



**JACKSON COUNTY LIBRARY DISTRICT (JCLD)**  
**REGULAR BOARD MEETING AGENDA**  
**Board 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>  
**August 21, 2023, at 4:00 p.m.**

**CALL TO ORDER/ROLL CALL**

**LAND ACKNOWLEDGEMENT**

**INTRODUCTIONS / PROCLAMATIONS**

**AGENDA AMENDMENTS AND APPROVAL**

**CONSENT AGENDA**

1. July 19, 2023 JCLD Board Meeting Minutes.....1
2. July 19, 2023 JCLD Board Executive Session Minutes.....4
3. July 22, 2023 Board Work Session Minutes.....5
4. Committee Charters – Facilities, Finance, and Data and Metrics.....6

**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)**

5. Library Director – Kelda Vath and Joan Vigil.....10
6. FY 2023 Annual Financial Report – Thomas McLanahan.....18
7. Statistical and Strategic Plan Report – Kelda Vath.....23

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

none

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

8. Facilities Master Plan – Kelda Vath

**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.*

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

9. Facilities Committee
10. Finance and Statistics Committee

**ADJOURNMENT**

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**FUTURE MEETINGS/EVENTS/OBSERVANCES:**

September 18, 2023 – JCLD Board Regular Meeting

September 20, 2023 – SDAO Board Member Relations, Expectations, and Ethics Training – Klamath Falls, OR

*The Jackson County Library District Board meets regularly at 4:00 p.m. on the third Monday of every month at the Medford Library in the Board Conference Room, unless otherwise noticed. You may find proposed agendas and prior meeting minutes at [www.jcls.org](http://www.jcls.org). If you have further questions or would like to be added to the email notification list, please contact Val Nowak at 541-774-6406 or [vnowak@jcls.org](mailto: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 Viki Brown (President), Kim Young (Vice President), Susan Kiefer, Marissa Barrientos Shepherd, and Kevin Keating.

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

### **CALL TO ORDER/ROLL CALL**

Acting Chair Viki Brown called the meeting to order at 4:02 p.m. Roll call was taken, and the Land Acknowledgement read.

### **INTRODUCTIONS / PROCLAMATIONS**

Oath of Office

Business Librarian and Notary Roslyn Donald issued the oath of office to Board Members Susan Kiefer, Marissa Barrientos Shepherd, and Kevin Keating.

Officer Elections

Director Brown opened the floor to officer nominations for FY2023-2024. Director Kiefer moved to nominate Director Brown for the position of Board President. Kim Young seconded the motion, and Director Brown accepted the nomination. The motion was approved by unanimous vote.

Director Keating moved to nominate himself for the position of Vice President. Director Kiefer moved to nominate Director Young for the position as well. Director Keating seconded the motion nominating Director Young, and Director Shepherd seconded the motion nominating Director Keating.

With Directors Kiefer, Young, and Brown voting for the election of Young, and Directors Keating and Shepherd voting for the election of Keating, Director Young was elected to the position of Vice President.

### **CONSENT AGENDA**

**MOTION:** Director Keating moved to approve all items on the consent agenda. Director Young seconded, and the motion was approved unanimously.

### **ORAL REQUESTS AND COMMUNICATIONS FROM AUDIENCE**

None.

### **REPORTS**

Library Director

Library Director May shared highlights from her written report. She noted that the video game collection has been very popular, and that the ASL sign language Storytime videos have been well received. JCLS joined the Urban Libraries Council in June. May concluded by giving a brief progress report on the book locker installation project in Shady Cove.

Director Young asked how the morning hours transition project has been going, and who the library is partnering with. The morning hours program has been moved to Max's Mission, next to Hawthorne Park. Brown noted that she

was glad to see attendees so enthusiastic about the Wildlife Images program.

Director May then showed a brief video presentation on the life cycle of a book within the library.

## SOHS Report

May introduced SOHS Archivist Jan Wright, who reported on the first half of the year for SOHS. In-person visits have increased, and she acknowledged the efforts of volunteers. She noted that there have been over 4,000,000 hits on the website, which have resulted in over half a million visits. She noted collaboration with the SOU Archives department, who are helping SOHS in the effort to get all of the glass-plate negatives digitized. Wright updated about the water damage to the SOHS building previously reported and shared that the archives were largely spared. Two boxes needed restoration, but most of the damage is limited to the building itself. Staff are very thankful that the contents were spared. The damages required a four-day closure, but the library has now reopened, and she invited all the board members to come in and tour the facility.

## UNFINISHED BUSINESS

### Finance Policies

The Finance policies that had been presented at the previous meeting have been reviewed and updated with the suggested language delineating between occurrences of should and shall.

**Motion:** Director Keifer moved to approve the Financial Policies as presented. Director Shepherd seconded, and the motion was approved unanimously.

### Suspension Guidelines

Director Brown introduced Assistant Director of Public Services Joan Vigil, who presented an overview of the guidelines and explained how the tables would be used by library staff and security to provide clarity regarding suspension. Director Young asked how many suspensions are currently active. Vigil stated that there are approximately twenty active suspensions, with varying lengths. Information regarding the suspensions is shared with library staff in order to provide consistency and clarity.

Vigil noted that if the length of a suspension is a month or longer, the individual is required to have a meeting with staff regarding behavioral expectations before the suspension is lifted. May noted that RVT and RCC are trying to make processes in alignment with each other, and this document would help to provide that.

**Motion:** Director Kiefer moved that the Suspension Guidelines be approved as presented. Director Keating seconded, and the motion was approved unanimously.

## NEW BUSINESS

### District Organizational Items

May opened the floor to discussion regarding adjustments to the District Organizational Items, including the regular meeting time. Director Keating asked if moving the paper of record to the RV Times would be appropriate. May responded that the paper had not been in print for twelve months, which is a requirement for legal notices. She noted that the paper of record would likely transition once they meet the requirements.

Director Young asked if the meeting times could be moved to a Monday or a Thursday. After discussion, the Board decided that the JCLD Regular Board Meetings would occur on the third Monday of the month at 4:00 pm.

**Motion:** Director Keating moved to approve the organizational items as amended. Director Young seconded, and the motion was approved unanimously.

### Committee Assignments

Director Brown gave an overview of JCLD committee expectations and processes, and invited members to consider where they might like to serve. Director Kiefer asked about designating a board member to handle responses to patron and community correspondences. That responsibility will rest with the Board President as part of the duties of the media liaison.

While committee assignments do not have to be confirmed at this meeting, May opened the floor to interested

parties. After discussion, Committee Membership was approved as follows:

Advocacy: Directors Kevin Keating, Kim Young

Policy: Viki Brown, Kevin Keating

Finance: Kim Young, Marissa Shepherd

Statistics: Kim Young, Marissa Shepherd

Facilities: Susan Kiefer, Kevin Keating

RVCOG Liaison: Viki Brown, with Kim Young as alternate

Jackson County Library Foundation Liaison: Susan Kiefer

JCLD/JCLF Relationship Committee: Susan Kiefer, Viki Brown

Media and Correspondence Contact: Viki Brown

May noted that with Director Keating's election to the JCLD Board, a citizen's vacancy has opened on the Budget Committee. Recruitment will take place later this year. May will determine if any other Budget Committee terms expire at the end of 2023.

#### Director Contract Extension

Director Brown provided a summary of the process behind the contract extension recommendation of increasing Director May's base salary at \$165,000, which includes the 5% COLA that all staff received, as well as a 5% market adjustment, based on the salary study conducted by HR Answers. Director Young explained the conversations with HR Answers in more detail. After a question from Director Kiefer regarding HR Answer's data source for the salary study, Young clarified that most of the data points came from other library systems. Other sources were state matches in level of responsibilities and duties, as most of the library data points were single-branch systems. Director Brown then shared the recommendation to increase Director May's vacation accrual rate from 160 hours to 200 hours per year. The Executive Committee recommended moving to a rolling cap set at 240 hours, 40 hours beyond the annual accrual rate, which is consistent with the policy in the District's Employee Handbook.

**MOTION:** Director Young moved that the Library Director's contract extension be approved, and the vacation accrual process adjusted as recommended. Director Keating seconded the motion. The motion was approved with Directors Brown, Keifer, Keating, and Young voting in favor. Director Shepherd abstained from the vote.

At 5:31, the Board adjourned into an executive session pursuant to ORS 192.660(2)(3). The executive session was adjourned and the Board rejoined the public session at 6:30. The Board did not take action or make a decision as a result of the session.

#### COMMITTEE AND BOARD MEMBER REPORTS

May made note of the future meeting occurrences and highlighted the conferences that will be offered during the upcoming months.

#### ADJOURN

President Brown adjourned the meeting at 6:35 p.m.

/s/ Val Nowak

Recording Secretary



## **MINUTES**

### **ATTENDEES**

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

Additional attendees: Kari May (Library Director), Riley McGraw (Legal Counsel), Kelda Vath (Assistant Director, Support Services), Joan Vigil (Assistant Director, Public Services), Kristin Anderson (Area Manager), and Val Nowak (Executive Assistant).

### **NEW BUSINESS**

At 5:31, President Brown called the executive session to order 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 Brown adjourned the executive session at 6:35 p.m. and rejoined the public meeting session already in progress.

/s/ Val Nowak  
Recording Secretary



## **MINUTES**

### **ATTENDEES**

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

Additional attendees: Kari May (Library Director), Stephanie Chase, Kelda Vath, Joan Vigil, and Val Nowak

**The Board session was called to order at 9:06 a.m.**

### **JCLD Board of Directors Annual Retreat**

Consultant Stephanie Chase led the Board in informational discussions regarding internal Board Member duties and communications.

Sessions included exploring member's individual strengths, and an overview of policy governance practices with a focus on the Carver Model. May provided a summary of the priority objectives for the year ahead, tied to the 2022-2026 Strategic Plan.

The Board adjourned for lunch from 12:40 – 1:15, and the session was adjourned at 4:10 p.m.

/s/ Val Nowak

Recording Secretary



Date: August 21, 2023

**Title:** Committee Charters and Workplans for 2023-2024

**From:** Kari May, Library Director

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**Summary:**

Following Board Policy and Procedures, three JCLD Board Committees have reviewed and revised their FY2023-2024 Charters and Work Plans and are presenting them to the Board for approval.

**Recommendation:**

The Library Director recommends the Board approve the attached charter and work plans through June 2023 for the following committees:

- Facilities
- Finance
- Data and Metrics

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

The charters and work plans presented comply with the process as outlined in District Policy 1-7, Board Committees.

**Background and Additional Information:**

Per policy, committees established by the Board are advisory in nature and shall have only the powers specifically delegated to it by the Board. Functions of each committee will be in writing as part of Board policy, a committee charter, or recorded in the minutes of the meeting at which the committee was established. The purpose and responsibilities of each committee shall be included in writing as part of the committee's charter.

**Attachments:**

- JCLD Facilities Committee Charter and Workplan 2023-2024
- JCLD Finance Committee Charter and Workplan 2023-2024
- JCLD Data and Metrics Committee Charter and Workplan 2023-2024



## **2023-2024 Charter and Work Plan**

### **Jackson County Library District Facilities Committee**

Presented to Jackson County Library District Board of Directors on August 21, 2023

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#### **Purpose**

The Facilities Committee will work with the Library Director to determine current and future needs of physical library spaces.

#### **Membership**

The Board appointed Susan Kiefer and Kevin Keating to the Facilities Committee; and Kari May, Kelda Vath, Joan Vigil, and Crystal Zastera as committee members. Jackson County Maintenance Superintendent Ryan DeSautel has also been invited to join the committee as needed.

#### **Responsibilities**

The Facilities Committee has the following areas of focus:

1. Lead the Facilities Master Plan Project Team with selected consultants
2. Track major facilities expenditures, including exterior signage updates and large furniture replacement requests
3. Provide high-level oversight of the facilities maintenance and custodial contracts
4. Guide major facilities projects, including outdoor improvement projects
5. Monitor and guide security and safety contracts and recommendations
6. Meet with the County annually to review the proposed budget and 5-year capital improvement plan

#### **Meetings**

The Committee will meet quarterly and report its activities to the Board. The committee will also meet as needed to work on the Facilities Master Plan. The Committee chair may invite any director, officer, staff member, expert or other advisor who is not a member of the Committee to attend, as needed for their expertise.

#### **Work Plan**

The Facilities Committee has established the following Work Plan for FY 2023-2024:

- August 2023: Review and award contract for the Facilities Master Plan (FMP)
- October 2023: Kick off the FMP Project Team, with regular meetings scheduled throughout the project
- Sept/Oct 2023: Issue RFP for designer for Phoenix Pollinator Garden project
- Oct/Nov 2023: Hold annual review meeting with County for facilities maintenance contract and 5-year capital outlay
- June 2024: Presentation of recommended FMP to the Board





## **2023-2024 Charter and Work Plan**

### **Jackson County Library District Finance Committee**

Presented to Jackson County Library District Board of Directors on August 21, 2023

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#### **Purpose**

The Finance Committee will provide oversight of the District's finances and ensure the District is operating within its established policies regarding fiscal management.

