# Board of Trustees <br> Meeting Agenda 

Thursday, June II, 2020, 5.15p<br>https://crookcounty.my.webex.com/crookcounty.my/j.php?MTID=me8a673224e9cbce986b|63bc9e54d I Ic<br>Phone: 408-4|8-9388<br>Access code: I26 1609809<br>OPEN TO THE PUBLIC

I. Additions/deletions from the agenda (ACTION)

Bishop
2. Conflicts/potential conflicts of interest

Bishop
3. Public comment
4. Consent agenda (ACTION) Bishop
a. Minutes of May 14, 2020, special meeting
5. Reports
a. Finance

Nielsen
b. Director

Nielsen
6. Continuing business
a. Reopening plans

Nielsen
b. 2020-2I budget

Nielsen
7. New business
a. Planning for officer elections for 2020-2

Nielsen
8. Agenda items for next meeting, July 9, 2020

Bishop
9. Adjournment

Bishop

[^0] 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.

Thursday, May 14, 2020, 5.15p<br>Virtual meeting via WebEx

Present: Jan Anderson, Jerry Bishop (Chair), Pam Looney (Vice-Chair), ZuAnne Neal, Buzzy Nielsen (Director), LaQuita Stec, Cindy York
I. Additions/deletions from the agenda (ACTION)

Chair Jerry called the meeting to order at 5.20 p . Pam moved to approve the agenda as presented. LaQuita 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 April 9, 2020, regular meeting
b. Minutes of May I, 2020, emergency meeting

Pam moved to approve the consent agenda. LaQuita seconded. The motion carried unanimously.

## 5. Reports

a. Finance

Nielsen
Buzzy reviewed the financial reports. Given that ten of the library's thirteen employees were furloughed, the personnel budget will not be spent for the fiscal year. Buzzy plans to redirect some of the Materials \& Services expenses that won't be spent out to building-related matters.

The County Budget Committee meetings have been moved to June 9-1I, to give more time to see potential budget impacts of novel coronavirus. The budget likely will be approved at a special County Court meeting near the end of June. The library's budget will combine the General Fund, Grants/Donations, and Law Library funds into one fund.
b. Director

Nielsen
Buzzy reported the following:

- Staff have completed several collections-related projects: shifting the adult fiction to be easier to find, relabeling graphic novels, and adding genre labels to teen fiction for easier browsing.
- Some of the new LED lights have failed. Tri-Phase Electric is fixing them. They're also putting in lit exit signs.
- Buzzy is proceeding with the children's library renovation. Unfortunately, because the top designs currently used in the library are discontinued, the project cost is higher. Buzzy is seeking bids from various vendors.
- Leftover money from the building bond is going to be used to install smart thermostats.
- There's now a free tampon/pad dispenser in the women's restroom.
- Wendel's Landscaping is going to give a quote on cleaning up the plant beds.
- Buzzy was on a panel for a recent American Library Association webinar on censoring books about health, sex, and growing up. About 100 people participated.
- At their May 6 meeting, the County Court approved the annual resource-sharing agreement with Deschutes Public Library.
- The Information Technology department is purchasing new, faster wireless access points for the library. They'll also be more secure.
- Pam Looney has agreed to serve another term on the Library Board of Trustees.
- Buzzy notified Facebook about the furloughed employees and the delay in carrying out the technology education grant. They understand.
- LaQuita thanked Buzzy for including the Library Board on emails he sends to the County Court.
- Jan said that she knows several people for whom the library is the only service they've used during the quarantine.


## 6. Continuing business

a. Coronavirus response

## Nielsen

Buzzy reported on the continuing effects of novel coronavirus on the library:

- Since ten of the library's employees have been furloughed, services have been limited to just curbside hold pickup and phone/email reference. Catalog Services Librarian Kim Bales, Technician Renee Parrott, and Buzzy have been able to handle matters, although it's been busy.
- Curbside hold pickup has been steadily busy.
- Many patrons have been asking for reading recommendations, which has exposed them to a great service the library is able to provide.
- ZuAnne commented that it would be nice if those patrons who are using or missing library services would put those thoughts on the library or County Facebook page.
- Buzzy plans to send out a press release about the auto repair and small engine repair databases available at the library.
- Buzzy has checked with the furloughed staff. They all seem to be doing okay, but they'd like to come back to work. The Board asked Buzzy to let them know that they're missed, supported, and hopefully will come back as soon as possible.


## 7. New business

## a. Reopening plans

Nielsen
Buzzy reported about the library's reopening plans.

- The County has been approved for Phase I reopening by the State, starting May I5.
- In response to the approval, Buzzy emailed the Court asking how the library fits into the Phase I reopening.
- Judge Seth Crawford's recent email to all staff, in response to the Phase I approval. He said "Our County government facilities will continue to operate under the guidelines currently in place," which likely means there are no plans to include the library in reopening.
- The library is stocked up on sanitizer and gloves. Ann Scheppke made the staff nice cloth masks as well.
- One-way signs have been put down in all the aisles.
- Buzzy ordered sneeze guards, which should arrive in the next couple of weeks.
- Generally speaking, the focus is on keeping staff safe, as the library is limited in how much it can control patrons' behavior.
- The Board wants Kim and Renee know that they appreciate all the extra work they're doing.

8. Agenda items for next meeting, June II, 2020

- 2020-2I budget
- Planning for officer elections

9. Adjournment

Bishop
The meeting adjourned at 6.05 p.



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BALANCE

# Director's Report <br> June 2020 

Prepared by Buzzy Nielsen, Director of Library Services

There are no Circulation or Public Services reports this month, as Library Operations Manager Cindy York and Assistant Director of Library Services Jane Scheppke were furloughed in May and part of June.

## Facilities

- Central Oregon Intergovernmental Council (COIC) is considering putting a bus pad and shelter near the current stop on Second Street, in front of the library, to assist with their expanded bus service.
- The County Court approved purchase of new shelving for the children's room. I've attached the memo I sent to them explained the project.
- We've been using the "redecorating" required as a result of COVID-I9 to make a few other changes to the building, including moving some furniture to more convenient locations and getting rid of some teen room furniture we no longer wanted.
- Our sneeze guards arrived. We ended up having to order a few extras, which we gave to the fairgrounds.


## Programs and Services

- The courier starting running among the libraries again on June I. The first week was spent working through the holds backlog from before the libraries closed to the public. Holds were turned back on in the library catalog starting June 10 (although they were actually operational a bit earlier, on June 8/9). As a result, the June 9 paging list was a whopping 174 items!
- Once again, the library served as a convenient ballot drop site for the May 19 election. Despite this being the first election with postage-paid ballots, we still receive quite a few. With the building closed, people put the ballots in the bookdrop.
- We are dropping Gale Legal Forms from our list of databases given the inaccuracies in many of the forms. Instead, we're directing people to the Oregon Judicial Department's forms center.


## Technology

- IT is putting wireless cards in our catalogs computers, to allow us to place them in better locations. No longer will we be held down by limited ethernet port locations!
- Our new outreach van has license plates now! It's all street legal and such. Unfortunately, given that it was idle for a month plus, the battery died. It's operational again now, however, and we're taking it on short drives regularly to make sure that it remains charged.
- We are starting to investigate mobile hotspots for checkout, which will be paid for with the Facebook technology education grant.


## Memo

To: County Court
From:
$\mathbf{c c} \quad$ Eric Blaine, John Eisler
Date: May 27, 2020
Re: $\quad$ Children's Room shelving

I request approval of a bid from Spacesaver Specialists, Inc., of Tualatin, Oregon, for $\$ 21,407$ for new shelving, tops, and end panels for the children's library. This purchase is part of the third and final phase of our multiyear children's library renovation, trying to make the space more safe and inviting.

