Thursday, January 9, 2020, 5.15p<br>Study Room, Crook County Library<br>175 SW Meadow Lakes Dr., Prineville<br>OPEN TO THE PUBLIC

I. Additions/deletions from the agenda (ACTION)

Bishop
2. Conflicts/potential conflicts of interest
3. Public comment
4. Consent agenda (ACTION)

Bishop
Bishop
Bishop
a. Minutes of December 12, 2019, regular meeting
5. Reports
a. Friends

Friends
b. Circulation services
c. Public services

York
d. Finance

Scheppke
e. Director

Nielsen
Nielsen
6. Continuing business
a. 2020 closure schedule (ACTION) Nielsen
7. New business
a. Meeting \& Study Rooms Policy update (ACTION)

Nielsen
b. Review of Library Director job description (ACTION) Nielsen
c. Executive session per ORS 192.660(i), Library Director review Bishop
8. Agenda items for next meeting, February I3, 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 5.15 p 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.

Thursday, December 12, 2019, 5.15p
Broughton Room, Crook County Library
175 SW Meadow Lakes Dr., Prineville
Present: Jan Anderson, Jerry Bishop, Pam Looney, ZuAnne Neal, Buzzy Nielsen (Director), Jane Scheppke (Assistant Director), Cindy York (Operations Manager)
Absent: LaQuita Stec
I. Additions/deletions from the agenda (ACTION)

Bishop
President Jerry called the meeting to order at 5.15p. Pam moved to approve the agenda as presented. ZuAnne seconded. The motion carried unanimously.
2. Conflicts/potential conflicts of interest

Bishop
None stated.
3. Public comment

Bishop
No public present.
4. Consent agenda (ACTION)

Bishop
a. Minutes of November 14, 2019 , regular meeting

Pam moved to approve the minutes of the November 14, 2019, regular meeting as presented. ZuAnne seconded. The motion carried unanimously.

## 5. Reports

a. Friends

Friends
Buzzy reported the following on behalf of the Friends of the Crook County Library:

- Their December sale will be earlier this year on the second Saturday (the 14th) rather than the third, to give people time to shop for holiday gifts. The Friends anticipate higher-than-usual sales.
- The adjustable-height desks that the Friends purchased, thanks to a kind donation, are being assembled and installed.
- At their November meeting, the Friends gave $\$ 8,000$ for 2020 Summer Reading Program, $\$ 600$ more than the previous year. The increase will be used to purchase an online summer reading service.


## b. Circulation services

Cindy reported the following:

- The State Library now subscribes to Ryan Dowd's Librarian's Guide to Homelessness for the entire state. The Circulation Team has been taking advantage of monthly special topic webinars, such as avoiding job burnout and how to read body language.
- Nearly all physical items have RFID tags now. Since staff workstations are able to read the tags, staff are beginning to find some mistakes and untagged items.
- Returns have been dropping for the post-Thanksgiving Monday, with 690 returns in 2017 and only 480 in 2019.
- A Trustee asked about the "crates" mentioned in the circulation report. Cindy explained that they are the boxes of materials that the library sends and receives via the tri-county library courier.
c. Public services

Jane presented the following:

- Children's Librarian Jennifer Fischer attended the Feria Internacional del Libro de Guadalajara (FIL), AKA Guadalajara International Book Fair, in Mexico. She attended on behalf of the Oregon Library Association, helping purchase high quality Spanish language materials for libraries around the state. She also purchased new adult and youth materials for Crook County Library.
- Teen Librarian Heather Jones received a $\$ 300$ grant from Google as part of their "Code Your Hero" initiative. The grant will be used to provide coding programs for teens.
- The Public Services Team has offered several programs recently including an interactive Harry Potter movie night, life-sized Clue, Make It Tuesday with holiday fabric ornaments, and another Pages \& Paws adoption event with the Humane Society of the Ochocos.
- Planning for the 2020 Summer Reading Program is going well. The Ready to Read grant, which funds the children's part of the program, came in for $\$ 8,439$. One new feature in 2020 likely will be online signups, made possible thanks to the Friends of the Library.


## d. Finance

Nielsen
Buzzy reviewed the financial statements. The library's spending is on par for this time of year. There is a budget shift that will happen in the library General Fund. Rather than the $\$ 50,000$ RFID project being in budgeted in a capital line item, it will be redistributed among non-capital line items within the library's budget. The County only wants items that individually cost $\$ 10,000$ or more to be paid out of capital line items, for depreciation and inventory purposes. The Board reviewed the financial statements and had no further questions.

## e. Director

Nielsen
Buzzy reported the following:

- Library managers now have full access to the building's security account with East Cascades Security, thanks to the Information Technology department.
- Three more fixed countertops have been removed from the library, making way for new heightadjustable desks.
- The library's $\$ 100,000$ grant from Facebook has been approved!
- Once again, the library is acting as a toy drop-off site and giving tree location for Holiday Partnership, the county-wide holiday giving program for needy families.
- The RFID systems are finally being installed! Staff already have been using RFID reader pads at the front desk. The new selfcheck kiosks for the public will be available the week of December 16. The security gates will be turned on in mid-January.
- A Trustee asked what the difference is between the genealogy databases Ancestry and HeritageQuest. Staff explained that the two resources have access to different genealogical materials (although they share some). Also, Ancestry is limited to use in the library, while HeritageQuest can be accessed anywhere with Internet access with a library card.
- On December 10, there were four incidents at the library that involved law enforcement presence within a 90 -minute span. Four is a more typical number of incidents over the course of a month, not a day.


