Board of Trustees
Meeting Agenda

Thursday, June 10, 2021, 5.15p
VIRTUAL MEETING OPEN TO THE PUBLIC

The Library Board of Trustees will meet in person this month. We invite the public to join via WebEx. Connection information is below.

WebEx info: https://crookcounty.my.webex.com/crookcounty.my/j.php?MTID=m0b67fa9d7ba9feb084eeb58443bf4aa4
Phone: 408-418-9388, access code 126 492 5205

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 May 13, 2021, regular meeting

5. Reports
   a. Friends — Friends
   b. Circulation services — York
   c. Public services — Jones
   d. Director — Witteveen
   e. Finance — Witteveen
      i. Note: financial report not available at time of meeting packet assembly; print copies provided at Board Meeting if released by then.

6. Continuing business
   a. COVID update — Witteveen

7. New business — Witteveen
   a. New at the library
      i. eResources: Hoopla, Scholastic Teachables, BrainFuse Job Now and Help Now; Wowbrary Newsletter
      ii. Library of Things Building and Robotics Kits
   b. Board elections for Chair and Vice Chair

8. Agenda items for next meeting, July 8, 2021 — 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 a meeting room at 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, May 13, 2021, 5.15p
VIRTUAL MEETING OPEN TO THE PUBLIC

The Library Board of Trustees will meet virtually this month via WebEx. Connection information is below.

Attendance: April Witteveen (director), Heather Jones (assistant director), Cindy York (operations manager), Jerry Bishop, LaQuita Stec, Pam Looney, ZuAnne Neal.

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

1. Additions/deletions from the agenda **(ACTION)**   Bishop
   Moves: Pam
   Seconds: ZuAnne
   Motion passes and agenda is accepted.

2. Conflicts/potential conflicts of interest   Bishop
   No conflicts noted.

3. Public comment   Bishop
   No members of the public present.

4. Consent agenda **(ACTION)**   Bishop
   a. Minutes of April 8, 2021, regular meeting
   Moves: ZuAnne
   Seconds: LaQuita
   Motion passes and minutes are approved.

5. Reports
   a. Friends   Friends
      - Book sales planned for third Saturdays through summer, beginning this Saturday, 5/15. This sale will be a $5 bag sale. Sales picking up in the library and Chapters.

   b. Circulation services   York
      - We celebrated National Library week with some pop-up visits to local parks.
      - Honored our 4 long-time volunteers with gifts of recognition.

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- The library is no longer quarantining items after they are returned. A welcome return to normal workflow!
- Staff attended the OLA conference in its virtual iteration.

c. Public services   Jones
- Summer reading program kicks off on June 1! Heather has been busy preparing along with her team for a fun schedule of virtual and take-home programs. We will utilize the Beanstack app, which we first tried out for the Winter Reading Program to good success. Paper reading logs will still be available if requested.
- Likely no need for volunteer assistance to sign folks up- Heather will reach out if she needs assistance.
- The library will return to some outreach services this summer, doing "pop-up" surprises at area parks. We will register folks for library cards, sign up for summer reading, and give away fun library swag.

d. Director   Witteveen
- Interviewing for teen librarian week of 5/24. Five candidates for first round.
- Facilities continues to get us up-to-date on our maintenance requests; a bid for window washing both exterior and interior is next.
- Had to deal with a broken water heater pipe this week, but it seems the repair is holding.
- Upcoming facilities capital improvement plans: Broughton Room patio and renovating computer lab.
- Technology upgrades in May bring new fiberoptic internet and new phone systems.
- IT worked to get our security gates fully functioning with our RFID software.
- Two new promotional products that will utilize our patron database: WowBrary newsletter and New Mover postcards

e. Finance   Witteveen
- April presented library budget at county budget hearing on May 11. All seems well, there were no questions from the committee.
- Expenses and revenues are proceeding as expected; we are looking at line items to do some end-of-year purchasing as needed (new bookends for nonfiction, a new library card order, purchasing program supplies and spending down collection development funds.)