We're planning to replace the current tall ( $60^{\prime \prime}$ ) shelving that currently holds the children's fiction and nonfiction sections and replace it with 42 " shelving, which is more standard for children's libraries and matches the height of the shelving that holds our picture books. The photos below show the height difference between the new and old shelves. Shortening the shelving will dramatically improve sitelines in the room, particularly helpful for parents who have especially mobile children. Staff will also be able to keep a better eye on the room. Patrons will also be able to better see the graphic novels, movies, audiobooks, and magazines on the back wall, which currently are obscured by the tall shelving. The shorter shelves, with books at the children's height, will also encourage more interaction with the books. We'll retain the same amount of linear feet of shelving by slightly bumping out the rows of shelving.


Tall shelving


Short shelving

The shortened shelves require purchase of new shelving frames and end panels. Fortunately, well be able to reuse the existing shelving itself. Unfortunately, though, the shelving tops we currently use are no longer produced. We've chosen a new, more attractive design (see right) that better matches the "whimsical" theme we're seeking for the children's library and goes particularly well with the carpet.


We received two quotes for the shelving and tops, which must be custom made, one from Spacesaver Specialists for $\$ 21,407$ and the other from Technical Furniture Systems (Estey) for $\$ 13,115.60$. We also sought quotes from Bradford Shelving Systems and BCl but did not receive responses.

While there is a significant price difference, I recommend approving the quotes from Spacesaver Specialists. Spacesaver is the company that originally installed the library's shelving in 1999. Their shelving quality is well known and used nearly universally in libraries throughout Oregon. We have already worked with Spacesaver on several subsequent projects, with great success. They're also able to give precise matches to our current shelving design. While Estey is able to match portions of our existing shelving, they're not able to exactly match the color and grain of our existing shelves. These differences will be noticeable to the public should we purchase Estey's product.

This purchase will be predominantly paid with donations from the Friends of the Crook County Library. Therefore, $\$ 19,000$ of the cost will come from the library's Grants/Donations project, with the remainder coming from our General Fund minor equipment line item.

## Statistics, July 2019 - May 2020

| ACTIVITY | Annual change | Monthly average | Total | Jun | May | Apr | Mar | Feb | Jan | Dec | Nov | Oct | Sep | Aug | Jul |
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| Collection use |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Physical circulation activity |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Checkouts: selfcheck | -27.1\% | 3,812 | 41,930 |  | - | - | 2,848 | 4,982 | 5,263 | 4,628 | 4,056 | 4,473 | 4,724 | 5,148 | 5,808 |
| Checkouts: desk | -17.7\% | 2,966 | 32,622 |  | 931 | 1,102 | 4,025 | 2,645 | 3,186 | 2,979 | 3,029 | 3,422 | 3,419 | 4,024 | 3,860 |
| Selfcheck ratio |  |  | 56\% |  |  |  | 41\% | 65\% | 62\% | 61\% | 57\% | 57\% | 58\% | 56\% | 60\% |
| Outreach checkouts | -0.7\% | 27 | 294 |  |  |  | - | - | 17 | 60 |  | 80 | 137 | - | - |
| Total physical circ. | -23.2\% | 6,238 | 74,851 | - | 931 | 1,102 | 6,873 | 7,628 | 8,467 | 7,668 | 7,086 | 7,976 | 8,281 | 9,173 | 9,669 |
| Items lent w/in system | -16.5\% | 2,510 | 27,607 |  | 9 | 2 | 1,659 | 3,233 | 3,726 | 3,049 | 3,082 | 3,292 | 3,030 | 3,180 | 3,345 |
| Items borrowed w/in system | -18.8\% | 808 | 8,883 |  | 6 | 51 | 643 | 964 | 1,159 | 1,024 | 958 | 1,095 | 978 | 978 | 1,027 |
| Outside ILLs borrowed | 7.0\% | 41 | 365 |  |  |  | 27 | 46 | 48 | 43 | 31 | 38 | 33 | 48 | 51 |
| Outside ILLs lent | 9.7\% | 4 | 34 |  |  |  | 1 | 5 | 6 | - | 3 | 4 | 8 | 3 | 4 |
| Checkins | -21.9\% | 6,332 | 69,650 |  | 1,558 | 1,978 | 5,341 | 7,098 | 7,432 | 6,891 | 6,583 | 7,539 | 7,535 | 8,800 | 8,895 |
| Paging list items | -21.3\% | 2,102 | 23,125 |  | 20 | - | 1,587 | 2,625 | 2,990 | 2,349 | 2,550 | 2,680 | 2,810 | 2,731 | 2,783 |
| Electronic use |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Ancestry searches | 232.7\% | 84 | 752 |  |  |  | 4 | 47 | 59 | 21 | 87 | 39 | 35 | 380 | 80 |
| Ancestry content views | 220.2\% | 72 | 650 |  |  |  | 4 | 6 | 88 | 9 | 64 | 55 | 71 | 326 | 27 |
| Chilton retrievals |  | 5 | 60 |  | 1 | 1 | 7 | 2 | 7 | 7 | 4 | - | 2 | 21 | 8 |
| Gale sessions | 42.7\% | 178 | 1,954 |  | 2 | 163 | 82 | 50 | 283 | 120 | 77 | 326 | 43 | 232 | 576 |
| Gale searches | 15.8\% | 596 | 6,559 |  | 5 | 41 | 244 | 481 | 1,572 | 1,040 | 191 | 1,539 | 46 | 771 | 629 |
| Gale full-text views | 20.2\% | 22 | 244 |  | 3 | 3 | 15 | 27 | 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 |  | 0 | 4 |  |  |  | - | - | - | - | 4 | - | - | - | - |
| HeritageQuest searches | -78.4\% | 18 | 200 |  | - | 3 | 18 | - | 7 | 4 | 50 | 66 | 25 | 6 | 21 |
| HeritageQuest views | -78.2\% | 17 | 192 |  | - | - | 73 | - | 7 | 1 | 29 | 60 | 15 | - | 7 |
| LearningExpress sessions | -41.0\% | 4 | 46 |  | 1 | - | - | 1 | 17 | 8 | 7 | 5 | 2 | 3 | 2 |
| LearningExpress resources | -8.3\% | 3 | 33 |  | - | - | - | 1 | 20 | 2 | 5 | 2 | 1 | - | 2 |
| Legal Forms retrievals |  | 7 | 49 |  |  |  |  |  | 2 | - | 16 | 4 | 9 | 7 | 11 |
| Oregon BarBooks |  |  |  |  |  |  | - | - | - | - |  |  |  |  |  |
| OverDrive checkouts | 5.0\% | 2,950 | 32,455 |  | 3,387 | 3,160 | 3,088 | 2,706 | 3,166 | 2,894 | 2,766 | 2,753 | 2,782 | 2,806 | 2,947 |
| OverDrive new users | 18.7\% | 28 | 311 |  | 23 | 42 | 46 | 30 | 34 | 24 | 20 | 29 | 10 | 23 | 30 |
| Small Engine sessions | 0.0\% | 0 | 5 |  | - | - | - | 2 | - | - | - | - | - | 3 | - |
| Small Engine content views | 150.0\% | 1 | 15 |  | - | - | - | 2 | - | - | - | - | - | 13 | - |
| Website sessions (visits) | -88.9\% | 1,368 | 2,735 |  | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 495 | 2,240 |
| Website unique users | -88.6\% | 733 | 1,465 |  | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 312 | $20^{153}$ |

