



Director's Report

February 2023

Public Services



Bear Creek

Ashland Children's Services had a variety of great programs in January. The new year kicked off with a marshmallow and toothpick STEM program, where children 5 and up puzzled out ways to make a structure that would stand and hold together.

Excitement for the hours expansion project is building in Phoenix. A patron recently told Branch Manager Jody Fleming how much of a service it was to the community for the library to be open until 7 p.m. After Fleming told her about the new hours coming in April, the patron

gave her an excited thumbs up.

In Talent, the Scrabble Club had been a successful weekly program for several years. The group resumed meeting several months ago but had difficulty attracting new members. In January the usual attendance more than doubled as five new players began regularly showing up for games.

Central Area

In January, the regular Queer Coffeehouse program had a Rogue Reads twist, with Adult Services Librarians Spencer Ellis and Kayla Samnath creating a LGBTQ+ music-themed game of Jeopardy. Some of the categories were: 80's Music, Boy Bands, Musicals, and Music and Literature. For Double Jeopardy, the categories focused on finishing the lyric and naming the artist or song title. For final Jeopardy, the question was "Despite this Russian composer often being critical of their own work, their skill crafting ballet scores earned them an honorary degree from Cambridge University." For next month's program, those in attendance decided to do something more tabletop-gaming oriented like a roleplaying card game, or premade short RPG games.



Central Point Spark Space Specialist Kayla Adamiec hosted a program honoring the Lunar New Year. Participants celebrated the Year of the Rabbit with snacks, crafts, traditional music, and books related to this festive holiday. Participants also took home a red envelope filled with lucky gold coins made of chocolate.

Lower Rogue

Staff at Gold Hill kicked off the 2023 program year with a genealogy presentation by Certified Genealogist Barbara Northrup, who showed patrons how to navigate Ancestry.com to find their family members in the recently-released 1950 Census. She also provided tips and strategies for locating families who are missing from



the indexed records. Later, local author Paul Fattig gave a talk on smoke jumping based on his book *The Mouse that Soared: Tales of the Siskiyou Smokejumpers*. The room was filled for the author's talk - including one guest who was a part of the former Siskiyou Smokejumper crew.

In conjunction with the celebration of Lunar New Year, the Oregon Chinese Diaspora Project exhibited posters in Jacksonville's display area, illustrating its research and archeological excavation in Jacksonville and around the state. The Jacksonville Quarter was the earliest Chinese community in the Pacific Northwest, and this work helps to educate and illuminate early Chinese immigrants' important role in the state's early history.

January was a colorful month in the Ruch library, with the display of art created by the 5th graders at Ruch Outdoor Community School.

Upper Rogue

The Butte Falls Branch continues to enjoy regular bi-weekly visits from Butte Falls middle school and high school classes and recently added visits from the 7th grade class. The class visits are a bright burst of activity that bring in a wide variety of interests from books about dogs, to popular series like *Wings of Fire*, *Goosebumps*, and Octavia Butler's *Patternist* books. Staff listen to students' requests and locate books systemwide that match their interests so that they are available during the next classroom visit. In addition, library Associate Breanne Wolgamot continued to provide popular weekly story times to preschoolers at the Landing and students at Butte Falls Elementary.

Thanks to hard work by community members, and a generous donation from Kelly's Appliance & Furniture, Eagle Point is home to a brand new Freedge. A "Freedge" is a sharing mechanism aiming to reduce food insecurity and food waste, building a stronger community through the installation of community refrigerators that are used to share food and ideas at the neighborhood level. Eagle Point's Freedge is located right next to the meeting room, in the foyer of the building, and staff are looking forward to it getting a lot of use.

Despite the groundhog's prediction for continued winter weather, in Shady Cove, it is always a good time to start thinking about your next garden. During January, the Shady Cove volunteers got together to restock the branch's seed library, which now has a wide variety of flowers, herbs, and vegetables available for interested gardeners.

Outreach and Programming

Children's Services

In January, Rogue River brought Babies and Wobblers back to the library on Tuesday mornings. The tiny tots sang songs, and the moms and kids spent time socializing and checking out books afterward.



