



Clackamas County Library Advisory Board Meeting Agenda
October 20, 2022
5:30 pm
Virtually Via Zoom

<https://clackamascounty.zoom.us/j/89078898118?pwd=WXRleHVrMTJDVTNwSWw2aVhVRkVZQT09>

Passcode: 323700

Webinar ID: 890 7889 8118

Topic	Time	Information Discussion Decision	Lead
Library Board Meeting Call to Order	5:30 pm		Debrah
Approve September Meeting Minutes	5:30 pm		Debrah
Reports/Discussion items:			
a) Director's Report	5:35 pm	Information	Mitzi
b) NCPRD DAC update	5:45 pm	Information	Grover
c) Gladstone Task Force update	5:55 pm	Information	Natalie
d) Concord Task Force update	6:00 pm	Information	Debrah
e) OLA 2021 Standard Review (2 through 4)	6:05 pm	Discussion	Mitzi/Debrah
f) Public Comment (3 minute limit)	6:55 pm	Information	Debrah
Adjourn	7:00 pm		Debrah
Next meeting: November 17, 2022			

Clackamas County Library Advisory Board Meeting
Virtually Via Zoom
Minutes - Unapproved
September 15, 2022
5:30 pm

Attendance

Voting members

Members	Attendance	Notes
Debrah Bokowski	present	Chair
Grover J. Bornefeld	present	Vice Chair
Natalie Smith	present	
Evan Griffith	present	
Caitlin Gonzales	Not present	
Nancy Eichsteadt	present	Non-voting alternate (Gladstone)
Anatta Blackmarr	present	Alternate standing in for Caitlin (Oak Lodge)

Others present

Name	Notes
Mitzi Olson	DTD Library Manager
Mindy Garlington	Gladstone City Council
Tracy Grambusch	Financial Analyst, Clackamas County

Call to Order: The meeting was called to order at 5:30 p.m.

Approval of, 2021 Meeting Minutes: Corrections: adjournment line incorrectly listed Natalie; attendance: Anatta was standing in for Evan. With these corrections made, Grover made a motion to approve and then Debrah seconded the motion. Mitzi will make corrections and include the approved August minutes in the packet for the next meeting. Later, Grover also mentioned that he should now be listed as Vice Chair.

Reports/Discussion items:

Project capital expense review: Tracy Grambusch

- Tracy introduced herself as the Clackamas County Financial Analyst for BCS Division under DTD, responsible for budget, reconciling payroll, payments for capital expenses, monitoring revenues, making corrections, and generally supporting all divisions within her our department.
- Grover asked for a detailed explanation of various capital outlays. Tracy explained that it is broader than that (she does not break out by vendor): design right now, the next portion of expenses will be for construction documents, site prep, and then construction.
- Tracy affirmed that the intent is that once Concord design is completed, the projects should realign.
- Mitzi asked how much of the demolition cost was included; Tracy responded that none of it appears yet because demolition did not start until the current fiscal year. Mitzi confirmed for Mindy that the cost of demolition is being split between the City of Gladstone and the County. Tracy explained that the entire amount of the demolition will show up as a project expense, and that the Gladstone portion will then show up as revenue.

Director's Report: Mitzi

- Mitzi mentioned that there is no recording for the last meeting—there were technical difficulties that have not been resolved.
- The library has not been able to order books for a few weeks because of a ransomware attack on the vendor, Baker & Taylor. Things are moving now.
- Binders for new members are not yet ready, but they will be soon.
- Gladstone:
 - Demolition is underway, trees have been removed. There will be a celebration on October 11.
 - There was a protest in the library parking lot on August 24. It was directed at the business across the parking lot. Proud Boys were lined up across the front of the library and staff did not feel safe, so the library closed early. Mitzi went to the library to ensure everything was okay. Police were responsive and there was no violence. A week later, tires were slashed on the Happyrock Coffee van in the parking lot across from the library. The County may add additional security cameras so that there is a more comprehensive view of activities outside the library. Afterwards, staff reviewed lockdown protocols to reiterate that staff can lock the doors if they are in an unsafe situation, following up with a phone call to Mitzi or Robin, and the police, if necessary.
 - The new Story Walk is installed at the Nature Park. The frames are looking a little weathered and we may look at other options.
 - Summer Reading: 286 kids & teens signed up / 177 finished.
- Oak Lodge:
 - New sign finally posted that makes it clear that the parking lot behind the gate is for library patrons, as well as businesses, and lets people know the gate closes at 6:30 pm.
 - The carpeting project is complete, with the exception of a few squares that need to be replaced.
 - Summer Reading: 199 kids & teens signed up / 117 finished.
 - As time went on, attendance improved at Oak Lodge for the children's programs and free lunch offering. This was attributable to Anatta's letter in the paper and Mitzi's active promotion at the Trolley Festival.

- Mitzi will be meeting with the Youth Librarians for a Summer Reading debrief. There are many things to look at, including the timing of booking performers and the timing of the programs themselves, as well as promoting summer reading in the schools before summer vacation begins. Class visits to the library have not resumed since COVID. Mindy asked if there is something the Board can do to help increase attendance at summer programs. The Board can always help get the word out into the community about the programs.
- Halloween events: planning underway to participate in both Gladstone and downtown Oak Grove celebrations.

NCPRD DAC update: Grover

- Most recent meeting went well, specifically, the meeting was focused on the park rather than the library.
- \$4M will be spent this year on structural mechanical upgrades to the Concord building, plus \$2.4M for design work.
- Clackamas County has initiated a process called the Clackamas County Community Engagement Framework.

