

MINUTES FOR THE
JACKSON COUNTY LIBRARY DISTRICT
REGULAR BOARD MEETING
FEBRUARY 11, 2016

1. Call to Order/Roll Call

The Jackson County Library District (JCLD) Regular Board Meeting was opened by President Monica Weyhe on Thursday, February 11, 2016, at 9:30 a.m. in the Adams Meeting Room at the Medford Branch Library, 205 S. Central Avenue, Medford, Oregon. Roll call was taken and those present were:

Present:

Monica Weyhe, President
Maureen Swift, Vice President
Carol Doty, Director
Jill Turner, Director
Susan Kiefer, Director
Mark Bartholomew, Counsel

Also Present:

Lisa Marston, Executive Administrator, JCLD
Tammy Westergard, Library Director, Jackson County Library Services (JCLS)
Susan Bloom, Access Services Coordinator, JCLS
Amy Blossom, Ashland Branch Manager, JCLS
Laura Kimberly, Medford Branch Manager, JCLS
Leigh Blair, Central Point Branch Manager, JCLS
Carrie Prechtel, Community and Digital Services Coordinator, JCLS
Betsy Randolph, Administrative Assistant, JCLS
Eric Molinsky, Patron Technical Support, JCLS
Marian Barker, Youth Services Manager, JCLS
Nancy Peterson, Outreach Coordinator, JCLS
Laura Burnett, Regional Director, Library Systems and Services, Inc. (LSSI)
Shelley Austin, Executive Director, Jackson County Library Foundation (JCLF)
Donovan Edwards, Office Specialist, JCLD

2. Introductions and Proclamations

President Weyhe announced that Carrie Prechtel has accepted a position with 211 (211 Info). The Board expressed sadness about losing Carrie, while observing that it will be difficult to replace her. Director Doty stated that the turnover rate for those associated with Jackson County Library Services (JCLS) needs to be looked at as they are losing too many too fast.

3. Consent Agenda

3.1 Motion approving the minutes of the Library District Board Regular Meeting of January 14, 2016.

President Weyhe read the Consent Agenda. **MOTION:** Director Jill Turner moved to approve item 3.1. Vice President Maureen Swift seconded the motion. The motion was passed unanimously by voice vote.

4. Oral Requests and Communications From Audience

No one wished to address the Board on a non-agenda item.

5. Library Services and Financial Reports

5.1 Library Director Report, Tammy Westergard

Library Director Westergard highlighted items from her Library Director Report (page 9 of Board packet), including an update on CIPA and a special mention of the work that Ron Sharp has been doing. She reported that the libraries are now compliant a full six months in advance of the deadline, which means all the technology and protection measures have been installed and the staff has been trained on how it works. Ms. Westergard then announced that Susan Bloom is being recognized for her work on the JCLS website and has been contacted by Spring Share to present the new JCLS website at PLA. This news was met by a round of applause from the entire Board.

Next, Ms. Westergard shared that Library Staff members have raised concerns about the overall climate within their libraries, particularly with regard to safety. She also mentioned that, since the incident in Roseburg, Rogue Community College (RCC) has taken the lead on Active Shooter Readiness, and invited Medford Branch staff to attend FBI assessment training. President Weyhe suggested the Board discuss this under New Business 7.1, as this relates to the Patron Conduct Policy and she wanted the Board to be able to discuss this further. President Weyhe then recognized Library Director Westergard for being appointed to the statewide Library Services and Technology Act (LSTA) Committee.

5.2 Quarterly Statistical Report, Susan Bloom

Access Services Coordinator Susan Bloom reviewed the Quarterly Statistical Report included on pages 22-27 of the Board packet, informing the Board that circulation showed an increase of 27% compared to last fiscal year, which directly reflects the usage of overall library materials. Director Turner asked if this could be due to a 19% increase in hours or times of availability. While Ms. Bloom did agree that this was a factor, she stated that the largest contributor was DVD usage. At this point Director Doty asked if the library was acquiring a lot more DVD's, something that was brought up to her by patrons who said the choices were limited and outdated. Susan Bloom said that the selection was very good now and that the library is receiving a lot of donated DVD's to also assist with the selection. She also stated that improvements have been made in the processing of donated DVD's allowing them to get to the shelves faster. Amy Blossom, Ashland Branch Manager, added that DVD rentals are now limited to one week, which has also increased circulation.

Vice President Swift asked if the Hoopla numbers were individual numbers. Susan Bloom acknowledged that they were. She also recommended increasing funding for Hoopla, suggesting there is some room in the Materials Budget for that.

Ms. Bloom stated, too, that DVD usage has increased in particular in Prospect due to its rural location. Director Doty and Vice President Swift observed that, in areas where internet coverage is limited, DVD usage tends to increase.

President Weyhe pointed out with regard to the new patron registration statistics that new cards are still being issued just not at the same rate as last year.

Vice President Swift asked if Hoopla and Library-to-Go would be considered the digital branch of the library to which Susan Bloom responded positively. She also stated that there are even more digital service offerings that can be looked at over time.

