



Director and Team Reports April 2021 reporting on March Activities

Director

The Library is running smoothly, and my focus has turned to internal operations. With the budget season upon us, I have been reviewing expenditures, reconciling the CRF fund received, preparing for an HR audit. Continued consistent communication with the other libraries will strengthen collaboration and networking. Re-organization into teams is running smoothly.

Consortium News

The Tri-County Libraries met on March 17, 2021, a regularly scheduled quarterly check-in. In discussions after the meeting, participants agreed that for future meetings, (1) identify library-specific topics and (2) create parameters for tri-county meeting level agenda items. I provided a link to the staff page on the Web site, making it easier to identify who to contact for what. Realizing that most of the staff at JCLD is relatively new, a DPL representative will be conducting a train-the-trainer session to review circulation policies and processes. The group also discussed converting the non-fiction resources from Dewey Decimal to BISAC. Some libraries are converting to BISAC, which groups non-fiction titles in categories and not by number. (Similar to how bookstores organize materials.) We are not considering a change at this time, and if we decided to change to BISAC, a detailed project plan is required. We've completed many changes to the Library, and any change in collection management/organization would not occur until we moved into the expanded building.

The following week I met with Holly (circulation) to understand our relationship with Unique Management, the "Gentle Nudge Material Recovery" contract. I came away from that meeting with a better understanding of the service. I have an appointment scheduled in April to meet with the company's representative and hope to have a complete account of the service, how it works, our personalization options, and costs. We are working with DPL to create a new patron type related to our 509J collaboration.

I met with Lynne to discuss identifying service statistics. She familiarized me with the back-end statistics reporting. Related to statistics, I've asked the staff to review the current statistics we collect and suggest any additions or changes. I'm also interested in what statistics are most important to you.

User Purge

DPL waived fines/fees from 3/29/2018 and back on Monday, March 29. From this point forward, this account clean-up is on the same schedule as purging accounts not used in the previous three years. The downside is that the number of cardholders dropped significantly; the upside is that we have a more accurate library cardholder count.

Patron Communications

I had the opportunity to explain our decision to put the recently pulled Dr. Seuss books on reserve for in-library use only; to date, I've received no response. We did have an incident last month involving a disgruntled and abusive patron. I've asked the Safety Committee to identify parameters for calling the

MPD. In general, I think all of us are focused on helping and hesitate to involve the police. We need to identify inappropriate language or actions quicker and call for police support when required.

Slightly related – we've had some issues with the alarm system going off for undetermined reasons. The alarm company made a service call that stopped the problem. We added a motion detector in the recently re-acquired property. Since the property to the north of the Library was returned to us, we now receive its utility bills.

Budget

The teams are reviewing their appropriate budget line items and providing recommendations for 2020-21 funding. Several line items in the current budget are not aligned correctly (e.g., ILL postage, which is up significantly due to joining WorldShare. Using WorldShare makes the ILL fulfillment process faster; it also adds our collection to the items that can be requested, so fulfilling requests from other libraries has increased. Laura and I are in the process of reviewing charges assigned to line items to make sure expenses are posted in the correct category.

Tell Us your Westside Story

As you know, the Library is collaborating with the Bean Foundation and the Historical Society. The project launched this month. We are

1. Providing a physical location for community members to drop off historical artifacts and develop and provide the Parties policies and procedures to effectuate this responsibility.
2. Providing videography services for community members to provide oral histories and shall develop and provide the Parties policies and procedures to effectuate this responsibility. The Library shall further provide hard copy forms for community members to write out memories and provide the Parties policies and procedures to effectuate this responsibility.
3. Promoting the Project at the direction of Bean, including, but not limited to, a link on Library's website to the Project website, newsletters, community announcements, Madras Pioneer column, Facebook page, and other channels as may be identified.

We've completed a test taping and have two 4-hour sessions in mid-April.

HR Audit

I met with a representative from HR Answers, a human resources consulting company, on March 4. HR Answers provide free or discounted services through SDAO. The company offers COVID-Related Resource Guides, other resource guides, and consulting services. The purpose of a Human Resource Practices Audit is to examine the policies, procedures, and materials related to an organization's employment relationships. All of the observations made are based on the material provided, examination of the personnel files, or conversations with organization personnel. The product or findings of an audit is a series of reports, exhibits, and commentaries. It begins with an Audit Questionnaire related to recruitment and employment, employment of minors, data confidentiality, safety, records retention, compensation, performance management, corrective action, training, benefits, harassment, and pandemic considerations.

We are reviewing and revising the statistics we collect. I'm asking the Board to identify which statistics are most important to it.