6. Continuing business
   a. COVID update   Witteveen

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- We are still on the yo-yo of risk levels and safety protocols. Curious to see how recent news related to statewide vaccine percentages and CDC mask recommendations change protocols in the upcoming weeks.
- In addition to regular monthly statistics, I compiled some data to show how our operations have been going throughout the entirety of the pandemic.
- Questions on operations? Group visits.

7. New business   Witteveen
   a. Library of Things
      Circulating robotics and building (Duplo, Lego) kits: part of Facebook's Technology Education Grant. Designed to support the robotics/building curriculum at CCSD. Excited to launch this in June!

8. Agenda items for next meeting, June 10, 2021   Bishop
   - New services coming in FY 21/22
   - Law library/legal collection update
   - Homebound services

9. Adjournment   Bishop
   Moves Pam
   Seconds LaQuita
   Meeting adjourned at: 6:24pm

   Minutes submitted by April Witteveen, Director of Library Services

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Crook County Library
Circulation Services Report
June 2021

Prepared by Cindy York, Library Operations Manager

New Service?

Living in a post-COVID world has brought about many adjustments or tweaks to our daily life at the library. Questions such as: "how can we maintain service while limiting occupancy?" have allowed for many creative ideas to surface. Curbside service and Book Bundles have stemmed from this need to continue serving the community during the crisis. The latest offering is actually a revisit of an old friend—*the Bookmobile.* Restaurants and local grocery stores are offering home delivery to people unable to get out & about—why not deliver books too? Circulation team is developing a program that will reach those underserved patrons with a friendly delivery of reading materials! While still in the research phase, we hope to present this new service soon.

As Mary Lemist Titcomb said:

"If you can't bring the man to the books, bring the books to the man…"

Customer Service Superstar

Congratulations Renee Parrott, Library Technician, for her excellent customer service skills! Unsuccessfully looking for a motorcycle repair manual, a desperate patron was overjoyed and extremely grateful that Renee took the time to research the needed information online and print it out for him. He sent a note of appreciation and a generous donation! You are a Customer Service Superstar, Renee!

Circulation Statistics:

High/Low statistics for May:

	Highest Number Recorded	Lowest Number Recorded
Self-Check Stations	**223** checkouts on 5/25	**66** checkouts on 5/29
Front Counter Stations	**161** checkouts on 5/25	**29** checkouts on 5/1
Checkins	**289** returns on 5/17	**59** returns on 5/8
Paging List Items (items leaving the building)	**143** items listed on 5/24	**53** items listed on 5/15
Items on Hold Shelf	**152** items on 5/6	**79** items on 5/10, 5/14, 5/17
Incoming Crates	**11** crates on 5/10	**3** crates on 5/4, 5/11, 5/21

Crook County Library
Public Services Report
June 2021
Prepared by Heather R. Jones, Assistant Director of Library Services

Summer Reading Program

Our Summer Reading Program has begun! We are currently enrolling all-ages in our reading challenge and preparing for summer programming to start on June 15th. Our upcoming June programs are:

Kids:
- June 14th-July 18th: Tail Trail and Crooked River Wetlands
- June 15th at 4pm, Owl-Rageous Owls with the High Desert Museum via WebEx; and owl pellet take and make kit.
- June 22nd at 4pm: Scales, Claws, and Expanding Jaws reptile presentation with OMSI, online via Zoom.
- June 28th-July 3rd, Oregon's Amazing Animals take and make kit

Adults:
- June 15th at 6pm, Brush Lettering with artist Nicole Poole, online via WebEx
- June 23rd at 6pm, The Rocks Beneath our Feet with Carrie Gordon, online via WebEx.
- June 28th-July 3rd, Seed bomb take and make kit

Teens:
- June 17th at 6pm, Virtual game night, online via Discord
- June 24th at 6pm, Virtual art class and take and make kit, presented by Pop-Up Art School
- June 28th-July 4th, Online scavenger hunt via GooseChase

