



**JACKSON COUNTY LIBRARY DISTRICT (JCLD)
REGULAR BOARD MEETING AGENDA**
Board Meeting 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>
October 16, 2024, at 4:00 p.m.

CALL TO ORDER/ROLL CALL

LAND ACKNOWLEDGEMENT

INTRODUCTIONS / PROCLAMATIONS

- 1. National Friends of the Library Week, Oct. 20-26, 2024.....1

AGENDA AMENDMENTS AND APPROVAL

CONSENT AGENDA

- 2. September 18, 2024 JCLD Regular Board Meeting Minutes.....2

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. The Board will listen to all comments but will not respond during the meeting)

BOARD ROLES & RESPONSIBILITIES – Jacquelyn Bunick, Legal Counsel

REPORTS (Inform)

- 3. Library Director – Kari May.....6
- 4. Jackson County Library Foundation – Ginny Auer
- 5. Staff Day – Board members

UNFINISHED BUSINESS

- 6. None

NEW BUSINESS (Discuss/Action)

- 7. State Annual Statistical Report – Kelda Vath.....15
- 8. Privacy Policy – Kelda Vath and Joan Vigil.....33

COMMITTEE AND BOARD MEMBER REPORTS (Inform)

- 9. Relationship Committee – Susan Keifer.....48
- 10. Data & Metrics Committee – Marta Tarantsey50
- 11. Policy Committee – Kevin Keating

ADJOURNMENT

FUTURE MEETINGS/EVENTS/OBSERVANCES:

November 6, 2024 JCLD/JCLF Joint Board Meeting – Ashland Branch Library
November 20, 2024 Regular Board Meeting

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

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



**BEFORE THE JACKSON COUNTY LIBRARY DISTRICT BOARD
IN THE MATTER OF PROCLAIMING OCTOBER 20 – 26, 2024
AS NATIONAL FRIENDS OF LIBRARIES WEEK**

Whereas, Friends of the Jackson County Library Branches raise money that enables our libraries to move from good to great -- providing the resources for additional programming, much needed equipment, support for children’s summer reading, and special events throughout the year;

Whereas, the support of the Friends highlights the fact that our libraries are the cornerstone of the community; providing opportunities for all to engage in the joy of life-long learning and connect with the thoughts and ideas of others;

Whereas, the Friends understand the critical importance of well-funded libraries and advocate to ensure that our libraries get the resources they need to provide a wide variety of services to all ages, including access to print and electronic materials, along with expert assistance in research, readers’ advisory, and children’s services; and

Whereas, the Friends’ gifts of their time and commitment to the library sets an example for all in how volunteerism leads to positive civic engagement and the betterment of our community;

Now, therefore, be it resolved that the Jackson County Library Board of Directors proclaims October 20-26, 2024, as Friends of Libraries Week in Jackson County, Oregon, and urges everyone to join the Friends of the Library and thank them for all they do to make our library and community so much better.

DATED this 16th day of October, 2024

JACKSON COUNTY LIBRARY DISTRICT BOARD

Viki Brown, President



MINUTES

ATTENDEES

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

Additional attendees: Kari May (Library Director), Kelda Vath (Assistant Director, Support Services), Joan Vigil (Assistant Director, Public Services), Ginny Auer (Foundation Executive Director), Heather Scott (Finance Manager), Ryan Bradley (Marketing Manager), Hannah Harding (Legal Counsel), and Loren Clupny (Staff Development Coordinator)

Guests: None

CALL TO ORDER/ROLL CALL

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

INTRODUCTIONS / PROCLAMATIONS

Director Brown read a proclamation declaring September 22-28 as Banned Books Week 2024.

CONSENT AGENDA

Director Shepherd moved to add a new business item to discuss the Medford Library water feature.

MOTION: Director Tarantsey moved to approve the agenda as amended and to accept the items on the consent agenda. Director Kiefer seconded. The motion passed unanimously.

ORAL REQUESTS AND COMMUNICATIONS FROM AUDIENCE

The board heard one community member speak in support of keeping the water feature at the Medford Library.

REPORTS

Library Director's Report

Library Director May presented highlights from the August report, including the Unofficial Battle of the Books program. She remarked on visiting the Talent, Phoenix, and Gold Hill branches and the engagement with young patrons at those branches. She reviewed the completion of the Summer Reading Program, the DART Van visiting the Prospect Jamboree and the expansion of the hot-spot on the DART Van to be satellite rather than cellular. She also shared a concept design that has been developed for the Phoenix Library pollinator garden project.

Jackson County Library Foundation Report

Jackson County Library Foundation Executive Director Ginney Auer shared highlights from her report, including a bequest for the Butte Falls Library for \$100,000, and the upcoming event and donor appreciation event with author Jonathan Evison. She concluded her report with an update on the Dolly Parton Imagination Library Steering Committee, which will be learning more about how the state will be supporting enrollment, and how to get enough kids enrolled across the state to reach the threshold to earn a visit from Dolly Parton.

UNFINISHED BUSINESS

None

NEW BUSINESS

Medford Library Water Feature

Director Shepherd remarked that she believes the water feature should be preserved, based on the community members who have spoken on the issue and the repair estimate. Library Director May asked the Board of Directors to clarify the Board's position on the water feature.

Motion: Director Keating moved to obtain cost estimates for both the repair and removal of the water feature before moving forward with either. Director Shepherd seconded.

Director Tarantsey offered an amendment to the motion to include an estimate of the ongoing cost of operation and labor for maintenance on the water feature. Director Keating and Shepherd both assented.

Library Director May asked for clarification on the Board's role in facilities decisions. Director Kiefer responded, noting that she would like the information requested in Director Keating's motion to decide on a course of action for the water feature. Legal Counsel Harding was asked by Director Kiefer about the Board's purview on governance in this situation. Harding responded that she would need to review statutes and policy and provide an answer to the board at a later time. Library Director May noted that there is cost associated with obtaining estimates and that significant effort has been expended by staff to arrive at the previous decision made on the water feature. Director Brown said that she does not believe that the water feature issue rises to the level of the Board and is instead, an operational concern.

Amended Motion: Director Keating moved that the board be provided with an estimate of the cost to remove the water feature as well as an estimate of the cost to repair the water feature, including the ongoing cost of operation, maintenance, and utilities. Director Shepherd seconded. Director Brown opposed. Director Kiefer abstained. Directors Keating, Shepherd, and Tarantsey voted in favor and the motion passed.

Director May asked for clarification on next step after the estimates were obtained. Director Tarantsey suggested that the estimates those would be brought to the Facilities Committee, who would then present a recommendation to the Board of Directors. The Board agreed that this was the appropriate direction.

Meeting Norms

Director Brown called for the Board to review protocol for running a legal and efficient board meeting, including the clarification of motions and procedures and a review of decorum and expectations of the Board of Directors. The document Director Brown read included a call for board members to:

- Come to board meetings prepared and having reviewed all relevant materials.
- Maintain attention during board meetings and not work on other projects during board meetings.
- Attend meetings in person when possible and maintain clear communication during virtual attendance.
- Be respectful of the information provided by staff members, through reports and other methods and accept the answers provided.
- Stay on track during board meetings, adhere to the agenda and avoid unnecessary conversation.
- Strive to function as body, while encouraging a diversity of perspectives.
- Maintain data security and legal protocols around meetings and the sharing information.

- Refrain from reaching out to individual staff members, the entire board should weigh in on such requests.
- Remember that Board Members serve all of Jackson County, not particular constituencies.

Library Director May read comments from the JCLS Administration Team. She noted challenges that staff are facing due to the conduct of the Board of Directors including unprofessional behavior, lack of preparation, and a tendency to be critical and punitive, rather than supportive of the library, its mission, and its staff.

Director Brown noted the requests for information that come from a committee meeting are permissible, but direct requests from Board Members to staff should not be made. Director Shephard raised concern about requests for information; Director Brown reiterated that requests for information should come from the whole board not individual members. Director Keating asked for clarification on how to request information appropriately. Library Director May answered that requests for information would follow procedures just reviewed. Director Shephard asked that data be shared when requested. Director Kiefer suggested that Library Director May could provide additional context around the information brought forward at decision making points. Director Keating suggested that having a particular set of data available to the board at all times would be helpful. Library Director May suggested setting a standard for data reporting.

Director Tarantsey thanked the staff for putting together the remarks that May provided. Tarantsey would like to have an offline conversation on how to improve the conduct of the board and show appreciation for the staff of JCLS. Director Keating suggested a study session as an alternative. Director Brown asked the board how they would like to proceed with addressing this issue. Director Kiefer also suggested a study session. The Data and Metrics Committee will address a standard of data as it pertains to decision making for the board. The entire board will be invited to attend the next committee meeting on October 2 to facilitate discussion around those standards.

COMMITTEE AND BOARD MEMBER REPORTS

Facilities Committee

Director Brown shared minutes from the most recent committee meeting including the landscaping RFP, which has been issued.

Finance Committee

Director Shephard reviewed a document provided by the Finance Department and asked the Board about the level of detail they want to see in financial reports. Library Director May asked if the level of detail in the reports provided more recently to the Finance Committee would have a sufficient level of detail. Director Kiefer said she wants to see the additional reports that Finance Manager Heather Scott will provide. The Committee also discussed the budget process and how to prepare for budget season better next year. The Committee wants to help make sure that the board has sufficient detail to make informed decisions about the budget.

United for Libraries Virtual Conference

Director Brown shared highlights from the recent United for Libraries Virtual Conference that she attended, including major takeaways from the event. Brown encouraged the board to watch recordings of the sessions.

FUTURE MEETINGS/EVENTS/OBSERVANCES

Director Brown and Library Director May summarized upcoming Board and library events including the upcoming event with Jonathan Evison, JCLS Staff Day, the Eagle Point and Ashland Branch Awards Dinners, the 20th Anniversary of the Eagle Point Branch, Indigenous People’s Day, the next JCLD Board Meeting, the celebration for 40 years of library services in Ruch, and the upcoming JCLD & JCLF Joint Board Meeting.

ADJOURN

President Brown adjourned the meeting at 6:02 p.m.

/s/ Loren Clupny

Recording Secretary

Public Services

Banned Books Week Celebration



The District hosted its first major live and in person author talk since the pandemic. To celebrate Banned Books Week, Jonathon Evison, author of frequently-banned book *Lawn Boy*, spoke to a crowd in the Grand Reading Room of the Medford Library about his experience with *Lawn Boy* being the 2nd-most challenged title, according to the ALA, in 2021.

He also shared stories about living in Southern Oregon and visiting the Medford Library in the old Carnegie location and purchasing bags of books for \$1 that he used to help with his research, back in the days before the internet. Rebel Heart Books was on site selling copies of Evison's books, which he signed for participants after the talk. Jacksonville and Ashland branch libraries live-streamed the presentation at their locations.

While Evison was here, the Marketing team went out to Hummingbird Estates to film a short video with him. The video is currently being edited into two parts, one focused on Evison's book, *Lawn Boy* and one with more generalized writing questions. These videos will be posted on the JCLS YouTube channel in October.

Find the Magic



September kicked off the fall program's theme "Find the Magic," and patrons are already finding so much magic in their libraries. Many libraries hosted the "Make Your Own Dragon Mason Jar Night Light" program from the systemwide programs menu. Most of these programs hit maximum capacity. Central Point Library Specialist Noel O'Brien called it "A HIT," with all 26 kids in attendance.

The Medford Children's Department had a full house for their special storytime, featuring the book *When You Open a Book* by Caroline Derlatka, a tale about all the magical adventures you can go on simply by reading a book. Children also got to create and decorate a library card holder – encouraging those who did not already have one to get one in celebration of Library Card Sign-Up Month.

Hispanic Heritage Month



Hispanic/Latinx Heritage Month (September 15–October 15) is in full swing. Many branches have displays highlighting authors, musicians, and actors of Hispanic and Latinx heritage. Programming for this special month was also in full swing, with Rogue River and White City branches teaching all ages how to create beautiful and traditional crafts, such as pinatas, Mexican tin art, and paper flowers. The programming and decorations at many branches provided a welcoming atmosphere for all and a chance for many to learn and appreciate the vibrant Hispanic/Latinx culture. A special kudos to Medford Librarian

Spencer Ellis, who wrote an outstanding [blog](#) highlighting the history of Hispanic Heritage in Southern Oregon.



Rogue River Library Associate Cici Gomez created a beautiful eye-catching display for Hispanic/Latinx Heritage Month. She took time to plan out the display and put a lot of her heart and soul into it, using her own family customs and memories as a foundation. Gomez also made sure to showcase not just Mexican culture, but other Latin cultures as well. She provided library items and other materials to help educate and inspire patrons of the many gifts of Latin legacy. Rogue River is receiving a lot of patron feedback about the display's beautiful colors, and about how much they appreciate the vibrant Hispanic Heritage posters throughout the building that remind them of the personal qualities that truly make any person "great."

