Hoopla, Brainfuse, and KanopyKids. Lorence also co-taught a Children and Adolescent Literature class at South Medford High School and demonstrated methods of connecting youth to books for future educators.

Teen Services Librarian Jackie Keating started her spring outreach to schools, visiting Ashland High School on Mondays and Ashland Middle School on Thursdays at lunchtime with various pop-up programs. Programs included a video game tournament on the Nintendo Switch, a rock painting program, and a board game day. Keating is hopeful that with consistent visits, word will get out, and these lunchtime programs will continue to grow in attendance.

A field trip of about twenty kindergarteners and several parent chaperones from the Medford Montessori school came to the Medford Children's department for a tour and a storytime. Twelve students received new library cards, and everyone left with at least one book. On-call substitute Golden Rogers did a fantastic job handling the tour and telling the kids about library services.

Spark Space Specialist Kayla Adamiec is beginning a creative writing class that piggybacks onto a group that meets at Crater High School. She visited the high school twice in March to speak to the students about library programs and build rapport. She also presented a pop-up lunch program to connect with students.

Shady Cove hosted three class visits in one day. The Friends of the Shady Cove Library gave each child a new book. The kindergarten class was so large that they were split into two groups. While one group was in the meeting room picking out a book, the other group was in the children's area listening to a story. After the kindergartners left, a first and second-grade class visited, keeping staff busy and well entertained.

White City had six classes come through over three days for class visits from District 6 in Central Point and Kids Unlimited in White City. More than 120 kids learned about the library, signed up for library cards, and every kid got to take a book home to keep.

Social Services

March has been a challenging month for the Social Service Team, who have been very busy serving the community in this harsh weather. The team has focused on changing the way in which resources are distributed within the libraries. They will be more intentional about the days and times that staff are passing out resources, allowing them to get back to the original scope of the Social Services program of being a referral-based system. In the months to come, staff will analyze how these changes affect the library as a whole while still continuing to support patrons and the community in the most impactful way.

One highlight from the month of March was that one of the social services patrons graduated from the Goodwill Work source program. He now has work experience and references and is looking to find employment to help him get off the streets and live independently. Staff will continue to provide support as he writes a resume and applies for jobs.

Finance

The District's audit for fiscal year 2022 is complete. KDP will file the audit report with the state by the end of April. The audit for fiscal year ending 2023 will begin in late summer, and the intention is to now be on schedule for future audits. The Finance Department is working with KDP to set up the timeline for the FY23 audit.

The FY24 budget process is underway and the Budget Committee work session on March 29th went smoothly. The Finance Department and Admin team are working diligently to finalize the budget documentation and presentation in preparation for the May 3rd Budget Committee meeting.

The Finance department has also been working with the Finance committee to review and update the Library's Financial Policies so that they will align with Generally Accepted Accounting Principles and best practices as the District continues to grow. The policies will be presented to the Board for approval in May.

Human Resources

March brought to a close all of the recruitment efforts for Phase II of expanded hours. Orientations finished for the Lower Rogue new hires, and job offers and paperwork were completed for new Upper Rogue employees. All staff who were approved for additional hours have started their new schedules, and with just the last two positions in recruitment, the HR Team has met the target of hiring for expanded hours.

The Supervisor Series, a bi-monthly training for supervisors, was held mid-March and explored neurodivergence in the workplace. Supervisors explored ways to be more inclusive and diversify the ways they communicate and give directions to direct reports and coworkers.

The Annual Performance Evaluation process started in late March. HR staff sent communication to staff concerning evaluations and provided training for supervisors. This year is the first time the process has been done electronically through PeopleStrategy, and the HR Team was excited to offer a more streamlined process.

