Clackamas County Library Advisory Board
Meeting Agenda
December 15, 2022
5:30 pm
Virtually Via Zoom

https://clackamascounty.zoom.us/j/89078898118?pwd=WXRIeHVrMTJDVTNwSWw2aVhVRkVZQT09
Passcode: 323700
Webinar ID: 890 7889 8118

Topic	Time	Information Discussion Decision	Lead
Library Board Meeting Call to Order	5:30 pm		Debrah
Approve November 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	Grover
e) OLA 2021 Standard Review (4 through 5.4)	6:05 pm	Discussion	Mitzi/Debrah
f) Public Comment (3 minute limit)	6:55 pm	Information	Debrah
Adjourn	7:00 pm		Debrah
Next meeting: January 19, 2022			

Clackamas County Library Advisory Board Meeting
Virtually Via Zoom
Minutes - Unapproved
November 17, 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	present	
Nancy Eichsteadt	present	Non-voting alternate (Gladstone)
Anatta Blackmarr	present	Non-voting alternate (Oak Lodge)

Others present

Name	Notes
Mitzi Olson	BCS Library Manager
Paul Savas	Board of County Commissioners

Call to Order: The meeting was called to order at 5:33 p.m.

Approval of October 20, 2022, Meeting Minutes: Natalie made a motion to approve the minutes with corrections: the addition of Evan, who was present at the meeting, and a rephrasing of information in the NCPRD DAC update, requested by Grover. APPROVED

Reports
Director's Report: Mitzi
- Had two Halloween events, one in Gladstone and one in Historic Downtown Oak Grove. Both were very successful; gave away over 500 book marks in Gladstone and over 450 books at Oak Grove. Most importantly, marketing of story time, which has increased attendance at the Oak Lodge story times. Same at Gladstone, even though it already had good story time attendance. Debrah offered kudos for the children's librarians. Friends also gave away a large number of vouchers for free books.

- Added a second story time at Gladstone on Mondays. Will continue to monitor attendance and comments and will add more, if needed. May also partner with Portland Early Learning Project to offer bilingual story time. Attendees were surveyed concerning best days/times to add additional story time.
- Oak Lodge story times are now being offered on Mondays and Fridays—will offer a survey later on to determine if different days might be wanted.
- Included in the packet: LDAC Annual Reports and the Strategic Plan and Mission Statement being worked on as a consortium.
- Had a classroom visit at Oak Lodge this week. At Gladstone, there are some OBOB classes coming soon.
- Mitzi expressed thanks for the Board's patience as they work through the OLA standards.
- Statistics on the school districts, as requested at the last meeting: it will take some time to tease out the relevant information, particularly for Oak Lodge, but it is underway. Gladstone has 10% "Ever English", 17% identify as Hispanic, 8% as Multiracial. More to come.
- Grover suggested exploring possible collaboration with Jennings Lodge and Candy Lane schools for some bilingual programming.

NCPRD DAC Update: Grover
- There is some delay in getting conditional use permits so the building cannot be used for some of what they want to do until it's done. There is also some concern about mold. Neither of these affect the future library directly. What does, is that they cannot move forward at this time.
- Anatta checked in with Cindy Becker to request updates about the projects. She responded that email information would be going out in the next few days to both task forces. Grover noted that monthly updates that were promised have not materialized.
- Commissioner Savas will check into the monthly updates. He added that the mold issue has been resolved.

Gladstone Library Task Force Update: Natalie
- Natalie shared an email update from Jason Varga that another member of the Gladstone Task Force had just received: noting the celebration of the old City Hall demolition; design boards are at City Hall; the demolition site will remain as is (fenced and empty) until construction begins; ARPA fund approval ($6M); public art RFP.

Concord Property and Library Planning Task Force Update: Grover
- Update on inviting Commissioner Shull? Debrah admitted she had not done it yet, but she will.
- Mitzi did let Sarah Eckman know that the group would like to have someone join a future meeting to talk about the gap in funding and what the plans would be.
- Grover wants the Board to continue pushing for the issues around funding the project. Anatta continues to think about and plan advocacy.

