

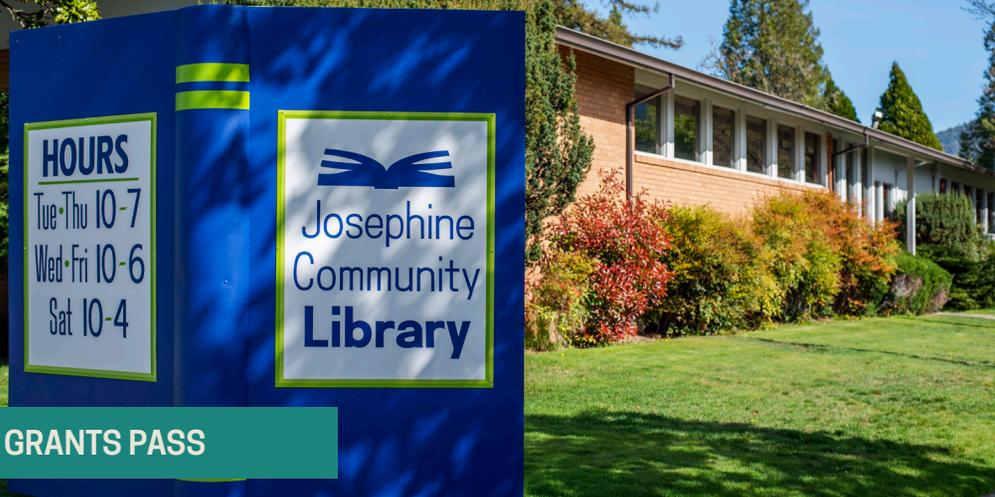




Contemporary library services are the foundation of a community's access to quality information and an anchor of economic development, bringing people and ideas together in a safe public space.

From public information and literacy to access to the Internet and technology, libraries today are a critical support for families, seniors, entrepreneurs, and job seekers.

Through equitable access for all community members, libraries have a positive ripple effect that directly impacts the economic success of the communities they serve.



GRANTS PASS



ILLINOIS VALLEY



WILLIAMS



WOLF CREEK

## GOVERNANCE

In Josephine County, residents are served by Josephine Community Library, formed in May 2017 as a special library district. In its first 18 months following formation, the staff and board dedicated considerable resources to the development of new systems to support long-term public administration, such as:

- improving Internet access at all four branches.
- establishing partnerships with community and civic organizations.
- adopting a maintenance and reserve fund.

In its second full year of operations, Josephine Community Library achieved benchmark goals in library usage, program participation, and technology access, while shifting services in response to the COVID-19 pandemic.

## STRATEGIC PLANNING

The library's three-year strategic plan was adopted by the board of directors in 2017 and updated in 2019. The plan identifies imperatives, objectives, and initiatives to guide the work of the organization.

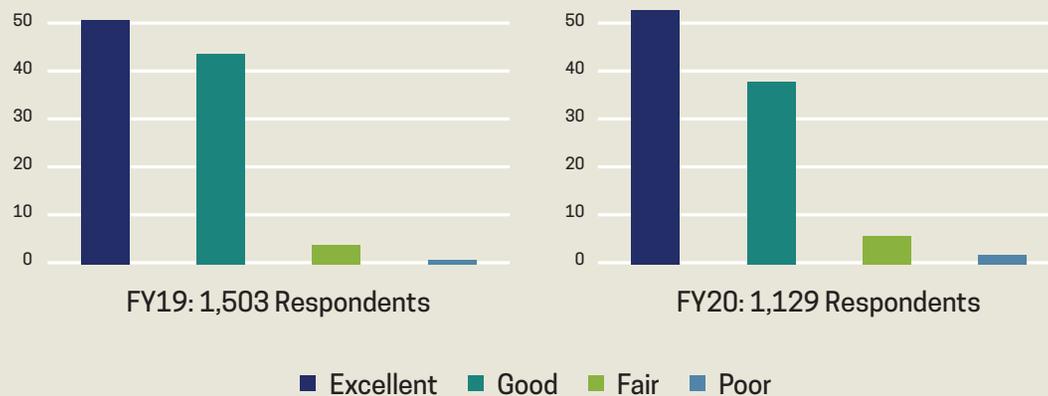
Imperatives, or goals established by the library board of directors:

- Enhance program quality and customer service
- Nurture a work culture that values and supports its staff and volunteers
- Enhance the facilities across the library systems
- Develop efficient operating systems and structures
- Build awareness and expand partnerships

## COMMUNITY SURVEY

The library conducts an annual survey to learn more about community interests for long-term planning. According to the 2019 survey, satisfaction in library services continues to rate high year over year.