Concord Property and Library Planning Task Force: Grover

- Annatta was voted in as a new member of the task force.
- Rolled out the new set of slides of both the park and the library—nothing major has changed.
- Discussion of adding a sheltered outdoor play area.
- Discussion about the size of the meeting room.
- Arts Subcommittee still moving forward—will be meeting towards the end of the year.
- Design work expected to be complete in January, with documentation and construction to follow. This means that both library projects may begin to move forward together again.
- It is unknown when the next task force meeting will be or how members of the task force will be engaged in the remaining design process.
- Mindy asked about when the discussion of financing or funding will occur. Grover expressed his opinion/understanding: APRA funding to be determined in late September/early October at a Thursday morning BCC business meeting (date not known at this time).
- Anatta added that the architects have been responsive to suggestions for changes to the exterior.

OLA 2021 Standard Review (1 through 4): Mitzi

All policies adopted as part of the review of OLA standards will apply to both libraries, although some details may vary.

Standard 1: Governance Standards

- **1.1 Services and Leadership**
 - The library meets the minimum conditions to be a public library in Oregon (page 10): Yes
 - Policies (page 10): Yes, excepting for the *Minor's Bill of Rights* and *Freedom to View*. (Mitzi will check to be sure the most recent versions of all of these policies have been adopted.)

- Library Board (page 11): Yes, excepting for the development of a strategic plan, continuing education for Board members (such as attendance at an OLA conference), selection and evaluation of the library director, funding for continuing education of Board members.
- Community information (library board's actions, page 12): Yes, with the possible exception of notices to local media and the City of Gladstone website.
- Community information (role of the library/plans for the future, page 12): Yes, however, the mission statement needs to be updated, strategic plan is not complete, technology plan is not available on the website.
- **1.2 Policies & Procedures**
 - Yes, excepting business services policies,
 - Community access of library policies (page 13): Yes, excepting policies available in multiple languages.

Other topics:

Johnson City vote to join Library District:

Mindy asked what affect this would have if passed. Mitzi said it would likely increase the Gladstone service area and revenue. Up to this point, Johnson City residents have only been able to obtain library services through payment of a \$95 annual household fee. Mindy suggested outreach into the community if it passes.

OLA Conference in Bend October 15: Nancy mentioned that this conference is coming up and it has been enjoyable to attend in the past. It appears to be in person only this year.

Public Comment (3 minute limit)

- None

Adjournment: 7:07 pm

Next Meeting: October 20, 2021

Respectfully submitted,

Robin Dawson

Clackamas County Library Advisory Board Meeting
Virtually Via Zoom
Minutes - Approved
August 18, 2022
5:30 pm

Attendance

Voting members

Members	Attendance	Notes
Debrah Bokowski	present	Chair
Grover J. Bornefeld	present	Vice Chair
Natalie Smith	not present	
Evan Griffith	not present	
Caitlin Gonzales	present	
Nancy Eichsteadt	present	Alternate standing-in for Natalie (Gladstone)
Anatta Blackmarr	present	Alternate standing-in for Evan (Oak Lodge)

Others present

Name	Notes
Mitzi Olson	DTD Library Manager
Mindy Garlington	Gladstone City Council

Call to Order: The meeting was called to order at 5:30 p.m.

ACTION: Approval of July 21, 2022 Meeting Minutes: Grover made a motion to approve. Seconded by Debrah. APPROVED.

Reports

Director's Report: Mitzi

- Carpet installation at Oak Lodge still in progress. Glue fumes are bothering both staff and patrons. Made changes to schedule to try to mitigate staff and patron exposure.
- Library had a table at the Gladstone Community Festival. Next year will be sure to participate on Friday in addition to Saturday.
- Received confirmation from OLA that the 2021 Public Library Standards were indeed adopted, but the website had not been updated. This means that the August Agenda packet includes the old standards. Mitzi recommended that we wait until the next meeting to review the newest 2021 Oregon Library Association Public Library Standards.

Chair/Trolley Festival report: Debrah

- Debrah discussed the Trolley Trail Festival and the involvement of both the Friends of the Oak Lodge Library and the Seed Library.

Gladstone Library Task Force Update: Nancy

- Gladstone Task Force meeting took place last night (August 17th). Design team reviewed most recent design plans.
- Demolition of the old city hall will take place during the month of September, with the building coming down before the end of the month. Celebration scheduled for October 11th.

NCPRD DAC & Concord Property and Library Planning Task Force Update (combined): Grover

- Next Concord Task Force meeting scheduled for September 8th.
- Next NCPRD DAC meeting scheduled for September 14th.
- Plan to ask Concord Task Force to approve adding Anatta to the Task Force, representing the Library Board.

ADJOURNMENT: Debrah made a motion to adjourn the meeting at 6:35 pm.

Next Meeting: September 15, 2022

Respectfully submitted,

Mitzi Olson

Gladstone

Statistics September 2022

Overview	September 2022	September 2021	Current YTD	Previous YTD	Percent Change
Circulation	10,748	11,778	34,254	36,166	-5%
Downloadable	1,351	1,395	4,418	4,528	-2%
Total	12,099	13,173	38,672	40,694	-5%

Reference: Queries	193	233	648	441	47%
Reference: Other	407	256	1,250	441	183%
Door Count	2,411	2,223	9,530	8,849	8%
Internet: Hours Used	165	204	506	713	-29%
Internet: Users	303	267	924	851	9%

Programs	September # of Programs	September # of Programs YTD	September # of Programs Previous YTD	Percent Change	September Attendance	Attendance YTD	Attendance Previous YTD	Percent Change
Story Hours	4	13	11	18%	72	209	34	515%
Juvenile Programs	0	7	0	700%	0	267	0	26700%
Teen Programs	0	0	0	0%	0	0	0	0%
On-site visits to Library	0	0	0	0%	0	0	0	0%
Off-site visits from Library	0	0	0	0%	0	0	0	0%
Adult Programs	1	4	3	33%	12	45	31	45%
Other	1	1	0	100%	254	254	0	25400%

Inter Library	September	YTD
Borrowed in County	5,195	16,061
Borrowed Out of County	21	49
Loaned In County	4,023	12,204
Loaned Out of County	10	22