Teams

Circulation – Kristen

The circulation area is by the front door right now. It creates a bigger space for all the checking in and checking out. And it's a more reasonable position for patrons to check out and find help. The check-in and check-out procedures will be changed due to removing the quarantine requirement on April 5.

Casey (Madras Computers) is coming to look at Sort Assist because it has been acting up.

Circulation is creating shelving guidelines to ensure that everyone is shelving professionally and consistently.

Facilities – Gabby

Staff now route facility requests through Gabby, and she determines to whom they are assigned.

Dion and I are in the process of cleaning out the computer closet the downstairs of the Annex. We are hoping only to make one trip to the recycling center. There is a large metal frame for servers sitting down there that we will see if Casey at Madras Computers wants to have.

Tom has finished remodeling the public bathrooms. They are now are equipped with touchless flush valves, touchless faucets, touchless soap, and paper towel dispensers. They received fresh paint and new baseboards. Wall-mounted cleaning wipes were installed, and the public bathrooms are ready for use beginning April 5. These two bathrooms will be added to the weekly cleaning regimen; they may need cleaning twice a week due to the observed rate at which they become dirty.

Tom installed most of the new blinds for the office windows. Three of the blinds we ordered were too large for their windows by a mere fourth of an inch. Dion is contacting the manufacturer to see how to alter or replace these three blinds.

SOS Alarm has put in a new sensor in the duplex and a camera pointing towards the duplex. SOS also added a smoke detector to the upstairs Annex. SOS replaced the sensor in the library in the youth services office that was malfunctioning. The addition of the camera was \$539. The addition of the sensor was \$125.

Cascade Tel has been notified of the phone extension changes required, and most have been done from off-site. Only one extension will have to be manually rerouted, and Mike from Cascade will be working with Dion to make that change.

Dion and Tom put a new jack in the wall in the computer area to accommodate the fax line that runs to the Ricoh Copier. This allowed us to move the copier back into the public area and operate as a fax.

Dion is working on acquiring demolition quotes for the Rodriguez Annex. I also asked Dion to get demolition quotes for the green duplex in case we would receive a discount if both buildings were demolished at the same time. The demolition contractor advised that tearing down both buildings at the same time would be most economical.

I am working on applying to the Paint Improvement Grant Program with the City to receive funds for supplies to repaint the Library's exterior. Tom, our Maintenance Specialist, provides the labor. Color choices are on the backside of the library. We are taking votes from patrons on what color they favor. (Make sure you vote!)

Pacific Crest Roofing quoted \$18,560 to reroof the main Library. We selected a dark gray shingle to complement the new wall colors of the library.

I am looking into new door counter devices and programming. SenSource Traf-Sys has quoted us for two different kinds of new door counter systems. These new door counters would come with a program that breaks traffic flows into days and half-hour increments. The Beam Counter with 80% accuracy has a \$1000 one-time charge. The Overhead Counter with 99% accuracy has a \$1500 one-time charge.

Dion will be attaching metal baskets to the computer tables' underside and staff desks to hold computer cords off the ground.

Dion has set up a computer workspace for Tom in the Annex, so there will be a place for staff to leave him mail or paperwork and a computer for him to place orders from and fill out timesheets.

Light up open sign has been purchased, and Tom hung it above the front door. Openers and closers will have to turn it on and off.

Staff is no longer having to put up chairs at closing; the auto-vacuums seem to work fine around the chairs.

I am getting quotes for some remodeling work on the blue duplex (229 SE 7TH ST). JCLD Facilities team is going to take on a lot of the remodeling. New flooring will be outsourced, probably with CarpetCo, who did the library flooring. Madras Paint and Glass quoted \$496.50 to replace the glass in two of the windows and replace all the screens.

Gabby and Jane met with Willow Canyon Properties on March 25. We let Willow Canyon know of our plans moving forward, and Willow Canyon will be serving 90-days' notice to the other side of the Blue Duplex and both sides of the Green Duplex. The lease end dates and returned security deposits are:

1. Property 1 – month-to-month
Security Deposit- \$1000
Post notice 3/31/21- vacate date would be 6/30/21 or ANYTIME sooner
Return of full deposit minus any owed rent
2. Property 2 – lease ends 05/31/2021
Security Deposit- \$2000
Post notice 3/31/21- vacate date would be sometime between 5/31/21- 6/30/21
Return of full deposit minus any owed rent
3. Property 3 – lease ends 07/31/2021
Security Deposit \$2500
Post notice 3/31/21- vacate date would be ANYTIME before 7/31/21
Return of full deposit minus any owed rent

Media - Swan

In addition to Dion's IT and facilities responsibilities, he is assisting Swan with video editing. There are many stages required for publishing. He's assembling (in the multi-media/editing sense) of the book reviews and the storytimes. Swan is working on bringing Ollie, the Children's Department mascot, to life.

