Clackamas County Library Advisory Board Meeting Agenda
September 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
August Meeting Minutes pending	5:30 pm		Mitzi
Reports/Discussion items:			
a) Project capital expense review with Tracy	5:35 pm	Discussion	Tracy/Mitzi
b) Director's Report	5:55 pm	Information	Mitzi
c) NCPRD DAC update	6:05 pm	Information	Grover
d) Concord Task Force update	6:10 pm	Information	Grover
e) OLA 2021 Standard Review (1 through 4)	6:20 pm	Discussion	Mitzi/Debrah
f) Public Comment (3 minute limit)	6:55 pm	Information	Debrah
Adjourn	7:00 pm		Debrah
Next meeting: October 20, 2022			

Clackamas County Library Advisory Board Meeting
Virtually Via Zoom
Minutes - Approved
July 21, 2022
5:30 pm

Attendance

Voting members

Members	Attendance	Notes
Debrah Bokowski	present	Chair
Grover J. Bornefeld	present	
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
Mindy Garlington	Gladstone City Council

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

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

Introduction:
Debrah gave an explanation of the structure and charter of the combined Library Board: one system, two branches. Membership of the Board reflects this: Grover, Caitlin, and Evan represent the unincorporated Oak Lodge service area, Natalie represents the City of Gladstone in the Gladstone service area, Debra represents unincorporated Gladstone in the Gladstone service area, Anatta is the alternate for the Oak Lodge service area, and Nancy is the alternate for the Gladstone service area. Councilor Mindy Garlington is the ex officio liaison to the City of Gladstone. Commissioner Paul Savas is the ex officio liaison for the BCC.
Grover volunteered to finish out the current term as Vice Chair. Offer accepted by vote.
New members will receive binders about the Library Board and will meet individually with Mitzi to review.

Reports

Director's Report: Mitzi
- Summer Reading is underway with live performances and storytimes. Free lunches are available after the programs. Attendance has been low at the Oak Lodge performances. We are working to provide additional awareness of the program offerings.
- The Library participated, along with the Friends at the Trolley Festival. Over 200 crafts were offered to attending children. Free give away books were also provided. Information concerning library programs were handed out to people.
- The Library will also have a table at the Gladstone Community Festival.
- The Oak Lodge Library is undergoing a carpet installation. We are attempting to continue the installation while open, with minimal disruption to our services.

Festival updates: Debrah
- Debrah: Friends of the Oak Lodge Public Library had a booth at the Trolley Festival where donated books were sold. of books to sell.
- Natalie: Gladstone Community Festival is back: August 5 & 6. Gladstone Library Foundation will be selling books at John Wetten School.

Gladstone Library Task Force Update: Natalie
- No update, next meeting being scheduled for August.
- Demolition date for the old City Hall is still being negotiated.

NCPRD DAC & Concord Property and Library Planning Task Force Update (combined): Grover
- DAC was not in existence when the Concord Property and Library Planning Task Force was formed.
- Now that there is more time and the approved plan is not currently funded, alternatives are being looked at.
- There was a 30-minute meeting a week ago: The site of the building will be away from the Concord building; would the task force agree to have it sited on the north side of the building? Agreed.
- Task force has been on hold since last August.
- Grover gave an overview of the project up to this point.
- Mitzi explained some aspects of the funding: Oak Lodge has been saving since 2008; saving is still happening, with the savings staying in the operational fund and rolling over in the beginning fund balance. BCC agreed that general fund money would be used to pay for the revenue bond. Some of the reserves will be used for design.
- Several members want the County to provide a spreadsheet of the budgets for both library projects at each meeting.
- **ACTION:** Grover made a motion to recommend that Anatta be seated on the Task Force to fill a vacancy. Evan seconded the motion. APPROVED. Debrah will convey the recommendation to Doug Jones, Chairperson of the Task Force.

Planning discussion: Mitzi
- Redirecting attention of the (still new) combined Board, specifically for strategic planning. The timing is good to start this important work now.
- Focus on how to operate both branches as one library.
- Some focus areas to consider: programming, funding, staffing.
- Mindy offered a reminder that the review of the Oregon Library Association standards is incomplete. This will be added to the agenda for the next meeting.

ADJOURNMENT: Natalie made a motion made to adjourn the meeting at 7:04 pm.

