

Oak Lodge Public Library

Open House and Online Open House

Comment Summary

I. Introduction

In January 2018 Clackamas County kicked off the community visioning process for the Oak Grove Library Replacement Project. An outreach strategy was implemented based on feedback provided during the December 13th Oak Lodge Stakeholder meeting. Using a robust suite of tools including posters and flyers, grassroots outreach from organized community groups, social media and web, and email, the outreach campaign aimed to inform people about the project as well as direct them to an in-person open house and an online open house to provide comments and feedback about their priorities for a new library.

This document summarizes the public comments received through the in-person and online open house.

II. Outreach and Engagement

1. Outreach Strategies

In order to inform the public about the library project and encourage them to provide feedback through an in-person or online open house, the project team conducted the following outreach:

- Poster and flyers at the Oak Lodge and Gladstone libraries.
- Postings on the Clackamas County and Oak Lodge Library Facebook pages
- NextDoor social media postings to the Oak Grove and Jennings Lodge communities
- Series of email blasts sent to the County's email list and grassroots community member lists who have indicated interest in the Oak Lodge Library planning process.
- Postings on the Clackamas County Library Plan webpage: <http://www.clackamas.us/libraryplan/>
- Announcements at Jennings Lodge CPO and Oak Grove Community Council meetings.
- Announcement of online open house in the #ClackCo Quarterly (Feb 2018)

Exciting news for Gladstone & Oak Lodge Libraries

Good news for Gladstone and Oak Lodge libraries! The city of Gladstone and Clackamas County have been working to improve library services—and are moving forward with a plan to construct two libraries, one in Gladstone and one in the Oak Grove/Jennings Lodge area. Combined, these facilities will provide an estimated 25,500 square feet of new library space. We invite you to join the conversation and shape the future of your library.

Learn more about the replacement libraries at public meetings

 Public Meeting for Gladstone Library Gladstone Senior Center 1050 Portland Ave. Gladstone, OR 5:30 - 6:30 p.m. January 11	 Public Meeting for Oak Lodge Library Rex Putnam School 4950 SE Roethe Rd. Milwaukie, OR 6:00 - 7:30 p.m. January 29
 Gladstone Replacement Library 6,000 Sq. Ft. The replacement library will be a modern library downtown of approximately 6,000 sq. ft. Next Steps Library construction is dependent on successful passage of a Gladstone ballot measure authorizing construction of a new library.	 Oak Lodge Replacement Library 19,500 Sq. Ft. The replacement library is estimated to be nearly three times larger than the current library at approximately 19,500 sq. ft. Next Steps Residents will shape the library through a visioning process to meet community needs.
Sign up for updates! Visit the link below and select Gladstone Library Updates and/or Oak Lodge Library Updates. www.clackamas.us/constantcontact.html Learn more at: www.clackamas.us/libraryproject	



- Invitation and involvement at a meeting with key stakeholders in December 2017, where representatives of 20 active Oak Lodge community groups were invited. These stakeholders were engaged in shaping the plan for the public meeting. They were provided with flyers and posters and encouraged to spread the word about the meeting and online open house.
- Facebook advertising to direct targeted Facebook users to the online open house
- Tweets through Clackamas County Twitter Feed
- Reddit postings to direct users to the online open house
- Partnership with two local school districts to distribute event flyers through the online portal, as well as print
- Press release



2. Open House and Online Open House Overview

Open House

An open house was held at the Rex Putnam School in Milwaukie on January 29, 2018. The meeting is an opportunity for Oak Lodge residents to learn about the planning process for a new Oak Lodge Library, and to begin to provide their feedback and vision for the library. The meeting will also include information about the North Clackamas Parks and Recreation District (NCPRD) and North Clackamas School District (NCSD) Strategic Partnership and how NCPRD plans to engage residents moving forward.

The agenda for the meeting included:

AGENDA ITEMS

Welcome Table

Participants will sign in at the welcome table and receive project information and a comment form. (Welcome table to be staffed throughout the event.)

Welcome

Brief welcome from County Administrator Don Krupp, community member Stephanie Kurzenhauser, and Commissioner Paul Savas with invitation to participate in the meeting and interactive activities.

Open House Event

Participants were invited to:

- Visit information stations and read display boards to learn more about the Library planning process

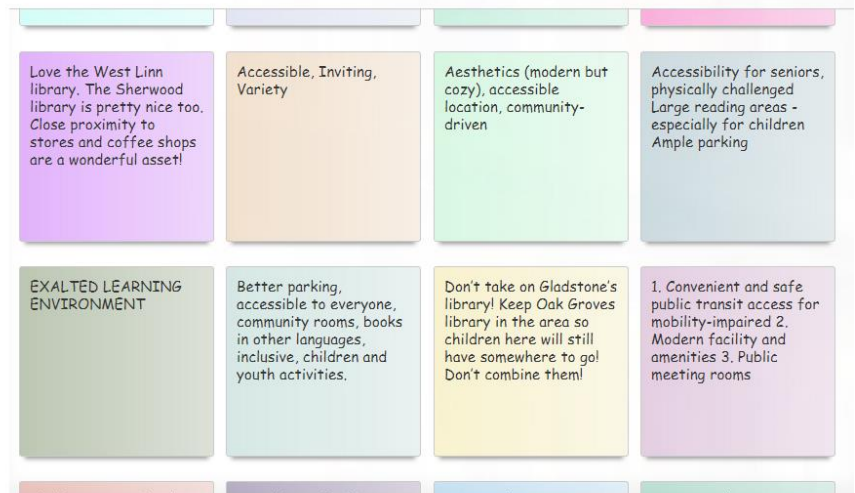
- Visit information stations and read display boards to learn about the NCPRD and NCSD Strategic Partnership
- View a rotating PowerPoint that provides information about both the Library and Strategic Partnership processes
- Contribute to the vision for the Oak Lodge Library throughout interactive commenting activities.
- Talk to staff and ask questions.

Online Open House

An online open house provided a platform for information and commenting between Jan 29 and Feb 20, 2018. It invited community members to learn about the project and then provide feedback via a

series of survey questions that matched the comment cards and interactive activities available at the in-person open house.

Read other comments...



Screen shot of the online open house commenting wall

Total Participation

In-Person Open House

- **Date:** January 29, 2018
- **Total Attendance:** ~150
- **Comment Cards Collected:** 44

Online Open House

- **Dates:** Jan. 29 – Feb. 20 (23 days)
- **Total Website Views:** 664
- **Completed Surveys:** 126

III. Key Takeaways

Key themes heard through the public outreach include:

➤ **Access is Critical.**

A lot of feedback centered around being able to **easily get to the library**. As the vast majority of respondents indicated that they drove to the library, easy and ample **parking** was a common request in answers and comments. That said, people generally provide high ratings **for transit, walking, and biking** accessibility as well. Numerous comments mentioned the importance of having the facility highly accessible to all types of transportation users.

➤ **Focus on Young People.**

An emphasis on features and **programming for children** were an important focus for survey respondents, a particularly pronounced theme given that very few young people provided comments, and few respondents even had children living in their homes. Specialized spaces for children and teens, programming and activities for children and teens, and library materials that focused on educating young people rated highly and came up consistently in comments.

➤ **Create an Inviting Place to Enjoy.**

There was a strong emphasis on making the new library space a **focal point of the community**. People used words such as **“open,” “welcoming,” and “inviting”** to describe their vision for a better library and creating a space to “read and relax” rated as highly important. A number of commenters mentioned the unappealing nature of the existing library due to its location and layout and stated their interest for something friendlier.