Technical Services	September	YTD
Books	113	771
Audio	2	22
DVD	1	42
Other	0	0
Total	116	835

Volunteer Hours	0	0
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New Borrowers	58	155
Borrowers to Date	4,681	

Oak Lodge Library

Statistics September 2022

Overview	September 2022	September 2021	Current YTD	Previous YTD	Percent Change
Circulation	15,309	14,847	48,045	44,567	8%
Downloadable	2,041	2,042	6,684	6,454	4%
Total	17,350	16,889	54,729	51,021	7%

Reference: Queries	238	192	655	637	3%
Reference: Other	415	228	1,173	626	87%
Door Count	5,197	3,822	15,240	12,259	24%
Internet: Hours Used	327	174	767	515	49%
Internet: Users	497	262	1,224	852	44%

Programs	September # of Programs	September # of Programs YTD	September # of Programs Previous YTD	Percent Change	September Attendance	Attendance YTD	Attendance Previous YTD	Percent Change
Story Hours	4	13	11	18%	7	33	34	-3%
Juvenile Programs	0	8	0	800%	0	195	0	19500%
Teen Programs	0	0	0	0%	0	0	0	0%
On-site visits to Library	0	0	0	0%	0	0	0	0%
Off-site visits from Library	0	0	0	0%	0	0	0	0%
Adult Programs	2	5	2	150%	45	76	10	660%
Other	0	1	0	100%	0	231	0	23100%

Inter Library	September	YTD
Borrowed in County	7,286	22,620
Borrowed Out of County	39	132
Loaned In County	5,421	15,867
Loaned Out of County	15	60

Technical Services	September	YTD
Books	146	816
Audio	6	40
DVD	4	50
Other	0	0
Total	156	906

Volunteer Hours	0	0
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New Borrowers	51	159
Borrowers to Date	7,367	

Study Rooms	September	YTD
Usage	29	94

Library District of Clackamas County - Annual Progress Report

Oak Lodge Library

For the period: 7/1/20 through 6/30/21

SECTION 1: LIBRARY BOARD COMPOSITION

Service area population

<u>Question</u>		<u>Count</u>	<u>Pctq of total</u>
1.1	City population	0	
1.2	Unincorporated pop. Served	31,885	100.0%
1.3	TOTAL SERVICE AREA POPULATION	31,885	100.0%

Library Board composition (as of 6/30/2021)

		<u>Count</u>	<u>Pctq of total</u>
1.4	Board members living in City	1	20.0%
1.5	Board members living in unincorp. Area	4	80.0%
1.6	Vacancies	0	0.0%
1.7	TOTAL BOARD MEMBERS	5	100.0%

- 1.8 Please provide any additional information below about your service area population or your board composition:

Clackamas County assumed operation of the Gladstone Library on 12/01/19. As part of an IGA between Clackamas County and the City of Gladstone, the City agreed to disband the Gladstone Library Board by November, 2019. During the transition of creating a new combined library board, the County worked with both communities to establish Bylaws, and then began recruiting for specific positions. The recruitment and appointments for the new library board were completed early 2021. The new library board is comprised of proportional membership representation of the City of Gladstone, Gladstone unincorporated, and Oak Lodge unincorporated.

SECTION 2: FINANCIAL DATA

City budget cycle	Annual
If biennial, this report covers	

Library Fund Balances

<u>Question</u>		<u>Amount</u>
2.1	Starting balance of Library Fund (7/1/20)	\$ 1,065,473
2.2	Total revenue (7/1/20 - 6/30/21)	\$ 1,546,051
2.3	Total exp. (incl. alloc. costs & debt svc.) (7/1/20 - 6/30/21)	\$ (1,375,233)
2.4	Total transfers to reserve fund (7/1/20 - 6/30/21)	\$ -
2.5	Ending balance of Library Fund (6/30/21)	\$ 1,236,291

Revenue Detail (7/1/20 - 6/30/21)

		<u>Amount</u>
2.6	Library District revenue	\$ 1,505,893
2.7	Operational support from City/Library Service Provider	
2.8	Ready to Read grant	\$ 5,911
2.9	Fines, fees, and donations	\$ 565

Other revenues (please specify)

2.10	LN general fund support for homebound	\$ 15,000
2.11	NCPRD Reimbursement	\$ 6,355
2.12	Cares Fema COVID-19	\$ 12,327
2.13		\$ -
2.14		
2.15		\$ -
2.16		\$ -
2.17		\$ -
2.18	TOTAL REVENUE (should match total in 2.2)	\$ 1,546,051

Expenditure Detail (7/1/20 - 6/30/21)

		<u>Amount</u>
2.19	Salaries, wages, and benefits	\$ (588,716)
2.20	Collection expenditures	\$ (94,573)
2.21	Allocated costs	\$ (144,713)
2.22	Capital expenses (not paid from Reserve Fund)	\$ (400,116)
2.23	Debt service (principal & interest)	\$ -

Other expenses not included above - please breakdown by significant categories (e.g., contracted services, office supplies & equipment, utilities)

2.24	General office supplies	\$ (9,694)
2.25	Homebound	\$ (15,095)
2.26	Hardware and software	\$ (10,123)
2.27	Ready to Read	\$ (4,043)
2.28	Contracted services	\$ (374)
2.29	Telephone	\$ (10,712)
2.30	Printing and duplicating	\$ (3,642)
2.31	Insurance	\$ (4,632)
2.32	Rent	\$ (84,888)
2.33	Training	\$ (306)
2.34	Programming	\$ (101)
2.35	Postage	\$ (714)
2.36	Other operating expenses	\$ (2,790)
2.37		\$ -
2.38	TOTAL EXPENSES (should match total in 2.3)	\$ (1,375,233)

Library Reserves (if applicable)

		<u>Amount</u>
2.39	Starting balance of Library reserves(7/1/20)	\$ 2,910,947
2.40	Ending balance of Library reserves (6/30/21)	\$ 2,910,947

2.41 Please provide a brief overview of changes to/from the Library Reserve balances and the source and use of those funds:

The reserves are from unused operational funds including fines, fees, donations, homebound support, Cares Fema, and Library District revenue.

