



Board of Trustees

Meeting Agenda

Thursday, September 10, 2020, 5.15p

Online: <https://crookcounty.my.webex.com/crookcounty.my/j.php?MTID=m0b67fa9d7ba9feb084eeb58443bf4aa4>

Phone: 408-418-9388, access code 126 492 5205

OPEN TO THE PUBLIC

- | | |
|--|---------|
| 1. Additions/deletions from the agenda (ACTION) | Bishop |
| 2. Conflicts/potential conflicts of interest | Bishop |
| 3. Public comment | Bishop |
| 4. Consent agenda (ACTION) | Bishop |
| a. Minutes of August 20, 2020, regular meeting | |
| 5. Reports | |
| a. Friends | Friends |
| b. Circulation services | York |
| c. Public services | Jones |
| d. Finance | York |
| e. Director | York |
| 6. Continuing business | |
| a. COVID/Reopening update | Staff |
| b. Hiring updates | |
| • Director | |
| • Aide | Staff |
| 7. New business | |
| 8. Agenda items for next meeting, October 8, 2020 | Bishop |
| 9. Adjournment | Bishop |

Other matters may be discussed as deemed appropriate by the Board. If necessary, Executive Session may be held in accordance with ORS 192.660.

The Board of Trustees meets on the 2nd Thursday each month at 5.15p in the Juniper Room of the Crook County Library at 175 SW Meadow Lakes Dr., Prineville, Oregon. Sign language interpretation for the hearing impaired is available with at least 48 hours' notice.



Board of Trustees

Meeting Minutes

Thursday, August 20, 2020, 5.15p
Crook County Fairgrounds
1280 S Main St., Prineville, Oregon

Present: Jan Anderson, Jerry Bishop (Chair), Eric Blaine (Legal Counsel), Jerry Brummer (Commissioner Liaison), Colleen Ferguson, Heather Jones (Assistant Director), Pam Looney (Vice-Chair), ZuAnne Neal, Buzzy Nielsen (Director), LaQuita Stec, Cindy York (Operations Manager)

1. Additions/deletions from the agenda (ACTION)

Bishop

Before the meeting, a celebration was had in recognition of Buzzy departing as Director. Chair Jerry called the meeting to order at 5.27p. Zuanne moved to approve the agenda as presented. Jan seconded. The motion carried unanimously.

2. Conflicts/potential conflicts of interest

Bishop

None stated.

3. Public comment

Bishop

Eric commented that he'd miss Buzzy and appreciated the work he'd done as Director.

4. Consent agenda (ACTION)

Bishop

a. Minutes of July 9, 2020, regular meeting

Pam moved to approve the minutes of the July 9, 2020, regular meeting as presented. LaQuita seconded. The motion carried unanimously.

5. Reports

a. Friends

Friends

Buzzy reported on behalf of the Friends of the Crook County Library. They have not resumed regular meetings, nor are they accepting new donations. However, they have reopened the Friends Bookstore (inside the main library). Chapters Bookstore for Kids remains closed for the time being.

b. Circulation services

York

Cindy reported the following on behalf of the Circulation Services Team:

- 96 hours quarantine, REALM project
- No board books and magazines
- No more automated phone notifications, so staff doing it manually. Make about two manual phone calls a day. Added service for people who don't have access.
- Any other communities letting people into stacks? Yes, some smaller ones are.

c. Public services

Schepke

- Heather Jones first report as Assistant Director. 8 years in public libraries. Worked in Salem and Driftwood (Lincoln City). Started as shelve and worked way up. At CCL a year and a half, starting as teen librarian.
- So much involvement in SRP. 375 bags out, plus 50 more through Mountain Star and migrant education program
- Goals: online storytime, more online programs, fall/winter reading, working with schools
- One-on-one technology help. Suspended due to pandemic, but huge need. Starting back up with one-on-one help.

d. Finance

Nielsen

- Last year's budget is solid.
- Are any of our funding sources getting cut due to COVID? Eric Blaine said that the state budget likely will be cut, but don't know how that will be affected. Ready to read money won't be cut. Law library will get 25% reduction. Based on filing fees.
- County budget? Not much for lottery funds. 80% comes from the machines. TRT is down. Gas tax down 25%. Maybe some CARES ACT money.
- Single fund
- Internal service charges

e. Director

Nielsen

- Buzzy's been training people
- Advantage cleaning works for other departments
- County trying to figure out how much to charge.
- Already do a lot of sanitizing.
- Friends group
- Roof is getting replaced.

6. Continuing business

a. COVID/Reopening update

Staff

- Fewer arguments
- Reopening the stacks
- Not reopening the children's room
 - Big boxes of shelves waiting to be replaced
 - Children's room is germier, need to figure that out.
-

b. Director search update

Staff

- Ten applicants
- First round
- Second round

7. New business

- Statistics
 - Overdrive
 - 27% decrease physical search
- New library aide
 - Janet is leaving
 - New person coming aboard.

8. Agenda items for next meeting, September 10, 2020

Bishop

- Director search
-

9. Adjournment

Bishop

Adjourned at 6.14p

Crook County Library

Circulation Services Report

September 10, 2020

Prepared by Cindy York, Library Operations Manager

Did You Know?

