

MINUTES FOR THE
JACKSON COUNTY LIBRARY DISTRICT
BOARD REGULAR MEETING
June 9, 2016

1. Call to Order/Roll Call

The Jackson County Library District (JCLD) Regular Board Meeting was opened by President Monica Weyhe on Thursday, June 9, 2016 at 9:32 a.m. in the Adams Meeting Room at the Medford Branch Library, 205 S. Central Avenue, Medford, Oregon. Roll call was taken and those Board Members present were:

Present

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

Also present

Lisa Marston, Executive Administrator
Tammy Westergard, Library Director
Susan Bloom, Access Services Coordinator
Amy Blossom, Ashland Branch Manager
Betsy Randolph, Administrative Assistant
Marian Barker, Youth Services Manager
Donovan Edwards, Office Specialist

2. Introductions and Proclamations

President Weyhe introduced John Blackhurst who stood in for Mark Bartholomew, JCLD Attorney. President Weyhe also announced that Vicki Robinson, JCLD's accountant, needed to attend to a family emergency; however, Director Jill Turner and Lisa Marston, JCLD Executive Administrator, would be able to answer any budget item questions in Ms. Robinson's place.

3. Consent Agenda

MOTION: Director Carol Doty moved for approval of the following sets of minutes: (1) May 12, 2016 Board Regular Meeting; (2) May 12, 2016 Budget Committee Meeting; and (3) May 19, 2016 Board Study Session. Director Susan Kiefer seconded the motion. The motion was approved unanimously by voice vote.

4. Oral Requests and Communications from Audience

President Weyhe opened the meeting up to public comment and Wright Kieran was invited to speak. Mr. Kieran stated that he was a strong supporter of the District and had to step away for some time but he is back and plans on attending the Board meetings like he used to. Mr. Kieran explained that in October 2014 he had identified and provided extensive analysis and written commentary on the balance of services provided by various libraries and he found that there were inequities and that there were certain communities that were favored. He was assured at that time that the District was working on that and he was hoping to be brought up to date on how that process has been going. After a brief perusal, as he described it, he had found that there were certain libraries that get more services and hours than others regardless of whether the circulation or population of the community warranted it. In particular he asked

if there were any communities offering extra service or providing extra funds for the library within their community that go above the current county tax rate. Director Turner answered that question by saying that the District and City of Ashland currently have a contract, but those funds are not used for additional hours. She also informed Mr. Kieran and the other Board members that this contract would carry over to the following Fiscal Year beginning July 1, 2016.

Mr. Kieran continued, stressing that he was not representing one community over the other but to make it easy he used the Talent Library as an example. He explained that the Talent Library, which used to receive additional funds through the community, but no longer does, seems to receive a lot more extra hours than other libraries with similar demographics (population/circulation), citing for example the Phoenix Library located nearby. He reiterated that he wasn't specifying a community but rather just stating that it seemed that since his communication in 2014 that the District has not fixed these inequities even though it said it was working on it.

President Weyhe thanked Mr. Kieran for his comments and briefly explained that determining hours and services for each library is a very complex process. She then turned the question over to Tammy Westergard, Library Director, for further explanation. Ms. Westergard briefly introduced herself as having been with the Library for about a year and also explained that beginning in the fall of 2015 a Strategic Planning Process had begun and just recently was completed in April. The Strategic Plan is to be implemented beginning July 1, 2016, and will cover a five year period. Within that five year plan is an extensive study to determine the appropriate hours for each of the branches and then implement those hours. Implementation of additional hours will be done within the first year with an overall goal of increasing hours District wide by 45% by the completion of the Strategic Plan.

Mr. Kieran responded that this is great but feels that it took quite a while to get to this point. He then asked, since the District was planning on increasing hours by 45%, a pretty big number, where are those funds going to come from? Ms. Westergard explained that as far as analytics are concerned that there are far more variables in place than just population and circulation. A new tool is being utilized to look at the library activity at each branch. Combining that tool with assessments on community needs will determine hours and programs within each library. She used the Applegate Library as an example of a library that has a higher population of children than the Phoenix or Talent Libraries, which would affect the hours and programs operating in those libraries.

Ms. Westergard asked if that had answered Mr. Kieran's question and he answered "minimally, but I will defer the rest of my time."