Central Point Branch Manager Erin Ulrich, and Library Assistants Hunter Moore and Eva Navarro attended Central Point's Hispanic Heritage Festival on Friday, September 20. They met more than 275 people at their library booth and even made some new library cards. They chatted with current library patrons and new folks who were happy to find out the range of amazing services that JCLS has to offer.

Bear Creek

Ashland



Talk like Pirate Day was on September 19, and the Children's team decided to make the whole week a celebration of pirate fun. Storytimes all had a pirate theme; pirate names were given out; and the department was decorated as well.

During the month, several sensory activities were set up around the department. One, designed by Specialist Kelly Steiner, was popular with patrons. Steiner brought in a Mammoth Sunflower and displayed it alongside some tweezers, small cups and an instruction sheet. This program allowed young library patrons to learn about the natural world and work on their fine motor skills. Fine motor skills are important to develop for a host of reasons, but for an early literacy program the importance is tied to learning how to write.

Teen Specialist Miki Hocker ran an all-ages Star Trek Day program. Folks of all ages participated in a variety of fun and engaging Star Trek themed activities and crafts, and there was a lot of positive feedback from patrons. Later in September, Teen Librarian Katie Fischer put out some relaxing "portable Zen Garden" kits to help tweens and teens with their back-to-school anxiety. With the start of the school year being so busy and stressful for many middle and high schoolers, having these easy-to-partake-in, stress-relieving kits can go a long way.

Phoenix

A young patron donated a book she wrote to the Phoenix Library. It is titled "I Love School" and among drawings of cats, spiders, trees, houses and the sun itself, she writes "I love school every day!" Branch Manager Jody Fleming and Library Associates Lori Wilson and Parsina Dias were thrilled to read it and keep it at the Phoenix branch.

Fleming attended the Phoenix Flower Festival at the Phoenix Grange. She told visitors about the planned pollinator garden, butterfly garden and indoor beehive that will be planted and installed beginning in June 2025. Adults and kids were “wowed” by this information and cannot wait to see it!

Talent

In preparation for both next month’s scheduled carpet replacement and to refresh things for patrons, the Talent staff have been busy shifting some of the sections of the collection to new homes. Some of the sections moved include New Adult Non-Fiction and Fiction, Children’s Non-Fiction and Picture Books, and the Children’s Spanish-language items.

Central Area Medford

The Children’s Department had been contacted by a caretaker, asking for assistance from an adult patron who did not know how to read and where to start with books that would be of interest to an adult but would also allow for building reading skills. After connecting the caretaker with nonfiction early readers about John Lewis, the caretaker let the staff know that the patron cried about being able to read a book mostly solo for the first time, and for it to be about someone he saw himself reflected in. She thanked the staff for their help in being able to connect her with books that impacted him so much.



Crystallized Flowers proved to be an exciting and interesting program for teen patrons. Using Borax, water, and fabric flowers, the patrons were able to create beautiful flowers to bring home. Due to how long the process took, they were also presented with bud vases that they could decorate in whatever way they wanted to, with lovely results.

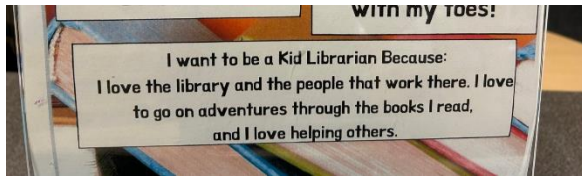
Patron Comment:

Hi! Just wanted to thank the library for the recent Book Folding Class at the Medford Library. My friends and I thought it was fun. I chose the simple diamond design and when it was finished decided to embellish a bit. Attached are a couple pics I'd like to share with the helpful people who gave us this great little class. Thank you very much!



Patrons joined Medford Adult Services staff for an author talk by Linda Lochard, local author of *Life Along the Applegate Trail: A Tale of Grit and Determination*. Patrons learned about the historical events that inspired Lochard’s work of fiction: both the original travelers on the Applegate Trail in the 1840s and her personal experiences reenacting the trip in the 1990s. Patrons also learned about Lochard’s writing process and current projects, and many left with a signed copy of her book. Photos include memorabilia from Lochard’s reenactment trip. Patrons worked together to try to fit in a square representative of the size of a standard wagon that made the trip.

Central Point



This month's Kid Librarians were Aria and Sadie. They have great taste in books and were happy to share their favorites with other young Central Point patrons.



Fall means Fat Bears at Central Point Library. Branch Manager Erin Ulrich loves talking to patrons about the merits of being the fattest bear in the river at Katmai National Park. Patrons are encouraged to find out about the famous bears and participate in voting for their favorite chonk!

Lower Rogue

Applegate



The Applegate Library diorama created for the District's 10th anniversary event was pictured in the local newspaper, *The Applegater*.

Shiver me timbers! Talk Like a Pirate Day attracted a trio of Applegate staff pirates.

Gold Hill



Following up on the story included in last month's report, patron Kian finished reading all the state books and helped complete stickers on the map in the library. Around the middle of July, Kian and his sister each checked out one state book, and the sister complained that Kian stole her book, so he got to read it and get the sticker. Kian then said his goal was to read every state book by the end of summer. By the last week in August, there were still five states remaining without stickers. Kian checked out three, and I knew another child had checked out the other two. He was somewhat distressed (only mildly so but still distressed for a 10-year-old) that all the states would not be completed in time. He asked if we could keep it an extra week to fill in the map. Branch Manager Julie Doty put the last two states (Virginia and West Virginia) on hold for him and keep it an extra week if the other child did not come in. A week later, Kian came running in at about 3:30, fresh from his soccer game, to return the last two books and place the stickers on the map. His dad said that as soon as the soccer game was over, he said, "Can we go to the library?" The Atlas he is holding was presented to him for being such a prolific State book reader.

Jacksonville



One of Jacksonville children's favorite Special Storytimes is when the rogue Valley Pollinator Project comes to the branch. This time, the kids got to look at bees and beetles through a microscope.

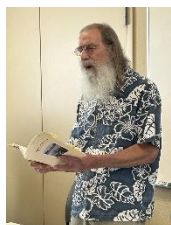
Rogue River

Rogue River is seeing a steady flow of weekly school visits with both younger kids and teens/tweens. Not only are the students super-excited to be at the library (i.e., genuinely interested in reading, not just taking a break from classes), but they appreciate the face-to-face interactions with library staff, too. Branch staff continue to forge connections and provide a positive library experience. In fact, the students consider the class visits to the library "reward," which says a lot! Many of the students also continued their regular library visits throughout the summer.



Rogue River patrons of all ages tend to love Take & Makes, and the team is providing more of them. Regarding the Self-Care Support Kit, a patron said: *"Whomever put these together INSPIRED us and cheered me up! . . . Great ideas! Cute positive prompts . . ."* For the future, they would like to see *"inspiring seasonal stuff and creative ideas for vibrant wellness,"* which the branch will be carrying forward into winter. The Self-Care Support Kit contained a Positive Potato or a Positive Penguin, inspirational quotes, a 30-day self-care challenge, and other essential self-care items.

Ruch



At a very well attended program, local author Paul Tipton read excerpts from his recently published book, *Strange New Cowboy: Vietnam Stories and Poems*, interspersed with poems by members of The Applegate Poets on the prompt, "An end to war."

Upper Rogue

Butte Falls

A highlight this month for programming was the Password Management class that taught the best practices for establishing strong and secure passwords and how to best manage these passwords.

Back to school! Storytime returned to kindergarten and first-grade classes this month. Later in the month, Storytime returned to preschool at the community school partnership location The Landing. These Storytimes will continue every Tuesday and Thursday throughout the school year. Staff and students alike are so happy to have this special time available to them.

This month patrons were given their first glimpse of this year's OBOB/UBOB challenge. Children in grades 3-12 have the opportunity to come together at the library with their coaches to practice and prepare for their competition later in the year. Butte Falls students are excited to be able to participate in this contest with students from all over Oregon.

Eagle Point



In honor of Talk like a Pirate Day, patrons played a live action board game where they pretended to be pirate ships on the high seas, trying to find treasure without getting sunk by the Kraken. They watched Muppet Treasure Island while making pirate-themed crafts or having a foam sword fight. There was also a treasure hunt in the Secret Garden, and a chance to find out their pirate name.

The Paws to Read program at Eagle Point is growing more popular. Whether kids are coming to read to the dogs, hear stories read to them, or just stopping by to give Tangee and Georgie some pets, kids like hanging out with the dogs. This week they were set up in the fireside area due to overlapping programs, but that did not stop people from coming and seeing the four-legged library friends.

White City



The young patrons at White City continue to build amazing structures every other week during the Spark Space Lego Hours.

Staff have received multiple comments on how much they enjoy the seasonal decorations, especially the papel picados ("perforated paper" / "pecked paper") which is a traditional Mexican decorative craft made by cutting elaborate designs into sheets of tissue paper. One patron commented that they know it is the beginning of fall when they start to see these decorations hanging.

Community Resources

The Community Resources Department has been anticipating some of challenges individuals face during colder weather and is focusing on expanding resources to ensure the community's evolving needs are met. This includes gearing up for an increased demand in housing, warm clothing, and food assistance, and providing more robust mental health support as the winter months can be challenging.

One of the standout staff achievements this month has been the incredible work of Resource Specialist Leigh Madsen, who has successfully connected five more patrons with their own bicycles, complete with locks. These bikes represent more than just transportation, they provide independence, mobility, and access to essential services. The team is proud to see how these small, yet significant gestures empower patrons and contribute to their well-being and sense of autonomy.

This month, the department is pleased to report that the team connected close to two dozen patrons to vital mental health services, ensuring that those in need have access to the support and resources necessary for their mental well-being. A particularly touching moment for the team came when a regular patron shared how the library and staff have impacted their life. They revealed that the supportive environment of the library has saved their life on multiple occasions as they navigated

struggles with suicidal ideation. They described how the library has become a sanctuary for them, and a place where they feel seen, valued, and part of something greater. Their story is a testament to the power of a kind, welcoming space and serves as a powerful reminder of the essential role the Community Resources Department and the library play in the lives of many.

Outreach, Programs and Digital Services

Digital Services

Digital Services Specialists Laurel Bucher and Nicole Vukcevic and Digital Services Supervisor Eric Molinsky introduced a new class at Ashland Senior Center called *The Day the Music Thrived: Streaming Music from Your Library and Beyond*. The content covered a brief history of the creation of the MP3 audio file, and how music piracy and the crackdown by the industry led to today's legal streaming platforms. Molinsky showcased JCLS's Hoopla service, while Vukcevic and Bucher covered Apple Music and Spotify. Community-building features of the third-party apps were highlighted, such as collaboration and sharing, to show how technology could be used to foster connection instead of isolation.

Digital Services patrons had good things to say about the help they received in general and about the library. Staff noted: "Patrons stop by the circulation desk and give praise to Ryan [Digital Services Specialist Ryan Murphy] for his kind and thoughtful demeanor and for helping them solve all their technical inquiries. Today a patron said please let his manager know that I would like to give Ryan a 10 out of 10 for his great service!!!"

A comment left by a patron:

"I have been in touch with your eBook department, a very nice gentleman from that department gave me very good instructions on how to borrow books on my computer. I suddenly have all these great books on hand to read 📖 I want to keep track of them all so have created a spreadsheet – I keep telling myself 'Why haven't I contacted the library before.' Thank you again for your kindness and great service!!"

Outreach

The Outreach team attended 35 events in September and reached 1,868 individuals. Even more thrilling for *Library Card Sign Up Month*, 191 individuals signed up for a library card at outreach events by September 28! The bulk of these were students and families at back-to-school events supported by the Education services team and DART visits. Outreach staff supported six events that celebrated Latinx Heritage Month in partnership with branch staff. At one of these events, an avid e-book reader learned about the digital collection in Spanish and promptly renewed her library card on the spot.

Business Librarian

To support Coalicion Fortaleza's (CF) El Mercadito popup market, Business Librarian Roslyn Donald connected Southern Oregon Innovation Hub Steward Kim Freeze to CF leadership because she knew the Hub had sponsorship funds available for supporting entrepreneur events. The two organizations met, and the result was a \$300 Hub sponsorship for El Mercadito. Library resources are valuable, but sometimes helping community groups make connections is the most valuable resource of all. Donald continues to work with the Innovation Hub to promote entrepreneurial events throughout both Jackson and Josephine counties.

JCLS provided wifi service to vendors at the Applegate Evening Market. During the event Donald was chatting with a vendor and found that the vendor was unaware that the library offered ebooks in Kindle

format. Donald talked to her about Libby ebooks available in the Kindle format and signed the vendor up for a library card that night.

