



Board of Trustees

Meeting Agenda

Thursday, February 13, 2020, 5.15p
Study Room, Crook County Library
175 SW Meadow Lakes Dr., Prineville
OPEN TO THE PUBLIC

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|--|--------------|
| 1. Additions/deletions from the agenda (ACTION) | Bishop |
| 2. Conflicts/potential conflicts of interest | Bishop |
| 3. Public comment | Bishop |
| 4. Consent agenda (ACTION) | Bishop |
| a. Minutes of January 9, 2020, regular meeting | |
| 5. Reports | |
| a. Friends | Friends |
| b. Circulation services | York |
| c. Public services | Schepke |
| d. Finance | Nielsen |
| e. Director | Nielsen |
| 6. Continuing business | |
| a. RFID update | York/Nielsen |
| 7. New business | |
| a. Guadalajara International Book Fair | Fischer |
| b. Code of Conduct revision (ACTION) | Nielsen |
| 8. Agenda items for next meeting, March 13, 2020 | Bishop |
| 9. Adjournment | Bishop |

Other matters may be discussed as deemed appropriate by the Board. If necessary, Executive Session may be held in accordance with ORS 192.660.

The Board of Trustees meets on the 2nd Thursday each month at 5.15p in the Juniper Room of the Crook County Library at 175 SW Meadow Lakes Dr., Prineville, Oregon. Sign language interpretation for the hearing impaired is available with at least 48 hours' notice.



Board of Trustees

Meeting Minutes

Thursday, January 9, 2020, 5:15p
Study Room, Crook County Library
175 SW Meadow Lakes Dr., Prineville

Present: Jerry Bishop (Chair), Pam Looney (Vice-Chair), ZuAnne Neal, Buzzy Nielsen (Director), Jane Schepke (Assistant Director), Cindy York (Operations Manager)

Absent: Jan Anderson, LaQuita Stec

1. Additions/deletions from the agenda (ACTION)

Bishop

President Jerry called the meeting to order at 5:21p. 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 comment.

4. Consent agenda (ACTION)

Bishop

a. Minutes of December 12, 2019, regular meeting

Pam moved to approve the minutes of the December 12, 2019, regular meeting as presented. ZuAnne seconded. The motion carried unanimously.

5. Reports

a. Friends

Friends

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

- Their Saturday Sale in December proved quite successful, earning nearly \$400, twice a normal Saturday sale. They held it a week earlier than usual to encourage holiday gift purchases.
- The \$100,000 Facebook grant has been deposited in the Friends' bank account. Buzzy will begin searching for a new vehicle and technology.
- In January, the Friends will hold their annual retreat rather than a regular meeting. They use this opportunity to plan for the upcoming year.

b. Circulation services

York

Cindy reported the following:

- There's been lots of action about RFID happening in the last month. The new self-service kiosks for the public were introduced on December 16. People have really enjoyed them and noted how easy they are to use. As a result, the proportion of self-checkouts is slightly up.
- Staff are now using the scanning wand, another piece of RFID equipment, to find problematic items in the collection, such as items on the shelf that are still checked out, missing, etc.

c. Public services

Schepke

Jane reported the following:

- December is traditionally a slower month for programming, since many people are traveling and the staff need a break.

- Teen Services Librarian Heather Jones will be serving as ASPIRE mentor. The program guides students through the college application process, focusing on students who have few family members who took higher education.
- Santa Claus (AKA Maintenance Custodian Rocky York) left free books at the library for all kids ages 0-6 to get over winter break. Actually the books came from the Ready to Read grant program from the State Library of Oregon.
- Additional programming is planned on robotics and LEGOs. The library recently purchased new robots that are age-appropriate for toddlers.

d. Finance

Nielsen

Buzzy presented the fund balances. The revenue to date is somewhat low, but the library is not a big revenue-generator. There are a few more large outstanding bills (library consortium fee, RFID expenses), but otherwise the finances are where they should be for the time of year. A board member asked what comes out of the law library fund. Currently, the fund pays for law materials purchased by the library as well as online publishing of the County Code. The Board reviewed the fund balances and had no further questions.

e. Director

Nielsen

Buzzy reported the following:

- New concrete pads have been poured on the edge of the south lawn to hold new benches. The pads and benches were paid for by the Friends of the Library.
- The library received its annual Ready to Read grant, this year totaling \$8,439. The grant is used for the children's portion of the Summer Reading Program as well as early literacy outreach efforts.
- A patron objected to the library's policy of allowing only teenagers and their tutors/caregivers to spend time in the Teen Room (anyone can browse and check things out). Staff feel that the current policy is important to give teenagers a safe space and recommended retaining it. The Board chose to keep the policy as-is.
- The RFID project continues apace, as noted in the Circulation Services Report. Next steps are to receive the third self-service kiosk (a height-adjustable one) and to turn on the security gates. Both items likely will happen in late January or early February.
- Nearly all of the library's interior lighting has been replaced with more efficient LEDs. Electricians are now working on replacing all of the exterior fixtures.
- The statistics show significant increases in program attendance compared to previous years.

6. Continuing business

a. 2020 closure schedule (ACTION)

Nielsen

Buzzy presented a revised 2020 Closure Schedule. While he indicated that the County's observed Independence Day holiday would be July 3, he neglected to include that the library would be closed on Saturday, July 4, as well. ZuAnne moved to approve the 2020 Closure Schedule as presented. Pam seconded. The motion carried unanimously

7. New business

a. Meeting & Study Rooms Policy update (ACTION)

Nielsen

Staff presented proposed amendments to the Meeting & Study Rooms Policy, including the following:

- Specifying that other County departments have priority in booking the rooms.
- Clarifying pricing for commercial meeting room users, putting in a one-hour minimum and 30-minute billable increments.
- Establishing rules for when and where meeting room users may put up signs for their events.
- Forbidding commercial activity in the Study Room.

Pam moved to approve the Meeting & Study Rooms Policy as presented. ZuAnne seconded. The motion carried unanimously.

b. Review of Library Director job description (ACTION) Nielsen

Buzzy presented a final revision of the job description for the Director of Library Services position. The only major change since the last time the Board reviewed the description document was the addition of law library duties. Pam moved to approve the job description for the Director of Library Services. ZuAnne seconded. The motion carried unanimously. The document will be sent to the County Court for final approval.

c. Executive session per ORS 192.660(i), Library Director review Bishop

The Board entered executive session at 5.47p per ORS 192.660(i) to conduct the annual review of Director of Library Services Buzzy Nielsen. They exited executive session at 6.13p.

8. Agenda items for next meeting, February 13, 2020 Bishop

- Children's Services Librarian Jennifer Fischer discusses Guadalajara International Book Fair
- 2020-21 budget update

9. Adjournment Bishop

The meeting adjourned at 6.14p.

Crook County Library Circulation Services Report February 13, 2020

Prepared by Cindy York, Library Operations Manager

Did You Know?



RFID update: Now that the shelves have been checked for errors and other problems, we were able to move to the next step in our process— turning the tags on! Using the same scanning wand and tablet, Leona Coleman and I started “blasting” each and every item (that’s right, the entire collection wanded again!) on February 1st . While blasting was taking place, Buzzy configured our Circulation Assist and Sort Assist stations to begin securing items at check-in and unsecuring items at checkout. Literally a “tag team” effort in preparation for the final step—activating the gates! With the gate date set for February 6th, that moment is nearly upon us!

Other news: after investigating postal options for our department, Renee Parrott signed the library up for a trial subscription to Stamps.com. On January 22nd, we began using this new process in earnest. This service will allow us to streamline the Interlibrary Loan process and reduce staff time spent handling outgoing mail. Another unexpected efficiency, the shipping labels we print have a tracking number already on it—no need to order any more tracking labels from the Post Office!



Circulation Statistics:

High/Low statistics for January:

	<u>Highest Number Recorded</u>	<u>Lowest Number Recorded</u>
Self-Check Stations	308 checkouts on 1/27	124 checkouts on 1/18
Front Counter Stations	272 checkouts on 1/7	71 checkouts on 1/9
Checkins	622 returns on 1/21	176 returns on 1/30
Paging List Items (items leaving the building)	208 items listed on 1/21	74 items listed on 1/17
Items on Hold Shelf	217 items on 1/7	101 items on 1/18
Incoming Crates	11 crates on 1/6	1 crates on 1/21

Worth Noting:

January was a record setting month for new patrons--we welcomed 129 new patrons! Previous record of 112 was set in January of 2017!

Crook County Library Public Services Report February 2020

Prepared by Jane Schepcke, Assistant Director of Library Services

Library staff promote digital library resources

January saw a significant increase in our digital usage statistics – particularly for research database Gale Powersearch and vocational/educational portal LearningExpressLibrary. This increase can be attributed to the efforts of library staff, who have been spotted integrating digital database instruction into their everyday reference transactions. Hooray for staff!

The PS team has also started to promote digital resources outside the library proper. On February 3, Teen Services Librarian Heather Jones went to the Prineville COCC campus to teach principles of information literacy and basic search techniques to students in Suzie Kristensen’s Fundamentals of Public Speaking Class. Heather also introduced the students to Gale Powersearch, Gale Academic OneFile, and other research databases that Crook County Library receives via the State Library of Oregon’s licensing program.

Programming & outreach roundup

Music in Public Places returned to the library on Saturday, January 25. 65 patrons came to enjoy the dulcet tones of the Dove String Quartet. This Central Oregon Symphony-sponsored program will return to the library on Saturday, March 7 with the Generation IV String Studio performing.



Adult Services Librarian Amber Smith heads up the **Make it Tuesday** program, which saw two successful installments. At the January program, six participants made suet bird feeders and learned about bird life in the area from local naturalist Jim Van Vlack. In February, we had our first full house (we cap participation at 15 for the sake of budgeting and resources) for a program on how to make reusable beeswax food wraps.

Starting last December, our regular **Full STEAM Ahead: LEGO Day** program became **Full STEAM Ahead: LEGOs & Robots**. Children’s Services Librarian Jennifer Fischer added robot toys to the elementary-focused engineering program, which typically meets on school inservice days.