Outreach

- 84 storytime kits with early literacy activities were given out to Smaller Scholars, High Desert Christian, and Powell Butte Preschool.
- We were able to coordinate with Barnes Butte, Powell Butte, Stein's Pillar, Brothers School, and Crook County High School to get flier out to students advertising our Summer Reading Program.
- Pop-Up Libraries are coming soon! We have finalized our pop-up library schedule for this summer. At these informal visits we will signing folks up for library cards and summer reading, giving out fun library swag, and advertising our services. Our schedule is:
  - Thursday, June 17th at 10am: Jenn and Eirlan at the Wetland/Tail Trail
  - Thursday, June 24th at 10am: Kim and Cindy at The Prineville Pool
  - Thursday, July 1st at 10am: Amber S and Rene at The Stryker Park Splash Pad
  - Thursday, July 8th at 10am: Eirlan and April at Harwood Park
  - Tuesday, July 13th at 10am: Heather, April, and special guest William Marks from Facebook at Ochoco Creek Park
  - Thursday, July 22nd at 10am: Kim and Renee at Northridge Park
  - Thursday, July 29th at 10am: Cindy and Amber S at Rimrock Park
  - Thursday, August 5th at 10am: Heather and Jenn at Stryker Park Splash Pad

Director's Report

June 2021

Prepared by April Witteveen, Director of Library Services

Personnel

- Our Teen Services Librarian Specialist position has been filled! Kaitlin (Katie) Fischer will be joining our team mid-summer. She is coming from Roseburg where she has been working with the Roseburg Public Library as an Americorps employee for the past two years. Katie will complete her MLIS degree in December. We are so excited by her enthusiasm and desire to serve teens in rural communities. We expect you'll get to meet her at the August board meeting.

Facilities and Equipment

- Children's room updates: large order placed for new furniture, both functional and fun, to wrap up a grant-funded project to refresh the room. We think the new look will be inviting and modern.
- Various facilities projects coming up include rewiring our main lighting switches, landscape refresh, free-standing mailbox installation.
- Hosting an art display this summer- be sure to take a look, the colorful abstract glass panels are a perfect addition for "Color your World," our summer reading theme.

Technology

- Upgrades coming/under process for Sierra and Pharos, two of our main pieces of software that run some of our most important patron services. Some bugs and kinks always present themselves during upgrades.
- New phone system installed, working out the kinks on this but also enjoying some new features.

COVID update

- We are still operating under high-risk service model as of this report; we are not limiting time spent in the building, but we have not yet opened additional seating. The study room is open but no other meeting spaces.
- Mask policy has been tricky, with more reminders of our policy as the weather warms. The library/county does not have a policy to check vaccination cards, therefor masks are required of all visitors.

Finance update

- Looking at year-end spending to close out the fiscal year
- Expecting full county budget to be approved at June 16 county court meeting; no comments made during public hearing.