#### **Membership**

The Board appointed Kim Young and Marissa Shepherd as co-chairs; and Kari May, Kelda Vath, Joan Vigil, and Thomas McLanahan as committee members.

#### **Responsibilities**

The Finance Committee has the following areas of focus:

1. Regularly review financial reports
2. Work with staff to update the format and content of the District's annual budget
3. Review and develop fiscal policies and make recommendations to the Board for changes, as needed
4. Review the District's annual audit and accompanying management letters prior to filing the report with the Oregon Secretary of State

#### **Meetings**

The Finance Committee will meet quarterly and report its activities to the Board. The Committee may invite any director, officer, staff member, expert or other advisor who is not a member of the Committee to attend, as needed for their expertise.

#### **Work Plan**

The Finance Committee has established the following work plan for 2023-2024:

- November - December 2023 – FY2023 Audit Review
- Jan - March 2024: FY2024-25 Budget Prep
- December 2023: Issue Banking Services and Audit Services RFPs
- February-March 2024: Review proposals and award Banking Services and Audit Services Contract



## **2023-2024 Charter and Work Plan**

### **Jackson County Library District Data & Metrics Committee**

Presented to Jackson County Library District Board of Directors on August 21, 2023

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#### **Purpose**

The Data and Metrics Committee will ensure that the JCLD staff and Board have the tools and statistics needed to make data-driven decisions that impact the budget and strategic plan. The Committee will ensure that data collected and presented to the Board and the State is accurate and submitted on time.

**Membership:** The Board appointed Board members Kim Young and Marissa Shepherd as co-chairs; and Kari May, Kelda Vath, Joan Vigil, and Carrie Turney Ross as committee members.

#### **Responsibilities**

The Committee has the following areas of focus:

1. Review statistics and their accompanying narratives.
2. Integrate statistics into the budget planning and the strategic planning processes.
3. Review large data analysis projects and their accompanying narratives before they are presented to the Board.

#### **Meetings**

The Committee will meet quarterly and report its activities to the Board. The Committee may invite any director, officer, staff member, expert or other advisor who is not a member of the Committee to attend, as needed for their expertise.

#### **Work Plan**

For Fiscal Year 2023-2024, the Data & Metrics Committee has established the following Work Plan:

- Review biannual statistical reports related to the Strategic Plan and quarterly key performance metrics.
- September - October 2023 – Review annual state statistical report before presentation to the Board and submission to the state, with a deadline of October 31, 2023.
- Prepare for an OLA Standards review, including comparison to peer libraries, and plan for a benchmark review.



## Director's Report August 2023

### ***Support Services***

In July, two changes were made to collection shelving: Young Adult (YA) audiobooks have been integrated into the adult audiobook collection, and adult graphic novels have moved to their own section. Staff had noted that the YA audiobook section was not very active. Most teens today are not looking for audiobooks on compact discs, and YA audiobooks have a lot of crossover appeal with adults. Now that they have been interfiled, the titles have already seen an increase in circulation.

The graphic novel relocation is one step in a larger interdepartmental project. Technical Services staff have been working closely with Collection Development Manager Laurin Arnold to re-catalog the collection so the items are more accessible to patrons looking for the genre. Prior to this transition, graphic novels were classified throughout the non-fiction section and were not always easy to find. New collection codes have been created, and relabeling is underway. Every item in the collection is being evaluated by staff, with well-used copies being replaced, and gaps in series filled in. Plenty of new titles are being added, too.



While adjustments to the catalog are underway, branches have been preparing by collecting the books in dedicated shelving. Staff have been noting a lot more traffic to this collection now, especially since adding signage and displaying popular titles. Ashland Librarian Brianna Levesque writes, "I've seen patrons I don't recognize and regulars discovering it. One regular patron told another, 'Have you seen this? They have actual adult graphic novels now!' Of course, we had them before, but they were difficult to find; it's great they are getting more visibility!"

### **Collection Development**

Collection Development continues to streamline and improve the Suggest a Purchase process, allowing them to stay on top of patron and staff requests. This work has been noticed and commented upon by staff and patrons. One patron comment left in the suggestion form read, "I like this new purchase request format! Simpler and faster. Thanks."

The Library of Things Task Force has updated the structure of Library of Things (LOT) work going forward. Selection will be handled exclusively by the Collection Development Manager using the selection, weeding, donation, and maintenance/repair guidelines that the task force is currently creating. Once purchasing and weeding items restarts, a Book Club Bag Committee will be created. This group will design a release schedule that will keep the selection fresh throughout the year, select and weed out bags, and create discussion topics to be included in the kits.

## Technical Services

This fiscal year's materials budget went live July 3, and orders were ready to be submitted right away. The Collection Development Team's proactive approach to selecting physical items, digital collections, and library database renewals has helped to set JCLS up for a successful spending year. Technical Services Manager Ashley Johnson reports that this has been the smoothest and quickest Acquisitions budget rollover JCLS has had in many years.

## Information Technology

Website Specialist Michael Stanfield has been working with hosting vendor Stirling Brandworks to upgrade the JCLS website's search engine. This change offers improved search results and the ability to adjust relevancy rankings as needed. **(Note: this upgrade does not impact the public catalog, Aspen, only the website search.)**



Stanfield also worked with ILS Administrator Kris Becker to expand the website accessibility widget to the public catalog pages. Users can click on the accessibility icon to expand the menu and select from options such as increasing text and cursor size, adjusting contrast, and changing the font to one easier to read for dyslexic users.

## Facilities

The Request for Proposals (RFP) for Facilities Master Planning services closed on August 4, 2023, and the Facilities Committee met to review proposals on August 10, 2023, before holding interviews with the top bidders. The Committee anticipates making a decision by the end of August and will bring a contract to the Board for approval in September.

The Ashland HVAC project hit a bumpy patch during the recent July heat wave. Unfortunately, issues with the cooling system resulted in unexpected branch closures due to exceedingly high temperatures in the building. Fortunately, the situation has been resolved. Contractors and the County were on-site addressing the issues with the cooling system, and the new system is almost fully operational. JCLS and the County are working together with the contractor to ensure that all systems are stable and functioning optimally before the final walk through.

## Public Services

### Central Area

#### Medford Branch

Wildlife Images continued their programming tour with a visit to the Medford Children's department in July. Patrons listened to a presentation about the organization's mission and then were introduced to some very special guests. Children, adults, and staff across multiple departments were delighted to meet their animal ambassadors; Peter the Possum was a particular favorite.

Medford Teen's *One Day at Camp Half-Blood* – a Percy Jackson-themed program – was so successful that the department held it twice. Teens were sorted into cabins and quizzed on Greek mythology trivia. They also enjoyed crafts and themed snacks. Drachmas were awarded as prizes for trivia, and attendees went home carrying craft kits to make an ocean in a bottle and a paint-your-own camp flag.



Patrons of all ages joined in for the Medford Library Game and Puzzle Swap. Attendees brought in their gently used board games and puzzles and took home some new ones in exchange. Jigsaws in particular were very popular, with some patrons bringing in more than ten puzzles and exchanging them for different ones.

Adult Services staff leapt into action when a frightened patron called to ask for the status and location of a wildfire that had sprung up near her home in the Ruch area. The team was able to quickly provide her with Oregon Department of Forestry information from the Fire Watch app. Fortunately, the updates were positive, and the patron was relieved and grateful. She asked if there was a non-app resource for such news, and the team sent her links to the browser version of Fire Watch as well as the KDRV "FireWatch" website page, which contains similar information.

Adult Services Librarians Spencer Ellis and Kayla Samnath partnered with the Housing Authority at the Concord Apartments, where they led a craft in which patrons were given supplies to create their own bookmark or color a premade version. They then laminated them and added a tassel as a finishing touch. Multiple attendees made two or three bookmarks.



### **Central Point**

Stuffed Animal Storytime was a huge hit! Young library patrons brought their beloved plush friends to the library for an evening “campfire” program, complete with stories, snacks, and songs. After the program was over, the kids wished their friends goodnight and left their stuffed animals to have a special slumber party in the library, where they got up to all sorts of shenanigans. Photos were taken of the animals participating in various library activities and then collected into a slideshow to be shared with the kids and their parents. When the kids were reunited with their friends the next day, they loved hearing about all of the silly things the animals were up to overnight.



### **Lower Rogue**

#### **Rogue River**

Be on the lookout in this upcoming month’s issue of the *Rogue River Press* for what will be the first of a monthly article that includes updates on library services and programs offered at the branch.

#### **Ruch**

Branch Manager Megan Pinder met with Resource Specialist Michael Workman to discuss ways to connect Ruch patrons with community resources for underserved populations. The branch added Naloxone to its first aid kit and created a display of hygiene kits and community resources. Ten hygiene kits and several handouts have already been utilized.



### **Upper Rogue**

#### **Butte Falls**

Butte Falls offered a rock painting passive program during July. Many of the young patrons who regularly visit the branch have expressed to staff how much they love crafts. One of their parents had seen that the Shady Cove library had offered a similar program, and staff were happy to fulfill the request. Staff laid out art supplies and provided minimal instruction to make this activity available for whoever wanted to join in. Participants painted 29 rocks to create a colorful and fun addition to the walkway behind the Library. A drawing was held to select a name for the new installation, and staff are delighted to introduce Dizzy the Library Snake.

Later, teens had another chance to get crafty with a painting program. Beverages were provided for the artists to enjoy while they were guided through painting a sunflower. Everyone reported that they’d had a great time and were happy to take home a new piece of art.





## Eagle Point

On July 4<sup>th</sup>, the Eagle Point staff participated in the Eagle Point Star Spangled Everything Fair. They set up a booth in front of the library where library staff signed people up for library cards, answered questions about increased hours, promoted Summer Reading, and gave away small prizes. A face painter was on hand, and staff provided temporary tattoos. The front doors of the branch were open so people attending the fair could use the restrooms and drinking fountains. In the four hours Eagle Point staff were there, they had over 680 interactions with the public.



The Eagle Point Women's Club Piecemakers took over the display case this month with a beautiful presentation of Contemporary Quilting. Alongside more traditional quilts, there are colorful bags, banners, and even portraits created with quilting techniques.

## Prospect

Take and Makes continue to be one of the most popular offerings at the Prospect branch. In July there were a variety of options, including ice cream pops, mystery game bags, and a suncatcher craft that encouraged young makers to find interesting summer flowers and plants. Young patrons seemed especially excited with the suncatchers, and that kit flew off the cart. For those who linger in the library, Prospect added bright and inviting seating to their teen area, giving patrons a cozy spot to curl up and read.



## Shady Cove

Shady Cove hosted Summer School class visits during the week of July 11. Community Librarian Evelyn Lorence and Education Services Specialist Stephanie Polendey set up a book speed dating activity, which the kids had specifically asked for. They loved browsing the books' "profiles" and choosing the ones that best matched their interests.



Later that week, the branch welcomed the Moala family, who presented a Hawaiian dance program featuring regional styles of dance such as Tongan, Tahitian, and Maori. Presenter Chawna Moala told Hawaiian folklore stories and afterward discussed the history of the islands. The children in the audience were chosen to come up front and learn a dance. The kids did a wonderful job, and the dance was enjoyed by all.



## White City

White City celebrated Shark Week by creating Shark Bookmarks. The kids loved crafting toothy creations that will help them devour all of the books that they check out. After the program, staff assembled take & makes with the leftover supplies, and kids loved making them at home, too.

## Bear Creek

### Ashland

July was a fun and busy month in the Ashland Children's department. John Jackson of Bugs R' Us educational services wowed a large crowd of children and families with his live bugs, insects and arachnids. Jackson introduced folks young and old to fun facts about different bugs and their habits and lifecycles. At the end of the program, brave participants were invited to snack on a freeze-dried cricket or mealworm.



Every Monday at 2:00 p.m. the children's team has been offering a "Level Up Club." Children's Specialists Kelly Steiner and Cody Walburn offered different STEM programs. July's focused on chemistry, and children and their families were introduced to the science of reactions by combining vinegar and baking soda with chalk in thin bags to make them inflate and pop with a burst of color.



The Ashland children's team continues to partner with the Nature Center in North Mountain Park to take their creative energy off campus as well. One Saturday, the team presented a puppet show about the power of the sun. Attendees were delighted by Walburn's portrayal of Brenda the Bear, while Children's Specialists Jose Romero and Ellen Werner accompanied with a cast of puppets. Children's Librarian Lyn Heerema served as the emcee of the show. After the performance, a craft rounded out the event.

#### Phoenix

Branch Manager Jody Fleming visited summer school students at Phoenix Elementary for two weeks in July. Fleming read stories and provided a hands-on program about rocks and minerals. Many kids also signed up for the Summer Reading Program. Fleming has visited the summer schoolers several times over the years and always enjoys storytelling and doing crafts with them.



The Phoenix Library had a particularly popular take and make kit this summer. Children received paper and crayons to draw their favorite stuffed animal. Once the artwork was completed, they brought the picture back to the library and were awarded with soft fleece blankies to bring home.

