

Lower Umpqua Library District
Board of Directors Meeting Minutes
10/14/2025
Lower Umpqua Library and Zoom

LULD Board Members: Five present: Ron Eberlein, President, Lee Bridge, Vice President, Gary Goorhuis, Treasurer, Dale Harris, and Melissa Lilly, Secretary.

Staff Present: Alex Kuestner (Director), Lia Hamilton.

Community Members: Terry Moore attended in person, Colleen Eberlein via Zoom.

1. **Start Zoom.**
2. **Call to Order:** Ron Eberlein called the meeting to order at 6:00 p.m.
3. **Pledge of Allegiance:** Ron Eberlein led the Pledge of Allegiance.
4. **Public Comments:** Terry Moore announced an update about the neighborhood library (NL) outside of the Gardiner art school. She apologized that she could not meet up with the people from the Oregon Coast School of Art due to personal reasons that required her attention. She plans on meeting with them in the future. Terry Moore asked about the rumor that the art school lost NL materials. Kuestner replied that this has not been confirmed.
5. **Review of the meeting agenda:** Goorhuis moved to accept the agenda as presented, Harris seconded, and the motion passed 5-0.
6. **Review of the Minutes for September 09, 2025:** Harris moved to accept the minutes as written, Bridge seconded, and the motion passed 5-0.
7. **Finances:**
 - a. Motion to pay the bills: Goorhuis moved to pay LULD bills as presented by Kuestner: bills over \$500 totaling \$14,769.95 (namely \$12,784.52 to Cardinal Services for payroll, \$762.62 to SDIS for health insurance, \$705.01 to OCLC for the annual Interlibrary Loan fee, and \$517.80 to Integotec for onboarding) and bills under \$500 totaling \$3,931.17 for a total amount approved of \$18,701.12 Lilly seconded, and the motion passed 5-0.
8. **Library Report:**
 - a. Library Statistics Report: There are significant differences between September 2024 and September 2025. The library website has less traffic compared to last year (878 visits vs. 349). Conference room usage is also down. Kuestner believes that the recent hiatus of the Goodwill Job program has contributed to both these declines (potential job seekers may have been using the library website to gather information about the program). Another contributing factor may be declines in Wi-Fi printing and Overdrive/Library2Go usage (both require visiting the website). Meanwhile, public computer usage has increased.

The number of patrons borrowing items through Koha has declined from last year—145 compared to 124 last September. Possible explanations for this include the increase in item renewals by 40% and an increase in honor system book usage by 84%. Print item checkouts decreased by 15.5%, but DVD checkouts increased by 18%. Kuestner inferred that the increase in DVD usage may be due to the surge of DVDs purchased in September. Juvenile renewals went up by 513% whereas YA renewals declined. *Overall checkouts rose by 8.28% compared to last year.*

 - i. Annual Statistical Report for the State: This report is due by October 31st. It is mostly finished, and Kuestner is on track to complete it by the deadline.
 - b. Displays: The main display by the front desk currently features new and recently added historical fiction books and DVDs. The mystery/thriller/true crime display has been left up due to its popularity with patrons. LULD has put up a display in the children's section, showing new and recently added juvenile books. Juvenile periodicals have been moved from their black containers near the Juvenile Pacific Northwest

(PNW) section to the fire truck display, and they have rocketed up in usage. Two of the three Juvenile periodicals are within the top 100 most-used titles in the library, according to Koha.

- c. All Seasons Reading Program: Library Bingo is almost ready to launch. There will be 25 sheets, each with their own categories. There will be descriptions of each sheet available so that patrons and employees can tell whether a book counts for a bingo box. For example, there will be an electronic category, which includes eBooks, hotspots, and specific pages of the library website. Kuestner plans on launching this program at the beginning of December. Letters have been sent out to local businesses for incentives and to advertise the program.
- d. Games Club: The number of participants dwindled from the beginning of the program, and as a result, LULD will discontinue this program for now until the bingo program kicks off. In response to Harris's query, Kuestner reported that participants have been mainly adults, but that juveniles participated during the summer. In recent months, only one or two people have attended. Kuestner plans on reimagining the Games Club after the Library Bingo program has launched.