2.42 Please provide a brief overview of any outstanding debt.

N/A

Allocated Cost Detail (7/1/20 - 6/30/21)

Please designate allocated costs using your City's defined categories.

Allocated costs (please specify)

2.43	Finance	\$	(10,045)
2.44	Technology	\$	(7,279)
2.45	Building maintenance	\$	(40,000)
2.46	Public governmental	\$	(3,183)
2.47	Purchasing services	\$	(13,338)
2.48	Courier and mail	\$	(1,788)
2.49	Personnel administration	\$	(8,830)
2.50	County administration	\$	(2,542)
2.51	Utilities	\$	(19,379)
2.52	BCS administration	\$	(38,329)
2.53	TOTAL ALLOCATED COSTS (should match total in 2.21)	\$	(144,713)

2.54 Please provide a brief description of the methodology used to determine cost allocations.

Clackamas County uses cost driver methodology when calculating allocated costs for the library.

2.55 If the Library Board has any concerns about allocated costs, please explain.

N/A

2.56 Please provide information about the role and support that you receive from community organizations (such as Friends and Foundations).

We have a Friends' organization that provides financial support for the Library.

SECTION 3: SERVICE STANDARDS

Question

3.1	Library open hours per week	58
3.2	"Threshold" open hours per IGA Attachment C	50
3.3	Does the Library Director have an MLS degree?	Yes
3.4	"Threshold" Director degree per IGA Attachment C	MLS
3.5	Total Library FTE	6.45
3.6	"Threshold" FTE per IGA Attachment C	11.16
3.7	Total staff with an MLS	2.67
3.8	"Threshold" staff with an MLS per IGA Attachment C	2.23
3.9	Vols. owned (physical and digital)	190,520
3.10	"Threshold" vols. owned per IGA Attachment C	63,770
3.11	During the reporting period, did your Library Board review the most recent OLA public library standards?	Yes

3.12 If your Library Board did review OLA standards, please share any findings/outcomes of this review.

N/A

3.13 Does your library currently have a strategic plan?

No

If so, please attach to your email when sending in your responses.

SECTION 4: ADDITIONAL COMMENTS

Question

- 4.1 If there is any additional information you would like to provide as part of the library's Annual Progress Report, please include it here.

Submitted draft report subject to review and approval by LDAC representative or Library Board chair.

SECTION 5: CERTIFICATION

By submitting this form electronically, the submitter certifies that this report has been jointly prepared, reviewed, and approved by the LDAC Representative, Library Board Chair (if different), and Library Director.

Question

5.1	Name of Library Director	Mitzi Olson
5.2	Email address of Library Director	molson@clackamas.us
5.3	Name of LDAC Representative	Grover Bornefeld
5.4	Email address of LDAC Representative	citizengjb@gmail.com
5.5	Name of Library Board Chair	Debrah Bokowski
5.6	Email address of Library Board Chair	libraryamigo@gmail.com
5.7	Date of submission	10/17/2022

*Please email the completed form (in Excel format), along with a copy of your strategic plan (if applicable) to **kkohl@lincc.org***

Library District of Clackamas County - Annual Progress Report

Gladstone Public Library

For the period: 7/1/20 through 6/30/21

SECTION 1: LIBRARY BOARD COMPOSITION

Service area population

<u>Question</u>		<u>Count</u>	<u>Pctg of total</u>
1.1	City population	11,905	55.5%
1.2	Unincorporated pop. Served	9,560	44.5%
1.3	TOTAL SERVICE AREA POPULATION	21,465	100.0%

Library Board composition (as of 6/30/2021)

		<u>Count</u>	<u>Pctg of total</u>
1.4	Board members living in City	1	20.0%
1.5	Board members living in unincorp. Area	4	80.0%
1.6	Vacancies	0	0.0%
1.7	TOTAL BOARD MEMBERS	5	100.0%

- 1.8 Please provide any additional information below about your service area population or your board composition:

Clackamas County assumed operation of the Gladstone Library on 12/01/19. As part of an IGA between Clackamas County and the City of Gladstone, the City agreed to disband the Gladstone Library Board by November, 2019. During the transition of creating a new combined library board, the County worked with both communities to establish Bylaws, and then began recruiting for specific positions. The recruitment and appointments for the new library board were completed early 2021. The new library board is comprised of proportional membership representation of the City of Gladstone, Gladstone unincorporated, and Oak Lodge unincorporated.

SECTION 2: FINANCIAL DATA

City budget cycle	Annual
If biennial, this report covers	

Library Fund Balances

<u>Question</u>		<u>Amount</u>
2.1	Starting balance of Library Fund (7/1/20)	\$ 80,313
2.2	Total revenue (7/1/20 - 6/30/21)	\$ 1,290,296
2.3	Total exp. (incl. alloc. costs & debt svc.) (7/1/20 - 6/30/21)	\$ (984,806)
2.4	Total transfers to reserve fund (7/1/20 - 6/30/21)	\$ -
2.5	Ending balance of Library Fund (6/30/21)	\$ 385,803

Revenue Detail (7/1/20 - 6/30/21)

	<u>Amount</u>
2.6	Library District revenue \$ 828,352
2.7	Operational support from City/Library Service Provider \$ 200,000
2.8	Ready to Read grant \$ 3,019
2.9	Fines, fees, and donations \$ 393

Other revenues (please specify)

2.10	General fund transfer from LN	\$ 250,000
2.11	Cares Fema COVID-19 grant	\$ 8,532
2.12		
2.13		\$ -
2.14		\$ -
2.15		\$ -
2.16		\$ -
2.17		\$ -
2.18	TOTAL REVENUE (should match total in 2.2)	\$ 1,290,296

