



APRIL 2023 REPORT

ON MARCH ACTIVITIES

Administration (JE)

- Working with Gabby and Laura on improving processes and avenues of communication.
- Preparing the budget. Review accounts to ensure expenses are charged to the correct expense item.
- Hosted Neighbor Impact Coffee Cuppers at the Library on March 17
- Thankfully, other staff stepped in to work the Friday Films in March.
- Reviewing the DPL contract.
- OLA Staff Training Roundtable – March 22
- Out of the Office March 13-20.
- Intern interviews throughout the month.
- Backing up the circulation staff on Tuesdays from 10 am – 1 pm and Thursdays from 1 – 3 pm.

Human Resources

Kristin moved from the Circulation Clerk to Administrative Assistant in mid-March. She immediately improved the frequency of bill paying (Stephen can confirm), collected timesheets, and submitted them to Sharon. She works 25 hours per week, and I am concerned that we can easily fill that time and more. I have several projects I'd like her to help with as time allows.

In case I did not mention it in the March department report, I increased Adriana's hours from 25 per week to 30 and Gabby's from 30 to 40. We've hired an additional clerk at 10 hours/week.

Public Relations

Mailing Lists. Kristin consolidated multiple topic-specific mailing lists on our website into one list. This lets us digitally send our monthly newsletter to anyone on our list.

Event Survey Card. The Committee rejected making a separate survey card for children's events and created a multiple-use card to collect email addresses and feedback about the program attended.

JCLD General Information Brochure. The Committee took the existing brochure, discussed changes, and then Swan did a great job recreating it.

PR Kits. In February, Laura asked the PR Committee to create grab-and-go PR kits for staff who attend off-site events. The kits contain bookmarks, the monthly calendar, library brochures, and pencils. Kristin is shopping for cost-effective replacements for pencils.

Staff Newsletter. Beginning in April, the PR Committee determined content for a monthly staff newsletter, and Swan made it happen. Topics include staff milestones (birthdays, work anniversaries), a section for welcoming new staff, interns, and volunteers, the monthly Pioneer article, policy changes, meeting summaries, and facility updates.

Social Media. Discussed the consistency of messaging across platforms.

Thank you notes. Swan is creating library thank-you notes.

April was the first edition, which is always the most difficult to organize. Considered for future newsletters: database spotlight, Job Openings, the topic of the month, surveys, staff event announcements, new tech/tools, and important reminders.

Monthly Calendar of Events. The Committee meets on the third Thursday of the month to finalize the next month's calendar of events. We are considering a July – August Hybrid newsletter for Summer.

Monthly advertising. In addition to the monthly library column, we've placed ¼ page ads in the Madras Pioneer on the first Wednesday of each month that announces the monthly programs: weekly cribbage, Friday Free Films, and Children's Programs. April is the last month for movies until the fall, and I'll be emphasizing the cribbage program and a couple of teen programs in May. Our

Public Operations (Laura)

Circulation

Circulation has seen a lot of changes. Kristin has moved from Circulation Supervisor to Administrative Assistant. The Easter Seals, Central Oregon Intergovernmental Council, and Youth Career Connect internship program began in March. The internship program participants are individuals looking to improve their career skills for people aged 16-24 and 55 plus. The interns are trained in circulation duties and have improved the circulation process. Currently, there are seven interns working in the program. Once they have completed the program, the interns will move on to job opportunities in Jefferson County.

Collection Development

Collection Development is coming to the close of its purchasing time in the fiscal year. Spanish materials purchased in Guadalajara are being added to the Library collection from now and throughout the upcoming year. A new Spanish teens section is now available for checkout. Laura has two projects for the children's collection. The first project is the completion of Early Literacy Kits. The kits assist those working with young children in developing early literacy skills. The second project is moving the curriculum crates into smaller containers. The curriculum crates are a success for families, but the one complaint is their size. Laura is breaking up the kits and placing them into age-appropriate curriculum kits. These small kits will be accessible to the families within the library's collection instead of stored in Laura's office.

Programming

Children. Children's Services provided Library Afterschool STEM, English Storytime, and Family Storytime in the third quarter (Jan-Mar). Afterschool STEM started in February and is taught by a Madras High School science teacher, Elizabeth Wienert. The program had ten registered with nine consistent participants at each event. Ms. Wienert plans and presents each event. The Library provides supplies and space. The program is enthusiastically received by students.. The only issue was when Ms. Wienert was in quarantine for COVID.