9. Action Items Follow-up and Report:

- a. Conferences: Jonathan Moore is attending the Dolly Parton Imagination Library (DPIL) conference in Eugene from October 14th to the 15th. Kuestner will be attending the Southern Oregon Library Federation (SOLF) conference in Roseburg on October 17th. Kuestner hopes that attending the DPIL conference will shed light on how best to advertise the program within their criteria; the DPIL has strict rules on how to promote their program.
- b. Neighborhood Libraries: The Highland pool Neighborhood library has been filled twice in the last month.
- c. Koha and shelving reorganization/weeding project: Hamilton finished reclassifying the adult nonfiction books that Kuestner set aside. Kuestner proposed shifting the adult nonfiction and adult Pacific Northwest (PNW) sections so that all adult nonfiction is on one side of the aisle. This may make both adult nonfiction books and PNW books easier for patrons to find. Kuestner has been correcting errors in Koha, such as the graphic novel collection codes: Some of the Young Adult (YA) graphic novels were mistakenly entered as Adult graphic novels. This would inflate Adult usage statistics at the expense of YA. Kuestner hopes that these corrections will also make these items easier for patrons to find. The Educational Learning Boards are now listed as their own item type instead of being lumped in with tools. They have increased in usage as well.
- d. IT issues: The proposal to change email providers has been discussed with Integotec. LULD wants to transfer from RoundCube's email service to a different one. Microsoft 365 requires \$5.50 per month for one user, which can be used on all staff computers. Microsoft 365 also comes with 50 gigabytes of storage space. Additional email addresses could be obtained free through Techsoup because LULD is not for-profit. LULD is waiting for Integotec to provide an estimate of the cost (in money and time) to migrate from RoundCube to Microsoft 365. Harris asked if both programs could run at the same time for a while to make sure Microsoft 365 works. Kuestner said it would be up to the board if they wanted to pay for both services during that time. RoundCube's service costs about 26.90 per month.

All new computers are up and running. Integotec previously fixed the issues with WiFi printing, but they have since returned. In response to Goorhuis, Kuestner stated that Integotec addresses issues faster than the previous tech service.

Douglas Fast Net (DFN) informed LULD that someone has been using torrents to download copyrighted material using the library's internet. LULD has a home router instead of a business router, and therefore cannot prevent the public from using the internet in this fashion. Integotec quoted roughly \$2300 to get a business router. Instead of getting the library its own router, Kuestner is considering renting one from DFN, who are coming to the library on October 21st to provide a quote. Kuestner does not yet know the router rental cost, but the labor to install it would be about \$200.

The library could also seek a grant to fund a new router, for example: an SDAO grant due in November, or a grant from Roundhouse Foundation (who reached out recently to ask about LULD's needs,

after seeing that the library applied for a similar grant earlier in the year). Harris asked if the library would be penalized if someone used torrents on a rented DFN router. Kuestner said that according to Integotec, a business router could (mostly) prevent torrenting. Kuestner added that a business router would be covered by LULD's existing contract with Integotec. Bridge recommended finding a router that will be supported long-term. Eberlein inquired whether internet speed would increase with a DFN router; Kuestner said he will discuss that with DFN.

e. Director Checklist:

- i. Staff meetings continue to be held on the Wednesday after each board meeting, except for this month, which will occur on the 22nd.
- ii. Leo's Landscaping continues to provide monthly maintenance. The periwinkle is scheduled to be planted in November.
- iii. Stacey Broussard's Jan. evaluation may be delayed due to issues discussed during executive session.
- iv. Volunteers: The number of volunteers increased from 7 to 10, but there has been a decrease in hours volunteered, dropping from 83.25 to 43.5 hours. Kuestner inferred that this is partly due two of the most prolific volunteers facing health issues, causing them to volunteer less frequently. Bridge asked the board whether they should count board meetings as volunteer hours for board members. Harris commented that the board used to record their hours (e.g 2 hours for each board meeting) and could do so again, and that this could be useful when applying for grants. Bridge and Harris suggested that the prep time for the meeting could be counted as well. Emma is a high schooler who recently started volunteering to fulfill her community service hours required for graduation. She has previous experience in volunteering at a library.