Patron satisfaction scores compared



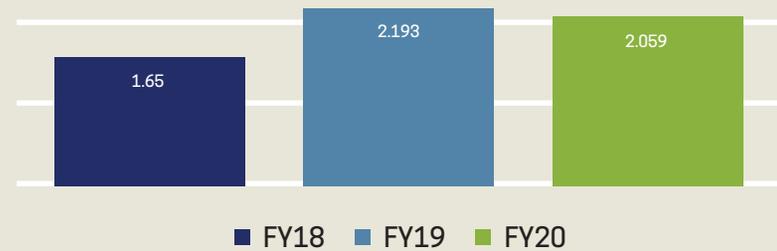
# Programs and services

This past year, the library continued to rebuild, repair, and modernize its collection of books and other materials after a long history of austere budgets and library closure. In January 2020, the board of directors updated the library's strategic plan to measure an increase in quality of library materials rather than quantity. This objective is now measured by collection turnover rates and the age of the collection, rather than an ever-increasing number of new items added.

As a result of updating the collection, turnover rates increased significantly prior to library closure due to the COVID-19 pandemic. The average circulation per month before the pandemic was 28,000, an increase over the previous fiscal year average of 22,000.

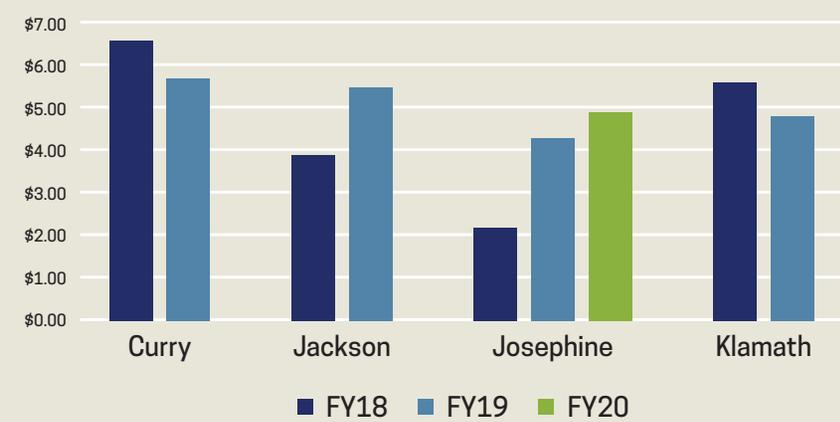


## Annual turnover rates compared

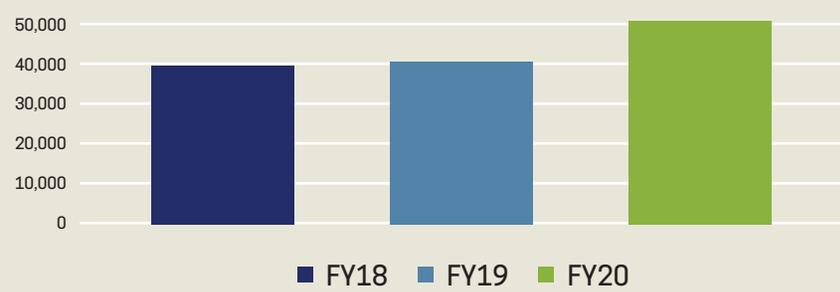


\*Average circulation per month in FY20 pre-COVID was 28,000; post-COVID was 5,800  
 \* Does not include ebook circulation

## Materials expenditure per capita



## Annual ebook circulation compared





## COMMUNITY ENGAGEMENT

In FY19-20, the library managed more than 60 recurring programs, with 700 adults and 12,340 children participating. Many partners were involved in these programs such as OSU Master Gardeners, Grants Pass Museum of Art, and Josephine County Emergency Management.