During the month of January, **Veterans' Coffee Club** featured coffee and snacks catered by our local Starbucks franchise. January's programs also featured Lilly, a service dog-in-training who makes her home at the Veteran Services office.

Library staff have also been offering programming options out in the community. At **Valentines for Vets**, 53 students at the middle school made Valentine's Day cards for veterans in our community. During our outreach to the **Rimrock Trails** youth residential facility, students made scratch art and metal-tooled tiles.

Collection roundup

We are very excited to announce that Catalog Services Librarian Kim Bales has completed instruction in original cataloging – i.e., the art of making original MARC records for library items. This is a major accomplishment! For those who don't know, a [partial] MARC record looks like this:

b13273280 Last Updated: 02-05-2020 Created: 06-13-2008 Revisions: 574			
Language	eng English	Cat. Date	09-04-2019
Skip	0	Bib Level	m MONOGRAPH
Location	multi	Material Type	a BOOK
MARC Leader	##### c a m 2 2 ##### i 4 5 0 0		
LOCATIONS	dba ,dea ,dra ,dua ,jma ,cpa		
OCLC Number	001	ocn714505268	
Misc.	003	OCoLC	
Misc.	005	20190904105122.0	
Misc.	008	110422 r 2011 1955 nyu a 0 0 0 1 eng d	
Library Congress No.	010	2011381031	
ISBN/ISSN	020	9781451626650(q)(paperback)	
ISBN/ISSN	020	1451626657(q)(paperback)	
Misc.	035	(OCoLC)714505268	
Misc.	040	BTCTA beng erda cDLC dBTCTA dYDXCP dFYM dDEBBG dGTA dBDX dUMS dOCLCF dZCU dOCLCO dWFB dOCLCO dYU6 dTXMAL dCNGUL dAZU dROB dLKC dOCLCO dAZZPT dUTP dOCLCO	
Misc.	042	lccopycat	
Misc.	049	DCHA	
Misc.	050	0 0 PS3558.E476 bC3 2011	
Misc.	082	0 0 813/.54 222	
Misc.	099	HELLER JOSEPH	
Author	100	1 Heller, Joseph.	
Title	245	1 0 Catch-22 /j.c.Joseph Heller ; introduction by Christopher Buckley.	
Added Title	246	3 Catch-twenty-two	
Edition	250	50th Anniversary edition. : Simon & Schuster trade paperback edition.	
Publication Info.	264	1 New York : bSimon & Schuster Paperbacks, c2011.	
Publication Info.	264	4 c©1955	
Description	300	523 pages : c22 cm	
Description	336	text btxt 2rdacontent	

For most items, we can download pre-made MARC records and tailor them to our needs. However, when it comes to items that were written or published locally – particularly those that have been out of print for decades – we usually are on our own. Now that we can catalog these materials in-house, we should see faster expansion of the Ochoco collection. This also puts us on-track to start experimenting with expanding our Library of Things. Yes, baking pans and shovels need MARC records, too!

Meanwhile, the Spanish-language books Jennifer selected at the Guadalajara International Book Fair have started to come in. These are titles that we probably wouldn't have found had Jenn not traveled to Mexico, written by Mexican Spanish-speaking authors for Mexican Spanish-speaking readers. We are excited to add these books to our collection!

FOR FISCAL YEAR 2019-20

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	DEC ACTUAL	Y-T-D ACTUAL	ADOPTED BUDGET	FINAL BUDGET	REMAINING BUDGET	% REC'D/SPENT
LIBRARY							
LIBRARY							
101-3000-329.42-18	PHOTOCOPY FEES	463.21-	3,149.50-	6,200-	6,200-	3,051-	.51
101-3000-329.42-39	NONRESIDENT REGISTRATIONS	170.00-	590.00-	1,200-	1,200-	610-	.49
101-3000-329.50-19	FINES	60.85-	541.33-	2,260-	2,260-	1,719-	.24
101-3000-329.50-20	LOST OR DAMAGED	134.57-	985.70-	3,700-	3,700-	2,714-	.27
101-3000-343.43-24	MERCHANDISE	6.50-	48.04-	100-	100-	52-	.48
101-3000-343.43-25	CARD REPLACEMENT	.00	.00	0	0	0	.00
101-3000-345.45-21	FRIENDS OF LIBRARY SALES	19.16	200.60-	0	0	201	.00
101-3000-360.60-03	REIMBURSED ITEMS	.00	.00	0	0	0	.00
101-3000-360.60-13	CASHIER ADJUSTMENT	.00	2.95-	0	0	3	.00
101-3000-360.60-51	E-RATE INTERNET REIMB	.00	.00	0	0	0	.00
101-3000-380.80-03	FR RESERVE FUND	.00	.00	0	0	0	.00
* REVENUE		815.97-	5,518.12-	13,460-	13,460-	7,942-	.41
PERSONNEL SERVICES							
101-3000-510.01-01	REGULAR WAGES	.00	.00	0	0	0	.00
101-3000-510.01-17	DEPARTMENT HEADS	5,802.70	31,914.89	72,900	72,900	40,985	.44
101-3000-510.01-22	ASST/TECH/COORD/CLERK	32,948.28	169,101.85	395,800	395,800	226,698	.43
101-3000-510.01-28	MAINTENANCE	2,072.40	12,217.82	30,000	30,000	17,782	.41
101-3000-510.01-32	EXTRA HELP	.00	12,492.98	2,600	2,600	9,893-	4.81
101-3000-510.02-01	FICA	3,088.41	17,071.95	38,400	38,400	21,328	.44
101-3000-510.02-02	WORKERS COMPENSATION	123.37	708.66	3,300	3,300	2,591	.21
101-3000-510.02-03	HEALTH INSURANCE	10,760.05	64,560.30	121,300	121,300	56,740	.53
101-3000-510.02-04	LIFE INSURANCE/LTD	91.25	547.50	1,600	1,600	1,053	.34
101-3000-510.02-05	UNEMPLOYMENT	40.83	225.72	700	700	474	.32
101-3000-510.02-06	401K RETIREMENT	3,238.62	16,674.91	39,000	39,000	22,325	.43
* EXPENDITURE		58,165.91	325,516.58	705,600	705,600	380,083	.46
MATERIALS & SERVICES							
101-3000-520.05-30	POSTAGE	133.01	771.12	700	700	71-	1.10
101-3000-520.05-71	MINOR EQUIPMENT	2,252.71	18,229.14	0	35,000	16,771	.52
101-3000-520.05-74	PROGRAMS AND OUTREACH	337.60	1,744.82	4,300	4,300	2,555	.41
101-3000-520.05-75	PROGRAMS - YOUTH	.00	45.99	0	0	46-	.00
101-3000-520.05-89	CREDIT CARD CHARGES	5.72	50.54	200	200	149	.25
101-3000-520.10-06	COLLECTION AGENCY EXPENSE	152.15	492.25	1,500	1,500	1,008	.33
101-3000-520.10-07	COPY MACHINES	249.55	924.76	1,800	1,800	875	.51
101-3000-520.10-25	OFFICE SUPPLIES	680.07	7,254.92	7,100	20,050	12,795	.36
101-3000-520.20-07	BOOK/MOBILE MAINTENANCE	.00	.00	0	0	0	.00
101-3000-520.20-19	EQUIPMENT REPAIRS/MAINT.	113.28	427.58	5,000	5,000	4,572	.09
101-3000-520.20-43	RESOURCE SHARING	.00	132.52	7,500	7,500	7,367	.02
101-3000-520.25-08	MOTOR POOL CHARGES	384.44	1,010.64	2,700	2,700	1,689	.37
101-3000-520.30-04	PROCESSING/REPAIR SUPPLIE	.00	.00	0	0	0	.00
101-3000-520.30-05	COLLECTION DEVELOPMENT	4,813.45	41,443.16	118,500	118,500	77,057	.35
101-3000-520.30-06	MATERIALS-DIGITAL MEDIA	.00	.00	0	0	0	.00
101-3000-520.30-07	MATERIALS-YOUTH COLLECTIN	.00	.00	0	0	0	.00
101-3000-520.30-08	BOOKS/PERIODICALS/PUBLICA	.00	.00	0	0	0	.00

FOR FISCAL YEAR 2019-20

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	DEC ACTUAL	Y-T-D ACTUAL	ADOPTED BUDGET	FINAL BUDGET	REMAINING BUDGET	% REC'D/SPENT
101-3000-520.30-09	ELECTRONIC MEDIA	.00	.00	0	0	0	.00
101-3000-520.35-13	CONTRACT SERVICES	.00	534.00	5,000	5,000	4,466	.11
101-3000-520.35-42	SOFTWARE MAINTENANCE	336.60	4,042.04	4,500	6,500	2,458	.62
101-3000-520.35-85	LIBRARY CONSORTIUM	.00	.00	11,000	11,000	11,000	.00
101-3000-520.40-10	TELEPHONE	489.22	1,813.98	2,600	2,600	786	.70
101-3000-520.45-02	EDUCATION & CERTIFICATION	.00	.00	0	0	0	.00
101-3000-520.45-03	LODGING & MEALS	132.59	710.81	1,200	1,200	489	.59
101-3000-520.45-04	REGISTRATION & DUES	150.00	1,566.00	4,000	4,000	2,434	.39
101-3000-520.60-16	PROMOTION & PUBLICITY	123.34	414.39	1,500	1,500	1,086	.28
* EXPENDITURE		10,353.73	81,608.66	179,100	229,050	147,441	.36
CAPITAL OUTLAY							
101-3000-580.80-13	EQUIPMENT	.00	.00	50,000	50	50	.00
* EXPENDITURE		.00	.00	50,000	50	50	.00
***	LIBRARY	67,703.67	401,607.12	921,240	921,240	519,633	.44
****	LIBRARY	67,703.67	401,607.12	921,240	921,240	519,633	.44