- In conjunction with the re-opening of Downtown Bend, CCL opened our adult and teen areas for browsing. Since it was an unpublicized or “soft” re-opening on August 31st, patrons that morning were excited to find they could access the shelves themselves. Unfortunately, with the shelving upgrades taking place soon and continual covid concern, the decision was made to keep the children’s room closed at this time.
- On September 1st, Deschutes Public Library increased the loan limits for adult and juvenile accounts from 50 and 25 to 100 and 50 respectively. Sound familiar? These were the loan limits CCL patrons enjoyed up until approximately 2 years ago. Will this cause an increase in patron accounts going to our materials recovery service? Stay tuned...
- Staff held a farewell party for Library Aide Janet Yu on September 4th. Janet was a true shelving gem and a such a sweet person--hard shoes for anyone to follow! Former Director Buzzy Nielsen was able to join us for the sendoff.



Circulation Statistics:

High/Low statistics for August:

	<u>Highest Number Recorded</u>	<u>Lowest Number Recorded</u>
Self-Check Stations	85 checkouts on 8/25	23 checkouts on 8/8
Front Counter Stations	134 checkouts on 8/31	24 checkouts on 8/1
Checkins	265 returns on 8/31	2 returns on 8/21
Paging List Items (items leaving the building)	190 items listed on 8/31	72 items listed on 8/15
Items on Hold Shelf	189 items on 8/13	103 items on 8/24
Incoming Crates	11 crates on 8/17	2 crates on 8/7



Crook County Library Public Services Report September 2020

Prepared by Heather R. Jones, Assistant Director of Library Services

Technology and Digital Inclusion



This month we have been working on some very exciting upgrades to our library technology and expanding our technology help services at the library. Starting on September 8th, we are launching our One-on-one Tech Help program. Library users will be able to sign-up on our website, over the phone, or in person for 30 minutes of dedicated time with one of our Public Services staff to get help with their technology related questions. Some of the questions we are

anticipating are how to use a mobile device, basic computer skills, downloading eBooks and eAudiobooks, setting up email, Google Drive or social media accounts and navigating the internet to apply for jobs and benefits. Staff will be unable to help with computer hardware repair or removing viruses and malware from devices. These one-on-one appointments will be in person in the library, so facial coverings and social distancing will be required during this program, and staff will not be able to touch a patrons device.

To help support our ability to teach computer classes in the future and increase our users access to technology, we are moving forward on the next phase of the Facebook technology grant. I am working with the County IT Director to purchase ten laptops and tablets for use in the library by our patrons, and for use by staff for teaching classes. We are working on determining which devices would best suit our user needs and getting quotes from vendors to purchase these devices for the library.

Upcoming Online Programs

We are working on creating online programs for the community that will be held virtually via WebEx. Our first online adult program is scheduled for September 29, 2020 at 6:30pm. Carrie Gordon will be sharing her expertise on the geology of the Pacific Northwest, east of the Cascades. She will be talking about how the geology of our region was shaped through time and what the rocks around us can tell us about what came before us.



Director's Report

September 2020

Prepared by Cindy York, Interim Director of Library Services

Facilities and Equipment

- The outreach van will be heading over to Driving Force Graphics on September 14th to have its new wrap put on. What a colorful addition to CCL outreach it will be!
- For many years the library has served as a ballot drop off location. This involved a ballot box taking center stage inside the library. This November, thanks to County Clerk Cheryl Seely and former Director Buzzy Nielsen, we will have a “drive-up” ballot box similar to the one at the courthouse installed at the far end of our parking lot.
- The new tops and end caps for the children's room shelves have arrived! We are working with maintenance to schedule a time for installation. The new tops will accentuate the colors in the carpet and create a visually appealing room.
- With additional sanitizing stations in place, we were able to open the adult and teen room areas on August 31st. Many patrons have expressed their pleasure at this rediscovered freedom.
- After several windstorms and “near-misses” with tree branches, maintenance was able to contract with a local company to trim the trees hanging over the overflow parking lot as well as removing the Quaking Aspens in the south lawn area.

Personnel

- With infinite sadness, we said goodbye to Director Buzzy in true Crook County fashion! He left our last staff meeting complete with cowboy print bow ties, a Salem Survival bag, and lots of well wishes from staff. Garfield the Cat dropped by daily to leave farewell messages in his office as well!

Technology

- Moving one step closer to our “go-live” date with our new website, Assistant Director Heather Jones has taken the lead with this project and her interactions with Municode has helped guide the progress! The anticipated roll out should be the end of September!
- As Census 2020 draws to a close, we have been asked by the county commissioners to publicize our location as a census access point. County resident participation at this stage is not as high as the commissioners had hoped.