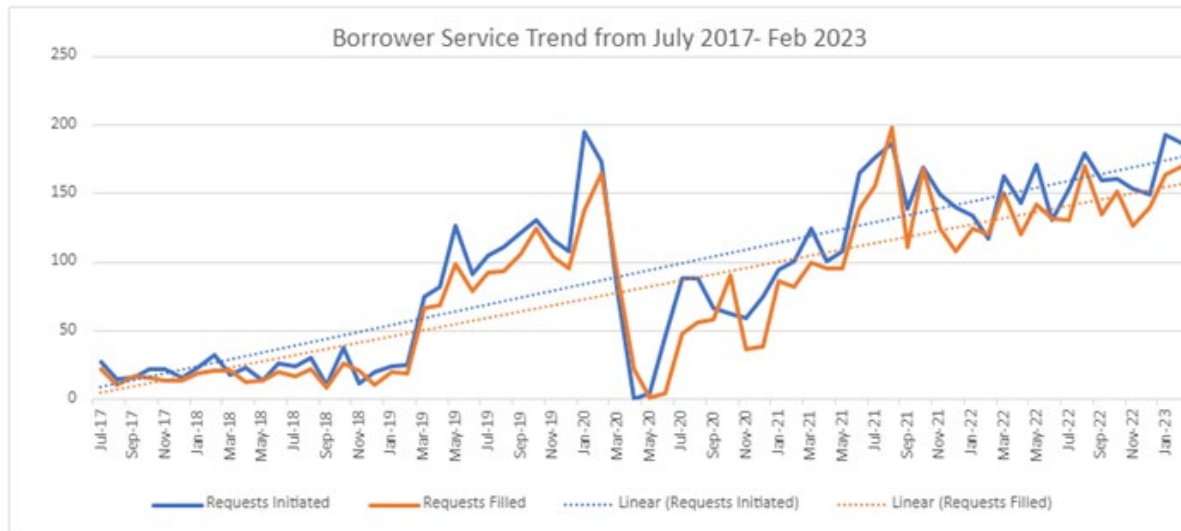
Support Services

Collection Development (CD)

The Collection Development Department partnered with the Digital Services Department to update staff about the upcoming sunsetting of the Overdrive App on May 1st so that staff can accurately explain this change and its potential impacts to patrons. The email included resources that staff can use to better familiarize themselves with Libby, which will soon be the only mobile app that can be used to access Library2Go ebook and audiobook content.

The Pollinator Project Rogue Valley reached out to Adult Selection Librarian Felishia Jenkins to offer a donation of their new book *Rogue Valley Pollinator Anthology*. Jenkins took the opportunity to bring in Adult Services Coordinator Katrina Ehrnman-Newton to help create a new partnership that may lead to future programming. The book has been evaluated by staff and will be added to the collection in the coming months.

Technical Services (TS)



Since implementing OCLC FirstSearch in January 2021, the service, which allows patrons to make Interlibrary Loan (ILL) requests online, has steadily grown in popularity. Technical Services staff recently took a deep look into the history of transactions on both sides of the ILL process, both the books borrowed from other libraries for JCLS patrons, and the materials JCLS lends to other libraries. The data analysis shows the value of this specialized service for JCLS patrons.

Information Technology (IT)

The IT project to replace aging Uninterruptible Power Supplies (UPS's) at all branch locations is now complete. UPS's provide backup power in case of power outages and the upgraded units will enable branches to stay online for up to a couple of hours during an outage.

The WiFi upgrade project has also finished. The newly installed wireless access points (WAPs) provide better speeds, stronger transmission signals, support WiFi 6, and are more reliable. Thirteen of the fifteen branches also received new outdoor WAPs which provide expanded WiFi internet access to library parking lots and surrounding areas, even when the branches are closed.

Facilities

The long-awaited Ashland HVAC Replacement Project has commenced. The project has been divided into three phases, with various service interruptions dependent on the contractor requirements for each phase. Phase I began on March 14, 2023, and was completed on schedule. The Ashland Library closed to the public completely on March 27 and 28 in order to clear space in the staff workroom for the contractors and prepare for the Phase II Front Door Service, which began on March 29 and will continue through most of April. During Phase III, public access inside to the main level will be restored, and the entire project is anticipated to be completed in mid-May.



JACKSON COUNTY LIBRARY FOUNDATION

Executive Director's Report – April 2023

JCLD Audit: Ginny continues to work with Robin, Jessica, and the JCLD Finance Manager and auditors to provide the documentation necessary for the JCLD audit to fiscal year '21-'22.

Kate Lundquist has been hired as the part-time administrative assistant for the Foundation. Her first day was February 27, 2023. She brings a great deal of nonprofit administrative skills to this position and is a great asset to our organization.