While people were vocal about the interior of the space, it is worth noting that there was not a lot of interest in outdoor features for the library. Connections to nature or incorporating outdoor features in the design generally rated low, and few comments mentioned anything about outdoor space.

This section summarizes responses from the online open house and comment cards submitted at the in-person open house, as well as the interactive activities at the in-person open house. In total, this includes responses from 170 people (44 comment cards from the in-person open house, and 126 online open house submissions).

In this question, respondents were asked to provide three words that describe their vision for a new library. While some respondents wrote just three words, many respondents wrote longer phrases, sentences, or even paragraphs, explaining different themes that they wanted to see in the new library.



We analyzed this data by counting the most common words submitted or used in respondents' answers. After removing irrelevant words, the top ten words were:

5

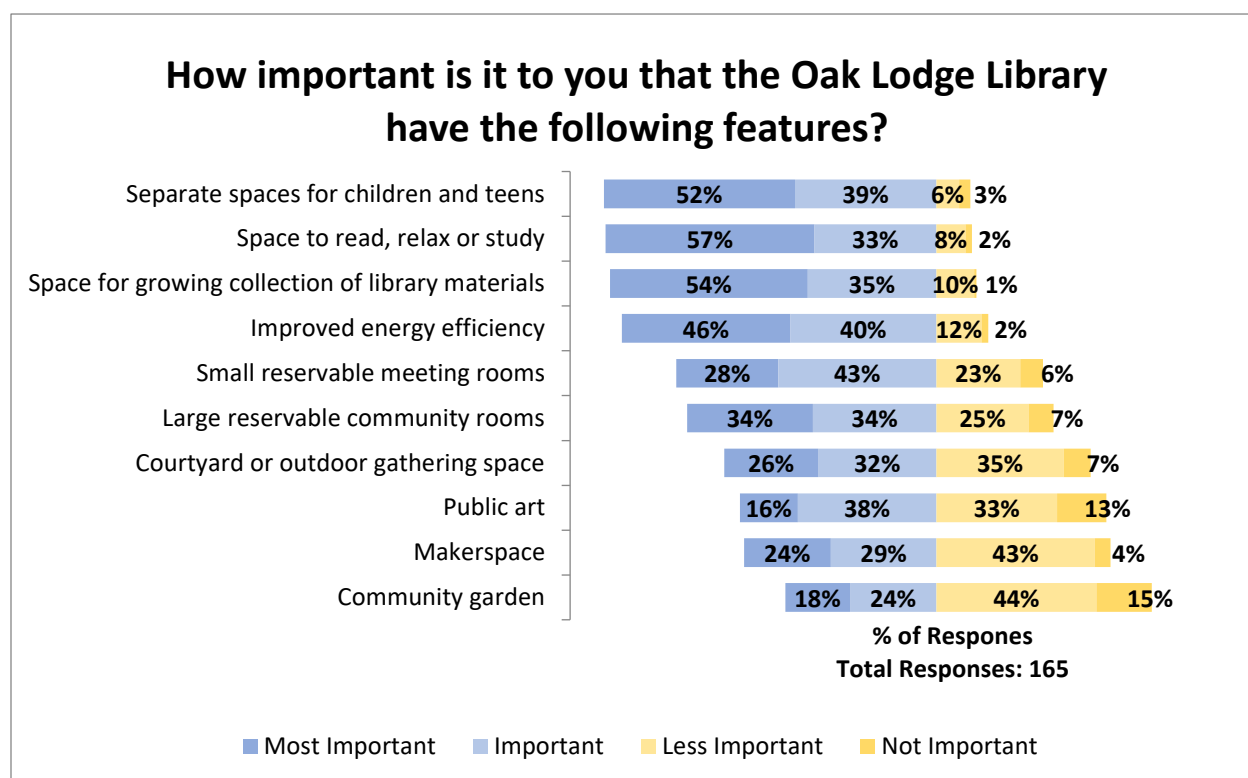
Open House Interactive Results

At the open house, people answered this question by writing on a large shared wall. Results from this exercise many of the top ten words were the same as those in the survey and comment card responses, though there were two notable differences. The word “community” was the most common at the open house activity, and the words “art” and “large” were in the top ten during this exercise.

2. Library Features, Programs, and Access

In this series of questions, respondents were given a list of items related to new library features, programming, and accessibility, and asked to rate each of the items as either: “very important,” “important,” “less important,” or “not important.”

a) Library Features

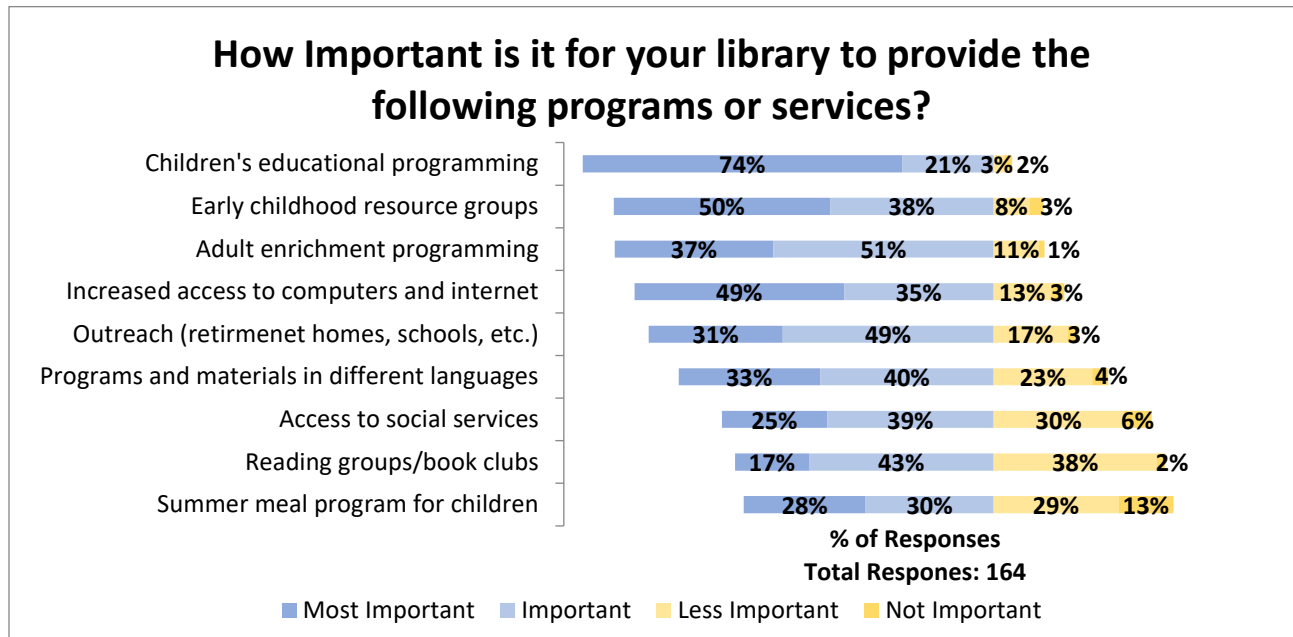


Features ranked on their combined proportion of responses as either “most important” or “important.”

Respondents rated “space for children and teens,” “space to read or relax,” and “space for a growing collection,” as the three most important items. “Space to read and relax” had the highest percentage of “very important” responses (57%) while “space for children and teens” had the largest combined responses of either “very important” or “important” (91%).