Statistics, July-August 2020

ACTIVITY	Annual change	Monthly average	Total	Aug	Jul
Collection use					
<i>Physical circulation activity</i>					
Checkouts: selfcheck	-71.6%	1,558	3,116	1,412	1,704
Checkouts: desk	-58.9%	1,620	3,240	1,797	1,443
Selfcheck ratio			49%	56%	46%
Outreach checkouts		-	-		-
Total physical circ.	-66.3%	530	6,356	3,209	3,147
Items lent w/in system	-46.8%	3,250	6,500	3,290	3,210
Items borrowed w/in system	-13.9%	864	1,727	905	822
Outside ILLs borrowed	-60.6%	19	39	20	19
Outside ILLs lent	-28.6%	4	5	1	4
Checkins	-66.2%	2,990	5,980	3,229	2,751
Paging list items	5.3%	2,903	5,805	3,052	2,753
<i>Electronic use</i>					
Ancestry searches	-100.0%	-	-	-	-
Ancestry content views	-100.0%	-	-	-	-
Chilton retrievals	-100.0%	-	-	-	-
Gale sessions	-94.6%	22	44	40	4
Gale searches	-93.9%	43	85	79	6
Gale full-text views	-98.4%	1	1	-	1
HeinOnline sessions	-42.9%	2	4	2	2
HeinOnline searches		1	2	-	2
HeinOnline views		1	2	2	-
HeritageQuest searches	40.7%	19	38	-	38
HeritageQuest views	271.4%	13	26	-	26
LearningExpress sessions	-100.0%	-	-	-	-
LearningExpress resources	-100.0%	-	-	-	-
Oregon BarBooks		-	-	-	-
OverDrive checkouts	-35.3%	3,253	6,506	3,240	3,266
OverDrive new users	-9.5%	24	47	26	21
Small Engine sessions	-66.7%	1	1	-	1
Small Engine content views	-61.5%	3	5	-	5
Website sessions (visits)	-100.0%		-	N/A	N/A
Website unique users	-100.0%		-	N/A	N/A
Website pageviews	-100.0%		-	N/A	N/A

ACTIVITY	Annual change	Monthly average	Total	Aug	Jul
Westlaw		-		-	-
Total electronic use	5.1%	545	6,540	3,242	3,298
<i>Total collection use</i>	-48.5%	1,075	12,896	6,451	6,445
Library use					
<i>Days open</i>	-3.8%	26	51	26	25
Hours open	-12.8%	218	435	219	216
<i>Limited days open</i>		13	26	13	13
Limited hours open		218	435	219	216
Public closure hours		26	52	26	26
<i>Patron visits</i>	-82.1%	4,054	4,054		4,054
Gate traffic		3,741	7,482	3,442	4,040
New patrons	-57.4%	41	81	46	35
Reference Interactions	3.7%	112	223	120	103
<i>Computer sessions</i>					
Desktop sessions	-70.7%	231	462	212	250
WiFi sessions			-		-
Total Internet use	-72.5%	39	462	212	250
Laptop sessions	-87.0%	7	13	10	3
AWE sessions	-100.0%	-	-		-
Meetings held	-72.8%	24	47	27	20
Collection activity					
<i>New items</i>	-10.0%	60	718	388	330
Books & print	-13.6%	278	555	299	256
Audio	-54.3%	11	21	10	11
Movies	29.1%	71	142	79	63
Items withdrawn	-100.0%	-	-	-	-
Billed/damaged not paid	-100.0%	-	-		-
Claimed returned	-100.0%	-	-		-
Long missing	-100.0%	-	-		-
Withdrawn	-100.0%	-	-		-
Net change in items	-142.4%	60	718	388	330
Items Processed	-22.1%	450	899	466	433
Items Repaired	166.3%	514	1,028	295	733

ACTIVITY	Annual change	Monthly average	Total	Aug	Jul
Programs and outreach					
<i>Children's programs</i>					
# kids programs	-100.0%	-	-	-	-
Kids program attendance	-100.0%	-	-	-	-
# kids outreach	50.0%	0	3	-	3
Kids outreach attendance	590.0%	12	138	-	138
# Kids Total	-86.4%	0	3	-	3
Total kids attendance	-69.9%	12	138	-	138
<i>Teen programs</i>					
# teen programs	-100.0%	-	-	-	-
Teen Program attendance	-100.0%	-	-	-	-
# teen outreach	-100.0%	-	-	-	-
Teen outreach attendance	-100.0%	-	-	-	-
# teen total	-100.0%	-	-	-	-
Total teen attendance	-100.0%	-	-	-	-
<i>Adult programs</i>					
# adult programs	-100.0%	-	-	-	-
Adult program attendance	-100.0%	-	-	-	-
# adult outreach	-100.0%	-	-	-	-
Adult outreach attendance	-100.0%	-	-	-	-
# adult total	-100.0%	-	-	-	-
Total adult attendance	-100.0%	-	-	-	-
<i>Online programs</i>					
# online programs		1	7	4	3
Online program attendance		1	17	7	10
<i>Total # programs</i>	-80.4%	1	10	4	6
<i>Total attendance</i>	-85.3%	13	155	7	148
<i>Outreach activities only</i>	-50.0%	0	3	-	3
<i>Outreach attendance only</i>	-48.1%	12	138	-	138
Volunteering					
Volunteers		N/A	N/A		5
Volunteer Hours	-100.0%	-	-		-