



Director and Departments Report January 2021 reporting on December Activities

Director's Report

A significant part of December was devoted to identifying and purchasing CRF-eligible items and complying with OSHA COVID-related regulations.

The Reference Desk and Circulation Desk both have plexiglass barriers. The Library purchased a Square to facilitate contact-free money transactions and make it easier to take out-of-district payments. After moving Adult Services and Cataloging temporarily to the Annex, we plan to bring them back to the back workroom. By reconfiguring the area and revising a telecommuting schedule, we can maintain safe distances. The Library purchased mobile phones for the telecommuting staff; I'll be releasing telephone numbers to you in January.

Personnel Changes

We welcomed Kristin Peterson as a new Library Clerk, working about 10-hours/week. The next time you are in the Library and see a new face, please say hello and welcome. Alex Smiley assumed cataloging responsibilities; ILL responsibilities will be shifting to her as well.

The Library used COVID Relief Funds to improve its Internet for the public and facilitate telecommuting. To that end, the contract with Bend Broadband changed from 5 Static IP Address and 100/20 MB Access when available to 8 static IP Addresses and 250 MB guaranteed. The monthly cost increased from \$169.95 to \$310.00. We added several databases to our collection: ProQuest Newspapers, which complements the other ProQuest genealogy databases, CuriosityStream, and several databases to support job seekers, to support veterans, and to provide homework help. We will be advertising all new resources once accessible on the Library Web site both in the Library and home.

Audit

I worked with Daniel Kieffer from Price/Fronk CPAs to finalize the 2019-20 audit. You received a draft of the findings in December. The audit report noted that the Director needed to review expenditures more consistently, and I've changed the bill-paying process to improve that. Kieffer will be presenting the audit results at the January meeting.

Annex and Outside Maintenance

I've ended our relationship with Green Thumb Landscaping and contracted with a local company, Affordable Lawn Care and Maintenance. In addition to providing outside maintenance, the company also handles snow removal. I plan on working with Affordable Lawn Care in the spring to improve our exterior landscaping.

While the landscaping company was cleaning out the Main Library and the Annex's gutters, they noticed that the roof of the Annex was in poor condition. Dion is arranging a building inspection and collecting estimates for re-roofing and also for demolishing. To date, we have received one roofing estimate (for the Annex, Main Library, and Heritage Center).

Pending

I was not able to send out an RFP for legal services and will complete that in January.

From the Reference Desk

In December, we started collecting a variety of statistics at the Reference Desk. Some examples of data collected include: number of craft kits out, help with checkout, renewals by phone or in person, help with holds. We are also tracking the number of people entering the library, breaking it out in 2-hour increments. Here are some of the other actions taken:

- Locate Confederate period books for kids
- Provide a telephone number for a doctor in Salem
- Travel help to Busby Montana
- Thanking for help with Reader's Advisory and for being open
- Fielding questions about curbside checkout
- Direct patrons to catalog computer to sign up for a library card
- Two customers at the desks studying – asked how they were doing and if they were comfortable. Both were very pleased with the Library layout. One said, "you need more study space."
- Fielded questions about how to sign up for Libby, "how does your video checkout work," telephone number for warming shelter, information on the Twin Towers for a school assignment, Holocaust information for a college assignment, youth books on planets and moons.
- A patron walked in and stops and was asked if s/he needed help. S/he said, "I just had to see if you'd changed anything." (Answer: "No, not today.") S/he replied that the library really looks nice."

Other

A few months ago, I asked Dion to review and evaluate HelpDesk ticketing software. His recommendation was ClickUp, and he realized that, in addition to adding "to-dos" assigned to the appropriate staff, it is also a useful project management tool. The software has made it easier to assign tasks, manage projects, and collaborate with others.

Departments

Children's Services | Teen Services | Spanish Services

The Youth Services staff is reconfiguring their office to make better use of the L-shaped space. Previously, the office was a working area for only one Youth Services Specialist. The room now serves four people: Laura, Star, Adriana, and Yirah. The reconfiguring will not fully complete until the flooring is installed. New desks and storage have been ordered with the last round of COVID Relief Funds and a new printer to replace the old one that did work.

Children

Librarians on the Loose (LOTL) wrapped up filming before Christmas. The last video for LOTL was a Christmas Special. It featured the Madras 5th Street Co-op and a local Christmas tree seller. LOTL next episode is at the end of January. Through 2020, the filming process has been an education for Laura, Swan, and Adriana. Much of it has been a trial and error process and has been challenging for them and staff. Laura, Swan, and Adriana met and discussed how to approach better filming for 2021. Their goal is to attempt to mimic the process of professional production companies. They decided to spend more time planning and preparing. They are meeting

every Friday and planning for three months. The biggest hurdle they are experiencing now is finding businesses and individuals to participate in LOTL.

Bilingual Storytime finished at the end of December. The craft supplies were a big hit. The problem with the crafts was informing the community of their availability. Laura and Adriana noticed that not everyone watches Bilingual Storytime. So, the number of crafts purchased was too much for the small number of individuals coming to pick them up. Laura found that if she did a live Facebook announcement every morning informing the Facebook followers of the craft availability, then the numbers of families getting craft grew exponentially. Laura and Adriana are still attempting to find a solution for increasing local viewers' numbers for their Bilingual Storytime. Hopefully, in-person Storytime will be able to return. Digital burnout is one of the top causes of interest in online video viewing.

Curriculum Crates are slowly progressing. It is a massive project! Laura's biggest challenge is finding time to process all of the crates. All materials have arrived, and now it is the slow process of tagging and building each crate. Her goal is to have them available by the end of January.

