

**Board of Trustees** 

**Meeting Agenda** 

#### Thursday, July 8, 2021, 5.15p MEETING OPEN TO THE PUBLIC

2. 3.	Additions/deletions from the agenda <b>(ACTION)</b> Conflicts/potential conflicts of interest Public comment Consent agenda <b>(ACTION)</b> a. Minutes of June 10, 2021, regular meeting	Neal Neal Neal Neal
5.	Reports <ul> <li>a. Friends</li> <li>b. Circulation services</li> <li>c. Public services</li> <li>d. Director</li> <li>e. Finance</li> <li>i. Note: monthly financial report not available at time of meeting assembly; print copies provided at Board Meeting if released by</li> </ul>	•
6.	Continuing business a. COVID update	Witteveen
7.	New business a. Words on Wheels Homebound Services policy draft <b>(ACTION)</b> b. Strategic plan update: progress made, goals reached	Witteveen
8.	Agenda items for next meeting, August 12, 2021 a. Fiscal year 2020-21 budget review	Neal
9.	Adjournment	Neal

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, 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

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

Ι.	Additions/deletions from the agenda <b>(ACTION)</b> Moves: Jan Seconds: ZuAnne Motion passes and agenda is accepted.	Bishop
2.	Conflicts/potential conflicts of interest No conflicts identified.	Bishop
3.	Public comment No members of the public present	Bishop
4.	Consent agenda <b>(ACTION)</b> a. Minutes of May 13, 2021, regular meeting Moves: ZuAnne Seconds: LaQuita Motion passes and minutes are approved.	Bishop
5.	<ul> <li>Reports <ul> <li>a. Friends</li> <li>Friends had a successful May bag sale in the parking lot; due to low volunteer capacity they will not host a sale in June but will return i (third Saturday.)</li> </ul> </li> <li>b. Circulation services <ul> <li>Cindy reported on upcoming homebound services plan; hope for a launch by the fall.</li> <li>Cheers to Renee for going above and beyond for a patron searchin motorcycle manual.</li> </ul> </li> </ul>	n July York 1 soft

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- c. Public services
  - SRP has had a very strong, active launch! Did some good flyering in schools and public locations; strong social media presence. 373 registered as of today, which is fantastic!
  - Great slate of virtual programs and take-and-make kits, both for all ages

     Tale Trail at Wetlands Complex
  - Outreach report: Pop-up libraries coming to area parks soon!
  - Hopefully will attend some Movies at the Park events.
- d. Director

# Teen Librarian has been hired! Kaitlin (Katie) Fischer will join our team after completing her Americorps service hours and locating housing in the area. She comes to us from Roseburg.

- New furniture coming soon to the children's room
- Installing a free-standing mailbox for efficiency and ease
- Art display is a lovely addition to our building for the summer!
- Various IT projects have kept us on our toes
- Library swag/giveaways order has come in; April presented each Trustee with a goody bag to say thanks for the past year of service.
- Notes on janitorial RFP @ county level: one company submitted and received the award.
- e. Finance

#### Witteveen

- Note: financial report not available at time of meeting packet assembly; print copies provided at Board Meeting if released by then.
- County budget has been approved and will formally be adopted next week.
- April will present on year end financials in July.
- 6. Continuing business
  - a. COVID update
    - Management team has begun discussing our order of operations when "Mask Drop" hits the state. We anticipate some things may not immediately get addressed, I.E. Broughton Room will take time to clear out and clean. We will also carefully evaluate our main library spaces to determine a preferred layout for seating.
    - Currently still operating under "high risk" safety precautions
    - Mask policy has become quite contentious and difficult for staff.
- 7. New business
  - a. New at the library

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#### Jones

Witteveen

Witteveen

- eResources: Hoopla, Scholastic Teachables, BrainFuse Job Now and Help Now; Wowbrary Newsletter
- Library of Things Building and Robotics Kits
- b. Board elections for Chair and Vice Chair (ACTION) Chair nomination: ZuAnne Moves: Jan Seconds: LaQuita Motion passes, ZuAnne Neal is Board Chair for 2021-2022.