On the flip side, a community garden was the only feature where over half of respondents (59%) rated it as either “less important” or “not important.” Makerspace also had a fairly high number of respondents that rated it as either “less important” or “not important” (47%) however, nearly a third of respondents skipped this question, likely indicating a general lack of awareness about the term “makerspace.”

b) Programs and Services

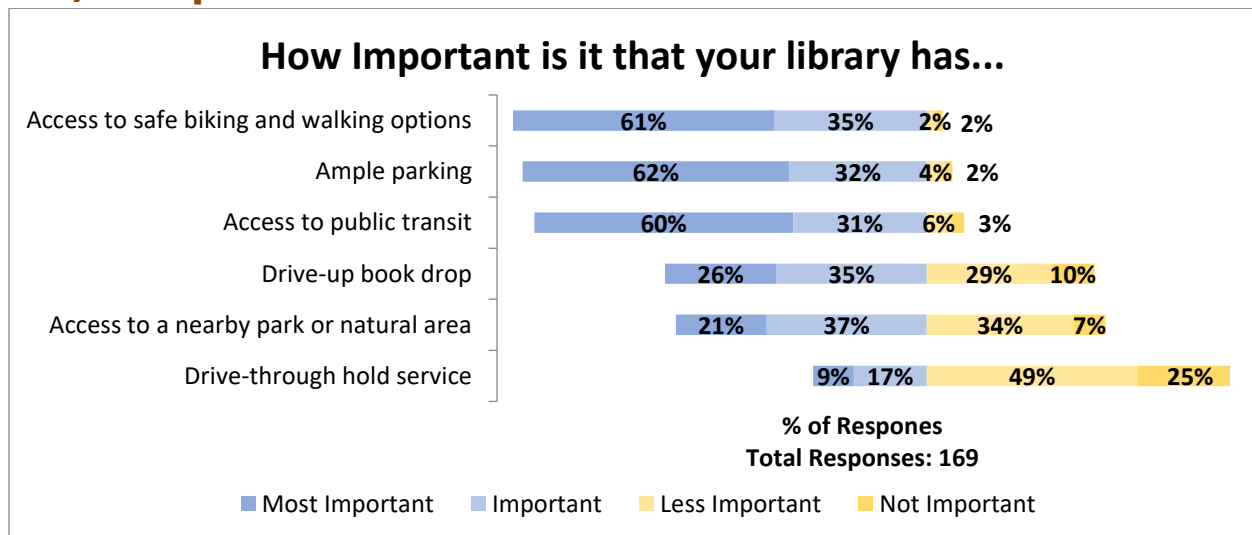


Features ranked on their combined proportion of responses as either "most important" or "important."

The highest rated service was "children's educational programming" which nearly three quarters of respondents rated as "very important" (74%). Five of the services had combined responses of either "very important" or "important" that were over 80%: "children's educational programming" (96%), "early childhood resource groups" (88%), "adult enrichment programming" (88%), "increased access to computers and internet" (84%), and "outreach to retirement homes, schools, etc." (80%).

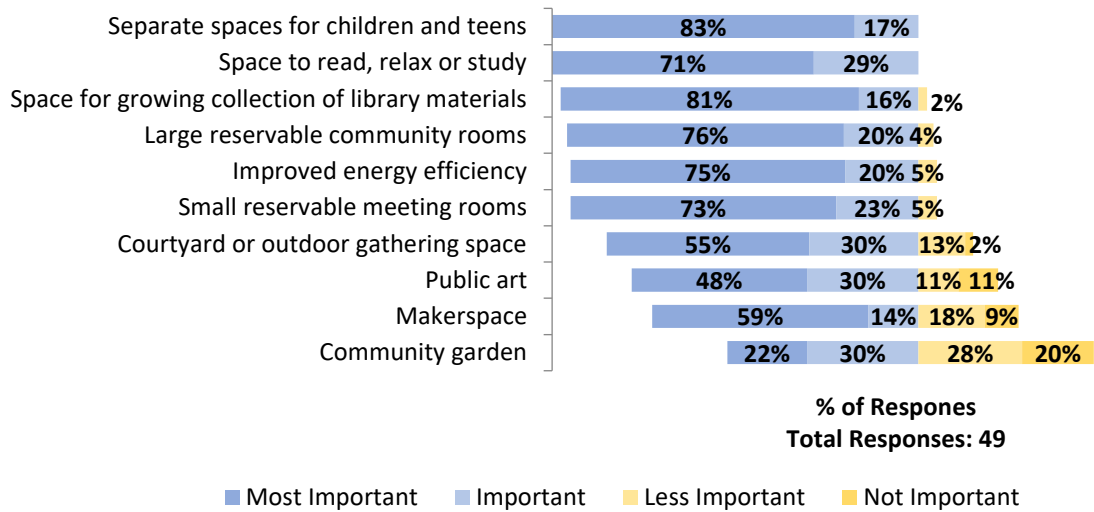
The lowest rated service was "summer meal program for children" which 13% of respondents indicated as "not important." All other services were rated as "not important" by only 6% or less of respondents.