LDAC Update: Grover

- Mitzi asked if there should there be *Alternates*, one for the City of Gladstone and one for the Oak Lodge service area, appointed to LDAC? Anatta and Nancy are willing. Mitzi will notify Jackie Betz for the City of Gladstone position; the Board made a motion to recommend the appointment of Anatta for the Oak Lodge position. All Oak Lodge representatives were in favor of the recommendation.
- Natalie was informed that she was nominated to be the vice-chair of LDAC. She accepted.
- Grover stated that it was made clear that the function of the committees is oversight. Financial information from Fiscal Year 2017/18 and 2019/20 is newly available for review, further discussion will be carried over to the next meeting.
- The other big topic was the concern about the City Managers not being interested in forming a Library District Task Force, which was underway, but then derailed by the Pandemic.
- Anatta mentioned the discussion of LINCC Support Services budget reductions. Deliberations about this are still underway.

Statement from Anatta:
- Anatta spoke with her daughter, who is an ASL translator. 'Deaf' and 'Blind' is the proper terminology, not visually- or hearing-impaired. Also, it would not be offensive for video phones to be available in *some* libraries, if they cannot be available in *all*.

OLA 2021 Standards Review: Mitzi
- 2.3-4.1 (stopped at page 24)

Public Comment: 3 minutes (None)

ADJOURNMENT:

Next Meeting: December 15, 2022

Adjournment: 7:02 pm

Respectfully submitted,

Robin Dawson

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

Attendance

Voting members

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

Others present

Name	Notes
Mitzi Olson	BCS Library Manager

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

Approval of September 15, 2022 Meeting Minutes: APPROVED

Reports
Director's Report: Mitzi
- Actively planning for two Halloween events: Historic Downtown Oak Grove (HDOG) on Sunday, October 30, & City of Gladstone event on Monday, October 31. The Youth Librarians will be the face of the libraries at these events, promoting their programs. The Gladstone Library will remain open later for the event (until 8pm).
- Story times: Reviewing current offerings and making some adjustments. Planning to add another day at Gladstone, there is a survey available to solicit information about preferred days & times. At Oak Lodge, story time has been switched from Saturday to Monday & Friday to help determine the best day.
- LDAC meeting November 14 at 7pm. Will be reviewing some progress reports (2021).
- Library Board binders should be ready soon—they are in progress.
- Working closely with the Gladstone Police so that we have an understanding of how to handle any protests in the future. There was some confusion on August 24 when the Proud Boys were protesting an event at the coffee shop across the street, as to whether or not where the protesters

were standing was city or county property. We have more clarification about activities that violate our Exclusion Policy (cursing, harassing others, being disrespectful of staff, etc.).

- Given some of the things we are seeing at both libraries, staff have been reminded of how to handle challenges to library materials.
- October 10, the BCC did approve allocating $15M for the two library projects: $9M for Oak Lodge and $6M for Gladstone. These funds must be spent before June 2024. There was a sign unveiling at the future Gladstone Library site on October 11.

NCPRD DAC Update: Grover
- NCPRD is waiting for permits before moving into the Concord building.
- A constituent was concerned about the use of a certain pesticide in parks. Compliance with the pesticide policy will be reviewed at the next DAC meeting and soil testing will be requested.
- Because of Milwaukie conversation about leaving the District, two different system charges are being reviewed: one if they stay, one if they go.

Gladstone Library Task Force: Natalie
- Haven't had a meeting in quite some time and there isn't one scheduled.
- Sign was unveiled—a milestone!
- Spoke with Commissioners at the unveiling event about next steps, including when there might be a similar activity for Concord.
- Natalie suggested that someone from Clackamas County come to a meeting in November or December to offer information about the use of the ARPA funds and funding in general. New cost projections are not expected until April, so it may be difficult to get someone until more is known, per Mitzi. The Board decided that Debrah would invite Commissioner Shull to join a meeting in the near future.

Concord Property and Library Planning Task Force: Grover
- It is important that the Board and Task force continue to ask for monthly updates.
- Mitzi added that staff are actively working on the design, offering feedback on changes that need to be made.

OLA Standard Review (2 through 4): Mitzi/Debrah
- Members reviewed standards 2 through 2.2 and Mitzi made notes.