## 6. Previous business

There was no previous business.

## 7. New business

a. Ethics training

Nielsen
The Trustees viewed a 20 -minute webinar about Oregon's ethics laws for public officials. The training, which was designed by the Oregon Government Ethics Commission, was available on the state's online learning portal, iLearn.

Buzzy presented the draft 2020 closure schedule. Most of the closure days are County-recognized holidays. However, there were a few exceptions. Staff are requesting to close on May I so that everyone can attend the Oregon Library Association conference in Bend. The library also traditionally holds a staff in-service on Indigenous Peoples' Day, the second Monday in October. Pam moved to approve the closure schedule as presented. ZuAnne seconded. The motion carried unanimously.

## c. Library Director review

## Nielsen

The Board discussed logistics for Buzzy's annual review. They agreed to meet in executive session on Monday, January 6, II.30a at Meadow Lakes Golf Course to conduct the review. The results will be presented to Buzzy at the regular meeting on January 9. Buzzy will get all necessary materials, including his self-evaluation, to the Trustees with ample time for review.
8. Agenda items for next meeting, January 9, 2020

- Executive session for Buzzy's review
- An overview from Jennifer Fischer about her trip to Guadalajara
- RFID updates.


## 9. Adjournment

The meeting adjourned at 6.21 p .

# Friends of the Crook County Library 

Minutes of FOL Board Meeting
December 12, 2019

## Board Members Attending

Susan Swan-President; Janice Staats-VP \& Book Sales;Carrie Gordon-Treasurer; Ailsa GraySecretary; Barb Franano-PR; Jerri Muir-Member; Bob Riley-Member; Olivia Mitchell-Member

## Honored Guests Attending

Buzzy Nielsen-Library Director; Jane Scheppke-Asst. Library Director

## Officer Reports

## President:

Susan Swan called the meeting to order at 4:30. Buzzy asked to be first on the agenda, as he and Jane had another meeting to attend.

## Library Director's and Asst. Library Director's Report:

Buzzy and Jane reported details of current library activities and have provided a copy of the report for our records. Buzzy then took all the members for a tour of the new checkout system in the Library, and demonstrated how to use it.

## Secretary:

November Board Minutes-MSP Approved

## Treasurer:

Carrie reviewed budget and financial reports. Reports will be filed.

## Committee Reports

Chapters: No report
Publicity and Public Relations: Barb Franano agreed to take on the Publicity and Public Relations position.

Volunteer Coordinator: Ailsa collected volunteer hours from the Board Members
Book Sorting: No report
Newsletter: No report

Old and Recurring Business: Barb led the discussion of Saturday Sale plans, she told us that everything is in the shed except for the wrapping paper, which is in the locker. She said that she had lots of volunteers for setting up in the Broughton Room on Friday, and enough volunteers for setup and takedown on Saturday. Olivia will bring a Santa sign advertising gift books and wrapping services in the Broughton Room. Olivia also framed a poster for sale along with the gift books. Janice asked about selling postcards at 50 cents each, or three for a dollar, and possibly making packets of assorted postcards. Our metal stands will be used for pricing in the Broughton Room. Bob volunteered to contact Tom Hughes from the Sisters Bookstore to make sure that he knew the sale was on the second Saturday this month. Leftover gift books will go back to the shed, other leftover books will go to the locker. There will be a Bag Sale for the last hour, this does not include books in the Broughton Room. Bob will be cashier in Chapters, and Susan will be cashier in the Broughton Room. Ailsa volunteered to count the money at the end of the sale so that Bob could leave at 2:00.

We decided to discuss the future of the newsletter during the January Retreat meeting, and come up with ideas to keep the newsletter alive- Buzzy is willing to write a summary of library activities again if needed.

It was decided that the date of the January Retreat would be Friday, January $24^{\text {th }}$. A few of the members enquired about having the meeting at the library instead of someone's house, and making the meeting shorter. After some discussion we decided to have the meeting at Barb Franano's house from 9:00 to 3:00, and maybe arrange car pools to take people there. Bob mentioned that he would need to leave by 1:00 to take care of business at home. Ailsa will bring Records Roundup information for 2018, and Janice will bring back issues of the newsletter.

Carrie went over the 2020 Budget information, and a motion was made, seconded and passed to approve the 2020 Budget.

New Business: Bob told us that he had taken several boxes of books to the Prineville Jail. The group then discussed the possible purchase of a dolly that could be used in the Main Library as well as being used for FOL purposes. Bob had submitted details of a specialized dolly at a previous meeting, and agreed to check into it further, as well as talk to Buzzy about the Library's needs. There is a video available that demonstrates the use of this dolly, and we decided that we could view the video at the January Retreat. We will also discuss next year's meeting dates at the Retreat.