Director Carol Doty stated that she would encourage Mr. Kieran to review the Strategic Plan online as she believed that it may address his concerns. President Weyhe echoed that suggestion. Ms. Westergard also offered personal time to Mr. Kieran stating that she would be more than happy to sit down with him and go over the Strategic Plan and address his concerns and show him some of the tools available to assist the District. Mr. Kieran said he appreciated her offer.

5. Public Hearing to Receive Comments Regarding Fiscal Year 2016-2017 Budget

At 9:40 am President Monica Weyhe opened a Public Hearing regarding the Fiscal Year 2016-2017 Budget and asked for public comment or if anyone present wished to speak on the proposed budget. At 9:42 am President Monica Weyhe observed that there wasn't any public comment or anyone wishing to address the proposed budget; therefore, she closed the Budget Hearing at that time. Hearing no further questions or discussion, President Weyhe asked for a motion.

MOTION: Director Carol Doty moved to adopt the 2016-2017 Jackson County Library District's Budget, make appropriations, and impose and categorize taxes as outlined in Resolution 2016-04 in the Board packet. Director Jill Turner seconded the motion. The motion was approved unanimously by voice vote.

6. Library Services and Financial Reports

6.1 Library Directors Report – Tammy Westergard

Tammy Westergard, Library Director, first walked the Board through the Edge Assessment report that was recently completed. She highlighted many of the changes that have occurred since 2014 citing a lot of improvement on the digital side since the partnership with Hunter Communications took place. The areas that remain or have gone relatively flat since 2014, meaning not much improvement, is based on focus and not lack of attention. She also explained that utilizing the Strategic Plan will also improve all of these numbers going into 2017. Vice President Swift asked Ms. Westergard if there was a way to compare JCLD's Edge Assessment numbers with other Districts nationwide, to which Ms. Westergard responded that it is available and that she will provide that information to Vice President Swift.

There was some discussion about numbers in the Edge report being incorrect and Ms. Westergard offered to make the corrections and resend the report to the Board. Director Turner then observed that staffing information was no longer reflected in the Library Directors report and asked if there was anything the Board should know. Ms. Westergard stated that as of May 1, 2016 Ron Sharp, the Library's IT Manager, is no longer reporting directly to Susan Bloom, Access Services Coordinator. He is now reporting directly to Dave Maxfield and is part of an overall companywide IT support system that also includes support to Jackson County. President Weyhe asked if that meant that Jackson County no longer has a dedicated technology support technician and that everything just goes into a cue. Ms. Westergard stated that Jackson County still has technological support according to what she has been told by Dave Maxfield, but now that support could come from anywhere to include out-of-the-area LS&S support. Answering a query from Director Doty, Ms. Westergard clarified that she was Mr. Sharp's primary supervisor and that the rest of the technology staff still reported to Mr. Sharp. Director Turner asked Ms. Westergard if she could once again include staffing changes within her Library Directors Report to which Ms. Westergard said yes.

Vice President Swift wanted to acknowledge and offer the Board's congratulations to Shirley (Baggiore) for being named the Retired and Senior Volunteer Program Volunteer of the Year. Ms. Swift went on to describe her as a fixture at the Medford Library who she adores and apparently many others do as well.

6.2 Financial Report – Jill Turner, Lisa Marston

Director Turner reported that the revenues were at 98% with the year being almost complete and that the expenditures were running a little less, which the Board was previously aware of. In the beginning it was anticipated that there would be an approximately \$5 million carry over and the budget was performing as expected. Director Turner also announced that there would not be a need for any budget amendments at this time, a common event this time of year, which reflects just how accurate the budget originally was.

7. Old Business

7.1 Safety and Security (Continuing discussion) – Susan Kiefer, Susan Bloom

Director Susan Kiefer did not have anything to report at this time.

Director Turner reported that she had been in San Diego recently and had gone to the brand new library there and she was very impressed. She explained that their security and programs for taking care of the homeless issue was impressive as well. Not only have they come up with solutions to the homeless issue

but they actually have programs specifically designed to support the homeless patrons. She happened to have luggage with her and she explained that much like airport security, the San Diego Library has boxes outside the library for you to place whatever you intend on bringing into the library so that you can determine if that item is too large to take inside with you. She also noted that rules were posted clearly and were very easy to understand.

7.2 SDAO (Special Districts Association of Oregon), CPTED (Crime Prevention Through Environmental Design) Review of Medford and Ashland Branch Libraries – Lisa Marston

Ms. Marston reported that on July 1st, she and Amy Blossom would do a walk-thru with a Risk Manager from SDAO. This will be done at the Ashland Library and then later on that day Ms. Marston will meet with Laura Kimberly at the Medford Library to serve the same purpose. Ms. Marston anticipates being able to report the findings to the Board at the July Board Meeting.