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	DEC ACTUAL	YTD ACTUAL	ADOPTED BUDGET	FINAL BUDGET	BUDGET REMAINING	% REC'D/SPENT
REVENUE							
330-0000-300.01-01	BEGINNING BALANCE	.00	58,199.74-	55,749-	55,749-	2,451	1.04
330-0000-300.01-05	INTEREST EARNED	82.64-	583.82-	400-	400-	184	1.46
330-0000-390.90-04	PRIOR YEAR TAXES	76.00-	2,626.01-	0	0	2,626	.00
*	REVENUE	158.64-	61,409.57-	56,149-	56,149-	5,261	1.09
**	REVENUE	158.64-	61,409.57-	56,149-	56,149-	5,261	1.09
REVENUE							
330-3001-324.34-00	STATE GRANTS	8,439.00-	8,439.00-	8,500-	8,500-	61-	.99
330-3001-347.47-00	DONATIONS/CONTRIBUTIONS	1,118.06-	9,170.56-	75,000-	175,000-	165,829-	.05
*	REVENUE	9,557.06-	17,609.56-	83,500-	183,500-	165,890-	.10
**	REVENUE	9,557.06-	17,609.56-	83,500-	183,500-	165,890-	.10
MATERIALS & SERVICES							
EXPENDITURE							
330-3001-520.05-71	MINOR EQUIPMENT	.00	.00	0	60,000	60,000	.00
330-3001-520.05-74	PROGRAMS AND OUTREACH	39.83	2,931.34	12,000	12,000	9,069	.24
330-3001-520.05-75	PROGRAMS - YOUTH	.00	.00	0	0	0	.00
330-3001-520.20-19	EQUIPMENT REPAIRS/MAINT.	1,734.00	1,734.00	2,500	2,500	766	.69
330-3001-520.30-05	COLLECTION DEVELOPMENT	229.28	430.09	5,000	5,000	4,570	.09
330-3001-520.30-07	MATERIALS-YOUTH COLLECTIN	.00	.00	0	0	0	.00
330-3001-520.30-09	ELECTRONIC MEDIA	.00	.00	0	0	0	.00
330-3001-520.30-12	READY TO READ GRANT	1,031.31	1,601.05	8,500	8,500	6,899	.19
330-3001-520.35-13	CONTRACT SERVICES	.00	.00	0	0	0	.00
330-3001-520.60-16	PROMOTION & PUBLICITY	.00	3,810.00	0	0	3,810-	.00
*	EXPENDITURE	3,034.42	10,506.48	28,000	88,000	77,494	.12
**	EXPENDITURE	3,034.42	10,506.48	28,000	88,000	77,494	.12
CAPITAL OUTLAY							
EXPENDITURE							
330-3001-580.80-13	EQUIPMENT	.00	.00	50,000	90,000	90,000	.00
*	EXPENDITURE	.00	.00	50,000	90,000	90,000	.00
**	EXPENDITURE	.00	.00	50,000	90,000	90,000	.00
NON OPERATING EXPENSES							
EXPENDITURE							
330-3001-571.90-00	RESERVED FOR FUTURE EXPNS	.00	.00	61,649	61,649	61,649	.00

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	DEC ACTUAL	YTD ACTUAL	ADOPTED BUDGET	FINAL BUDGET	BUDGET REMAINING	% REC'D/SPENT
*	EXPENDITURE	.00	.00	61,649	61,649	61,649	.00
**	NON OPERATING EXPENSES	.00	.00	61,649	61,649	61,649	.00
***	LIBRARY GRANT/DONATIONS	6,681.28-	68,512.65-	0	0	68,513	.00

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	DEC ACTUALS	Y-T-D ACTUAL	ADOPTED BUDGET	FINAL BUDGET	BUDGET REMAINING	% REC'D/SPENT
DISTRICT ATTORNEY							
LAW LIBRARY							
REVENUE							
401-6004-300.01-01	BEGINNING BALANCE	.00	64,861.63-	91,965-	91,965-	27,103-	.71
401-6004-300.01-05	INTEREST EARNED	83.73-	625.24-	800-	800-	175-	.78
401-6004-329.50-24	FINES-STATE COURTS	.00	20,045.79-	18,000-	18,000-	2,046	1.11
* REVENUE							
		83.73-	85,532.66-	110,765-	110,765-	25,232-	.77
EXPENDITURE							
401-6004-510.01-17	DEPARTMENT HEADS	210.46	1,157.51	2,565	2,565	1,407	.45
401-6004-510.02-01	FICA	15.82	87.01	200	200	113	.44
401-6004-510.02-02	WORKERS COMPENSATION	.32	1.62	0	0	2-	.00
401-6004-510.02-03	HEALTH INSURANCE	59.52	357.12	0	0	357-	.00
401-6004-510.02-04	LIFE INSURANCE/LTD	.45	2.70	0	0	3-	.00
401-6004-510.02-05	UNEMPLOYMENT	.22	1.21	0	0	1-	.00
401-6004-510.02-06	401K RETIREMENT	11.38	62.59	0	0	63-	.00
* EXPENDITURE							
		298.17	1,669.76	2,765	2,765	1,095	.60
EXPENDITURE							
401-6004-520.05-71	MINOR EQUIPMENT	.00	.00	0	5,000	5,000	.00
401-6004-520.05-74	PROGRAMS AND OUTREACH	.00	60.95	29,750	29,750	29,689	.00
401-6004-520.10-25	OFFICE SUPPLIES	.00	17.49	0	0	17-	.00
401-6004-520.10-26	ORDINANCE COMPLIATION	.00	2,717.00	0	0	2,717-	.00
401-6004-520.20-19	EQUIPMENT REPAIRS/MAINT.	.00	1,117.46	0	0	1,117-	.00
401-6004-520.30-05	COLLECTION DEVELOPMENT	79.61	15,836.05	0	10,000	5,836-	1.58
401-6004-520.30-08	BOOKS/PERIODICALS/PUBLICA	.00	85.00	0	0	85-	.00
401-6004-520.30-16	WESTLAW	194.00	425.00	0	0	425-	.00
401-6004-520.35-28	LEGAL SERVICES	.00	.00	0	0	0	.00
401-6004-570.70-03	ADMIN CHARGES/CO COUNSEL	.00	.00	0	0	0	.00
* EXPENDITURE							
		273.61	20,258.95	29,750	44,750	24,491	.45
EXPENDITURE							
401-6004-580.80-05	CAPITAL OUTLAY	.00	.00	15,000	0	0	.00
* EXPENDITURE							
		.00	.00	15,000	0	0	.00
EXPENDITURE							
401-6004-571.90-00	RESERVED FOR FUTURE EXPNS	.00	.00	63,250	63,250	63,250	.00
* EXPENDITURE							
		.00	.00	63,250	63,250	63,250	.00
EXPENDITURE							
401-6004-597.97-21	TO GENERAL FUND	.00	.00	0	0	0	.00
* EXPENDITURE							
		.00	.00	0	0	0	.00

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	DEC ACTUALS	Y-T-D ACTUAL	ADOPTED BUDGET	FINAL BUDGET	BUDGET REMAINING	% REC'D/SPENT
** LAW LIBRARY		488.05	63,603.95	0	0	63,604	.00

General Fund Revenues, January 2020

PREPARED 02/06/2020, 15:08:39
PROGRAM: GM365L

CROOK COUNTY TREASURER
ACCOUNT BALANCE LIST

2020 FROM ACCOUNT: 101-3000-300.00-00 THRU ACCOUNT: 101-3000-399.99-99

ACCOUNT	DESCRIPTION	BUDGET	ACTUAL	BALANCE
101-3000-329.42-18	PHOTOCOPY FEES	6,200.00	3,758.26	2,441.74
101-3000-329.42-39	NONRESIDENT REGISTRATIONS	1,200.00	675.00	525.00
101-3000-329.50-19	FINES	2,260.00	643.77	1,616.23
101-3000-329.50-20	LOST OR DAMAGED	3,700.00	1,130.76	2,569.24
101-3000-343.43-24	MERCHANDISE	100.00	62.04	37.96
101-3000-343.43-25	CARD REPLACEMENT			
101-3000-345.45-21	FRIENDS OF LIBRARY SALES		147.50	147.50-
101-3000-360.60-03	REIMBURSED ITEMS		11.20	11.20-
101-3000-360.60-13	CASHIER ADJUSTMENT		2.95	2.95-
101-3000-360.60-51	E-RATE INTERNET REIMB			
101-3000-380.80-03	FR RESERVE FUND			

TOTALS:

