



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), Jacquelyn Bunick (Legal Counsel), and Val Nowak (Executive Assistant), Haylie Courtney (Social Worker)

CALL TO ORDER/ROLL CALL

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

INTRODUCTIONS / PROCLAMATIONS

President Brown read a proclamation declaring October 15-21, 2023, as National Friends of the Library Week.

Director May introduced Senior Accountant Daniel Madrigal, who joined the Finance team in September.

CONSENT AGENDA

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

ORAL REQUESTS AND COMMUNICATIONS FROM AUDIENCE

None.

REPORTS

Library Director's Report and Strategic Plan Dashboard

Director May highlighted items from the report and noted that the book locker has been installed at Shady Cove and is being put to use by local patrons. She invited the board members to place a hold at the location and try the service for themselves. The latest documentary has been released and tells the story of air mail in the Rogue Valley. The annual audit is on pace, and a draft will likely be available in early November.

After a brief clarification on what the Third Friday events consist of, Director Kiefer congratulated staff on the naturalization process video series produced in partnership with the Center for Non Profit Legal Services. Director Young recognized and appreciated Business Librarian Roslyn Donald's efforts.

Director Keating asked for a description of the Collection Diversity Audit. May explained that the book vendor Baker and Taylor has put together a tool for comparing what is in the collection to a broader list of metrics to judge whether the collection reflects the demographics of communities that are being served. The collection is then compared to BISAC subject categories that are analyzed on the items' records in the catalog. The reporting process has not yet started.

Young asked who is on the website advisory group. May replied that it is made up of staff from a variety of

departments. Feedback from the public is considered and relayed by staff.

UNFINISHED BUSINESS

None

NEW BUSINESS

Annual State Statistics Report

The Board was presented with the data to be submitted and Director May invited any questions.

Director Kiefer asked why the State Revenue went down by 21%. Revenue declined due to the fire recovery fund ceasing after two years. Ready to Read grant is generally the only state revenue the library receives. Keating asked if the library continues to receive e-rate funding. It is no longer reported to the state, but the library still receives the discount. Brown asked regarding physical circulation; Collection Development will be meeting with the ILS vendor, Bywater, to verify reports. It seems that there are discrepancies regarding the data. They will be meeting to ensure that the data is correct and will update as necessary.

Once the report is finalized and submitted, it can be compared with other libraries in the state.

Brown noted the accomplishments indicated by increased statistics. She then asked regarding the downloading speed and uploading speed and why those numbers decreased. It is assumed that it is because the use has so greatly increased, there is less bandwidth to go around. The speed is still efficient and reasonably fast for patrons to use.

Community Services Overview

Library Director May, Assistant Director Joan Vigil, and Social Worker Haylie Courtney presented a general overview of the Community Resources department and the services they provide. The team consists of Social Worker Haylie Courtney and a team of Resource Specialists. The program was launched in 2019 through a grant from the Oregon Community Foundation. The Resource Specialists are trained in crisis management and de-escalation and offer appointments to assist patrons with digital appointments and applications, such as assisting patrons to sign up for SNAP benefits.

They provide referrals to insurance, food assistance, housing assistance, social security, etc., and Courtney also attends community meetings to ensure that information is up to date and to encourage collaborations. The team works closely with community partners to ensure that the patrons referred to their services are met with provision. The resource guides are updated monthly and are specific to communities – even down to differences between Ashland and Medford. There are also many resources available online through the JCLS website and a section of the staff SharePoint is dedicated to resource sharing and education.

Courtney highlighted the satellite program, which sees Resource Specialists traveling to branches around the county and supporting the needs of specific communities. The team has also been focusing on creating programming to bring community together. Courtney concluded her presentation with samples of some of the items that are distributed out of the Community Resource Center.

Director Shepherd acknowledged the team's invaluable services and commented that it exemplifies the concept of the library as a center of connection in the community.

Director's Goals

Following a summary of the Director's Goals for 2023-2024, the Board discussed some of the strategies and measures of success. Director Keating asked what some of the strategies are for raising the circulation by 25%. It is a dynamic goal, ranging from reader's advisory to coordinated program displays and additional staff training. Fourteen branches were able to raise circulation by 10% in the last month. Circulation is a lead indicator of many key statistics. Library visits, cardholders, and programming statistics are all expected to increase along with physical

checkouts.

Director Shepherd asked what the goals are used for. They guide the director's evaluation and inform her work throughout the year. Per her contract, the goals are mutually agreed upon between the director and the board.

MOTION: Director Keifer moved to approve the director's goals as presented. Director Young seconded, and the motion was approved unanimously.

Waiving of Fees

Director May shared the recommendation that the Board waive the fines on all patron records with no activity since before July 1, 2020. This timeframe allows for a total of three and a half years of grace for expired patrons to have the opportunity to re-activate their library cards while still keeping the database current. The intention going forward would be to waive outstanding fines over three years old annually. Every attempt has been made to reach out to patrons prior to their card expiring. Director Young asked that this practice continue to be brought forward in November with the purge occurring in January. Director Keating asked if there was a process for fee amnesty – May noted that an amnesty food drive had been held in the past and acknowledged that it might be a good practice to start again.

MOTION: Director Keating moved to approve waiving the fines on all patron records with no activity since before July 1, 2020, which have been inactive for three years or more. Director Kiefer seconded, and the motion was approved unanimously.

Organizational Item – Board Meetings November – February

Director Brown opened the floor to discuss alternate dates from November through February.

MOTION: Director Keating moved to adopt a meeting change to the second Monday of the month at 4:00p.m. through February 2024. Director Shepherd seconded, and the motion was approved unanimously.

Director Brown noted that in the future, the Board may plan to hold their regular meetings at branches around the District.

COMMITTEE AND BOARD MEMBER REPORTS

Director's Evaluation Ad-Hoc Committee

Director Brown summarized their meeting. They began planning the structure of the Director's Evaluation Process. They have reviewed the job description and previous evaluations and goals from the past two years. The committee is scheduled again on November 6th, after which a proposal and recommendation will come to the board.

FUTURE MEETINGS/EVENTS/OBSERVANCES

The Board was reminded of the joint JCLF board session occurring October 18, and the SDAO Board Training session work scheduled on November 1.

ADJOURN

President Brown adjourned the meeting at 5:45 p.m.

/s/ Val Nowak
Recording Secretary