



Board of Trustees

Meeting Agenda

Thursday, December 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 November 12, 2020, regular meeting | |
| 5. Reports | |
| a. Friends | Friends |
| b. Circulation services | York |
| c. Public services | Jones |
| d. Finance | Witteveen |
| e. Director | Witteveen |
| 6. Continuing business | |
| a. COVID update | Witteveen |
| 7. New business | |
| 8. Agenda items for next meeting, January 14, 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, November 12, 2020, 5.15p

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

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

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Present: Jerry Brummer, LaQuita Stec, ZuAnne Neal, Jan Anderson, April Witteveen (Director), Heather Jones (Assistant Director), Cindy York (Operations Manager)

Absent: Pam Looney

1. Additions/deletions from the agenda **(ACTION)** Bishop
Jerry called meeting to order; no additions or deletions. ZuAnne moved, LaQuita seconded, motion passes
2. Conflicts/potential conflicts of interest Bishop
No conflicts identified
3. Public comment Bishop
No public present
4. Consent agenda **(ACTION)** Bishop
 - a. Minutes of October 8, 2020, regular meeting
ZuAnne moved, LaQuita seconded, minutes approved
5. Reports
 - a. Friends Friends
Delivered report on select services resumed; info on proposed holiday book sale occurring over the course of a month in the library proper.
 - b. Circulation services York
Cindy's report included staff highlights and updates to the collection and circulation procedures related to pandemic guidelines. Ballot box received positive feedback.
 - c. Public services Jones
Heather's report highlighted preparation for Winter Reading Program! Kicks off 11/16. Demonstration of Beanstack site that will manage WRP registration, reading logs, and prizes.
Outreach update: school visits aren't happening at pre-pandemic levels; some outreach that's been deemed safe with social distancing has started back up.
Library card drives are in the works.
 - d. Finance Witteveen
Shared Q1 financial report, an edited-down version of standard county financial worksheets.
Shared September '20 financial report, nothing out of the ordinary to note.

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Director will continue delivering financials as they come from the county, though the information will be about one month old. Board advised Director that it isn't necessary to prepare any preliminary financial documents, waiting for official release is fine.

- e. Director Witteveen
April shared highlights and information from her first two weeks in the position of Director of Library Services. Technology and grant funds updates, personnel updates, etc.
- 6. Continuing business Witteveen
 - a. COVID update
Mask enforcing; check in with county about what happens if Crook County gets the "two week pause" notification
Cleaning books used only in-house in addition to all regular sanitizing.
- 7. New business Witteveen/Jones
 - a. Friends Christmas Book Sale
Shared info about Christmas book sale- will try an experiment with a sale cart in lieu of a big, single event.
 - b. 2021 Closure Schedule (**ACTION**) Witteveen
LaQuita moves, ZuAnne seconds, closure schedule approved and moves up to County Commissioners for final approval.
- 8. Agenda items for next meeting, December 10, 2020 Bishop
None shared
- 9. Adjournment Bishop
Adjourned at 6:10pm

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Crook County Library Circulation Services Report December 10, 2020

Prepared by Cindy York, Library Operations Manager

Did You Know?

How has COVID impacted circulation services during the start of the holiday season?

	<u>2018</u>	<u>2019</u>	<u>2020</u>
Checkouts	8,509	7,085	5,176
Checkins	7,547	6,583	4,357
Paging List	2,409	2,550	2,847
New Patrons	77	61	38
Overdrive			
Checkouts	2,789	2,766	3,016
New Users	21	20	18



Circulation Statistics:

High/Low statistics for November:

	<u>Highest Number Recorded</u>	<u>Lowest Number Recorded</u>
Self-Check Stations	252 checkouts on 11/16	80 checkouts on 11/4
Front Counter Stations	168 checkouts on 11/7	32 checkouts on 11/21
Checkins	447 returns on 11/28	3 returns on 11/3 & 11/24
Paging List Items	205 items listed on 11/12	76 items listed on 11/20
(items leaving the building)		
Items on Hold Shelf	193 items on 11/17	91 items on 11/12
Incoming Crates	13 crates on 11/30	3 crates on 11/3 & 11/10