13,460.00 6,431.48 7,028.52

General Fund Expenditures, January 2020

PREPARED 02/06/2020, 15:08:49
PROGRAM: GM365L

CROOK COUNTY TREASURER
ACCOUNT BALANCE LIST

PAGE 1

2020 FROM ACCOUNT: 101-3000-500.00-00 THRU ACCOUNT: 101-3000-999.99-99

ACCOUNT	DESCRIPTION	BUDGET	ACTUAL	BALANCE
101-3000-510.01-01	REGULAR WAGES	72,900.00	37,717.61	35,182.39
101-3000-510.01-17	DEPARTMENT HEADS	395,800.00	202,862.72	192,937.28
101-3000-510.01-22	ASST/TECH/COORD/CLERK	30,000.00	14,582.34	15,417.66
101-3000-510.01-28	MAINTENANCE	2,600.00	12,492.98	9,892.98
101-3000-510.01-32	EXTRA HELP	38,400.00	20,240.84	18,159.16
101-3000-510.02-01	FICA	3,300.00	838.11	2,461.89
101-3000-510.02-02	WORKERS COMPENSATION	121,300.00	75,320.35	45,979.65
101-3000-510.02-03	HEALTH INSURANCE	1,600.00	638.75	961.25
101-3000-510.02-04	LIFE INSURANCE/LTD	700.00	267.62	432.38
101-3000-510.02-05	UNEMPLOYMENT	39,000.00	19,913.53	19,086.47
101-3000-510.02-06	401K RETIREMENT	700.00	875.73	175.73
101-3000-520.05-30	POSTAGE	35,000.00	18,229.14	16,770.86
101-3000-520.05-71	MINOR EQUIPMENT	4,300.00	1,953.17	2,346.83
101-3000-520.05-74	PROGRAMS AND OUTREACH		45.99	45.99
101-3000-520.05-75	PROGRAMS - YOUTH	200.00	60.05	139.95
101-3000-520.05-89	CREDIT CARD CHARGES	1,500.00	545.95	954.05
101-3000-520.10-06	COLLECTION AGENCY EXPENSE	1,800.00	1,052.59	747.41
101-3000-520.10-07	COPY MACHINES	20,050.00	7,315.24	12,734.76
101-3000-520.10-25	OFFICE SUPPLIES		969.07	4,030.93
101-3000-520.20-07	BOOKMOBILE MAINTENANCE		5,676.52	1,823.48
101-3000-520.20-19	EQUIPMENT REPAIRS/MAINT.		1,128.64	1,571.36
101-3000-520.20-43	RESOURCE SHARING	5,000.00		
101-3000-520.25-08	MOTOR POOL CHARGES	7,500.00		
101-3000-520.30-04	PROCESSING/REPAIR SUPPLIE	2,700.00		
101-3000-520.30-05	COLLECTION DEVELOPMENT		79,921.07	38,578.93
101-3000-520.30-06	MATERIALS-DIGITAL MEDIA	118,500.00		
101-3000-520.30-07	MATERIALS-YOUTH COLLECTIN			
101-3000-520.30-08	BOOKS/PERIODICALS/PUBLICA			
101-3000-520.30-09	ELECTRONIC MEDIA			
101-3000-520.35-13	CONTRACT SERVICES	5,000.00	534.00	4,466.00
101-3000-520.35-42	SOFTWARE MAINTENANCE	6,500.00	4,237.04	2,262.96
101-3000-520.35-85	LIBRARY CONSORTIUM	11,000.00	8,000.00	3,000.00
101-3000-520.40-10	TELEPHONE	2,600.00	2,038.99	561.01
101-3000-520.45-02	EDUCATION & CERTIFICATION			
101-3000-520.45-03	LODGING & MEALS	1,200.00	710.81	489.19
101-3000-520.45-04	REGISTRATION & DUES	4,000.00	1,566.00	2,434.00
101-3000-520.60-16	PROMOTION & PUBLICITY	1,500.00	442.91	1,057.09
101-3000-580.80-13	EQUIPMENT	50.00		50.00
TOTALS:		934,700.00	520,177.76	414,522.24

Grants Fund Revenues, January 2020

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 PROGRAM: GM365L

CROOK COUNTY TREASURER
 ACCOUNT BALANCE LIST

2020 FROM ACCOUNT: 330-0000-300.00-00 THRU ACCOUNT: 330-3001-399.99-99

ACCOUNT	DESCRIPTION	BUDGET	ACTUAL	BALANCE
330-0000-300.01-01	BEGINNING BALANCE			2,450.74
330-0000-300.01-05	INTEREST EARNED	55,749.00	58,199.74	183.82
330-0000-390.90-04	PRIOR YEAR TAXES	400.00	583.82	2,636.46
330-3001-324.34-00	STATE GRANTS	8,500.00	2,696.46	61.00
330-3001-347.47-00	DONATIONS/CONTRIBUTIONS	175,000.00	8,439.00	165,826.44
TOTALS:		239,649.00	79,092.58	160,556.42

Grants Fund Expenditures, January 2020

PREPARED 02/06/2020, 15:09:08
PROGRAM: GM365L

CROOK COUNTY TREASURER
ACCOUNT BALANCE LIST

2020 FROM ACCOUNT: 330-3001-500.00-00 THRU ACCOUNT: 330-3001-999.99-99

ACCOUNT	DESCRIPTION	BUDGET	ACTUAL	BALANCE
330-3001-520.05-71	MINOR EQUIPMENT	60,000.00		60,000.00
330-3001-520.05-74	PROGRAMS AND OUTREACH	12,000.00	2,931.34	9,068.66
330-3001-520.05-75	PROGRAMS - YOUTH			
330-3001-520.20-19	EQUIPMENT REPAIRS/MAINT.	2,500.00	2,678.00	178.00-
330-3001-520.30-05	COLLECTION DEVELOPMENT	5,000.00	430.09	4,569.91
330-3001-520.30-07	MATERIALS-YOUTH COLLECTIN			
330-3001-520.30-09	ELECTRONIC MEDIA	8,500.00	4,372.91	4,127.09
330-3001-520.30-12	READY TO READ GRANT			
330-3001-520.35-13	CONTRACT SERVICES			
330-3001-520.60-16	PROMOTION & PUBLICITY	61,649.00	3,810.00	3,810.00-
330-3001-571.90-00	RESERVED FOR FUTURE EXPNS	90,000.00		90,000.00
330-3001-580.80-13	EQUIPMENT			
TOTALS:		239,649.00	14,222.34	225,426.66

Law Library Revenues, January 2020

PREPARED 02/06/2020, 15:09:31
 PROGRAM: GM365L

CROOK COUNTY TREASURER
 ACCOUNT BALANCE LIST

PAGE 1

2020 FROM ACCOUNT: 401-6004-300.00-00 THRU ACCOUNT: 401-6004-399.99-99

ACCOUNT	DESCRIPTION	BUDGET	ACTUAL	BALANCE
401-6004-300.01-01	BEGINNING BALANCE	91,965.00	64,861.63	27,103.37
401-6004-300.01-05	INTEREST EARNED	800.00	625.24	174.76
401-6004-329.50-24	FINES-STATE COURTS	18,000.00	20,045.79	2,045.79
TOTALS:		110,765.00	85,532.66	25,232.34

Law Library Expenditures, January 2020

PREPARED 02/06/2020, 15:09:39
PROGRAM: GM365L

CROOK COUNTY TREASURER
ACCOUNT BALANCE LIST

PAGE 1

2020 FROM ACCOUNT: 401-6004-500.00-00 THRU ACCOUNT: 401-6004-999.99-99

ACCOUNT	DESCRIPTION	BUDGET	ACTUAL	BALANCE
401-6004-510.01-17	DEPARTMENT HEADS			
401-6004-510.02-01	FICA	2,565.00	1,367.96	1,197.04
401-6004-510.02-02	WORKERS COMPENSATION	200.00	102.83	97.17
401-6004-510.02-03	HEALTH INSURANCE		1.89	1.89
401-6004-510.02-04	LIFE INSURANCE/LTD		416.64	416.64
401-6004-510.02-05	UNEMPLOYMENT		3.15	3.15
401-6004-510.02-06	401K RETIREMENT		1.43	1.43
401-6004-520.05-71	MINOR EQUIPMENT		73.97	73.97
401-6004-520.05-74	PROGRAMS AND OUTREACH	5,000.00		5,000.00
401-6004-520.10-25	OFFICE SUPPLIES	29,750.00	60.95	29,689.05
401-6004-520.10-26	ORDINANCE COMPILATION		17.49	17.49
401-6004-520.20-19	EQUIPMENT REPAIRS/MAINT.		2,717.00	2,717.00
401-6004-520.30-05	COLLECTION DEVELOPMENT	10,000.00	1,117.46	1,117.46
401-6004-520.30-08	BOOKS/PERIODICALS/PUBLICA		15,948.55	5,948.55
401-6004-520.30-16	WESTLAW		85.00	85.00
401-6004-520.35-28	LEGAL SERVICES		619.00	619.00
401-6004-570.70-03	ADMIN CHARGES/CO COUNSEL			
401-6004-571.80-00	RESERVED FOR FUTURE EXPNS	63,250.00		63,250.00
401-6004-580.80-05	CAPITAL OUTLAY			
401-6004-597.97-21	TO GENERAL FUND			
TOTALS:		110,765.00	22,533.32	88,231.68

Director's Report

February 2020

Prepared by Buzzy Nielsen, Director of Library Services

Facilities

- As of early February, Tri-Phase completed the lighting upgrade for the entire library, including exterior and interior lights as well as new fixtures for the parking lot lamps. Patrons and staff agree that the new lighting brightens up the place, literally and figuratively. We've even received kudos from people who walk in the neighborhood, noting how much safer they feel with brighter lights.
- I am beginning work with the Garden Club to investigate possibilities to renew the library's landscaping. The Club is happy to get involved and has had some great ideas so far.



Programs and Services

- The *much* anticipated AARP Tax-Aide service is back! It started on Saturday, February 8th, where they served 17 people, and will continue every other Saturday through tax day. Last year was the first in which the library hosted the program, to much success for everyone involved. The library carries the federal 1040 and 1040-SR forms and booklets as well as a reproducible booklet of other forms people can copy.
- Now that the Bowman Museum has reopened for the year, People from our Past has returned! Local thespian Tiina Allas is playing Margaret McCullough Basey, who ran an entire ranch and raised her children on her own.

Technology

- The final RFID self-service kiosk has been installed and is being happily used by the public. This kiosk is height-adjustable, allowing for greater accessibility. The shorter kiosk that we had originally is now located in the children's room.
- The County is getting closer to putting up a new website. We've sketched out the structure of the library's site. While it won't happen immediately, we're planning to have a custom site that looks different from the other departments' pages.

Statistics

- The State Library of Oregon recently released the 2018-19 public library statistics for all Oregon libraries. I've attached an updated 2018-19 statistical analysis that incorporates the data. The highlights: despite being down both the Children's and Teen Services Librarians for several months, the library ranked 4th in overall teen program attendance, 7th in adult program attendance, and kept a pretty respectable ranking for children's and overall attendance.

Other

- Our partner Central Oregon libraries have had some milestones. Jefferson County Library District recently renovated their children's area to be much brighter and, well, kid-friendly. Meanwhile, Deschutes Public Library celebrates its 100 year anniversary in 2020. They are in the planning stages to build a new Central Library in Bend, to account for the massive growth the County has experienced.
- It's official: the bookmobile is no more. The trusty Captain Crook was transferred to Search and Rescue in July to use as a mobile command vehicle, but all remnants of the bookmobile have now been removed from the Library Management System as well. Bon voyage, Captain Crook!