Medford and Ashland's Children's departments have been seeing an excellent turnout to all of their programs, seeing a mix of regulars and new faces each week. Regular storytimes continue, and the Toddlerobics: Music, Movement, and Me Storytime for the younger patrons has returned. For older kids, the S.O. Fun Afterschool Program continues to draw a crowd. This STEAM-centered program featured some music-themed programs this month to tie into Rogue Reads. Activities included making paper oboes and a Watercolor Painting to Music activity. Ashland also featured a pointillism class led by Circulation Manager Alyssa Drake.

On Saturday, January 21st, Jackson County Library Services partnered with the Rogue Valley Symphony and the Craterian Theater at The Collier Center for the Performing Arts to perform Franz Schubert's *Unfinished Symphony*, the featured song in Mo Willems's *Because*. Together, the Rogue Valley Symphony and Ashland Children's Librarian Lyn Heerema brought the story to life in front of over 300 children and their families. Children got to hear the story and the music that inspired the main character to become a musician herself, and they also learned how to conduct an orchestra.

Finally, The Dolly Parton Imagination Library has made its way to Jackson County! Registered children ages 0-5 will receive a gift book in the mail each month. This program has been made possible through generous donations and assistance from the United Rotary Clubs of Southern Oregon. In this first month, more than 1,400 children have been registered. Most of the branches hosted a special Imagination Library-themed storytime in January to promote the program. The Prospect branch, for example, hosted the Dolly Parton Imagination Library Storytime, which was attended by several enthusiastic young patrons. During a gratitude activity, both story reader and story listener decided one of the things they were most grateful for was the library. Staff also converted the associated gratitude quilt craft into a Take & Make to expand exposure for the Imagination Library.

Teen Services

In Eagle Point, local author Stephanie Cotta talked to a group of interested patrons about the creative process and insider details that went into her Young Adult fantasy book *The Conjurer's Curse*.

Rogue Reads is still in full swing in the Ashland Teen Department. Local author and musician Tish McFadden continued her ukulele lesson series, with many teens returning from the first session to continue their studies. Teen Specialist Derek Pyle led teen patrons in a music-themed video game tournament using Guitar Hero. The teen participants enjoyed playing the game, and seeing who the best rocker was.

In Medford, teens were invited to choose from their favorite book-to-movie adaptations this month. The winner, by a landslide, was *The Hate U Give*. The Teens watched the film and then discussed the representations of racism and violence in the film. For Rogue Reads, Medford held a Music Jeopardy program. Contestants battled with their brains to identify Weird Al covers, finish lyrics, and even name brand jingles. With so much variety, the battle for first place was fierce!

Adult Services

Rogue Reads programs for adults included What it Was: Growing Up When the Music Mattered with Jim Pagliosotti at the Applegate Library, and Live Looping with Larry Smith in Medford. Smith teaches a class at Rogue Community College, and many of the patrons who attended were also his students, who received extra credit for their participation.

Central Point Library hosted Coffee & Crosswords (55+), which has started to attract some regulars. Four patrons have a great time playing dominoes at each session, and many of them shared with staff how fun it is and how they are looking forward to the next meeting.

In Ashland, the second in the Big Ideas speaker series, a discussion of “Adult Homelessness: New Approaches and Solutions,” with State Representative Pam Marsh and Options for Helping Residents of Ashland (OHRA) Board Member Diane de Ryss, proved again successful, with 65 patrons in attendance.

For the second year in a row, Ashland Adult Services collaborated with SOU’s Master of Environmental Education program to design a Take & Learn kit for adults. This year’s kit focused on snow, and what to look for and appreciate in nature during the winter months. This year, the project had a regional impact, as kits were given out at the Ashland, Talent, and Phoenix branches.

Outreach

At Home Services (AHS)

At Home Services team added five new patrons to the service this month, and Library Specialists Kateri Warnick and Mackenzie Pollock attended an event at the Rogue River Estates, a senior living facility in Medford. They talked about and promoted AHS, Rogue Reads, and what the library has to offer. Many of the residents attended the event, and thirty books were given away. Out of those, seven of those were copies of *Music is History*, the adult Rogue Reads book for this year. Many took Rogue Reads bingo sheets with them as well.