Annual Monthly
ACTIVITY
change averag

|  | change | average | t | Jun | May | Apr | Ma | Feb | Jan | Dec | Nov | Oct | Sep | Aug | Jul |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Website pageviews | -89.0\% | 2,437 | 4,874 |  | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 1,005 | 3,869 |
| Westlaw |  | - |  |  |  |  | - | - | - | - |  |  |  |  |  |
| Total electronic use | 4.1\% | 3,059 | 33,649 |  | 3,391 | 3,164 | 3,187 | 2,744 | 3,317 | 2,931 | 2,870 | 2,948 | 2,877 | 3,187 | 3,033 |
| Total collection use | -16.4\% | 9,042 | 108,500 | - | 4,322 | 4,266 | 10,060 | 10,372 | 11,784 | 10,599 | 9,956 | 10,924 | 11,158 | 12,360 | 12,702 |
| Average use/day | -90.3\% | N/A | 502 | \#DIV/0! |  |  | 629 | 432 | 471 | 424 | 433 | 420 | 465 | 458 | 489 |
| Library use |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Days open | -21.7\% | 20 | 216 |  | - | - | 16 | 24 | 25 | 25 | 23 | 26 | 24 | 27 | 26 |
| Hours open | -21.5\% | 184 | 2,029 |  | - | - | 156 | 223 | 235 | 229 | 211 | 248 | 228 | 247 | 252 |
| Limited days open |  | 19 | 56 |  | 20 | 26 | 10 |  |  |  |  |  |  |  |  |
| Limited hours open |  | 145 | 435 |  | 161 | 222 | 52 |  |  |  |  |  |  |  |  |
| Public closure hours |  | 41 | 122 |  | 68 | 44 | 10 |  |  |  |  |  |  |  |  |
| Patron visits | -29.7\% | 10,507 | 94,562 |  |  |  | 3,063 | 12,751 | 12,903 | 10,504 | 10,157 | 11,896 | 10,629 | 11,182 | 11,477 |
| Gate traffic |  |  | - |  |  |  |  |  |  |  |  |  |  |  |  |
| New patrons | -8.1\% | 76 | 836 |  | 5 | 13 | 48 | 128 | 129 | 71 | 61 | 99 | 92 | 96 | 94 |
| Reference Interactions | 38.5\% | 111 | 1,222 |  | 104 | 84 | 158 | 165 | 115 | 103 | 84 | 93 | 101 | 98 | 117 |
| Computer sessions |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Desktop sessions | -28.5\% | 676 | 6,088 |  |  |  | 416 | 678 | 688 | 565 | 659 | 759 | 744 | 795 | 784 |
| WiFi sessions |  |  | - |  |  |  |  |  |  |  |  |  |  |  |  |
| Total Internet use | -25.4\% | 529 | 6,349 | - | - | - | 422 | 700 | 723 | 579 | 679 | 783 | 784 | 839 | 840 |
| Laptop sessions | 34.5\% | 29 | 261 |  |  |  | 6 | 22 | 35 | 14 | 20 | 24 | 40 | 44 | 56 |
| AWE sessions | -32.1\% | 353 | 3,180 |  |  |  | 206 | 349 | 375 | 301 | 364 | 351 | 325 | 431 | 478 |
| Meetings held | -25.7\% | 82 | 735 |  |  |  | 42 | 85 | 126 | 91 | 89 | 87 | 84 | 79 | 52 |
| Collection activity |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| New items | 9.7\% | 392 | 4,706 | - | 342 | 476 | 477 | 429 | 448 | 442 | 401 | 434 | 459 | 443 | 355 |
| Books \& print | 14.5\% | 345 | 4,143 | - | 322 | 433 | 443 | 395 | 399 | 356 | 344 | 401 | 408 | 327 | 315 |
| Audio | -15.9\% | 22 | 269 | - | 18 | 15 | 26 | 23 | 19 | 48 | 27 | 21 | 26 | 25 | 21 |
| Movies | -16.0\% | 25 | 294 | - | 2 | 28 | 8 | 11 | 30 | 38 | 30 | 12 | 25 | 91 | 19 |
| Items withdrawn | 43.9\% | 387 | 4,639 | - | - | - | - | 124 | 121 | 423 | 183 | 697 | 599 | 922 | 1,570 |
| Billed/damaged not paid | -25.5\% | 35 | 283 |  |  |  |  | 16 | 38 | 25 | 77 | 25 | 33 | 48 | 21 |
| Claimed returned | 11.1\% | 1 | 10 |  |  |  |  | 1 | - | 2 | 1 | - | 2 | 4 | - |
| Long missing | -4.7\% | 23 | 181 |  |  |  |  | 23 | - | 37 | 49 | 8 | 44 | 13 | 7 |
| Withdrawn | 57.5\% | 521 | 4,165 |  |  |  |  | 84 | 83 | 359 | 56 | 664 | 520 | 857 | 1,542 |
| Net change in items | -93.7\% | 6 | 67 | - | 342 | 476 | 477 | 305 | 327 | 19 | 218 | (263) | (140) | (479) | $(1,215)$ |
| Items Processed | -5.2\% | 514 | 5,141 |  |  | 549 | 504 | 510 | 512 | 504 | 503 | 420 | 485 | 572 | 582 |
| Items Repaired | 17.1\% | 486 | 4,863 |  |  | 2,460 | 1,022 | 203 | 174 | 206 | 132 | 150 | 130 | 185 | 201 |

Annual Monthly
ACTIVITY
change average

| ACTIVITY | change | average | Total | Jun | May | Apr | Mar | Feb | Jan | Dec | Nov | Oct | Sep | Aug | Jul |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Programs and outreach |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Children's programs |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| \# kids programs | -7.1\% | 7 | 65 | - |  |  | 3 | 10 | 6 | 7 | 6 | 7 | 6 | 3 | 17 |
| Kids program attendance | -44.7\% | 127 | 1,273 | - |  |  | 75 | 187 | 132 | 111 | 90 | 135 | 104 | 50 | 389 |
| \# kids outreach | -13.9\% | 16 | 161 | - |  |  | 16 | 30 | 22 | 15 | 20 | 34 | 22 | 2 | - |
| Kids outreach attendance | -25.6\% | 220 | 2,195 | - |  |  | 183 | 513 | 300 | 203 | 306 | 382 | 288 | 20 | - |
| \# Kids Total | -12.1\% | 23 | 226 | - |  |  | 19 | 40 | 28 | 22 | 26 | 41 | 28 | 5 | 17 |
| Total kids attendance | -34.0\% | 347 | 3,468 | - |  |  | 258 | 700 | 432 | 314 | 396 | 517 | 392 | 70 | 389 |