Crook County Library

Public Services Report

December 2020

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

Winter Reading Program Update

We kicked off our Winter Reading Program on November 16, 2020 and as of December 5th we have 245 people of all-ages signed up for this program! One part of this program is take-and-make craft kits for each age group. As of December 5th have given out approximately 50 teen craft kits, 60 kids kits, and 65 adult kits. This program will continue through January 9th and our community can continue to sign-up. We will be continuing our take-and-make kits and free books for participants through our curbside pickup service.

Outreach Update

On November 24, 2020, The Children's Services Librarian, Jennifer Fischer and I met with Sarah Klann, the Academic Coach at Stein's Pillar Elementary. Jennifer will be virtually attending their staff meeting on December 16th to share information about library services with their teachers and learn more about how we can support their students. We are working on two projects with Stein's Pillar at this time. We have provided library card applications that teachers are sending home with their students and our goal is to get as many of their students signed up for a library card as possible. If every student returns their application we could have up to 200 students with library cards in Crook County. Each teacher is going to be collecting these applications and then we will create accounts and mail cards to students. Our other project is getting Educator Cards for each classroom. Right now we have cards created for the Kindergarten and 1st grade classes and each of those classes recently circulated one hundred books each through their classrooms. Depending on the restrictions after the Winter school break we plan to set-up pick-up and delivery if possible.

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	OCT ACTUAL	YTD ACTUAL	ADOPTED BUDGET	FINAL BUDGET	BUDGET REMAINING	% REC'D / SPENT
REVENUE							
330-0000-300.01-01	BEGINNING BALANCE	.00	.00	101,800-	101,800-	101,800-	.00
330-0000-300.01-05	INTEREST EARNED	305.20-	1,740.64-	1,000-	1,000-	741	1.74
330-0000-390.90-03	CURRENT YEAR TAXES	76,987.80-	76,987.80-	1,174,300-	1,135,500-	1,058,512-	.07
330-0000-390.90-04	PRIOR YEAR TAXES	7,920.73-	24,553.46-	1,000-	39,800-	15,247-	.62
* REVENUE							
		85,213.73-	103,281.90-	1,278,100-	1,278,100-	1,174,818-	.08
**							
		85,213.73-	103,281.90-	1,278,100-	1,278,100-	1,174,818-	.08
REVENUE							
330-3000-322.00-00	FEDERAL GRANTS	498.38-	498.38-	0	0	498	.00
330-3000-329.42-18	PHOTOCOPY FEES	191.35-	907.06-	6,500-	6,500-	5,593-	.14
330-3000-329.42-39	NONRESIDENT REGISTRATIONS	.00	290.00-	1,000-	1,000-	710-	.29
330-3000-329.50-19	FINES	487.29-	849.76-	4,000-	4,000-	3,150-	.21
330-3000-343.43-24	MERCHANDISE	3.00-	16.00-	100-	100-	84-	.16
330-3000-345.45-21	FRIENDS OF LIBRARY SALES	42.20-	146.20-	0	0	146	.00
330-3000-360.60-03	REIMBURSED ITEMS	498.38	.00	0	0	0	.00
330-3000-380.80-03	FR RESERVE FUND	.00	525,000.00-	525,000-	525,000-	0	1.00
* REVENUE							
		723.84-	527,707.40-	536,600-	536,600-	8,893-	.98
**							
		723.84-	527,707.40-	536,600-	536,600-	8,893-	.98
PERSONNEL SERVICES							
EXPENDITURE							
330-3000-510.01-17	DEPARTMENT HEADS	5,830.42	29,147.61	76,000	76,000	46,852	.38
330-3000-510.01-22	ASST/TECH/COORD/CLERK	25,421.04	97,183.97	417,200	417,200	320,016	.23
330-3000-510.02-01	FICA	2,433.85	9,862.00	37,300	37,300	27,438	.26
330-3000-510.02-02	WORKERS COMPENSATION	49.90	197.63	600	600	402	.33
330-3000-510.02-03	HEALTH INSURANCE	9,713.47	40,795.20	143,600	143,600	102,805	.28
330-3000-510.02-04	LIFE INSURANCE/LTD	78.31	331.51	1,100	1,100	768	.30
330-3000-510.02-05	UNEMPLOYMENT	32.11	135.10	500	500	365	.27
330-3000-510.02-06	401K RETIREMENT	2,263.62	8,578.36	35,100	35,100	26,522	.24
* EXPENDITURE							
		45,822.72	186,231.38	711,400	711,400	525,169	.26
**							
		45,822.72	186,231.38	711,400	711,400	525,169	.26
MATERIALS & SERVICES							
EXPENDITURE							
330-3000-520.05-30	POSTAGE	132.57	168.55	1,700	1,700	1,531	.10
330-3000-520.05-71	MINOR EQUIPMENT	79.99	303.16	4,000	4,000	3,697	.08
330-3000-520.05-74	PROGRAMS AND OUTREACH	171.98	171.98	4,300	4,300	4,128	.04
330-3000-520.05-89	CREDIT CARD CHARGES	6.64	28.31	200	200	172	.14
330-3000-520.10-06	COLLECTION AGENCY EXPENSE	.00	.00	1,500	1,500	1,500	.00