Phil Meyer, President/CEO of SOPBS has joined the JCLF Board of Directors. Phil served as President and CEO of Valley PBS in Fresno, California, as Station Manager at WTIU in Bloomington, Indiana as well as Director of Marketing and Membership while at WCET-TV in Cincinnati, Ohio. He earned his Bachelor of Science degree in Graphic Design and his Master of Business Management degree from the University of Cincinnati, Ohio. He also received his Certification of Nonprofit Management from Indiana University in Bloomington, Indiana.

The White City Friends of the Library have dissolved and the remainder of their assets will be held in a fund for the White City Branch by the Foundation.

A behind-the-scenes tour took place at the Medford Library on March 10th at 8:30 am. Guests received a tour of the facility and the DART van.

Library Giving Day was on April 4th. Letters arrived in mailboxes around March 16th. The Campaign raised more than \$24,000 (gross) as of the writing of this report, from more than 315 donors. More than 235 of those were new donors to the Foundation. Generous donors provided a challenge gift that totaled \$5,000 and many donors appreciated and took advantage of this opportunity to double their donations.

The JCLF Board of Directors hired Sharon Griggins of Library Strategies to facilitate a study session on March 16, 2023. During this meeting, the board reaffirmed its commitment to the JCLF mission *to secure and steward resources that support and enhance Jackson County Library Services*. The JCLF Board of Directors also discussed the current MOU and potential requests for adjustments to be discussed at the upcoming Relationship committee on April 11, 2023.

Kari May, JCLS Library Director, presented three potential projects for the Foundation to fundraise for in FY '23-'24 at the JCLF March board meeting. The Board will be voting on one of these projects to focus fundraising efforts on at their April Board meeting.



April 17, 2023

Title: Finance Report

From: Brittany Brite, Finance Manager

Recommendation:

The Finance Committee recommends that the JCLD Board accept the 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 3/12/2023 has been included. Encumbered funds are not reflected in the accompanying report.

Third quarter financials for the District look healthy. Property tax revenues are 97% of budgeted and the District expects to receive a couple more distributions before fiscal year end. Other Income has exceeded budgeted expenses due to higher-than-expected interest rates and the County's Heavy Equipment Tax distributions. Other income also includes fees for ILS services, restricted revenues, unrestricted donations and printing, and copying and fines at the branches. The LGIP interest rate increased to 3.75% at the end of January 2023.

General Fund

Year to date expenses in the general fund are approximately \$8.8M and are at 58.8% of budgeted. Personnel expenses increased in the third quarter, which is a direct correlation with the December increase in hours at Medford and Ashland. On April 10th, the District completed the final phase of hours expansion, and that will be reflected in a full quarter of increased personnel expense at the fiscal year end. Personnel expenses are expected to come in under budget at 91%, or approximately \$730,000.

Fiscal Year 2023 Personnel Cost Analysis		
Q1 - Q3	Salaries & Wages	4,172,675.00
	Fringe	1,757,372.00
Q4 (based on new info)	Salaries & Wages	1,628,662.56
	Fringe (50% of Salaries)	814,331.28
Total Projected Salaries & Wages		5,801,337.56
Total Projected Fringe		2,571,703.28
Total Cost		8,373,040.84
Budgeted		9,109,005.00
Difference		(735,964.16)

Administrative expenses increased by approximately \$175,000 which is the because of the property and casualty insurance as well as the audit costs. Meetings & Travel expenses are currently higher than budgeted. This is due to the conference expenses early in the fiscal year and the return of In-District travel. Although library materials are 52.4% of budgeted, there is approximately \$220,100 of encumbered funds not reflected in the report. With encumbered funds, the library materials expenditures are sitting at approximately 70% of budgeted.

Capital Improvement Fund

The Ashland HVAC is underway and progress billing has begun. Currently \$172,787 has been expensed. The District expects to see the remainder of the billing in the 4th quarter. In addition, the District purchased a Ford Bronco for the Outreach Department under Capital Outlay. Other budgeted projects in the Capital Improvement fund include the Ashland roof, Parking lot stripes, gutters and other similar projects. The District expects that the Ashland roof project will not be completed in the current fiscal year.