Teen programs

| \# teen programs | 35.3\% | 5 | 46 | - | 3 | 5 | 7 | 6 | 5 | 8 | 6 | 1 | 5 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Teen Program attendance | -4.3\% | 27 | 270 | - | 9 | 27 | 39 | 44 | 31 | 50 | 8 | 28 | 34 |
| \# teen outreach | 85.7\% | 4 | 39 | - | 3 | 8 | 4 | 4 | 5 | 10 | 3 | 2 | - |
| Teen outreach attendance | -11.0\% | 172 | 1,722 | - | 203 | 717 | 101 | 139 | 129 | 266 | 81 | 86 | - |
| \# teen total | 54.5\% | 9 | 85 | - | 6 | 13 | 11 | 10 | 10 | 18 | 9 | 3 | 5 |
| Total teen attendance | -10.1\% | 199 | 1,992 | - | 212 | 744 | 140 | 183 | 160 | 316 | 89 | 114 | 34 |


| Adult programs |  |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \# adult programs | 23.8\% | 13 | 130 | - | 8 | 16 | 17 | 18 | 17 | 26 | 9 | 8 | 11 |
| Adult program attendance | -43.9\% | 145 | 1,445 | - | 142 | 202 | 140 | 97 | 74 | 444 | 55 | 156 | 135 |
| \# adult outreach | 20.0\% | 1 | 6 | - | - | - | - | 1 | 2 | - | 1 | 2 | - |
| Adult outreach attendance | 56.5\% | 37 | 371 | - | - | - | - | 24 | 62 | - | 125 | 160 | - |
| \# adult total | 23.6\% | 14 | 136 | - | 8 | 16 | 17 | 19 | 19 | 26 | 10 | 10 | 11 |
| Total adult attendance | -35.5\% | 182 | 1,816 | - | 142 | 202 | 140 | 121 | 136 | 444 | 180 | 316 | 135 |

Online programs

| \# online programs |  | 4 | 12 | - | 10 | 2 |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Online program attendance |  | 22 | 66 | - | 51 | 15 |  |  |  |  |  |  |  |  |
| Total \# programs | 8.8\% | 42 | 459 | - | 10 | 35 | 69 | 56 | 51 | 55 | 85 | 47 | 18 | 33 |
| Total attendance | -28.6\% | 667 | 7,342 | - | 51 | 627 | 1,646 | 712 | 618 | 692 | 1,277 | 661 | 500 | 558 |
| Outreach activities only | -3.3\% | 19 | 206 | - | - | 19 | 38 | 26 | 20 | 27 | 44 | 26 | 6 | - |
| Outreach attendance only | -16.3\% | 390 | 4,288 | - | - | 386 | 1,230 | 401 | 366 | 497 | 648 | 494 | 266 | - |
| Volunteering |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Volunteers |  | N/A | N/A |  |  | 11 | 12 | 12 | 11 | 10 | 16 | 11 | 7 | 14 |
| Volunteer Hours | 36.9\% | 43 | 390 |  |  | 18 | 28 | 35 | 41 | 53 | 77 | 48 | 44 | 46 |

## Welcome to



## COVID-19 Edition

## Temporary Open Hours Monday-Friday, 9:00 am to 6:00 pm Saturday, 10:00 am to 4:00 pm Senior Hour: Mon-Fri, 9-10:00 am

For everyone's safety, we have a few extra items of note as you're using our facility.


## Follow health guidelines

Please abide by public health guidelines while using the library. Stay home if you're sick, use masks, and wash your hands regularly. Check out the sign from Central Oregon Emergency Information Network for details. We have masks available upon request, while supplies last.


## Do distance. Don't browse.

We've made a few changes to encourage 6 -foot physical distancing. We're limiting the number of people in the building, making aisles one-way, taping off 6-foot distances, and temporarily removing some furniture. Unfortunately, we're restricting open browsing of the shelves for a while, too, to avoid transmitting the virus.


No food
Please consume your food outside the building while we're in pandemic mode. You're still welcome to bring your drinks in closed or lidded containers.


[^1]Stay home if you are sick. If you get a cough, fever, or
shortness of breath while in public, please return home and
self-isolate immediately. Contact your health care provider if
you need medical attention.

| People who are at risk for severe complications |
| :--- |
| (over age 60 or have underlying medical conditions) should stay |
| home even if you feel well. |


| Wash your hands often for at least 20 seconds. If |
| :--- |
| soap or water are not available, use hand sanitizer (60-95\% |
| alcohol content). |


| Use cloth, paper or disposable face coverings in public. |
| :--- |

Emergency
Information Network

| Account Number | Library Services Fund |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Description | $\begin{gathered} \text { 2017-18 } \\ \text { Actual } \end{gathered}$ | $\begin{gathered} \text { 2018-19 } \\ \text { Actual } \end{gathered}$ | $\begin{gathered} \text { 2019-20 } \\ \text { Budget } \end{gathered}$ | Budget Adjustment $s$ | $\begin{gathered} \text { Adjusted } \\ \text { 2019-20 } \\ \text { Budget } \end{gathered}$ | 2019-20 <br> Estimate | $\begin{gathered} \text { 2020-21 } \\ \text { Requested } \\ \text { Budget } \\ \hline \end{gathered}$ | 2020-21 <br> Proposed <br> Budget | 2020-21 Approved Budget | 2020-21 <br> Adopted <br> Budget |
| 330-0000-300.01-01 | BEGINNING BALANCE | 32,500 | 58,518 | 55,749 |  | 55,749 | 58,200 | 101,800 | 101,800 | 101,800 | 101,800 |
| 330-0000-300.01-05 | INTEREST EARNED | 419 | 1,297 | 400 |  | 400 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 |
| 330-3001-324.34-00 | STATE GRANTS | 7,943 | 8,094 | 8,500 |  | 8,500 | 8,400 | 28,500 | 28,500 | 28,500 | 28,500 |
| 330-3001-347.47-00 | donations | 19,501 | 14,567 | 75,000 | 100,000 | 175,000 | 125,000 | 200,000 | 200,000 | 200,000 | 200,000 |
| 330-0000-390.90-04 | Prior year taxes |  | 7,262 | - |  | - | 3,000 | 1,000 | 1,000 | 1,000 | 1,000 |
| 101-3000-329.42-18 | Photocopy fees | 6,519 | 7,216 | 6,200 |  | 6,200 | 5,000 | 6,500 | 6,500 | 6,500 | 6,500 |
| 101-3000-329.42-39 | NONRESIDENT REGISTRATIONS | 705 | 945 | 1,200 |  | 1,200 | 900 | 1,000 | 1,000 | 1,000 | 1,000 |
| 101-3000-329.50-19 | FINES | 6,424 | 2,171 | 2,260 |  | 2,260 | 800 | 4,000 | 4,000 | 4,000 | 4,000 |
| 101-3000-329.50-20 | LOST OR DAMAGED | 1,549 | 2,778 | 3,700 |  | 3,700 | 2,000 |  | - | - | - |
| 101-3000-343.43-24 | MERCHANDISE | 101 | 117 | 100 |  | 100 | 100 | 100 | 100 | 100 | 100 |
| 101-3000-343.43-25 | CARD REPLACEMENT | 65 | - | - |  | - | - | - | - | - | - |
| 101-3000-345-45-21 | friends of library sales | 8 | (78) | - |  | - | 100 | - | - | - | - |
| 101-3000-360-60-03 | REIMBURSED Items |  |  | - |  | - | - |  | - | - | - |
| 101-3000-360-60-13 | CASHIER ADJUSTMENT | (7) | 6 | - |  | - | - |  | - | - | - |
| 101-3000-360-60-51 | E-RATE Internet reimb |  |  | - |  | - | - | - | - | - | - |
|  | Transfer from law library fund |  |  |  |  |  | - | 52,000 | 52,000 | 52,000 | 52,000 |
|  | Transfer from CC Reserve Fund |  |  |  |  |  |  | 525,000 | 525,000 | 525,000 | 525,000 |
|  | General fund support | 772,541 | 749,757 | 921,240 | - | 921,240 | 922,100 |  | - |  |  |
|  | Property taxes |  |  |  |  |  |  | 1,174,300 | 1,174,300 | 1,174,300 | 1,174,300 |
|  | Total resources | 848,267 | 852,650 | 1,074,349 | 100,000 | 1,174,349 | 1,126,600 | 2,095,200 | 2,095,200 | 2,095,200 | 2,095,200 |
| 101-3000-510.01-17 | DEPARTMENT HEADS | 63,774 | 72,127 | 72,900 |  | 72,900 | 69,600 | 76,000 | 76,000 | 76,000 | 76,000 |
| 101-3000-510.01-22 | ASST/TECH/COORD/CLERK | 356,896 | 340,844 | 395,800 |  | 395,800 | 374,500 | 406,000 | 417,200 | 417,200 | 417,200 |
| 101-3000-510.01-28 | MAINTENANCE | 26,343 | 28,475 | 30,000 |  | 30,000 | 26,900 | 27,800 | - | - | - |
| 101-3000-510.01-32 | EXTRA HELP | 423 | 12,689 | 2,600 |  | 2,600 | 23,100 |  | - | - | - |
| 101-3000-510.02-01 | FICA | 32,919 | 34,097 | 38,400 |  | 38,400 | 37,400 | 38,500 | 37,300 | 37,300 | 37,300 |
| 101-3000-510.02-02 | WORKERS COMPENSATION | 1,542 | 1,581 | 3,300 |  | 3,300 | 1,500 | 1,400 | 600 | 600 | 600 |
| 101-3000-510.02-03 | HEALTH INSURANCE | 116,095 | 94,906 | 121,300 |  | 121,300 | 139,100 | 143,700 | 143,600 | 143,600 | 143,600 |
| 101-3000-510.02-04 | LIFE INSURANCE/LTD | 1,101 | 919 | 1,600 |  | 1,600 | 1,200 | 1,200 | 1,100 | 1,100 | 1,100 |
| 101-3000-510.02-05 | UNEMPLOYMENT | 447 | 454 | 700 |  | 700 | 500 | 500 | 500 | 500 | 500 |
| 101-3000-510.02-06 | 401K RETIREMENT | 39,000 | 27,138 | 39,000 |  | 39,000 | 36,800 | 39,000 | 35,100 | 35,100 | 35,100 |
|  | Total personal services | 638,541 | 613,230 | 705,600 | - | 705,600 | 710,600 | 734,100 | 711,400 | 711,400 | 711,400 |
| 101-3000-520.05-30 | POSTAGE |  | 639 | 700 |  | 700 | 1,500 | 1,700 | 1,700 | 1,700 | 1,700 |
| 101-3000-520.05-71 | MINOR EQUIP |  |  |  | 35,000 | 35,000 | 35,000 | 4,000 | 4,000 | 4,000 | 4,000 |
| 101-3000-520.05-74 | PROGRAMS AND OUTREACH | 5,032 | 4,798 | 4,300 |  | 4,300 | 4,300 | 4,300 | 4,300 | 4,300 | 4,300 |
| 101-3000-520.05-75 | PROGRAMS - YOUTH |  |  | - |  | - | - | - | - | - | - |

## Library Services Fund

| Account Number | Description | 2017-18 <br> Actual | $\begin{gathered} \text { 2018-19 } \\ \text { Actual } \end{gathered}$ | $\begin{aligned} & 2019-20 \\ & \text { Budget } \end{aligned}$ | Budget Adjustment <br> s | Adjusted <br> 2019-20 <br> Budget | 2019-20 <br> Estimate | 2020-21 <br> Requested <br> Budget | 2020-21 <br> Proposed Budget | 2020-21 <br> Approved Budget | 2020-21 <br> Adopted <br> Budget |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 101-3000-520.05-89 | CREDIT CARD CHARGES | 140 | 109 | 200 |  | 200 | 200 | 200 | 200 | 200 | 200 |
| 101-3000-520.10-06 | COLLECTION AGENCY EXPENSE | 1,155 | 1,038 | 1,500 |  | 1,500 | 800 | 1,500 | 1,500 | 1,500 | 1,500 |
| 101-3000-520.10-07 | COPY MACHINES | 2,029 | 2,167 | 1,800 |  | 1,800 | 1,800 | 1,800 | 1,800 | 1,800 | 1,800 |
| 101-3000-520.10-25 | OFFICE SUPPLIES | 6,564 | 6,168 | 7,100 | 12,950 | 20,050 | 20,000 | 8,000 | 8,000 | 8,000 | 8,000 |
| 101-3000-520.20-07 | BOOKMOBILE MAINTENANCE |  | 4,465 | - |  | - | - | - | - | - | - |
| 101-3000-520.20-19 | EQUIPMENT REPAIRS/MAINT. | 6,113 | 6,960 | 5,000 |  | 5,000 | 4,000 | 1,000 | 1,000 | 1,000 | 1,000 |
| 101-3000-520.20-43 | RESOURCE SHARING | 6,763 | - | 7,500 |  | 7,500 | 7,000 | 7,500 | 7,500 | 7,500 | 7,500 |
| 101-3000-520.25-08 | MOTOR POOL CHARGES | 2,325 | 2,131 | 2,700 |  | 2,700 | 2,300 | 1,200 | 1,200 | 1,200 | 1,200 |
| 101-3000-520.30-04 | PROCESSING/REPAIR SUPPLIE |  | - | - |  | - | - | - | - | - | - |
| 101-3000-520.30-05 | COLLECTION DEVELOPMENT | 62,020 | 58,977 | 118,500 |  | 118,500 | 118,500 | 127,000 | 127,000 | 127,000 | 127,000 |
| 101-3000-520.30-06 | MATERIALS-DIGITAL MEDIA | 223 | - | - |  | - | - | - | - | - | - |
| 101-3000-520.30-07 | MATERIALS-YOUTH COLLECTIN |  | - | - |  | - | - | - | - | - | - |
| 101-3000-520.30-08 | BOOKS/PERIODICALS/PUBLICA | 3,045 | 3,565 | - |  | - | - | - | - | - | - |
| 101-3000-520.30-09 | ELECTRONIC MEDIA | 28,349 | 32,652 | - |  | - | - | - | - | - | - |
| 101-3000-520.35-13 | CONTRACT SERVICES | 600 | - | 5,000 |  | 5,000 | 2,000 | 2,000 | 2,000 | 2,000 | 2,000 |
| 101-3000-520-35-42 | SOFTWARE MAINTENANCE | 4,086 | 5,108 | 4,500 | 2,000 | 6,500 | 6,500 | 11,000 | 11,000 | 11,000 | 11,000 |
| 101-3000-520-35-85 | LIBRARY CONSORTIUM | 9,997 | 9,000 | 11,000 |  | 11,000 | 8,000 | 8,300 | 8,300 | 8,300 | 8,300 |
| 101-3000-520.40-10 | TELEPHONE | 4,148 | 4,277 | 2,600 |  | 2,600 | 3,500 | 3,500 | 3,500 | 3,500 | 3,500 |
| 101-3000-520.45-02 | EDUCATION \& CERTIFICATION | 1,310 | 2,338 | - |  | - | - | - | - | - | - |
| 101-3000-520.45-03 | LODGING \& MEALS | 1,858 | 1,266 | 1,200 |  | 1,200 | 1,000 | 2,000 | 2,000 | 2,000 | 2,000 |
| 101-3000-520.45-04 | REGISTRATION \& DUES | 2,402 | 3,289 | 4,000 |  | 4,000 | 2,500 | 3,500 | 3,500 | 3,500 | 3,500 |
| 101-3000-520.60-16 | PROMOTION \& PUBLICITY | 1,206 | 735 | 1,500 |  | 1,500 | 1,500 | 12,500 | 12,500 | 12,500 | 12,500 |
|  | Insurance - liability |  |  | - |  | - |  | 4,900 | 4,900 | 4,900 | 4,900 |
|  | Occupancy |  |  |  |  |  |  | 275,900 | 275,900 | 275,900 | 275,900 |
|  | IT/GIS |  |  |  |  |  |  | 120,400 | 120,400 | 120,400 | 120,400 |
|  | Admin/Finance/HR/Legal |  |  |  |  |  |  | 98,800 | 98,800 | 98,800 | 98,800 |
| 330-3001-520.05-71 | Minor equipment |  |  |  | 60,000 | 60,000 | 35,000 | 225,000 | 225,000 | 225,000 | 225,000 |
| 330-3001-520.05-74 | PROGRAMS AND OUTREACH | 5,280 | 13,030 | 12,000 |  | 12,000 | 5,000 | 13,000 | 13,000 | 13,000 | 13,000 |
| 330-3001-520.05-75 | PROGRAMS - YOUTH | 417 |  | - |  | - | - | - | - | - | - |
| 330-3001-520-20-19 | EQUIPMENT REPAIRS/MAINT | 1,528 | 2,100 | 2,500 |  | 2,500 | 4,000 | - | - | - | - |
| 330-3001-520.30-05 | COLLECTION DEVELOPMENT | 1,143 | 506 | 5,000 |  | 5,000 | 2,000 | 5,000 | 5,000 | 5,000 | 5,000 |
| 330-3001-520.30-07 | MATERIALS-YOUTH COLLECTIN |  |  | - |  | - | - | - | - | - | - |
| 330-3001-520.30-09 | ELECTRONIC MEDIA | 1,763 |  | - |  | - | - | - | - | - | - |
| 330-3001-520.30-12 | READY TO READ GRANT EXP | 7,400 | 8,227 | 8,500 |  | 8,500 | 8,500 | 8,500 | 8,500 | 8,500 | 8,500 |
| 330-3001-520.35-13 | CONTRACT SERVICES |  |  | - |  | - | - | - | - | - | - |
| 330-3001-520-60-16 | PROMOTION \& PUBLICITY | 25 | 456 | - |  | - | 4,300 | 1,000 | 1,000 | 1,000 | 1,000 |