5.3 *Financial Report, Jill Turner, Lisa Marston*

Director Turner referred to the Statement of Revenues and Expenditures Report on page 28 of the Board packet and reported that the expected \$1.3M in revenues remaining for FY16 has not yet been received, but is anticipated. After stating that the expenditures are in good shape, she attributed the increase in expenditures this last month to a large purchase of library materials.

6. Grants

There was nothing new to report on grants.

7. New Business

7.1 *Patron Conduct Policy*

Susan Bloom reported that she has begun to draft a Patron Conduct Policy in order to address the proper use of the libraries. She said she will continue to review current conduct policies being utilized by other public library systems and public venues that provide informal gathering areas. The Patron Conduct Policy, Ms. Bloom continued, needs to have the ability to be modified easily as the policy will need to be changed frequently when new circumstances and learning situations arise. Educating the staff on the new policy will be the first and most important step in the process as they will be the ones to enforce the new policies on a day to day basis, with consistency being a key factor in educating patrons.

Also discussed was how to best address and deal with violators of the conduct policy once it is implemented. Severity of the violation, multiple violations by same patron, an escalation of the punishment for repeat violations, and documenting when violations occur to provide a history of each transgressor are among the key considerations.

Overall the conduct policy draft is in the early stages but there has been significant progress on the matter. President Weyhe stated that Susan Bloom is compiling a list of violations, several of which were mentioned during the meeting. Director Doty asked to see a draft of the policy.

Next, President Weyhe referred to the staff report included in page 20 of the Board packet, which was referenced in Tammy Westergard's Library Director Report. Ms. Westergard then reviewed the staff report with Board members.

Director Turner suggested asking SDAO for assistance with a Security Risk Assessment and Vice President Swift agreed. Director Turner said utilizing SDAO might qualify us for discounts on our insurance and Vice President Swift said that there is a potential for grants for making safety improvements. The Library District's Executive Administrator, Lisa Marston, agreed to contact SDAO about doing a security risk assessment. Director Doty recommended that all libraries work together to ensure consistent policies, educated staff, and eventual establishment of the Patron Conduct Policy for continuity purposes. Library Director Westergard added that she has addressed safety concerns with the library branch managers and staff. President Weyhe recommended that all information in relation to this needs to also be sent to Lisa Marston.

Director Doty stated that she was concerned about safety around the entrance to the libraries. Library Director Westergard agreed, recognizing it as another part of the overall safety and security policies that are under development. Security cameras and child safety were also identified as high priorities.

Lisa Marston pointed out that, while the District is responsible for the facilities, employee safety is the employer's responsibility, which means we need to get LSSI involved. She also expressed a concern about LSSI meeting the requirements of Oregon statute with respect to safety committees.

Vice President Swift suggested possible County involvement due to facility needs and changes; she also stated that the county Facility Maintenance now refuses to remove drug paraphernalia as this is more of a Health and Human Services issue. However, Betsy Randolph clarified that there is now a plan in place and that County Facility Maintenance did offer some suggestions as to how to handle the materials. They also provided some containers to facilitate proper disposal.

For the record President Weyhe stated that we do need to remember that we are actually only discussing a plan on how to deal with a small percentage of overall library patrons and that the vast majority of the patrons who frequent the library create no issues at all. It was also recommended by President Weyhe that the Patron Conduct Policy be placed under "old business" to provide a platform for continual updates at future Board meetings.

7.2 *Procurement under E-rate Program; ORCPP*

Lisa Marston spoke about an upcoming procurement being done through the E-rate program to upgrade the library's WiFi. She wanted to keep the Board informed about the procurement process and promised to bring the contract to them for approval once a provider is selected. She and President Weyhe also spoke about the District's ORCPP membership. The membership fee is based on the budget and is less than \$1,000 a year. As a member of the Oregon Cooperative Purchasing Program, the District can take advantage of price agreements to save money when procuring goods and services.

7.3 *Membership in SOREDI*

President Weyhe recommended joining SOREDI at the lowest level for an organization (Champion Level – \$500). Vice President Swift asked about other government entities who have partnered with SOREDI. Lisa Marston listed off several including Jackson and Josephine Counties, the cities of Grants Pass and Ashland, and a lot of other municipalities. Library Director Tammy Westergard said that SOREDI is dialed into all the local chambers, which would assist in the Board gaining knowledge on chamber concerns, economics and changes. Director Doty voiced her frustration with the lack of support from the chambers for the libraries in the past; however, she agreed that joining SOREDI might assist in gaining their support. President Weyhe added that the Central Point Library did join the chamber.

MOTION: Director Jill Turner moved to approve the District becoming a SOREDI member at the Champion level. Vice President Maureen Swift seconded the motion. President Monica Weyhe asked for a voice vote and the motion was passed unanimously.

7.4 *Resolution 2016-1 Approving JCLD Credit Card Application*

MOTION: Director Jill Turner moved to approve Resolution 2016-1. Vice President Maureen Swift seconded the motion. President Monica Weyhe asked for a voice vote and the motion was passed unanimously.