Miscellaneous Grants Fund

The District has received approximately \$125,000 in grant revenues in the first three quarters. These grant revenues include funding from the Carpenter Foundation, Friends groups support, OCF Social worker grant, and other grants through Jackson County Library Foundation. In addition, the District received reimbursement from the federal Emergency Connectivity Fund (ECF) for the Chromebooks purchased in FY22.

Expenses for the first three quarters mostly consist of programming expenses that are covered by the Friends groups and Foundation, as well as Hulburt funds.

Conclusion

The District continues to analyze budgeted vs actual amounts and what expenses the District expects to fall in fiscal year 2023 versus fiscal year 2024. The District is also working with Incode support to create a new report with budgeted and actual numbers so that reports can be pulled more efficiently for timely financial analysis for both staff and the Finance Committee.

Overall, the financials are in compliance and good standing when compared to the budget as of March 31st, 2023.

Policies, Plans, and Goals Supported:

The presentation of these financial statements follows Policy 2-1 “Financial Management” which states that the District’s Finance Manager 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, 2023, and has been reviewed by the Finance Committee. Data was pulled on April 5th, 2023, from Incode.

Attachments:

Fiscal year 2023 Q3 financial report PDF.



% of Year 75.0%

For Period: 7/1/2022 through 3/31/2023

General Fund

	Budget	Actual	Variance	% of Budget
Beginning Fund Balance	\$ 10,750,000	\$ 10,354,974	\$ (395,026)	96.3%
Revenues	Budget	YTD	Variance	% of Budget
Property Taxes	\$ 12,013,936	\$ 11,663,224	\$ (350,712)	97.1%
State Grant Revenue	\$ -	\$ -	\$ -	0.0%
Other Income	\$ 237,500	\$ 352,209	\$ 114,709	148.3%
Total Operating Revenues	\$ 12,251,436	\$ 12,015,433	\$ (236,003)	98.1%
Transfers IN from Other Funds	\$ -	\$ -	\$ -	0.0%
Total RESOURCES	\$ 23,001,436	\$ 22,370,407		
Expenses	Budget	YTD	Variance	% of Budget
Personnel Services				
Salaries & Wages	\$ 6,470,089	\$ 4,178,718	\$ (2,291,371)	64.6%
Fringe	\$ 2,638,916	\$ 1,751,329	\$ (887,587)	66.4%
Total Personnel Services	\$ 9,109,005	\$ 5,930,047	\$ (3,178,958)	65.1%
Materials & Services				
Administrative	\$ 310,100	\$ 259,647	\$ (50,453)	83.7%
Training & Recognition	\$ 56,250	\$ 14,348	\$ (41,902)	25.5%
Programs	\$ 339,750	\$ 155,517	\$ (184,233)	45.8%
Meetings & Travel	\$ 19,400	\$ 16,524	\$ (2,876)	85.2%
Facilities & Contracted Services	\$ 1,527,911	\$ 928,307	\$ (599,604)	60.8%
Computers & Equipment	\$ 488,100	\$ 251,786	\$ (236,314)	51.6%
Library Materials	\$ 1,555,000	\$ 814,402	\$ (740,598)	52.4%
Utilities	\$ 400,000	\$ 231,917	\$ (168,083)	58.0%
Telecom	\$ 260,000	\$ 220,069	\$ (39,931)	84.6%
Other Materials & Services	\$ 40,500	\$ 20,727	\$ (19,773)	51.2%
Total Materials & Services	\$ 4,997,011	\$ 2,913,244	\$ (2,083,767)	58.3%
Capital Outlay	\$ 250,000	\$ 373	\$ (249,627)	0.1%
Contingency	\$ 680,000	\$ -	\$ (680,000)	0.0%
Total Operating Expenses	\$ 15,036,016	\$ 8,843,664	\$ (6,192,352)	58.8%
NET REVENUES/EXPENSES	\$ (2,784,580)	\$ 3,171,769	\$ 5,956,349	NA
Transfers OUT to Other Funds	\$ 300,000	\$ -	\$ (300,000)	0.0%
Ending Fund Balance	\$ 7,665,420	\$ 13,526,743	\$ 5,861,323	176.5%
Total REQUIREMENTS	\$ 23,001,436	\$ 22,370,407		