#### Talent

Branch Manager Patrick Mathewes facilitated a Lego Challenge, which was very well attended. Patrons of all ages worked together to build a dozen creations to be displayed in the library for a month. The surveys from this program were extremely positive, frequently mentioning the creativity and social interaction it fostered. One mom wrote, "It let the kids explore, interact, and develop their minds in a positive environment."



#### Programs

Summer programs continued to educate and entertain patrons of all ages. The goal of the Summer Reading Program is to prevent the "summer slide," and programs for teens and kids are doing that across the District.

Artist and teacher Miss Molly presented a very special storytime at the Jacksonville Library. After reading Angela DiTerlizzi's *The Magical Yet*, she showed children how to create their own "yets" to help them feel more confident about learning new things. Anything you haven't learned is a thing you haven't learned... yet!



Ventriloquist Steve Chaney and his sidekick Corny Crow visited Central Point Library. Attendees learned how to make their own puppet out of a sock, googly eyes, hair, and a rubber band, and afterward Chaney taught them the basics of ventriloquism. Some very brave audience members volunteered to be part of the show, and the performance left everyone in stitches.

Shady Cove Library presented the ScienceWorks "Be a Physicist" program, where participants learned about sound and how to construct sound amplifiers. There were some interesting designs and sounds created throughout the program.



Everyone enjoyed the experiments, learned something new, and several patrons checked out books on the topic before they left.

An enthusiastic group of teens attended Medford Library's Paint Your Own Constellation program. They expressed their creativity by painting the night sky (or in some cases, a whole galaxy) behind a constellation of their choice. The participants added glow in the dark stars after the canvases dried for a little bit of whimsy on top of the painting.

### **Outreach**

#### **At Home Services**



Summer Reading is truly for everyone, even At Home Services patrons. This year, six patrons have earned their free book so far, and more are on track to complete the challenge by the end of the summer. The department was also able to add five new patrons to the service this month.

#### **Business Librarian**

This month featured the first "Meet a Business Mentor Night" offered in partnership with Service Corps of Retired Executives (SCORE). This drop-in event offers free business counseling from volunteers who have previously owned businesses for start-ups or existing businesses. Four business owners and one prospective volunteer came. Volunteer mentors included Bruce Keller, John Roberts, and Joanne Cleckner, who bring more than 90 years of business experience to help SCORE mentees.

#### **Digital Services**

Digital Services helped 151 patrons in June with different types of technology education, including an Android Phone and Tablet Basics class conducted at Ashland Senior Center.



### **Education Services**

The Education Services team reached 115 students at 10 different events, including summer enrichment activities in Medford, Eagle Point, and Shady Cove. July's newsletter featured an interview with Janae Emerson, an Early Childhood Special Education Teacher, and an overview of the Gale database tailored for middle and high schoolers.

#### **Outreach to Child Care**

Outreach to Child Care (OCC) served 894 children at 33 sites in July. The program circulated 1,925 items (1,068 English-language items and 857 Spanish-language items).

Library Specialists Emily Hawks and Kateri Warnick attended the Head Start Health Kick-Off at Alan Berlin Head Start in Medford, where they updated and renewed several library cards and distributed information about the Summer Reading Program.

#### **Children's Festival**

JCLS and its longtime partner, The Storytelling Guild, celebrated the 57th annual Children's Festival in July. The first Children's Festival took place in 1967 as "A Child's Fun 'N Fantasy Afternoon" under the trees at Britt Gardens in Jacksonville, Oregon. The turnout for that one-day event was so tremendous (200 children) that it was repeated the next day for another 300 children. Today the event is three days and sees thousands of visitors. There are more than 30 arts & crafts booths, storytelling and storytime areas, child-focused stage performances, and more!



This year, the festival theme was "Game On!" as a mirror to the JCLS Summer Reading Program theme of "Level Up." Programs Coordinator Brystan Strong served as the Major Chair for the Storytelling Tree, which provides drop-in storytime. Strong was joined by several JCLS staff over the course of the three days. Staff read books, sang songs, and brought some fun library swag to hand out to the kids in attendance. This year, the festival saw 5,781 visitors.

New this year, some volunteers from The United Rotary Clubs of Southern Oregon joined JCLS to help spread the word and register children ages 0- 5 for the Dolly Parton Imagination Library. In addition to books relating to the festival theme, sample Imagination Library books were part of the 'read aloud' collection to drum up some interest in the Imagination Library.

### **Social Services**

July has been a month of transition for the Social Service Department. The department has worked diligently and empathetically to enforce new policy changes and inform patrons of upcoming changes.

The launch of the satellite program at other branches has met with positive results. The Resource Specialists have thoroughly enjoyed getting to know the branches in more detail and providing help where it is needed. The social services program also received a generous donation of free bus tokens from RVTB. These tokens will be distributed to patrons in need of transportation aid. They were also able to purchase additional bicycle locks for the Medford branch.

### **Marketing**

In July the Marketing team overhauled the formatting of JCLS' monthly email newsletter, which will be a part of a 6-month test to analyze formatting choices and what content is highlighted. Additionally, the trailer for the next documentary short, "Postmarked: When Mail Took Flight," premiered. The film will look at the history of airmail and its connection to Medford. The Marketing team also chose to test promotional efforts for Libby's Big Library Read initiative, putting more emphasis on the two-week program, to solid results. The book chosen was *A Very Typical Family* by Sierra Godfrey. During the program, it was checked out by more than 250 patrons. These numbers are particularly remarkable since it had not been checked out even once in the prior month. Based on these results, the Marketing team will continue to put additional efforts into promoting the Big Library Read and analyzing its results.

**About Libby's Big Library Read:** <https://jcls.org/2023/07/10/big-library-read-july23/>

**Press Release:**

**August Windows in Time:** <https://bit.ly/3Yqlo4l>

**Notable Videos:**

**Postmarked Trailer:** <https://youtu.be/Eq8tjc86e9w>

**July Windows in Time Recording:** <https://youtu.be/mbxHiPTGT18>

### **Finance**

The Finance Department is in the full swing of the 22-23 fiscal year audit with auditors from KDP. Final entries and reconciliations are going smoothly as previous Finance Manager Brittany Brite has remained with JCLS in a consultative capacity, assisting current Finance Manager Thomas McLanahan. In the coming weeks, KDP will make a field visit to inspect documents and further their audit process. McLanahan feels confident he will be able to produce complete and accurate physical reporting for the auditors.

## ***Human Resources***

HR received the analysis of the Climate Survey conducted by contractor Conscient Strategies. Library Director Kari May and HR Manager Brynn Fogerty presented a summary of the results to the Administrative Team and supervisor team and then later to all staff at the district-wide All-Hands meetings. These presentations resulted in good conversation and thought-provoking observations. Conscient Strategies outlined some actions that JCLS could immediately implement, that were labeled as "quick wins." Some of these have already been implemented, such as a Employee Handbook Spotlight in the weekly Staff Connect and an anonymous, virtual Staff Comment Box for direct feedback to Administration.

HR Manager Brynn Fogerty has been offering another avenue of communication through Stay Interviews for staff. This is an opportunity for staff to request a one-on-one and ask questions, talk about issues, career advancement, or learn more about the District. These have been a popular method of feedback mechanisms.

## ***Special Highlights***

Several support services staff attended the Oregon Library Association's Support Services Division Conference which was held at the Ashland Hills Hotel in July. Director May gave a presentation about the status of library services in Southern Oregon, highlighting JCLS programs and services as well as information about neighboring libraries Josephine Community Library District, Klamath County Library, and the Hannon Library at Southern Oregon University.

Director May attended an Oregon Community Foundation (OCF) Conversations and Connections meeting at the Ashland Library to celebrate the achievements of the OCF GoKids program. May served as a Steering Committee member for the Southern region. Representatives from organizations in Klamath, Lake, Josephine, and Jackson counties attended the meeting to celebrate local programs that support youth and early literacy.



August 21, 2023

**Title:** Finance Report

**From:** Thomas McLanahan, Finance Manager

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**Recommendation:**

The Finance Committee recommends that the JCLD Board accept the FY23 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 6/30/2023 has been included in this report.

At year-end, the District's adopted budget was reasonably close to actual expenditures, with FY23 actual expenses closing just 14% less than approved. Overall, the financials are compliant and in good standing for fiscal year 2023. The ending balance in the General Fund is \$9.4M, well above the \$4.5M requirement per policy. JCLD is in a strong financial position.

In the General Fund, **revenues** were on target for the year. Interest rate increases throughout the year resulted in higher-than-budgeted interest income.

**Personnel costs** came in closer to target at 7% under budget. Being open the whole year and increasing staff related to expanded hours raised personnel expenses. The hours expansion started in December with Ashland and Medford, increasing their days of operation to seven days a week. Expansion completed on April 10, 2023, with 30% more service hours across the system. With budgeted wage increases and a full year of operating with the expanded hours, the District should be even closer to target in the new fiscal year.

**Library Materials** closed at 89% of budget, with some end-of-year orders being encumbered but not received by fiscal year end June 30, 2023.

**Materials and Services** expenses were 10% under budget. The unplanned-for addition of security at the Medford Library, as well as major contracts with the County and Pathways, were offset by utility and various other services coming in considerably under budget.

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**Capital Outlay** is budgeted in the case of an expense arising that can be depreciated as a capital expense. There was no such expense in the 2023 fiscal year.

**Contingency** funds were budgeted at \$680,000 and remained unused at FY23 close.

The **Capital Improvement Fund** came in significantly under budget, using only 34% of the \$1,170,000 budgeted amount. This is primarily because \$373,000 of the Ashland HVAC cost was charged to Miscellaneous Grants to close out the balance of the Lindberg note. Staff continue to prioritize spending restricted funds when applicable.

**Grant** revenues received by the District totaled \$401,013, which is over the budgeted amount by \$151,013. Generous support from the Foundation, Friends groups, and numerous miscellaneous grants such as Ready to Read, Hulburt and those for Social Services, accounted for the increased revenue. Most grant expenditures are for programs and supplies at each branch. The Lindberg note has been closed.

**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 yearly financial report includes information through June 30<sup>th</sup>, 2023, and has been reviewed by the Finance Committee. Data was pulled on August 10, 2023, from the District’s accounting software. All adjustments have been made to the fiscal year 2022-2023 books and they have been closed and submitted for audit. Auditors may make edits to the 23FY ledger correcting minor coding errors discovered throughout the audit process. If any impactful corrections are needed, the Finance Department will report them to the Board.

**Attachments:**

Fiscal year 2023 financial report PDF.

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**Jackson County Library District**  
**General Fund - In Fund Balance: Budget & Actual**

		Budget		Actual	Variance	%
		Adopted	Final			
Revenues						
	Property taxes	12,013,936.00	12,013,936.00	12,061,963.20	48,027.20	100%
	Grants and donations	10,000.00	10,000.00	129,178.56	119,178.56	1292%
	Charges for services	2,500.00	2,500.00	-	(2,500.00)	0%
	Fines and fees	25,000.00	25,000.00	30,329.19	5,329.19	121%
	Earnings on investments	200,000.00	200,000.00	331,678.52	131,678.52	166%
	Miscellaneous	-	-	61,646.04	61,646.04	
Total Revenue		12,251,436.00	12,251,436.00	12,614,795.51	363,359.51	103%
Expenditures						
	Personnel Costs	9,109,005.00	9,109,005.00	8,462,967.46	646,037.54	93%
	Library Materials	1,555,000.00	1,555,000.00	1,387,782.29	167,217.71	89%
	Materials and Services	3,442,011.00	3,442,011.00	3,093,730.28	348,280.72	90%
	Capital Outlay	250,000.00	250,000.00	168.22	249,831.78	0%
	Contingency	680,000.00	680,000.00	-	680,000.00	0%
Total Expenditures		15,036,016.00	15,036,016.00	12,944,648.25	2,091,367.75	86%
Excess Rev over Exp		(2,784,580.00)	(2,784,580.00)	(329,852.74)	(1,728,008.24)	12%
Other Financing Sources:						
	Transfers Out	(300,000.00)	(300,000.00)	(300,000.00)	-	100%
Total Other financing sources		(300,000.00)	(300,000.00)	(300,000.00)	-	100%
Net Change in Fund Balance		(3,084,580.00)	(3,084,580.00)	(629,852.74)	(1,728,008.24)	20%
Fund Balance June 30, 2022		10,750,000.00	10,750,000.00	10,079,017.00	(670,983.00)	94%
Fund Balance June 30, 2023		7,665,420.00	7,665,420.00	9,449,164.26	(2,398,991.24)	123%