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	OCT ACTUAL	YTD ACTUAL	ADOPTED BUDGET	FINAL BUDGET	BUDGET REMAINING	% REC'D/SPENT
330-3000-520.10-07	COPY MACHINES	320.79	738.61	1,800	1,800	1,061	.41
330-3000-520.10-25	OFFICE SUPPLIES	482.75	997.49	8,000	8,000	7,003	.12
330-3000-520.20-19	EQUIPMENT REPAIRS/MAINT.	.00	196.46	1,000	1,000	804	.20
330-3000-520.20-43	RESOURCE SHARING	4,828.70	5,962.30	7,500	7,500	1,538	.80
330-3000-520.25-06	MILEAGE OTH THAN MTR POOL	.00	112.52-	0	0	113	.00
330-3000-520.25-08	MOTOR POOL CHARGES	.00	.00	1,200	1,200	1,200	.00
330-3000-520.30-05	COLLECTION DEVELOPMENT	41,718.18	57,598.38	127,000	127,000	69,402	.45
330-3000-520.35-13	CONTRACT SERVICES	.00	.00	2,000	2,000	2,000	.00
330-3000-520.35-42	SOFTWARE MAINTENANCE	384.00-	5,095.86	11,000	11,000	5,904	.46
330-3000-520.35-85	LIBRARY CONSORTIUM	.00	.00	8,300	8,300	8,300	.00
330-3000-520.40-10	TELEPHONE	125.00	205.02	3,500	3,500	3,295	.06
330-3000-520.45-03	LODGING & MEALS	.00	189.08-	2,000	2,000	2,189	.09-
330-3000-520.45-04	REGISTRATION & DUES	150.00	387.24	3,500	3,500	3,113	.11
330-3000-520.50-05	LIABILITY INSURANCE	.00	5,145.05	4,900	4,900	245-	1.05
330-3000-520.60-16	PROMOTION & PUBLICITY	.00	65.00	12,500	12,500	12,435	.01
330-3000-520.66-04	FINANCE	3,275.00	13,100.00	39,300	39,300	26,200	.33
330-3000-520.66-09	FACILITIES	16,699.00	66,796.00	275,900	275,900	209,104	.24
330-3000-520.66-27	LEGAL	1,400.00	5,600.00	16,800	16,800	11,200	.33
330-3000-520.66-28	ADMINISTRATION	2,008.00	8,032.00	24,100	24,100	16,068	.33
330-3000-520.66-29	HUMAN RESOURCES	1,800.00	7,200.00	21,600	21,600	14,400	.33
330-3000-520.66-94	GIS	167.00	668.00	2,000	2,000	1,332	.33
330-3000-520.66-95	IT	9,867.00	39,468.00	118,400	118,400	78,932	.33
* EXPENDITURE		82,848.60	217,625.81	704,000	704,000	486,374	.31
** MATERIALS & SERVICES		82,848.60	217,625.81	704,000	704,000	486,374	.31
CONTINGENCY							
EXPENDITURE		.00	.00	397,400	397,400	397,400	.00
330-3000-569.96-01	CONTINGENCY	.00	.00	397,400	397,400	397,400	.00
* EXPENDITURE		.00	.00	397,400	397,400	397,400	.00
** CONTINGENCY		.00	.00	397,400	397,400	397,400	.00
REVENUE							
330-3001-300.01-01	BEGINNING BALANCE	.00	110,668.62-	0	0	110,669	.00
330-3001-324.34-00	STATE GRANTS	.00	.00	28,500-	8,500-	8,500-	.00
330-3001-347.47-00	DONATIONS/CONTRIBUTIONS	236.50-	264.50-	200,000-	200,000-	199,736-	.00
330-3001-390.90-04	PRIOR YEAR TAXES	69.85-	791.12-	0	0	791	.00
* REVENUE		306.35-	111,724.24-	228,500-	208,500-	96,776-	.54
** MATERIALS & SERVICES		306.35-	111,724.24-	228,500-	208,500-	96,776-	.54
EXPENDITURE							