Laura Kimberly, Medford Branch Manager reported that she had just returned from a Parking Commission meeting during which a Neighborhood Watch was proposed by many of the downtown Medford businesses. On July 13th there would be a public meeting to create a Neighborhood Watch group. The idea of having a library representative present at that meeting was well received and Ms. Kimberly offered to report the outcome of that meeting to the Board.

7.3 IGA's with RVCOG for Administrative and Accounting Services

President Weyhe briefed the Board that the administrative services contract calls for half of Lisa Marston and Donovan Edwards' time, while the accounting services contract is for services provided by RVCOG's accounting staff, including Vicki Robinson, who serves as JCLD's accountant. Hearing no questions, President Weyhe asked for a motion.

MOTION: Director Jill Turner moved to approve the IGA's with RVCOG for Administrative and Accounting Services. Director Carol Doty seconded the motion. Director Turner took the opportunity to speak on how pleased she has been with the partnership with the RVCOG and, while at the end of the year it will be determined accurately, she believes that this is a far more efficient and equitable partnership than JCLD experienced with the last contractor utilized for these services. The motion was approved by unanimous voice vote.

7.4 Library Administration and Operations Agreement with LS&S (continuing conversation)

President Weyhe briefly referenced the June 3rd teleconference with Don Charlton, reporting that she received an email from Mr. Charlton earlier this morning stating that he had just traveled to Maryland and met with Dana Braccia and said that the LS&S Committee would have answers to the questions submitted by close of business the following day (June 10, 2016). In light of the fact that three Board members will be out of town for the next few weeks, she suggested that the document be discussed at the Board Retreat in July. She also shared the idea of postponing the meeting with Dana Braccia until after the Board meeting on July 14. Vice President Swift recommended that the meeting with Dana Braccia not be cancelled officially due to the fact that, if this information Don Charlton has promised is received, it might prompt follow up questions that the LS&S Committee could ask Ms. Braccia. She also stated that there is value meeting face to face with Ms. Braccia and attempting to reestablish the relationship.

7.5 Library Services Quality Assessment Request for Proposals (RFP) – Lisa Marston, Susan Kiefer

Director Susan Kiefer reported that the RFP is underway. She and Ms. Marston had met the day before and she was fairly confident that they would have a solid draft ready for the Board meeting in July. Following a brief discussion about the urgency and timing of the RFP, Vice President Swift suggested that this type of assessment needs to be done every year, just to make recommendations for improvement. As she put it, even if we are really good, having outside eyes looking at the operation is not a bad idea.

Director Kiefer agreed, adding that LS&S may end up not having an issue with this process at all, considering that an annual review is standard practice with most business anyways.

Tammy Westergard urged the Board members to review the Oregon Library Association Standards for Performance for Public Libraries. She commended the Board for all of their efforts to this point and reminded them that they are now in the business of operating libraries. While she has no doubt that the Board will continue to improve the services and overall quality of the libraries within the District, she reiterated that the standards provided by the Oregon Library Association will be extremely helpful with their decision making.

President Weyhe, at this time, observed that there was a member of the audience who had a question. After explaining that this was not a typical area where questions and comments were taken, she did allow Catherine Shaw, Budget Committee Member, to address the Board. Ms. Shaw stated that it was her observation that there were two main issues that the JCLD was facing; the first being the current contract dispute with LS&S and JCLD expressing great interest in not wanting to continue with that contract. While she was sure that legal counsel had already informed them that this was a “green” contract, meaning that it will automatically renew, she nevertheless advised the Board that they needed to inform LS&S immediately of their intention so that miscommunication does not result in the contract being renewed. Her second observation was that LS&S is now negotiating the current contract as well.

8. *New Business*

8.1 *Corporate LS&S Staff Located in Medford Library*

President Weyhe invited Director Turner to speak to this item. As Director Turner explained, it has come to the Board’s attention that there is corporate level LS&S staff working in the Medford Library. She asked what the proper procedure and notification would be to allow LS&S to place corporate staff within a local library space. Library Director Westergard couldn’t offer an explanation, although Susan Bloom was able to provide some history. President Weyhe suggested this item be placed on the agenda for the Board Retreat in July.