**Jackson County Library District**  
**Capital Improvement Fund - In Fund Balance: Budget & Actual**

	Budget				
	Adopted	Final	Actual	Variance	%
Revenues					
Earnings on investments	30,000.00	30,000.00	117,541.15	87,541.15	392%
Total Revenue	30,000.00	30,000.00	117,541.15	87,541.15	392%
Expenditures					
Materials and Services	1,170,000.00	1,170,000.00	400,779.64	769,220.36	34%
Capital Outlay	2,030,000.00	2,030,000.00	38,200.20	1,991,799.80	2%
Total Expenditures	3,200,000.00	3,200,000.00	438,979.84	2,761,020.16	14%
Excess Rev over Exp	(3,170,000.00)	(3,170,000.00)	(321,438.69)	(2,673,479.01)	10%
Other Financing Sources:					
Transfers In	300,000.00	300,000.00	300,000.00	-	100%
Total Other financing sources	300,000.00	300,000.00	300,000.00	-	100%
Net Change in Fund Balance	(2,870,000.00)	(2,870,000.00)	(21,438.69)	(2,673,479.01)	1%
Fund Balance June 30, 2022	4,550,000.00	4,550,000.00	4,904,095.00	354,095.00	108%
Fund Balance June 30, 2023	1,680,000.00	1,680,000.00	4,882,656.31	(2,319,384.01)	291%

**Jackson County Library District**  
**Grant Fund - In Fund Balance: Budget & Actual**

	Budget				
	Adopted	Final	Actual	Variance	%
Revenues					
Grants and donations	250,000.00	250,000.00	401,012.98	151,012.98	160%
Earnings on investments	14,000.00	14,000.00	106,903.52	92,903.52	764%
Miscellaneous	-	-	-	-	
Total Revenue	264,000.00	264,000.00	507,916.50	243,916.50	192%
Expenditures					
Personnel Costs	300,000.00	300,000.00	17,500.00	282,500.00	6%
Library Materials			24,643.93	(24,643.93)	
Materials and Services	650,000.00	650,000.00	530,444.43	119,555.57	82%
Capital Outlay	250,000.00	250,000.00	-	250,000.00	0%
Total Expenditures	1,200,000.00	1,200,000.00	572,588.36	627,411.64	48%
Excess Rev over Exp	(936,000.00)	(936,000.00)	(64,671.86)	(383,495.14)	7%
Other Financing Sources:					
Transfers In	-	-	-	-	
Total Other financing sources	-	-	-	-	
Net Change in Fund Balance	(936,000.00)	(936,000.00)	(64,671.86)	(383,495.14)	7%
Fund Balance June 30, 2022	1,370,000.00	1,370,000.00	3,957,856.00	2,587,856.00	289%
Fund Balance June 30, 2023	434,000.00	434,000.00	3,893,184.14	2,204,360.86	897%

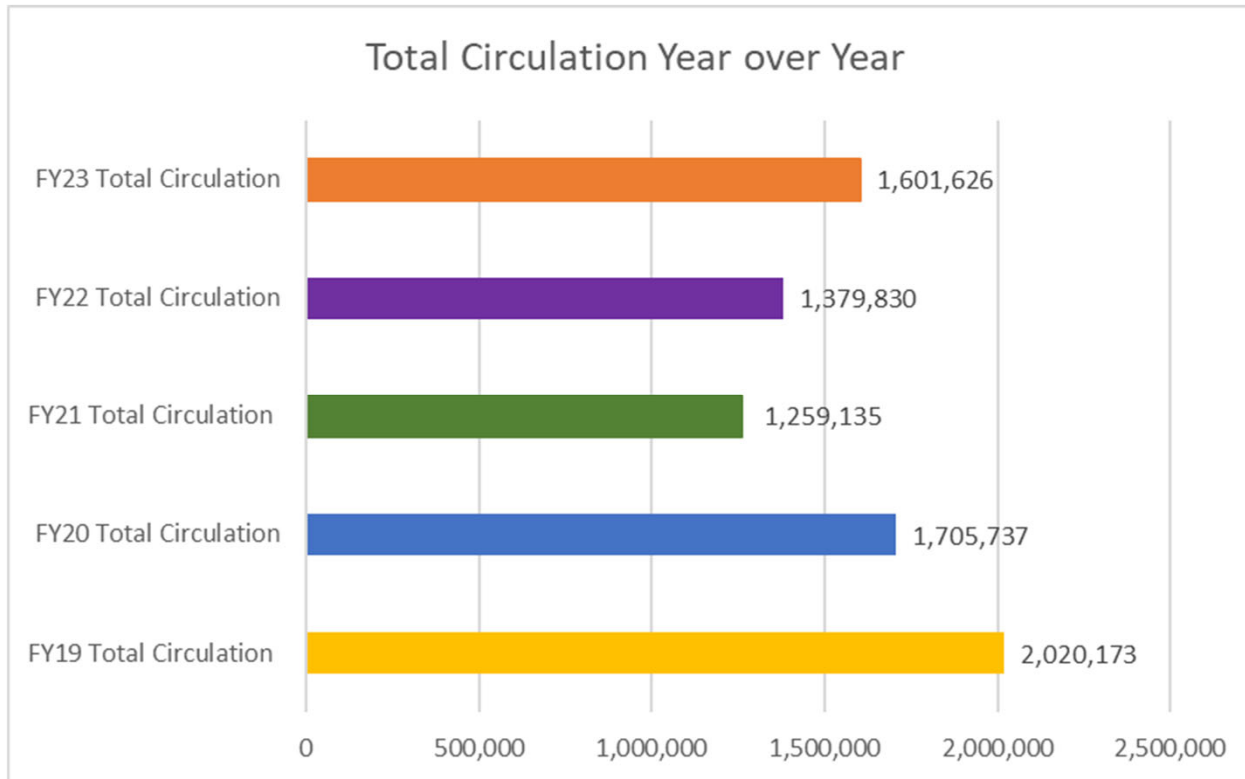


# FY23 Q4 STATISTICS REPORT & STRATEGIC PLAN METRICS



# TOTAL CIRCULATION

JCLS Key Performance Metric



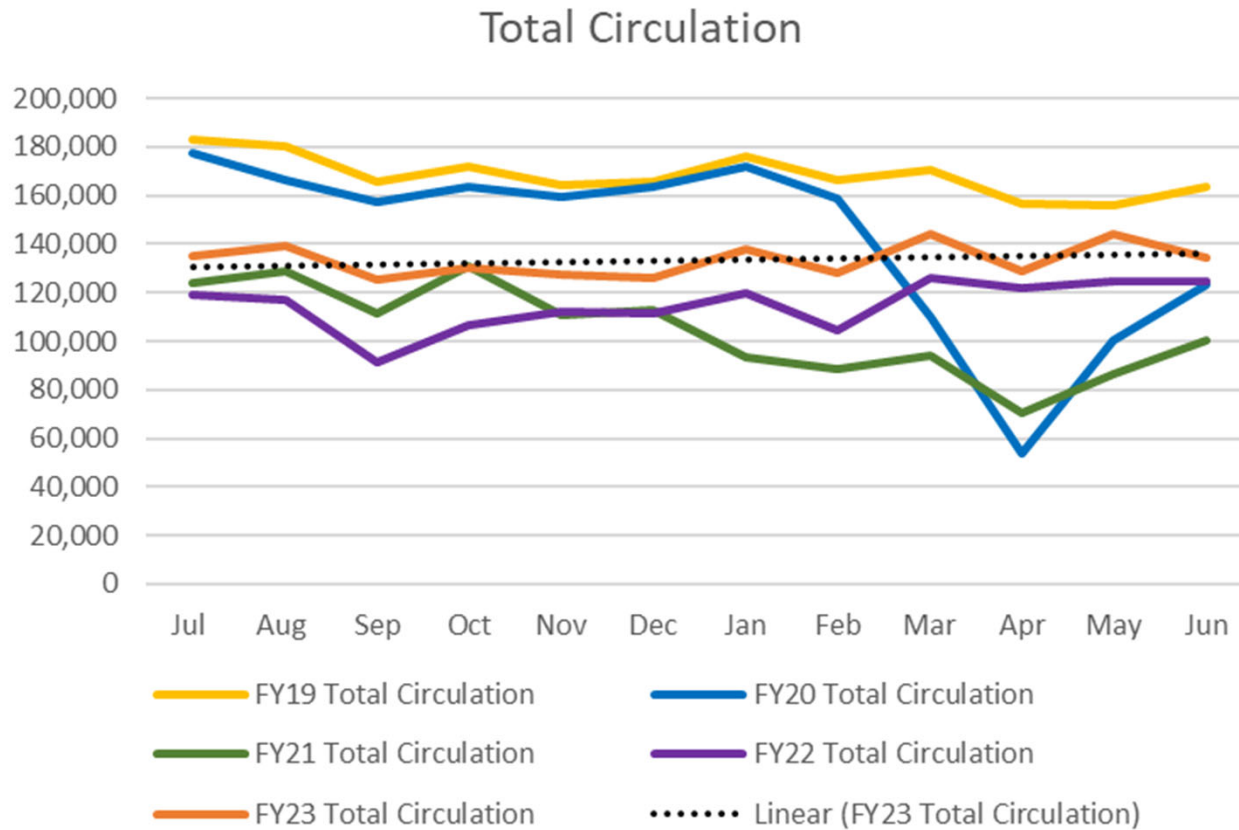
This chart shows the combined physical and digital circulation over the past 5 fiscal years.

Overall circulation in FY23 increased by 16% over FY22.