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	OCT ACTUAL	YTD ACTUAL	ADOPTED BUDGET	FINAL BUDGET	BUDGET REMAINING	% REC'D/SPENT
330-3001-520.05-71	MINOR EQUIPMENT	.00	.00	225,000	225,000	225,000	.00
330-3001-520.05-74	PROGRAMS AND OUTREACH	2,460.52	3,000.11	13,000	13,000	10,000	.23
330-3001-520.30-05	COLLECTION DEVELOPMENT	.00	70.64	5,000	5,000	4,929	.01
330-3001-520.30-12	READY TO READ GRANT	.00	1,792.41	8,500	8,500	6,708	.21
330-3001-520.60-16	PROMOTION & PUBLICITY	23.00	1,723.00	1,000	1,000	723-	1.72
* EXPENDITURE		2,483.52	6,586.16	252,500	252,500	245,914	.03
** MATERIALS & SERVICES		2,483.52	6,586.16	252,500	252,500	245,914	.03
REVENUE							
330-6004-329.50-24	FINES-STATE COURTS	.00	15,022.60-	0	20,000-	4,977-	.75
330-6004-380.80-03	PR RESERVE FUND	.00	53,931.98-	52,000-	52,000-	1,932	1.04
* REVENUE		.00	68,954.58-	52,000-	72,000-	3,045-	.96
**		.00	68,954.58-	52,000-	72,000-	3,045-	.96
PERSONNEL SERVICES							
EXPENDITURE							
330-6004-510.01-17	DEPARTMENT HEADS	.00	528.50	0	0	529-	.00
330-6004-510.01-22	ASST/TECH/COORD/CLERK	126.43	189.65	0	0	190-	.00
330-6004-510.02-01	FICA	9.62	56.12	0	0	56-	.00
330-6004-510.02-02	WORKERS COMPENSATION	.22	.86	0	0	1-	.00
330-6004-510.02-03	HEALTH INSURANCE	65.65	196.95	0	0	197-	.00
330-6004-510.02-04	LIFE INSURANCE/LTD	.39	1.38	0	0	1-	.00
330-6004-510.02-05	UNEMPLOYMENT	.12	.73	0	0	1-	.00
330-6004-510.02-06	401K RETIREMENT	11.38	34.14	0	0	34-	.00
* EXPENDITURE		213.81	1,008.33	0	0	1,008-	.00
** PERSONNEL SERVICES		213.81	1,008.33	0	0	1,008-	.00
MATERIALS & SERVICES							
EXPENDITURE							
330-6004-520.05-74	PROGRAMS AND OUTREACH	.00	.00	300	300	300	.00
330-6004-520.10-25	OFFICE SUPPLIES	.00	.00	100	100	100	.00
330-6004-520.10-26	ORDINANCE COMPILATION	263.25	1,010.75	3,500	3,500	2,489	.29
330-6004-520.30-05	COLLECTION DEVELOPMENT	235.48	2,163.76	25,000	25,000	22,836	.09
330-6004-520.45-04	REGISTRATION & DUES	.00	.00	1,000	1,000	1,000	.00
* EXPENDITURE		498.73	3,174.51	29,900	29,900	26,725	.11
** MATERIALS & SERVICES		498.73	3,174.51	29,900	29,900	26,725	.11
*** LIBRARY		45,623.46	397,041.93-	0	0	397,042	.00