Meeting adjourned at 5:30 pm.
Next Board Meeting: January $24^{\text {th }}, 2020$ (Retreat)
Next Book Sale: January 18, 2020 - Janice is lead

# Crook County Library Circulation Services Report January 9, 2020 

Prepared by Cindy York, Library Operations Manager

## Did You Know?

The self-check kiosks were installed and operational on $12 / 10 / 19$ and patrons appear to be excited to try these newfangled devices. One positive we noticed right away is that the glow of the screens has taken the focus away from the security gates and the myriad of guesses as to what purpose those gates will actually serve! We are already seeing a slight increase in self-check usage (61\% for December) compared with the usage from the same period in 2018 (only $58 \%$ ). It's also worth noting that the while the self-check usage has increased, overall checkouts have decreased-from 8,213 in 2018 down to 7,606 in 2019!


Our next step-wand scanning the shelves to catch any problem items before the tags are turned on! Renee Parrott (holding the wand scanner) and Amber Dozhier (holding the tablet) are keeping us moving forward with the RFID project

## Circulation Statistics:

High/Low statistics for December:

## Highest Number Recorded

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

316 checkouts on 12/16
210 checkouts on 12/17
480 returns on $12 / 2$
138 items listed on $12 / 30$
163 items on $12 / 13$
II crates on 12/16

## Lowest Number Recorded

I checkouts on 12/14
33 checkouts on 12/7
89 returns on $12 / 24$
60 items listed on $12 / 7$
97 items on $12 / 16$
I crates on 12/26

## Worth Noting:

Comparing Circulation statistics the week of Christmas through New Year's Eve

|  | Self-Check Station |  | Front Counter Station |  |
| :---: | :---: | :---: | :---: | :---: |
| 2017 | 1209 |  | Returns |  |
| 2018 | 1133 |  | 685 |  |
| 2019 | 1332 |  | 704 |  |
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# Crook County Library Public Services Report January 2020 

Prepared by Jane Scheppke, Assistant Director of Library Services

## Librarians ASPIRE to greatness

As part of our mission to reach people of all ages outside library walls, Teen Services Librarian Heather Jones joined the ASPIRE program as a mentor. ASPIRE (Access to Student Assistance Programs In Reach of Everyone) provides free resources and coaching for high school students looking to explore their post-graduation options. As a mentor, Heather will spend I-4 hours per month helping Crook County students explore careers, prepare for college, and work on job applications - among other things.

And psst... hey... the Crook County ASPIRE program is in serious need of more mentors (as of this writing, there are more kids on the wait list than are currently being mentored), so if you're reading this and you're interested - or if you know someone who might be interested - spread the word and talk to Heather about how to apply.

## Programming roundup

December is traditionally a slower programming month at the library, but we still managed to sneak in some fun stuff before the turn of the New Year.

On Wednesday, December I8, Santa Claus made his annual visit to Crook County Library. Santa, who is played by our Maintenance Specialist Rocky York (but don't tell the kids that), distributed candy canes and interacted with 18 wee ones.

Before Santa left, he gave the children of Crook County a fabulous present - a free book for every child in Crook County six and younger (actually, the books were funded through our Ready to Read grant, which is administered through the State Library of Oregon and funds our early literacy initiatives. Again, don't tell the kids. They will be upset and bored at the same time). The book giveaway ran from December 23 - January 4.





* EXPENDITURE
** MATERIALS \& SERVICES

REVENUE $330-3001-324.34-00$ STATE GRANTS
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General Fund Revenues, December 2019 -1
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## General Fund Expenditures，December 2019


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Grants Fund Revenues, December 2019Grant

Grants Fund Expenditures, December 2019

| PRERARED 01/03/2020, PROGRAM: GM365L | $10: 10: 10$ | crook county treasurer ACCOUNT BALANCE LIS'T |  |  | PAGE |
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|  | 2020 FROM ACCOUNT: | 330-3002-500.00-00 THRU ACCOUNT: | 330-3001. |  |  |
| ACCOUNT D | description | BUDGE'T | ACTUAL | BALANCE |  |
| 330-3001-520.05-71 M | MINOR EQUIPMENT |  |  |  |  |
| 330-3001-520.05-74 | PROGRAMS AND OUTREACH | $60,000.00$ $12,000.00$ |  | 60,000.00 |  |
| 330-3001-520.05-75 P | programs - youth | 12,000.00 | 2,931.34 | 9,068.66 |  |
| $330-3001-520.20-19$ $330-3001-520.30-05$ | EQUTPMENT REPAIRS/MAINT. | 2,500.00 |  | 2,500.00 |  |
| 330-3001-520.30-07 M | COLLECTION DEVELOPMENT | 5,000.00 | 430.09 | 4,569.91 |  |
| 330-3001-520.30-09 | ELECTRONIC MEDTA |  |  |  |  |
| $330-3001-520-30-12$ $330-3001-520.35-13$ | ready to read grant | 8,500.00 | 1,601.05 |  |  |
| $330-3001-520.35-13$ $330-3001-520.60-16$ | Contract services |  | 1,601.05 | 6,898.95 |  |
| $330-3001-520.60-16$ $330-3001-571.90-00$ | PROMOTION \& PUBLICITY RESERVED FOR FUTURE EXENS |  | 3,810.00 | 3,810.00- |  |
| 330-3001-580.80-13 | EQUIPMENT | $\begin{aligned} & 61,649.00 \\ & 90,000.00 \end{aligned}$ |  | $61.649 .00$ $90.000 .00$ |  |
| TOTALS |  | 239,649.00 | 8,772.48 | 230,876 |  |