Next Meeting: August 18, 2022

Respectfully submitted,
Robin Dawson

Oak Lodge Library
Statistics August 2022

Overview	August 2022	August 2021	Current YTD	Previous YTD	Percent Change
Circulation	16,888	15,106	32,736	29,720	10%
Downloadable	2,307	2,153	4,643	4,412	5%
Total	19,195	17,259	37,379	34,132	10%

Reference: Queries	241	318	417	445	-6%
Reference: Other	446	288	758	398	90%
Door Count	5,276	4,473	10,043	8,437	19%
Internet: Hours Used	256	208	440	341	29%
Internet: Users	434	341	727	590	23%

Programs	August # of Programs	August # of Programs YTD	August # of Programs Previous YTD	Percent Change	August Attendance	Attendance YTD	Attendance Previous YTD	Percent Change
Story Hours	4	9	8	13%	5	26	32	-19%
Juvenile Programs	4	8	0	800%	120	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	3	2	100%	20	31	10	210%
Other	0	1	0	100%	0	231	0	23100%

Inter Library	August	YTD
Borrowed in County	7,988	15,334
Borrowed Out of County	38	93
Loaned In County	5,321	10,446
Loaned Out of County	25	45

Technical Services	August	YTD
Books	604	670
Audio	19	34
DVD	36	46
Other	0	0
Total	659	750

Volunteer Hours	0	0

	August	YTD
New Borrowers	76	108
Borrowers to Date		7,317

Study Rooms	August	YTD
Usage	24	65

Gladstone
Statistics August 2022

Overview	August 2022	August 2021	Current YTD	Previous YTD	Percent Change
Circulation	11,762	12,484	23,506	24,388	-4%
Downloadable	1,515	1,725	3,067	3,133	-2%
Total	13,277	14,209	26,573	27,521	-3%

	August 2022	August 2021	Current YTD	Previous YTD	Percent Change
Reference: Queries	238	128	455	208	119%
Reference: Other	417	100	843	185	356%
Door Count	3,060	3,543	5,869	6,626	-11%
Internet: Hours Used	200	297	341	509	-33%
Internet: Users	348	327	621	584	6%

Programs	August # of Programs	August # of Programs YTD	August # of Programs Previous YTD	Percent Change	August Attendance	Attendance YTD	Attendance Previous YTD	Percent Change
Story Hours	5	9	8	13%	62	137	32	328%
Juvenile Programs	3	7	0	700%	67	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	3	2	50%	12	33	21	57%
Other	1	1	0	100%	254	254	0	25400%

Inter Library	August	YTD
Borrowed in County	5,304	10,866
Borrowed Out of County	17	28
Loaned In County	4,245	8,181
Loaned Out of County	8	12

Technical Services	August	YTD
Books	611	658
Audio	17	20
DVD	33	41
Other	0	0
Total	661	719

Volunteer Hours	0	0

New Borrowers	57	97
Borrowers to Date	4,628	

OREGON LIBRARY ASSOCIATION

OLA

PLD
Public Library Division

Public Library Standards

July 1, 2021

Table of Contents

Introduction

The Public Library Division (PLD) of the Oregon Library Association (OLA), in association with the State Library of Oregon, has assumed responsibility for the maintenance of the Standards for Oregon Public Libraries (Standards) and therefore has regularly convened committees of library professionals from small, medium, and large public libraries across Oregon to continually update the Standards.

Under the direction and leadership of the Executive Board of the Public Library Division of the Oregon Library Association, the 2019-2020 Standards Committee updated this document to assess and guide the development of quality library service for all Oregonians. It is the intention of the committee to provide a relevant and useful tool for library professionals, boards of directors, and other library stakeholders to not only manage the resources entrusted to them under state law, but also to provide assistance in strategic planning regardless of the current level of services offered.

The Standards Committee recognizes the diversity of libraries across the state and developed these Standards to allow for the strength this diversity creates, and the adaptability it requires. By meeting these Standards, a library establishes a baseline from which it can strive for excellence. To better support innovation in library services, the Standards establish a starting point that library boards and staff can use to direct local long-range planning efforts.

The Standards Committee reviews the standards annually and encourages feedback from library directors and managers. The committee also invites Oregon librarians to apply to serve on the Standards Committee. To offer feedback or apply, please contact the Public Library Division of OLA.