Business Librarian

After a quiet December, January got down to business in a hurry, with Business Librarian Roslyn Donald attending eight business events reaching over 100 attendees. Notable meetings included a session with Jason Schneider, a consultant for Innovation Hub planning, and a presentation on business services for the Jacksonville/Applegate Rotary club. Donald also met with Annie Jenkins of the Downtown Medford Association to discuss partnering with the library on a promotional event for National Small Business Week, which runs from April 30-May 6. The promotion, titled “Downtown Quest,” will encourage shoppers to patronize several downtown businesses to win a small prize. Participants who complete the game can also win raffle prizes donated by participating businesses. This is a pilot project; if it goes well, Donald plans to use the same model in other branches for Small Business Saturday in November.

DART Van

DART hit the ground running in 2023, with new regular stops at the Kelly Shelter and White City Food Bank. For these extra cold months, DART has moved indoors for its regular Housing Authority stops to attract more patrons who need its services, and to keep the mobile services specialists and their patrons warm. Business Librarian Roslyn Donald accompanied DART for its first monthly visit to the Landing in Butte Falls, where they were joined by community partners EQUUS, ACCESS, and ODHS to serve the residents of Butte Falls and nearby areas.

The monthly Wildfire Recovery Fair, hosted by the Jackson County Community Long-Term Recovery Group, was canceled in January but will resume next month, with DART and other community partners pitching in. The DART team also began planning future collaboration with the Rogue Action Center and its Disaster Relief Team along with Rogue Climate, and it will participate in this year’s Break the Chain/V-Day Celebration on February 14.

Digital Services

With the additional hours in Medford and Ashland, the Digital Services team has adjusted its schedule. Staff have expanded their weekly visits to busier branches such as Ashland, Talent and Eagle Point. They have also scheduled dedicated time for appointments in Medford in addition to overseeing the Computer Lab.

In addition to regular classes at Ashland Senior Center, a workshop covering internet privacy and safety was held in Prospect. Patron appointments and assistance interactions continue to increase, with nearly 200 sessions in January.

Education Services

Community Librarian Evelyn Lorence and Adult Services Librarian Kayla Samanth brought Rogue Reads opportunities to students from the Barriers to Bridges program (previously referred to as the residential classroom) at the Juvenile Detention Center. The class joined in a special Zoom presentation from author Hena Kahn and created CD collage art inspired by *Amina's Voice*.

Lorence and team members from Medford Branch attended a Housing Authority resident event this month to reach teens and tweens served at the site. During the 90-minute event, they gave away ten books and gave out temporary tattoos to interested patrons.

Lorence and Bilingual Library Specialist Megan Pinder tabled at SOU's Latino Family Day Resource Fair. This event was for prospective SOU students and their families to share resources available in Southern Oregon. Together, Lorence and Pinder spoke with 321 individuals during the event. As a result, sixteen new library cards were issued, 11 expired accounts were reinstated, 60 books were given away, 16 teens took Homework Help packets (which included a breakdown of the most relevant library databases), and an adult job seeker was connected with Business Librarian Roslyn Donald.

Lorence and Medford Teen Librarian Andrea Leone led this month's pop-up event at South Medford High School. Leone led music trivia during the students' lunch period while Lorence shared information about library services and promoted the Rogue Reads program. More than 50 teens stopped by to listen and connect during the 40-minute event. As a result, four new library cards were issued, two expired cards were reinstated, and four students took applications home for parents to sign.

The January Open Book e-[newsletter](#) for educators featured a Q&A with South Medford High School's College and Career Advisor Stacy Carle, three different booklists, a classroom resource detailing Venn diagrams, and an overview of professional development opportunities.

The 1st-grade class from Medford Montessori visited the Medford Children's department. They received a short storytime, a tour, and had some time to browse for books. Later, Bilingual Specialist Megan Pinder assisted with a Spanish Language preschool class visit. These patrons also received a tour and a storytime.

Teen Librarian Jackie Keating met with the librarians at Ashland High School and Ashland Middle School this month. Both librarians were excited about Keating's proposition for the Teen department to be in their spaces at least once a week during the HVAC project to do some pop-up programming, and to make and renew library cards, teach about JCLS' various databases, and further connect the teens with resources. These regular outreach visits will begin in March.

On January 17th, JCLS hosted 3 author talks with Hena Khan, the author of the middle grade Rogue Reads title, *Amina's Voice*. Two of these talks were exclusive to school students, and one was made available to the public. The talk consisted of a presentation about the author's life and creative process, with some writing advice and a Q&A session. One patron in attendance had the following to say: "I am a 9 (almost 10) year old girl. I am also a Pakistani-Muslim, and I feel like I really relate to Hena Khan. I LOVED *Amina's Voice* and *Amina's Song*. They are mirror books for me."