Law Library Revenues, December 2019

| PREPARED 01/03/2020, 10:12:30 <br> PROGRAM: GM365L <br> 2020 EROM ACCOUNT: | CROOK COUNTY TREASURER <br> ACCOUNT BALANCE LIST <br> 401-6004-300.00-00 THRU ACCOUNT: | 401-6004-399.99-99 |  | PAGE | 1 |
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| ACCOUNT DESCRIPTION | BUDGET | ACTUAL | BALANCE |  |  |
| 401-6004-300.01-01 BEGINNING BALANCE 401-6004-300.01-05 INTEREST EARNED 401-6004-329.50-24 EINES-STATE COURTS | $\begin{array}{r} 91,965.00 \\ 800.00 \\ 18,000.00 \end{array}$ | $\begin{array}{r} 64,861.63 \\ 541.51 \\ 20,045.79 \end{array}$ | $\begin{array}{r} 27.103 .37 \\ 258.49 \\ 2.045 .79 \end{array}$ |  |  |
| TOTALS: | 110,765.00 | 85,448.93 | 25,316.07 |  |  |

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200.00

$5,000.00$
$29,750.00$
$10,000.00$

$63,250.00$
$110,765.00$

# Director's Report <br> January 2020 

## Prepared by Buzzy Nielsen, Director of Library Services

## Facilities

- Two pads have been poured along the south lawn for our two other new benches. Maintenance Custodian Rocky York will be installing them soon.



## Grants

- The Friends have received the $\$ 100,000$ from the Facebook grant for mobile technology education and robotics. Work will begin on that grant soon, including procuring a new courier vehicle.
- We also received our annual Ready to Read grant, this year for $\$ 8,439$. In addition to funding all of the children's portion of the 2020 Summer Reading Program, the grant will also support free giveaway books for outreach facilities serving children ages $0-5$ as well as enrichment toys for the same age group, to be kept in the children's library.


## Programs and Services

- We had a complaint from an adult patron about the policy governing our Teen Room. The current Code of Conduct states "Browse wherever you'd like, but reserve the children's room for children and their caregivers or tutors and the Teen Room for those ages II-I8 and their caregivers or tutors." This individual felt they should be able to use the room if they weren't bothering anyone. I said that l'd raise this issue with you. Staff feel that have a safe space for teenagers is important and recommend retaining the current policy.


## Technology

- RFID adoption continues apace. As noted in the Circulation Services Report, the public has welcomed the new self-check kiosks, which most people find easier to use than the previous units. After a few weeks of public use, we've tweaked the software to make it easier. On January I3, we're turning on the security gates. Some hullabaloo, but staff are prepared.
- Our third kiosk, the height-adjustable one, was damaged in shipping, so currently one of the kiosks in the adult area is intended to go in the kids room. Our replacement kiosk is anticipated to arrive in late January.


## Statistics, July-December 2019

| ACTIVITY | Annual change | Monthly average | Total | Dec | Nov | Oct | Sep | Aug | Jul |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Collection use |  |  |  |  |  |  |  |  |  |
| Physical circulation activity |  |  |  |  |  |  |  |  |  |
| Checkouts: selfcheck | -9.5\% | 4,806 | 28,837 | 4,628 | 4,056 | 4,473 | 4,724 | 5,148 | 5,808 |
| Checkouts: desk | -1.1\% | 3,456 | 20,733 | 2,979 | 3,029 | 3,422 | 3,419 | 4,024 | 3,860 |
| Selfcheck ratio |  |  | 58\% | 61\% | 57\% | 57\% | 58\% | 56\% | 60\% |
| Outreach checkouts |  | 25 | 277 | 60 |  | 80 | 137 | - | - |
| Total physical circ. | -5.7\% | 4,154 | 49,850 | 7,668 | 7,086 | 7,976 | 8,281 | 9,173 | 9,669 |
| Items lent w/in system | 6.0\% | 3,163 | 18,978 | 3,049 | 3,082 | 3,292 | 3,030 | 3,180 | 3,345 |
| Items borrowed w/in system | 7.8\% | 1,010 | 6,060 | 1,024 | 958 | 1,095 | 978 | 978 | 1,027 |
| Outside ILLs borrowed | 41.0\% | 41 | 244 | 43 | 31 | 38 | 33 | 48 | 51 |
| Outside ILLs lent | 4.8\% | 4 | 22 | - | 3 | 4 | 8 | 3 | 4 |
| Checkins | -5.5\% | 7,707 | 46,243 | 6,891 | 6,583 | 7,539 | 7,535 | 8,800 | 8,895 |
| Paging list items | 0.0\% | 2,651 | 15,903 | 2,349 | 2,550 | 2,680 | 2,810 | 2,731 | 2,783 |
| Electronic use |  |  |  |  |  |  |  |  |  |
| Ancestry searches | 225.9\% | 107 | 642 | 21 | 87 | 39 | 35 | 380 | 80 |
| Ancestry content views | 260.8\% | 92 | 552 | 9 | 64 | 55 | 71 | 326 | 27 |
| Chilton sessions |  | 6 | 35 | - | 4 | - | 2 | 21 | 8 |
| Chilton searches |  | 6 | 35 | - | 4 | - | 2 | 21 | 8 |
| Chilton full-text views |  | 6 | 35 | - | 4 | - | 2 | 21 | 8 |
| Gale sessions | 201.3\% | 229 | 1,374 | 120 | 77 | 326 | 43 | 232 | 576 |
| Gale searches | 182.0\% | 703 | 4,216 | 1,040 | 191 | 1,539 | 46 | 771 | 629 |
| Gale full-text views | 54.6\% | 28 | 167 | 18 | 2 | 78 | 6 | 21 | 42 |
| HeinOnline sessions |  | 2 | 13 | 2 | 1 | 1 | 2 | 5 | 2 |
| HeinOnline searches |  | 0 | 1 | - | 1 | - | - | - | - |
| HeinOnline views |  | 1 | 4 | - | 4 | - | - | - | - |
| HeritageQuest searches | -73.3\% | 29 | 172 | 4 | 50 | 66 | 25 | 6 | 21 |
| HeritageQuest views | -84.8\% | 19 | 112 | 1 | 29 | 60 | 15 | - | 7 |
| LearningExpress sessions | 107.7\% | 5 | 27 | 8 | 7 | 5 | 2 | 3 | 2 |
| LearningExpress resources | -33.3\% | 2 | 12 | 2 | 5 | 2 | 1 | - | 2 |
| Legal Forms sessions |  | 7 | 43 | - | 16 | 4 | 5 | 7 | 11 |
| Legal Forms searches |  | 7 | 43 | - | 16 | 4 | 5 | 7 | 11 |
| Legal Forms retrievals |  | 7 | 43 | - | 16 | 4 | 5 | 7 | 11 |
| Oregon BarBooks |  |  |  | - |  |  |  |  |  |
| OverDrive checkouts | 3.3\% | 2,825 | 16,948 | 2,894 | 2,766 | 2,753 | 2,782 | 2,806 | 2,947 |
| OverDrive new users | 0.0\% | 23 | 136 | 24 | 20 | 29 | 10 | 23 | 30 |