% of Year 75.0%

For Period: 7/1/2022 through 3/31/2023

Capital Improvement Fund

	Budget	Actual	Variance	% of Budget
Beginning Fund Balance	\$ 4,550,000	\$ 5,171,207	\$ 621,207	113.7%
Revenues	Budget	YTD	Variance	% of Budget
Interest Income	\$ 30,000	\$ 80,524	\$ 50,524	268.4%
Total Operating Revenues	\$ 30,000	\$ 80,524	\$ 50,524	
Transfers IN from Other Funds	\$ 300,000	\$ -	\$ (300,000)	0.0%
Total RESOURCES	\$ 4,880,000	\$ 5,251,731		
Expenses	Budget	YTD	Variance	% of Budget
Materials & Services				
Programs	\$ 200,000	\$ -	\$ (200,000)	0.0%
Facilities & Contracted Services	\$ 970,000	\$ 172,787	\$ (797,213)	17.8%
Total Materials & Services	\$ 1,170,000	\$ 172,787	\$ (997,213)	14.8%
Capital Outlay	\$ 2,030,000	\$ 38,284	\$ (1,991,716)	1.9%
Total Operating Expenses	\$ 3,200,000	\$ 211,071	\$ (2,988,929)	6.6%
NET REVENUES/EXPENSES	\$ (3,170,000)	\$ (130,547)	\$ 3,039,453	NA
Transfers OUT to Other Funds	\$ -	\$ -	\$ -	
Ending Fund Balance	\$ 2,850,000	\$ 5,213,447	\$ 2,363,447	182.9%
Total REQUIREMENTS	\$ 6,050,000	\$ 5,424,518		



% of Year 75.0%

For Period: 7/1/2022 through 3/31/2023

Miscellaneous Grants Funds

	Budget	Actual	Variance	% of Budget
Beginning Fund Balance	\$ 1,370,000	\$ 905,491	\$ (464,509)	66.1%
Revenues	Budget	YTD	Variance	% of Budget
Grants & Donations	\$ 250,000	\$ 125,695	\$ (124,305)	50.3%
Interest	\$ 14,000	\$ 69,605	\$ 55,605	497.2%
Total Operating Revenues	\$ 264,000	\$ 195,300	\$ (68,700)	74.0%
Transfers IN from Other Funds	\$ -	\$ -	\$ -	
Total RESOURCES	\$ 1,634,000	\$ 1,100,791		
Expenses	Budget	YTD	Variance	% of Budget
Personnel Services				
Salaries & Wages	\$ 300,000	\$ -	\$ (300,000)	0.0%
Fringe	\$ -	\$ -	\$ -	
Total Personnel Services	\$ 300,000	\$ -	\$ (300,000)	0.0%
Materials & Services				
Training & Recognition	\$ -	\$ 63	\$ 63	
Programs	\$ 650,000	\$ 77,516	\$ (572,484)	11.9%
Computers & Technology	\$ -	\$ -	\$ -	
Library Materials	\$ -	\$ 4,460	\$ 4,460	
Total Materials & Services	\$ 650,000	\$ 82,039	\$ (567,961)	12.6%
Capital Outlay	\$ 250,000	\$ -	\$ (250,000)	0.0%
Total Operating Expenses	\$ 2,150,000	\$ 82,039	\$ (2,067,961)	3.8%
NET REVENUES/EXPENSES	\$ (1,886,000)	\$ 113,262	\$ 1,999,262	NA
Transfers OUT to Other Funds	\$ -	\$ -	\$ -	
Ending Fund Balance	\$ (516,000)	\$ 1,018,753	\$ 1,534,753	197.4%
Total REQUIREMENTS	\$ 1,634,000	\$ 1,100,791		



JCLD Board Meeting

Agenda Item Memo

Date: April 17, 2023

Title: Updated Technology Plan FY23-FY25

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

Summary:

Presenting revisions to the JCLS Technology Plan, a rolling three-year guiding document from the current fiscal year FY23, out to FY25. Updates include goals and objectives aligned with the JCLS Strategic Plan 2022-2026 and serve to guide technology budget priorities.

Recommendation:

It is recommended that the Board approve the revised Technology Plan FY23-FY25.