Outreach to Child Care

Outreach to Child Care (OCC) saw increases in circulation and Storytimes in January. They served 1,538 children at 56 sites in January, up from 48 sites in December. The program circulated 2,884 items (1,897 English-language items and 987 Spanish-language items). Library Specialists Kateri Warnick and Emily Hawks, plus four volunteers, presented 36 English-language Storytimes. In addition, Bilingual Library Specialist Megan Pinder and one volunteer presented 20 Spanish-only or Bilingual Storytimes. Continuing the informational push, Library Specialist Emily Hawks attended two Head Start Family Days and distributed information to families and teachers regarding Dolly Parton's Imagination Library.

Finance

The fiscal year 2022 audit has begun, and auditors were on site the week of January 23rd to review documents, test internal controls, talk with staff and be available for any additional needs. The audit has been a smooth process so far and is currently on track to meet the April 2023 deadline.

Discussions regarding the FY24 budget are underway and a budget calendar has been drafted for the year. The Finance department plans to continue discussions with department heads internally in order to prepare for the needs of the District in the coming year.

In January, the White City Friends of the Library informed the Finance department that their chapter will be dissolving. They will donate their remaining funds to the Jackson County Library Foundation in a restricted fund for the White City Library.

Human Resources

HR continues to post the open positions needed for the expansion of library hours in April. Several new staff were onboarded in January, and the District is on pace to be fully staffed by the early-April target.

January brought the delivery of cards and hot cocoa to staff to thank them for their service. HR and Admin staff visited all 15 branches.

Colonial Life offered voluntary ancillary benefits to regular staff. These benefits are meant to supplement the current JCLS benefit package. Plans such as life, short term disability, critical care with cancer and accident are available. Representatives from Colonial Life held three informational meetings where they explained benefit options and answered questions. One-on-one meetings were also held. Overall, ten staff members signed up, and there will be another opportunity in June to enroll at open enrollment.

Staff Development Coordinator Loren Clupny relaunched the Equity, Diversity and Inclusion Staff Roundtable. This voluntary hour-long training opportunity is offered to staff to increase their knowledge around specific topics. January's topic was Neurodiversity. More than twenty staff members attended, and the Roundtable Trainings will continue monthly.

Marketing

With the announcement of the Dolly Parton Imagination Library, much of January's promotion went into running digital ads for the program, which also received some noteworthy press attention and continues to do so. Advertising also focused on the Rogue Reads author talk with Hena Khan.

Press Releases:

Dolly Parton's Imagination
Library: <http://bit.ly/3K7zvWY>

February Windows in Time: <http://bit.ly/3K7CDIz>
Big Ideas Discussion Series: <http://bit.ly/3YuspA9>



Notable Videos:

Rogue Reads Storytime: <https://bit.ly/3vTrInu>

Support Services

Collection Development

The Collection Development Team has continued to hone selection and ordering processes and increased the number of JCLS orders in January. Beginning in February and through May, staff will visit a different library branch each week to better understand how each branch collection is used and what materials are most popular.

Speaking of popular, JCLS received 804 suggestions for purchase in January! The Suggest a Purchase process was updated, with all suggestions now coming directly through the ILS rather than through a separate form. This change both streamlines the process and allows staff to keep better track of the number and status of requests.

JCLS's board game and puzzle collection are now located in the public catalog instead of the Library of Things. This change was made to bring more visibility to this popular collection. Over the next few months guidelines will be created for this collection, and new puzzles and games will be purchased.

The Library of Things Task Force met for the first time in January. At the meeting the groundwork was laid for the group's tasks for the future. One of their first priorities is to create and distribute a survey to staff and patrons about what they want to see in the LOT collection. From there, they will create a LOT collection development plan.

Youth Selection Librarian Monica Owens started work early the morning of January 30th in order to watch the announcements for the American Library Association's (ALA) 2023 Youth Media Awards. She was then able to purchase any books not already in the Library's collection and to create a list of these award winners in the catalog. ALA's Youth Media Awards are the Oscars of the library world and include awards such as the John Newbery Medal (children's author), Pura Belpré Awards (Latina/o/x author and illustrator), and Randolph Caldecott Medal (children's illustrator).