Attachment 5.e. 2

| ACTIVITY | Annual change | Monthly average | Total | Dec | Nov | Oct | Sep | Aug | Jul |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Small Engine sessions | 50.0\% | 1 | 3 |  | - | - | - | 3 | - |
| Small Engine content views | 550.0\% | 3 | 13 |  | - | - | - | 13 | - |
| Website sessions (visits) | -79.4\% | 1,368 | 2,735 | N/A | N/A | N/A | N/A | 495 | 2,240 |
| Website unique users | -79.1\% | 733 | 1,465 | N/A | N/A | N/A | N/A | 312 | 1,153 |
| Website pageviews | -79.1\% | 2,437 | 4,874 | N/A | N/A | N/A | N/A | 1,005 | 3,869 |
| Westlaw |  | - |  | - |  |  |  |  |  |
| Total electronic use | 1.9\% | 2,973 | 17,839 | 2,924 | 2,870 | 2,948 | 2,877 | 3,187 | 3,033 |
| Total collection use | -3.8\% | 5,641 | 67,689 | 10,592 | 9,956 | 10,924 | 11,158 | 12,360 | 12,702 |
| Average use/day | -84.0\% | N/A | 448 | 424 | 433 | 420 | 465 | 458 | 489 |
| Library use |  |  |  |  |  |  |  |  |  |
| Days open | 0.0\% | 25 | 151 | 25 | 23 | 26 | 24 | 27 | 26 |
| Hours open | 0.1\% | 236 | 1,415 | 229 | 211 | 248 | 228 | 247 | 252 |
| Patron visits | -10.2\% | 10,974 | 65,845 | 10,504 | 10,157 | 11,896 | 10,629 | 11,182 | 11,477 |
| New patrons | 7.3\% | 86 | 513 | 71 | 61 | 99 | 92 | 96 | 94 |
| Reference Interactions | 30.7\% | 99 | 596 | 103 | 84 | 93 | 101 | 98 | 117 |
| Computer sessions |  |  |  |  |  |  |  |  |  |
| Desktop sessions | -4.9\% | 718 | 4,306 | 565 | 659 | 759 | 744 | 795 | 784 |
| WiFi sessions |  |  | - |  |  |  |  |  |  |
| Total Internet use | -0.5\% | 375 | 4,504 | 579 | 679 | 783 | 784 | 839 | 840 |
| Laptop sessions | 106.3\% | 33 | 198 | 14 | 20 | 24 | 40 | 44 | 56 |
| AWE sessions | -10.5\% | 375 | 2,250 | 301 | 364 | 351 | 325 | 431 | 478 |
| Meetings held | -7.1\% | 80 | 482 | 91 | 89 | 87 | 84 | 79 | 52 |
| Collection activity |  |  |  |  |  |  |  |  |  |
| New items | 32.7\% | 211 | 2,534 | 442 | 401 | 434 | 459 | 443 | 355 |
| Books \& print | 33.0\% | 179 | 2,151 | 356 | 344 | 401 | 408 | 327 | 315 |
| Audio | 19.1\% | 14 | 168 | 48 | 27 | 21 | 26 | 25 | 21 |
| Movies | 42.4\% | 18 | 215 | 38 | 30 | 12 | 25 | 91 | 19 |
| Items withdrawn | 160.9\% | 331 | 3,971 | - | 183 | 697 | 599 | 922 | 1,570 |
| Billed/damaged not paid | 22.2\% | 41 | 204 |  | 77 | 25 | 33 | 48 | 21 |
| Claimed returned | 133.3\% | 1 | 7 |  | 1 | - | 2 | 4 | - |
| Long missing | 2.5\% | 24 | 121 |  | 49 | 8 | 44 | 13 | 7 |
| Withdrawn | 194.9\% | 728 | 3,639 |  | 56 | 664 | 520 | 857 | 1,542 |
| Net change in items | -471.3\% | (120) | $(1,437)$ | 442 | 218 | (263) | (140) | (479) | (1,215) |
| Items Processed | 22.3\% | 511 | 3,066 | 504 | 503 | 420 | 485 | 572 | 582 |
| Items Repaired | -56.7\% | 167 | 1,004 | 206 | 132 | 150 | 130 | 185 | 201 |
| Programs and outreach |  |  |  |  |  |  |  |  |  |