Statistics, July 2019 - January 2020

ACTIVITY	Annual change	Monthly average	Total	Jan	Dec	Nov	Oct	Sep	Aug	Jul
Collection use										
<i>Physical circulation activity</i>										
Checkouts: selfcheck	-9.6%	4,871	34,100	5,263	4,628	4,056	4,473	4,724	5,148	5,808
Checkouts: desk	-5.5%	3,417	23,919	3,186	2,979	3,029	3,422	3,419	4,024	3,860
Selfcheck ratio			59%	62%	61%	57%	57%	58%	56%	60%
Outreach checkouts	2000.0%	27	294	17	60		80	137	-	-
Total physical circ.	-7.5%	4,860	58,317	8,467	7,668	7,086	7,976	8,281	9,173	9,669
Items lent w/in system	6.3%	3,243	22,704	3,726	3,049	3,082	3,292	3,030	3,180	3,345
Items borrowed w/in system	5.1%	1,031	7,219	1,159	1,024	958	1,095	978	978	1,027
Outside ILLs borrowed	32.1%	42	292	48	43	31	38	33	48	51
Outside ILLs lent	27.3%	4	28	6	-	3	4	8	3	4
Checkins	-6.9%	7,668	53,675	7,432	6,891	6,583	7,539	7,535	8,800	8,895
Paging list items	-0.9%	2,699	18,893	2,990	2,349	2,550	2,680	2,810	2,731	2,783
<i>Electronic use</i>										
Ancestry searches	240.3%	100	701	59	21	87	39	35	380	80
Ancestry content views	292.6%	91	640	88	9	64	55	71	326	27
Chilton sessions		5	35	-	-	4	-	2	21	8
Chilton searches		5	35	-	-	4	-	2	21	8
Chilton full-text views		5	35	-	-	4	-	2	21	8
Gale sessions	208.0%	237	1,657	283	120	77	326	43	232	576
Gale searches	240.1%	827	5,788	1,572	1,040	191	1,539	46	771	629
Gale full-text views	60.7%	28	196	29	18	2	78	6	21	42
HeinOnline sessions		2	16	3	2	1	1	2	5	2
HeinOnline searches		0	1	-	-	1	-	-	-	-
HeinOnline views		1	4	-	-	4	-	-	-	-
HeritageQuest searches	-77.3%	26	179	7	4	50	66	25	6	21
HeritageQuest views	-85.1%	17	119	7	1	29	60	15	-	7
LearningExpress sessions	238.5%	6	44	17	8	7	5	2	3	2
LearningExpress resources	77.8%	5	32	20	2	5	2	1	-	2
Legal Forms sessions		6	45	2	-	16	4	5	7	11
Legal Forms searches		6	45	2	-	16	4	5	7	11
Legal Forms retrievals		6	45	2	-	16	4	5	7	11
Oregon BarBooks				-	-					
OverDrive checkouts	3.8%	2,873	20,114	3,166	2,894	2,766	2,753	2,782	2,806	2,947
OverDrive new users	4.3%	24	170	34	24	20	29	10	23	30

ACTIVITY	Annual change	Monthly average	Total	Jan	Dec	Nov	Oct	Sep	Aug	Jul
Small Engine sessions	0.0%	0	3	-	-	-	-	-	3	-
Small Engine content views	225.0%	2	13	-	-	-	-	-	13	-
Website sessions (visits)	-82.5%	1,368	2,735	N/A	N/A	N/A	N/A	N/A	495	2,240
Website unique users	-82.2%	733	1,465	N/A	N/A	N/A	N/A	N/A	312	1,153
Website pageviews	-82.4%	2,437	4,874	N/A	N/A	N/A	N/A	N/A	1,005	3,869
Westlaw		-		-	-					
Total electronic use	2.9%	3,021	21,149	3,310	2,924	2,870	2,948	2,877	3,187	3,033
Total collection use	-5.0%	6,622	79,466	11,777	10,592	9,956	10,924	11,158	12,360	12,702
Average use/day	-86.4%	N/A	452	471	424	433	420	465	458	489
Library use										
Days open	0.0%	25	176	25	25	23	26	24	27	26
Hours open	-0.1%	236	1,650	235	229	211	248	228	247	252
Patron visits	-9.2%	11,250	78,748	12,903	10,504	10,157	11,896	10,629	11,182	11,477
New patrons	13.4%	92	642	129	71	61	99	92	96	94
Reference Interactions	33.6%	102	711	115	103	84	93	101	98	117
Computer sessions										
Desktop sessions	-7.3%	713	4,994	688	565	659	759	744	795	784
WiFi sessions			-							
Total Internet use	-2.9%	436	5,227	723	579	679	783	784	839	840
Laptop sessions	86.4%	33	233	35	14	20	24	40	44	56
AWE sessions	-13.1%	375	2,625	375	301	364	351	325	431	478
Meetings held	-3.8%	87	608	126	91	89	87	84	79	52
Collection activity										
New items	36.2%	249	2,982	448	442	401	434	459	443	355
Books & print	37.3%	213	2,550	399	356	344	401	408	327	315
Audio	21.4%	16	187	19	48	27	21	26	25	21
Movies	36.9%	20	245	30	38	30	12	25	91	19
Items withdrawn	165.8%	366	4,394	-	423	183	697	599	922	1,570
Billed/damaged not paid	20.5%	38	229		25	77	25	33	48	21
Claimed returned	80.0%	2	9		2	1	-	2	4	-
Long missing	12.1%	26	158		37	49	8	44	13	7
Withdrawn	203.6%	666	3,998		359	56	664	520	857	1,542
Net change in items	-362.9%	(118)	(1,412)	448	19	218	(263)	(140)	(479)	(1,215)
Items Processed	16.6%	511	3,578	512	504	503	420	485	572	582
Items Repaired	-54.7%	168	1,178	174	206	132	150	130	185	201

ACTIVITY	Annual change	Monthly average	Total	Jan	Dec	Nov	Oct	Sep	Aug	Jul
Programs and outreach										
<i>Children's programs</i>										
# kids programs	50.0%	5	54	6	7	6	7	6	3	17
Kids program attendance	-26.2%	85	1,015	132	111	90	135	104	50	389
# kids outreach	210.5%	10	118	22	15	20	34	22	2	-
Kids outreach attendance	220.7%	127	1,520	300	203	306	382	288	20	-
# Kids Total	132.4%	14	172	28	22	26	41	28	5	17
Total kids attendance	37.0%	211	2,535	432	314	396	517	392	70	389
<i>Teen programs</i>										
# teen programs	153.3%	3	38	7	6	5	8	6	1	5
Teen Program attendance	44.4%	20	234	39	44	31	50	8	28	34
# teen outreach	1400.0%	3	30	4	4	5	10	3	2	-
Teen outreach attendance	591.2%	72	864	101	139	129	266	81	86	-
# teen total	300.0%	6	68	11	10	10	18	9	3	5
Total teen attendance	282.6%	92	1,098	140	183	160	316	89	114	34
<i>Adult programs</i>										
# adult programs	113.6%	8	94	13	15	13	23	9	8	11
Adult program attendance	-14.9%	86	1,032	87	82	57	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	117.4%	8	100	13	16	15	23	10	10	11
Total adult attendance	12.7%	117	1,403	87	106	119	429	180	316	135
<i>Total # programs</i>	148.2%	28	340	52	48	51	82	47	18	33
<i>Total attendance</i>	48.9%	420	5,036	659	603	675	1,262	661	500	558
<i>Outreach activities only</i>	266.7%	13	154	26	20	27	44	26	6	-
<i>Outreach attendance only</i>	336.6%	230	2,755	401	366	497	648	494	266	-
Volunteering										
Volunteers		N/A	N/A	12	11	10	16	11	7	14
Volunteer Hours	79.3%	49	344	35	41	53	77	48	44	46

Statistical analysis, 2018-19

Prepared by Buzzy Nielsen, Library Director

Public libraries are required each year to submit statistics to the State Library of Oregon. The statistics, compiled at the state and federal levels, provide a rich dataset that show how libraries serve their communities. The figures address everything from number of patrons and how many things they check out to how much money we spend and on what. In addition to national trends, the data show how our local library is used and what resulted from our service decisions. In other words, they provide useful metrics for measuring how changes we make affect use right here at Crook County Library.

Below, I analyze the statistics that we recently submitted for 2018-19, comparing them to the same figures from 2017-18. Where possible, I posit reasons for dramatic changes. I also compare the 2017-18 and 2018-19 statistics from 30 other similarly-sized Oregon public libraries, serving populations ranging from 14,000 to 30,000 (Crook County Library served an estimated 22,710 people in 2018-19). Fifteen of the libraries have smaller populations than us, 15 higher. I rank where we are within this group (the “expected” per capita ranking would be 16th). Unless otherwise noted, rankings in this document are made on a per capita basis.

The statistics are grouped into four sections: Collections, Finances, Programs, and Usage. Each section starts with figures from 2017-18 and 2018-19 and ranking compared to similar libraries. Rankings in the bottom quartile (i.e. bottom 8) as well as year-over-year decreases are indicated in red, while top quartile rankings and increases are in green. The numbers are followed by charts and analysis.

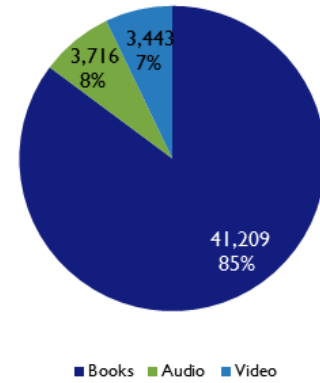
Collections

Collection statistics include figures on how many items we have, what types, whether they’re physical or digital, and how many new items are added.