c) Transportation Access



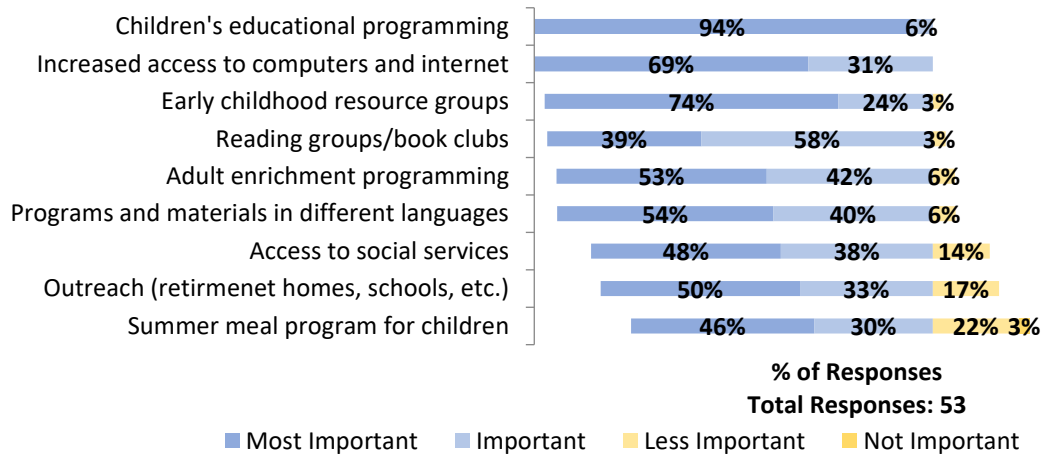
Importance Features of New Library

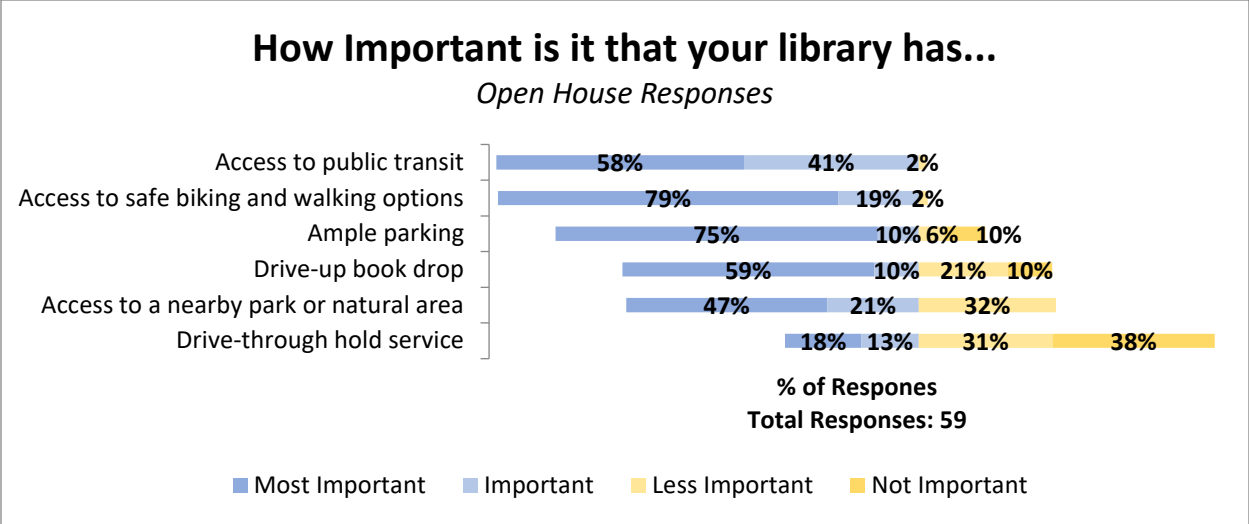
Open House Responses



Importance of Services and Programs in New Library

Open House Responses

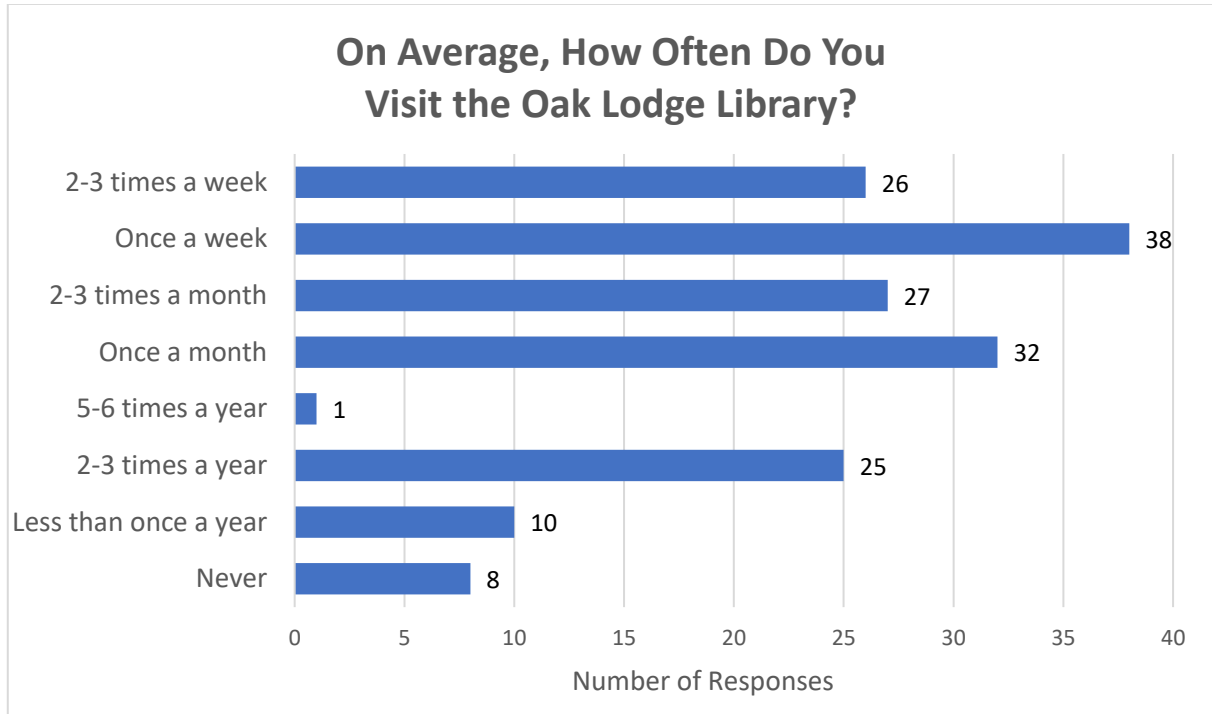




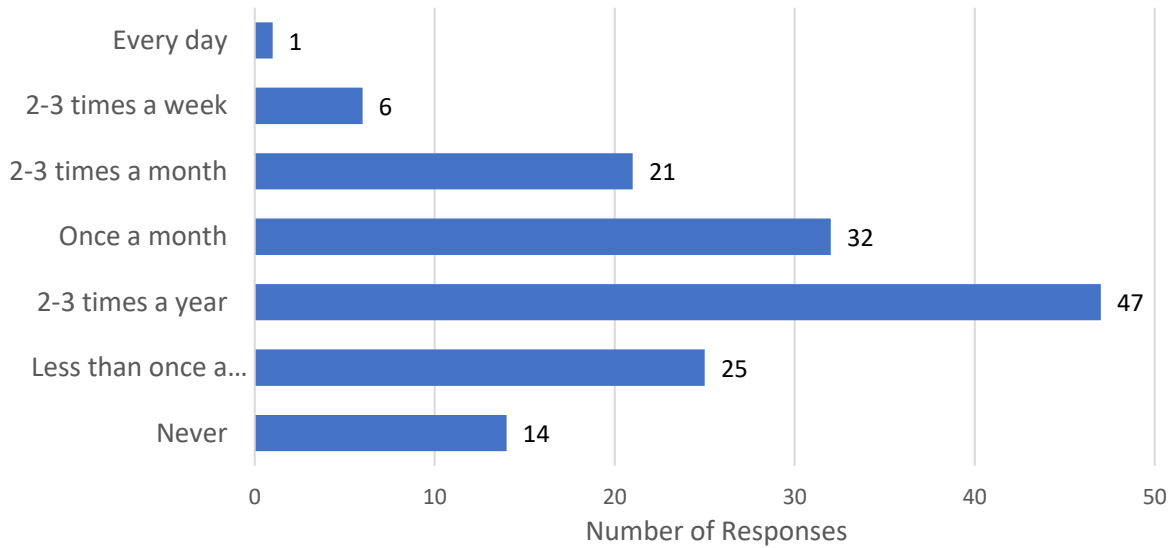
4. Visiting the Library

Respondents were asked a series of questions about their behavior related to visiting the library. The vast majority of respondents (73%) indicated that they were relatively frequent visitors of the existing Oak Lodge Library, visiting once a month or more.