Children's programs

| ACTIVITY | Annual change | Monthly average | Total | Dec | Nov | Oct | Sep | Aug | Jul |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \# kids programs | 58.6\% | 4 | 46 | 7 | 6 | 7 | 6 | 3 | 17 |
| Kids program attendance | -25.3\% | 73 | 879 | 111 | 90 | 135 | 104 | 50 | 389 |
| \# kids outreach | 1228.6\% | 8 | 93 | 15 | 20 | 34 | 22 | 2 | - |
| Kids outreach attendance | 1123.5\% | 100 | 1,199 | 203 | 306 | 382 | 288 | 20 | - |
| \# Kids Total | 286.1\% | 12 | 139 | 22 | 26 | 41 | 28 | 5 | 17 |
| Total kids attendance | 63.0\% | 173 | 2,078 | 314 | 396 | 517 | 392 | 70 | 389 |
| Teen programs |  |  |  |  |  |  |  |  |  |
| \# teen programs | 181.8\% | 3 | 31 | 6 | 5 | 8 | 6 | 1 | 5 |
| Teen Program attendance | 38.3\% | 16 | 195 | 44 | 31 | 50 | 8 | 28 | 34 |
| \# teen outreach |  | 2 | 24 | 4 | 5 | 10 | 3 | 2 | - |
| Teen outreach attendance |  | 58 | 701 | 139 | 129 | 266 | 81 | 86 | - |
| \# teen total | 400.0\% | 5 | 55 | 10 | 10 | 18 | 9 | 3 | 5 |
| Total teen attendance | 535.5\% | 75 | 896 | 183 | 160 | 316 | 89 | 114 | 34 |
| Adult programs |  |  |  |  |  |  |  |  |  |
| \# adult programs | 63.2\% | 5 | 62 | 3 | 8 | 23 | 9 | 8 | 11 |
| Adult program attendance | -16.1\% | 72 | 866 | 39 | 52 | 429 | 55 | 156 | 135 |
| \# adult outreach | 200.0\% | 1 | 6 | 1 | 2 | - | 1 | 2 | - |
| Adult outreach attendance | 1059.4\% | 31 | 371 | 24 | 62 | - | 125 | 160 | - |
| \# adult total | 70.0\% | 6 | 68 | 4 | 10 | 23 | 10 | 10 | 11 |
| Total adult attendance | 16.3\% | 103 | 1,237 | 63 | 114 | 429 | 180 | 316 | 135 |
| Total \# programs | 201.1\% | 22 | 262 | 36 | 46 | 82 | 47 | 18 | 33 |
| Total attendance | 69.8\% | 351 | 4,211 | 560 | 670 | 1,262 | 661 | 500 | 558 |
| Outreach activities only | 1266.7\% | 10 | 123 | 20 | 27 | 44 | 26 | 6 | - |
| Outreach attendance only | 1646.9\% | 189 | 2,271 | 366 | 497 | 648 | 494 | 266 | - |
| Volunteering |  |  |  |  |  |  |  |  |  |
| Volunteers |  | N/A | N/A | 11 | 10 | 16 | 11 | 7 | 14 |
| Volunteer Hours | 81.9\% | 52 | 309 | 41 | 53 | 77 | 48 | 44 | 46 |

## Crook County Library Closures 2020

| Date | Day | Reason |
| :--- | :--- | :--- |
| January I | Wednesday | New Year's Day |
| January 20 | Monday | Martin Luther King Jr. Day |
| February 17 | Monday | President's Day |
| May I | Friday | Oregon Library Association conference |
| May 25 | Monday | Memorial Day |
| July 3 | Friday | Independence Day (observed) |
| July 4 | Saturday | Independence Day |
| September 7 | Monday | Labor Day |
| October I2 | Monday | Staff in-service |
| November II | Wednesday | Veterans Day |
| November 27 | Thursday | Thanksgiving |
| November 28 | Friday | Day after Thanksgiving |
| December 24, I2.00p | Thursday | Christmas Eve |
| December 25 | Friday | Christmas |
| December 3I, 5.00p | Thursday | New Year's Eve |
| January I, 2020 | Friday | New Year's Day |

# Crook County Library Meeting and Study Rooms Policy 

We have three meeting rooms that the public can use. The Broughton Room is a large multi-purpose room which seats up to 120 and has a kitchenette, patio, and audiovisual equipment. The Juniper Room holds a conference table, chairs, and audiovisual equipment, with seating for up to 15. The Study Room may be used more informally by individuals or groups up to 12 .

## Purpose and Scope

The meeting rooms are primarily for our events andlibrary, Friends of the Library, and County activities. However, if you are a nonprofit, civic, or community organization, government entity, or private party, you may use the meeting rooms without charge for non-commercial purposes such as meetings, lectures, parties, classes, etc.