Resource Requirements:

The Technology Plan itself does not have a cost, though its elements represent budgetary priorities and commitments.

Policies, Plans, and Goals Supported:

The Technology Plan provides a framework and summary of library technology plans for staff and the board, in alignment with the relevant technology goals identified in JCLS's Strategic Plan.

Background and Additional Information:

The previous Technology Plan was adopted by the Jackson County Library District Board on February 13, 2020 and served to guide technology priorities from FY20-FY22. At that time, it was developed and presented by the Technology Committee. With the dissolution of the Technology Committee at the end of FY22, plan revisions this year were undertaken by Vath and Scoggins with input from Joan Vigil, Assistant Director of Public Services and Kari May, Library Director.

Attachments:

Technology Plan FY23-FY25

Adopted by the Jackson County Library District Board on <date>

GENERAL STATEMENT

Jackson County Library Services (JCLS) is the second largest public library jurisdiction by population in Oregon, serving over 223,000 residents through fifteen branch libraries located throughout the county. Technology services are extensive and include in-branch offerings such as computers with internet access at all 15 locations, free Wi-Fi in and around library buildings, public printing and copying, Spark Spaces for kids and teens at select branches, and specialty technology assistance through the Outreach Department's Digital Services team. Through JCLS, Jackson County residents have access to free meeting room spaces equipped with AV equipment at most branches. Other technology services include circulating Wi-Fi hotspots and digital devices for reading, downloading books and magazines, and for accessing the internet at home. The DART (Direct Access to Technology) Van was added in 2021 and offers a mobile hotspot and technology outreach wherever it travels in the County.

MISSION and VISION

The mission of the Jackson County Library Services (JCLS) is to connect everyone to information, ideas and each other. The JCLS Technology Plan aligns with the strategic direction, goals and objectives of the Library as expressed in the Jackson County Library District *Strategic Plan 2022-2026*. JCLS vision is that through Jackson County Libraries individuals reach their potential and our communities thrive. The Technology Plan's specific vision is for JCLS to be a leader among Oregon Libraries to help bridge the digital divide, and to support JCLS staff in providing innovative and relevant services for all Jackson County residents.

SCOPE

JCLS Technology Plan serves as a guide for developing and managing the technology tools and services which JCLS provides for its users and staff. The plan is a rolling three-year blueprint that leverages technological advances to improve customer service and provide staff with up-to-date tools, while supporting the mission and strategic priorities of the organization. The Library's goal is to provide the latest available technologies for Jackson County residents and visitors, within budgetary constraints. Library staff keep abreast of technology trends and participate in state and national surveys and conferences and engage with the community to understand their technology needs.

RESPONSIBILITY FOR PLAN PROGRESS

Final responsibility for library technology services rests with the Library Director. Under the Director's guidance, the Assistant Director of Support Services and the Technology and Innovation Manager are responsible for implementing, evaluating, and expanding all library technology services for the Library.

TECHNOLOGY GOALS AND OBJECTIVES

GOAL 1: Improve equitable access to services via library technologies.

OBJECTIVE 1 – Accessibility Enhancements

Initiatives for this goal include evaluating opportunities to enhance inclusivity and accessibility options on multiple technological fronts. -From enhancing the Library website’s functional accessibility to delivering accessible equipment enhancement options at public computers, to ensuring wheelchair accessible branch catalog and public computer stations, to expanding assisted listening tools, and more. It also includes updating the website with information about JCLS’s accessible offerings to increase awareness of and to better serve the general public and to be inclusive of neurodiverse users.

OBJECTIVE 2 – Ongoing Library Website Improvements

Creation of a Website Committee to elicit and discuss staff and patron feedback to recommend improvements to the JCLS website and public catalog is a strategy to meet a specific desire to increase usability and user-friendliness of JCLS’s online presence. Leading this Committee is Michael Stanfield, Website Specialist, who will work with key staff from public and support services and then implement approved changes.

OBJECTIVE 3 – Increasing Access to Library Services and Technology

Expanding access to library services and ensuring an equitable delivery of technology offerings across all branches is the core of this objective. Implementation of holds pick up lockers that will offer access to library materials 24/7 is key among the projects in this objective. Other tasks include ensuring color printing and scanning/faxing services at all 15 branches and exploring options with printing procedures at public computers.