Statistics, July 2020- May 2021

ACTIVITY	Annual change	Monthly average	Total	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug	Jul
Collection use														
Physical circulation activity														
Checkouts: selfcheck	-50.8%	1,874	20,611	2,630	2,731	3,147	2	-	700	3,089	2,708	2,488	1,412	1,704
Checkouts: desk	-27.4%	2,154	23,699	1,844	1,837	2,566	2,936	2,730	2,522	2,087	2,107	1,830	1,797	1,443
Selfcheck ratio			47%	41%	40%	45%	100%	100%	78%	40%	44%	42%	56%	46%
Outreach checkouts	-33.7%	18	195			135	60							-
Total physical circ.	-40.5%	3,709	44,505	4,474	4,568	5,848	2,998	2,730	3,222	5,176	4,815	4,318	3,209	3,147
Items lent w/in system	31.4%	3,298	36,283	2,850	2,916	3,580	3,447	3,399	3,452	3,066	3,602	3,471	3,290	3,210
Items borrowed w/in system	17.0%	945	10,393	719	804	1,156	1,156	1,097	1,048	880	891	915	905	822
Outside ILLs borrowed	-33.7%	19	242	12	18	44	18	29	22	27	11	22	20	19
Outside ILLs lent	26.5%	4	43	7	4	5	3	5	3	4	3	4	1	4
Checkins	-42.8%	3,621	39,828	4,009	4,338	4,046	2,738	2,456	4,045	4,357	4,455	3,404	3,229	2,751
Paging list items	29.0%	2,983	29,825		2,426	3,120	3,472	3,217	2,975	2,848	2,936	3,026	3,052	2,753
Electronic use														
Ancestry searches	-94.7%	4	40	-	2	8	5	21	-	1	3	-	-	-
Ancestry content views	-94.3%	3	37	-	-	3	-	34	-	-	-	-	-	-
Chilton retrievals	-86.7%	1	8		-	-	-	-	-	-	-	3	1	4
Gale sessions	-77.5%	40	439	4	-	8	4	123	-	42	89	125	40	4
Gale searches	-85.8%	85	931	25	-	18	23	329	-	48	122	281	79	6
Gale Retrievals		9	98	-	-	7	42	2	-	3	25	18	-	1
HeinOnline sessions	-68.8%	1	5	-			-			1	-	-	2	2
HeinOnline searches		0	2	-			-			-	-	-	-	2
HeinOnline views		0	2	-			-			-	-	-	2	-
HeritageQuest searches	-70.5%	5	59	-	-	12	-	-	-	9	-	-	-	38
HeritageQuest views	-84.9%	3	29	-	-	1	-	-	-	2	-	-	-	26
LearningExpress sessions	-91.3%	0	4	-	-	1	2	-	-	-	-	1	-	-
LearningExpress resources	-35.0%	2	26	-	-	-	4	3	12	7	-	-	-	-
Oregon BarBooks	-	-	-	-			-			-	-	-	-	-
OverDrive checkouts	10.5%	3,306	35,860	3,333	3,230	3,501	3,327	3,301	3,271	3,016	3,193	3,182	3,240	3,266
OverDrive new users	-27.3%	21	226	19	19	19	22	26	20	18	16	20	26	21
Small Engine sessions	-80.0%	0	1	-	-	-	-	-	-	-	-	-	-	1
Small Engine content views	-66.7%	0	5	-	-	-	-	-	-	-	-	-	-	5
Website sessions (visits)	243.8%	1,880	9,402	1,834	1,897	1,926	1,902	1,843		NA	N/A	N/A	N/A	N/A
Website unique users	288.3%	1,138	5,689	1,218	1,246	1,267	968	990		NA	N/A	N/A	N/A	N/A
Website pageviews	254.3%	3,454	17,270	3,362	3,537	3,348	3,589	3,434		NA	N/A	N/A	N/A	N/A
Westlaw	-			-	-		-			-	-	-	-	-
Total electronic use	7.2%	3,005	36,065	3,333	3,230	3,512	3,373	3,340	3,283	3,028	3,218	3,203	3,243	3,302
Total collection use	-25.7%	6,714	80,570	7,807	7,798	9,360	6,371	6,070	6,505	8,204	8,033	7,521	6,452	6,449
Library use														
Days open	23.6%	24	267	25	26	27	23	19	23	22	26	25	26	25
Hours open	11.1%	205	2,255	210	222	231	176	185	178	186	219	213	219	216
Limited days open		13	139	12	12	15	11	11	16	12	11	13	13	13
Limited hours open		196	2,153	180	198	207	152	185	178	186	219	213	219	216
Public closure hours		26	286	24	24	30	33	33	18	24	22	26	26	26
Patron visits	-68.2%	2,731	30,038	2,680	2,835	3,285	-	-	937	3,955	4,509	4,280	3,503	4,054
Gate traffic		2,930	26,367	2,972	3,438		-	-	969	4,000	7,506		3,442	4,040
New patrons	-45.1%	42	459	41	40	47	20	39	65	38	43	45	46	35
Reference Interactions	12.1%	125	1,370	186	129	195	168	93	72	79	122	103	120	103
Computer sessions														
Desktop sessions	-73.1%	149	1,639	182	156	152	-	-	39	191	224	233	212	250
WiFi sessions			-	-	-									-
Total Internet use	-74.2%	137	1,639	182	156	152	-	-	39	191	224	233	212	250
Laptop sessions	-77.4%	5	59	-	1	1	-	-	-	19	12	13	10	3
AWE sessions	-71.8%	81	896	240	183	473	-	-	-	-	-	-	-	-
Meetings held	-86.9%	10	114	3	7	-	-	-	-	9	25	23	27	20
Collection activity														
New items	-7.6%	363	4,350	420	393	436	401	405	379	272	441	485	388	330
Books & print	-9.8%	340	3,739	345	364	335	338	371	349	240	410	432	299	256
Audio	(0.55)	11	121	25	9	16	7	10	5	7	9	12	10	11
Movies	66.7%	45	490	50	20	85	56	24	25	25	22	41	79	63
Items withdrawn	-20.7%	307	3,679	-	98	677	1,399	679	364	164	-	-	37	261
Billed/damaged not paid	24.7%	32	353	-	-	9	20	11	71	83	-	-	74	85
Claimed returned	-30.0%	1	7	-	2	-	-	1	1	-	-	-	-	3
Long missing	61.3%	27	292	-	96	-	81	-	1	-	-	-	106	8