f. Updated policies/procedures: Debb Montclair wrote 3 procedures, including one for the newly installed time clock, a procedure for recategorizing new and recently added items ("de-NEW-ifying"), and one for fixing broken patron records in Koha. The time clock procedure includes operating instructions, such as how to add new users and their fingerprints. As the time clock is a new development for staff, Kuestner is considering October a trial month for this system. The procedure for recategorizing new and recently added materials includes the process for removing the new/recently added tape from six months earlier and how to change the collection code in Koha from "new" to its new code. Bridge suggested implementing the standard operating instructions format for the procedures; this format includes a number, the date of implementation for the policy, and dates for policy review. Bridge argued that this would give the library the ability to standardize all instruction supplied to the staff and volunteers. The third procedure involves correcting an issue caused by a Koha update. Broken patron records occur when a staff member forgets to input a library card's expiration date or pastes information into a field while creating a new patron account in Koha. If this happens, the library card cannot be used and, when it is scanned, an error message appears.

g. Agreed upon procedures (AUP): C.J. Huntsman CPA sent documents that needed to be signed; one for an expense of \$5,250 and one for \$6,000. One expense is for the financial review of the library's finances from the 2024-2025 fiscal year, and the other is for the AUP based on the financial review. Huntsman sent a list of library aspects that they need to look through, such as the LULD board meeting minutes, to make sure that the library is doing these properly. C.J. Huntsman CPA is highly recommended by the North Bend Library, has experience working with libraries, and is \$4,000 cheaper than Isler. They could charge more for extra time, but would warn the library first. Simple questions would not entail extra charge. Kuestner argued that many general accountants will not take this kind of work, so the board should go with this CPA. December 31st is the deadline for the AUP's submission to the state. The first phase of paperwork is due by mid-October and is mostly finished. Kuestner brought up the issue that the library may need to submit the agenda with the historic meeting minutes. Harris moved to accept the proposal from C.J. Huntsman CPA and to pay the costs for this year, Lilly seconded, and the motion passed 5-0.

10. New Business:

- a. Evaluating collection agencies: The current collection agency for the library is CSO Financial. Kuestner and Montclair would like to look into other collection agencies that would give the library a higher percentage of the money, that would be more user-friendly for patrons and staff, and that would mesh better with Koha. LULD is creating a policy about how patrons will be treated when sent to collections, what the timeline would be, what the dollar amount would be, and what happens if they do not pay over a long period of time. Kuestner asked if the penalty should be harsher for those who fail to return high-cost and popular items, such as hotspots. For example, Kuestner asked whether a patron should be banned from checking out a certain item if they are a repeat offender. For such patrons, Bridge suggested checking with credit reporting agencies as well. Kuestner also asked for clarification on whether adult patrons should be penalized for books lost or returned late when the patrons were still minors. Lilly suggested that the staff draft a policy, and then the board would discuss it.

Kuestner also talked about an issue with Koha on using the Claimed Returned tool (used when a patron claims that they returned an item, but the library has no record of such and cannot find the item). If a Claimed Returned gets added to an account, it cannot be removed. If there are 5 Claimed Returned, they cannot use their account. Kuestner wanted to revise this policy so that if the item is found, the patron should not be penalized if it is a mistake on the library's part.

- b. Credit Card: Umpqua Bank points have not worked for months. If this problem persists, Kuestner will look at different credit card companies. Montclair researched a company that gives cash back on each purchase.
- c. Patron program ideas: One patron wants to hold video game tournaments using the Mondoboard, and another one wants to run an adult literacy course free of charge. Both would be using the conference room. If and when these patrons present a definite plan, Kuestner will look into advertising these programs.

11. Executive Session ORS 192.660 Personnel

12. Comments from Board Members:

- 13. Next Meeting Date Discussion:** Each meeting takes place normally on the second Tuesday of each month; however, November 11th is Veterans Day.

14. Meeting Adjournment: