



Board of Trustees

Meeting Agenda

Thursday, January 12, 2023, 5:15pm
Juniper Room
MEETING OPEN TO THE PUBLIC

Join Zoom Meeting

<https://zoom.us/j/99866683942?pwd=NIRqaDZLWlpVV29lOXR5aU5DOWd2QT09>

Meeting ID: 998 6668 3942

Passcode: 650501

RECORDING NOTICE: This meeting will be recorded via Zoom

- 1. Call to Order (5:15pm)**
 - i) Additions/deletions from the agenda; approval of agenda (**ACTION**)
 - ii) Conflicts/potential conflicts of interest
 - iii) Announcements
- 2. Public Comment (5:15-5:30pm)**
- 3. Consent agenda (ACTION) (5:30pm)**
 - a. Minutes of December 8 regular meeting
- 4. Reports (5:30-5:50pm)**
 - a. Friends
 - b. Circulation services
 - c. Public services
- 5. Financials/Statistics Review (5:50-6:00pm)**
- 6. Continuing business (6:00-6:20pm)**
 - a. Officially reaffirm Board Vote from Dec. 8 meeting
 - b. Juvenile Library Card Educational Materials
- 7. New Business (6:20-6:40pm)**
 - a. United For Libraries
 - b. 2023 Library Closure Date
- 8. Agenda items for next meeting, February 9, 2023**
- 9. Adjournment**

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 Agenda

Thursday, December 8, 2022, 5.15p
Broughton Room
MEETING OPEN TO THE PUBLIC

Join Zoom Meeting

<https://zoom.us/j/99791584916?pwd=Q2JwSkpkVlpMZmJpRFRxRUpTamNUZz09>

Meeting ID: 997 9158 4916

Passcode: 913794

RECORDING NOTICE: This meeting will be recorded via Zoom

Present: Library staff April Witteveen, Cindy York, Sean Briscoe. Library trustees Jerry Bishop, Cheyenne Edgerly, Natalie Good, Debra Merskin, LaQuita Stec

1. Call to Order (5:15pm)

- i) Additions/deletions from the agenda; approval of agenda **(ACTION)**
- ii) Conflicts/potential conflicts of interest: NO
- iii) Announcements: This is a board meeting not a public meeting. Please direct comments or questions to the board and please limit comments to 3min.

2. Consent agenda (ACTION) (5:20pm)

- a. Minutes of November 10 regular meeting
- b. Motion: Jerry Bishop
- c. Second: Natalie Good
- d. Approve: Yes

3. Reports (5:20-5:40pm)

- a. Friends
 - i. Working on Christmas book sale
 - ii.
- b. Circulation services
 - i. We approach the one-year anniversary of our Words on Wheels program (a program created to fulfill the library's mission by offering services to eligible residents who are homebound). We reflect on the learning opportunities this type of outreach provided staff and determine the next steps in moving forward.
 - ii. We had 104 new during the month of November 2022. This November month is higher compared to the last three previous Novembers.
 - iii. During the month of November, circulation statistic highlights are self-checkouts: 251 (11/23), counter checkouts: 188 (11/29), and check ins: 379 (11/14).
- c. Public services

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- i. Our Winter Reading Program will begin on December 10 and will run through January 3. This year's Winter Reading Program will utilize a bingo card.
 - ii. Ready to Read grant report has been submitted to the state library. This report demonstrates the impact the Ready to Read grant has in supporting our early literacy efforts and summer reading.
 - iii. Children, Teen, and Adult programming continues to be well attended. We currently are working on a teen survey and have received over 70+ results.
 - iv. Community partnerships are growing. We are currently partnering with Cornerstone Housing community and SNAP OSU extension to bring different programs out to the community.
- d. Director
- i. New Wi-Fi thermostats are being installed now that the new furnaces are running.
 - ii. New lighting is coming to the main library space. we will now have appropriate "downcast" lighting that will provide more direct light than the previous fixtures and will hopefully avoid the serial bulb burnout we've been experiencing since the current fixtures were fit with LED bulbs.
 - iii. We have updated our loanable telescopes. The old scopes had seen significant use, and now there are more affordable options for a table-top model that is easy to check out. The two new telescope kits each contain an Orion StarMax 90mm tabletop telescope, a star chart, and a headlamp.
 - iv. Director discusses highlights from her tenure at Crook County Library. In addition, the director discussed the transition after her departure on December 9.

4. Financials/Statistics Review (5:40-5:50pm)

5. Continuing business (5:50-6:30pm)

- a. Updates on conversations related to LGBTQ+ materials
 - i. Proposals for recataloging and relocating juvenile materials with LGBTQ+ themes
 - ii. Ramifications related to the relocation proposal; speakers will include Lynne Mildenstein from Deschutes Public Library, Emily O'Neal from the Oregon Intellectual Freedom Committee, and Buzzy Nielsen with the State Library of Oregon
 - 1. Emily O'Neal (Oregon Intellectual Freedom Committee: Oregon Library Association)
 - a. Responded to and provided intellectual freedom information in regards to Crook County Library's proposal request to move the LGBTQ materials in a separate section.
 - 2. Lynne Mildenstein (Deschutes Public Library)
 - a. Discussed the partnership and contractual agreement between Crook County Library and Deschutes Public Library. In addition, the ramifications of creating a separate LGBTQ shelf at the Crook County Library.
 - 3. Buzzy Nielsen (Program Manager Support & Developmental Services, State Library of Oregon)
 - a. Discussed public library establishment and minimum condition of public libraries.
 - 4. April Witteveen

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- a. Delivers a statement from the Crook County Court
- iii. LaQuieta asks community show of hands on who supports proposal #1 or proposal #2

6. Public Comment (6:30pm-7:15pm)

7. Motion to put the subject of LGBTQ books in kids room on the agenda for next month's meeting

- a. Motion: Jerry Bishop
- b. Second: Cheyenne Edgerly
- c. Motion fails (yea votes: 2 / nay votes: 3)
 - i. Yea votes: Jerry Bishop, Cheyenne Edgerly
 - ii. Nay votes: Natalie Good, Debra Merskin, LaQuita Stec

8. Motion to vote now on the two proposals presented to the Board of Trustee on the subject of LGBTQ books in kids' room

- a. Motion: Natalie Good
- b. Second: Debra Merskin
- c. Position Passes (yea votes: 3 / nay votes: 2)
 - i. Yea votes: Natalie Good, Debra Merskin, LaQuita Stec
 - ii. Nay votes: Jerry Bishop, Cheyenne Edgerly

9. Motion on to keep proposal of status quo (proposal #2)

- a. Motion: Debra Merskin
- b. Second: Natalie Good
- c. Motion Passes (yea votes: 4 / nay votes: 1)
 - i. Yea votes: Jerry Bishop, Debra Merskin, Natalie Good, LaQuita Stec
 - ii. Nay votes: Cheyenne Edgerly

10. Agenda items for next meeting, January 12, 2022

- a. Review of New educational items

11. Adjournment (7:45)

- a. Motion: Debra Merskin
- b. Second: Jerry Bishop

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Friends of the Crook County Library
Board Meeting Minutes
Wednesday December 21, 2022

Board Members Attending

Faye Streier, Susan Swan, Janice Staats, Jeannette Holman, Robin Martinez, and Ginger Nedry

Guests Attending

Cindy York and Sean Briscoe

Faye Streier called the Board Meeting to order at 2:02 pm.

Secretary Report

Susan Swan moved to accept the November 2022 minutes as written, Robin Martinez seconded, passed.

Treasurer Report

- Carrie was not able to attend, so she emailed us her Treasurer's report (email attached).
- Faye will look into a one-time purchase of software so we can compare that cost to using Tech Soup. Susan and Mary have taken the new laptop and Tech Soup as far as they can, and request that someone else take the lead concerning the laptop and Tech Soup. Susan suggests that the lead talk to Mr. Goff since he helped set up Tech Soup and may be able to give some insight into what is best.
- **Susan moved to accept the 2023 budget proposal, Faye seconded, passed.**

Committee Reports

Chapters Bookstore – Hope Bob Riley returns to Wednesdays in January. Pam Grudi who is in Chapters Bookstore on Fridays is having health issues that keep her away more than Pam would like. Ginger offered to cover Fridays when needed. Susan is waiting until January to recruit more Chapters Bookstore volunteers.

Membership – Kathleen Cuddy and Jeannette will work on Membership mailing after Christmas.

Book Sorting –

- Puzzle donations are way up. Susan wants puzzles tested so we are only selling complete puzzles. Anyone who wants to take puzzles to test will find them under the laptop counter in a well-marked box. If complete, if you can put puzzle pieces in a baggy, or at a minimum tape the box closed well so pieces cannot fall out, write complete and the date on the back, and place on the shelf for gift materials for Janice to determine if for gift sale or Chapters Bookstore and store accordingly (if for Chapters put under shelf where kids new donations go, gifts will be boxed and stored in shed).
- Few book donations this past month. Plenty of books for January sale in the shed.

Volunteers – Nothing new to report.

Publicity – Faye completed publicity tasks for the December Gift Book & Puzzle Sale.

December Gift Book and Puzzle Sale – Janice, Susan, and Olivia Mitchell will take down the Gift and Puzzle Sale tomorrow. Best sellers were puzzles and kids' books.

January 3rd Saturday Book Sale – January 21, 2023

Faye and Ginger volunteered to lead the sale. Janice will update the Volunteer List for the email.

Library Meeting Rooms Reservations

The Broughton Room is reserved for all our 3rd Saturday Sales and our Board Meetings. The Broughton Room and Juniper Room have been reserved for May and October book sales for their respective Fridays and Saturdays.

January Retreat Board Meeting

Retreat will be Thursday, January 12, 2023, 9 am – 3 pm. We will have a potluck lunch. Send Faye your agenda items (look at April minutes brainstorm list). Faye will prioritize agenda items and put them earlier in the day, and we can comment on the draft agenda.

Heather Jones proposal for I Love My Library Day

Heather sent this message via Messenger from our Facebook page: "Hello! This is Heather Jones, former Assistant Director. I have been following everything going on with the library and have been thinking about how to show support. I have an idea for helping to organize an I Love My Library Day at Crook County. Something really positive for the staff and the community. I was wondering if the friends would be interested in doing something like this. My sister-in-law that lives in Prineville wants to help organize it as well. If you would like to give me a call my number is 541-324-8049. Thank you!" Ginger called and left a message and never heard back, so Janice sent this via Messenger yesterday, "Ginger called you and left a message but hasn't heard back from you. We would like you to come to our Friends Board of Directors meeting if you can to present a proposal. Our meeting is tomorrow, Wed 21st at 2 pm in Broughton Room. If you can't make the meeting you can email a written proposal to our President Faye Streier flucille@msn.com." Faye will share whatever information she receives.

Kiwanis Grant

A lady from Kiwanis stopped in Chapters Bookstore and suggested to Susan and Janice that Friends apply for a \$1500 grant from Kiwanis. Faye and Susan did the paperwork so we would have more money for 2023 Summer Reading Program. Carrie received feedback from Mike Mohan that the Library should ask for that money, not Friends, so Faye is going to withdraw the grant application. Sean will look into it for the Library. Faye will send him the website link.

Accomplishments

- **Volunteer hours** since the last Board Meeting:
 - Board of Director's = 60 total hours
 - Susan 12
 - Carrie 15
 - Janice 20
 - Faye 5
 - Jeannette 2
 - Ginger 4
 - Robin 2
 - Chapters Bookstore Volunteer Hours = 66.25 hours
 - Other Non-board Volunteer Hours = 4 total hours
 - Mary Priest laptop 4 hours
- Janice and Susan donated books to Holiday Partnership:
 - 1 box of books for seniors
 - 1 bag of kids' books
- Susan donated 2 boxes of books for Little Free Libraries to Rotary (via Carol B).
- Sent letter of support for Library policies to County Commissioners.

Library Report

- Sean and Cindy are acting Directors.
- New lights in Library.
- Paulina Little Free Library is a big hit.
- Winter Reading Program has begun. 90 take-home kits were handed out in 2 hours.
- Youth outreach Oct-Dec, 16 programs, 400 participants. Jen also did 24 out-of-library outreach events including book boxes to schools, 300 kids.
- Teen programs Oct-Dec, 13 programs, 78 participants, 85 teens turned in the teen survey. Katie has had 10 outreach events with 280 kids spending their lunch breaks with her. 38 teens tied blankets for Humane Society dogs and cats.
- Adult programs Oct-Dec, Amber, 20 programs, 150 participants (English classes, computer classes, etc.,).
- Participated with Holiday Partnership.
- Newly working with Cornerstone Community Group to provide library services to low-income apartment complexes.
- 2023 Summer Reading Program request is for \$4500 for adults and teens. A student provided the request as part of her school work. Ready-To-Read grant covers the children's portion. Probably will do an all-age program for the finale party instead of shaved ice. **Susan moved we fund \$4500 for 2023 Summer Reading Program, Jeannette seconded, passed.**

Meeting adjourned at 3:00 pm.

Minutes by Janice Staats, Secretary
Friends of the Crook County Library

Circulation Services Report

January 2023

Prepared by Cindy York, Library Operations Manager

What's Happening

12/9 Former Library Director April Witteveen's last day was bittersweet. Staff celebrated all that had been accomplished over the past two years while celebrating her future endeavors. She brought us together at a critical time in the library and helped us weather some strong storms. Her knowledge of library life and compassion for others shows that we are, indeed, CCL strong!

12/10-1/3 Winter Reading Program was also an indicator of how well both Public and Circulation Service teams worked together. Circ team members Kaila Rhoden and Cindy York worked in tandem with Sean Briscoe and Katie Fischer from Public Services. From planning thru implementation to the finale, this was a very relaxed and fun program for staff and patrons!!!



12/13-12/14 County maintenance replaced all of the pendulum lighting. The illumination has made quite a difference in visibility out in the stacks! Come by and check out the new look!

12/27 With the remodeling changes set to begin over in Redmond, LaPine, and Sisters soon, our library got a taste of the impact this will have on work flow—the amount of items requested via our paging list has increased as Redmond placed it's inventory "in storage". At present, the increase to the paging list is slight, but the trickledown effect will impact the courier station and shelving as these items are returned. Stay tuned for

next month's numbers!

Hiring Update:

There are two applicants for the Director position that meet the standards we are looking for. No interviews have been scheduled yet and the position remains "Open Until Filled".

Circulation Statistics:

High/Low statistics for December :

	<u>Highest Number Recorded</u>	<u>Lowest Number Recorded</u>
Self-Check Stations	248 checkouts on 12/14	52 checkouts on 12/10
Front Counter Stations	179 checkouts on 12/27	63 checkouts on 12/12
Checkins	578 returns on 12/27	101 returns on 12/10
Paging List Items (items leaving the building)	197 items listed on 12/27	54 items listed on 12/22
Items on Hold Shelf	AVG 132	
Incoming Crates	AVG 6	

2023

Public Services Report

December 2022

Prepared by Sean Briscoe, Public Services Manager

Management Updates

- Conducted an audit on our 2019-2024 strategic plan. The library has made significant progress towards achieving our strategic plan goal. Attached at the end of the report is the full strategic plan audit (Attachment A). As of now, the text in red was done by April in 2021 and the blue text is the most recent audit. The library will start working on their 2025-2030 strategic plan later this year.
- The GIS department created three maps that show the percentage of library card holders per population, library card holders' distribution, and population distribution of Crook County. These maps have helped us see where in Crook County there are library card holders and which communities we need to make more of an effort to reach out to. The three maps are attached at the end of this report (Attachment B).
- Winter Reading has wrapped up. This year we had 352 kids, teens, and adults participate (2021: 291) with 77 kids, teens, and adults complete (2021: 75) the winter reading Bingo. One highlight from this year's Winter Reading Program was the participation from the community of Paulina. We were able to send the bingo cards out and we had 15 community members participate. We hosted 7 programs (outside of our usual programs) and 4 passive art programs. Overall, it went very well, and we received great feedback.
- We are starting to plan our 2023 Summer Reading Program

Programing and Outreach

- **Youth**
 - Youth programs are continuing to go well and the book boxes are very popular. We are currently working on starting up a Read to a Dog program that will start in February.
- **Teen**
 - Teen programs are going well and Katie continues to provide excellent weekly and monthly programs. For the month of January, Katie will be introducing two new monthly programs while continuing with her weekly Snacks in the Stacks program, and an art program. Outreach will be starting up again as soon as school is back in from winter break. In addition, Katie will be hosting an information literacy session for Paulina School.
- **Adult**
 - Adult programs are being well attended. Amber has created a list of programs that we will be bringing to Riverside Apartments (Senior living apartments) in conjunction with Cornerstone community. Her weekly and monthly programs are continuing to grow. For the winter months, we will be focusing on tech support and vocational programing for adults.

Other Update

- We created a policy review calendar to ensure that our library policies are update. This past year, we went through and updated several library policies. Looking at our other policies, some haven't been reviewed in a while. This policy review calendar will focus on reviewing the policies on a three-year cycle or earlier if need be. The policy review calendar is attached at the end of this report (Attachment C).

Crook County Library Strategic Plan 2019-2024

Adopted by the Library Board of Trustees on September 19, 2019

2020/2021 Audit: July 6, 2021

2021/2022 Audit: January 6, 2023

Vision

The Crook County Library is relevant, accessible, and useful to our community. It is an environment where people come together for lifelong learning, enjoyment, and connection.

Mission

Our knowledgeable and engaging staff will provide traditional and innovative resources and create welcoming spaces where everyone can experience the joy of learning and discovery.

Goal 1: Underserved populations will connect more with their library.

➤ Initiative: Promote library use and access by older adults

Outcome: Older adults will have access to more events and services

Progress:

- I:1 tech appointments are a good way for older adults to get the help they need using technology; interrupted by COVID
- Tried connecting with shelters and senior homes (will continue to pursue)
- Started working with Cornerstone communities to serve Sect. 8 housing
 - Specifically Riverside Apartments (senior housing) (2023)

Evaluation at Audit: Needs attention – Progress being made

➤ Initiative: Improve services and outreach to Latinx/Spanish-speaking residents

Outcome: Latinx/Spanish-speaking residents will increase their library use

Progress:

- Children's Services Librarian Jenn Fischer attended FIL, a major Spanish-language book festival in Guadalajara, Mexico. Excellent for developing the library's Spanish language collections.
- Children's Services Librarian has established ties with migrant school program; interrupted by COVID
- Children's Services Librarian did a backpack school supplies drive with Latino Community Association
- 2021 grant application to translate library policy and webpages into Spanish to increase access to information
- Spanish language collections in both the Juvenile and Adult are continually evaluated for relevancy
- Spanish Computer Classes – Applies for the Tech Initiative as well
- Supporting Dual Language Family Night at Barnes Butte Elementary
- More interaction between LCA & CCL

- English classes / Computer classes / Legal Services

Evaluation at Audit: Needs attention to bring Spanish-speaking patrons into the library; great progress otherwise. (Complete: though a ongoing effort)

➤ **Initiative: Provide more direct programming in the outlying regions of Crook county**

Outcome: Residents in outlying areas will increase their library use

- Tech Education Facebook Grant designed to deliver mobile programming; project awaiting deployment.
- Little Free Libraries project evaluated for effectiveness
- Children's Services Librarian provides outreach to schools in Paulina, Powell Butte, and Brothers. Continued programming at Brothers through the pandemic as safety measures allowed.
- Little Free Library set up in Paulina
- Connecting with Paulina school to bring programs and services to the classroom (starting in 2023)
- Working with community members in Paulina to learn about the programs and resources they would be interested in

Evaluation at audit: Needs attention

Goal 2: The library's physical and digital spaces will be inviting.

➤ **Initiative: Refresh and enhance landscaping to be more ecological and economical**

Outcome: Landscaping will include native plants and require less maintenance and water.

Progress:

- Native landscaping review and recommendations took place
- Public art installation in octagonal planter on hold (complete)
- CC Facilities department prepared to re-mulch areas that have gotten shoddy (complete)
- Staff conduct grounds check throughout the week (2020)

Evaluation at audit: proceeding to plan (Semi Complete, work needs to be done w/outside landscape)

➤ **Initiative: Launch a new website that improves access to library services.**

Outcome: Library services will be simpler to find and access online.

Progress:

- New website launched Fall 2020; certain aspects are easier to access while others still remain hidden under several layers or "clicks." Not much to be done here though as Municode is designated content management vendor for the county.

Evaluation at audit: Initiative complete.

➤ **Initiative: Replace aging furniture with more attractive and accessible options.**

Outcome: Library furniture will be durable and allow access for individuals with disabilities.

Progress:

- Children's room furniture replacements in July 2021
- Sit/stand mobile desks in place throughout library
- Seats and tables in general adult and teen areas need attention next
- New couch and rocking chair in Children's room (2022)
- Inside library lights were replaced (2022)
-

Evaluation at audit: **proceeding to plan** (Semi Complete: ADA & Adult/Teen area needs attention)

Goal 3: People with disabilities will be able to access core library services.

➤ **Initiative: Renovate public computer lab to be ADA-accessible.**

Outcome: Technology workstations will be accessible by individuals in wheelchairs and with mobility issues.

Progress:

- No progress made on lab renovation; Susie Pape as possible donor for lab renovation project
- Sit/stand desks offer a bit more accessibility when used in conjunction with library laptops

Evaluation at audit: **Needs attention**

➤ **Initiative: Install computers with assistive technology for people with disabilities**

Outcome: Screen readers, speech input, and other technology will be available on library workstations.

Progress:

- Newly installed PCs come with adaptability software
- Grant funds went to purchase accessible peripherals: large-type keyboards, accessible computer mice, screen magnifiers.

Evaluation at audit: **Initiative complete.**

➤ **Investigate and implement options for outreach to people who are homebound.**

Outcome: Homebound individuals will be able to access some library services remotely.

Progress:

- Cindy York began researching and planning for Words on Wheels Homebound Services as part of her annual goals;
- Project to soft launch in fall 2021 as collaboration between circulation team, public services team, and library volunteers.
- Words on Wheels added another patron.
- Cornerstone Communities to advertise to Riverside Apartments (senior Housing)

Evaluation at audit: **Proceeding to plan** (Complete, ongoing effort)

Goal 4: Adults will learn and engage with their library

➤ **Initiative: Teach regular classes on technology and vocational skills.**

Outcome: Crook County residents will have access to high-quality technology classes.

Progress:

- Library computer classes predominantly fall to adult services librarian; Amber Smith has been teaching and researching class best practices and actual instruction was interrupted by the pandemic.

- The library offered a virtual computer class with Grow with Google during the pandemic.
- Facebook tech ed grant purchased a mobile computer and tablet lab to utilize for classes on and off-site.
- Worked to provide career programs through work source.
- Upcoming Tech classes & vocational programs (2023)
-

Evaluation at audit: **needs attention**

➤ **Initiative: Knowledgeably connect people to needed community resources and services.**

Outcome: Library staff will be able to give patrons information about needed social services.

Progress:

- Adult Services Librarian keeps social services directories up-to-date
- Thrive Central Oregon restarts social services appointments in person in August 2021, post-COVID
- Library staff up-to-date on BestCare as county mental-health provider
- Mental health tool kit
- Suicide prevention training for staff
- LGBTQ+ tool kit and best practice
- Creating career directory/resources page for library website (2023)

Evaluation at audit: **Proceeding to plan/initiative complete assuming regular updates to contacts.**
(Complete)

➤ **Initiative: Expand services to meet the legal needs of laypeople and legal professionals.**

Outcome: The library will offer legal materials in multiple formats and informational sessions

Progress:

- Crook County Law Library delivered to CCL in 2020
- CCL Law Library includes computer terminal with dedicated high-level legal databases
- Workshops hosted with Legal Aid Services of Oregon
- Begin to investigate options for "Lawyer in the Library" services and additional workshops.
- Katie Fischer (Teen Librarian) is an official notary
- LCA partnership to provide legal services to Spanish community

Evaluation at audit: **Proceeding to plan** (progress being made)

➤ **Initiative: Find new and engaging opportunities for people to volunteer at the library.**

Outcome: The library will have more volunteers who donate a greater number of hours annually

Progress:

- Renee Parrott named Volunteer Coordinator; in contact with various other library volunteer coordinators to learn best practices, etc.
- Library leadership working to establish needs for volunteer time to keep from having to create work
- Regular library volunteerism was impacted by COVID
 - Library is currently at capacity for volunteers
 - Could use some reorganization/structure to have volunteers work with library staff on

Evaluation at audit: **Proceeding to plan** (complete)

Goal 5: The library will help youth in Crook County succeed and thrive

➤ **Initiative: Increase participation in the Dolly Parton Imagination Library.**

Outcome: At least 60% of eligible Crook County children will be signed up for DPIL.

- Enrollment numbers top the minimum of 60%, close to 70%

Evaluation at audit: **Initiative complete**, though project requires ongoing marketing.

➤ **Initiative: Spread early literacy principles among children ages 0-6 and their caregivers.**

Outcome: Parents of age 0-6 children will increase familiarity with early learning principles.

Progress:

- Children's Librarian Jenn Fischer created an impressive outreach schedule to day cares and preschools leading up to the pandemic.
- Work to bring more EL activities into story times when they resume in the fall
- Purchase EL toys for Children's room
- Purchase EL and emotional support backpacks (2023)
- Book Box program reestablished (2022)

Evaluation at audit: **Proceeding to plan** (complete)

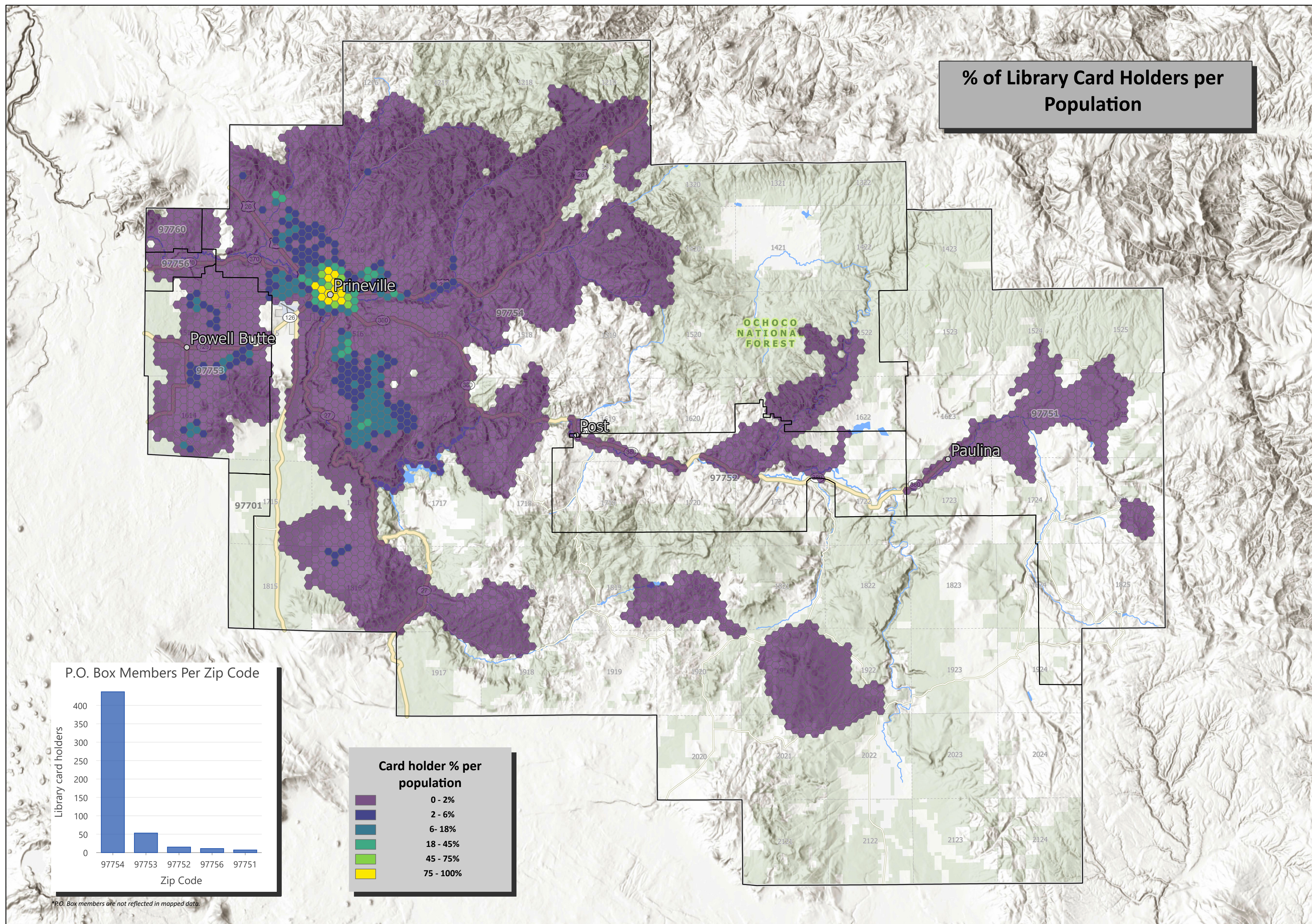
➤ **Initiative: Offer fun and safe activities for youth ages 6-18 throughout the year.**