DART

DART happily provided wifi to two nearby vendors at Happy Tails Festival in Gold Hill as wi-fi access had not been considered for the event. The team also attended El Mercadito with Library Associate Golden Rogers. Rogers was able to provide Spanish translation services and assist a Spanish speaking visitor in completing a library card application and becoming a new library patron.

Education Services

Community Librarian Evelyn Lorence and Education Services Specialist Bella Silva visited twelve sites and helped sign up new library card holders. During these visits, Lorence and Silva promoted UBOB Year 2, getting many families registered via Beanstack or a physical passport. Education Services also had a chance to work with White City Library Associate Milagros Morales and Rogue River Library Associate Cici Gomez at Unete's Back to School event. This event was successful for connecting with Latinx patrons. Additionally, Lorence and Silva partnered with Ashland Librarian Brianna Levesque for the Meet Ashland event at SOU, which was an excellent opportunity to introduce the incoming university students to JCLS resources.

Library Administration

Marketing

Promotion of the Unofficial Battle of the Books program began in earnest and has had excellent early participation. In celebration of Library Card Signup Month, the Marketing team also created a series of short commercials for library programs and resources and bundled them into a fun 'product launch' spoof.

Press Releases:

Big Ideas Discussion Series: <https://bit.ly/3AOTGqp>

Jonathan Evison Author Talk: <https://bit.ly/4dMcLY4>

Notable Video:

Library Card Signup Month: <https://youtu.be/oxliJ6dNB54>

Human Resources

The HR Team partnered with Wellness 2000 to host the annual fall vaccine clinics at both Ashland and Medford branches. The clinic was available for staff and family members. 49 COVID and 53 Flu vaccinations were administered. Staff expressed gratitude for holding the clinics, which were a great convenience to employees.

October 1st was the annual JCLS Staff Day. Six months of planning went into the day. The theme was "You Belong Here", and two guest speakers were brought in to talk about belonging, inclusivity, values alignment, bias and trust. Two breakout sessions highlighting various areas of professional development were featured, along with a delicious lunch. Swag bags and staff t-shirts were distributed to staff at the end of the day.

Support Services

Professional Development and Networking

In September, Youth Selection Librarian Monica Owens attended the Association for Library Service to Children (ALSC) National Institute in Denver, CO where she was able to network with other youth selection librarians and learn how other libraries select and market their collections.

Assistant Director of Support Services Kelda Vath attended the inaugural SOU Sustainability Network Conference held onsite at Southern Oregon University. This conference brought together individuals from businesses, non-profits, and educational institutions from across the Southern Oregon and Northern California region to engage with ideas and each other around potential collaborative sustainability efforts.

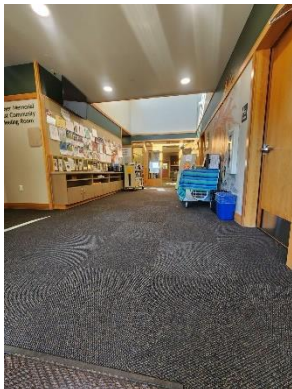
Technical Services

Thanks to recent upgrades to JCLS's integrated library system (ILS), Koha, the Technical Services team successfully migrated the Library of Things collection out of its stand-alone software and into the regular public catalog. As of October 1, 2024, patrons are able to search, browse, place holds, and borrow items from the Library of Things in the same intuitive way that other library materials are borrowed. Technical Service staff prepared staff and raised awareness of the exciting change with patrons, and so far, staff and patrons alike have expressed surprise (and relief!) at how simple and positive this change has been.

The manner of accessing the Book Club Bag collection has also evolved. Formerly available through the same stand-alone software as the Library of Things, the Book Club Bag collection is now browsable in the public catalog, and bookings for the bags can be made by contacting library staff. The Book Club Bag collection uses Koha's new bookings module which allows for date-specific reservations. At this time, the bookings feature is only available on the staff interface of the catalog, so a new customer service workflow has been designed to offer convenience for patrons and their book groups reserving the Bags while the patron-facing enhancements to the booking module software continue to be developed.

Facilities

New carpet was installed at the Shady Cove library the week of September 23rd.



The branch was closed for the duration of the work; however Shady Cove patrons were all reminded of their option to place holds to pick up at the book locker outside the library during closure. Thanks are due to the Courier team for stocking the locker with holds while branch staff were offsite during the carpet replacement project, and to the IT team and County Facilities Maintenance in conjunction with the JCLS Facilities team and Shady Cove staff for their part in a successful outcome.

Additionally, the Phoenix library had new flooring installed in the entry foyer. This smaller project was completed during days the branch was closed to the public so there was no disruption in library services.

JCLS continues to take steps to bolster resilience in the communities we serve through monitoring indoor air quality and providing air scrubbers inside library facilities during the smokiest times of the year. As part of these efforts, JCLS purchased Purple Air monitors for the exterior of the rural libraries, Butte Falls and Prospect, which were recently installed. This now brings the total number of Purple Air monitors on library properties to three, as Ashland library had a Purple Air monitor installed on its exterior last year. JCLS intends to continue to add more monitors to library facilities to provide the public with information about air quality in their local areas in the future.

Part 1	General Information	FY23	FY24	% of Change	Notes - Explanation for Significant change.
101	Official name of library	Jackson County Library Services	Jackson County Library Services		
102	Street address	205 S Central Ave	205 S Central Ave		
103	City	Medford	Medford		
104	Zip	97501	97501		
105	Mailing address	205 S Central Ave	205 S Central Ave		
106	City	Medford	Medford		
107	Zip	97501	97501		
108	County	Jackson	Jackson		
109	Library's main phone number	5417748673	5417748673		
110	District or Cooperative Membeship		district		
111	Boundary change	No	No		
113	Have any branches moved or changed address?	No	No		
114	Central Library	1	1	0.0%	
115	Branches	14	14	0.0%	
116	Bookmobiles	0	0	0.0%	
118	Number of registered users.	120,091	105,824	-11.9%	FY24: Decrease may be related to cleaning up database borrowers with multi-year no activity & resolving their long outstanding fines. <i>Note that this includes JCLS cards that have RCC campus home branches.</i>
119	Number of new registered users added.	9,672	10,997	13.7%	

Part 2	Staff & Volunteers	FY23	FY24	% of Change	Notes - Explanation for Significant change.
201	Number of librarians with ALA/MLIS.	24	24	0.0%	
202	Number of other persons holding the title of librarian	3	1	-66.7%	No longer a question for State Report.
203	Total librarians (in FTE).	25	25	0.0%	
204	All other paid staff (in FTE).	111	119	7.2%	Increase in staff to support full year of increased hours of operation
205	Total paid staff (in FTE).	136	144	5.7%	FY24: Increase due to new hiring for expanding hours in FY24
206	Total number of volunteers (individuals).	67	93	38.8%	
207	Total Volunteer hours.	2,836	2,888	1.8%	
209	Friends of the Library	Yes	Yes		
210	Library Foundation	Yes	Yes		

300	Library Revenue	FY23	FY24	% of Change	Notes - Explanation for Significant change.
301	City revenue	0	-		
302	County revenue	0	-		
303	District revenue	12,061,963	12,917,875	7.1%	
304	Total local government revenue	12,061,963	12,917,875	7.1%	
305a	Ready to Read Grant Revenue		40,688		New questions for FY23.
305b	All other State Revenue (Don't include <i>Ready to Read Grants</i> here and don't include federal funds distributed by the state.)		-		New questions for FY23.
305	State government revenue	0	40,688		
306	LSTA grant revenue		20,000		
308	Other federal funds. (ex. CARES Act funds, ARPA, NASA, NEA, National Science Foundation grants funds or payments such as O & C compensation.)	0	-		
309	Total Federal government revenue	0	20,000		
310	Other Operating Revenue	\$1,178,290	1,279,540	8.6%	
311	Total library operating revenue	13,240,253	14,258,102	7.7%	
312	Local government capital revenue	0	-		
313	State government capital revenue	0	-		
314	Federal government capital revenue	0	-		
315	Other capital revenue	0	-		
316	Total capital revenue	0	-		

400	Library Expenditures	FY23	FY24	% of Change	Notes - Explanation for Significant change.
401	Salaries and wages.	6,501,146	7,704,204	18.5%	
402	Employee benefits.	1,786,705	1,916,407	7.3%	
403	Total staff expenditures.	8,287,851	9,620,610	16.1%	
406	Total expenditure on print materials	725,424	748,406	3.2%	
407	Electronic materials expenditures	503,276	616,022	22.4%	invoiced for Kanopy for FY23 and FY24 in FY24.
408	Other materials expenditures	183,726	188,155	2.4%	
409	Total expenditures on collection	1,412,426	1,552,583	9.9%	
410a	All other operating expenditures	4,255,939	4,612,118	8.4%	
410b	Internal Services Charges	0			
411	Total library expenditures	13,187,387	15,785,312	19.7%	
412	Library construction expenditures	0	-		
413	Capital equipment expenditures	38,284	-	-100.0%	
414	Other capital expenditures	730,545	440,035	-39.8%	
415	Total capital expenditures		440,035	-100.0%	Question is not included on state report instruction guidelines.

500	Library Collections	FY23	FY24	% of Change	Notes - Explanation for Significant change.
501	Books and other printed items - physical units	320,224	301,818	-5.7%	This change likely due to a combination of weeding efforts and loss rate of materials.
502	Books and other printed items - physical units added	29,843	36,157	21.2%	
503	Audio materials - physical units	30,878	28,730	-7.0%	
504	Audio materials - physical units added	1,949	1,916	-1.7%	
505	Video materials - physical units	45,005	44,873	-0.3%	
506	Video materials - physical units added	4,324	5,812	34.4%	
507	Other circulating physical library materials	1,378	1,499	8.8%	
508	Other circulating physical library materials - units added	97	486	401.0%	
509	Total number of physical units	397,485	376,920	-5.2%	
510	Total number of physical units added	36,213	44,371	22.5%	
511	Number of e-book units (Library2Go statewide listed here)	60,044	62,617	4.3%	
512	Number of e-book units added (Library2Go statewide listed here)	10,916	7,261	-33.5%	
513	Local e-book units	842,530	1,027,897	22.0%	
514	Local e-book units added	3,186	3,799	19.2%	JCLS ebook purchases were increased. This figure reflects Overdrive ebooks only.
515	Total units of e-books	902,574	1,090,514	20.8%	
516	Total units of e-books added	14,102	11,060	-21.6%	This decline due to ODLC Consortium selection decisions, not JCLS.
517	Number of digital audio units (Library2Go statewide listed here)	37,391	40,311	7.8%	
518	Number of digital audio units added (Library2Go statewide listed here)	5,254	4,260	-18.9%	
519	Local digital audiobook units	215,110	127,194	-40.9%	FY24: Price cap on digital audiobooks reduced in Jan 2024 for financial sustainability
520	Local digital audiobook units added	9,168	11,474	25.2%	JCLS audiobook purchases in Overdrive increased.
521	Total digital audio materials (517 and 519)	252,501	167,505	-33.7%	This decline due to ODLC Consortium selection decisions, not JCLS.
522	Total units of digital audio materials added (518 and 520)	14,422	15,734	9.1%	
523	Number of digital videos in Library2Go	0	-		
524	Number of digital videos added in Library2Go	0	-		
525	Local digital video units	100,878	106,794	5.9%	
526	Local digital video units added	8,048	9,279	15.3%	
527	Total digital video units	100,878	106,794	5.9%	
528	Total digital video units added	8,048	9,279	15.3%	
529	Total number of digital units	1,255,953	1,364,813	8.7%	
530	Total number of digital units added	36,572	36,073	-1.4%	
531	Total physical and digital units	1,653,438	1,741,733	5.3%	
532	Total physical and digital units added	72,785	80,444	10.5%	
533	Number of Spanish language items (Physical & econtent)		100,572		FY22 physical and digital were broken down separately in 533a and 533b.
533a	Number of Spanish language items (physical)	13,244	12,471	-5.8%	This decline likely due to increased attention to collection maintenance. (We know from our Strategic Plan metrics that the circ of Spanish language materials has actually increased, particularly kids materials, though the collection size has reduced slightly.)