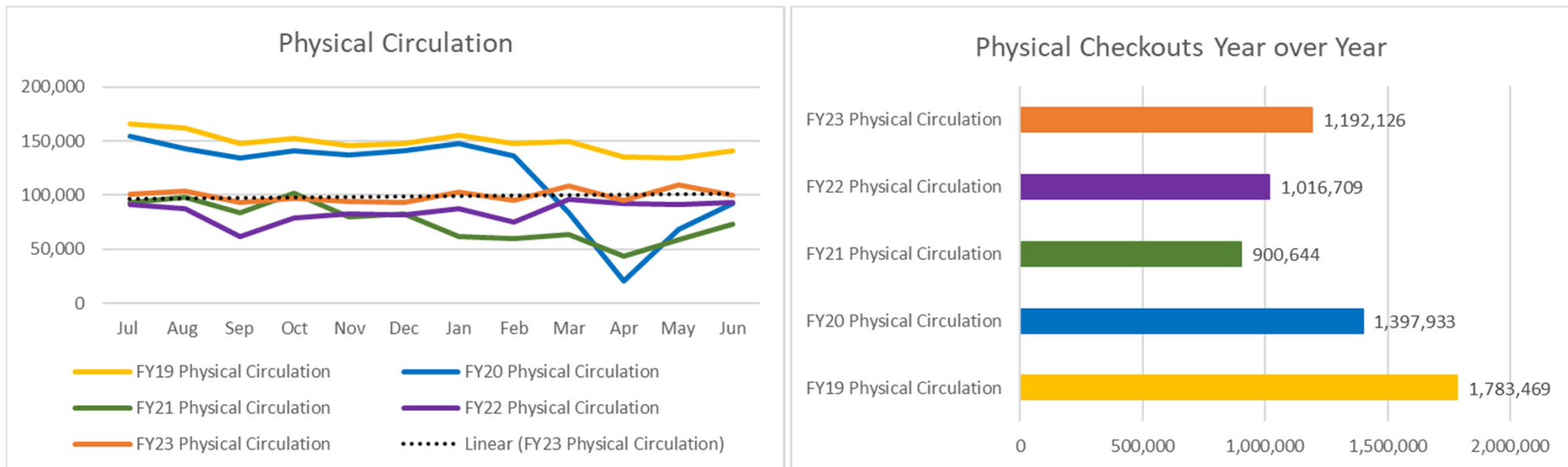
# TOTAL CIRCULATION TRENDS

JCLS Key Performance Metric



# CIRCULATION: PHYSICAL

JCLS Key Performance Metric



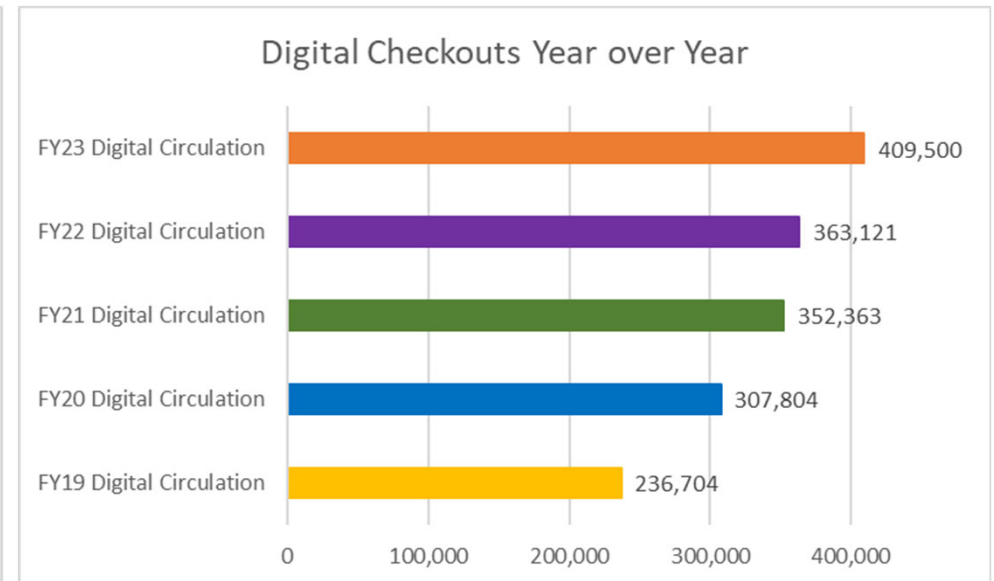
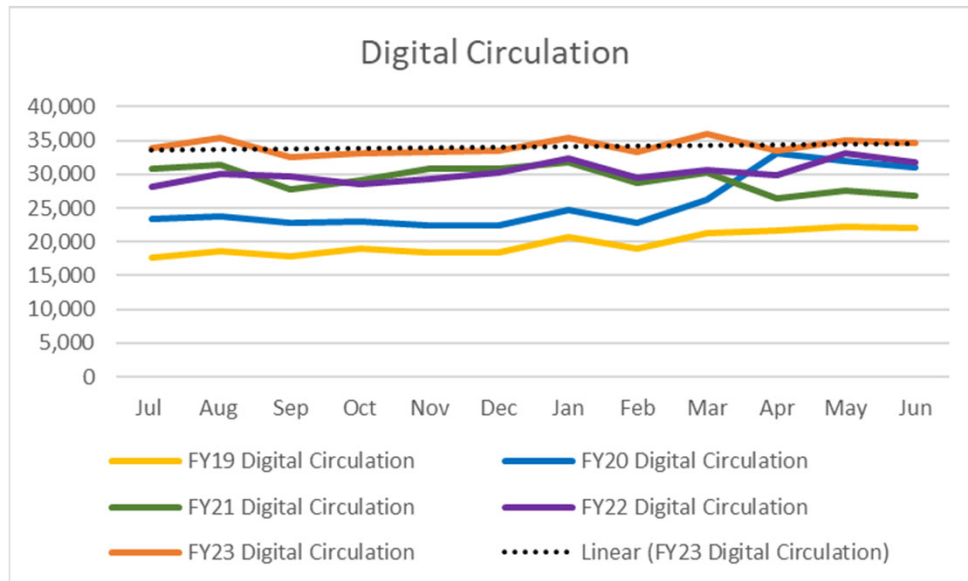
Physical material circulation, being such a large part of overall circulation, follows a similar pattern as the total circulation on the previous slide.

Looking at just physical circ, FY23 saw a 17% increase over FY22.



# CIRCULATION: DIGITAL

JCLS Key Performance Metric



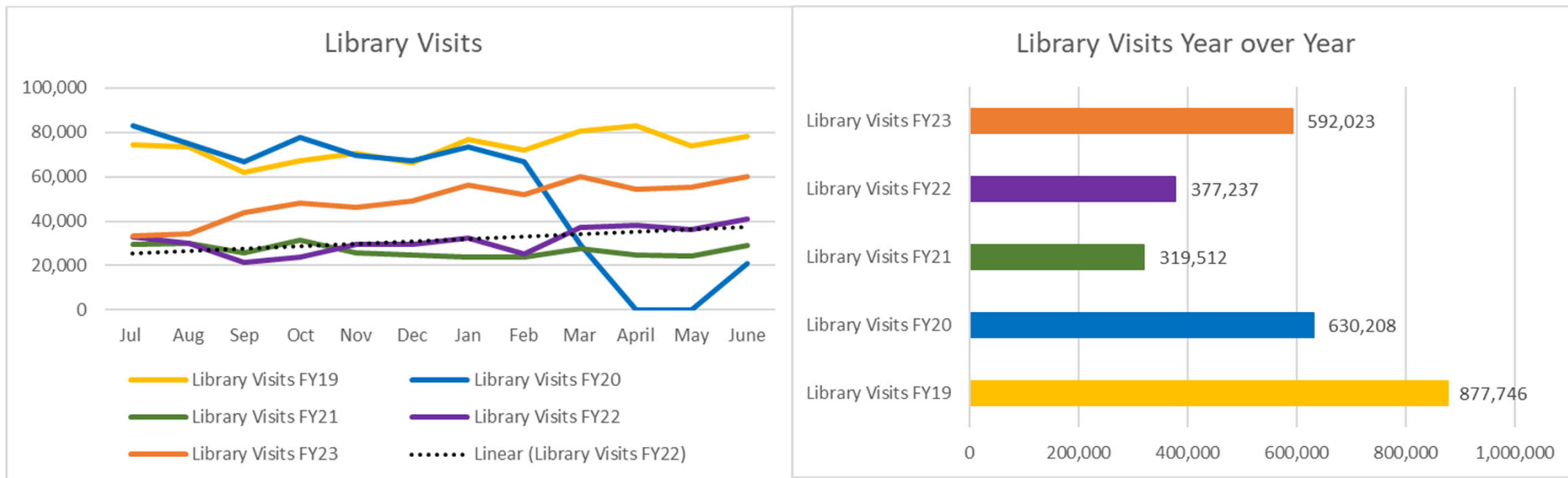
Usage of digital collections continues to grow – both in terms of circulation, shown here, but also in active users and attracting new users.

Digital checkouts from OverDrive/Libby, Kanopy, and Hoopla collections increased by nearly 13% in FY23 over FY22.



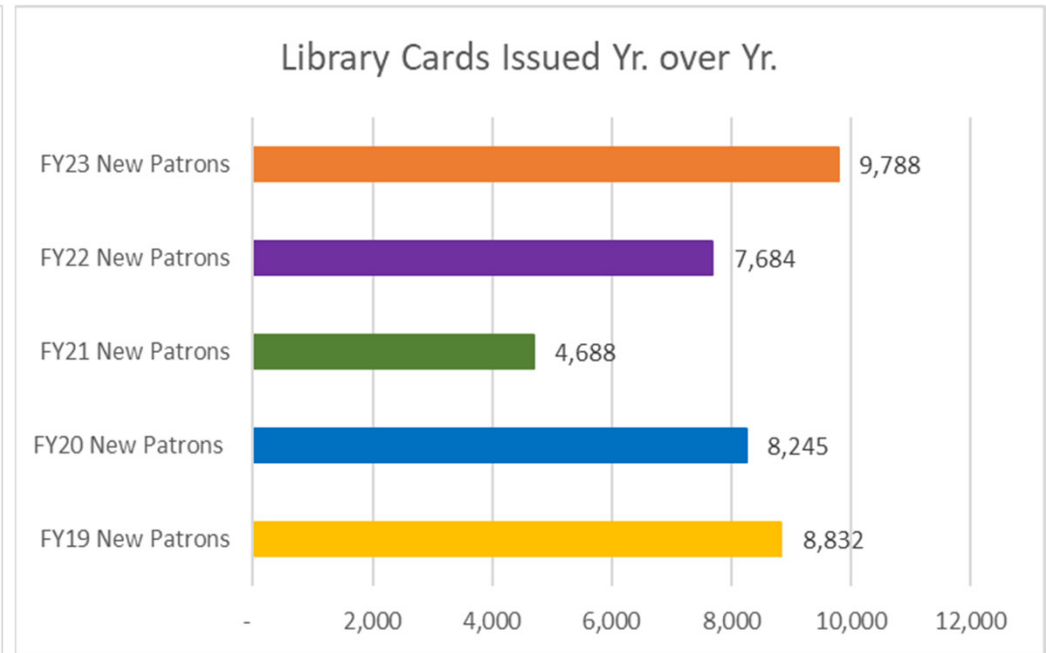
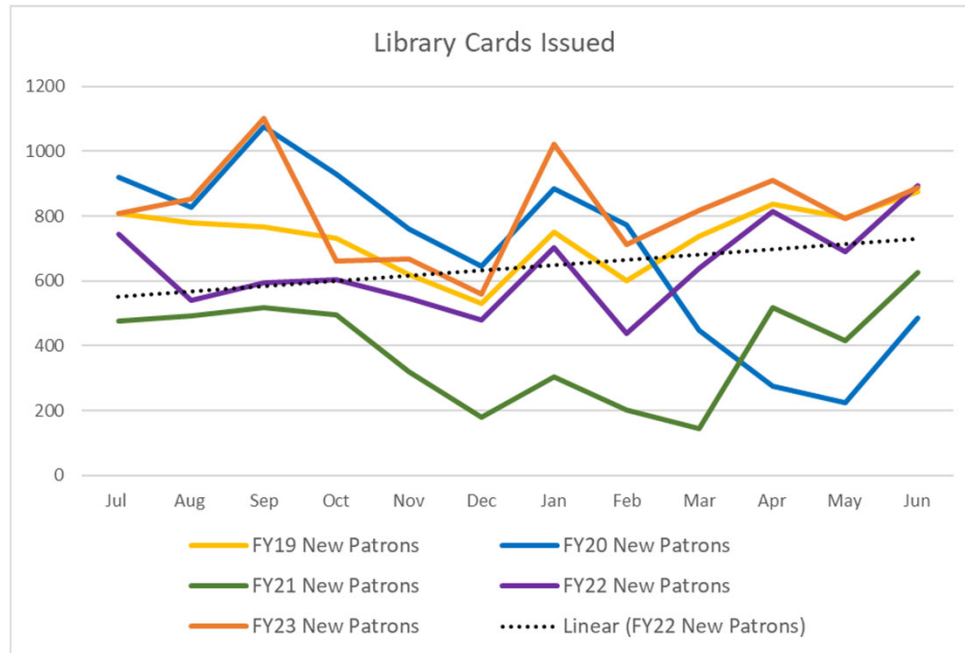
# LIBRARY VISITS

JCLS Key Performance Metric



In-person visits to JCLS branches continues to increase. Bolstered by the expansion of library service hours, but also tempered with building closures due to Ashland's HVAC project.

# NEW LIBRARY CARDHOLDERS

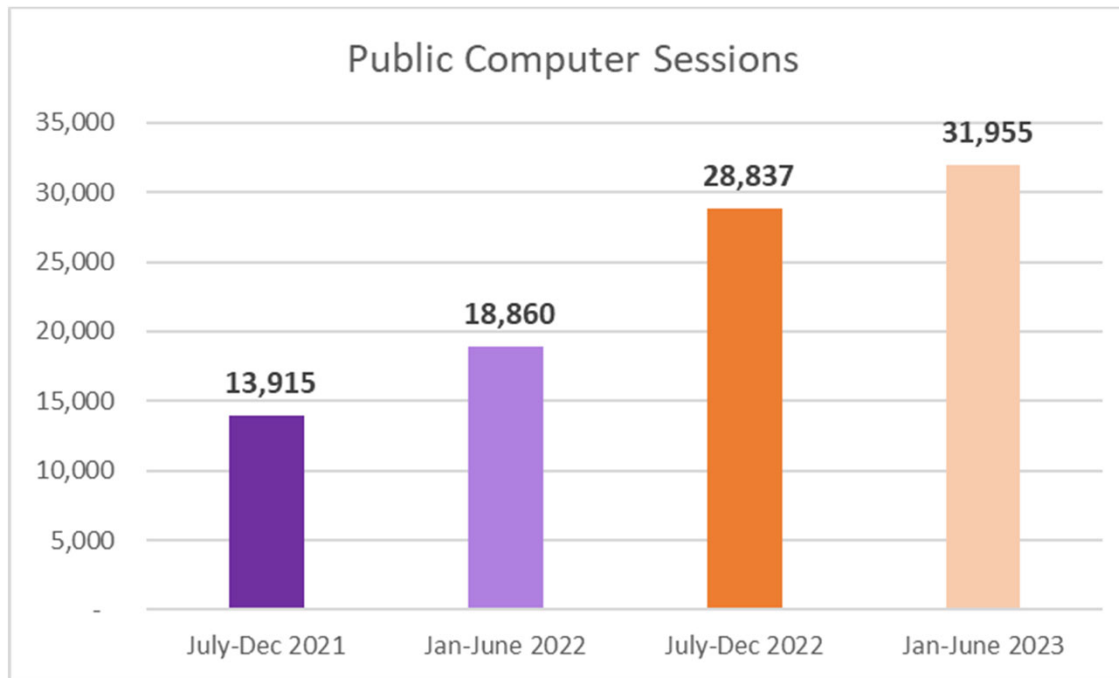


FY23 follows a similar pattern to other years - peaking in September, and then dipping later in the Fall. The number of new cardholders is higher than pre-pandemic (FY19).