Early literacy programs are a core service of the library. Other youth program focus areas include STEM/STEAM, emergent literacy, leadership, and job skills development. Partners such as Therapy Dogs International play a critical role in delivering popular programs.

## COVID-19 RESPONSE

In March 2020, everything changed. Library facilities were shut down and book drops were closed due to the COVID-19 pandemic. Library staff shifted to virtual teams and telecommuting, pivoting public service to digital formats and offering instant online library card registration for Josephine County residents.

Curbside service began in June 2020 and book drops were reopened to retrieve the nearly 15,000 items that were still in the homes of library patrons. Then, the arduous process of quarantining library books began, holding items up to four days before they could be checked out again. As curbside service got underway, all items were returned, and circulation resumed at an average of 800 per week at all four branches, .

The task of renovating the staff, volunteer, and patron spaces to facilitate physical distancing requirements began in May, with the additions of Ethernet cables to accommodate patron computer spacing and removal of seating, furniture, and some shelving.

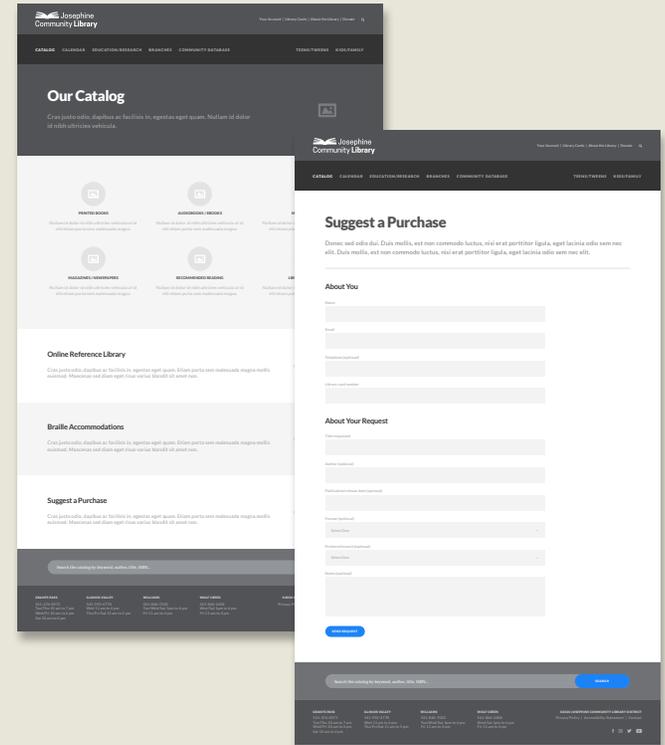
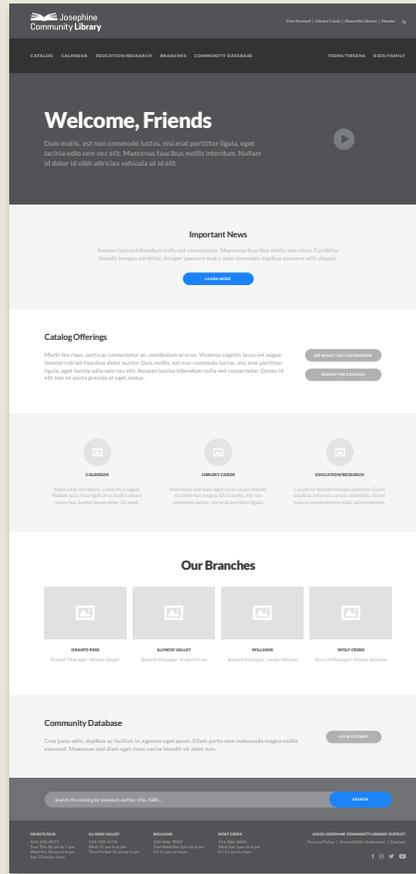
Facebook book clubs, telephone tech support, and 24/7 WiFi were offered almost immediately. The Summer Reading Program was expanded to 12-weeks to support families and students stuck at home for many months. Librarians shifted materials budget to purchase more ebooks and audiobooks, online resources, as well as printing services and craft activity kits for children.