533b	Number of Spanish language items (Digital)	89,749	88,101	-1.8%	
534	Library items in other languages	1,598	1,832	14.6%	In FY24 new materials in Ukranian and Russian were added.
535	Number of Local or Local Consortial electronic collections (databases)	17	15	-11.8%	FY24: Removed offering of Creativebug and Statista.
536	Number of Local or Local Consortial electronic collections added (databases)	0	-		
537	Number of Statewide electronic collections (Gale and Learning Express)		-		
538	Number of Statewide electronic collections added (Gale and Learning Express)		-		
539	Total electronic collections	17	15	-11.8%	
540	Total electronic collections added	0	-		

600 Database	Circulation and Collection Use	FY23	FY24	% of Change	Notes - Explanation for Significant change.
601	Successful retrievals of electronic information (combine statewide database usage for Gale & LearningExpress Library databases.)	6,577	3,076	-53%	JCLS did not renew Learning Express in Nov. 2023. This in addition to declining Gale usage overall accounts for this difference.
602	Successful retrievals of electronic information (local databases)	261,120	203,637	-22%	
603	Total of Successful retrievals of electronic information	267,697	206,713	-23%	
609	Automatic renewals of Physical materials		Yes		
Physical					
610	Number of first-time circulation of adult materials	375,830	398,008	6%	
611	Number of renewals of adult materials	188,902	207,343	10%	
612	Number of first-time circulation of YA materials	26,866	28,219	5%	
613	Number of renewals of YA materials	23,317	23,177	-1%	
614	Number of first-time circulation of children's materials	314,367	326,707	4%	
615	Number of renewals of children's materials	219,449	252,743	15%	
616	Number of first-time circulation of other library materials	4,615	7,131	55%	The '881' is the portion of this number that is LOT, the rest of the data can be found to the right in the document and includes board games, meeting room keys. Board game collection was expanded in FY24.
617	Number of renewals of other library materials	279	711	155%	
618	First-time circulation not separated into adult, YA or children's materials	18,246	17,647	-3%	These checkouts represent predominately magazine checkouts.
619	Renewals not separated into adult, YA or children's materials	396	496	25%	
620	Total first-time physical circulation	739,924	777,712	5%	
621	Total renewals of physical collection	432,343	484,470	12%	
622	Total circulation of adult materials	564,732	605,351	7%	
623	Total circulation of YA materials	50,183	51,396	2%	
624	Total circulation of children's materials	533,816	579,450	9%	
625	Total circulation of Other library materials	4,894	7,842	60%	
626	Total circulation not separated into adult, YA or children's materials	18,642	18,143	-3%	
627	Total circulation of physical items	1,172,267	1,262,182	7.7%	FY:24: Note that OCC is internally counted differently than for the state -- a bag of 40 items is counted as 40 internally, but as 1 for the state report.
Digital					
630	Number of circulations of electronic materials (Library2Go)	124,908	141,057	13%	FY24: **141057** from state filled in form FY24 -kv 9/17/24
631	Number of circulations of local electronic materials (returned to the library)	247,389	292,948	18%	=91594+29809+155012+16533 Note: Order of these figures is Hoopla, Kanopy, Overdrive Advantage, Overdrive Advantage Plus
632	Total number of circulations of electronic materials	372,297	434,005	17%	
633	Total circulation of physical and electronic materials	1,544,564	1,696,187	10%	
634	Electronic Content Use	639,994	640,718	0%	
635	Total Collection Use	1,812,261	1,902,900	5%	
Resource					
650	Interlibrary loans JCLS lent to RCC using a shared catalog or integrated library system	975	899	-8%	
651	Interlibrary loans JCLS lent to all other libraries not in shared catalog or integrated library system	1,003	884	-12%	FY24: One possible factor in this decrease could be due to our limiting our lending only to libraries in Oregon and Orbis libraires in order to keep our shipping costs lower.
652	Total loans JCLS lent to other libraries	1,978	1,783	-10%	
653	Interlibrary loans JCLS borrowed from RCC using a shared catalog or integrated library system	12,483	14,286	14%	
654	Interlibrary loans JCLS borrowed from libraries not in shared catalog or automation integrated library system	1,980	2,261	14%	

655	Total Loans JCLS borrowed from other libraries (6.48, 6.47)	14,463	16,547	14%	
660	Number of circulations made without charge to non residents from libraries with reciprocal agreements.	0	-		

700	Programs and Other Services	FY23	FY24	% of Change	Notes - Explanation for Significant change.
701	Total number of reference transactions	36,658	47,073	28%	
701b	Reference transactions reporting method	Estimate	Estimate		
702	Does your library offer digital literacy instruction sessions?		Yes		
711	Meeting Room usage	6,517	9,241	42%	
712	Does your library provide a summer reading program?	Yes	Yes		
Expanded Questions from Last Year					
751	Live Program Sessions for Children 0-5	1,521	1,912	26%	Increased the number of storytimes and other early literacy programs on offered onsite and offsite due to higher attendance levels
752	Attendance at Live Programs for Children Ages 0-5	18,863	26,553	41%	Even with more programs and storytimes, attendance levels continued to rise
753	Live Program Sessions for Children Ages 6-11.	622	1,054	69%	Offered more programs throughout the year as library hours increased; also increased outreach programs at local schools
754	Attendance at Live Programs for Children Ages 6-11	11,944	20,041	68%	Attendance at programs onsite and offsite rose alongside the number of programs offered.
755	Live Program Sessions for Young Adults Ages 12-18	365	574	57%	Offered more programs throughout the year as library hours increased; also increased outreach programs at local schools
756	Attendance at Live Programs for Young Adults Ages 12-18	3,026	5,553	84%	Attendance at programs onsite and offsite rose alongside the number of programs offered.
757	Live Program Sessions for Adults Age 19 or Older.	565	831	47%	Returned to offering more in-person programs and outreach engagements
758	Attendance at Live Programs for Adults Age 19 or Older.	9,770	9,262	-5%	We are unsure why this number is down 5%.
759	Live General Interest Program Sessions	354	446	26%	Library hours increased by 30%, resulting in more time for library programs both onsite and offsite.
760	Attendance at Live General Interest Programs	12,970	17,439	34%	Attendance rose as the number of program offerings increased due to more open hours throughout library system.
765	Number of Live, Virtual Program Sessions.	68	46	-32%	Offered fewer programs that were only available virtually. Most of the programs available virtually are also offered in-person
766	Live, Virtual Program Attendance.	760	609	-20%	Offered fewer programs that were only available virtually. Most of the programs available virtually are also offered in-person
767	Total Number of Recorded Program Presentations.	73	61	-16%	Fewer recorded programs
768	Total Views of Recorded Program Presentations within 30 Days. (for FY23, views within 30 days)	1,898	5,363	183%	

800	Technologies and Facilities	FY23	FY24	% of Change	Notes - Explanation for Significant change.
801	Total annual of uses (sessions) of public Internet computers	60,792	75,783	24.7%	
801b	Reporting Method for total # of internet computer Session.	Actual Count	Actual Count		
802	Total number of Internet terminals used by the general public.	182	173	-4.9%	
803	Tell us about your library's wireless internet	Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
804	Number of wireless sessions provided by the library annually	2,183,870	2,358,467	8.0%	
804b	Reporting method for wireless sessions.	Actual Count	Actual Count		
805	Download speed of Internet at main (central) library	694.6 Mb/s	941 Mbps		
805a	Download speeds as advertised by internet service provider		10000 Mbps		
805t	Type of Internet Connection		Fiber		
806	Upload speed of Internet at main (central) library	902.87 Mb/s	939 Mbps		
806a	Upload speed as advertised by your internet service provider		10000 Mbps		
807	Name of shared Integrated Library System (ILS) consortium (if applicable).	None	None		
808	Vendor of integrated library system (ILS) product	Koha	Koha		
809	Number of Library Website Visits (Includes visits to JCLS home page, catalog, and LOT catalog visits).	1,143,175			Question 809 no longer included in the FY24 programming stats requested -RLM 7/3/2024
810	Typical week, total Main Library hours open M-F (open to 5:00 pm)	35	35	0.0%	FY24 there is no % change because the change was reported last year.
811	Typical week, total Main Library hours open M-F (5:00 pm to close)	9	9	0.0%	
812	Typical week, total Main Library hours open Saturday - Sunday (open to 5:00 pm)	10	10	0.0%	
813	Typical week, total Main Library hours open Saturday - Sunday (5:00 pm to close)	0	-		
814	Total hours in a typical week, main library (auto summed on state report)	54	54	0.0%	
815	Total weeks open, main library	52	52	0.0%	
816	Total annual public service hours for main library (actual hours)	2,325	2,711	16.6%	FY24: The full fiscal year had the increases, not just certain months like last year. However, Medford & Ashland were impacted in phase 1, so more FY23 months had extended hours for them than other branches. The result is that the change between FY23 and 24 shows as bigger for the other branches besides Medford & Ashland -- because Medford & Ashland were the first to expand hours.
817	Total library visits to all facilities	592,023	722,602	22.1%	
817b	Library visits reporting method	Actual Count	Actual Count		
819	Square footage of main library	83,191	83,191	0.0%	
820	Total square footage of all library facilities	182,432	182,683	0.1%	
821	Date of Building's Original Construction (Medford)	Apr-2004	38,078		
822	Date of Building's Most Recent Structural Remodel. (Medford)	Oct-2020	44,105		

900	Fines and Salary Survey	FY23	FY24	% of Change	Notes - Explanation for Significant change.
901	Daily overdue fine for adult materials	\$ -	-		
902	Daily overdue fine for children's materials	\$ -	-		
903	Daily overdue daily fine for other materials	\$ -	-		
903	Daily overdue daily fine for young adult materails.	\$ -	-		
904	Notes on fines (free text box)	Only ILLs accrue overdue fines.	Only ILLs accrue overdue fines.		
905	Fee for interlibrary loan	\$0.00	-		
906	Annual fee for non-resident individual patrons	\$ 100.00	100.00	0.0%	
907	Annual fee for non-resident households				no longer required to report for FY23
950	Director hourly salary low	\$ 72.12	79.33	10.0%	
951	Director hourly salary high	\$ 72.12	79.33	10.0%	
952	Supervisory Librarian hourly salary low	\$ 26.53	27.86	5.0%	
953	Supervisory Librarian hourly salary high	\$ 33.23	34.89	5.0%	
954	Non-supervisory Librarian hourly salary low	\$ 25.26	26.53	5.0%	
955	Non-supervisory Librarian hourly salary high	\$ 31.64	33.23	5.0%	
956	Library assistant hourly salary low	\$ 17.95	18.85	5.0%	
957	Library assistant hourly salary high	\$ 22.49	23.62	5.0%	
958	Library clerk hourly salary low	\$ 15.51	16.29	5.0%	
959	Library clerk hourly salary high	\$ 19.42	20.40	5.0%	

B	Branch & Bookmobile Data	FY22	FY23	FY24	% of Change	Notes - Explained
B01	FSCS ID + SEQ for outlet		OR0041-			
B02	Name of outlet	Applegate Branch Library	Applegate Branch Library			
B03	Outlet street address	18485 N Applegate Road	18485 N Applegate Road			
B04	Outlet city	Applegate	Applegate			
B05	Outlet zipcode	97527	97527			
B06	Outlet county	Jackson	Jackson			
B07	Outlet phone number	(541) 846-7346	(541) 846-7346			
B08	Outlet type code	BR	BR			
B09	Outlet square footage	2,850	2,850	0%		
B10	Public service hours per year at this outlet	903	1,169	29%		While about a few months of FY23 included the fully expanded hours offerings, FY24 included fully expanded hours offerings throughout the fiscal year. Final phase of hours increase was on April 10th, 2023, FY24 started on July 1st. 2023.
B11	Number of weeks outlet was open	52	52	0%		
805a	Advertised download speed from your Internet Service Provider		5000 Mbps			
806a	Advertised upload speed from your Internet Service Provider		5000 Mbps			
805t	Type of Internet Connection		Fiber			
B12	Wi-Fi situation at this outlet	Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7			
B13	Download speed of Internet at this location	834.21 Mb/s				
B14	Upload speed of Internet at this location	914.5 Mb/s				
B15	Number of Weeks an Outlet Closed Due to COVID-19	0				No closures due to COVID.
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19	0				No limited occupancy due to COVID.
B20	Date of Building's Original Construction	Nov, 2002	Nov, 2002			
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel					
B01	FSCS ID + SEQ for outlet		OR0041-			
B02	Name of outlet	Ashland Branch Library	Ashland Branch Library			
B03	Outlet street address	410 Siskiyou Blvd	410 Siskiyou Blvd			
B04	Outlet city	Ashland	Ashland			
B05	Outlet zipcode	97520	97520			
B06	Outlet county	Jackson	Jackson			
B07	Outlet phone number	(541) 774-6980	(541) 774-6980			
B08	Outlet type code	BR	BR			
B09	Outlet square footage	22,655	22,655	0%		
B10	Public service hours per year at this outlet	2,141	2,702	26%		While about a few months of FY23 included the fully expanded hours offerings, FY24 included fully expanded hours offerings throughout the fiscal year. Final phase of hours increase was on April 10th, 2023, FY24 started on July 1st. 2023.
B11	Number of weeks outlet was open	48	52	8%		
805a	Advertised download speed from your Internet Service Provider		5000 Mbps			
806a	Advertised upload speed from your Internet Service Provider		5000 Mbps			
805t	Type of Internet Connection		Fiber			
B12	Wi-Fi situation at this outlet	Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7			
B13	Download speed of Internet at this location	759.4 Mb/s				
B14	Upload speed of Internet at this location	895.68 Mb/s				
B15	Number of Weeks an Outlet Closed Due to COVID-19	0				No closures due to COVID.
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19	0				No occupancy limits due to COVID.
B20	Date of Building's Original Construction					
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel	Jun, 2003	Jun, 2003			
B01	FSCS ID + SEQ for outlet		OR0041-			
B02	Name of outlet	Butte Falls Branch Library	Butte Falls Branch Library			
B03	Outlet street address	626 Fir Ave	626 Fir Ave			
B04	Outlet city	Butte Falls	Butte Falls			
B05	Outlet zipcode	97522	97522			
B06	Outlet county	Jackson	Jackson			
B07	Outlet phone number	(541) 865-3511	(541) 865-3511			
B08	Outlet type code	BR	BR			
B09	Outlet square footage	1,276	1,276	0%		