Expenditure Detail (7/1/20 - 6/30/21)

		<u>Amount</u>
2.19	Salaries, wages, and benefits	\$ (571,508)
2.20	Collection expenditures	\$ (78,754)
2.21	Allocated costs	\$ (34,255)
2.22	Capital expenses (not paid from Reserve Fund)	\$ (257,000)
2.23	Debt service (principal & interest)	\$ -

Other expenses not included above - please breakdown by significant categories (e.g., contracted services, office supplies & equipment, utilities)

2.24	General office supplies	\$ (6,169)
2.25	Hardware and software	\$ (10,275)
2.26	Ready to Read	\$ (4,846)
2.27	Contracted services	\$ (3,217)
2.28	Telephone	\$ (5,580)
2.29	Printing and duplicating	\$ (10,155)
2.30	Insurance	\$ (598)
2.31	Training	\$ (106)
2.32	Programming	\$ (121)
2.33	Postage	\$ (689)
2.34	Other operating expenses	\$ (1,533)
2.35		\$ -
2.36		\$ -
2.37		\$ -
2.38	TOTAL EXPENSES (should match total in 2.3)	\$ (984,806)

Library Reserves (if applicable)

		<u>Amount</u>
2.39	Starting balance of Library reserves(7/1/20)	\$ -
2.40	Ending balance of Library reserves (6/30/21)	\$ -

2.41 Please provide a brief overview of changes to/from the Library Reserve balances and the source and use of those funds:

The Gladstone Library does not have a reserve account.

2.42 Please provide a brief overview of any outstanding debt.

N/A

Allocated Cost Detail (7/1/20 - 6/30/21)

Please designate allocated costs using your City's defined categories.

Allocated costs (please specify)

2.43	BCS administration	\$	(34,255)
2.44		\$	-
2.45		\$	-
2.46		\$	-
2.47		\$	-
2.48		\$	-
2.49		\$	-
2.50		\$	-
2.51		\$	-
2.52		\$	-
2.53	TOTAL ALLOCATED COSTS (should match total in 2.21)	\$	(34,255)

2.54 Please provide a brief description of the methodology used to determine cost allocations.

Clackamas County uses cost driver methodology when calculating allocated costs for the library.

2.55 If the Library Board has any concerns about allocated costs, please explain.

N/A

2.56 Please provide information about the role and support that you receive from community organizations (such as Friends and Foundations).

The Gladstone Library Foundation provides financial support to the Library.

SECTION 3: SERVICE STANDARDS

Question

3.1	Library open hours per week	58
3.2	"Threshold" open hours per IGA Attachment C	40
3.3	Does the Library Director have an MLS degree?	Yes
3.4	"Threshold" Director degree per IGA Attachment C	MLS
3.5	Total Library FTE	5.44
3.6	"Threshold" FTE per IGA Attachment C	7.51
3.7	Total staff with an MLS	2.42
3.8	"Threshold" staff with an MLS per IGA Attachment C	0
3.9	Vols. owned (physical and digital)	171,864
3.10	"Threshold" vols. owned per IGA Attachment C	42,930
3.11	During the reporting period, did your Library Board review the most recent OLA public library standards?	Yes

3.12 If your Library Board did review OLA standards, please share any findings/outcomes of this review.

N/A

3.13 Does your library currently have a strategic plan? No

If so, please attach to your email when sending in your responses.

SECTION 4: ADDITIONAL COMMENTS

Question

- 4.1 If there is any additional information you would like to provide as part of the library's Annual Progress Report, please include it here.

Submitted draft report subject to review and approval by LDAC representative or Library Board chair.

SECTION 5: CERTIFICATION

By submitting this form electronically, the submitter certifies that this report has been jointly prepared, reviewed, and approved by the LDAC Representative, Library Board Chair (if different), and Library Director.

Question

5.1	Name of Library Director	Mitzi Olson
5.2	Email address of Library Director	molson@clackamas.us
5.3	Name of LDAC Representative	Natalie Smith
5.4	Email address of LDAC Representative	nsmith_1159@yahoo.com
5.5	Name of Library Board Chair	Debrah Bokowski
5.6	Email address of Library Board Chair	libraryamigo@gmail.com
5.7	Date of submission	10/17/2022

Please email the completed form (in Excel format), along with a copy of your strategic plan (if applicable) to kkohl@lincc.org

2. Staff Standards

Public libraries are thriving learning centers, community gathering places, and places of play and discovery. Library staff members create and maintain programs and services integral to the mission of the public library in relation to its community. The OLA Public Library Division Staff Standards support the processes and resources necessary to provide equitable, consistent, and quality service in a manner sustainable for the future.

Library staff members, regardless of degree or position, must possess the depth and breadth of knowledge necessary to provide quality service. To ensure service of the highest quality, libraries must provide all staff with the education, training, and support necessary to identify and meet the needs of their patrons and community, including demographic changes in their service area.

2.1 Human Resources

STANDARD: The community is served by library professionals with the skills, knowledge, and abilities to provide uncompromising access to information in service to the public and social wellness.