Gretchen and Swan are creating a Library Program called Ace the Librarian. Staff will be playing games as teams. This program will start in September.

Processing - Alex

The team plans to separate shipping from the processing and book budget line items and use the shipping line item. If you look at the March Financials, you'll find 8010 – *Processing & Other Expenses* is over budget, while 8140 – *Postage shipping, delivery* is under budget. Previous practice assigned the total cost of a shipment, including postage, to the appropriate collection line item (adult, youth, Spanish, children). The team member responsible for purchasing books and other materials reviews past purchases and re-assigning postage to the appropriate line item. The goal is to calculate a realistic postage budget for FY 2021-22.

The team discussed the potential transition from Dewey Decimal System to BISAC. We have converted our smaller non-fiction holdings - Teen/Youth – to test the system. DPL is considering BISAC. Alex in any Book laminating and jacketing are backlogged. To solve this problem, Alex has asked the Reference Desk staff to cover at least five books during their shift. Based on the average time required to laminate, all agreed that five items were a reasonable expectation. The task is easy to put aside when reference help is needed and then return to it. The Circulation Team is also pitching into laminate. Laura plans to stop covering certain items in her collection with the hard laminate; laminating is not prolonging their usefulness.

Programs - Adriana

Spanish. Latino Book Club meets monthly on the last Wednesday at 7 PM for three months. They are reading through the book *Unshakeable* by Daniel Habib.

Children. The team is gearing up for the Summer Reading Program. (SRP). All the events are booked. The theme is Tales and Tails. Jesse O is working on all the drawings for Ollie and his friends. The program is 10 weeks with different topics each week. Star will contact the City about the events in the park and possible Fairgrounds. The dates are June 21 to August 31.

The JCLD will have a booth at the Fair this year. All team members will be called upon to cover a shift at the booth. The team plans to get the button maker up and running and purchase necessary supplies. After considering whether to rent or buy a tent (the booths will be outside this year) because of limited storage space, the consensus was to rent.

KWSO will be airing storytime again this Summer and asked the JCLD if it would participate again this year. Instead of audiotaping onsite, this year, the team can tape the story at the Library and send KWSO an audio file

Ollie's Book Club begins In September. Ollie will be talking about his favorite books, which will also have corresponding monthly challenges. Special Events at the Library are scheduled. Reading goals will be acknowledged with brag necklaces.

Librarians on the Look taped and publish its final show of the season; the program will restart in the Fall. Bilingual/English Storytime and the book reviews continue throughout the Summer.

Youth/Teen. Teen programs are scheduled monthly over the Summer. Quiplash and Spray Painting are two of the programs/events. The third program is still undecided. Book Reviews continue through the Summer.

Community/Adult Service Programs. The team held our first I AM A Story in-person event. The four attendees played a card game that helped them tell stories associated with a theme. It was a good time of engaging and learning more about each other.

Library users participated in a St. Patrick's Day guess how many Hershey kisses are in the jar – and also in a "Pick your favorite Easter Bonnet poll."

The team is considering future ideas, and to date, they are not identifying anything. If the Board Members have ideas, please pass them along to Gretchen. Gretchen is exploring potential partnerships with area businesses. Since the Round-Up has stopped publishing, we are looking for different ways to market. Partnerships/collaborations are one possible marketing program.

Our ALA Small Rural Libraries grant (drumroll pleased) was accepted. The \$3000 grant will be used for 2022 I Am A Story event.

In April, the Book Club is focusing on Nancy Drew books. Related events for youth are planned. JCLD is partnering with Sew Dee Liteful Quilt shop in a craft, and at the Library, you'll find a detective game.

Reference - Gretchen

Everyone abandoned the reference schedule during the remodel. A new staffing schedule began on March 8 at the same time the organization into teams was implemented.

1. Issue One: There have been numerous substitutions due to flexible schedules, illnesses, and meetings accepted before the schedule was confirmed. Keeping track of who is actually on the Reference Desk has been challenging. The issue is working itself out and will continue to do so as we move forward.
2. Issue Two: The tight quarters in the Check-out and Reference areas have been a little problematic. It is not the ideal place to put both services near each other. We do not want to move the Circulation area (again) because we need to maintain consistency. Constantly moving the circulation area throws users (and staff) for a loop. Although not ideal, the reference/circulation areas remain unchanged.
3. Issue Two-point-Five: Based on personal experiences, it is often tricky to hear through the plexiglass. This is especially problematic if we help one person at the Reference Desk and one person at the check-out station. At times there are 4+ people sharing a 6x6 space; it gets very loud and distracting. I (Gretchen) have been observing how team members are dealing with this situation. One solution is to move away from the area if someone wants a more extended conversation, and computer resources aren't required. But the poor sound quality is an issue noticed by all when working at Reference.