B10	Public service hours per year at this outlet	595	870	46%	While about a few months of FY23 included the fully expanded hours offerings, FY24 included fully expanded hours offerings throughout the fiscal year. Final phase of hours increase was on April 10th, 2023, FY24 started on July 1st. 2023.
B11	Number of weeks outlet was open	52	52	0%	
805a	Advertised download speed from your Internet Service Provider		5000 Mbps		
806a	Advertised upload speed from your Internet Service Provider		5000 Mbps		
805t	Type of Internet Connection		Fiber		
B12	Wi-Fi situation at this outlet	Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location	781.93 Mb/s			
B14	Upload speed of Internet at this location	917.79 Mb/s			
B15	Number of Weeks an Outlet Closed Due to COVID-19	0			No closures due to COVID.
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19	0			No limited occupancy due to COVID.
B20	Date of Building's Original Construction				
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel	Aug, 2008	Aug, 2008		
B01	FSCS ID + SEQ for outlet		OR0041-		
B02	Name of outlet	Central Point Branch Library	Central Point Branch Library		
B03	Outlet street address	116 S Third St	116 S Third St		
B04	Outlet city	Central Point	Central Point		
B05	Outlet zipcode	97502	97502		
B06	Outlet county	Jackson	Jackson		
B07	Outlet phone number	(541) 664-3228	(541) 664-3228		
B08	Outlet type code	BR	BR		
B09	Outlet square footage	8,515	8,515	0%	
B10	Public service hours per year at this outlet	1,904	2,068	9%	While about a few months of FY23 included the fully expanded hours offerings, FY24 included fully expanded hours offerings throughout the fiscal year. Final phase of hours increase was on April 10th, 2023, FY24 started on July 1st. 2023.
B11	Number of weeks outlet was open	52	51	-2%	New carpet closure in December of 2023, in the middle of FY24
805a	Advertised download speed from your Internet Service Provider		5000 Mbps		
806a	Advertised upload speed from your Internet Service Provider		5000 Mbps		
805t	Type of Internet Connection		Fiber		
B12	Wi-Fi situation at this outlet	Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location	718.75 Mb/s			
B14	Upload speed of Internet at this location	896.85 Mb/s			
B15	Number of Weeks an Outlet Closed Due to COVID-19	0			No closures due to COVID.
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19	0			No limited occupancy due to COVID.
B20	Date of Building's Original Construction	Sep, 2005	Sep, 2005		
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel				
B01	FSCS ID + SEQ for outlet		OR0041-		
B02	Name of outlet	Eagle Point Branch Library	Eagle Point Branch Library		
B03	Outlet street address	239 W Main St	239 W Main St		
B04	Outlet city	Eagle Point	Eagle Point		
B05	Outlet zipcode	97524	97524		
B06	Outlet county	Jackson	Jackson		
B07	Outlet phone number	(541) 826-3313	(541) 826-3313		
B08	Outlet type code	BR	BR		
B09	Outlet square footage	8,512	8,512	0%	
B10	Public service hours per year at this outlet	1,562	2,063	32%	While about a few months of FY23 included the fully expanded hours offerings, FY24 included fully expanded hours offerings throughout the fiscal year. Final phase of hours increase was on April 10th, 2023, FY24 started on July 1st. 2023.
B11	Number of weeks outlet was open	52	51	-2%	Open 1 less week due to HVAC replacement June 2024
805a	Advertised download speed from your Internet Service Provider		5000 Mbps		
806a	Advertised upload speed from your Internet Service Provider		5000 Mbps		
805t	Type of Internet Connection		Fiber		
B12	Wi-Fi situation at this outlet	Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location	769.99 Mb/s			
B14	Upload speed of Internet at this location	902.75 Mb/s			
B15	Number of Weeks an Outlet Closed Due to COVID-19	0			No closures due to COVID.

B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19	0			No limited occupancy due to COVID.
B20	Date of Building's Original Construction	Oct, 2004	Oct, 2004		
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel				
B01	FSCS ID + SEQ for outlet		OR0041-		
B02	Name of outlet	Gold Hill Branch Library	Gold Hill Branch Library		
B03	Outlet street address	202 Dardanelles St	202 Dardanelles St		
B04	Outlet city	Gold Hill	Gold Hill		
B05	Outlet zipcode	97525	97525		
B06	Outlet county	Jackson	Jackson		
B07	Outlet phone number	(541) 855-1994	(541) 855-1994		
B08	Outlet type code	BR	BR		
B09	Outlet square footage	4,982	4,982	0%	
B10	Public service hours per year at this outlet	983	1,331	35%	While about a few months of FY23 included the fully expanded hours offerings, FY24 included fully expanded hours offerings throughout the fiscal year. Final phase of hours increase was on April 10th, 2023, FY24 started on July 1st. 2023.
B11	Number of weeks outlet was open	52	52	0%	
805a	Advertised download speed from your Internet Service Provider		5000 Mbps		
806a	Advertised upload speed from your Internet Service Provider		5000 Mbps		
805t	Type of Internet Connection		Fiber		
B12	Wi-Fi situation at this outlet	Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location	844.92 Mb/s			
B14	Upload speed of Internet at this location	917.52 Mb/s			
B15	Number of Weeks an Outlet Closed Due to COVID-19	0			No closures due to COVID.
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19	0			No limited occupancy due to COVID.
B20	Date of Building's Original Construction	Feb, 2005	Feb, 2005		
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel				
B01	FSCS ID + SEQ for outlet		OR0041-		
B02	Name of outlet	Jacksonville Branch Library	Jacksonville Branch Library		
B03	Outlet street address	340 West "C" St	340 West "C" St		
B04	Outlet city	Jacksonville	Jacksonville		
B05	Outlet zipcode	97530	97530		
B06	Outlet county	Jackson	Jackson		
B07	Outlet phone number	(541) 899-1665	(541) 899-1665		
B08	Outlet type code	BR	BR		
B09	Outlet square footage	5,646	5,646	0%	
B10	Public service hours per year at this outlet	1,286	1,629	27%	While about a few months of FY23 included the fully expanded hours offerings, FY24 included fully expanded hours offerings throughout the fiscal year. Final phase of hours increase was on April 10th, 2023, FY24 started on July 1st. 2023.
B11	Number of weeks outlet was open	52	52	0%	
805a	Advertised download speed from your Internet Service Provider		5000 Mbps		
806a	Advertised upload speed from your Internet Service Provider		5000 Mbps		
805t	Type of Internet Connection		Fiber		
B12	Wi-Fi situation at this outlet	Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location	789.69 Mb/s			
B14	Upload speed of Internet at this location	914.91 Mb/s			
B15	Number of Weeks an Outlet Closed Due to COVID-19	0			No closures due to COVID.
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19	0			No occupancy limits due to COVID.
B20	Date of Building's Original Construction	Dec, 2002	Dec, 2002		
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel				
B01	FSCS ID + SEQ for outlet		OR0041-		
B02	Name of outlet	Phoenix Branch Library	Phoenix Branch Library		
B03	Outlet street address	511 W 1st St	511 W 1st St		
B04	Outlet city	Phoenix	Phoenix		
B05	Outlet zipcode	97535	97535		
B06	Outlet county	Jackson	Jackson		
B07	Outlet phone number	(541) 899-1665	541-535-7090		
B08	Outlet type code	BR	BR		
B09	Outlet square footage	5,946	5,946	0%	

B10	Public service hours per year at this outlet	1,247	1,629	31%	While about a few months of FY23 included the fully expanded hours offerings, FY24 included fully expanded hours offerings throughout the fiscal year. Final phase of hours increase was on April 10th, 2023, FY24 started on July 1st. 2023.
B11	Number of weeks outlet was open	52	52	0%	
805a	Advertised download speed from your Internet Service Provider		5000 Mbps		
806a	Advertised upload speed from your Internet Service Provider		5000 Mbps		
805t	Type of Internet Connection		Fiber		
B12	Wi-Fi situation at this outlet	Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location	814 Mb/s			
B14	Upload speed of Internet at this location	917.19 Mb/s			
B15	Number of Weeks an Outlet Closed Due to COVID-19	0			No closures due to COVID.
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19	0			No occupancy limits due to COVID.
B20	Date of Building's Original Construction	Feb, 2008	Feb, 2008		
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel				
B01	FSCS ID + SEQ for outlet		OR0041-		
B02	Name of outlet	Prospect Branch Library	Prospect Branch Library		
B03	Outlet street address	151 Mill Creek Dr	151 Mill Creek Dr		
B04	Outlet city	Prospect	Prospect		
B05	Outlet zipcode	97536	97536		
B06	Outlet county	Jackson	Jackson		
B07	Outlet phone number	(541) 560-3669	(541) 560-3668		
B08	Outlet type code	BR	BR		
B09	Outlet square footage	2,400	2,400	0%	
B10	Public service hours per year at this outlet	742	1,158	56%	While about a few months of FY23 included the fully expanded hours offerings, FY24 included fully expanded hours offerings throughout the fiscal year. Final phase of hours increase was on April 10th, 2023, FY24 started on July 1st. 2023.
B11	Number of weeks outlet was open	52	52	0%	
805a	Advertised download speed from your Internet Service Provider		5000 Mbps		
806a	Advertised upload speed from your Internet Service Provider		5000 Mbps		
805t	Type of Internet Connection		Fiber		
B12	Wi-Fi situation at this outlet	Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location	804.86 Mb/s			
B14	Upload speed of Internet at this location	916.15 Mb/s			
B15	Number of Weeks an Outlet Closed Due to COVID-19	0			No closures due to COVID.
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19	0			No occupancy limits due to COVID.
B20	Date of Building's Original Construction	Mar, 2005	Mar, 2005		
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel				
B01	FSCS ID + SEQ for outlet		OR0041-		
B02	Name of outlet	Rogue River Branch Library	Rogue River Branch Library		
B03	Outlet street address	413 E Main St	412 E Main St		
B04	Outlet city	Rogue River	Rogue River		
B05	Outlet zipcode	97538	97537		
B06	Outlet county	Jackson	Jackson		
B07	Outlet phone number	(541) 864-8851	(541) 864-8850		
B08	Outlet type code	BR	BR		
B09	Outlet square footage	11,460	11,460	0%	
B10	Public service hours per year at this outlet	1,526	2,003	31%	While about a few months of FY23 included the fully expanded hours offerings, FY24 included fully expanded hours offerings throughout the fiscal year. Final phase of hours increase was on April 10th, 2023, FY24 started on July 1st. 2023.
B11	Number of weeks outlet was open	52	52	0%	
805a	Advertised download speed from your Internet Service Provider		5000 Mbps		
806a	Advertised upload speed from your Internet Service Provider		5000 Mbps		
805t	Type of Internet Connection		Fiber		
B12	Wi-Fi situation at this outlet	Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location	846.62 Mb/s			
B14	Upload speed of Internet at this location	807.17 Mb/s			
B15	Number of Weeks an Outlet Closed Due to COVID-19	0			No closures due to COVID.
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19	0			No occupancy limits due to COVID.
B20	Date of Building's Original Construction	Feb, 2003	Feb, 2003		