Director's Report

December 2020

Prepared by April Witteveen, Director of Library Services

Personnel

- I'm continuing to get my feet under me; much appreciation to all staff members who have been helping me learn!
- I've begun work with community organizations; I have been approved into membership with Crook County Rotary and look forward to begin serving the community via this organization.
- I am also starting to identify partnership opportunities working with the Crook County Foundation. Brandi Ebner has a wide-reaching array of committees, a couple of which fit well with the library's mission. In particular I will be working with her on CCF's diversity, equity, and inclusion committee, hopefully bringing a book club/community discussion program to the county in 2021 focusing on DEI topics. CCL can leverage the grant funds Ebner is receiving by using our book vendors to order copies of book club titles at reduced prices, allowing for higher participation.
- Still have the two open positions for .5 FTE library page and 1.0 FTE Teen Librarian Specialist.

Facilities and Equipment

- Children's room has reopened! We have been pleased to welcome families back into this space. The final steps in the renovation will be to order new furniture to replace the large, unwieldy computer kiosks/desks and provide other furniture to create a fun feel to the room, consistent with Jenn's idea for a nature/camping theme
- Door counter is back to working properly
- Ongoing issues with smart thermostats; they disconnect from WiFi and so our heat settings can't be adjusted. Some chilly days in the building! Heather has been working with IT to see about getting this fixed, and we may need to reach out to the business that installed these devices for further troubleshooting.
- We received a [Victory-brand electrostatic sanitizing machine](#) from county maintenance, though have yet to identify the best ways to utilize this device, if at all. It feels our regular "sani-walks" with spray bottle and paper towel has been doing just fine. The electrostatic sprayer cannot be used on electronics or near food preparation areas, when we are able to use our alcohol wipes to sanitize technology.
- We have had some concerns with our current janitorial services and are working with maintenance to track issues and develop a more ideal cleaning schedule.
- We did get our Christmas tree up and decorated before declaring a change in operations (see COVID update) and hosted one run of Tree of Joy tags from the CCF Holiday Partnership program. The tags were all taken in a matter of days! We also have a Toys for Tots collection box. If anyone has donations for these projects, we will continue to accept them at our curbside staging area.

Technology

- Met with Facebook contacts to discuss grant funding; we hope to make some forward progress on ordering tech with these funds but it's a bit hard to wrap our head around right now when our services and outreach opportunities are so limited.
- Public PCs and catalog stations will be replaced by the end of the month
- Our iPad will be delivered in mid-December and we'll begin training on video editing, graphic design, and other tools that this new device gives us.