How to Use These Standards

As an aid in planning, the Standards checklists provide the means by which library stakeholders can discuss and determine how a library addresses or should address each standard category.

These Standards are not intended to be a one-size-fits-all set of elements that all libraries must meet. Some libraries now plan and carry out activities that exceed many or all of those listed, while others may be constrained by resources or circumstances in ways that make achieving many of the basic ones difficult. Every community is different. What is important is that the director, staff, board, and community constantly review where you are, where you want to be, and what it will take to get there. These checklists are intended to provide guidance for that journey.

Process

The Public Library Division recognizes that there are many ways to achieve excellence. The Standards listed are a means, and not necessarily an end. The format of this document is designed to help you clarify when you have met a Standard with the use of Indicators and Attributes.

Section
 Standard
  Indicator
   Attribute
   Attribute
   Attribute
  Indicator
   Attribute
   Attribute
   Attribute
 Standard
  Indicator
   Attribute
   Attribute
   Attribute
  Indicator
   Attribute
   Attribute
   Attribute

In each section, the **standard** states the ultimate **outcome** or condition for the work being done that is expected when most or all of the indicators exist. For example, "The community has access to free library services and is confident in the effective leadership of the library, including the library's commitment to intellectual freedom for community members." The standard typically indicates **why** a library would take on a set of activities, and typically reflects a benefit to library patrons or the wider community.

The **indicator** is **evidence** that the standard is being met. When most or all of the indicators are true, the outcome stated by the standard will be realized. For example, "The community is confident that its library is overseen by a library board and staff who are responsible public officials and stewards." The indicator often specifies **what** is witnessed as a result of a set of activities.

The **attribute** is one of the tangible **activities** that lead to an indicator being true. When most or all of the attributes are performed, the indicator is witnessed. "The library board of directors meets regularly and has adopted written bylaws or governance policies." The attribute typically is **how** an initiative is being carried out, and is typically measurable or otherwise verifiable.

Additionally, each attribute is categorized by achievement levels:

- **Essential**: the basic level; library programs, services, and other aspects are adequate to meet the needs of its community.
- **Enhanced**: this level recognizes programs, services, and other aspects of a public library that stand out compared to their peers.
- **Exemplary**: this level recognizes public libraries for being state and national leaders.

Achievement of attributes in the three levels prove the extent to which that particular standard is being met. For each attribute simply check the Yes or No box if your library meets that attribute. For the purposes of assessment and planning, there is no "grade." However, **every library should strive to meet most, if not all, the Essential attributes for each Indicator for each Standard.**

For example, here's how one library might complete the checklist from Section 4, Services and Programs Standard:

Indicator: The library provides services free of charge to everyone, as defined by written policies.	Y	N
Essential		
• The library offers services that include a circulating collection, public technology, and programming for all ages.	Y	
• The library provides services that meet the needs of the community's demographics including special populations.	Y	
Enhanced		
• The library facilitates or serves as custodian of local history.		N
Exemplary		
• The library provides notary services.		N
• The library provides resources and services to support local economic development.	Y	

Review the items marked No, and determine whether these are attributes that would be appropriate and beneficial to add, as dictated by your strategic plan, available resources, and the needs of your patrons and the community.

Each indicator has a list of essential attributes. Some indicators also have enhanced and exemplary attributes. For those indicators that do not have enhanced or exemplary attributes listed, feel free to use those spaces for your library's examples of current or future goals.

This Standards document includes an appendix with a glossary of terms and list of references and resources for further research.

Minimum Conditions for Oregon Public Libraries

In 2019, the Oregon legislature passed House Bill 2243[1], which updates the legal definition of a public library and establishes minimum conditions for a legally established public library in the state of Oregon.

The legal definition is as follows:

> "Public library" means a public agency that provides to all residents of a local government unit free and equal access to library and information services that are suitable for persons of all ages.

As required by the bill, the State Library Board approved the minimum conditions, which were developed by a rulemaking advisory committee. The minimum conditions were broadly based on the "minimum requirements" developed previously by the OLA PLD. The minimum conditions became effective on January 1, 2020 as Oregon Administrative Rule (OAR) 543-010-0036[2]. To be considered a public library, the library must meet the following minimum conditions:

- Include financial support from public funds and regularly scheduled open hours; and
- Provide reasonable exemptions to libraries with service populations of 2,000 or fewer residents of the local government unit.