Indicator: The library maintains a staff of well-qualified professionals with the skills, knowledge, and abilities to serve the community as outlined in the library's mission, goals, and strategic plan.	Y	N
Essential		
<ul style="list-style-type: none"> The library employs a paid director possessing a Master of Library Science degree from an ALA-accredited institution or who has equivalent training or education. 		
<ul style="list-style-type: none"> The library employs a sufficient number of paid staff members who are present during all library service hours to provide services central to the library's mission and goals. 		
<ul style="list-style-type: none"> The library provides staff with continued training opportunities and the support necessary to identify and meet the needs of their patrons and community. 		
<ul style="list-style-type: none"> The library maintains, supports, and funds an annual staff development plan. 		
<ul style="list-style-type: none"> The library offers volunteers opportunities to enhance the general level of library service alongside library staff. 		
Enhanced		
<ul style="list-style-type: none"> The library organizes a group of teen volunteers on a teen advisory board that advises on services and collections for teens. 		
Exemplary		
<ul style="list-style-type: none"> 		

Indicator: The library maintains and adheres to accessible, well-defined, and consistent written policies governing the training, performance, and recognition of all staff in order to provide a clear and transparent organizational environment.	Y	N
Essential		
<ul style="list-style-type: none"> The library maintains contemporary job descriptions for all classifications and provides regular job performance evaluations for all staff. 		
<ul style="list-style-type: none"> Job descriptions include a defined salary range and benefits package for each job description. Salary and benefits are comparable to the average for similar library staff positions in similarly sized library service areas and/or for similar positions within local governmental agencies. 		
<ul style="list-style-type: none"> All written policies related to effective personnel management are consistent with policies of any governing bodies. 		
<ul style="list-style-type: none"> Library policies and procedures address the work and contributions of non-employees and volunteers. 		
<ul style="list-style-type: none"> The library selects volunteers through a defined hiring process and may include a background check. 		
<ul style="list-style-type: none"> The library matches volunteers to the specific needs of the library. 		
Enhanced		
<ul style="list-style-type: none"> All staff members receive salary and benefit packages which are within the top 25 percent for comparable positions in the same jurisdiction or in similar local government bodies. 		
Exemplary		
<ul style="list-style-type: none"> All staff members receive salary and benefit packages which are within the top five percent for comparable positions in the same jurisdiction or in similar local government bodies. 		
<ul style="list-style-type: none"> The library maintains a succession plan for all professional library positions. 		

Indicator: The library provides trained staff to facilitate a professional level of public services to all ages in the following areas:	Y	N
<ul style="list-style-type: none"> Collection management Community outreach Event programming Materials and technical services Readers' advisory Reference services Services in languages other than English Technology support during all library service hours Website management Youth services 		
Essential		
<ul style="list-style-type: none"> The library provides trained staff to facilitate a professional level of public services in at least five of the 10 listed services. 		

Enhanced		
<ul style="list-style-type: none"> The library provides trained staff to facilitate a professional level of public services in at least seven of the 10 listed services. 		
Exemplary		
<ul style="list-style-type: none"> The library provides trained staff to facilitate a professional level of public services in all of the 10 listed services. 		

2.2 Diversity and Community Engagement

STANDARD: All community members feel welcome and represented in their library with staff, programming, and collections which meet their diverse needs and wants.

Indicator: The library targets and actively reaches out to minority populations through programming, collection development, outreach, and education.	Y	N
Essential		
<ul style="list-style-type: none"> The library's strategic plan includes specific goals for surveying community diversity. 		
<ul style="list-style-type: none"> The library's strategic plan articulates a method for reflecting the demographic, ethnic, and social diversity of its community and regularly reviews and evaluates the linguistic, ethnic, and cultural diversity of its community. 		
<ul style="list-style-type: none"> The library uses diversity assessment in developing services and programs to meet the needs of minority populations. 		
<ul style="list-style-type: none"> The library provides diversity training to staff. 		
<ul style="list-style-type: none"> Diversity training is reflected in all staff development plans. 		
<ul style="list-style-type: none"> If more than 10 percent of the community speaks a language other than English in the home, the library responds by adding staff or volunteers capable of speaking with and culturally engaging with those patrons in their primary language. 		
Enhanced		
<ul style="list-style-type: none"> If more than five percent of the community speaks a language other than English in the home, the library responds by adding staff or volunteers capable of speaking with and culturally engaging with those patrons in their primary language. 		
<ul style="list-style-type: none"> Trained staff members deliver culturally and socially relevant services for new immigrants in their primary language(s). 		
<ul style="list-style-type: none"> In response to library needs assessment, staff members develop outreach programs to address the current and projected needs of their minority communities. 		

Exemplary		
<ul style="list-style-type: none"> If more than one percent of the community speaks a language other than English in the home, the library responds by adding staff or volunteers capable of speaking with and culturally engaging with those patrons in their primary language. 		
<ul style="list-style-type: none"> Trained, professional librarians deliver culturally and socially relevant services for new immigrants in their primary language(s). 		

Indicator: Library staff and supporters are active and engaged participants in the community and in community organizations.	Y	N
Essential		
<ul style="list-style-type: none"> To advocate for the library, Friends of the Library groups, the library foundation, boards of directors, volunteers, non-employees, and other library partners are well-trained in the mission, goals, and strategic plan of the library. 		
Enhanced		
<ul style="list-style-type: none"> The library encourages, supports, and allows time for staff participation in community organizations and groups as outlined in the staff development plan. 		
Exemplary		
<ul style="list-style-type: none"> The library provides funds for staff participation in community organizations and groups as outlined in the staff development plan. 		

2.3 Staff Duties and Responsibilities

STANDARD: The community benefits from the efforts of qualified and dedicated library professionals to maintain libraries that support learning, community engagement, and cultural expression.

Indicator: The library offers professional, relevant library services and collections that meet community needs and expectations.	Y	N
Essential		
<ul style="list-style-type: none"> Qualified staff members oversee the collections, programs, outreach, and services for children, teens, and adults. 		
<ul style="list-style-type: none"> Qualified staff members oversee technical matters such as (but not limited to) information technology, cataloging, and finances. These staff members may be employed by the library directly or work closely with the library through a parent agency, like local government. 		
Enhanced		
<ul style="list-style-type: none"> Professional librarians oversee the collections, programs, outreach and services for children, teens and adults. Professionals are defined as holding a Master of Library Science from an ALA-accredited institution, or its equivalent in education and experience. 		