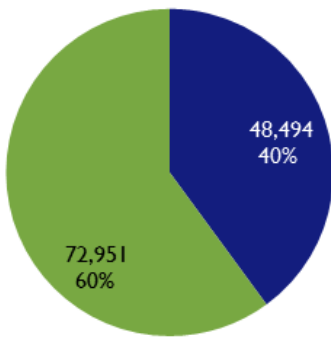
	2017-18	Rank 2017-18	2018-19	% change	Rank 2018-19
Books & print	39,956	22 nd	41,209	3.1%	23 rd
New	4,124	19 th	4,420	7.1%	19 th
Audio	3,793	23 rd	3,716	-2.0%	22 nd
New	341	15 th	343	0.6%	14 th
Movies	3,768	25 th	3,443	-8.6%	26 th
New	515	24 th	375	-27.2%	25 th
<i>Total physical</i>	47,650	25 th	48,494	1.8%	25 th
New	4,992	22 nd	5,140	3.0%	20 th
E-books	77,710	5 th	50,397	-35.1%	21 st
New	10,441	7 th	10,816	3.6%	10 th
E-audio	17,568	30 th	22,554	28.4%	31 st
New	3,835	20 th	4,109	7.1%	16 th
<i>Total digital</i>	95,278	10 th	72,951	-23.4%	25 th
New	14,276	7 th	14,925	4.5%	15 th
Total collection	141,928	18 th	121,445	-14.4%	29th
New	19,268	16 th	20,065	4.1%	18 th

We had a modest increase in our books and small decreases in audios and movies last year. In 2018-19, we conducted significant weeding in the collections in preparation for RFID tagging, weeding that continues into 2019-20. However, we also absorbed the county law library, so we saw some increase in print volumes. Eighty-five percent of our physical collection is composed of books, so they still make the greatest impact on our overall collection as we weed. The ratio among books, audios, movies remains unchanged from 2017-8.

Physical items, 2018-19



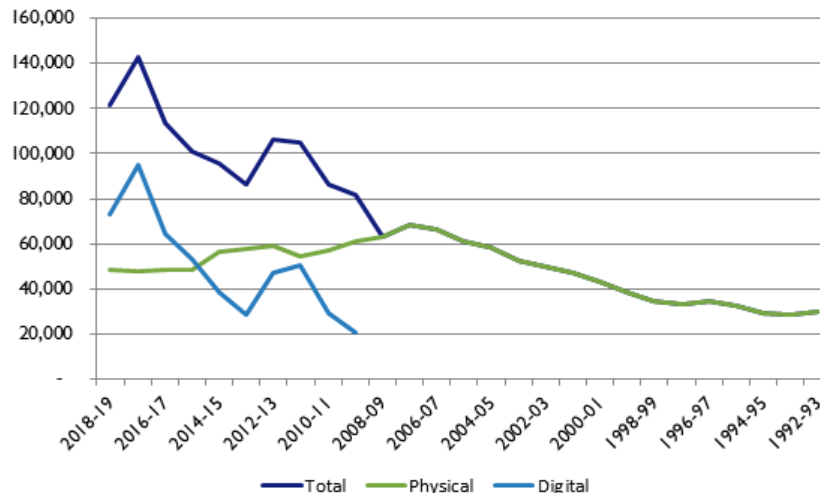
Collection, 2018-19



Our digital offerings are thanks to our partnership with Deschutes Public Library (DPL) on e-content. DPL has prioritized adding digital content for the past several years, and we're along for the ride. Our patrons seem to enjoy it. This strategy has resulted in the Crook/Deschutes/Jefferson county partnership having excellent access to digital items, with much shorter wait times than even the statewide Oregon Digital Library Consortium, to which we previously belonged. Significantly, it also means that the library has more digital items than physical ones (60% to 40%).

Compared to other libraries, Crook County's collection was low compared with similar libraries in 2018-19, ranking 29th in per capita collection size. Having a smaller collection is not necessarily bad, depending on its quality. A library with a small but well-curated and -used collection serves its patrons better than a library with a large inventory full of duplicates and old materials. In addition, now that we share materials with other Central Oregon libraries, we do not need as large a collection as we might otherwise. We actively monitor our collection to ensure that it is high quality and meeting our patrons' needs. If we begin to rely too heavily on our resource-sharing partners, for instance, it may mean that we're not properly serving our patrons. As long as we continue having healthy collection development budgets and regular weeding, we can retain and increase our collection's quality.

Items in collection, 1992-present



Finances and staffing

Financial and staffing statistics measure how much the library spends, on what, and how many staff and we have to operate the library. The “% spent on” figures are not ranked per capita.

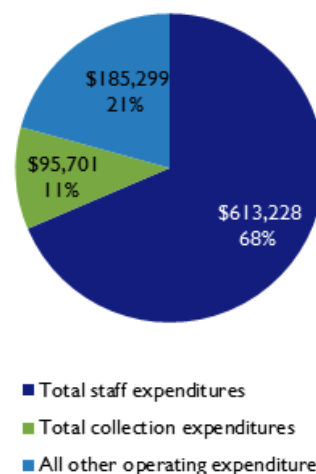
	2017-18	Rank 2017-18	2018-19	% change	Rank 2018-19
Expenditures	\$926,725	16 th	\$894,227	-3.5%	19 th
Staff	\$638,540	16 th	\$613,228	-4.0%	19 th
Collection	\$96,319	14 th	\$95,700	-0.6%	16 th
% spent on					
Staff	68.9%	15 th	68.6%	N/A	13 th
Collections	10.4%	7 th	10.7%	N/A	8 th
Staff (FTE)	11.65	12 th	11.60	N/A	13 th
w/ lib. degree	3.00	N/A	4.00	N/A	N/A
Volunteers	25	20 th	18	-28.0%	26 th
Hours	369	29 th	332	-10.0%	29 th

Tracking the budget for Crook County Library can be challenging. In the County’s budget, the library used to have three funds: General, Grants, and Ready to Read Grant. The Ready to Read Grant Fund has since been subsumed into the Grants Fund. Previous statistical reports included only the costs from these three funds. However, they do not account for the entire cost of operating the library as they leave out maintenance, utilities, and information technology as well as support services such as finance and human resources. Starting with the 2015-16 statistical report, I tried to include as many of these costs as I could in the State Library report. The 2015-16 figures and onward include maintenance, utility, and IT costs, though they do not include support services such as finance and administration due to the challenge of pricing them. Thus, while it looks like the library’s budget increased significantly, the change in fact only reflects a fuller accounting of costs. In 2017-18, however, we did have a large increase due to the compensation study, resulting in higher salaries for all library employees. Starting in 2019-20, we’ll also have a new fund for the law library.

Because of jurisdictional differences, library budgets can be incomparable. Many municipal libraries (e.g. city, county) only report their direct costs, as we used to do. Independent district libraries, however, include their entire operating costs. For instance, in 2014-15 (before we included more expenditures), CCL’s total expenditures were reported as \$663,627. Hood River County Library District, which serves nearly 3,000 more patrons and has a relatively lower effective tax rate, reported expenditures of \$785,145. I say this to urge you to take the comparative figures here with a grain of salt.

Overall, Crook County’s expenditures levels, staffing, and collections budget in 2018-19 were roughly middle-of-the-road. If the entire cost of operating the library were taken into account, I suspect that our rankings would be higher. The drop in total expenditures in 2018-19 can be largely attributed to having several of our positions vacant for part of the year including two librarian positions, a technician, and an aide.

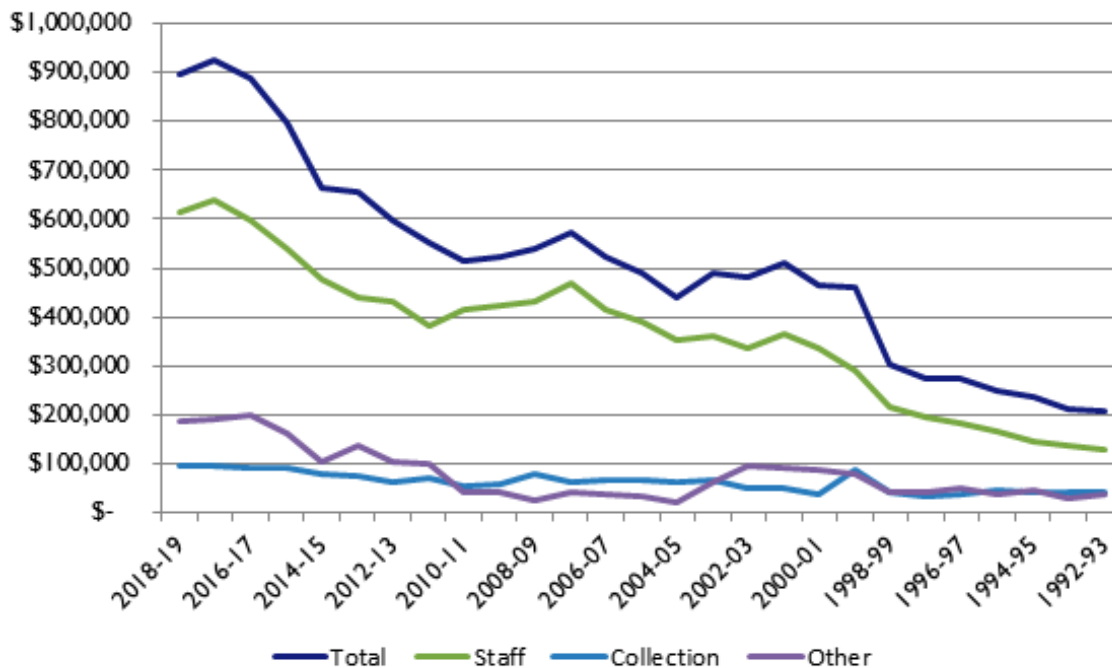
Budget, 2018-19



In 2018-19, CCL's budget was composed of 68% staff costs, 11% collection costs, and 21% other costs (e.g. utilities, IT, office supplies, programming, etc.). Typically, spending a large proportion of your budget on collections is seen as positive as it means that you're using your budget for direct service. Notably, CCL ranked 8th in 2018-19, when we spent 10.7% of our budget on collections.