Outcome: Youth will have access to more events and services in and out of the library.

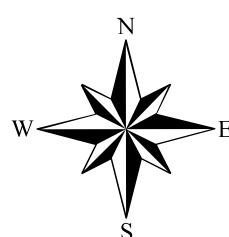
Progress:

- Children's Librarian Jenn Fischer and Teen Services Librarian Heather created a great slate of regular programming leading up to the pandemic.
- COVID-19 safety restrictions brought a major pivot to virtual programs; our Take and Make kits have been an overwhelming success.
- Working on guidelines and expectations around youth programming post-pandemic. New hire Teen Services Librarian will pick up these threads in August 2021.
- Regular schedule programs throughout the year for children and teen patrons

Evaluation at audit: **Proceeding to plan** (complete)



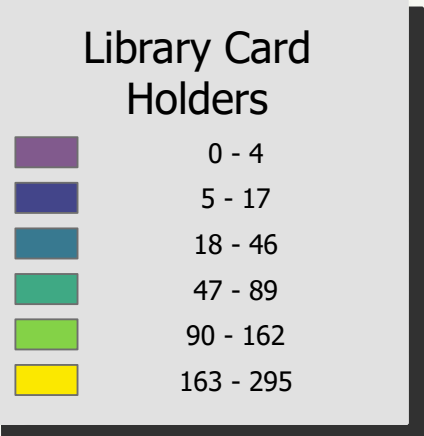
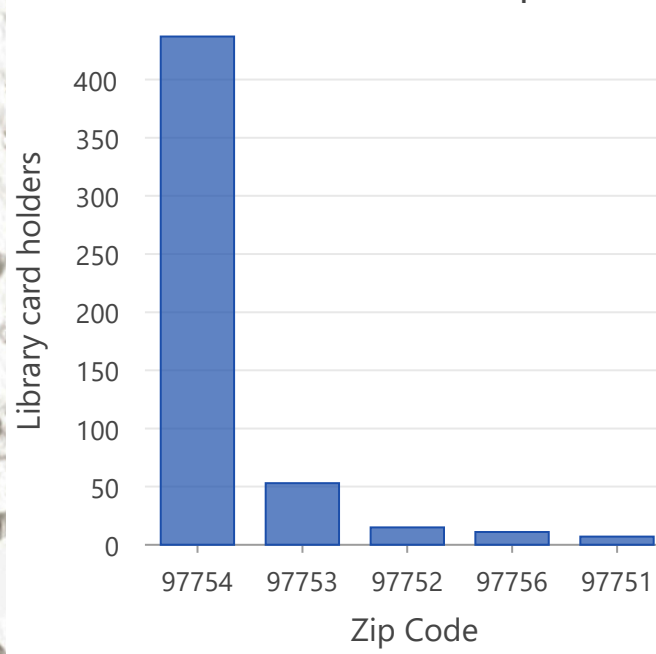
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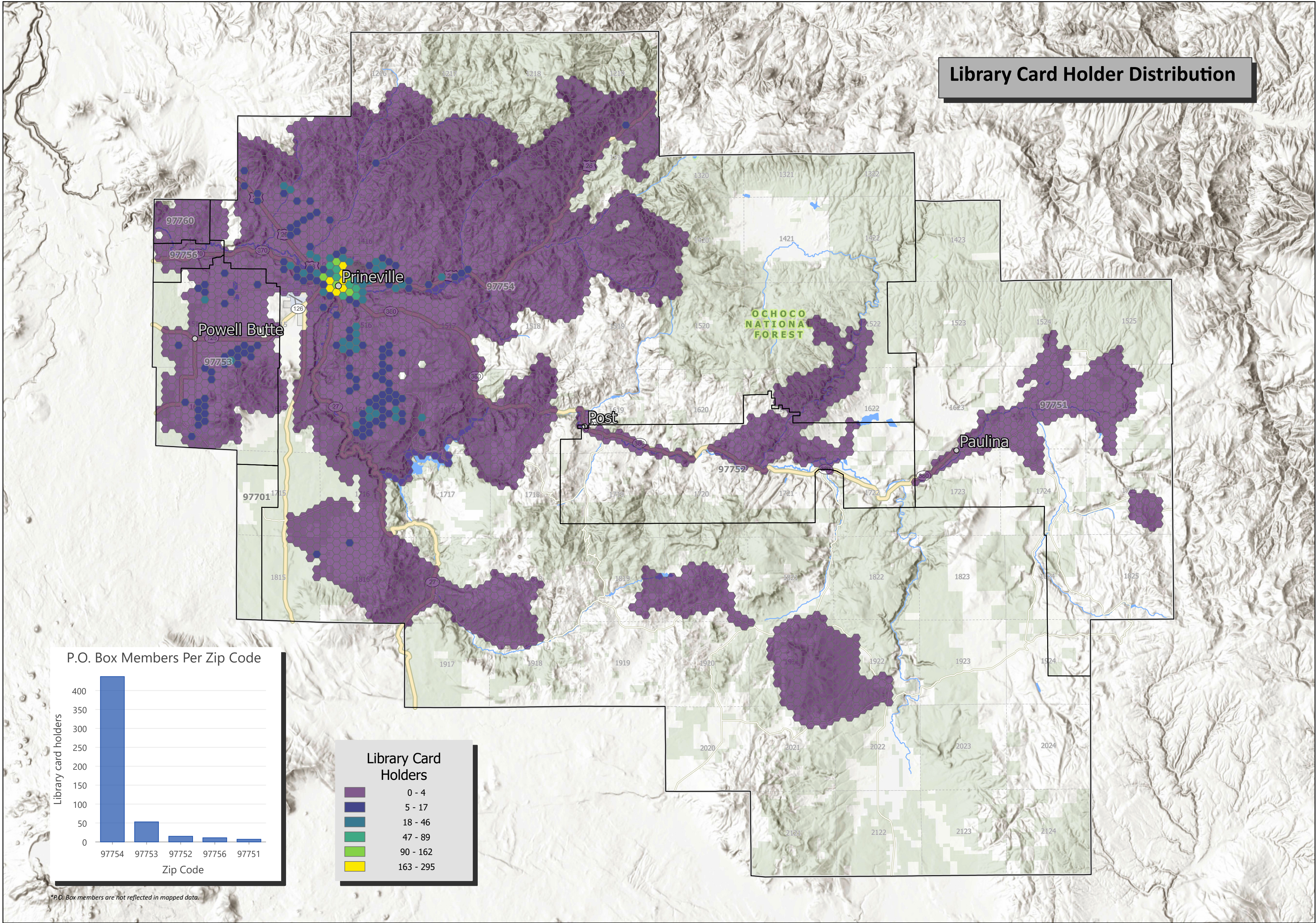
0 5 10 Miles

Library Card Holder Distribution

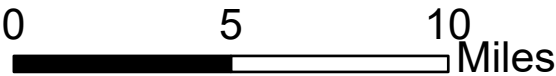
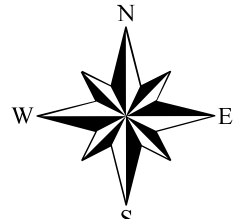
P.O. Box Members Per Zip Code