Public Comment: None

Next Meeting: November 17, 2022

Adjournment: 7:05 pm

Respectfully submitted,
Robin Dawson

Oak Lodge Library
Statistics November 2022

Overview	November 2022	November 2021	Current YTD	Previous YTD	Percent Change
Circulation	14,732	20,685	78,181	80,398	-3%
Downloadable	2,162	1,982	11,041	10,418	6%
Total	16,894	22,667	89,222	90,816	-2%

Reference: Queries	211	176	1,110	1,022	9%
Reference: Other	443	208	1,984	1,097	81%
Door Count	4,818	4,410	25,287	21,200	19%
Internet: Hours Used	244	217	1,357	966	40%
Internet: Users	400	307	2,116	1,514	40%

Programs	November # of Programs	November # of Programs YTD	November # of Programs Previous YTD	Percent Change	November Attendance	Attendance YTD	Attendance Previous YTD	Percent Change
Story Hours	7	29	19	53%	50	116	57	104%
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	1	1	0	100%	20	20	0	2000%
Off-site visits from Library	1	2	0	200%	20	472	0	47200%
Adult Programs	2	9	2	350%	33	134	10	1240%
Other	0	1	0	100%	0	231	0	23100%

Inter Library	November	YTD
Borrowed in County	6,867	36,894
Borrowed Out of County	27	220
Loaned In County	5,250	26,688
Loaned Out of County	21	110

Technical Services	November	YTD
Books	249	1,445
Audio	0	41
DVD	7	79
Other	0	0
Total	256	1,565

Volunteer Hours	0	0

New Borrowers	62	281
Borrowers to Date	5,880	

Study Rooms	November	YTD
Usage	41	175

Gladstone
Statistics November 2022

Overview	November 2022	November 2021	Current YTD	Previous YTD	Percent Change
Circulation	10,676	11,422	55,694	59,066	-6%
Downloadable	1,341	1,377	7,159	7,303	-2%
Total	12,017	12,799	62,853	66,369	-5%

Reference: Queries	198	167	1,044	790	32%
Reference: Other	413	224	1,997	998	100%
Door Count	2,608	2,625	14,466	13,907	4%
Internet: Hours Used	167	108	828	1,045	-21%
Internet: Users	256	228	1,459	1,368	7%

Programs	November # of Programs	November # of Programs YTD	November # of Programs Previous YTD	Percent Change	November Attendance	Attendance YTD	Attendance Previous YTD	Percent Change
Story Hours	7	24	19	26%	129	451	57	691%
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	2	9	5	80%	22	92	51	80%
Other	0	2	0	200%	0	755	0	75500%

Inter Library	November	YTD
Borrowed in County	4,729	25,614
Borrowed Out of County	19	95
Loaned In County	3,983	20,270
Loaned Out of County	7	39

Technical Services	November	YTD
Books	236	1,412
Audio	0	24
DVD	2	63
Other	0	0
Total	238	1,499

Volunteer Hours	0	0

New Borrowers	59	268
Borrowers to Date	4,024	

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		
• These services are available in person or by telephone all hours the library is open to the public.		
Enhanced		
• These services are available through digital means all hours the library is open to the public.		
• 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		
•		

Indicator: The library encourages/invites the community to make use of library space.	Y	N
Essential		
• The library has access to a public meeting space which is governed by a written policy.		
Enhanced		
• The library has a public meeting and community space.		
• The library has a procedure for members of the public to reserve a meeting room.		
Exemplary		
• 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		
• The library provides comment cards at customer touchpoints.		
• The library solicits feedback via the library website.		
Enhanced		
• The library evaluates patron satisfaction with services on a regular basis.		
Exemplary		
• 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		
• The library offers summer reading programs for children and young adults.		
• The library provides programs that enhance lifelong learning for all community members.		
• The library provides current information about agencies and organizations that connect programs of interest to the patrons.		
Enhanced		
• The library offers summer reading programs for adults.		
• The library offers programs outside the library building.		
Exemplary		
• 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		
• The library offers regular storytimes for children.		
• The library provides current information regarding children's, adult and/or family literacy programs.		
Enhanced		
• The library provides space for, or referrals to, other agencies to teach literacy classes.		
Exemplary		
•		

Indicator: The library invites patrons to provide feedback on its programs.	Y	N
Essential		
• The library provides comment cards at customer touchpoints.		
• The library solicits feedback via the library website.		
Enhanced		
• The library evaluates patron satisfaction with programs on a regular basis.		
Exemplary		
• The library conducts outcome-based surveys on its programs annually.		