|  | Library Services Fund |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Account Number | Description | $\begin{gathered} \text { 2017-18 } \\ \text { Actual } \end{gathered}$ | $\begin{gathered} \text { 2018-19 } \\ \text { Actual } \end{gathered}$ | $\begin{gathered} \text { 2019-20 } \\ \text { Budget } \end{gathered}$ | Budget Adjustment $s$ | Adjusted 2019-20 Budget | 2019-20 <br> Estimate | 2020-21 <br> Requested Budget | 2020-21 Proposed Budget | 2020-21 <br> Approved <br> Budget | 2020-21 <br> Adopted <br> Budget |
| 401-6004-520.05-74 | PRograms and outreach |  |  |  |  |  |  | 300 | 300 | 300 | 300 |
| 401-6004-520.10-25 | OfFICE SUPPLIES |  |  |  |  |  |  | 100 | 100 | 100 | 100 |
| 401-6004-520.10-26 | ORDINANCE COMPILATION |  |  |  |  |  |  | 3,500 | 3,500 | 3,500 | 3,500 |
| 401-6004-520.20-19 | EQUIPMENT REPAIRS/MAINT |  |  |  |  |  |  | - | - | - | - |
| 401-6004-520.30-05 | collection development |  |  |  |  |  |  | 25,000 | 25,000 | 25,000 | 25,000 |
| 401-6004-520.45-04 | registration and dues |  |  |  |  |  |  | 1,000 | 1,000 | 1,000 | 1,000 |
|  | Total materials and services | 166,919 | 174,001 | 207,100 | 109,950 | 317,050 | 279,200 | 983,400 | 983,400 | 983,400 | 983,400 |
| 101-3000-580.80-13 | CAPITAL OUTLAY |  |  | 50,000 | $(49,950)$ | 50 |  |  |  |  |  |
| 330-3001-580.80-13 | EQUIPMENT | 6,537 | 7,219 | 50,000 | 40,000 | 90,000 | 35,000 | - | - | - | - |
|  | Total capital outlay | 6,537 | 7,219 | 100,000 | $(9,950)$ | 90,050 | 35,000 | - | - | - | - |
|  | Transfer to Library Fund |  |  |  |  |  |  | - | - | - | - |
|  | Total transfers | - | - | - | - | - | - | - | - | - | - |
| 330-3001-571.90-00 | RESERVE |  |  | 61,649 |  | 61,649 |  |  | - | - | - |
| 401-6004-571.90-00 | ReSERVED FOR FUTURE EXPNS |  |  |  |  |  |  |  |  |  |  |
|  | Total reserve | - | - | 61,649 | - | 61,649 | - | - | - | - | - |
|  | Total requirements | 811,997 | 794,450 | 1,074,349 | 100,000 | 1,174,349 | 1,024,800 | 1,717,500 | 1,694,800 | 1,694,800 | 1,694,800 |

## County Library



## MISSION STATEMENT

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

## SUMMARY

The Library provides access to physical and digital materials, study and meeting spaces, programs, technology, and staff expertise to encourage early childhood literacy, support students and educators, and promote lifelong learning and recreation throughout the County. A five-person Library Board of Trustees, appointed by the County Court, oversees and advises on library services, including helping guide the work of the Library Director and other staff.

Library functions are roughly broken down into two groups: circulation and public services. Circulation staff serve library patrons at the service desk, process materials, and ensure that the building and grounds are well-kept. Public services staff select library materials, provide programs in and out of the library, work at the service desk, and answer patrons' research questions.

## RESOURCES

The total proposed operational funding for the FY 2020/21 budget is $\mathbf{\$ 2 , 0 9 5 , 2 0 0}$. Funding for the Library comes primarily from the County's property taxes $(\$ 1,175,300)$ with library fees making up less than $2 \%$ of the operating budget. The Friends of the Crook County Library, an independent 501(c)(3) nonprofit, contributes significantly to the library's programming and collections.


The library also oversees restricted monies coming from grants and donations, as well as state funding devoted to providing county law library services, with a reserve of $\$ 52,000$.

## EXPENSES

The FY 2020/21 budget proposes the same level of staffing and services at the previous fiscal year. Notable changes to some expenses are as follows:

- In FY 2019/20, the library completed a large Radio Frequency Identification (RFID) project, resulting in larger-thanusual expenses for minor equipment and office supplies. Those expense areas have been reduced accordingly with the completion of the project.
- To better reflect costs, some software expenses are being moved from the Information Technology department's budget into the Library's.
- Thanks to a 2019 grant from Facebook, the library purchased a new outreach van. Some maintenance and mileage expenses will be paid with the grant funding rather than operational income.


## CHANGES FROM FY2020

Fund Structure. The Library's budget was previously split between three funds: General (\#1013000), Grants/Donations (\#330), and Law Library (\#401-6004). To simplify accounting and increase transparency, these three funds are being combined. The grants/donations and law library monies, which are restricted funds, will still be separately tracked within the single fund.
The Library may receive a large grant, around $\$ 150,000$, in FY 2020/21 which is reflected in the miscellaneous revenue.

Internal Charges. All County operations have been charged administrative overhead costs; administration, finance, legal and human resources. Additionally, information technology and geographical information services have been charged to user operations. Occupancy costs are also charged to operations within County owned and operated facilities.