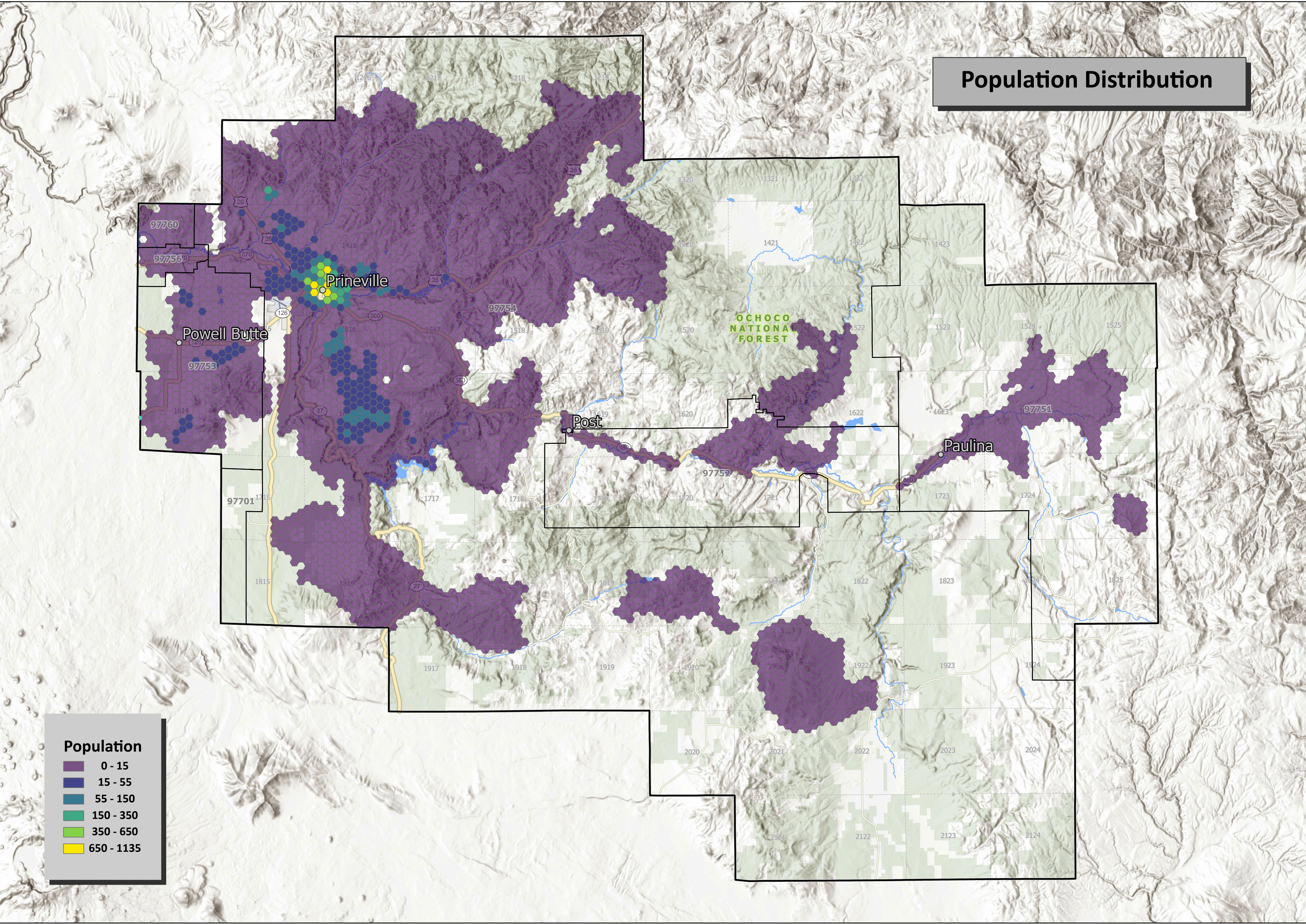


*P.O. Box members are not reflected in mapped data.

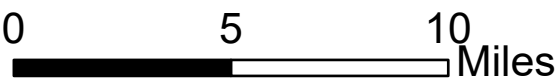
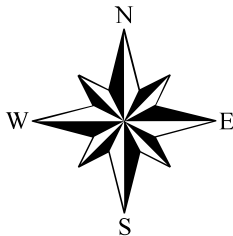


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**Crook County Library
Policy Review Calendar
2023**

Attachment C.

Policy	Last Reviewed	2023 Review Schedule	Notes
Gifts and Donations Policy	10/13/2016	1/1/2023	
Volunteer Policy	2/11/2016	2/1/2023	
Use Restrictions Policy	9/14/2017	3/1/2023	
Suspected Child Abuse Reporting Policy	9/8/2016	4/1/2023	
Programming and Outreach Policy	9/8/2016	5/1/2023	
Board of Trustees Bylaws	5/17/2017	7/1/2023	
Exhibits Policy	4/12/2018	8/1/2023	
Information Distribution Policy	4/12/2018	9/1/2023	
Meeting Room Policy	1/9/2020	10/1/2023	
Privacy Policy	11/6/2019	11/1/2023	
Program and Prize Eligibility Policy	3/11/2021	No Review	
Library Card Policy	10/5/2021	No Review	
Request for Reconsideration of Library Materials	11/1/2021	No Review	
Code of Conduct	3/18/2022	No Review	
Collection Development Policy	6/9/2022	No Review	
Social Media Policy	8/11/2022	No Review	
Technology Use Policy	10/13/2022	No Review	
In-House Laptop Use Policy	10/13/2022	No Review	
Biblioteca del Condado de Crook Política de Restricciones de Uso	9/14/2017		Collection Development Policy - Spanish
Biblioteca del Condado de Crook Código de Conducta	3/18/2022		Code of Conduct Policy - Spanish

Policies reviewed in the last three years will not be reviewed in 2023

December Financials

Not ready in time for the meeting.

Will send out as soon as they are available

Statistics, 2022-2023

ACTIVITY	Total	Dec	Nov	Oct	Sep	Staff
Collection use						
<i>Physical circulation activity</i>						
Checkouts: selfcheck	25,044	3,646	3,927	3,521	4,418	Cindy
Checkouts: desk	17,096	2,689	2,785	2,893	2,773	Cindy
Selfcheck ratio	41%	42%	41%	45%	39%	Formula
Total physical circ.	42,140	6,335	6,712	6,414	7,191	Formula
Items lent w/in system	17,839	2,897	3,001	2,970	2,987	Cindy
Items borrowed w/in system	5,040	773	826	779	801	Cindy
Outside ILLs borrowed	32	24	30	35	30	Renee
Outside ILLs lent	9	7	14	9	12	Renee
<i>Electronic use</i>						
Ancestry content views	102	-	-	1	21	Kim
Chilton retrievals	25	4	7	5	3	Kim
Gale Retrievals	147	16	22	17	16	Kim
HeritageQuest views	24	-	14	-	6	Kim
Hoopla Checkouts	1,596	288	299	283	232	Kim
LearningExpress sessions	2	1	-	1	-	Kim
OverDrive checkouts	20,577	3,379	3,372	3,422	3,425	Kim
OverDrive new users	142	24	19	29	20	Kim
Scholastic Teachables sessions	108	12	6	11	17	Kim
Discovery Pass Reservations	52	3	6	7	15	Kim
Website sessions (visits)	12,702	2,355	2,274	1,938	1,968	April
Total electronic use	22,624	3,703	3,726	3,747	3,735	Formula
<i>Total collection use</i>	64,764	10,038	10,438	10,161	10,926	Formula
Library use						
<i>Days open</i>	150	25	23	25	25	Cindy
Hours open	1,272	213	195	210	213	Cindy
Public closure hours	66	15	27	8	8	Cindy
<i>Patron visits</i>	37,979	7,046	4,607	6,852	6,532	Cindy
Gate traffic	30,799	4,625	6,769	4,740	4,501	Cindy
New patrons	635	96	104	123	107	Cindy
Reference Interactions	516	77	113	31	62	Amber
Computer sessions						
Desktop sessions	2,007	283	263	345	338	Cindy
WiFi sessions	2,400	400	400	400	400	April
Total Internet use	4,407	683	663	745	738	Formula
Laptop sessions	14	-	3	2	5	Cindy
Meeting Rooms						
Meetings held	499	70	92	93	75	AmberD
Collection activity						
<i>New items</i>	2,618	414	397	636	322	Formula
Books & print	2,339	399	376	596	284	Kim

Audio	53	-	6	8	16	Kim
Movies	226	15	15	32	22	Kim
Items withdrawn	4,162	582	542	306	216	Formula
Billed/damaged not paid	122	17	37	12	47	April
Claimed returned	5	-	3	-	1	April
Long missing	44	10	10	3	9	April
Withdrawn	3,991	555	492	291	159	April
Net change in items	(1,544)	(168)	(145)	330	106	Formula
Items Processed	2,661	411	396	568	375	Cindy
Items Repaired	1,376	371	247	233	121	Cindy
Programs and outreach						
<i>Children's programs</i>						
# kids programs	32	7	7	5	5	Formula
Kids program attendance	802	121	135	213	135	Formula
# kids outreach	32	7	11	7	-	Formula
Kids outreach attendance	718	91	113	136	-	Formula
# Kids Total	64	14	18	12	5	Formula
Total kids attendance	1,520	212	248	349	135	Formula
<i>Teen programs</i>						
# teen programs	36	5	5	5	5	Formula
Teen Program attendance	234	41	21	21	20	Formula
# teen outreach	10	3	4	3	-	Formula
Teen outreach attendance	279	96	110	73	-	Formula
# teen total	46	8	9	8	5	Formula
Total teen attendance	513	137	131	94	20	Formula
<i>Adult programs</i>						
# adult programs	28	2	7	11	3	Formula
Adult program attendance	242	28	40	84	22	Formula
# adult outreach	2	1	-	-	-	Formula
Adult outreach attendance	52	26	-	-	-	Formula
# adult total	30	3	7	11	3	Formula
Total adult attendance	294	54	40	84	22	Formula
Total # programs	140	25	34	31	13	Formula
Total attendance	2,327	403	419	527	177	Formula
Outreach activities only	44	11	15	10	-	Formula
Outreach attendance only	1,049	213	223	209	-	Formula
Volunteering						
Volunteers	72	16	15	14	11	Renee
Volunteer Hours	265	52	37	46	41	Renee
Board Volunteer Hours	48	8	19	6	5	Renee