GOAL 2: Maintain and Enhance a Robust Technology Environment

OBJECTIVE 1 – Specialty Equipment Upgrades

Jackson County Library Services aims to continuously enhance and improve library services. To this end, plans include an upgrade of Medford’s Large Meeting room A/V technologies to accommodate multiple uses of the space, including library programming, public meetings, and internal staff uses. Other upgrade initiatives include supporting evolving Spark Space and DART Van equipment needs, evaluating and supporting circulating technology such as hotspots and digital reading devices, and upgrading self-checkout machines.

OBJECTIVE 2 – Increasing Efficiencies through Technology

Use of technology can help increase efficiency and improve general workflow, procedures, and accountability. The evaluation and potential implementation of an asset management tool for IT equipment and peripherals, as well as mobile device management software for circulating hotspots are two key areas being explored. Also desirable is for JCLS to transition from a barcode-based circulation

system, to an RFID system, a major project which, when completed, will allow for new opportunities for innovation and efficiencies for both library staff and the public.

OBJECTIVE 3 – Supporting Foundational Technology and Equipment

Planning for maintenance, replacement of equipment, and future upgrades are crucial to provide consistent services. The IT department follows documented schedules for all manner of staff-specific, public-facing, and infrastructure-related equipment and software which are on regular replacement and upgrades cycles that vary according to equipment type in accordance with the budget as well as staff and operational capacity.

GOAL 3: Ongoing Improvements to Network Security and Technology Infrastructure

OBJECTIVE 1 – Cybersecurity Enhancement

Maintaining a secure network through best practices in cybersecurity is essential to library operations. Putting a focus on mitigating risks and ensuring up-to-date equipment and procedures is an enduring high priority.

OBJECTIVE 2 – Data and Patron Privacy Management

Ensuring patron privacy is a key tenet among libraries. As such, JCLS plans to engage in a privacy audit to identify areas for improvement and solidify best practices for online privacy, data management and security.

OBJECTIVE 3 – Staff Education around Cybersecurity Best Practices

The final component which brings together the objectives of this goal is staff training. IT is committed to championing the importance of cybersecurity and privacy best practices and will work with other stakeholders to follow through on educating our staff about these critical areas.

CONCLUSION

As JCLS looks to the future and works to execute the goals of the Strategic Plan 2022 –2026, developing a plan that is quantifiable and measurable is essential. Technology efforts not only include equipment available to patrons and staff, but also best practices and training. By evaluating and meeting the needs of existing customers and card holders, the Library District can reach out to non-library users so they too may benefit from all the Library District has to offer as a leader among Oregon libraries.



JCLD Board Meeting

Agenda Item Memo

Date: April 17, 2023

Title: 2024 COLA Recommendation

From: Brynn Fogerty, HR Manager, and Kari May, Library Director

Summary:

As part of the annual budget process, the HR Manager conducts a study to determine Cost of Living Adjustments (COLA). A COLA is an increase in wages to counteract inflation. Analyzing and adjusting wages on an annual basis is part of the efforts of JCLS to retain employees and maintain a competitive compensation package. The study has concluded and based on the COLA methodology presented to the Board in March 2023, the HR Manager recommends a 5% COLA for FY24.

Recommendation:

The HR Manager recommends the Board adopt a COLA of 5% FY24.

Resource Requirements:

A 5% COLA will be incorporated into the salary schedule and budget for FY24.

Policies, Plans, and Goals Supported:

Fair and competitive compensation is a pillar of Goal 4 in JCLS' Strategic Plan, nurture the Library's infrastructure.

Background and Additional Information

Based on the Methodology presented last month, the HR Manager conducted an analysis, a summary of which is provided.

2023 COLA Comparisons					
Local Governments			SSA CPI	8.70%	
City	5.00%				
City	5.00%		Libraries		
District	5.00%		Colorado Library	5.00%	
District	5.00%		Oregon Library	5.00%	
District	6.00%		Colorado Library	5.00%	
Education	3.00%		Library Average		5.00%
Education	6.50%				
Regional	3.00%				
Regional	5.00%		Average	5.17%	
Local Average		4.83%			