5. Technology Standards

The OLA Public Library Division Technology Standards address the use of technology to connect the library to the community, helping community members gain value from their use of technology, and managing technology infrastructure in the library organization.

These standards are broad enough to account for rapidly changing library technology programs and services while yet guiding libraries to a higher level of technological achievement.

These standards are based on the benchmark framework of the Edge Initiative[12] for public libraries. The more detailed Edge Initiative assessment is recommended for technology best practices in public libraries.

5.1 Technology Access and Assistance

STANDARD: Community members have access to software and online information at the library so they can use the digital resources they need and want, increasing the level of digital literacy in the community.

Indicator: The library provides technology training and/or one-on-one assistance to the public.	Y	N
Essential		
• The library offers training or one-on-one assistance in basic computer skills.		
• The library offers training or one-on-one assistance in business productivity software like word processing, spreadsheets, and presentations.		
• The library offers training or one-on-one assistance in Internet search techniques.		
• The library offers training or one-on-one assistance in online privacy and security issues.		
• The library offers training or one-on-one assistance in using online library resources.		
Enhanced		
• The library offers training or one-on-one assistance in social media.		
• The library offers training or one-on-one assistance in multimedia applications (including photo, video, audio).		
• The library offers training or one-on-one assistance in patron-owned devices (like tablets and smartphones).		
• The library offers technology training or one-on-one assistance in languages other than English in at least one location.		

Exemplary		
•		

Indicator: The library provides access to relevant digital content.	Y	N
Essential		
• The library's online catalog can be accessed onsite and remotely.		
• Statewide databases can be accessed through the library's website.		
Enhanced		
• The library provides mobile-friendly access to the website and catalog.		
Exemplary		
•		

Indicator: The library enables community members to create their own digital content.	Y	N
Essential		
• The library offers access to business productivity software (including word processing, spreadsheets, presentations).		
• The library offers a printer and photocopier.		
Enhanced		
• The library offers access to a color printer and color photocopier.		
Exemplary		
• The library offers access to photo editing software.		
• The library offers access to audio recording and editing software.		
• The library offers access to video recording and editing software.		
• The library offers access to web design software.		

5.2 Digital Content for Community Needs

STANDARD: The library provides curated online content to meet community members' demand for critical information needs.

Indicator: The library provides technology resources to meet community members' job-seeking and entrepreneurial needs.	Y	N
Essential		
• The library selects and organizes online resources for job seeking, employment skill-building, or professional certification.		
• The library selects and organizes online resources for small business development.		

Enhanced		
• The library offers access to online career testing preparation tools through its website and/or through career testing software.		
• The library selects and organizes online guides and instructions for identifying, finding, and using online small business development resources.		
Exemplary		
• The library regularly organizes or hosts classes that help patrons learn to use online job-seeking and career development sites and tools, or provides one-on-one instruction as requested.		
• The library regularly organizes or hosts classes that help patrons learn to use small business development resources or provides one-on-one instruction as requested.		

Indicator: The library provides technology resources to meet community members' need for online government and legal information services and assistance.	Y	N
Essential		
• The library selects and organizes online links to local, state, and federal government resources.		
Enhanced		
• The library selects and organizes online guides and instructions for identifying, finding, and using online government resources		
Exemplary		
• The library regularly organizes or hosts a classes for patrons on navigating online government resources or provides one-on-one instruction as requested.		

Indicator: The library provides technology resources to meet community members' need for educational support.	Y	N
Essential		
• Early literacy games, web-based read-along programs, and/or electronic toys or tablets are available at the library and through the library website.		
• The library selects, organizes, and maintains online resources related to homework help, research, and information literacy for students.		
Enhanced		
• The library selects and organizes online guides and instructions for identifying, finding, and using online resources about college selection and financial aid.		
Exemplary		
• The library organizes or hosts a class for patrons on using or navigating online educational resources at least quarterly or provides one-on-one instruction as requested.		