Juvenile Library Card Educational Materials

[Draft]

General Information

- 1) The parent or guardian signing this application, is agreeing to be responsible for:
 - i. All materials checked out on this card
 - ii. Deciding what materials are appropriate for your child
 - iii. Determining whether or not your child can use the public computers while in the library
 - iv. Monitoring your child's use of digital resources
 - v. Updating changes to personal information
- 2) Checkout up to 50 items in any combination--books, magazines, dvds, cds
- 3) Check out our website for a current listing of digital resources like Libby, Hoopla, etc. Let staff know if you would like a handout on parental control settings
- 4) Youth accounts are ineligible for Explorer Passes, Tech Kits, Library of Things

How to log in to library account

- 1) Visit Crook County Library Website
- 2) <https://www.crooklib.org/library>
- 3) Click on **"My Account"** on the left-hand side of the webpage (green button)
- 4) Enter your library card number (with no spaces) and pin
- 5) Next click on your name, located on the top right corner of the webpage
- 6) You can view the items checked out by clicking on **"Checkouts"** or items that are on hold by clicking **"Hold"**
- 7) To view reading history, click on reading history. Note: if the reading history is blank, please click on **"opt in"** right above the blank reading history box.
- 8) To log out, click log out on the top right corner of the webpage

Internet Access and Wi-Fi Information

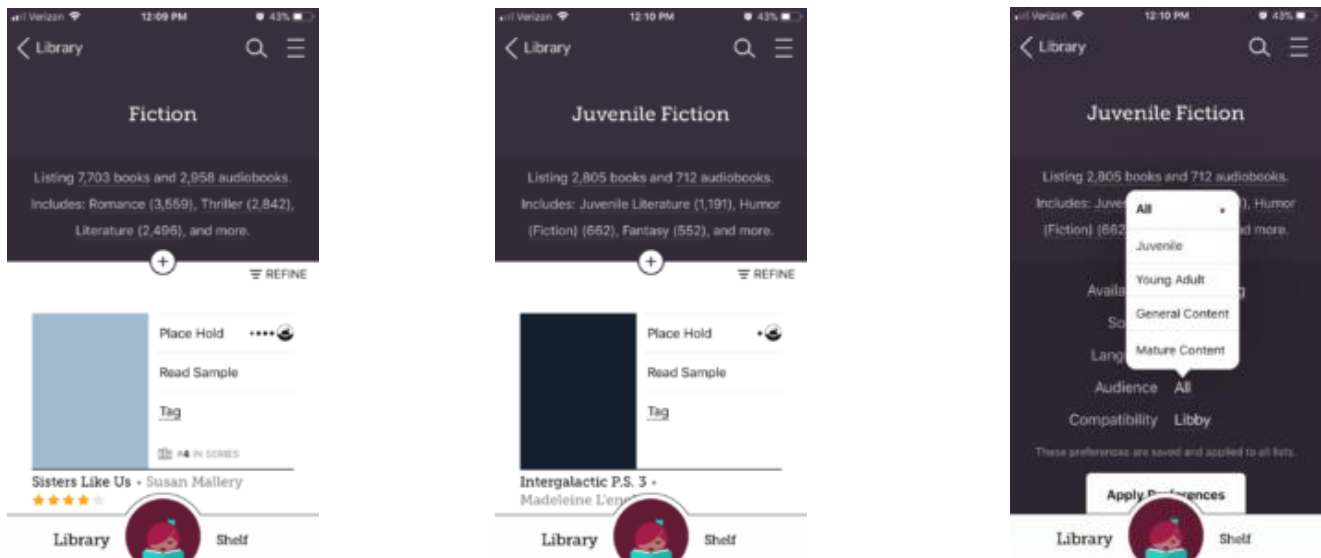
- 1) The Crook County Library offers Internet access through desktop and laptop computers, WiFi, and other devices. The Internet is a global network that neither we nor any other single organization control. We encourage you to evaluate whether information accessed via the Internet is valid and appropriate, as we cannot vouch for it nor are we responsible for any damages resulting from using it.
- 2) Internet filters are installed on Library-provided desktop computers. Filtering software will block much objectionable content, although it may not block everything and potentially can block Constitutionally protected materials. Nonetheless, filters help ensure that the library is a welcoming place for people of all ages.
- 3) There are three different designations of internet access that can be applied to a juvenile library card:
 - a. Unfiltered: open access to the internet
 - b. Filtered: access to the internet with filters
 - c. No Access: Prevents computer access
- 4) The library's WiFi and other Internet-enabled technologies are not filtered.

Libby by Overdrive: Filters for age appropriate content.

There is no set “Kids Mode” for Libby, but they do offer some search filters which will remove any age-inappropriate content. You can do this by altering the audience setting.

Follow these instructions online at www.hepl.overdrive.com:

1. Log in to your account with your library card and pin number. (Typically pin is last four digits of your card number, unless you’ve changed it.)
2. Select Dropdown menu under My Account.
3. Select Settings.
4. Under Content preferences: Select Audiences.
5. There are options for the following: All Audiences, Juvenile, Young Adult, General Adult and Mature Adult. You can select the age appropriate selection by clicking on the category. From that point on you will only see titles within that content range. If you want to edit it in the future, you’d just follow the same instructions and select a different age range.



If you’d just like to change the audience without limiting material availability, you would just select the collection under Popular Collections on your device and it will refine the titles within that genre or audience. There are options for Juvenile Literature, Juvenile Nonfiction, Beginning Reader, Young Adult Fiction, Young Adult Literature, Young Adult Nonfiction, Picture book Nonfiction, Children. (There are other options for filtering searches).

Once you’ve selected the Collection such as Fiction:

To set sort and filter preferences for all searches and title lists:

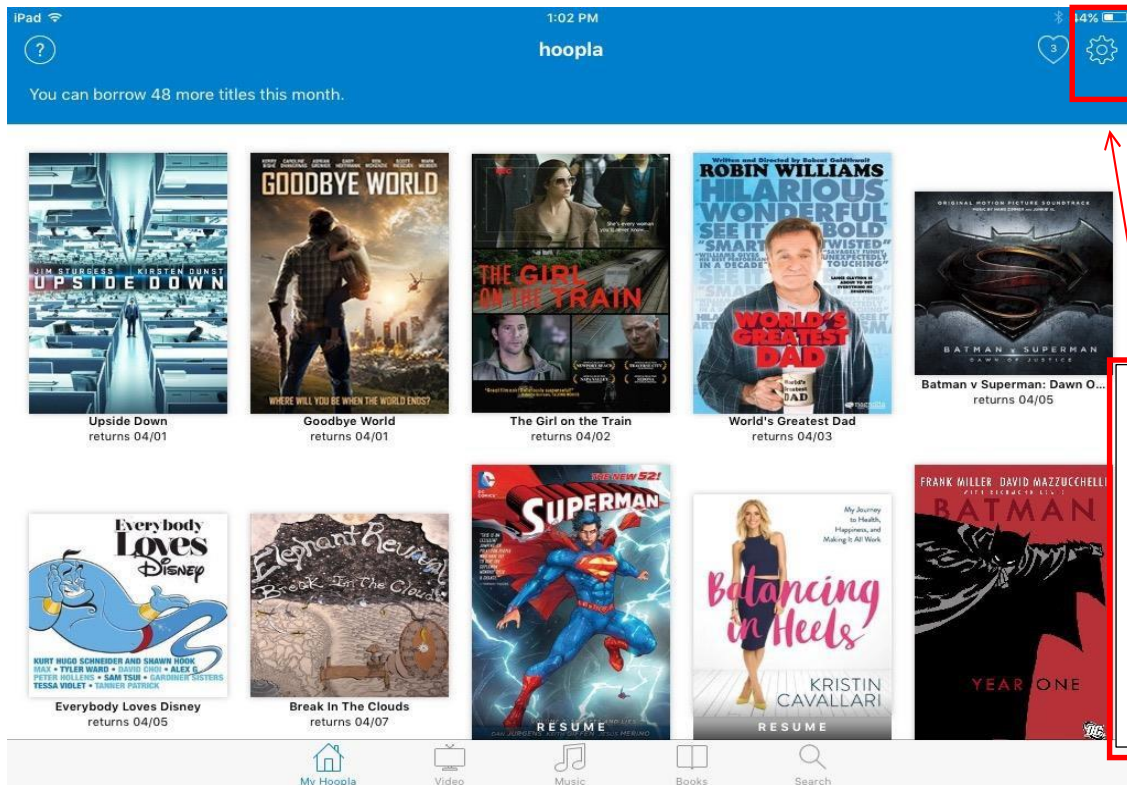
1. Tap the plus sign to update preferences like availability, language, and audience. Then, tap Apply Preferences.
2. To sort and filter a specific search or title list, you can:

3. Tap the format and genre links above your results.
4. Tap Refine above the first result, then choose Sort by or any of the other refinements.
5. Tap the plus sign to search within results.