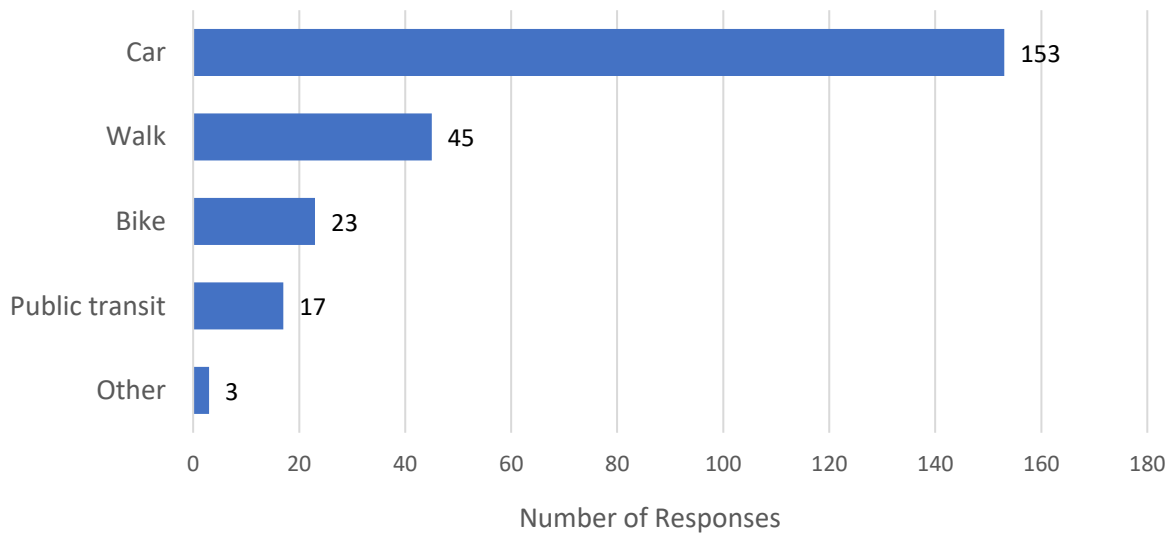
Driving was the most common way of getting to the library. More than three times the amount of respondents indicated that they drove to the library compared to walking, the next most popular transportation option. It is notable that at least a third of people said that they used multiple modes of transportation to get to the library.



How Often do you Visit Other Libraries in the Clackamas County Library District?

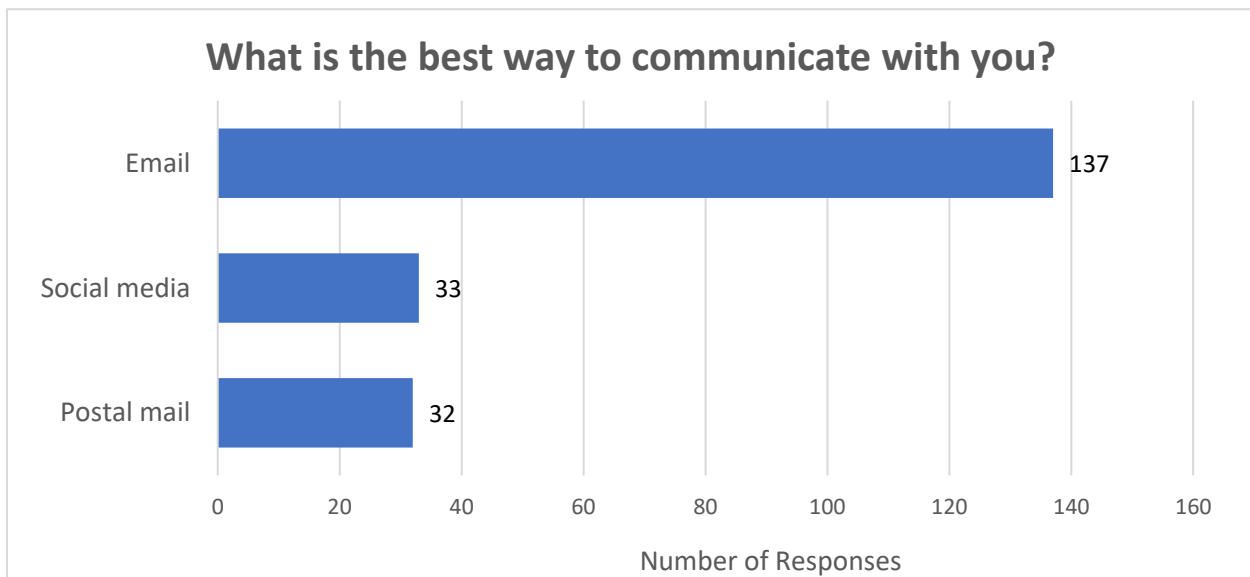
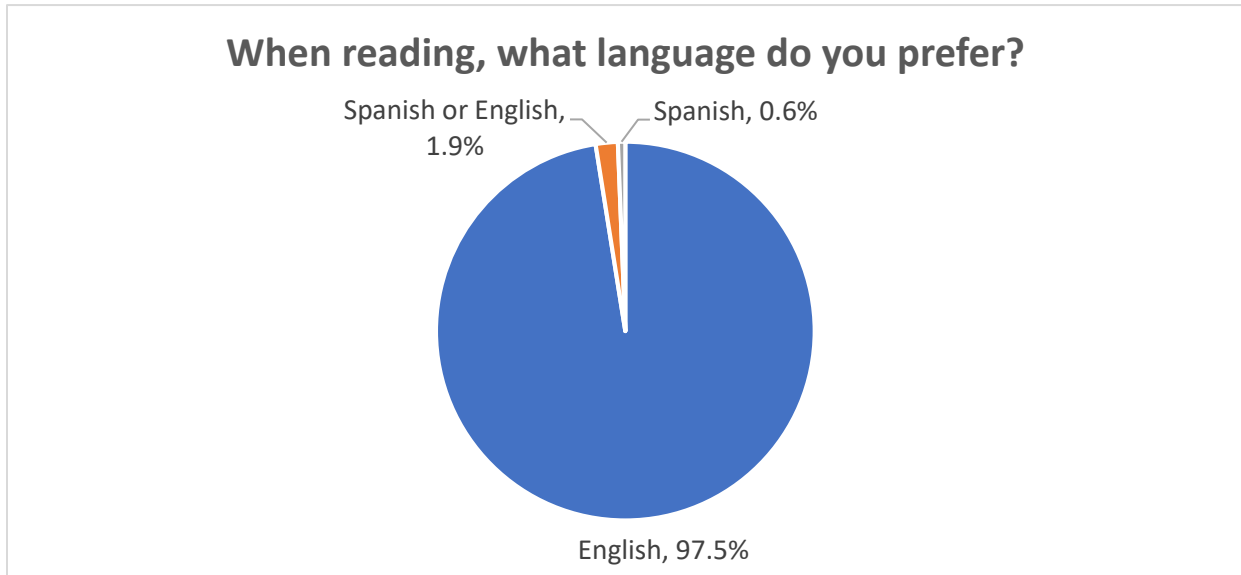


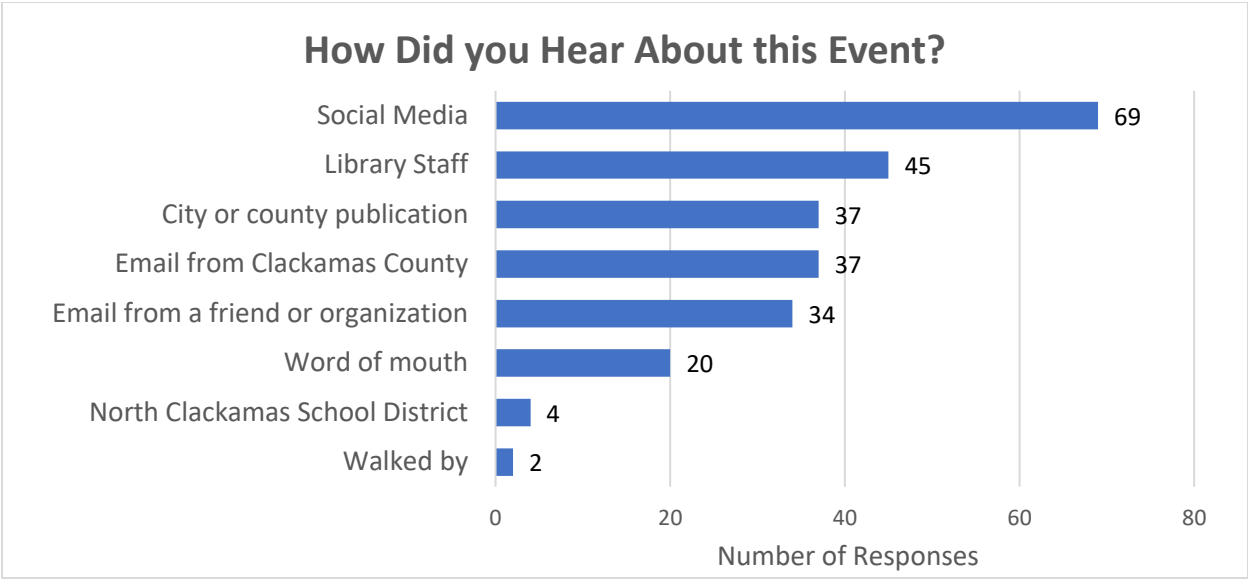
How do you get to the Library? (Check all the apply.)