English and Family Storytime has a regular attendance of eight to twelve participants. English Storytime hosts special guests: Think Wild!, TJ Johannsen, Margee O'Brien, and Karen Esvelt.

Children's Outreach for the last quarter included sending library ambassadors to attend family resource events, teaching elementary school classes, and outreach storyteller. This quarter was the beginning of the end of the school year family evening events. The outreach family events will increase next quarter. Outside organizations contact the Library and invite us to attend their family events. The Library provides information about library services. Recently, Laura asked the Public Relations Committee to create a grab-and-go public relations kit for outreach. The kit contains flyers, business cards, swag, and coloring pages. Having the grab-and-go kit helps to make a quick preparation time for the staff members attending the events.

Madras Christian School and Culver Elementary asked the library to assist with their classes. Laura and Adriana are teaching Spanish once a week to Madras Christian. Laura taught Culver Elementary third-graders how to research using books and the Library's student resource page for their upcoming Living Wax Museum Project. The Outreach Storyteller continues to travel to the outlying schools and provides storytime and crafts. Laura and Kiely are evaluating the program for next year.

Teen Programming for the last quarter consisted of Dungeons & Dragons, Teen Advisory Board, Teen School Lunch Craft, Warm Springs K-8 AVID Field Trip, and the Jefferson County Middle School Career Day. Dungeons & Dragons started in February with events on one Thursday and one Saturday of the month. Thursday attendance was low, so that session was canceled, and those young people moved to the Saturday group. There is a consistent attendance of about 14 participants. Due to the large group size, Star divided the group into two small groups and invited an experienced individual to lead a smaller group.

The Teen Advisory Board had a scheduled meeting date but no attendance. Star noted that she needs to build relationships and try again. The Teen School Lunch Craft is offered at the Jefferson County Middle School and the Madras High School. There is an average of twenty-three participants at each monthly event. Overall the craft is well received. The Warm Springs K-8 AVID Field Trip and the Jefferson County Middle School Career Day, led by Star and Laura, helped the participants to learn about the library and library careers. Not all of the participants were interested, but all were well-behaved.

Adult services for the last quarter provided four Talk-Abouts and assisted with the Film Committee's evening Friday Films. The Talk Abouts were a hybrid of in-person and online. Total in-person attendance was twenty-two. The Film Committee's Friday Films sees an average of thirteen participants. The lowest attendance is at documentaries and older films.

Spanish Services has spent \$1120.00 of its \$3000.00 budget but has nothing to report.

Technical Operations (Gabby)

Pick-up Lockers

I have been in contact with Smiota, the company providing the outside pick-up lockers at our library and Culver City Hall. I have scheduled the installation for August 15. This should leave me enough time to work out any pre-installation issues that may come up. I still have to have some conduit extended out at Culver City Hall for the plug-in for the locker. I will have the Madras lockers installed behind the library next to the Dropbox and the Culver locker in a small alcove behind the city hall. I am uncertain if the lockers are ok to be left uncovered outdoors to that extent and may have to improvise. I also am not sure the lockers will work with our library system program. Ideally, once installed, patrons should be able to choose the pick-up lockers as a branch

option for pick-up locations; when their hold is ready and placed in the locker, the patron will receive the locker number and a code to access the locker through text or email. Once the code has been used and the door opened, the item should move from “On-Hold” status to “Checked-out.” Culver City Hall has asked not to have their lockers installed until the beginning of September in order to avoid having the installation occur during Crawdad Festival.

Bookmobile

Once the pick-up lockers are installed, we will have to implement the Bookmobile as a courier vehicle for holds going out to the Culver Pick-Up lockers, hopefully on a daily basis. Initially, I expect it to take about 3 months for the marketing of the pick-up lockers to take effect and get patrons using them more, and until that time, we may not have to make daily trips out to Culver with the Bookmobile. The implementation of the pick-up lockers will necessitate making the bookmobile a mobile check-out station, and as a result, we could also start using the bookmobile to check out items at other locations and set up library cards. I plan on using Dion to fill the courier role, but I will probably also use our maintenance man, Tom, as the courier duties increase. Depending on the frequency with which the bookmobile gets utilized for circulation-oriented duties, it may become less available for other outreach or community events. (But it will be roaming around the county.)

Meeting Room

Since opening the Meeting Room up for outside bookings, we have seen a steady increase in use; a significant increase began in January after implementing the online booking capability on our website. The Whisper Room has been available far longer than the meeting room but has not seen a sizeable increase in use until the online booking capability was implemented. I am working towards making the Meeting Rooms more reflective of the Heritage Collection it houses.