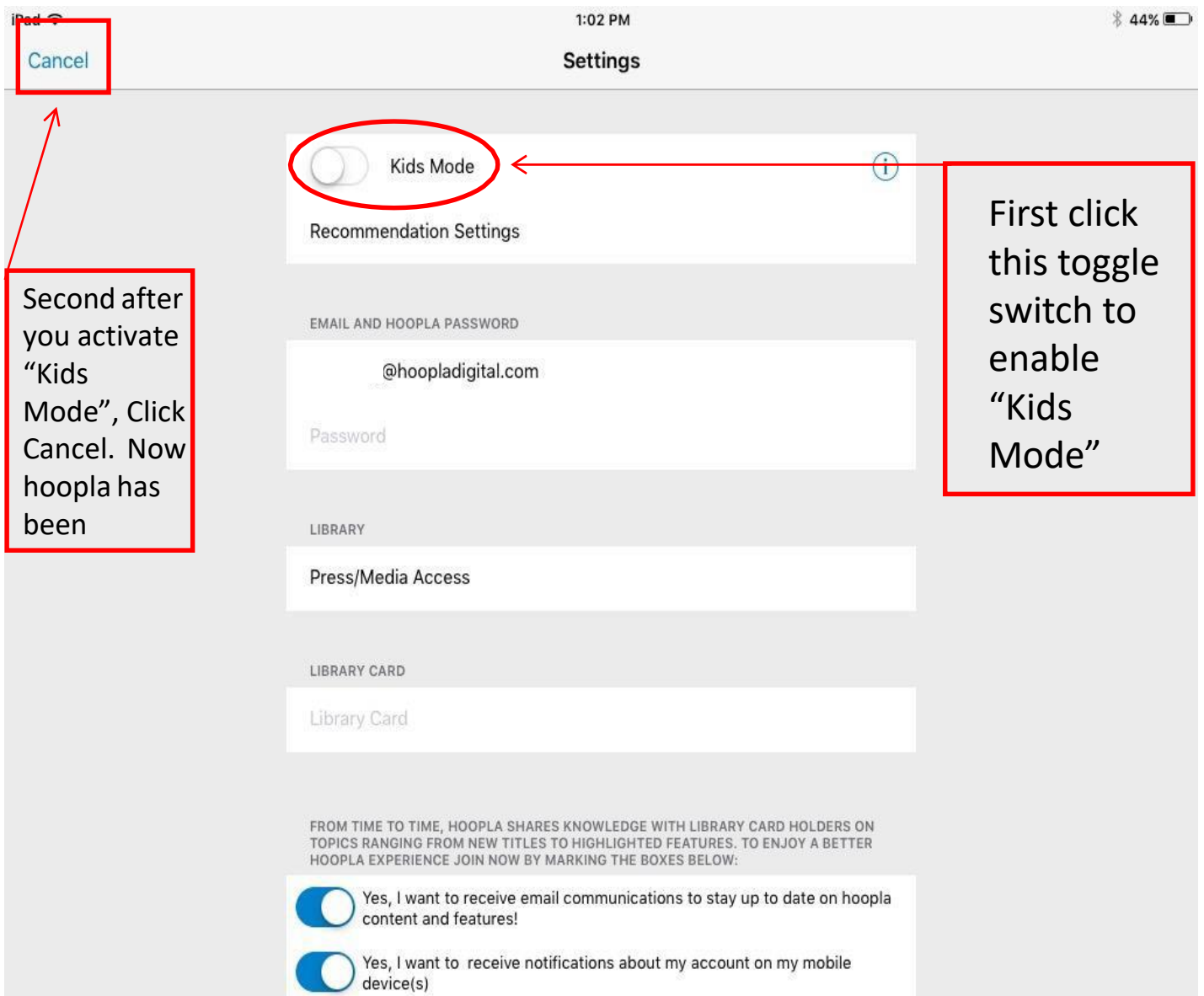
Hoopla Kids Mode Instructions For IOS, Android & Website