5. Communication Preferences

When asked about communication preferences, the vast majority of people preferred to receive information via email. Interestingly, social media was the most common channel through which people learned of the open house and online open house, likely due to the social media strategy put together by JLA. English was by far the most preferred language, with a handful of people indicating Spanish as a preference or co-preference with English.

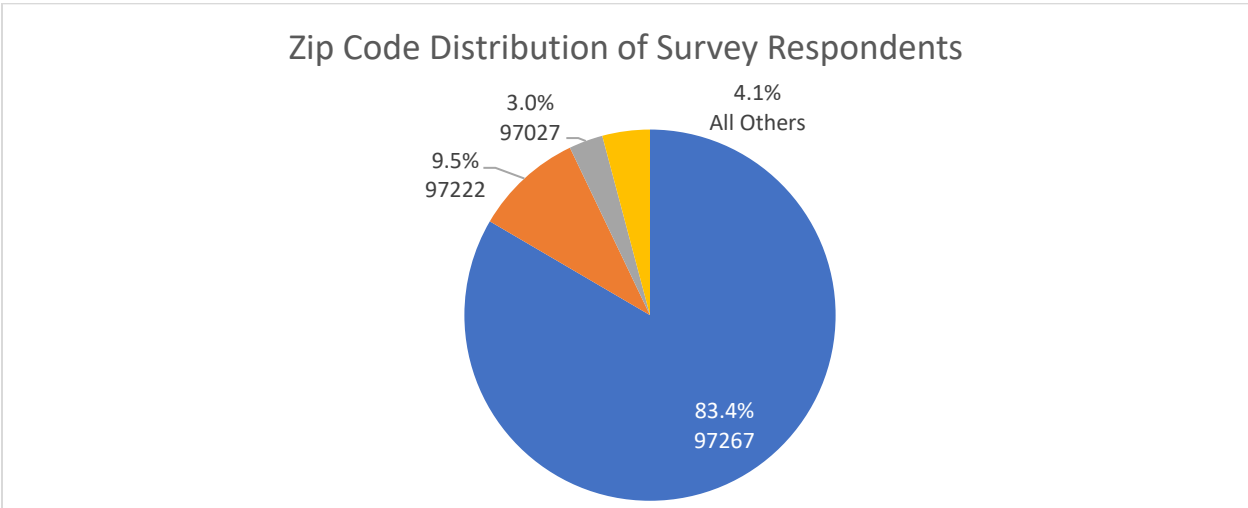


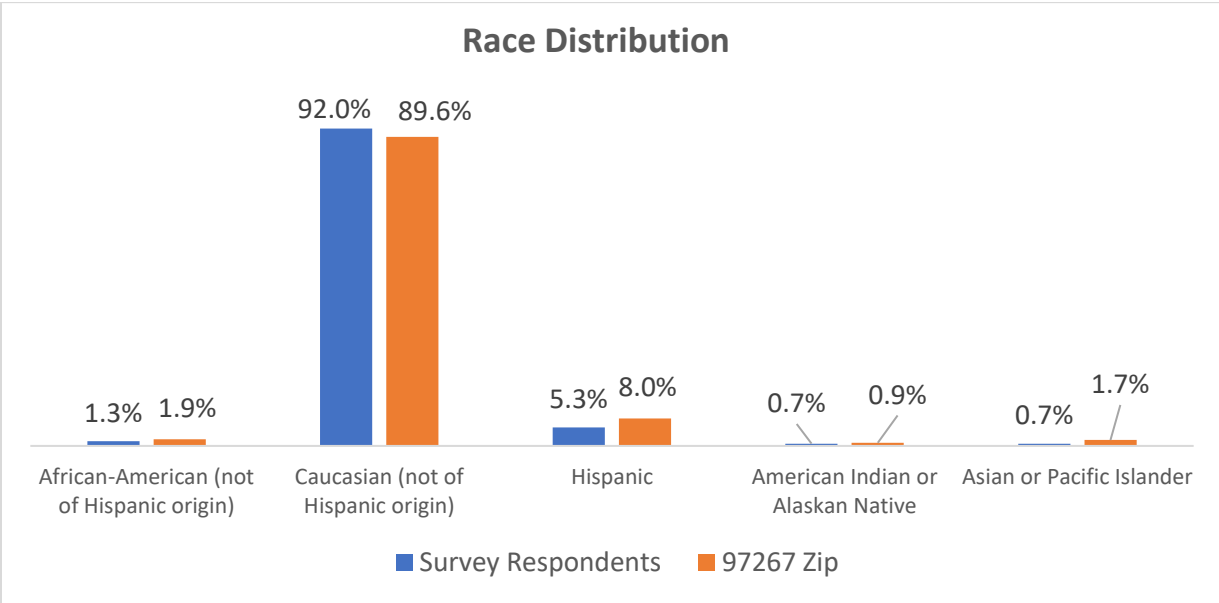
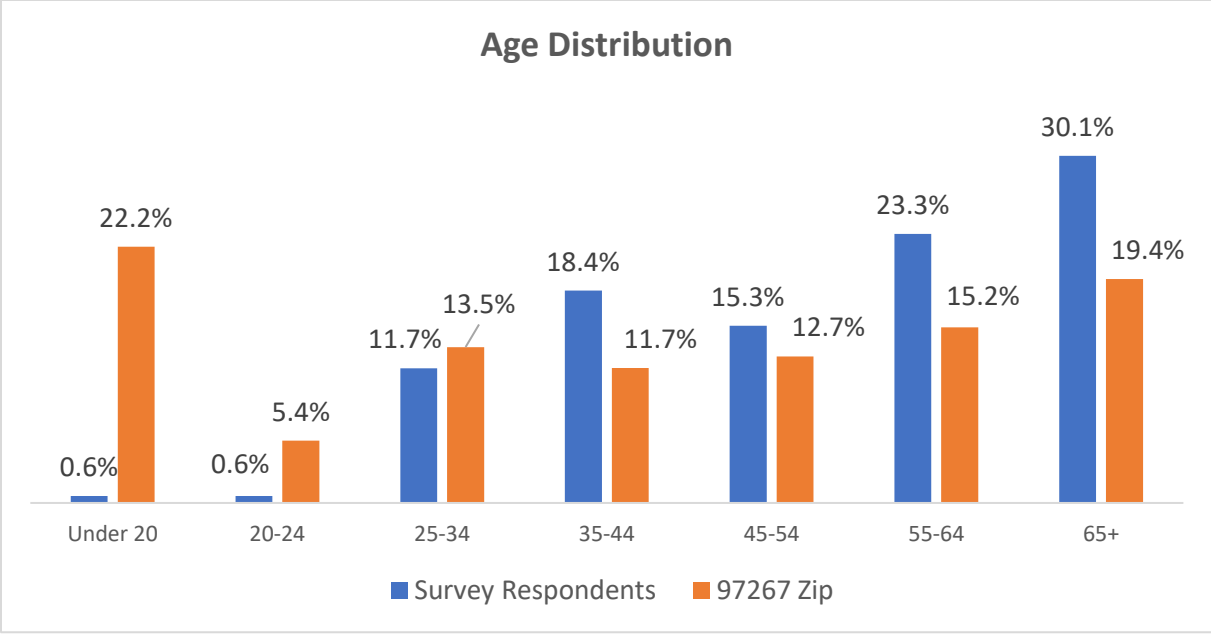