Laura and Star are working with the schools to provide a database portal for student access. Rich, the district Librarian, is the contact person for this project. He is working with Melinda Boyle in figuring out how to make the project happen. The concept is providing an "e-library card" access to students. Some challenges are student privacy and creating a CIPA portal for the students. Laura and Star met with the website manager for the Jefferson County Library's website Chris at Streamline. Streamline can create a portal for students to log into to access databases and other information about the library. Chris has created a test portal, and then after testing, it will launch.

Teen Services

Monthly crafts for January, February, and March were decided upon and materials ordered using the last round of COVID Relief Funds.

- Jan: Pocket journals with blank canvas covers
- Feb: Among Us clay figures
- Mar: DIY slingshots (no eye-shooting allowed)

Cataloging/ILL

Alex has assumed cataloging responsibilities. We are shifting Interlibrary Loans to Alex as well. There is no backlog of materials needing cataloging; the cataloging of curriculum crates has been interesting.

Community Services

What's new in January? 21 books in 2021. Gretchen has over 60 people signed up for the challenge so far (have YOU signed up?). Most people say that reading 21 books is nothing in a year. So, of course, I am encouraging them to read more.

It's Gretchen's goal to get the Oregon Collection moving a bit more. She will be creating a *Jefferson County Flashback* (facts and interesting tidbits of knowledge) for the month of February, the same month that Oregon became a state.

Gretchen has finished all of the requirements, and we have added Notary Public to our services. Since the Library is adding new products and services, Gretchen is creating a series of Madras Pioneer ads to highlight them.

She continues looking into setting up craft kids for adults as one way to increase involvement.

Quick note, this year's summer reading program is all about animals. So, the FaceBook covers are all about animals this year. Watch for those.

Friends of the Library

The first Saturday of January Twice Read Books was not open. A paperback sale is on tap for February. We've recruited some volunteers but can always use more. Several of the old book carts are available, and the Bookstore will be using them for the sale and then permanently to make it easier to move the books around.

The Friends of the Library book drop, located on the east side of the Annex, is working. People are still dropping donations in both Library book drops, and we are working through possible solutions to eliminate that. People tend to donate dirty or damaged books; while we all appreciate the reluctance to throw books away, the Bookstore can't re-sell them, and they end up in the trash. There is no oversight on what's donated in the Friends book drop (I welcome suggestions). The book drop is locked on Saturdays, during open hours, and people who donate then bring the books to the staffer on site. *Community Read*

Gabby was able to get copies of each of the three potential books. Committee members have picked up books to read before the final selection meeting in March.

Genealogy

Nothing new to report.

Circulation - Swan

Please welcome Kristin Peterson as a part-time clerk. She works Mondays and Tuesdays from 9:45-2:45. To streamline our processes, we've moved the check-in activities behind the existing circulation desk. Swan ordered new book carts, and it makes shelving easier. We repurposed the old carts.

Volunteers

There were no significant changes in volunteers in December.

Facilities

In December, the Board approved replacing the shelving and floors with grant funds at the special board meeting. Laura met with Steve from DEMCO about shelving specifics and costs, which started at \$116,000. At first, the project seemed reasonable. After investigating the demolition, storage of materials, and moving expenses, we concluded that there was no guarantee that the entire project could not be completed with the funds available.

The Library received two bid proposals for the flooring and selected Carpet Co. The plan is to put down new industrial-strength flooring throughout the library. The only rooms not being done are all three bathrooms and the janitor's room. The budget is \$40,000. The new flooring is going around the shelves. The budget includes enough flooring to fill the empty shelf spaces when the time comes. The planning is still in progress. Laura is the project manager for the flooring project.

The public restrooms have been updated to hands-free. Dion's desk has been moved out of the general area and into the back workroom. The staff who will work in the back room are reconfiguring it to allow four people to work there safely.

Other facilities-related updates:

- Assisted with the UDM-Pro network appliance
- Moved and setup computer and printer in Annex upstairs for Alex
- Moved and setup computer in Annex basement for Gretchen
- Moved Dion's workstation to back room
- Moved printer from front to back room
- Setup and configured six new public computers
- Unboxed and assembled six new book carts
- Coordinated the installation of furnace air scrubbers
- Reprogrammed HVAC thermostats
- Moved the copier to the reference desk location
- Relocated check-in area to Circulation
- Moved boxes and furniture to Annex
- Re-arranged desks and tables in main Library

Safety

After our fire inspection consultation, two concerns identified in the Annex were our Emergency Exit signs and door hardware.

Some of our Exit signs have burnt out emergency lights. Additionally, these lights use incandescent bulbs, found to not be visible in fire conditions. Two exit signs were burnt out and didn't offer emergency lighting. One of the self-adhesive signs is on a high-texture wall that does not provide good adhesion. The self-adhesive signs are glow-in-the-dark photoluminescent and have a life of approximately ten years. For safety, it would be advisable to replace all signs.

Except for the public's exterior doors, all the door handles in the Annex are knobs, which are not ADA-compliant. The inspector recommended that we change to levers on the doors used by the public, namely the bathroom doors and door to the east stairs. Our use of flush bolts is also not in compliance and should be replaced with thumb turn bolts. Suggested changes and replacements have been provided to the director.

Statistics

Circulation

Total Registered Users	6417
Library Cards Issued	17
DPL items checked out at JC	444
JC items checked out at DPL	3032
CC items checked out at JC	76
JC items checked out at CC	166
Regular Circulation	2149
Renewals	295
Magazine Downloads	97
Overdrive Checkouts	1743
Overdrive New Users	8

Total Checkouts	2444*
Renewals	

*Need updated totals after e-resources added.

Technical Services

Materials Added	340
Bibs Added	60
Withdrawn Items	128
Spanish Materials Added	1
Original Materials Added	1
ILL Statistics	Available the following month

*Up-to-date statistics are in the Google Sheet, for which Board members have a link.