# BRANCH COMPUTER USAGE

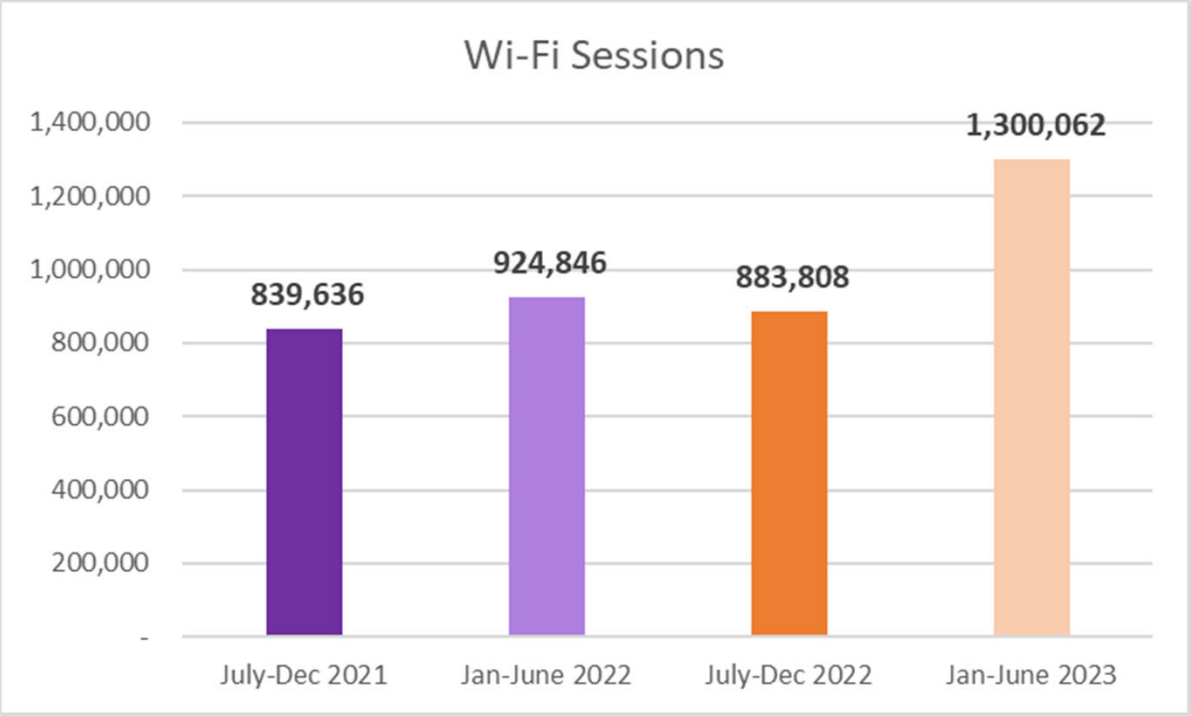
JCLS Key Performance Metric



Public computer usage increased in FY23, as libraries returned to full service, and all computers were returned to service after being reduced to ensure physical distancing late in FY22.

# WIFI USAGE

## JCLS Key Performance Metric



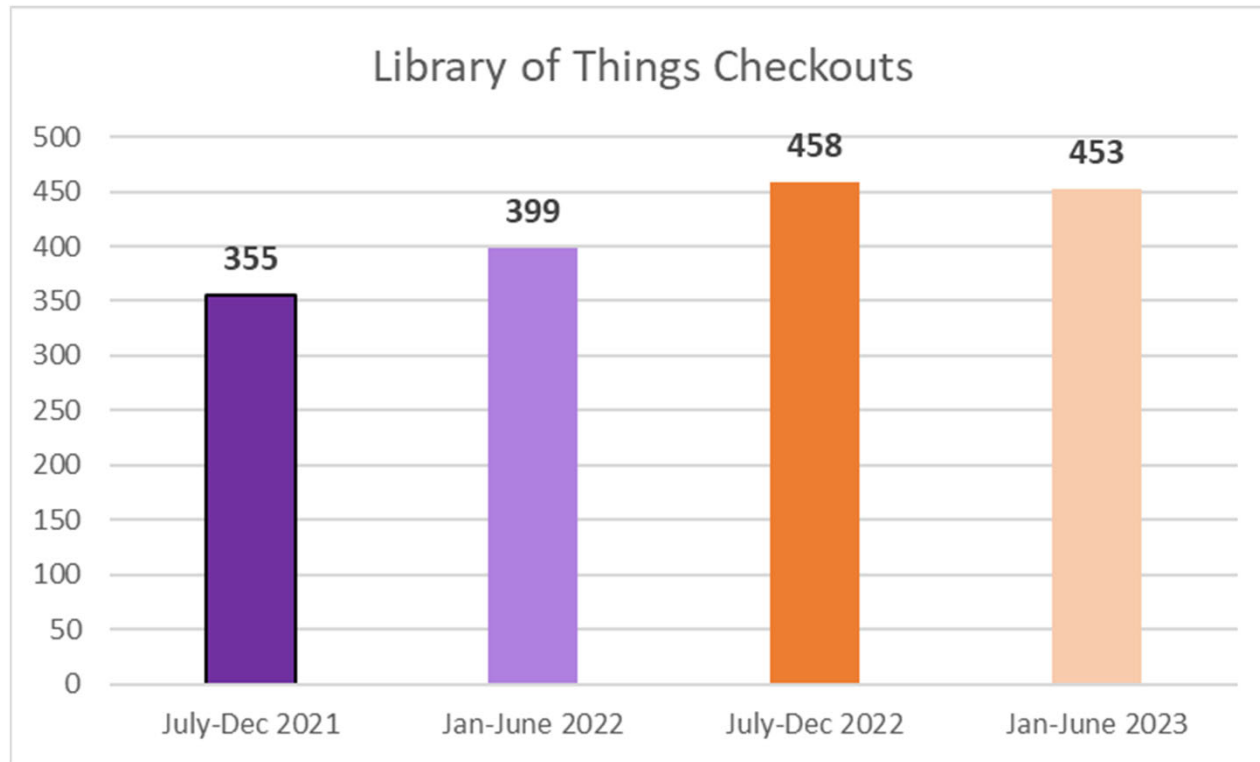
Wi-Fi is an important service that JCLS offers to the community, and it is utilized both in libraries during open hours and when the libraries are closed.

The last 6 months of FY23 saw increases in wifi usage likely due to multiple factors: expanded hours of operation and a wifi upgrade project (completed in March 2023) which improved and additional wireless access points.



# STRATEGIC PLAN METRICS

## Circulation: Library of Things



Goal 1: Energize Library Services and Resources  
Strategy 1: Improve and enhance the collections

Library of Things (LoT) checkouts have been steady this fiscal year.

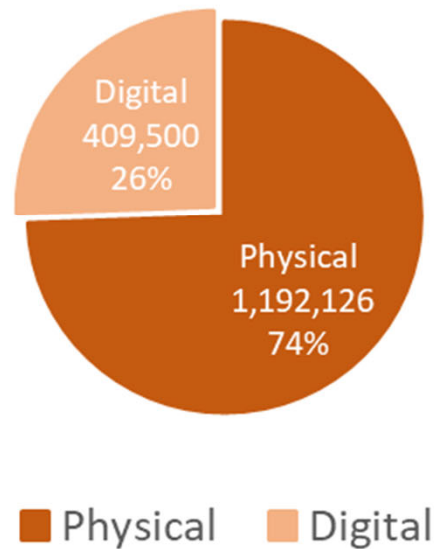
The LoT Task Force conducted a public survey in April to learn more about what our community is looking for in this collection. They have used that information as well as usage data to develop selection and retention criteria for the collection.

Note that 45 board games and puzzles were moved out of LoT's MyTurn collection and into the general catalog in Dec. 2022.

# STRATEGIC PLAN METRICS

## Circulation: Physical and Digital

FY23 July-June Circulation



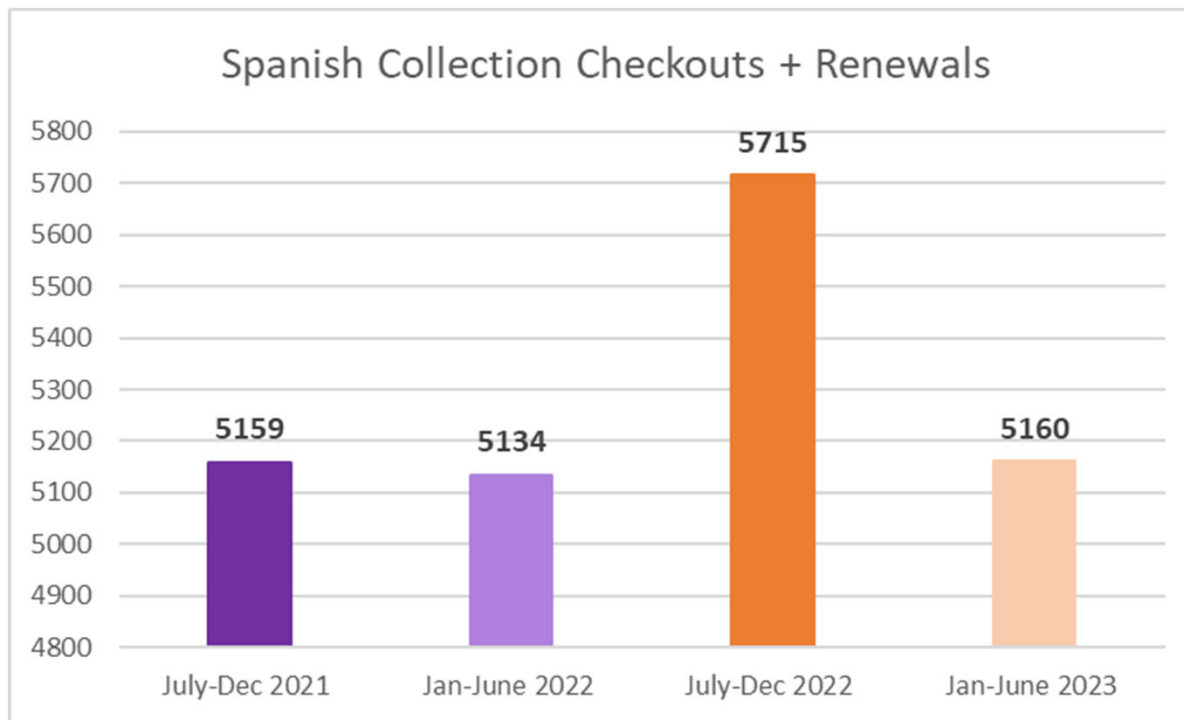
Goal 1: Energize Library Services and Resources

Strategy 1: Improve and enhance the collections

This is almost exactly the same ratio of physical to digital circulation for the first 6 months of FY23, and both physical and digital circulation increased.

# STRATEGIC PLAN METRICS

## Circulation: Spanish Collection



Goal 1: Energize Library Services and Resources

Strategy 1: Improve and enhance the collections

Improving the Spanish language collection is a key goal for the Strategic Plan, and this snapshot provides a comparison of circ activity overall for FY22 and FY23.

Note that these figures include books, audiobooks, and videos.

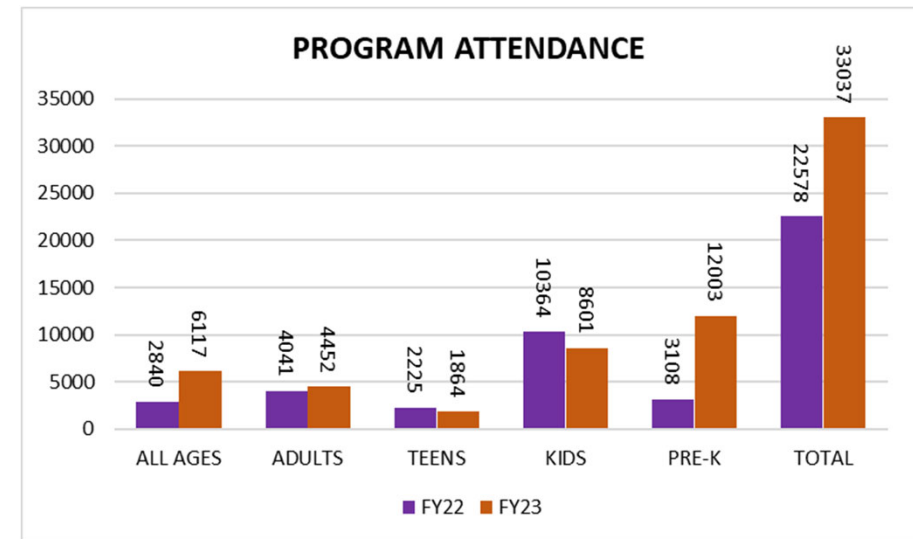
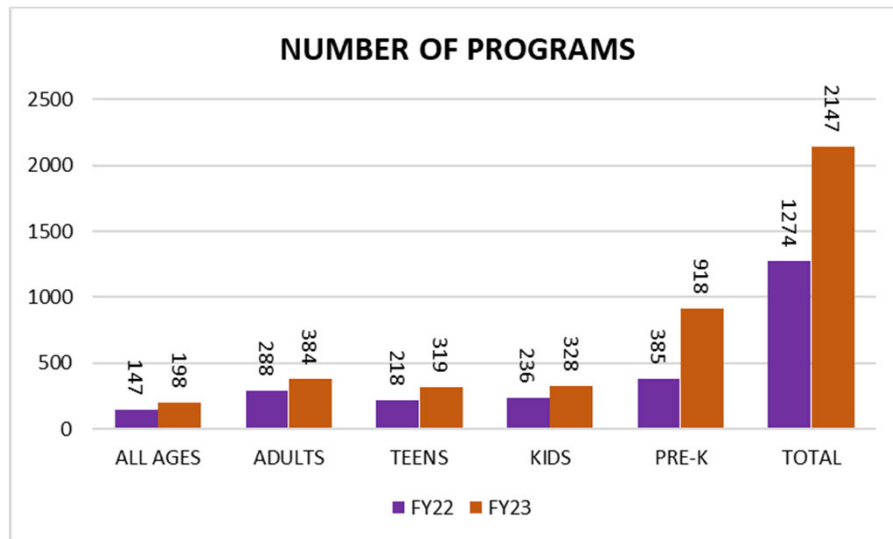
The increases in the first half of FY23 are likely due to Latinx Heritage Month held mid-September to mid-October. JCLS offers many programs and outreach events during this time and the Spanish collection is highlighted throughout the branches.