## CHALLENGES

Coronavirus Impacts: The ongoing effects of the novel coronavirus pandemic will continue to influence library services even after reopening to the public. During the public closure, the library reconfigures its business model to focus on digital and curbside services. Reopening will require a graduated response including changes to facility layout as well as how services and programs are offered. These changes are unprecedented, and their long-term impacts are uncertain.

Digital Divide: The divide between those who have reliable access to high-speed Internet and technology is in stark relief during this crisis. Those without technology access are having difficulty accessing basic needs: receiving government benefits, staying in touch with friends and family, applying for jobs, and even shopping safely. Before coronavirus, the library saw the effects of the digital divide. Now, as that division widens, helping reduce it is an even more critical function of the library.

Funding for E-resources: The library's closure to the public highlights the need for more electronic resources to serve Crook County residents not only during the pandemic, but onward. While the library's present electronic services are a blessing - including e-books and e-audio, online engine repair information, genealogy, legal research materials, and more - they are not enough to meet demand. Unfortunately, many of the electronic resources available have a pay-per-use model, similar to how the library currently pays for e-books. As the popularity of such resources grows, so too does the challenge of finding money to pay for them.

## OPPORTUNITIES

## Technology education

Increasing technology education throughout the County is a key goal of the library's 2019-24 strategic plan, a need further demonstrated during the pandemic. A recent \$100,000 grant from Facebook increases the library's capacity to offer such training by providing new equipment and an outreach van. While training plans are temporarily on hold, Facebook's investment is an excellent opportunity to help close the digital divide that has

been laid so bare during the novel coronavirus outbreak.

## New strategic plan

In fall 2019, the Library Board of Trustees and County Court approved the library's new 2019-24 strategic plan. The goals and initiatives in the plan range from the aforementioned technology education to improving access to facilities and services for people with disabilities to spreading early literacy principles throughout the County. The plan is a great opportunity for the library to focus its efforts on what the community needs the most.

## New website

The library, along with the rest of the County, recently launched a new website. Library staff currently are working on further tailoring the site to meet the needs of library users. The new website, along with the library's new Instagram account, offer a chance to better connect with patrons digitally, empowering people by connecting them to more library services and informing them about what's available.

## SUCCESSES/HIGHLIGHTS

## Radio Frequency Identification (RFID)

In FY 2019-20, the library adopted RFID, a technology to help make library services smoother for patrons and staff alike. Over the course of the year, volunteers and staff placed RFID tags in nearly 50,000 physical items. As a result, people can check out items much more quickly - wirelessly, in fact - and staff can check in and locate missing items with ease.

## Summer Reading Program

The Summer Reading Program is one of the library's flagship services. Its goal is to encourage people of all ages to get in the
 habit of reading daily. The 2019 program was one of the most successful in recent memory. Nearly 800 people participated, a $30 \%$ increase over 2018. Crook County residents also participated in

several fantastic events, including the Planetarium Experience with the Oregon Observatory. Summer Reading succeeded on its major goal: all parents who responded to the end-of-program reported that their children were as or even more motivated to read at the end of the program as they were at the beginning.

## Law library

The county law library is now a part of the public library, rather than located in the
courthouse as it was previously. Having up-to-date law materials available at the library has benefited Crook County residents greatly. Several individuals have already used the print and online materials to research issues related to housing, debt, child custody, consumer protection, and much more.

## New lighting

All of the interior and exterior lights at the library have been replaced with energy-efficient LEDs, reducing the building's lighting energy consumption by $75 \%$ and improving visibility inside and out.

## Improved collections for Spanish speakers

Children's Services Librarian Jennifer Fischer was able to visit the Guadalajara International Book Festival in Mexico, thanks to the Oregon Library Association. While there, she purchased several high-quality, culturally relevant Spanish language titles to add to the library's collection.

## New and continuing partnerships

The library has partnered with other organizations to offer several well-received programs. These partnerships include the Veterans Services Office (Veterans' Coffee Club), the Bowman Museum (People from our Past), and Rimrock Trails (craft programs).

## Expanded social services

With the closure of Lutheran Community Services, the library serves an even more critical function promoting social services. Many individuals experiencing homelessness consider the library to be a welcoming place where they can find assistance with their needs. The embedded social workers from Thrive Central Oregon expanded their hours to include Fridays, giving more people a chance to access needed resources.

## Dolly Parton Imagination Library (DPIL)

DPIL mails a free book every month to any child in Crook County ages 0-5. Thanks to tireless promotion mainly by the Health Department and the library, Crook County has one of the highest participation rates of any DPIL program in the West: 75\% of eligible children are receiving books.

## PERSONNEL

Library Staffing

|  | Fiscal Year |  |  |  |  |  |  |  |  |
| :--- | ---: | ---: | ---: | ---: | :---: | :---: | :---: | :---: | :---: |
| Position | 2017-18 | $\mathbf{2 0 1 8 - 1 9}$ | $\mathbf{2 0 1 9 - 2 0}$ | $\mathbf{2 0 2 0} \mathbf{- 2 1}$ |  |  |  |  |  |
| Library Director | 1.00 | 1.00 | 1.00 | 1.00 |  |  |  |  |  |
| Assistant Library Director | 1.00 | 1.00 | 1.00 | 1.00 |  |  |  |  |  |
| Library Operations Manager | 1.00 | 1.00 | 1.00 | 1.00 |  |  |  |  |  |
| Children Services Librarian | 2.00 | 2.00 | 2.00 | 2.00 |  |  |  |  |  |
| Librarian Specialist | 2.00 | 2.00 | 2.00 | 2.00 |  |  |  |  |  |
| Library Technician | 2.62 | 2.62 | 2.62 | 2.62 |  |  |  |  |  |
| Library Aide | 1.00 | 1.00 | 1.00 | 1.00 |  |  |  |  |  |
| Total | $\mathbf{1 0 . 6 2}$ | $\mathbf{1 0 . 6 2}$ | $\mathbf{1 0 . 6 2}$ | $\mathbf{1 0 . 6 2}$ |  |  |  |  |  |

Staffing levels remain the same for FY 2020/21 as they were last year.
ORGANIZATION CHART


## PERFORMANCE MEASURES

| Resource Usage | $\mathbf{2 0 1 6}$ | $\mathbf{2 0 1 7}$ | $\mathbf{2 0 1 8}$ | $\mathbf{2 0 1 9}$ | YTD 2020 <br> $(\mathbf{3 / 3 1 / 2 0})$ |
| :--- | ---: | ---: | :---: | ---: | ---: |
| Collection | 180,964 | 168,638 | 171,010 | 157,743 | 99,905 |
| Electronic content | 22,269 | 24,144 | 35,896 | 35,213 | 27,087 |
| Computers/WiFi | 31,737 | 30,922 | 29,578 | 29,060 | $\mathrm{~N} / \mathrm{A}$ |
| Meeting rooms | 986 | 975 | 1,002 | 1,050 | 735 |


| Program participation | 2016 | $\mathbf{2 0 1 7}$ | $\mathbf{2 0 1 8}$ | $\mathbf{2 0 1 9}$ | YTD 2020 <br> $(\mathbf{3 / 3 1 / 2 0})$ |
| :--- | :---: | ---: | :---: | ---: | ---: |
| Kids program attendance | 4380 | 13896 | 9083 | 7034 | 3468 |
| Kids summer reading participation | 333 | 364 | 362 | 320 | 370 |
| Teen program attendance | 363 | 1140 | 2052 | 2304 | 1992 |
| Teen summer reading participation | 85 | 86 | 65 | 94 | 119 |
| Adult program attendance | 412 | 1358 | 1749 | 2986 | 1816 |
| Adult summer reading participation | 258 | 322 | 259 | 191 | 287 |


| New collection | 2016 | 2017 | 2018 | 2019 | YTD 2020 <br> $(3 / 31 / 20)$ |
| :--- | ---: | ---: | ---: | ---: | ---: |
| Items in local history collection |  | 0 | 337 | 681 | 893 |