Some observers also consider a low ratio of staff-to-overall-costs desirable. There is a good underlying rationale to this: if staff are spending a lot of time on administrative work, they're not serving patrons directly. That being said, I believe that staff are a core part of libraries. They're the people selecting materials, teaching patrons to download e-books, and providing programs. Certainly there needs to be a balance between spending on staff and other things. Given our current ranking among peers, I believe CCL has that balance, especially considering that some costs aren't fully reflected in our budget.

Budget, 1992-present



Staffing, 1992-present



Staffing levels remained the same between 2017-18 and 2018-19, at 11.6 FTE. Ten of our thirteen staff are full-time, being regularly-scheduled for 35+ hours per week. Library staffing has gone up and down since 1999, when the new building was completed, with our current level slightly higher than it has been, largely due to the addition of the Assistant Director position, adding a maintenance custodian position, and making one of our Librarian positions full-time. We are not sure why volunteers and volunteer hours have been dropping, although increasing them has been identified as a priority in our 2019-24 Strategic Plan. Other organizations in Crook County report similar drops.

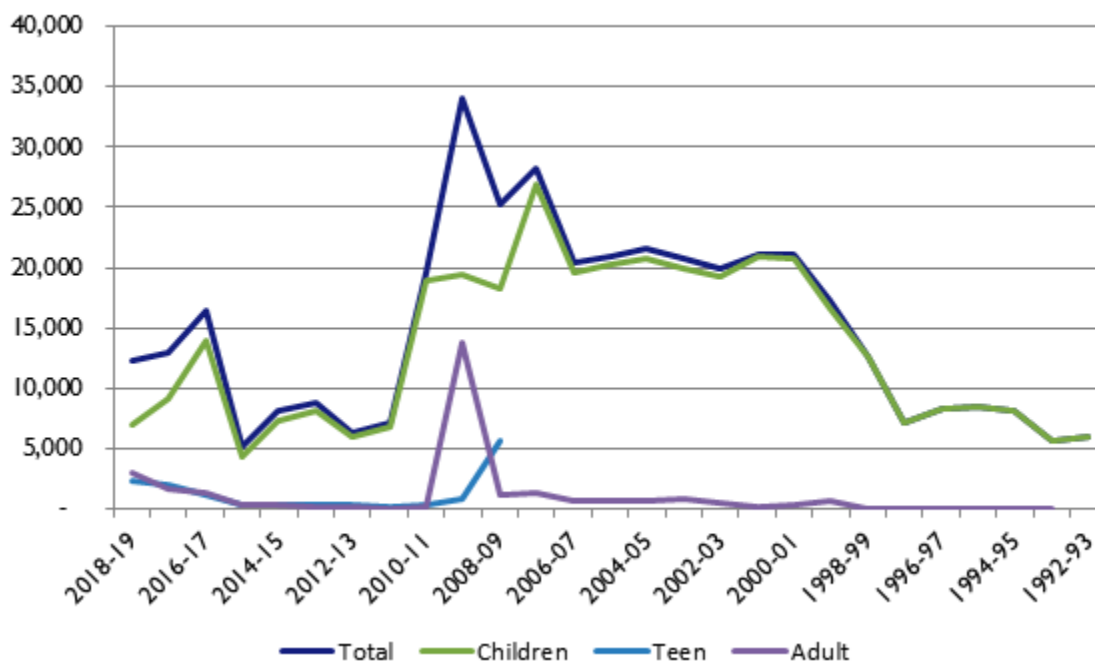
Programs

Program statistics track how many programs for various ages the library offers and how many people attend those programs.

	2017-18	Rank 2017-18	2018-19	% change	Rank 2018-19
Children # attendance	345 9,083	7 th 11 th	270 7,034	-21.7% -22.6%	15 th 16 th
Teen # attendance	79 2,052	4 th 2 nd	59 2,304	-25.3% 12.3%	8 th 4 th
Adult # attendance	53 1,749	21 st 10 th	122 2,986	130.2% 70.7%	10 th 7 th
Total programs # attendance	477 12,884	8th 12th	451 12,324	-5.5% -4.3%	13th 13th

Program attendance dropped sharply for several years over the past decade. 2015-16 marked the lowest level of program attendance we've had since 1991-92, the first year of library statistics I reviewed. The drop is part of a trend that started in 2009-10. It coincided with a large decrease in the County's population, a decrease of over 7,000 people between 2008-09 and 2009-10.

Program attendance, 1992-present



However, population changes do not fully, or even primarily, account for the decrease in program attendance. Staffing changes and management decisions regarding when to schedule programming also had dramatic affects. Loss of the last Assistant Director, who specialized in children's services, as well as

the injury of another key children’s services staff member resulted in fewer programs and less attendance in 2015-16. Children’s programs historically have been the vast majority of our offerings.

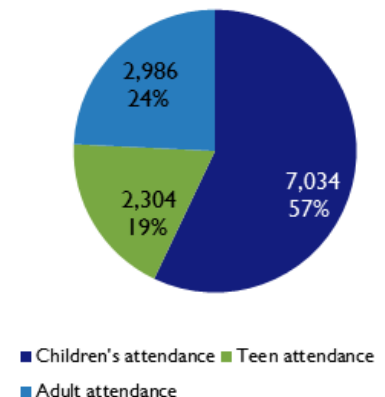
The de-emphasis on outreach contributed significantly to the longer-term decline in program attendance as well. Word-of-mouth is one of our most effective publicity methods. Since 2016-17, we deliberately emphasized outreach programming outside of the library (e.g. outreach storytimes, programs at schools, presentations at community organizations). We also threw out the rulebook for in-library programming and tried some new initiatives. Thus, programming has been a shining light of our recent statistics, especially in light of our top quartile rankings in several programming categories.

Our recent program statistics amply demonstrate the success of our new approach. Program attendance in 2018-19 was over twofold higher than 2015-16 (12,324 vs. 5,155). All age groups were represented in the increase, and we saw higher numbers both in outreach and in-library programs. Anecdotally, the community seems to appreciate our shift in efforts, appreciation they demonstrate not only by attending but also through comments they share with staff and others. Most astoundingly, we ranked 4th per capita in 2018-19 for teen program attendance, in a year where our Teen Services Librarian position was vacant for much of the year. We also ranked 7th in per capita adult program attendance. Even our middle-of-the-road rankings in 2018-19 for the other age groups represent massive increases from our bottom quartile rankings in 2015-16 and before, especially considering our vacant positions.

That being said, we have seen drops in program attendance in recent years. These drops are for a couple of reasons. First, in 2016-17, the schools let our Children’s Librarian come to a lot of assemblies, boosting our children’s outreach number. Since then, we have not been allowed to go to as many assemblies. Second, in 2018-19, our Children’s and Teen Librarian positions were vacant, meaning we were not able to offer as many programs or plan for future ones. Despite this, our teen program attendance increased admirably.

Children’s events - including storytimes, family nights, and Summer Reading - comprise the lion’s share of program attendance, at 57%. Teen programming was 19%, and adult 24%. Adult programming has been a particular weak spot for us historically, but it has also increased the most dramatically. In 2015-16, we ranked 25th, compared to our 2018-19 ranking of 7th.

Program attendance, 2018-19



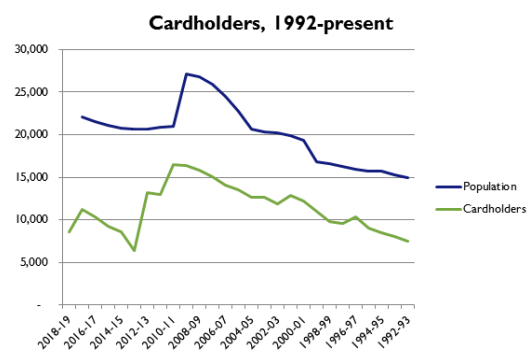
Usage

Having a budget, building, and collections aren't very helpful if they're not being used. These usage statistics show how many people are using the facility, how many things they're checking out, and how they're using our staff expertise or technology resources.

	2017-18	Rank 2017-18	2018-19	% change	Rank 2018-19
Cardholders	11,215	14 th	8,633	-23.0%	20 th
New	1,022		1,002	-2.0%	18 th
Visits	127,725	18 th	145,640	14.0%	15 th
Checkouts/use	170,666	24 th	157,743	-7.6%	24 th
physical	134,770	26 th	122,530	-9.1%	25 th
digital	35,896	9 th	35,213	-1.9%	15 th
Reference	1,163	N/A	971	-16.5%	N/A
Internet use	29,578	10 th	29,060	-1.8%	
public comps	10,621	23 rd	9,155	-13.8%	24 th
WiFi	18,957	9 th	19,905	4.7%	11 th

The State Library requests that libraries measure the number of people who have library cards that were active in the last three years. Libraries vary as to whether they actually use this standard, so comparisons have been challenging. The 2018-19 figure accurately reflects cardholders who have been active in the last three years.

The chart above shows that our number of registered users largely tracks the County population, as one would expect, including a noticeable drop when several residents left the County during the recession. The two dips in 2013-14 and 2018-19 occurred when we 1) migrated software and 2) actually did a regular purge of cardholders, which DPL hadn't done recently.

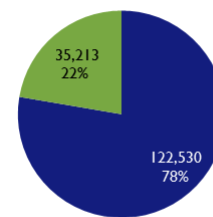


The number of library visits is a significant measure of use as well. Visits have varied over the years. Some of the volatility results from estimation methods: while several years of measurement were based off door counters, others were manual estimates based on other use factors. I estimated the 2015-16 through 2017-18 figures, for instance, as our door counters were broken. Similarly, the dip in 2004-05 is due to an absence of data that year. The door counters themselves can be problematic, too, as the thermal units we used previously were shown to overestimate visits dramatically for unknown reasons. In general, though, our visits track with our general downward trend in other elements of use (e.g. circulation). The 2018-19 data shows a marked increase as that was the first full year we were using accurate door counters.