For background on the development of the minimum conditions, see the Minimum Conditions for Public Libraries in Oregon[3] page on the State Library website.

The minimum conditions became effective on January 1, 2020 as OAR 543-010-0036 and are as follows:

> (1) The State Library Board will officially recognize those public libraries that become legally established under one of the methods described in ORS 357.216-286 or 357.400-621 and have met all minimum conditions.
>
> (2) Libraries, that have a service population of over 2000, shall meet the following minimum conditions:

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[1] Oregon House Bill 2243,
https://olis.oregonlegislature.gov/liz/2019R1/Downloads/MeasureDocument/HB2243/Enrolled
[2] OAR 543-010-0036 Official Recognition of Public Libraries,
https://secure.sos.state.or.us/oard/viewSingleRule.action?ruleVrsnRsn=262857
[3] State Library of Oregon, Minimum Conditions for Public Libraries in Oregon,
https://libguides.osl.state.or.us/minconpublibs

(a) Have at least half (50%) of its operational financial support from public funds.

(b) Be open to the public a minimum of 20 hours per week.

(c) Provide a collection comprising books, media, or electronic resources.

(d) Offer free public access computers with Internet access.

(e) Offer free public wireless Internet access (wi-fi).

(f) Provide a website that enables local library users to access State Library of Oregon resources and services available to all Oregon residents.

(g) Dedicate at least 0.50 full-time equivalent (FTE) paid staff time exclusively to library functions.

(h) Have basic policies in place and accessible online for collection management, circulation, and patron confidentiality that incorporate relevant American Library Association (ALA) professional ethical codes, rules, and guidelines.

(i) Provide basic services for reference and youth services.

(j) Complete the annual statistical report as required under ORS 357.520 and OAR 543-010-0035.

(3) Libraries, that have a service population of 2000 or less, shall meet the following minimum conditions:

(a) Have at least one fourth (25%) of its operational financial support from public funds.

(b) Be open to the public a minimum of 10 hours per week.

(c) Provide a collection comprising books, media, or electronic resources.

(d) Offer at least one free public access computer with internet access.

(e) Offer free public wireless internet access (wi-fi).

(f) Provide a website that enables local library users to access State Library of Oregon resources and services available to all Oregon residents.

(g) Dedicate at least 0.25 full-time equivalent (FTE) paid staff time exclusively to library functions.

(h) Have basic policies in place and accessible online for collection management, circulation, and patron confidentiality that incorporate relevant American Library Association (ALA) professional ethical codes, rules, and guidelines.

(i) Provide basic services for reference and youth services.

(j) Complete the annual statistical report as required under ORS 357.520 and OAR 543-010-0035.

1. Governance Standards

The OLA Public Library Division Governance Standards ensure that each Oregon public library is legally established and managed in a way that provides transparency and accountability to the taxpayers. Governance standards also ensure that Oregon public libraries are responsive to the community served, with policies and procedures adopted to establish competent library management and lawful employment practices.

1.1 Services and Leadership

STANDARD: The community has access to free public library services and is confident in the effective leadership of the library, including the library's commitment to intellectual freedom for community members.

Indicator: The community has access to a legally established public library.	Y	N
Essential		
• The library meets the minimum conditions to be a public library in Oregon.		
Enhanced		
•		
Exemplary		
•		

Indicator: Community members can safely exercise their intellectual freedom rights in the library, as granted to them by the Bill of Rights to the U.S. Constitution and Article I of the Oregon Constitution.	Y	N
Essential		
• The library has adopted the American Library Association (ALA) Code of Ethics[4].		
• The library has adopted the ALA Policy on Confidentiality of Library Records[5].		
• The library has adopted the ALA Access to Library Resources and Services for Minors: An Interpretation of the Library Bill of Rights[6].		
• The library has adopted the ALA Freedom to Read Statement[7].		
• The library has adopted the ALA Freedom to View Statement[8].		
• The library espouses its commitment to intellectual freedom and free speech in its collection management and confidentiality/privacy policies.		
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[4] ALA Code of Ethics, http://www.ala.org/tools/ethics

[5] ALA Policy on Confidentiality of Library Records,
http://www.ala.org/advocacy/intfreedom/statementspols/otherpolicies/policyconfidentiality