<ul style="list-style-type: none"> Professional librarians deliver at least 50 percent of the collections, programs, outreach, and services for children, teens, and adults. 		
<ul style="list-style-type: none"> Professional librarians oversee technical matters such as (but not limited to) information technology, cataloging, and finances. These staff members may be employed by the library directly or work closely with the library through a parent agency like local government. 		
<ul style="list-style-type: none"> A staff member coordinates and oversees public relations and marketing for the library, including the use of social media and other emerging communication media. 		
Exemplary		
<ul style="list-style-type: none"> A dedicated library staff member, who possesses formal training in marketing and communication, is given the primary focus of coordinating and overseeing public relations and marketing for the library, including the use of social media and other emerging communications media. 		
<ul style="list-style-type: none"> Professional librarians deliver at least 75 percent of the collections, programs, outreach, and services for children, teens, and adults. 		

2.4 Staff Development and Learning

STANDARD: Library staff members adapt to the community's ever-changing needs and interests, including technological advances as well as professional and government trends.

Indicator: Library staff members are educated, engaged, and capable of adapting to community needs.	Y	N
Essential		
<ul style="list-style-type: none"> The library provides the resources and technological tools necessary for professional education and development. 		
<ul style="list-style-type: none"> The library supports staff participation in continuing education programs and self-education. This support is provided in the form of time allotted for training, learning, and teaching. 		
<ul style="list-style-type: none"> With their supervisors, all employees set annual goals in accordance with the staff development plan for personal and professional development. 		
Enhanced		
<ul style="list-style-type: none"> Financial support is provided for educational opportunities that incur fees and travel-related expenses. 		
Exemplary		
<ul style="list-style-type: none"> The library generously funds professional development, publication, convention attendance, classes, and other continuing educational opportunities as part of the library's strategic plan. 		

Indicator: Library staff are engaged in professional library organizations.	Y	N
Essential		
•		
Enhanced		
• Library resources support staff memberships in state and national professional organizations.		
• Library staff members have the opportunity to participate in activities that support and develop the Oregon library community.		
• Library staff members “give back” by sharing their education and professional experiences with the Oregon library community.		
Exemplary		
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3. Materials Standards

Providing access to books and other materials and information resources is integral to the public library. The OLA Public Library Division Materials Standards address the importance of developing a collection of materials that is reflective of and responsive to the community which the library serves. In addition to outlining a strategic approach to all steps related to material acquisition, access, and assessment, the Materials Standards also acknowledge the need for a dynamic approach to technology as it affects library collections. Beyond the need to provide access to both print and electronic resources as appropriate for the community served, these standards embrace the value added by collaboration and cooperation, from allowing for material requests from members of the community to engaging in resource sharing.

3.1 Collection Management

STANDARD: The library will obtain, organize, and make conveniently available to all the people of the community educational, recreational, and informational materials in convenient forms, including print, non-print, and electronic.

Indicator: The library adopts a collection management plan.	Y	N
Essential		
<ul style="list-style-type: none"> The collection management plan includes policies and procedures for materials selection. 		
<ul style="list-style-type: none"> The collection management plan includes policies and procedures for materials removal. 		
<ul style="list-style-type: none"> The collection management plan includes policies and procedures for reconsideration of materials. 		
<ul style="list-style-type: none"> The collection management plan includes policies and procedures for materials preservation. 		
<ul style="list-style-type: none"> The collection management plan includes policies and procedures for donations of books and other materials. 		
<ul style="list-style-type: none"> The collection management plan includes policies and procedures for special collections. 		
<ul style="list-style-type: none"> The collection management plan is reviewed at least every three years. 		
Enhanced		
<ul style="list-style-type: none"> Contracts with primary collection vendors are reviewed at least once every three years. 		

Exemplary		
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Indicator: The library provides a curated, up-to-date, and diverse collection.	Y	N
Essential		
• The collection is contemporary.		
• The collection is dynamic.		
• The collection reflects the community's needs.		
• The collection reflects the community's interests.		
• The collection reflects the community's standards.		
• The collection reflects the community's diversity.		
• The collection represents a wide variety of viewpoints.		
• The collection is available onsite in physical and digital formats.		
• The collection is available remotely in physical and digital formats.		
Enhanced		
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Exemplary		
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Indicator: The library collects data and analyzes statistics to inform collection development and management and to assess collection performance.	Y	N
Essential		
• Statistics track materials for different ages (youth, teen, adult).		
Enhanced		
• Circulation statistics track collection activity by branch.		
• Circulation statistics track collection activity by turnover rates.		
• Circulation statistics track collection activity by collection.		
Exemplary		
• Trends are identified by using three to five years of statistics.		
• Statistics are used to make data-driven decisions for collection development.		
• Statistics are shared regularly with stakeholders.		

3.2 Community Access to the Collection

STANDARD: The community has access to books and other items in the library collection in a variety of formats, subjects, and viewpoints.

Indicator: The library has a digital catalog of its materials.	Y	N
Essential		
<ul style="list-style-type: none"> The digital catalog is easily accessible onsite and offsite by patrons. 		
<ul style="list-style-type: none"> The digital catalog is kept up-to-date. 		
<ul style="list-style-type: none"> The digital catalog is maintained using existing national cataloging standards. 		
Enhanced		
<ul style="list-style-type: none"> The digital catalog is mobile-friendly. 		
<ul style="list-style-type: none"> The digital catalog includes book covers or cover art. 		
Exemplary		
<ul style="list-style-type: none"> The digital catalog offers patron recommendations. 		
<ul style="list-style-type: none"> The digital catalog provides predictive results. 		