As the community continues to face the COVID-19 public health crisis, library services and information professionals have become even more essential, ensuring access to reliable information and economic opportunity in uncertain times.

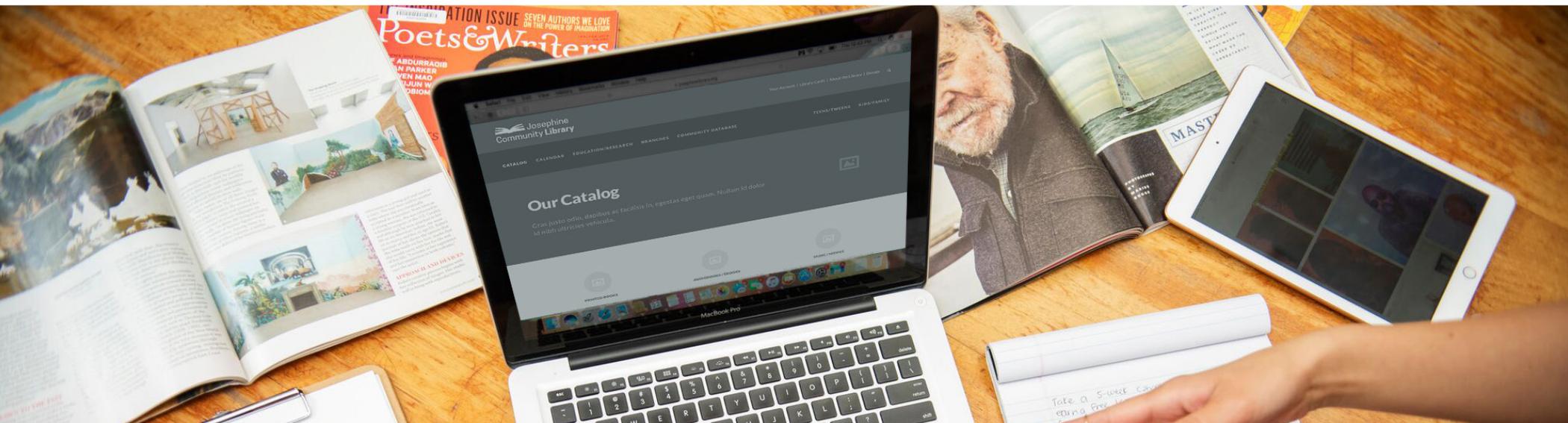


# TECHNOLOGY

With more than 11,000 pageviews per month, the library's website is considered a unique branch of the system, providing 21st-Century library services to fulfill contemporary community information needs. This past year, the library launched the Inclusive Library Web project to develop a new website with features specifically designed to better suit the community's needs. The website redesign considered the needs of users with disabilities and ADA compliance and addressed equitable access for digital inclusion and Spanish translation. Funding for the project was made possible by Collins Foundation, Oregon Community Library Foundation, Josephine Community Library Foundation, and The Ford Family Foundation.



Wireframes demonstrate the organization of information on the new library website



## BUILDING EQUITY

Through our efforts to build equitable access to library services across all populations, library staff and volunteers continue to remove barriers to library use.

### Fine-free for all

To help remove financial barriers, staff and volunteers expanded the fine-free policy for all patrons, revoking fines on all adult and youth materials. The Fine-Free program started on June 1, 2019 as an incentive for youth participation in the 2019 Summer Reading Program and was expanded this past year in October 2019 to include adult materials.

### Building broadband

In FY19-20, the library completed the Library Internet Equity Project, to install high-speed fiber-optic Internet to its rural communities in Illinois Valley and Wolf Creek branches with funding from the Federal Communications Commission, the Carpenter Foundation, and Josephine County Economic Development Funds. In July 2019, the Illinois Valley was connected to broadband and in April 2020, Wolf Creek was connected.

### Digital inclusion

In partnership with the Portland-based nonprofit Free Geek, the library offered computer basics classes and gifted laptop computers to families in need. This six-week workshop covered computer and Internet basics, Internet safety, and library resources. At the end of the program, Free Geek gifted each participant with a laptop computer.