8.2 *Communicating with the Press*

Director Turner recommended that this be discussed at the Board Retreat. President Weyhe agreed and deferred this subject until then, as well.

9. *Committee and Board Member Reports*

9.1 *Correspondence Committee – Susan Kiefer*

No correspondence was received this month.

9.2 *Governmental Affairs Committee – Carol Doty*

Director Doty stated that there wasn’t anything new to report except that she did have a meeting scheduled with Mark Bartholomew on June 16, 2016.

9.3 *LSSI Committee*

President Weyhe stated that this was already covered under item 7.4.

9.4 *Policy Committee – Susan Kiefer*

Director Kiefer said that the work is continuing. Ms. Marston suggested developing a priority list of District level policies during the Board Retreat, while adding that the Ethics Policy should be number one, in light of this year’s SDAO best practices insurance discount program.

9.5 *Strategic Planning Steering Committee*

Library Director Westergard said she would set a calendar date for the committee to meet.

9.6 *Technology/E-Rate Committee*

Director Turner asked if today was the deadline to approve the contract for the wireless access points under the e-Rate program. Ms. Marston assured her that the deadline wasn't until the end of July, so the contract would be on the Board's July agenda. She also explained that Mr. Sharp would be sending a list of questions to Hunter Communications to clarify some things within their proposal. Director Turner expressed enthusiasm that the libraries' wireless connectivity would be greatly increased with the improvements from Hunter Communications.

Director Turner then asked for an update on printers. Susan Bloom, Access Services Coordinator, answered that the Applegate Library has a very nice scanning solution and the usage seems to be going well. Patrons can even scan their electronic items onto a thumb drive. Ms. Bloom reported, too, that a phone conference with Envisionware is scheduled so staff can go through a detailed webinar on the new Library Document Station. This new equipment will be tested in Medford.

9.7 *Individual Board Member Reports*

- Director Turner recalled her visit to the San Diego Public Library.
- Director Kiefer spoke briefly about the Law Library and a recent movement to resurrect the Law Library Advisory Committee, which she has already volunteered to serve on, at least temporarily. She also mentioned the possibility of incorporating the law library into the library district, but realized that it was a suggestion to be considered after other priorities and issues have been addressed.
- Vice President Maureen Swift stated that while at the last Presidents Forum, she floated the idea of changing the name to Friends Council. She explained that through her journey within the Strategic Planning process the amount of work the Friends groups contribute to the District has put them into a position as a partner rather than a volunteer group and this name change she believes would establish this dynamic in the relationship going forward. She advised the Presidents Forum that this is something they could think about over the summer session and upon being reconvened it would be something that should be considered.

10. *Resources / Board Training*

President Weyhe thanked Vice President Swift for her letter to the family of Judy Lozano stating the sentiments that were expressed in her letter were felt among all Board Members.

11. *Election of Officers for Fiscal Year 2016-2017*

President Weyhe began by expressing how much she has enjoyed serving as President of JCLD and how much she has learned. She also said she was looking forward to handing over the position to someone else who may now have an opportunity at a valuable learning experience.

Director Turner stated for the record that since this year is a non-election year, an election at this time is appropriate; however, next year or any other year that is an election year, the JCLD election of officers will need to take place at the July meeting, after any new Board members have been sworn into office.

Library Director Tammy Westergard also took a moment to express her thanks for the contributions made by Ms. Weyhe throughout her tenure as President. Ms. Marston praised the work that Ms. Weyhe was able to accomplish, too, describing the experience of working with her as wonderful and educational. This was followed by a round of applause from all present at the meeting.

At this time President Monica Weyhe asked if there were any nominations for Jackson County Library District Board President.

MOTION: Director Jill Turner nominated current JCLD Vice President Maureen Swift for President. Director Susan Kiefer seconded the nomination. The motion was approved by unanimous voice vote.

President Weyhe then invited nominations for Board Vice President.

MOTION: Director Carol Doty nominated Director Susan Kiefer for Vice President. Vice President Maureen Swift seconded the nomination. The motion was approved by unanimous voice vote.

Future Meetings/Events

July 14, 2016 – Regular Board Meeting

July 14-15, 2016 – Board Retreat

August 11, 2016 – Regular Board Meeting

12. Adjournment

President Weyhe adjourned the JCLD Regular Board Meeting at 11:20 a.m.

/s/ Donovan Edwards

Recorder

Approved – July 14, 2016