Vice chair nomination: Jan Moves: Jerry Seconds: LaQuita Motion passes, Jan Anderson is Board Co-Chair for 2021-2022

8. Agenda items for next meeting, July 8, 2021

Bishop

Bishop

 Adjournment Moves: ZuAnne Seconds: Jan Meeting adjourned at: 6:27pm

Notes submitted by April Witteveen

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# Crook County Library Circulation Services Report July 2021

Prepared by Cindy York, Library Operations Manager

# **Circ Team Updates**

June was a busy month as circulation team prepared for the great "mask drop" and the return of what we hope will be pre-pandemic workflows! In addition to this preparation, several circ team members have banded together to create a Sunshine Committee whose goal will be to increase/maintain positive energy in the library. We are the happiness crew!

**Amber Dozhier, Technician**—in anticipation of the re-opening of the meeting rooms, Amber has proactively worked to prep staff for the onslaught of reservations about to hit. She is also hard at work organizing all keys associated with the building and grounds. Additionally, Amber has started cross training in cataloging from current cataloger Kim Bales. Add a couple of "Intro to Cataloging" webinars and you can see she was very busy this past month! **Kiera Gregg, Aide**—in addition to her regular duties, Kiera was given a quick detective's tutorial on searching the building for missing items.

**Eirlan Haney**, **Technician**—besides keeping our indoor plants healthy & happy (we've had plants blooming that have never bloomed before), Eirlan started on the path of item repair. With all types of repairs coming her way, Eirlan is finding an outlet for her creativity and problem-solving techniques!

**Renee Parrott, Technician**—with interlibrary loan requests on the rise, spearheading the Sunshine Committee, and cross training in reader's advisory, Renee has been a busy little bee indeed!

**Janet Yu, Aide**—Janet takes her shelf maintenance responsibilities very seriously. Once shelving is all caught up, she can often be found tidying up the shelves to make the building more presentable. She is the newest member of the Sunshine Committee and has wonderful ideas to bring to the group!

# Volunteers in the Library

We have recently been given the green light from H.R. to accept volunteer applications! April and I met with Judy England, the volunteer coordinator from the Deschutes Library system for tips on processing applications and onboarding new volunteers. Even though we currently have an amazing core group of volunteers, I am feeling energized to be able to bring in new faces!



# **Circulation Statistics:**

High/Low statistics for June:

Self-Check Stations Front Counter Stations Checkins Paging List Items (items leaving the building) Items on Hold Shelf Incoming Crates

## **Highest Number Recorded**

285 checkouts on 6/30
176 checkouts on 6/8
321 returns on 6/4
196 items listed on 6/1

156 items on 6/9 10 crates on 6/14

## Lowest Number Recorded

- 51 checkouts on 6/12
- 23 checkouts on 6/12
- 84 returns on 6/19
- 56 items listed on 6/5

74 items on 6/14 3 crates on 6/11

# Crook County Library Public Services Report July 2021

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

# Summer Reading Program

Summer reading is in full swing and we are seeing fantastic sign-up numbers for this year. As of July 1st we have 576 sign-ups, have given away approximately 318 free books, and have 93 readers that have completed the 15 hour reading goal.

#### Upcoming Programs:

Kids:

- July 6th-July 10th: Get Outside Scavenger Hunt
- July 12th-July 17th: Power of Plants take and make kit
- July 19th-July 24th: Mindfulness take and make kit
- July 26th-July 31st: Bath time modeling dough take and make kit Adults:
  - July 6th-July 10th: Ocean Salt Scrub take and make kit
  - July 12th-July 17th: Nature Journaling take and make kit
- July 19th-July 24th: DIY summer bucket hat take and make kit Teens:
  - July 6th-July 10th: Fine art coloring take and make kit
  - July 12th-July 17th: writing and journaling take and make kit
  - July 19th-July 24th: Food science take and make kit
  - July 26th-July 31st: Bookmark design contest take and make kit

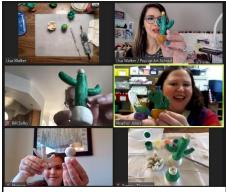
# Outreach

- We have had our first three Pop-Up Libraries at Crooked River Wetlands and Prineville Pool and we are seeing a great response from our community at these events. It has been fun for staff to get back out there and get engaged with the community.
- We attended Prideville at Pioneer Park on Sunday, June 27th. We were able to interact with approximately 202 people, and it was a great opportunity to advertise our materials and services to the LGBTQIA+ community and allies.
- We have had a great summer so far working with MountainStar relief nursery. Our Children's Librarian, Jenn,

has been providing their class with activity kits. We received feedback from them about how grateful they are for our support and that we are exceeding their expectations. Jenn and Renee also had an opportunity to visit MountainStar on June 10<sup>th</sup> and sign families up for Summer Reading Program.