B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel				
B01	FSCS ID + SEQ for outlet		OR0041-		
B02	Name of outlet	Ruch Branch Library	Ruch Branch Library		
B03	Outlet street address	7920 Highway 238	7919 Highway 238		
B04	Outlet city	Ruch	Ruch		
B05	Outlet zipcode	97530	97530		
B06	Outlet county	Jackson	Jackson		
B07	Outlet phone number	(541) 899-7438	(541) 899-7438		
B08	Outlet type code	BR	BR		
B09	Outlet square footage	5,896	5,896	0%	
B10	Public service hours per year at this outlet	981	1,171	19%	While about a few months of FY23 included the fully expanded hours offerings, FY24 included fully expanded hours offerings throughout the fiscal year. Final phase of hours increase was on April 10th, 2023, FY24 started on July 1st. 2023.
B11	Number of weeks outlet was open	52	52	0%	
805a	Advertised download speed from your Internet Service Provider		5000 Mbps		
806a	Advertised upload speed from your Internet Service Provider		5000 Mbps		
805t	Type of Internet Connection		Fiber		
B12	Wi-Fi situation at this outlet	Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location	832.5 Mb/s			
B14	Upload speed of Internet at this location	917.97 Mb/s			
B15	Number of Weeks an Outlet Closed Due to COVID-19	0			No closures due to COVID.
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19	0			No occupancy limits due to COVID.
B20	Date of Building's Original Construction	Feb, 2003	Feb, 2003		
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel				
B01	FSCS ID + SEQ for outlet		OR0041-		
B02	Name of outlet	Shady Cove Branch Library	Shady Cove Branch Library		
B03	Outlet street address	22478 Highway 62	22477 Highway 62		
B04	Outlet city	Shady Cove	Shady Cove		
B05	Outlet zipcode	97539	97539		
B06	Outlet county	Jackson	Jackson		
B07	Outlet phone number	(541) 878-2270	(541) 878-2270		
B08	Outlet type code	BR	BR		
B09	Outlet square footage	5,646	5,646	0%	
B10	Public service hours per year at this outlet	1,008	1,271	26%	While about a few months of FY23 included the fully expanded hours offerings, FY24 included fully expanded hours offerings throughout the fiscal year. Final phase of hours increase was on April 10th, 2023, FY24 started on July 1st. 2023.
B11	Number of weeks outlet was open	52	52	0%	
805a	Advertised download speed from your Internet Service Provider		5000 Mbps		
806a	Advertised upload speed from your Internet Service Provider		5000 Mbps		
805t	Type of Internet Connection		Fiber		
B12	Wi-Fi situation at this outlet	Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location	783.61 Mb/s			
B14	Upload speed of Internet at this location	912.94 Mb/s			
B15	Number of Weeks an Outlet Closed Due to COVID-19	0			No closures due to COVID.
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19	0			No occupancy limits due to COVID.
B20	Date of Building's Original Construction	Jul, 2008	Jul, 2008		
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel				
B01	FSCS ID + SEQ for outlet		OR0041-		
B02	Name of outlet	Talent Branch Library	Talent Branch Library		
B03	Outlet street address	101 Home St	101 Home St		
B04	Outlet city	Talent	Talent		
B05	Outlet zipcode	97540	97540		
B06	Outlet county	Jackson	Jackson		
B07	Outlet phone number	(541) 535-4163	(541) 535-4163		
B08	Outlet type code	BR	BR		
B09	Outlet square footage	7,068	7,068	0%	
B10	Public service hours per year at this outlet	1,903	2,105	11%	While about a few months of FY23 included the fully expanded hours offerings, FY24 included fully expanded hours offerings throughout the fiscal year. Final phase of hours increase was on April 10th, 2023, FY24 started on July 1st. 2023.
B11	Number of weeks outlet was open	52	52	0%	
805a	Advertised download speed from your Internet Service Provider		5000 Mbps		

806a	Advertised upload speed from your Internet Service Provider		5000 Mbps		
805t	Type of Internet Connection		Fiber		
B12	Wi-Fi situation at this outlet	Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location	765.76 Mb/s			
B14	Upload speed of Internet at this location	889.6 Mb/s			
B15	Number of Weeks an Outlet Closed Due to COVID-19	0			No closures due to COVID.
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19	0			No occupancy limits due to COVID.
B20	Date of Building's Original Construction	Feb, 2007	Feb, 2007		
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel				
B01	FSCS ID + SEQ for outlet		OR0041-		
B02	Name of outlet	White City Branch Library	White City Branch Library		
B03	Outlet street address	3144 Avenue C	3143 Avenue C		
B04	Outlet city	White City	White City		
B05	Outlet zipcode	97503	97503		
B06	Outlet county	Jackson	Jackson		
B07	Outlet phone number	(541) 864-8880	(541) 864-8880		
B08	Outlet type code	BR	BR		
B09	Outlet square footage	6,640	6,640	0%	
B10	Public service hours per year at this outlet	1,217	1,625	34%	While about a few months of FY23 included the fully expanded hours offerings, FY24 included fully expanded hours offerings throughout the fiscal year. Final phase of hours increase was on April 10th, 2023, FY24 started on July 1st, 2023.
B11	Number of weeks outlet was open	52	52	0%	
805a	Advertised download speed from your Internet Service Provider		5000 Mbps		
806a	Advertised upload speed from your Internet Service Provider		5000 Mbps		
805t	Type of Internet Connection		Fiber		
B12	Wi-Fi situation at this outlet	Wi-Fi extends outside building, on 24/7	Wi-Fi extends outside building, on 24/7		
B13	Download speed of Internet at this location	737.15 Mb/s			
B14	Upload speed of Internet at this location	856.1 Mb/s			
B15	Number of Weeks an Outlet Closed Due to COVID-19	0			No closures due to COVID.
B16	Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19	0			No occupancy limits due to COVID.
B20	Date of Building's Original Construction	Sep, 2001	Sep, 2001		
B21	Date of Building's Most Recent Structural (i.e. NOT Cosmetic) Remodel				
	Estimated time burden to complete survey.				



Date: October 16, 2024

Title: Patron Privacy and Confidentiality Policy

From: Joan Vigil, Assistant Director of Public Services, Kelda Vath, Assistant Director of Support Services, and the Policy Committee

Summary:

JCLD's Patron Privacy and Confidentiality Policy has been thoroughly reviewed and updated to improve clarity and relevance for library staff and patrons.

Recommendation:

The Policy Committee recommends that the 5-9 Patron Privacy and Confidentiality Policy be adopted as presented.

Resource Requirements:

N/A

Policies, Plans, and Goals Supported:

This policy has its foundations in the American Library Association's *Library Bill of Rights* and the *ALA Code of Ethics*, and it supports Jackson County Library Services' core value of Trust: "We champion free and open access to knowledge and value everyone's right to privacy and confidentiality when accessing library resources."

Background and Additional Information:

Taking patron privacy and confidentiality seriously is a core value of librarianship, and it sets public libraries apart from consumer-driven entities. Similarly, keeping the public informed about their rights and inherent risks in a digital society is a public library's responsibility.

To begin the review of the Patron Privacy and Confidentiality Policy, Vigil and Vath reviewed many public library policies from around the state, region, and country to get a sense of the approach and breadth of what others included in their policies. They also wanted to research and add information regarding photography in the library and had a goal of general improvement in the organization and flow of the document, to increase readability for both the public and library staff.

Adding to the complexity, they found that this core policy is referenced or related to multiple other JCLD policies, including the Public Records Policy, the Security Cameras Policy, and the Social Media Policy. Given that, Vigil and Vath included a mention of those related policies to ensure alignment and raise awareness of the interconnectedness of information and library services.

The Policy Committee reviewed the proposed changes to the Privacy Policy at their September 25 meeting. Their suggested changes have been incorporated into the final draft of the policy presented today.

Attachments:

5-9 Patron Privacy and Confidentiality Policy - Clean Draft

5-9 Patron Privacy and Confidentiality Policy - Redlined Copy

5-9 Patron Privacy and Confidentiality Policy - Original Policy

Policy 5-9	Patron Privacy and Confidentiality Policy	Created: 4/2/2015 Revised: 9/27/2024 Approved:
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I. Purpose

The purpose of this policy is to explain library user privacy and confidentiality rights and responsibilities and outline the steps Jackson County Library District (herein referred to as the “District” or “Library”) takes to respect and protect patron confidentiality when using library resources and the personally identifiable information (PII) that patrons share with the Library. The Library tries to strike a balance between privacy and convenience.

II. Introduction

The Library values and protects the privacy and confidentiality of all library patrons. In a library, a patron’s privacy includes the right to inquire, browse, and explore information without the subject of a user’s interest being examined or scrutinized by others. Confidentiality refers to the Library’s responsibility to protect personally identifiable information that patrons share with the Library. The Library will not share patron information with third parties unless required to by law.

III. Privacy and Confidentiality Policy: Personally Identifiable Information

The Library takes steps to collect the least amount of personally identifiable information needed, avoids creating unnecessary records, avoids retaining records not needed for library business purposes, and does not engage in practices that might place personally identifiable information on public view without patron consent.

Information Collected

- Name
- Date of Birth
- Address
- Telephone number/email address
- Library barcode number
- List of materials currently checked out, hold requests, and current interlibrary loans
- Fee and payment history
- Records of past checkouts if patron opted-in to retain reading / viewing history
- Records of electronic access information such as the library card or guest pass number used to log onto library public computers
- Sign-up information for library events.

Data Security

The Library takes reasonable steps to assure data security and keep personally identifiable information safe by electronically purging or manually shredding the information once it is no longer needed for library business purposes. The Library uses software programs that monitor

network traffic to identify unauthorized or malicious attempts to upload or change information or otherwise cause damage. The Library also regularly removes cookies, browsing history, cached files, or other computer and Internet use records that are placed on Library-owned computers or networks.

IV. Access to Accounts and Patron Responsibility

Who has access to patron information

All library patron records are considered confidential. Library records may only be disclosed to:

- Library staff performing job duties
- Cardholders upon proof of identity
- Parents or guardians of minor children (limited access)
- Law enforcement with a court order or subpoena

Protecting the Patron's Library Card

All library patrons can view and update their personal information. This can be done in person with proof of photo ID or online at the patron's convenience. It is the patron's responsibility to notify the Library immediately if their card is lost or stolen or if they believe someone is using the card or card number without permission. The Library encourages patrons to protect any PIN or password associated with their card for their privacy and security.

Parents and Children

The Library respects the privacy of all library patrons, regardless of age. Parents, guardians or caretakers of a child under age 18 who wish to obtain access to a child's library records, including the number or titles of materials checked out or overdue, must provide the child's library card or card number.

V. Third Party Vendor Services

Some services offered by the library are facilitated by third party vendors. These vendors have their own terms of service and policies that affect the privacy of personally identifiable information. Patrons should understand that, when accessing third-party resources or vendor sites, there are limits to the privacy protection the Library can provide. Links to third party vendor privacy policies are available on the vendor websites (often in the website footer at the bottom of the page) that are linked through the Library's website.

Some patrons may choose to take advantage of hold and overdue notices via e-mail or text message, and similar services that send personally identifiable information related to Library use via public communication networks. Patrons should be aware that the Library has limited ability to protect the privacy of this information once it is outside the Library's control.

VI. Patron Use of Non-library Websites

This privacy and confidentiality policy does not apply to external applications or websites that may be accessed by a patron from the Library's public computers, devices or equipment (such as Internet computers, Chromebooks and iPads).

The Library welcomes engagement via the Library’s social media channels and public blogs. As social media sites are public, any posts or comments made to the Library’s sponsored social medial sites are accessible to Library staff, the social media company, and the public at large. For more information, please see the Library’s [Social Media Policy](#).

VII. Use of Facilities

There is no reasonable expectation of privacy regarding a person’s presence in a public building.

Photography and video recording from the public

Photographs or videos may be taken inside and outside the Library by the public for their own use. Photographs and recordings are not allowed in non-public areas (restrooms and staff only areas). Library staff reserve the right to stop anyone from taking photographs or recordings if it results in disruption of normal library operation, is deemed to be harassing, intimidating, or threatening toward a patron or staff member, or if the activity blocks walkways, doors, or stairways. Taking photographs and recordings of the exterior building and grounds is also permitted but the activity may not impede the entry or departure to or from the Library building or property.

Photography and video recording by Library Staff

The Library reserves the right to utilize photographs or videos taken at the Library for publicity purposes in printed materials and online. All Library patrons consent to the use of their photo or video image taken at the Library during Library events unless they specifically inform staff of an objection to such use. No names will be used in conjunction with photos without express written consent.

Security Cameras

The District may use interior and exterior security cameras to enhance the safety and security of library users, staff, and property, while protecting individuals’ right to privacy. Library security cameras consist of dedicated cameras providing real-time surveillance footage available through a secure video management system. The primary use of security cameras is to discourage inappropriate and illegal behavior and to enhance the opportunity to apprehend offenders.

The District shall post and maintain signs giving notice of the use of security cameras in public areas of the Library property. Please see the [Security Cameras Policy](#).

Law Enforcement

There is a distinction between the confidentiality of a patron’s use of Library materials and services and their physical presence in a public building. For that reason, Library staff may respond to questions from law enforcement officers about a person’s presence in the Library.

It is the responsibility of the District to preserve the confidentiality of patron records to the fullest extent permitted by law. Library records are not made available to any agency of state, federal, or local government without a subpoena, warrant, court order or other legal document requiring disclosure. Only the Library Director or designee is authorized to receive or comply

with requests from law enforcement officers. District Counsel is consulted whenever possible before determining the proper response. These orders must show good cause as to why the information must be disclosed and be in proper form. Library staff are instructed to refer any law enforcement requests to Library administrators.