[6] ALA Access to Library Resources and Services for Minors: An Interpretation of the Library Bill of Rights,
http://www.ala.org/advocacy/intfreedom/librarybill/interpretations/minors

[7] ALA Freedom to Read Statement, http://www.ala.org/advocacy/intfreedom/freedomreadstatement

[8] ALA Freedom to View Statement, http://www.ala.org/advocacy/intfreedom/freedomviewstatement

Enhanced		
•		
Exemplary		
•		

Indicator: The community is confident that its library is overseen by a library board and staff who are responsible public officials and stewards.	Y	N
Essential		
• The library board of directors meets regularly and has adopted written bylaws or governance policies.		
• Management staff and the board are familiar with the sections of ORS 357 that pertain to public libraries.		
• The board and staff are sufficiently trained in relevant state and local laws for public officials, including government ethics, public records, public meetings, and contracting.		
• The board relies on the director for day-to-day management of the library.		
• The board is involved in the development of the library's strategic plan.		
• The library provides an orientation for new board members and continuing education support for all board members.		
Enhanced		
• Board members participate in continuing education activities directly related to libraries, such as conferences and webinars.		
• The board and staff participate in annual training for relevant state and local laws for public officials, including government ethics, public records, public meetings, and contracting.		
• The board helps select the library director, either as hiring agents or advisors, and may provide input regarding the individual's performance according to applicable local, state, and federal regulations.		
Exemplary		
• The library budgets funds for continuing education for board members.		

Indicator: The community is informed about the library board's actions and community members' perspectives are considered in the decision-making process.	Y	N
Essential		
• Board meetings are noticed to local media, on the library website, and in the library building, as prescribed by Public Records Law[9].		
• Board meeting minutes and agendas are made available on the library's website and upon request, in print.		
• Board meetings include a designated public comment period.		
• Contact information for the board is made available on the library's website.		
• Board meeting packets and supplementary information are available in print upon request.		
Enhanced		
• Board meeting packets and supplementary information are made freely available on the library's website.		
Exemplary		
•		

Indicator: The community is informed about the role of the library and its plans for the future.	Y	N
Essential		
• The library has a written mission statement that is available on the library's website and in print upon request.		
• The library has a written strategic plan that is updated at least once every five years that is available on the library's website and in print upon request.		
• The library has a written technology plan that is updated at least once every three years that is available on the library's website and in print upon request.		
• Library staff understand the library's strategic plan.		
Enhanced		
• Library staff attend meetings of or serve on community organization boards.		
Exemplary		
• Library staff attend meetings of city/county/local governing boards.		

[9] Oregon Department of Justice, Public Records and Meeting Law, https://www.doj.state.or.us/oregon-department-of-justice/public-records/public-records-and-meetings-law/

1.2 Policies and Procedures

STANDARD: Community members consistently experience efficient, effective, and courteous library services managed by clear and accessible library policies.

Note: The ALA Library Policy Development guide includes suggestions and samples of library policies[10]. Circulation and collection management policies are required as library minimum conditions. See "Minimum conditions for Oregon public libraries" above.

Indicator: The public and staff go about their library business using established, easy-to-understand rules as outlined in policies approved by a governing board.	Y	N
Essential		
• The library has adopted confidentiality and privacy policies.		
• The library has adopted library services policies.		
• The library has adopted business services policies.		
• The library has adopted human resources policies.		
• The library has adopted facilities policies.		
• The library has adopted patron behavior policies.		
• The library has adopted meeting spaces policies as applicable.		
Enhanced		
•		
Exemplary		
•		

Indicator: The community can easily access information about library policies.	Y	N
Essential		
• Library policies are available on the library's website and in print upon request on the library's website and in print upon request.		
Enhanced		
• Library policies are made freely available in multiple languages, as appropriate for the community.		
Exemplary		
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[10] ALA Library Policy Development, http://libguides.ala.org/librarypolicy

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		
• 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.		
• 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.		
• The library provides staff with continued training opportunities and the support necessary to identify and meet the needs of their patrons and community.		
• The library maintains, supports, and funds an annual staff development plan.		
• The library offers volunteers opportunities to enhance the general level of library service alongside library staff.		
Enhanced		
• The library organizes a group of teen volunteers on a teen advisory board that advises on services and collections for teens.		
Exemplary		
•		

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		
• The library maintains contemporary job descriptions for all classifications and provides regular job performance evaluations for all staff.		
• 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.		
• All written policies related to effective personnel management are consistent with policies of any governing bodies.		
• Library policies and procedures address the work and contributions of non-employees and volunteers.		
• The library selects volunteers through a defined hiring process and may include a background check.		
• The library matches volunteers to the specific needs of the library.		
Enhanced		
• 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		
• 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.		
• 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: • 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	Y	N
Essential		
• The library provides trained staff to facilitate a professional level of public services in at least five of the 10 listed services.		