Teen GooseChase Scavenger Hunt



Pop-Up Art School



Library table at Prideville

July 2021

#### Prepared by April Witteveen, Director of Library Services

## Personnel

• Katie Fischer, our upcoming Teen Librarian, visited the library on Saturday, June 26. Heather gave her a library tour and used the outreach van to show her some pertinent locations in Prineville.

# Facilities and Equipment

- The library is an official cooling station for Crook County; we offer air conditioning, seating, and water to assist in keeping our community safe. We saw many people come in to cool off during the late June heat wave. St Charles also donated some travel-sized sunscreen for us to hand out which our patrons appreciate.
- Awaiting furniture assembly/installation in childrens' room
- Air conditioning units were inspected and several faults identified; a Band-Aid solution has us staying cooler over all but not quite at 100%
- Lighting switches have been rewired for safety and ease of use

## Technology

- Computer lab back to full capacity of 6 PCs
- Free printing comes to an end; printing fees will be approved to reduce to \$.05 for black and white and \$.25 for color.
- Hoopla digital streaming service went live July I
- Facebook and Prineville Downtowners are delivering a significant WiFi boost to the greater 3<sup>rd</sup> street corridor; the library will benefit from enhanced WiFi connections.

# COVID update

- Shifting back to pre-pandemic operations- almost all the way back to normal!
- Broughton Room available for events starting in September (reservations can be made now.) Juniper Room and Study Room are currently available.
- Keeping a daily "sani-walk" and hand sanitizer stations
- Plexiglass dividers have been removed but are kept in the storage shed...just in case...

# **Community Connections**

- April will serve as Rotary Treasurer for 2021-22
- April in conversation with Work Source to develop programming and resources related to job seeking/career exploration

I

- Library hosted Chamber Perk on July 2
- Other community contacts rising up as we move out of safety restrictions

# Crook County Library Words on Wheels--Homebound Services

# Approved by the Library Board of Trustees on [ ,2021]

#### **Policy Statement**

The Crook County Library Homebound Service program helps fulfill the library's mission by offering services to eligible residents who are homebound due to illness, disability or age, or are physically unable to visit the library for any other reason.

## Eligibility

To qualify for homebound services, an individual must:

- Live in Crook County
- Possess a valid Crook County Library card
- Be unable to visit the library on their own because of a temporary or long-term disability or health or mobility challenges. *Medical certification is not required.*
- Organizational accounts may be considered based on clientele

#### **Starting Homebound Services**

To initiate service, an individual must complete a CCL application for Homebound Services. Applications will then be reviewed by the Library Director, Asst. Director, or Library Operations Manager. Once approved, patron will be notified of the beginning service date.

#### **Homebound Borrowing Policies**

- A homebound patron may borrow up to 15 items
- Loan period is consistent with CCL borrowing guidelines
- Fees will be charged for lost or damaged library materials consistent with CCL guidelines
- CCL reserves the right to restrict titles and formats requested for homebound service based on their availability
- In-person delivery of library materials will be scheduled on a monthly basis