Indicator: The library provides technology resources to meet community members' need for reliable health and wellness information.	Y	N
Essential		
• The library offers access to medical or general health and wellness databases though its website.		
Enhanced		
• The library selects and organizes online guides and instructions for identifying and finding health and wellness resources.		
Exemplary		
• The library organizes or hosts a class for patrons on using or navigating online health and wellness resources at least quarterly or provides one-on-one instruction as requested.		

Indicator: The library accommodates users with disabilities.	Y	N
Essential		
• At least one public terminal with assistive technology (like screen readers, magnification, high-contrast keyboards and displays) is available for use by persons with visual disabilities .		
Enhanced		
• The library website is compliant with World Wide Web Consortium (W3C)[13] disability accessibility standards as evidenced by the use of an online validation service.		
Exemplary		
• Staff members are provided with training at least annually for recognizing and serving patrons with disabilities.		

5.3 Community Engagement in Technology Decisions and Access

STANDARD: Libraries are a valuable community resource and a strategic partner in helping people and communities maximize their access, inclusion, and innovation in technology resources and services.

Indicator: The library makes strategic decisions based on community priorities for digital inclusion and innovation.	Y	N
Essential		
• Library leaders or staff attend a regular meeting of local elected governing bodies (like the, city council, county board of supervisors, town council) that exist within their legal service area at least once annually.		
• The library conducts an analysis of the social and economic conditions of the community to support decision-making related to technology.		

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[13] World Wide Web Consortium (W3C), www.w3.org

	Y	N
• The library assesses (via survey, focus group, forum, etc.) the community's technology needs at least once every two years.		
Enhanced		
• The library surveys patrons annually about public technology use and outcomes.		
• Digital inclusion and technology goals are included in the strategic plan.		
Exemplary		
• In languages other than English, the library assesses (via survey, focus group, forum, etc.) the community's technology needs at least once every two years.		
• The library assesses (via survey, focus group, forum, etc.) the community's technology needs for people with disabilities at least once every two years.		

Indicator: The library builds strategic relationships with community partners to maximize public access technology resources and services provided to the community.	Y	N
Essential		
• The library engages in resource-sharing partnerships to benefit the library and its patrons.		
Enhanced		
• The library partners with local organizations to offer technology training in the library.		
• The library partners with local organizations to offer technology training off-site.		
Exemplary		
• The library collaborates on grant or other funding opportunities with a community organization to maximize public access technology resources and services.		

Indicator: The library supports continuous improvement in public access technology services internally and by sharing expertise and best practices with other providers locally, regionally, and nationally.	Y	N
Essential		
• Existing resources (like TechSoup, WebJunction, Edge) are used to help improve library technology management.		
• The library supports staff development through technology programs offered by vendors, the state library, or other organizations.		
Enhanced		
• Training resources and curricula are shared with other libraries or community-based organizations.		
• Network management policies and practices are shared with other libraries or community-based organizations.		

Exemplary		
• The library has a collection of technology devices available for staff development and programming purposes.		
• Library has technology devices available for checkout by patrons.		

5.4 Technology Resource Management

STANDARD: Libraries manage resources so that members of the community who need or want access can get it regardless of ability, skill, or personal technology owned.

Indicator: The library provides staff, technology, and processes to support community access to technology and information resources.	Y	N
Essential		
• The library develops and adopts a technology plan.		
• The library integrates public access technology into planning and processes.		
• The library has some staff/volunteers with technology expertise to help patrons achieve their goals.		
• The library provides adaptive technology tools for people with disabilities.		
• The library has enough devices and sufficient dedicated bandwidth to accommodate user demand.		
• The library maintains current catalog holdings and patron information in an automated, integrated system.		
• The library provides free public access to the Internet through a dedicated high-speed (as fast as is available locally) connection.		
Enhanced		
• The technology plan is reviewed and updated as needed, annually.		
• The library has sufficient staff with technology expertise to help patrons achieve their goals.		
• The library ensures staff members are trained and kept up to date, using competencies standards, on technology used and offered in their library.		
Exemplary		
• The library has sufficient staff with technology expertise to maintain technology.		
• The library teaches and practices network and patron privacy protections.		
• The library manages its technology resources to maximize quality by monitoring systems and minimizing out-of-service devices.		
• The library evaluates and updates major technology at least every five years.		