## SPANISH LANGUAGE MATERIALS

The library received a sponsorship through the American Library Association (ALA) to send two employees to the Feria Internacional del Libro de Guadalajara (International Book Fair in Guadalajara, Mexico). As a result, we were able to purchase \$3,500 in Spanish-language books for all ages.

## LATINX OUTREACH

In January 2020, the library hosted its first Latinx Interagency Network Committee (LINC) meeting at the Grants Pass branch with more than 30 different agencies and organizations that work directly with the Spanish-speaking community. LINC's mission is to offer an inclusive space for agencies to create, improve, and bridge services and opportunities for the advancement of the Latinx community in southern Oregon.



## VOLUNTEERS

Library volunteers remain the heart of our library, critical to our success and community culture. From reshelving and shifting materials to cataloging, leading storytime, and teaching computer classes, library volunteers make it possible for the library to operate year after year— and thrive.

Volunteer retention grew to 94 percent in the third quarter of FY19-20, prior to the COVID-19 pandemic. As a result of the pandemic, the library's facilities were restricted, and volunteers were not allowed to enter the buildings during the public health crisis. The lack of volunteer support created more work for the small staff and negatively affected library services, demonstrating that the volunteer program is essential to library services in Josephine County.

## STAFF

The library staff makes our work possible, connecting patrons to resources within the walls of our four branches and, thanks to national and digital networks, around the world. Their leadership and stewardship of the library's volunteer program and overall commitment to quality patron services is key to the library's success.

This past year, the library board established an educational assistance plan to support professional development. Employees are encouraged to improve their librarianship by providing financial assistance for college courses, trainings, and webinars in the field of library science.



# Together we thrive

“People are at the center of the library’s mission to inspire learning, advance knowledge, and strengthen community.”

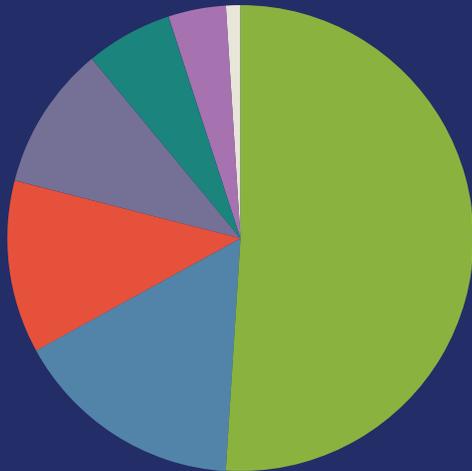
- The Aspen Institute



# BUDGET

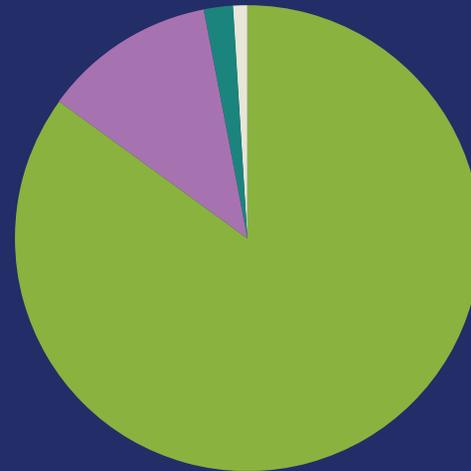
Utilizing a budget of \$2.5 million, and thanks to the support of more than 350 volunteers, the library was able to accomplish its strategic goals while remaining frugal, saving an additional \$350,000 for a reserve fund and future expenses.

### FY20 District Expenses



- Personnel
- Services
- Grant Projects
- Materials
- Administration
- Facilities
- Utilities