Enhanced		
• The library provides trained staff to facilitate a professional level of public services in at least seven of the 10 listed services.		
Exemplary		
• 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		
• The library's strategic plan includes specific goals for surveying community diversity.		
• 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.		
• The library uses diversity assessment in developing services and programs to meet the needs of minority populations.		
• The library provides diversity training to staff.		
• Diversity training is reflected in all staff development plans.		
• 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		
• 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.		
• Trained staff members deliver culturally and socially relevant services for new immigrants in their primary language(s).		
• In response to library needs assessment, staff members develop outreach programs to address the current and projected needs of their minority communities.		

Exemplary		
• 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.		
• 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		
• 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		
• The library encourages, supports, and allows time for staff participation in community organizations and groups as outlined in the staff development plan.		
Exemplary		
• 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		
• Qualified staff members oversee the collections, programs, outreach, and services for children, teens, and adults.		
• 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		
• 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.		

	Y	N
• Professional librarians deliver at least 50 percent of the collections, programs, outreach, and services for children, teens, and adults.		
• 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.		
• 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		
• 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.		
• 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		
• The library provides the resources and technological tools necessary for professional education and development.		
• 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.		
• With their supervisors, all employees set annual goals in accordance with the staff development plan for personal and professional development.		
Enhanced		
• Financial support is provided for educational opportunities that incur fees and travel-related expenses.		
Exemplary		
• 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		
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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		
• The collection management plan includes policies and procedures for materials selection.		
• The collection management plan includes policies and procedures for materials removal.		
• The collection management plan includes policies and procedures for reconsideration of materials.		
• The collection management plan includes policies and procedures for materials preservation.		
• The collection management plan includes policies and procedures for donations of books and other materials.		
• The collection management plan includes policies and procedures for special collections.		
• The collection management plan is reviewed at least every three years.		
Enhanced		
• 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		
• The digital catalog is easily accessible onsite and offsite by patrons.		
• The digital catalog is kept up-to-date.		
• The digital catalog is maintained using existing national cataloging standards.		
Enhanced		
• The digital catalog is mobile-friendly.		
• The digital catalog includes book covers or cover art.		
Exemplary		
• The digital catalog offers patron recommendations.		
• The digital catalog provides predictive results.		

Indicator: All users have access to all materials.	Y	N
Essential		
• New materials are made accessible to the public in a timely manner.		
• The library orders new materials regularly throughout the year.		
• The library provides interlibrary loan services.		
• Through its website and other sources, the library provides access to electronic resources purchased by the state.		
• Checking out materials is made as simple as possible for patrons.		
• The library provides easy and accessible ways for patrons to give feedback on collections.		
• 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		
• The library provides access to online databases as appropriate to meet the needs of the community.		
• The library provides adult basic skills materials and English Language Learner (ELL) materials for a wide variety of reading levels.		
• 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.		

• Libraries housing local history and archival collections follow the best practices of the Society of American Archivists[11].		
• The library provides access to federal, state, and local government documents appropriate to the community.		
• The library provides access to special collections appropriate to the community.		
• The library participates in a resource-sharing consortia.		
Exemplary		
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[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		
• The library offers services that include a circulating collection, public technology, and programming for all ages.		
• The library provides services that meet the needs of the community's demographics including special populations.		
Enhanced		
• The library facilitates or serves as custodian of local history.		
Exemplary		
• The library provides notary services.		
• 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		
• Library services are available in person or by telephone all hours the library is open to the public.		
• The library provides reference services.		
• The library provides readers' advisory services.		
Enhanced		
• Library services are available through digital means all hours the library is open to the public.		
Exemplary		
• 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		
• 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		
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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		
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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.		