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Whisper Room Bookings	0	0	0	0	0	0	11	5	7
Meeting Room Bookings	1	0	0	0	6	6	19	30	37

With the Meeting Room bookings increasing, we are having to turn patrons down more when their booking request interferes with a library event and have run into some situations where a library meeting conflicts with a library event (e.g., your April board meeting and a concurrent Spanish programming event). I would like to implement the Meeting Room as a space for teaching tech classes, but I cannot monopolize the room to that extent now. As a solution, I am beginning to fix up 234 7th St in order to utilize it as a Library Staff meeting space. I would also like to utilize the building as a book club meeting space since it will be more cozy and personable than the Meeting Room. I am finding 234 7th St to be quite rundown and poorly maintained, but I should be able to get it at least presentable in a couple of months. Some issues include a rotting subfloor, a dilapidated porch, sketchy electrical and plumbing work, and gas heating lacking heat-protected

surroundings. We still use half of 234 to store book donations, Summer Reading Program supplies, and maintenance-related supplies.

Compass

I spoke with Ricardo at Compass this week and sent him the contract for review and am waiting to hear back from him on changes and recommendations. Once the contract is settled, I told him we would look towards scheduling him and his team for a board meeting to discuss the next steps and outline goals.. I recently met with an architect from Hacker Architect Firm who mentioned working with Ricardo and Compass on a project in Salem. She said she found him very attentive and more involved than the previous owner's reps she had worked with.

Door Count

Our door count has increased greatly this year versus last. Some of this is a natural increase in attendance at the library as people move past COVID, but this year we installed and implemented a new door counter system that is more accurate than our hand counting last year.

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Door Count 2021-2022	2429	2987	3457	2908	2188	1326	1530	1685	2831	2810	2,756	3058
Door Count 2022-2023	3177	3190	2971	3140	2786	2752	3414	3353	3642			

Volunteers

This last month we saw a huge jump in the volunteer hours we are logging. I attribute this to efforts to implement more volunteers with a revised volunteer program and more diligence in logging volunteer hours. Volunteers were helping with special events and being utilized by teen services that were not logging their time spent assisting the library. Those participants hired through the Internship program are doing an efficient job of completing library page duties, so I have moved more of our volunteers to item-processing tasks, such as jacketing, laminating, and relabeling projects. I have found that volunteers are not a reliable method to get vital and complex library operations completed. Despite having multiple volunteers assigned to item jacketing and laminating, we struggle to clear a backlog in this area. I have also implemented some volunteers in beginning the massive relabeling project of the adult collection, but with the few consistent volunteers, we still have difficulty in making a dent in this project.

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Main Library Volunteer Hours	51.5	82.75	55.5	75.75	27.25	37.75	53.25	65.5	100.75

Public Computers

We are still using a by-hand tally system for counting the use of the public computers, which has led to spotty statistics keeping. I plan to increase accuracy by implementing a program that counts computer use sessions or minutes. I think our users have increased from last year because we have added 2 additional public desktop computers due to growing demand. We've had several

times when all computers are in use, and 2-3 patrons are waiting. I don't see the statistics reflecting this increased use.

Cyber Security

Dion and I are preparing to complete the massive project of resetting passwords to all accounts and programs library staff use. The company we've been using to store passwords online was hacked in December 2022. This incident, combined with using some of the same passwords for over 10 years, tells me it's time for a change. (Plus, Jane went to a cybersecurity session at SDAO and returned fired up, wanting longer and more complex passwords.). Best practices in cyber security indicate that this change is long overdue.

Hotspots

We added 11 internet hotspots into circulation in March. Two of the new hotspots replaced 2 hotspots that were never returned, and 1 was designated for staff use only. This gives us 18 hotspots total in circulation. I plan to add 11 more in the next fiscal year and replace some devices that weren't returned to move our circulating hotspot count to about 30. It took about a year for patrons to become aware of the hotspots the library was offering, but once word about the hotspots got around, we have struggled to keep a hotspot on the shelf longer than a day. We recently made some procedure changes to give the hotspots a cooling-off period in-house, and this has helped slow circulation down to a reasonable pace and allow more patrons to have a chance at checking out a hotspot.

In the past, we've used ARPA funds to purchase hotspots through ATT via TechSoup. The annual cost for 11 hotspots is approximately \$1350. It's an annual subscription service where ATT replaces them with new hotspots each year. I'm requesting funds in the Library of Things to increase the number of hotspots available for lending.