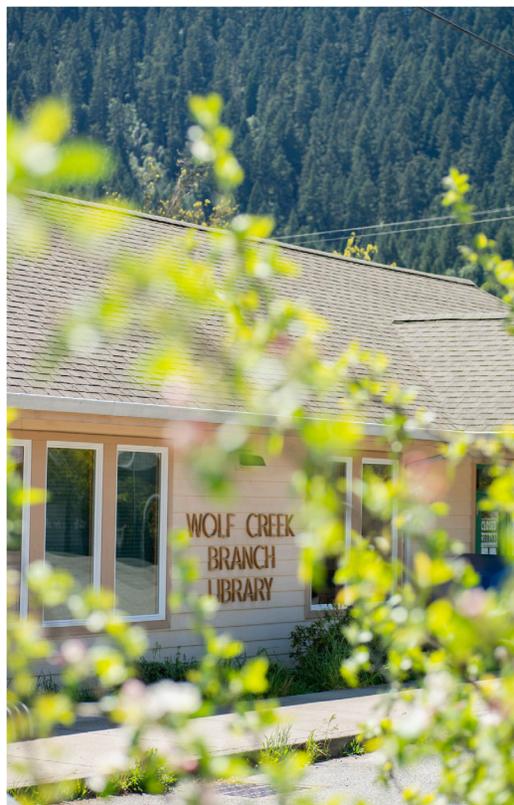
### FY20 District Revenue



- Taxes
- Grants
- Non-resident Card Fees
- Interest







Josephine Community Library Foundation funds special library projects which are beyond the reach of the library's tax-funded operations budget.

JOSEPHINE  
COMMUNITY  
LIBRARY   
FOUNDATION

## FACILITIES

Working in partnership with the library district, the foundation has an inspiring vision for new library buildings in Grants Pass and Williams along with an expanded Illinois Valley branch.

As part of its Facilities Master Plan, district and foundation leaders reviewed potential new sites and toured a city center property for the Grants Pass branch. The foundation board plans to purchase the property for \$1.8 million. To date nearly \$520,000, has been raised in gifts and pledges toward the future development of a new Grants Pass library building.

## LIBRARY CARDS FOR ALL

The library foundation financially supported a scholarship program to provide library cards for households outside the library district boundaries. In FY 19-20, the foundation granted \$15,300 to make this program possible.

## THANK YOU FOUNDATION BUSINESS SPONSORS

Ausland Group  
AllCare Health  
Cauble, Cauble, & Selvig  
Edward Jones  
Evergreen Federal Bank  
Eye Care Group  
First Community Credit Union  
Grants Pass Pediatrics

Hart Insurance  
Jim Sigel Automotive  
Robinson Orthodontics  
Sara Riechers, DDS  
Southern Oregon Sanitation  
Thomason Hospitality Group  
Valley animal Hospital  
Welch Investment Group



## FACILITIES

Recognizing that a library system needs appropriate space—for collections, for people, for programming, and for functional operations—the library board is committed to enhancing facilities across the library system as part of its three-year strategic plan. Although the library's tax revenue is not sufficient for capital building or renovation projects, the district and Josephine Community Library Foundation have established a partnership to improve facilities.

In January 2020, the district and foundation convened for a joint-board strategic planning session to develop facilities improvement goals and establish a timeline for capital improvements. After hearing community input, the library board voted to begin work on the Illinois Valley and Williams facilities after the foundation has purchased property for a new Grants Pass branch. While projects may overlap, this timeline demonstrates support for capital improvements in Grants Pass, Illinois Valley, Williams, and Wolf Creek.

Because serious deficiencies in three of the four library facilities compromise the quality and level of service that can be provided, improving the library's facilities is critical to the success of the library system in the future.

To achieve this goal, a Facilities Oversight Task Force with representatives from both the district and foundation meets monthly to review, evaluate, and make recommendations for capital improvements.

In FY19-20, the district completed the following facilities projects:

- Installed security cameras at all four branches
- Replaced HVAC in Wolf Creek
- Replaced flooring in Grants Pass
- Repaved Illinois Valley parking lot

Funding for these projects was made possible by Four Way Community Foundation, Josephine County Economic Development Funds, Josephine Community Library Foundation, and the Solid Waste Agency.



### **GRANTS PASS**

200 NW C St  
Grants Pass, OR  
541-476-0571

### **ILLINOIS VALLEY**

209 West Palmer  
Cave Junction, OR  
541-592-4778

### **WILLIAMS**

20695 Williams Hwy  
Williams, OR  
541-846-7020

### **WOLF CREEK**

102 Ruth Ave  
Wolf Creek, OR  
541-866-2606

 **Josephine  
Community Library**

[josephinelibrary.org](http://josephinelibrary.org)