Technical Services

In an effort to reduce patron wait times for holds, last September JCLS (re)launched the McNaughton leased-book program. The specific intent was to use leased copies to lower holds-to-copy ratios for high-demand titles to better meet patron demand without the long-term retention of multiple copies. After acclimating to new workflows over the past few months, Technical Services Manager Ashley Johnson shared that reports analyzing initial leasing purchases reveal that each leased copy was borrowed an average of 4 times before the holds queue diminished and the leased books could be returned to the vendor. Circulation of leased items will continue to be monitored closely, but preliminary numbers show that each leased copy has the potential of shortening a patron's wait time by as much as 12 weeks.

In other news (pun intended), the Technical Services team along with Collection Development Manager Laurin Arnold, are investigating the two emergent local newspaper options since Medford's Mail Tribune ceased operation on January 13, 2023. The Grants Pass Daily Courier is expanding its coverage to include Jackson County; and Bend, Oregon's EO Media just launched the new Rogue Valley Tribune, online as of February 6th, and intending to print three times per week beginning in mid-February. Stay tuned for further developments of this story, as JCLS works to resume offering local news coverage direct to patrons through the branches.

Information Technology (IT)

IT has started the deployment of staff PCs and anticipates replacing all staff computers by the end of March. Older computers will be kept intact and available until the deployment is complete, and many will later be repurposed to replace current branch catalog, self-check, and standalone public printing computers.

Additionally, IT has begun the wireless access points (WAP) refresh project in conjunction with Hunter Communications. This will upgrade all indoor WAPs and add an outdoor WAP in each branch's parking lot to extend WiFi outside of our buildings.

After the three uninterruptible power supplies (UPS) were replaced in Medford in December, members of the IT team began an assessment of UPSs at all JCLS branches. Through this project they discovered that the branch UPSs were roughly nine years old and determined that they needed to be replaced this fiscal year. IT has since ordered fourteen UPSs, with plans to replace them all this spring. A UPS replacement and maintenance schedule has been incorporated into the Technology Plan.

Michael Stanfield, Website Specialist, has completed an online course on WordPress, the content management system (CMS) used to update the Library's website. Stanfield has also been working with Marketing Manager Ryan Bradley to learn about the website by finding and fixing broken links, creating image and meta titles for accessibility readers, and a variety of other improvements. Stanfield is also beginning to meet with various staff to collaborate on ways to improve department web pages.

Facilities

Jackson County Facility Maintenance hosted JCLS staff and Facilities Committee members on January 26th to review current projects, discuss budget projections for the coming year, and to discuss relationship successes and challenges. Jackson County Facility Maintenance has been impacted with staff vacancies over the past many months but were optimistic about the future due to their new hires who are currently being trained.

A new Facilities Assistant, Kyle Depew, will support JCLS Operations Coordinator Crystal Zastera. Depew will no doubt be kept busy as he assists in responding to internal tickets in the JCLS ticketing system. He will soon be able to complete minor facilities requests, which will increase efficiencies in JCLS.

Planning for library service needs during the upcoming Ashland HVAC replacement project is in full swing. Kristin Anderson, Ashland Branch and Bear Creek Area Manager, is working with Joan Vigil, Assistant Director of Public Services, and her Ashland team to plan for staffing and services during the three phases of the project. Zastera and members of the IT team visited Ashland to meet with branch staff to solidify equipment and facility needs for public services during the project. The upper-level security gate was also replaced at the Ashland branch.

Outlier Construction reached out to Zastera and requested to postpone the start date of the Ashland HVAC project from March 6 to March 13, in order to provide a bit more of a buffer for the arrival time of key equipment. Zastera received additional input about this request from Adam Trautman, Jackson County Facility Maintenance Project Manager, and everyone agreed that for the good of the project, this minor delay at the start is worth it if it helps keep the project on track through the spring.

Book Lockers

Comprising key staff from both Public Services and Support Services, a project team to evaluate, select, and procure two book locker systems has made progress. The team has so far engaged in four live, online demos from library vendors who specialize in book lockers and are now preparing to publicly post the Request for Quotes (RFQ) and receive bids to move forward with the project. The two branch sites selected for book lockers are Shady Cove Library and Jacksonville Library. The book lockers would be installed outside the libraries and allow patrons to pick up their materials placed on hold, even when the library is closed.