Indicator: All users have access to all materials.	Y	N
Essential		
<ul style="list-style-type: none"> New materials are made accessible to the public in a timely manner. 		
<ul style="list-style-type: none"> The library orders new materials regularly throughout the year. 		
<ul style="list-style-type: none"> The library provides interlibrary loan services. 		
<ul style="list-style-type: none"> Through its website and other sources, the library provides access to electronic resources purchased by the state. 		
<ul style="list-style-type: none"> Checking out materials is made as simple as possible for patrons. 		
<ul style="list-style-type: none"> The library provides easy and accessible ways for patrons to give feedback on collections. 		
<ul style="list-style-type: none"> If more than 10 percent of the library community speaks a language other than English in the home, the library responds by purchasing a significant amount of culturally appropriate materials in that language in a variety of formats. 		
Enhanced		
<ul style="list-style-type: none"> The library provides access to online databases as appropriate to meet the needs of the community. 		
<ul style="list-style-type: none"> The library provides adult basic skills materials and English Language Learner (ELL) materials for a wide variety of reading levels. 		
<ul style="list-style-type: none"> If more than five percent of the library community speaks a language other than English in the home, the library responds by purchasing a significant amount of culturally appropriate materials in that language in a variety of formats. 		

<ul style="list-style-type: none"> Libraries housing local history and archival collections follow the best practices of the Society of American Archivists¹¹. 		
<ul style="list-style-type: none"> The library provides access to federal, state, and local government documents appropriate to the community. 		
<ul style="list-style-type: none"> The library provides access to special collections appropriate to the community. 		
<ul style="list-style-type: none"> The library participates in a resource-sharing consortia. 		
Exemplary		
<ul style="list-style-type: none"> 		

¹¹ Society of American Archivists, <https://www2.archivists.org/>

4. Services and Programs Standards

These OLA Public Library Division Services and Programs Standards dictate that library offerings are free of charge to everyone in the library's service area. Alternate methods of delivery of service are explored and provided for diverse populations including people with disabilities and those unable to come to the library facility.

4.1 Services

STANDARD: Whenever the library is open to the public, the library provides services free of charge to patrons in its service area.

Indicator: The library provides services free of charge to everyone, as defined by written policies.	Y	N
Essential		
<ul style="list-style-type: none"> The library offers services that include a circulating collection, public technology, and programming for all ages. 		
<ul style="list-style-type: none"> The library provides services that meet the needs of the community's demographics including special populations. 		
Enhanced		
<ul style="list-style-type: none"> The library facilitates or serves as custodian of local history. 		
Exemplary		
<ul style="list-style-type: none"> The library provides notary services. 		
<ul style="list-style-type: none"> The library provides resources and services to support local economic development. 		

Indicator: The library provides services to patrons of all ages and levels of literacy.	Y	N
Essential		
<ul style="list-style-type: none"> Library services are available in person or by telephone all hours the library is open to the public. 		
<ul style="list-style-type: none"> The library provides reference services. 		
<ul style="list-style-type: none"> The library provides readers' advisory services. 		
Enhanced		
<ul style="list-style-type: none"> Library services are available through digital means all hours the library is open to the public. 		
Exemplary		
<ul style="list-style-type: none"> Library services are available outside of the library building. 		

Indicator: The library provides trained staff members who offer assistance to the public in the use of technology, circulation, and access to materials.	Y	N
Essential		
<ul style="list-style-type: none"> • These services are available in person or by telephone all hours the library is open to the public. 		
Enhanced		
<ul style="list-style-type: none"> • These services are available through digital means all hours the library is open to the public. 		
<ul style="list-style-type: none"> • The library ensures effective communication with persons with disabilities at all service points by providing staff with training, adaptive equipment and software, and by making materials available in alternative formats. 		
Exemplary		
<ul style="list-style-type: none"> • 		

Indicator: The library encourages/invites the community to make use of library space.	Y	N
Essential		
<ul style="list-style-type: none"> • The library has access to a public meeting space which is governed by a written policy. 		
Enhanced		
<ul style="list-style-type: none"> • The library has a public meeting and community space. 		
<ul style="list-style-type: none"> • The library has a procedure for members of the public to reserve a meeting room. 		
Exemplary		
<ul style="list-style-type: none"> • The library provides a variety of meeting rooms and community spaces based on local need. 		

Indicator: The library invites patrons to provide written feedback on the library and its services.	Y	N
Essential		
<ul style="list-style-type: none"> • The library provides comment cards at customer touchpoints. 		
<ul style="list-style-type: none"> • The library solicits feedback via the library website. 		
Enhanced		
<ul style="list-style-type: none"> • The library evaluates patron satisfaction with services on a regular basis. 		
Exemplary		
<ul style="list-style-type: none"> • The library conducts outcome-based surveys on its services annually. 		

4.2 Programs

STANDARD: The library develops and hosts educational, recreational, and cultural programs designed to best meet the diverse needs and interests of their individual communities.

Indicator: The library provides free educational and cultural programs to all ages.	Y	N
Essential		
<ul style="list-style-type: none"> The library offers summer reading programs for children and young adults. 		
<ul style="list-style-type: none"> The library provides programs that enhance lifelong learning for all community members. 		
<ul style="list-style-type: none"> The library provides current information about agencies and organizations that connect programs of interest to the patrons. 		
Enhanced		
<ul style="list-style-type: none"> The library offers summer reading programs for adults. 		
<ul style="list-style-type: none"> The library offers programs outside the library building. 		
Exemplary		
<ul style="list-style-type: none"> The library collaborates with community organizations, schools, and other educational institutions to provide community programs. 		

Indicator: The library provides early literacy programming.	Y	N
Essential		
<ul style="list-style-type: none"> The library offers regular storytimes for children. 		
<ul style="list-style-type: none"> The library provides current information regarding children's, adult and/or family literacy programs. 		
Enhanced		
<ul style="list-style-type: none"> The library provides space for, or referrals to, other agencies to teach literacy classes. 		
Exemplary		
<ul style="list-style-type: none"> 		

Indicator: The library invites patrons to provide feedback on its programs.	Y	N
Essential		
<ul style="list-style-type: none"> The library provides comment cards at customer touchpoints. 		
<ul style="list-style-type: none"> The library solicits feedback via the library website. 		
Enhanced		
<ul style="list-style-type: none"> The library evaluates patron satisfaction with programs on a regular basis. 		
Exemplary		
<ul style="list-style-type: none"> The library conducts outcome-based surveys on its programs annually. 		