COVID update

- Based on the State's new 2-week risk and safety framework, I requested that the County Court consider allowing the library close to the public and return to a curbside/virtual services operational plan. In the first week of the social pause, the library saw approximately 1100 patrons visit our building. While this is just a mere portion of the traffic we'd see pre-pandemic, it still represents hundreds of households utilizing shared spaces. We have had many incidents of incorrect mask usage, increasing the risk to staff and customers in the building. Our request was backed up by the county health department and was approved in a County Court meeting on 12/2/20.
- "Assistance from a Distance" operations begin 12/7/20. The library is staffed M-F, 9-5, with Saturday closures beginning 12/12. A full FAQ on this shift can be found on our website: <https://www.crooklib.org/library/page/assistance-distance-return-curbside-and-virtual-services>.
- This change in service allowed us to create a staggered staff schedule, lessening the number of bodies we have in the building at any given time.
- All full-time staff (management, specialists, and full-time technicians) are taking at least one teleworking day; managers have established plans with their employees to identify meaningful, useful tasks while working from home. This is a great opportunity for staff to catch up on trainings and in-library projects that are frequently sidelined.
- We have been advised by Court to not post an end date to this shift; we want to avoid going back and forth in service models, so my assumption that this phase will last through December and likely in to January, based on the two-week metrics used by the state to determine county-by-county risk levels.
- The county is working on getting into compliance with [OSHA's Temporary Rule Addressing COVID-19 Workplace Risks](#). The library has posted all required signs and posters in public and staff areas, and has also completed a risk assessment form and an infection control plan form.

ACTIVITY	Annual change	Monthly average	Total	Nov	Oct	Sep	Aug	Jul
Collection use								
<i>Physical circulation activity</i>								
Checkouts: selfcheck	-27.3%	2,280	11,401	3,089	2,708	2,488	1,412	1,704
Checkouts: desk	-18.0%	1,853	9,264	2,087	2,107	1,830	1,797	1,443
Selfcheck ratio			55%	40%	44%	42%	56%	46%
Outreach checkouts		-	-					-
Total physical circ.	-23.8%	4,133	20,665	5,176	4,815	4,318	3,209	3,147
Items lent w/in system	74.1%	3,328	16,639	3,066	3,602	3,471	3,290	3,210
Items borrowed w/in syst	47.9%	883	4,413	880	891	915	905	822
Outside ILLs borrowed	-25.0%	19	99	27	11	22	20	19
Outside ILLs lent	6.7%	4	16	4	3	4	1	4
Checkins	-27.9%	3,639	18,196	4,357	4,455	3,404	3,229	2,751
Paging list items	75.6%	2,923	14,615	2,848	2,936	3,026	3,052	2,753
<i>eBooks/eAudio</i>								
OverDrive checkouts	86.3%	3,179	15,897	3,016	3,193	3,182	3,240	3,266
OverDrive new users	60.3%	20	101	18	16	20	26	21

Library use								
<i>Days open</i>	61.0%	25	124	22	26	25	26	25
Hours open	44.8%	211	1,053	186	219	213	219	216
<i>Limited days open</i>		12	62	12	11	13	13	13
Limited hours open		211	1,053	186	219	213	219	216
Public closure hours		25	124	24	22	26	26	26
Patron visits	-39.0%	4,060	20,301	3,955	4,509	4,280	3,503	4,054
Gate traffic		4,747	18,988	4,000	7,506		3,442	4,040
New patrons	-26.6%	41	207	38	43	45	46	35
Reference Interactions	66.8%	105	527	79	122	103	120	103
<i>Computer sessions</i>								
Desktop sessions	-52.2%	222	1,110	191	224	233	212	250
WiFi sessions			-					-
Total Internet use	-54.9%	222	1,110	191	224	233	212	250
Laptop sessions	-59.3%	11	57	19	12	13	10	3
AWE sessions	-100.0%	-	-					-
Meetings held	-59.4%	21	104	9	25	23	27	20

Collection activity								
<i>New items</i>	52.4%	383	1,916	272	441	485	388	330
Books & print	55.9%	327	1,637	240	410	432	299	256
Audio	-31.9%	10	49	7	9	12	10	11
Movies	70.4%	46	230	25	22	41	79	63