VIII. Questions and the Library's Legal Responsibilities

Library records may be subject to disclosure to law enforcement officials under provisions of state law, the USA PATRIOT Act or in a civil or criminal lawsuit. Librarians may be forbidden from reporting to a patron that their records have been requested or obtained under provisions of the USA PATRIOT Act.

The Oregon State Open Public Records Law requires public agencies to provide records upon request (ORS 192.324). There is an exemption to this law for certain Library records (ORS 192.345). Records primarily kept to maintain control of Library materials or help patrons gain access to information are exempt. The Library Director is custodian of Library records and is authorized to receive or comply with public records requests or inquiries from law enforcement officers. The Director may delegate this authority to designated members of the Library's management team. For more information, please see the Library's [Public Records Policy](#).

If a patron has a question, concern, or complaint about the Library's handling of personally identifiable information or this policy, the patron may file written comments with the Library Director. The Director will respond in a timely manner and may conduct an investigation or review of practices and procedures. The Library conducts such reviews regularly to ensure compliance with the principles outlined in this policy.

Policy 5-9	Patron Privacy and Confidentiality Policy	Created: 4/2/2015 Revised: 12/4/2018 Approved: 12/13/2018
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I. Purpose

The purpose of this policy is to explain library user privacy and confidentiality rights and responsibilities, outline This policy explains patron privacy and confidentiality rights and responsibilities, the steps Jackson County Library District (Herein referred to as the “District” or “Library”) takes to respect and protect patron confidentiality privacy when using library resources and how the Library handles and the personally identifiable information (PII) that patrons share with the Library. collected from patrons. The Library has measures in place to protect patron privacy and confidentiality. In setting these policies, The Library tries to strike a balance between privacy and convenience, and to uphold the values stated in the Library Bill of Rights that, “All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use.”

II. Introduction

The Library values and protects the privacy and confidentiality of all library patrons. In a library, a patron’s privacy is the right to inquire, browse, and explore information without the subject of a user’s interest being examined or scrutinized by others. Confidentiality refers to the Library’s responsibility to protect personally identifiable information that patrons share with the Library. The library takes steps to collect the least amount of personally identifiable information as we can in order to limit unnecessary records being created. The Library will not share patron information with third parties unless required to by law. The Library takes steps to protect the privacy and confidentiality of all library patrons, no matter their age. This commitment to patron privacy and confidentiality has deep roots not only in the law but also in the ethics and practices of librarianship. In accordance with the American Library Association's Code of Ethics: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted." The Library's privacy and confidentiality policies are in compliance with applicable federal, state, and local laws.

The Oregon State Open Public Records Law requires public agencies to provide records on request; ORS 192.324. There is an exemption to this law for certain library records; ORS 192.345. Records primarily kept to maintain control of library materials or help patrons gain access to information are exempt. State law protects library records from disclosure if a member of the public or the media requests them. Library records include circulation records, the patron’s name together with his or her address or telephone number, and email address. Library records may be subject to disclosure to law enforcement officials under provisions of state law, the USA PATRIOT Act or in a civil lawsuit. Librarians may be forbidden from reporting

to a patron that his or her records have been requested or obtained under provisions of the USA PATRIOT Act.

III. Privacy and Confidentiality Policy: **Personally Identifiable Information**

The Library publicly posts privacy and information-gathering policies on its website. The Library avoids creating unnecessary records, avoids retaining records not needed for library business purposes, and does not engage in practices that might place personally identifiable information on public view without patron consent.

Information Collected

- Name
- Date of Birth
- Address
- Telephone number/email address
- Library barcode number
- List of materials currently check out, hold requests, and current interlibrary loans
- Fee and payment history
- ~~Information required to register for a library card (e.g. name, address, telephone number, email address, birthdate)~~
- ~~Records of material currently checked out, charges owed, and payments made~~
- Records of past checkouts if patron opted-in to retain reading / viewing history
- Records of electronic access information such as the library card or guest pass number used to log onto library public computers
- ~~Requests for interlibrary loan or reference service~~
- Sign-up information for library events. ~~classes, programs, or booking meeting room.~~

Third Party

~~The library will keep personal information gathered confidential and will not sell, license or disclose it to any third party, except those working under contract to the library, or except as required by law. For information about the ways third parties may use or disclose patron information, see the Third Party Vendor Services section below.~~

~~The Library never uses or shares the personally identifiable information provided in ways unrelated to the ones described above without also providing the patrons an opportunity to prohibit such unrelated uses, unless the Library is required by law to do so.~~

IV. Access to Accounts and Patron Responsibility

Who has access to patron information

All library patron records are considered confidential. Library records may only be disclosed to:

- Library staff performing job duties
- Cardholders upon proof of identity
- Parents or guardians of minor children (limited access)

- Law enforcement with a court order or subpoena

Parents and Children

The Library respects the privacy of all library patrons, regardless of age. Parents, guardians or caretakers of a child under age 18 who wish to obtain access to a child's library records, including the number or titles of materials checked out or overdue, must provide the child's library card or card number.

Protecting the Patron's Library Card

All library patrons can view and update their personal information. This can be done in person with proof of photo ID or online at the patron's convenience. It is the patron's responsibility to notify the Library immediately if their card is lost or stolen or if they believe someone is using the card or card number without permission. The Library encourages patrons to protect any PIN or password associated with their card for their privacy and security.

Keeping Account Information Up-To-Date

~~Library patrons may access their personally identifiable information held by the Library at any time and are responsible for keeping information accurate and up to date. Patrons should ask a staff member if they have questions about the process for accessing or updating their information.~~

Photography and video recording from the public

Photographs or videos may be taken inside and outside the library by the public for their own use. Photographs and recordings are not allowed in non-public areas (restrooms and staff only areas). Library staff reserve the right to stop anyone from taking photographs or recordings if it compromises a patron or staff member's right to privacy, results in disruption of normal library operation, is deemed to be harassing, intimidating, or threatening toward a patron or staff member, or if the activity blocks walkways, doors, or stairways. Taking photographs and recordings of the exterior building and grounds does not require permission but the activity may not impede the entry or departure to or from the library building or property.

Photography and video recording by Library Staff

The Library reserves the right to utilize photographs or videos taken at the library for publicity purposes in printed materials and online. All library patrons consent to the use of their photo or video image taken at the library during library events, unless they specifically inform staff of an objection to such use. No names will be used in conjunction with photos without express written consent.

Security Cameras

The District may use interior and exterior security cameras to enhance the safety and security of library users, staff, and property, while protecting individuals' right to privacy. Library security cameras consist of dedicated cameras providing real-time surveillance footage available through a secure video management system. The primary use of security cameras is to discourage inappropriate and illegal behavior and to enhance the opportunity to apprehend offenders.

The District shall post and maintain signs giving notice of the use of security cameras in public areas of the Library property.

Please see the [Security Cameras Policy](#). The security camera installation consists of dedicated cameras providing real-time surveillance through a video management system. The primary use of security cameras is to discourage inappropriate and illegal behavior and to enhance the opportunity to apprehend offenders.

Data Security

The Library takes reasonable steps to assure data security ~~and keeping~~ The Library protects personally identifiable information safe by electronically purging or manually shredding it once it is no longer needed for library business purposes. ~~The Library uses software programs that monitor network traffic to identify unauthorized or malicious attempts to upload or change information or otherwise cause damage.~~ has invested in appropriate technology to protect the security of personally identifiable information while it is in the library's custody. ~~The Library takes steps to remove personally identifiable information from aggregate, summary data.~~ The Library also regularly removes cookies, browsing history, cached files, or other computer and Internet use records that are placed on Library-owned computers or networks. ~~Staff will not disclose any personally identifiable information to any other party except where required by law or to fulfill a service request. Only authorized individuals have access to the information provided by our patrons.~~

Law Enforcement

It is the responsibility of the District to preserve the confidentiality and privacy of patron records ~~retained~~ to the fullest extent permitted by law. Library records are not made available to any agency of state, federal, or local government without a subpoena, warrant, court order or other legal document requiring us to do so. Only the Library Director or designee is authorized to receive or comply with requests from law enforcement officers. District Counsel is consulted whenever possible before determining the proper response. These orders must show good cause and be in proper form. Library staff are instructed to refer any law enforcement requests to library administrators. ~~Law enforcement officers who seek information which they believe may be helpful to the investigation of criminal activity, shall be asked to make a formal, written request for such information, and may, on the advice of, be required to submit a subpoena or a court order for same. Any such request for information must be referred to the Library Director, who may confer with, and be guided by, District Counsel in determining how to respond to such a request.~~

V. Third Party Vendor Services

Third party ~~Some services provided~~ offered by through the Library are facilitated by third party vendors. ~~may have other~~ (additional?) These vendors have their own terms and policies that affect the privacy of personally identifiable information. Patrons should understand that, when accessing remote or third-party resources or vendor sites, there are limits to the privacy protection the library can provide. Links to third party vendor privacy policies are available on the vendor websites (often in the website footer at the bottom of the page) that are linked through the Library's website.

VI. Patron Use of ~~Other Services~~ Non-library Websites

This privacy and confidentiality policy does not apply to external applications or websites that may be accessed by a patron from the library's public computers, devices or equipment (such as Internet computers, Chromebooks and iPads).

~~Some patrons may choose to take advantage of RSS feeds from the library catalog, public blogs, hold and overdue notices via e-mail or text message, and similar services that send personally identifiable information related to Library use via public communication networks. Patrons should also be aware that the Library has limited ability to protect the privacy of this information once it is outside its control.~~

The Library welcomes engagement via the Library's social media channels and public blogs. As social media sites are public, any posts or comments made to the Library's sponsored social media sites are accessible to Library staff, the social media company, and the public at large. For more information, please see the Library's [Social Media Policy](#).

~~VII. — Illegal Activity Prohibited and Not Protected~~

~~Patrons may conduct only legal activity while using library resources and services. Nothing in this policy prevents the library from exercising its right to enforce its Rules of Conduct, protect its facilities, network and equipment from harm, or prevent the use of library facilities and equipment for illegal purposes. The Library can electronically log activity to monitor its public computers and external access to its network and reserves the right to review such logs when a violation of law or library policy is suspected. Staff is authorized to take immediate action to protect the security of library patrons, staff, facilities, computers and the network. This includes contacting law enforcement authorities and providing information that may identify the individual(s) suspected of a violation.~~

~~VIII. — Enforcement and Redress~~ **Questions and the Library's Legal Responsibilities**

If a patron has a question, concern, or complaint about the Library's handling of personally identifiable information or this policy, the patron may file written comments with the Library Director. The Director will respond in a timely manner and may conduct an investigation or review of practices and procedures. The Library conducts such reviews regularly to ensure compliance with the principles outlined in this policy.

The Library Director is custodian of library records and is authorized to receive or comply with public records requests or inquiries from law enforcement officers. The Director may delegate this authority to designated members of the library's management team. **For more information, please see the Library's Public Records policy.** ~~The Director confers with the Library Board before determining the proper response to any request for records. We will not make library records available to any agency of state, federal, or local government unless a subpoena, warrant, court order or other investigatory document is issued by a court of competent jurisdiction, showing good cause and in proper form. All library staff and volunteers have been trained to refer any law enforcement inquiries to the Library Director.~~

Policy 5-9	Patron Privacy and Confidentiality	Created: 4/2/2015 Revised: 12/4/2018 Approved: 12/13/2018
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I. Purpose

This policy explains patron privacy and confidentiality rights and responsibilities, the steps Jackson County Library District (Herein referred to as the “District” or “Library”) takes to respect and protect patron privacy when using library resources, and how the Library handles personally identifiable information collected from patrons. The Library has measures in place to protect patron privacy and confidentiality. In setting these policies, the Library tries to strike a balance between privacy and convenience.

II. Introduction

The Library takes steps to protect the privacy and confidentiality of all library patrons, no matter their age. This commitment to patron privacy and confidentiality has deep roots not only in the law but also in the ethics and practices of librarianship. In accordance with the American Library Association's Code of Ethics: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted." The Library's privacy and confidentiality policies are in compliance with applicable federal, state, and local laws.

State law protects library records from disclosure if a member of the public or the media requests them. Library records include circulation records, the patron’s name together with his or her address or telephone number, and email address. Library records may be subject to disclosure to law enforcement officials under provisions of state law, the USA PATRIOT Act or in a civil lawsuit. Librarians may be forbidden from reporting to a patron that his or her records have been requested or obtained under provisions of the USA PATRIOT Act.

III. Privacy and Confidentiality Policy

The Library publicly posts privacy and information-gathering policies on its website. The Library avoids creating unnecessary records, avoids retaining records not needed for library business purposes, and does not engage in practices that might place personally identifiable information on public view without patron consent.

Information the library may gather and retain about Library patrons includes the following:

- a. Information required to register for a library card (e.g. name, address, telephone number, email address, birthdate)
- b. Records of material currently checked out, charges owed, and payments made
- c. Records of past checkouts if patron opted-in to retain reading / viewing history

- d. Records of electronic access information such as the library card or guest pass number used to log onto library public computers
- e. Requests for interlibrary loan or reference service
- f. Sign-up information for library classes, programs, or booking meeting room.