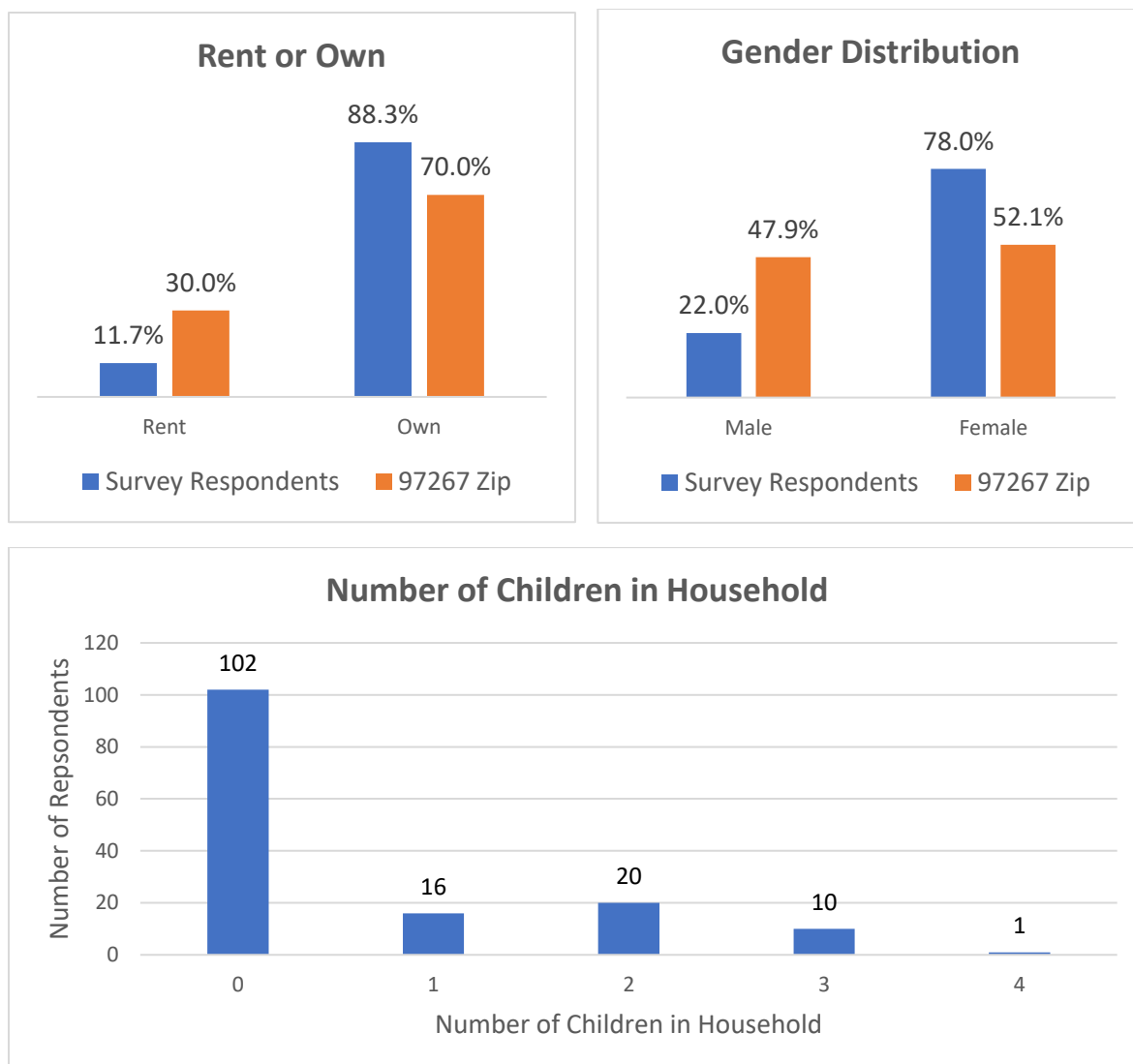
6. Demographics

Respondents were asked a number of demographic questions about themselves. When applicable, these responses are compared to overall demographics of individuals living in the 97267 zip code, a geographical area that roughly corresponds to the Oak Lodge community.

It is important to note the differences between survey respondents and the neighborhood as a whole. Survey respondents were generally older than the population as a whole, with few responses from people under 18 or even from people with children in their households. Additionally, a much higher proportion of survey respondents were female compared to the population as a whole.







7. Open-Ended Questions

The survey offered space for respondents to add additional comments about their vision for, and priorities in, a new library. All 44 comments are included in full in Appendix A, but below are some notable topics:

- **More than books.** Seven commenters mentioned the importance of hosting non-literary related events and activities at the library such as community meetings or resume building workshops.
- **Fiscal Responsibility.** Four commenters mentioned the importance of keeping the new library costs, in construction or in maintenance, to a minimum.
- **Tech Access.** Four commenters mentioned computer and printing access as important.
- **Transient Population.** Three commenters mentioned the transient population and the importance of keeping the library and surrounding area safe and clean.
- **Concord School.** Three commenters voiced support for the use of the Concord School for a new library.

Appendix A: Additional Comments

- A larger, more child-friendly space (room) for story time is a must!
- A spot in historic Oak Grove, Oak Grove Blvd, River Rd., would be lovely...off McLoughlin!
- A warm, welcoming and spacious library would be wonderful! Having a lot of computer and printer access is even more important for many in our community. I would like to see children/teens and the under-served receive the highest priority when the budget cuts hit.
- Blessings on all the volunteers endeavoring to improve the common good.
- CD machine cleaner (only some of the libraries have them--all libraries need them). Some people that check out cd's look like they use them for coasters for drinks and food.
- Consider calling it the Oak Grove Library. That's a nicer name and we should be aiming for consistency...
- Don't shoot yourself in the foot by telling people to "dream big" and the sky is the limit. It's not true and will bog down movement.
- Expanded fiction book section, especially paperbacks.
- Flexible space for changing needs. Energy efficient, low maintenance costs. The welcoming, inspiring learning center to which our library aspires, and the centerpiece that is needed by our growing community. A new library building demonstrates a commitment to growing a vibrant economy with strong infrastructure, qualities that will allow the Oak Lodge area to attract business and services for our growing population.
- Gathering space for lectures and author gatherings
- Hope it can provide a learning environment both inside & out - with permaculture natural areas; unique inspiring architecture & design; reading/studying nooks inside as well as small & large meeting/educational areas. I think libraries have evolved from merely book depository. If we're gonna do it, let's do it GREAT!
- How to manage changing tech, computers with tech packages, how to provide jobs/education for teens, community and welcoming space
- I don't presently go to the Oak Lodge library very often because I still rely on the Sellwood Library (Multnomah Co.).
- I hope the new library will be as spacious and classy as the ones in Oregon City and West Linn. I hope it will host literary, musical, and cultural events like Ledding does. I hope it will also host the wide array of kid, teen, and adult clubs and events like Gladstone does. Our community has a dearth of public meeting rooms, so this needs to be a priority in a world where being politically active is now an urgent need.
- I love the library and the people who work there. Libraries are one of the top five inventions of mankind.
- I rarely visit the Oak Lodge location due to the extremely frustrating parking issues. I am an avid library user, but I drive the extra miles to Multnomah County Sellwood branch. I'd love to use my community library but right now it just isn't worth the hassle.
- I think an explanation of how you say there are \$3.5 mill is needed. Each library was to get \$1 mill for capital improvements, and that's what OC, Milwaukie, Sandy, Canby and Happy Valley libraries got. Gladstone already got their \$1 mill and frittered it away on the plan that was ultimately rejected by their voters. So how is there more than \$1 mill for this two-library solution? There needs to be equity with the rest of the libraries in the county. We're watching this closely.