# STRATEGIC PLAN METRIC

## Programs & Attendance by Age Group

Goal 1: Energize Library Services and Resources

Strategy 2: Diversify and increase programming and events

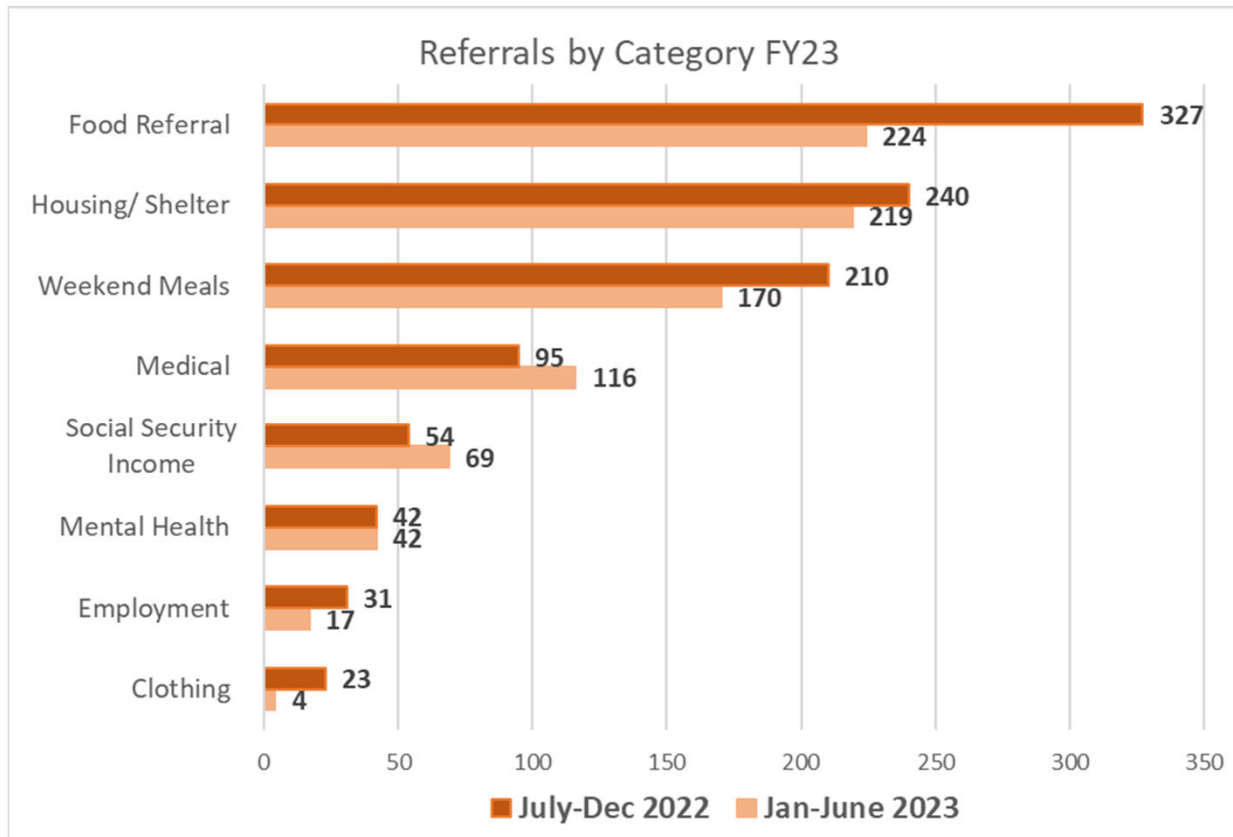


- The number of programs increased by 68%
- The greatest increase was in Pre-K. FY23 was the first full year of providing storytimes post-pandemic.

- Overall attendance increased by 46%
- Slight decrease in Kids likely because programs that were previously classified as Kids were classified as All Ages.

# STRATEGIC PLAN METRICS

## Social Services Referrals



Goal 3: Engage the Community More Fully  
Strategy 3: Foster a welcoming and inclusive environment in facilities, services and resources

This shows the variety of referrals the Social Services team provides to patrons, by referral type. Referrals are down in all categories.

Security guards started in Medford at the end of April 2023.

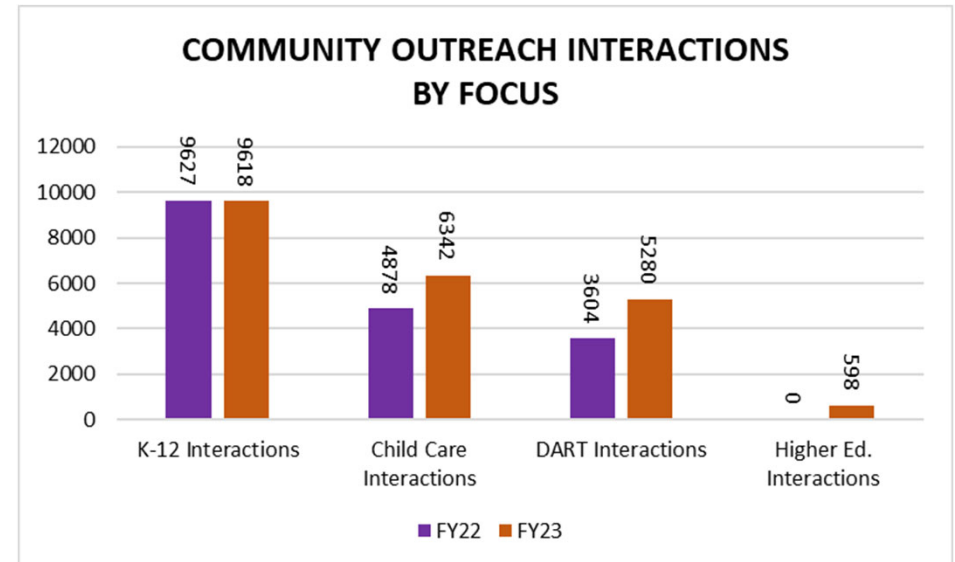
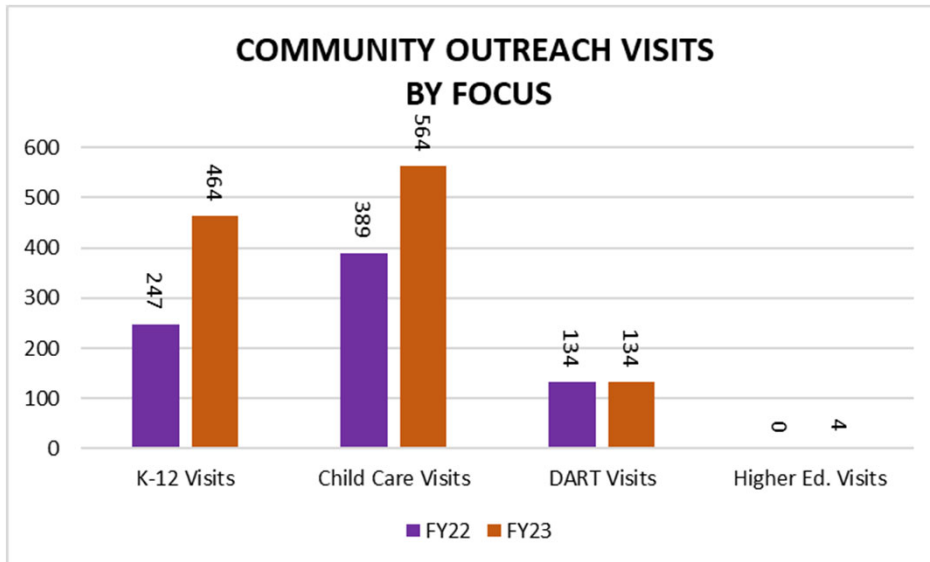
JCLS altered the popular Morning Hours program to be every other week (rather than weekly) beginning in May 2023.

The pantry at Medford is also now stocked once per day, rather than 2-3 times.

# STRATEGIC PLAN METRICS

## Community Outreach by Focus

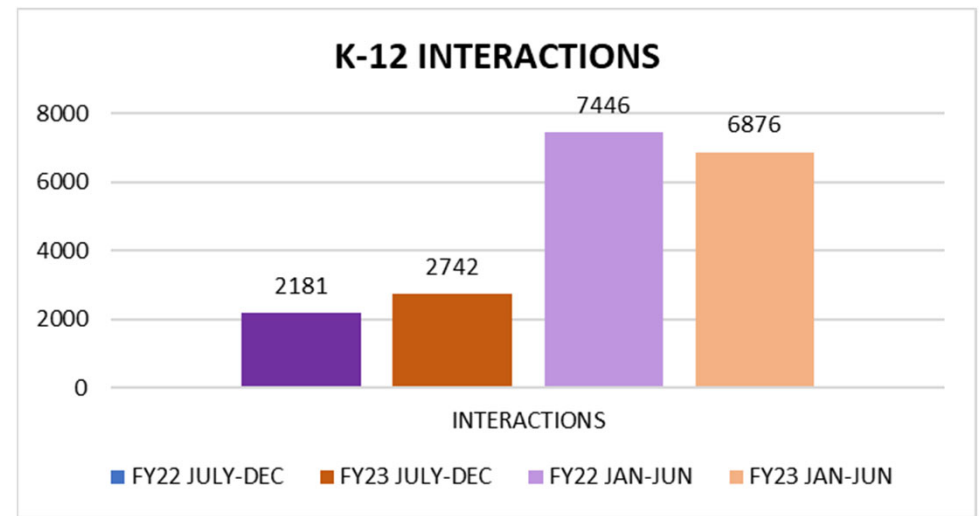
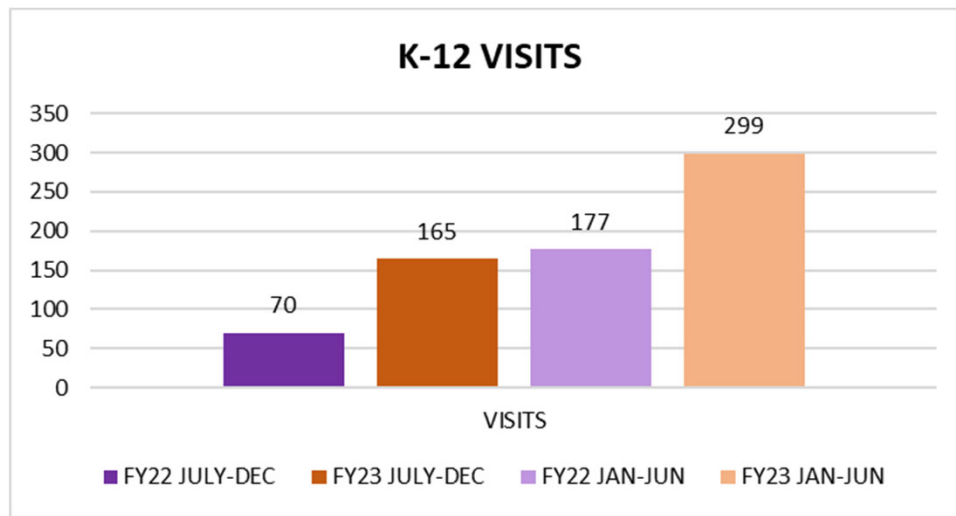
Goal 3: Engage the Community More Fully  
Strategy 1: Increase outreach and community partnerships