## Statistics, July 2020- June 2021

	Annual	Monthly													
ΑCTIVITY	change	average	Total	Jun	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug	Jul
Collection use															
Physical circulation activity															
Checkouts: selfcheck	-43.4%	2,014	24,170	3,559	2,630	2,731	3,147	2	-	700	3,089	2,708	2,488	1,412	1,704
Checkouts: desk	-23.7%	2,180	26,155	2,456	1,844	1,837	2,566	2,936	2,730	2,522	2,087	2,107	1,830	1,797	1,443
Selfcheck ratio			48%		41%	40%	45%	100%	100%	78%	40%	44%	42%	56%	46%
Outreach checkouts	-33.7%	18	195				135	60							-
Total physical circ.	-34.6%	4,210	50,520	6,015	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	29.0%	3,254	39,045	2,762	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 Outside ILLs borrowed	19.0%	932	11,185	792	719	804	1,156	1,156	1,097	1,048	880	891	915	905	822
Outside ILLs borrowed	-29.2%	19	262 49	20 6	12 7	18	44 5	18	29 5	22	27	11 3	22	20	19 4
Checkins	25.6% -37.8%	3,736	49	5,008	4,009	4,338	4,046	2,738	2,456	4,045	4 4,357	3 4,455	4 3,404	1 3,229	4 2,751
Paging list items	15.8%	2,983	29,825	3,008	4,009	2,426	3,120	3,472	3,217	2,975	2,848	2,936	3,026	3,052	2,751
Electronic use	13.070	2,505	23,023			2,420	5,120	3,472	5,217	2,575	2,040	2,550	3,020	3,032	2,755
Ancestry searches	-94.7%	3	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	-78.0%	40	439		4	-	8	4	123	-	42	89	125	40	4
Gale searches	-86.0%	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	-71.2%	5	59	-	-	-	12	-	-	-	9	-	-	-	38
HeritageQuest views	-85.0%	2	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	9.7%	- 3,306	-	-	-	2 220	3,501	-	2 201	2 271	-	-	-	-	-
OverDrive new users	-26.9%	20	39,103 245	3,243 19	3,333 19	3,230 19	5,501	3,327	3,301 26	3,271 20	3,016 18	3,193 16	3,182 20	3,240 26	3,266 21
Small Engine sessions	-20.3%	0	1	- 15	-	-	-	-	-	-	-	- 10	- 20	-	1
Small Engine content views	-66.7%	0	5	-	-	-	-	-	-	-	-	-	-	-	5
Website sessions (visits)		1,963	11,780	2,378	1,834	1,897	1,926	1,902	1,843		NA	N/A	N/A	N/A	N/A
Website unique users		1,177	7,059	1,370	1,218	1,246	1,267	968	990		NA	N/A	, N/A	N/A	N/A
Website pageviews		3,610	21,659	4,389	3,362	3,537	3,348	3,589	3,434		NA	N/A	N/A	N/A	N/A
Westlaw		-		-	-	-		-			-	-	-	-	-
Total electronic use	6.6%	3,276	39,308	3,243	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	-21.3%	7,486	89,828	9,258	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	27.4%	24	293	26	25	26	27	23	19	23	22	26	25	26	25
Hours open	15.3%	206	2,477	222	210	222	231	176	185	178	186	219	213	219	216
Limited days open		13	153	14	12	12	15	11	11	16	12	11	13	13	13
Limited hours open		196	2,351	198	180	198	207	152	185	178	186	219	213	219	216
Public closure hours Patron visits	67 AV	26	314	28	24	24	30	33	33	18	24	22	26	26	26
Gate traffic	-65.2%	2,801	33,616	3,578	2,680	2,835	3,285	-	-	937	3,955	4,509	4,280	3,503	4,054
New patrons	-39.9%	3,017 44	30,168 522	3,801 63	2,972 41	3,438 40	47	- 20	- 39	969 65	4,000	7,506 43	45	3,442 46	4,040 35
Reference Interactions	-39.9%	127	1,524	154	186	40 129	47	168	39 93	72	38 79	43	103	120	103
Computer sessions	13.770	127	1,524	134	100	125	100	100		72	, , , , , , , , , , , , , , , , , , , ,	122	103	120	105
Desktop sessions	-70.3%	153	1,834	195	182	156	152	-	-	39	191	224	233	212	250