The library will keep personal information gathered confidential and will not sell, license or disclose it to any third party, except those working under contract to the library, or except as required by law. For information about the ways third parties may use or disclose patron information, see the Third Party Vendor Services section below.

The District may use security cameras to enhance the safety and security of library users, staff, and property, while protecting individuals' right to privacy. The security camera installation consists of dedicated cameras providing real-time surveillance through a video management system. The primary use of security cameras is to discourage inappropriate and illegal behavior and to enhance the opportunity to apprehend offenders.

The Library never uses or shares the personally identifiable information provided in ways unrelated to the ones described above without also providing the patrons an opportunity to prohibit such unrelated uses, unless the Library is required by law to do so.

IV. Access to Accounts and Patron Responsibility

a. Protecting the Patron's Library Card

It is the patron's responsibility to notify the Library immediately if his or her card is lost or stolen or if he or she believes someone is using the card or card number without permission. The Library encourages patrons to protect any PIN or password associated with their card for their privacy and security.

b. Keeping Account Information Up-To-Date

Library patrons may access their personally identifiable information held by the Library at any time and are responsible for keeping information accurate and up-to-date. Patrons should ask a staff member if they have questions about the process for accessing or updating their information.

c. Parents and Children

The Library respects the privacy of all library patrons, regardless of age. Parents, guardians or caretakers of a child under age 18 who wish to obtain access to a child's library records, including the number or titles of materials checked out or overdue, must provide the child's library card or card number.

d. Data Security

The Library takes reasonable steps to assure data security. The Library protects personally identifiable information by electronically purging or manually shredding it once it is no longer needed for library business purposes. The Library has invested in appropriate technology to protect the security of personally identifiable information while it is in the library's custody. The Library takes steps to remove personally identifiable information from aggregate, summary data. The Library also regularly

remove cookies, browsing history, cached files, or other computer and Internet use records that are placed on Library-owned computers or networks. Staff will not disclose any personally identifiable information to any other party except where required by law or to fulfill a service request.

Law enforcement officers who seek information which they believe may be helpful to the investigation of criminal activity, shall be asked to make a formal, written request for such information, and may, on the advice of District Counsel, be required to submit a subpoena or a court order for same. Any such request for information must be referred to the Library Director, who may confer with, and be guided by, District Counsel in determining how to respond to such a request.

V. Third Party Vendor Services

Third party services provided through the library have other terms and policies that affect the privacy of personally identifiable information. Patrons should understand that, when accessing remote or third party vendor sites, there are limits to the privacy protection the library can provide. Links to third party vendor privacy policies are available through the Library's website.

VI. Other Services

This privacy and confidentiality policy does not apply to external applications or websites that may be accessed by a patron from the library's public computers, devices or equipment (such as Internet computers, Chromebooks and iPads).

Some patrons may choose to take advantage of RSS feeds from the library catalog, public blogs, hold and overdue notices via e-mail or text message, and similar services that send personally identifiable information related to Library use via public communication networks. Patrons should also be aware that the Library has limited ability to protect the privacy of this information once it is outside its control.

VII. Illegal Activity Prohibited and Not Protected

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VIII. Enforcement and Redress

If a patron has a question, concern, or complaint about the Library's handling of personally identifiable information or this policy, the patron may file written comments with the Library Director. The Director will respond in a timely manner and may conduct an investigation or

review of practices and procedures. The Library conducts such reviews regularly to ensure compliance with the principles outlined in this policy.

The Library Director is custodian of library records and is authorized to receive or comply with public records requests or inquiries from law enforcement officers. The Director may delegate this authority to designated members of the library's management team. The Director confers with the Library Board before determining the proper response to any request for records. We will not make library records available to any agency of state, federal, or local government unless a subpoena, warrant, court order or other investigatory document is issued by a court of competent jurisdiction, showing good cause and in proper form. All library staff and volunteers have been trained to refer any law enforcement inquiries to the Library Director.



MINUTES
Relationship Committee

Sept 30, 2024

ATTENDEES AND NOTE TAKER:

Phil Meyer, Sue Collins, Ginny Auer, Marissa Shepherd, Susan Kiefer, Kari May (note taker)

REVIEW OF PREVIOUS MINUTES

The Committee briefly reviewed the minutes from August 14, 2024 meeting.

UNFINISHED BUSINESS

1. Agenda for November 6, 2024, Joint Work Session

The Committee reviewed the proposed agenda for the Work Session:

- Modified IPLFC Presentation by Kari and Ginny, which explains the history of the relationship between JCLD and JCLF and vision for the future
- Facilities Master Plan – next steps: Awareness and Engagement
- Benchmarks – to evaluate success of relationship

Kari talked about the general steps for getting a bond measure on the ballot. She will be talking with staff in both Multnomah and Deschutes County to learn more about their successful campaigns. Susan suggested that the boards hear from one of them about the process, so they can ask questions directly. The Committee agreed that a summary presented by Kari was appropriate for the November work session, along with tentative timelines for next steps, and that inviting someone from Deschutes or Multnomah to a future meeting might be useful. One of the goals of this agenda item is to provide clarity about the roles and responsibilities of the District and Foundation staff and board members and address questions such as how we will partner with each other to raise awareness – for example, the role of Foundation in the capital campaign, and what the strategies of a combined fundraising effort look like – for example, size of the bond measure, goal of a capital campaign, and use of capital reserves. The Boards will also need to consider whether it makes sense to complete some of the smaller projects prior to a bond measure, if there are a few projects that could be completed to illustrate what a successful bond measure would provide to the county.

The Committee also noted that RCC has a bond measure on the current ballot – with Election Day on November 5, we won't ask them to speak to us on Nov 6, but we might talk with them about the process they went through for their bond measure. Kari will ask Reference Librarians to research other local bond measures: a history of what has been on the ballots, what was successful, what didn't pass, etc.

2. Benchmarks

The Committee discussed using a few Key Performance Indicators (KPIs) as benchmarks to help measure the success of the relationship between the Library District and Foundation. They acknowledged that there are some intangible benefits too, such as the 501c3 tax exempt status for donors and the fact that some funders will only grant to non-profits and not to government entities.

The KPIs discussed:

- Size of donor base – both new donors, and retention
 - Include categories of donors – individuals, corporate, etc.
- Dollars raised year over year, including investment income, grants, corporate giving, individual donations
- Dollars transferred to the library vs retained at the Foundation.
 - Include funds distributed from before or after the MOU.

Ginny noted that we need to include the WHY piece to help us get to the numbers above, expressing the importance of the impact stories that illustrate how donations impact people's lives. Sue said that JCLF is just starting to make a difference, in terms of the number of donors and number of dollars raised, and we want to keep up that momentum. She urged the Committee to make the Foundation accountable, and not punitive, to which the committee fully agreed.

Kari and Ginny will pull together the above data, starting three years ago when the current MOU started.

NEXT MEETING DATE

January 13, 2025, 4:00 pm.



MINUTES

ATTENDEES AND NOTE TAKER

Committee members Marissa Shepherd, Marta Tarantsey, Kari May (note taker), Kelda Vath, Joan Vigil, Regina Mannino, Carrie Turney Ross.

Also Present: Board members Viki Brown, Kevin Keating, and Susan Kiefer.

The meeting was called to order at 4:08 pm. A roll call was taken.

NEW BUSINESS

Review of State Statistical Report for FY24

Kari provided a brief background about the State Statistical Report, reminding Board members that this data is required to be reported annually, and staff does their best to report data accurately, completely, and consistently year after year. This data allows the District to compare itself to its peers across the state and around the country.

Staff led the Board through each section of the report and addressed questions.

In Section 5, Library Collection, Marissa asked for details about weeding and collection maintenance practices, noting that the number reported in line 501, “books and other printed items – physical units” had decreased. Kelda provided the high-level criteria utilized for weeding, including condition of the item, number of circs, and last circulation date; she noted content in particular nonfiction areas such as legal and medical are updated to ensure information provided is accurate.

In digital materials, Kevin asked what Local copies are (lines 513 and 514) – purchased by JCLS, versus titles purchased through the consortium the Library belongs to. Kelda explained that the local copies are available only to JCLS patrons, helping to decrease the hold time.

Marissa asked about the reduction in digital audiobooks in line 519, wondering if that was related to the changes to the price cap in Hoopla. Kelda explained that Hoopla has a price cost per each circulation, and that price is set by the publisher. When the Library reduced the cap, which is set by the publisher/producer, it resulted in fewer titles being available to help contain costs. Marissa asked if it is better to make purchases in Overdrive, because they’re “ours,” or what’s best? Kelda reminded the Board about the presentation that Laurin gave several months ago, where she explained that the penetration of users in Overdrive is much higher, while hoopla costs more per each checkout. The long-term plan is to get our own platform on Libby.

Marta asked about Bonus Borrows in Hoopla, and Kelda confirmed that those borrows do not count against the cap of six checkouts per month per patron, nor do they cost the District. Kevin asked about the Spanish collection size (line 533) and whether we have analyzed circulation patterns. Kelda noted that, for titles in other languages, there are different options for selection in the digital platforms that allow the selection to be responsive to requests from patrons. Hoopla includes materials in multiple languages. The number of electronic collections (line 537), that is, databases, decreased slightly. The state defines what databases are and how they are counted. While the number reported here is 15, some of the databases, such as Gale, have

multiple subjects and sub-platforms within that one subscription. Databases are expensive, and staff are continually evaluating which ones to renew, add, or delete from our collection – as well as marketing and promoting databases to increase awareness and usage.

In Section 6, Circulation and Collection Use, staff noted that the usage of databases (603) has declined. Usage of State-purchased databases decreased 53%, in part because the State ended the subscription to Learning Express in November 2023.

Total Circulation (line 633): Regina noted that items circulated in FY24 and also deleted in FY24 were not being counted. She has created a new report that aggregates and includes this data. This number will be further refined – for example, RCC materials need to be excluded, because they are counted separately as interlibrary loans (lines 650 and 653) in this report. For the Outreach to Child Care circulation, the State defines the circulation of a bag containing 40 items as 1 checkout; internally, staff has been counting the 10 or 40 items in the bag as 10 or 40 checkouts.

The Board asked why the State asks for original circulation vs auto-renewals? Staff were not sure, but expressed gratitude that people can keep materials longer if no one else needs them – having the collection in use is why the materials are in the collection. Kari pointed out that the total collection use (635) is different than the total circulation of physical and digital resources (633)– it includes electronic content use. She is not sure why the State provides that total, and it is not a metric the Library uses to analyze collection usage.

Section 7, Programs and other services – Staff noted the general trend up in most categories of programming, including the number of programs offered and the number of attendees, signifying a return to in-person programming post-pandemic.

Section 8, Technologies and Facilities

Staff noted that usage of public internet computers (801) continues to increase significantly, which is not the trend libraries across the country are seeing. The Board asked if the move of the Medford Computer lab out of the classroom into the main area in April/May has impacted usage. Staff has not yet analyzed that data, but anecdotal evidence indicates that they are in use most of the time, and staff are never bored. Carrie noted that it has been safer, more visible, and a good move for staff and patrons.

Review of Data

Staff summarized what data does the Board currently sees:

- Quarterly reports – Key Performance Indicators (KPIs)
- Strategic plan performance measures
- Quarterly financial reports
- SRP and RR participation year-over-year

Kari asked what kinds of additional data the Board wants to see. Kevin stated that he is looking for information and data that would support recommendations in the budget, such as whether to increase or decrease the level of funding for specific programs or departments based on that information. Marissa said she would like to see data about demographics of employees, as well as the Board. This information, shared annually, would support the District's goal to employ staff who are representative of the community served.

Marissa also wants data related to security and incident report. For example, with the addition of contracted security in Medford, did the number of incidents go down? She is looking for an ongoing evaluation of effectiveness of perceived safety at the library: do patrons feel safer coming in? Have complaints gone down? Marta noted that, through her work with the Downtown Medford Association, she has been involved in

conversations about safety in the downtown area, and that it is important to look at perceptions as well as data. For example, patrons may feel safer reporting incidents, and therefore the number of incidents reported may actually increase. Staff suggested an annual report/presentation. Suggestions of reporting frequency ranged from monthly to quarterly. Staff agreed that they would put together a report to bring to the Board in the future, and then determine how often the report will be shared.

Finally, Marissa asked for more data about weeding and how those decisions are being made. Marissa wants to see both the criteria and a sample of one of the lists used for weeding. She also asked for an updated collection report. Kelda stated that the State of the Collection Report has not been updated since last October.

Viki reminded board members that they have agreed to certain reports as discussed today, and board members should not reach out individually to staff request additional information.

Meeting adjourned at 5:37pm.

NEXT MEETING DATE

TBD