### FY22 TO FY23 AT A GLANCE

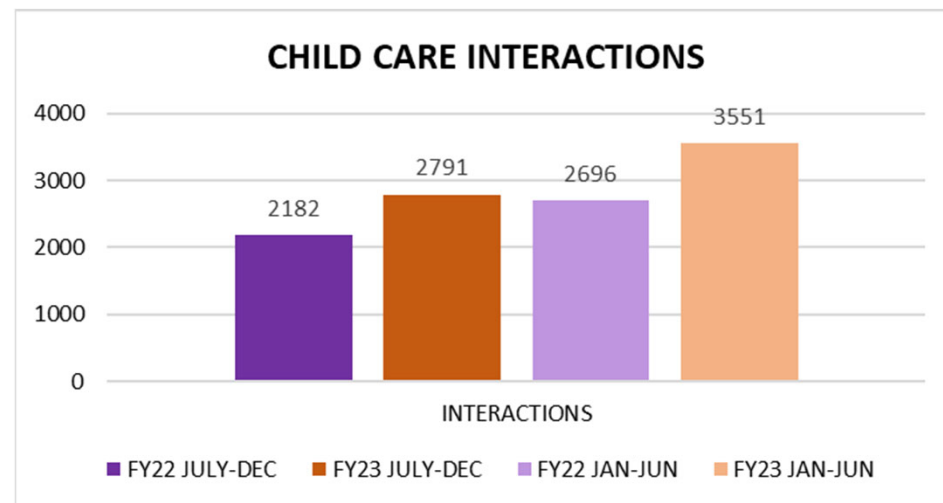
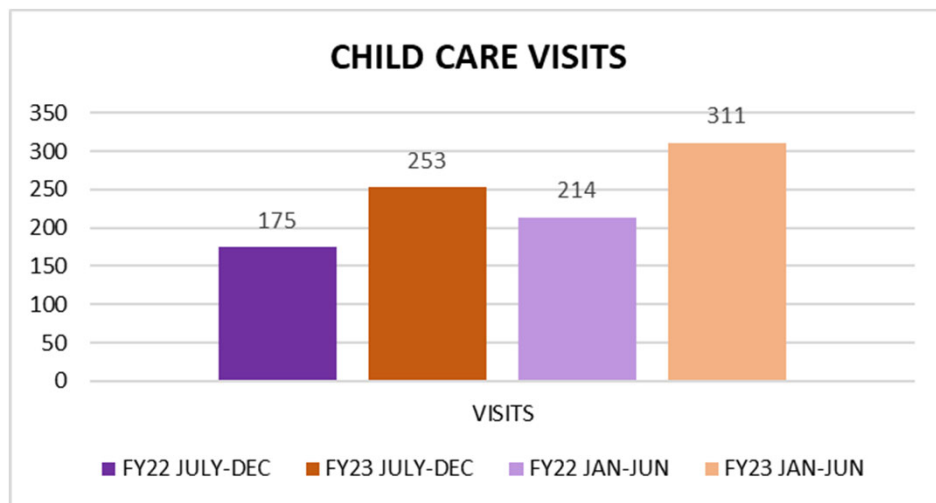
- Overall outreach continues to increase, including in the focus areas of education, early literacy, mobile technology outreach, and higher education. Outreach to homeschool communities will be a focus of exploration in FY24.

# K-12 OUTREACH



- Education Services collaborated with branch staff to provide engaging activities both at schools and inside the libraries, increasing the number of visits by 88% in a full year-over-year comparison.
- Staff attended more Kinder Launch activities in spring 2022 than in 2023. These usually have higher attendance than classroom level visits. This is part of the reason for a decrease in interactions.

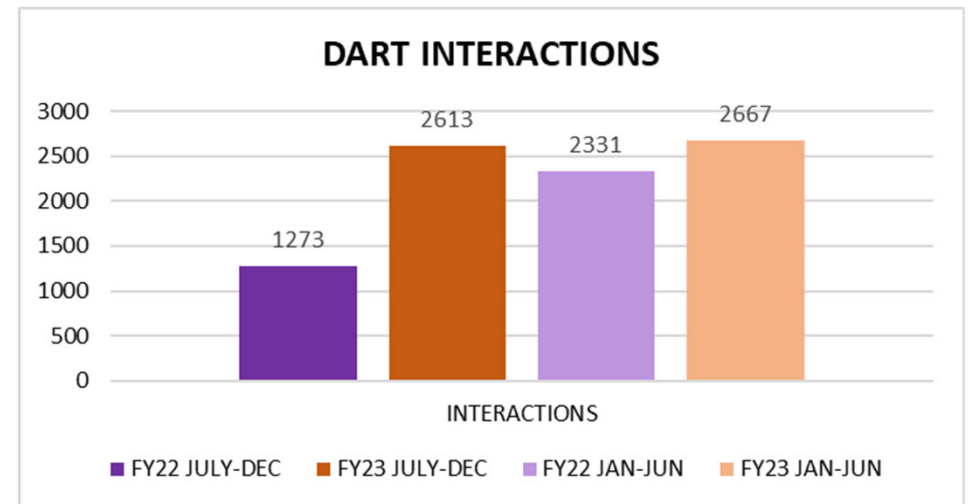
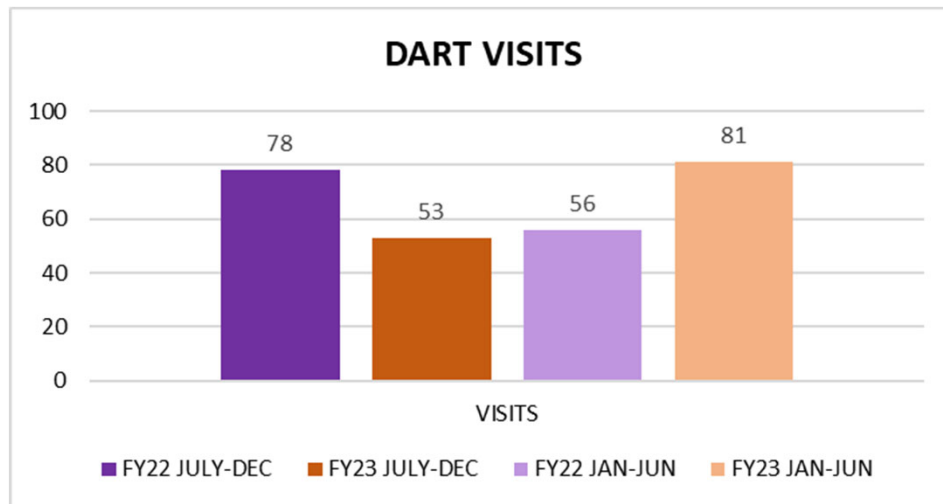
# OUTREACH TO CHILD CARE



- There was a 44% increase in childcare sites served and a 30% in interactions
- Childcare sites may have anywhere from 4 to 25 children
- Each site receives at least 40 library books per month to supplement any materials they might have on site

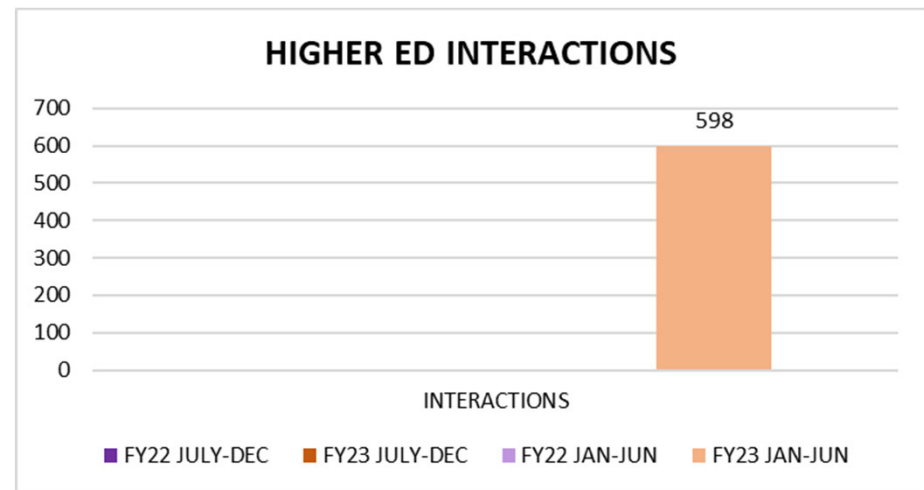
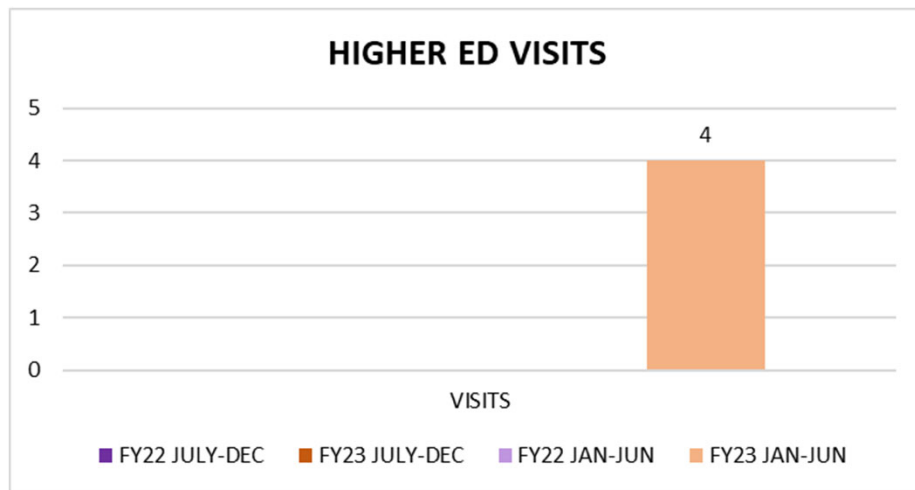


# DART MOBILE TECH VAN



- DART visited the same number of sites in FY22 as FY23 (134 overall) while interacting with 46% more people in FY23
- Key partnerships established in FY23 resulted in bi-monthly visits to the Kelly Shelter and the White City Food Bank
- Mobile Services Specialists created 223 new library cards and renewed 63 library cards in FY23

# HIGHER EDUCATION OUTREACH

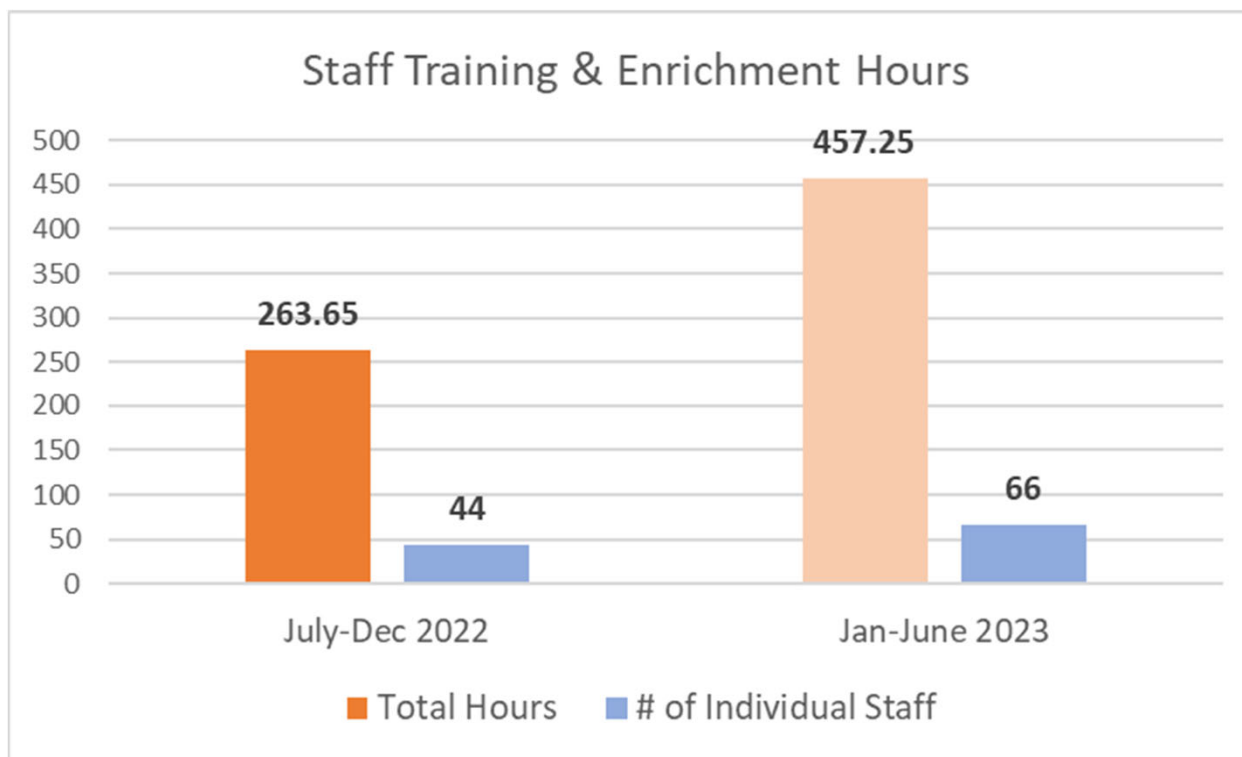


- Ashland staff increased their outreach efforts at SOU during the HVAC repair closure, to the delight of the students
- Outreach Coordinator Katrina Ehrnman-Newton is working with Ashland, White City, and Medford staff to explore more outreach opportunities with SOU and RCC in FY24

# STRATEGIC PLAN METRICS

## Staff Training: Professional Development

Goal 4: Nurture the Library Infrastructure  
Strategy 3: Support additional professional development



Staff continued to make use of a variety of professional development opportunities in FY23, for a grand total of over 720 hours. This figure does not include onboarding trainings.

Emotional intelligence, Community Outreach, Programming, "Librarian Skills", and ED&I were among the top categories.