ACTIVITY	Annual change	Monthly average	Total	Dec	Nov	Oct	Sep	Aug	Jul
Programs and outreach									
<i>Children's programs</i>									
# kids programs	-85.0%	1	3	1	1	1	-	-	-
Kids program attendance	-80.4%	14	86	26	40	20	-	-	-
# kids outreach	250.0%	1	7	-	1	3	-	-	3
Kids outreach attendance	925.0%	34	205	-	14	53	-	-	138
# Kids Total	-54.5%	2	10	1	2	4	-	-	3
Total kids attendance	-36.6%	49	291	26	54	73	-	-	138
<i>Teen programs</i>									
# teen programs	-66.7%	0	2	1	1	-	-	-	-
Teen Program attendance	-3.2%	10	60	35	25	-	-	-	-
# teen outreach	-100.0%	-	-	-	-	-	-	-	-
Teen outreach attendance	-100.0%	-	-	-	-	-	-	-	-
# teen total	-75.0%	0	2	1	1	-	-	-	-
Total teen attendance	-74.7%	10	60	35	25	-	-	-	-
<i>Adult programs</i>									
# adult programs	-96.4%	0	1	-	1	-	-	-	-
Adult program attendance	-89.9%	6	35	-	35	-	-	-	-
# adult outreach	-100.0%	-	-	-	-	-	-	-	-
Adult outreach attendance	-100.0%	-	-	-	-	-	-	-	-
# adult total	-96.8%	0	1	-	1	-	-	-	-
Total adult attendance	-94.5%	6	35	-	35	-	-	-	-
<i>Online programs</i>									
# online programs		5	27	3	7	7	3	4	3
Online program attendance		28	170	-	54	71	28	7	10
Total # programs	-59.2%	7	40	5	11	11	3	4	6
Total attendance	-67.7%	93	556	61	168	144	28	7	148
Outreach activities only	-78.1%	1	7	-	1	3	-	-	3
Outreach attendance only	-73.0%	34	205	-	14	53	-	-	138
Volunteering									
Volunteers		N/A	N/A		5	7	4	8	5
Volunteer Hours	-85.5%	5	20		3	11	6		-
Board Volunteer Hours		4	20		4	3	2	6	5

Assistance from a Distance

Why did you roll back services and close the building to the public?

- In response to the [State of Oregon's Risk and Safety framework](#) and Crook County's classification in the "extreme risk" category, the library wanted to do our part to help keep our staff and community safe by limiting access to a public building that has been experiencing high traffic. Moving to a curbside/virtual service model allows us to continue serving our customers through creative approaches.

What library services are available?

- Holds pick up; call us and we'll deliver your materials to our curbside staging area ([link to curbside info](#))
- Winter Reading Program: call us to pick up instructions, activity kits, and anything else you need to participate ([link to WRP page](#))
- Story Times Online and other virtual programming will continue via our Facebook page ([link](#))
- Mobile Print: you can upload your print jobs to our mobile print server and call us to pick up at our curbside staging area
- Wi-Fi: the library's Wi-fi has a great signal in the parking lot!
- Assistance from a distance: call us (number) or email us (email) and we can help with your information needs
- Our electronic resources are always available

Can I still get a library card?

- Yes! We offer [an online registration form](#) that will generate a temporary library card number that you can use to request library materials, as well as access our electronic resources. We will contact you to finalize the card application process and deliver your new, permanent card in the mail just as soon as we can.

When will the library building reopen?

- We are monitoring the State's two-week safety framework to guide us with reopening our building when considered less risky to our staff and community.

Can I still drop off gifts for Toys for Tots or the Crook County Foundation Holiday Partnership?

- Yes, if you'd like to drop anything off please do so at our curbside staging area. Ring the doorbell and we'll make sure your donations are delivered to the proper organization.