8. Board Member Reports

8.1 *CIPA & ERATE Committee*

There was nothing to report this month.

8.2 *Correspondence Committee*

No correspondence was received this month.

8.3 *Governmental Affairs Committee*

Director Doty reported that she and Lisa Marston are to meet with County maintenance on March 11 to discuss Shady Cove and other capital improvements for budget planning purposes.

Lisa Marston brought up the landscaping challenges at the Prospect branch and shared that Rick Isner (Jackson County Facilities Maintenance) is open to having Pathway take over the contract. Director Susan Kiefer stated that any more payments under the County's current contract on this matter would be appalling. When President Weyhe asked if the District was still paying on the current contract, Ms. Marston said she would ask the County to cancel the contract with the Prospect School District, which will stop any further payments.

Director Doty then asked Ms. Marston to speak about the request from Rick Simpson (Pathway), who recently contacted the District about increasing daily cleaning hours at the Medford Library from 9 hours to 14 hours in order to provide sufficient time for his staff to conduct janitorial services. As Ms. Marston explained it, Pathway has already added one additional staff member, at its expense, in an effort to fulfill their obligations under the current agreement. The square footage of the Medford Library is the primary driver, she added. She also mentioned Mr. Simpson's concerns about his staff's safety.

While waiting for Laura Kimberly, Medford Branch Manager, to return to the meeting to comment on current custodial issues at the Medford Library, Ms. Marston shared that Pathway has agreed to commence work at the increased hours without charging the District provided the increase is approved by the Board and the contract is amended at the start of the next fiscal year. Director Doty suggested making payments anyways due to Pathway's willingness to work with the library and to assist the staff with any complications. When asked about the financial impact, Ms. Marston stated that the overall increase in the custodial budget would be around 16%. Again, it's the square footage of the Medford Library that makes it more expensive to clean.

Laura Kimberly, Medford Branch Manager, rejoined the meeting to comment on current custodial issues in Medford. She reported that there were things not getting done with the after-hours cleaning staff and stated that the additional hours will assist the night custodians with completing their work. In addition to not enough time, it was also noted that they are bringing in new people as well which means that, between the training and "newness" of the individuals, the work quantity and quality suffer. She also spoke about a to-do list that was created to facilitate the tasks that need to be completed. Library Director Westergard recognized Laura Kimberly's efforts in this matter.

MOTION: Director Carol Doty moved to grant Lisa Marston the authority to contact Rick Simpson at Pathway to tell him that the District has approved the additional 14 hours a day and the increase will be reflected in an amended contract beginning July 1, 2016. Director Jill Turner seconded the motion. President Monica Weyhe asked for a voice vote and the motion was passed unanimously.

8.4 *LSSI Committee*

Vice President Swift reported that the committee is working on a list of items that need to be discussed with LSSI.

8.5 *Policy Committee*

Director Susan Kiefer said that the Policy Committee is working on the Patron Conduct Policy. Susan Bloom added that the policy on exhibits and art would also need to be worked on.

8.6 *Strategic Planning Steering Committee*

Board members were referred to the committee's report on page 36 of the Board packet.

8.7 *Technology Committee*

President Weyhe referred to the committee report included on page 37 of the Board packet.

8.8 *Individual Board Reports*

Since Director Kiefer will be out of town for the February RVCOG Board meeting, President Weyhe said she would attend as the alternate.

Vice President Swift announced that ComicCon will be on July 31, 2016. Last year's event hosted approximately 2,000 people and they are expecting this year to be just as large if not larger. RCC is partnering with the Medford Library on the event. Laura Kimberly added that food trucks will be available. The event is scheduled to run from 10am until 4pm. Vice President Swift did comment that it would be a good idea for Board members to attend the event for even just 30 minutes to see how the event works and how it impacts the local community.

Director Turner provided imagination leaflets to Board members.

President Weyhe announced that she attended both the Jackson County Library Foundation and Presidents' Forum meetings, remarking that both groups appreciate this Board's participation and efforts. The Presidents' Forum meeting on March 9, 2016, from 10:00 a.m. to noon will be focusing on the roles the various organizations play and communication among them.

9. *Resources / Board Training*

As President Weyhe reported, the two "Short Takes for Trustees" videos that were to be viewed by Board members were Strategic Planning and Board Meetings. She reported viewing both of those training videos. Director Doty reported viewing the training videos on Strategic Planning and Ethics, finding the latter one to be particularly useful and expressing her belief that the Board should have a refresher on ethics. In response, President Weyhe suggested that Board members view the Ethics video before the next Board meeting. Vice President Swift reported having difficulty with logging in to the site, and President Weyhe offered to resend to everyone the log-in instructions for the website.

10. *Future Meetings/Events*

Nothing new was added to Future Meetings/Events.

11. *Adjourn*

Hearing no further questions or comments, President Weyhe adjourned the meeting at 11:58 a.m.

/s/ Donovan Edwards
Recording Secretary

Approved – March 10, 2016