You may use our meeting rooms for commercial activities - which include selling products/services or hosting events where a fee is charged - for $\$ 20$ per hour, billable in hourly 30 -minute increments with a one hour minimum. At their discretion, the Library Director or designee may allow registered not-for-profit entities to host fundraisers or charge for events. Such organizations may be asked to submit proof of their tax-exempt status. If you are a business or commercial organization, you may use the meeting rooms without charge for educational and informational purposes or for staff meetings and trainings, providing no goods or services are being sold or advertised.

Meeting room use does not constitute an endorsement of your beliefs by us or Crook County. Publicity should not give the impression that we or the County sponsor or support your event. You may not use our or the County's contact information or logos for events unless we or the County are co-sponsors.

## Broughton and Juniper Room Use

I. You must be at least 18 years old to book a room or check out a key. A responsible adult must be present during the event at all times.
2. For commercial room use, you must pay in full before a key will be issued.
3. Reservations may be made up to three months in advance and are confirmed on a first-come, firstserved basis, with preference given to our or library, Friends of the Library, or County events. To confirm a booking, complete a reservation form and return it to us within six library business days.
4. Room occupancy limits are $\mathbf{I} 20$ for the Broughton Room and $I 5$ for the Juniper Room. Please do not exceed these limits.
5. Events are to be confined within the rooms in which they're scheduled.
6. You may schedule events between $6: 00 \mathrm{am}$ and $10: 00 \mathrm{pm}$.
7. To ensure equitable access by the community, we generally will not allow the same individual or group to regularly use each room more than once a week.
8. If your event occurs when the library is closed, you must pick up a key beforehand during library open hours. We are unable to provide staff to open the building should you forget to pick up a key.
9. Please use only official library contact channels to coordinate your event. Staff are unable to respond to requests made using their personal contact information or social media accounts.
10. We do not provide storage for meeting room users.
to.11. You may put up directional signs slightly before and during your event on the day it's scheduled. However, library staff may remove the signs if they present an obstruction or safety hazard. Please remove the signs promptly after your event is finished.
$H$.12. To ensure access for other library users, please ask your event attendees, if they're able, to use the parking lot across the street from the library.
+2.13 . Please try to give us at least 24 hours' notice for cancellations.
13 -14. We will refund paying meeting room users in full if the event is cancelled with at least 24 hours' notice. Otherwise, we will retain a non-refundable deposit of $\$ 20$. Refunds will not be issued if you fail to pick up a key.
+4.15. For safety, please do not cook on the Broughton Room patio. A range is available inside.
15-16. You or your organization will be charged for any damage caused by you or your attendees to the furnishings, artwork, equipment, building, landscaping, or other Library or County property.
16.17 . You are expected to leave the facilities in clean, safe condition. A charge of at least $\$ 25.00$ will be assessed if cleaning the room requires an abnormally large amount of staff time. If the meeting room is dirty or something is otherwise amiss upon arrival, please contact us immediately.

## Study Room Use

You may use our Study Room with or without prior reservation during library open hours. Most provisions noted above apply to the Study Room with the following exceptions:
I. Individuals of any age may book the Study Room.
2. Reservations may be made up to three weeks in advance and are confirmed on a first-come, firstserved basis, with preference given to our orlibrary, Friends of the Library, or County events. To confirm a booking, check with staff at the service desk.
3. The room occupancy limit is 12 people. Please do not exceed this limit.
4. We generally will not allow the same individual or group to regularly use the room more than twice a week or three hours per day.
4.5. No commercial activities - which include selling products/services or hosting events where a fee is charged - are allowed in the Study Room.

## Legal Restrictions

I. You and your attendees must abide by this policy, the Code of Conduct, other Library and County policies, any accompanying rules of use, and all local, state, and federal laws. Users also must follow library staff requests. Failure to comply with policies, laws, or staff requests may result in immediate termination of events, fees, and possible denial of future room use, per our Use Restrictions Policy.
2. People attending events must make their own provisions for childcare. Children under the age of ten may not be left unattended in the library. Children are welcome at all meeting room events, but you are expected to ensure proper supervision as determined by Oregon childcare regulations.
3. Smoking, vaping, and using alcohol, tobacco, or marijuana products are not allowed on library grounds.
4. The Library and County do not assume liability for personal injuries or for damage or theft of personal property which occur as a result of the actions of meeting room users.
5. Unauthorized reproduction or public display of any recorded audio, video, or other intellectual property in our meeting rooms is prohibited if such reproduction is not covered by our or your public performance licenses or for which a written waiver of the applicable rights has not first been obtained.

Exceptions to this policy are at the discretion of the Library Director or designee.

# DIRECTOR OF LIBRARY SERVICES JOB DESCRIPTION 

Department: Library<br>Reports To: Crook County Court and Library Board of Trustees

Classification: Exempt
Salary Grade: 127

## Summary

The Director of Library Services utilizes their judgment and professional expertise to plan and direct public library services in Crook County. They are expected to work extensively with staff, volunteers, the Crook County Court, the Library Board of Trustees, Friends of the Crook County Library, and others in and outside the county to ensure that the library continually evolves to meet community needs.