ACTIVITY	Annual change	Monthly average	Total	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug	Jul
Withdrawn	-23.9%	288	3,168	-	-	668	1,298	667	291	-	-	-	14	230
Net change in items	901.5%	56	671	420	295	(241)	(998)	(274)	15	108	441	485	351	69
Items Processed	-11.9%	412	4,528	349	388	419	434	360	376	319	446	538	466	433
Items Repaired	-45.7%	240	2,642	351	226	276	123	120	90	145	132	151	295	733
Programs and outreach														
Children's programs														
# kids programs	-67.7%	2	21	2	4	4	4	2	3	1	1	-	-	-
Kids program attendance	-55.9%	47	561	54	103	76	130	42	93	43	20	-	-	-
# kids outreach	-85.1%	2	24	8	2	3	2	1	-	1	3	-	-	3
Kids outreach attendance	-40.1%	110	1,314	971	30	48	30	15	-	14	53	-	-	138
# Kids Total	-80.1%	4	45	10	6	7	6	3	3	2	4	-	-	3
Total kids attendance	-45.9%	156	1,875	1,025	133	124	160	57	93	57	73	-	-	138
Teen programs														
# teen programs	-69.6%	1	14	-	2	3	2	2	2	3	-	-	-	-
Teen Program attendance	81.1%	41	489	-	30	57	55	40	65	242	-	-	-	-
# teen outreach	-97.4%	0	1	-	-	-	-	1	-	-	-	-	-	-
Teen outreach attendance	-97.4%	4	45	-	-	-	-	45	-	-	-	-	-	-
# teen total	-82.4%	1	15	-	2	3	2	3	2	3	-	-	-	-
Total teen attendance	-73.2%	45	534	-	30	57	55	85	65	242	-	-	-	-
Adult programs														
# adult programs	-90.8%	1	12	-	1	3	3	1	2	2	-	-	-	-
Adult program attendance	-69.9%	36	435	-	20	60	222	20	45	68	-	-	-	-
# adult outreach	-100.0%	-	-	-	-	-	-	-	-	-	-	-	-	-
Adult outreach attendance	-100.0%	-	-	-	-	-	-	-	-	-	-	-	-	-
# adult total	-91.2%	1	12	-	1	3	3	1	2	2	-	-	-	-
Total adult attendance	-76.0%	36	435	-	20	60	222	20	45	68	-	-	-	-
Online programs														
# online programs		5	60	6	6	5	4	5	10	7	7	3	4	3
Online program attendance		44	529	40	16	53	93	49	108	54	71	28	7	10
Total # programs	-71.2%	11	132	16	15	18	15	12	17	14	11	3	4	6
Total attendance	-54.1%	281	3,373	1,065	199	294	530	211	311	421	144	28	7	148
Outreach activities only	-87.9%	2	25	8	2	3	2	2	-	1	3	-	-	3
Outreach attendance only	-68.3%	113	1,359	971	30	48	30	60	-	14	53	-	-	138
Volunteering														
Volunteers	-0.4347826	6	65	6	8	7	5	5	5	5	7	4	8	5
Volunteer Hours	-89.3%	4	43	5	10	5	3	-	1	3	11	6		-
Board Volunteer Hours		4	49	5	5	5	5	6	4	4	3	2	6	5