BUDGET

Library Services Fund

|  | $\begin{gathered} \text { 2017-18 } \\ \text { Actual } \\ \hline \end{gathered}$ | $\begin{gathered} \text { 2018-19 } \\ \text { Actual } \\ \hline \end{gathered}$ | Adjusted 2019. 20 Budget | 2019-20 <br> Estimate |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Resources |  | 36,270 |  |  |  |
| Beginning fund balance | 32,500 | 58,518 | 55,749 | 58,200 | 101,800 |
| Current year resources |  |  |  |  |  |
| Property taxes | - | 7,262 | - | 3,000 | 1,175,300 |
| Intergovernmental | 7,943 | 8,094 | 8,500 | 8,400 | 28,500 |
| Licenses, permits and fees | 705 | 945 | 1,200 | 900 | 1,000 |
| Charges for services | 6,621 | 7,261 | 6,300 | 5,200 | 6,600 |
| Miscellaneous | 27,958 | 20,813 | 181,360 | 128,800 | 205,000 |
| Transfers | - | - | - | - | 577,000 |
| Other | 772,541 | 749,757 | 921,240 | 922,100 | - |
| Total current year resources | 815,767 | 794,132 | 1,118,600 | 1,068,400 | 1,993,400 |
| Total resources | 848,267 | 852,650 | 1,174,349 | 1,126,600 | 2,095,200 |
| Requirements |  |  |  |  |  |
| Personnel services | 638,541 | 613,230 | 705,600 | 710,600 | 711,400 |
| Material and services | 166,919 | 174,001 | 317,050 | 279,200 | 986,500 |
| Capital outlay | 6,537 | 7,219 | 90,050 | 35,000 | - |
| Transfers | - | - | - | - | - |
| Contingency | - | - | - | - | 397,300 |
| Reserved | - | - | 61,649 | - | - |
| Total requirements | 811,997 | 794,450 | 1,174,349 | 1,024,800 | 2,095,200 |

## Library


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|  | Position | 2013-14 <br> Actual | 2014-15 <br> Actual | 2015-16 <br> Budget | 2016-17 <br> 'roposed |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  | Chief of Police | 1.0 | 1.0 | 1.0 | 1.0 |
|  | Lieutenant/Commander | 1.0 | 1.0 | 1.0 | 1.0 |
|  | Sergeants | 2.0 | 3.0 | 3.0 | 3.0 |
|  | Police Officers | 10.0 | 10.0 | 10.0 | 10.0 |
|  | School Resource Officer | - | - | - | 1.0 |
|  | Administrative Assistant | 1.0 | 1.0 | 1.0 | 1.0 |
|  | FTE's - Police | 15.0 | 16.0 | 16.0 | 17.0 |
|  | Communications Center Superv | 1.0 | 1.0 | 1.0 | 1.0 |
|  | Communications Officers | 6.0 | 6.0 | 6.0 | 6.0 |
| 0 | FTE's - Emergency Communicat | 7.0 | 7.0 | 7.0 | 7.0 |
| $0)$ | Corrections Officer | 1.0 | 1.0 | 1.0 | 1.0 |
|  | Total FTE's - Police | 23.0 | 24.0 | 24.0 | 25.0 |

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## Accomplishments

- Radio Frequency Identification (RFID)
- Law Library
- Expanded services for Latinx community
- Dolly Parton Imagination Library (DPIL)
- Summer Reading Program


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## Strategic Issues

|  | OOVISION <br> The Crook County Library is relevant, accessible, and useful to our community. It is an environment where people come together for lifelong learning, enjoyment, and connection. |  | eable and engaging staff will provide dinnovative resources and create aces where everyone can experience the joy discovery. |
| :---: | :---: | :---: | :---: |
|  | [ ${ }^{5}$ GOALS | $\geqslant$ InItiAtives | [ OUTCOMES |
|  | Underserved populations will connect more with their library. | - Promote library use and access by older adults. <br> - Improve services and outreach to Latinx residents. <br> - Provide more direct programming in the outlying regions of Crook County. | - Older adults will have access to more events and services. <br> - Latin $\times$ residents will increase their library use. <br> - Residents in outlying areas will increase their library use. |
|  | The library's physical and digital spaces will be inviting. | - Refresh and enhance landscaping to be more ecological and economical. <br> - Launch a new website that improves access to library services. <br> - Replace aging furniture with more attractive and accessible options. | - Landscaping will include native plants and require less maintenance and water. <br> - Library services will be simpler to find and access online. <br> - Library furniture will be durable and allow access for individuals with disabilities. |
|  | People with disabilities will be able to access core library services. | - Renovate public computer lab to be ADAaccessible. <br> - Install computers with assistive technology for people with disabilities. <br> - Investigate and implement options for outreach to people who are homebound. | - Technology workstations will be accessible by individuals in wheelchairs and with mobility issues. <br> - Screen readers, speech input, and other technology will be available on library workstations. <br> - Homebound individuals will be able to access some library services remotely. |
|  | Adults will learn and engage with their library. | - Teach regular classes on technology and vocational skills. <br> - Knowledgably connect people to needed community resources and services. <br> - Expand services to meet the legal needs of laypeople and legal professionals. <br> - Find new and engaging opportunities for people to volunteer at the library. | - Crook County residents will have access to highquality technology classes. <br> - Library staff will be able to give patrons information about needed social services. <br> - The library will offer legal materials in multiple formats and informational sessions. <br> - The library will have more volunteers who donate a greater number of hours annually. |
|  | The library will help youth in Crook County succeed and thrive. | - Increase participation in the Dolly Parton Imagination Library (DPIL). <br> - Spread early literacy principles among children ages $0-6$ and their caregivers. <br> - Offer fun and safe activities for youth ages 6-18 throughout the year. | - At least $60 \%$ of eligible Crook County children will be signed up for DPIL <br> - Parents of age $0-6$ children will increase familiarity with early literacy principles. <br> - Youth will have access to more events and services in and out of the library. |

Crook County, Oregon Proposed Budget Fiscal Year 2020-21


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## Challenges and Opportunities

- Short-term
- Challenge: Novel coronavirus
- Opportunity: New website/social media
- Long-term
- Challenge: Funding for e-resources
- Challenge: Digital Divide
- Opportunity: New strategic plan
- Opportunity: Technology education




## Changes

- Combination of three funds into one: operations (previously in General Fund), Grants/Donations, and Law Library funds.


## Capital

- Facebook technology education grant
- Potential other grants for projects such as meeting room and computer lab improvements


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## Performance Measures

| Resource Usage |  |  |  |  |  |
| :--- | ---: | ---: | ---: | ---: | ---: |



Financial Summary
(amounts in thousands)


Oing of Жौтence
A City in Motion


[^0]:    Other matters may be discussed as deemed appropriate by the Board. If necessary, Executive

[^1]:    Limited computer use
    Due to demand and limited devices, computer use is limited to an hour a day. We have a dedicated computer to apply for government benefits (e.g. unemployment) and completing the Census.