## Essential Job Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Provides leadership in developing library mission, vision, values, goals, strategic direction, and objectives. Establishes operational targets to achieve goals and objectives.
2. Plans and develops collections, programs, services, and activities based on analysis of public interest and need, growth, use patterns, workload, staffing levels, patron requests, and related legislative issues to provide appropriate library services to the community.
3. Administers County Court and Library Board policies, makes policy recommendations, and provides executive support and information to the Library Board. Acts as Secretary of the Library Board.
4. Prepares the library budget. Monitors and approves expenditures in accordance with the budget and Crook County financial policies. Oversees library finances by establishing a culture of efficient use of taxpayer resources. Administers grants, gifts, and state and federal money. Pursues supplemental funding through grants, donations, endowments, and other income sources.
5. Together with other County departments, oversees general administrative operations of the library including human resources, information technology, facility and equipment management, and other general governmental responsibilities.
6. Develops strong partnerships within the community and state. Advocates for the library by representing it at public forums, being involved in the community and the profession, attending meetings and events to promote library services, and developing good will.
7. Champions community involvement. Oversees recruitment and support of a strong base of volunteers. Works closely with the Friends of the Library to ensure robust local fundraising and volunteering.

## DIRECTOR OF LIBRARY SERVICES JOB DESCRIPTION

8. Supervises library personnel and volunteers directly or through designees. Hires and trains or oversees hiring and training of library employees and volunteers. Assigns, supervises, and evaluates employee work, including supervisory personnel. Hears grievances and administers disciplinary action as needed.
9. Leads and supervises the library's Management Team.
10. Develops the collection of all types of materials including print media, electronic resources, and other items. Oversees classification and cataloging of materials, provides reference services, and maintains the collection.
11. Provides for program and outreach services for a diverse population including but not limited to children, teenagers, adults, Latinos, seniors, and others.
12. Coordinates County law library services.
13. Evaluates, develops, and implements goals, programs, policies, strategic plans, and procedures to improve the effectiveness and efficiency of the library. Develops long-range plans for library services.
14. Works with library patrons with a wide variety of backgrounds, capacities, needs, and experiences.
15. Attends and participates in professional conferences, trainings, associations, and committees; reads professional literature; stays current with emerging library technologies; attends and participates in library and County meetings and committees.

## Essential Knowledge, Skills, and Attitudes

## Knowledge

1. Public library practices, procedures, and policies, including privacy and intellectual freedom.
2. Principles of collection development, acquisitions, cataloging, database management, public and technical services, and reference.
3. Best practices in human resources, information technology, and facility management.
4. Pertinent federal, state, and local policies, procedures, laws, and regulations affecting libraries.
5. Modern library and public management principles and practices.
6. Effective practices in evaluation and outcomes measurement.

## Skills

1. Ability to manage multiple short- and long-range projects at once.
2. Effective written, verbal, and digital communication skills aimed at people of all ages and backgrounds.
3. Ability to prepare and manage budgets and oversee finances.
4. Ability to motivate, direct, and supervise professional, paraprofessional, and clerical library personnel and volunteers in a manner conducive to full performance and high morale.
5. Cultural competency.
6. Bilingual English/Spanish fluency preferred.

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## Attitude

1. Flexibility, adaptability, and open-mindedness to work in a fast-paced, changing environment.
2. Strong public service mindset.
3. People-centered management.
4. Ethical conduct.
5. Initiative.

## Supervisory Responsibility

The employee in this position exercises full supervision of all Crook County Library employees and volunteers, directly or indirectly, through the departmental hierarchy. Directly supervises the Assistant Director of Library Services, Library Operations Manager, and Maintenance Custodian.

## Work Environment

This position works in a variety of locations and in a variety of roles in and outside the library. Individuals in this position routinely use standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines as well as library-specific equipment such as barcode scanners, book carts and bins, crates, and mobile devices. Software requirements include basic office applications, integrated library systems, desktop publishing software, Internet, social media, digital media, and a variety of electronic resources and mobile applications.

## Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk, hear, and read. The employee is regularly required to sit, stand for extended periods usually not exceeding 3 hours, walk, lift, use hands, and reach. Ability to lift up to 40 pounds, push bins and carts up to 75 pounds, twist, and bend.

## Position Type and Expected Hours of Work

This is a full-time position. Days and hours of work typically are Monday through Friday but also include some regularly-scheduled evening and weekend shifts.

## Travel

Regular travel within County is required. Occasional travel outside of County is expected.

## Required Education and Experience

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- Master's degree in Library or Information Science from an ALA-accredited institution, or Master's degree in an affiliate field.
- Six years of progressively responsible public library experience, including at least two years in administration/management.
- Any equivalent combination of education, experience, and training satisfying the above.


## Additional Eligibility Requirements

- Must hold or be willing and able to attain a valid driver's license.
- Ability to complete a thorough employment and/or criminal history check.
- Final candidates will be required to provide official proof of college degree and certified transcripts.


## Safety Sensitive Requirements

- This position is not considered to be safety sensitive.


## AAP/EEO Statement

- This position is 'at-will,' and either Crook County or the employee may terminate the relationship at any time with or without cause.
- Crook County is an equal opportunity employer.


## Other Duties

- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.


## Signatures

The employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee Print Name: $\qquad$

Employee Signature: $\qquad$

Supervisor/HR Signature: $\qquad$

Date: $\qquad$

Date: $\qquad$

Date: $\qquad$


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