The statistics sheet was revised. The purpose of the handwritten stat collection helps identify busier times. It also tracks the types of help is requested. Other manually collected stats include how often the computers are used, and the number of telephone calls, and reasons (reference question, renew items, check to see if hold items are available).

The Reference Desk staff must consistently remember to intermittently check and clear the saved messages on the general telephone number.

Safety – Star

The library staff had its first (and hopefully only) case of COVID. Symptoms started on Thursday, March 11; the team member was tested positive on Monday, March 15. The Health Department indicated that she could return to work at the Library 10 days after onset of symptoms, Monday, March 23. Only one other team member was close to the person with COVID – for about 2-hours while traveling in the Library van. The second team member was tested negative on Monday, March 15. Following our safety

protocols, the COVID-positive team member worked from home during the quarantine period. The point of infection is unknown. None of the co-workers were infected.

The Safety Committee (Star, Swan, Gabby) meets bimonthly. Issues that arise between meetings are discussed via email or in-person as needed.

Technology - Dion

- Reinstalled the Canon printers.
- In the process of preparing new servers and monitors. Hoping that the new equipment solves a lot of the issues with connectivity and displays. Turbo tax only works on hard-wired ethernet computers.
- The Chrome books for the Board are set up and ready for distribution.

Statistics

https://docs.google.com/spreadsheets/d/1IAefFEZ2T0zr4BP8eFmwVa_tJjqRvm3A3DlG3bpJ-48/edit?usp=sharing

Circulation

DPL items checked out at JC	542
JC items checked out at DPL	2932
CC items checked out at JC	105
JC items checked out at CC	153
Magazine Downloads	145
Overdrive Checkouts	1734
Regular Circulation	2454
Renewals	238
Total Checkouts	8303

Interlibrary Loans

Unique ILL requesters	6
ILL Requests Submitted	7
ILLs sent	8

Cataloging

Materials Added	477
Spanish Materials Added	60
Bib records added	162
Items withdrawn	22
Original bibs added, English	6
Original bibs added, Spanish	4

Website

March 7 -	5,123
March 14	10,756
March 20	16,564
March 31	22,569

Jefferson County Library Association

Community Read - Gretchen

Generous Nature: Lives Transformed by Oregon (2019) by Marcy Cottrell Houle is the 2021 Community Read Book. The book

offers profiles of twenty-one conservationists and activists who have made enduring contributions to the preservation of Oregon's wild and natural places and high quality of life. These stories speak to their courage, foresight, and actions—at times against great odds— to enact legislation and motivate others to cherish and protect the places that make Oregon unique.

Taken from the author's personal interviews over a decade, these stories will help readers understand the histories of Oregon's exceptional places, innovative planning efforts, and laws. They provide insight into the principles and values that motivated individuals to preserve the beauty and natural resources of Oregon, craft legislation to further protect them and educate others about their value. Houle features locations as diverse as the Columbia River Gorge Natural Scenic Area, the wild and scenic Sandy River, and Tryon Creek State Park, along with background on critical laws and organizations such as the Beach Bill, Diack Act, Senate Bill 100, SOLVE, and the High Desert Partnership.

The Community Read program is planned for October 1-2. The Community Read Chair is contacting the author to determine availability, affecting the program date.

Friends of the Library (FoJCL) - Gretchen

The Board met in March to deal with issues identified by Gretchen and brainstorm solutions. One issue is bookstore staffing. To resolve that, the Board agreed to allocate funds for hiring two students through the Educo Program. The Board also approved the plans for National Library Week as presented.

The two-day book sale on March 19 and 20 was very successful and earned approximately \$200; 55 people attended. A few of the customers were new; that's encouraging and means the word about the Bookstore is getting out. One interesting conversation during the sale was a woman who talked about the history of Annex. According to her, at one point in the 1970s, the pastors lived in the basement. They occupied the three small rooms currently used by the Bookstore (that explains the Fiction room's fireplace). They shared the kitchen with the church, and there was a small bathroom up at the top of the back stairs. Gretchen researched the pastor, but his surname is common, and she could not find any recent information on him. Gretchen would love to contact him to get his story.

Zac B, a volunteer at the JCLD, started staffing the Bookstore in March. He said it was fun, but there was not much to do. He helped clear a backlog of books for shelving in the main library. Gretchen interviewed Vicky F. for a second position. She will be starting the first Saturday in April. Additional help will help distribute selling, stocking, handling sales, and other projects. It's a great step forward.

Genealogy - Alex

No new activities.