WiFi sessions			-	-	-	-									-
Total Internet use	-71.1%	153	1,834	195	182	156	152	-	-	39	191	224	233	212	250
Laptop sessions	-77.2%	5	60	1	-	1	1	-	-	-	19	12	13	10	3
AWE sessions	-55.4%	118	1,419	523	240	183	473	-	-	-	-	-	-	-	-
Meetings held	-85.9%	10	124	15	3	7	-	-	-	-	9	25	23	27	15
Collection activity															
New items	-1.2%	410	4,925	575	420	393	436	401	405	379	272	441	485	388	330
Books & print	-3.3%	353	4,237	498	345	364	335	338	371	349	240	410	432	299	256
Audio	(0.34)	15	183	62	25	9	16	7	10	5	7	9	12	10	11
Movies	56.8%	42	505	15	50	20	85	56	24	25	25	22	41	79	63
Items withdrawn	-17.1%	351	4,214	-	535	98	677	1,399	679	364	164	-	-	37	261
Billed/damaged not paid	-2.7%	30	355	-	2	-	9	20	11	71	83	-	-	74	85
Claimed returned	-41.7%	1	7	-	-	2	-	-	1	1	-	-	-	-	3
Long missing Withdrawn	59.2%	26	312	-	20 512	96	-	1 209	-	201	-	-	-	106	8
Net change in items	-18.4%	307	3,681	- 575	513 (115)	-	668	1,298	(274)	291	-	-	-	251	230
Items Processed	7 50/	59 421	711	575	(115) 349	295	(241)	(998)	(274)	276	108	441	485 538	351	69
Items Repaired	-7.5% -43.9%	421 240	5,056 2,877	235	349	388 226	419 276	434 123	360 120	376 90	319 145	446 132	538 151	466 295	433 733
Programs and outreach	-43.9%	240	2,877	235	551	220	270	123	120	90	145	132	151	295	/33
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	Annual	Monthly													
ΑCTIVITY	change	average	Total	Jun	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug	Jul
Children's programs					-										
# kids programs	-64.6%	2	23	2	2	4	4	4	2	3	1	1	-	-	-
Kids program attendance	-48.3%	55	658	97	54	103	76	130	42	93	43	20	-	-	-
# kids outreach	-82.0%	2	29	6	8	2	3	2	1	-	1	3	-	-	3
Kids outreach attendance	-34.4%	120	1,441	142	971	30	48	30	15	-	14	53	-	-	138
# Kids Total	-77.0%	4	52	8	10	6	7	6	3	3	2	4	-	-	3
Total kids attendance	-39.5%	175	2,099	239	1,025	133	124	160	57	93	57	73	-	-	138
Teen programs															
# teen programs	-63.0%	1	17	3	-	2	3	2	2	2	3	-	-	-	-
Teen Program attendance	85.9%	42	502	13	-	30	57	55	40	65	242	-	-	-	-
# teen outreach	-97.4%	0	1	-	-	-	-	-	1	-	-	-	-	-	-
Teen outreach attendance	-97.4%	4	45	-	-	-	-	-	45	-	-	-	-	-	-
# teen total	-78.8%	2	18	3	-	2	3	2	3	2	3	-	-	-	-
Total teen attendance	-72.5%	46	547	13	-	30	57	55	85	65	242	-	-	-	-
Adult programs															
# adult programs	-88.5%	1	15	3	-	1	3	3	1	2	2	-	-	-	-
Adult program attendance	-67.3%	39	472	37	-	20	60	222	20	45	68	-	-	-	-
# adult outreach	-83.3%	0	1	1	-	-	-	-	-	-	-	-	-	-	-
Adult outreach attendance	-45.6%	17	202	202	-	-	-	-	-	-	-	-	-	-	-
# adult total	-88.2%	1	16	4	-	1	3	3	1	2	2	-	-	-	-
Total adult attendance	-62.9%	56	674	239	-	20	60	222	20	45	68	-	-	-	-
Online programs															
# online programs		6	66	6	6	6	5	4	5	10	7	7	3	4	3
Online program attendance		49	591	62	40	16	53	93	49	108	54	71	28	7	10
Total # programs	-66.9%	13	152	21	16	15	18	15	12	17	14	11	3	4	6
Total attendance	-46.7%	326	3,911	553	1,065	199	294	530	211	311	421	144	28	7	148
Outreach activities only	-85.0%	3	31	7	8	2	3	2	2	-	1	3	-	-	3
Outreach attendance only	-60.6%	141	1,688	344	971	30	48	30	60	-	14	53	-	-	138
Volunteering															
Volunteers		6	65	6	6	8	7	5	5	5	5	7	4	8	5
Volunteer Hours	-88.5%	4	47	4	5	10	5	3	-	1	3	11	6		-
Board Volunteer Hours		4	54	5	5	5	5	5	6	4	4	3	2	6	5