- I would hate to see overspending on facilities at the expense of acquisition of new media and operation hours. When Jackson County built a new library in Medford they overspent on "nice to haves" leaving no operating budget.
- I would like the old Safeway, old Kenows (I have no idea how that was spelled), and Oak Grove Blvd options considered as possible locations. I know many want it at Concord. I am open to that but there could be other options! Please look elsewhere too!
- I would love to have the new library in the old Concord Elementary School, making good use of an existing, charming old building, connected to outdoor activities on the former school grounds.
- I would visit the library more often if it was a warmer more inviting environment with comfortable seating.
- If a cafe' is introduced, have volunteer opportunities for high school students to have on resume's later.
- Internet library services mail order and return services for the disabled and elderly. Like meals on wheels?
- Locating the library within the concord school attaches a perspective of history education and values preservation. It also keeps us using and reusing pre-existing building materials rather than investing in new, allowing us to Walk our Talk about recycling and sustainability. Yes, I heard that the book stacks are too heavy but the books can go on the lower floor, with computer usage reservable spaces upstairs. Using the concord school in general for social and community services also allows the library to be a library with other spaces available for social services and purposes. An ancillary comment: Marylhurst school charges \$9k per year tuition and is a private school. This is antithetical to what I understand to be "social services" in the original concept for Concord school.
- Location should be safe. I don't want to worry about pan handlers or tweakers approaching me as I get my children in and out of my vehicle.
Easier access to cultural passes...returning before closing time can be tedious.
- Make a showcase library - better than Lake O, West Linn, Sandy, Happy Valley all together! We have put monies aside for years and haven't been able to use it! Plus the county nearly funded the Happy Valley Library outright. It's city right that the same should be done for Oak Lodge, since there has been such a dearth of improvements at our library.
- Make sure homeless do not leave their garbage at library. Maybe a fix-it-fair.
- Oak lodge is nearer to me but I go to Ledding or Happy Valley more because they have a better community ambience. Oak Lodge feels dated and like an inappropriate space was used In an effort to prove to the public that efforts were being made to cut costs.
- Other services should be located at other places... not our library.
- Please locate the library immediately adjacent to a public transit stop with frequent service.
- put a library in a building designed to be a library
- Put it in downtown Oak Grove
- Should be large enough so doesn't feel cramped. Room to adapt to future changes.
- Sustainable design is critical in order to reduce long-term energy costs and overhead.
- Taking on an additional financial obligation by taking on Gladstone's library and eliminating the one in Oak Grove is a very poor decision! Why not leave Gladstone to their own resources as they have a growing tax base, and use county money to move Oak Groves to a viable location! What about Concord School? Good location, classic historical building, newer roof,

centrally located, near bus, bike walking. Everything that makes sense for our oak grove community!

- Thank you for the opportunity to comment.
No drive-ups. Result is auto oriented design contrary to walkable, ped-friendly design.
- Thanks for your efforts to help improve our community! Excited for a new library
- The existing library's location is awful. It's in what is basically a strip mall with hardly any parking right on 99. The two times I have been to the children's storytimes no one else has been there. In contrast, the Ledding Library has great parking, is a very inviting building, robust storytimes, a great children's library, is not on 99, is walkable to other things, and has a great little park space with ducks around it. I think the new library should be modeled around the successes of the Ledding Library. Also, the Happy Valley library is another great example - great parking, wonderful & well attended children's programs, a park, etc.
- The size of the proposed building is not sustainable with library district funds. Two story structures (if considered) needs additional staffing and certainly security people to oversee. In the future residents will be asked for more funding, which will not pass vote. Another consideration is shrinking library collections due to electronic downloadable materials. This continuing trend will reduce the need for large physical collections. Patrons DO have access to materials from 11 other libraries in LINCC. Please start smaller with the new library while still including ample meeting & program space and design a new structure that can easily be expanded upon if the need comes. Also, I see no effort to engage ALL residents of 97267. Our library district stretches west to I+205 (Oatfield Road, Webster Road areas and south of Hwy. 224 to Jennings Rd.) citizens in this area either don't use the library or go to one not paid for by their library special district tax. Yet we could be asked to pay for a facility that we won't use because it is too far away. I believe libraries MUST survive in our society but I will not support reckless planning to create them. Thank you and please Plan Thoughtfully and Rationally.
- We also need a place to store and display historic objects and collections that will be donated to the library from local citizens (since we do not have our own historical society).
- While I take advantage of many Ledding Library events, I don't expect my library to be EVERYTHING to ALL people. I would be as happy with a location like old Safeway as I would a grand building in a beautiful park.
- Wish Clackamas County would step up to the need for zoning for residential areas from 205 to W. River not in cities
- Would go more if improved parking
- Would like to see a professional, consistent core staff with standard knowledge (e.g., e-books, computers) vs. current rotating staff with inconsistent knowledge, service ethic, and abilities.
- Would need an environment that could be secure from transients so families feel safe going to the library.

Appendix B: Flip Chart Notes from Open House Discussion

A portion of the open house involved a facilitated discussion about priorities and important library features. The facilitator wrote ideas from the audience on a piece of paper. When a comment was related to an existing idea already on the piece of paper, the facilitator added a check mark next to the existing idea. Below is a full summary of those notes with check marks noted in parentheses.

- Easy access/ more parking (4 checks)
- E books and audio books (4 checks)
- Child-sized toilets in family-size bathroom with diaper station (3 checks next to this)
 - Low counters for hand washing (for toddlers and ADA)
- More large-print books (1 check)
- Room for storing historic Oak Lodge artifacts, documents, videos, etc (1 check)
- Large windows (1 check)
- Keep technology up to date (1 check)
- Community kitchen/café
 - Potentially for teens to learn to cook/serve
- How to allow flexibility with technology that is evolving
- Performing arts venue
- Comfy children's chairs (bean bags)
- Fireplace (indoors)
- Kid's computers
- Stroller parking
- Newly constructed building
- Comfortable outdoor spaces
- Family storage/cubbies for diaper bags, etc.
- Suitable flooring for kids (easy to clean – not carpeting)
 - Flooring with traction for those not of sure footing (young and old)
- For early childhood education – make sure meeting space for parents is adjacent and accessible to larger community room (kid's space)
- Rooms for adult classes
- Combine drop-off/drive through pick-up
 - Helps reduce parking
 - No need to get out of car
- High school/ AP credit courses through library
- Checkout laptops for use in library, not desktops
- Modern adventurous design
- Expanded graphic novel section
- More women of color authors features
- Readings (arrow to women of color authors)
- Drag reading hour (New York City Public Library example)
- Provide services summer programming/ community events
 - social services, mobile medical van, meals
- Facilitate educational/creative collaborative gaming
- Reference