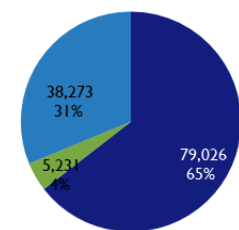
Checkouts are both a low and high point for us. In 2013-14, we started sharing collections with Deschutes and Jefferson Counties. Starting in 2015-16, we've seen decreases, coinciding with our

downward trend in other areas. The decreases arise from decreased physical checkouts. Physical circulation is on a downward trend, something evident in many (though not all) public libraries nationally. Offsetting somewhat the physical decrease is the noticeable upward trend in digital use. Digital checkouts accounted for 22% of our use in 2018-19, up from 12% in 2015-16.

Circulation/use, 2018-19



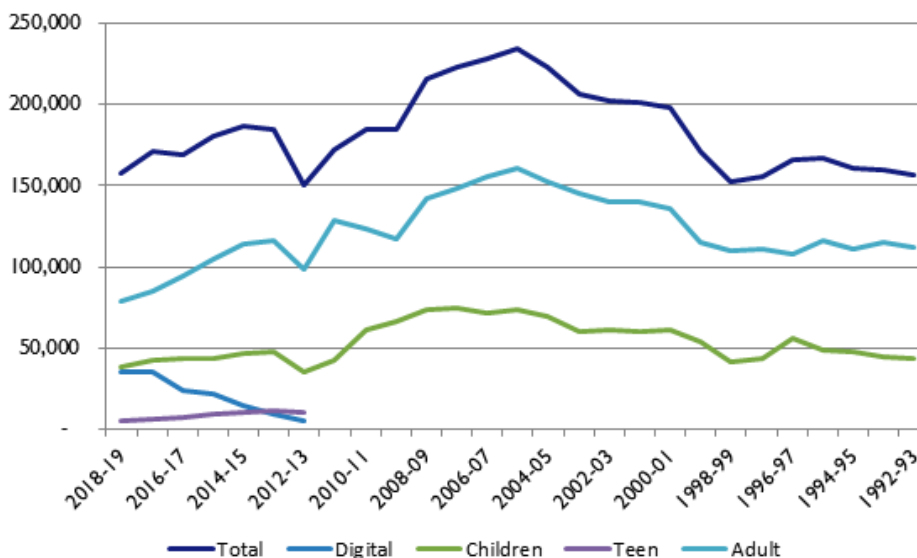
Physical circ, 2018-19



■ Total adult circ ■ Total teen circ
■ Total children's circ

Adult materials, at 65%, make up the largest portion of our physical checkouts. Children's materials increased slightly as a percentage of our overall circulation. Different libraries vary in their ratios of checkouts for different ages. In Hood River County, for instance, children's materials accounted for 45% of checkouts. At North Bend, however, it was below 20%. The demographics of the community drive this. As more families move to Crook County – and as we expand programming – we can expect the proportion of children's checkouts to increase.

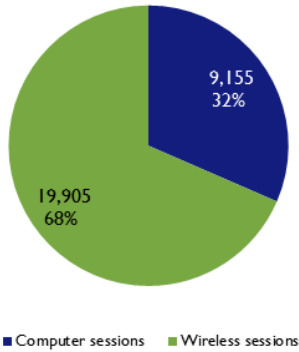
Circulation/collection use, 1992-present



The State Library requests that we track reference questions, too. Reference questions are inquiries that rely on staff expertise or library resources to answer. For instance, “Where are the bathrooms?” or “Do you have the latest Janet Evanovich?” aren’t reference questions. “What is this strange bug I found?” (a question we have actually received) or “Can you please help me sign up for an email account?” are. In theory, tracking these questions is important because the statistics demonstrate how much people rely on library knowledge. In reality, different libraries record this figure very differently, and methods can even be inconsistent from year to year. For instance, switching from estimating to actual counting of reference questions in 2016-17 resulted in a much smaller count. This is all a long way of

saying that I don't think reference questions are a helpful measure of use, especially since staff often forget to record their questions, which is why the statistics isn't ranked.

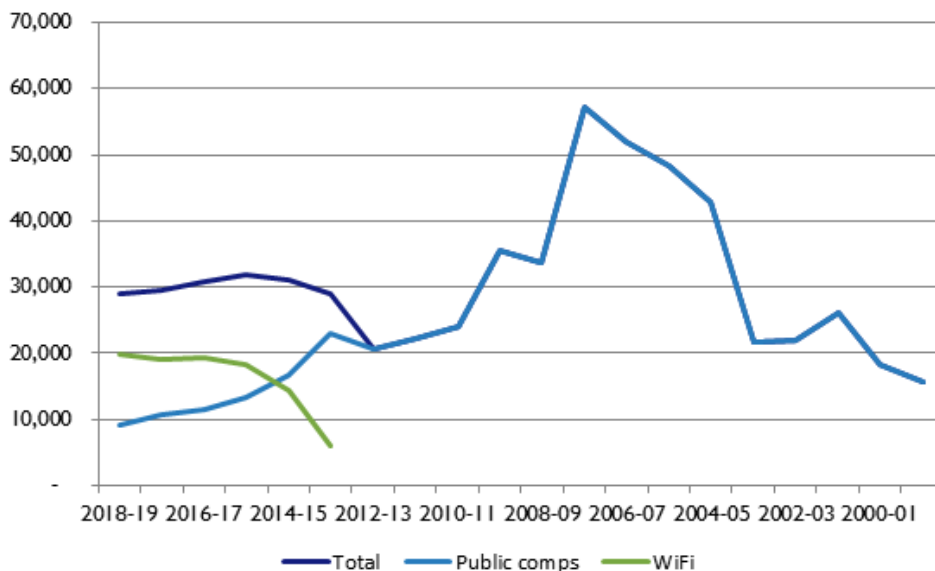
Internet use, 2018-19



Our Internet use dropped slightly. Unfortunately, we have been unable to get accurate counts of our wireless sessions recently, so that statistic is an estimate. In a sign of the times, wireless sessions continue to exceed ones on library-provided computers and increased as a percentage of overall internet sessions. More people now have mobile devices that they're connecting to our networks, including laptops, tablets, and smartphones. As such devices become increasingly inexpensive, people have less need for our desktop computers, especially as the economy improves. That being said, part of the decrease in use of the computers we provide could also be because they're in poor shape. Our workstations are slow and have little RAM to handle people doing more resource-intensive activities like streaming videos. We are working with the IT department to address this issue.

As with other indicators, internet use dipped significantly along with the County population. Some of the fluctuation in internet use could also be explained by whether the statistic that particular year was estimated or based on software that more accurately tracks sessions. It is heartening to see our wireless use on an upward trend, however, as it shows that people are thinking of the library as someplace to spend time.

Computer/WiFi sessions, 1992-present



Overall, these statistics show that our efforts to redirect to programming and services have been largely successful. 2018-19 will provide a good baseline for measuring the effectiveness of our new strategic plan moving forward.

Crook County Library

Code of Conduct

Last revised by the Library Board of Trustees on ~~February 13, 2020~~ March 14, 2019

We want to make sure that our libraries are safe and welcoming environments for everyone. To do this, we ask that you please follow these few rules while using the library.

General Rules

When anywhere on library property, please abide by the following rules:

- Obey local, state, and federal laws.
- For their care and safety, ensure that children ~~under age 10~~ age 9 or under are supervised by a caregiver who is age 13 or older. If your child is age 6 or under, they must stay in the same room/area as you. We are not trained or licensed as child care providers. If a responsible caregiver cannot be found, in some circumstances ~~children may be turned over to law enforcement~~ law enforcement may be notified.
- Treat other patrons, staff, and animals respectfully.
- Notify nearby people if you plan to photograph or film while on library property and follow all applicable laws about recording. Commercial photography or filming requires approval from the Library Director or designee unless it's part of a third-party event in the Broughton or Juniper Rooms.
- Keep your animals leashed or otherwise under control, clean up after them, and do not leave them unattended if they are aggressive or distressed by separation. We may call law enforcement if an animal is locked in a hot vehicle and the owner cannot be found.
- Be respectful of library property.
- Attend or secure your belongings, as we are not responsible for theft or damage that may occur while you're on library property.
- Refrain from using skates, skateboards, scooters, or bicycles.
- Pick up your trash.
- Do not solicit, advocate, or distribute materials unless in meetings rooms or on sidewalks and bulletin boards, except when permitted as part of a library program or approved partnership.
- Keep paths, streets, sidewalks, aisles, and building entrances clear for use.
- Do not engage in abusive or obscene conduct.
- Do not start fires or set off explosives or fireworks, unless permitted as part of a library program.
- Do not sleep, appear to sleep, or camp.
- Do not smoke, vape, or use tobacco or ~~intoxicating substances~~ marijuana products.
- Do not ~~consume or be under the influence of alcohol or other controlled substances~~ be intoxicated by alcohol or other controlled substances, including marijuana products.

Building Rules

When in the library building, we request that you please follow some additional rules:

- Wear appropriate clothing, including shoes.
- Enjoy your drinks in covered containers, clean up all food and drink trash, and refrain from eating food around library computers.
- Keep your conversations at a volume that [does](#) not disturb others.
- Use headphones with your personal electronic devices.
- Observe a phone call-free zone at the service desk.
- Feel free to bring in your service animals, but keep other animals outside unless permitted as part of a program sponsored by the Library, County, or County-affiliated group.
- Leave alcoholic beverages, marijuana products, and drug paraphernalia outside.
- 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 11-18 and their caregivers or tutors.
- Store bicycles and other large, unattended items outside.
- Per ORS 166.370, leave guns and other weapons outside unless you hold a valid Concealed Handgun License (CHL) or have a legal exception due to your profession. While not specifically required by Oregon law, the library respectfully requests that CHL holders conceal their firearms.
- Do not run.
- Do not disturb other library patrons or staff through extremely strong odor or poor personal hygiene.

Consequences of Violations

Violations of the Code of Conduct will be handled in accordance with our Use Restrictions Policy and relevant local, state, and federal laws. We reserve the right to eject or suspend or revoke privileges of those individuals who violate our rules. In addition to the sanctions we impose, further sanctions may be pursued as determined by law or after a case-by-case review.