KIDS MODE

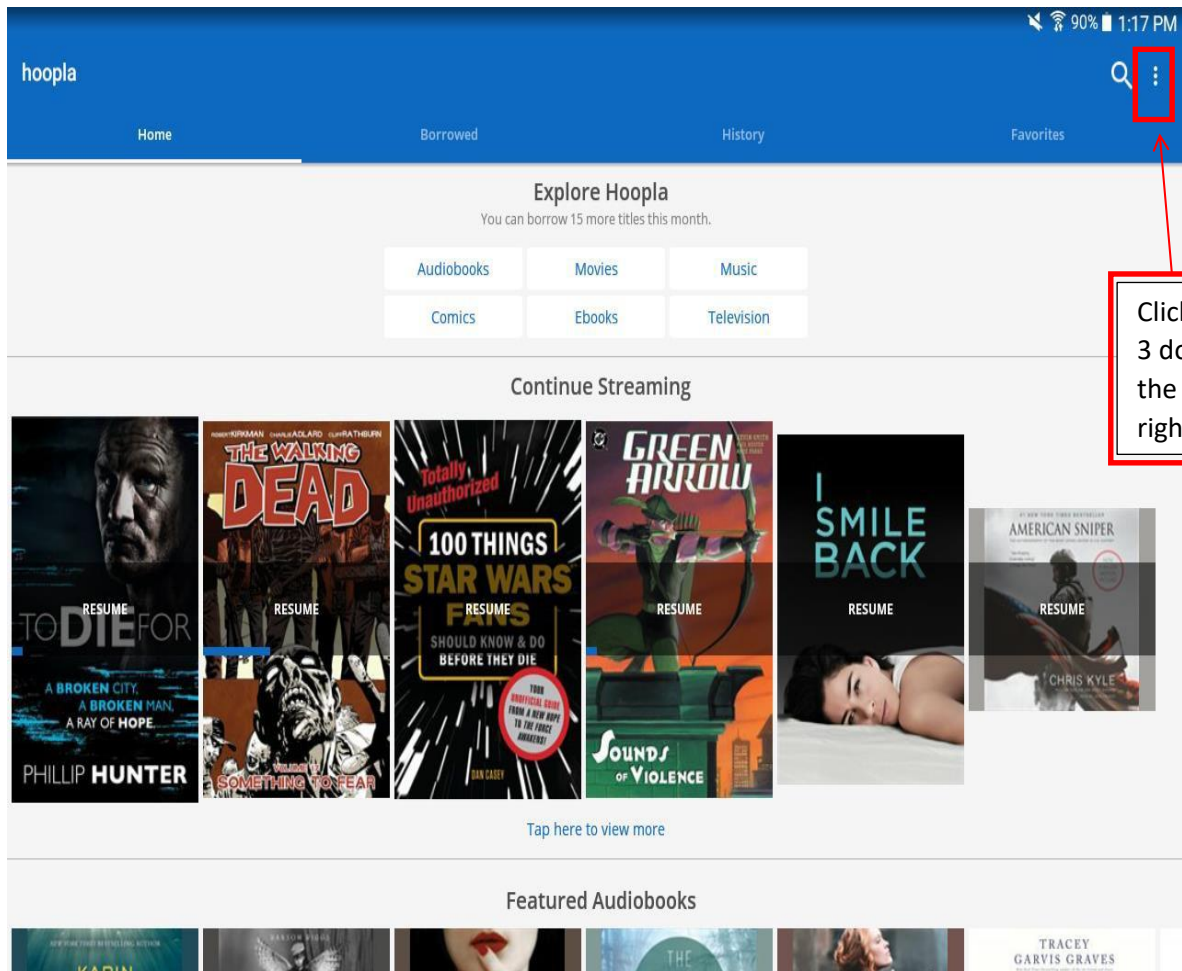
IOS STEP #1



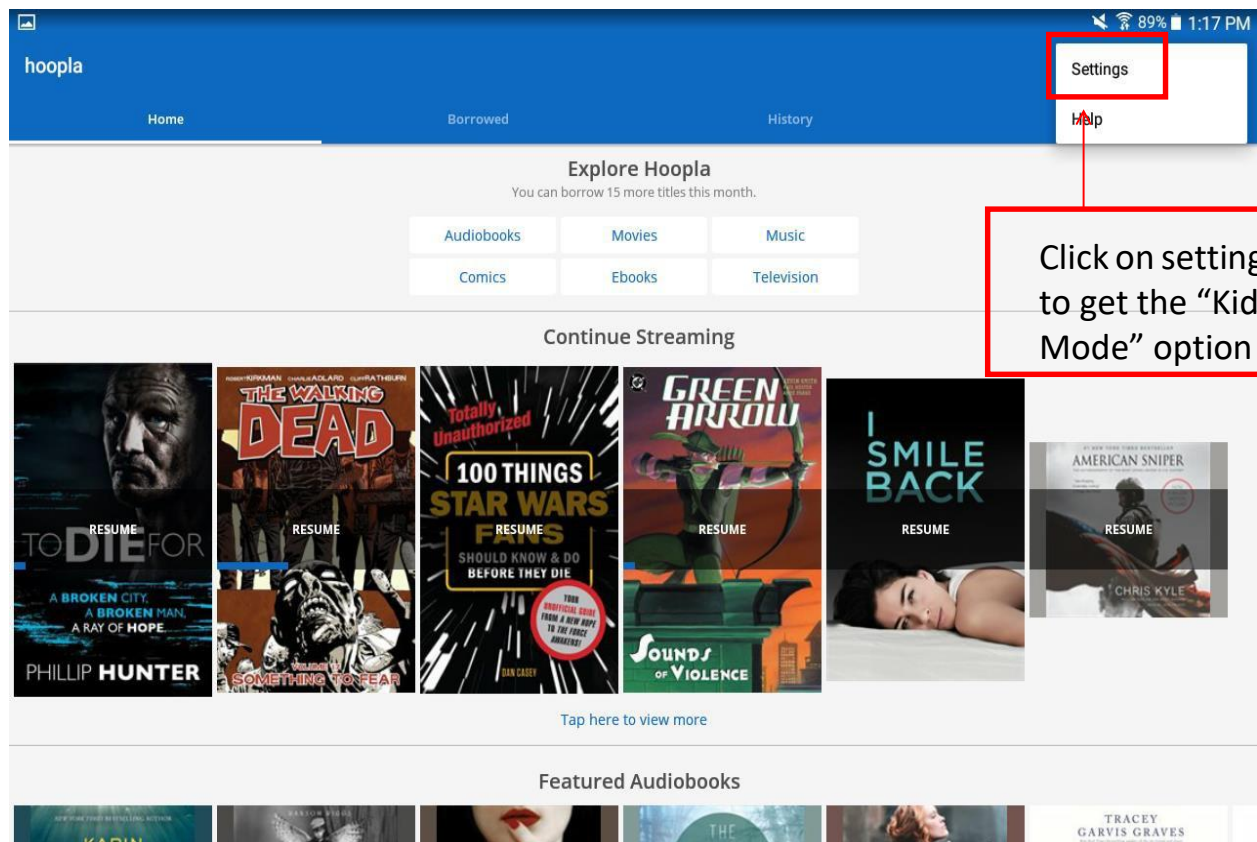
IOS STEP #2



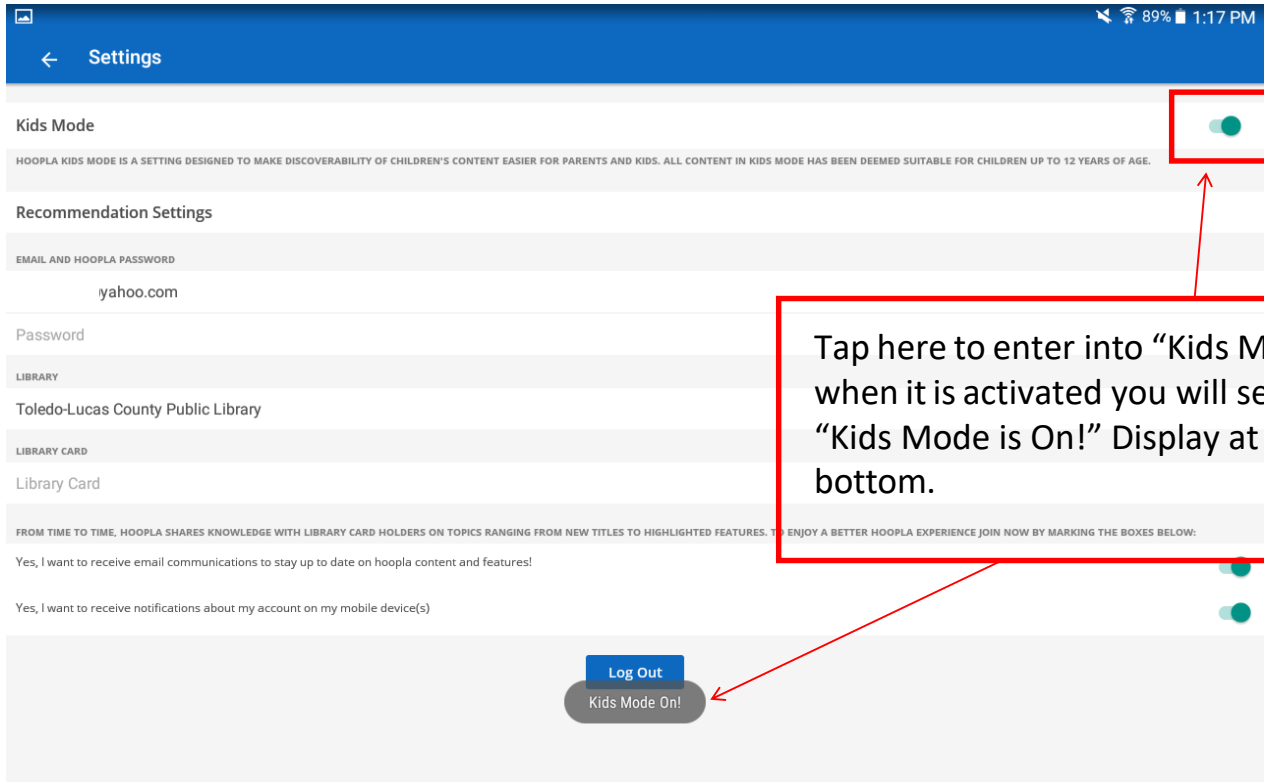
Android STEP #1



Android STEP #2



Android STEP #3



Website STEP #1

The screenshot shows the Hoopla website's settings page. At the top, a dark blue navigation bar contains the 'hoopla' logo, links for 'MY HOOPLA', 'BROWSE', and 'SEARCH', and a 'SETTINGS' link highlighted with a red box. A red circle with the number '81' is positioned over the 'hoopla' logo. Below the navigation bar, the page title 'Settings' is displayed. A message indicates the user is logged in as 'c_etterling@yahoo.com' through 'Toledo-Lucas Co Public Library'. Three buttons are shown: 'EDIT EMAIL', 'CHANGE PASSWORD', and 'LIBRARY SETTINGS'. The 'LIBRARY SETTINGS' button is pointed to by a red arrow from a text box. The text box contains the instruction: 'Click “Setting” in the upper right, then click “On” for Kids Mode'. Below this, there are four toggle switches: 'I want to receive emails from hoopla to stay up to date on content and features.' (YES/NO), 'I want to receive notifications about my account on my mobile device(s).' (YES/NO), 'Kids Mode' (ON/OFF, with the 'ON' position highlighted by a red arrow from the text box), and 'Borrowing History' (HIDE/SHOW). At the bottom, there is a 'Recommendations' section with a 'SELECT' button and a 'LOG OUT' button.

hoopla MY HOOPLA BROWSE SEARCH **SETTINGS** LOGOUT

Settings

You are logged in as c_etterling@yahoo.com through Toledo-Lucas Co Public Library.

EDIT EMAIL CHANGE PASSWORD LIBRARY SETTINGS

I want to receive emails from hoopla to stay up to date on content and features. YES NO

I want to receive notifications about my account on my mobile device(s). YES NO

Kids Mode

Only show kid-appropriate content in your browse and search results. ON OFF

Borrowing History

We normally keep track of your borrowing history to make it easier for you to borrow items again. HIDE SHOW

Recommendations

Select categories that best fit your interests. We'll use them to recommend similar titles we think you'll enjoy. SELECT

LOG OUT

Click “Setting” in the upper right, then click “On” for Kids Mode

Staff Training:

Talking Points—Juvenile Applications

- By signing this application, you agree to be responsible for:
 - All materials checked out on this card
 - Deciding what materials are appropriate for your child
 - Determining whether or not your child can use the public computers while in the library
 - Monitoring your child's use of digital resources
 - Updating changes to personal information
- Checkout up to 50 items in any combination--books, magazines, dvds, cds
- Check out our website for a current listing of digital resources like Libby, Hoopla, etc. Let staff know if you would like a handout on parental control settings
- Youth accounts are ineligible for Explorer Passes, Tech Kits, Library of Things

Present patron with new library card, swag bag and welcome new patron!

Staff Training

- Parent/Legal Guardian needs to be present to complete the application process. Exceptions can be made for outreach
- While guardians listed on the account can be given pertinent account information (such as checkout titles or fines) **only** the primary parent/legal guardian can make changes to an existing juvenile account including issuing replacement cards, changing phone number or address

Item that will be included in New Patron Packet (3x5 size card)

- This card will direct patrons to our website where the above information will be available

To learn more about managing a juvenile library account, please visit the Crook County Library's website under **"Get a Library Card"**.

If you wish to have a printed version, please
ask library staff

Library Closure Dates

These dates are in addition to the County approved closure dates.

- Friday, April 21, 2023
 - All Staff would like to attend the OLA conference in Bend
- Monday, October 9, 2023
 - Staff Inservice Day
- Saturday, November 11, 2023
 - Veterans Day Holiday (since it falls on a Saturday)

Standard County holiday closures

- New Year's Day (January 1)
- Martin Luther King Day (Third Monday in January)
- Presidents' Day (Third Monday in February)
- Memorial Day (Last Monday in May)
- Independence Day (July 4)
- Labor Day (First Monday in September)
- Veterans' Day (November 11)
- Thanksgiving Day (Fourth Thursday in November)
- Day after Thanksgiving Day (Fourth Friday in November)
- Christmas Day (December 25)